

Request to Participate City of Sapporo Foreign Residents Survey

The city of Sapporo has decided to conduct a survey aimed at foreign residents residing in the city, in order to get a better understanding of daily needs and inconveniences, as well as ideas and requests for the purpose of creating a city that is inclusive for all.

A random sample (by lottery) of 3,000 foreign residents, eighteen and older living in Sapporo have been selected to participate in the survey. Results will be handled in a statistical manner. Therefore, personal information such as names or other information will not be disclosed under any circumstances. Furthermore, results will only be used for the purpose of future improvement of the city and its services.

We hope you will cooperate with this survey so that Sapporo will continue to develop as a city that is comfortable and livable for foreign residents.

Please answer the questions as follows

- 1 The survey must be answered by the selected individual (the addressee on the envelope).
- 2 The survey sheet is in three languages: Japanese, English, and Chinese. Please respond to just one, as the content is the same for all.
- 3 Please circle the number of the answer that applies. If you choose "other," please explain your reason within the parentheses. Depending on the question there will be either just one answer or multiple answers. Please read the question carefully.
- 4 There is no need to write your name or address on the survey sheet or return envelope.
- 5 Please return ONE completed survey sheet in the envelope provided. The envelope must be postmarked by February 25 (Tue). Postage is not required.

«Included in this mailing»

Survey sheets (This pamphlet containing Japanese, English, and Chinese versions), return envelope, and 2 informational flyers*.

(※The flyers are for promotional purposes and are unrelated to the survey)

Please direct inquiries concerning this survey to:
City of Sapporo, International Relations Department
TEL : 011-211-2032
Email : kokusai@city.sapporo.jp

A Please tell us about yourself.

Q1 Sex

1 Male	2 Female	3 Prefer not to answer
--------	----------	------------------------

Q2 Age group

1 20's	2 20~29	3 30~39
4 40~49	5 50~59	6 60~69
7 70~79	8 80 and up	

Q3 In which ward do you reside?

1 Chuo	2 Kita	3 Higashi	4 Shiroishi	5 Atsubetsu
6 Toyohira	7 Kiyota	8 Minami	9 Nishi	10 Teine

**Q4 What is your nationality? If you select "other," please write the country within the parentheses.
(We have selected, in order, six countries from where the most foreign nationals are residing in Sapporo.)**

1 China	2 South and North Korea	3 Vietnam	4 USA
5 Taiwan	6 Philippines	7 Other ()	

Q5 What is your residency status? If you select "other," please provide the type of status within the parentheses.

1 Business/Management	2 Technology/Humanities Specialist /International Affairs	
3 Technical Internship	4 Exchange Student	5 Dependent
6 Designated Activities	7 Permanent Resident	8 Japanese Spousal Visa
9 Special Permanent Resident	10 Other ()	

Q6 How many years have you lived in Japan?

- | | |
|------------------------------------|-----------------------------------|
| 1 Under 1 year | 2 More than 1, less than 3 years |
| 3 More than 3, less than 5 years | 4 More than 5, less than 10 years |
| 5 More than 10, less than 20 years | 6 More than 20 years |

Q7 Do you have anyone living with you? If so, please circle any of the following that apply and enter the number within the parentheses.

- | |
|---|
| 1 No |
| 2 Spouse · Partner |
| 3 Preschool children () |
| 4 Children in elementary and / or Jr. high school () |
| 5 Children in high school () |
| 6 Parent () |
| 7 Sibling () |
| 8 Friend or acquaintance () |
| 9 Other (Specifically : ,) |

B What is your Japanese and English proficiency level?

Q8 What is your Japanese proficiency level with regard to daily living? Please circle all that apply.

A Spoken	1 I speak fluently 2 Can speak to some extent 3 Can speak a little 4 Cannot speak at all
B Listening comprehension	1 I can understand completely 2 Can understand to some extent 3 Can understand a little 4 Cannot understand at all
C Reading	1 I read without difficulty including Kanji 2 I can read, including some Kanji 3 I cannot read Kanji but can read Hiragana 4 I cannot read
D Writing	1 I write without difficulty including Kanji 2 I can write including some Kanji 3 I cannot write Kanji but can write Hiragana 4 I cannot write

Q9 What is your opinion on the necessity and use of Japanese? Please circle all that apply.

1 It is necessary for my current job and studies 2 It is necessary for the type of work I want to do 3 It is necessary for daily life 4 It is not necessary if I can get by with using my native language 5 I will eventually return home, so it is not necessary to learn it 6 Other (Specifically : _____)
--

Q10 What measures do you take to improve your proficiency in Japanese? Please circle all that apply.

- | | |
|---|--|
| 1 | I study Japanese at a Japanese class run by volunteers |
| 2 | I study Japanese at the university and school I attend or at work |
| 3 | I study at a Japanese language school |
| 4 | I study on my own with books, online, or by watching television (including correspondence courses) |
| 5 | My family teaches me |
| 6 | My Japanese friends and acquaintances teach me |
| 7 | I don't study Japanese |
| 8 | Other (Specifically : _____) |

【If you answered (7. I do not study Japanese) for Q10, please answer the following.】

Q11 What is the reason for not studying Japanese? Please circle all that apply.

- | | |
|---|--|
| 1 | I have no inconvenience concerning Japanese, so I don't need to learn |
| 2 | I am too busy to study |
| 3 | There is nowhere nearby to study |
| 4 | I don't know how to study Japanese |
| 5 | I don't have the money to study |
| 6 | My family and friends will interpret for me, so I don't need to learn Japanese |
| 7 | I manage fine with only my native language, so I don't need to learn Japanese |
| 8 | Other (Specifically : _____) |

Q12 Is English your native language? Please circle one that applies.

1 Yes →to Q14	2 No →to Q13
---------------	--------------

[If you answered 「2 No」 for Q12]

Q13 What is your English proficiency level needed for daily living? Please circle all that apply.

A Spoken	1 I speak fluently 2 Can speak to some extent 3 Can speak a little 4 Cannot speak at all
B Listening comprehension	1 I can understand completely 2 Can understand to some extent 3 Can understand a little 4 Cannot understand at all
C Reading	1 I read without difficulty 2 I can read to some extent 3 I cannot read very well 4 I cannot read English
D Writing	1 I write without difficulty 2 I can write to some extent 3 I cannot write very well 4 I cannot write in English

C Please tell us about your daily life.

Q14 What things inconvenience your daily life, or what inconveniences have you encountered here in the past? Please circle all that apply.

- 1 Making arrangements at administrative offices
- 2 Housing
- 3 Community life
- 4 Medical issues
- 5 Raising children/Education
- 6 Disaster/Disaster Prevention
- 7 Work-related issues
- 8 I have had no inconveniences
- 9 Other (Specifically :)

Q15 Who do you rely on the most in your daily life? Please circle all that apply.

- 1 My Japanese friends and acquaintances
- 2 Friends and acquaintances from my own country
- 3 My family with whom I live
- 4 Family and friends at home
- 5 Teachers, supervisors, and colleagues from university, Japanese language school, and work
- 7 Volunteer groups (Specifically :)
- 8 Foreign community (Specifically :)
- 9 I have no one on which to rely
- 10 Other (Specifically :)

Q16 Where do you get information necessary for daily life? Please circle as many answers as you need.

- 1 My Japanese friends and acquaintances
- 2 Friends and acquaintances from my own country
- 3 My family with whom I live
- 4 Teachers, supervisors, and colleagues from university, Japanese language school, and work
- 5 Language school and volunteer groups within my community
- 6 Japanese television, radio, newspaper, and magazines
- 7 International television, radio, newspaper, and magazines
- 8 Sapporo city website
- 9 The Koho Sapporo (Sapporo Gazette)
- 10 Sapporo International Communication Plaza website, Facebook, and E-mail magazines
- 11 Websites other than those affiliated with the city of Sapporo, and the Sapporo International Communication Plaza
(Specific name :)
- 12 SNS (Facebook, Twitter, LINE)
(Specific name :)
- 13 Other (Specifically :)

Q17 As you continue to live in Sapporo, what do you feel would be beneficial to learn? Or what things would you like to learn? Please circle all that apply.

- 1 Japanese
- 2 Social etiquette and lifestyle rules such as how to put out the trash
- 3 How social insurance such as health insurance and social security works
- 4 Traffic rules
- 5 Education system and child-rearing
- 6 Tax system
- 7 Laws and customs related to the work environment
- 8 History and culture of Japan and Sapporo
- 9 Knowledge pertaining to disaster prevention
- 10 Other (Specifically :)

«The following questions are aimed at those who answered [1] - [5] on Q14»

If you circled anything besides [1] - [5] for Q14 please move to Q27.

C-1 Tell us about your experiences at administrative offices.

[Please answer the following if you circled [1. Making arrangements at administrative offices] on Q14.]

Please move to C-2 if you did not circle [1. Making arrangements at administrative offices].

Q18 What difficulties do you encounter, or have you encountered in the past when trying to make arrangements for services at administrative offices? Please circle all that apply.

- 1 Lack of signage or instructions in foreign languages
- 2 I couldn't communicate due to the language barrier
- 3 I didn't know how to make arrangements or sign up for various services
- 4 I didn't know how to fill out the necessary forms
- 5 The explanations given by the staff were insufficient
- 6 The terminology was too technical to understand
- 7 Other (Specifically : _____)

C-2 Please tell us about your housing situation.

[If you answered [2 Housing] for Q14, please answer the following.]

Please proceed to C-3 if you did not circle [2 Housing].

Q19 What type of house do you currently live in? Please circle one.

- 1 My own house (house or condominium)
- 2 I rent a private home (house, condominium or apartment)
- 3 I live in housing provided by my company or school (dorm, company housing, or apartment rented by the company)
- 4 Public housing such as city and prefectural housing
- 5 Other (Specifically : _____)

Q20 How did you find the house in which you are currently living? Please circle all that apply.

- 1 Real Estate Agency
- 2 Housing Magazine (paper media)
- 3 Websites
- 4 Introductions by friends, acquaintances, company, and school
- 5 Introductions from Non-Profit Organizations and other support organizations
- 6 Other (Specifically : _____)

Q21 What difficulties did you encounter, or are you encountering when searching for your house? Circle all that apply.

- 1 Rent, key money, and deposits were expensive
- 2 I didn't have a guarantor
- 3 I was declined because I was a foreign national
- 4 I didn't understand the customs and necessary arrangements concerning security deposits and brokerage fees
- 5 I had difficulty communicating with agents
- 6 I was unable to attain information concerning housing
- 7 Other (Specifically : _____)

C-3 Please tell us about community life

[Please answer the following if you circled [3 Community life] in Q14 .]

Proceed to C-4 if you did not circle [3 Community life].

Q22 Have you encountered any trouble with people in your community, or encountered any difficulties?

- 1 Yes → to Q23
- 2 No → to C-4

[If you circled [1 Yes] on Q22 please answer the following.]

Q23 What sort of trouble did you encounter? Please circle all that apply.

- 1 Noise
- 2 Trash issues
- 3 Parking and bicycle parking issues
- 4 Snow removal
- 5 Neighborhood association-related issues
- 6 Other (Specifically : _____)

C-4 Medical issues

[Please answer the following if you circled 4 Medical issues] for Q14.]

Proceed to C-5 if you did not circle [Medical issues].

Q24 What issues do you encounter when you visit the hospital or clinic for illness or an injury?

Please circle all that apply.

- 1 I don't know which hospital or clinic has staff that speak foreign languages
- 2 I don't know how to find hospitals that fit the time, area, and type of medical department I need
- 3 I cannot communicate with the doctors and nurses due to the language barrier
- 4 The signage and forms inside the hospital are in Japanese and I cannot understand
- 5 I don't understand the Japanese medical system and or how to go to the hospital
- 6 Medical expenses are high
- 7 Other (Specifically : _____)

Q25 When you experience difficulty with communication at the hospital, what kind of language support would you like to have? Please circle all that apply.

- 1 Have a family member, friend, or acquaintance who speaks Japanese go with me
- 2 Have a Japanese friend or acquaintance go with me
- 3 Have someone from the university, Japanese language school or company go with me
- 4 Have a medical translator go with me
- 5 Use a translation App
- 6 Other (Specifically : _____)
- 7 I don't require any support

C-5 Raising children / Education

[Please answer the following if you circled [5 Raising children / Education] for Q14]

Please proceed to Q27 if you did not circle [5 Raising children / Education].

Q26 What concerns or difficulties do you encounter with respect to raising and educating your children? Please circle all that apply.

- 1 My child(ren) are not proficient in Japanese
- 2 My child(ren) do not fully understand their native language or culture
- 3 My child(ren) do not fully understand the lesson content
- 4 I have difficulty communicating with teachers and staff at school, kindergarten, and daycare facilities
- 5 I have major concerns about continuing education
- 6 Education costs are high
- 7 I don't know how to enroll my child(ren) in kindergarten or daycare facilities
- 8 I have no means of gathering information on raising children
- 9 There is no place or person to consult concerning the difficulties I have with education and raising my child(ren)
- 10 Other (Specifically : _____)

«The following questions are addressed to all surveyees»

D Please tell us about “relearning.”

Q27 Please tell us the level of education received at the middle school level (the school you attended between ages 13 and 15, schools in your native country other than Japanese language school). Please circle one.

- 1 I attended substantially and graduated
- 2 I did not attend very much
- 3 I quit (could not continue)
- 4 I did not attend

Q28 The city of Sapporo is planning on establishing a night school (middle school level) by 2022, for persons over the age of 15 who wish to go back to school. (Class time will run from 17:30 - 21:00) Would you be interested in attending?

- 1 Yes
 - 2 Would consider it
 - 3 No
- } → to Q29
→ to Q30

[Please answer the following if you circled [1 Yes] or [2 Would consider it] for Q28.]

Q29 What is your reason for going back to school or considering going back to school?

Please circle all that apply.

- 1 I want to get a middle school level education
- 2 I want to further my education through high school or find a job
- 3 I want to learn how to read and write Japanese
- 4 I want to learn to speak Japanese
- 5 I want to study to enhance the work I do now
- 6 I want to understand Japanese society and culture
- 7 Other (Specifically : _____)

E Please tell us your thoughts on disaster and disaster prevention.

Q30 When Hokkaido experienced the Hokkaido Eastern Iburi Earthquake on September 6, 2018, from where did you get the information you needed. Please circle all that apply.

- 1 From my Japanese friends and acquaintances
- 2 From friends and acquaintances of my country
- 3 At university, Japanese language school, and at work
- 4 Japanese television and radio
- 5 Foreign television and radio
- 6 Sapporo City Website
- 7 Sapporo International Communication Plaza website, Facebook, and E-mail magazines
- 8 Websites other than those affiliated with the city of Sapporo, and the Sapporo International

Communication Plaza

(Specific name :)

- 9 SNS (Facebook, Twitter, LINE)

(Specific name :)

- 10 Embassy and consulate
- 11 I was unable to gather information
- 12 I did not experience the Hokkaido Eastern Iburi Earthquake
- 13 Other (Specifically :)

Q31 What things concern you about potential earthquakes or typhoons? Please circle all that apply.

- 1 What to do when a disaster occurs
- 2 Where to find information in foreign languages
- 3 Where to evacuate
- 4 What to have prepared in advance
- 5 Other (Specifically :)

Q32 How do you prepare for potential disasters? Please circle all that apply.

- 1 I make sure I have knowledge concerning disasters
- 2 I prepare emergency supplies
- 3 I make sure I know where the evacuation sites and routes are
- 4 I make sure to check media that provides information in my native language
- 5 I get to know my neighbors
- 6 I participate in disaster training sessions
- 7 I study Japanese
- 8 Other (Specifically : _____)

F Please tell us about your participation in the community.

Q33 Do you participate in activities along with other members of the community? Please circle all that apply

- 1 I take part in volunteer activities such as cleaning, patrolling the neighborhood, and social services
- 2 I participate in PTA (parent-teacher association) and other school-related activities and events
- 3 I participate in the neighborhood children's association
- 4 I take part in neighborhood events
- 5 I take part in sports, hobbies, and other community activities
- 6 I take part in activities that allow me to share the culture of my native country
- 7 Other (Specifically : _____)
- 8 I do not take part in community activities

[Please answer the following if you circled [8 I do not take part in community activities] for Q33.]

Q34 What are your reasons for not participating in community activities? Please circle all that apply.

- 1 I don't have time
- 2 I don't understand or speak Japanese
- 3 I am not informed of community activities
- 4 I don't know anyone
- 5 Other (Specifically : _____)

Q35 Going forward, how do you wish to interact with Japanese in your community?
Please circle all that apply.

- 1 I would like to take part in volunteer groups in my community and or city
- 2 I want to share the culture of my native country with the Japanese
- 3 I want to learn Japanese customs and culture
- 4 I want to enjoy hobbies and sports with people in my community
- 5 I want to consult and discuss matters concerning family and raising children
- 6 I don't really want to interact with people in my community
- 7 Other (Specifically : _____)

G Please tell us about your work.

Q36 What is your current work status? Please circle one.

1	Proprietor / Self-employed	}	→ to Q37
2	Permanent staff		
3	Temporary staff / contract staff		
4	Part-time staff/ part-time job		
5	Trainee / Intern		
6	Student (not working)	}	→ to Q39
7	Unemployed / looking for work		
8	Unemployed / Not looking for work	}	→ to Q37
9	Other (Specifically : _____)		

[Please answer the following if you answered 「1」 ~ 「5」 for Q36.]

Q37 What type of work do you do?

1	Manufacturing
2	Hospitality and food industry
3	Education / academic support
4	Wholesale / retail
5	Information and communication industry
6	Service industry (all other work not specified above)
7	Other (Specifically : _____)

[Please answer the following if you circled 「1」 ~ 「5」 or 「9」 for Q36.]

Q38 How did you find your current job?

- 1 I started my own company
- 2 My family, friend, or acquaintance referred me to this job
- 3 My school referred me to this job
- 4 Hello Work (unemployment office) referred me to this job
- 5 Newspaper, recruitment magazine, or ad
- 6 Recruitment site online
- 7 A staffing agency referred me to this job
- 8 Other (Specifically : _____)

H Free opinion

Q39 Feel free to tell us about anything you have experienced while living in Sapporo, or issues you would like the city to resolve.

This concludes our questions. We sincerely thank you for your cooperation.

Please be sure to fold the completed survey, place it in the return envelope, and post it **without** writing your name or address on the envelope.

There is no need to put stamps on the envelope.

Please return the survey by **: February 25 (Tue)**