

# "Survey on the present state of the learning environment of the Japanese language and information exchange in Toshima ward"

## Result report <Quick-report version >

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Toshima City Office  
International Centre, Gakushuin University

Toshima ward and Gakushuin University have conducted a survey for foreign residents of Toshima ward. The objective of this survey was to know to what extent information on daily lives provided by Toshima ward are reached to foreign residents, and to understand the current state of the Japanese language education environment in Toshima ward. Based on the results of this survey, we with the people concerned will furthermore discuss plans to create a better environment for learning Japanese.

This booklet provides partial results of the most recent data. It will be published alongside translated versions on both websites of Toshima ward and International Centre, Gakushuin University

### < Summary of the survey >

Conductor of the survey: Toshima ward and Gakushuin University  
Who the survey is intended to: Foreign residents of Toshima ward above 18 years of age.

Language conducted in: Japanese, Easy Japanese, English, Korean, Mandarin (Simplified and Traditional), Vietnamese, Nepali and Burmese.

Duration of Survey: October 13th 2020 - November 1st 2020.

### Content of survey;

1. Questions related to Japanese learning: State of learning, level of Japanese, state of Japanese usage etc. (Partially modified criteria from "Common criteria of surveys on Japanese education" Agency for Cultural Affairs.)
2. Questions related to information exchange: The usage of facilities and information etc.
3. Attributes

Total response: 1,348 (Total sent: 9,630), total effective response: 1,179.

## 1. Respondents

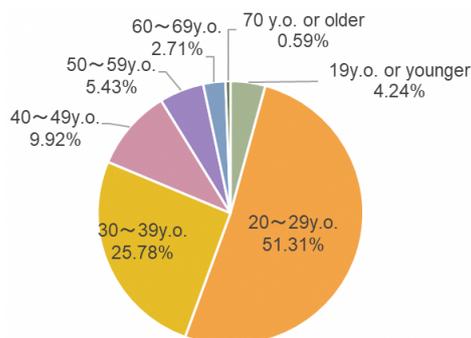
### 1-1. Country/Region of origin

China	Vietnam	Korea	Taiwan	Nepal	Myanmar	Philippines	U.S.A	France	Malaysia	Other	Total
582	120	102	76	59	53	22	22	15	10	118	1,179

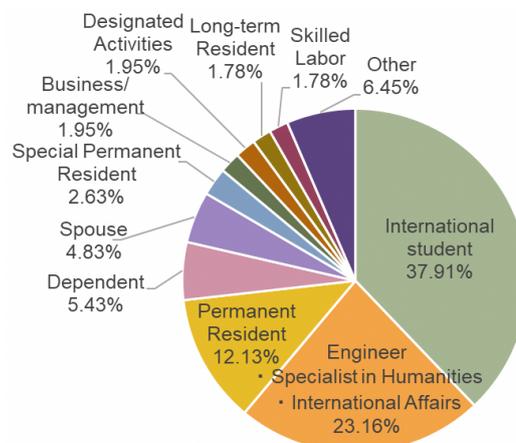
### 1-2. Gender

Male 531 (45.04%), Female 627 (53.18%), Prefer not to answer 19 (1.61%), Other 2 (0.17%). The percentage of female respondents were slightly higher than the actual percentage of foreign female residents of Toshima ward.

### 1-3. Age



### 1-4. Status of residence



### 1-5. Period of residency

Period of residency	Count (%)
1. Less than 6 months	4(0.34%)
2. More than 6 months, less than 12 months.	66(5.60%)
3. More than one year, less than 3 years	403(34.18%)
4. More than 3 years, less than 5 years	217(18.41%)
5. More than 5 years, less than 10 years	211(17.90%)
6. More than 10 years, less than 15 years	122(10.35%)
7. More than 15 years	156(13.23%)

Point for contact concerning the survey:  
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E-mail : nnet.toshima.jimu@gmail.com  
Tel: 03-5993-1024

## 2. Japanese learning, Japanese proficiency and Japanese usage

The respondents were given 9 versions of the survey covering 8 languages to choose from in order to respond in their most comfortable language. Of the 1,179 effective responses, 310 responded by the Japanese version. In this section 2, upon inquiring the need to identify the needs for people who require Japanese education, we have totalized data from respondents of the Japanese version and the non-Japanese version separately.

### 2-1. Whether they have studied Japanese.

	Other than Japanese version	Japanese version	Overall(%)
1.Yes	778(89.53%)	287(92.58%)	1,065(90.33%)
2.No	91(10.47%)	23(7.42%)	114(9.67%)

### 2-2. Whether they are currently studying Japanese

	Other than Japanese version	Japanese version	Overall
1.Yes	507(58.34%)	115(37.10%)	622(52.76%)
2.No	362(41.66%)	195(62.90%)	557(47.24%)

### 2-3 Reason/aim of studying Japanese (Several responses allowed)

Reason/Aim	Other than Japanese version	Japanese version	Overall
1. Necessary for living in Japan	401(79.09%)	91(79.13%)	492(79.10%)
2. Socialize with Japanese people	226(44.58%)	55(47.83%)	281(45.18%)
3. Necessary at work.	236(46.55%)	55(47.83%)	291(46.78%)
4. Seek job with better benefits.	213(42.01%)	45(39.13%)	258(41.48%)
5. Study at a graduate school. University etc.	271(53.45%)	61(53.04%)	332(53.38%)
6. Other	35(6.90%)	16(13.91%)	51(8.20%)

90% of all respondents have experience of studying Japanese. About half of the tall respondents, and almost 60% of the non-Japanese version respondents are currently studying Japanese. About 80% of the respondents answered that the reason to study Japanese is because it is required in their daily lives.

### 2-4. Reason of not studying Japanese currently (Several responses allowed)

Reason	Other than Japanese version	Japanese version	Overall(%)
1. Japanese is my mother tongue	2(0.55%)	38(19.49%)	40(7.18%)
2. I have already studied enough.	①155(42.82%)	112(57.44%)	267(47.94%)
3. I have no need to use Japanese	9(2.49%)	2(1.03%)	11(1.97%)
4. I can get by using other languages	26(7.18%)	3(1.54%)	29(5.21%)
5. I do not have time to study Japanese due to childcare	35(9.67%)	6(3.08%)	41(7.36%)
6. I do not have time to study Japanese due to work	②129(35.64%)	40(20.51%)	169(30.34%)
7. I lack sufficient funding for learning Japanese at this point in time	64(17.68%)	11(5.64%)	75(13.46%)
8. I do not have information regarding available Japanese classes.	③72(19.89%)	12(6.15%)	84(15.08%)
9. The Japanese classes do not fit into my schedule.	42(11.60%)	7(3.59%)	49(8.80%)
10. Local Japanese language classrooms are too far.	14(3.87%)	1(0.51%)	15(2.69%)
11. The level, way of teaching or the content of the schools are not appropriate for me.	19(5.25%)	7(3.59%)	26(4.67%)
12. I don't know any effective study methods for Japanese	④68(18.78%)	11(5.64%)	79(14.18%)
13. I do not have the appropriate learning material.	27(7.46%)	4(2.05%)	31(5.57%)
14. My family is not supportive towards leaning Japanese.	0(0.00%)	1(0.51%)	1(0.18%)
15. I'm just not interested in learning Japanese	21(5.80%)	8(4.10%)	29(5.21%)
16. Other	20(5.52%)	12(6.15%)	32(5.75%)

We asked to those who do not currently study Japanese their reasons. Of the non-Japanese version respondents, the most frequent reason was that they have learned sufficient Japanese. This was followed by, "I do not have time to study Japanese due to work", "I do not have information regarding available Japanese classes.", "I don't know any effective methods for Japanese.". We can see that a considerable amount of respondents are having difficulty with finding appropriate study materials and class schedules.

### 2-5. Whether they would like to study Japanese

Out of the respondents who do not currently study Japanese, 70% of the non-Japanese version respondents seek to study Japanese

	Other than Japanese version	Japanese version	Overall
1. Yes	254(70.17%)	80(41.03%)	334(59.96%)
2. No	108(29.83%)	115(58.97%)	223(40.04%)

### 2-6. Method of learning Japanese (Several responses allowed)

Method	Other than Japanese version	Japanese version	Overall
1. Self-study(Books, TV etc.)	275(54.24%)	67(57.39%)	341(54.82%)
2. Self-study (Internet, apps etc)	282(55.62%)	61(53.04%)	343(55.14%)
3. Correspondence course	35(6.90%)	8(6.96%)	43(6.91%)
4. Free Japanese language classes.	27(5.33%)	5(4.35%)	32(5.14%)
5. Paid Japanese language classes.	47(9.27%)	7(6.09%)	54(8.68%)
6. Japanese language school.	215(42.41%)	38(33.04%)	253(40.68%)
7. Learning from family.	10(1.97%)	10(8.70%)	20(3.22%)
8. Learning at the workplace	82(16.17%)	27(23.48%)	109(17.52%)
9. From a Japanese friend.	91(17.95%)	32(27.83%)	123(19.77%)
10. From a non-Japanese friend.	44(8.68%)	7(6.09%)	51(8.20%)
11. Listening to nearby conversation	168(33.14%)	57(49.57%)	225(36.17%)
12. Other	45(8.88%)	9(7.83%)	54(8.68%)

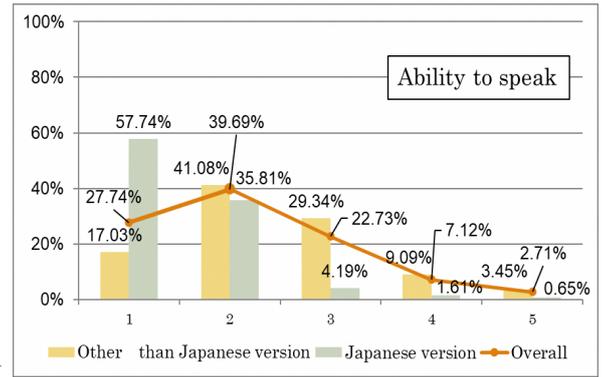
Currently, 40% of the Japanese learners study in a Japanese school. Meanwhile, in terms of Japanese classrooms, even those who attend free classes only comprise about 5% of the respondents. We can see that a considerable amount of respondents use solitary methods such as "self-study" and "Listening to nearby conversation."

## 2-7. Current Japanese proficiency level

Respondents were given 5 choices to grade their own levels in terms of speaking, listening, reading and writing Japanese. Here are the results of “speaking” and “reading”.

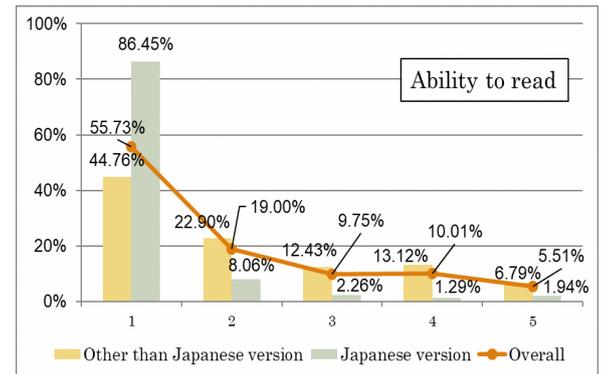
### (1) Ability to speak

1. I can convey my opinion with no problem.
2. I can mostly say what I want.
3. I can have simple everyday conversations.
4. I can give a simple self-introduction and use set phrases to greet people.
5. I am mostly not able to speak Japanese.



### (2) Ability to read

1. I can read letters and notices from the government, school and workplace.
2. I can somewhat read letters and notices from the gov't, school and workplace.
3. I can take information I need from newspapers, magazines,, advertisements and flyers, train station timetables and guide plates/ticker boards.
4. I can understand easy-to-read indicator art i.e. instructions for cooking or garbage disposal.
5. I am mostly not able to read Japanese.



We can see that the respondents of non-Japanese version surveys have a lower ability of Japanese than Japanese version respondents. In terms of speaking, nearly 40% of non-Japanese version respondents remain at “simple self-introduction” or “simple everyday conversation” levels. In terms of reading, “I am mostly not able to read Japanese” and “easy-to-read indicator art” levels comprise about 20% of respondents of non-Japanese version respondents.

## 2-8. Regarding the usage of Japanese (Several responses allowed.)

Occasion	Other than Japanese version	Japanese version	Overall
1. There is no occasion to use Japanese	8(0.92%)	3(0.97%)	11(0.93%)
2. Speaking to neighbors	324(37.28%)	178(57.42%)	502(42.58%)
3. Riding the train/bus	389(44.76%)	207(66.77%)	596(50.55%)
4. Daily life needs (e.g. groceries)	752(86.54%)	286(92.26%)	1,038(88.04%)
5. Government paperwork	629(72.38%)	268(86.45%)	897(76.08%)
6. Post office/ Bank paperwork	622(71.58%)	269(86.77%)	891(75.57%)
7. Seeking employment	379(43.61%)	158(50.97%)	537(45.55%)
8. At work	526(60.53%)	230(74.19%)	756(64.12%)
9. In the school I attend	401(46.14%)	117(37.74%)	518(43.94%)
10. When feeling ill	387(44.53%)	223(71.94%)	610(51.74%)
11. Talking to my child's school teacher	128(14.73%)	55(17.74%)	183(15.52%)
12. Other	117(13.46%)	58(18.71%)	175(14.84%)

Almost 90% of the respondents use Japanese in “Daily life needs (e.g. groceries). However, in most situations non-Japanese version respondents replied fewer than Japanese version respondents. We can see that the variety of Japanese usage of non-Japanese version respondents are more narrow and limited compared to Japanese version respondents.

## 2-9. Situations of having trouble with Japanese (Several responses allowed.)

Situation of trouble	Other than Japanese version	Japanese version	Overall
1. I've never had trouble	160(18.41%)	194(62.58%)	354(30.03%)
2. Speaking to neighbors	137(15.77%)	15(4.84%)	152(12.89%)
3. Riding the train/bus	63(7.25%)	6(1.94%)	69(5.85%)
4. Daily life needs (e.g. groceries)	181(20.83%)	15(4.84%)	196(16.62%)
5. Government paperwork	365(42.00%)	22(7.10%)	387(32.82%)
6. Post office/ Bank paperwork	297(34.18%)	20(6.45%)	317(26.89%)
7. Seeking employment	220(25.32%)	23(7.42%)	243(20.61%)
8. At work	259(29.80%)	42(13.55%)	301(25.53%)
9. When feeling ill	269(30.96%)	45(14.52%)	314(26.63%)
10. Talking to my child's school teacher	68(7.83%)	4(1.29%)	72(6.11%)
12. Other	104(11.97%)	25(8.06%)	129(10.94%)

More than 80% of the respondents of the non-Japanese version have said they have had trouble, and it is clear that there is a need for learning Japanese. The results show that many respondents have had trouble with “Government paperwork” and “Post office/Bank paperwork”. Also, many respondents have had trouble in workplaces and when feeling ill.

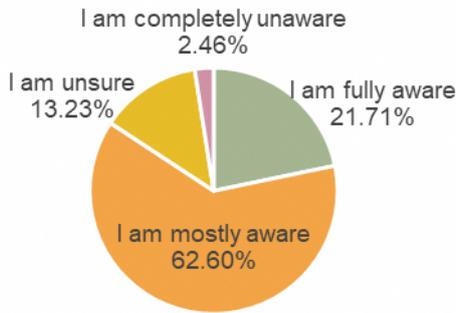
## 2-10. Languages you can read (Several responses allowed.)

Language	1.Japanese	2.Mandarin	3.Korean	4.English	5.Flipino	6.Vietnamese	7.Nepali	8.Myanmar	9.Thai	10.Other
Non-Japanese	678(78.02%)	477(54.89%)	74(8.52%)	516(59.38%)	22(2.53%)	107(12.31%)	55(6.33%)	45(5.18%)	4(0.46%)	81(9.32%)
Japanese version	300(96.77%)	210(67.74%)	56(18.06%)	213(68.71%)	1(0.32%)	5(1.61%)	4(1.29%)	3(0.97%)	5(1.61%)	43(13.87%)
Overall	987(83.72%)	687(58.27%)	130(11.03%)	729(61.83%)	23(1.95%)	112(9.50%)	59(5.00%)	48(4.07%)	9(0.76%)	124(10.52%)

## 3. Life in Toshima ward

### 3-1. Possession of information

#### ① Appropriate action during a disaster



#### ② Evacuation points during a major disaster.

	Other than Japanese version	Japanese version	Overall
1.I know	446(51.32%)	205(66.13%)	651(55.22%)
2.I don't know	423(48.68%)	105(33.87%)	528(44.78%)

In terms of appropriate action in case of disasters, more than 80% are “fully aware” or “mostly aware”. About half of the non-Japanese version respondents have replied “I don’t know” where evacuation points are. This is more than that of Japanese version respondents.

### 3-2. Usage of “Information for foreigners” page

rank	Type of information acquired	Reponses
1	Regarding procedures for residency registration.	96(68.57%)
2	Health and public insurance	72(51.43%)
3	For everyday living	71(50.71%)
4	For information available in foreign language.	60(42.86%)
5	Emergency and disasters	52(37.14%)
6	Culture, social and community events	49(35.00%)
7	Raising children	19(13.57%)
8	Others	12(8.57%)

For those who replied that they have used the “Information for foreigners” page, we asked what type of information they used on that page. We can see that information concerning government procedures such as “Regarding the procedures for residency registration” and “Health and public insurance” were highly used.

Furthermore, 42.86% have used the page for “information available in foreign language” which shows the need for more multilingual facilities and information providing services.

### 3-3. Priorities for multicultural coexistence in Toshima ward. (Up to 3 responses allowed.)

rank	Criterion	Responses
1	To provide events and opportunities for Japanese and foreigners to socialize	451(38.25%)
2	To create an office to provide consultancy and advice for jobs and daily life for foreigners	400(33.93%)
3	To provide opportunities to acquire knowledge of basic rules and legislations upon living in Japan	316(26.80%)
4	To encourage and promote the participation of foreigners in local communal activities.	300(25.45%)
5	To increase the variety of methods to provide information on daily life (The use of SNS and ICT)	284(24.09%)
6	To create opportunities for mutual learning of languages through various social exchange.	277(23.49%)
7	To increase the availability of Japanese language learning opportunities with respect to various lifestyles.	240(20.36%)
8	To make more languages available in providing daily life information. (Apart from English, Mandarin and Korean.)	232(19.68%)
9	To provide support for foreign communities.	203(17.22%)
10	To create occasions for Japanese people to learn various foreign languages and foreign cultures.	185(15.69%)
11	To create local Japanese language classrooms in more convenient locations.	184(15.61%)
12	To provide events and opportunities for the cultures and languages of foreigners to be known to others. (e.g. School curriculums, symposiums, pamphlets.)	73(6.19%)

It has been shown that many respondents seek for better mutual understanding and the strengthening of mutual communication, such as by learning each other's language and providing opportunities to learn about rules and systems in Japan. Meanwhile, due to COVID-19 it seems many respondents have pointed out the need for providing consultancy and advice on jobs and daily life.

\* This quick-report and its translated versions are scheduled to be published on the Toshima ward “Information for foreigners page” as well as on Gakushuin University International Centre homepage on March 2021.

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