

2021 Attitude Survey of Setagaya Residents (Summary)

(Conducted in May 2021)

The Attitude Survey of Setagaya Residents (Summary) is the summary of the 2021 Attitude Survey of Setagaya Residents conducted in May 2021 and has been prepared so that a wider range of city residents may be informed about it.

This year's survey included topics for understanding changes that occur over time such as Intention of Permanent Residence and Reception of City-Staff, and in addition to these, ones regarding the District Administration System, Climate Crisis, and Impact of COVID-19 on Lifestyles. The results of the survey are used as basic data for carrying out the mission of the city government.

Those who wish further information may view the full 2021 Attitude Survey of Setagaya Residents at the City Civic Information Centers, City Civic Information Corners, city libraries, and on the city website.

Respondent Attributes

- 1 Intention of Permanent Residence
 - 2 City Government
 - 3 Reception of City-Staff
 - 4 District Administration System
 - 5 Welfare and Healthcare
 - 6 Where to Consult Regarding Worries or Concerns
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Survey Outline

Sample Male and female Setagaya City residents at least 18 years of age

Sample Size 4,000 people
(Breakdown:3,913 Japanese nationals, 87 foreign nationals)

Sample Method Two stage stratified random sampling

Methodology Distributed by postal mail and responses collected by postal mail or via the Internet

Survey Period May 25 – June 4, 2021

Effective Responses 2,086
(Breakdown:2,056 Japanese nationals, 30 foreign nationals)

Effective Responses Rate 52.2%
(Breakdown: 73.1% [1,525] responded by postal mail,
26.9% [561] responded via Internet)

* With regard to questions that have the same content as questions asked in previous surveys, the date is the most recent available.

September 2021



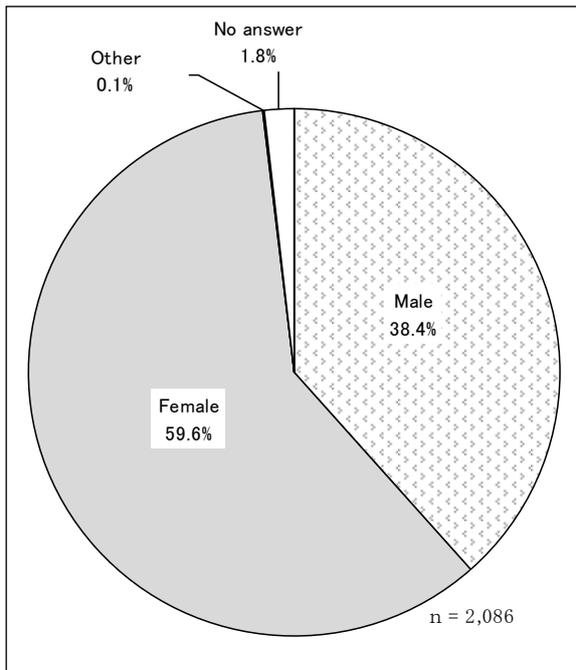
City of Setagaya

Understanding the Graphs

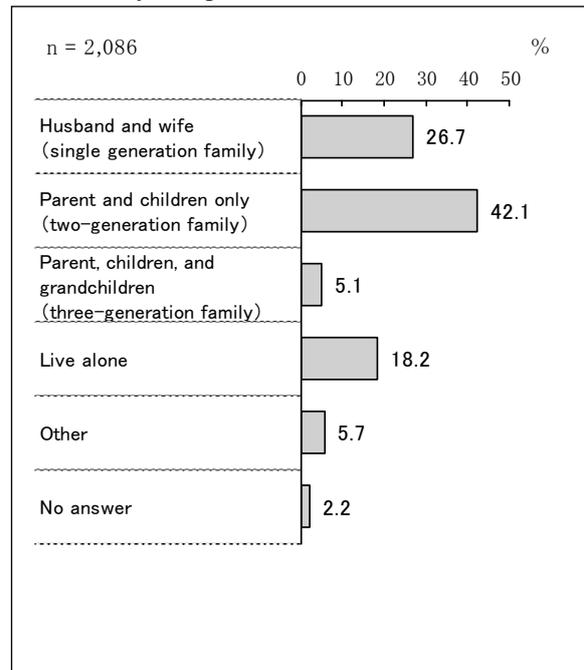
- 1 Only one response was selected for a given question unless it was stated “(multiple responses).”
- 2 Totals for some questions may not reach 100.0% due to rounding off to one decimal place.
- 3 Totals may exceed 100.0% where multiple responses are allowed for a given question.
- 4 The letter “n” inside the graphs represent the number of residents who responded to the given question.

Respondent Attributes

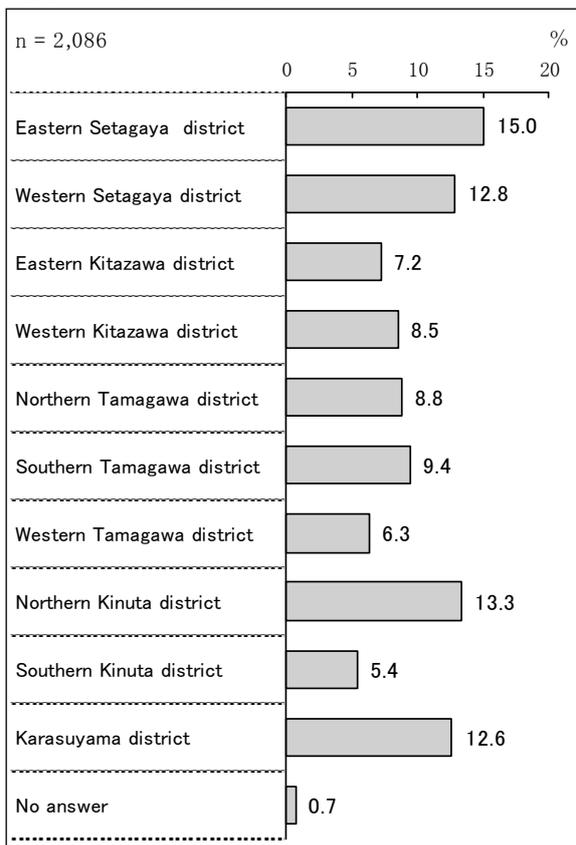
(1) Sex



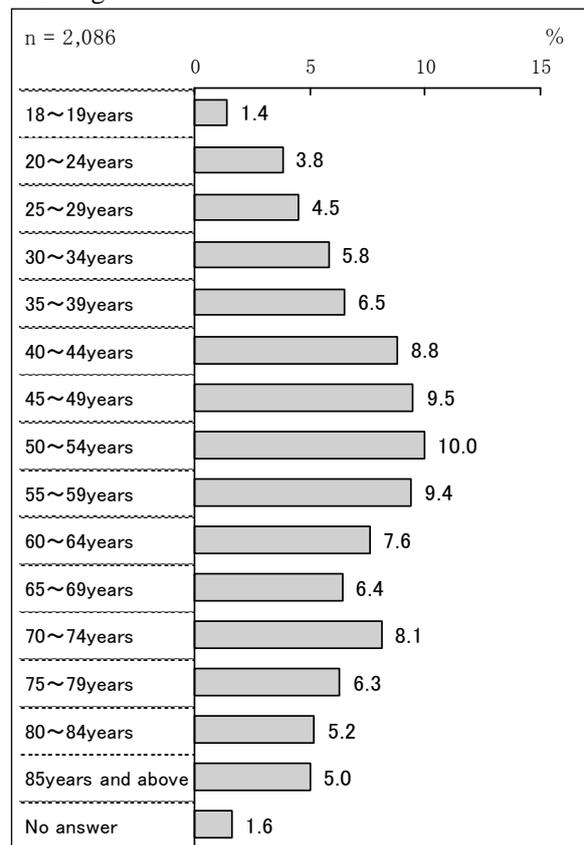
(2) Family composition



(3) Area of residence



(4) Age

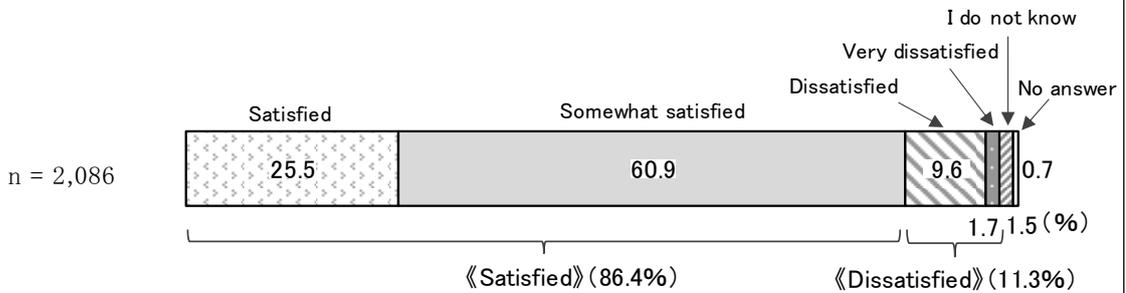


1. Intention of Permanent Residence

(1) Satisfaction with current day-to-day life

86.4% feel “satisfied” with their current day-to-day life.

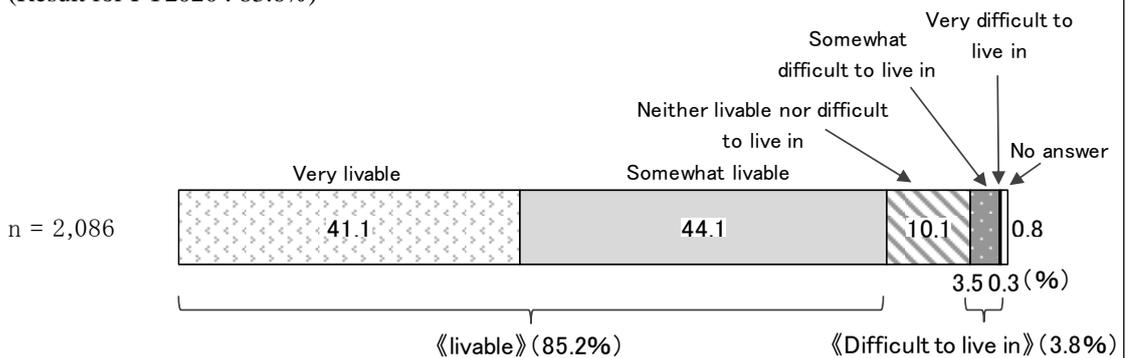
(Result for FY2020 : 87.3%)



(2) Livability

85.2% feel that Setagaya City is a “livable” city.

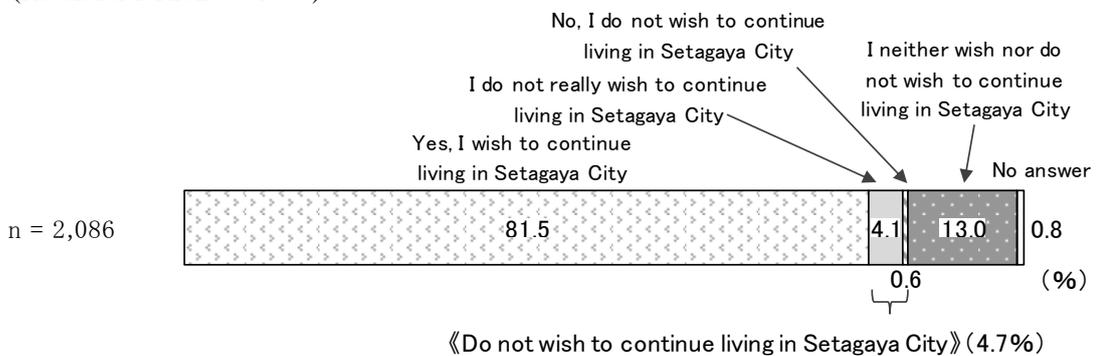
(Result for FY2020 : 83.6%)



(3) Intention of permanent residence

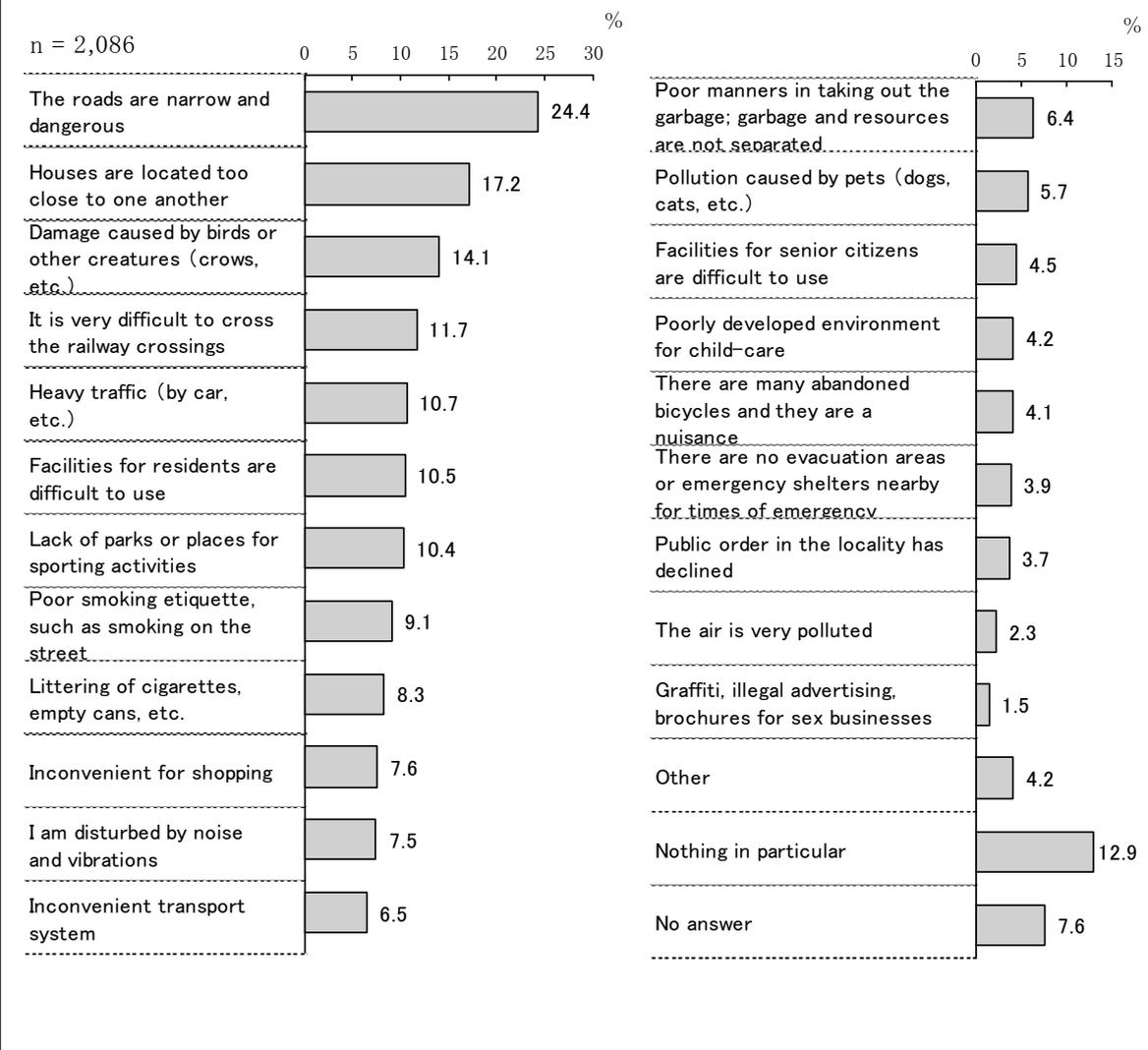
81.5% “wish to continue living in Setagaya City”.

(Result for FY2020 : 81.7%)



(4) Difficulties faced in day-to-day life in the area (multiple responses)

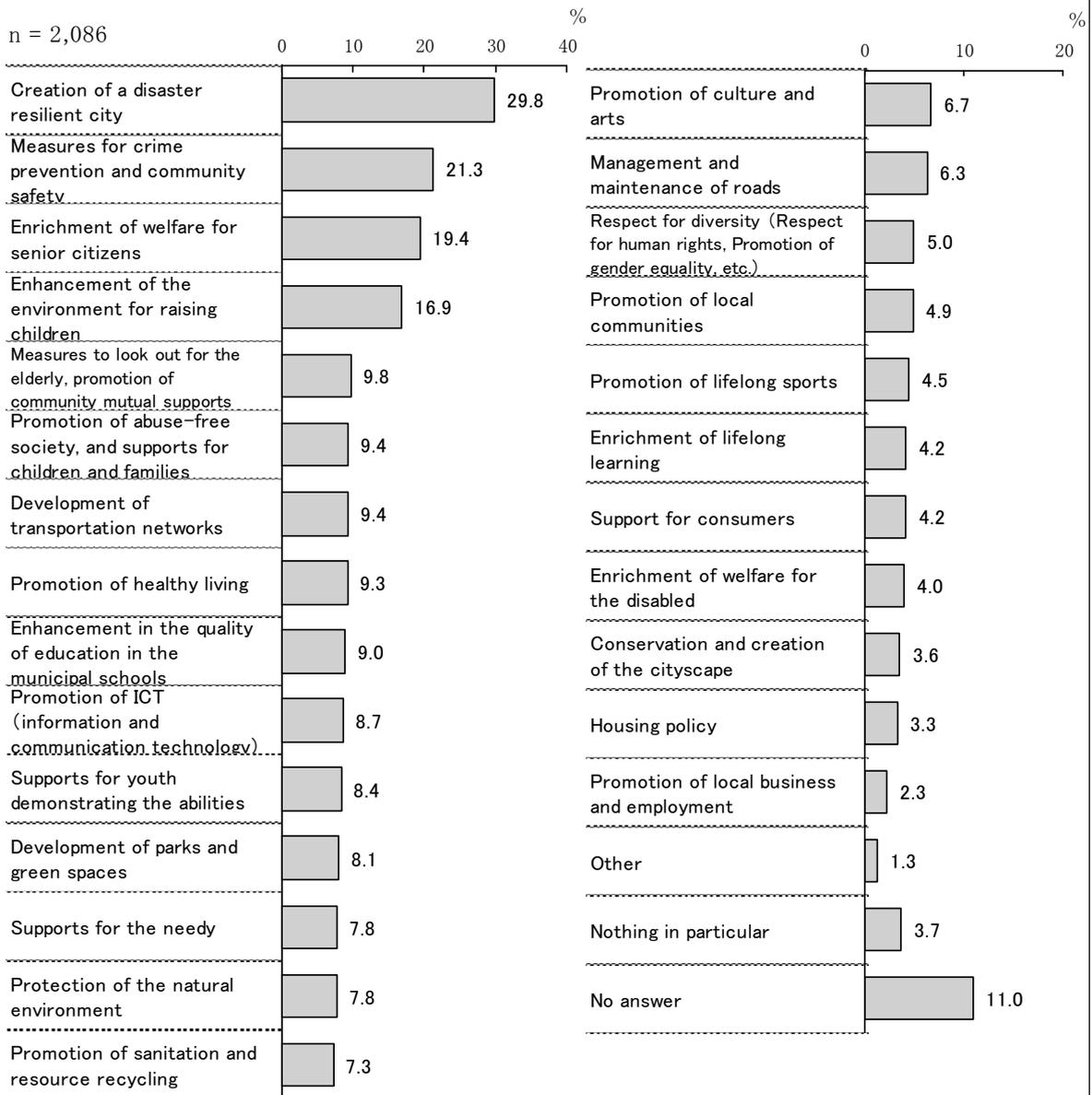
The highest response was “The roads are narrow and dangerous” (24.4%), followed by “Houses are located too close to one another”, “Damage caused by birds or other creatures”, etc.



2. City Government

(1) Initiatives which the city should actively pursue (multiple responses)

The highest response was for “Creation of a disaster resilient city” (29.8%), followed by “Measures for crime prevention and community safety”, “Enrichment of welfare for senior citizens”, etc.



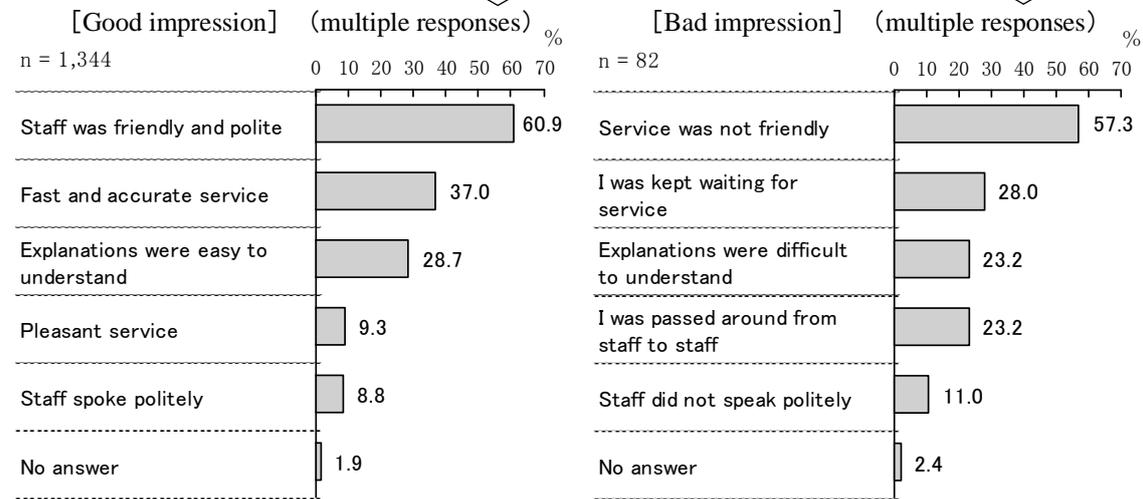
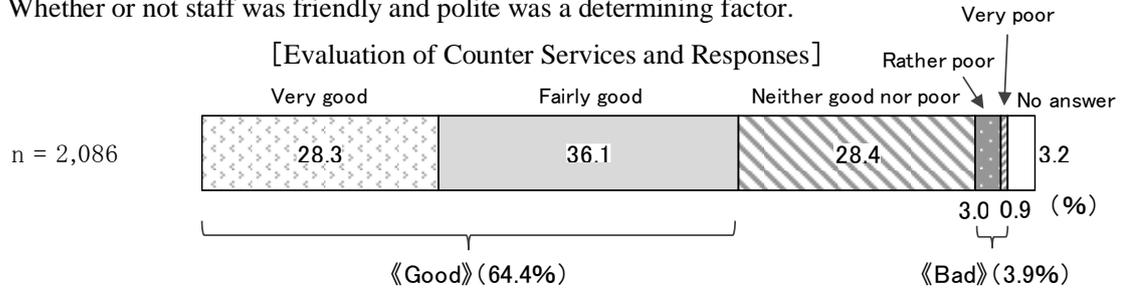
3. Reception of City-Staff

(1) Evaluation of the city government’s counter services and responses, and those which left good and bad impressions

64.4% of the respondents felt that the city’s counter services were good.

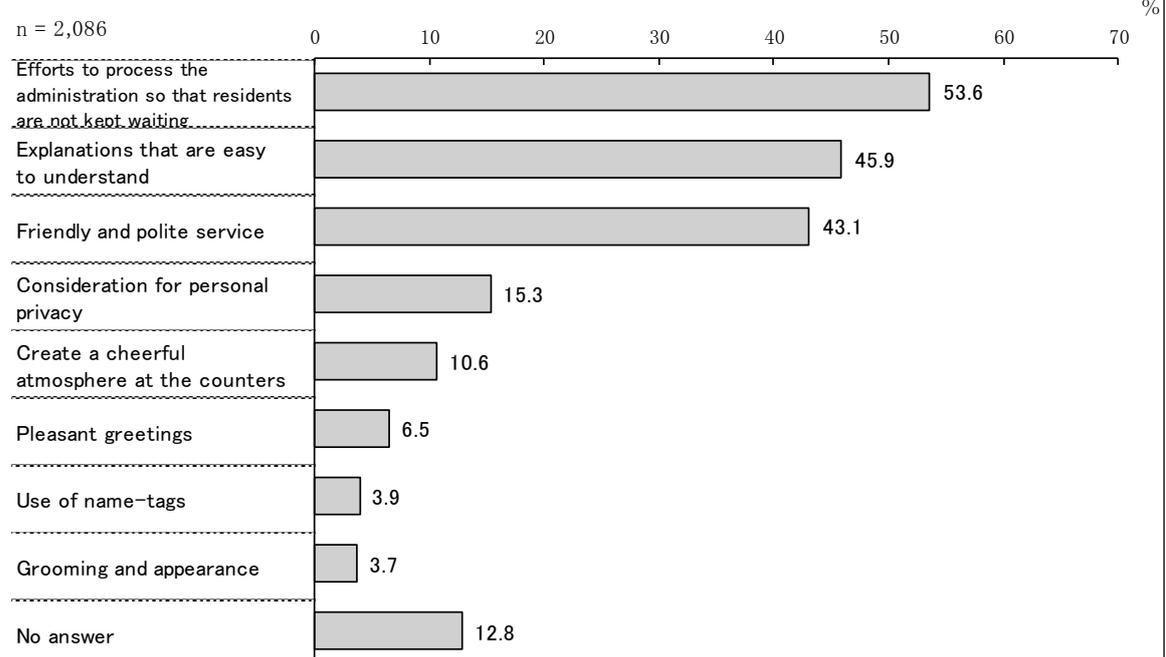
(Result for FY2020 : 62.1%)

Whether or not staff was friendly and polite was a determining factor.



(2) Points to pay attention to regarding staff service (multiple responses)

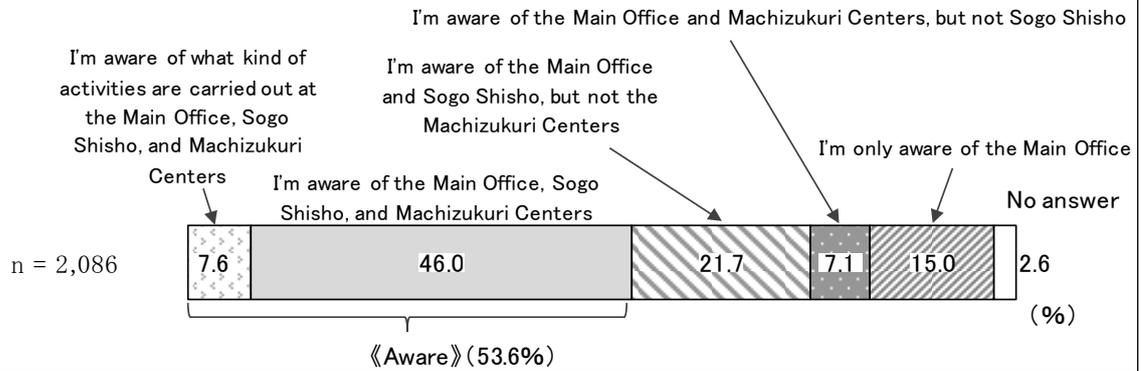
The highest response was for “Efforts to process the administration so that residents are not kept waiting” (53.6%), followed by “Explanations that are easy to understand”, “Friendly and polite service”, etc.



4. District Administration System

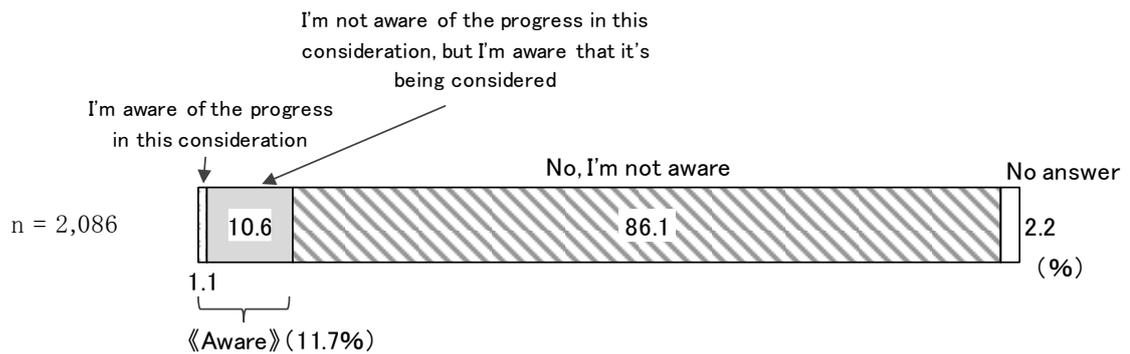
(1) Awareness of the administration base

When respondents were asked about their awareness of the administration base, 53.6% said “Aware”.



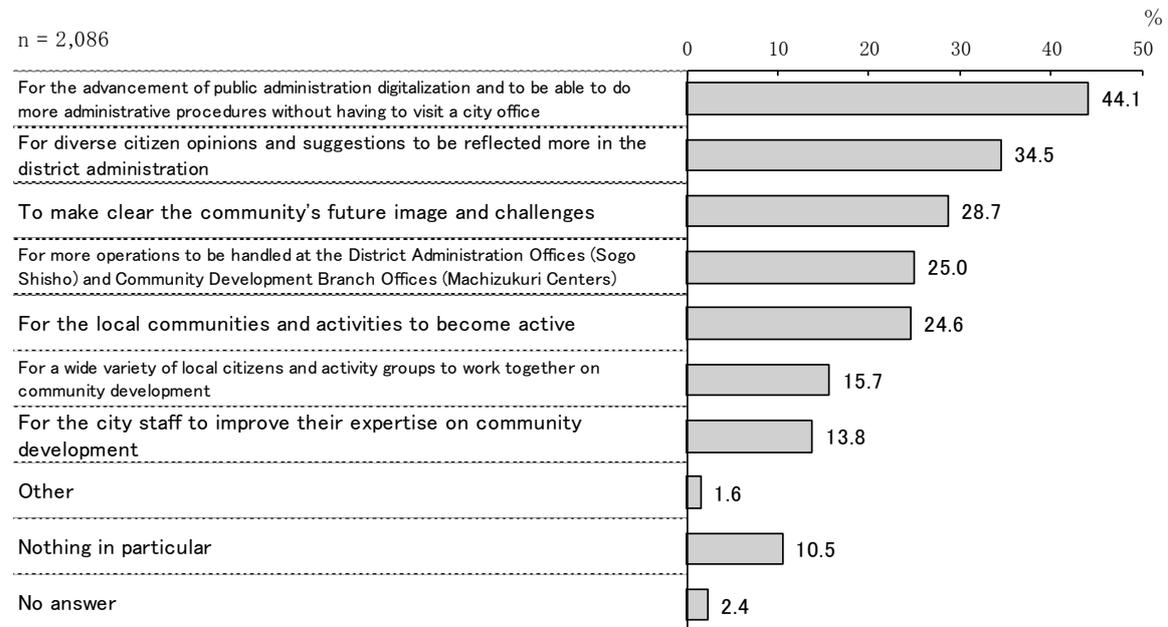
(2) Awareness of consideration for ordinance enactment

When respondents were asked about their awareness of consideration for ordinance enactment, 86.1% said “No, I'm not aware”.



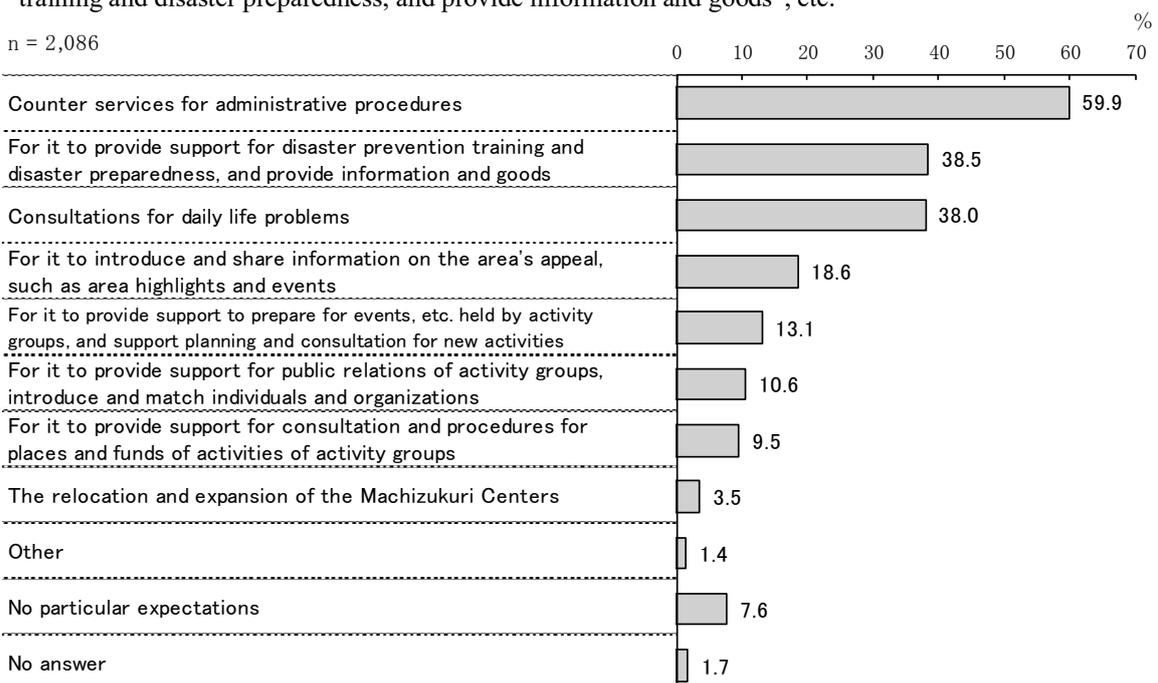
(3) Expectations of a District Administration System ordinance (multiple responses)

When respondents were asked Expectations of a District Administration System ordinance, 44.1% said that “For the advancement of public administration digitalization and to be able to do more administrative procedures without having to visit a city office”, followed by “For diverse citizen opinions and suggestions to be reflected more in the district administration”, etc.



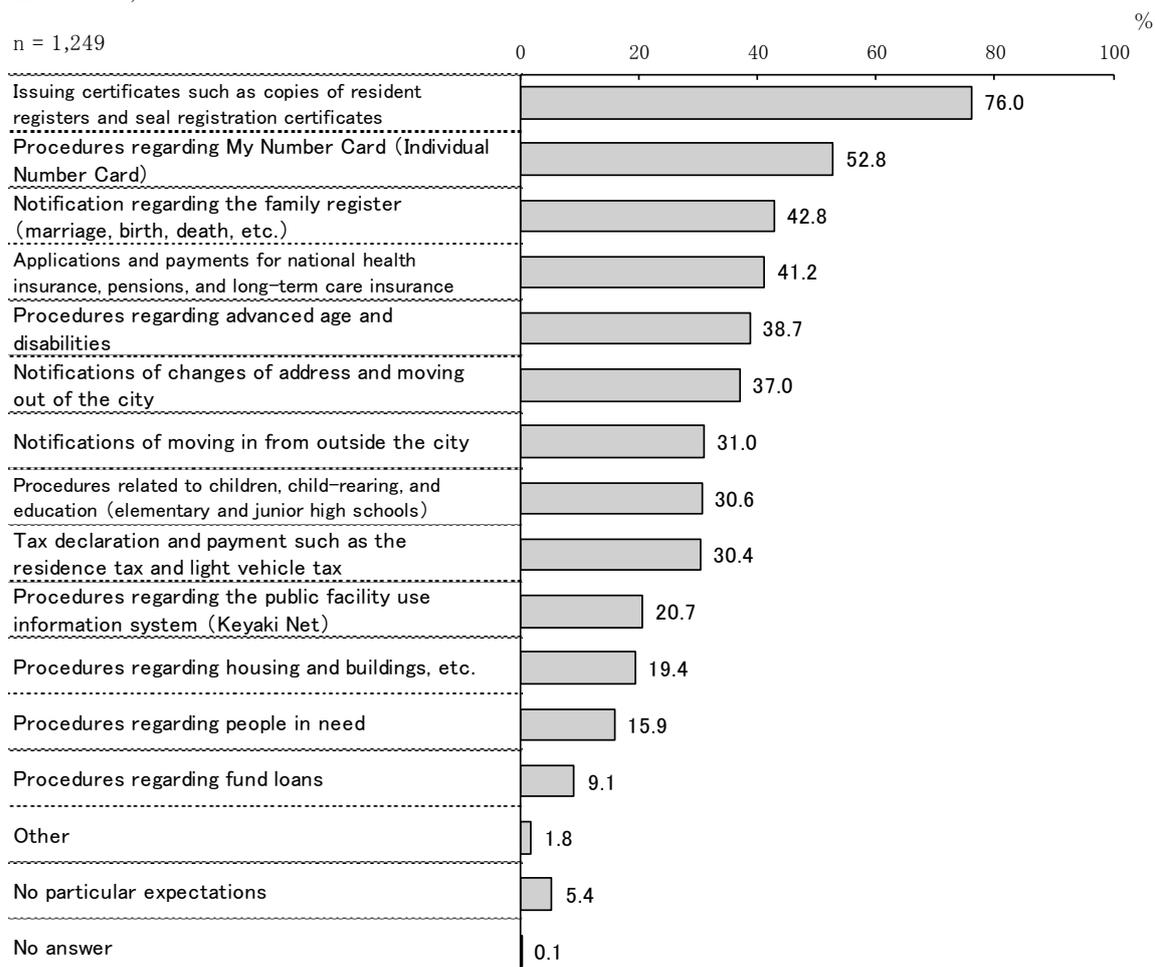
(4) Expectations of a Machizukuri Center (multiple responses)

When respondents were asked Expectations of a Machizukuri Center, 59.9% said that “Counter services for administrative procedures”, followed by “For it to provide support for disaster prevention training and disaster preparedness, and provide information and goods”, etc.



(5) Administrative procedures that the respondents expect to be conducted at a Machizukuri Center 's counter (multiple responses)

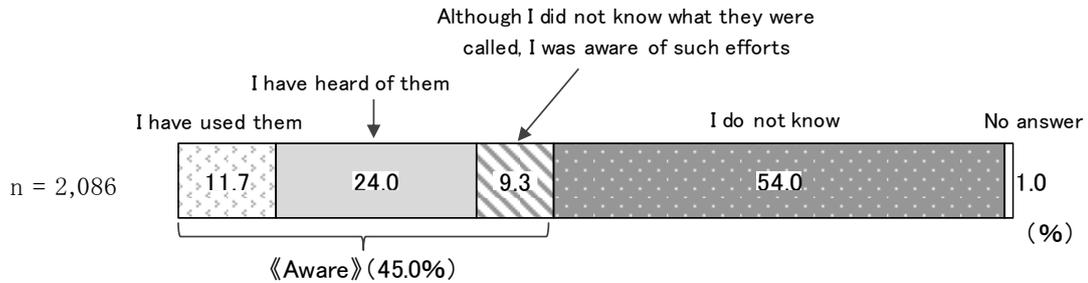
When respondents were asked about the administrative procedures that they expect to be conducted at a Machizukuri Center 's counter, the highest response was "Issuing certificates such as copies of resident registers and seal registration certificates" (76.0%), followed by "Procedures regarding My Number Card (Individual Number Card)," "Notification regarding the family register (marriage, birth, death, etc.)," "Applications and payments for national health insurance, pensions, and long-term care insurance", etc.



5. Welfare and Healthcare

(1) Awareness of Welfare Hotlines

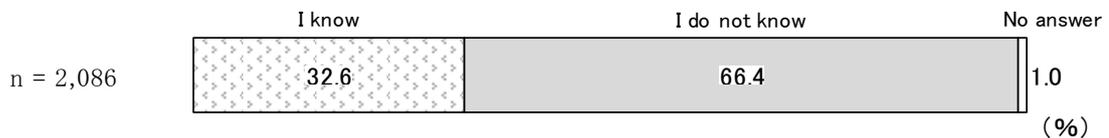
When respondents were asked if they were aware of the Welfare Hotlines provided by the City for receiving consultation inquiries, 24.0% said that “I have heard of them”, 11.7% said that “I have used them”, and 9.3% said that “Although I did not know what they were called, I was aware of such efforts”; thus 45.0% of respondents were aware of the Welfare Hotlines, while 54.0% said that “I do not know”.



6. Where to Consult Regarding Worries or Concerns

(1) Awareness of medical facilities and government agencies offering hotline services

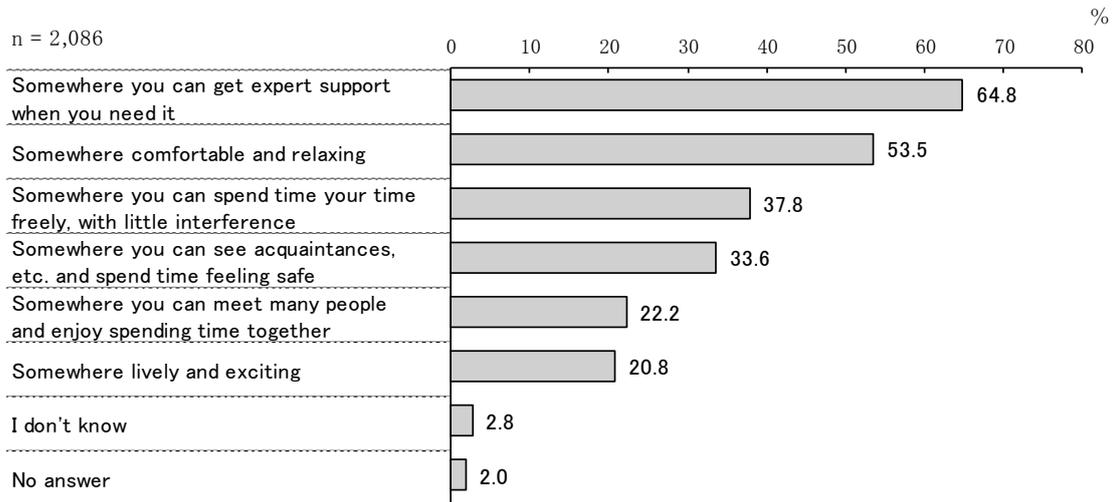
When respondents were asked about their awareness of medical facilities and government agencies offering specialized hotline services, 66.4% said “I do not know” and 32.6% said “I know”.



7. Places for the Elderly

(1) Place where elderly people would want to spend time outside their home (multiple responses)

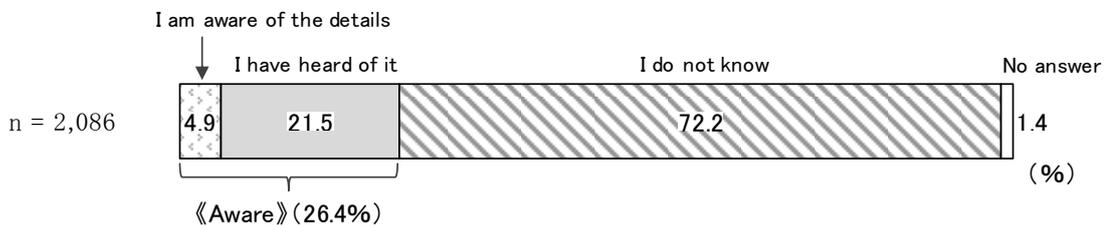
When respondents were asked where elderly people would want to spend time outside their home, 64.8% said that “Somewhere you can get expert support when you need it”, followed by “Somewhere comfortable and relaxing”, “Somewhere you can spend time your time freely, with little interference”, “Somewhere you can see acquaintances, etc. and spend time feeling safe”, etc.



8. Disabled Support Initiatives

(1) Awareness of the Act to Eliminate Discrimination against Persons with Disabilities

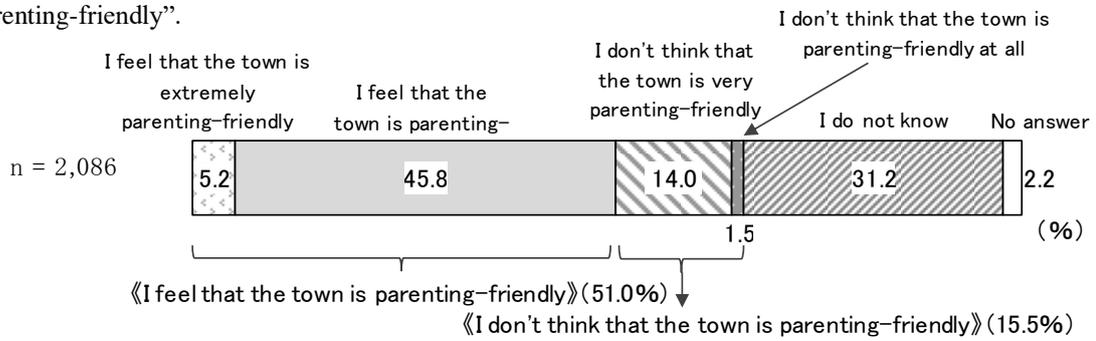
When respondents were asked about their awareness of the Act to Eliminate Discrimination against Persons with Disabilities, 72.2% said that “I do not know”, 4.9% said that “I am aware of the details”, and 21.5% said that “I have heard of it”.



9. Child Raising and Environment for Children

(1) Child raising environment in Setagaya City

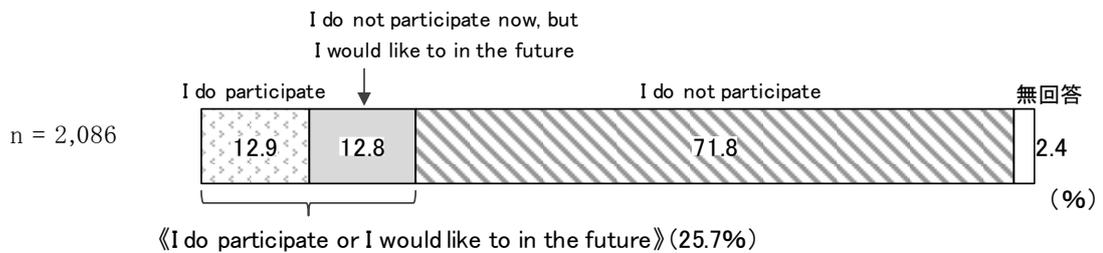
When respondents were asked about the child-raising environment in Setagaya City, 51.0% said that “I feel that the town is parenting-friendly”, while 15.5% said that “I don’t think that the town is parenting-friendly”.



10. Local Community

(1) Intent to participate, and experience participating in, community activities

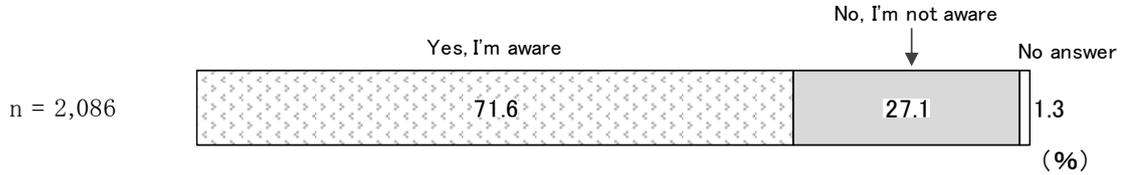
When respondents were asked about their intent to participate in and experience participating in community activities, 71.8% said that “I do not participate”, while 12.9% said that “I do participate” and 12.8% said “I do not participate now, but I would like to in the future”.



11. Public Facilities

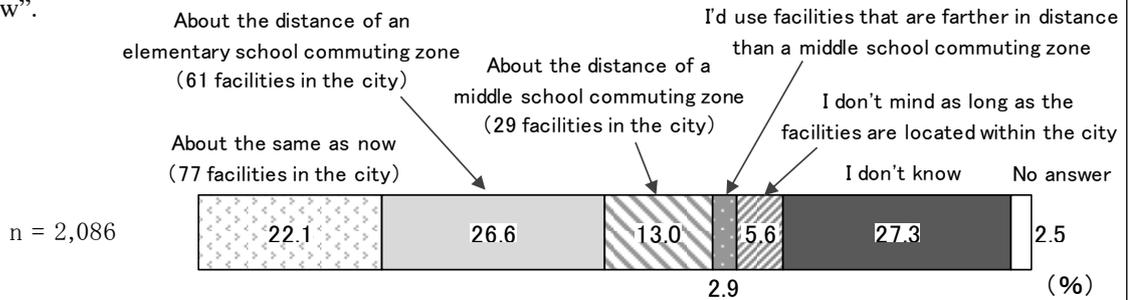
(1) Awareness of the district halls and citizen assembly halls

When respondents were asked about their Awareness of the district halls and citizen assembly halls, 71.6% said “Yes, I’m aware” and 27.1% said “No, I’m not aware”.



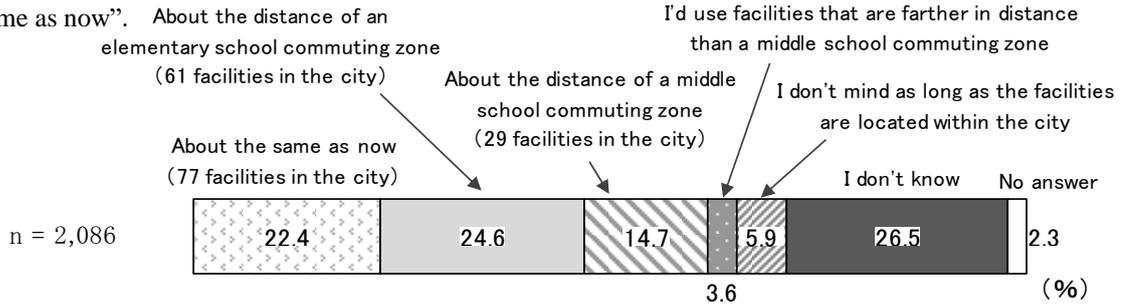
(2) Distance willing to travel for exercise purposes

When respondents were asked about Distance willing to travel for exercise purposes, 26.6% said “About the distance of an elementary school commuting zone” and 22.1% said “About the same as now”.



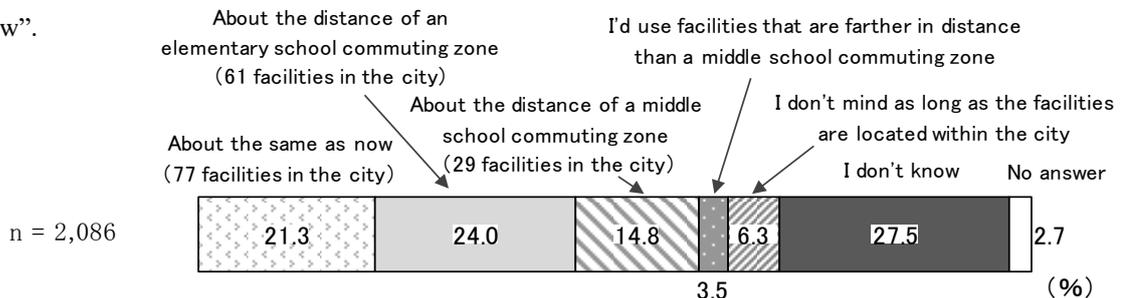
(3) Distance willing to travel for meetings and study sessions

When respondents were asked about Distance willing to travel for meetings and study sessions, 24.6% said “About the distance of an elementary school commuting zone” and 22.4% said “About the same as now”.



(4) Distance willing to travel for artistic activities

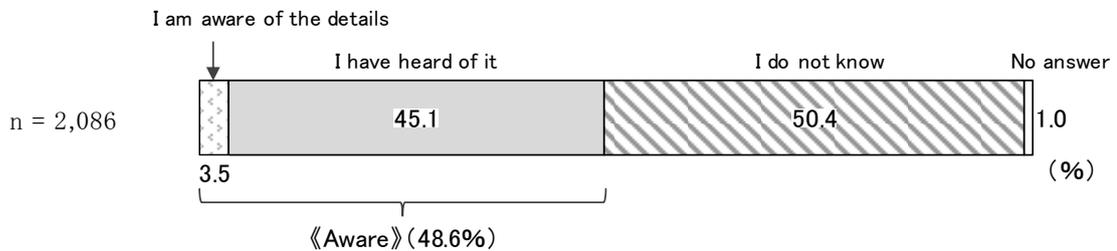
When respondents were asked about Distance willing to travel for artistic activities, 24.0% said “About the distance of an elementary school commuting zone” and 21.3% said “About the same as now”.



12. Disaster Preparations

(1) Awareness of the community disaster prevention plan

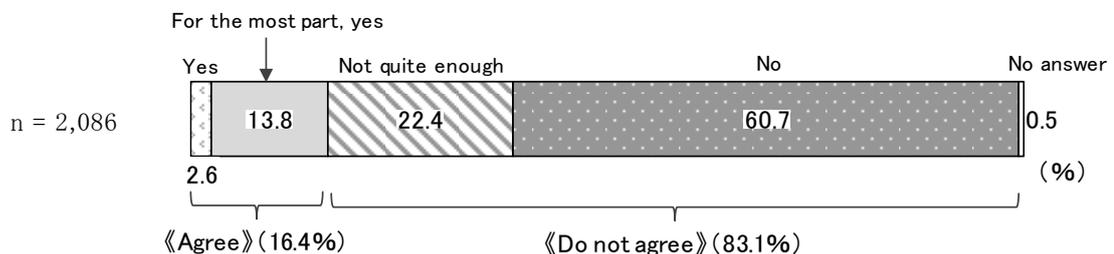
When respondents were asked about their awareness of the community disaster prevention plan, 3.5% said that “I am aware of the details”, and 45.1% said that “I have heard of it”; thus 48.6% of respondents overall were aware of the community disaster prevention plan, while 50.4% said that “I do not know”.



13. Gender Equality

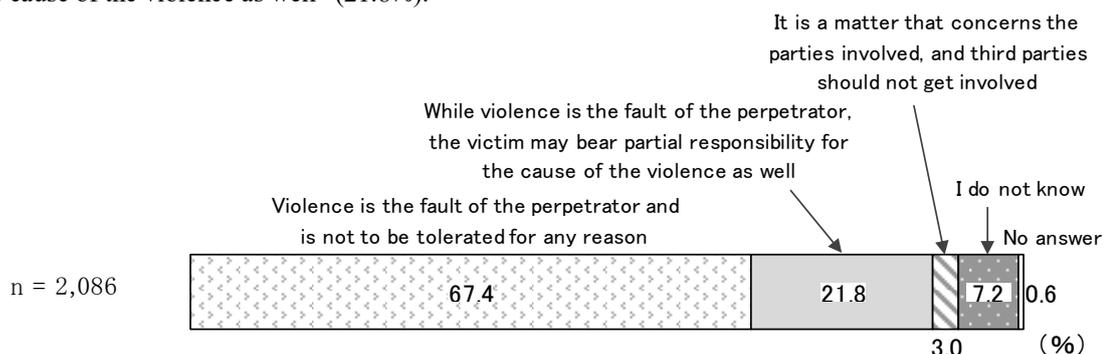
(1) Opinion on the idea that men should work and women should remain in the home

When respondents were asked if they agreed with the idea that “men should work and women should remain in the home”, the highest response was “No” (60.7%) followed by “Not quite enough”; thus in total 83.1% did not agree, while 16.4% said that they agree.



(2) Thoughts concerning domestic violence

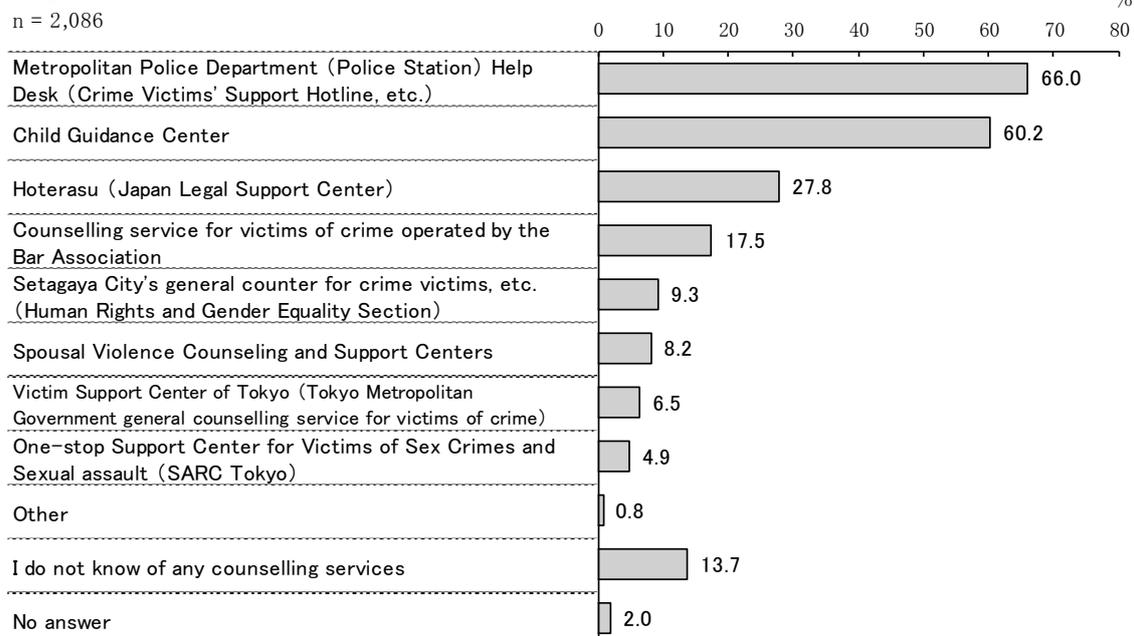
When respondents were asked about their thoughts concerning domestic violence, the highest response was “Violence is the fault of the perpetrator and is not to be tolerated for any reason” (67.4%) followed by “While violence is the fault of the perpetrator, the victim may bear partial responsibility for the cause of the violence as well” (21.8%).



14. Support for Victims of Crime

(1) Awareness of counselling services for supporting victims of crime (multiple responses)

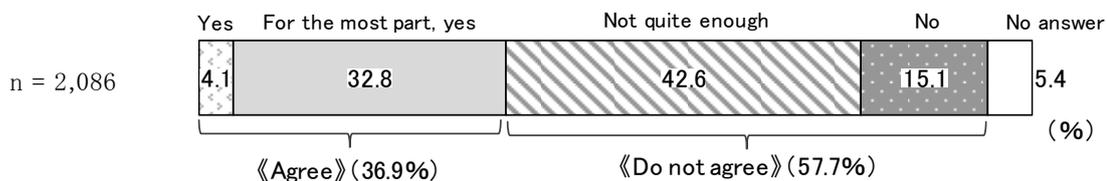
When respondents were asked about their awareness of counselling services for supporting victims of crime and their families, the highest response was “Metropolitan Police Department (Police Station) Help Desk” (66.0%), followed by “Child Guidance Center” (60.2%).



15. Multicultural Coexistence

(1) Sufficiency of Setagaya City's initiatives to achieve a society of multicultural coexistence

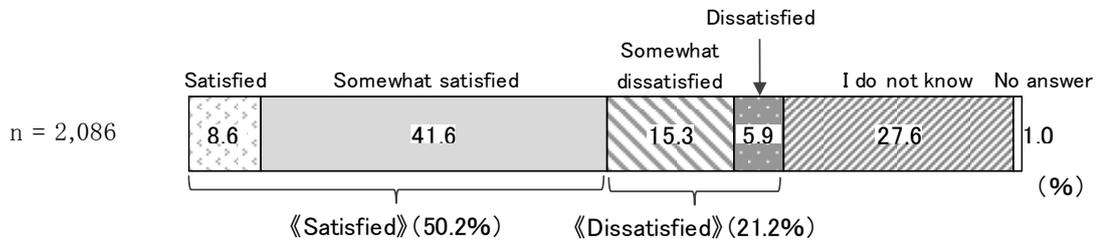
When respondents were asked if Setagaya City is doing enough to achieve a society of multicultural coexistence, 57.7% said that they did not agree that the City's initiative was sufficient and 36.9% said that they did agree.



16. Cultural Activities

(1) Satisfaction with the cultural resources environment in Setagaya City

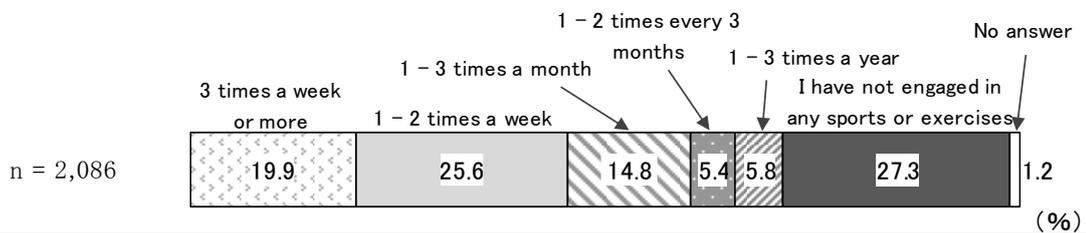
When respondents were asked about their satisfaction with the cultural resources environment in Setagaya City, 50.2% said that they were “Satisfied” and 21.2% said that they were “Dissatisfied”.



17. Sports

(1) Number of times residents exercised or participated in sports over the past year

When respondents were asked how often they have exercised or participated in sports in the past year, the highest response was “1-2 times a week” (25.6%), followed by “3 times a week or more”, and “1-3 times a month”. 27.3% said that “I have not engaged in any sports or exercises”.



(2) Awareness of Host Town and Host Town of a Harmonious and Inclusive Society

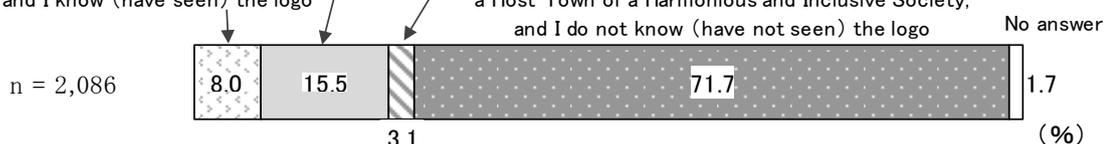
When respondents were asked about their awareness that Setagaya City is a Host Town for the USA as well as a Host Town of a Harmonious and Inclusive Society, 71.7% said that “I did not know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, and I do not know (have not seen) the logo”, followed by “I know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, but I do not know (have not seen) the logo” (15.5%).

I know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, but I do not know (have not seen) the logo

I know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, and I know (have seen) the logo

I did not know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, but I know (have seen) the logo

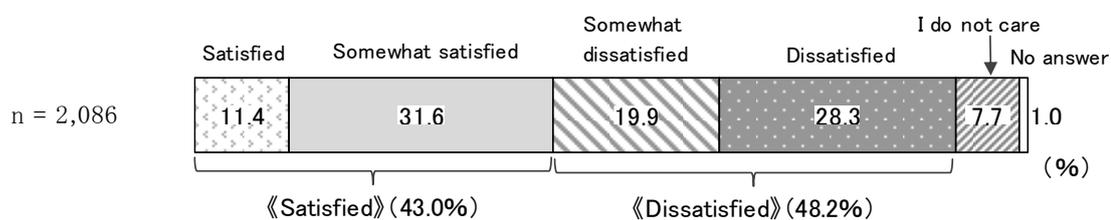
I did not know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, and I do not know (have not seen) the logo



18. Smoking Etiquette

(1) Satisfaction with smoking etiquette in area of residence

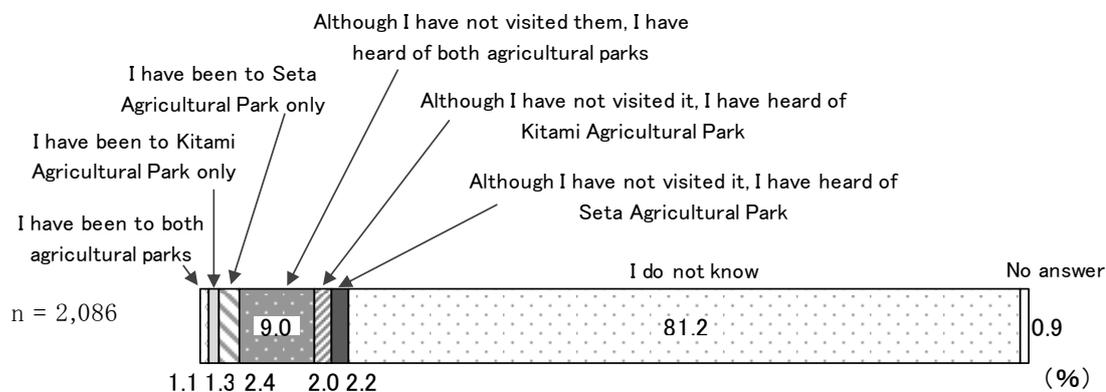
When respondents were asked about their satisfaction with smoking etiquette in the area where they reside, 48.2% said that they were “Dissatisfied” and 43.0% said that they were “Satisfied”.



19. Agriculture

(1) Awareness of the city’s agricultural parks

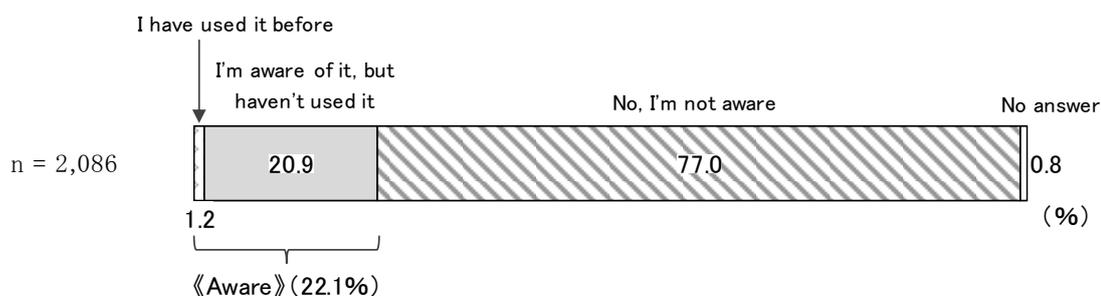
When respondents were asked about their awareness of the city’s agricultural parks (Kitami Agricultural Park, Seta Agricultural Park), 81.2% said that “I do not know”, 9.0% said that “Although I have not visited them, I have heard of both agricultural parks”.



20. Industry

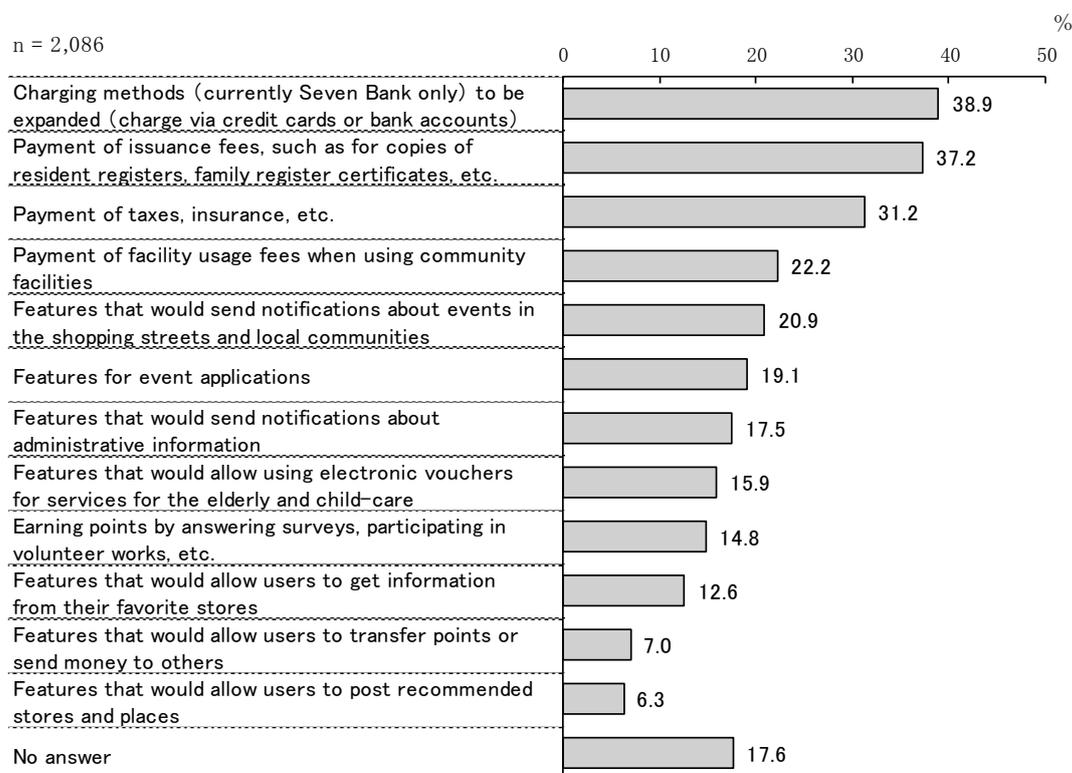
(1) Awareness of Setagaya Pay

When respondents were asked about their awareness of Setagaya Pay, 77.0% said that “No, I’m not aware”, and 1.2% said that “I have used it before”, and 20.9% said that “I’m aware of it, but haven’t used it”; thus 22.1% of respondents overall were aware of Setagaya Pay.



(2) Expectations of features like of Setagaya Pay (multiple responses)

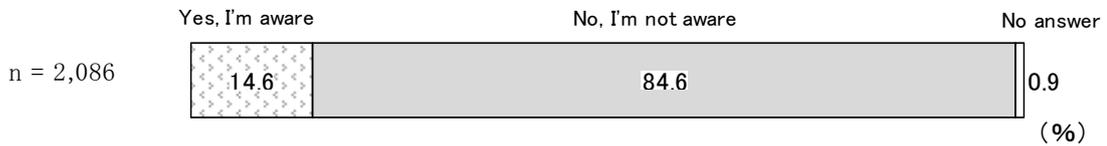
When respondents were asked about their expectations of features like of Setagaya Pay, the highest response was “Charging methods (currently Seven Bank only) to be expanded (charge via credit cards or bank accounts)” (38.9%), followed by “Payment of issuance fees, such as for copies of resident registers, family register certificates, etc.” and “Payment of taxes, insurance, etc.”, etc



21. Climate Crisis

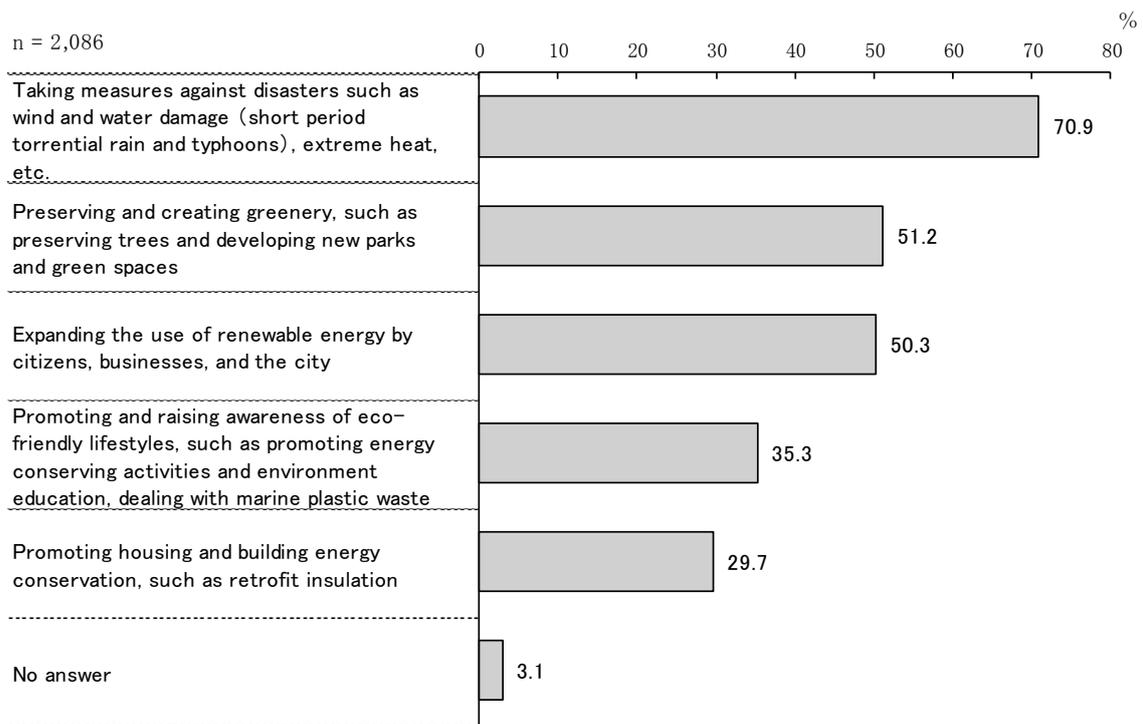
(1) Awareness of the Climate Emergency Declaration

When respondents were asked about their awareness of the Climate Emergency Declaration, 84.6% said “No, I’m not aware” and 14.6% said “Yes, I’m aware”.



(2) Initiatives which the city to focus on as a measure for climate crisis (multiple responses)

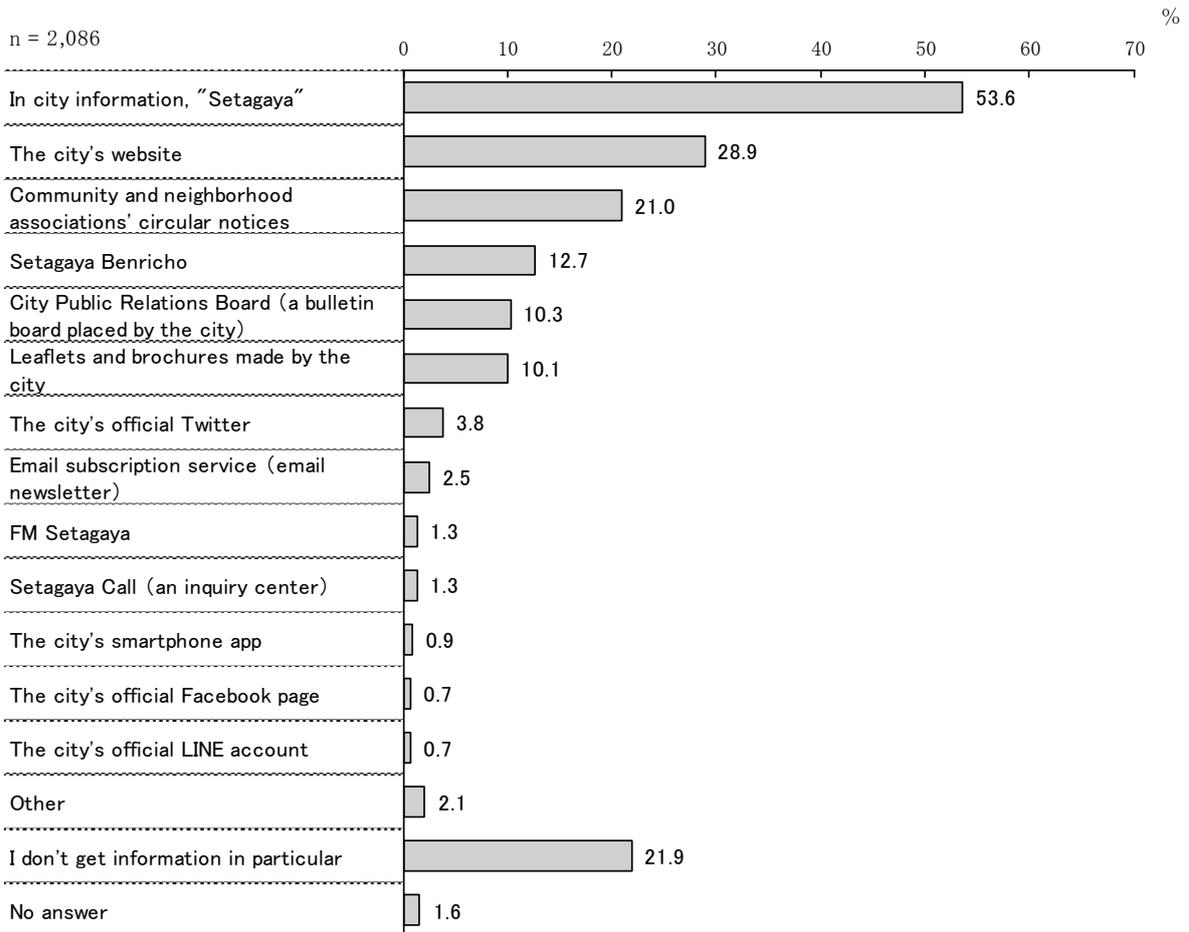
When respondents were asked about initiatives which the city to focus on as a measure for climate crisis, the highest response was “Taking measures against disasters such as wind and water damage (short period torrential rain and typhoons) , extreme heat, etc.” (70.9%), followed by “Preserving and creating greenery, such as preserving trees and developing new parks and green spaces”, etc



22. Public Relations

(1) How to find information about the city (multiple responses)

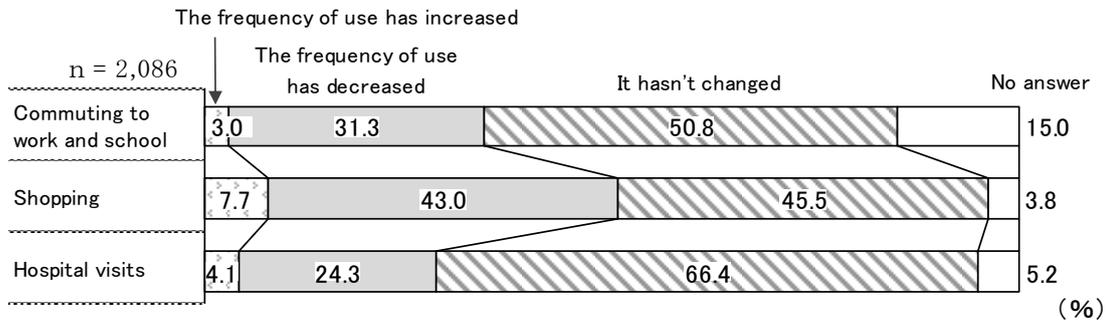
When respondents were asked how to find information about the city, the highest response was “In city information, “Setagaya”” (53.6%), followed by “The city’s website” , “Community and neighborhood associations’ circular notices”, etc.



23. Impact of COVID-19 on Lifestyles

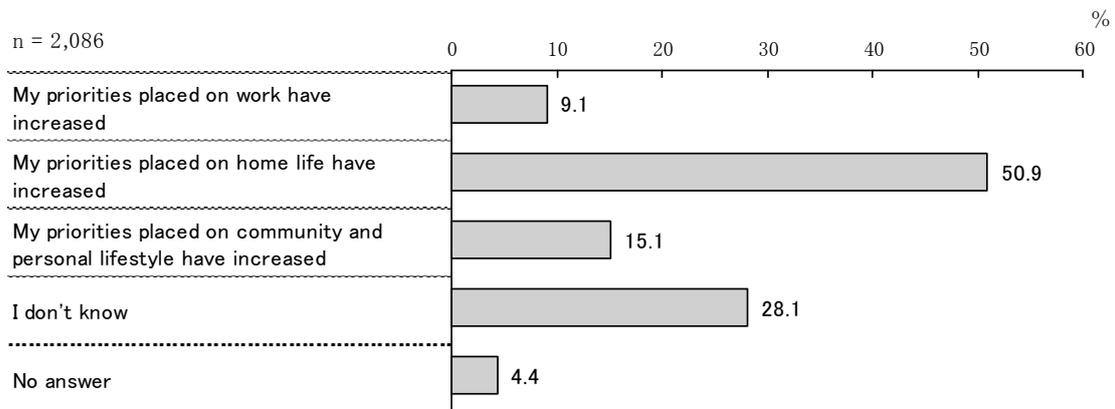
(1) Change in the frequency in which the respondents use each transportation method for each purpose

When respondents were asked about change in the frequency in which the respondents use each transportation method for each purpose, 50.8% of Commuting to work and school, 45.5% of Shopping and 43.0% of Hospital visits said “It hasn't changed”. 43.0% of Shopping said “The frequency of use has decreased”.



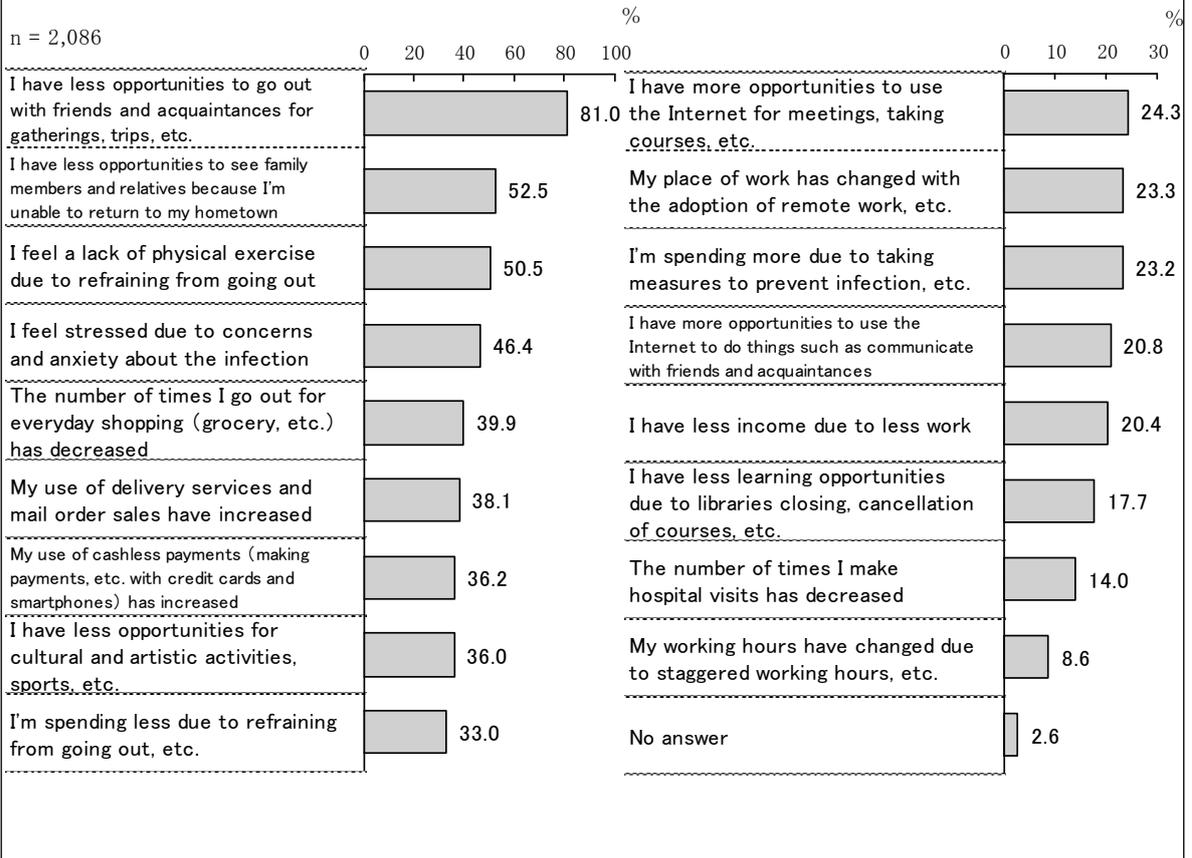
(2) Change in the priorities in your everyday life by Impact of COVID-19 (multiple responses)

When respondents were asked change in the priorities in your everyday life by Impact of COVID-19, 50.9% said that “My priorities placed on home life have increased”.



(3) The effects of the COVID-19 pandemic on your work and lifestyle (multiple responses)

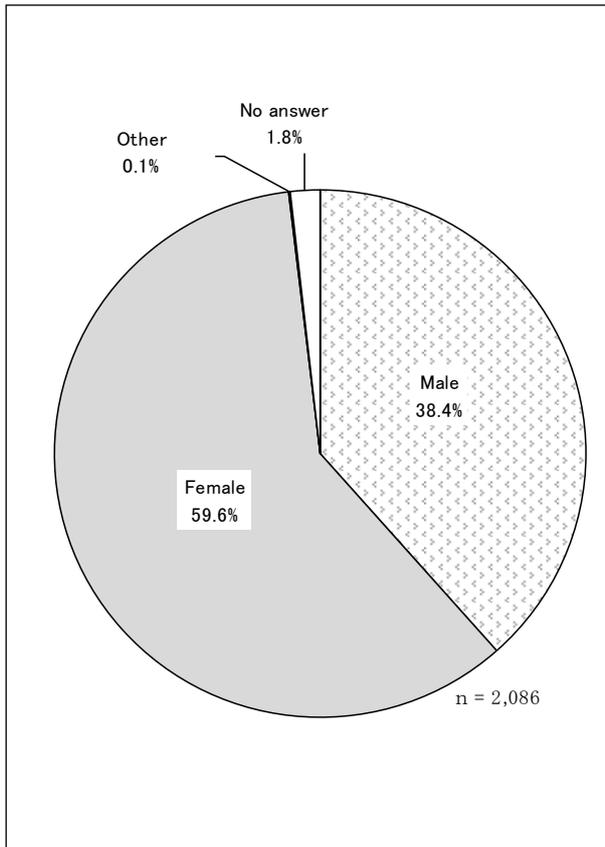
When respondents were asked the effects of the COVID-19 pandemic on your work and lifestyle, 81.0% said that “I have less opportunities to go out with friends and acquaintances for gatherings, trips, etc.”, followed by “I have less opportunities to see family members and relatives because I'm unable to return to my hometown”, etc.



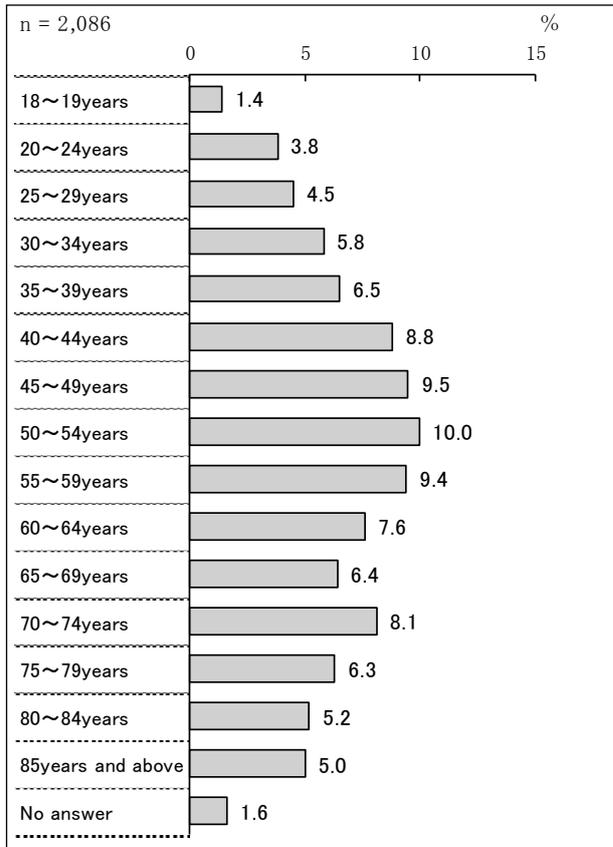
Sample distribution

Sample distribution

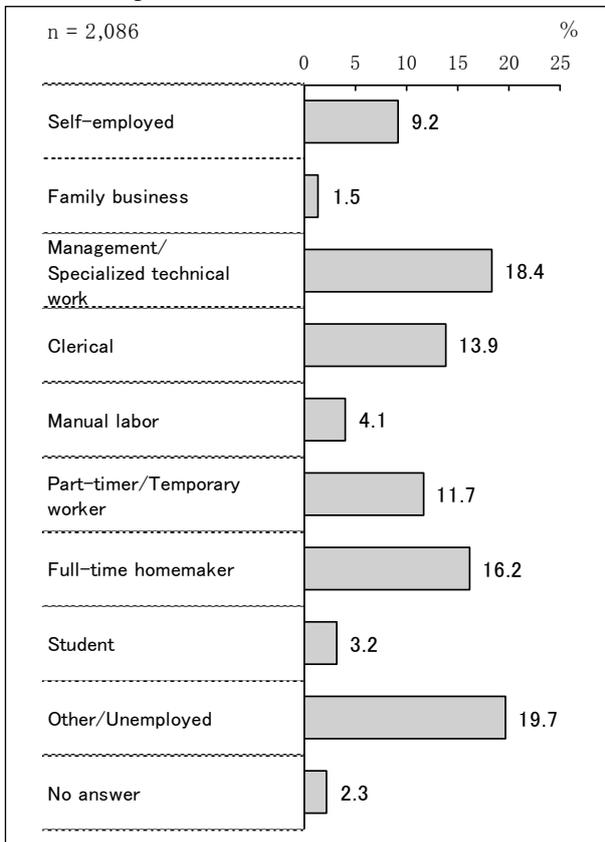
(1) Sex



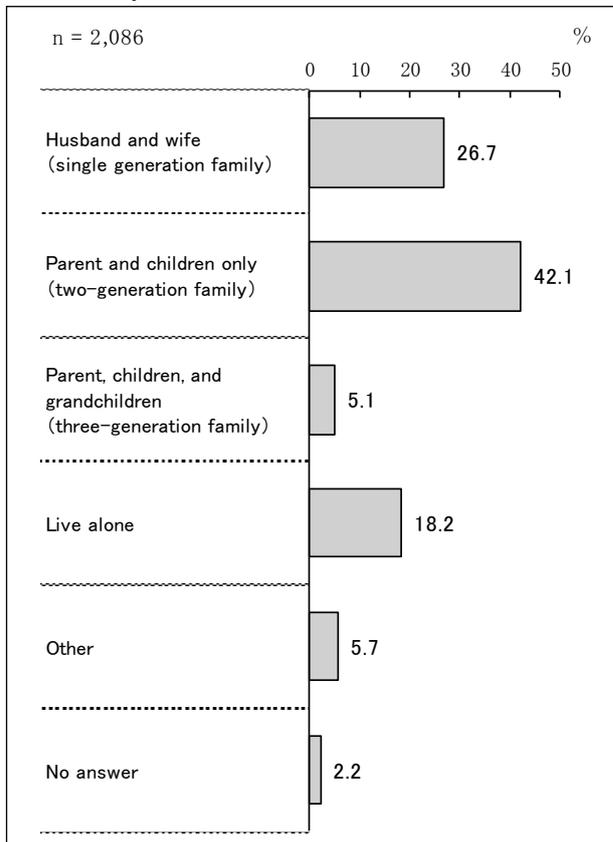
(2) Age



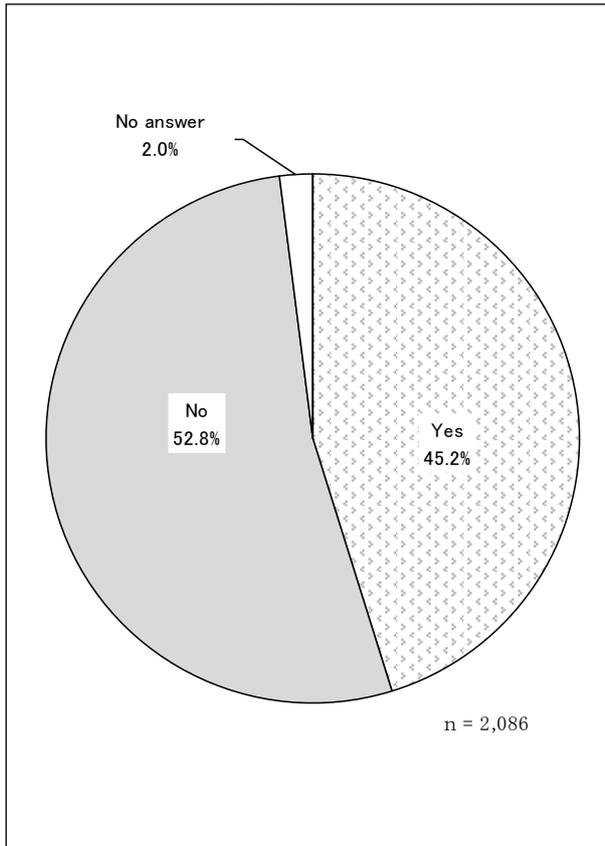
(3) Occupation



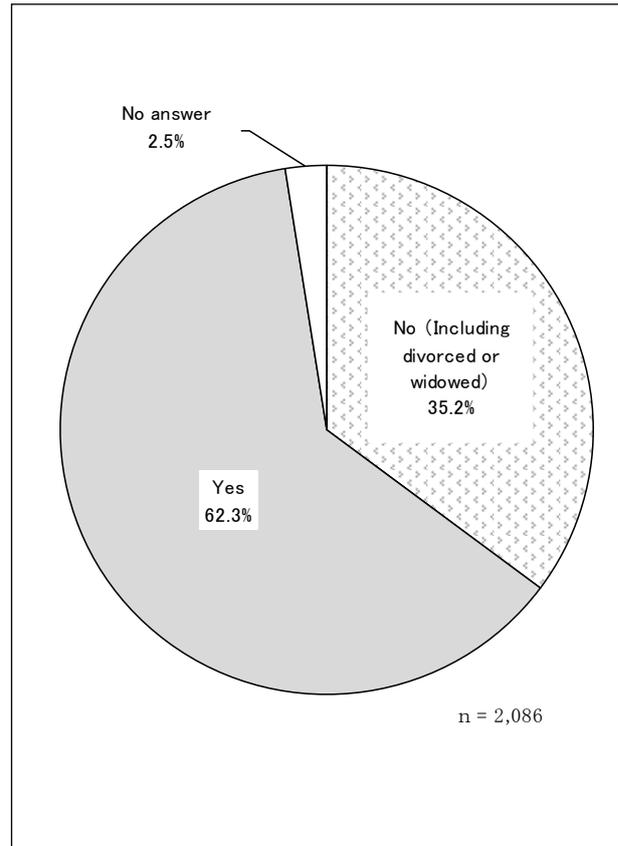
(4) Family structure



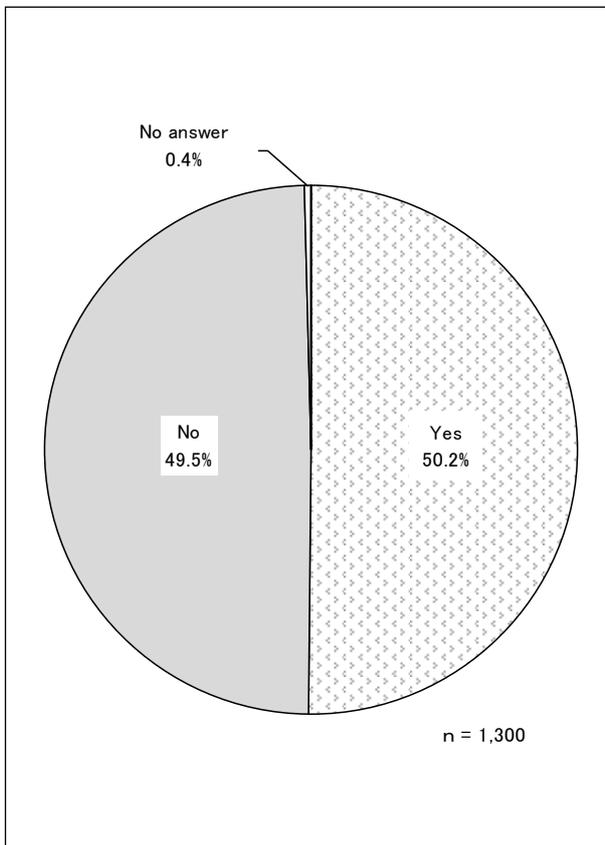
(5) Presence of elderly person(s) in family



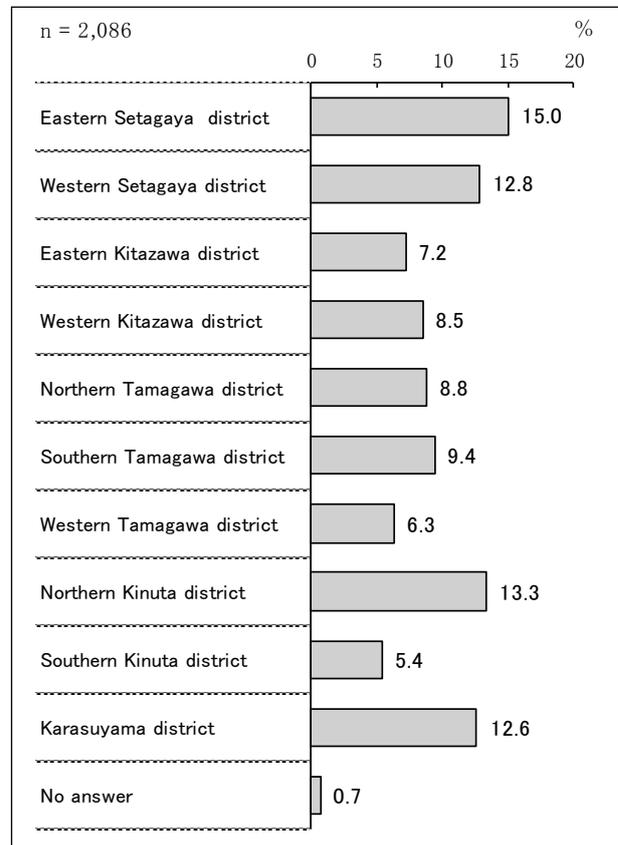
(6) Marital status



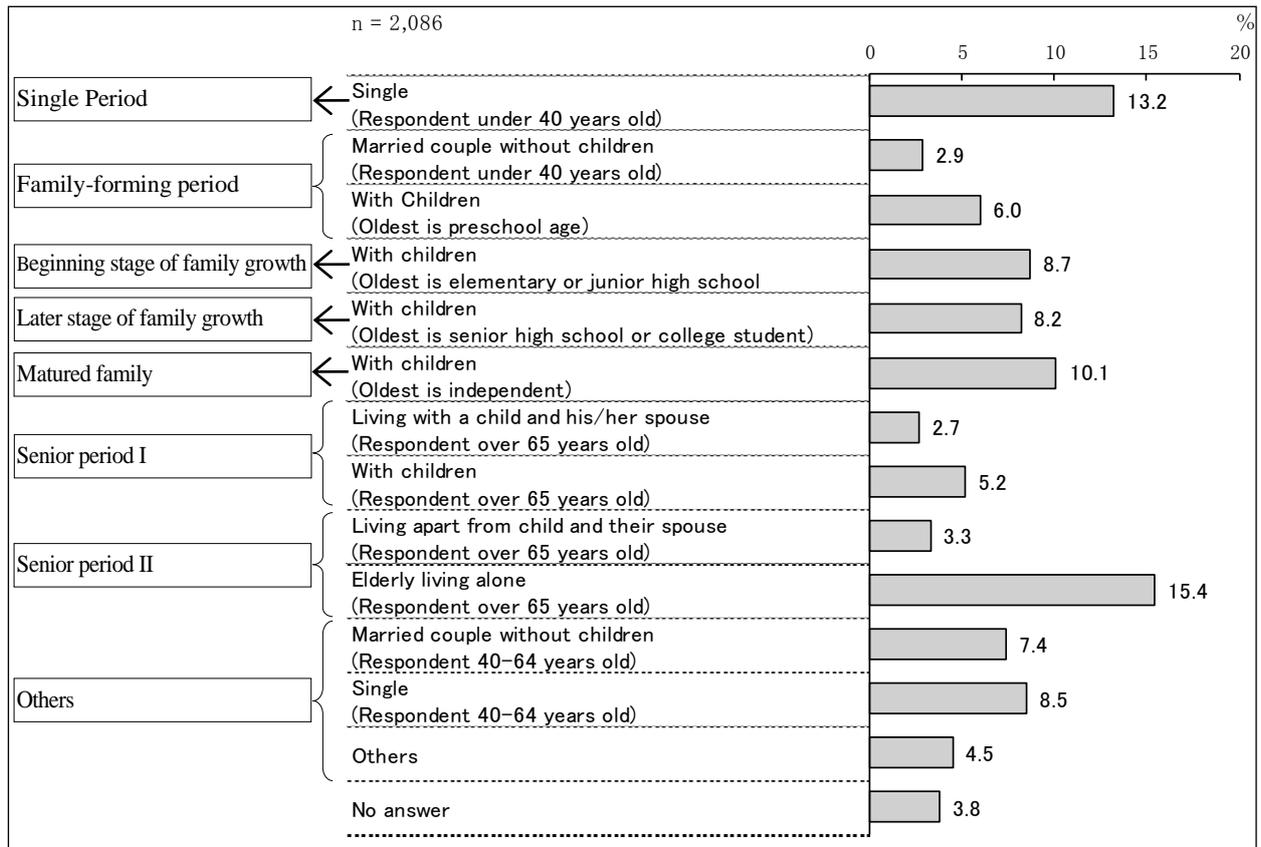
(7) Dual-income



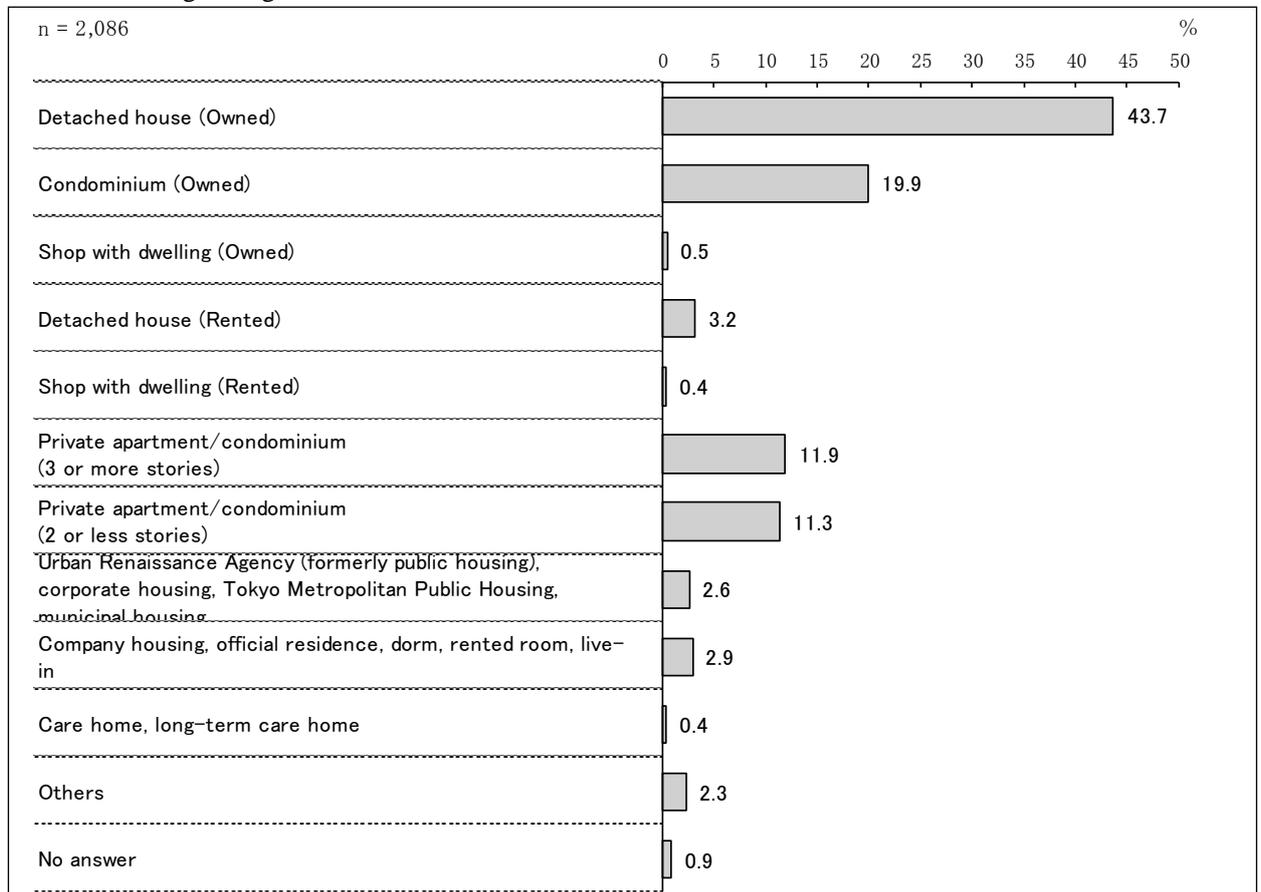
(8) Residential area



(9) Life Stages



(10) Housing arrangements



Questionnaire and Result

This survey is conducted by Setagaya City.
The 2021 Attitude Survey of Setagaya Residents

Please seal your completed questionnaire in the enclosed reply envelope and return it by post by **June 4, 2021**. No postage stamps are required.

Your answers can be provided via the Internet. If you are using the Internet to provide your answers to the survey, then you do not need to submit the survey in paper form.

Thank you for your time. Your cooperation is greatly appreciated.

Please call the number listed below for any inquiries relating to the contents of this questionnaire.

May 2021

**Public Relations and Public Hearing Division,
Policy Planning Department, City of Setagaya**

Instructions

1. This questionnaire should be completed by the individual to whom the envelope it was enclosed in was addressed. However, if it would be difficult for the individual to whom it was addressed to complete it, a family member may do so instead.
2. Please begin with the first question, and answer all the questions in the questionnaire in order.
3. Please select your answer by circling (○) the appropriate number.
4. The number of answers to be selected (Choose one) (Choose all that apply) is indicated for each question. Please select the respective number of answers as indicated.
5. You can send in your answers via postal service or on the Internet. If you are using the Internet to provide your answers to the survey, then you do not need to submit the survey in paper form.

Please answer the survey questions by Friday, June 4.

How to reply by mail

1. Please complete the questionnaire using a black ballpoint pen or a pencil.
2. When you are finished, please place your survey form in the enclosed envelope (no postage required) and post it.

How to answer the questions via the Internet (using a computer or smartphone)

URL: <https://○○○○/>

Your ID number: ●●●●

Your password: ●●●●

Submission deadline: Friday, June 4, 2021



You will be automatically disconnected if you take more than 60 minutes to answer the questions. However, because your answers are saved, you can continue answering by logging in once more with your ID number and password.

*Please call the number listed below for any inquiries relating to the contents of this questionnaire.

Setagaya Call: 03-5432-3333 [8:00 a.m. - 9:00 p.m. (everyday)]

(n = 2,086)

【 Intention of Permanent Residence 】

(All respondents)

Q1. Approximately how long have you lived in Setagaya City? (Choose one)

1	Less than 1 year	3.2	5	10 to less than 18 years	14.8
2	1 to less than 3 years	7.9	6	18 to less than 30 years	20.3
3	3 to less than 6 years	8.2	7	30 years or more	36.9
4	6 to less than 10 years	8.2		(No answer)	0.5

(All respondents)

Q2. Are you satisfied with your current day-to-day life? (Choose one)

1	Satisfied	25.5	3	Dissatisfied	9.6	(No answer)
2	Somewhat satisfied	60.9	4	Very dissatisfied	1.7	0.7
			5	I do not know	1.5	

(All respondents)

Q3. Do you think that Setagaya City is a livable city, or do you feel that it is a difficult place to live in?

(Choose one)

1	Very livable	41.1	4	Somewhat difficult to live in	3.5
2	Somewhat livable	44.1	5	Very difficult to live in	0.3
3	Neither livable nor difficult to live in	10.1		(No answer)	0.8

(All respondents)

Q4. Do you wish to continue living in Setagaya City? (Choose one)

1	Yes, I wish to continue living in Setagaya City	81.5		Please proceed to Q4-1
2	I do not really wish to continue living in Setagaya City	4.1		
3	No, I do not wish to continue living in Setagaya City	0.6		→ Please proceed to Q4-2
4	I neither wish nor do not wish to continue living in Setagaya City	13.0		→ Please proceed to Q5
				(No answer) 0.8

↓ (Please answer Q4-1 if you selected 1 in Q4.) (n = 1,700)

Q4-1. Why do you wish to continue living in Setagaya City? Please select your answer from the following options. (Choose all that apply)

1	am used to living here	67.9	8	Good interpersonal relationships	15.6
2	I have lived here ever since I was born	13.8	9	Well-developed educational, cultural, or other social facilities	18.3
3	I own the land (house)	36.2	10	Work or commercial reasons	6.7
4	Good housing conditions (spacious houses, etc.)	10.8	11	Suitable level of economic burden (rent, etc.)	2.0
5	Good living environment (nature, town, etc.)	49.6	12	Friendly city for raising children	8.2
6	Convenient for everyday life (commuting, shopping, etc.)	66.4	13	Other	2.4
7	Good transport accessibility (for commuting to work, school, etc.)	36.8	14	I do not know	0.1
				(No answer)	0.3

(Please answer Q4-2 if you selected 2 or 3 in Q4.) (*n=98*)

Q4-2. Why do you not wish to continue living in Setagaya City? Please select your answer from the following options. (Choose all that apply)

1	I am not used to the neighborhood	12.2	8	There is hardly any interaction with the community/neighbors	9.2
2	It is not the place where I was born and raised	13.3	9	Poorly-developed educational, cultural, or other social facilities	11.2
3	I do not own the land (house)	12.2	10	Work or commercial reasons	6.1
4	Poor housing conditions (small houses, etc.)	21.4	11	High level of economic burden (rent, etc.)	34.7
5	Poor living environment (nature, town, etc.)	21.4	12	It is not a friendly city for raising children	17.3
6	Inconvenient for everyday life (commuting, shopping, etc.)	22.4	13	Other	23.5
7	Poor transport accessibility (for commuting to work, school, etc.)	11.2	14	I do not know	0.0
					(No answer) 6.1

(All respondents)

Q5. What difficulties do you face in your day-to-day life in this area? Please select your answer from the following options. (Choose up to 3 answers)

«Community development and Living»			«Transportation»		
1	Lack of parks or places for sporting activities	10.4	11	Inconvenient transport system	6.5
2	Houses are located too close to one another	17.2	12	Heavy traffic (by car, etc.)	10.7
3	There are many abandoned bicycles and they are a nuisance	4.1	13	It is very difficult to cross the railway crossings	11.7
4	There are no evacuation areas or emergency shelters nearby for times of emergency	3.9	14	The roads are narrow and dangerous	24.4
5	Public order in the locality has declined	3.7	«Environment and Garbage»		
6	Graffiti, illegal advertising, brochures for sex businesses	1.5	15	I am disturbed by noise and vibrations	7.5
7	Poorly developed environment for child-care	4.2	16	The air is very polluted	2.3
8	Facilities for residents are difficult to use	10.5	17	Littering of cigarettes, empty cans, etc.	8.3
9	Facilities for senior citizens are difficult to use	4.5	18	Poor smoking etiquette, such as smoking on the street	9.1
10	Inconvenient for shopping	7.6	19	Poor manners in taking out the garbage; garbage and resources are not separated	6.4
			20	Damage caused by birds or other creatures (crows, etc.)	14.1
			21	Pollution caused by pets (dogs, cats, etc.)	5.7
			22	Other	4.2
			23	Nothing in particular	12.9
					(No answer) 7.6

【 City Government 】

(All respondents)

Q6. Which of the following do you feel that are necessary initiatives that the City should pursue actively in the future? Please select your answer from the following options.

(Choose up to 3 answers)

《Health and Welfare》	
1 Promotion of healthy living	9.3
2 Measures to look out for the elderly, promotion of community mutual supports	9.8
3 Enrichment of welfare for senior citizens	19.4
4 Enrichment of welfare for the disabled	4.0
5 Supports for the needy	7.8

《Children and Youth, Education》	
6 Supports for youth demonstrating the abilities	8.4
7 Enrichment of lifelong learning	4.2
8 Promotion of ICT (information and communication technology)	8.7
9 Enhancement of the environment for raising children	16.9
10 Enhancement in the quality of education in the municipal schools	9.0
11 Promotion of abuse-free society, and supports for children and families	9.4

《Living and Community》	
12 Promotion of local communities	4.9
13 Measures for crime prevention and community safety	21.3
14 Support for consumers	4.2
15 Respect for diversity (Respect for human rights, Promotion of gender equality, etc.)	5.0
16 Promotion of culture and arts	6.7
17 Promotion of lifelong sports	4.5
18 Promotion of sanitation and resource recycling	7.3
19 Promotion of local business and employment	2.3

《City Development》	
20 Creation of a disaster resilient city	29.8
21 Housing policy	3.3
22 Development of parks and green spaces	8.1
23 Protection of the natural environment	7.8
24 Conservation and creation of the cityscape	3.6
25 Development of transportation networks	9.4
26 Management and maintenance of roads	6.3

27 Other	1.3
28 Nothing in particular	3.7
<i>(No answer)</i>	
	11.0

【 Reception of City-Staff 】

(All respondents)

Q7. What is your impression toward the city administrative counter services and response toward residents? (Choose one)

1	Very good	28.3		Please proceed to Q7-1
2	Fairly good	36.1		
3	Neither good nor poor	28.4	→	Please proceed to Q8
4	Rather poor	3.0	→	Please proceed to Q7-2
5	Very poor	0.9		
	(No answer)	3.2		

(Please answer Q7-1 if you selected 1 or 2 in Q7.) (n=1,344)

Q7-1. Which of the following left a good impression on you? (Choose up to 2 answers)

1	Explanations were easy to understand	28.7	4	Staff was friendly and polite	60.9
2	Fast and accurate service	37.0	5	Staff spoke politely	8.8
3	Pleasant service	9.3		(No answer)	1.9

(Please answer Q7-2 if you selected 4 or 5 in Q7.) (n=82)

Q7-2. Which of the following left a poor impression on you? (Choose up to 2 answers)

1	Explanations were difficult to understand	23.2	4	Service was not friendly	57.3
2	I was kept waiting for service	28.0	5	Staff did not speak politely	11.0
3	I was passed around from staff to staff	23.2		(No answer)	2.4

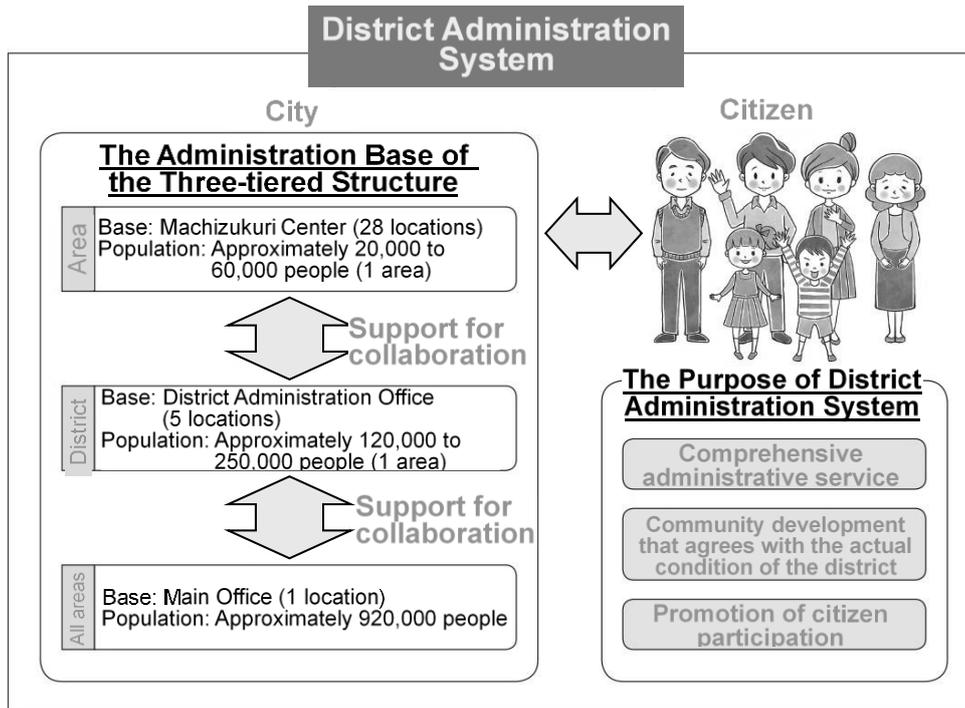
(All respondents)

Q8. Which of the following do you think the city should pay attention to in the future with regard to staff service? (Choose up to 3 answers)

1	Grooming and appearance	3.7	5	Friendly and polite service	43.1
2	Explanations that are easy to understand	45.9	6	Efforts to process the administration so that	
3	Use of name-tags	3.9		residents are not kept waiting	53.6
4	Pleasant greetings	6.5	7	Create a cheerful atmosphere at the counters	10.6
			8	Consideration for personal privacy	15.3
				(No answer)	12.8

【 District Administration System 】

Setagaya City has established Sogo Shisho (District Administration Offices) in five districts, and Machizukuri Center (Community Development Branch Offices) in 28 areas, and has introduced the District Administration System which provides public administration that is accessible for citizens. This system was launched in 1991 in order to provide detailed administrative services and community development while understanding the district's current situation and hearing the citizens' opinions in Setagaya City—which has a population that's comparable with some prefectures and ordinance-designated cities.



Thirty years have passed since the introduction of the District Administration System. In the middle of significant changes to the living environment, such as the progression of an aging society, a lack of people to take charge of local activities, and developments in information technology, there is a need for promoting community fostering in the district, encouraging participation and collaboration for community-building, and promoting opportunities for citizen participation in order to realize a local community where citizens can continue to live and feel safe in an area where they feel comfortable. Therefore, the enactment of an ordinance is currently being considered.

This ordinance defines the basic principles and goals of the District Administration System, the citizens and city's roles in a community development that is driven by citizens, a promotion system based on the three-tier structure (Community Development Branch Offices, District Administration Office, and Main Office), and other basic matters related to the District Administration System. The citizens' self-governance will be made sustainable for the future, by further promoting community development, by having them share roles with the city and participate in the three-tier structure, and by organizing how public administration is managed.

(All respondents)

Q9. Are you aware of the administration base of the three-tiered structure of the District Administration System? (Choose one)

1	I'm aware of what kind of activities are carried out at the Main Office, Sogo Shisho, and Machizukuri Centers			7.6
2	I'm aware of the Main Office, Sogo Shisho, and Machizukuri Centers			46.0
3	I'm aware of the Main Office and Sogo Shisho, but not the Machizukuri Centers			21.7
4	I'm aware of the Main Office and Machizukuri Centers, but not Sogo Shisho			7.1
5	I'm only aware of the Main Office			15.0
			(No answer)	2.6

(All respondents)

Q10. Are you aware that the District Administration System is being considered for ordinance enactment? (Choose one)

1	I'm aware of the progress in this consideration	1.1	3	No, I'm not aware	86.1
2	I'm not aware of the progress in this consideration, but I'm aware that it's being considered	10.6		(No answer)	2.2

(All respondents)

Q11. What do you hope for in a District Administration System ordinance? (Choose all that apply)

1	For the local communities and activities to become active	24.6
2	For a wide variety of local citizens and activity groups to work together on community development	15.7
3	To make clear the community's future image and challenges	28.7
4	For diverse citizen opinions and suggestions to be reflected more in the district administration	34.5
5	For more operations to be handled at the District Administration Offices (Sogo Shisho) and Community Development Branch Offices (Machizukuri Centers)	25.0
6	For the advancement of public administration digitalization and to be able to do more administrative procedures without having to visit a city office	44.1
7	For the city staff to improve their expertise on community development	13.8
8	Other	1.6
9	Nothing in particular	10.5
		(No answer) 2.4

There were 27 Community Branch Offices (Shutchojo) in FY 2005. That year, the counters for carrying out administrative procedures among these were consolidated into seven locations to streamline counter services, and 20 of the Branch Offices were organized into Machizukuri Shutchojo (the present Machizukuri Centers) to strengthen support for local community development. Therefore, there are currently 28 Community Development Branch Offices (Machizukuri Centers). Currently, there are five District Administration Office (Sogo Shisho) Civic Affairs Counters (Kumin Madoguchi), and five Community Branch Offices (Shutchojo) where administrative procedures are handled.

The Machizukuri Centers are committed to community development of the area, such as improving the area's disaster prevention capabilities and supporting various activity groups' networks. In cooperation with the Anshin Sukoyaka Centers (Comprehensive Community Support Centers) and the Council of Social Welfare, we have accessible welfare counseling counters, and offer local citizens various consultations.

(All respondents)

Q12. What expectations do you have for a Machizukuri Center that is most accessible for citizens?

(Choose all that apply)

1	For it to provide support to prepare for events, etc. held by activity groups, and support planning and consultation for new activities	13.1
2	For it to provide support for public relations of activity groups, introduce and match individuals and organizations	10.6
3	For it to provide support for consultation and procedures for places and funds of activities of activity groups	9.5
4	For it to provide support for disaster prevention training and disaster preparedness, and provide information and goods	38.5
5	For it to introduce and share information on the area's appeal, such as area highlights and events	18.6
6	Consultations for daily life problems	38.0
7	Counter services for administrative procedures	59.9
8	The relocation and expansion of the Machizukuri Centers	3.5
9	Other	1.4
10	No particular expectations	7.6
	(No answer)	1.7

▼ (Please answer Q12-1 if you selected 7 in Q12.) (n=1,249)

Q12-1. What administrative procedures do you expect to be conducted at a Machizukuri Center's counter?

(Choose all that apply)

1	Issuing certificates such as copies of resident registers and seal registration certificates	76.0
2	Tax declaration and payment such as the residence tax and light vehicle tax	30.4
3	Applications and payments for national health insurance, pensions, and long-term care insurance	41.2
4	Procedures related to children, child-rearing, and education (elementary and junior high schools)	30.6
5	Notifications of moving in from outside the city	31.0
6	Notifications of changes of address and moving out of the city	37.0
7	Notification regarding the family register (marriage, birth, death, etc.)	42.8
8	Procedures regarding advanced age and disabilities	38.7
9	Procedures regarding people in need	15.9
10	Procedures regarding fund loans	9.1
11	Procedures regarding My Number Card (Individual Number Card)	52.8
12	Procedures regarding housing and buildings, etc.	19.4
13	Procedures regarding the public facility use information system (Keyaki Net)	20.7
14	Other	1.8
15	No particular expectations	5.4
	(No answer)	0.1

***** 【 Welfare and Healthcare 】 *****

(All respondents)

Q13. Are you aware of the Welfare Hotlines provided by the twenty-eight districts of the City for receiving consultation inquiries through cooperation between community development centers, Anshin-sukoyaka centers (community comprehensive support centers) , and social welfare councils?

(Choose one)

1	I have used them	11.7		3	Although I did not know what they were called, I was aware of such efforts	9.3
2	I have heard of them	24.0		4	I do not know	54.0

(No answer) 1.0

(All respondents)

Q14. Would you like to continue living in Setagaya City even if you need long-term care or medical care? (Choose one)

1	Yes	34.9		3	Not quite enough	6.4
2	For the most part, yes	34.1		4	No	2.4
				5	I do not know	21.5

(No answer) 0.6

(All respondents)

Q15. Have you heard of in-home medical care, which provides examination, treatment, and nursing care in the home? (Choose one)

1	I use it for myself, or a person close to me does	9.4				
2	I have heard of the program (and understand the difference between house calls and in-home medical care) but have not used it	21.7				
3	I have heard of the program (but do not understand the difference between house calls and in-home medical care) but have not used it	41.9				
4	I do not know	26.0				

(No answer) 1.0

***** 【 Where to Consult Regarding Worries or Concerns 】 *****

(All respondents)

Q16. Did you know that medical facilities and government agencies offer hotlines through which you can consult someone about worries, concerns, stress, or similar feelings? (Choose one)

1	I know	32.6		2	I do not know	66.4
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(No answer) 1.0

(All respondents)

Q17. What do you do when you experience unbearable worries, concerns, stress, or similar feelings?

(Choose one)

1	I consult a specialist through a hotline	8.5		3	I do not consult anybody	13.7
2	I consult people close to me, such as family and friends	68.5		4	I do not know	7.9

(No answer) 1.4

***** 【 Places for the Elderly 】 *****

As a policy to promote elderly people to be involved in the community, the city is committed to building a place for them to visit and spend time at in order to help extend their healthy life expectancy, to prevent them becoming frail, etc.

(All respondents)

Q18. Which of the following best describes how you feel about a place where elderly people would want to spend time outside their home? (If you're between the age of 10 and 50, imagine how you'd feel when you are elderly.) (Choose up to 3 answers)

1	Somewhere lively and exciting	20.8
2	Somewhere you can see acquaintances, etc. and spend time feeling safe	33.6
3	Somewhere you can meet many people and enjoy spending time together	22.2
4	Somewhere comfortable and relaxing	53.5
5	Somewhere you can spend time your time freely, with little interference	37.8
6	Somewhere you can get expert support when you need it	64.8
7	I don't know	2.8

(No answer) 2.0

(All respondents)

Q19. Which of the following best describes how you feel about how an elderly person would like to spend time outside their home? (If you're between the age of 10 and 50, imagine how you'd feel when you are elderly.) (Choose up to 3 answers)

1	Interacting with others through having tea and talking	32.6
2	Enjoying hobbies at their own pace	53.7
3	Occasionally participating in classes*, etc. that are of interest	31.7
4	Regularly participating in classes*, etc. that are of interest	15.0
5	Exercising to maintain physical strength	62.4
6	Spending time without any plans	21.2
7	Taking part in social activities such as volunteer work	20.8
8	I don't know	2.2

(No answer) 2.3

*Classes such as go, shogi, karaoke, mahjong, handicrafts, cooking, painting

***** 【 Disabled Support Initiatives 】 *****

(All respondents)

Q20. Do you know the Act to Eliminate Discrimination against Persons with Disabilities? (Choose one)

1	I am aware of the details	4.9	2	I have heard of it	21.5	3	I do not know	72.2
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(No answer) 1.4

***** 【 Child Raising and Environment for Children 】 *****

(All respondents)

Q21. Do you feel that the City of Setagaya has a parenting-friendly environment? (Choose one)

1 I feel that the town is extremely parenting-friendly	5.2	3 I don't think that the town is very parenting-friendly	14.0
2 I feel that the town is parenting-friendly	45.8	4 I don't think that the town is parenting-friendly at all	1.5
		5 I do not know	31.2
<i>(No answer)</i>			2.2

(All respondents)

Q22. Are you taking care of a child (less than 18 years of age) , or are you or your spouse pregnant?

(Choose one)

1 Yes	21.3	2 No	75.0	→ Please proceed to Q23
		<i>(No answer)</i> 3.6		

(Please answer Q22-1 if you selected 1 in Q22.) (n=445)

Q22-1. Is there someone nearby in the community who you can talk to about child raising?

(Choose one)

1 Yes	78.0	2 No	20.9
<i>(No answer)</i>			1.1

(All respondents)

Q23. Were you aware of the “Setagaya Neuvola” program, which is an initiative to work with medical institutions and community care providers to provide comprehensive advice and support for child raising for families, from pregnancy to just before entering school? (Choose one)

1 I know	8.5	2 I do not know	89.1
<i>(No answer)</i>			2.4

(All respondents)

Q24. What best describes your feelings on the involvement of adults with children playing outdoors in the neighborhood? (Choose one)

1 I want to cooperate in some manner so that children can play outdoors	9.4
2 I want to be watchful as much as I can so that children can play outdoors	35.6
3 While I am not interested in how adults should be involved, I think children need an environment that allows them to play outdoors	46.2
4 Enabling children to play outdoors should be handled by the parents, preschools, and schools	4.8
5 Adults do not need to support children to play outdoors	1.3
<i>(No answer)</i>	
2.7	

【 Local Community 】

(All respondents)

Q25. Do you participate in community activities? (Choose one)

1	I do participate	12.9	Please proceed to Q25-1 and Q25-2
2	I do not participate now, but I would like to in the future	12.8	→ Please proceed to Q26
3	I do not participate	71.8	
	(No answer)	2.4	

↓ (Please answer Q25-1 if you selected 1 in Q25.) (n=270)

Q25-1. What is the district organization that you are participating in? (Choose all that apply)

1	Community activities such as Chokai (town block association) and community associations	45.6
2	NPO and volunteer work related to fields you are interested in	20.7
3	Community circles, cultural activities and sports	34.8
4	Community business (business that provide public services to district residents. Example: household care services by paid volunteers, etc.)	4.1
5	Other	13.0
	(No answer)	1.9

(Please answer Q25-2 if you selected 1 in Q25.) (n=270)

Q25-2. What activities do you participate in? (Choose all that apply)

1	Child-raising support activities	12.6	6	Prevention of nursing care and promotion of health promotion activities	7.0
2	Healthy education of young people	5.9	7	Sports activities	16.7
3	Activities to support senior citizens (watching-over services or housekeeping support, etc.)	6.3	8	Cultural and artistic activities	14.1
4	Festivals and events	23.0	9	Environmental beautification and recycling activities	14.4
5	Crime-prevention and disaster prevention activities	15.9	10	Traffic safety activities	6.3
	(No answer)				21.5

【 Public Facilities 】

There are approximately 900 public facilities in Setagaya City, and the maintenance, preservation, and management costs for them exceeds 40 billion yen (accounting for more than 10% of the general accounting budget). The "Setagaya City Public Facilities etc. Comprehensive Management Plan (March 2017)" has been formulated, and actions have been taken in order to ensure the quantity, quality, and safety of public facilities while maintaining sound financial administration.

Currently, there are some revisions being made and one priority is to use public facilities even more effectively.

(All respondents)

Q26. Are you aware of the district halls and citizen assembly halls that are accessible community assembly facilities? (Choose one)

1	Yes, I'm aware	71.6	2	No, I'm not aware	27.1
	(No answer)				1.3

(All respondents)

Q27. How often do you use the community halls and residents' meeting rooms that are accessible community assembly facilities? (Choose one)

1	Everyday	0.1	4	Several times within 6 months	2.4
2	Several times a week	1.5	5	Several times a year	5.8
3	Several times a month	4.8	6	Rarely	82.8
				(No answer)	2.6

→ Please proceed to Q28

(Please answer Q27-1 if you selected 1 to 5 in Q27.) (n=305)

Q27-1. Citizen assembly halls can be used for various activities to form local communities. For what purpose do you use the hall? Select from the following. (Choose all that apply)

1	Dance and gymnastics	21.0	9	Painting and calligraphy	4.3
2	Yoga and breathing exercises	3.3	10	Cooking classes	1.6
3	Karate, Shorinji Kempo, Tai Chi	2.0	11	Classical Japanese dance	0.7
4	Table tennis	8.9	12	Singing groups and choruses	5.9
5	Meetings and study sessions	28.2	13	Musical instrument practice	4.6
6	Haiku and poetry	1.3	14	Theater and read-throughs	1.0
7	Handicrafts, flower arrangements, and tea ceremonies	4.9	15	Other	32.5
8	Go and shogi	2.0			(No answer) 2.0

*Note: Uses available will vary for each facility.

(All respondents)

Q28. If you'd use the facility for exercise purposes, such as dance, yoga, karate, and table tennis, how much distance would you be willing to travel? (Choose one)

1	About the same as now (77 facilities in the city)	22.1	4	I'd use facilities that are farther in distance than a middle school commuting zone	2.9
2	About the distance of an elementary school commuting zone (61 facilities in the city)	26.6	5	I don't mind as long as the facilities are located within the city	5.6
3	About the distance of a middle school commuting zone (29 facilities in the city)	13.0	6	I don't know	27.3
				(No answer)	2.5

(All respondents)

Q29. If you'd use the facility for meetings and study sessions, how much distance would you be willing to travel? (Choose one)

1	About the same as now (77 facilities in the city)	22.4	4	I'd use facilities that are farther in distance than a middle school commuting zone	3.6
2	About the distance of an elementary school commuting zone (61 facilities in the city)	24.6	5	I don't mind as long as the facilities are located within the city	5.9
3	About the distance of a middle school commuting zone (29 facilities in the city)	14.7	6	I don't know	26.5
				(No answer)	2.3

(All respondents)

Q30. If you'd use the facility for artistic activities, such as haiku, handicrafts, paintings, group singing, instrument practice, how much distance would you be willing to travel? (Choose one)

1	About the same as now (77 facilities in the city)	21.3	4	I'd use facilities that are farther in distance than a middle school commuting zone	3.5
2	About the distance of an elementary school commuting zone (61 facilities in the city)	24.0	5	I don't mind as long as the facilities are located within the city	6.3
3	About the distance of a middle school commuting zone (29 facilities in the city)	14.8	6	I don't know	27.5
				(No answer)	2.7

***** 【 Disaster Preparations 】 *****

(All respondents)

Q31. Are you trying to take disaster prevention steps on a daily basis? Please choose an answer for items (1) to (3) . (Choose one answer for each)

	I am trying	I guess I am trying	I am not trying much	I am not trying	Do not know	(No answer)
(1) Improvement of knowledge of disaster prevention	20.5	50.1	17.6	6.8	3.4	1.6
(2) Participation in shelter management training and disaster prevention schools in the district	3.5	12.1	27.3	42.7	11.7	2.6
(3) *Assistance for residents in need of assistance in evacuation	3.1	12.7	24.4	35.3	21.3	3.3

*Residents in need of assistance in evacuation: among the elderly persons and the handicapped people, those who have trouble evacuating by themselves from their homes during times of disaster, and have trouble calling for help.

(All respondents)

Q32. How many days' supply of water and food do you have stored in your home for a disaster?

(Choose one)

1	1-2 days	21.7	4	1 week or longer	12.0
2	3 days	32.0	5	I have no supply of water or food stored in my home.	13.9
3	4-6 days	19.5			
				(No answer)	0.9

(All respondents)

Q33. Are you aware of the community disaster prevention plan? (Choose one)

1	I am aware of the details	3.5	2	I have heard of it	45.1	3	I do not know	50.4
							(No answer)	1.0

【 Gender Equality 】

Setagaya City has created its Second Plan for Gender Equality on March 2017. The new plan sets four goals those are “promoting the involvement of women in numerous domains”, “steady progress in achieving work-life balance”, “eradication of violence against women”, and “the development of a society in which all people can live with dignity”, and the city is carrying out various initiatives to realize a society of gender equality.

(All respondents)

Q34. Do you agree to the idea that men should work and women should remain in the home? (Choose one)

1	Yes	2.6	3	Not quite enough	22.4
2	For the most part, yes	13.8	4	No	60.7
					<i>(No answer)</i>
					0.5

(All respondents)

Q35. Are you aware of the Act on the Prevention of Spousal Violence and the Protection of Victims (the DV Prevention Act) ? (Choose one)

1	I know the law and the content	27.1	3	I do not know	10.8
2	I have heard of it but I do not know the content	61.6			<i>(No answer)</i>
					0.4

(All respondents)

Q36. What are your thoughts concerning domestic violence (violence and infringement of rights involving close relations such as spouses [including common-law and divorced spouses] and couples) ? (Choose one)

1	Violence is the fault of the perpetrator and is not to be tolerated for any reason	67.4			
2	While violence is the fault of the perpetrator, the victim may bear partial responsibility for the cause of the violence as well	21.8			
3	It is a matter that concerns the parties involved, and third parties should not get involved	3.0			
4	I do not know	7.2			
					<i>(No answer)</i>
					0.6

(All respondents)

Q37. What would you do if you were a victim of domestic violence? (Choose one)

1	I would consult a specialist through a hotline	39.5	3	I would not consult anybody	3.7
2	I would consult people close to me, such as family and friends	40.7	4	I do not know	15.3
					<i>(No answer)</i>
					0.8

(All respondents)

Q38. Do you know the word Sexual minority (LGBT) ? (Choose one)

1	I know	80.3	2	I do not know	19.1
					<i>(No answer)</i>
					0.6

【 Sports 】

Setagaya City aims to realize a society that enables lifetime sporting activities in which anyone can enjoy and grow more familiar with sports and recreation anytime, anywhere.

(All respondents)

Q45. How often do you stay committed to sports or exercise (including walking, light exercise, exercise as preventive care, and any recreational activities) in the last one year? (Choose one)

1	3 times a week or more	19.9	4	1 - 2 times every 3 months	5.4
2	1 - 2 times a week	25.6	5	1 - 3 times a year	5.8
3	1 - 3 times a month	14.8	6	I have not engaged in any sports or exercises	27.3

(No answer) 1.2

Setagaya City regards the holding of the 2020 Tokyo Olympic and Paralympic Games as the ultimate opportunity for promoting parasports (sports for people with disabilities), and is promoting initiatives aimed at encouraging exchange between people with and without disabilities through sports and recreation activities and raising City residents' interest in parasports, as well as promoting understanding of disabilities.

※Para-Sports: In March 2021, the Japanese Para-Sports Association decided on the policy to unify the terms "disability sports" and "para-sports."

In addition to the general wide-spread use of the term para-sports, the aim is to use the term to promote these activities as sports that can be enjoyed by people with and without disabilities, so they become even more popular in the future. The city agrees with this policy, and is also using the term.

(All respondents)

Q46. Which parasports would you like to watch (at a sporting venue, on TV, etc.) or play (including hands-on events at sporting venues) ?

(Items 1–22 shown below are Tokyo 2020 Paralympic sporting events.) (Choose up to 3 answers)

1	Archery	10.2	9	Goalball	3.7	17	Taekwondo	1.2
2	Track-and-field	19.8	10	Judo	3.8	18	Paratriathlon	2.8
3	Badminton	9.3	11	Powerlifting	0.4	19	Wheelchair basketball	18.8
4	Boccia	9.2	12	Rowing	1.0	20	Wheelchair fencing	1.0
5	Paracanoe	3.0	13	Shooting	6.3	21	Wheelchair rugby	5.9
6	Track cycling	2.1	14	Sitting volleyball	2.1	22	Wheelchair tennis	16.0
7	Equestrian	12.5	15	Swimming	18.7	23	Other parasports	0.5
8	Football 5-a-Side	5.5	16	Table tennis	7.9	24	Nothing in particular	28.3

(No answer) 3.1

(All respondents)

Q47. Currently, the city conducts the following initiatives for para-sports in partnership with the Setagaya Sports Promotion Foundation (Public Interest Incorporated Foundation) . Which of the following initiatives do you think are good? (Choose up to 3 answers)

1	Continuous, regular classes for parasports	27.0
2	Sporting events that people with and without disabilities can enjoy together	34.7
3	More opportunities to experience parasports (installation of booths and information corners)	15.3
4	Exchange with athletes with disabilities (Paralympians)	11.0
5	More public relations related to parasports	11.3
6	Renting of parasports equipment	8.3
7	Barrier-free access in sports facilities (parking, bathrooms, changing rooms, slopes, etc.)	45.3
8	Deployment of staff with specialist knowledge of disabilities to sports facilities	14.0
9	Human resources training (instructors, volunteer, staff, etc.)	18.0
10	Creation of time-slots/equipment at sporting facilities that give priority to people with disabilities (pool lanes reserved for people with disabilities, etc.)	8.8
11	Education for children and students about parasports	23.9
12	Other	5.3
	(No answer)	5.6

(All respondents)

Q48. Which of the following would make you interested to participate in para-sports in the future?

(Choose all that apply)

1	Exchanges between people with and without disabilities through sports and recreation	24.8
2	Games for specific para-sports events	7.1
3	Regular or occasional classes for para-sports	9.0
4	Booths to experience para-sports and booths to introduce it at events, festivals, etc.	30.7
5	Human resource development courses for staff, volunteers, etc.	13.3
6	Other	1.6
7	Nothing in particular	42.3
8	I have already participated in para-sports	0.4
	(No answer)	2.7

After Sogo Undojo (Okura Sports Center) was chosen as the site of the training camp for the team representing the United States of America in the Tokyo 2020 Olympic and Paralympic Games, Setagaya City has been registered by the Cabinet Secretariat of Japan as a Host Town and Host Town of a Harmonious and Inclusive Society for the United States of America.

“Host Town” : Local governments that undertake mutual human, economic, and cultural exchange with the United States of America such as exchange with athletes with the aim of promoting regional vitalization by taking advantage of the opportunities provided by large numbers of overseas athletes visiting Japan for the Tokyo 2020 Olympic and Paralympic Games.

“Host Town of a Harmonious and Inclusive Society” : Local governments registered as Host Towns that undertake exchange with Paralympians, universal design urban development, promotion of barrier-free minds, and other initiatives.



< Setagaya City's Host Town and Host Town of a Harmonious and Inclusive Society logos >

(All respondents)

Q49. Do you know that Setagaya City is a Host Town for the United States of America as well as a Host Town of a Harmonious and Inclusive Society (including the logo shown above) ? (Choose one)

1	I know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, and I know (have seen) the logo	8.0
2	I know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, but I do not know (have not seen) the logo	15.5
3	I did not know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, but I know (have seen) the logo	3.1
4	I did not know that Setagaya City is a Host Town and a Host Town of a Harmonious and Inclusive Society, and I do not know (have not seen) the logo	71.7
	(No answer)	1.7

***** 【 Smoking Etiquette 】 *****

With the aim of realizing city development that deepens mutual understanding between smokers and non-smokers, and improve smoking etiquette within the community, Setagaya City enacted the “Setagaya City Tobacco Rules” in October 2018. These rules prohibit smoking on roads and in parks throughout Setagaya City.

(All respondents)

Q50. Are you currently satisfied with smoking etiquette, including smoking on the street and smoking-related litter, in the area where you reside? (Choose one)

1	Satisfied	11.4	3	Somewhat dissatisfied	19.9
2	Somewhat satisfied	31.6	4	Dissatisfied	28.3
			5	I do not care	7.7
				(No answer)	1.0

***** 【 Agriculture 】 *****

(All respondents)

Q51. Are you aware of the city’s agricultural parks (Kitami Agricultural Park, Seta Agricultural Park) ? (Choose one)

1	I have been to both agricultural parks	1.1
2	I have been to Kitami Agricultural Park only	1.3
3	I have been to Seta Agricultural Park only	2.4
4	Although I have not visited them, I have heard of both agricultural parks	9.0
5	Although I have not visited it, I have heard of Kitami Agricultural Park	2.0
6	Although I have not visited it, I have heard of Seta Agricultural Park	2.2
7	I do not know	81.2
		(No answer) 0.9

***** 【 Industry 】 *****

On February 20, an electronic payment app "Setagaya Pay" was launched, which will help people pay contactless using smartphones. Setagaya City issues an electronic version of the Premium Vouchers via Setagaya Pay which can be used in Setagaya City.

(All respondents)

Q52. Are you aware of Setagaya Pay? Have you had a chance to use it? (Choose one)

1	I have used it before	1.2	2	I'm aware of it, but haven't used it	20.9	3	No, I'm not aware	77.0
							(No answer)	0.8

(All respondents)

Q53. Setagaya Pay may not only be used as a payment tool, but also for a variety of services, such as sending notifications to users, giving surveys, earning points, etc. What are the features you would like to use?

(Choose all that apply)

1	Payment of issuance fees, such as for copies of resident registers, family register certificates, etc.	37.2
2	Payment of taxes, insurance, etc.	31.2
3	Payment of facility usage fees when using community facilities	22.2
4	Features that would allow using electronic vouchers for services for the elderly and child-care	15.9
5	Features that would send notifications about administrative information	17.5
6	Earning points by answering surveys, participating in volunteer works, etc.	14.8
7	Features for event applications	19.1
8	Features that would send notifications about events in the shopping streets and local communities	20.9
9	Features that would allow users to get information from their favorite stores	12.6
10	Features that would allow users to transfer points or send money to others	7.0
11	Features that would allow users to post recommended stores and places	6.3
12	Charging methods (currently Seven Bank only) to be expanded (charge via credit cards or bank accounts)	38.9
	(No answer)	17.6

***** 【 Climate Crisis 】 *****

In light of the worsening climate crisis, the city declared the "Setagaya City Climate Emergency Declaration" on October 16 last year in order to share and act with citizens and businesses on global warming issues—being the first to do so among the 23 cities of Tokyo Metropolis. The declaration announced a goal to achieve net-zero carbon dioxide emissions by 2050.

(All respondents)

Q54. Are you aware that Setagaya City has declared the Climate Emergency Declaration, and that it is aiming to achieve net-zero CO2 emissions, etc. by 2050? (Choose one)

1	Yes, I'm aware	14.6	2	No, I'm not aware	84.6
				(No answer)	0.9

(All respondents)

Q55. How do you feel about the climate crisis that is associated with global warming? (Choose one)

1	Extremely concerned	52.2	3	Not very concerned	4.6
2	A little concerned	36.3	4	Not sure	6.3
				(No answer)	0.7

(All respondents)

Q56. Which of the following initiatives would you like the city to focus on as a measure for climate crisis?

(Choose all that apply)

1	Taking measures against disasters such as wind and water damage (short period torrential rain and typhoons) , extreme heat, etc.	70.9
2	Preserving and creating greenery, such as preserving trees and developing new parks and green spaces	50.3
3	Expanding the use of renewable energy by citizens, businesses, and the city	35.3
4	Promoting and raising awareness of eco-friendly lifestyles, such as promoting energy conserving activities and environment education, dealing with marine plastic waste issues, and reducing food waste	51.2
5	Promoting housing and building energy conservation, such as retrofit insulation	29.7
	(No answer)	3.1

(All respondents)

Q57. In your opinion, what things can you do about climate crisis? (Choose all that apply)

1	Preparing for disasters by checking hazard maps, preparing emergency goods supplies etc.	72.0
2	Saving and planting more greenery, such as growing flowers and plants at home, hedges, etc.	29.1
3	Using renewable energy, such as purchasing renewable energy power and installing solar power generation equipment	22.3
4	Reducing energy use at home by saving energy, replacing old home appliances etc.	54.3
5	Housing renovations, such as retrofit insulation in buildings	12.7
	(No answer)	3.2

***** 【 Public Relations 】 *****

(All respondents)

Q58. Where do you find information about the city? (Choose all that apply)

1	In city information, "Setagaya"	53.6	10	Setagaya Call (an inquiry center)	1.3
2	The city's website	28.9	11	City Public Relations Board (a bulletin board placed by the city)	10.3
3	The city's official Twitter	3.8	12	Leaflets and brochures made by the city	10.1
4	The city's official Facebook page	0.7	13	Community and neighborhood associations' circular notices	21.0
5	The city's official LINE account	0.7	14	Other	2.1
6	Email subscription service (email newsletter)	2.5	15	I don't get information in particular	21.9
7	The city's smartphone app	0.9		(No answer)	1.6
8	FM Setagaya	1.3			
9	Setagaya Benricho	12.7			

【 Impact of COVID-19 on Lifestyles 】

(All respondents)

Q59. How often do you currently use each of the following city transportation methods?

For each of the following items (1) to (7), please select the one that applies. (Choose one answer for each)

Items	I frequently use	I sometimes use	I rarely use	I don't use it now, but I'd like to in the future	I don't use it now, and I'm not interested in using it in the future	(No answer)
(1) Railways and trains	40.6	32.6	16.3	3.3	2.9	4.3
(2) Bus	13.9	32.9	38.1	4.0	5.6	5.5
(3) Taxi	3.8	21.5	50.3	4.5	11.4	8.4
(4) Cars	23.5	21.9	22.8	3.7	18.5	9.5
(5) Motorbike	1.8	1.1	23.2	3.2	58.2	12.4
(6) Bicycle	37.2	16.1	16.3	7.0	15.2	8.2
(7) Walking	79.0	12.7	2.0	0.4	1.2	4.8

(All respondents)

Q60. Has the frequency in which you use each transportation method (means of transport) in the city changed with the spread of COVID-19?

For each of the following items (1) to (7), please select the one that applies. (Choose one answer for each)

Items	The frequency of use has increased	The frequency of use has decreased	It hasn't changed	(No answer)
(1) Railways and trains	1.6	58.6	35.0	4.7
(2) Bus	2.6	41.9	49.1	6.4
(3) Taxi	6.2	24.5	59.8	9.5
(4) Cars	19.6	10.6	58.8	11.0
(5) Motorbike	1.2	6.2	77.0	15.5
(6) Bicycle	21.4	8.8	59.5	10.3
(7) Walking	40.0	9.2	45.3	5.5

(All respondents)

Q61. Has the frequency in which you use each transportation method (means of transport) in the city changed for any of the following purposes?

For each of the following items (1) to (3), please select the one that applies. (Choose one answer for each)

Items	The frequency of use has increased	The frequency of use has decreased	It hasn't changed	(No answer)
(1) Commuting to work and school	3.0	31.3	50.8	15.0
(2) Shopping	7.7	43.0	45.5	3.8
(3) Hospital visits	4.1	24.3	66.4	5.2

(All respondents)

Q62. Has the spread of COVID-19 changed the priorities in your everyday life for work, home life (time with family, housework, child care, care of elderly relatives etc.) , and community and personal lifestyle (community and social activities, learning and training, hobbies, entertainment, sports, etc.) ?

(Choose all that apply)

1	My priorities placed on work have increased	9.1
2	My priorities placed on home life have increased	50.9
3	My priorities placed on community and personal lifestyle have increased	15.1
4	I don't know	28.1
	(No answer)	4.4

(All respondents)

Q63. What are the effects of the COVID-19 pandemic on your work and lifestyle?

(Choose all that apply)

1	I have less income due to less work	20.4
2	I'm spending less due to refraining from going out, etc.	33.0
3	I'm spending more due to taking measures to prevent infection, etc.	23.2
4	My place of work has changed with the adoption of remote work, etc.	23.3
5	My working hours have changed due to staggered working hours, etc.	8.6
6	My use of delivery services and mail order sales have increased	38.1
7	The number of times I go out for everyday shopping (grocery, etc.) has decreased	39.9
8	The number of times I make hospital visits has decreased	14.0
9	I have less opportunities to go out with friends and acquaintances for gatherings, trips, etc.	81.0
10	I have less opportunities to see family members and relatives because I'm unable to return to my hometown	52.5
11	I have less learning opportunities due to libraries closing, cancellation of courses, etc.	17.7
12	I have less opportunities for cultural and artistic activities, sports, etc.	36.0
13	I feel stressed due to concerns and anxiety about the infection	46.4
14	I feel a lack of physical exercise due to refraining from going out	50.5
15	I have more opportunities to use the Internet for meetings, taking courses, etc.	24.3
16	I have more opportunities to use the Internet to do things such as communicate with friends and acquaintances	20.8
17	My use of cashless payments (making payments, etc. with credit cards and smartphones) has increased	36.2
	(No answer)	2.6

*** Basic Information***

(All respondents)

F 1 What is your sex? (Choose one)

1	Male	38.4	2	Female	59.6	3	Other	0.1	
								(No answer)	5.6

F 2 How old are you? (Choose one)

1	18–19 years	1.4	6	40–44 years	8.8	11	65–69 years	6.4	
2	20–24 years	3.8	7	45–49 years	9.5	12	70–74 years	8.1	
3	25–29 years	4.5	8	50–54 years	10.0	13	75–79 years	6.3	
4	30–34 years	5.8	9	55–59 years	9.4	14	80–84 years	5.2	
5	35–39 years	6.5	10	60–64 years	7.6	15	85 years and above	5.0	
								(No answer)	1.6

F 3 What is your occupation? (Choose one)

1	Self-employed	9.2	6	Part-timer/Temporary worker	11.7	
2	Family business	1.5	7	Full-time homemaker	16.2	
3	Management/Specialized technical work	18.4	8	Student	3.2	
4	Clerical	13.9	9	Other/Unemployed	19.7	
5	Manual labor	4.1			(No answer)	2.3

F 4 What is your family composition? (Choose one)

1	Husband and wife (single generation family)	26.7	
2	Parent and children only (two-generation family)	42.1	
3	Parent, children, and grandchildren (three-generation family)	5.1	
4	Live alone	18.2	
5	Other	5.7	
		(No answer)	2.2

F 5 Including yourself, are there any seniors (above 65 years of age) in your family?

(Choose one)

1	Yes	45.2	2	No	52.8	
					(No answer)	2.0

F 6 Do you have a spouse? (Choose one)

1	No (Including divorced or widowed)	35.2	→	Please proceed to F7	
2	Yes	62.3	→	Please proceed to F6-1	
				(No answer)	2.5

(Please answer F6-1 if you selected 2 in F6.) (n=1,300)

F 6 – 1 Are you and your spouse both working? (Choose one)

1	Yes	50.2	2	No	49.5	
					(No answer)	0.4

(All respondents)

F 7 Which of the following is applicable to you? (Choose one)

1	Single	24.6
2	I have children (the eldest is in preschool)	6.0
3	I have children (the eldest is in elementary/junior high school)	8.7
4	I have children (the eldest is in high school/university)	8.3
5	I have children (the eldest is independent: graduated from school, employed, married, etc.)	15.2
6	Living with my children and their spouse (I am 65 years and above)	2.7
7	Living apart from my children and their spouse (I am 65 years and above)	3.3
8	Senior citizens only (I am 65 years and above)	7.8
9	Husband and wife only	15.3
10	Other	4.3

(No answer) 3.8

F 8 Which of the following housing conditions is applicable to you? (Choose one)

1	I own the house	43.7
2	Condominium (owned by me)	19.9
3	Shophouse (owned by me)	0.5
4	House on lease	3.2
5	Shophouse (on lease)	0.4
6	Private-sector apartment / condominium (3 floors and above)	11.9
7	Private-sector apartment / condominium (2 floors and below)	11.3
8	Urban Renaissance Agency (previously Japan Housing Corporation), public corporations, Tokyo municipal housing, Setagaya City municipal housing	2.6
9	Company housing, civil service housing, dormitory, room rental, live-in lodging	2.9
10	Nursing home, home for the elderly	0.4
11	Other	2.3

(No answer) 0.9

F 9 In which district do you live? (Choose one)

1	Eastern Setagaya (Ikejiri, Shimouma, Mishuku, Taishido, Sangenjaya, Nozawa, Wakabayashi, Kamiyama, Komazawa 1-chome to 2-chome)	15.0
2	Western Setagaya (Setagaya, Tsurumaki, Miyasaka, Sakura, Kyodo, Sakuragaoka)	12.8
3	Eastern Kitazawa (Kitazawa, Daizawa, Ohara, Hanegi, Daita)	7.2
4	Western Kitazawa (Matsubara, Umegaoka, Gotokuji, Akatsutsumi, Sakurajosui)	8.5
5	Northern Tamagawa (Komazawa Koen, Komazawa 3-chome to 5-chome, Shimmachi, Fukasawa, Sakura Shimmachi, Yoga, Kamiyoga, Tamagawadai)	8.8
6	Southern Tamagawa (Okusawa, Higashi Tamagawa, Tamagawa Den-en chofu, Todoroki, Oyamadai, Tamazutsumi)	9.4
7	Western Tamagawa (Nakamachi, Noge, Seta, Kaminoge, Tamagawa)	6.3
8	Northern Kinuta (Funabashi, Chitosedai, Soshigaya, Kinuta, Seijo)	13.3
9	Southern Kinuta (Okura, Kinuta Koen, Okamoto, Kamata, Kitami, Unane)	5.4
10	Karasuyama (Hachimanyama, Minamikarasuyama, Kasuya, Kitakarasuyama, Kyuden, Kamisoshigaya, Kamikitazawa)	12.6

(No answer) 0.7

Thank you for your cooperation.

※ Please return the completed questionnaire by post by June 4.

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