

Basic Survey on Foreign Residents in FY2022—Survey Overview—

Survey Purpose, etc.

- The survey was conducted to determine the circumstances of foreign residents and issues they face in professional, daily, and social lives as accurately as possible, as part of efforts to plan and formulate policies to facilitate coexistence with foreign residents.
 - This was the third survey of its kind, following the second survey conducted in FY2021.
 - The FY2022 Expert Committee Meeting for a Basic Survey on Foreign Residents was held in order to widen the scope of the survey, and experts familiar with assimilation policies were invited to participate in determining the survey items and compiling survey results in order to leverage their expertise, high level insights and a wider picture perspective in the processes.
- ⇒ The government will use the survey results to help plan, draft, and implement coexistence measures for foreign residents to enhance the **“Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals”** and **“Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals”** as part of efforts to achieve a society which build a society of harmonious coexistence with foreign nationals.

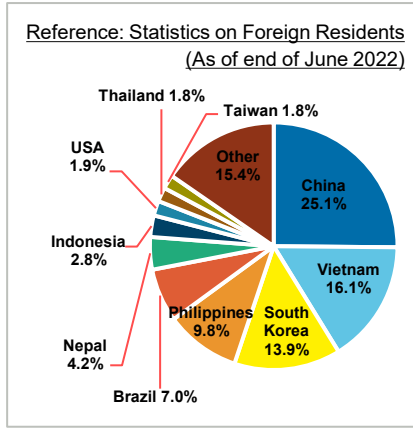
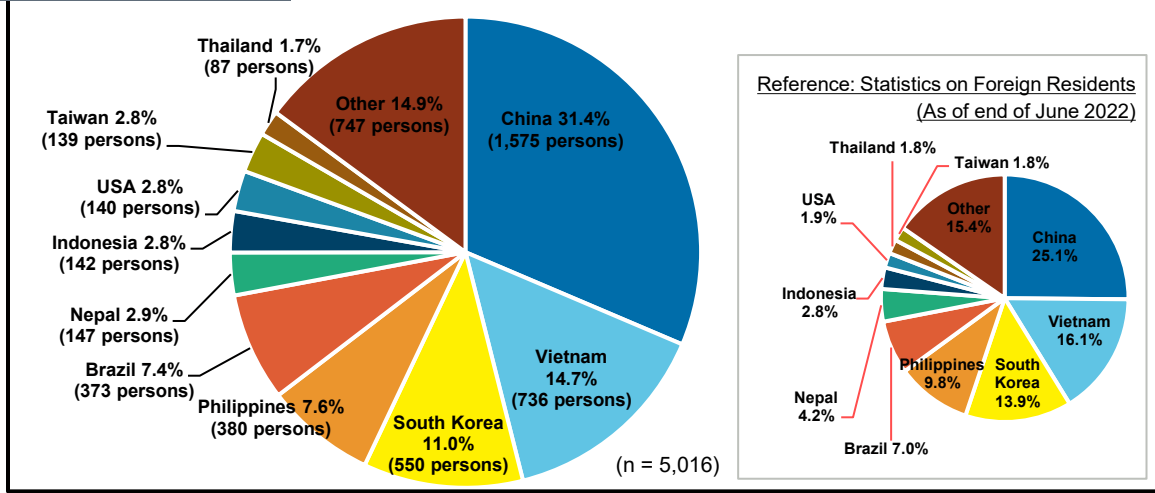
Survey Overview

Object of survey	<ul style="list-style-type: none"> ■ A total of 40,000 mid to long term residents and special permanent residents aged over 18. * As of December 1, 2022, only those persons who have been physically present in the country for at least one year since their most recent landing permit. * Respondents were randomly selected based on the sample size, by nationality/region and status of residence, which was determined by referencing statistics of foreign nationals (as of June 30, 2022).
Number of valid responses	<ul style="list-style-type: none"> ■ No. of copies sent out: 40,000 (1,447 of which were undeliverable) ■ A total of 5,016 valid responses were received. Response rate of 13.0%.
Survey method	<ul style="list-style-type: none"> ■ A web-based survey (a letter requesting cooperation and including a two-dimensional code was mailed to target recipients, who were asked to scan the code and then respond to an online questionnaire). ■ Responses were viewable in eight languages (simplified Japanese, English, Chinese, Korean, Portuguese, Vietnamese, Filipino, and Nepali).
Survey items	<ul style="list-style-type: none"> ■ The survey targeted the issues encountered by foreign nationals in the following areas in Japan in their professional, daily, and social lives: Learning Japanese, daily life orientation, obtaining information and consultation, medical care, disaster and emergency response, childcare and education, work, social participation, human rights (discrimination), social insurance, etc. ■ Questions identical to those in the “National Survey for Ascertaining People’s Loneliness and Social Isolation (2022) (Cabinet Secretariat)” (sent to 20,000 individuals aged 16 or more nationwide) were asked to gauge the current level of loneliness among foreign nationals in Japan.
Survey period	<ul style="list-style-type: none"> ■ February 1 - 14, 2023
Points to note	<ul style="list-style-type: none"> ■ Although the results of this survey were compiled and posted as they were received in response to the questionnaire, the limited number of responses for some questions means that caution is needed when interpreting them. ■ The figures have been rounded. The total of percentages for some responses may be less than 100.0%, or the figures shown in some charts may be different from those stated in the summary.

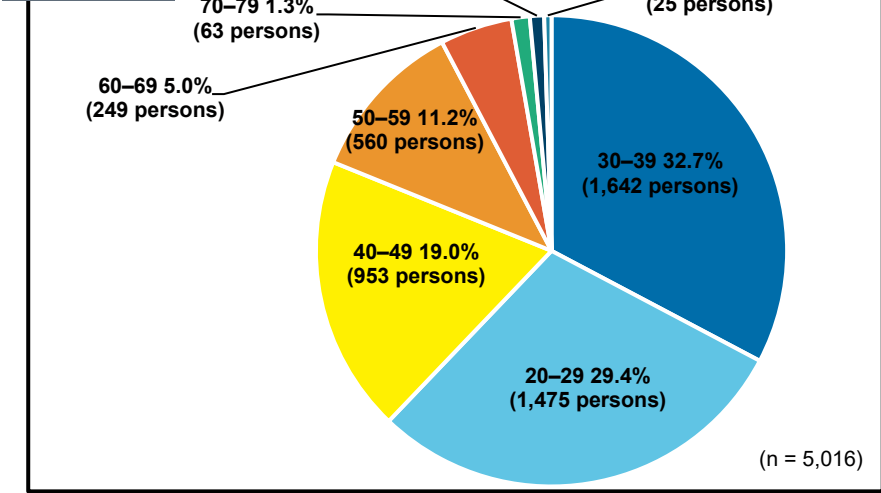
Basic Survey on Foreign Residents in FY2022—Main Results (1) (Respondent Attributes)—

- The most common nationality of respondents was China (31.4%), followed by Vietnam (14.7%), and then South Korea (11.0%).
- The most common status of residence of respondents was "Permanent Resident" (30.4%), followed by "Engineer, Specialist in Humanities, International Services" (14.4%), and then "Student" (10.7%).
- The most common age group of respondents was "30–39" (32.7%), followed by "20–29" (29.4%), and then "40–49" (19.0%).
- The most common total length of residence in Japan was "3 years or more, but less than 10" (45.8%), followed by "10 years or more, but less than 20" (22.8%), and then "20 years or more, but less than 30" (13.1%).

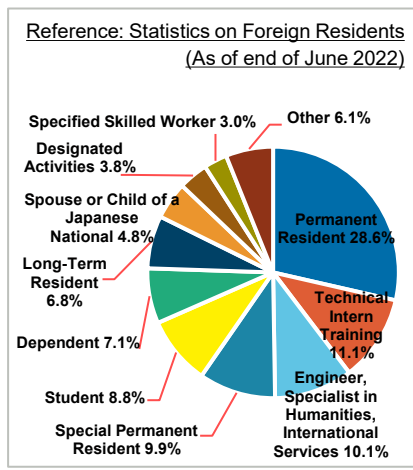
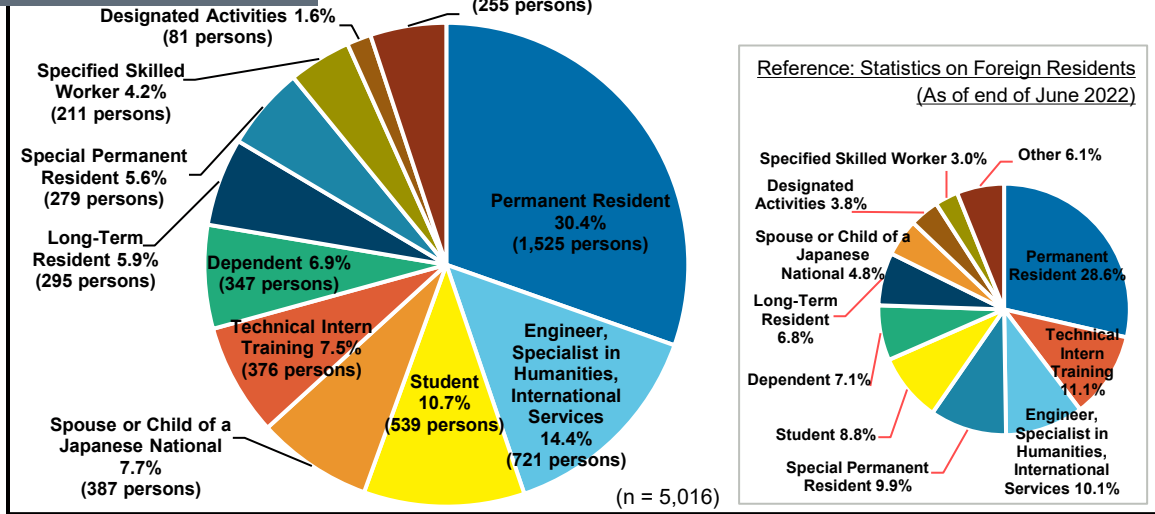
Nationality/region



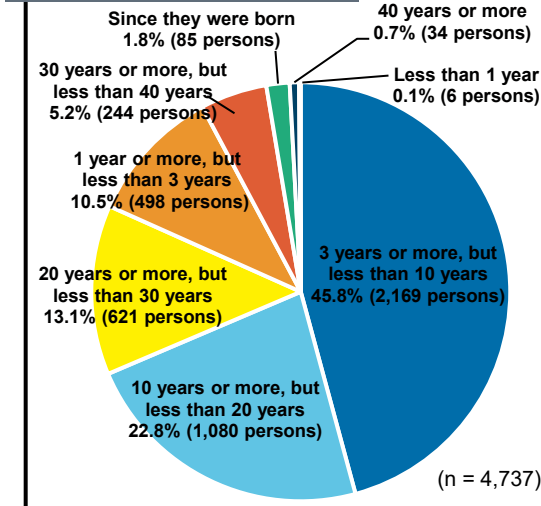
Age



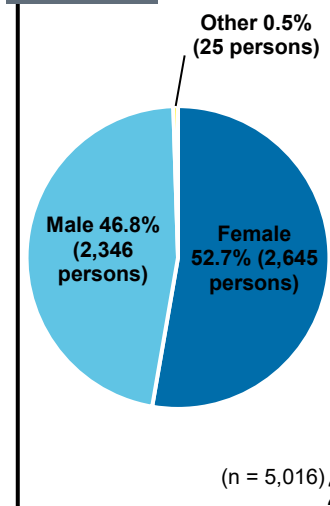
Status of residence



Total length of residence in Japan

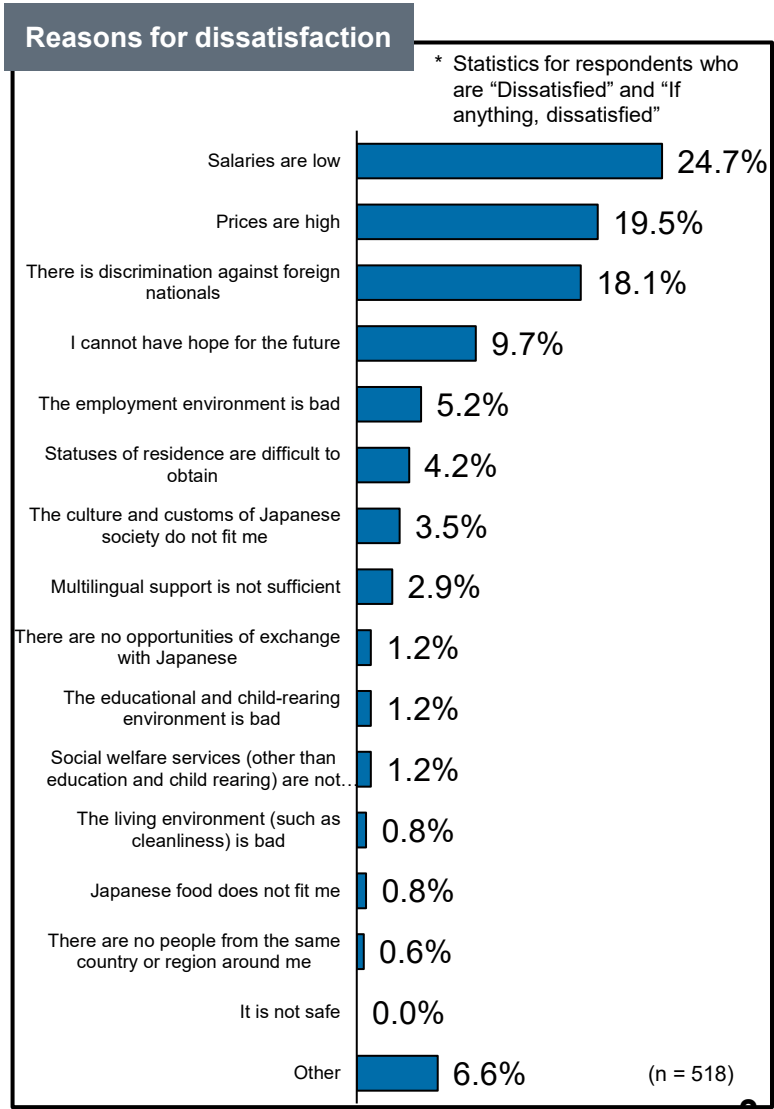
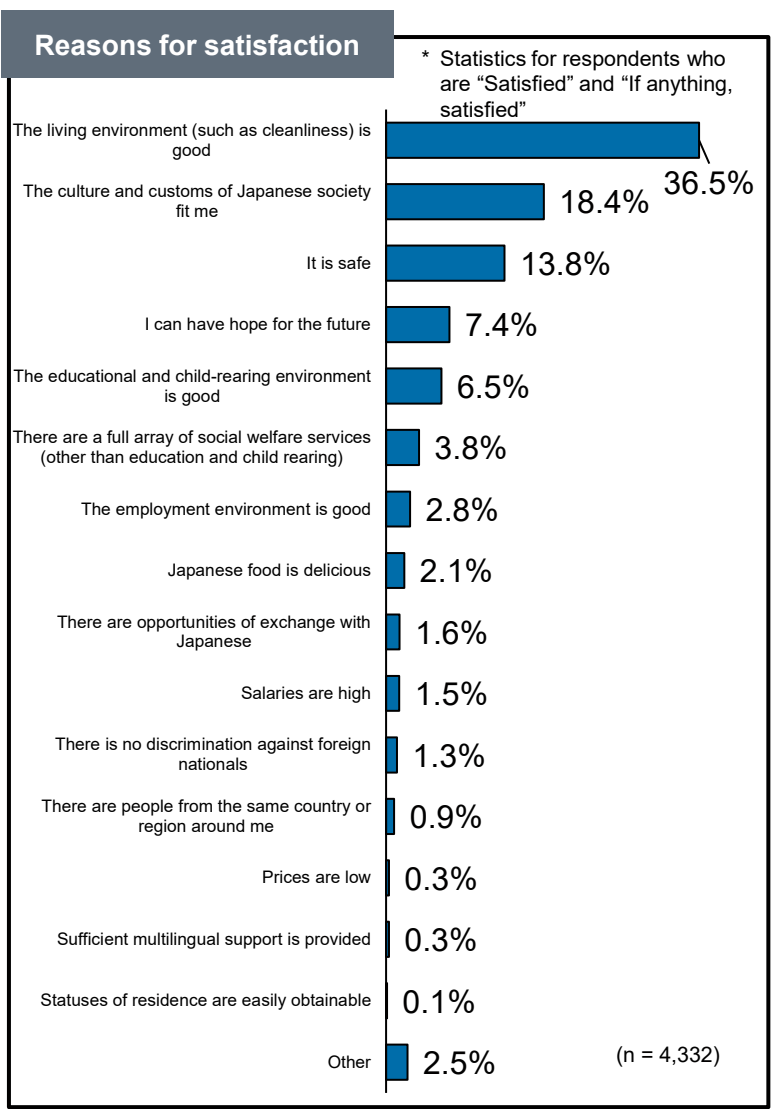
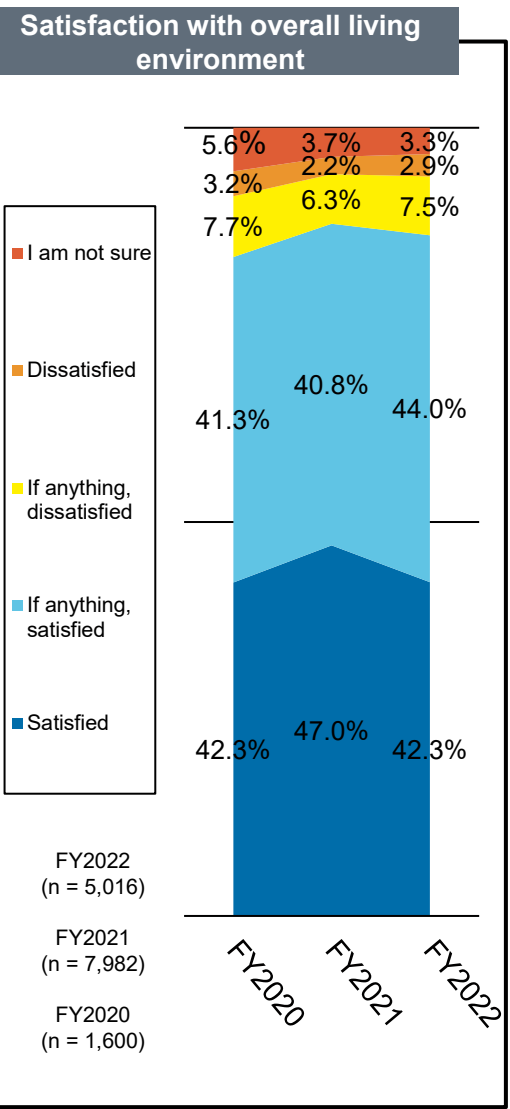


Gender



Basic Survey on Foreign Residents in FY2022—Main Results (2) (Satisfaction with Overall Living Environment)—

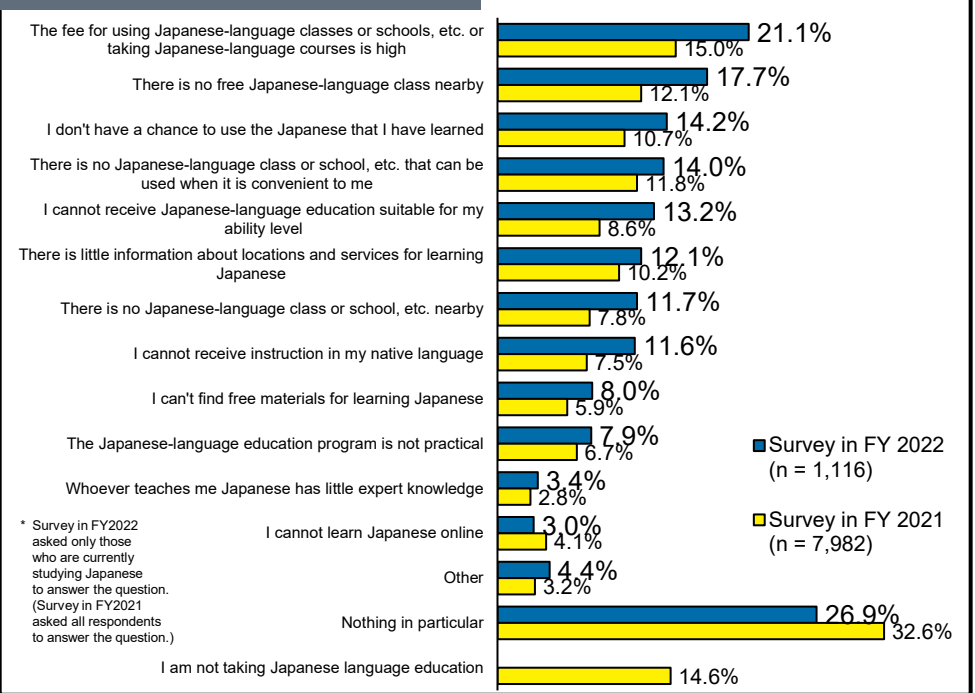
- The percentage of respondents who were satisfied with their lives in Japan (“Satisfied” + “If anything, satisfied”) was 86.4% (a slight reduction of 1.4 points from to the survey in FY 2021).
- The most common reason for satisfaction was “The living environment (such as cleanliness) is good” (36.5%), followed by “The culture and customs of Japanese society fit me” (18.4%), and then “It is safe” (13.8%).
- The most common reason for dissatisfaction was “Salaries are low” (24.7%), followed by “Prices are high” (19.5%), and then “There is discrimination against foreign nationals” (18.1%).



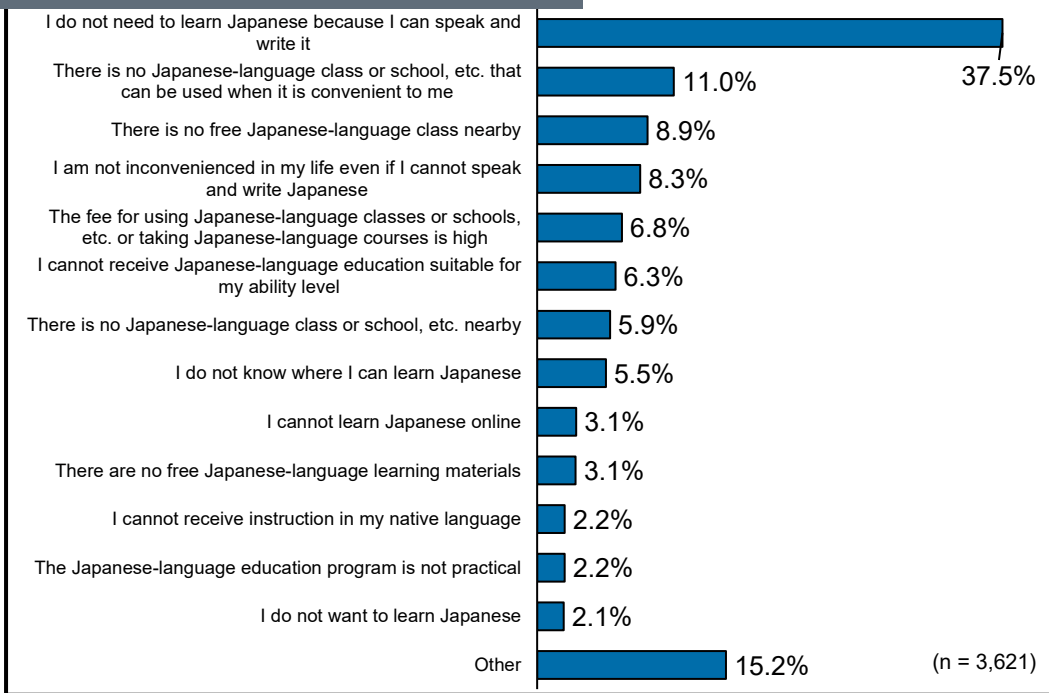
Basic Survey on Foreign Residents in FY2022—Main Results (3) (Learning Japanese)—

- As with FY2021, the most common issue regarding Japanese language study was “The tuition fees for Japanese classes or language school, etc. are high” (21.1%).
- The most common reason for not learning Japanese was “I do not need to learn Japanese because I can speak and write it” (37.5%), followed by “There is no Japanese-language class or school, etc. that can be used when it is convenient to me” (11.0%).
- The breakdown by age group of the reasons for not learning Japanese shows that the younger the age group is, the more respondents selected “I do not need to learn Japanese because I can speak and write it.” In addition, compared to other age groups, the percentage of respondents who selected “There is no Japanese-language class or school, etc. that can be used when it is convenient to me” was high for the 30s and 40s age groups.
- The percentage of people who want to learn Japanese when they are not at work or in school, such as Saturday, Sunday, holidays, and nighttime was high.

Problems learning Japanese



Reason for not learning Japanese



Reason for not learning Japanese— Breakdown by age group (Excerpts, excluding “Other”)

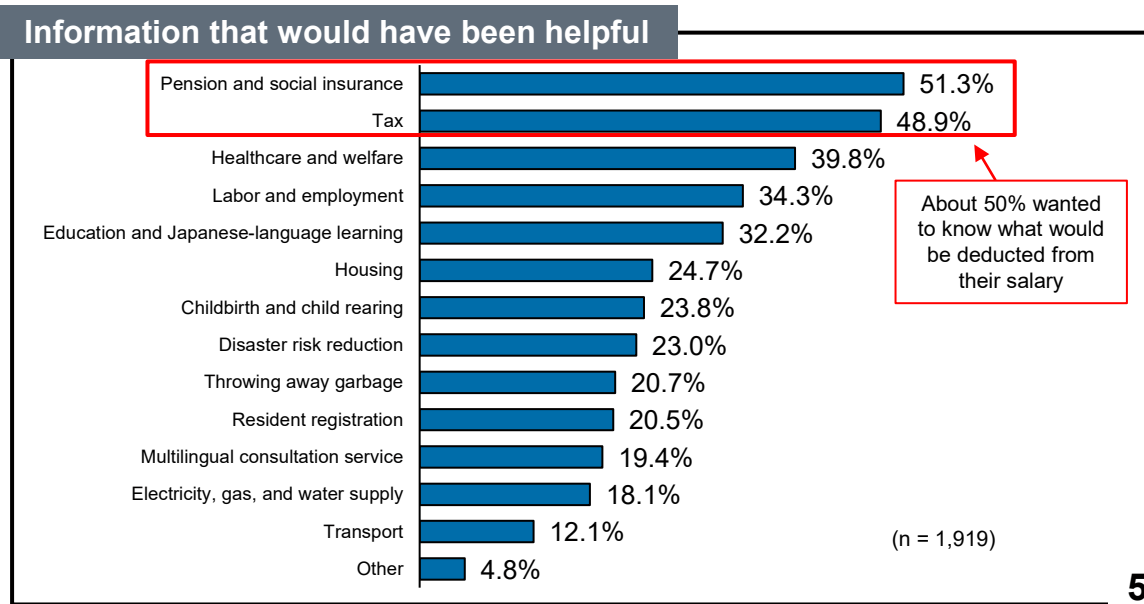
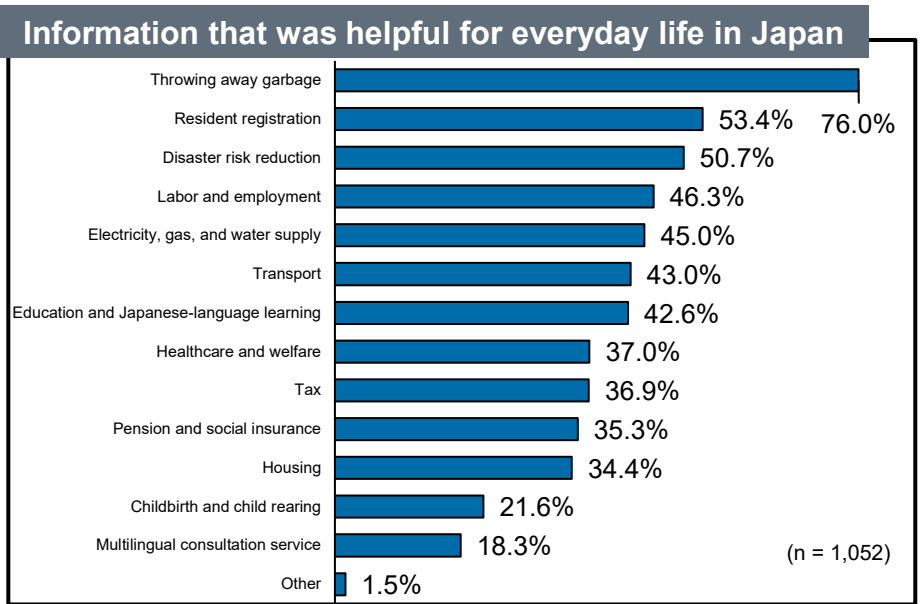
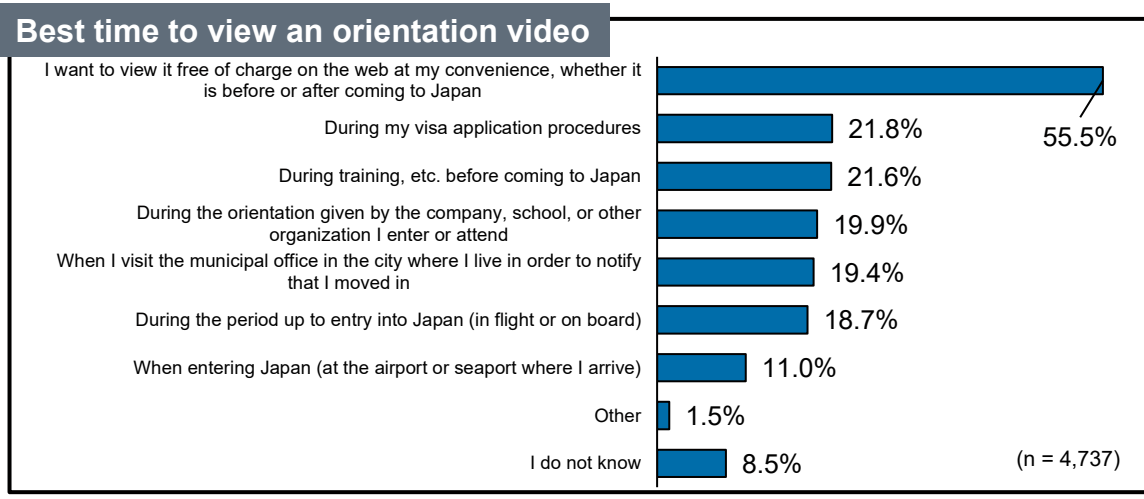
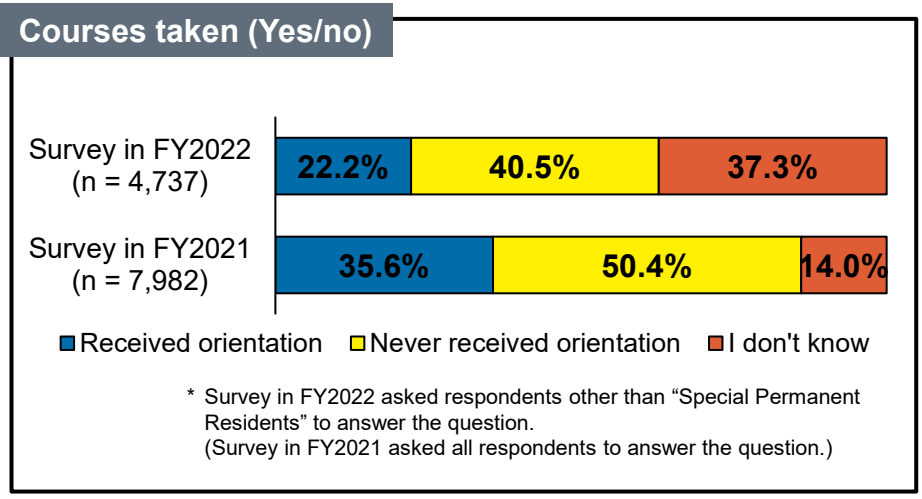
	20s	30s	40s
[1]	I can speak and write Japanese, so I don't need to study it (40.0%)	I can speak and write Japanese, so I don't need to study it (37.5%)	I can speak and write Japanese, so I don't need to study it (35.7%)
[2]	There is no Japanese-language class or school, etc. that can be used when it is convenient to me (9.3%)	There is no Japanese-language class or school, etc. that can be used when it is convenient to me (12.6%)	There is no Japanese-language class or school, etc. that can be used when it is convenient to me (12.3%)
[3]	There is no free Japanese-language class nearby (9.0%)	There is no free Japanese-language class nearby (9.8%)	There is no free Japanese-language class nearby/ I am not inconvenienced in my life even if I cannot speak and write Japanese (8.7%)

Preferable time to attend Japanese classes/language schools

	Daytime (9:00–18:00)	Nighttime (18:00–21:00)	Total
Weekdays	11.3%	29.4%	40.7%
Saturday, Sunday, or holidays	30.7%	37.9%	68.6%
Total	42.0%	67.3%	

Basic Survey on Foreign Residents in FY2022—Main Results (4) (Daily Life Orientation)—

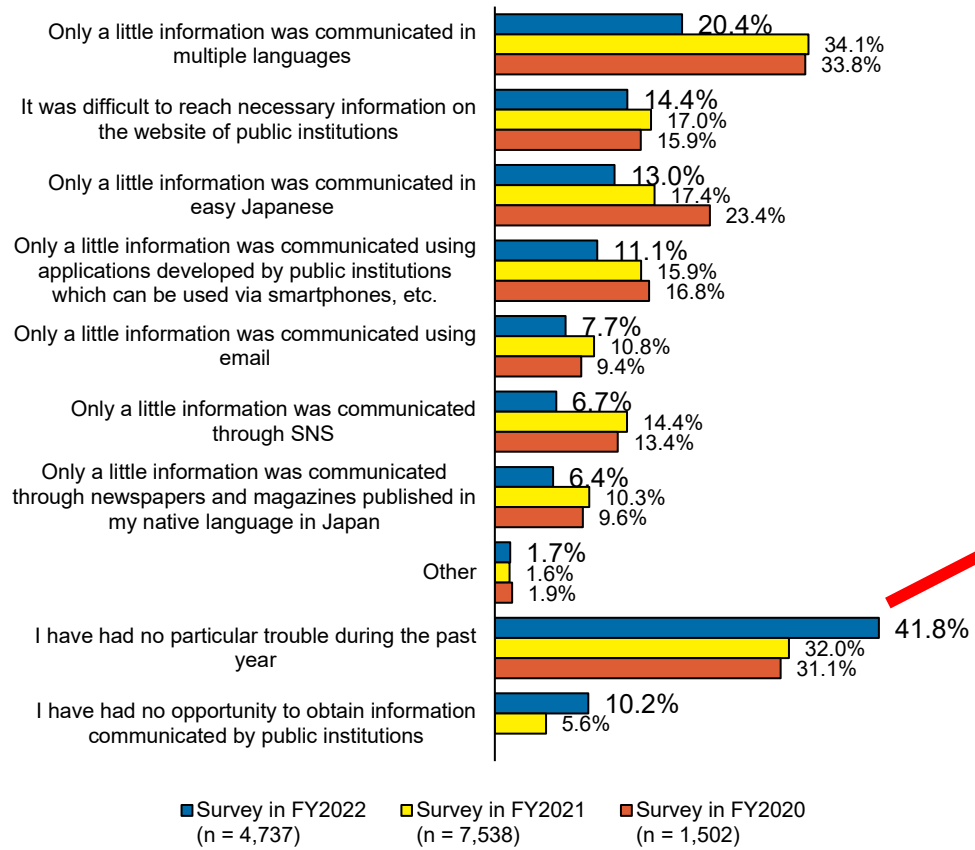
- A total of 40.5% of all respondents answered that they have not received daily life orientations.
- For when they want to view daily life orientation videos, the majority (55.5%) answered that they want to view them free of charge on the web at their convenience.
- The most common information that people who received a daily life orientation think was helpful for their everyday lives was about “Throwing away garbage” (76.0%), followed by “Resident registration” (53.4%), and then “Disaster risk reduction” (50.7%).
- The most common information that people who did not receive any daily life orientation think would have been helpful if they had obtained it through an orientation was about “Pension and social insurance” (51.3%), followed by “Tax” (48.9%), and then “Healthcare and welfare” (39.8%), and many of them wanted to know about what would be deducted from their salary.



Basic Survey on Foreign Residents in FY2022—Main Results (5) (Obtaining Information)—

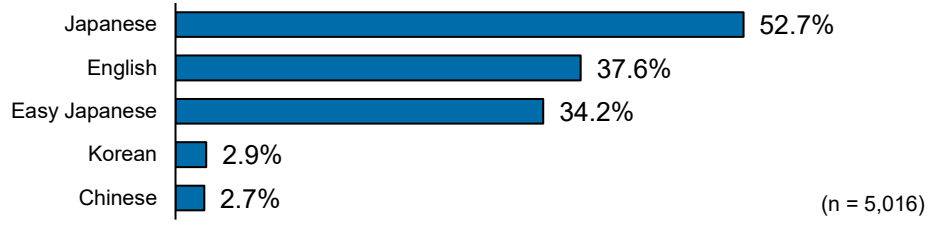
- For problems they had in the past year in obtaining information communicated by public institutions, the most common response was “I have had no particular trouble” (41.8%). For respondents who had problems, the most common problem they had was “Only a little information was communicated in multiple languages” (20.4%), while “Only a little information was communicated in easy Japanese” (13.0%) came in third. This shows that many people had language-related problems.
- The most common language in which they want information to be provided, other than their native language, was “Japanese” (52.7%), making up the majority, and it was followed by “English” (37.6%) and then “Easy Japanese” (34.2%).
- For those who said that they had never had problems obtaining information communicated by public institutions, the least common nationality was “Thailand” (16.1%) and the least common status of residence was “Specified Skilled Worker” (28.9%).
- When broken down by Japanese-language ability, there was a consistent trend: the lower the Japanese-language ability is, the lower the percentage of those who never had trouble obtaining information communicated by public institutions.

Issues when obtaining information from public institutions



* Survey in FY2022 asked about issues in the past year. Surveys in FY2020 and 2021 did not specify any period.
 * The items without data from survey in FY2020 are new items added after FY2021.

Preferable languages other than native language for information provided (Top 5 responses)



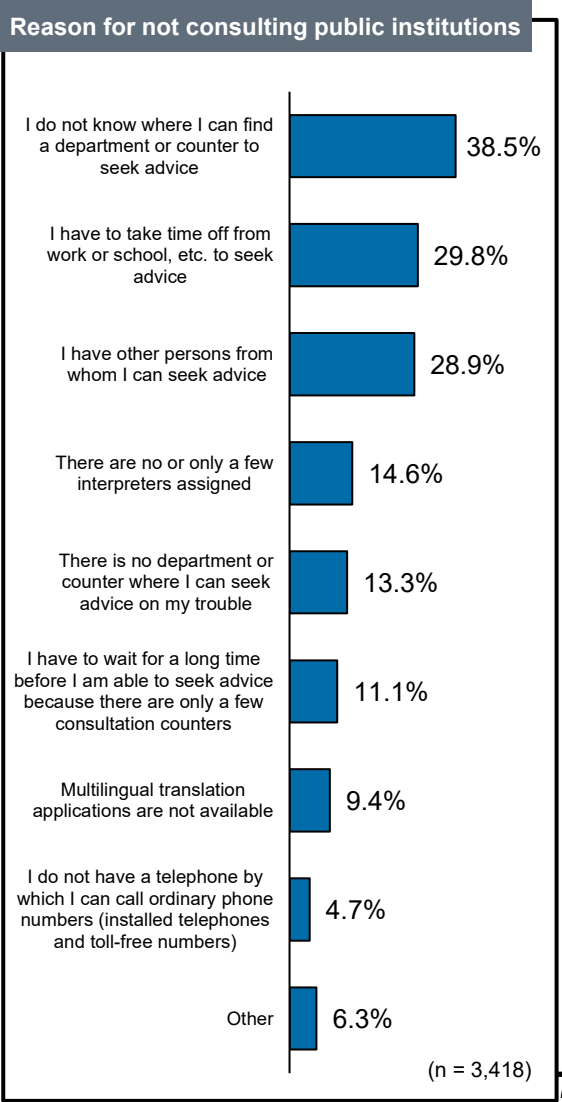
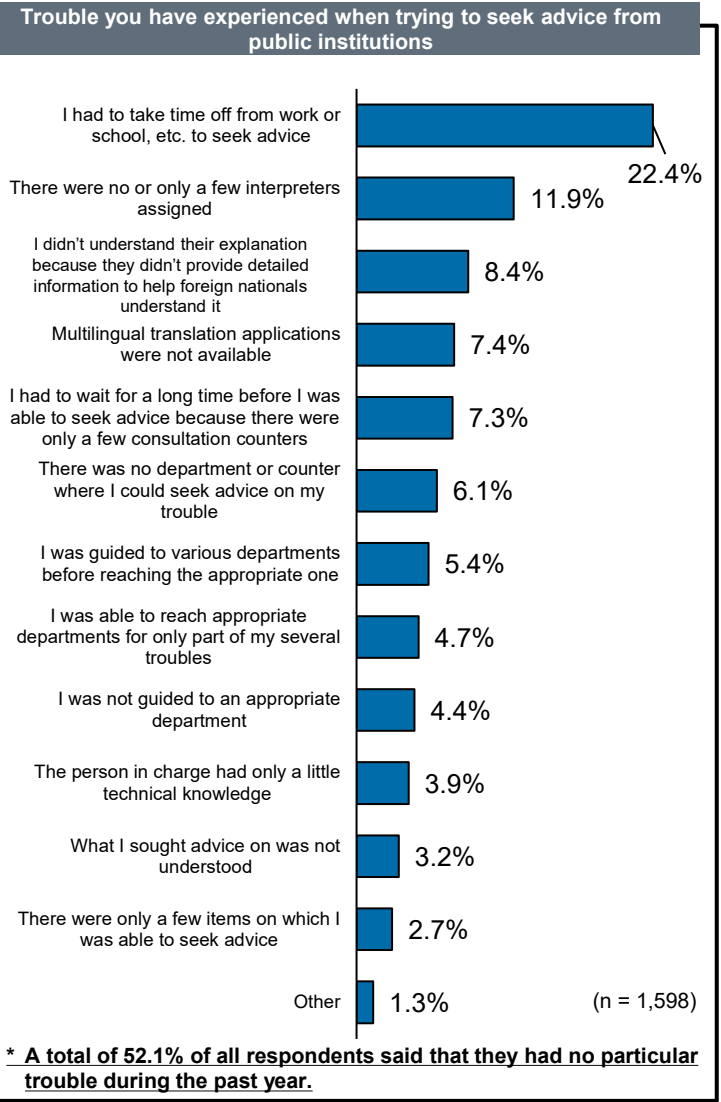
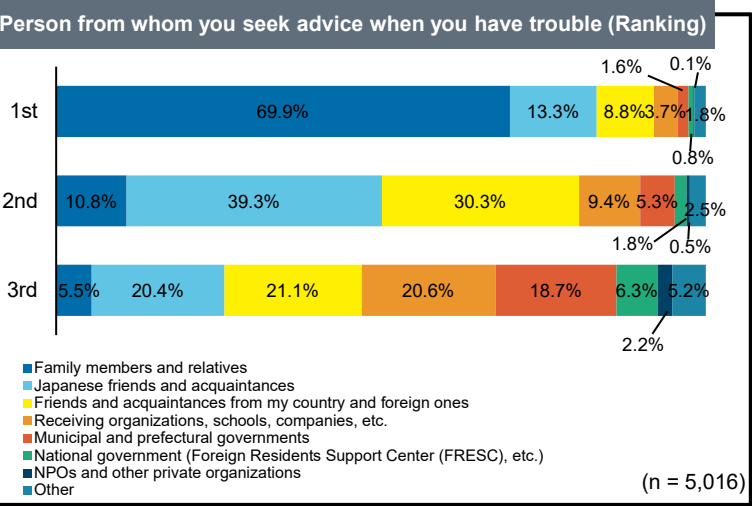
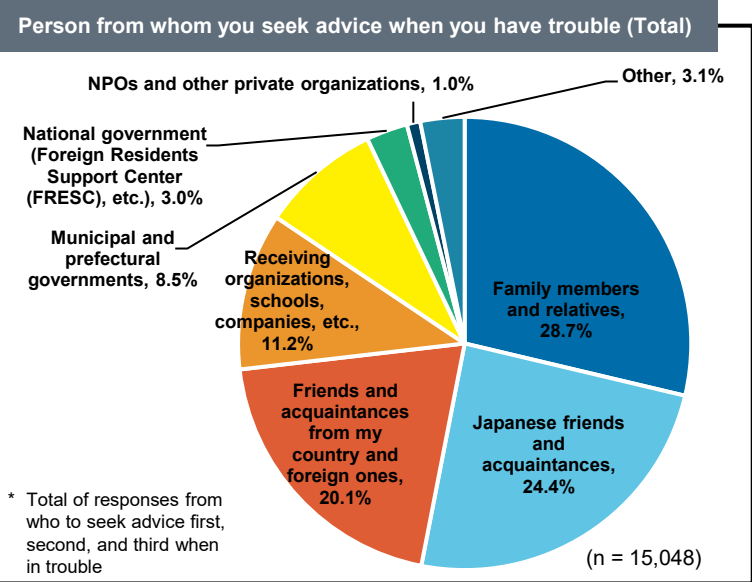
Percentage of people who did not have trouble obtaining information released by public institutions

By country/region (Bottom 3 ranked)		By status of residence (Bottom 3 ranked)	
Thailand (n = 87)	16.1%	Specified Skilled Worker (n = 211)	28.9%
USA (n = 136)	27.2%	Dependent (n = 347)	33.7%
Nepal (n = 146)	28.8%	Student (n = 539)	34.1%

Trend by Japanese-language ability (Conversation)		Trend by Japanese-language ability (Reading)	
I cannot speak Japanese at all (n = 80)	25.0%	I cannot read Japanese at all (n = 349)	30.4%
I can exchange basic information with others around me as required (n = 537)	31.5%	I can read simple, short sentences about subjects close to me (n = 1,002)	32.0%
I can talk with others fluently and naturally (n = 1,017)	49.1%	I can read newspaper articles and other passages written from a certain point of view (n = 905)	49.5%

Basic Survey on Foreign Residents in FY2022—Main Results (6) (Consultation)—

- The respondents talk to their “Family members and relatives” (28.7%) most when they are in trouble, which was followed by “Japanese friends and acquaintances” (24.4%), and then “Friends and acquaintances from my country and foreign ones” (20.1%).
- The most common trouble encountered when trying to seek advice from public institutions was “I had to take time off from work or school, etc. to seek advice” (22.4%), followed by “There were no or only a few interpreters assigned” (11.9%) and then “Since explanations thoughtful enough for even foreign nationals to understand were not given, I could not understand the explanations given” (8.4%), both of which are specific to foreign nationals.
- The most common reason for not seek advice from public institutions was “I do not know where I can find a department or counter to seek advice” (38.5%).

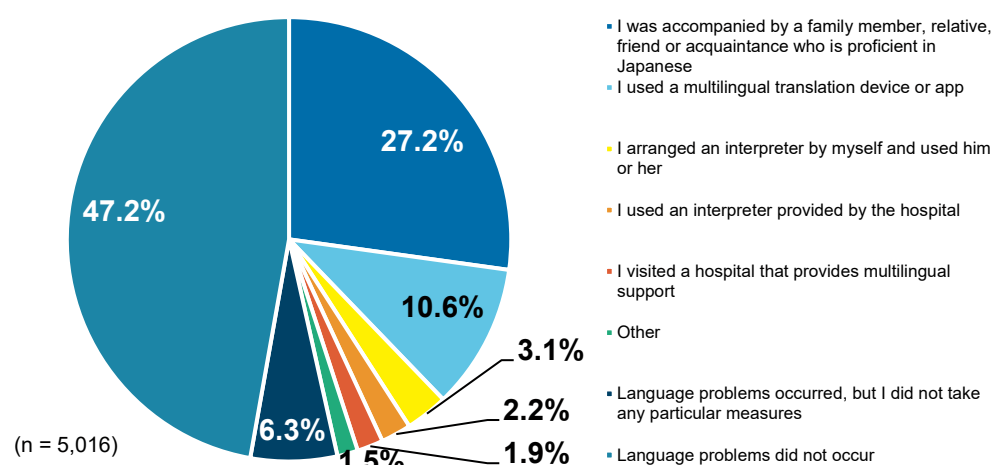


- The most common issue encountered when trying to see a doctor and receive medical treatment was “I could not explain my symptoms accurately at the hospital” (15.6%). Other responses that accounted for more than 10% were “I did not know where a hospital at which I could see a doctor and receive medical treatment that suited my symptoms was” (14.8%) and “I did not know where a hospital at which I could make myself understood was” (12.9%).
- The most common issue encountered during a disaster was “I did not know where to get reliable information” (7.7%). Although their order has changed, the top 5 items remained the same as those in the survey in FY2021.
- The percentage of people who are in trouble due to COVID 19 has decreased since the survey in FY2021. Similarly, the percentages of respondents who had the listed issues decreased overall, except for “Other,” for Obtaining information.

Issues when seeking medical examinations/treatment at hospitals in the past year (Top 5 responses) (n = 5,016)

[1]	I could not explain my symptoms accurately at the hospital	15.6%
[2]	I did not know where a hospital at which I could see a doctor and receive medical treatment that suited my symptoms was	14.8%
[3]	I did not know where a hospital at which I could make myself understood was	12.9%
[4]	I could not make myself understood at the reception of the hospital	9.0%
[5]	Medical expenses were higher than in my country, etc.	8.5%
	I have had no particular trouble during the past year	56.8%

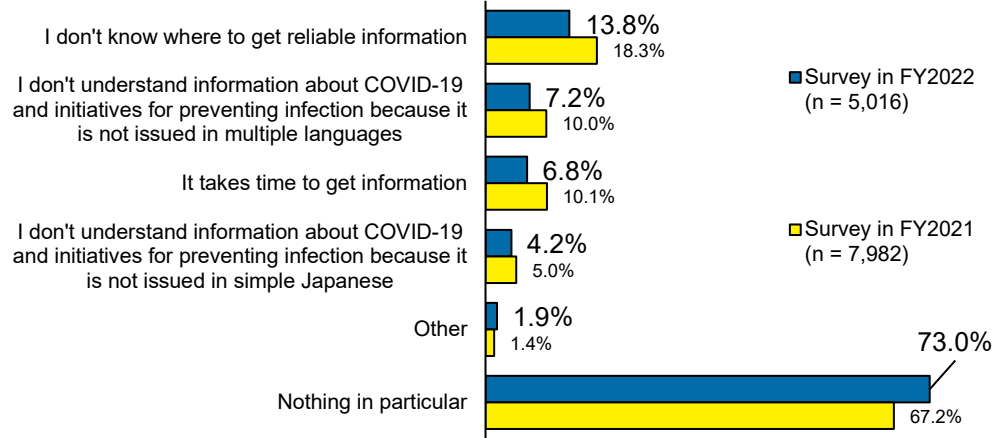
Actions taken when language issues occurred during medical examinations/treatment at hospitals in the past year



Issues during disasters in the past year (Top 5 responses) (n = 5,016)

[1]	I did not know where to get reliable information	7.7% (12.2%)
[2]	I did not know how to use or apply for the support measures following the disaster	6.7% (9.1%)
[3]	I did not know the evacuation area	6.6% (10.5%)
[4]	I could not understand evacuation information such as weather warnings and advisories because it was not issued in multiple languages	6.2% (10.3%)
[5]	I did not know what the evacuation shelter was like	5.2% (8.1%)
	Nothing in particular	73.7% (63.7%)

Issues due to COVID-19 pandemic (Obtaining information)



* Percentages in parens are from survey in FY2021. (n = 7,982)

Basic Survey on Foreign Residents in FY2022—Main Results (8) (Child Rearing and Education)—

- The most common issue concerning pregnancy and childbirth was “The cost incurred during pregnancy or for childbirth is high” (13.3%), followed by “I am anxious about whether I can continue attending my school or working at my workplace” (7.2%) and the “I don’t know any place where I can talk about my worries concerning pregnancy and childbirth, and I don’t know anyone to whom I can talk with about such worries” (6.9%).
- As for the school enrollment status of children aged 6 to 15, the percentage of children who do not attend school was 2.6%, which is almost the same as that from the survey in FY2021.
- For parenting issues, although the order has changed, the top 5 issues are the same as those in the survey in FY2021.

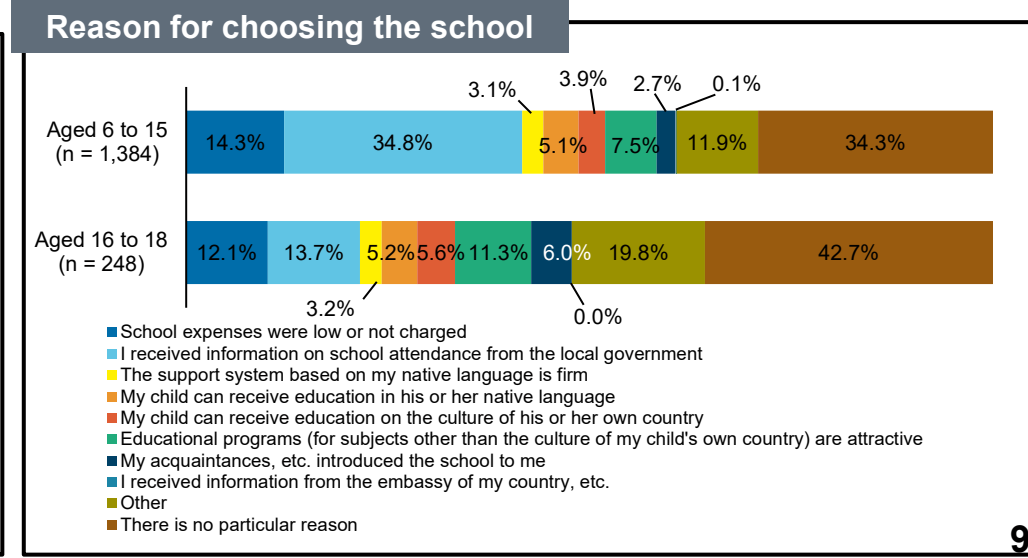
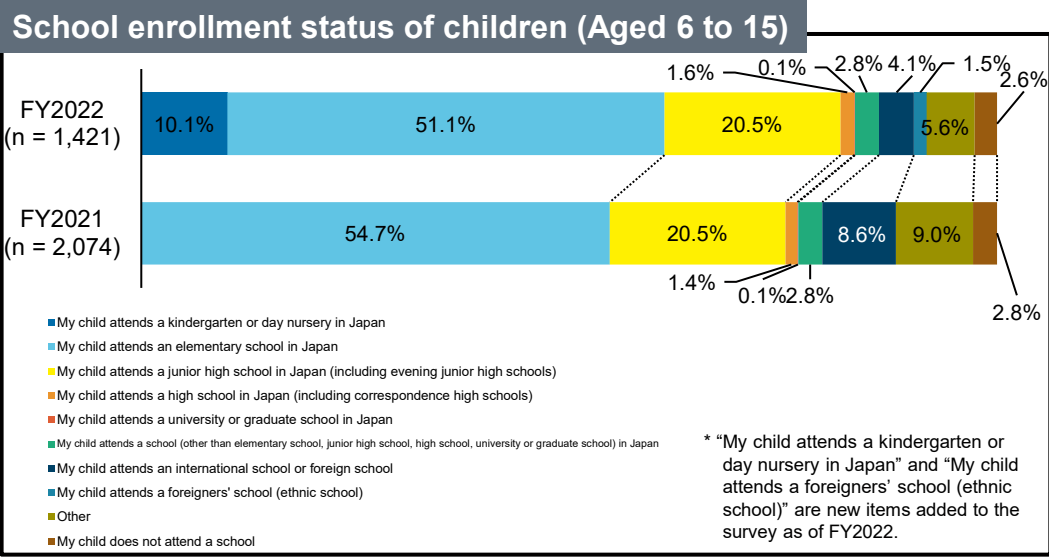
Pregnancy and childbirth issues (Top 5 responses) (n = 2,594)

[1]	The cost incurred during pregnancy or for childbirth is high	13.3%
[2]	I am anxious about whether I can continue attending my school or working at my workplace	7.2%
[3]	I don't know any place where I can talk about my worries concerning pregnancy and childbirth, and I don't know anyone to whom I can talk with about such worries	6.9%
[4]	I can't communicate by language when I go to a hospital to give birth	5.5%
[5]	I am worried about my status of residence	4.9%
	Nothing in particular	68.8%

Parenting issues (Top 5 responses) (n = 930)

[1]	My child does not understand my native language or the culture of my home country	19.9% (22.1%)
[2]	I have to pay too much child support	16.7% (18.8%)
[3]	My child does not understand Japanese sufficiently	13.0% (13.3%)
[4]	I can't communicate well with teachers at the day care center or kindergarten	12.5% (13.5%)
[5]	I don't know any place where I can talk about my worries concerning child education and child-raising, and I don't know anyone who I can talk with about such worries	10.6% (13.3%)
	Nothing in particular	36.1% (38.4%)

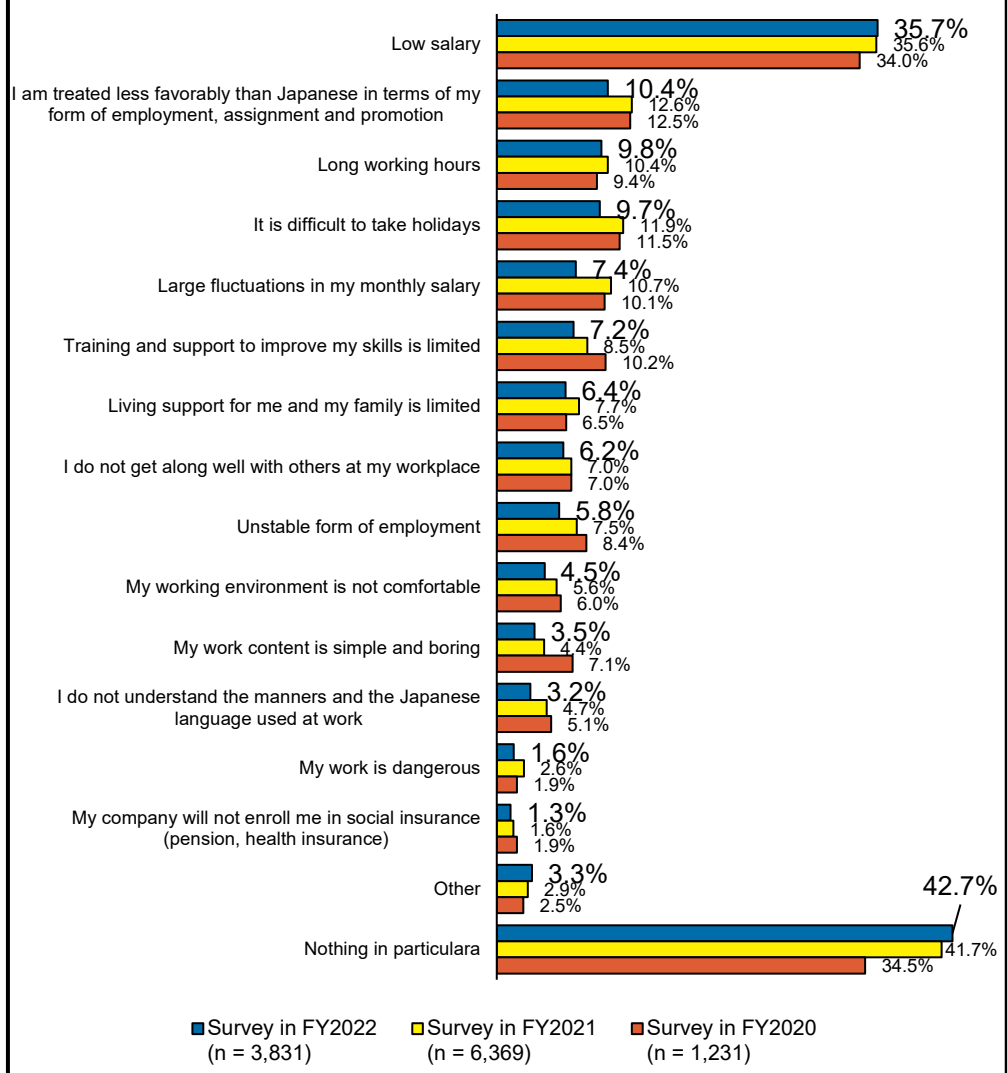
* Percentages in parens are from survey in FY2021. (n = 1,367)



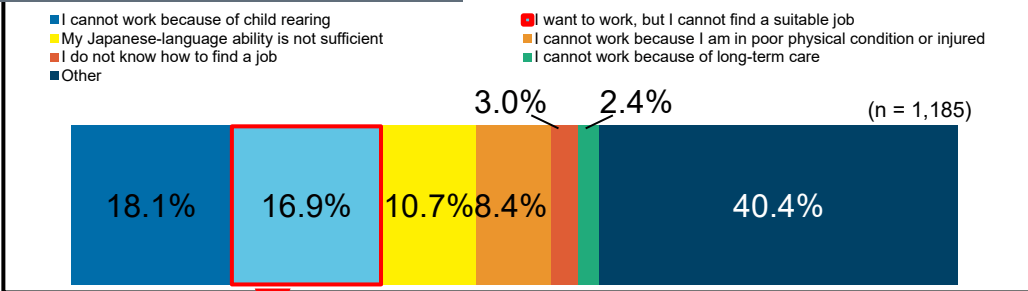
Basic Survey on Foreign Residents in FY2022—Main Results (9) (Employment)—

- The most common work-related issue was “Low salary” (35.7%), followed by “I am treated less favorably than Japanese in terms of my form of employment, assignment and promotion” (10.4%), and then “Long working hours” (9.8%). “Low salary” has been the top issue for three consecutive years since the survey in FY2020.
- The majority (55.5%) selected “I can’t find the job I want” for the reason they can’t find a job, which was followed by “My Japanese language skills are not good enough” (26.0%).

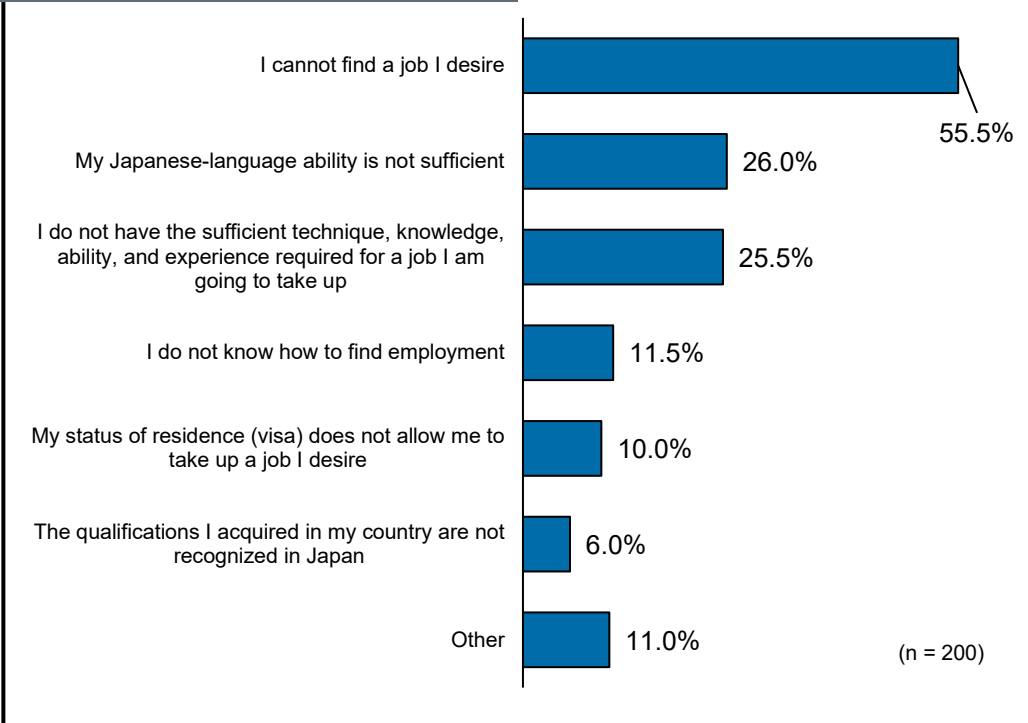
Work-related issues



Reason they are not working



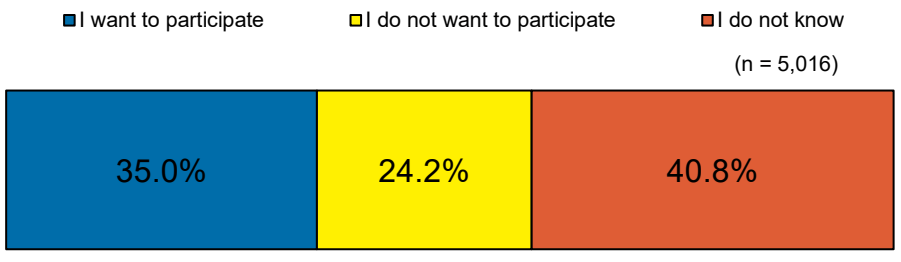
Reason they cannot find a job



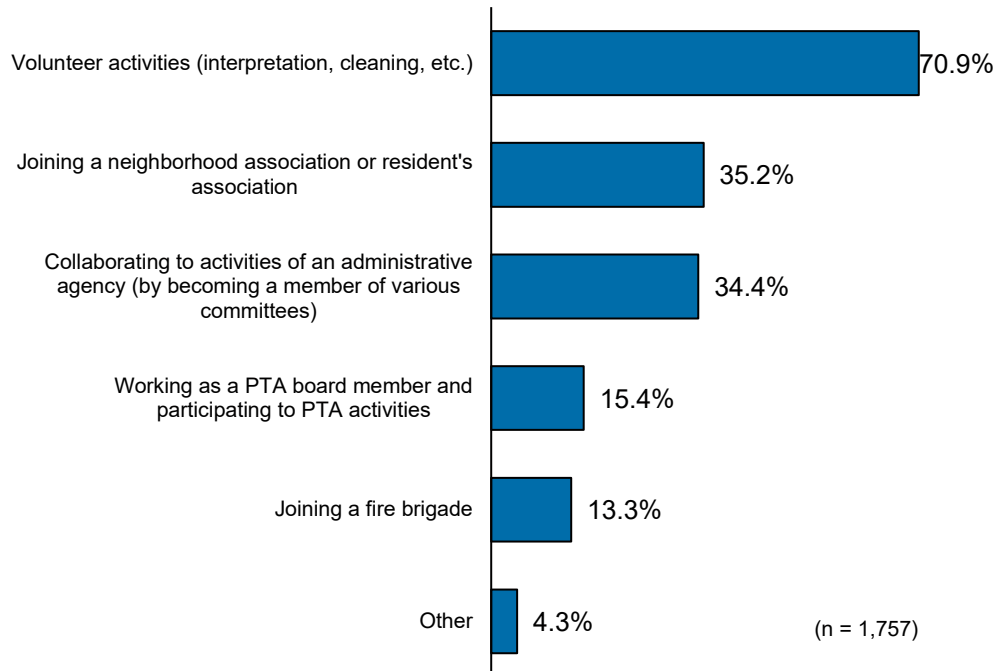
Basic Survey on Foreign Residents in FY2022—Main Results (10) (Social Participation)—

- The percentage of those who want to participate in social participation activities was 35.0% and the percentage of those who do not want to was 24.2%.
- For the activities they want to participate in, many respondents want to participate in volunteer activities (70.9%), while respondents also showed strong interest in “Joining a neighborhood association or resident's association” (35.2%) and “Collaborating to activities of an administrative agency” (34.4%).
- The most common social participation issue was “I don't know what kind of activities take place” (49.6%).

Interest in social participation



Activities they want to participate in



Social participation issues



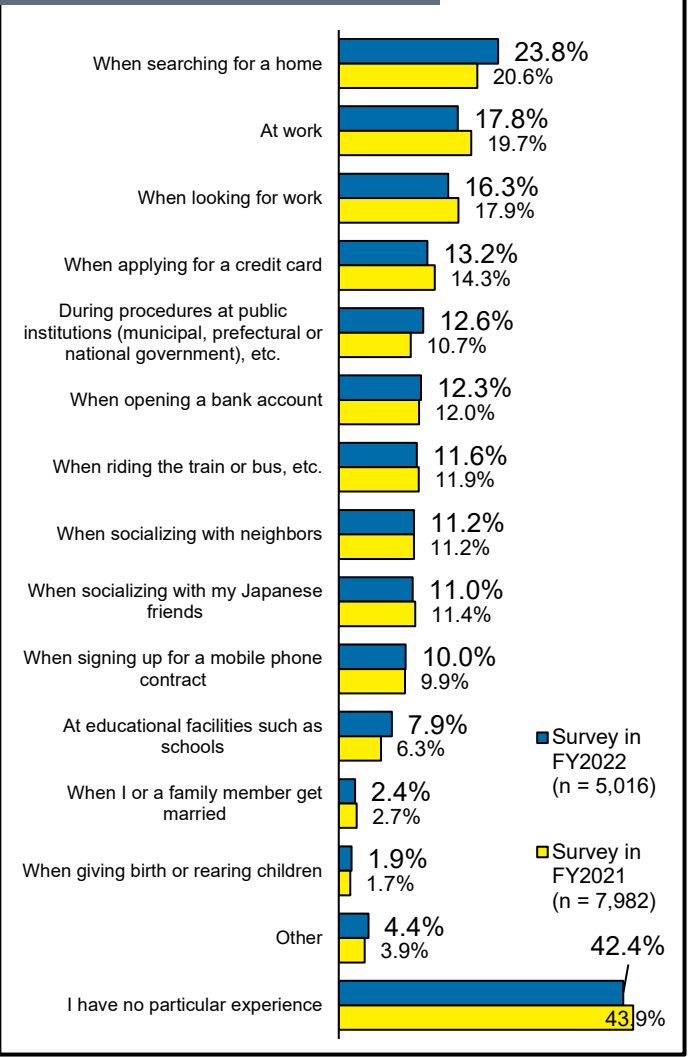
Effective initiatives for raising public awareness to realize a society of harmonious coexistence (Top 5 responses) (n = 5,016)

[1]	Events to experience the cultures of various countries (such as dietary cultures)	44.7%
[2]	Events to experience Japanese culture	37.0%
[3]	Events with realization of a society of harmonious coexistence with foreign nationals as their theme	31.8%
[4]	Events to present in an easy-to-understand manner initiatives for establishing an environment to accept foreign nationals	28.2%
[5]	Events to raise the public awareness of respect for human rights	28.1%

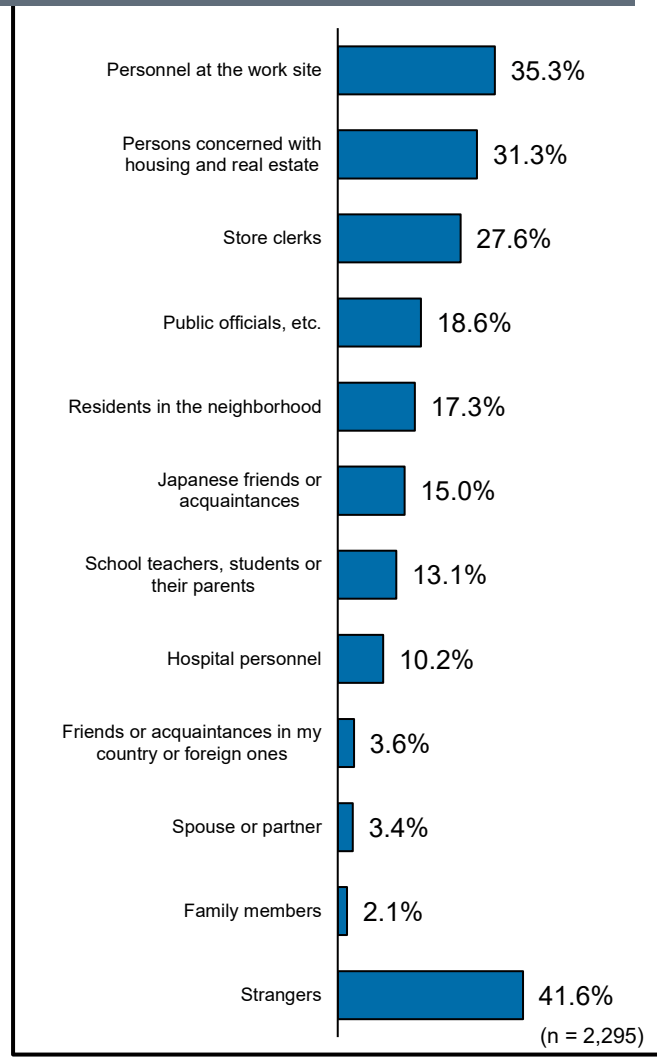
Basic Survey on Foreign Residents in FY2022—Main Results (11) (Human Rights Issues/Discrimination)—

- Discrimination was most often encountered “When searching for a home” (23.8%), as with the survey in FY2021. The second and third most selected responses were “At work” (17.8%) and “When looking for work” (16.3%), respectively.
- Respondents were most often discriminated against by “Personnel at the work site” (35.3%), which was followed by “Persons concerned with housing and real estate” (31.3%) and then “Store clerks” (27.6%).
- The percentage of respondents who have experienced hate speech was 15.0%. The three most common places, excluding “Other” (52.1%), where hate speech took place, in descending order, were “Internet” (34.4%), “Campaign vehicles” (23.7%), and “Demonstrations” (23.0%).

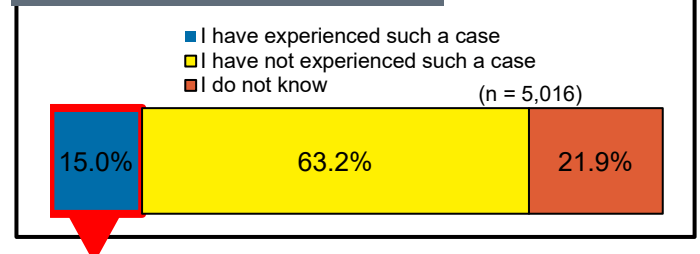
Instances of discrimination



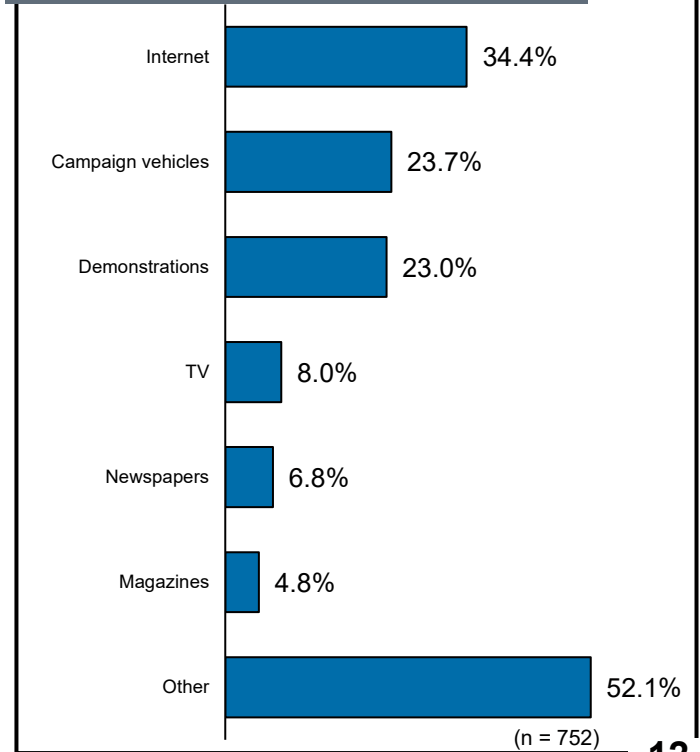
Person who discriminated against them



Experience of hate speech



Place where hate speech took place



Basic Survey on Foreign Residents in FY2022—Main Results (12) (Social Insurance/Loneliness)—

- As with the survey in FY2021, the most common issue concerning the public long-term care insurance system was “I don’t understand the system in detail” (44.3%).
- A total of 7.5% of all respondents said they feel lonely “Frequently or always,” an increase of 0.8 points from the survey in FY2021. The percentage of those who selected “Sometimes” was 17.6%, resulting in an increase of 2.7 points compared to the survey in FY2021. The percentages of respondents who selected “Frequently or always” and “Sometimes” are high, compared to the “National Survey for Ascertaining People’s Loneliness and Social Isolation (2022)” (Cabinet Secretariat) (Targets: 20,000 individuals aged 16 or more nationwide).

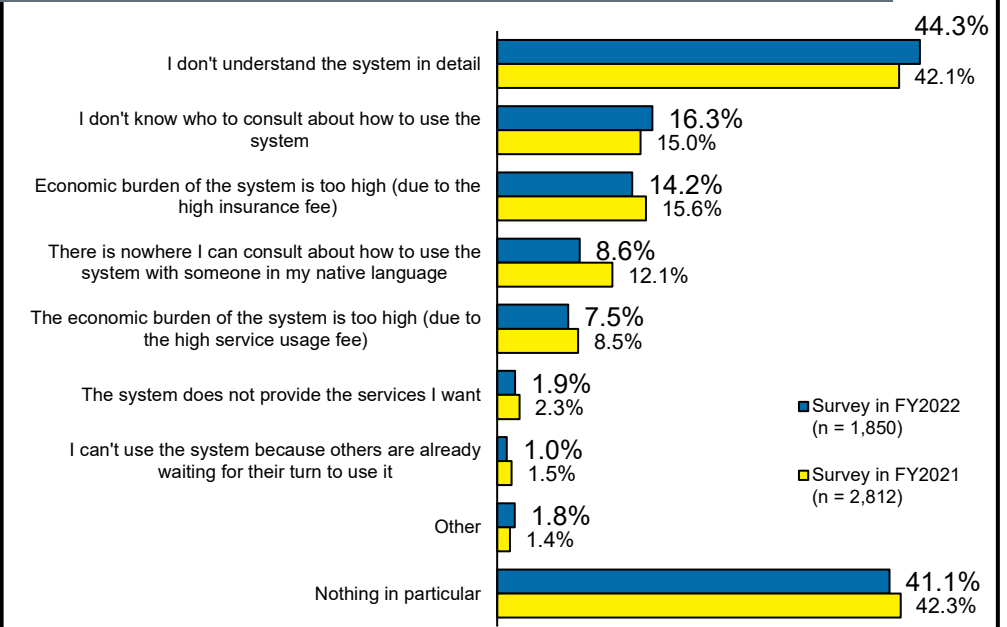
Information sources for public long-term care insurance system (Top 5 responses) (n = 1,850)

[1]	Family members and relatives	30.8%
[2]	Japanese TV, radio, newspapers or magazines	27.4%
[3]	Work sites	18.1%
[4]	Japanese friends and acquaintances	16.9%
[5]	Counters at municipal government offices	14.9%

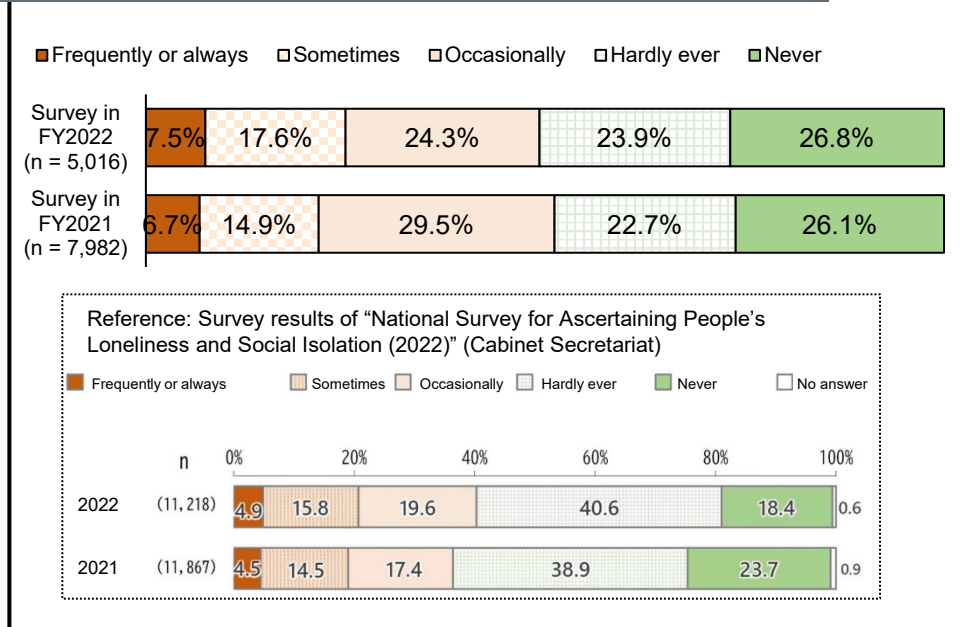
Information sources for public pension plans (Top 5 responses) (n = 4,967)

[1]	Work sites	26.1%
[2]	Letters and documents received from the Japan Pension Service	25.2%
[3]	Family members and relatives	21.1%
[4]	Japanese TV, radio, newspapers or magazines	20.2%
[5]	Japanese friends and acquaintances	17.6%

Issues relating to public long-term care insurance system

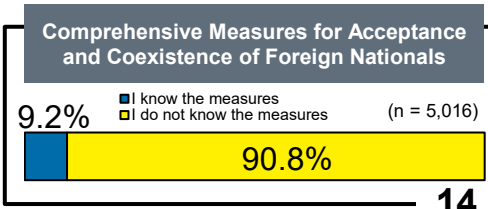
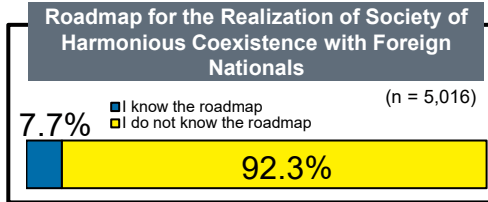
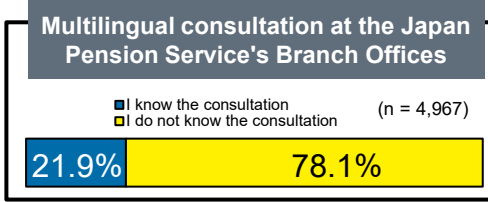
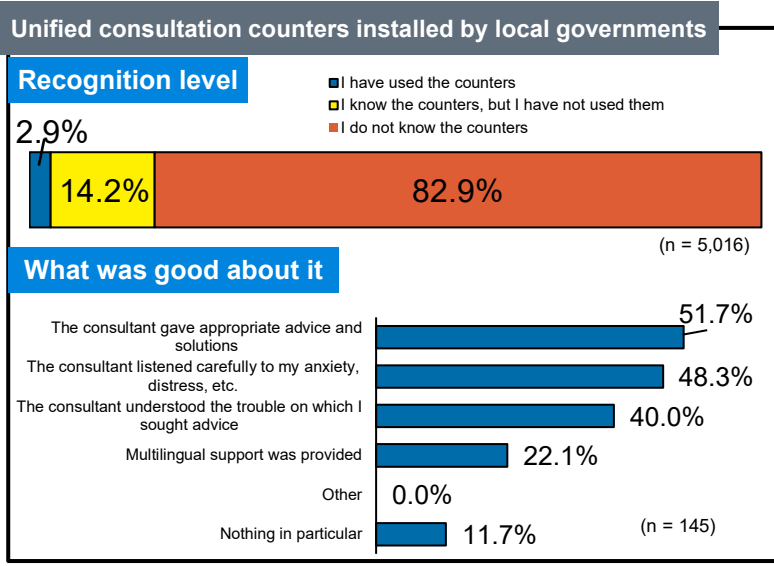
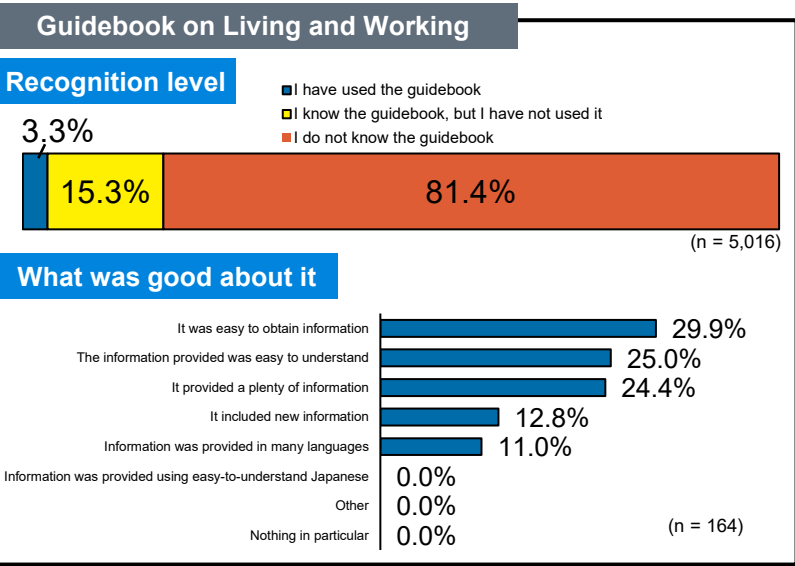
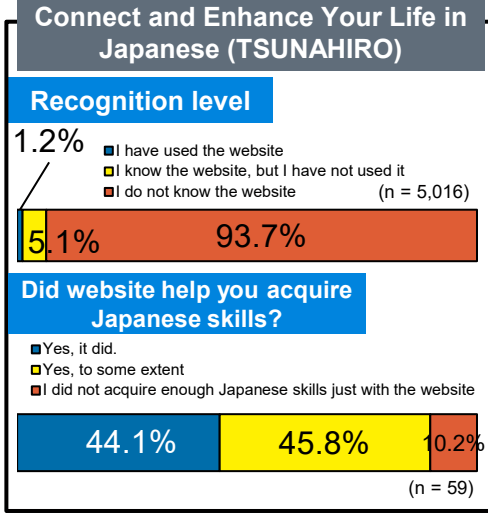
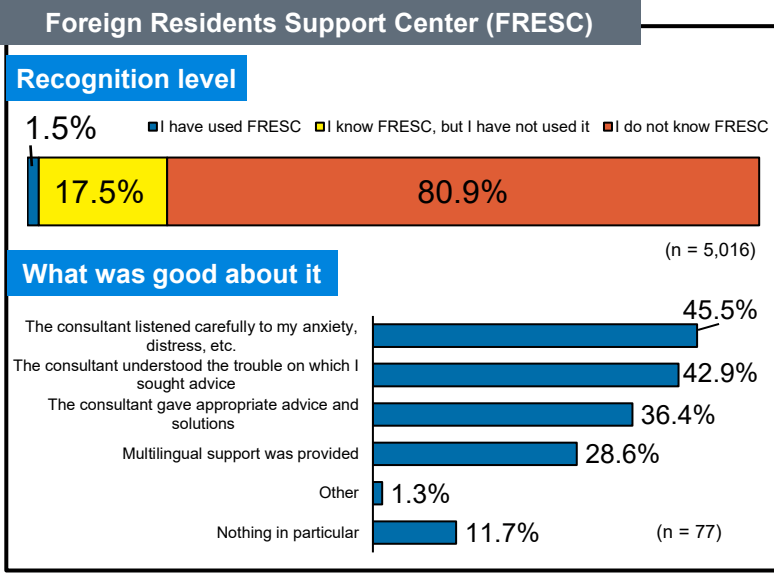
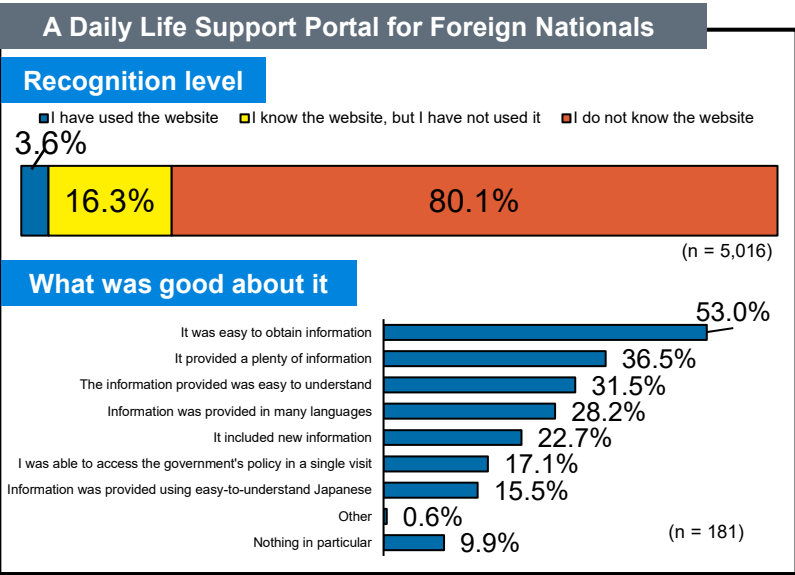


Status of loneliness (How often do you feel lonely?)



Basic Survey on Foreign Residents in FY2022—Main Results (13) (Consultation/Websites/Awareness of Policies, etc.)—

- While over 80% of respondents selected “I do not know the service/website” for the consultation services and websites for foreign nationals provided by public organizations, about 90% of those who have used them selected positive statements about the relevant service/website.
- A Daily Life Support Portal for Foreign Nationals ⇒ <https://www.moj.go.jp/isa/support/portal/index.html>
- Guidebook on Living and Working ⇒ https://www.moj.go.jp/isa/guidebook_all.html
- Foreign Residents Support Center (FRESC) ⇒ <https://www.moj.go.jp/isa/support/fresc/fresc01.html>
- Connect and Enhance Your Life in Japanese ⇒ <https://tsunagarujp.bunka.go.jp/>



■ This survey was conducted to find out "What kinds of support, efforts and systems are needed for foreign nationals to lead a better life in Japan" by asking respondents to select their responses to questions about "Language," "Work," "Information provision," etc. (multiple answers allowed) and then answer to additional open-ended questions. The following are some of the opinions and requests from respondents for each area. (The number next to each area indicates the number of selections of relevant responses. The opinions and requests were excerpted from 3,620 free answers other than comments such as "Nothing in particular" and "Thank you for your understanding." Although they are basically as originally written, obvious typographical errors may have been corrected. In addition, responses provided in languages other than Japanese are translated into Japanese.)

Language (2,783)

- Support for Japanese language learning
 - The most important thing is to ensure that foreign nationals can easily access the latest language learning courses (not those where learners are expected to just study hard but those that use scientifically proven, effective teaching methods) at a reasonable cost. The Japanese language is very complicated, and it is impossible to get used to Japan without understanding the language. I also request that they ensure mothers with young children can attend such language courses! (woman in her 40s)
 - The Japanese language classes in my area use either grammar textbooks or elementary schools' Japanese language material, but I'd like contents that can be helpful for housewives' daily lives, as well. For example, I'd like to learn words related to cooking and daily necessities. (woman in her 40s)
 - It would be nice if there were more places where we could learn dialects. When I go to a rural area, I can't understand what local people say. (man in his 50s)
- Multilingual support
 - Hospitals and local government offices should have multilingual interpreters. (man in his 20s)
 - Interpreters should be provided in each region. (woman in her 40s)
 - Guide maps in stations and city halls should be provided in multiple languages. They often have English translations below Japanese, but not everyone can read English. I think translations in other languages should also be included in guide maps and signs. (woman in her 20s)
 - City halls should handle paperwork in other languages, too. There should be more multilingual staff members, particularly nurses and at hospital receptionists (many doctors can already speak English). Public information and communications should be provided in multiple languages. (woman in her 50s)
- Easy Japanese
 - More Japanese language courses for foreign nationals and Easy Japanese courses for Japanese people should be provided for free in each area. (man in his 30s) etc.

Racial discrimination/equal opportunity/respect for individuals (2,588)

- Although I was born and brought up in Japan, I was bullied in elementary school. Most of the Pakistanis I know have been bullied. In Japan, everyone looks the same because of strict rules on hairstyles and what to wear. So, when there is a foreign national among Japanese people, they are likely to get bullied just for their look being different from others. Japan is still far from embracing diversity fully, so there are many things that should be changed so people from more diverse races can live easily. I am a Muslim and, when I applied for a job, I asked them to allow me to wear a hijab at work. They said they would hire me if I wouldn't wear one. I was surprised when they said, "You are in Japan, you know..." It would be great if more events were held and more education was provided to help people understand foreign nationals' religions and cultures. Thank you very much. (woman in her 20s)
- In recent years, Japan has become more friendly to foreign nationals. However, completing contractual procedures is very hard. In particular, foreign nationals can't be a guarantor. When I need a guarantor, my family living abroad are not qualified as guarantor. As a result, I've had trouble getting a job, as well as I was turned down when I applied for a room I liked. In my daily life, some Japanese people are afraid of me, rather than discriminating me against. Some Japanese people don't know what to do when they see foreign nationals and feel uneasy when they hear people speaking languages other than Japanese. Therefore, holding social events may be a good way to help people understand and respect each other. (woman in her 30s)
- I think discrimination-free support and efforts should be provided to people as early as when they are still children. (woman in her 50s)
- Not all foreign nationals are the same. Even people from the same country are all different. I feel uncomfortable when I am treated as though we were all the same. (woman in her 30s)
- I think Japan's level of understanding and respect for diversity is lower than developed countries in some aspects. In particular, I've seen some online banks, credit card companies and landlords who follow the policy of turning down foreign nationals. In addition, the apartment house I live created and announced a discriminatory rule that "Foreign national residents who can't speak Japanese are not allowed to join community activities" immediately after I moved in. Although I live in an apartment that is more expensive than the average unit price in the center of the city, I still feel that racism in Japanese society is deeply rooted. Finally, what felt most unfair to me while living in Japan is that, during the pandemic, for a certain period of time, foreign nationals were prohibited from entering Japan regardless of their status of residence, and because of this, some people around me were unable to get married or had to give up on entering Japan. I thought that was a completely racist policy since no entry restriction was imposed on Japanese people. (woman in her 30s) etc.

Work (2,806)

- Employment support
 - Support for international students looking for work should be enhanced. (man in his 20s)
 - I'd like to have more support in finding a job and obtaining a visa. It would be great if more information and one-on-one coaching were provided. (man in his 20s)
 - More information that helps foreign nationals who is fluent in Japanese or can speak multiple foreign languages find a stable job should be provided. Many foreign nationals are wasting their language skills. (woman in her 40s)
- Support for workers
 - I feel that foreign nationals who work for small- to medium-sized companies don't receive much support. Support organizations should understand the current situation of such foreign nationals and support them more proactively. Providing opportunities to learn how to address language and relationship issues, which distress foreign nationals working in small- to medium-sized companies, and opportunities to gain social common sense to live in Japanese society will help them adapt to Japanese society. (man in his 50s)
 - Foreign nationals should be obliged to take some form of classes not only in school but also at work in order to enjoy the same standard of living as Japanese people and to adopt Japanese customs, manners and consideration for others, so that they can enjoy their lives in Japan. This will help them understand about Japan better, like Japan more and enjoy their lives in Japan more. (woman in her 20s)
- Certifications
 - If there was an internship or certification system in place to make work-related certifications and licenses obtained outside Japan valid in Japan, foreign nationals could find a stable job faster and adapt to Japanese society more easily. (man in his 50s)

etc.

Information provision (1,899)

- Content of information
 - I'd like to know if there are any magazines that provide detailed information on disaster and childcare systems, as well as about enrollment in insurance systems, tax and pension plans. (man in his 40s)
 - I think we need information on job openings for foreign nationals and a website where we can search for scholarships for international students easily. (man in his 20s)
 - We need information, even just a little bit, on neighborhood rules, such as when to take out the trash, because I often hear about this issue. (woman in her 40s)
 - It would be great if I could obtain information on autism and ADHD (attention deficit hyperactivity disorder) easily. (woman in her 30s)
- Information dissemination methods
 - Language schools and companies/organizations that hire foreign nationals should actively provide information on various topics, because foreign nationals are unable to ask questions if they can't understand policies and systems. (woman in her 20s)
 - When foreign nationals arrive in Japan for the first time, they don't know what they should do. Even when there is a place that provides consultation service nearby, most of them wouldn't know what to consult about in the first place. It might be helpful if a handbook about typical issues, like those included in this survey, was handed to them before entering Japan. (man in his 30s)
 - More information should be provided to foreign nationals living in Japan through social media. (woman in her 60s)
 - For the first few months after entry, I don't think foreign nationals would understand how to complete relevant procedures without a proper orientation. (man in his 20s)

etc.

Status of residence (2,079)

- Permanent residency
 - The permanent residency requirements for foreign nationals should be relaxed. (woman in her 30s)
- Residence of relatives
 - I am a foreign national mother working in Japan. I don't have anyone who can help me take care of my children. I would appreciate if visas to visit relatives could be extended. (woman in her 40s)
- Procedures related to status of residence
 - Filing residential status applications takes too long. (woman in her 60s)
 - Although I feel that requirements and systems for status of residence is more relaxed than before, I still think support should be provided for various aspects in filing applications. (woman in her 40s)

etc.

Basic Survey on Foreign Residents in FY2022—Opinions/Requests (3) Education/Housing/Socializing—

Education (1,665)

- Content of education
 - Foreign national children are in a disadvantageous position. I would appreciate if their home room teachers could give as much attention as possible to them, particularly in elementary and junior high schools. (man in his 50s)
 - While it's important that foreign nationals adapt to their living environments in Japan, I also think there should be an educational system that helps Japanese people to learn about other countries. (woman in her 20s)
- Procedures for schools and other institutions
 - I felt inconvenienced when I filed a school-related application with the local government for my child. (man in his 50s)
 - I'd like to know how to apply for a nursery, kindergarten or school, as well as relevant rules. Each country has a different culture and what is common sense to me may not be common sense in Japan. I have a child and am very concerned about how to educate my child about that. (woman in her 30s)
 - How the education systems and association with other parents and schools (e.g., PTA) in Japan differ from those in other countries should be explained clearly. (woman in her 30s)
 - I feel that there isn't any place to turn to for appropriate advice on education for foreign national children in Japan yet. (woman in her 40s)

etc.

Housing (1,685)

- You might not believe it, but I've almost never had a hard time or felt uneasy living in Japan. This is probably because I was lucky to have kind people around me. However, I was really at a loss when I needed to rent a house; I had a lot of difficulties, such as finding a cosigner and meeting unreasonable requirements imposed because of me being a foreign national. Therefore, it would be great if you could create some kind of intermediary, such as an NPO, administrative organization, etc. to help foreign nationals rent a house. (woman in her 50s)
- It's very difficult for someone who has just arrived in Japan to find a place to live and open a bank account in the first place. Back home you can solve such problems just by paying a proper amount of money. In Japan, you can't rent a house without a phone number and bank account, so you want to open a bank account first, but then you can't open one without an address. On top of that, they need two months to screen non-residents' applications. After all, things get complicated and both processes get stuck. This is something any foreign national would go through after their first arrival in Japan, and it should be improved. (woman in her 30s)
- The hardest experience I've had was looking for a place to live. For foreign nationals, that involves unfamiliar processes, partly because of the security deposit, key money and fees for an insurance company. Actually, I had a quite hard time looking for a place to live because most houses didn't allow foreign nationals. I've personally thought many times that providing foreign nationals with courses on how to look for a house, as well support in looking for a place to live, would make Japan a more livable place for them. (woman in her 20s)

etc.

Socializing (1,425)

- Interaction between Japanese and foreign nationals
 - Neighborhood associations and regions should hold multilingual social/consultation events for foreign nationals. In cultural events focusing on certain countries, I'd like Japanese people to understand and respect other countries' cultures, circumstances, customs etc. (woman in her 30s)
 - I'd like to have more opportunities to interact with neighbors and people in the area, such as a neighborhood association. (woman in her 70s)
 - This kind of survey should be given out to Japanese people, too. There are things that can't be changed with our voices. Therefore, you should learn how Japanese people look at symbiotic society and similar concepts, and then promote the implementation of culture events and classes that meet each region's needs. My area doesn't conduct this kind of survey. I would be happy if Japanese people's voices, as well as ours, were reflected to make Japan a way better place to live. (woman in her 20s)
 - Festivals and local events where elderly Japanese people or local Japanese residents can unite or interact with foreign nationals, events held by local communities or the state, such as hobby/art-related events. It might be a good idea to create a holiday called International Day or Japan in the World Day. (woman in her 30s)
- Interaction among people from the same country
 - Currently child rearing is a bigger problem for me. My child was born in Japan, so I accept Japanese culture and language to interact with them. Because we can't return to our country that often due to various problems, it would be great if there was a system to gather children living in Japan for them to join various events and play together and interact with each other a lot. (woman in her 20s)
 - I would be happy if there was a way for Taiwanese living in the same prefecture, city or area to get to know each other. Having acquaintances and friends from their own countries around them would allow foreign nationals to share problems with others and feel better. My living area does not overlap with those of other Taiwanese; I only go back and forth between home and office every day and have no way to know if there are any other Taiwanese living in the area. I would be really happy if there were some organizations or parties where I can meet them. My city is not very big, so I rarely meet Taiwanese. (woman in her 20s)

etc.

Basic Survey on Foreign Residents in FY2022—Opinions/Requests (4) Consultation/Medical Care/Tax/Pension—

Consultation (1,346)

- It will be 10 years soon since I came to Japan. Many things happened, but I overcame them somehow. Recently I feel that there aren't enough legal consultation services for foreign nationals. (man in his 30s)
- It would be helpful if you could provide a trustworthy place I can freely turn to for advice on my mental health. (woman in her 40s)
- I would feel more at ease if I knew where to go when I needed advice. Websites are usually translated from Japanese into English, so they are not easy to understand. Because each case is different, I would appreciate if I could ask someone for advice at a certain place. (woman in her 50s)
- It would be helpful if you could make social media, 24-hour automated consultation tools or other services we could use freely to get advice widely available. (man in his 30s)
- I'd like to request that more consultation opportunities be provided for us to seek advice on employment/wage treatment and permanent residence/naturalization information. I'd like to request that more opportunities to work with Japanese people, as well as to ask for advice on our everyday lives, hospital visits and senior care in Japan, be provided. We want to have a life and share information like Japanese people do. (woman in her 30s)

etc.

Medical care (1,704)

- I feel uneasy because I don't have anyone to turn to when I get sick or injured. (woman in her 30s)
- Because I've heard many stories about foreign nationals who were unable to receive appropriate treatment due to language barriers or lack of understanding of the Japanese medical system. (woman in her 50s)
- When visiting a hospital for the first time, I don't know how to fill out their medical questionnaire. (woman in her 40s)
- When I get sick, I have difficulty explaining my symptoms in Japanese. It would be great if there were doctors who could understand foreign languages in hospitals. (man in his 30s)

etc.

Tax (1,846)

- I think information on how to file a tax return is needed. (woman in her 20s)
- It would be helpful if they could provide an English-version tax form for year-end tax adjustment and tax reporting. (man in his 50s)

etc.

Pension (1,673)

- Information
 - In addition to rules and manners, I think they should teach foreign nationals coming to Japan how social welfare works in Japan and about systems (National Pension System, Employees' Pension Insurance, etc.). Although I've finally started to understand these things as I learn nursing care, I imagine many foreign nationals are living in Japan without any knowledge on them. They need to empower them, rather than just setting up more points of contact. (woman in her 20s)
 - Because I rarely hang out with Japanese people, I have few opportunities to get information useful for everyday life. I don't know where I can learn about medical care, pension systems and tax. I kind of leave everything up to the government. (woman in her 40s)
 - In Japan many of the important matters, including tax, pensions and bills, are processed with paper documents and only in Japanese. For people whose mother tongue is not Japanese, it's difficult to address such matters by themselves, because it's difficult to translate physical documents with a translation device and there will likely be mistakes. Things would be a lot easier for foreign nationals if services for such systems were provided online with language options, or if a translated version of such paper documents could also be mailed to them. We spend lots of time browsing GaijinPot and similar websites in order to understand Japanese documents and life. One example is the Pension Handbook. Although it's a very important document, it's written using difficult Japanese words and difficult to translate using a technology. It might be a good idea if they handed out a book jacket with information on what Pension Handbook meant, how to read it, and what to do in case of loss, along with the handbook. By putting it on their handbook, people who are not good at Japanese could refer to it whenever they used their handbook. (man in his 20s)
- Systems
 - There is a huge pay gap between foreign nationals and Japanese people, which I'd like the government to deal with. Another thing is that, as for pension payment, they should reconsider the system for those who are unable to receive all the money they paid to it when leaving Japan as their contracts expire (for example, if you go home after paying contributions for nine years, you will receive only five years' worth of pension). To ensure that foreign nationals can feel more secure about studying, living and working in Japan and contribute to Japanese society more, just as they would back home, I think national agencies and the government should give consideration and support to them. (man in his 30s)

etc.

Political participation (799)

- Foreign nationals living in Japan more than a certain period of time (for example, 20 years) should be granted the right to vote. (man in his 30s)
- Foreign nationals can blend in with Japanese society better by overcoming language barriers with language support, information and consultation. To eliminate discrimination and ensure foreign nationals can work and live in Japan, the government should ensure equal opportunity for them. Implementing such a policy requires voices of foreign nationals, so their participation in politics is essential. (woman in her 20s)

etc.

Insurance (1,379)

- When I first came to Japan in 2006, I had a hard time living in Japan because there was very little support in English. I think things have now changed. However, I still have difficulty understanding the pension system, property transfer, tax, insurance, etc. and can't understand them fully. (woman in her 40s)
- I don't understand insurance, pension and other systems very well. Some people may have no choice but to go back to their countries, so it would be helpful if we could easily make inquiries through the Internet about matters related to our daily lives, such as what we should do when we were to return home. Currently, in most cases, we have to make a call or visit the relevant service counter directly. (man in his 30s)
- Although I know there are cheap Japanese language classes at the city hall and other facilities, their schedules is inconvenient for working people. In addition, their locations are often inconvenient. Because I can't read kanji, I have difficulty getting life insurance and understanding policies. (man in his 40s)

etc.

Bank account/credit card/loan (1,489)

- Lack of access to services
 - It is very inconvenient that we can't use certain services, including having a phone number and bank account in Japan, for six months after arriving in Japan. Please work hard to improve the situation. (man in his 20s)
 - As a permanent resident with a job and a high average income on paper, I should be able to take out a loan. However, even when I wanted to invest 30 million yen in real estate, the banks turned down me, telling me repeatedly that they never knew if I would stay in Japan. For foreign nationals who want to settle in Japan long-term, banks are a big problem. (man in his 40s)
 - For foreign nationals in any country, I think learning the language spoken in that country is important. By understanding the language, they can communicate with people smoothly, leading a good life. Although I think Japan is a very inclusive country, compared to other countries, and livable for foreign nationals, I think foreign nationals are under many constraints concerning daily-life related matters, such as housing, work, bank accounts and credit cards, due to their lack of credit, status of residence, etc. (woman in her 20s)
- Issues faced when using services
 - When completing procedures necessary for living in Japan (resident registration, opening a bank account, applying for a driver's license, etc.), I always have a hard time filling in my name. Japanese people's names consist of a surname and a given name and are usually short. However, in other country, including mine, people may not have a surname, or may have a middle name, so their names may not always follow Japanese naming conventions. City halls and private companies all deal with this problem differently; for example, they may tell me to skip "Surname," or say that my name is too long for the space and will thus not appear on my document. As a result, my name appears differently on each document. I don't think any Japanese people would be asked to write their name differently at different city halls or their name would appear differently on their bankbook and passport. Therefore, and also in terms of identity verification, they should improve their systems to allow for registration of foreign names. (man in his 30s)

etc.

Disaster (893)

- To have knowledge and language skills necessary for everyday life, opportunities to interact with other people (particularly with Japanese people) for mutual understanding and language skills are essential. In addition, because Japan is relatively prone to natural disasters, knowledge on insurance and disasters is also important. (man in his 20s)
- The way to release disaster and related information should be improved through integration with web apps (e.g., Yahoo disaster alerts) to ensure such information is communicated properly. Of course, each municipality can work on that in their own way, but such an improvement could be realized more easily if the government supervised it. (woman in her 20s)
- Because Japan is a disaster-prone country, (I would like to know) necessary measures and what to prepare. (woman in her 50s)
- I have lived in Japan for two years and think the Japanese government manages disasters very well. For example, they alert us to possible major disasters. Japanese people are all kind to me. My workplace also doesn't have any relevant problems, with all the employees helping each other. (woman in her 20s)

etc.

Child-raising (1,418)

- Provision of information on schools
 - I don't understand anything about my child's school admission processes. All I can do is to ask my close friends who have gone through them for advice. They should hold a preliminary information session about relevant procedures and what to prepare, in Chinese, for parents with two-year-old kids, kids in their second year of kindergarten, fifth graders in elementary school, second graders in junior high school and second graders in high school, before their children enter nursery, kindergarten or school in Japan. (woman in her 40s)
 - Foreign national mothers are placed in a vulnerable position if they can't understand well or don't know what's happening to their children in school. If foreign national parents can't feel that they have independence in rearing their own children, they will naturally feel that they don't want to live in Japan. (man in his 40s)
- Parenting-related issues
 - The costs to have a baby and study in school should be lowered so we could raise children more easily. (woman in her 30s)
 - It is difficult for foreign nationals to raise children in Japan because their parents are not around to help them with childcare occasionally. For this reason, foreign nationals should be provided with more opportunities to request enrollment of their children to kindergarten/nursery. (woman in her 30s)

etc.

Death (securing a burial plot, etc.) (736)

- Foreign nationals living in Japan for a long time will die in Japan unless they return to their home countries. However, I think there is little information about Japanese funeral and grave systems. (woman in her 30s)
- As a Muslim living in Japan, I really need Islamic burial services. (man in his 50s)
- Although I have lived in Japan for years, I don't know what I should do when one of my family members dies! In addition, I think (the costs we will have to pay at that time will be) enormous. There may be an insurance plan to cover such costs so you can die without worrying about money! We know that we live in a foreign country and that what to do when someone has died differs very much in Japan. I want more information on that! Although I am thinking about settling in Japan, I am worried about it. In particular, I can hardly save money due to the difficult situation Japan has faced. If I need money when I die, where should I go for help? For foreign nationals, that's the biggest concern! (man in his 40s)

etc.

Other (489)

- Loneliness/isolation
 - Living in Japan as a foreign national and having few people from my country around me, I often feel cultural differences and lonely. It would be great if there were places that could provide foreign nationals with more support for their problems. (woman in her 10s)
 - I want someone to talk to. (woman in her 60s)
 - I have lived in Japan for 13 years. I love its culture, livable environment, safety, and food. I can speak Japanese well and talk to Japanese people fluently. I can say what I want to say so I have never had any major problems. The people around me are all kind. Nevertheless, I often feel lonely because Japanese people never accept me in the true sense of the word, no matter how close we are. I think they are still intensely aware that I am a foreigner. In other words, I feel that they are thinking: "She is not from Japan so she will never understand Japanese people fully." I may be too emotional to say this, but Japan remains a country not livable for foreign nationals forever because that idea is instilled in us. It's true that Japan is known as the last country you should immigrate to. If you don't love the country from the bottom of your heart, it's difficult to stay in Japan long-term. (woman in her 40s)
- Religion
 - Muslims are not allowed to eat or use pork-based products. It would be helpful if use of any pork-based material was clearly indicated on the packages of food, shampoo, body soap, etc. Some of the examples are emulsifier and margarine in bread, glycerin in shampoo and body soap and collagen in cosmetics (skincare). That would be very helpful because we could avoid such products easily if we knew they contained pork-based material. Currently, we can't tell if the emulsifier, margarine, glycerin, collagen, etc. contained in various products are from pork or not unless we contact manufacturers. So, I think most Muslims always feel unsure whether what they buy (food, beverages, shampoo, body soap, skincare products, etc.) is pork-free or not. I think clearly indicating the use of any pork-based materials on product packages would ensure that Muslims could buy various products without worry, as well as save many people from a lot of trouble. (woman in her 30s)

etc.