

# Matsudo City's Intercultural Cohesion Promotion Guidelines



February, 2023

Matsudo City

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# The Intent of these Guidelines

In order to respond to the rapidly increasing foreign resident population around the country, Japan urged the promotion of multicultural coexistence in its prefectures and municipalities by putting in place the “Plan for Promoting Multicultural Coexistence in Local Communities,” in March of 2006 which detailed a plan and policies concerning multicultural coexistence.

Later on, in September 2020, the “Plan for Promoting Multicultural Coexistence in Local Communities” was reformed in response to the dramatically changing socioeconomic situation surrounding multicultural coexistence, such as the increase of foreign residents bringing an advancement of multinationalization, the implementation of the “Specified Skill Worker” resident status, the further movement to create a society that accepts everyone, and the progress in the digitalization of society.

For Chiba Prefecture as well, “Creating a Prefecture Where Foreigners Can Live with Ease” was raised as the main pillar in the prefecture’s comprehensive plan. In order to share the philosophy and direction of multicultural coexistence (now referred to as “intercultural cohesion”) with prefectural residents, municipalities, municipal international exchange associations and other concerned parties and work toward bringing about intercultural cohesion, in March 2020 the “Chiba Prefecture Intercultural Cohesion Promotion Guidelines” were formulated.

In Matsudo as well, with the newly formulated “Matsudo City Comprehensive Plan” (FY2022 – FY2029), the main goal that was raised was the “Promotion of Intercultural Cohesion,” as there is a call to create a community where people of diverse backgrounds can support each other no matter one’s nationality or race.

For this purpose, “Matsudo City’s Intercultural Cohesion Promotion Guidelines” were created so that intercultural cohesion can be realized, with Japanese and non-Japanese residents learning and working together while living in peace and recognizing each other’s various values.

※What is intercultural cohesion?

“Intercultural cohesion is when people of differing ethnicities and nationalities accept each other’s cultural differences, living together as members of society while trying to build an equal relationship.”

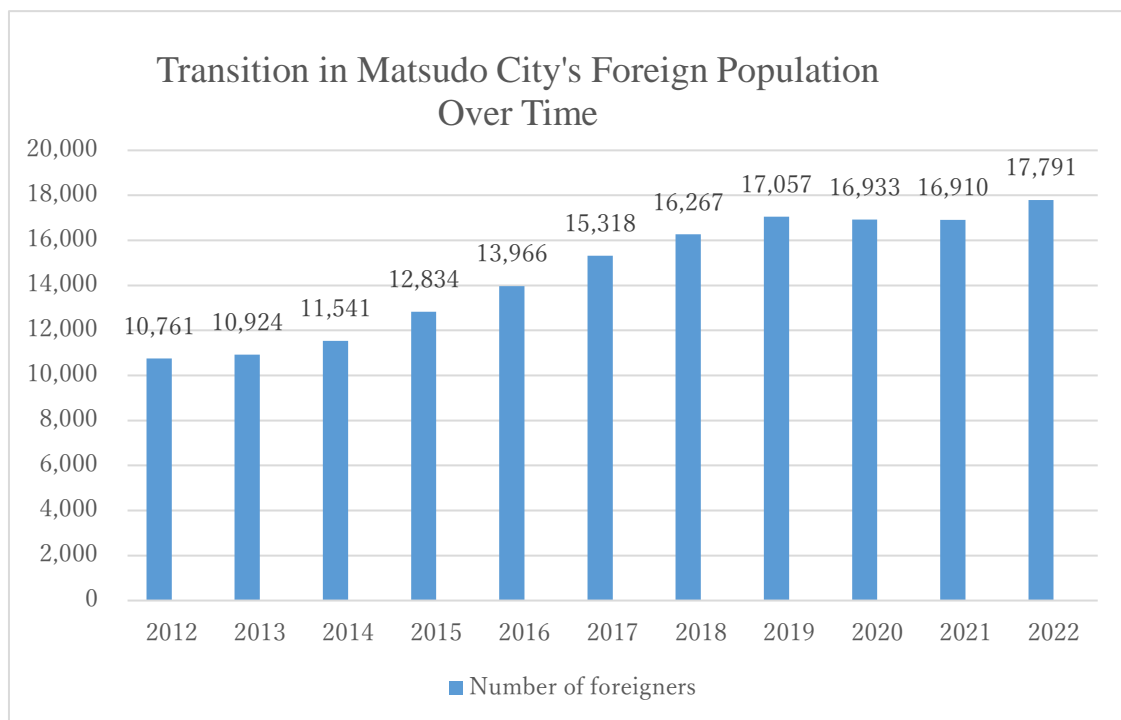
From a study group report on the promotion of intercultural cohesion (toward the promotion of local communities of intercultural cohesion), March 2006, the Ministry of Internal Affairs and Communications.

# Chapter 1: The Current State of Matsudo City and Major Initiatives to Date

## Section 1: The Current State of Matsudo City

Introducing the current state of Matsudo City's foreign population through data from the country and local governments.

### 1 Matsudo City's Foreign Population Over Time



From Matsudo City statistical data

Data taken every year in October

The number of foreign residents in Matsudo City has been increasing year by year. Although there was a temporary decrease in 2020 and 2021 due to immigration restrictions aimed at preventing the spread of new COVID-19 infections, the number of foreign residents once again began to increase in 2022.

Compared to 10 years ago, the amount of foreigners has increased by 160%, and we now sit at a ratio of 3.57% foreign citizens, or in other words one foreigner for every 30 people living in Matsudo City. It is being projected that this transition will continue at a high rate going forward.

## 2 Matsudo City's Status in Japan

As of the end of June 2022, Matsudo City has the 20th most foreign residents of any municipality or local government. Matsudo City has the highest amount of foreign residents of any local government that is not an ordinance-designated city, special ward or core city.

### 【Foreign population】

Ranking	Prefecture	City (ward)	Population	Foreign Population	Classification
1	Saitama.	Kawaguchi City	605,174	39,028	Core city
2	Tokyo	Shinjuku City	345,609	38,739	Special ward
3	Tokyo	Edogawa City	689,834	37,978	Special ward
4	Tokyo	Adachi City	690,309	35,038	Special ward
5	Tokyo	Koto City	530,299	32,274	Special ward
6	Tokyo	Itabashi City	568,976	27,743	Special ward
7	Tokyo	Toshima City	287,595	27,497	Special ward
8	Osaka	Ikuno Ward, Osaka City	126,041	27,482	Ordinance-designated city
9	Tokyo	Ota Ward	730,005	24,681	Special ward
10	Tokyo	Kita City	353,283	23,434	Special ward
11	Tokyo	Katsushika City	463,600	23,233	Special ward
12	Tokyo	Setagaya City	917,718	23,079	Special ward
13	Tokyo	Nerima City	739,340	20,155	Special ward
14	Aichi	Toyohashi City	371,370	19,716	Core city
15	Tokyo	Minato City	260,521	19,402	Special ward
16	Osaka	Higashiosaka City	488,730	19,324	Core city
17	Chiba.	Funabashi City	646,707	19,200	Core city
18	Aichi	Toyota City	418,760	18,935	Core city
19	Tokyo	Arakawa City	216,474	18,788	Special ward
<b>20</b>	<b>Chiba.</b>	<b>Matsudo City</b>	<b>497,678</b>	<b>17,636</b>	
21	Tokyo	Nakano City	334,062	17,503	Special ward
22	Chiba.	Ichikawa City	492,518	17,473	
23	Kanagawa.	Kawasaki Ward, Kawasaki City	230,699	16,735	Ordinance-designated city
24	Tokyo	Suginami City	572,043	16,406	Special ward
25	Kanagawa.	Naka Ward, Yokohama City	153,505	16,187	Ordinance-designated city
26	Tokyo	Taito City	206,134	15,492	Special ward
27	Tokyo	Hachioji City	562,752	14,093	Core city
28	Gunma	Isesaki City	212,228	14,052	Special city for the enforcement period
29	Kanagawa.	Tsurumi Ward, Yokohama City	296,167	14,017	Ordinance-designated city
30	Tokyo	Shinagawa City	404,504	13,491	Special ward

Ministry of Justice - Statistics on foreign residents, data taken from each local government's website,

Accurate as of the end of June 2022

In addition, when sorted by the percentage of foreign residents of the population, Matsudo still ranks as the 22nd highest, as well as the highest percentage among any local government that is not an ordinance-designated city, special ward or core city.

Whether we look at the number of foreign residents or ratio of foreign residents, it can be seen that Matsudo City ranks among the highest in Japan.

【Sorted by percentage of foreigners】

Ranking	Prefecture	City (ward)	Population	Foreign residents	Percentage of foreigners	Classification
1	Osaka	Ikuno Ward, Osaka City	126,041	27,482	21.80%	Ordinance-designated city
2	Tokyo	Shinjuku City	345,609	38,739	11.20%	Special ward
3	Kanagawa.	Naka Ward, Yokohama City	153,505	16,187	10.54%	Ordinance-designated city
4	Tokyo	Toshima City	287,595	27,497	9.56%	Special ward
5	Tokyo	Arakawa City	216,474	18,788	8.67%	Special ward
6	Tokyo	Taito City	206,134	15,492	7.51%	Special ward
7	Tokyo	Minato City	260,521	19,402	7.44%	Special ward
8	Kanagawa.	Kawasaki Ward, Kawasaki City	230,699	16,735	7.25%	Ordinance-designated city
9	Tokyo	Kita City	353,283	23,434	6.63%	Special ward
10	Gunma.	Isesaki City	212,228	14,052	6.62%	Special city for the enforcement Period
11	Saitama.	Kawaguchi City	605,174	39,028	6.44%	Core city
12	Tokyo	Koto City	530,299	32,274	6.08%	Special ward
13	Tokyo	Edogawa City	689,834	37,978	5.50%	Special ward
14	Aichi	Toyohashi City	371,370	19,716	5.30%	Core city
15	Tokyo	Nakano City	334,062	17,503	5.23%	Special ward
16	Tokyo	Adachi City	690,309	35,038	5.07%	Special ward
17	Tokyo	Katsushika City	463,600	23,233	5.01%	Special ward
18	Tokyo	Itabashi City	568,976	27,743	4.87%	Special ward
19	Kanagawa.	Tsurumi Ward, Yokohama City	296,167	14,017	4.73%	Ordinance-designated city
20	Aichi.	Toyota City	418,760	18,935	4.52%	Core city
21	Osaka	Higashiosaka City	488,730	19,324	3.95%	Core city
22	<b>Chiba</b>	<b>Matsudo City</b>	<b>497,678</b>	<b>17,636</b>	<b>3.54%</b>	
23	Chiba	Ichikawa City	492,518	17,473	3.54%	
24	Tokyo	Ota Ward	730,005	24,681	3.38%	Special ward
25	Tokyo	Shinagawa City	404,504	13,491	3.33%	Special ward
26	Chiba.	Funabashi City	646,707	19,200	2.96%	Core city
27	Tokyo	Suginami City	572,043	16,406	2.86%	Special ward
28	Tokyo	Nerima City	739,340	20,155	2.72%	Special ward
29	Tokyo	Setagaya City	917,718	23,079	2.51%	Special ward
30	Tokyo	Hachioji City	562,752	14,093	2.50%	Core city

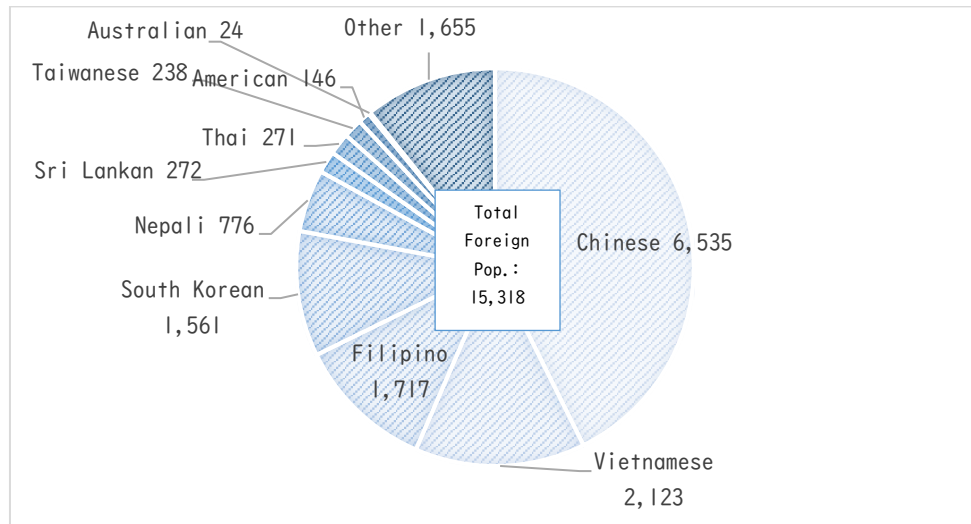
Ministry of Justice - Statistics on foreign residents, data taken from each local government's website,

Accurate as of the end of June 2022

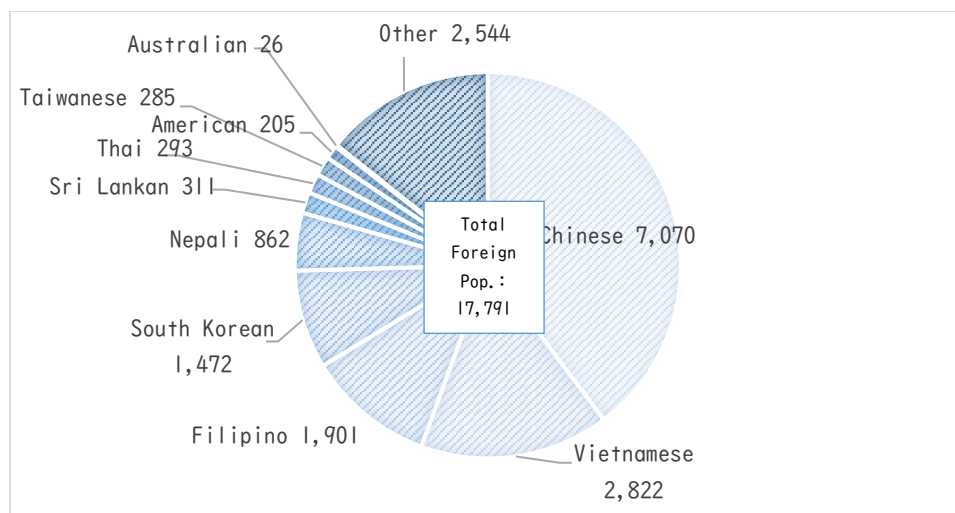
### 3 Matsudo City's Foreign Population in Terms of Nationality

We have conducted a comparison between the number of foreign residents by each nationality in 2017 and in 2022.

【As of the end of October 2017】



【As of the end of October 2022】



From Matsudo City statistical data

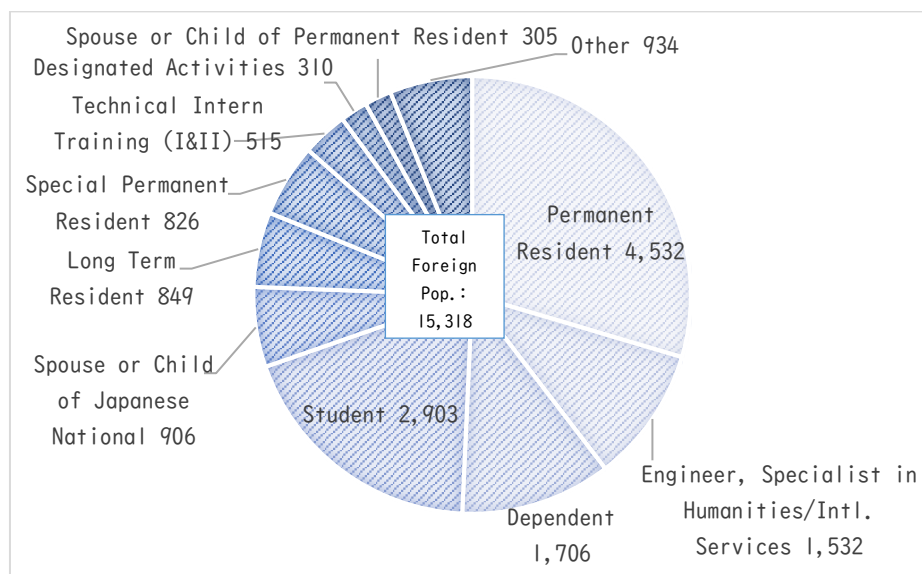
Based on data from the end of October 2022 which looks at the foreign population by nationality, Chinese nationals were the greatest number of foreign residents at 7,070 residents, followed by Vietnamese at 2,822, Filipino at 1,901, Korean at 1,472 and Nepali at 862. When compared to five years prior, the Vietnamese nationals have a high rate of increase at around 130%, and is projected to continue growing. In addition, other foreign nationalities are experiencing growth year by year, further demonstrating the multinationalization that is ongoing within Matsudo City.



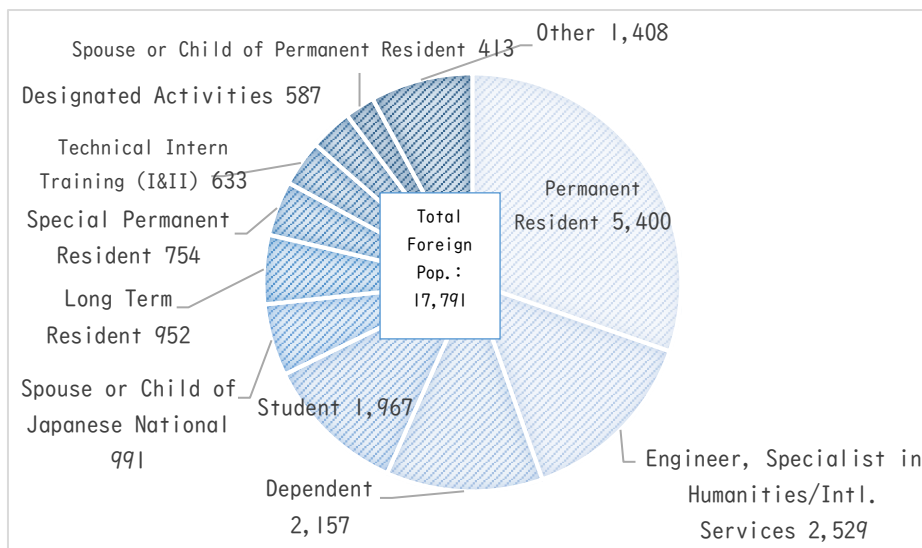
## 4 Matsudo City's Foreign Population by Status of Residence

We conducted a comparison between 2017 and 2022 on the number of foreign residents by each status of residence.

【As of the end of October 2017】



【As of the end of October 2022】



From Matsudo City statistical data

As of the end of October 2022, Matsudo City's most common foreign residency status was "Permanent Resident". This status makes up around 30% of all categories. The next most common status was "Engineer/Specialist in Humanities/Int'l Services" which makes up 2,529 people and 14.21% of all categories and is an increase of around 160% compared to five years prior. The third most common

is the “Dependent” status with 2,157 residents, followed by “Student” with 1,967 residents. These four statuses make up approximately 70% of Matsudo City’s foreign population.

<Reference> In regards to the main residence statuses of foreigners

○Permanent resident

Foreign residents who have received approval of permanent residency from the Minister of Justice, who have an unlimited period of stay. In order to obtain the right of permanent residency, “Good-natured conduct” “Possessing either or both the assets or ability to support an independent livelihood” and “The person’s permanent residence is deemed to be in the best interest of Japan” are three conditions that must be met. In principle, the applicant must have resided in Japan for at least 10 years. However, this requirement may be relaxed in cases where the applicant is a spouse of a Japanese national, permanent resident or special permanent resident, etc., or in cases where the applicant is recognized to have made a contribution to Japan. There are no restrictions on residence activities.

○Engineer, Specialist in Humanities/Int’l Services

Based on contracts made with Japan’s public and private institutions for work in which the visa holder engages which requires skills or knowledge in the fields of science, engineering, other natural sciences, law, economics, sociology, humanities, or work that requires thinking or sensitivity in dealing with foreign cultures. Applicable examples include mechanical engineers, interpreters, designers, language teachers in private companies, marketing personnel, etc. The period of stay can be either five years, three years, one year, or three months.

○Dependent

Spouse or child that a foreign resident is supporting. The period of stay shall be decided on an individual basis by the Minister of Justice for a period not exceeding five years. There are some restrictions on residence activities.

○Student

College, junior college, technical college, high school, middle school, as well as elementary school students. The period of stay shall be decided on an individual basis by the Minister of Justice for a period not exceeding four years and three months. There are some restrictions on residence activities.

○Spouse or Child of a Japanese National

A Japanese person’s spouse, child, or child of plenary adoption. Period of stay is either five years, three years, one year or six months. There are no restrictions on residence activities.

○Long-Term Resident

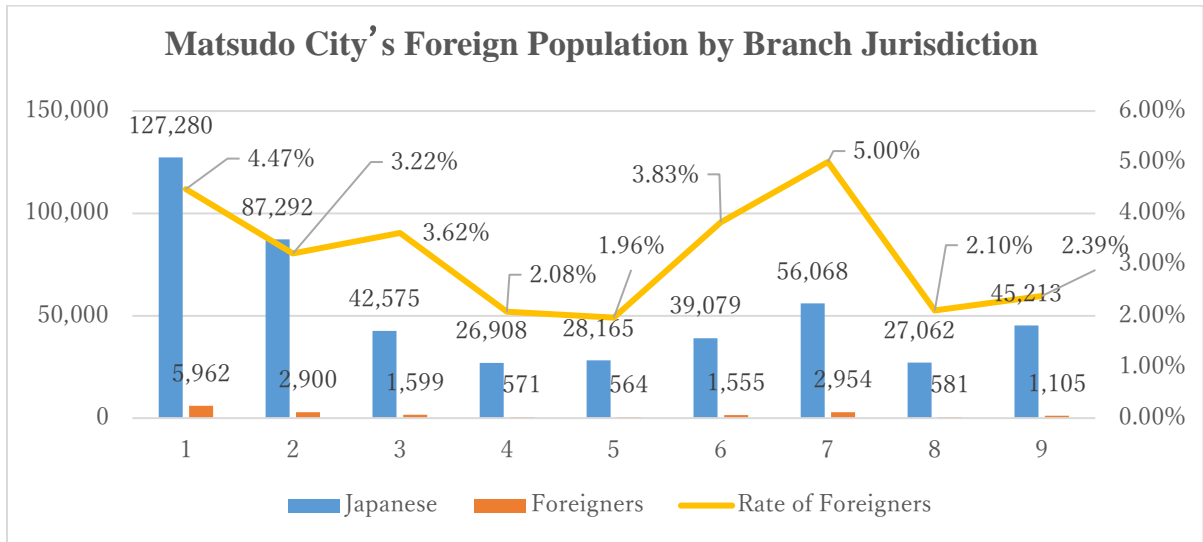
Foreigners who have received refugee status recognition, a third-generation Japanese person of another nationality, and Japanese nationals who remained in China after WWII. The period of stay is either five years,

three years, one year or six months, decided on an individual basis by the Minister of Justice. There are no restrictions on residence activities.

○Special Permanent Resident

Foreigners who lived in Japan during or before WWII, and lost their Japanese citizenship due to the San Francisco Peace Treaty (1952) coming into effect, but continued to reside in Japan. Since only South Koreans, North Koreans and Taiwanese had their Japanese nationality renounced under the peace treaty, the percentage of those three countries is very high for this category. The descendants of those special permanent residents also fall into this category. There are no restrictions on the residence period or residence activities.

## 5 Matsudo City's Foreign Population by Branch Jurisdiction



Jurisdiction	Branch Jurisdiction Area	Japanese population	Foreign population	Total population	Percentage of foreigners
Resident Administration Div.	Matsudo, Kogasaki, Kamihongo, Wanagaya	127,280	5,962	133,242	4.47%
Tokiwadaira Branch	Tokiwadaira, Goko, Matsuhidai, Higurashi	87,292	2,900	90,192	3.22%
Kogane Branch	Kogane, Futatsugi, Oyaguchi, Negiuchi	42,575	1,599	44,174	3.62%
Koganehara Branch	Koganehara, Kurigasawa, Hachigasaki	26,908	571	27,479	2.08%
Mutsumi Branch	Rokkodai, Mutsumi, Takayanagi	28,165	564	28,729	1.96%
Mabashi Branch	Nakawakura, Koya, Mikazuki, Mabashi	39,079	1,555	40,634	3.83%
Shin-Matsudo Branch	Shin-Matsudo, Yokosuka, Asahicho, Nishimabashi	56,068	2,954	59,022	5.00%
Yakiri Branch	Yakiri, Miyakodai, Nijisseikigaoka	27,062	581	27,643	2.10%
Higashi-Matsudo Branch	Kamishiki, Akiyama, Takatsukashinden, Higashi-Matsudo	45,213	1,105	46,318	2.39%

From Matsudo City statistical data

As of the end of October, 2022

Looking in terms of branch jurisdiction, the Shin-Matsudo Branch area contains the highest percent of foreign residents at 5.00%. The areas that follow are the Resident Administration Div. area at 4.47%, the Mabashi Branch area at 3.83%, the Kogane Branch area at 3.62%, the Tokiwadaira Branch area at 3.22%, the Higashi-Matsudo Branch area at 2.39%, the Yakiri Branch area at 2.10%, the Koganehara Branch area at 2.08%, and finally the Mutsumi Branch area at 1.96%.

○The reason why the Shin-Matsudo Branch jurisdiction area has such a large foreign population

In a survey about the number of foreign students in Chiba Prefecture released on October 26, 2022, which was answered by 172 schools that have a campus in Chiba Prefecture as of May 1, 2022, including universities (or graduate schools), junior colleges, technical colleges, vocational colleges (limited to specialized courses), and Japanese language institutes (authorized by the Ministry of Justice), it is found that 1,387 of the 9,504 students (14.59%) are foreign students of Japanese language institutes (qualifying as Japanese language schools), an increase of 221 more foreign students than the previous fiscal year. In terms of the number of foreign students by place of residence, Matsudo City has the second largest amount in the prefecture. A breakdown by nationality of students attending Japanese language institutes in Chiba Prefecture shows that of the 1,387 students, approximately half (633) are from Vietnam.

Since there are several Japanese language schools located in the Shin-Matsudo Branch area, it can be assumed that there are many Vietnamese nationals who live and attend school in the region, resulting in a high ratio of foreign residents.



<Reference> The FY2022 survey about foreign students studying in Chiba (excerpt)

The following is from a survey about the number of foreign students enrolled in schools in Chiba Prefecture as of May 1, 2022. The survey was conducted to be used as basic data for internationalization measures in Chiba Prefecture.

○Survey results on number of foreign students

Out of 172 schools surveyed, we received a response from 167 of them (97.1%)

School type	# of foreign students	Notes
Graduate School	1,700	▲ 76 · ▲ 4.7% from previous year
University	3,921	▲ 353 · ▲ 8.3% from previous year
Junior College	60	▲ 7 · ▲ 10.4% from previous year
Technical College	10	No fluctuation
Vocational School (limited to specialized courses)	2,426	▲ 1,321 · ▲ 35.3% from previous year
Japanese Language Institute	1,387	▲ 221 · ▲ 19.0% from previous year
Total	9,504	▲ 1,384 · ▲ 12.4% from previous year

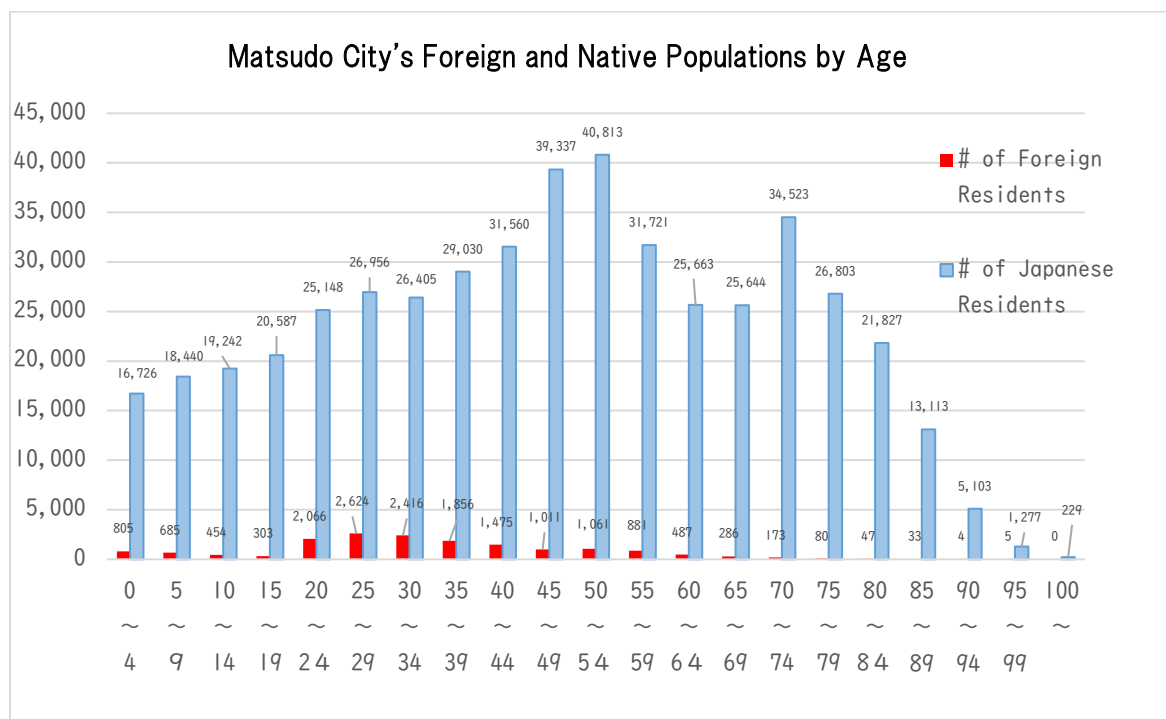
○Breakdown of major home countries among foreign students

	Home country	# of foreign students	# in grad school, university, junior college or technical college	# in vocational school (limited to specialized courses)	# in Japanese language institute
1	China	4,202	3,583	364	255
2	Vietnam	2,665	805	1,227	633
3	Korea	505	474	9	22
4	Nepal	458	52	362	44
5	Mongolia	296	91	108	97

○Major areas of residence of foreign students

	Municipality	# of foreign students
1	Chiba City	1,945
2	Matsudo City	1,099
3	Funabashi City	837
4	Kashiwa City	834
5	Ichikawa City	312
6	Choshi City	304
7	Togane City	251
8	Narita City	242
9	Nagareyama City	226
10	Narashino City	205

## 6 Matsudo City's Foreign and Native Populations by Age



Age	Japanese residents	Foreign residents (percentage within age range)
0 ~ 4	16,726	805 (4.81%)
5 ~ 9	18,440	685 (4.09%)
10 ~ 14	19,242	454 (2.71%)
15 ~ 19	20,587	303 (1.81%)
20 ~ 24	25,148	2,066 (12.33%)
25 ~ 29	26,956	2,624 (15.66%)
30 ~ 34	26,405	2,416 (14.42%)
35 ~ 39	29,030	1,856 (11.08%)
40 ~ 44	31,560	1,475 (8.80%)

Age	Japanese residents	Foreign residents (percentage within age range)
55 ~ 59	31,721	881 (5.26%)
60 ~ 64	25,663	487 (2.91%)
65 ~ 69	25,644	286 (1.71%)
70 ~ 74	34,523	173 (1.03%)
75 ~ 79	26,803	80 (0.48%)
80 ~ 84	21,827	47 (0.28%)
85 ~ 89	13,113	33 (0.20%)
90 ~ 94	5,103	4 (0.02%)
95 ~ 99	1,277	5 (0.03%)

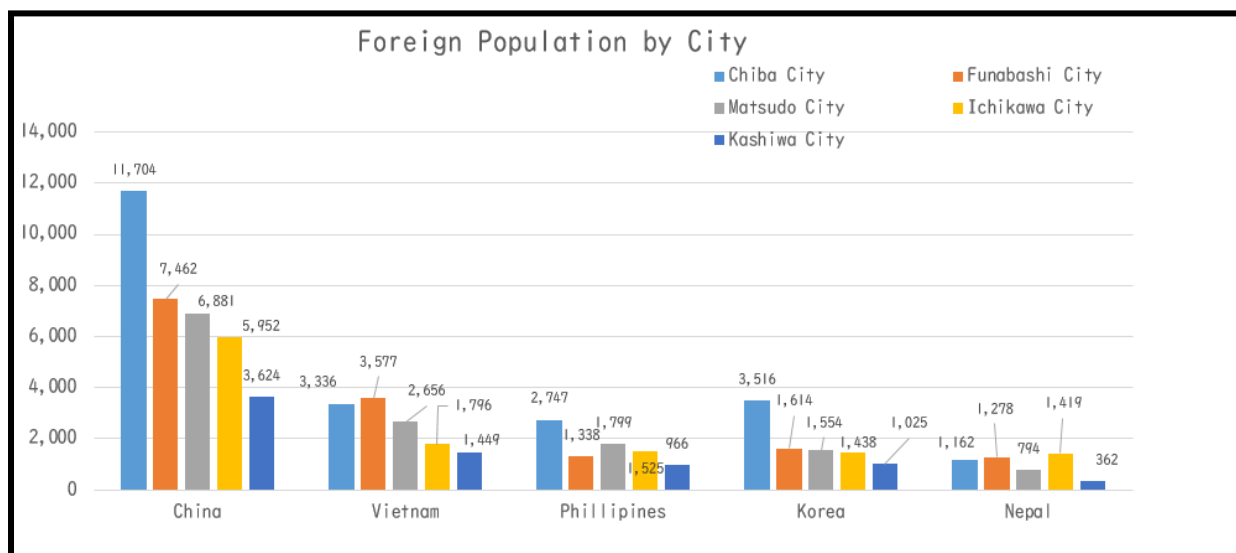


45 ~ 49	39,337	1,011 (6.04%)	100 ~	229	0 (0.00%)
50 ~ 54	40,813	1,061 (6.33%)	<b>Total</b>	<b>480,147</b>	<b>16,752 (100%)</b>

Ministry of Internal Affairs and Communications - Statistics on population, demographic changes, and households  
based on the Basic Resident Register as of the end of December 2021

Looking at the numbers based on age groups, foreign residents in their 20s represent a total of 4,690 people (27.9%), and foreign residents in their 30s represent a total of 4,272 people (25.5%). These two age groups combined make up the majority of all foreign residents in Matsudo City. The next most populous age groups among foreigners are those in their 40s, with 2,486 people (14.8%), and those in their 50s with 1,942 people (11.5%).

## 7 Matsudo City's Foreign Population in Relation to Chiba Prefecture



Prefectural Rank			1st	2nd	3rd	4th	5th
		Entire Chiba Prefecture	Chiba City	Funabashi City	Matsudo City	Ichikawa City	Kashiwa City
1	Chinese	51,093	11,704	7,462	6,881	5,952	3,624
2	Vietnamese	23,843	3,336	3,577	2,656	1,796	1,449
3	Filipino	19,503	2,747	1,338	1,799	1,525	966
4	Korean	15,524	3,516	1,614	1,554	1,438	1,025
5	Nepal	8,286	1,162	1,278	794	1,419	362
Foreign population		162,830	28,292	18,477	16,752	16,620	9,698
Percentage of foreign residents		2.58%	2.89%	2.86%	3.37%	3.38%	2.24%
Number of Japanese residents		6,148,045	948,036	627,241	480,147	474,223	421,569
Number of total residents		6,310,875	976,328	645,718	496,899	490,843	431,267

Chiba Prefecture, survey on the number of foreigners in the prefecture, from each city's website

Information accurate as of the end of December 2021

Similar to Chiba Prefecture as a whole, the top five foreign nationalities living in Matsudo also make up more than half of Matsudo's foreign population. This shows us that Matsudo City's population of foreign residents is almost the same as the other cities within Chiba Prefecture in terms of the ratio of foreign nationalities.

## Section 2: Major Initiatives to Date

### 1 Implementation of a Survey for Foreign Residents

Starting on October 30, a survey aimed at 2,000 foreign residents aged 18 years and older in Matsudo City was implemented to get a better understanding of the living situation of foreign residents. For example, the survey looked at how difficult it is to submit paperwork for things like health insurance and pension, whether they have worries related to education or parenting, what kind of information they need during emergencies, and what kind of job they have, etc. As of January, 2021, a response was received from 447 people.

This survey was carried out for the purpose of deciding the contents of “Multilingual Video Channel” which sends out critical information aimed at foreign residents in times of emergency, such as during the spread of COVID-19 virus. The videos are available to watch on city’s website and on YouTube since April 1, 2021. In addition, the survey details are attached at the end of these guidelines for reference.

### 2 Implementation of the Community Building Support Project

The “Community Building Support Project” was carried out in FY2020, aiming to create a community where foreign residents can help each other in times of need. In this project, exchange meetings and lectures were held for foreign residents in Matsudo City on the importance of community and about the benefits when a community is established. The participants thought about what kind of community they would like to have, and also talked about the initiatives that would be needed to make it a reality.

As a result of the determined initiatives, the process of creating of a community centered around Vietnamese residents had started, but due to the effects of the COVID-19 virus those activities became difficult. There was, however, an opportunity to confirm that there are foreign residents in Matsudo City who have an interest in the creation of such a community.



### 3 Implementation of an Athletic Meet for Cultural Exchange

In FY2021, we implemented an athletic meet (undokai) as part of a cultural exchange, which captured the spirit of undokai as Japanese culture. It aimed to create exchange opportunities between local residents and foreign residents, as well as opportunities for local community participation.

The event was held over two days, with the first day including a lecture on undokai as part of Japanese culture, as well as a workshop where Japanese and non-Japanese residents were put on a team to think about the rules of the field day together. The theme of the workshop was “Creating Competition Rules for Everyone to Enjoy, from Children to Seniors.”

On the second day, the event was held based on the rules decided on the first day. A “reflection workshop” was held after to discuss everyone’s impressions of the event. Over the two days we were able to create exchange between participants. Some participants are still in contact today after exchanging social media profiles. So with this event, exchange between foreign and Japanese residents in Matsudo was created.

### 4 Implementation of Community Meetings to Bring About Intercultural Cohesion

In order to formulate these guidelines, a total of four “Community Meetings for the Promotion of Intercultural Cohesion” (hereinafter referred to as “community meetings”) were held in FY2022. The community meetings brought people together who are involved with the promotion of intercultural cohesion in society, including foreign residents, Matsudo International Cultural Ambassadors, nonprofit organizations that support foreign residents, organizations that act as intermediary support for civic activities, neighborhood associations, universities, police, and medical associations.

At these community meetings, workshops and training courses were conducted, where various opinions were heard. The opinions that arose during the meetings have been used to form the ideal and basic policies of these guidelines.

The process, starting from the implementation of the community meetings to the formulation of these guidelines, has been summarized within the materials at the end of this document.

## 5 Initiatives between Matsudo City & the Matsudo International Exchange

### Association (Public Interest Incorporated Foundation)

In addition to the initiatives listed above, Matsudo City and the Matsudo International Exchange Association (MIEA) are engaged with other activities related to international exchange and fostering a society of intercultural cohesion.

For details, please refer to the Matsudo City Internationalization Promotion Division's online portal and the Matsudo International Exchange Association's website as listed below.

Matsudo City Internationalization Promotion Division portal

URL <https://www.city.matsudo.chiba.jp/internationalPortal>

Matsudo International Exchange Association (MIEA)

URL <https://miea.or.jp/>



Internationalization Promotion  
Division



Matsudo International Exchange Association

## Column: To Realize Intercultural Cohesion in Society, Co-Creation and Competition are Paramount

Hiroumi Hizawa of the Undokai Association

The Undokai Association is an organization which views “undokai” (athletic meet) as a social sculpture, and spreads awareness on the joy that comes with creation centered around the small society known as undokai. Within the organization’s activities, there exists one which is most representative of the Undokai Association itself, known as “Future Undokai”. The unique part about “Future Undokai” is how the participants will come together to create the games from scratch, and then hold the undokai using only those created games. We call the idea exchange and game creation among the participants “Sports co-creation” which we are holding around the country. As far as our activity within Matsudo City, in 2021 we performed an undokai with exchange between the city’s foreign and Japanese residents as part of an intercultural community building project.

Undokai have a sports component, as well as a cultural component, which we thought would be optimal for cultural exchange (to understand each other), so we planned the undokai in Matsudo City with a focus on the cultural component.

So why does organizing an undokai lead to realizing intercultural cohesion? Now I will explain the relationship between co-creation and competition, which are vital for bringing about intercultural cohesion.

Because people of various different backgrounds participated in the event, it was thought that “sports co-creation” would be quite suitable to let the participants come to a better understanding of each other, so all participants took part in the experience of creating undokai games. In addition, in spite of the language barrier, thanks to the use of “movements”, the interactions that were made through non-verbal communication was far beyond what we imagined. For example, the effort seen from the Japanese participants using “easy Japanese” and the foreign participants’ use of Japanese and their own bodies to understand each other was a sight to behold.

In regards to the competition aspect, the question of “For what purpose do we create games?” becomes the focal point of the creation (game design), which is a very important concept to keep in mind. In other words, if there is no aspect of competition, it can even be said that the “enjoyment” that comes with game design cannot be created. The games we created while keeping in mind the “competition” aspect were designed so that all of the participants could have fun together, and because the games could be understood by everyone, it resulted in an event which was enjoyable for men and women of all ages, including participants of a foreign nationality. In addition, just by having competition, a “cheering interest” arises, and the sense of unity as a “team” which results is a direct demonstration of the power of “undokai” that we believe in.

There have been many occasions of undokai being utilized in community events under the context of community exchange. Following the FY2021 initiative in Matsudo, I came to a better understanding of “co-creation” and “competition” as tools which create an environment of balanced and natural cultural exchange. With the two phrases “Let’s hold an undokai!” and “Let’s all think of games together!”, “sports co-creation” can be initiated. With the aforementioned initiative as the starting point, we are very excited for a future in which “sports co-creation” by means of “undokai” plays a role in the promotion of intercultural cohesion.

※The “Sports Co-Creation Workbook” which is aimed at people who want to create undokai events which adopt sports co-creation can be downloaded from the Japan Sports Agency’s website.

[https://www.mext.go.jp/sports/b\\_menu/sports/mcatetop05/list/detail/1415532.htm](https://www.mext.go.jp/sports/b_menu/sports/mcatetop05/list/detail/1415532.htm)



#### About the Author

<Name> Hiroumi Hizawa

<Title> Director, Undokai Association

#### <Activity Details>

A baseball player from a young age, Hizawa has a lot of experience with various projects and activities aimed to halt the declining number of baseball players, as well as the declining number of athletes as a whole. He has experiences such as working for one of the largest start-up companies in the sports industry which ran a coach dispatch program for athletes. He was also involved with the launching of the Japan Career Network, which is a general incorporated foundation that provides livelihood support for foreign workers, and he currently serves as the managing director. He was involved in the transformation of Mukos, a baseball team that anyone can be a part of, into a nonprofit organization, and he currently serves as both director and secretary-general. In addition, as director of the Undokai Association (general incorporated foundation), Hizawa works daily to share the value of new sports that come about through co-creation and how they transcend borders and cultures.

# Chapter 2: The Orientation of the Guidelines

## Section 1: Ideal

### A Path from Coexistence to Symbiosis

The guiding ideal of “Matsudo City’s Intercultural Cohesion Promotion Guidelines” is the creating of a “path from coexistence to symbiosis”. When differing cultures meet, the following four possible outcomes can occur.

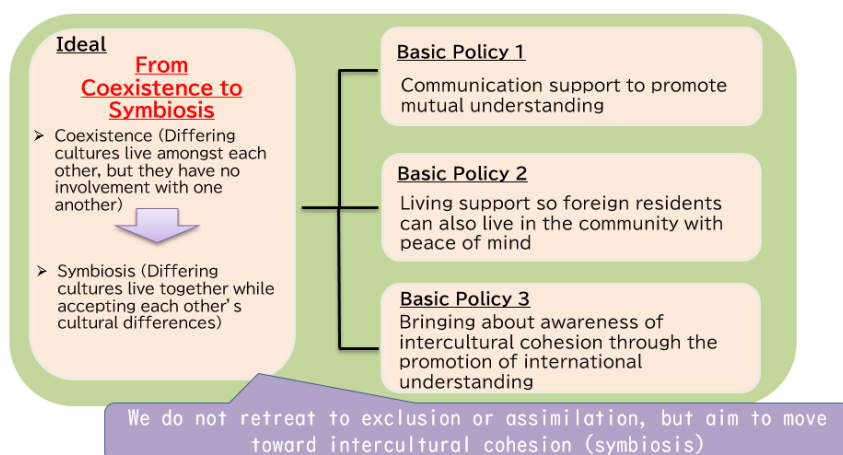
The first is “exclusion”. This can signify driving out differing cultures so that only those of the same culture remain, or not being accepting of differing cultures. Hate speech is one example of how this can occur.

The second is “assimilation”, meaning the unification of differing cultures into the society’s dominant culture. Assimilation policies have been carried out in countries around the world throughout history against minority groups based on people of different ethnic groups, regions, religions and dialects. We believe that “exclusion” and “assimilation” should be avoided as part of a society of intercultural cohesion.

The third is “coexistence”. This is the state of differing cultures existing together without interfering with one another.

The fourth is “symbiosis” which we refer to in these guidelines as “intercultural cohesion”. It is a state in which people of diverse cultures live together while recognizing and accepting each other’s differences. Symbiosis is the future we are striving for.

Today in Matsudo City, many aspects our differing cultures can be thought of as being close to a state of “coexistence”. In order to evolve from “coexistence” into “symbiosis” (intercultural cohesion), it is necessary for people with diverse backgrounds who live together to create a local community. In order to achieve this, it is important to deepen mutual understanding, have discussions with one another, and gather opinions in a way that can be accepted on both sides.





## Section 2: Basic Policies

Three policies have been set forth to promote these guidelines' principle of "A path from coexistence to symbiosis". The first two policies are designed to prevent "coexistence" within our society from heading toward "exclusion" or "assimilation". The third policy is concerned with continuing to move from a state of "coexistence" to "symbiosis".

### 1 Communication Support for the Purpose of Mutual Understanding

As learned from community meetings to discuss the promotion of intercultural cohesion within Matsudo City, there are little opportunities for Japanese and foreign residents to communicate. There were also those who expressed that they do not understand how to go about starting such communication. In addition, there were those who informed us that information put out by the authorities of the city is hard to understand for foreigners.

Therefore, our first policy is to focus our efforts on communication support to help people with diverse backgrounds deepen their mutual understanding of each other (hereinafter referred to as communication support).

Opportunities will be established in the area of communication support to deepen interactions between those of diverse origins as they live together here in Matsudo City. We will advance multilingualization efforts of information delivered to all citizens, such as city administrative information, along with easy-to-understand Japanese versions of the information. With proper communication support, the fostering of "common understanding" that is needed for those of diverse backgrounds to live together will be created.

#### 【Initiative examples】

##### ① Providing information in a variety of languages

Project name	Division in charge	Contents
The production of a multilingual version of "Guide to Living in Matsudo City" and the multilingualization	The related division	A guidebook for daily life containing administrative information necessary for everyday life (notifications, education, childcare, garbage, welfare, taxes, etc.) is provided in six foreign languages (English, Chinese, Korean, Vietnamese, Spanish, and Portuguese). In addition, various application documents are provided in multiple languages.

of every type of application form		
Multilingualization of the city homepage	Public Relations Div., Information Policy Div.	The city website, which utilizes an automatic translation system (machine translation) and a general information AI chatbot, is provided in six foreign languages (English, Chinese, Korean, Vietnamese, Spanish, and Portuguese).
Multilingualization of the city hall guide and directory of city hall buildings	Asset Management Div.	The Matsudo City Hall Directory (pamphlet) is provided in three foreign languages (English, Chinese and Vietnamese) and the City Hall Directory Board in the city hall is available in English, Romaji, Chinese and Korean.

② Communication support for Japanese and foreign residents

Project name	Division in charge	Contents
Establishment of a consultation service desk for foreign residents and increasing its operating days	Public Relations Div.	Establishing a consultation service desk to resolve the worries of non-Japanese residents, and working toward increasing its operating days. In addition, consultants are assigned for correspondence in three foreign languages (English, Chinese, Filipino) for community relations and living environment support.
Lending of interpretation device for city staff	Internationalization Promotion Div.	In case that foreign language support is needed at service counters, an interpretation device can be borrowed to reach an interpreting operator in real time, available for 13 languages (English, Chinese, Korean, Portuguese/Brazilian Portuguese, Spanish, Vietnamese, Thai, French, Tagalog, Nepali, Filipino, and Indonesian).
Dispatch of administrative interpreters and coordinators for international	Internationalization Promotion Div.	The dispatch of administrative interpreters and coordinators for international relations (CIR) is carried out for the interpretation of three foreign languages (English, Chinese, and Vietnamese) at service desks of all divisions.

relations (CIR) to all other divisions		
Dispatch of interpretation and translation volunteers	Matsudo International Exchange Association (MIEA)	Non-administrative procedure interpretation and translation are done by volunteers (translation for flyers/posters for stores and other civilian activities, private letters, opening a bank account, real estate contracts, medical treatment, court cases, or when events or briefing sessions are conducted).
Implementation of Japanese language classes	Internationalization Promotion Div., Matsudo International Exchange Association (MIEA), other related organizations	A beginner Japanese language class is available, aimed at those living, working or studying within the city. There are also more advanced Japanese classes that are offered, such as an intermediate Japanese language class for work, and a Japanese language class for nursing.

<Reference> “In regards to easy Japanese”

## ○What is easy Japanese?

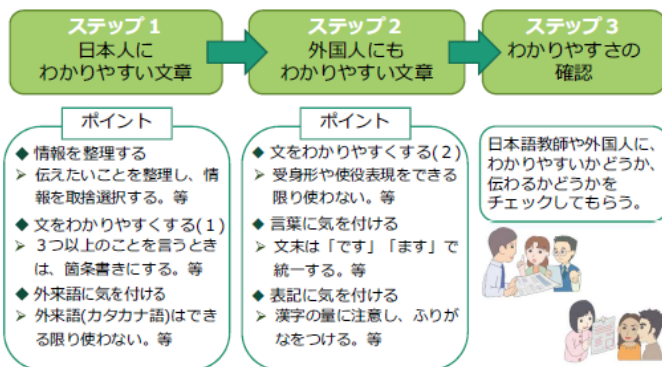
Easy Japanese is normally used Japanese which has been worded more simply, and with furigana added next to kanji to make it easier for those who are inexperienced with the language. Easy Japanese started in response to the Great Hanshin-Awaji earthquake (1995), where foreigners were not able to receive the information they needed sufficiently, resulting in a higher proportion of casualties of foreigners than Japanese people. As a result, this initiative was started as a means to quickly communicate disaster information and other information to foreigners. After that, as well as with the 2014 Chuetsu, Niigata Prefecture earthquake and the 2011 Tohoku earthquake, the efforts to deliver information in easy Japanese during times of disaster started to spread all around Japan, and in the 2000s the disseminating of everyday information in easy Japanese by local public organizations and international exchange associations had begun. In recent years, easy Japanese has been incorporated not only in times of disaster, but also for uses such as communicating with foreign tourists, as well as promoting exchange between Japanese and foreign residents.

### 在留支援のためのやさしい日本語ガイドラインの概要

やさしい日本語は、難しい言葉を言い換えるなど、相手に配慮したわかりやすい日本語のこと。

- 日本に住む外国人は、この30年で約3倍に増え、日本に住む外国人の国籍が多様化。
- 外国人が日本で安全に安心して生活するためには、国や地方公共団体からのお知らせなどを正しく理解することが必要。
- 多言語化を進めているが、これまでの日本語に関する調査によると、「日本語」を「日常生活に困らない言語」とした外国人は約63%、「希望する情報発信言語」として「やさしい日本語」を選んだ外国人は76%。
- やさしい日本語による情報提供・発信を進めることが有効であり、取組を進めるため、出入国在留管理庁と文化庁は、このガイドラインを作成。

#### 1. 在留支援のためのやさしい日本語 作成の3ステップ



#### 2. 書き換えツールの紹介

やさしい日本語を作成するときに活用してもらうため、無料で公開されている日本語の難易度を調べるツールを紹介している。

- ◆ やんしす
- ◆ やさにち
- ◆ チェッカー
- ◆ リーディング
- ◆ チュウ太

#### 3. 変換例と演習問題

- 実際の書き換え例を示して、気を付けるポイントを説明している。
- 演習問題を掲載し、実際に書き換えの練習を行うことができるようにしている。

Outline of Easy Japanese Guideline for Foreign Residence Assistance (in Japanese)

From the Immigration Services Agency of Japan and the Agency for Cultural Affairs (August 2020)

## ○Examples of rewriting into easy Japanese

The “Easy Japanese for Resident Assistance Guideline” published by the Immigration Services Agency of Japan and the Agency for Cultural Affairs provides examples of Japanese rewritten into easy Japanese with easy-to-understand examples and supplemental materials.

変換例

住所の届出

元の文章

新規の上陸の許可を受けて日本に入国した場合  
在留カードが交付された方（後日交付となった方を含む。）は、住所を定めた日から14日以内に、在留カード（後日交付となった方はパスポート）をお持ちになってお住まいの市町村において転入の届出をする必要があります。ご家族と一緒に日本で暮らす方については、ご家族の関係（続柄）を証明する文書（本国の政府などの公的機関が発行したもので、婚姻証明書、出生証明書など）が必要となります。

ステップ 1

日本人にわかりやすい文章

POINT

- ・伝えたいことを整理して、情報を取捨選択する
- ・3つ以上のことを言うときは箇条書きを使う



新規の上陸許可を受けて日本に入国した場合  
・住所を定めた日から14日以内に市区町村に転入の届出が必要です。  
・届出の際は在留カード（後日交付の人はパスポート）を持参してください。  
・家族と一緒に暮らす場合は、婚姻証明書や出生証明書などの家族関係を証明する公的な文書も必要です。

ステップ 2

外国人にもわかりやすい文章

POINT

- ・簡単な言葉を使う(難しい言葉を使わない)
- ・漢字の量に注意して、ふりがなをつける



にほん　じやうしよ　き  
日本の住所が決まったとき

じやうしよ　き　　か　い　ない　　じやうしよ　　まち　　やくしよ　　てんにやうとどけ　　だ  
・住所が決まってから14日以内に、住所がある町の役所に「転入届」を出します。

やくしよ　　ざいりやう　　も  
・役所には、パスポートか「在留カード」を持っています。

にほんじん　　かぞく　　す　　ひと　　かぞく　　かんけい　　しよるい　　も  
・日本人ではない家族と住む人は、家族の関係がわかる書類も持っています。

Outline of Easy Japanese Guideline for Foreign Resident Assistance (in Japanese)

From the Immigration Services Agency of Japan and the Agency of Cultural Affairs (August 2020)

## 2 Living Support so that Foreign Residents can Live in the Area Without

### Worries

Within our community meetings, we heard the opinion that it is important to work together on matters that affect everyone such as disaster prevention. Therefore, our second policy is to support fields that affect the lifestyles of all residents, such as education, child rearing, medical care, welfare, residency, employment, and disaster prevention.

While our first basic policy is to provide information in a variety of languages, that alone will not ensure that the provided information actually reaches all foreign residents who need it.

To fill that need, we aim to share living information with foreign residents to eliminate inconvenience and anxiety caused by language and cultural difference, as well as to improve the ease of access to necessary information so that it can be obtained immediately.

### 【Initiative examples】

#### ○Living support in each area

Project name	Division in charge	Contents
Providing information through the city website's "International Portal"	Internationalization Promotion Div.	On the city website's "International Portal" information and video guides for administrative systems are available in three foreign languages (English, Chinese, and Vietnamese).
Providing of an out-loud reading function for "Koho Matsudo" (the local newspaper) in multiple languages	Public Relations Div.	Using Catalog Pocket (digital book application), PDFs of Koho Matsudo can be translated and read aloud in eight foreign languages (English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Thai, and Indonesian). ※ Vietnamese out-loud reading not yet supported.
Multilingual support for information on the opening of evacuation shelters and their congestion status, English support for evacuation guidance signs	Crisis Management Div.	The opening of evacuation shelters and their congestion status can be checked during times of disaster with a computer or smart phone in four foreign languages (English, Chinese, Taiwanese Hokkien, and Korean).  When a disaster occurs, evacuation guidance signs to evacuation shelters are put up, making sure that people can be safely guided. These signs

		use both Japanese and English so that accurate information can be conveyed to foreign residents.
Providing of interpretation service for incoming 119 calls	Fire Department, Information and Communication Div.	<p>For foreign citizens calling 119, the Chiba Pref. N.W. Emergency Call Center will respond with a three-way call between the caller, command and control personnel, and an interpreter.</p> <p>Eighteen languages supported (English, Chinese, Korean, Thai, Indonesian, Vietnamese, French, Spanish, Portuguese, German, Italian, Russian, Tagalog, Nepali, Burmese, Khmer, Mongolian, and Malay).</p>
Neighborhood association (chokai or jichikai) participation promotion guidance in multiple languages	Citizen Autonomy Div.	Flyers encouraging foreign residents to join their local neighborhood association in three languages (English, Chinese, and Vietnamese), which are distributed to neighborhood associations who request the flyers via the city website or at the service desk.
City Tourist Guide Maps and Stroll Maps in multiple languages aimed at foreigners	Vibrancy Creation Div.	<p>A tourist guide map is available in three languages for foreign residents and foreign visitors.</p> <p>In addition, stroll maps for each district in the city including English translations are available.</p>
Learning support for children whose native language is not Japanese	Internationalization Promotion Div., Affiliated organizations	Learning support aimed at children whose native language is not Japanese teaches not only the Japanese necessary for daily life, but also the Japanese necessary in order to become independent one day. This will increase options for getting into schools, and eventually options when searching for a job.
Dispatching of Japanese language support staff	Educational Guidance Div.	Japanese language support staff are dispatched to schools throughout the city to provide Japanese learning support for elementary and middle school students whose native language is not Japanese.

Dispatching of Japanese language guidance cooperators	Educational Guidance Div.	Japanese language guidance cooperators are dispatched to teach Japanese starting from the basics, and to perform counseling and other guidance for daily school life for elementary and middle school students whose native language is not Japanese, as well as Japanese returnee children.
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# <Reference> Examples of support in various areas

## ① Multilingual display sheets and multilingual point & speak sheet for times of disaster

Multilingual display sheet and multilingual point & speak sheet are tools used for the purpose of smoothing the communication process between shelter operators and foreign evacuees when taking refuge during a time of disaster. They help ensure prompt establishment and operation of evacuation shelters.

The multilingual point & speak sheet are simple to create, allowing many local governments make them themselves, and can be stored at every evacuation shelter.

The image shows a 'Multilingual point & speak sheet' consisting of four cards arranged in a 2x2 grid. Each card has an icon and text in three languages: Japanese, English, and Chinese.

- Top-left card:** Icon of a person with a speech bubble. Text: ① 私は避難所のスタッフです (I am staff at the evacuation shelter.), ② 我是避難所的工作人员 (I am the staff of the evacuation shelter.), ③ 저는 대피소 직원입니다 (I am a staff member of the evacuation shelter.), ④ Ako ay kawani ng shelter.
- Top-right card:** Icon of a question mark. Text: ① 何か困っていることはありますか? (Do you have anything that troubles you?), ② 您有什么需要帮助的吗? (Do you have anything you need help with?), ③ 有什么困难吗? (Is there any difficulty?), ④ Do you have any problems or difficulties?
- Bottom-left card:** Icon of a hand holding a thought bubble. Text: ① 欲しいものはありますか? (Is there anything you want?), ② 您需要什么东西? (What do you need?), ③ 有什么您需要的吗? (Is there anything you need?), ④ 필요한ものがありませんか? (Do you need anything?).
- Bottom-right card:** Icon of a person at a desk. Text: ① 避難者登録カードに記入してください (Please complete an Evacuee Registration Card.), ② 請填寫避難者登記卡 (Please fill out the evacuation registrant registration card.), ③ 피난자 등록 카드를 작성해주시지요 (Please fill out the evacuation registrant registration card.), ④ Paki-sulatn lamang ang refugee registration card.

Multilingual point & speak sheet

The image shows a 'Multilingual display sheet' with the same message in three languages: Japanese, English, and Chinese.

- Japanese:** 避難所は無料です。外国人も使えます。
- English:** Evacuation centers are free of charge. Foreigners can also use them.
- Chinese:** 避难场所是免费，外国人也可以利用。

By the Council of Local Authorities for International Relations



## ② Multilingual medical checklist

Foreign residents whose native language is not Japanese may have worries about communicating in Japanese, and cannot see a doctor due to language difficulties. In addition, it is difficult for medical facilities to provide support in foreign languages, so there are also cases where a medical examination cannot be conducted.

For this reason, Chiba prefecture, as well as the Chiba Medical Association, have put together a multilingual medical check list which can be used at reception, checkout counters and pharmacy counters in medical facilities (available in English, Chinese, Korean, Spanish, Thai, Portuguese, Tagalog and Farsi).

By using this, foreign residents will have less anxiety when it comes to getting medical examinations, and the medical facilities will be able to operate more smoothly on their side.

Japanese accompanied by English

Japanese accompanied by Tagalog

Via Chiba Kyukyu Iryo Net webpage

### 3 Bringing About Awareness of Intercultural Cohesion Through the Promotion of International Understanding

Within the discussions of our community meetings, there was a lot of agreement around perspectives such as “Common sense for lifestyles differs from one resident to another, and there are cases where trouble can arise from this” and “In order to solve problems between each other, it is important to create rules through discussion and a building of a consensus”.

In addition, other opinions that were heard include “A society where different cultures are symbiotically living together is not one side simply adapting to another side’s way of living, but a mutual understanding achieved from all sides searching for where they can come to an agreement with each other” and “Perhaps there are still Japanese residents of Matsudo City that are not aware of the population of foreign residents and other people of diverse backgrounds living in the city”.

Based on these viewpoints, we will create a place where people of diverse origins, including foreign residents, can discuss the future of their community with Japanese residents and build a consensus together, while working to understand each other’s national, cultural and lifestyle differences. In addition, we intend to bring about an effort to communicate to many more residents about the value and significance of intercultural cohesion. These efforts make up our third basic policy to progress toward becoming a society of intercultural cohesion.

#### 【Initiative examples】

##### ① Facilitating mutual understanding and an understanding of differing cultures

Project name	Division in charge	Contents
Implementation of intercultural cohesion training for city employees	Internationalization Promotion Div., Human Resources Div.	For the purpose of deepening awareness of intercultural cohesion, a once-per-year training session centered around how to speak in easy-to-understand Japanese is initiated so that city staff can learn a more considerate approach to their reception of citizens whose native language is not Japanese.
Implementation of the City Hall Liaison Council for Intercultural Cohesion, and the “Working Team”	Internationalization Promotion Division, Citizen Autonomy Div., Administrative Management Div.	A workshop is held about once a year for staff in departments concerned with intercultural cohesion, so that intercultural cohesion can be further promoted within city hall.

for Intercultural Cohesion		
Coordinator for International Relations (CIR) Staff Recruitment	Internationalization Promotion Div.	To implement policies for the internationalization of the city as well as exchange with cities overseas, we will continue to hire coordinators for international relations (CIR), ensuring that we have one CIR on staff from an English-speaking country, and one CIR from Vietnam.
CIR dispatch programs, CIR community seminars	Internationalization Promotion Div.	<p>In the event of a city division planning or implementing a program related to internationalization, it will be carried out with the advice and support of CIRs working for the city.</p> <p>In addition, CIRs will be dispatched as instructors to enhance the content of seminars held by city residents for the purpose of international and cross-cultural understanding.</p>
English Speech Contest for High School Students	Internationalization Promotion Div., Matsudo International Exchange Association	Once a year a speech contest is held for high schools students in Matsudo City, which aims to increase the language study abilities of high school students and to deepen mutual understandings internationally through the English language.
Japanese Speech Contest for Foreigners	Internationalization Promotion Div., Matsudo International Exchange Association	The Japanese speech contest for foreigners is held once a year to create a place where foreigners studying Japanese can show the results of their hard work. Also, Japanese people can deepen their international understanding by listening to foreigners speak on their wide range of experiences.
Dispatch program of foreign language teaching assistants	Educational Guidance Div.	Language arts teachers (LATs) are dispatched to elementary and middle schools within Matsudo City to provide an opportunity to come in contact with foreign languages, as well as to increase communication abilities and logical thinking skills for international understanding.

Foreign language guidance and support staff placement program	Matsudo City Municipal High School	Assigning of assistant language teachers (ALTs) to Matsudo City Municipal High School in order to promote international understanding and exchange through foreign language education.
Internationalization promotion project by foreign students studying in universities in Matsudo City	Educational Guidance Div., Matsudo City Municipal High School	Dispatching of foreign students studying at universities within the city to our municipal elementary, middle and high schools as part of our educational policy suited for an internationalized society.

② Creation of interaction opportunities between Japanese and foreign residents

Project name	Division in charge	Contents
Implementation of international sports programs	Sports Div.	An exchange program for middle school students with Daegu Metropolitan City, South Korea is underway with the goal of improving Japan's friendly relations and competitiveness with its neighboring countries.
Providing of a foreign language salon	Social Education Div., Matsudo International Exchange Association	Provides a place for language exchange (in English and Chinese) for foreign residents and Japanese residents from neighboring areas with the aim of deepening international exchange and understanding.
Community development and management program for foreign residents	Internationalization Promotion Div., Matsudo International Exchange Association	Exchange events relating to community building for foreign residents are continuously being held. The goals are to create an environment that is easy to live in for foreign residents and to encourage them to participate in the local community.
Events, such as Matsudo International Culture Festival and international exchange parties	Internationalization Promotion Div., Matsudo International Exchange Association	Events where foreign and Japanese residents can have fun while taking part in exchange through various attractions and food culture are being considered and will be held.

## Chapter 3: Endnotes and Materials

### Section 1: Actions in the City Hall Relating to Promoting Intercultural Cohesion

#### 1 Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall

In May 2018, we established the Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall in order to create a system for sharing information and exchanging opinions on intercultural cohesion within the city hall, and to formulate guidelines for the promotion of intercultural cohesion within the city. The following is a summary of the activities to date:

2018 (fiscal year)	
May 9, 2018	“Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall Guidelines” was formulated.
May 24, 2018	FY2018, the 1st Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall is held.  • Discussing the formulation of “Guidelines for the Promotion of Intercultural Cohesion in Matsudo City Hall”.  (four rounds of discussion were held)
March, 2019	“Guideline for the Promotion of Intercultural Cohesion in Matsudo City Hall” was formulated.
2019 through 2020 (fiscal years)	
2019 through 2020 (fiscal years)	<ul style="list-style-type: none"><li>• Reviewed internationalization measures within city hall.</li><li>• Shared information regarding new initiatives within city hall.</li><li>• Conducted a questionnaire regarding the promotion of intercultural cohesion within city hall to examine the actual state of correspondence with foreign residents.</li></ul>
2021 (fiscal year)	
June 30, 2021	FY2021 – 1st Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall (written meeting).  • The Working Team for the promotion of a society of intercultural

	cohesion was established to confirm the revision of the outline of the guidelines, as well as to confirm the schedule for its programs, etc.
July 1, 2021	<ul style="list-style-type: none"> <li>• Revision of the “Guidelines for the Promotion of Intercultural Cohesion in Matsudo City Hall”</li> <li>• Positioned this council as the decision-making board for the promotion of intercultural cohesion within city hall.</li> </ul>
March 28, 2022	FY2021 – The 2nd Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall (written meeting). <ul style="list-style-type: none"> <li>• Work report of Working Team for intercultural cohesion, etc.</li> </ul>
2022 (fiscal year)	
June 30, 2022	FY2022 – 1st Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall (written meeting). <ul style="list-style-type: none"> <li>• Confirmation of the schedule of activities, etc.</li> </ul>
November 8, 2022	FY2022 – The 2nd Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall for the fiscal year (written meeting). <ul style="list-style-type: none"> <li>• Confirmation of rough draft (excerpt) contents.</li> </ul>

## 2 Guidelines for Establishment of the Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall

### (Purpose)

Article 1 - Based on the " Guidelines for the Promotion of Intercultural Cohesion in Matsudo City Hall", the "Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall (hereinafter referred to as the "Liaison Council")" shall be established to promote intercultural cohesion within the city hall.

### (Affairs under the jurisdiction)

Article 2 - The Liaison Council shall have the following duties:

- (1) Information sharing, exchange of opinions, and liaison and coordination pertaining to intercultural cohesion.
- (2) Matters related to the formulation of guidelines for policies related to intercultural cohesion.
- (3) Matters related to the promotion of policies based on the City Hall Intercultural Cohesion Promotion Guidelines.
- (4) Other necessary matters related to intercultural cohesion.

### (Council Structure)

#### Article 3

1. The Liaison Council shall consist of a Chairperson, Vice-Chairpersons and Council members.
2. The Chairperson shall be the Manager of the Internationalization Promotion Div.
3. The Vice-Chairpersons shall be the Manager of the Administrative Management Div. and the Manager of the Citizen Autonomy Div.
4. The members shall consist of the chiefs of the relevant sections and offices of the listed in Appendix 1.
5. Notwithstanding the previously mentioned provisions, the Chairperson may, when deemed necessary, appoint staff as council members from outside of staff specified in those provisions.
6. The Liaison Council may, when it deems necessary, establish a Working Team for the Promotion of Intercultural Cohesion in order to conduct surveys and studies on specific matters.

### (Chairperson and Vice-Chairpersons)

#### Article 4

1. The Chairperson shall oversee the affairs of the Liaison Council and represent the Liaison Council.
2. The Vice-Chairpersons shall assist the Chairperson.
3. In the event that the Chairperson has emergency matters to attend to or is absent, the Vice-Chairpersons shall act on their behalf.

(Meetings)

Article 5 - The Chair shall convene meetings as necessary.

(General Affairs)

Article 6 - General affairs of the Liaison Council shall be handled jointly by the Internationalization Promotion Div., the Administrative Management Div., and the Citizen Autonomy Div.

(Supplementary Provisions)

Article 7 - In addition to what is provided for in this outline, matters necessary for the operation of the Liaison Council shall be determined separately by the Chairperson.

Supplementary Provisions

This outline shall come into effect on May 9, 2018.

This outline shall come into effect as from September 1, 2019.

This outline shall come into effect as from July 1, 2021.

This outline shall come into effect as from April 1, 2022.

## Appendix 1

Department name	Division name
General Affairs Dept.	Administration Management Div.
	Human Resources Div.
	Crisis Management Div.
	Information Policy Div.
	Gender Equality Div.
General Policy Dept.	Policy Promotion Div.
	Public Relations Div.
	Community Cohesion Div.
Finance Dept.	Finance Div.
	Asset Utilization Div.
	Credit Management Div.
	Resident Taxation Div.



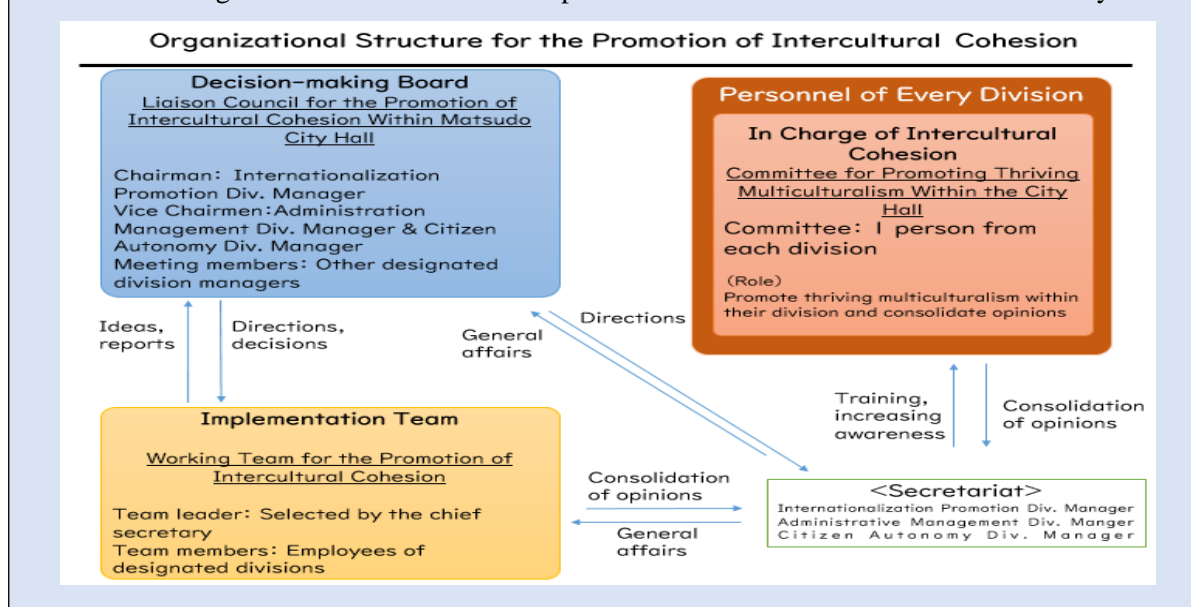
Citizens' Affairs Dept	Citizen Autonomy Div.
	Citizen Safety Div.
	Resident Administration Div.
	Executive Branch (Mabashi Branch)
Economic Development Dept.	Commerce & Industry Promotion Div.
	Internationalization Promotion Div.
	Consumer Affairs Div.
Environmental Dept.	Environmental Management Div.
Medical Care & Health Dept.	Community Healthcare Div.
	National Health Insurance and Pension Div.
	Health Promotion Div.
Welfare & Longevity Dept.	Integrated Community Care Promotion Div.
	Nursing Care Insurance Div.
	National Health Insurance and Pension Div.
	Social Support Div. I & II
	Disability Welfare Div.
Child Services Dept.	Child Services Policy Div.
	Children and Family Affairs Center
	Children and Family Affairs Center – Mother & Child Health Office
	Childcare Div.
	Early Childhood Education Div
Town Improvement Dept.	Urban Planning Div.
	Transportation Policy Div.
	Housing Policy Div.
Lifelong Learning Dept.	Educational Affairs Div.
	Educational Policy Research Div.
	Social Education Div.
	Sports Div.
	Library
School Education Dept.	School Affairs Div.
	Educational Guidance Div.
Fire Dept.	Planning Div.
Hospital Administration Bureau	Hospital Policy Div.

### 3 The Working Team for Promoting Intercultural Cohesion

In July 2021, a Working Team for the promotion of intercultural cohesion was established, consisting of staff members from 10 divisions. The Working Team was established for the purpose of addressing mutual problems faced by each division relating to promotion of intercultural cohesion within City Hall, and for discussing specific measures to solve each of those problems. The following is a summary of activities to date.

2021 (fiscal year)	
July 1, 2021	Formulation of the Working Team Establishment Guidelines
August 8, 2021	First Working Team Meeting in FY2021 <ul style="list-style-type: none"> <li>• A workshop was held for members working at divisions relating to intercultural cohesion, which identified work-related issues and discussed solution strategies for those issues.</li> </ul>
November 4, 2021	Second Working Team Meeting in FY2021 <ul style="list-style-type: none"> <li>• The realization of the solution strategies was discussed.</li> </ul>
March 24, 2022	Third Working Team Meeting in FY2021 <ul style="list-style-type: none"> <li>• Announcement regarding the previous two meetings.</li> </ul>
2022 (fiscal year)	
August 25, 2022	First Working Team Meeting in FY2022 <ul style="list-style-type: none"> <li>• Case study training on disaster prevention.</li> </ul>

#### <Reference> Organizational structure for the promotion of intercultural cohesion within city hall



## 4 Guidelines for the Establishment of the Working Team for Intercultural

### Cohesion

(Purpose)

Article 1.

These guidelines establish the matters necessary for the Working Team for the Promotion of Intercultural Cohesion (hereinafter referred to as the "Working Team") based on the provisions of Article 3, Paragraph 6 of the Guidelines for the Establishment of the Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall.

(Affairs under the jurisdiction)

Article 2.

The Working Team shall be in charge of the following matters:

- (1) Based on the instructions of the Liaison Council, to grasp the progress of the promotion of intercultural cohesion, conduct specific activities to resolve issues and other matters related to intercultural cohesion, and propose or report the results of such activities to the Liaison Council.
- (2) Reviewing and considering guidelines pertaining to intercultural cohesion measures, etc., will be conducted based on the instructions of the Liaison Council.

(Organizational Structure)

Article 3.

The Working Team shall consist of one member from each of the 10 divisions to which the Liaison Council members belong that are specifically concerned with the issues listed in the Matsudo City Guidelines for the Promotion of Intercultural Cohesion. In addition, when necessary to achieve the purpose, a person appointed by the chairperson of the Liaison Council may be added as a member.

2. The Team Leader shall be the head of either the Internationalization Promotion Div., the Administration Management Division, or the Citizen Autonomy Div.

(Responsibilities of the Team Leader and Deputy Team Leader)

Article 4.

The Team Leader shall represent the Working Team and preside over the affairs of the meeting.

(Convocation of Meetings)

Article 5.

The Team Leader shall convene and chair the meetings of the Working Team.

(General Affairs)

Article 6.

General affairs of the Working Team shall be handled by the Internationalization Promotion Div., the Administration Management Div., and the Citizen Autonomy Div.

Supplementary Provisions

This outline shall come into effect on July 1, 2021.

This outline shall go into effect on April 1, 2022.

Annexed Table 1

Members Belong to the Following Divisions	Notes
Crisis Management Div.	
Public Enquiries Office	
Community Cohesion Div.	
Resident Taxation Div.	
Resident Administration Div.	
Community Healthcare Div.	
National Health Insurance and Pension Div.	
Social Support Div.	
Child Services Policy Div.	
School Affairs Div.	
Administration Management Div.	Secretariat
Citizen Autonomy Div.	Secretariat
Internationalization Promotion Div.	Secretariat

## Section 2: Matsudo City Community Meeting for the Promotion of Intercultural Cohesion

### 1 From the Community Meetings to the Formulation of the Guidelines

The Community Meetings for the Promotion of Intercultural Cohesion were organized to hear opinions on the formulation of these guidelines by inviting people from various fields related to intercultural cohesion.

Since the first meeting on August 26, 2022, four community meetings have been held to discuss the contents of these guidelines.

In addition, we also collaborated with the Liaison Council for the Promotion of Intercultural Cohesion in Matsudo City Hall to confirm drafts (excerpts) of the guidelines draft, and in February 2023, we formulated "Matsudo City's Intercultural Cohesion Promotion Guidelines."

The following table summarizes the process of formulating the guidelines in chronological order.

August 1, 2022	Formulation of "The Guidelines for the Establishment of Matsudo City Community Meetings for Intercultural Cohesion"
August 26, 2022	Held the 1st Matsudo City Community Meeting for the Promotion of Intercultural Cohesion. -Workshop on intercultural cohesion and discussion of issues and solutions to work towards a society of intercultural cohesion.
October 18, 2022	Held the 2nd Matsudo City Community Meeting for the Promotion of Intercultural Cohesion. -Discussion of the ideal and basic policies.
November 8, 2022	At the 2nd Liaison Meeting for the Promotion of Intercultural Cohesion in Matsudo City Hall, heard opinions on the draft (excerpts) and confirmed its contents.
November 11, 2022	Held the 3rd Matsudo City Community Meeting for the Promotion of Intercultural Cohesion. -Discussion of the draft (excerpts).
January 11, 2023	Held the 4th Matsudo City Community Meeting for the Promotion of Intercultural Cohesion. -Confirmation of the contents of the draft and discussion of items to be discussed in the following fiscal year and beyond.

February, 2023

Formulation of "Matsudo City's Intercultural Cohesion Promotion Guidelines."



## 2 Guidelines for the Establishment of the Matsudo City Community Meeting for the Promotion of Intercultural Cohesion

### (Overview)

Article 1. These guidelines set forth the necessary matters regarding the implementation of the "Matsudo City Community Meeting for the Promotion of Intercultural Cohesion" (hereinafter referred to as "Meeting").

2. The Meeting shall be held to seek opinions, etc. that will contribute to the formulation of the "Matsudo City Intercultural Cohesion Promotion Plan" (tentative name) (hereinafter referred to as "the Plan") from the participants, including intellectuals and related organizations.

3. The Meeting shall be held when Matsudo City (hereinafter referred to as "the City") needs to seek opinions of intellectuals or related organizations regarding city matters relating to intercultural cohesion beyond the scope of the Plan's formulation, after consultation with those intellectuals and related organizations.

### (Affairs under the jurisdiction)

Article 2. Matters for which opinions, etc. are sought at the meetings shall be as follows:

- (1) Advice on the Plan formulation.
- (2) Matters related to the promotion of measures based on the Plan.
- (3) Other matters deemed necessary.

### (Members)

Article 3. The Meeting shall consist of the following persons (hereinafter referred to as "Members")

- (1) Chair
- (2) Vice-Chair
- (3) Meeting members
- (4) Secretariat

### (Chair)

Article 4. The Chair shall facilitate the proceedings of the meeting.

2. The Chair shall be an intellectual with practical experience in the field of intercultural cohesion.
3. The Chair shall coordinate with the Secretariat on the management policy of the Meeting, reflect the opinions of the Meeting, and support the formulation of the Plan by the Secretariat.

(Vice-Chair)

Article 5. The Meeting shall have a Vice-Chair to assist the Chair.

2. The Vice-Chair shall be a person who has practical experience in the field related to interaction with foreign residents in the city.
3. The Vice-Chair shall act for the Chair in the absence of the Chair.

(Meeting members)

Article 6. The Secretariat shall request each group/organization to elect the meeting members.

2. Meeting members shall have practical working experience in groups and organizations related to multicultural activities for foreign residents in the city, such as international exchange, Japanese language education, civic activities, employment, education, medical care and welfare, disaster prevention and crime prevention.

(Secretary General)

Article 7. The Manager of the Internationalization Promotion Division of the Economic Development Department of Matsudo City will be the "Secretary General of the Matsudo City Community Meeting for the Promotion of Intercultural Cohesion" (hereinafter referred to as the "Secretary General") and command the Secretariat.

2. The Secretary General shall establish the "Secretariat of the Matsudo City Community Meeting for the Promotion of Intercultural Cohesion" (hereinafter referred to as 'Secretariat') in the Internationalization Promotion Division for the purpose of managing the meetings.
3. The Secretary General shall convene meetings as necessary.
4. The Secretary General shall coordinate with outside intellectuals and outside organizations, etc., and select a Chair, Vice-Chair and Meeting members, and request their participation in the Meeting.

(Secretariat)

Article 8. The Secretariat shall be in charge of the overall general affairs, including the management of the meeting, preparation of meeting materials and minutes, requesting Meeting members to attend the meeting, and other matters.

1. The Secretariat shall consult with the Chairperson and formulate the Plan based on the content of the meeting discussions.
2. The Secretariat may, if necessary, outsource the administrative work related to the operation of the meeting and the formulation of the Plan to a contractor in accordance with the specifications of the contract.



(Attendance and Absence of Meeting Members)

Article 9. If a member is unable to attend a meeting, a person notified in advance may attend in his/her place.

2. Members who are absent from a meeting may submit their opinions in writing on matters to be discussed at the meeting.

(Confidentiality)

Article 10. The Chair, Vice-Chair, Meeting members, and Secretariat shall not divulge any confidential information obtained in the course of their duties. The same shall apply even after they leave their positions.

(Term of Office)

Article 11. The term of office of a Meeting member shall be from the time when the Meeting member is entrusted with a request until the end of the relevant fiscal year.

2. The Secretariat may reappoint Meeting members, if necessary, after coordination with each Meeting member.

(Obligation to Respect the Results of Consultations)

Article 12. The members of the Meeting shall respect the results of discussed matters which have been determined during the Meeting.

(Hearing of Opinions, etc.)

Article 13. The Meeting and subcommittees may, when they deem it necessary, request the attendance of persons other than the members of the Meeting, hear their opinions or explanations, or request the submission of materials.

(Delegation)

Article 14. The Secretary General may, when he/she deems it necessary, determine matters not stipulated in this guideline separately in consultation with the Meeting after coordination with the Chair and Vice-Chair.

Supplementary Provisions

This outline shall come into effect as of August 1, 2022.

### 3 List of Matsudo Intercultural Cohesion Promotion Meeting Members

	Affiliation	Name (no honorific)
The Chair	Nonprofit Organization National Council of Multicultural Managers, President	Yoshihiko Doi
Vice-Chair	Public Interest Incorporated Foundation Matsudo International Exchange Association, Executive Director	Takeshi Watanabe
Member	Matsudo Citizen Activity Support Center, Center Head	Tsuyoshi Abe
„	Nonprofit Organization Matsudo Parenting Support Harmony, Board Chairman	Naomi Ishida
„	Incorporated Educational Institution ASAHIKAKUEN, Head of Managing Department at Headquarters	Yoshihiro Kushibuchi
„	General Incorporated Association Matsudo City Physicians Association, Executive Director	Masanobu Kori
„	Matsudo International Cultural Ambassador	Manyun Ou
„	Matsudo International Cultural Ambassador	Thu Phuong Suyama
„	Ryutsu Keizai University Professor, School of Sports and Health Science	Kentaro Tamino
„	Tokiwadaira Resident's Association, Executive Office	Masahito Hirano
„	The Association of Japanese Language Volunteers in Matsudo City, Vice President	Akemi Fujisawa
„	Chiba Prefecture Administrative Scriveners Associations Tokatsu Branch, Motomiya Administrative Scriveners Office, Specified Administration Sriver	Masayuki Motomiya
„	Matsudo Police Station, Chiba Prefecture	Satoshi Ichinose & 1 other
„	Matsudo Higashi Police Station, Chiba Prefecture,	Mamoru Tomita & 1 other

## Section 3: Various Surveys and Questionnaires

### 1 A Survey on Matsudo Citizens' Awareness in Regards to Human Rights

(excerpt)

#### ( 1 ) Survey target and method

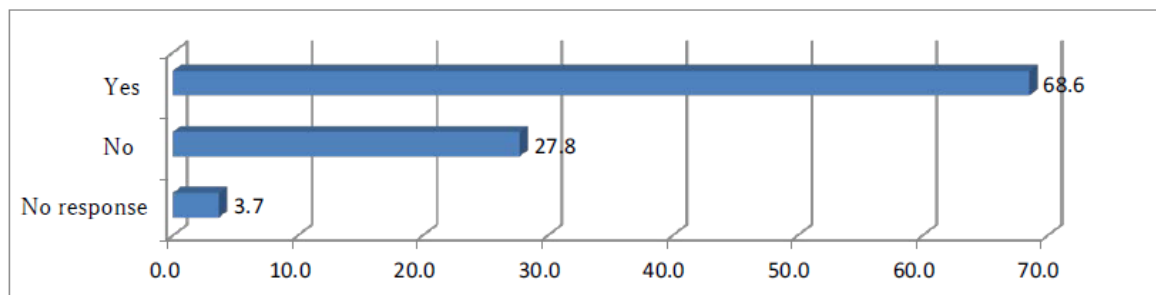
A survey was sent by mail to 3,000 randomly selected citizens living in Matsudo City of the age 20 or older. Results were collected by mail.

Study period: September 3, 2018 through September 28, 2018

#### ( 2 ) Survey target amount, and percent of results collected:

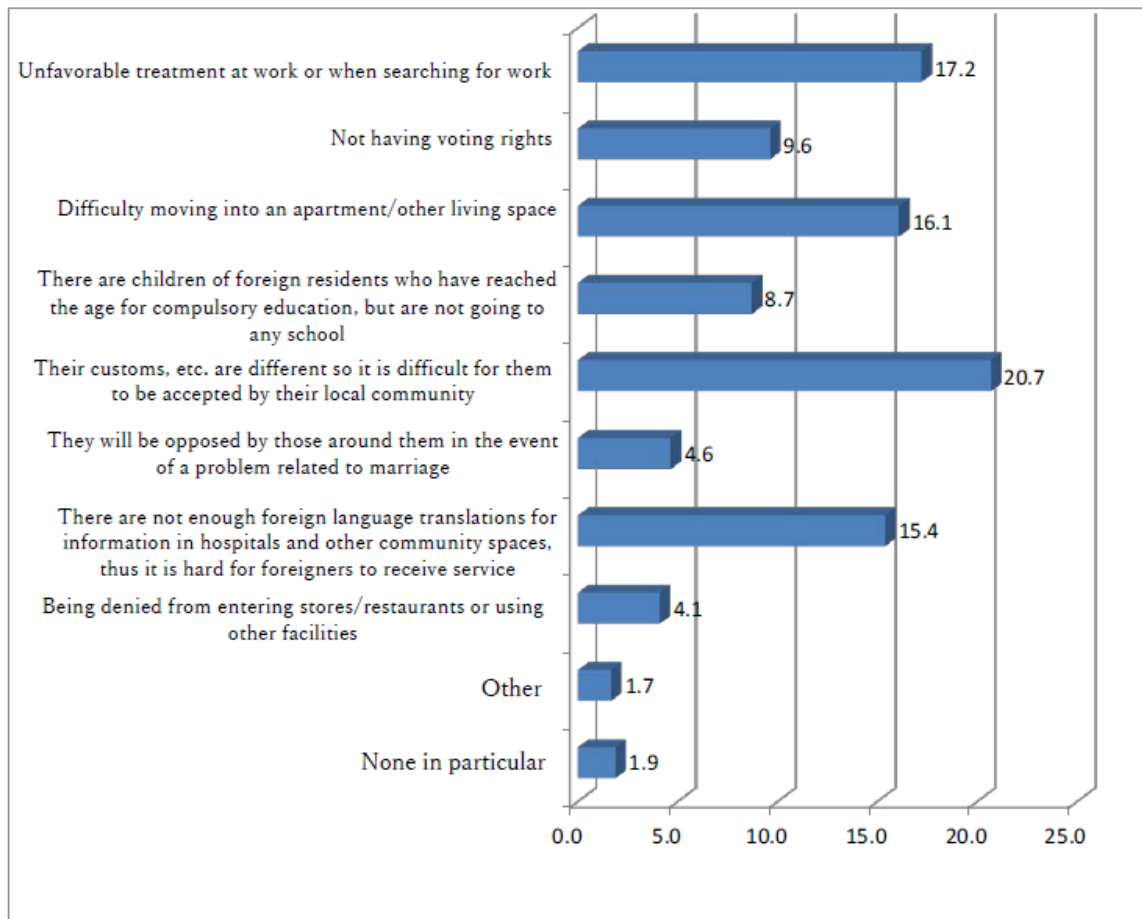
Number of targeted individuals	Amount of valid results collected	Percent of results collected
3,000	1,005	33.5%

Question 12: Do you think foreigners living in Japan face any human rights issues?



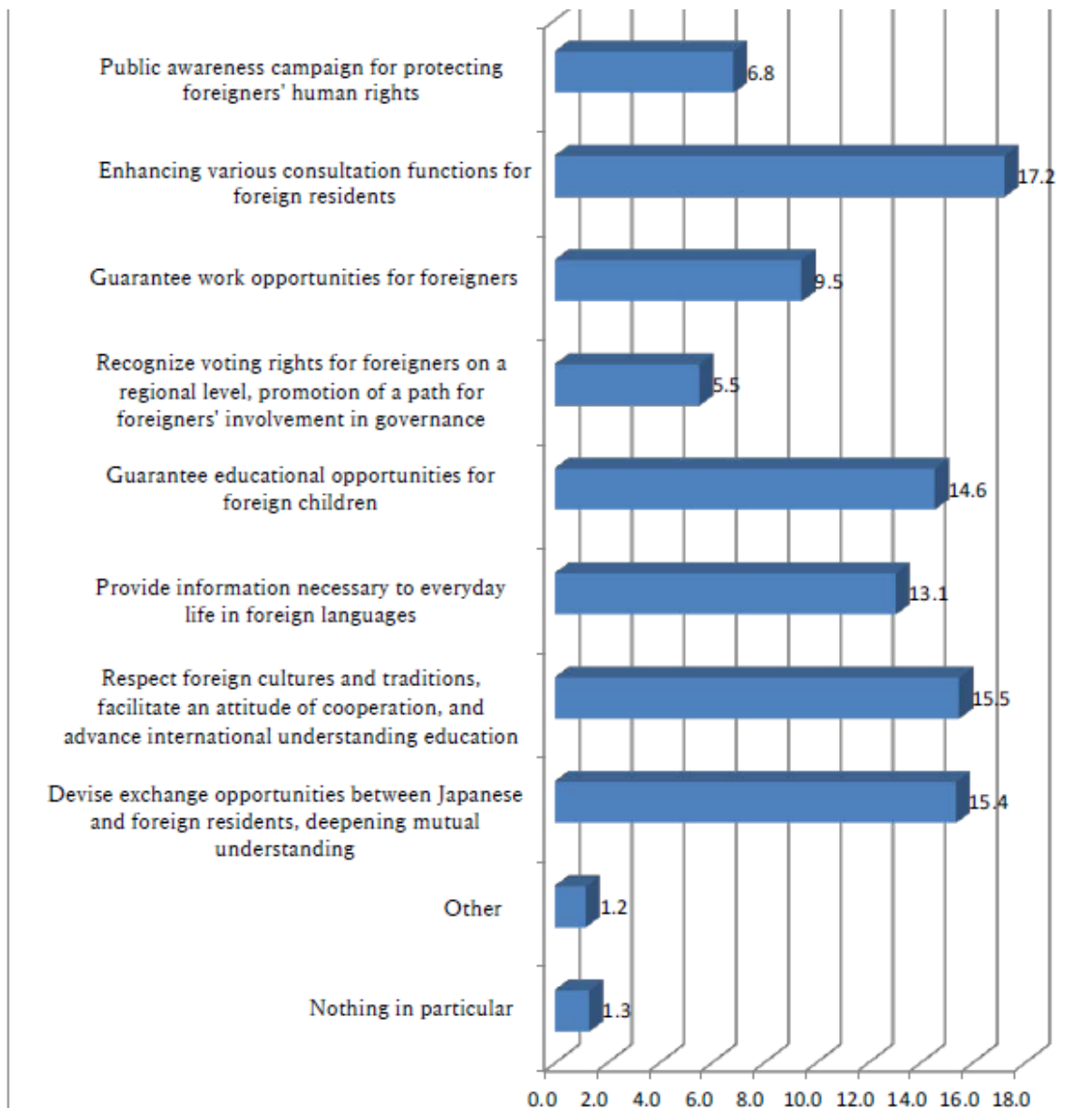
○68.6% responded saying that they do believe that foreigners living in Japan face human rights issues.

Question 12-1: (For those who answered “Yes” to question 12) In what kind of situation do you feel that foreign residents' human rights are not being respected? (Please circle all that apply)



○As far as situations where the participants felt human rights are not being respected, in the following order were the most frequent responses: “Their customs, etc. are different so it is difficult for them to be accepted by their local community”, followed by “Unfavorable treatment at work or when searching for work”, and “Difficulty moving into an apartment/other living space”.

Question 12-2: (For those who answered "Yes" to question 12) What do you think is needed in order to protect the human rights of foreigners living in Japan? (Circle up to 3 options)



○For the purpose of protecting human rights of foreigners living in Japan, "Enhancing various consultation functions for foreign residents" had the most votes, followed by "Respect foreign cultures and traditions, facilitate an attitude of cooperation, and advance international understanding" and "Devise exchange opportunities between Japanese and foreign residents, deepening mutual understanding."

## 2 Citizen Needs Survey Results to be Used for the Next Version of the Matsudo City Comprehensive Plan (excerpt)

### ( 1 ) Survey target and method

Surveys were sent in the mail to 3,000 residents living in Matsudo City of at least the age of 18 who were chosen by a stratified random selecting based on information from the basic residence register such as gender, age range and city branch. Results were then collected through mail.

Survey period: August 21, 2019 through September 13, 2019

### ( 2 ) Study target amount, and percent of results collected

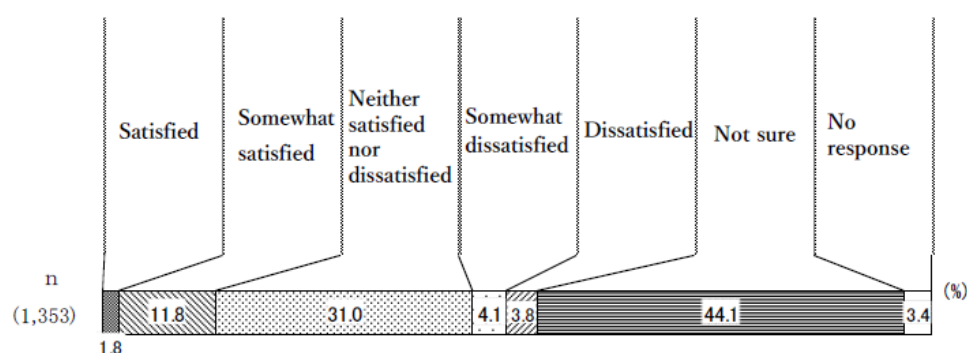
Number of targeted individuals	Amount of valid results collected	Percent of results collected
3,000	1,353	45,1%

#### ⑨About international relations and intercultural cohesion

In Matsudo City, efforts for international exchange and intercultural cohesion with foreign residents are being made in various fields.

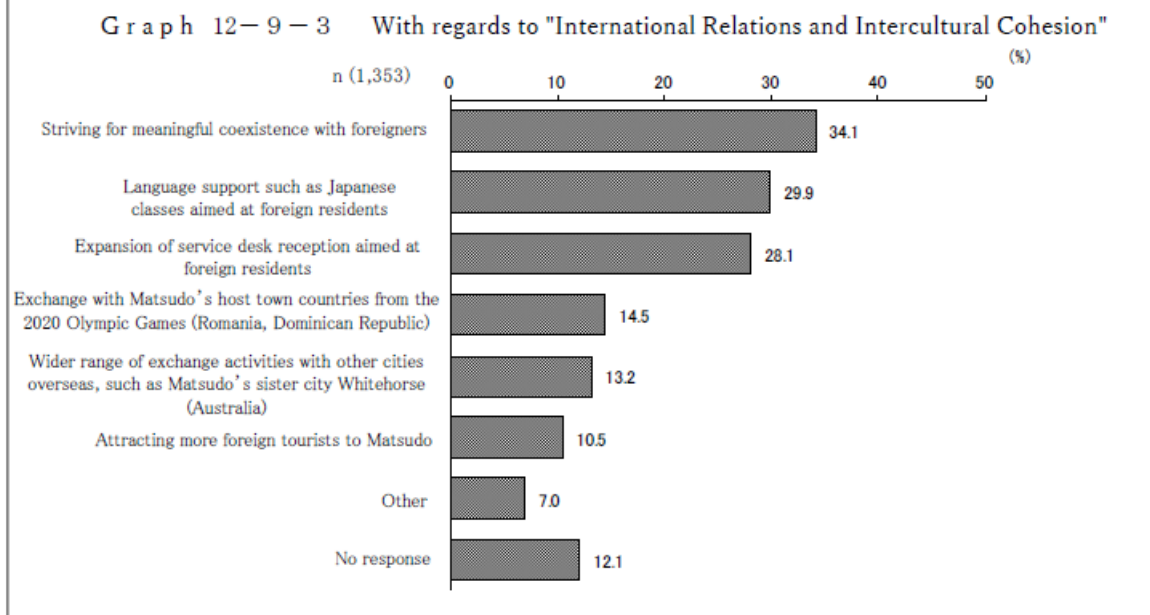
#### ⑨What is your level of satisfaction with the efforts in this area? (Circle one)

Graph 12-9-1 - About international relations and intercultural cohesion



The respondents who said “Satisfied” and “Somewhat satisfied” combined to make up 13.6%, while the respondents who said “Somewhat dissatisfied” and “Dissatisfied” combined to make up 7.9%.

⑨-2 What is an initiative in particular that you would like to see more effort put into going forward? (Circle up to 2 options)



The initiative that the most respondents wanted to see more effort put into was "Striving for meaningful co-existence with foreigners" at 34.1%, followed by "Language support assistance such as Japanese classes aimed at foreign residents" at 29.9%, and "Expansion of service desk reception aimed at foreign residents" at 28.1%.

<Opinions on various areas> ※Partial excerpt

#### ○Living Environment Improvement

I would like to see road signs and markings ("Please get off of your bicycle and push it") in Vietnamese and other languages that foreign residents can understand, in addition to Japanese.

#### ○Garbage

It is very difficult to understand the separation of garbage, and I feel that not many people are able to separate garbage properly. I think it would be better to make it easier to understand. (The number of foreign residents is increasing, so please take this into consideration.)

### 3 Results of the Citizen Awareness Survey for the Management of the Matsudo City Comprehensive Plan's Later Stage Progress (excerpt)

#### (1) Survey target and method

Surveys were sent in the mail to 3,000 residents living in Matsudo City of at least the age of 20 who were chosen by a stratified random selecting based on information from the basic residence register such as gender, age range and city branch. Results were then collected through mail.

Survey period: July 1, 2021 through July 16, 2021

#### (2) Survey target amount, and percent of results collected

Number of individuals targeted	Amount of valid results collected	Percent of results collected
3,000	1,585	52.8%

#### (3) Survey Results and Analysis

- All ratios are expressed as percentages and rounded to one decimal place. Therefore, the sum of the percentages for all options may not equal 100%.

- For questions that require multiple responses, the sum of the ratio of the choices may exceed 100%.

- In some cases, words and phrases in the text and figures have been shortened or simplified.

<<Indicator>>

Rate of interaction with foreign nationals

##### (1) Explanation of this indicator

It can be said that an increased number of people interacting with foreign nationals leads to reduced anxiety and trouble in daily life. Therefore, we use the percentage of people interacting with foreign nationals as an indicator.

##### (2) Question

This indicator is based on the following question, which was asked directly. (Individual / Behavior)

Question 14: In your everyday life, how often do you do you interact in a familiar way with foreigners who are living or staying in Matsudo City? Please circle one of the following options.

1 Very often	3 Sometimes	5 Almost never
2 Often	4 Not very much	



(3) State of this indicator

	2001	2004	2006	2007	2009	2010	2012	2013	2015	2016	2020
Very often	1.6%	2.2%	1.6%	1.5%	2.0%	1.7%	2.1%	1.0%	1.5%	1.9%	2.4%
Often	2.0%	2.4%	1.4%	1.5%	1.3%	1.5%	1.6%	1.1%	1.8%	1.7%	1.9%
Total	3.6%	4.6%	2.9%	3.0%	3.3%	3.2%	3.7%	2.1%	3.3%	3.6%	4.3%

<Opinions on various areas>      \*Partial excerpt

● Garbage

- “I don’t think the elderly and foreign residents understand how to separate their garbage.”
- “There is a lack of effort to make garbage separation easy to understand even for foreign residents.”
- “Foreign residents have poor etiquette when throwing out garbage, and there have been times when their garbage cannot be collected. Not knowing who to consult about this is causing trouble.”

## 4 Public Opinion Survey on the Chiba Prefecture Government (excerpt)

### (1) Survey Target and Method

The purpose of the survey is to capture the interests, desires and intentions of the citizens of Chiba Prefecture in their daily lives and in the major areas of prefectural government, and to provide basic data for the advancement of prefectural government policies.

The survey is conducted on individuals of both sexes, 18 years of age or older, and living in Chiba Prefecture. Questionnaires were mailed to 3,000 individuals selected by the stratified two-stage random sampling method\*, and responses were requested both by mail and online.

Survey period: November 26, 2021 through December 17, 2021

(\*) The survey was conducted by classifying the prefecture into blocks according to administrative units and regions (stratification), distributing survey points to each block proportionally according to population, and using the survey area and basic resident register of the census (two-stage) to extract a fixed number of samples for each point.

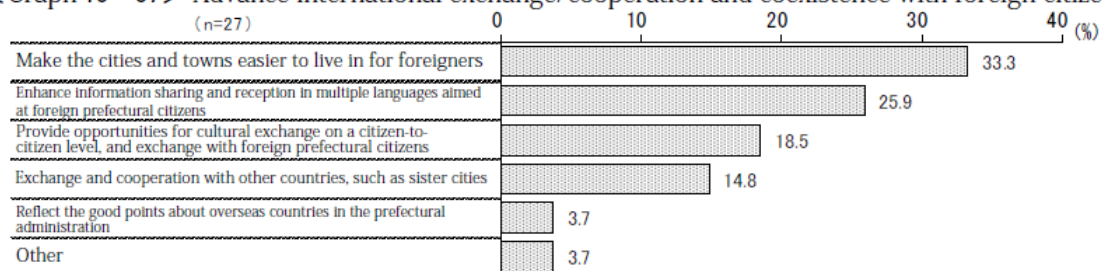
( 2 ) Survey target amount, and percent of results collected

Number of targeted individuals	Amount of valid results collected	Percent of results collected
3,000	1,659	55.3%

31 Advance international exchange/cooperation and coexistence with foreign citizens (1.6%, 31st)

33.3% of voters specifically want to see the prefecture "Make the cities and towns easier to live in for foreigners" which was the highest category. The next highest was "Enhance information sharing and reception in multiple languages aimed at foreign prefectural citizens" at 25.9%, followed by "Provide opportunities for cultural exchange on a citizen-to-citizen level, and exchange with foreign prefectural citizens" at 18.5%.

< Graph 13—37 > Advance international exchange/cooperation and coexistence with foreign citizens



## 5 Foreign Residents Living in Matsudo City Survey Results (excerpt)

( 1 ) Study target and method

For the purpose of deciding the contents of a video series that delivered important information to foreign residents called "Multilingual Video Channel," a survey was conducted among foreign residents living in Matsudo of at least 18 years of age to come to a better understanding of their current living situation.

Survey period: October 30, 2020 through February 19, 2021

( 2 ) Study target amount, and percent of results collected

Language	Amount of people targeted	Valid responses collected	Percent of responses received
English	873	172	19.7%
Chinese	840	234	27.8%
Vietnamese	273	41	14.2%

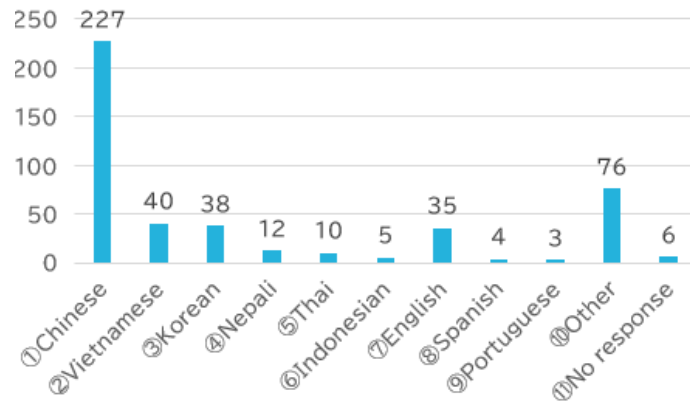
( 3 )    Survey results and analysis

- The number of respondents is based on the 447 who responded by January 22.
- The respondents who did not respond to each question are counted as "no response."
- Questions indicating to respond to one answer had responses with more than one answer which are included.
- The "n" refers to the total number of responses.

## ① On language

**Question 1: What is your native language? (You may choose more than one)**  
n=456

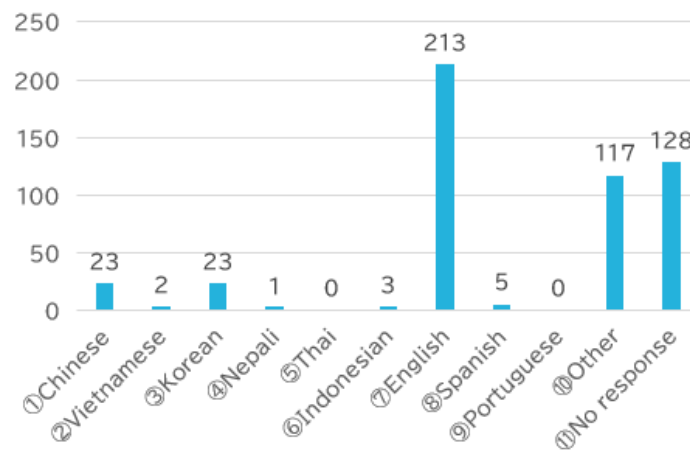
①Chinese	227
②Vietnamese	40
③Korean	38
④Nepali	12
⑤Thai	10
⑥Indonesian	5
⑦English	35
⑧Spanish	4
⑨Portuguese	3
⑩Other	76
⑪No response	6



Similar to Question 3, many respondents chose "①Chinese", "②Vietnamese", "③Korean", and "⑦English". When it came to the "⑩Other" category, many Filipinos used it to choose Filipino/Tagalog as their native language in addition to English.

**Question 2: Are there any languages you can speak outside of your native language? (Choose all that apply)** n=515

①Chinese	23
②Vietnamese	2
③Korean	23
④Nepali	1
⑤Thai	0
⑥Indonesian	3
⑦English	213
⑧Spanish	5
⑨Portuguese	0
⑩Other	117
⑪No response	128



Among the options, "⑦English" was the most common, accounting for 41% of the total. "Japanese" was selected by 67 respondents, or 13% of the total, being written in the "⑩Other" option. Although Japanese was not one of the options, it was the second most common choice.

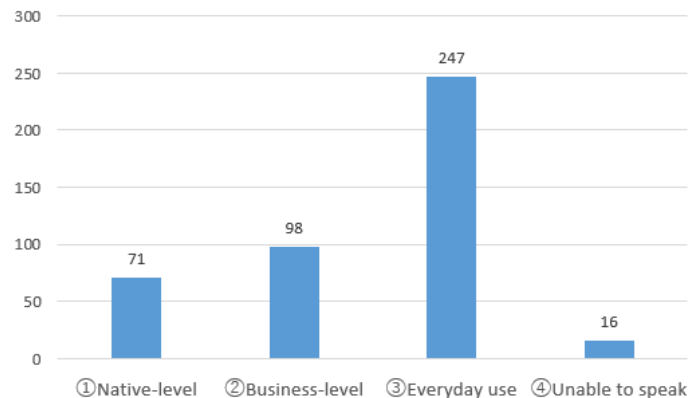
**Question 3: What is your level of Japanese proficiency? (Select one in each category)**

※13 respondents did not respond, some responded partly.

A Speaking	
①Native-level	71
②Business-level	98
③Everyday use	247
④Unable to speak	16

n=432

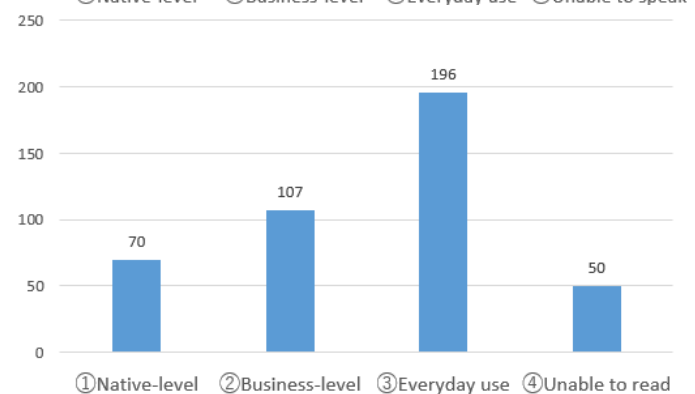
Compared to "B. Reading" and "C. Writing", there were fewer responses for ④.



B Reading	
①Native-level	70
②Business-level	107
③Everyday use	196
④Unable to read	50

n=423

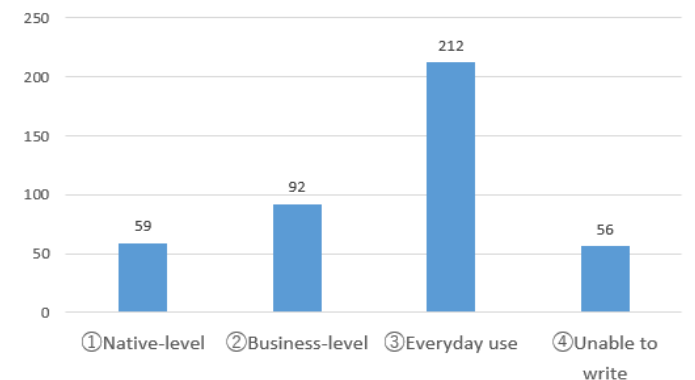
Although there were more "①Native-level" speakers than seen in "C. Writing", which was considered to be the most difficult for the respondents, the number of "④Unable to read" responses was also similar to that of the "C. Writing" category.



C Writing	
①Native-level	59
②Business-level	92
③Everyday use	212
④Unable to write	56

n=419

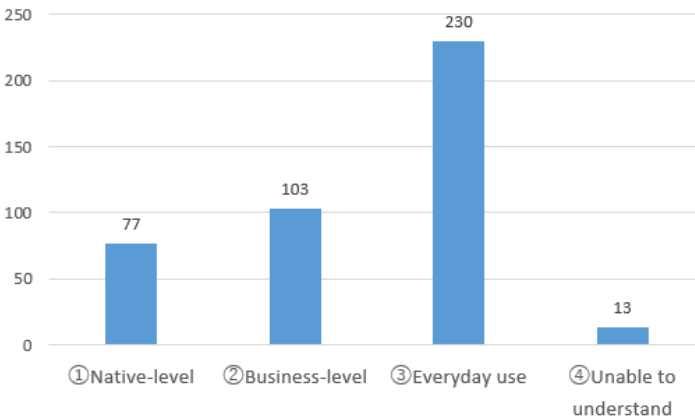
Compared to "A. Speaking", "B. Reading", and "D. Listening", more respondents answered "Unable to write" and many respondents were not confident.



D Listening	
①Native-level	77
②Business-level	103
③Everyday use	230
④Unable to understand	13

n=423

Compared to "A. Speaking", "B. Reading", and "C. Writing", this category is the one in which respondents as a whole seem to have the strongest ability.

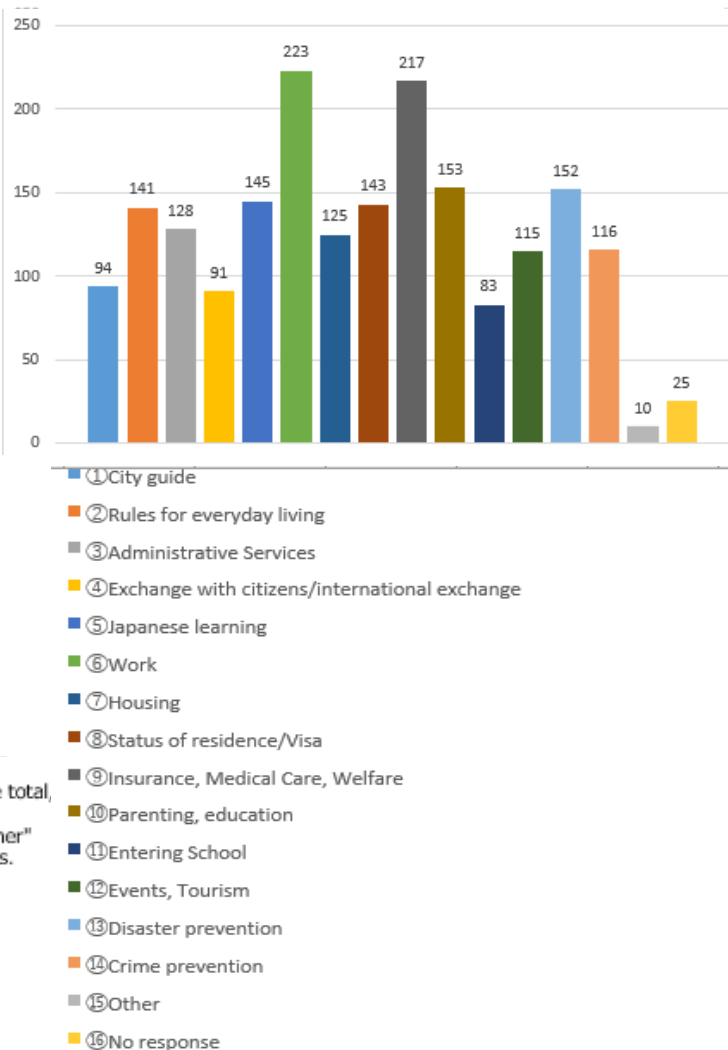


## ②In regards to living

Question 4: What information do you think you need in your everyday life? (Choose all that apply) n=1961

①City guide	94
②Rules for everyday living	141
③Administrative Services	128
④Exchange with citizens/international exchange	91
⑤Japanese learning	145
⑥Work	223
⑦Housing	125
⑧Status of residence/Visa	143
⑨Insurance, Medical Care, Welfare	217
⑩Parenting, education	153
⑪Entering School	83
⑫Events, Tourism	115
⑬Disaster prevention	152
⑭Crime prevention	116
⑮Other	10
⑯No response	25

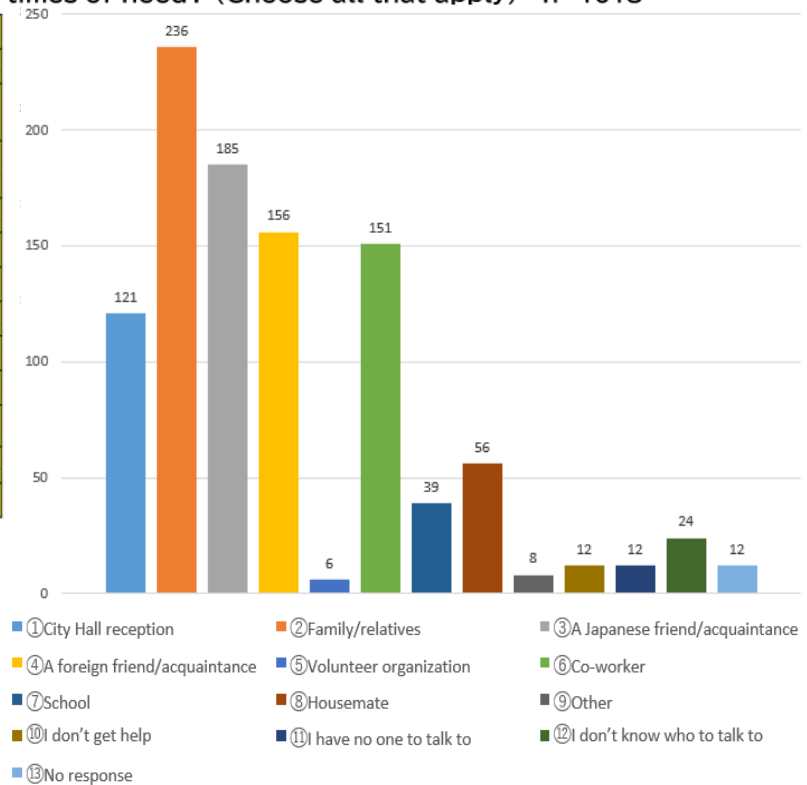
Although "⑥Work" and "⑨Insurance/medical care/welfare" each accounted for about 11% of the total, generally every category received a fair amount of responses. Some respondents indicated that "⑮Other" was acquiring qualifications or receiving translations.



### Question 5: Where do you go in times of need? (Choose all that apply) n=1018

①City Hall reception	121
②Family/relatives	236
③A Japanese friend/acquaintance	185
④A foreign friend/acquaintance	156
⑤Volunteer organization	6
⑥Co-worker	151
⑦School	39
⑧Housemate	56
⑨Other	8
⑩I don't get help	12
⑪I have no one to talk to	12
⑫I don't know who to talk to	24
⑬No response	12

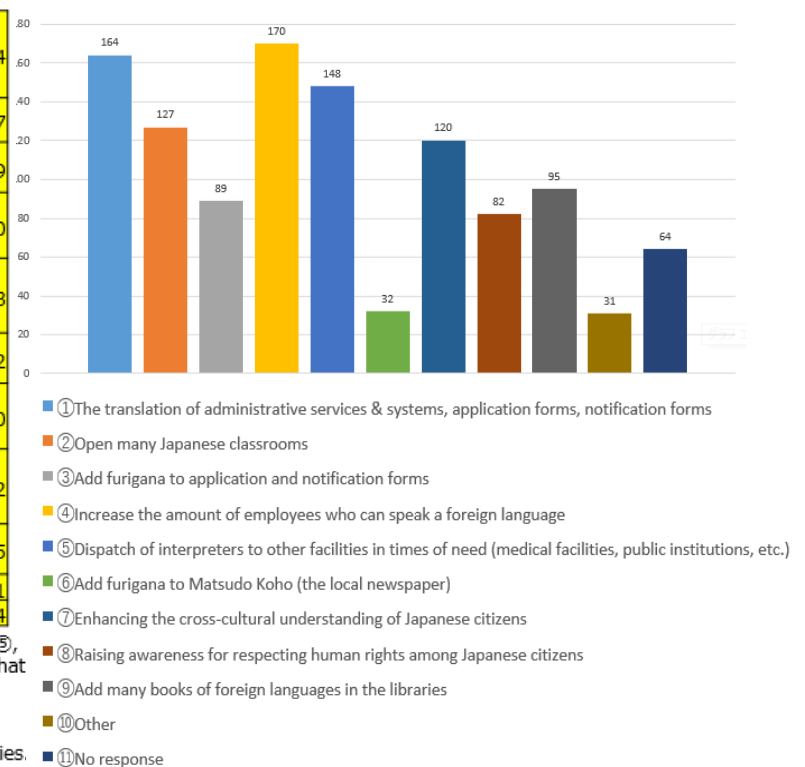
Many respondents answered "①, ②, ③, ④, and ⑥" at about 83% of the total, but in particular, they often consulted with those close to them in "② Family/relatives" (about 23% of the total).



### Question 6: What would you like to request of the City Hall? (Check all that apply) n=1122

①The translation of administrative systems & services, application forms, notification forms	164
②Open many Japanese classrooms	127
③Add furigana to application and notification forms	89
④Increase the amount of employees who can speak a foreign language	170
⑤Dispatch of interpreters to other facilities in times of need (medical facilities, public institutions, etc.)	148
⑥Add furigana to Matsudo Koho (the local newspaper)	32
⑦Enhancing the cross-cultural understanding of Japanese citizens	120
⑧Raising awareness for respecting human rights among Japanese citizens	82
⑨Add many books of foreign languages in the libraries	95
⑩Other	31
⑪No response	64

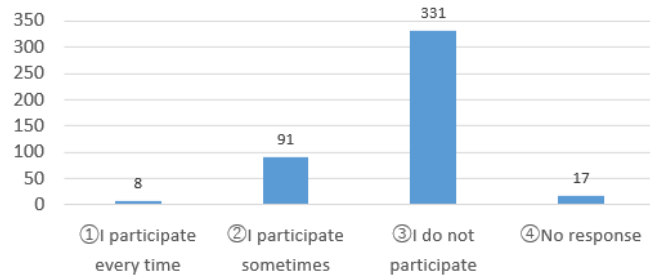
The results of the responses to options ①, ④, and ⑤, regarding translation and interpretation, indicated that there are many requests for multilingual services/support. The "⑩Other" option also showed the demand for multilingual support at the city hall and public facilities.



**Question 7: Please tell us about your participation in your local neighborhood association meetings/events (Chokai or Jichikai) (Select one) n=447**

① I participate every time	8
② I participate sometimes	91
③ I do not participate	331
④ No response	17

74% of all respondents answered "③ I do not participate".

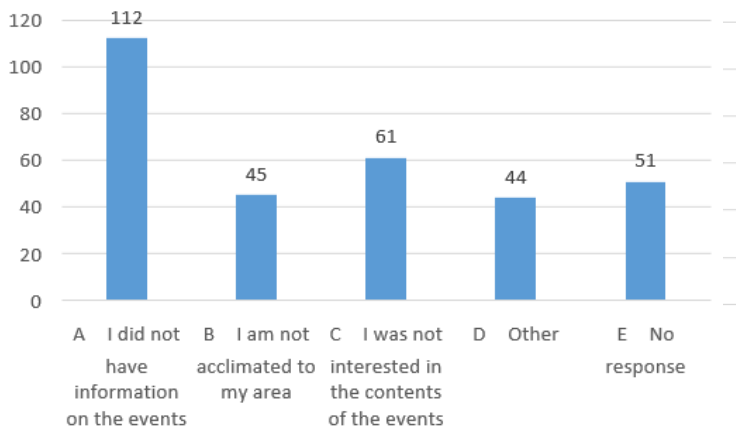


**※For those that chose ③, what is the reason you are not participating? (Choose all that apply)**

A I did not have information on the events	112
B I am not acclimated to my area	45
C I was not interested in the contents of the events	61
D Other	44
E No response	51

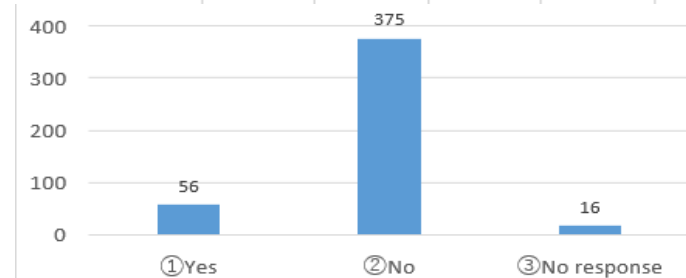
n=313

Many respondents answered "A. I did not have information on the events". In addition, many respondents answered "D. Other" as lack of time due to work or child-rearing, cost of money, and language barriers.



**Question 8: Are you participating in any community or club? (Select one) n=447**

① Yes	56
② No	375
③ No response	16

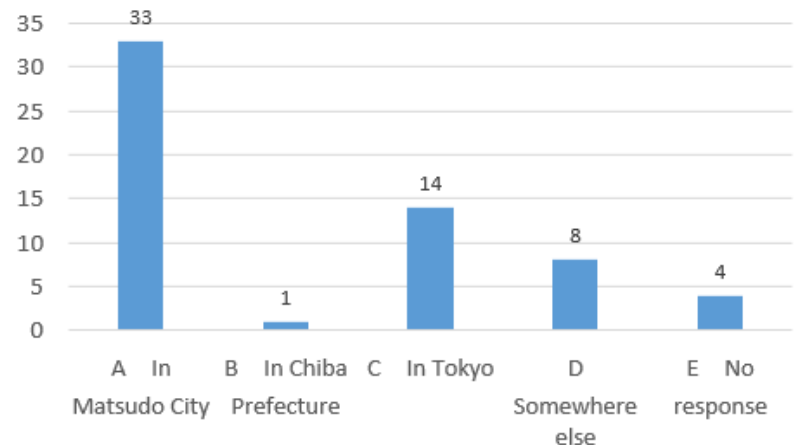


**※Those who chose ①, where is your community/club based? (Choose all that apply)**

A In Matsudo City	33
B In Chiba Prefecture	1
C In Tokyo	14
D Somewhere else	8
E No response	4

n=60

While 83% of all respondents answered that they did not participate, the most common area of participation was "A. in Matsudo City", followed by "C. in Tokyo". An example of a response for "D. Somewhere else" was Saitama Prefecture.



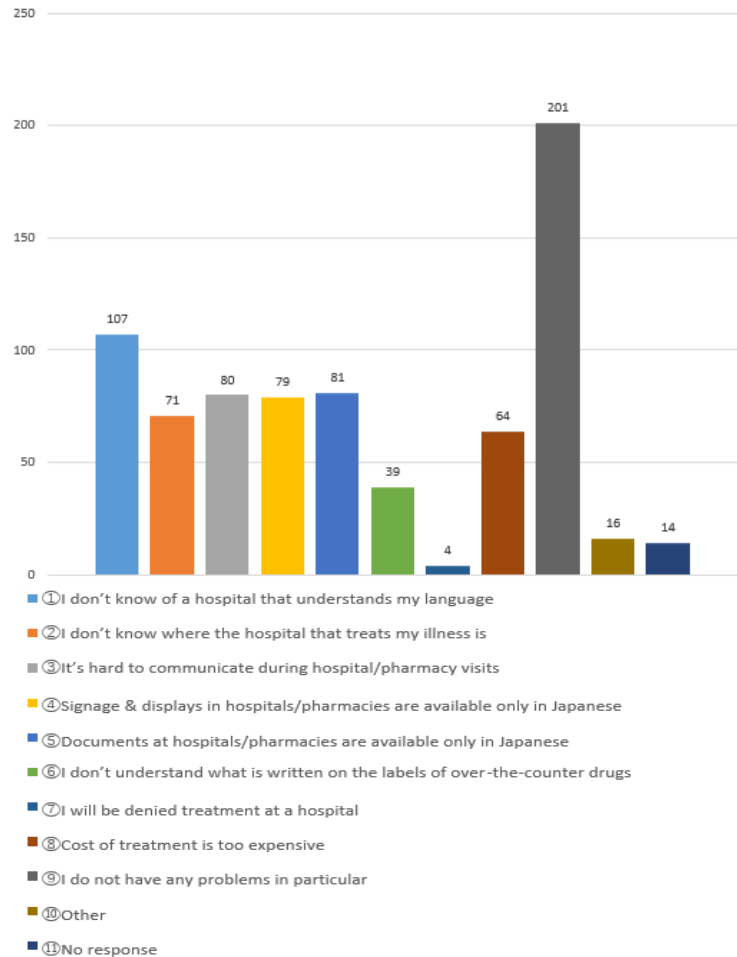


### ③ On medical care

Question 9: Do you have any problems with medical care in Japan?  
(Select all that apply) n=756

① I don't know of a hospital that understands my language	107
② I don't know where the hospital that treats my illness is	71
③ It's hard to communicate during hospital/pharmacy visits	80
④ Signage & displays in hospitals/pharmacies are available only in Japanese	79
⑤ Documents at hospitals/pharmacies are available only in Japanese	81
⑥ I don't understand what is written on the labels of over-the-counter drugs	39
⑦ I will be denied treatment at a hospital	4
⑧ Cost of treatment is too expensive	64
⑨ I do not have any problems in particular	201
⑩ Other	16
⑪ No response	14

The most common response was "⑨ I do not have any problems in particular" (26% of all respondents). Other than ⑨, there were many responses such as "① I don't know of a hospital that understands my language" and "⑤ Documents at hospitals/pharmacies are available only in Japanese".

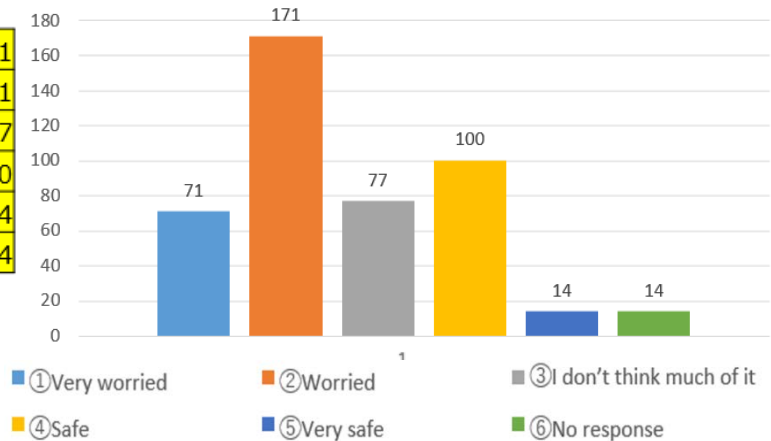


### ④ On disasters

Question 10: Please tell us how you feel about your situation during emergencies (disaster, etc.) (Select all that apply) n=447

① Very worried	71
② Worried	171
③ I don't think much of it	77
④ Safe	100
⑤ Very safe	14
⑥ No response	14

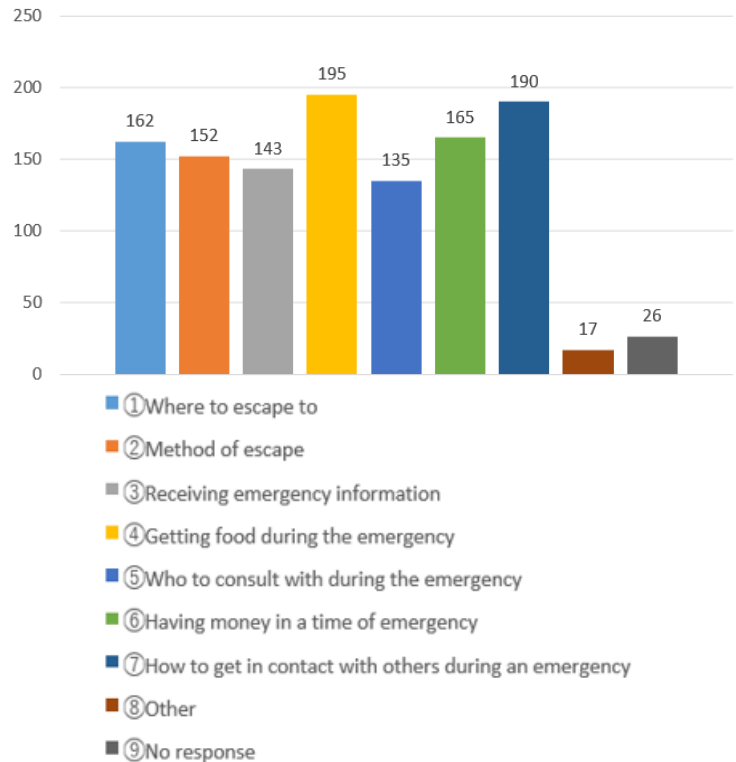
The survey showed that 55% of the total respondents were anxious about emergencies, with 16% of the total responding "① Very worried" and 39% responding "② Worried." However, many respondents were anxious while not being prepared for disasters.



**Question 11: What makes you worried about your situation in regards to disasters? (Select all that apply) n=1185**

①Where to escape to	162
②Method of escape	152
③Receiving emergency information	143
④Getting food during the emergency	195
⑤Who to consult with during the emergency	135
⑥Having money in a time of emergency	165
⑦How to get in contact with others during an emergency	190
⑧Other	17
⑨No response	26

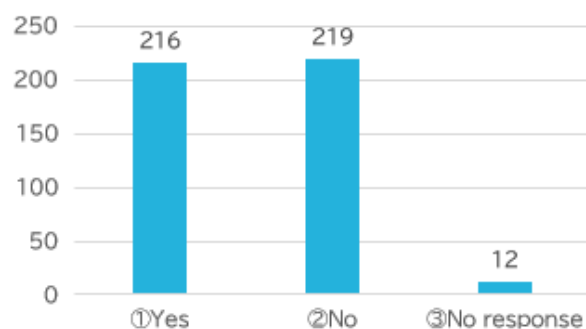
The fact that there was no significant difference in the responses to each option indicates that respondents are anxious about a variety of things. Some respondents were worried that they would be discriminated against in evacuation centers because they are foreigners.



**Question 12: Are you doing anything to prepare yourself for a potential disaster? (Choose one) n=447**

①Yes	216
②No	219
③No response	12

The respondents were divided into two nearly even halves between those who answered "Yes" and those who answered "No".

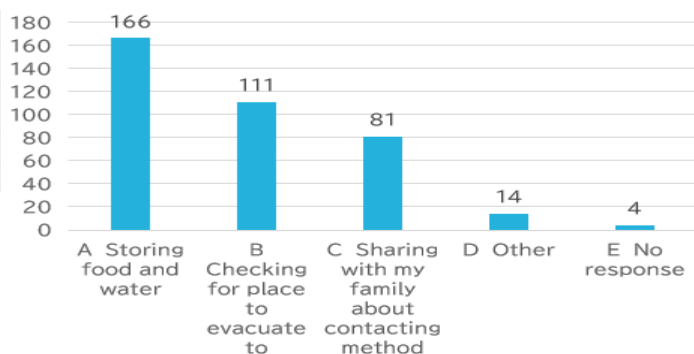


**※For those that selected ①, what are you doing to prepare? (Select all that apply)**

A Storing food and water	166
B Checking for place to evacuate to	111
C Sharing with my family about contacting method	81
D Other	14
E No response	4

n=376

The majority of respondents who answered "①Yes" to Q39 had prepared "A. Having food and water prepared".



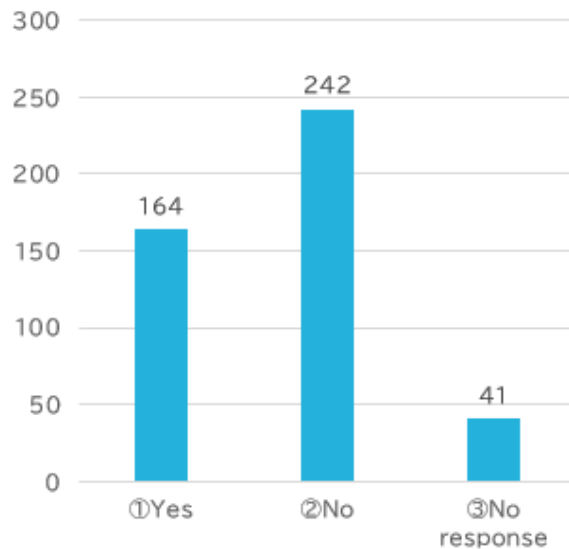
## ⑤In regards to children

**Question 13: Do you have any children of the age 15 or younger living with you?**

**(Select One) n=447**

①Yes	164
②No	242
③No response	41

More than half of the respondents, 54% of the total, answered "②No".  
 153 respondents answered that they have one child.  
 51 respondents answered that they have two children.  
 15 respondents answered that they have three children.  
 1 respondent answered that they have four children.  
 0 respondents answered that they have five children.

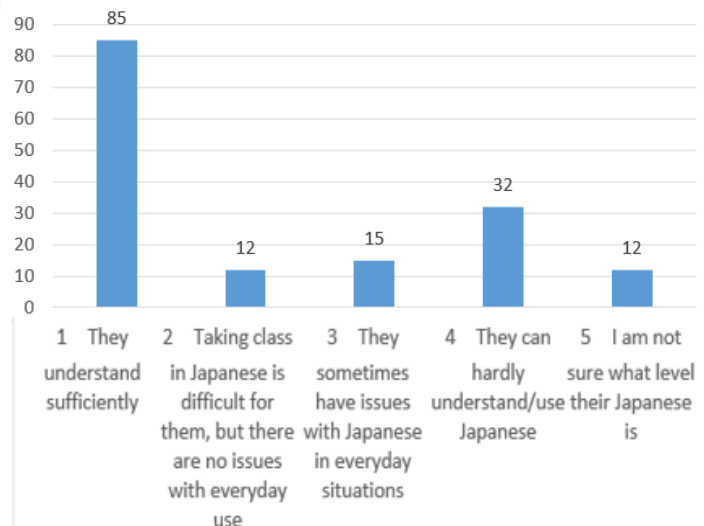


**Question 14: How well can your child use Japanese? (Select one)**

**◎1<sup>st</sup> child ※Some did not respond n=156**

1 They understand sufficiently	85
2 Taking class in Japanese is difficult for them, but there are no issues with everyday use	12
3 They sometimes have issues with Japanese in everyday situations	15
4 They can hardly understand/use Japanese	32
5 I am not sure what level their Japanese is	12

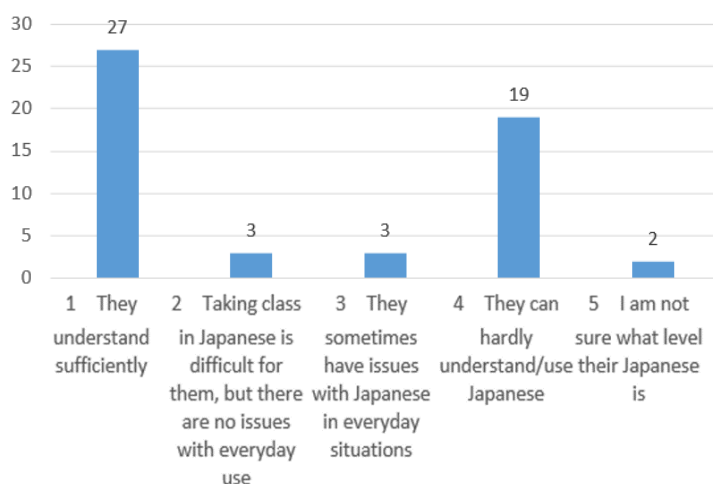
More than half of all respondents (54%) answered "1. They understand sufficiently". There were many respondents with children of elementary school age or older who answered "1" or "2".



◎2<sup>nd</sup> child ※ Some did not respond  
n=54

1 They understand sufficiently	27
2 Taking class in Japanese is difficult for them, but there are no issues with everyday use	3
3 They sometimes have issues with Japanese in everyday situations	3
4 They can hardly understand/use Japanese	19
5 I am not sure what level their Japanese is	2

Children under elementary school age accounted for 70% of the total, their age is young, and had a higher response rate for "4" than for the responses for the 1<sup>st</sup> child.

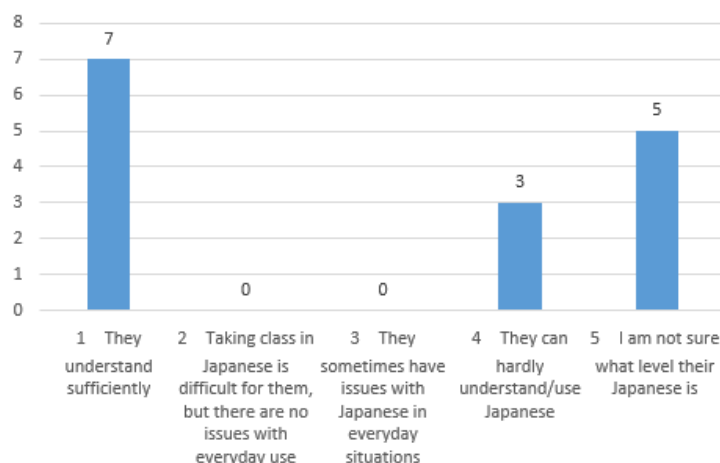


◎3<sup>rd</sup> child ※ Some did not respond  
n=15

1 They understand sufficiently	7
2 Taking class in Japanese is difficult for them, but there are no issues with everyday use	0
3 They sometimes have issues with Japanese in everyday situations	0
4 They can hardly understand/use Japanese	3
5 I am not sure what level their Japanese is	5

Due to the age-group being young, similar to that of the 2<sup>nd</sup> child group, the response rate for "4" and "5" were high.

※One respondent had a 4<sup>th</sup> child and did not leave a response



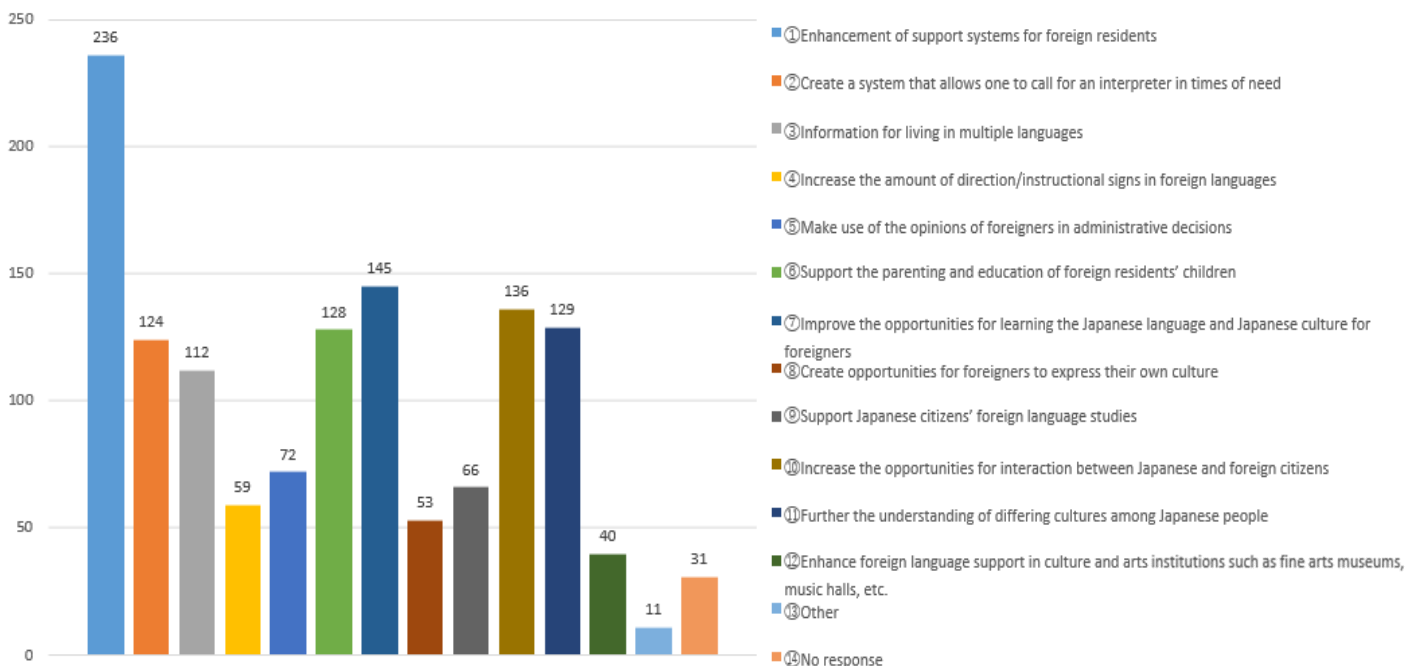
## ⑥Other

**Question 15: What do you think is needed to make Matsudo City an easier place to live for foreigners? (Please choose 3 or more options)**

※ Some respondents chose more than 3 options n=1342

①Enhancement of support systems for foreign residents	236
②Create a system that allows one to call for an interpreter in times of need	124
③Information for living in multiple languages	112
④Increase the amount of direction/instructional signs in foreign languages	59
⑤Make use of the opinions of foreigners in administrative decisions	72
⑥Support the parenting and education of foreign residents' children	128
⑦Improve the opportunities for learning the Japanese language and Japanese culture for foreigners	145
⑧Create opportunities for foreigners to express their own culture	53
⑨Support Japanese citizens' foreign language studies	66
⑩Increase the opportunities for interaction between Japanese and foreign citizens	136
⑪Further the understanding of differing cultures among Japanese people	129
⑫Enhance foreign language support in culture and arts institutions such as fine arts museums, music halls, etc.	40
⑬Other	11
⑭No response	31

The most common response was "① Enhancement of support systems for foreign residents" (18% of all respondents), while many respondents requested interaction with Japanese people and understanding of each other's culture with the ②, ⑥, ⑦, ⑩, and ⑪ options.

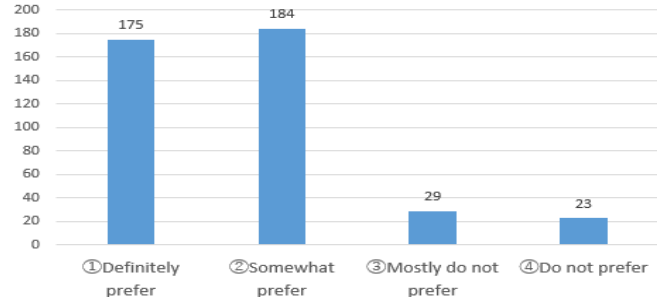


**Question 16: In regards to Japanese citizens, please indicate how much you would prefer to see them improve on the following**

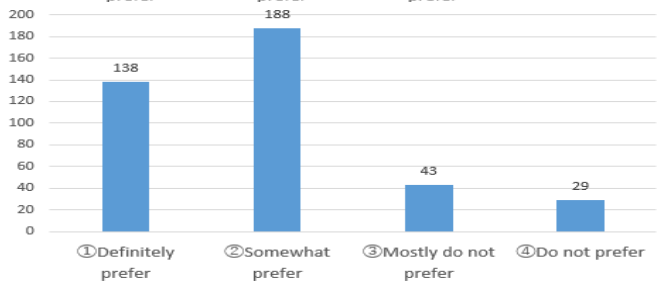
※30 respondents did not answer to all five, other respondents did not respond to at least one

A:n=411 B:n=398 C:n=403 D:n=398 E:n=389

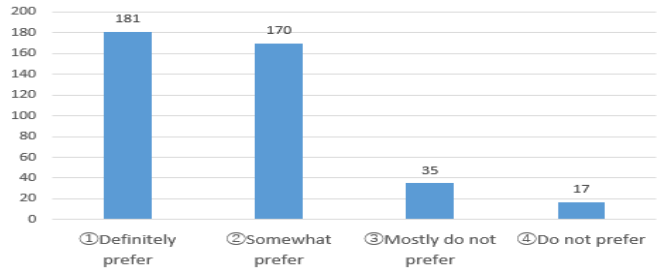
A Work at understanding foreign cultures and ways of living	
①Definitely prefer	175
②Somewhat prefer	184
③Mostly do not prefer	29
④Do not prefer	23



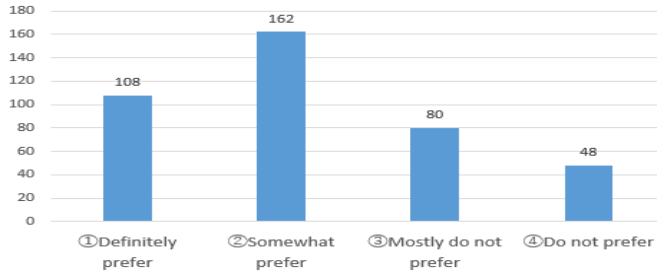
B Exchange greetings and conversation with foreign residents on a daily basis	
①Definitely prefer	138
②Somewhat prefer	188
③Mostly do not prefer	43
④Do not prefer	29



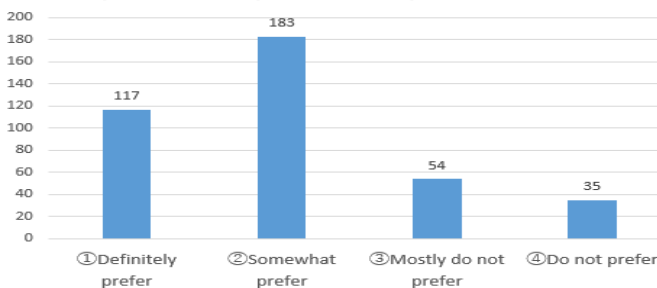
C Introduce Japanese ways of living and the language to foreigners	
①Definitely prefer	181
②Somewhat prefer	170
③Mostly do not prefer	35
④Do not prefer	17



D Make more of an effort to learn foreign languages	
①Definitely prefer	108
②Somewhat prefer	162
③Mostly do not prefer	80
④Do not prefer	48



E Participate in cultural exchange events such as exchange meetings with foreign residents in their neighborhood, and other events	
①Definitely prefer	117
②Somewhat prefer	183
③Mostly do not prefer	54
④Do not prefer	35



Relatively more respondents selected “①Definitely prefer” in response to “A. Work at understanding foreign cultures and ways of living” and “C. Introduce Japanese ways of living and the language to foreigners”, while relatively few respondents chose “①Definitely prefer” for “D. Make more of an effort to learn foreign languages”. However, there was not a large difference among the questions, with many respondents choosing either “①Definitely prefer” or “②Somewhat prefer” for all the questions.

## Matsudo City's Intercultural Cohesion Promotion Guidelines

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