Request for cooperation in a survey of non-Japanese citizens in Sapporo

With the intention to create a comfortable living environment for all citizens regardless of their nationality, the City of Sapporo has decided to conduct a survey of non-Japanese citizens.

This questionnaire has been sent to 2,000 randomly selected non-Japanese citizens who live in Sapporo and are aged 18 or over.

The survey findings will serve as a reference for the City of Sapporo to make further efforts, and will not be used for any other purposes. Individual names or private details will not be disclosed externally. We appreciate your understanding and cooperation with regard to the purpose of this survey.

■ Notes regarding filling in the questionnaire
1. The questionnaire should be filled-in by the person to whom it was addressed.
2. Enclosed are two questionnaires: one in Japanese and the other in another language. The contents are the same. Please fill in either of them.
3. To answer the questions, please circle the appropriate number. Note that some questions require you to choose only one answer, while others allow you to choose several. When you have chosen “Others,” please specify in the parenthesis.
4. It is not necessary to fill in your name or address on the questionnaire or the envelope.

■ After filling out the questionnaire:
Place it in the return envelope and post it by September 11. No postage stamp is necessary.

For further information on this survey, please contact:
International Relations Section, International Relations Department, General Affairs Bureau, Sapporo Municipal Government
Address: Sapporo City Hall 10F, Kita 1-jo Nishi 2-chome, Chuo-ku, Sapporo 060-8611
E-mail: kokusai@city.sapporo.jp
Tel: 211-2032
### Questions about you

**Q. 1.** Which gender are you?
- 1. Male
- 2. Female

**Q. 2.** How old are you?
- 1. 29 or under
- 2. 30 – 39
- 3. 40 – 49
- 4. 50 – 59
- 5. 60 – 74
- 6. 75 or over

**Q. 3.** In which ward do you live?
- 1. Chuo-ku
- 2. Kita-ku
- 3. Higashi-ku
- 4. Shiroishi-ku
- 5. Atsubetsu-ku
- 6. Toyohira-ku
- 7. Kiyota-ku
- 8. Minami-ku
- 9. Nishi-ku
- 10. Teine-ku

**Q. 4.** What is your nationality?
- 1. Chinese
- 2. South/North Korean
- 3. American
- 4. Filipina
- 5. Russian
- 6. Canadian
- 7. Australian
- 8. British
- 9. Nepalese
- 10. Indonesian
- 11. Indian
- 12. Bangladeshi
- 13. Brazilian
- 14. Thai
- 15. New Zealander
- 16. Other ( )

**Q. 5.** What is your status of residence?
- 1. Professor
- 2. Religious Activities
- 3. Instructor
- 4. Engineer
- 5. Specialist in Humanities/International Services
- 6. Entertainer
- 7. Skilled Labor
- 8. Cultural Activities
- 9. College Student
- 10. Pre-college Student
- 11. Dependent
- 12. Special Permanent Resident
- 13. Permanent Resident
- 14. Spouse or Child of Japanese National
- 15. Spouse or Child of Permanent Resident
- 16. Long-term Resident
- 17. Others
Q. 6. How long have you lived in Japan?
   1. Less than one year  
   2. One year – less than three years  
   3. Three years – less than five years  
   4. Five years – less than 10 years  
   5. Ten years – less than 20 years  
   6. Twenty years or more

Q. 7. How much longer are you planning to live in Sapporo?
   1. Less than one year  
   2. One year – less than three years  
   3. Three years – less than five years  
   4. Five years – less than 10 years  
   5. Ten years – less than 20 years  
   6. Twenty years or more

Q. 8. What type of school did you last graduate from (including schools outside Japan)?
   If you are a student, choose the school you attend now.
   1. Did not go to any school  
   2. Elementary school  
   3. Junior high school  
   4. Senior high school  
   5. Vocational school/college  
   6. University  
   7. Graduate school

Q. 9. Are you married?
   1. Married to a person with Japanese nationality  
   2. Married to a person with non-Japanese nationality  
   3. Not married

Q. 10. What is your annual income (including earnings other than those from salaries, such as scholarships and money sent by your family)? If you live with your family, what is your family’s total annual income?
   1. ¥0 - ¥990,000  
   2. ¥1,000,000 - ¥1,990,000  
   3. ¥2,000,000 - ¥2,990,000  
   4. ¥3,000,000 - ¥3,990,000  
   5. ¥4,000,000 - ¥4,990,000  
   6. ¥5,000,000 - ¥5,990,000  
   7. ¥6,000,000 - ¥6,990,000  
   8. ¥7,000,000 - ¥7,990,000  
   9. ¥8,000,000 or more
Q. 11. How good is your Japanese?

(1) Speaking/listening comprehension
   1. Very good (have almost no trouble)
   2. Good (have little difficulty communicating in everyday conversation)
   3. A little (simple conversation only)
   4. Poor

(2) Reading
   1. Very good (have almost no trouble)
   2. Good (can get a general idea)
   3. A little (can read easy sentences in hiragana/katakana)
   4. Poor

(3) Writing
   1. Very good (have almost no trouble)
   2. Good (can write a letter using easy Chinese characters)
   3. A little (can write simple sentences in hiragana/katakana)
   4. Poor

Q. 12. Are you currently learning Japanese, or do you want to learn Japanese?

1. Learning
2. Not learning but want to learn if possible
3. Not learning and do not plan to learn

Q. 13. This question is only for those who chose “1. Learning” in Q. 12. How are you learning?

1. Studying by myself
2. Being taught by a family member
3. Being taught by a Japanese acquaintance/friend
4. Attending classes at my college/school
5. Attending a volunteer Japanese class
6. Attending classes at a language school (Japanese language school)
7. Others ( )
Q. 14. This question is only for those who chose “2. Not learning but want to learn if possible” in Q. 12. Please choose only one reason why you are not learning.

1. Do not have enough time
2. Do not have enough money
3. Have no idea where I can learn Japanese
4. No good classes/schools that match my level
5. Other ( )

Q. 15. Other than Japanese, in what language(s) do you have ability to communicate almost freely? Choose all that apply (including your mother tongue).

4. Tagalog  5. Russian  6. Others ( )
7. None in particular

Residence

Q. 16. Where do you reside?

1. Detached house (self owned)
2. Detached house (rented)
3. Apartment/condominium (self owned)
4. Apartment/condominium (rented)
5. Rented public housing (e.g., municipal housing, housing provided by the Urban Renaissance Agency)
6. Company/school dormitory
7. Other ( )
Q. 17. Did you have any trouble finding a place to live, or is there anything that should be improved? Please choose **up to four answers** that apply to you.

1. No idea how to find somewhere to live
2. No idea how to find a real estate agency with a staff who speaks my language
3. The housing contract is beyond my understanding.
4. Unable to communicate conditions/terms I desire
5. Know nothing about lease systems, such as deposits and agents’ charges
6. Unable to find a guarantor
7. Not enough information on places that welcome non-Japanese
8. Request was refused because I am a foreigner
9. Others ( )
10. None in particular

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**Information / consultation**

Q. 18. Where do you acquire information necessary for everyday life? Choose **all** that you use frequently.

1. Internet (Japanese)
2. Internet (other languages)
3. Newspapers/magazines
4. Television/radio
5. Company/school
6. Japanese friends/acquaintances
7. Friends/acquaintances from my homeland
8. Japanese neighbors, circulated neighborhood association notices
9. Volunteer organizations
10. Embassy/consulate
11. Others ( )
12. No means for acquiring information
Q. 19. If any, what websites do you frequently visit to acquire information necessary for everyday life?

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<thead>
<tr>
<th>Website name</th>
<th>URL</th>
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Q. 20. Have you ever referred to public relations magazines/websites issued by the City of Sapporo or the Sapporo International Communication Plaza?

1. Yes, often
   2. Have referred to them once/a few times
   3. No, never

1. 2. 3. (1) Sapporo City public relations magazine “Koho Sapporo”
   (Japanese)

1. 2. 3. (2) Sapporo City multilingual guidebook for living “Handbook for Daily Life”
   (Japanese, English, Chinese, Korean, Russian)

1. 2. 3. (3) Free information magazine in English “What’s on in Sapporo”
   (English)

1. 2. 3. (4) Sapporo City official website
   (Japanese, English, Chinese, Korean, Russian)
   http://www.city.sapporo.jp/city/

1. 2. 3. (5) Website “Information on living in Sapporo for foreign residents”
   (Japanese, English, Chinese, Korean)
   http://www.plaza-sapporo.or.jp/plaza_sapporolife/

1. 2. 3. (6) Website “Web City Sapporo”
   (Japanese)
   http://web.city.sapporo.jp/

1. 2. 3. (7) Website “Sapporo, Blessed by snow”
   (Japanese, English, Chinese, Korean)
   http://www.welcome.city.sapporo.jp/
Q. 21. If you have a problem or a question with regard to daily life, who do you consult? Choose all that apply.

1. Sapporo International Communication Plaza
2. People at the company I work for, teachers/staff members of the school/dormitory
3. Japanese neighbors
4. Japanese friends/acquaintances
5. Friends/acquaintances from my homeland
6. Volunteer organizations
7. Embassy/consulate
8. Others (  )
9. No one to consult

Q. 22. If any, what volunteer organizations or organizations comprising people from your homeland do you rely on?

Q. 23. What information on everyday life do you feel is insufficient? Choose up to three areas in which you would like more information.

1. Housing
2. Child raising/education
3. Health and welfare
4. Medical care
5. Disaster prevention
6. Daily life rules, such as those regarding garbage separation and collection, etc.
7. Work
8. Cross-cultural events
9. Sightseeing/leisure activities
10. Information on the history and culture of Sapporo
11. Others (  )
12. Nothing in particular
Q. 24. Which of the following administrative services provided by the City of Sapporo or national government are you familiar with? Choose all that apply.

1. Elderly care insurance system
2. Welfare benefit system
3. Municipal housing
4. Child-care allowance
5. Infant medical cost subsidy
6. Health centers that provide support for children’s health by conducting vaccinations and medical checks
7. Health centers that conduct free HIV tests
8. Disaster measures pamphlets prepared by the city in various languages (Japanese, English, Chinese, Korean, Russian)
10. The disaster measures pamphlet and “Handbook for Daily Life” are also available on the city’s website. (http://www.city.sapporo.jp/city/)
11. The Sapporo Citizen Contact Center invites questions about Sapporo in Japanese and English.
12. The Citizen Consultation Section on the first floor of the city hall and ward offices offer consultations regarding legal affairs, human rights, domestic problems and many other matters.
14. The Sapporo Center for Gender Equality (Kita 8-jo Nishi 3-chome, Kita-ku) offers general consultation services for women.
15. Health centers provide consultations on child raising and domestic violence.
16. The Child Consultation Center provides consultations on child growth and child abuse.
17. The Sapporo Citizens Disaster Prevention Center provides opportunities to experience earthquakes and learn how to protect yourself from earthquakes and fires.
18. Kids’ Halls provides a place to play with your children and interact with other people who have children.
19. The “Children Wonderland” event is held in various places in Sapporo to provide opportunities for children in the city to play with, and learn games and culture from many countries.
20. Sapporo Odori High School (Kita 2-jo Nishi 11-chome, Chuo-ku) has special admission quotas for foreign citizens and returnee students in its entrance examination.
21. Did not know any of the information mentioned above.
Q. 25. Have you ever had any trouble in the ward office or other public offices? Choose all that apply.

1. Got lost because I couldn’t read the signs
2. Could not make myself understood
3. Did not understand the procedures
4. Documents were written in Japanese only and I didn’t know how to fill them in.
5. The verbal explanations were inadequate and I couldn’t understand well.
6. Others ( )
7. Never had any trouble

Q. 26. Do you know about Sapporo International Communication Plaza? Have you ever been there?

1. Yes, I have been there.
2. I know about it but have never been.
3. I didn’t know about it.

Q. 27. This question is for those who chose “1. Yes, I have been there.” or “2. I know about it but have never been.” in Q. 26. Do you know about the following services that the Sapporo International Communication Plaza provides? Choose all that apply.

1. Consultations and information in both Japanese and English
2. Distribution of pamphlets in foreign languages
3. Message boards for information exchanges
4. Personal computers on which to use the Internet
5. Free consultations on legal matters and residence status
6. Information regarding hospitals capable of communicating in foreign languages
7. Japanese classes taught by volunteer teachers
8. Opportunities to communicate with Japanese people in many languages (Japanese, English, Chinese, Korean, Russian, German)
9. Did not know about any of the above

Q. 28. What service would you like the Sapporo International Communication Plaza to provide? Please describe specifically.
Q. 29. Do you have public health insurance, such as national health insurance?

1. I have national health insurance.
2. I have health insurance provided by my place of work (or a family member’s place of work).
3. I am eligible for the health-care system for people aged 75 or older.
4. I have no public health insurance.

Q. 30. This question is only for those who chose “4. I have no public health insurance” in Q. 29. Choose the main reason (only one) why you do not have public health insurance.

1. Did not know that there is a public health insurance system
2. I know there is a public health insurance system but do not know how to apply
3. Unable to get public health insurance due to problems regarding the length of my stay
4. Do not think it is necessary because I have private health insurance
5. Do not think it is necessary
6. Others ( )

Q. 31. Do you have any problems concerning health and medical care? Do you feel there is anything that should be improved? Choose up to four things that are important to you.

1. Do not understand medical or health insurance systems
2. Do not know where there are hospitals capable of communicating in my language
3. Do not know where there are hospitals that are open on holidays and during nighttime hours
4. Unable to communicate with doctors or nurses at hospitals
5. There are not enough documents in the language I use
6. Not enough signs I can read in the hospitals
7. Do not know where the hospitals are
8. Do not know what kinds of health and welfare services are available
9. Unable to get health insurance
10. Others ( )
11. Nothing in particular
Disaster Measures

Q. 32. What do you know about preparing for earthquakes and other disasters? Please choose all that you are familiar with.

1. Evacuate to a nearby park or school at the time of a disaster
2. Prepare emergency food and water supplies for carrying during evacuation
3. Fix furniture to the walls to prevent it from falling when earthquakes occur
4. Community-based disaster drills are conducted every year
5. Determine how to contact family members or where to gather after a disaster occurs
6. Always carry emergency contact numbers
7. Did not know any of the above

Transportation

Q. 33. What means of transport do you usually use? Choose all that apply.


Q. 34. This question is only for those who did not choose any public transport systems such as “5. Subway,” “6. Bus” or “7. Streetcar” in Q. 33. Choose the main reason (only one) why you don’t use any of them.

1. Difficult to understand how to use them  2. Too expensive  3. Long waiting time  4. Takes too long to arrive at a destination  5. I don’t have the chance to travel far.  6. Making connections is bothersome  7. I use a bicycle for my health.  8. Others ( )
Child raising/education

Q. 35. Do you have a child under six years old?

1. Yes (attends a nursery school or kindergarten)
2. Yes (does not attend a nursery school or kindergarten)
3. No

Q. 36. Do you have a child between six and 14 years old?

1. Yes (attends a Japanese elementary school or junior high school)
2. Yes (attends an international school or Korean school)
3. Yes (does not attend an elementary school or junior high school)
4. No

Q. 37. This question is for those who chose “1. Yes (attends a Japanese elementary school or junior high school) or “2. Yes (attends an international school or Korean school)” in Q. 36. Which course would you like your child to take after he/she graduates from junior high school?

1. Attend a Japanese high school because I am not anxious about his/her Japanese
2. Attend a Japanese high school although I am anxious about his/her Japanese
3. Attend an international school/Korean school
4. Attend a school in my native country
5. Not attend any school
6. Other ( )
Q. 38. This question is only for those who chose “3. Yes (does not attend an elementary school or junior high school)” in Q. 36. Why does he/she not attend school? Choose the main reasons (up to three).
* In Japan, all children who have reached six years of age are obliged to attend elementary school from the following April (for six years) and then attend a junior high school (for three years). Children of registered non-Japanese residents can also attend these schools.

1. My child refuses to go to school
2. My child cannot communicate in Japanese
3. I don’t have enough money to send my child to school
4. I do not know the admission procedure
5. I’m concerned about bullying and discrimination
6. I do not think that the education in Japan is good
7. I’m not planning to live in Japan for a long time
8. Others ( )

Q. 39. This question is for those who have children. How good is your child’s Japanese?

1. Almost no problems, including at school
2. Almost no problems in daily life, but finds it difficult to understand lessons in Japanese at school
3. Able to communicate with Japanese friends but sometimes has difficulty
4. Poor
Q. 40. This question is for those who have children. Are there any concerns/difficulties about child raising or education? Choose all that apply.

1. Not having anyone to talk to with regard to child raising or education
2. Not knowing the procedures with regard to kindergarten/nursery school
3. Not knowing the admission procedures for elementary/junior high school
4. Unable to communicate with teachers at the kindergarten/school because of my inadequate Japanese
5. Unable to help my child study or do homework because of my inadequate Japanese
6. Unable to read school documents because of my inadequate Japanese
7. Difficulties relating to other parents
8. There are some food items in the school lunch that my child cannot eat due to religious reasons or cultural differences.
9. My child’s inadequate Japanese
10. My child’s difficulty in understanding class
11. My child is bullied at school
12. My child has difficulty making friends
13. Few opportunities to learn his/her mother tongue/culture
14. Others ( )
15. Nothing in particular
Q. 41. Choose all that apply to your relationship with Japanese neighbors.

1. Someone to talk to when I have a problem
2. Someone to invite and be invited to each other’s home
3. Someone I spend leisure time and go shopping with
4. Someone I stand outside and chat with
5. Someone I say hello to
6. No contact with Japanese neighbors

Q. 42. This question is only for those who chose “6. No contact with Japanese neighbors” in Q. 41. Choose one main reason why you don’t have any contact with Japanese neighbors.

1. Unable to communicate
2. Have no knowledge of Japanese culture/customs
3. Unable to get Japanese people to understand differences in culture/customs
4. Japanese neighbors alienate me
5. I am new here
6. No opportunities to make contact with Japanese neighbors
7. Do not feel the need to interact with Japanese neighbors
8. Others ( )

Q. 43. Are there any local activities that you usually participate in along with Japanese people? Choose all that apply.

1. Activities organized by the neighborhood community association
2. School-related activities, such as PTA activities
3. Activities for introducing my native culture
4. Sports and hobbies
5. Volunteer social welfare or environmental activities
6. Charity, fund-raising or bazaars
7. NPO activities
8. Others ( )
9. I don’t participate in any activities with Japanese people
Q. 44. What interaction or activities would you like to take part in with local Japanese people? Choose all that apply.

1. Participate in more local events
2. Participate in volunteer social welfare and environmental activities
3. Activities to introduce my native culture to Japanese people
4. Learn about Japanese culture/customs
5. Go to lunch/dinner and shopping together
6. Discuss child raising and other family matters
7. Others ( )
8. Would not like to interact with Japanese people

Q. 45. Have you had any problems with or experienced any trouble with your Japanese neighbors?

1. Yes ➔ Describe the details of the problem/trouble to the extent possible.
2. No
Q. 46. Do you work (including part-time work)?

1. Yes
2. No

Q. 47. This question is for those who chose “1. Yes” in Q. 46. What kind of work do you do? Choose the closest job description from those listed below.

<table>
<thead>
<tr>
<th>Job Description</th>
<th>Examples</th>
</tr>
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<tbody>
<tr>
<td>1. Business proprietor, self-employed</td>
<td>Company executive/director, restaurant/retail store manager</td>
</tr>
<tr>
<td>2. Teacher, researcher</td>
<td>School teacher/instructor, language school instructor, researcher at a college/institute, kindergarten teacher, tutor</td>
</tr>
<tr>
<td>3. Specialist for which a license and specialized education are required</td>
<td>Medical doctor, veterinarian, nurse, dental assistant, dental technician, pharmacist, lawyer, nutritionist, care-worker, medical technician, nursery teacher, mechanical/electrical engineer, architect, architectural/civil engineer, surveying technician, system engineer, computer programmer, corporate researcher, agricultural/forestry/fishery engineer, hairdresser, pet groomer, cook, designer, journalist, magazine editor, artist, religious practitioner, airline crew, air controller, model, athlete</td>
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<tr>
<td>4. Specialist for which linguistic skills are required</td>
<td>Interpreter, translator, telephone operator (using a foreign language)</td>
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<tr>
<td>5. Office worker</td>
<td>Clerical worker, banker, public servant, insurance salesperson, desk worker at a supermarket/hotel/factory</td>
</tr>
<tr>
<td>6. Service (related to tourism industry)</td>
<td>Attendant at an airline/travel agency, tour conductor, attendant at a hotel, attendant at a tourist information center</td>
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<tr>
<td>7. Service (salesclerk, etc.)</td>
<td>Salesclerk at a department store/supermarket/clothing store/grocery store/gas station/restaurant/pub/cleaner/karaoke box/pachinko parlor</td>
</tr>
<tr>
<td>8. Service (with conversation ability and special skills required)</td>
<td>Bartender, hostess/host at a bar/snack bar, dancer at a pub/cabaret, DJ, aesthetician, telephone operator (using only Japanese)</td>
</tr>
<tr>
<td>9. Service (others)</td>
<td>Reader of electricity or other utility meters, tariff collector for electricity or other utilities, newspaper salesperson/tariff collector, newspaper deliverer, home-delivery personnel, door-to-door salesperson, housekeeper, cook’s assistant (e.g. dish washer), building/parking-lot janitor, hotel cleaner, superintendent, guard</td>
</tr>
<tr>
<td>10. Skilled worker, employee engaged in production</td>
<td>Manufacturing industry worker, food processing industry worker, marine product processing industry worker, cleaner, car/machinery mechanic, press operator</td>
</tr>
<tr>
<td>11. Construction/transportation</td>
<td>Construction worker, construction machinery operator, truck/bus/tax driver, freight/passenger vessel crew</td>
</tr>
<tr>
<td>12. Agricultural/fishery/forestry industries</td>
<td>Worker engaged in growing/harvesting farm products, raising farm animals, wood production/felling/transportation, fishing vessel crew</td>
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</table>
Q. 48. This question is for those who chose “1. Yes” in Q. 46. How did you find the job? Choose one that applies.

1. Self employed
2. Recommended by a family member (including taking over parent’s work or helping the family business)
3. Newspaper, job magazine, advertising literature
4. Introduced by a school
5. Introduced by a friend/acquaintance from my native country
6. Introduced by a Japanese friend/acquaintance
7. Public Employment Security Office (Hello Work)
8. Employment agency
9. Others (  )

Q. 49. This question is for those who chose “2. No” in Q. 46. Why are you not doing work?

1. Not necessary for the time being
2. Looking for work but haven’t found any
3. There are no jobs I want to do/in which I can utilize my abilities
4. No information on jobs available; do not know how to find work
5. Others (  )
Q. 50. What do you think Sapporo should try to do to make the city more comfortable to live in for non-Japanese citizens? Choose up to three items you think are important.

1. Provide non-Japanese citizens with more opportunities to learn Japanese and Japanese culture
2. Provide more information on daily life in foreign languages
3. Provide more consultation services in foreign languages
4. Provide more signs in foreign languages
5. Provide support for education of children of registered non-Japanese citizens
6. Provide employment support for non-Japanese citizens
7. Provide housing support for non-Japanese citizens
8. Create a system in public administration for reflecting the opinions of non-Japanese citizens
9. Promote Japanese citizens’ understanding of different cultures
10. Support Japanese citizens’ learning of foreign languages
11. Provide more opportunities for interaction between non-Japanese and Japanese citizens
12. Others ( )

Q. 51. In conclusion, please feel free to add any other comments, including everyday problems and issues you would like the City of Sapporo to address.