

# Report on Foreign National Public Awareness Survey by Musashino City, Summary Version

February 2022

## Musashino City

Following a request to formulate and review the "Plan for the Promotion of Multicultural Coexistence in Local Communities," promoted by the Japanese government, Musashino City conducted a survey to explore the needs of foreign residents with the aim of supporting their daily lives in various fields and to provide basic data for examination to establish the "Plan for the Promotion of Multicultural Coexistence in Musashino City (tentative name)".

### Survey Summary

	Questionnaire survey and interview		Attribute-specific interview survey
	Questionnaire survey	Interview	
Survey subjects	Foreign residents aged 18 or older who are registered in Musashino City's basic resident register as of September 30, 2021	Those who indicated their willingness to cooperate with the questionnaire survey	Those who were presumed to have difficulty answering the questionnaire survey, Japanese people who have close contact with foreign residents, and others
Survey period	From October 25 (Monday) to November 15 (Monday), 2021	From November 20 (Saturday) to December 5 (Sunday), 2021	From November 5 (Friday) to December 1 (Wednesday), 2021
Number of survey subjects, etc.	2,841 people Number of samples collected: 1,225 Collection rate: 43.1%	58 people	Students studying at a university in the city: 2 people Beginning students in Japanese*1: 9 people Children with a non-Japanese background *2: 7 people Foreign residents' community: 4 people Japanese people who have contact with foreign residents (a business that employs foreign nationals):1 person

\*1: Refers to citizens who receive Japanese language study support from MIA.

\*2: Refers to children whose parents or one of their parents is a foreign national, or whose native language is not Japanese.

### Questionnaire survey and interview

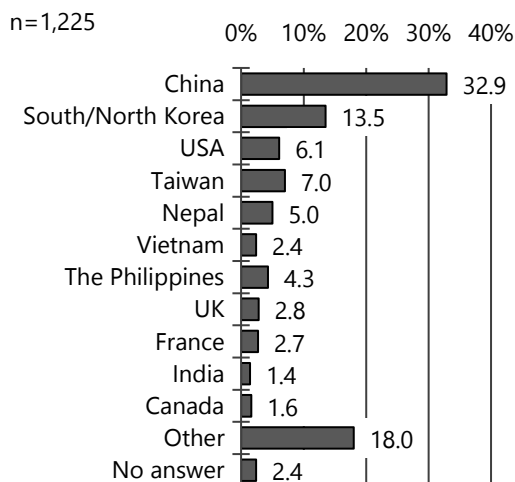
#### ◆ Questionnaire survey

(SA): Single Answer, (MA): Multiple Answers

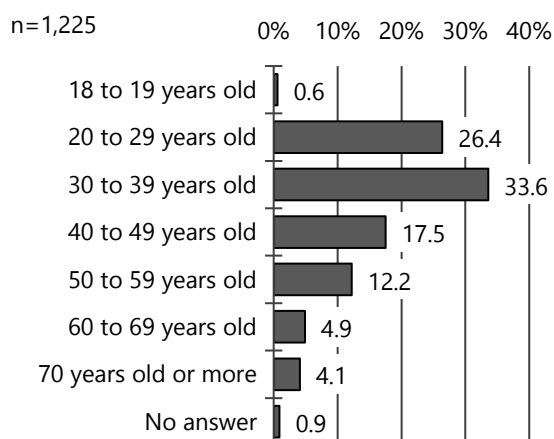
The response rate is shown as a percentage (%) and rounded off to one decimal place, so the total may not add up to 100.0% even for single answer questions.

#### (1) About you .....

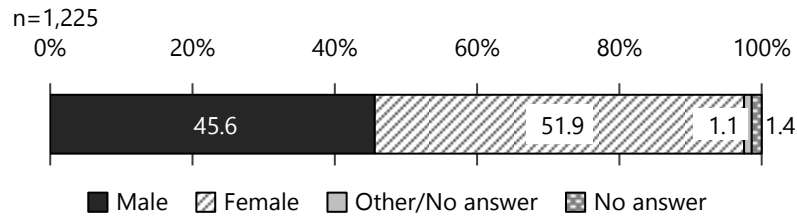
##### ① Nationality/region (SA)



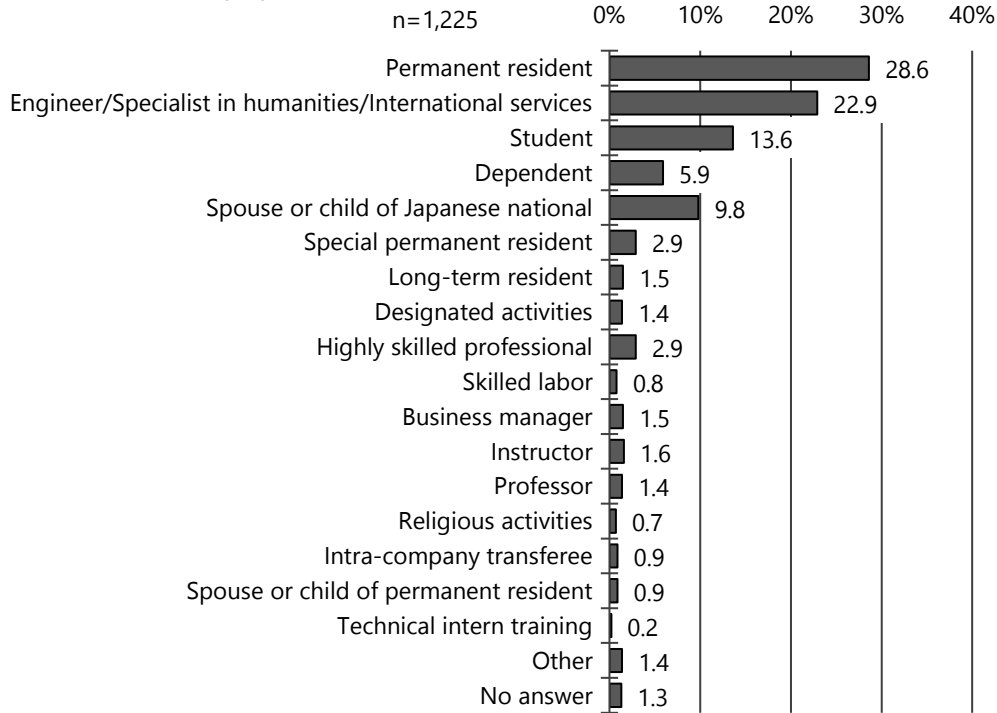
##### ② Age (SA)



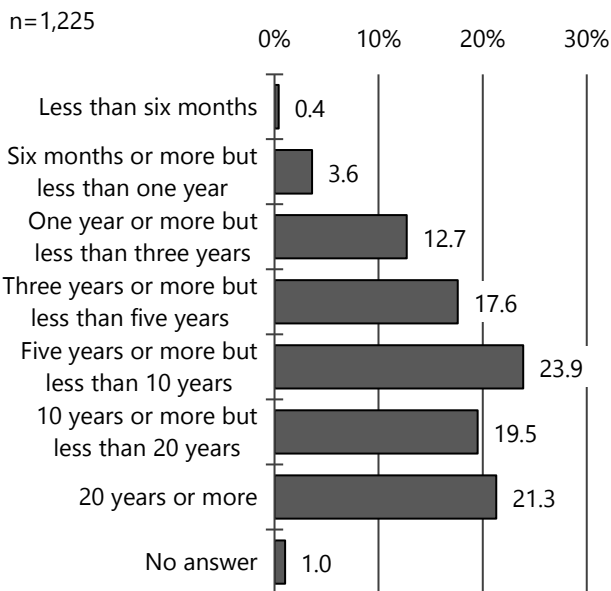
③ Gender (SA)



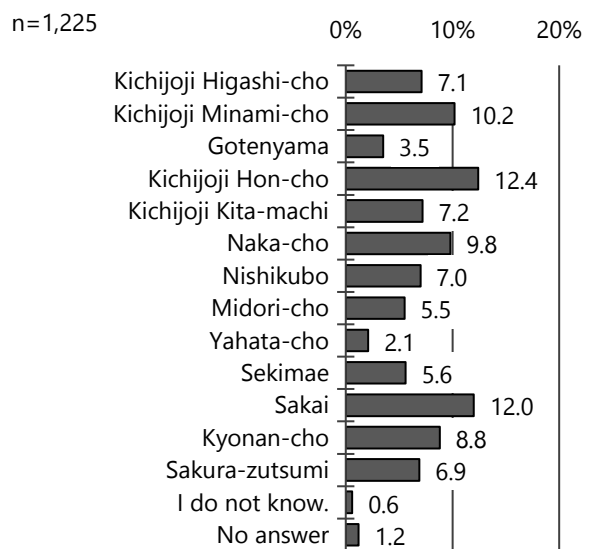
④ Your current visa status (SA)



⑤ Number of years of residence (SA)



⑥ Address (SA)

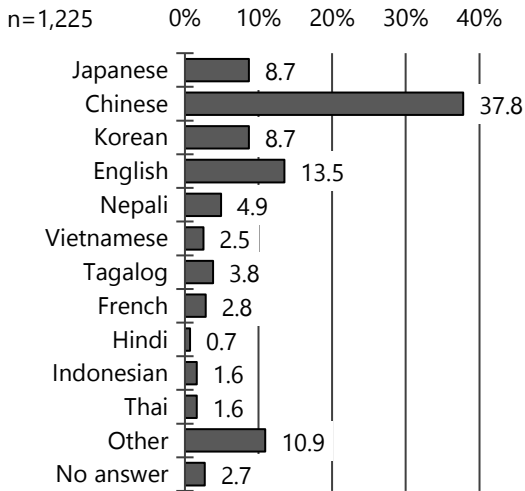


The composition ratio of nationalities and regions is almost the same for the survey subjects and respondents.

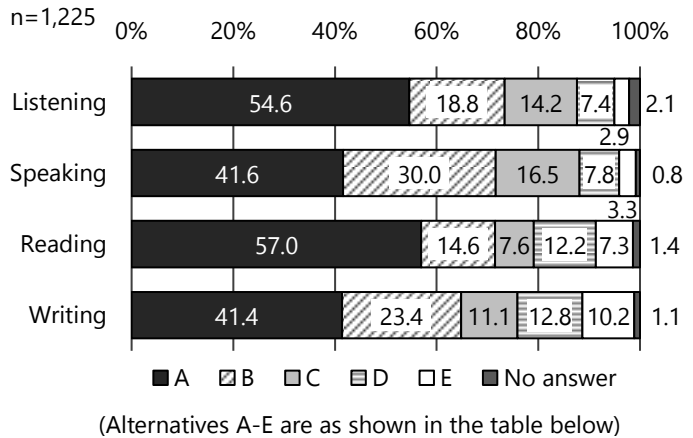
In terms of age, some 60.0% were under 40 years old, with 33.6% in the 30-39 age group and 26.4% in the 20-29 age group. The most common visa status was "permanent resident" at 28.6%, followed by "Engineer/Specialist in humanities/International services" at 22.9% and "student" at 13.6%. As for the number of years of residence in Japan, some 40.0% of the respondents have lived in Japan for 10 years or more.

(2) About language.....

⑦ Native language (SA)



⑧ Japanese language proficiency (SA)

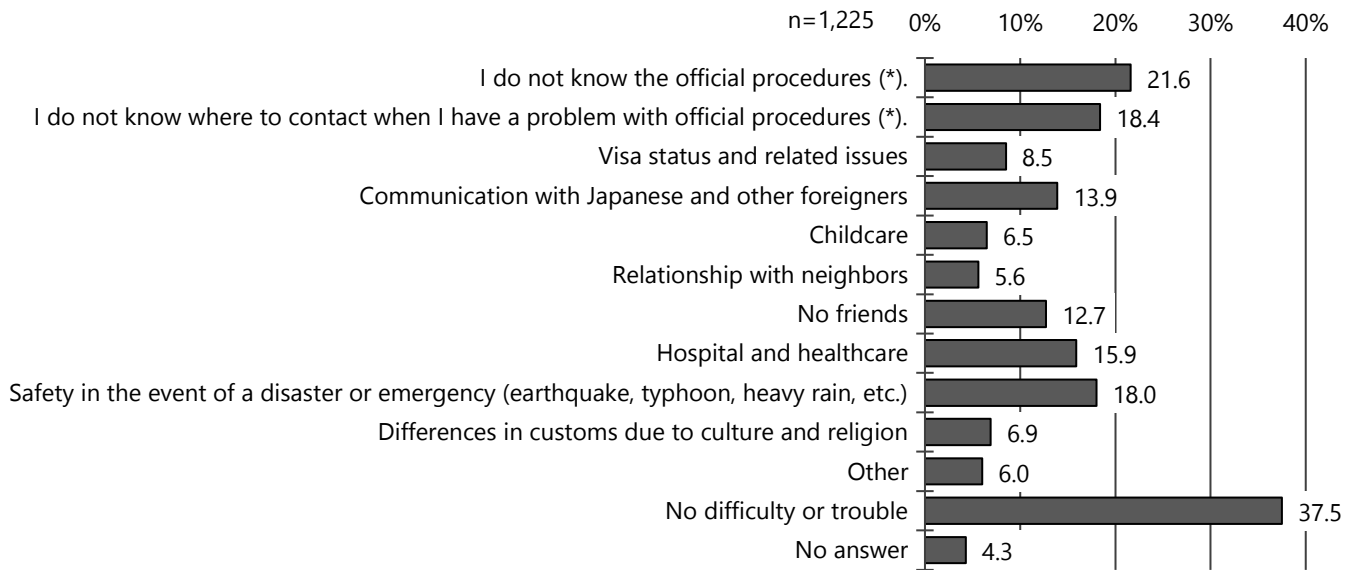


	A	B	C	D	E
<b>Listening</b>	I understand news and dramas broadcasted on radio or television.	I almost understand what the other person says.	I understand what the other person says if they speak slowly.	I can only understand certain words.	I practically cannot understand what the other person says.
<b>Speaking</b>	I can speak what I want without any problems.	I can almost speak what I want.	I can exchange simple daily-life conversations.	I can introduce myself and exchange a set formula of greeting and words.	I practically cannot speak Japanese.
<b>Reading</b>	I can read and understand letters and information from the city hall, schools and workplaces.	I can somewhat read and understand letters and information from the city hall, schools and workplaces.	I can get my necessary information by viewing advertisements of newspapers and magazines, leaflets, timetables and direction boards in a station.	I can understand simple instructions with pictures (example: how to dispose of garbage, how to cook foods, etc.).	I practically cannot read Japanese.
<b>Writing</b>	I can write formal Japanese as used in reports.	I can write simple Japanese sentences to introduce myself and about daily life.	I can write simple Japanese notes and memos to transmit information to people around me.	I can write my name, country name, address, etc., in Japanese language.	I practically cannot write Japanese.

The most common native language is “Chinese” at 37.8%, followed by “English” at 13.5%. More than 50.0% of the respondents have a high level of proficiency in “listening” and “reading” Japanese, and many of them are at level B of proficiency in “speaking” and “writing” Japanese, suggesting that most of them are able to communicate mostly in Japanese.

**(3) Difficulties or problems encountered in your life** .....

**⑨ Difficulties or problems encountered in your life (MA)**

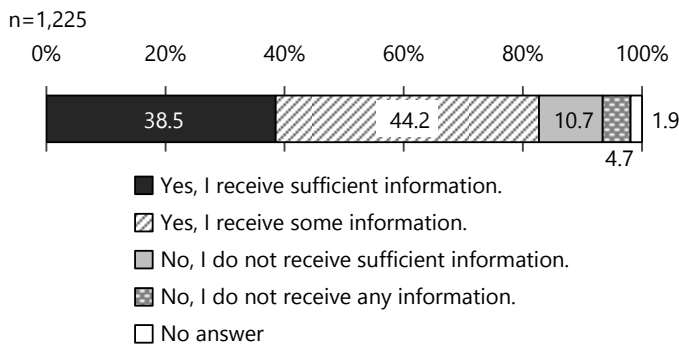


\* Official procedures: procedures related to schools, kindergartens, nursery schools, health insurance, hospitals, taxes, pensions and methods of putting out garbage for collection.

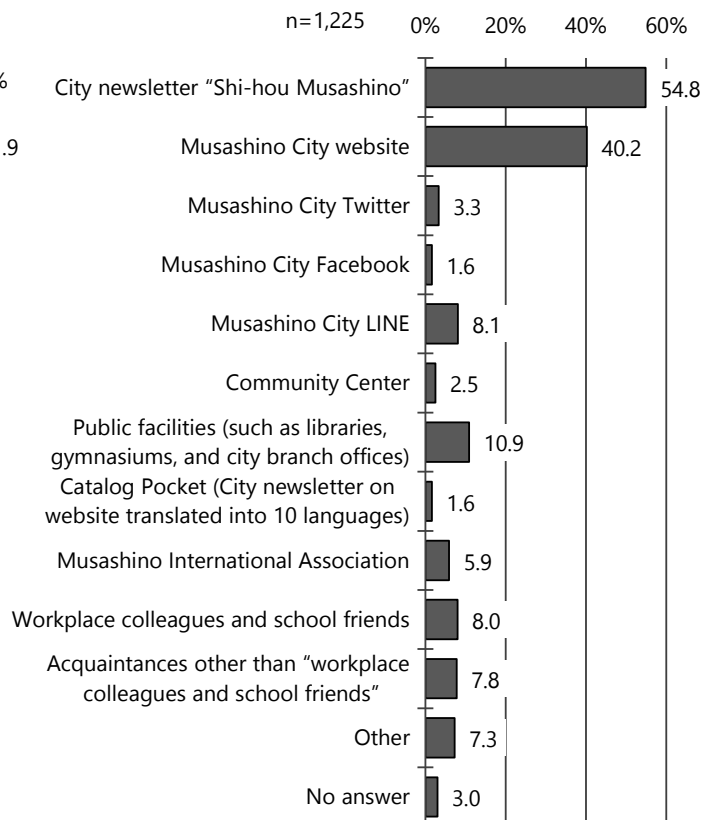
The survey showed that many subjects have had difficulty with official procedures, with 21.6% saying “I do not know the official procedures” and 18.4% answering “I do not know where to contact when I have a problem with official procedures.” Still, 37.5% of the respondents answered they have “no difficulty or trouble,” showing that many are able to live in Japan without any inconvenience.

**(4) Information and consultation** .....

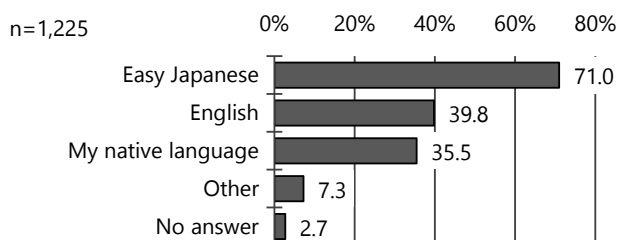
**⑩ Access to necessary information (SA)**



**⑪ Usually used source of information (MA)**



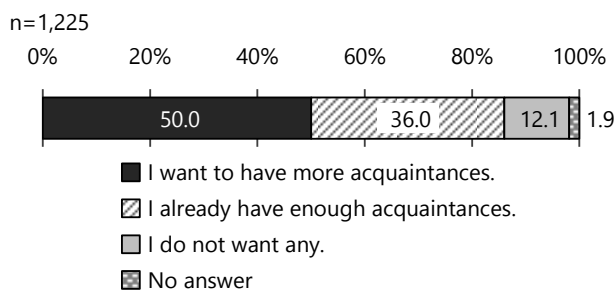
**⑫ Language(s) that you can understand information from Musashino City (MA)**



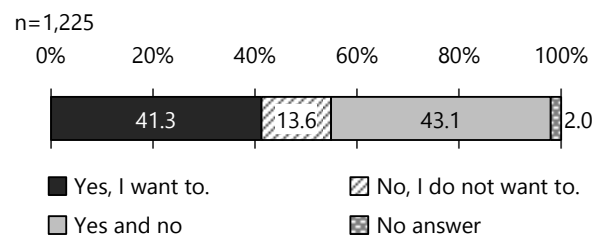
The survey showed that foreign nationals have access to the necessary information, with 82.7% choosing the answer, “Yes, I receive sufficient information” or “Yes, I receive some information.” The most common source of information was the city newsletter “Shi-hou Musashino” with 54.8% referring to this source, followed by the “Musashino city website” at 40.2%. The survey also found that 71.0% of the respondents can understand information from the city in "easy Japanese".

**(5) About your community** .....

**⑬ Do you want to have Japanese acquaintances in the local community? (SA)**



**⑭ Do you want to engage in activities that benefit people in the local community? (SA)**



When asked if they would like to have Japanese acquaintances in the community, 50.0% chose the answer, “I want to have more acquaintances.” Some 41.3% said “Yes, I want to” to a question that inquired if they wish to engage in activities that benefit people in the local community, indicating their desire to be active members of the community in the same way as the Japanese.

**◆Interview[Main comments]**

**(1) Methods of obtaining information and language**

- ▷ I use translation tools such as Google Translate or smartphone apps.
- ▷ I can understand the information if it is written in easy Japanese or if it has kana readings.
- ▷ The content should be concise with emphasis on two points: “Important” and “Action Required.”
- ▷ I hope the content would be written in my native language (multiple languages).

**(2) Multicultural coexistence**

- ▷ I want people to approach me naturally without creating a barrier.
- ▷ I hope we will all get along as people living together in the same country without separating people into foreign residents and Japanese.
- ▷ We should all have an attitude of learning the language and culture of others.

**(1) Methods of obtaining information and language**

- ▷ I use a translation app to read documents sent by post or ask a Japanese class teacher at MIA. (Beginning student in Japanese)
- ▷ I use a translation app to read the website content. (Beginning student in Japanese)
- ▷ The best alternative would be to have an interpreter at the counter. When this is not available, I would like people to speak slowly to me or write the information down, in which case I can take it home and read it carefully. Also, documents that contain many kanji characters are easier to understand. I have no way of knowing whether the translation apps are correct or not. (Beginning student in Japanese)
- ▷ The staff responded sincerely and spoke to me in easy Japanese when I told them “I do not speak Japanese very well.” They kindly responded in easy Japanese to my questions on documents concerning my children and family members. I am beginning to understand easy Japanese. (Beginning student in Japanese)
- ▷ I wish the documents are written in English or have furigana added to kanji characters. Documents that contain many kanji would be difficult to understand because Kanji characters have multiple meanings. I find that documents in easy Japanese are also easy to read. (Foreign residents' community)
- ▷ I find easy Japanese helpful, but matters regarding tax, pension, national health insurance, and such are still difficult to understand even in easy Japanese. I would feel reassured if there is someone who speaks English. (Beginning student in Japanese)

**(2) About multicultural coexistence**

- ▷ It would be nice if foreign residents had an opportunity to respect and study Japanese culture and Japanese people had a tolerant attitude toward foreign nationals. This is not to say that I have experienced cases of intolerance. (Beginning student in Japanese)
- ▷ It is important to respect cultural differences and to understand the background that gives rise to these differences. (Beginning student in Japanese)
- ▷ I wish people in Japan and other countries would understand and respect the culture of each other. If an event to promote such mutual understanding were to be held, I would be happy to participate. (Foreign residents' community)
- ▷ I wish Japanese people would refrain from exercising so much care to others. I appreciate their kindness, but I do not like being told what I already know every time. (Students studying at a university in the city)

**(3) Other**

- ▷ Before coming to Japan, I was worried if I would be able to make friends here. Because I did not understand the language, I was at a loss as to what I should say and felt nervous. Now, I am anxious about kanji. (Children with a non-Japanese background)
- ▷ Muslims have a daily prayer time, and in addition to securing a place and time to pray, we should also be aware of Ramadan (fasting), so we need to provide support in this area as well. Women have the custom of wearing a hijab (head covering). This is allowed in our company, but I am aware that some companies prohibit it. Businesses that have poor understanding of religion cannot provide a comfortable working environment for Muslims. (Japanese people who have contact with foreign residents)

Some people said they wanted the city to send out information that is translated into their native language. Also, we learned that some people use translation tools and apps on smartphones to grasp the information. Regarding multicultural coexistence, some respondents said that they wanted people to approach each other naturally without creating a barrier, although there are cases that call for understanding and consideration for cultural and religious differences and relations between nations.