

# Survey on Multicultural Living in Shinjuku City Digest

## We Listened to the Opinions of Japanese and Non-Japanese Residents

### Preface

As of December 1, 2015, there were about 38,000 foreign residents in Shinjuku City, or about 11 percent of the city's population. With the Tokyo Olympics and Paralympics to be held in 2020, even more foreigners are likely to be visiting our city, since the main venue will be the New National Stadium, which is located here.

Shinjuku City's city planning is meant to help both foreign residents and foreign visitors to spend time here in comfort and with peace of mind. Making the best use of our characteristic of being a place where people of various nationalities and cultures live together and visit, cooperation and mutual understanding of each other's cultures will help our city grow.

In the latest survey, we asked Japanese and foreign residents who live together in our communities about changes since the previous survey conducted in FY2007 and about new issues or suggestions for the overall community. The survey results will be analyzed and used for city planning to promote multicultural living. This publication summarizes the main results of the survey.

### Survey Outline

#### ■ Survey Conducted by Mail

A questionnaire was sent to five thousand male and female foreign residents twenty years of age or older listed in the Basic Resident Register. A questionnaire was sent to two thousand male and female Japanese residents twenty years of age or older listed in the Basic Resident Register.

#### ◆ Response Rate

	Sample Size	Valid Responses	Percentage of Valid Responses
Foreign Residents	5,000	1,275	25.5
Japanese Residents	2,000	949	47.5

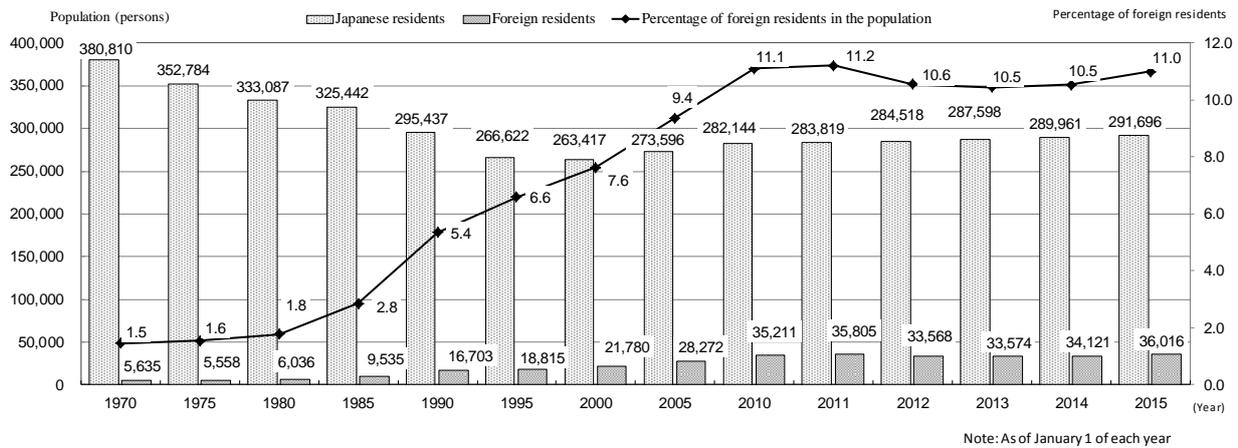
#### ■ Interview Survey

Forty foreign and forty Japanese residents were interviewed.

Twenty organizations and institutions that promote multicultural living were also interviewed.

## General Conditions in Shinjuku City

### Population Trends in Shinjuku City



### Foreign Resident Population by Nationality (As of January 1, 2015)

Rank	Country	Foreign Resident Population
1	China	13,536
2	South Korea/North Korea	10,203
3	Vietnam	3,076
4	Nepal	2,766
5	Myanmar	1,541
6	U.S.A.	866
7	France	705
8	Thailand	700
9	Philippines	689
10	U.K.	343
11	India	247
12	Canada	190
13	Indonesia	162
14	Bangladesh	157
15	Australia	152
16	Russia	147
17	Germany	140
18	Brazil	129
19	Malaysia	123
20	Mongolia	116
:	:	:
<b>Total</b>	<b>113 countries (excluding those without nationality)</b>	<b>37,269 persons</b>

**Comparison with Previous Survey (FY2008 of Foreign Resident Population by Status of Residence**

	2008 (Based on Foreign Resident Registry)	2015 (Based on Basic Resident Register)
Investor/Business Manager	543	935
Engineer	809	980
Specialist in Humanities/International Services	2,305	3,134
Intra-company Transferee	646	421
Entertainer	246	17
Skilled Labor	906	1,215
Short-Term Stay	1,542	—
Student	5,132	Student*
Prospective Student	3,849	12,458
Dependent	3,851	3,979
Permanent Resident	3,719	6,260
Special Permanent Resident	1,543	1,488
Spouse or Child of Japanese National	2,263	1,387
Long-Term Resident	1,344	1,580
Other Type of Status of Residence	2,213	2,162
No Status of Residence	945	—
<b>Total</b>	<b>31,856</b>	<b>36,016</b>

(Note: As of January 1 of the year)

Notes: Changes in status of residence due to legal revisions between the previous survey and January 1, 2015 are as follows:

- “Student” and “Prospective Student” were streamlined into one category, “Student.”\*
- “Short-Term Stay” and “No Status of Residence” are not applicable in the Basic Resident Registration Act.

## Summary of Questionnaire Survey Results

### I. Foreign Residents Survey

#### 1. Life in Japan

##### (1) Intention of long-term stay (Question 9)

◇ Nearly 70 percent responded they intend to stay long-term in Japan.

##### (2) Problems or complaints about life in Japan (Question 10)

◇ About 25 percent responded “Language.” On the other hand, over 25 percent responded “No problem or complaints.”

##### (3) Contact with Japanese people (Question 11)

◇ Nearly 45 percent responded “Yes,” while 55 percent responded “No.”

◇ Concerning the level of contact, nearly 45 percent responded “say hello.”

◇ Regarding the reason for the lack of contact, over 50 percent (the highest response) of respondents said, “Because there is no opportunity to start a conversation.”

##### (4) The person you ask for advice about problems in everyday life in Japan (Question 12)

◇ The leading response was “Acquaintance/friend (of the same country)” with over 65 percent; nearly 45 percent responded “Family/relative.”

##### (5) Friends or group for exchange of information (Question 13)

◇ About 35 percent responded “Yes, I have,” while about 60 percent responded, “No, I do not have.”

#### 2. Troubles in Everyday Life

##### (1) Experiencing trouble with Japanese people (Question 14)

◇ Over 10 percent responded “Concerning voices/noise from the room.” On the other hand, about 70 percent responded “Nothing in particular.”

##### (2) Japanese people exhibiting prejudice or discrimination against foreign residents (Question 15)

◇ About 35 percent responded that they “sometimes” sensed prejudice or discrimination; more than 30 percent responded “Not too much.”

◇ The most common answer (at over 50 percent, the top response) was that they sensed prejudice or discrimination “When looking for housing.”

◇ Nearly 55 percent responded that the key to eliminating prejudice or discrimination is “To understand each other’s cultures.”

#### 3. Language (Learning the Japanese Language)

##### (1) Problems with the Japanese language (Question 16)

- ◇ Nearly 60 percent responded “Yes, I have” problems with the Japanese language.
  - ◇ Concerning language-related problem areas, a little under 50 percent (the highest response) of respondents said “Reading the Japanese newspaper or announcements,” while over 45 percent said “understanding the explanations at the city office or hospital.”
- (2) Intention of learning the Japanese language (Question 17)
- ◇ Over 45 percent said they are “currently studying Japanese,” while nearly 35 percent said they “want to learn.”
  - ◇ As a method of learning (wanting to learn), nearly 35 percent, the top response, responded “Japanese-language school.”

#### **4. Handling a Disaster or Emergency**

(1) Disaster preparedness (Question 18)

- ◇ A little under 40 percent, the top response, said they have “checked the evacuation route from home or the place of employment,” while over 35 percent responded they have “prepared food and drinking water.”
- ◇ In terms of why they have not prepared anything, the top response (at about 50 percent) was “because I do not know what to prepare.”

(2) Participation in disaster prevention drills (Question 19)

- ◇ Over 55 percent responded, “I have never heard of them and have never participated.”

(3) Desired disaster countermeasures in Shinjuku city (Question 20)

- ◇ At nearly 50 percent, the top response was “multilingual notices about evacuation sites.”

#### **5. Concerning Necessary Information and Services**

(1) What information sources that Shinjuku City provides for foreign residents are they familiar with? (Question 21)

- ◇ Over 20 percent said the “*Guide to Living in Shinjuku*,” while about 50 percent responded “Nothing in particular.”

(2) Information they want to know about living in Shinjuku City (Question 22)

- ◇ At over 35 percent, the highest response was “events, such as festivals and sports,” while about 35 percent responded “medical services and health insurance” and “disaster prevention and earthquakes.”

(3) What would you like Shinjuku City to do so that you can obtain the information you need? (Question 23)

- ◇ The top response at about 30 percent was “increase Shinjuku City information in foreign languages.”

#### **6. Multicultural Living City Planning**

(1) Concerning Shinjuku Multicultural Plaza (Question 24)

◇ Nearly 75 percent responded “this is the first time I’ve heard of it.”

(2) Activities they would like to do to promote multicultural living city planning  
(Question 25)

◇ At nearly 35 percent, the top responses were “discussions with Japanese people in the area” and “friendly conversation.”

(3) What should Shinjuku City do to promote multicultural living city planning?  
(Question 26)

◇ Over 40 percent (the top response) said “exchange gatherings and events with Japanese people,” while over 35 percent responded “efforts to eliminate prejudice and discrimination against foreign residents.”

(4) Expectations for Shinjuku City (Question 27)

◇ At a little under 80 percent, the top response was “A comfortable town where Japanese and non-Japanese residents respect each other and cooperate with each other.”

## II. Japanese Residents Survey

### 1. Feelings about Everyday Life

#### (1) Intention for long-term stay (Question 7)

◇ Over 75 percent responded that they intended long-term stays in Japan.

#### (2) Feelings about the increase in foreign residents (Question 8)

◇ Over 60 percent responded that they “sense there are a lot” of foreign residents around them.

◇ As to when they feel there are a lot of foreign residents, over 85 percent (the top response) said “When I see foreign residents on the street.”

#### (3) Thoughts on foreign residents living nearby (Question 9)

◇ The number of those who said “pleasant” slightly outnumbered those who responded “unpleasant.”

#### (4) Feelings on foreign residents living nearby (Question 10)

◇ At over 45 percent, the top response was “worried about the way garbage is disposed of due to differences in everyday customs.”

#### (5) What do you imagine foreign residents have problems with or complaints about in everyday life? (Question 11)

◇ Forty percent—the top response—was “the Japanese language is not easy,” while over 30 percent responded “handling disasters and emergencies.”

### 2. Everyday Life

#### (1) Level of contact with foreign residents in the neighborhood (Question 12)

◇ Nearly 45 percent responded “no ties at all.”

◇ Over 25 percent responded they want to “say hello” in the future.

#### (2) What is important to do to live with foreign residents (Question 13)

◇ Nearly 55 percent, the highest response, said “mutual understanding of everyday customs.”

#### (3) Experiencing trouble with foreign residents (Question 14)

◇ At about 60 percent, the top response was “none in particular,” while less than 20 percent said “concerning garbage disposal rules,” and nearly 15 percent mentioned “voices/sounds from the room.”

### 3. Prejudice and Discrimination

#### (1) Japanese people exhibiting prejudice or discrimination against foreign residents (Question 15)

◇ Over 50 percent responded “there probably is” prejudice or discrimination exhibited by Japanese people against foreign residents, exceeding the 30 percent that responded

“there probably isn’t any.”

- ◇ The top response at over 40 percent was that they sensed prejudice or discrimination “when looking for housing.”
- ◇ Nearly 50 percent—the top response—said the key to eliminating prejudice or discrimination is “to respect each other’s everyday customs.”

#### **4. Cooperation during a Disaster or Emergency**

##### **(1) Desired disaster countermeasures in Shinjuku City (Question 16)**

- ◇ The top response at more than 60 percent was “foreign languages should be added to notices about evacuation sites.”

#### **5. Multicultural Living City Planning**

##### **(1) Level of awareness of the expression “multicultural society” (Question 17)**

- ◇ About 20 percent responded “yes, I know it,” while about 40 percent responded “I’ve heard the expression.”

##### **(2) Concerning Shinjuku Multicultural Plaza (Question 18)**

- ◇ A little under 80 percent responded “this is the first time I have ever heard about” Shinjuku Multicultural Plaza.

##### **(3) What can I do to promote multicultural living city planning? (Question 19)**

- ◇ The top response at nearly 60 percent was “talk with foreign residents, such as say hello.”

##### **(4) What do you think the city should focus on when promoting multicultural living city planning? (Question 20)**

- ◇ About 40 percent—the top response—said “exchange gatherings and events with Japanese and non-Japanese people,” while over 35 percent responded “tell people about Japanese culture and living information in foreign languages.”

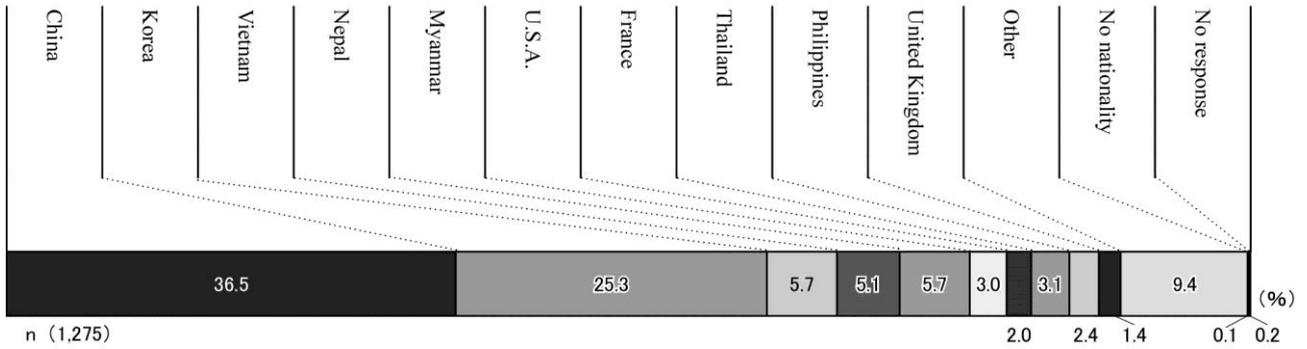
##### **(5) Expectations for Shinjuku City (Question 21)**

- ◇ The top response at over 60 percent was “a comfortable town where Japanese and non-Japanese residents respect each other and cooperate with each other.”

#### **Characteristics of the Respondents (Foreign Residents)**

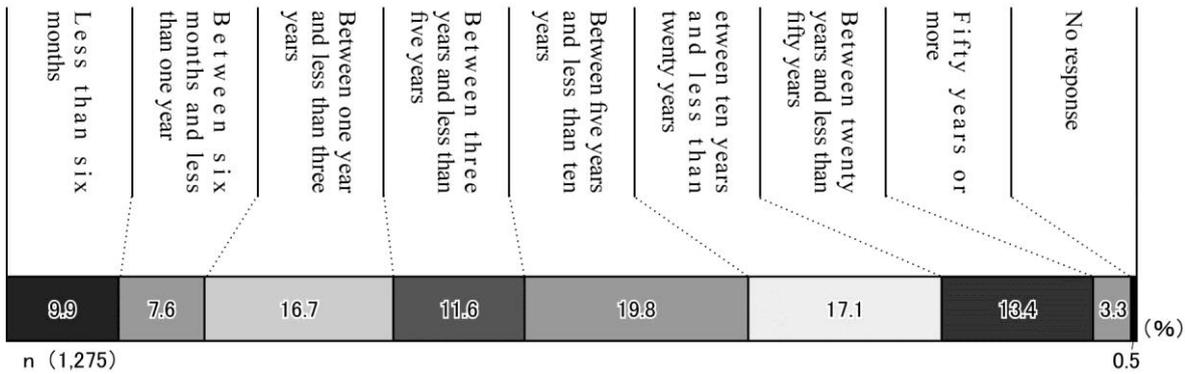
##### **Nationality**

Over 36 percent of the respondents were Chinese—the highest figure—followed by Korean at 25 percent.



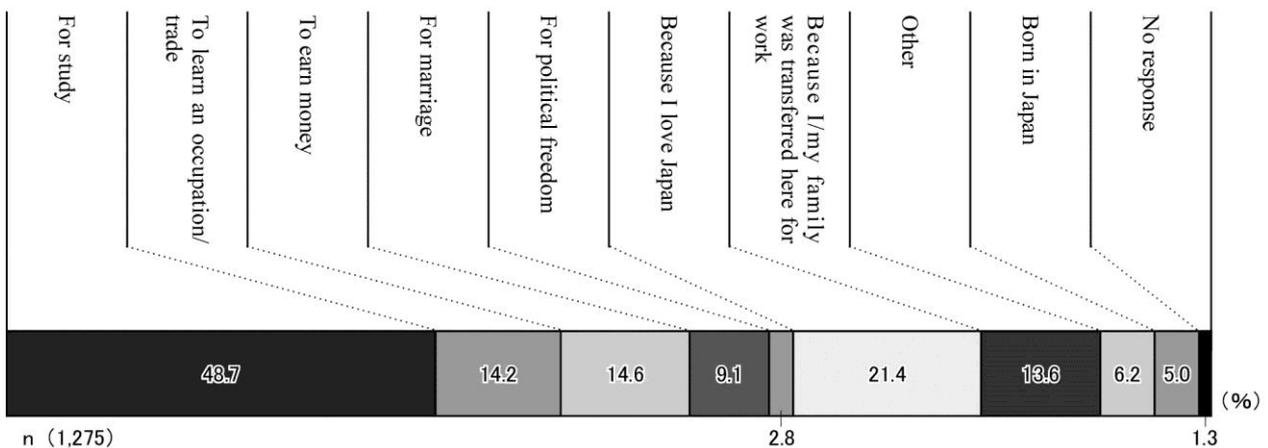
### Length of Stay in Japan

Just under 20 percent responded “between five and less than ten years,” while over 16 percent responded “between one and less than three years” and over 17 percent “between ten and less than twenty years,” respectively.



### Purpose of Coming to Japan

The top answer at nearly 50 percent was “to study.”



Notes:

1. This was a new question in the recent survey.
2. “Tourism” is not included in this survey.
3. “Parents’ situation” is not included in this survey.

## **Extracts from Foreign Resident Interviews**

- Many people have the impression that there are a lot of foreigners in Shinjuku, and that it is an “international town” where you can enjoy the culture and cuisine of various countries.
- Many foreign residents are trying hard to adjust to the rules of everyday living in Japan. In particular, there was more than one case of struggling to understand how to sort garbage when after arriving in Japan, since their home country had no such garbage categories.
- Many struggled with being refused housing simply because they were foreigners, and also struggled with the restrictions for guarantees/guarantors when moving into housing. In addition, since the contracts are in Japanese only, some people said they did not understand the subject matter.
- Although many foreign residents would like to build ties with Japanese people at school or in the community, since the Japanese language is so difficult, it is hard to take the initiative to approach Japanese people and become friends, so they often feel insecure.
- Those who experienced the Great East Japan Earthquake and those who have participated in disaster prevention drills have made preparations for a disaster, such as keeping a supply of food on hand. However, those who have not lived in Japan for very long and those who are from countries where there are no earthquakes do not practice disaster countermeasures.
- Many foreign students would like to find a job in Japan or a Japan-related job in their home country. Young people with roots in a foreign country but who grew up in Japan also want to go back and forth between their homeland and Japan and work in an international setting.

## **Extracts from Japanese Resident Interviews**

- Many indicated that foreign residents need to properly understand the rules of everyday living in Japan, and many expressed the opinion that since foreign residents in Shinjuku City are highly transient, it is difficult to spread such knowledge.
- One opinion was that to eliminate prejudice and discrimination stemming from differences in culture and customs there should be communication between Japanese and non-Japanese people, and that friendly exchanges should continue.
- There were indications that people shared the common theme that all residents, regardless of whether one is Japanese or foreign, must prepare for disaster.
- Many people were of the opinion that since children are raised and receive an education in an environment where there are children with various cultural backgrounds, we can hope that the children will develop a global perspective of things and have an interest in foreign languages.

## **Extracts from Group Interviews**

- There is some difficulty in understanding the culture of Japan, such as childrearing methods and interpersonal ties in neighborhoods.
- People want information on new laws and administrative services that foreign residents can receive, presented in a format that foreign residents can understand.
- People would like to support linking various fields—such as education, childrearing and welfare—outside school hours.

# Proposals from the Shinjuku City Multicultural Council

Shinjuku City Multicultural Council

The Shinjuku City Multicultural Council is an institution affiliated with the mayor's office that was established to promote multicultural living city planning in Shinjuku City effectively and comprehensively. At the first-term meetings from September 2012 through August 2014, the council deliberated two issues—improving the educational environment of children with foreign roots and organizing support for foreign residents during a disaster—and submitted a report to the city's mayor.

The thirty-one current members of the second-term council, commissioned by the mayor in September 2014, deliberated over the questions for this survey and analyzed the survey results over a total of eight council meetings. From the survey results, we learned the expectations many residents have for Shinjuku City multicultural living city planning, and the sense of need for friendly exchange programs in our local communities.

We uncovered various other issues as well, such as the existence of prejudice and discrimination, the need for more opportunities for friendly exchanges in local communities, and the low level of awareness of city administrative services. To resolve the issues the recent survey revealed, we need to call on both city organizations and organizations of community residents for whom multicultural living in the local community is applicable. In addition, we need to call on the joint forces of the national government and the Tokyo Metropolitan Government to coordinate matters related to the legal system.

The council therefore proposes the following strategy in the hope of creating a town that is an example of multicultural living, where people of different nationalities and ethnic groups can understand and respect the differences in each other's cultures, and live in harmony together as members of the same community:

## 1. Things Sought from Shinjuku City

### (1) Assistance for the problem of language

#### 1) Improve Japanese-language support programs

Increase the number of students by actively spreading awareness of existing Japanese-language support programs, such as Shinjuku City Japanese-Language Class and Shinjuku Nihongo (Japanese language) Network (SNN). In addition, ensure that programs fit the situations of students, such as children or those in the working world (in terms of content, location and time) to meet their needs as broadly as possible. Joining

forces with NPO groups and city resident groups in the city would lead to even more effective support.

2) Language support during medical treatment and disasters

Coordinate a language-support system for vital matters, such as medical treatment and during a disaster. We should assign interpreters, prepare a pointing conversation notebook and other tools, and use multilingual information and easy-to-understand Japanese.

(2) To provide information more effectively

1) Spreading information through social networking services (SNS) such as Twitter and Facebook

Many foreign residents obtain information from SNSs. While paying attention to the characteristics of these services, provide effective information together with the city bulletin and the city website.

2) Understand the information needs of foreign residents

The results indicating that many people are seeking information on medical treatment, disaster prevention and taxes means that people do not sufficiently understand these systems. While new systems, such as the Social Security and Tax Number System (“My Number” system) are beginning, we need to keep the needs of foreign residents in mind in terms of information, and provide information that is easy to understand so that people will be able to understand the system.

3) Expanding the range of languages

In addition to Japanese, English, Chinese and Korean, we need to consider the population according to all nationalities as well as to the information content and expand the range of languages whenever possible. When providing information in Japanese, we must consider those who do not understand Japanese sufficiently, and use Japanese with simple expressions that are easy to understand.

(3) Reconsider the operating methods of Shinjuku Multicultural Plaza

1) Facility Operations in Cooperation with Various Organizations

Coordinate a facility operating system in cooperation with community residents, NPO groups, foreign resident community groups, city resident groups, research institutions such as universities and foreign students so that as many people as possible can conduct independent activities with the plaza as their base.

2) Make use of student interns

Since there are many educational institutions in Shinjuku City, we should work together

with them to coordinate a system to accept student as interns and make use of their talents in various programs conducted at the plaza.

### 3) Improve awareness levels through special events

Organize programs to improve the level of awareness of the plaza through events in which people can participate regardless of whether they have an interest in multicultural living and international exchanges. Make fliers and pamphlets in languages for the nationalities that have a particularly low level of awareness of the plaza and distribute these materials at Japanese-language schools and locations where foreign residents of that nationality gather.

### 4) Concerning the location of the facility

The plaza's current location (Hygeia 11F, 2-44-1 Kabuki-cho) is not convenient. It is on the eleventh floor, and since the building is a rented property, there are various restrictions for facility use. We recommend transferring the facility to a community where there are many foreign residents or establishing a new center, keeping the convenience of the users in mind.

## (4) Eliminating prejudice and discrimination

### 1) Work together with real estate agencies and property owners

Many foreign residents seem to sense prejudice or discrimination mainly because they were denied housing simply because they are not Japanese when looking for a home (housing). The real estate industry is working on a program for the rental of rooms to foreign residents, but Shinjuku City needs to working together with real estate agencies and property owners to build an environment in which it is easy for foreign residents to rent housing.

### 2) Spread the awareness of multicultural living

An awareness of multicultural living is closely related to an awareness of prejudice and discrimination. Through school and community events, we will work to eliminate prejudice and discrimination by spreading an awareness of multicultural living for a wide range of generations.

## (5) Prevent trouble

### 1) Create detailed fliers and pamphlets on garbage disposal methods

Garbage-sorting methods are different in each country, and there are differences depending on the local government and community in Japan as well. The city has multilingual fliers and pamphlets on garbage disposal methods. However, we should also

understand that our city includes various residents, and prepare fliers and pamphlets explaining why we sort garbage the way we do, and spread awareness of this when foreign residents start their life in the city, such as by distributing those materials at the resident registration service counter.

2) Programs to prevent troubles related to voices and noise from homes

Due to the dense population and the construction of buildings, troubles concerning voices and noises from homes arise even among Japanese residents. When it comes to trouble between Japanese and non-Japanese residents, the language barrier and prejudice may make the problem even bigger. The city should work with real estate agencies and property owners to prevent such trouble before it happens.

(6) Support to town councils and community groups

1) Provide information related to town councils and community groups

Spread awareness among foreign residents by creating multilingual fliers and pamphlets summarizing the role and principles of town councils and community groups.

2) Promote the participation of foreign residents in community activities

The city supports making multilingual fliers and dispatching interpreters for community activities implemented by town councils and resident association. This will make it easier for foreign residents to participate in community activities.

2. Things We Community Residents Can Do

(1) As a member of the community

Regardless of whether a person is Japanese or non-Japanese, each member of the same community should be conscious of being a member of the community. For example, if a disaster strikes, Japanese and foreign residents all become victims, and need to help each other regardless of nationality. We should build ties that help everyone in an emergency by working hard together and sharing wisdom on a regular basis.

(2) Respect each other's differences

It is a fact that there are differences in lifestyles and cultures between Japanese and foreign residents, and sometimes these differences cause problems. We should build a community where we can resolve issues. That starts with knowing about these differences and respecting one another.

3. What We Should Seek from the National Government and Tokyo Metropolitan Government

While we can expect an increase in the number of mid- and long-term foreign residents, with high-level personnel being recruited and with the upcoming 2020 Tokyo Olympics and Paralympics on the way, we wonder what image of the future the national government and the Tokyo Metropolitan Government have. Since many people will be in a difficult situation without sufficient support under the current laws, we hope that laws and a specialized institution will be established. In addition, we have high hopes concerning the issue of creating a better educational environment for children.

In cities like Shinjuku City that have large concentrations of foreign residents, unique multicultural policies exist according to their respective situation. The national government and the Tokyo Metropolitan Government should use these achievements as a reference, and consider matters from the perspective of being members of the same community, rather than simply seeing conflicts between foreign and Japanese residents.

#### 4. Conclusion

We propose that already existing programs—such as Japanese-language learning support, the transmission of information and the operation of the Shinjuku Multicultural Plaza—might be even more effectively done. We also hope that the national government and the Tokyo Metropolitan Government will establish a specialized institution and laws related to multicultural living. In addition, since each member of the Shinjuku City Multicultural Council is a member of the community, we expressed these proposals with determination as things that we community residents can do.

There are many issues this recent survey has not touched on, such as the issues of employment, poverty and refugee status. We also imagine that there are many issues that the responses did not reveal. We hope that the city will continue to work on specifications for the two issues deliberated at the first term meetings—improving the educational environment of children with foreign roots and organizing support for foreign residents during a disaster. By working steadily on each issue, we will surely grow closer to our ideal of being a “town of multicultural living.”

In the next survey, we hope that Shinjuku City will respect the diversity of the residents even more, make diversity our strength, and evolve into a town of multicultural living.

Shinjuku City will continue to work even harder to deepen the mutual understanding of culture and customs by creating opportunities for friendly exchanges and providing multilingual information.

**Published by: Multicultural Society Promotion Division, Regional and Cultural Affairs Department, Shinjuku City**

**1-4-1 Kabukic-ho, Shinjuku City 160-8484**

**Tel: 03-5273-3504**