

## Survey Objectives and Details

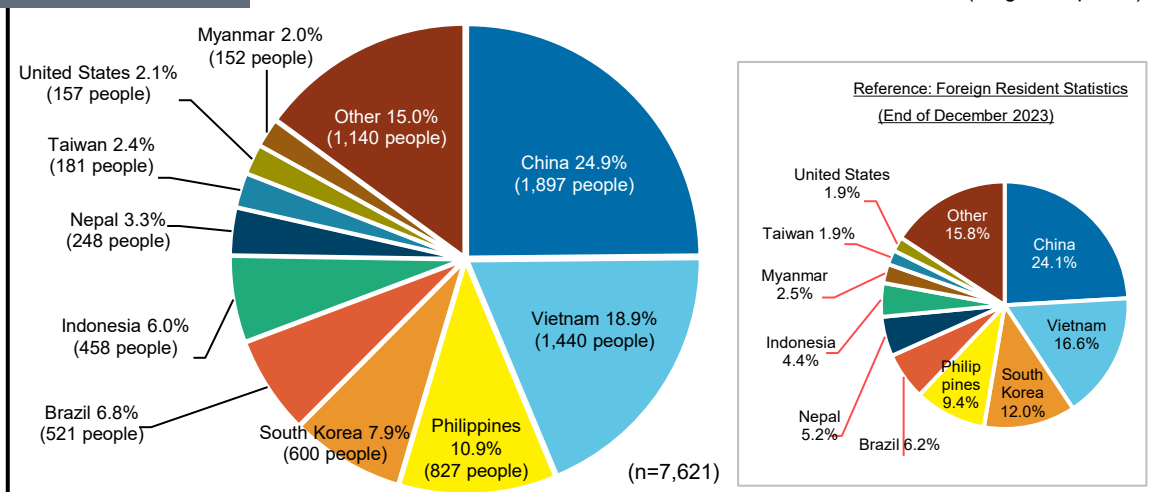
- This survey was conducted to accurately assess the circumstances of foreign residents and the challenges they face in their professional, daily, and social lives, with the aim of contributing to the planning and formulation of coexistence policies concerning foreign nationals.
  - Conducted annually since FY2020. This marks the fifth survey of this kind.
  - To enhance the survey's comprehensiveness, we convened an Expert Panel on the Basic Survey on Foreign Residents FY2024, incorporating the expertise, profound insights, and broad perspectives of specialists well-versed in coexistence policies concerning foreign nationals for decisions on survey items and compilation of results.
- Based on survey results, we will plan, formulate, and implement coexistence policies concerning foreign nationals to enhance the **Roadmap for Realizing a Society of Coexistence with Foreign Nationals** and the **Comprehensive Response Strategy for Accepting and Coexisting with Foreign Human Resources**, working government-wide to realize a society of coexistence with foreign nationals.

Survey Overview		
Survey Target	■ 20,000 mid- to long-term residents and special permanent residents aged 18 and over *Limited to those who, as of August 1, 2024, had been in Japan for one year or more from their most recent landing permission date. *Survey respondents were randomly selected based on sample sizes by nationality/region and residence status determined in accordance with Foreign Resident Statistics (end of December 2023).	
Valid Response Count	■ Distributed: 20,000 surveys (including 408 undelivered)	■ Valid responses: 7,621 / <b>Response rate: 38.9%</b>
Survey Method	■ Web-based survey (cooperation request letters with QR codes were mailed to subjects, who then scanned the codes to complete the questionnaire online) ■ Response screens were available in nine languages (Japanese with furigana, English, Chinese, Korean, Portuguese, Vietnamese, Filipino, Nepali, and Indonesian).	
Survey Items	■ The survey examined issues faced by foreign residents in their professional, daily, and social lives concerning the following areas: Japanese language learning, information access and consultation services, healthcare, disaster and emergency response, childcare and education, procedures upon death, employment, social participation, human rights issues (discrimination), social insurance, status of loneliness, and other related matters	
Survey Period	■ September 17, 2024 through October 7, 2024	
Important Notes	■ These survey results represent direct tabulation and publication of questionnaire responses, and caution is needed in interpretation as some results have limited response numbers. ■ Figures are displayed rounded to the nearest decimal, which may result in percentages not totaling exactly 100.0% or graph totals not matching lead text figures. ■ In graphs comparing with past surveys, response options may not match exactly but compare items with similar meanings. Items without similar options in past surveys are marked with “—”, and no comparisons are made with surveys from years lacking comparable questions. ■ Items related to KPIs in the Roadmap for Realizing a Society of Coexistence with Foreign Nationals have red backgrounds in graph and table titles, in addition to this survey's response rate.	

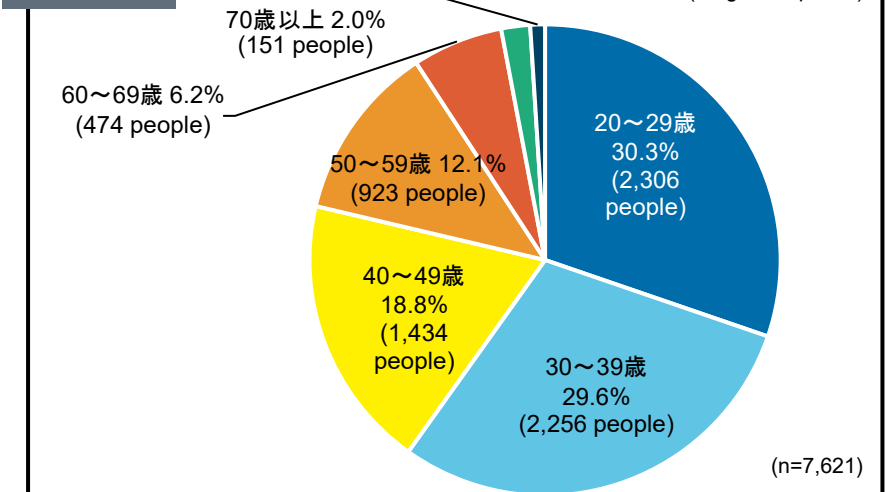
# Basic Survey on Foreign Residents FY2024 – Key Results 1 (Respondent Attributes) –

- Respondents' most common nationalities/regions were China (24.9%), Vietnam (18.9%), and the Philippines (10.9%).
- Respondents' most common residence statuses were Permanent Resident (27.4%), Engineer/Humanities/International Services (13.3%), and Technical Intern Training (12.7%).
- Respondents' most common ages were 20-29 (30.3%), 30-39 (29.6%), and 40-49 (18.8%).
- The most common total years of residence in Japan were 3 years to less than 10 years (35.4%), 1 year to less than 3 years (24.4%), and 10 years to less than 20 years (19.7%).

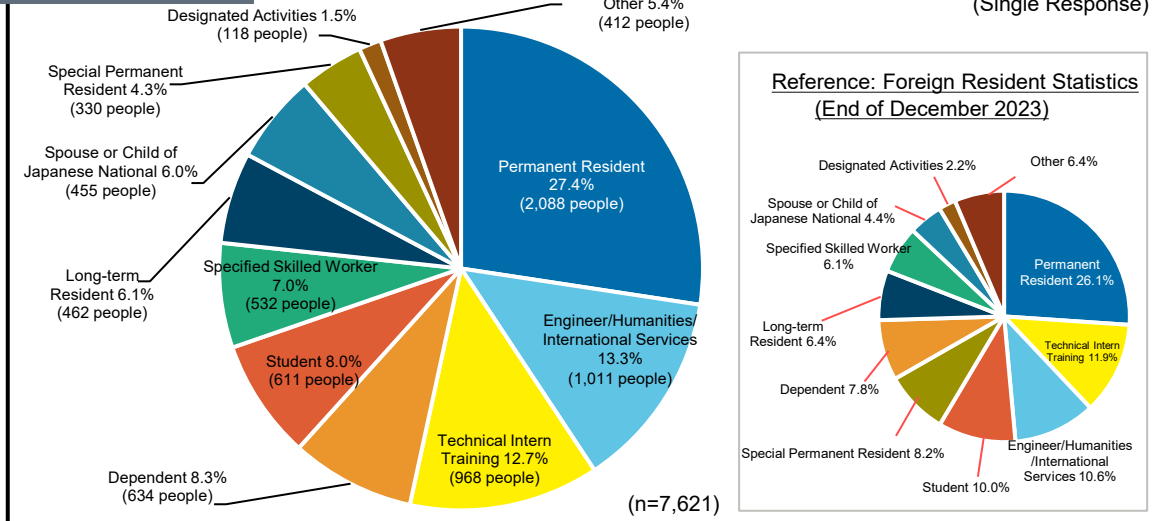
## Nationality/Region



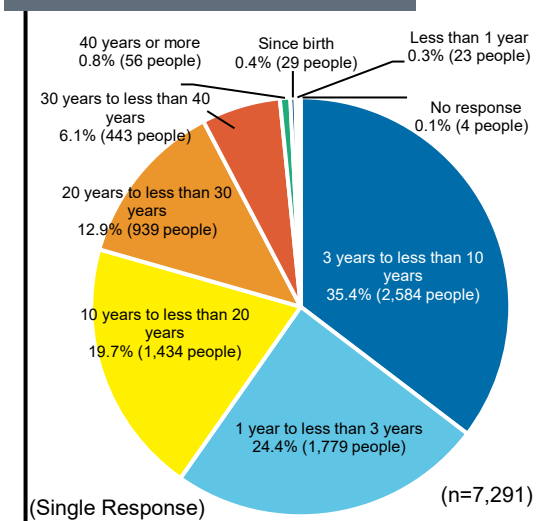
## Age



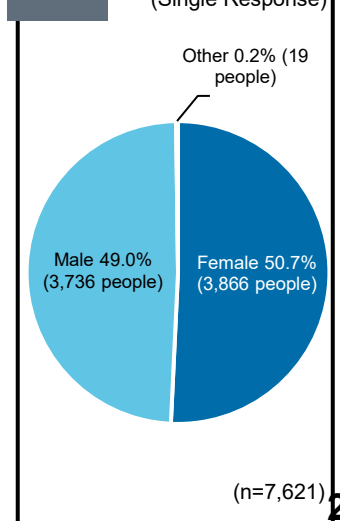
## Residence Status



## Total Years of Residence in Japan

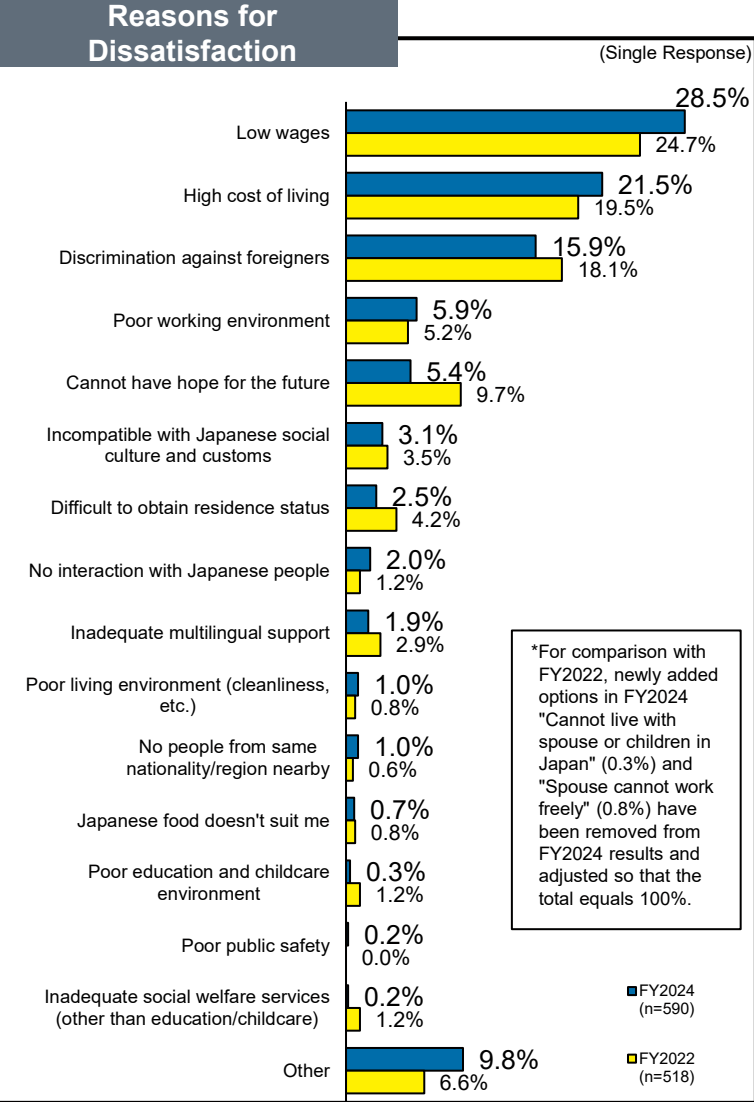
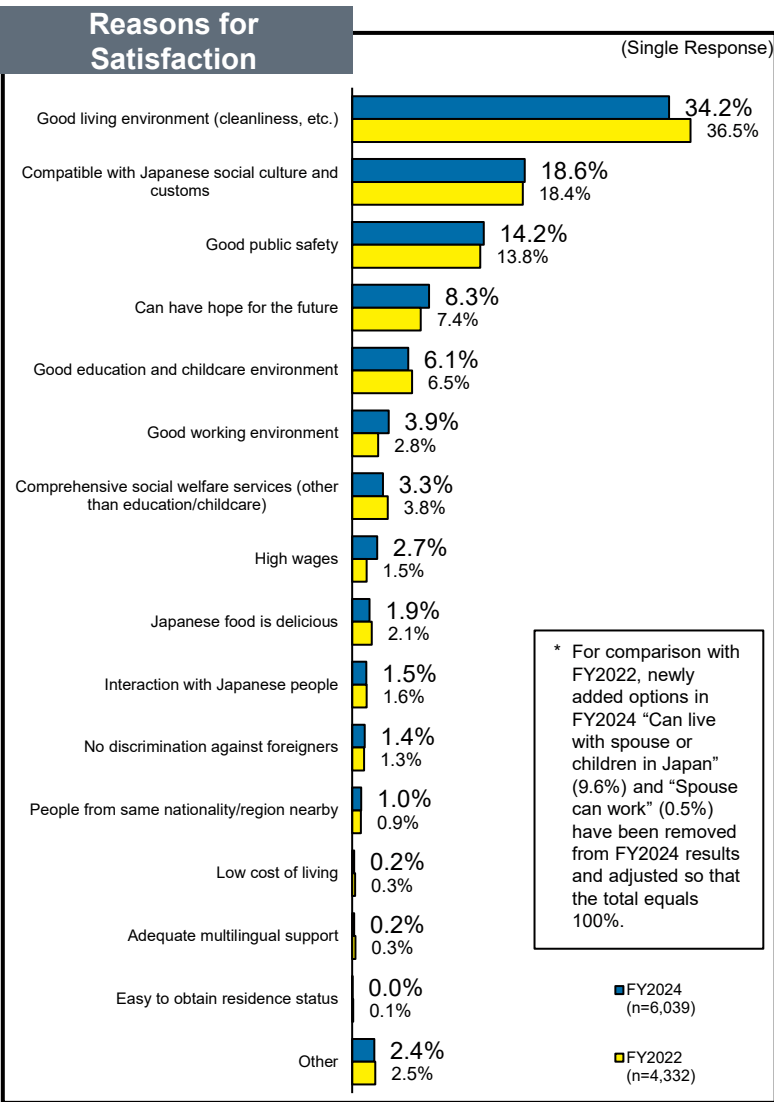
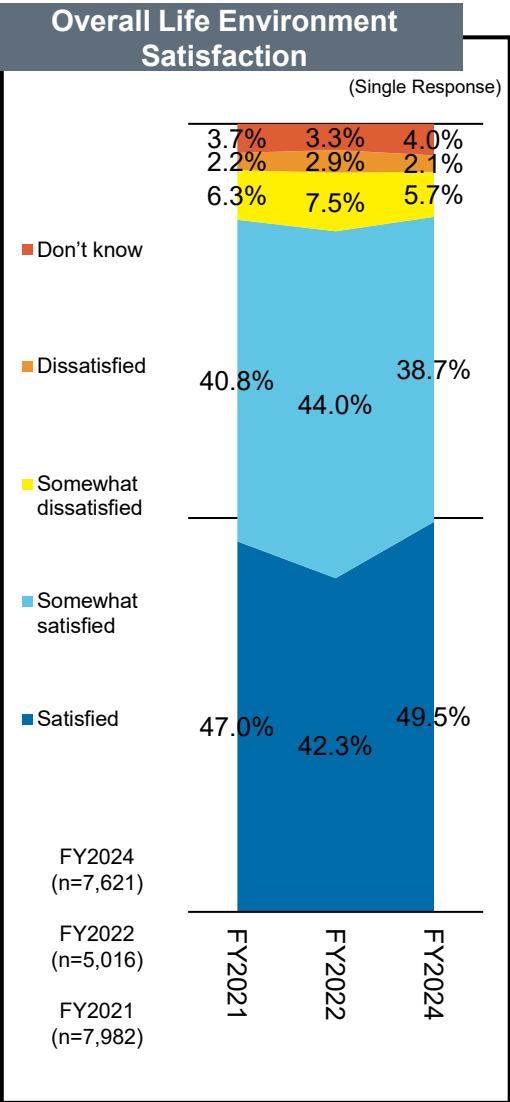


## Gender



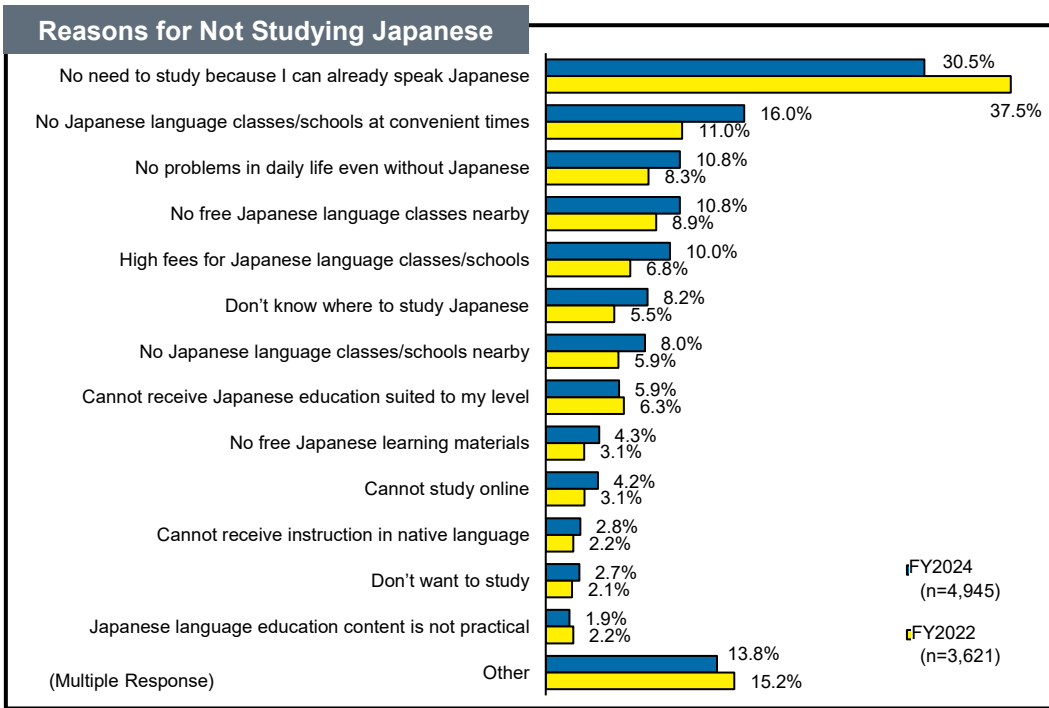
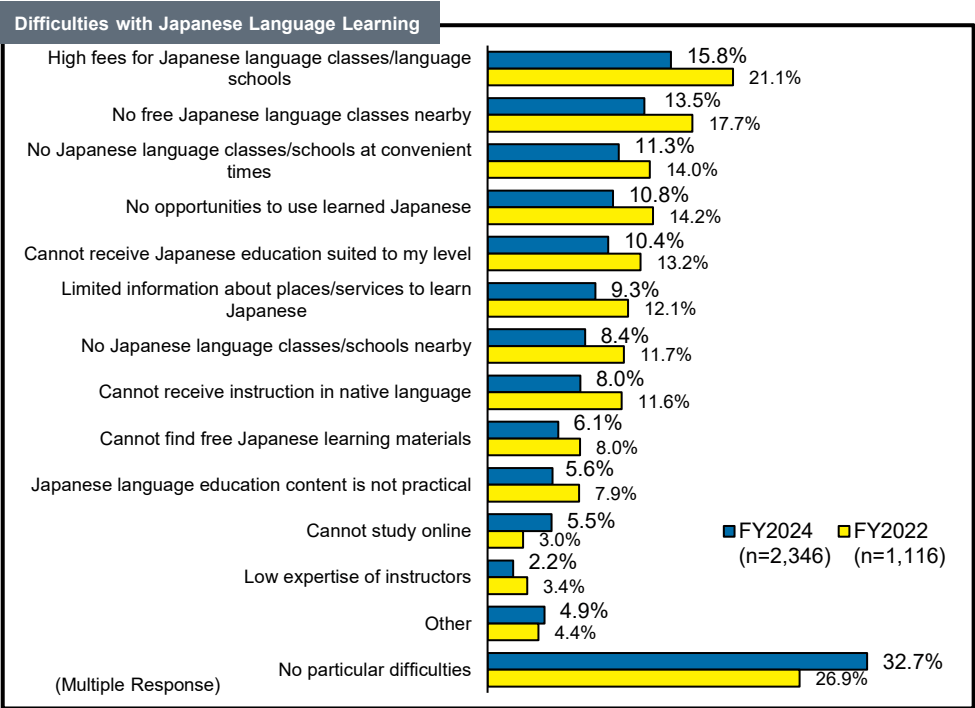
# Basic Survey on Foreign Residents FY2024 – Key Results 2 (Overall Life Environment Satisfaction) –

- Those satisfied with life in Japan (satisfied + somewhat satisfied) totaled 88.2% (an increase of 1.9 percentage points compared to FY2022).
- Reasons for satisfaction remained unchanged in the top three items from FY2022: good living environment (cleanliness, etc.) (34.2%), compatibility with Japanese social culture and customs (18.6%), and good public safety (14.2%).
- Reasons for dissatisfaction remained unchanged in the top three items from FY2022: low wages (28.5%), high cost of living (21.5%), and discrimination against foreigners (15.9%).



# Basic Survey on Foreign Residents FY2024 – Key Results 3 (Japanese Language Learning) –

- Regarding difficulties with Japanese language learning, as in FY2022, “High fees for Japanese language classes and language schools” (15.8%) was most common, followed by “No free Japanese language classes nearby” (13.5%) and “No Japanese language classes or language schools available at convenient times” (11.3%). “No particular difficulties” increased by 5.8 percentage points from FY2022.
- Reasons for not studying Japanese continue to be led by “No need to study because I can already speak Japanese” (30.5%) as in FY2022, followed by “No Japanese language classes or language schools available at convenient times” (16.0%).
- Looking at reasons for not studying Japanese by municipality size, “No need to study because I can already speak Japanese” is highest in designated cities and special wards, with the percentage decreasing as municipality size decreases. Conversely, “No Japanese language classes or language schools available at convenient times” and “No Japanese language classes or language schools nearby” are lowest in designated cities and special wards, with percentages increasing as municipality size decreases.



### Japanese Language Ability (Reading) by Municipality Size

(Single Response)

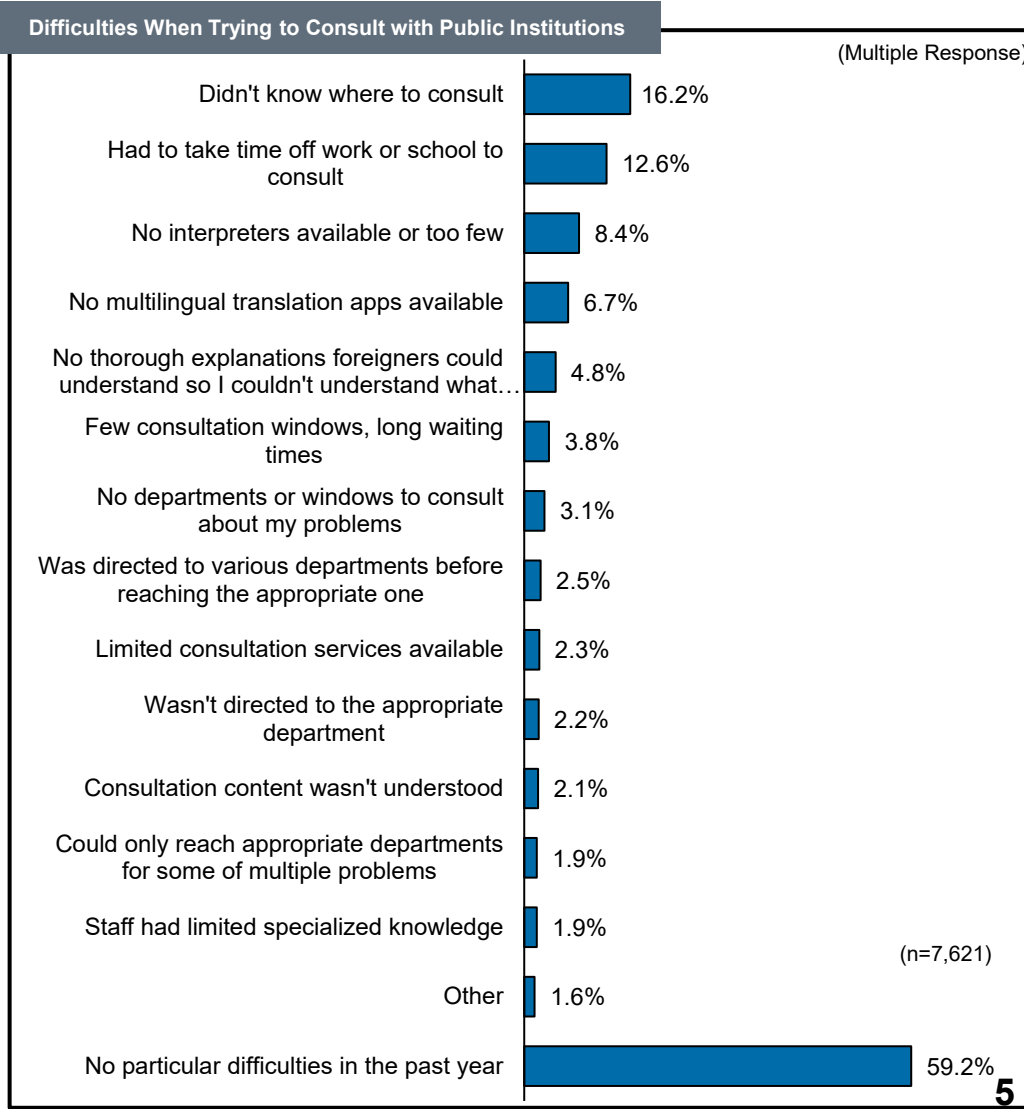
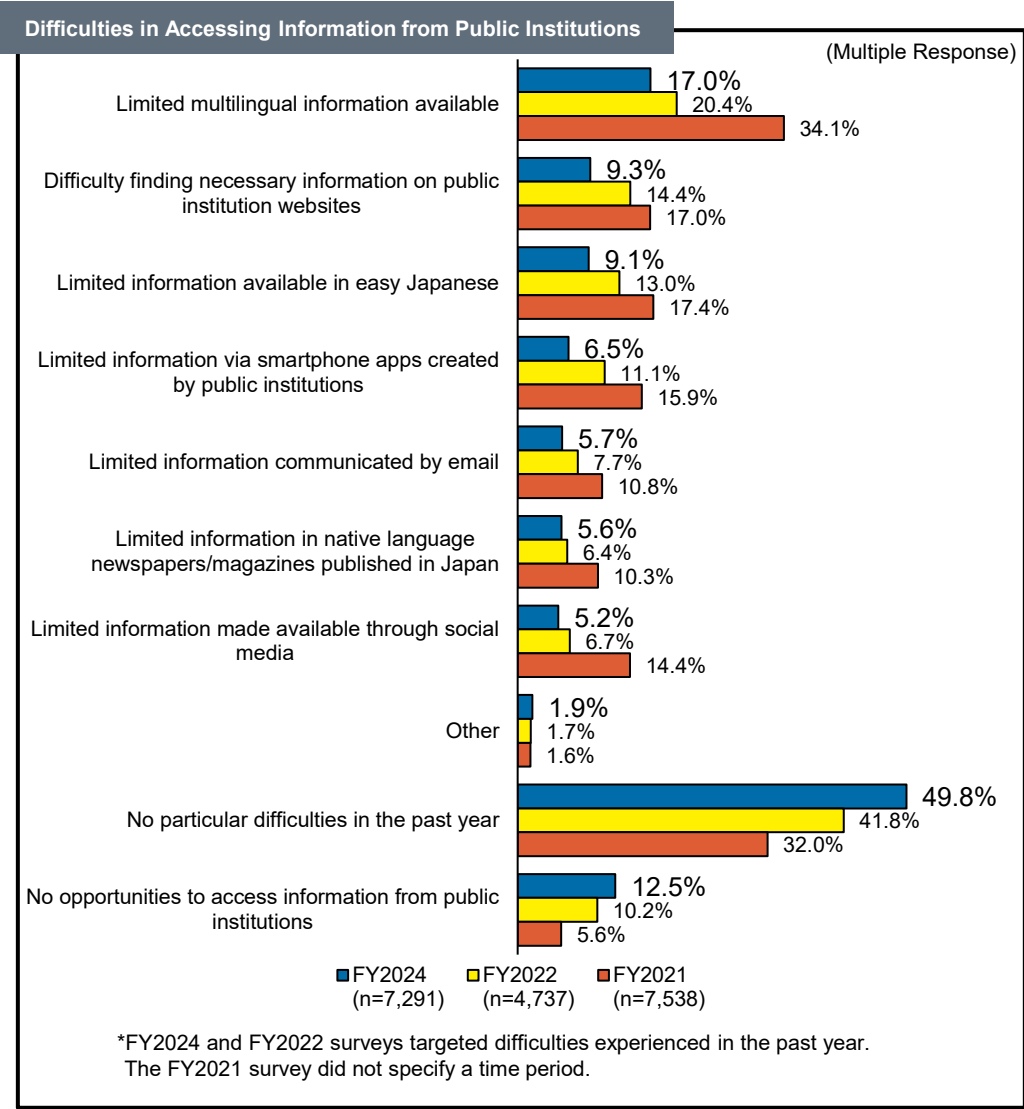
	Can easily read any content	Can read emails written in everyday language	Can read simple, short texts about familiar topics	Cannot understand at all
Designated cities/Special wards	19.5%	23.5%	21.5%	7.7%
Cities with 200,000+ population	12.6%	20.6%	30.8%	9.8%
Cities with less than 200,000 population	9.0%	18.1%	35.0%	13.1%
Towns and villages	6.2%	18.2%	38.5%	14.6%

### Reasons for Not Studying Japanese by Municipality Size

(Multiple Response)

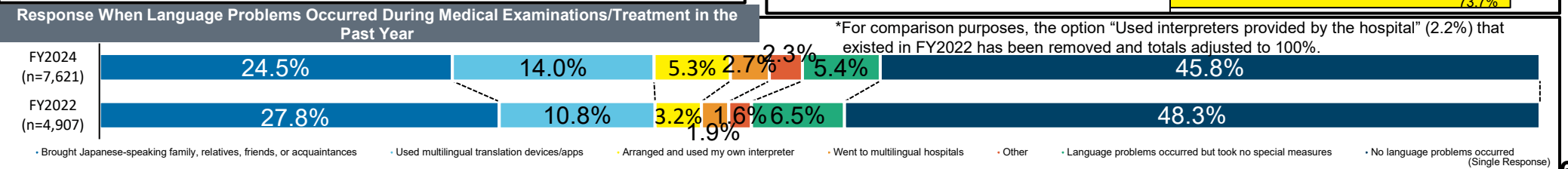
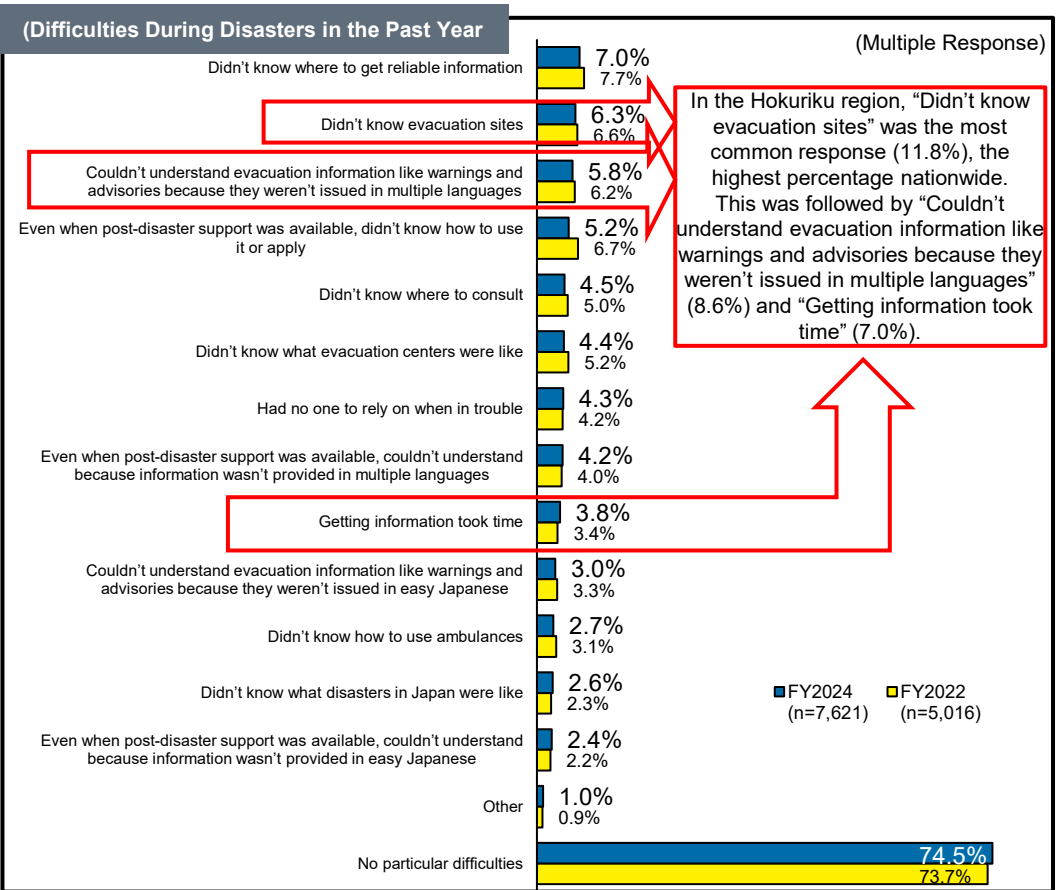
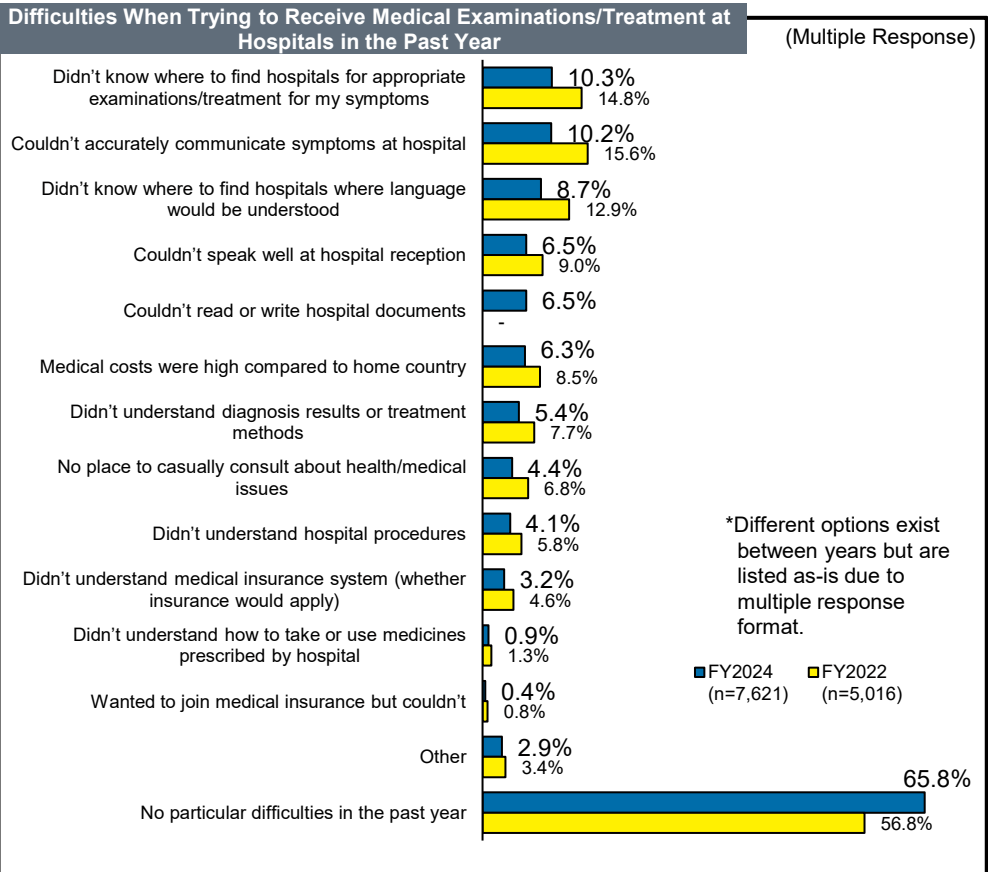
	No need to study because I can already speak Japanese	No Japanese language classes/schools at convenient times	No Japanese language classes/schools nearby
Designated cities/Special wards	41.0%	14.2%	5.1%
Cities with 200,000+ population	28.6%	15.3%	7.8%
Cities with less than 200,000 population	21.9%	18.7%	10.7%
Towns and villages	17.4%	19.1%	14.0%

- Regarding difficulties in accessing information from public institutions, among those who experienced difficulties, the top three items remained unchanged from FY2022: “Limited multilingual information available” (17.0%), “Difficulty finding necessary information on public institution websites” (9.3%), and “Limited information available in easy Japanese” (9.1%). All difficulties except “Other” consistently decreased in percentage, while “No particular difficulties in the past year” increased by 8.0 percentage points from FY2022.
- Regarding difficulties when trying to consult with public institutions, among those who experienced difficulties, the most common were “Didn’t know where to consult” (16.2%), “Had to take time off work or school to consult” (12.6%), and “No interpreters available or too few” (8.4%), in that order.



# Basic Survey on Foreign Residents FY2024 – Key Results 5 (Healthcare, Disaster, and Emergency Response)–

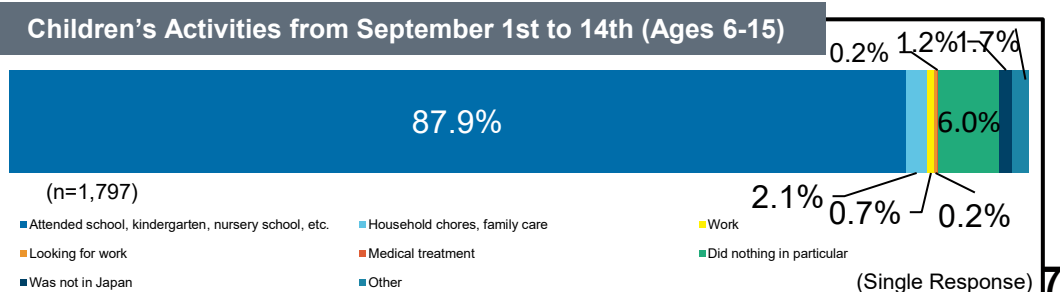
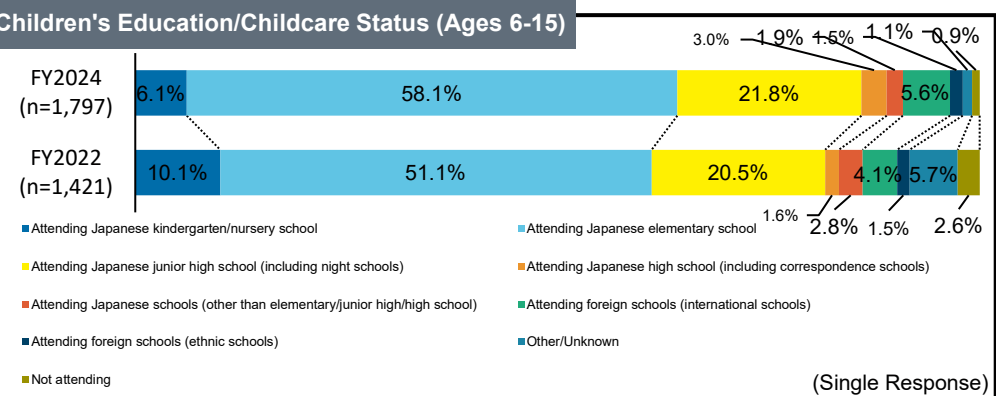
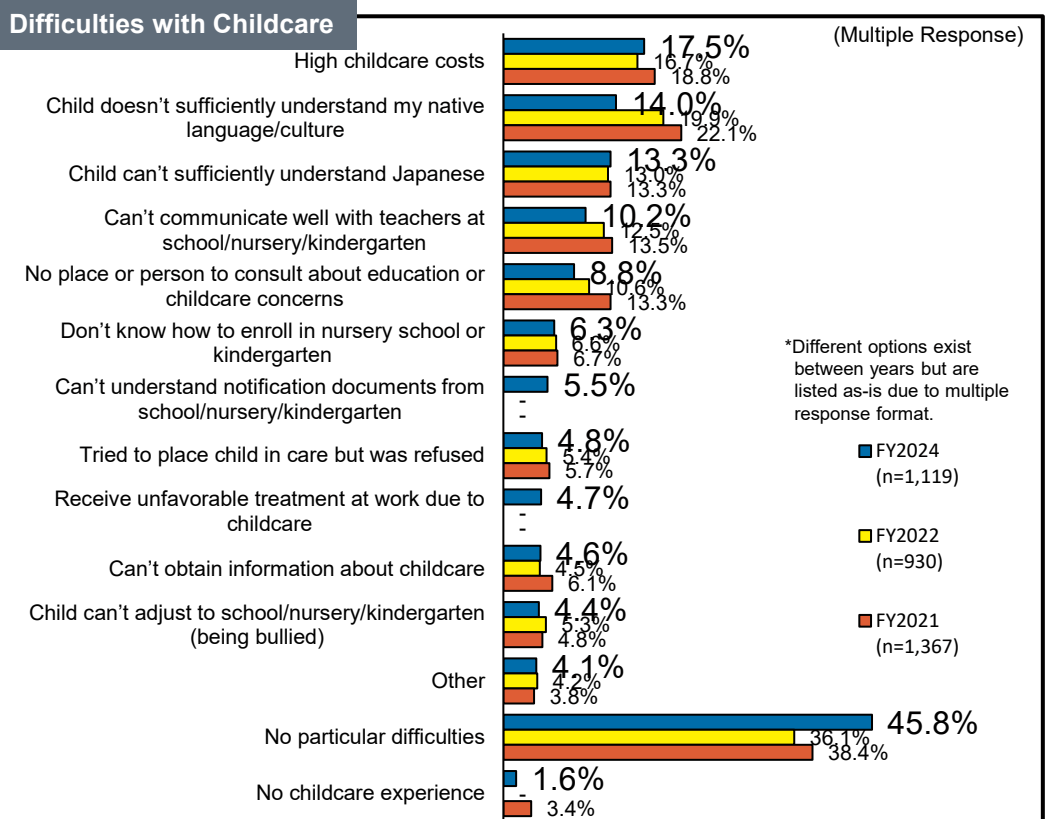
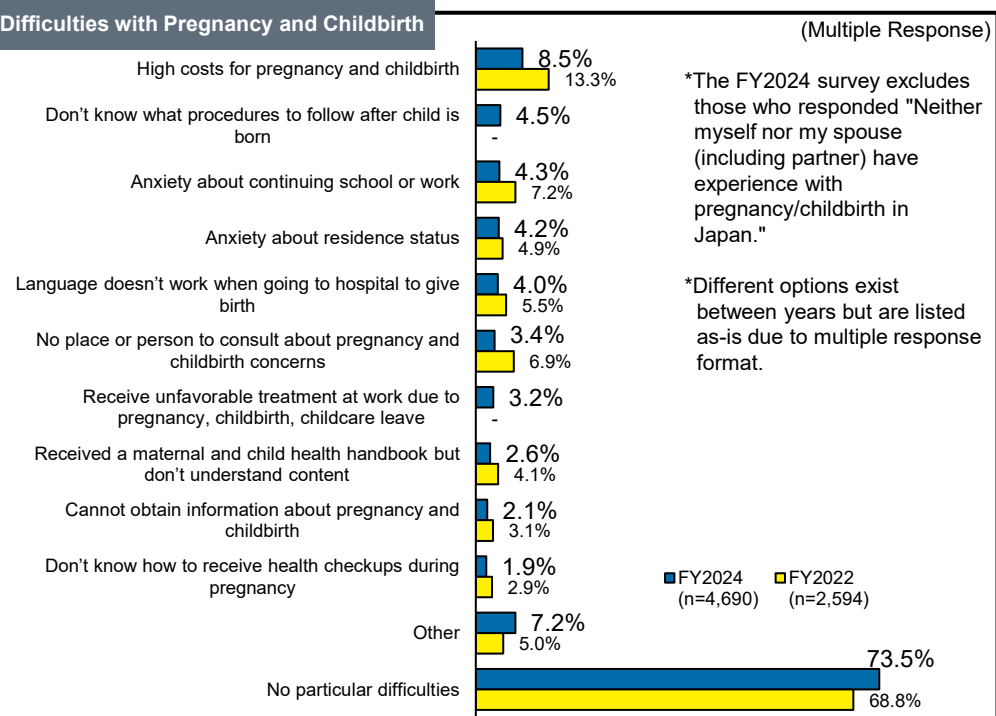
- Regarding difficulties when trying to receive medical examinations and treatment at hospitals, “Didn’t know where to find hospitals that could provide appropriate examinations and treatment for my symptoms” (10.3%), which was second most common in FY2022, became the most common. “Couldn’t accurately communicate symptoms at the hospital” (10.2%), which was most common in FY2022, became second most common. Additionally, “No particular difficulties in the past year” increased by 9.0 percentage points from FY2022.
- Regarding difficulties during disasters, as in FY2022, “Didn’t know where to get reliable information” (7.0%) was most common. Looking by residential region, in the Hokuriku region, which suffered severe damage from the 2024 Noto Peninsula Earthquake, “Didn’t know evacuation sites” (11.8%) was most common, showing different trends.





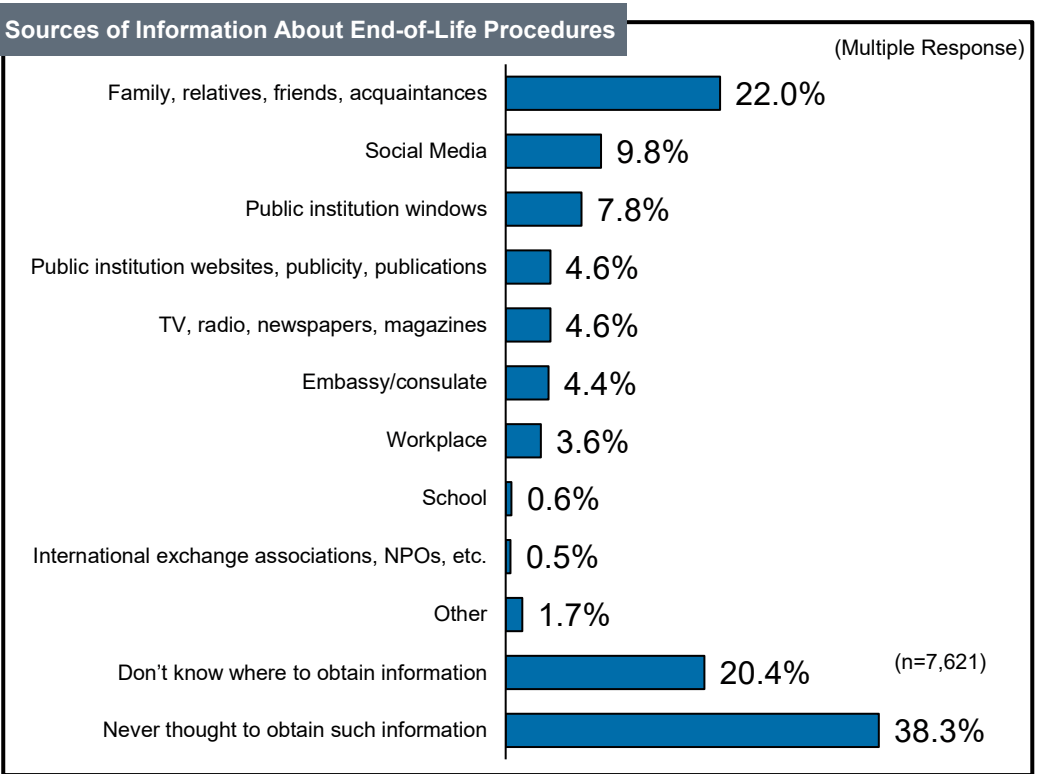
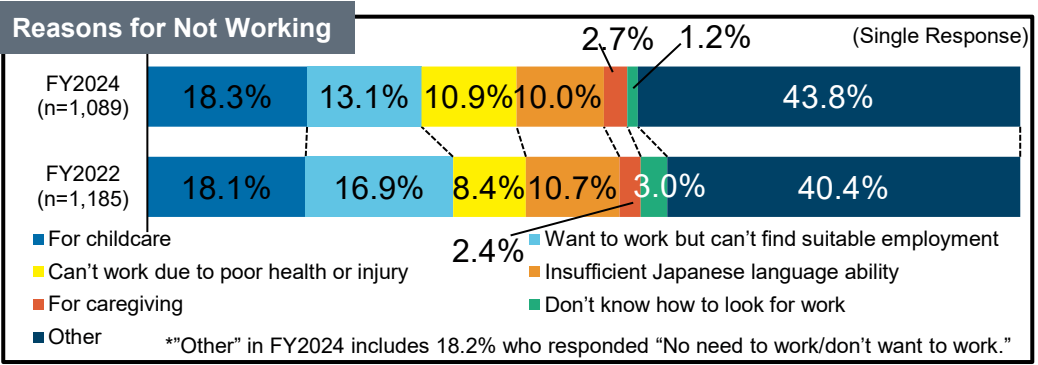
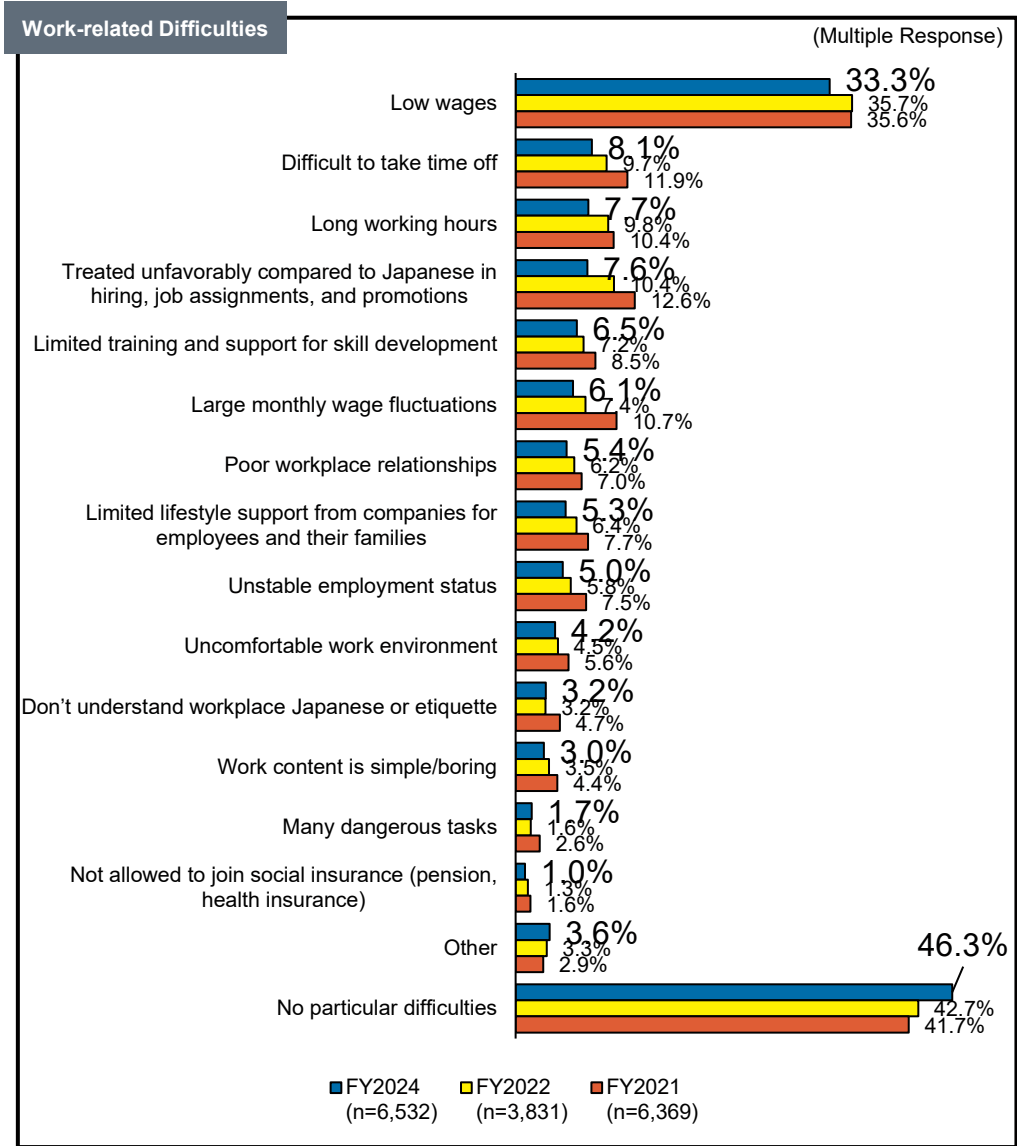
# Basic Survey on Foreign Residents FY2024 – Key Results 6 (Childcare and Education) –

- Regarding difficulties with pregnancy and childbirth, among those who experienced difficulties, as in FY2022, “High costs for pregnancy and childbirth” (8.5%) was most common, followed by the newly added option “Don’t know what procedures to follow after a child is born” (4.5%).
- Regarding school enrollment status of children aged 6 to 15, the percentage not enrolled in school was 0.9%, a decrease of 1.7 percentage points from FY2022.
- Regarding children’s activities from September 1st to 14th (ages 6-15), “Attended school, kindergarten, nursery school, etc.” (87.9%) was most common, followed by “Did nothing in particular” (6.0%), “Household chores, family care” (2.1%), and “Other” (1.7%).



# Basic Survey on Foreign Residents FY2024 – Key Results 7 (Employment and End-of-Life Procedures) –

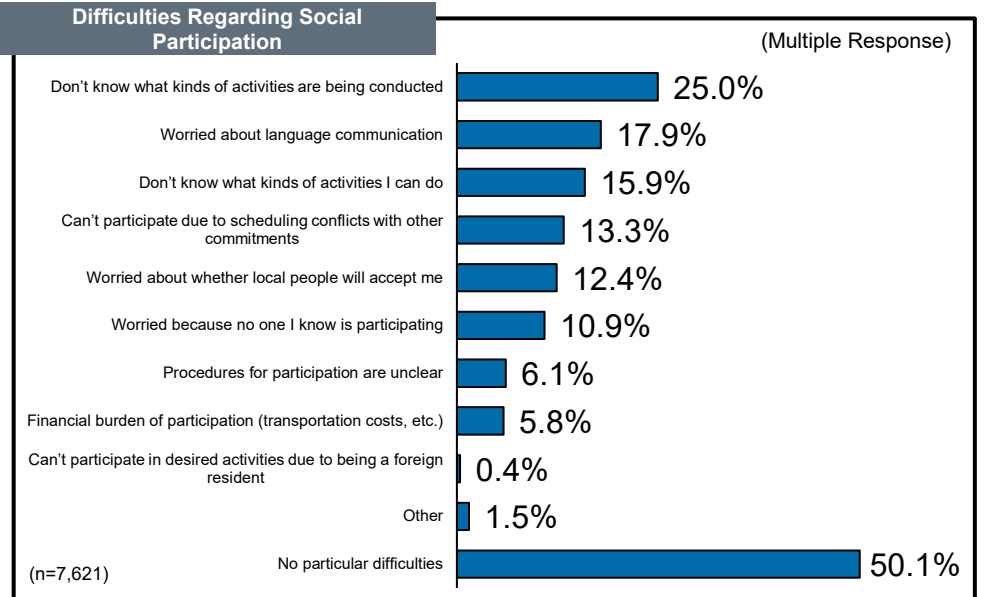
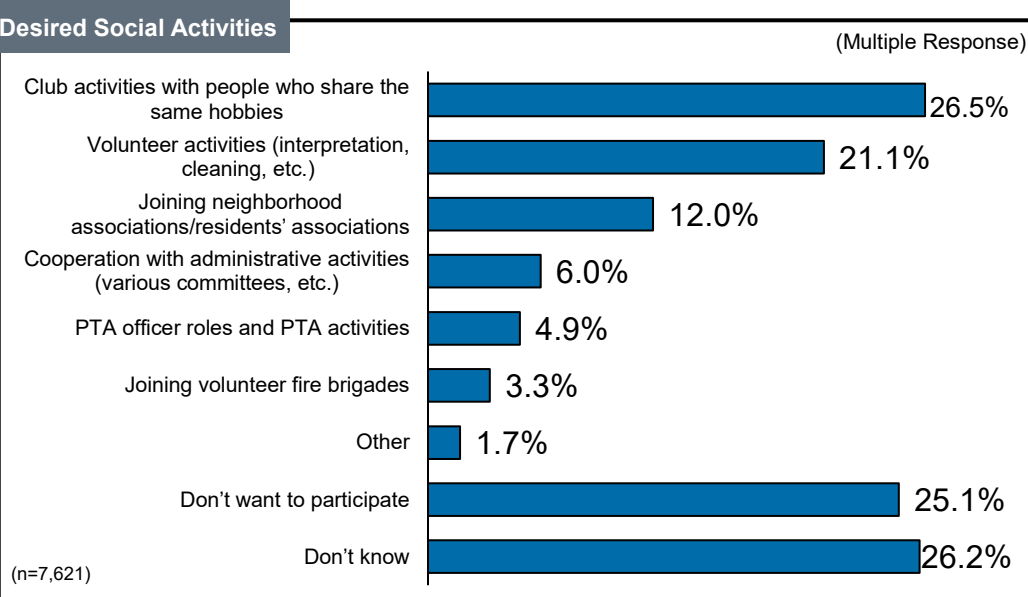
- The most common work-related difficulties were “Low wages” (33.3%), “Difficult to take time off” (8.1%), and “Long working hours” (7.7%). “Low wages” has consistently been the most common since the survey began in FY2020.
- Regarding sources of information about end-of-life procedures, “Never thought to obtain such information” (38.3%) was most common. Among information sources, “Family, relatives, friends, and acquaintances” (22.0%) was most common.





# Basic Survey on Foreign Residents FY2024 – Key Results 8 (Social Participation, etc.)—

- Desired social activities were most commonly “Circle activities with people who share the same hobbies” (26.5%), followed by “Volunteer activities (interpretation, cleaning, etc.)” (21.1%) and “Joining neighborhood associations and residents’ associations” (12.0%).
- Looking by desired future stay in Japan, there is a tendency for the percentage of people wanting to participate in local activities such as volunteering and residents’ associations to increase as the desired length of stay in Japan increases.
- The most common difficulty regarding social participation was “Don’t know what kinds of activities are being conducted” (25.0%).



### Desired Social Activities by Future Stay Intentions in Japan

	Joining neighborhood associations/residents' associations	Joining volunteer fire brigades	PTA officer roles and PTA activities	Volunteer activities (interpretation, cleaning, etc.)	Cooperation with administrative activities (various committees, etc.)	Don't want to participate
Want to stay in Japan permanently	14.6%	4.0%	5.8%	23.5%	7.2%	22.0%
Want to stay about 10 years	7.1%	3.7%	3.3%	22.3%	5.3%	25.7%
Want to stay about 5 years	6.3%	1.5%	2.0%	18.1%	3.6%	26.4%
Want to return home or go to another country in about 1 year	8.2%	1.6%	1.1%	19.6%	3.8%	35.3%

(Multiple Response)

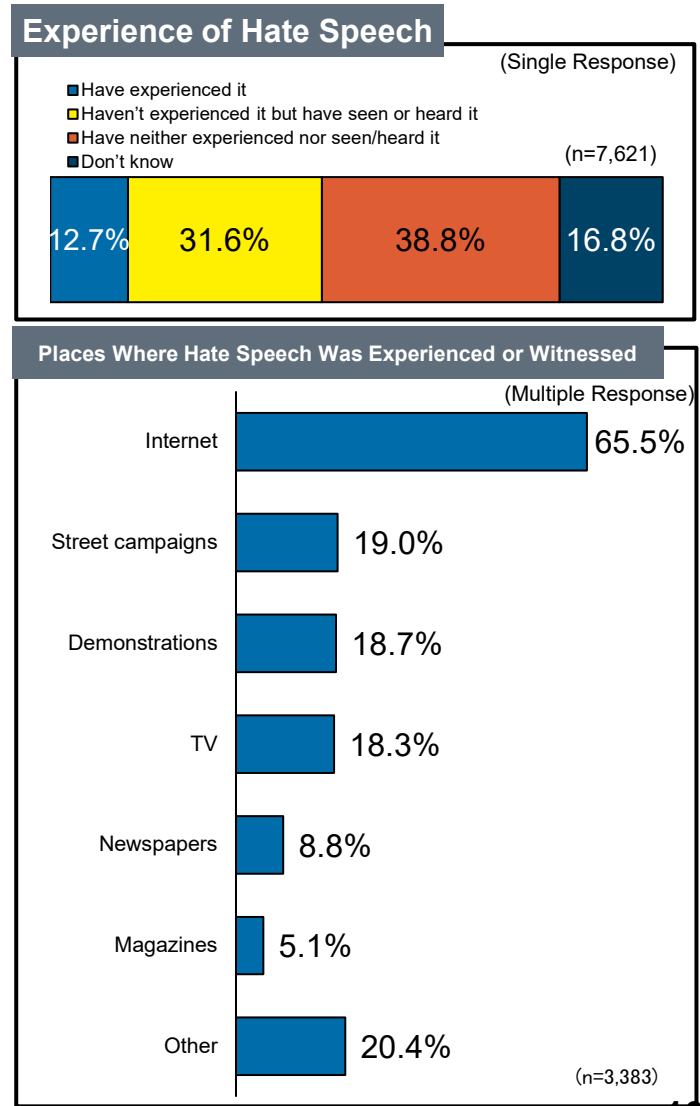
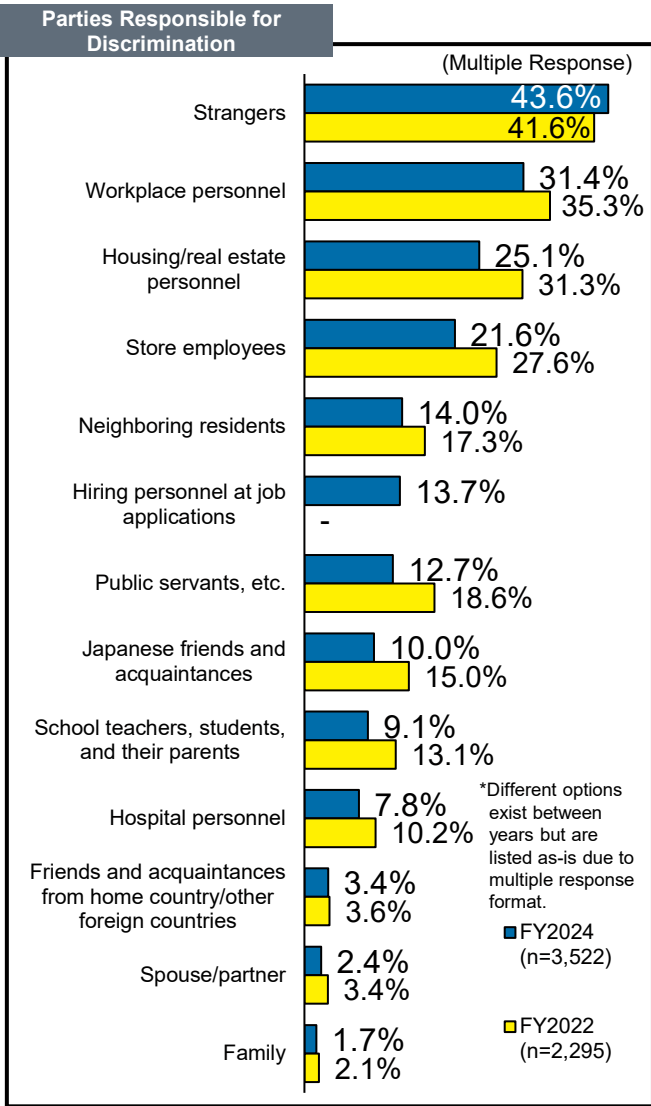
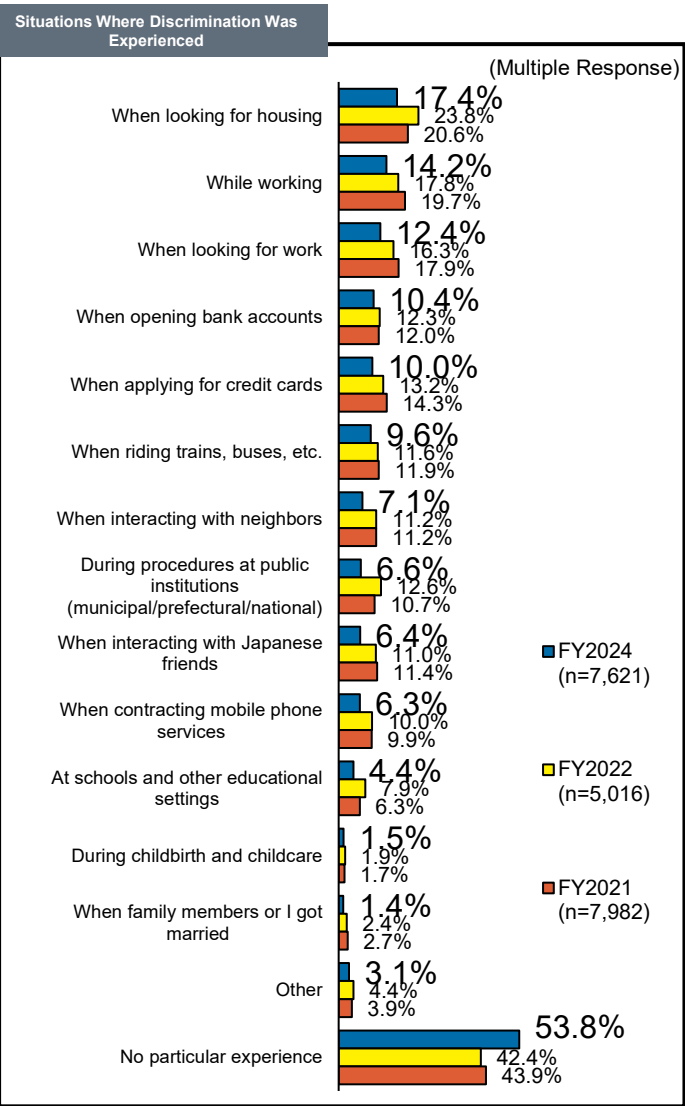
### Effective Initiatives for Building Awareness Toward Realizing a Symbiotic Society - Top 5 Items

(Top 5 Items) (n=7,621) \*Numbers in parentheses are from FY2022 survey

1st	Events to experience cultures of various countries (food culture, etc.)	45.6% (44.7%)
2nd	Events to experience Japanese culture	32.8% (37.0%)
3rd	Events to raise awareness about respect for human rights	28.6% (28.1%)
4th	Events themed on realizing a symbiotic society with foreigners	26.7% (31.8%)
5th	Easy Japanese language courses	25.2% (25.3%)

(Multiple Response)

- Situations where discrimination was experienced remained unchanged in the top three items since FY2021: “When looking for housing” (17.4%), “While working” (14.2%), and “When looking for work” (12.4%).
- Parties responsible for discrimination remained unchanged in the top three items since FY2022: “Strangers” (43.6%), “Workplace personnel” (31.4%), and “Housing/real estate personnel” (25.1%).
- The percentage of people who have experienced hate speech was 12.7%. The percentage who have not experienced it but have seen or heard it was 31.6%. Places where it was experienced or witnessed were most commonly “Internet” (65.5%), “Street campaigns” (19.0%), and “Demonstrations” (18.7%), in that order.

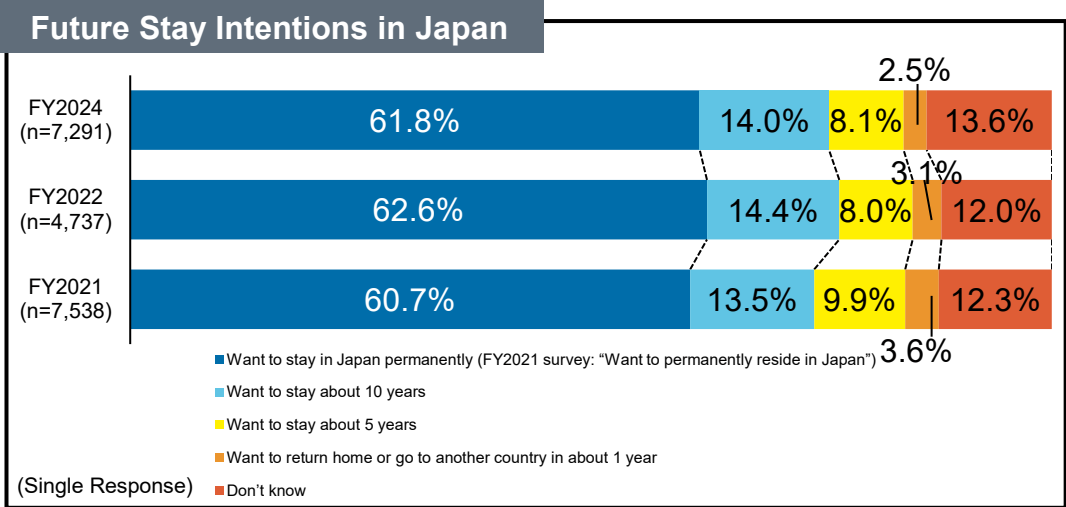


# Basic Survey on Foreign Residents FY2024 – Key Results 10 (Social Insurance, Loneliness, and Future Plans)–



■ Difficulties regarding the long-term care insurance system continue to be led by “Don’t understand the detailed content of the system” (36.6%) since FY2021.

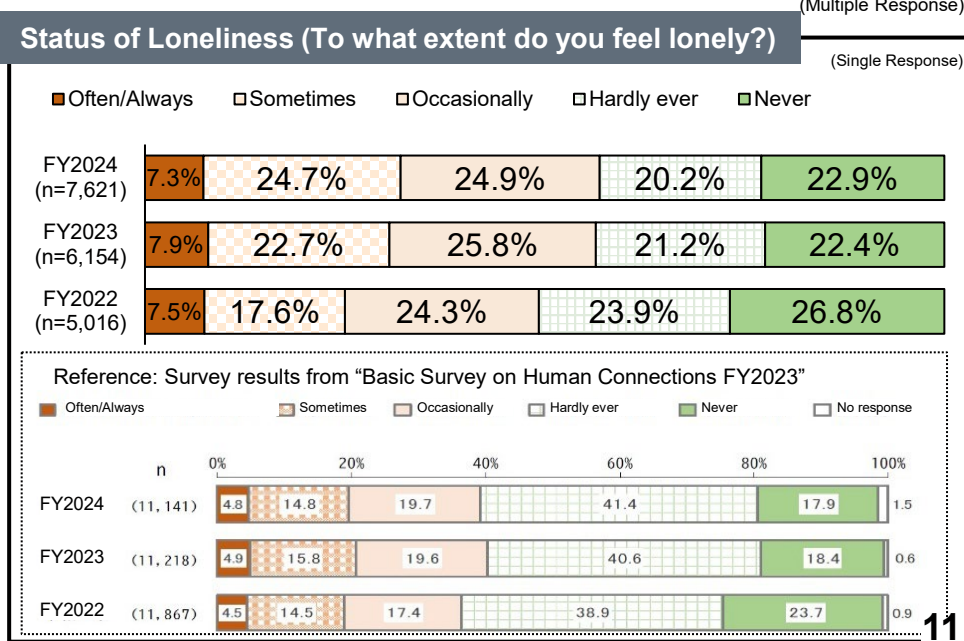
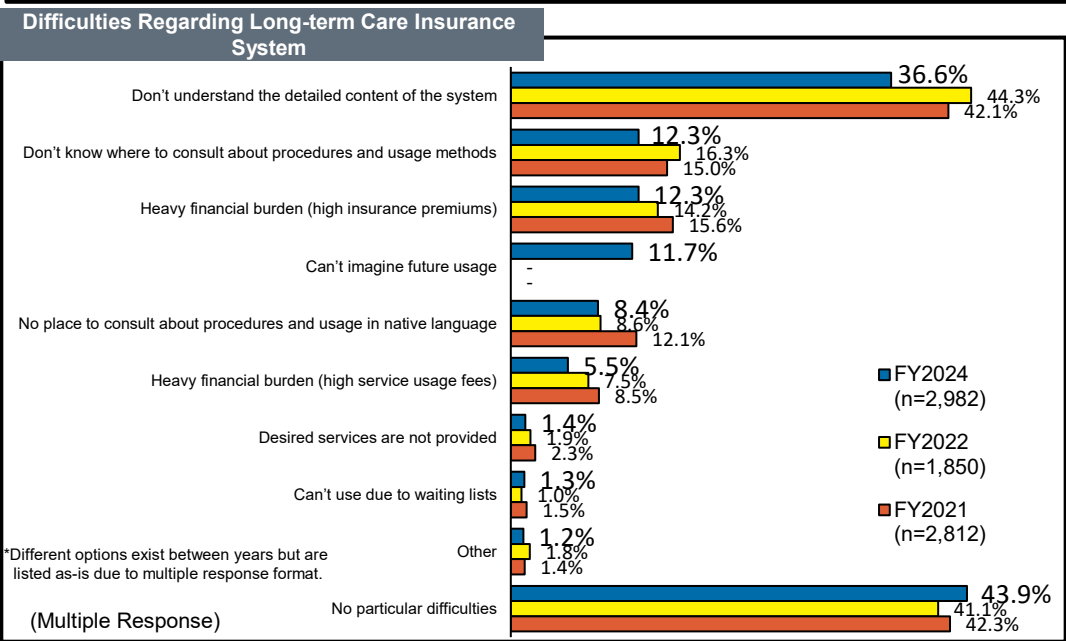
■ 24.7% answered that they “sometimes” feel lonely, an increase of 2.0 percentage points from the FY2023 survey. Meanwhile, 7.3% answered “often/always,” a decrease of 0.6 percentage points from the FY2023 survey. The percentages of those who answered “often/always” and “sometimes” are both higher compared to the “Basic Survey on Human Connections FY2023” (Cabinet Secretariat) (survey target: 20,000 individuals aged 16 and over nationwide).



### Sources of Information About Pension System (Top 5 Items) (n=7,544)

\*Numbers in parentheses are from FY2022 survey

1st	Workplace	25.2% (26.1%)
2nd	Letters and documents sent from Japan Pension Service pension offices	23.4% (25.2%)
3rd	Family and relatives	17.9% (21.1%)
4th	Friends and acquaintances from same nationality/region	17.0% (15.3%)
5th	Japanese friends and acquaintances	16.9% (17.6%)

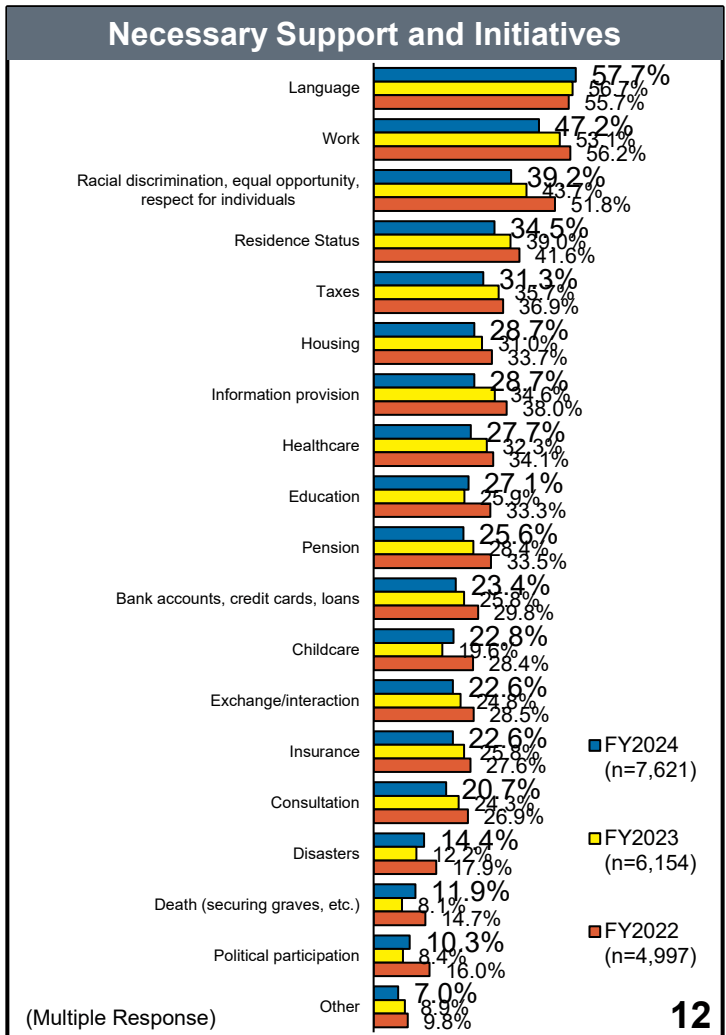
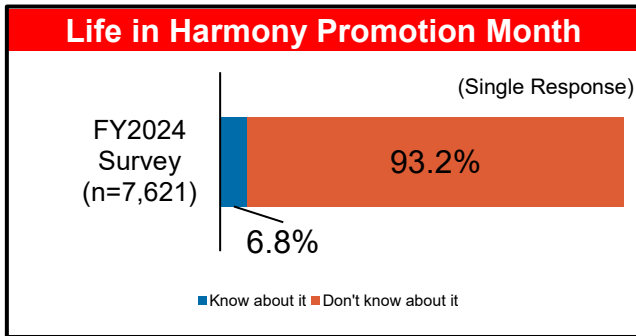
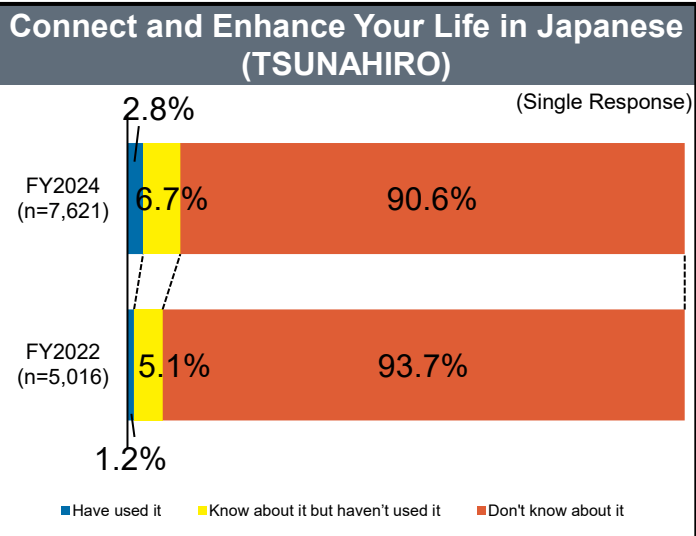
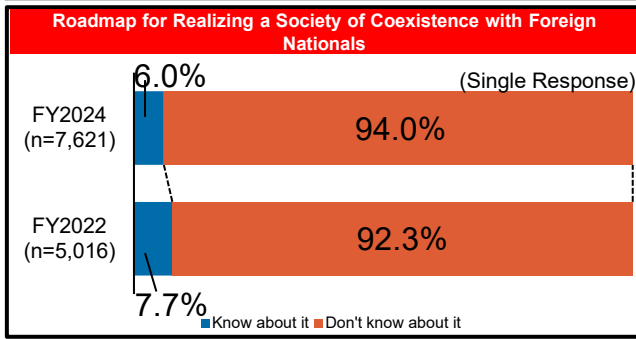
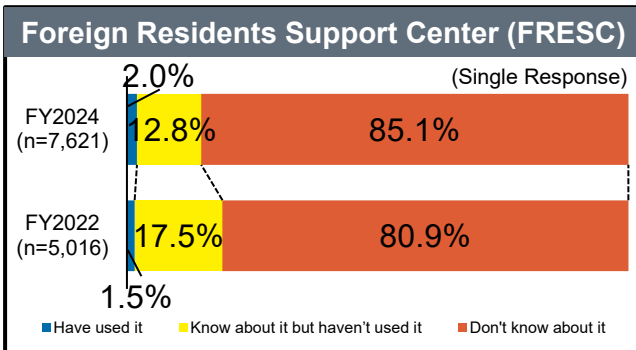
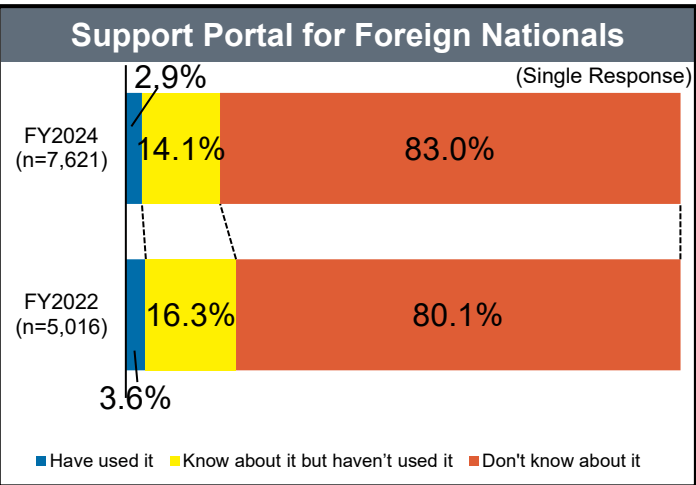


# Basic Survey on Foreign Residents FY2024 – Key Results 11 (Awareness of Web Pages and Initiatives, Opinions and Requests) –

■ Regarding web pages and initiatives for foreign resident support, over 80% answered that they “don’t know” about them.

- Foreign Residents Support Portal Site – [https://www.moj.go.jp/isa/other\\_languages.html?hl=en](https://www.moj.go.jp/isa/other_languages.html?hl=en)
- Connect and Enhance Your Life in Japanese – [https://tsunagarujp.mext.go.jp/?lang\\_id=EN](https://tsunagarujp.mext.go.jp/?lang_id=EN)
- Foreign Residents Support Center (FRESC) – <https://www.moj.go.jp/isa/support/fresc/fresc01.html?hl=en>
- Life in Harmony Promotion Month – [https://www.moj.go.jp/isa/support/coexistence/04\\_00066.html?hl=en](https://www.moj.go.jp/isa/support/coexistence/04_00066.html?hl=en)
- Roadmap for Realizing a Society of Coexistence with Foreign Nationals – [https://www.moj.go.jp/isa/support/coexistence/04\\_00033.html?hl=en](https://www.moj.go.jp/isa/support/coexistence/04_00033.html?hl=en)

■ Regarding necessary support and initiatives, the top three items remained unchanged from FY2022: “Language” (57.7%), “Work” (47.2%), and “Racial discrimination, equal opportunity, respect for individuals” (39.2%).



# Basic Survey on Foreign Residents FY2024 – Opinions/Requests (1) Language and Racial Discrimination, etc. –

■ This survey included a question asking “What kinds of support, initiatives, and systems are needed for foreign residents to lead better lives in Japan?” Respondents first selected from options such as “Language,” “Work,” “Information provision,” etc. (multiple selections allowed), then provided free-form written responses. Opinions and requests by field are as follows (the numbers next to each field indicate how many selected that item. Free-form responses were excerpted from 6,198 responses excluding “Nothing in particular,” “Please take care of this,” etc. Obvious typos and information that could identify individuals have been corrected, and some responses are partially excerpted. Responses in languages other than Japanese have been translated into Japanese.).

\*The opinions presented are published as individual respondent opinions and do not necessarily reflect factually-based views in all cases.

## Language (4,401 responses)

- Japanese Language Learning Support
    - I would like Japanese language courses to be held with consideration for scheduling, including weekends and a wide range of times. Since some people can't attend due to work and family circumstances, such consideration would be appreciated. I think it would be good to have support systems for obtaining Japanese language certifications. (40s, female)
    - I want more Japanese language classrooms established and stronger promotion efforts. Currently, the only option is to go to the ward office to inquire, and there are none near my home. Methods for obtaining information are limited. (30s, female)
    - The biggest barriers for foreign residents to live well in Japan are the language barrier and insufficient understanding of things that are taken for granted in Japan but may not be so in foreign residents' home countries. I think the most effective way to help foreigners here is to provide language support and help them understand daily customs. This also leads to enabling foreigners to become independent and contribute to society, so assistance with good employment would also be very helpful. (40s, male)
  - Multilingual Support
    - If there were more multilingual services at places like city and ward offices, I think it would be much better for foreigners. My mother can't speak Japanese, so I often have to accompany her to handle procedures at government offices. Therefore, I hope government offices will provide more language services. (teens, male)
  - Easy Japanese, etc.
    - While I think it's the duty of foreigners living in Japan to acquire Japanese sufficient for daily life, many information sources, document procedures, and instruction manuals for foreigners are written in not-so-easy Japanese, and even when translated, many places only provide English translations. Rather than just writing kanji in hiragana, I hope specialized terms will be written so that anyone can understand them. (20s, female)
    - I feel there are challenges in providing easy-to-understand information. While the spread of easy Japanese and multilingual communication is important, I think some regions and administrative institutions still have issues in dealing with foreigners. Some people have been turned away from city halls where staff wouldn't even try to speak proper Japanese, let alone English, saying "Please bring a friend who can speak Japanese." I hope initiatives like easy Japanese courses and training for dealing with foreigners (especially communication methods) will be implemented. (20s, male)
- etc.

## Racial Discrimination, Equal Opportunity, and Respect for Individuals (2,987 responses)

- Since how people are treated at school changes their personality and way of thinking (as it did for me), I think it's very important to address negative prejudices and discrimination against foreigners as much as possible from a young age. However, since there can be problems with foreign children as well as Japanese children, this isn't about wanting preferential treatment, but rather wanting equal treatment. (teens, female)
  - The first thing I want to say to foreigners living in Japan or wanting to live here is to please follow Japan's rules. This applies not just to Japan but anywhere you go. Japan, which is strict about rules, often sees many foreigners who don't follow rules and judges that "foreigners don't follow rules." Among the many foreigners who do properly follow rules, it's very painful that everyone gets judged the same way because of those who don't. This creates the problem of discrimination. While language is certainly an issue, more than that, let's properly follow rules wherever we go and work together to create a better environment and better world. (Based on personal experiences around me.) (30s, female)
  - It would be good to have opportunities to receive clear explanations about "Japanese manners/rules" and "differences between Japan and home country implicit rules & how to deal with them." I know this is difficult, but... I've seen nearby examples of foreigners feeling "discriminated against/difficult to live" due to Japanese misunderstandings arising from not knowing Japanese rules or not knowing that approaches differ from their home countries. (30s, female)
  - I think we need to start with elementary school education. My child was told by classmates that he was a foreigner in 4th grade and received discriminatory treatment. Only after a high school teacher talked in class about how foreigners have the advantage of being bilingual and can find jobs more easily in the future did they start being treated equally. (50s, female)
  - Japanese people are kind and helpful, with many friendly staff members. However, most Japanese citizens seem to feel confused about talking to foreigners or being near them. This is especially true when riding trains. In such cases, I feel like I'm being viewed as something strange. (20s, female)
  - I think it would be good if stereotypes about foreigners on national television broadcasts were reduced. (30s, female)
- etc.



# Basic Survey on Foreign Residents FY2024 – Opinions/Requests (2) Work and Information Provision –

## Work (3,594 responses)

- Difficulties During Job Hunting, etc.
    - Since I studied Japanese for four years before coming and followed Japanese manners, I didn't feel much difficulty and was rarely discriminated against, but during job hunting, not even getting interview opportunities just because of reasons like "little remaining residence period" is somewhat painful. (30s, male)
    - My wife is Muslim and wears a head covering, and she's having trouble finding work. She's studying Japanese, but she graduated from graduate school in our home country, majored in project management (civil engineering), and wants to build a career in Japan in the future, so we want support for job hunting. (20s, male)
    - Job placement services: Create platforms that connect foreigners with employment opportunities considering their qualifications and language skills. Workplace integration programs: Encourage companies to implement programs that help integrate foreign employees, such as cultural training and mentorship systems. Entrepreneurship support: Provide guidance and support for foreigners interested in starting businesses in Japan. (30s, male)
    - I think work is the most important item. Because to continue living in Japan, you can live comfortably through work. However, I feel it becomes difficult to find work when you reach a certain age. Many factories sometimes don't accept people over 50, and I consider this bigger discrimination than other forms. Regardless of age, there are many people healthier than young people. This point is the biggest challenge faced by Brazilians like me. (50s, male)
  - Difficulties After Employment, etc.
    - More consideration is needed regarding welfare systems at companies where foreigners work. This is to avoid situations where foreign employees are troubled or treated irresponsibly. To prevent illegal activities, it's necessary to inform and educate foreigners entering Japan about rules and penalties. Deterrence and strict measures are needed to prevent lack of awareness. (20s, male)
    - Through this survey, I learned that various support systems and contact points exist. However, I have lived in Japan for 24 years and have worked for a major Japanese company for the past 20 years. While I have no language difficulties, I was unaware of these systems, suggesting information isn't reaching those who need it. Since researching everything yourself takes time and effort, I think it would be effective and realistic to provide information through workplaces in collaboration with corporate general affairs and human resources departments. Also, even when receiving the highest performance evaluations at work, there are inevitable disadvantages in promotion, salary increases, and training systems. Rather than focusing on superficial elements like publicly announced company information and systems, I think it's necessary to work with companies to ensure equal treatment by properly understanding each company's culture and internal realities. While it's easy to say "we tolerate no discrimination," I still feel there are strong concerns about whether all employees can really use company systems, whether opportunities are truly equal, and whether someone who is evaluated and respected in the workplace is considered not just as a current worker but as someone who will build a career over decades. (40s, male)
- etc.

## Information Provision (2,185 responses)

- Information Content, etc.
    - It would be effective to implement programs for foreigners coming to Japan for the first time to learn about Japanese customs, culture, and laws. It would also be effective to implement programs that widely inform about available administrative services and facilities, including occasionally notifying about revised laws and regulations. (20s, male)
    - While I feel language is the most important factor, separately from that, I think it would be wonderful if short intensive courses were implemented that would include various information about living in Japan, from daily life situations (how to use trains, buses, banks, etc.) to the systems themselves. Every year I feel like I receive some new document or bill regarding discounts I hadn't imagined or was eligible for as a student (such as those related to health insurance or pensions). Even just a one-week online course explaining systems or just the key points to consider during the year would be helpful. (20s, female)
    - I want information about nursing homes and adult day care centers where language communication is possible since I plan to use them in the future. (80s, female)
  - Information Dissemination Methods, etc.
    - If possible, I would like a website (like a search site) that compiles all information about life, documents, procedures, etc. for foreigners so they can research what they need. Thank you. (20s, male)
    - It would be very helpful if all information had katakana or hiragana (furigana) written above the kanji! Katakana and hiragana are easy to remember, and over time foreigners will learn to read kanji and pronounce correctly, making information easier to understand. This would greatly reduce difficulties with communication and explanations at public institutions and government agencies, and eliminate the need to spend much time explaining to foreigners. Adding furigana might be time-consuming, but I think it would reduce stress not only for public servants but also for people seeking information. (40s, male)
    - Many foreigners cannot read or understand neighborhood bulletin boards. In the place I lived before, our house was ignored because we were foreigners, and I actually had no idea what was happening in the neighborhood. Occasionally, it might be good if information about the area and neighborhood were explained at workplaces. (50s, female)
    - The most important thing is the promotional route and method. It's important to choose social media that most people currently use and provide timely, accurate official information. Or, collaborating with content creators to produce videos promoting interaction between Japanese and foreigners would also be useful for international exchange. It would also help foreigners with their lives in Japan. (30s, female)
- etc.



# Basic Survey on Foreign Residents FY2024 – Opinions/Requests (3) Residence Status, Education, Housing, and Exchange –

## Residence Status (2,629 responses)

- Since my current residence status has a short validity period, when I thought about changing jobs, I have to consider whether the new job matches my current residence status or whether I can smoothly obtain a new residence status. There are many types of residence statuses, each with its own rules, which becomes a restriction on work. (30s, female)
  - Since foreigners also pay taxes, I think support should be given to foreigners who work as good citizens. For example, making visa acquisition easier or shortening the period to obtain permanent residency could be considered. This would show other foreigners an example to follow. (30s, male)
  - There are jobs limited to permanent residents. Employment support training is also limited to permanent residents, Japanese spouses, and Japanese nationals. (30s, female)
  - I have a work visa, but I don't know what impact it would have on my visa if I quit a job that doesn't suit me, and I don't know how much time I would have to look for the next job after quitting. It would be helpful if there were related explanations on the Immigration Services Agency website. (20s, female)
- etc.

## Education (2,062 responses)

- To permeate society with awareness and understanding about coexistence with foreigners, opportunities to learn about coexistence with foreigners should be provided from a young age, and learning about coexistence with foreigners should be promoted through special methods. It's important to cultivate a sense of "familiar and normal things" in children. (40s, female)
  - We struggle with understanding and adapting to Japanese schools, and even enrolling children itself is difficult. Many people I know have the same struggles. In some regions, it can be extremely difficult to find schools that will accept children, and as a result, many people choose to send their children to foreign schools. (40s, male)
  - I work as a childcare assistant. At my workplace there are children from various countries, but education differs by country and by family, and they have difficulty adapting to Japanese education. For children to blend into Japanese education and learning methods, I feel parents first need to clearly understand the essence of Japanese education. (40s, female)
  - My child is receiving Japanese education, but I haven't received any at all. I'm troubled because I can't provide any learning guidance for my child. (40s, female)
  - I don't know where to get information about systems and necessary procedures for my child's advancement to higher education. (40s, male)
  - I'm a mother raising children in Japan. I would like advice and support about education methods for children attending school, such as which cram schools would be effective. (20s, female)
- etc.

## Housing (2,191 responses)

- In the real estate industry, discrimination against foreigners is particularly severe and should be improved promptly. Before asking about occupation, annual income, employment period, and other things that should be inquired about when renting or purchasing real estate, we are often turned away simply for being a foreign resident. This is an experience I myself have had several times. (30s, male)
  - Many foreigners experience difficulties in finding housing in Japan. To solve the guarantor problem when foreigners rent housing and the limited options for rental properties, housing support systems for foreigners should be expanded in cooperation with local governments and the real estate industry. It's also important to provide housing information in multiple languages. Overall, I think strengthening support in areas that form the foundation of life such as language, employment, housing, and healthcare will realize a society where foreigners can live in Japan with greater peace of mind. (30s, male)
- etc.

## Exchange (1,720 responses)

- ☐ Exchange Between Japanese and Foreigners
    - I would like the Japanese government to create many opportunities for foreign workers to interact and share information with Japanese people at festivals and events. (20s, male)
    - I think exchange and relationships between Japanese and foreigners should be strengthened. For example, if people who have just come to Japan could interact with Japanese students, it would make it easier for them to exchange information and gather information. Since most people who have just come to Japan are young people, giving them opportunities to interact with Japanese students is the best way to build bonds with each other. Furthermore, I think this could also strengthen friendly relations between Japan and their countries. (20s, male)
    - While I think Japanese young people are very open-minded and welcoming, I feel various exchange programs should be implemented between foreigners and elderly Japanese people so that they can learn more about each other's nature and experience different cultures. (20s, female)
    - Currently, support for foreigners varies by local government. There isn't much guidance for foreign workers who come to work to adapt broadly to Japanese culture, or interaction with local residents. Therefore, people from the same country can only help each other, but I understand that from a Japanese perspective, it can feel scary to see groups of people who don't share the same language. I think such small communication gaps create misunderstandings that lead to hate. While I can speak 100% Japanese and most of my friends are Japanese, I've been refused part-time jobs because "we can't hire foreigners," and when looking for rental properties, I've been told "we don't rent to foreigners." I wonder if these situations were just misunderstandings that those people had built up over time happening to be directed at me... While support for accepted foreigners is fundamental, I think creating spaces for interaction with local residents who have accepted them is necessary. And I think people like me, foreign nationals who have been in Japan for a long time, need to serve as intermediaries in those spaces. (30s, male)
  - ☐ Exchange Among People from the Same Country
    - I think it would be good if we could have nearby opportunities to interact with people of the same nationality or who speak the same native language. (40s, female)
- etc.

# Basic Survey on Foreign Residents FY2024 – Opinions/Requests (4) Consultation, Healthcare, and Taxes –

## Consultation (1,579 responses)

- When there are things I don't understand or want to know, there are so many options for where to go or who to contact that I don't know which to choose. (40s, female)
- I think it would be helpful to have contact persons or instructors who could guide us when using various systems. While it doesn't necessarily have to be one-on-one, having someone who could casually respond to questions (in our native language) and provide answers in real time would greatly reduce stress and worry. For example, my foreign son is scheduled to enter elementary school in April. I don't know the enrollment procedures well. Will guidance be mailed? Do I need to go to the ward office to register my son? I don't know well at this point and don't know who to ask. It would be tremendously helpful if I could send a brief message to someone who knows the answers and can respond within a few days. (30s, female)
- Since I can't understand the meaning of words very well, I can't communicate well what I want to say or ask to others. So I can hardly go to local public institutions and don't have the courage to go. Otherwise, I consult with friends and ask my Japanese spouse, always having them accompany me in daily life. (60s, female)
- I think not only we foreigners but also Japanese people don't know much about taxes, pensions, insurance, etc. Even when explained, they're all difficult and hard to understand simply. Other than that, I think we get used to things by living in Japan. Please create a place that teaches where to go and who to consult depending on the problem, so you can introduce one place saying "consult here when in trouble." What I want to say to foreigners is that since you live in Japan, please follow Japanese culture, rules, and laws. (30s, female)
- I want many consultation windows for foreigners to be provided and for consultation windows to be actively promoted to foreigners so that they know where to seek help when in trouble. (30s, male)
- I would like city halls to establish departments where foreigners can visit using their own languages so that they can be fully understood. (40s, female)
- When my parents first came to Japan, they couldn't speak Japanese, didn't understand many things, and didn't know where to consult or get information. As a result, they didn't join the pension system much. Since it's too late to regret it now, I thought basic information about working is very important at the beginning. I think the number of foreigners coming to Japan to work will increase, so I felt it would be good if information about Japan's work systems in other languages and where to consult could be shared with foreigners who have just arrived in Japan. (30s, female)

etc.

## Healthcare (2,108 responses)

- I would like to express my opinion about difficulties I face. Regarding medical examinations at healthcare institutions, there are many things that are difficult for foreigners. In many cases, we don't get to see a doctor or misunderstand the doctor's opinion! While we can somehow manage simple symptoms like a cold, sometimes that's not possible! Due to language barriers, we often have to pay for interpreter services. As a result, interpreter fees sometimes cost more than medical expenses and medication... In daily life, we can somehow manage with Japanese. In my case, I can't speak fluently, but I can get by. However, regarding medical examinations, it's very difficult because doctors speak Japanese that's very hard to understand. In some cases, which I've experienced, I need gynecological examinations, but because interpreter services are expensive, I always put them off! However, it would be very helpful if medical institutions had interpreter support for foreigners, and telephone interpreter services would be fine too. I hope the government will support this area. I hope my opinion will help improve medical examinations. Thank you very much! (40s, female)
- Sometimes I don't know where to go for medical treatment, and during examinations I can't understand some Japanese. (20s, female)
- I think it would be good to reduce paperwork procedures at hospitals and such. (40s, female)

etc.

## Taxes (2,383 responses)

- English versions of tax return-related services are needed. Because many foreigners must go through a completely unsupported process every year. I would like courses or free courses to be implemented that would help foreigners go through this process. (30s, male)
- To make it easier for foreigners to live in Japan, language-related services, counseling, and appropriate information are needed. Most foreigners don't know about the tax system and its implications. Therefore, local governments should provide appropriate information not only about taxes themselves but also about the meaning of taxes and the consequences of not paying taxes properly. (40s, female)
- My name is too long for Japanese computer systems. At the tax office, my name doesn't fit in the computer. Every year I struggle at the tax office because my name is too long. I hope tax office computers will be able to accept long names. (50s, male)
- Mainly, language support for foreigners to have opportunities to study Japanese. In the case of tax support, I think most foreigners cannot understand the content of taxes they should pay and the reasons for paying taxes. I think it would be desirable for the Japanese government to establish offices mainly for foreigners to answer foreigners' questions about taxes here in Japan. (30s, male)

etc.

# Basic Survey on Foreign Residents FY2024 – Opinions/Requests (5) Pension, Political Participation, Insurance, Bank Accounts, and Disasters –

## Pension (1,954 responses)

- Guidance and support for residence status, taxes, and pensions are indispensable when living in a different country. For Japanese people, parents probably teach them information about taxes and pensions, but for foreigners, there are few people to teach us. Especially for international students who experience this when transitioning from student to working adult, I think such support is more necessary. (20s, female)
- If living in Japan permanently, I want to know about systems and mechanisms for foreigners' retirement life that will be needed in the future. (30s, female)
- Foreign workers who work in Japan for a long time have their life foundation in Japan, so more people will spend their retirement in Japan rather than returning to their home countries in the future. I think it would be better to provide life planning information to foreign workers at an early stage about how much pension they can expect to receive, how much retirement funds they need, how to handle care for parents in their home countries and their own future care, etc. (60s, male)
- I expect the government to provide clear and concise guidance on pension application and receipt methods. I would also like detailed calculations of pension benefit amounts to be presented. (50s, female)

etc.

## Political Participation (785 responses)

- People who have lived in foreign countries for a long time have high interest in politics, so I think it would be good if they had voting rights. (40s, male)
- Voting rights aren't necessary, but it would be good if people with long-term residence or permanent residency could more easily convey opinions to local governments. (40s, male)

etc.

## Insurance (1,724 responses)

- I want Japan's tax, pension, and insurance systems to be interpreted and explained so that anyone can understand them easily, not just through multilingual displays. (40s, female)
- I want explanations about how to pay taxes and insurance and how to file tax returns for foreign residents in Japan. Please teach us so that we can understand laws necessary for daily life. I want to learn many things about daily life in Japan. Twenty years is not enough to understand and learn Japanese language and Japanese life. (50s, female)
- I think it would be more helpful for living in Japan if explanations about pensions and health insurance from the time of entry were made mandatory. (30s, female)

etc.

## Bank Accounts, Credit Cards, and Loans (1,780 responses)

- When I bought a house with a loan before having permanent residence status, most banks wouldn't lend money. Only one bank provided a loan, but higher interest rates than for Japanese people or permanent residents were a prerequisite. I bought a house anyway because I wanted to provide a good living environment for my child, but I want government departments to also pay attention to the interest rate problem for loans to foreigners without permanent visas. I hope the same interest rates as for Japanese people will be applied. (40s, male)
- Even though I have a proper job and pay taxes, I can't get a credit card. My Japanese wife could easily get one even when unemployed. Isn't this prejudice against foreigners? This has weighed heavily on my mind for a long time. (30s, male)
- The vicious cycle where you can't get a mobile contract (phone number) without a credit card, therefore can't open a bank account without a phone number, and credit card screening is very difficult without an account is now common knowledge, causing great trouble for people coming to Japan for the first time or those with little residence experience. While appropriate measures are hard to conceive, at minimum, relaxing screening for public financing (especially Japan Post Bank credit cards, etc.) and consultation windows for the above and similar problems could be mentioned. (20s, male)
- Bank accounts are often frozen, and having to go to the bank to unfreeze them every time the residence card expires is very troublesome. (20s, female)

etc.

## Disasters (1,098 responses)

- It would be good if we could easily learn about disaster and earthquake response methods. (50s, female)
- Multilingual information dissemination at the local level during disasters is necessary. (30s, male)
- I'm worried that in disaster situations, there might be insufficient English materials that I can read much faster than Japanese. In particular, the automatic earthquake early warnings on my phone are issued first in Japanese, then in English, but I hope I can register somewhere to switch the order so that English warnings come first. This would save time in situations where there are only a few seconds of reaction time. (30s, male)
- When earthquakes occur, I know in my head what to do, but my body won't move and I'm troubled. (40s, female)
- If a major disaster occurs in the city where I live, I can't think of where to go or what to do other than seeking support from work colleagues who have lived here longer than me. (30s, male)

etc.

Childcare (1,735 responses)

- Information Provision
  - Practical Japanese language materials related to childcare are also needed. I'm struggling greatly to research appropriate Japanese for childcare. Social media group accounts are needed where foreigners in Japan can share their lives. (30s, female)
  - I want more medical information and assistance to be provided to foreigners about children's developmental problems (speech delays, autism, various congenital diseases). It's difficult to understand many related specialized terms. (40s, female)
- Difficulties Related to Childcare
  - Of course I want my child to study Japanese, but I also want them to study their native language. (50s, female)
  - Opportunities for parent-to-parent interaction at schools are also important. (80s, male)
  - I want more nursery schools. If we raise children at home because parents aren't working, children won't understand Japanese language, Japanese manners, or culture, and will have initial difficulties when they go to elementary school later. If possible, I think children under 3 should be able to go to nursery school even if parents don't work. (30s, male)
  - When children are young and both parents are foreigners with no Japanese language environment, they can't understand what teachers and friends are saying when they first enter school, creating great pressure. I want an environment where they can learn Japanese when they're young. (40s, male)
  - The waiting period for early childhood education facilities is too long. (30s, male)

etc.

Death (Securing Graves, etc.) (904 responses)

- When someone passes away, it's extremely difficult with many procedures. I felt that various procedures on top of grief were painful. (30s, male)
- The cost of bringing remains back to the home country becomes expensive. (20s, male)
- Basically, I have greatly enjoyed life in Japan so far and Japanese people have generally been very kind to me, but last year my Japanese citizen husband suddenly passed away, making it extremely difficult to research systems regarding his death, pensions, etc. I plan to continue living permanently in Japan, but I'm contemplating what kinds of support I can receive, how to access truthful and current information, how to start businesses that could help my financial situation, etc. These problems became challenges because until now I had greatly relied on my husband for living expenses while raising children, and he also helped with paperwork requiring Japanese reading and writing. My children are adults and help me greatly, but I feel anxious thinking about my future as a widow in Japan. My family and friends in Japan are very kind, and I'm very grateful. Also, many of the useful government websites in this survey (listed in links) are completely unknown to me despite having lived here for many years, so I think it's important to better disseminate information that these helpful websites exist. Could you send a list of useful English information to all foreigners? Then we wouldn't have to rely on potentially incorrect or outdated information found through random internet searches. Generally, I feel that obtaining accurate information about administrative procedures, taxes, pensions, and community activities is more difficult than in my home country, due not only to language barriers but also because systems here are very complex. While there are definitely differences among various cities, I actually think the city where I currently live is making appropriate efforts to help foreigners more and more, so I want to thank the city. (50s, female)

etc.

Other (532 responses)

- Loneliness, Isolation, and Mental Health
  - I think it would be good to provide support from psychologists and counselors focusing on issues like loneliness and academic stress for both Japanese and foreigners. (20s, female)
  - I recently moved to an area in a designated city, and because it's a larger city than before, I sometimes feel lonelier. I want to join cultural events like festivals or various groups, but I feel it's harder to find groups than in the area where I lived before. I used to live in a smaller town where I could ask about participation just by talking to work colleagues or going to see festival stages. I haven't found such good fortune in the place where I live now. (30s, male)
- Naturalization
  - Thank you for your help. I have permanent residency and have lived in Japan for over 30 years. I have passed the N1 level of the Japanese-Language Proficiency Test. Although I've now been in Japan longer than in my home country, naturalization procedures are difficult and time-consuming. I would be happy if Japanese nationality could be acquired more easily (based on domestic activity achievements) and I could cast one vote in elections. (50s, male)
- Other Daily Life Difficulties, etc.
  - I want foreigners who commit crimes in Japan to be banned from entry. It's also troublesome for other foreigners living in Japan. An educational environment where foreigners can live while respecting Japanese culture is needed. (50s, female)
  - The currently very weak yen and rising prices and utility costs are having a major impact on foreigners' lives. I want policies to be implemented to improve the lives of citizens, especially foreigners, in the most optimal way. And the most important thing is to raise interest rates to increase the value of the yen. I think this would help retain workers who are living and working in Japan. (20s, female)

etc.