

FY 2025 "Survey of Foreign Residents in Sendai City "Summary Report

I Survey Overview

1. Survey objectives

This survey was carried out with the objective of understanding the actual conditions of foreign residents living in Sendai City, including basic information (nationality, residence status, occupation), awareness of municipal rules and systems, challenges faced in daily life, and level of interaction with local communities, in anticipation of an increase in the number of foreign residents prompted by developments such as the designation of Tohoku University as a University for International Research Excellence. Survey findings will be used in policy consideration and formulation.

2. Survey target population

Foreign residents aged 16 and over living in Sendai City as of May 1, 2025: 16,640

*Excludes individuals who filed a notice of relocation outside the city on or after May 2, 2025.

3. Survey method

Survey requests were mailed to respondents' homes asking for their cooperation, and responses were collected via a dedicated online form.

4. Survey period

July 4 to August 4, 2025

5. Survey languages

Easy Japanese, English, Simplified Chinese, Traditional Chinese, Korean, Vietnamese, Nepali, Indonesian

6. Responses

No. surveys distributed	No. surveys undelivered	①No. surveys administered (No. distributed)	②No. valid responses	Valid response rate (②/①)
16,640	395	16,245	3,500	21.5%

7. Points to note

- In each question, "n" represents the number of valid responses.
- Percentages (%) shown in tables and figures are calculated by rounding to one decimal place. As a result, the total for single-response questions may not equal 100% due to rounding. For questions with multiple responses, percentages are calculated based on the total number of respondents to the question. As a result, the combined percentages for all choices may exceed 100%.
- Unless indicated otherwise, each question is tabulated based on the number of valid responses, including when no response is given.
- The wording of choices in the main text, figures, and tables may be shortened or simplified.

II Key Points and Sum

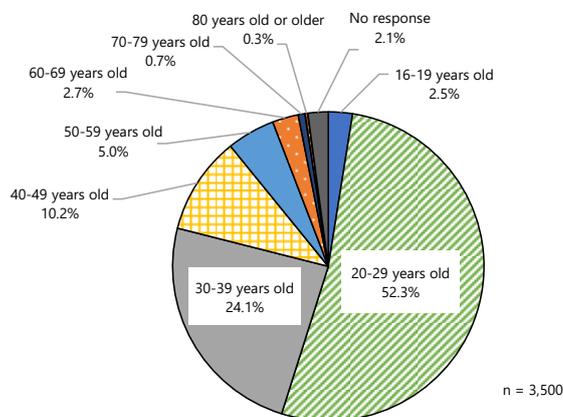
1. Demographics

Key points

"20-29 years old" accounted for the largest number of respondents at 52.3%.
The most common residence status was "Student" at 46.3%.

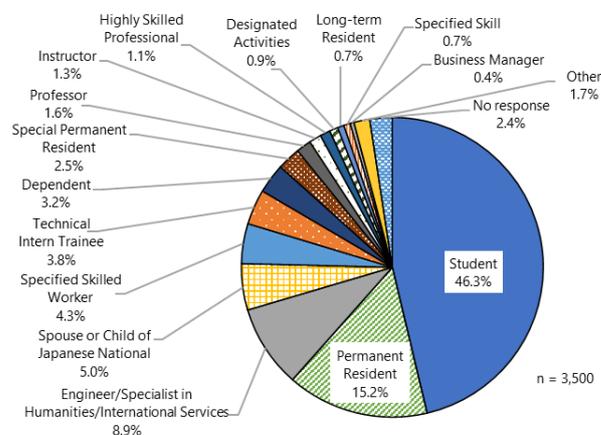
- By nationality/region, "Nepal" accounted for the largest share at 22.1%, followed by "China" at 18.3%.
- In terms of gender, 50.7% of respondents were "Male" and 45.6% were "Female".
- The largest age group was made up of individuals between "20-29 years old" (52.3%), followed by those aged "30-39 years old" (24.1%).

Q3 Age: Simple tabulation results



- Of the respondents who were asked whether they live with anyone, 49.3% responded "Yes" and 43.8% responded "No."
- The most common residence status was "Student", which accounted for 46.3% of responses, followed by "Permanent resident" at 15.2%.

Q5 Residence status: Simple tabulation results



- In terms of current education or employment status, the most common response was "Full-time employee" at 20.9%, followed by "Japanese language school student" at 17.0%.

2. Language

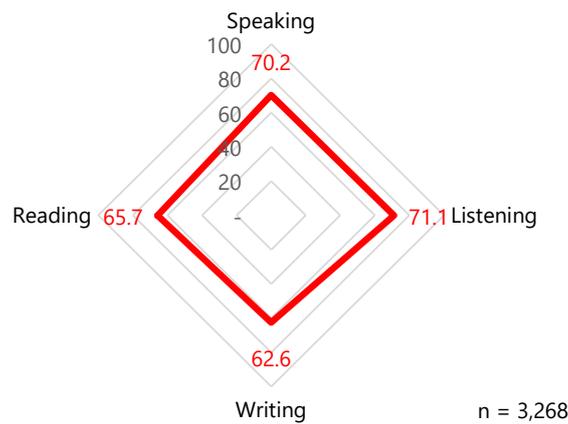
Key points

“Speaking” and “Listening” Japanese proficiency is higher than “Reading” and “Writing”. The most common method of learning Japanese was “I am learning by myself (study materials, online, etc.)” (23.0%).

- Simple tabulation based on weighted averages indicated Japanese proficiency levels of 70.2% for “Speaking”, 71.1% for “Listening”, 62.6% for “Writing”, and 65.7% for “Reading”.

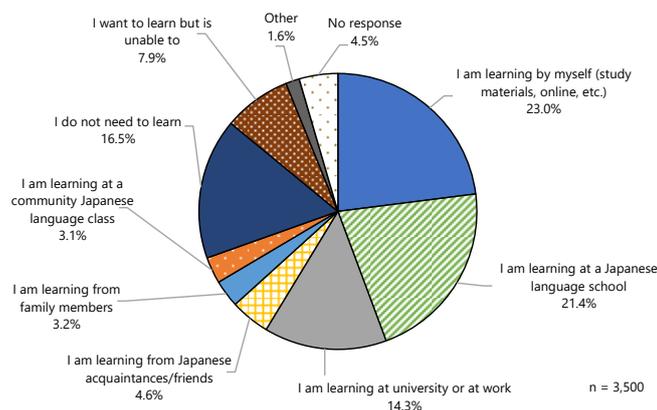
Q7 Japanese language proficiency:

Simple tabulation results based on weighted averages



- For Japanese language education, most respondents answered “I am learning by myself (study materials, online, etc.)” (23.0%), followed by “I am learning at a Japanese language school” (21.4%).

Q8 Japanese language learning methods: Simple tabulation results



- The top reason cited for not studying was “I can already use Japanese” (50.4%), followed by “I am too busy with work or raising children to learn Japanese” (17.5%).
- The top method cited for learning Japanese was in “an environment where I can learn while conversing with native speakers” (35.9%), followed by “a place near my home or office”, and “through the internet or smartphone applications, so I can learn at my own convenience” (13.4%).
- Simple tabulation based on weighted averages indicated English proficiency levels of 65.4% for “Speaking”, 67.5% for “Listening”, 68.8% for “Writing”, and 72.7% for “Reading”.

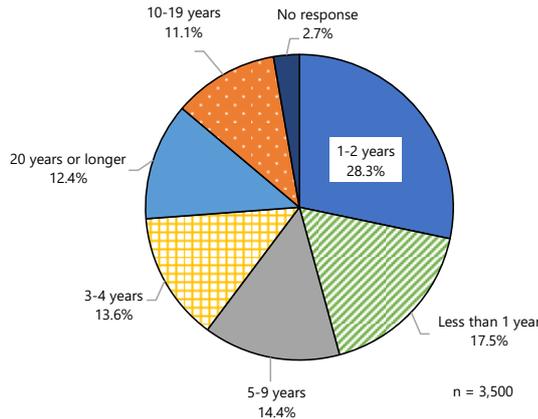
3. Residence

Key points

In terms of length of residence in Japan, the most common response was "1-2 years" (28.3%).
 The highest percentage of respondents live in "Private rental housing" (53.5%).

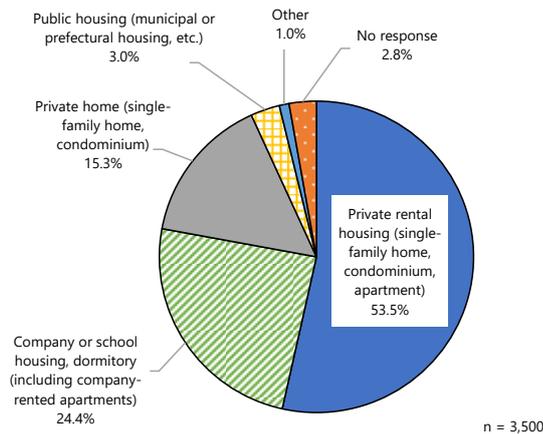
- The highest percentage of responses were from those who have lived in Japan for "1-2 years" (28.3%), followed by those who have been in Japan for "Less than 1 year" (17.5%).

Q12 Number years in Japan: Simple tabulation results



- By type, "Private rental housing" accounted for the largest share at 53.5%, with "Company or school housing, dormitory (including company housing, dormitory)" ranking second at 24.4%.

Q13 Type of residence: Simple tabulation results



- Respondents indicated that the most common way to find housing is through a "Referral from companies or schools" (25.3%), followed by visiting a "Real estate agency" (23.0%).
- Respondents reported that "Rent, security deposit and key money are too expensive" as issues they face when looking for housing (41.5%), followed by "None" (35.3%).

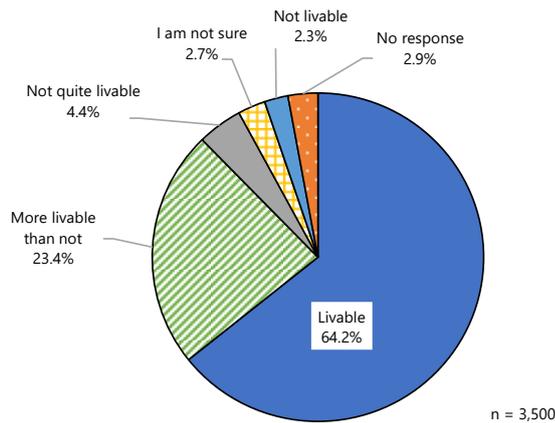
4. Living

Key points

Overall, 87.6% of respondents reported that Sendai City is "Livable" or "More livable than not".

- The largest share of respondents described Sendai City as "Livable" (64.2%), followed by "More livable than not" (23.4%).

Q16 Livability of Sendai City: Simple tabulation results



- The top response to the positive aspects of living in Sendai City was "It has an abundant natural environment (such as trees, rivers, and mountains)" at 58.0%, followed by "It is convenient for shopping and commuting to school, work, etc." at 50.4%.
- In response to the question asking whether they would like to continue to live in Sendai City or Japan, 49.5% of respondents indicated that they "Would like to continue living in Sendai City", followed by 33.2% who indicated that "I am not sure about staying in Sendai City, but I want to continue living in Japan".
- When asked if they are aware of their obligation to pay taxes, 87.1% responded "Yes, I am". When asked if they are aware of their responsibility to enroll in medical insurance, 93.3% responded "Yes, I am aware".
- The largest share of respondents reported "I have never had any difficulties or problems" (35.3%), followed by those who have problems or difficulties because of a "Lack of understanding of the tax/pension system or how to make payments" (24.7%).
- When asked who or where they turn to first for advice when encountering a problem or difficulty, respondents cited "Friends or acquaintances from the same country as me" (36.4%), followed by "Family members" (20.9%).

5. Information

Key points

The most common type of support requested for obtaining information was "A source that provides information in easy Japanese" (37.3%).

- The top, most common method for obtaining information was from "Family members" (24.1%), followed by "People at school or work" (17.6%).
- When asked what kind of assistance they would prefer to obtain information, respondents indicated "A source that provides information in easy Japanese" (37.3%), followed by "A source that provides information in English" (20.6%).

Q24 Assistance needed to obtain information: Simple tabulation results

	Ranking (n = 3,500)		
	1	2	3
A source that provides information in simple Japanese	37.3%	16.0%	8.2%
A source that provides information in English	20.6%	21.3%	8.6%
A source that provides information in my native language (other than English)	17.1%	16.0%	15.2%
Inquiries by webphone that does not require a phone number	4.3%	8.1%	9.9%
Inquiries by e-mail or social media	1.9%	6.4%	11.7%
Other	0.4%	0.4%	0.9%
None	7.4%	0.9%	3.4%
No response	10.9%	30.8%	42.1%

6. Welfare and Medical Care

Key points

The most common difficulty respondents encounter when ill or injured is that "There are many types of hospitals, and I do not know how to find the right one" (30.2%).

- In situations where medical treatment is needed, 46.5% of respondents indicated that "I would go to the hospital alone", followed by 25.3% who said that "I would go to the hospital accompanied by a family member".
- Respondents indicated that the most common difficulty they encounter when ill or injured is that "There are many types of hospitals, and I do not know how to find the right one" (30.2%), followed by "I do not speak Japanese, so I cannot make medical appointments or see a doctor". (21.0%).

Q26 Problems encountered if sick or injured: Simple tabulation results

	Ranking (n = 3,500)		
	1	2	3
I do not speak Japanese, so I cannot make medical appointments or see a doctor	21.0%	4.8%	3.3%
There are many types of hospitals, and I do not know how to find the right one	30.2%	15.5%	5.5%
I cannot read or write Japanese, so I cannot complete hospital paperwork	4.7%	10.9%	9.7%
I do not know how to use the medicine I receive	1.0%	3.0%	3.2%
The cost of medical treatment is too high	7.2%	10.7%	8.1%
I am worried about receiving medical treatment that differs from that of my home country	4.3%	7.9%	10.7%
Other	1.7%	1.2%	1.3%
I do not have any problems	18.3%	0.0%	0.0%
No response	11.6%	46.0%	58.1%

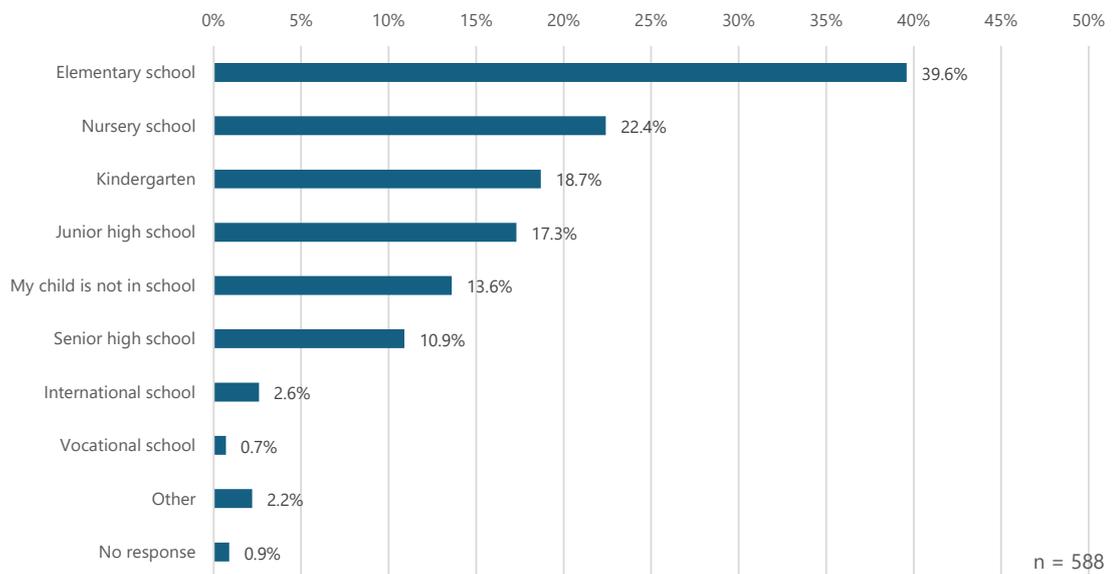
7. Child-rearing and Education

Key points

When asked if they have children, 16.8% of respondents answered "Yes". "Elementary school" accounted for the highest percentage of responses about the types of schools children attend (39.6%), followed by "Nursery school" (22.4%).

- In terms of whether the respondents have children, 16.8% answered "Yes", while 77.2% responded "No".
- "Elementary school" accounted for the highest percentage of responses about the types of schools children attend (39.6%), followed by "Nursery school" (22.4%).

Q28 Child's schooling: Simple tabulation results



- Most respondents indicated "I do not have any problems" with child-rearing or education (43.7%), while 25.3% reported that "Childcare and education are expensive".
- "Support for parents who do not speak Japanese" was the most requested type of assistance to ensure that children can attend school with ease (36.1%), followed by "Multilingual academic and lifestyle guidance" (35.0%).

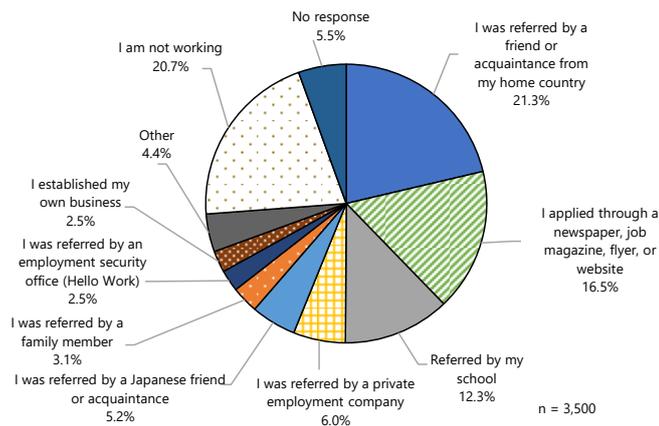
8. Employment

Key points

The leading method for finding work was "I was referred by a friend or acquaintance from my home country" (21.3%).
The largest share of respondents indicated "I do not have any problems" with their job (36.7%).

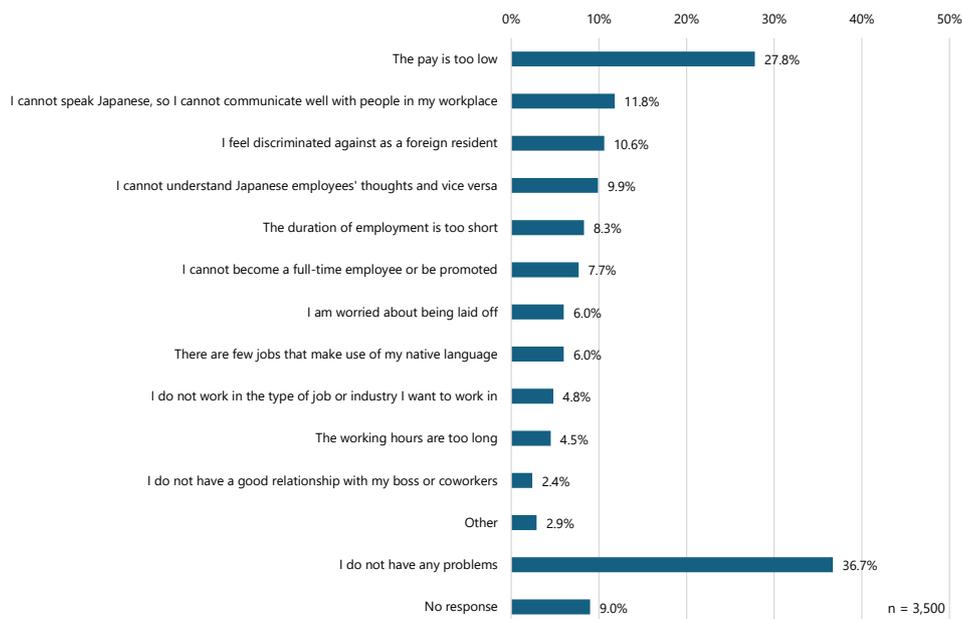
- The leading method for finding work was "I was referred by a friend or acquaintance from my home country" (21.3%), while 20.7% reported "I am not working".

Q31 Employment search methods: Simple tabulation results



- The largest share of responses to the question of problems or dissatisfaction at work was "I do not have any problems" (36.7%), while 27.8% reported that "The pay is too low".

Q32 Job problems or dissatisfaction: Simple tabulation results



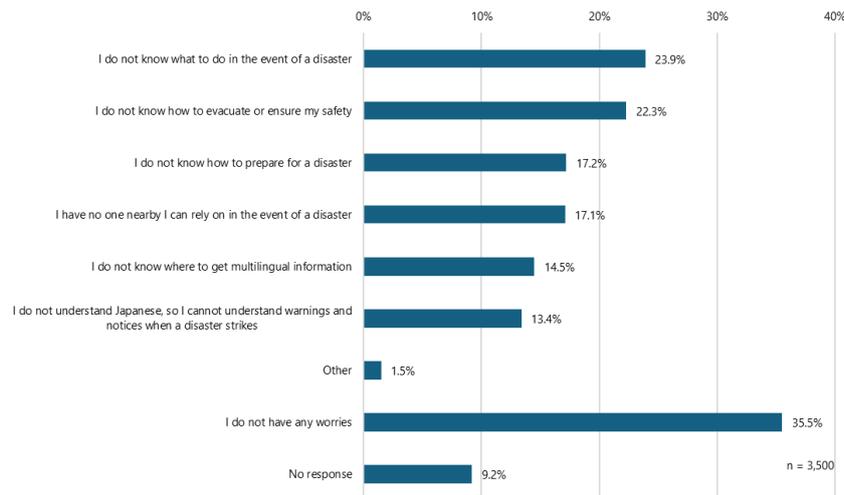
9. Disaster and Crisis Management

Key points

In terms of disaster-related concerns, 35.5% of respondents reported “I do not have any worries”.
Most respondents indicated “I have some knowledge about disasters” (45.0%).

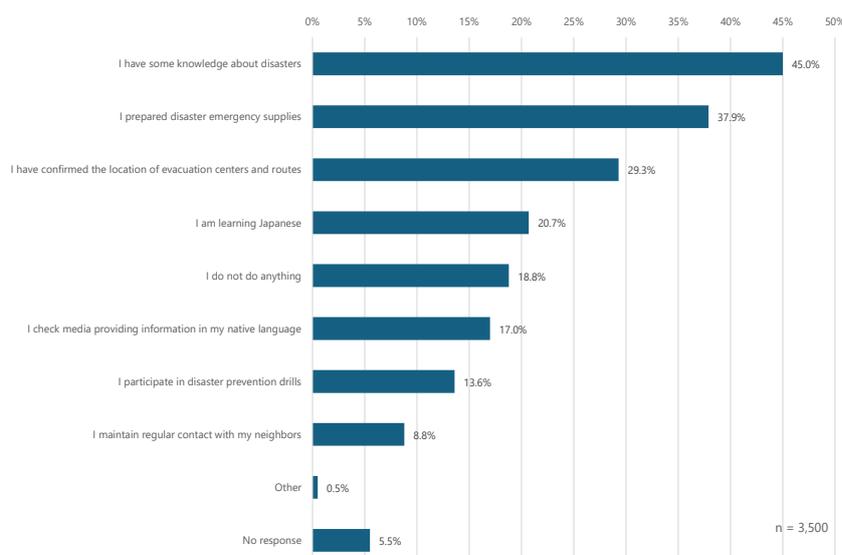
- In terms of disaster-related concerns, 35.5% of respondents reported “I do not have any worries”, while 23.9% said “I do not know how to prepare for a disaster”.

Q33 Concerns about disasters: Simple tabulation results



- In response to a question about preparing for natural disasters, 45.0% of respondents indicated “I have some knowledge about disasters”, while 37.9% responded “I prepared disaster emergency supplies”.

Q34 Disaster preparation: Simple tabulation results



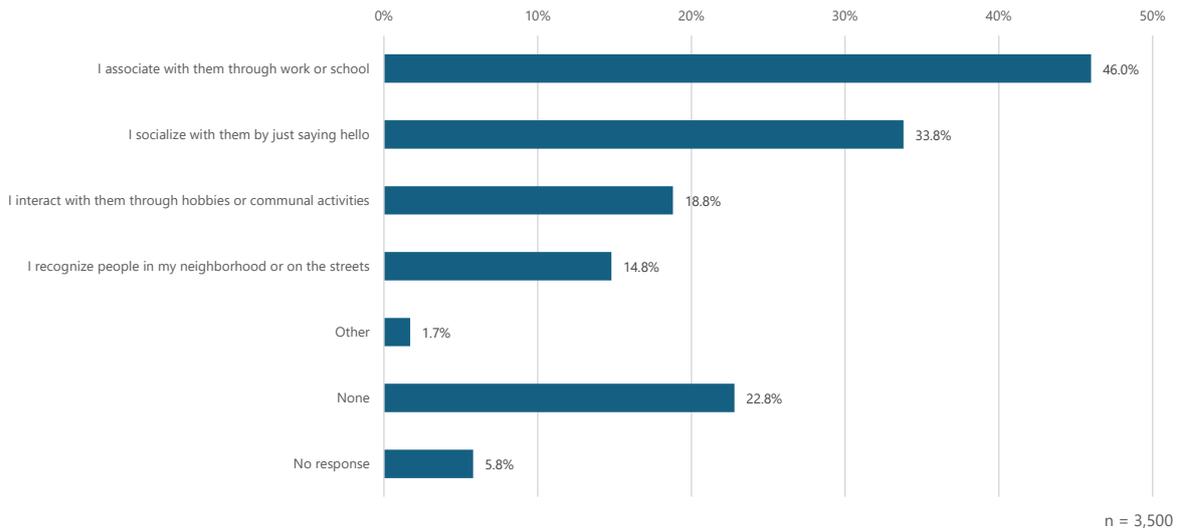
10. Interaction with Local Community

Key points

When asked about interacting with the local community, 46.0% said “I associate with them through work or school”.
 “I want to learn about Japanese culture and customs” was the top response to the kind of interactions respondents would like with the local community (50.7%).

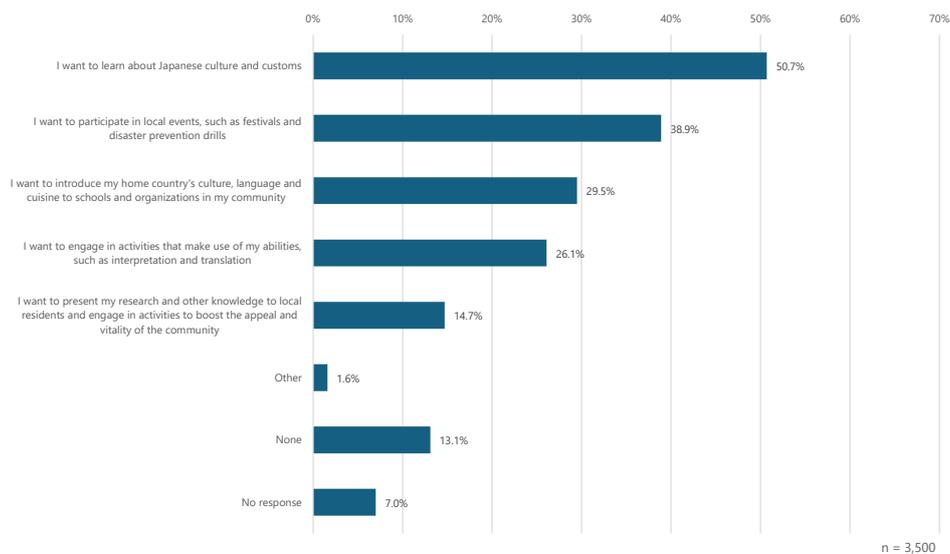
- When asked about interacting with the local community, 46.0% said “I associate with them through work or school”, while 33.85 reported that they “socialize with them by just saying hello”.

Q35 Interaction with the local community: Simple tabulation results



- “I want to learn about Japanese culture and customs” was the top response to the kind of interactions respondents would like with the local community (50.7%), followed by “I want to participate in local events, such as festivals and disaster prevention drills” (38.9%).

Q36 Desired interactions: Simple tabulation results



- Respondents indicated “I do not know what kind of opportunities are available” (39.9%) as the most common reason preventing them from interacting with the local community, followed by “I am worried about not being able to communicate” (27.0%).

11. Public Services

Key points

The largest share of respondents indicated “I did not have any difficulties at municipal offices” (36.9%), while 23.9% reported “I had difficulties because documents were not in easy Japanese or multilingual”.

- When asked about difficulties visiting municipal offices, 36.9% of respondents answered, “I did not have any difficulties at municipal offices”, while 23.9% reported “I had difficulties because documents were not in easy Japanese or multilingual”.

Q38 Difficulties encountered when visiting government offices: Simple tabulation results

	Ranking (n = 3,500)		
	1	2	3
I had difficulties because documents were not in simple Japanese or multilingual	23.9%	6.2%	5.8%
I was lost because there was no multilingual signage, so I did not know which counter to go to	7.6%	12.2%	5.2%
I had difficulties because I could not communicate well with staff due to language barriers	10.8%	12.1%	8.9%
I had difficulties because the staff used many technical terms	7.1%	7.3%	8.7%
Other	2.2%	0.7%	1.2%
I did not have any difficulties	36.9%	1.0%	2.2%
No response	11.5%	60.6%	68.0%

III Open-ended Responses

[Total number of responses: 2,062]

Category	No. responses	Subcategory	No. responses
Language	62	Japanese language study	43
		Japanese language proficiency	13
		Other	6
Residence	57	Rental contracts and rent	25
		Finding accommodation	24
		Other	8
Living	856	Overall livability	235
		Prices and cost of living	155
		Multicultural understanding	101
		Public transportation	93
		Taxes, health insurance, pension	84
		Motor vehicles, bicycles, traffic conditions	45
		Recreation, sports, arts and culture	35
		Safety and security	25
		Food and shopping	24
		Tourism	22
		Garbage disposal rules	17
		Environmental protection	11
		Other	9
		Information	96
Information dissemination	15		
Other	5		
Welfare and Medical Care	37	Finding hospitals	18
		Multilingual support	10
		Other	9
Child-rearing and Education	75	Childcare support	28
		Children's play areas	21
		School	20
		Other	6
Employment	294	Education and employment opportunities	170
		Salary and workplace environment	116
		Other	8
Disaster and Crisis Management	26	Disaster prevention and mitigation measures	17
		Information dissemination	9
Interaction with Local Community	98	General community relations	56
		Interactive/networking events	24
		Information dissemination	11
		Other	7
Public Services	151	Multilingual support	57
		Advisory services and daily life support	45
		General administrative procedures	25
		Digitalization and online services	15
		Other	9
Other	310	No opinion (including those who responded they are not experiencing any problems)	205
		Opportunities to share opinions (including feedback on this survey)	33
		Appreciation and supportive comments	25
		Residence status management system	21
		Other	26

[Key Points]

① Categories

- Excluding "Other", most responses fell under the category of "Living" (856 responses), followed by "Employment" (294 responses) and "Public Services" (151 responses).

② Subcategories

- In the "Language" category, a large number of responses were categorized under "Japanese language study" (43 responses), with suggestions focusing on accessible learning opportunities, such as flexible times, locations, and the use of online platforms.
- In the "Residence" category, many comments were grouped into "rental contracts and rent" (25 responses) and "finding accommodation" (24 responses), as respondents expressed opinions related to difficulties with rental costs and contracts, and finding housing.
- In the "Living" category, the largest number of comments were classified under "overall livability" (235 responses), with specific remarks about the positive aspects of Sendai. A number of comments also fell under "prices and cost of living" (155 responses) and "taxes, health insurance, and pension" (84 responses), with many comments reflecting the impact of recent price increases, particularly regarding living expenses and the payment of taxes and social insurance premiums. Comments categorized under "multicultural understanding" (101 responses) reflect difficulties stemming from cultural differences, while a large number of those under "public transportation" (93 responses) were related to bus services.
- In the "Information" category, a large number of comments were classified under "multilingual support" (76 responses), with suggestions emphasizing the need for improvements to multilingual displays.
- In the "Welfare and Medical Care" category, a number of responses fell under "finding hospitals" (18 responses), with suggestions highlighting the need for systems to help people find medical facilities more easily.
- In the "Child-rearing and Education" category, a large number of responses were grouped under "childcare support" (28 responses) and "children's play areas" (21 responses), with suggestions calling for better childcare systems and improved playground infrastructure.
- In the "Employment" category, many responses were grouped under "education and employment opportunities" (170 responses) and "salary and workplace environment" (116 responses), with opinions focused on finding part-time jobs and salary levels.
- In the "Disaster and Crisis Management" category, many comments were classified into "disaster prevention and mitigation measures" (17 responses), reflecting opinions on responses in the event of a disaster.
- In the "Interaction with Local Community" category, a large number of comments were classified under "general community relations" (56 responses), with a wide range of opinions on opportunities to meet local residents and connect by sharing personal experiences.
- In the "Public Services" category, many comments were grouped under "multilingual support" (57 responses), with opinions highlighting the need for language assistance with municipal procedures and the availability of documents in multiple languages.
- In the "Other" category, the most common response was "no opinion (including those not experiencing difficulties)" (205 responses), as well as feedback about the survey itself.

IV Survey Questions

1. Demographics

Q1 Select your country or region of origin. If you select other, please write down the name of the country or region. (Select one)

1. China 2. Nepal 3. Vietnam 4. South Korea 5. Myanmar 6. Philippines 7. Indonesia
8. Sri Lanka 9. U.S.A 10. Bangladesh 11. Taiwan 12. Thailand 13. India 14. Korea (Region)
15. Mongolia 16. Other (Country/region: _____)

Q2 Select your gender. (Select one)

1. Male
2. Female
3. I do not wish to disclose this information

Q3 How old are you? (Select one)

1. 16–19 years old
2. 20–29 years old
3. 30–39 years old
4. 40–49 years old
5. 50–59 years old
6. 60–69 years old
7. 70–79 years old
8. 80 years old or older

Q4 Are you living together with anyone? Write down the number of people living with you. (Select all that apply)

1. No one
2. Spouse or partner (number: _____)
3. Child under 18 (number: _____)
4. Child 18 or older (number: _____)
5. Parent (number: _____)
6. Sibling (number: _____)
7. Friend or acquaintance (number: _____)
8. Other (Specify your relationship: _____ number: _____)

Q5 What is your status of residence? (Select one)

1. Student 2. Permanent Resident 3. Engineer/Specialist in Humanities/International Services
4. Technical Intern Trainee 5. Dependent 6. Special Permanent Resident
7. Specified Skilled Worker 8. Spouse or Child of Japanese National 9. Professor
10. Designated Activities 11. Long-term Resident 12. Specified Skill 13. Instructor
14. Business Manager 15. Highly Skilled Professional 16. Other (Specify: _____)

Q6 What is your current education/employment status? Select the closest applicable option.
(Select one)

- | |
|--|
| 1. High school student 2. University student 3. Graduate student
4. Japanese language school student
5. Vocational school student (Excluding Japanese language school students)
6. Researcher 7. Employee of educational institution 8. Company manager/board member
9. Full-time employee 10. Private business owner 11. Part-time worker (Excluding students)
12. Homemaker 13. Other (Specify: _____) |
|--|

2 Language

Q7 How well do you speak Japanese? (Select one per category)

▼Speaking	1. I can speak without difficulty 2. I can speak enough to get by in daily life 3. I can hold a short conversation slowly 4. I can speak a few words 5. I cannot speak any Japanese
▼Listening	1. I can understand without difficulty 2. I can understand enough to get by in daily life 3. I can understand if the other person talks slowly 4. I can catch some words 5. I cannot understand any Japanese
▼Writing	1. I can write without difficulty 2. I can write enough to get by in daily life 3. I can write simple kanji, katakana, and hiragana 4. I can write katakana and hiragana 5. I cannot write any Japanese
▼Reading	1. I can read without difficulty 2. I can read enough to get by in daily life 3. I can read katakana, hiragana and simple kanji 4. I can read katakana and hiragana 5. I cannot read any Japanese

Q8 Are you learning Japanese? (Select the closest applicable option)

- | |
|--|
| 1. I do not need to learn
2. I want to learn but is unable to
3. I am learning at university or at work
4. I am learning at a Japanese language school
5. I am learning at a community Japanese language class
6. I am learning by myself (study materials, online, etc.)
7. I am learning from family members
8. I am learning from Japanese acquaintances/friends
9. Other (Specify: _____) |
|--|

Q9 What is your reason for not learning Japanese? (Select top 3, rank 1st to 3rd)
(Only if you answered "1. I do not need to learn" or "2. I want to learn but am unable to" in Q8)

1. I do not need to use Japanese in daily life
2. My family or friends interpret for me
3. I can already use Japanese
4. I am too busy with work or raising children to learn Japanese
5. I do not know where I can learn Japanese
6. There are no Japanese language schools near me
7. There are no community Japanese language classes near me
8. I do not have the money to study Japanese
9. Other (Specify: _____)

Q10 In what kind of environment would you like to learn Japanese? (Select top 3, rank 1st to 3rd)
(Only if you answered "2. I want to learn but am unable to" in Q8)

1. An environment where I can learn while conversing with native speakers
2. An environment where I can learn practical conversation skills
3. A place near my home or office
4. Through the internet or smartphone applications, so I can learn at my own convenience
5. A high quality Japanese language school/class, regardless of price
6. An inexpensive, publicly-run Japanese language school or class
7. A place with childcare
8. Other (Specify: _____)
9. None

Q11 How well do you speak English? (Select one per category)

▼Speaking	<ol style="list-style-type: none"> 1. I can speak without difficulty 2. I can speak enough to get by in daily life 3. I can hold a short conversation slowly 4. I can speak a few words 5. I cannot speak any English
▼Listening	<ol style="list-style-type: none"> 1. I can understand without difficulty 2. I can understand enough to get by in daily life 3. I can understand if the other person talks slowly 4. I can catch some words 5. I cannot understand any English
▼Writing	<ol style="list-style-type: none"> 1. I can write without difficulty 2. I can write enough to get by in daily life 3. I can write simple sentences 4. I can write some words 5. I cannot write any English
▼Reading	<ol style="list-style-type: none"> 1. I can read without difficulty 2. I can read enough to get by in daily life 3. I can read simple sentences 4. I can read some words 5. I cannot read any English

3. Residence

Q12 How long have you lived in Japan? (Select one)

<ol style="list-style-type: none"> 1. Less than 1 year 2. 1–2 years 3. 3–4 years 4. 5–9 years 5. 10–19 years 6. 20 years or longer
--

Q13 What type of property do you live in? (Select one)

<ol style="list-style-type: none"> 1. Private home (single-family home, condominium) 2. Private rental housing (single-family home, condominium, apartment) 3. Company or school housing, dormitory (including company-rented apartments) 4. Public housing (municipal or prefectural housing, etc.) 5. Other (Specify: _____)
--

Q14 How did you find your current housing? (Select one)

1. Visiting real estate agency
2. Housing information magazines (paper publication)
3. Websites
4. Referral from friends or acquaintances
5. Referral from companies or schools
6. Referral from NPOs or other support groups
7. Other (Specify: _____)

Q15 Do you have, or have you ever had, any difficulties when looking for housing? (Select top 3)

1. Rent, security deposit, and key money are too expensive
2. I don't have a guarantor
3. Refusal of housing because I'm a foreign resident
4. I do not understand procedures and customs such as security deposits and agency fees
5. I cannot communicate with people at the real estate agency
6. I cannot obtain information about housing
7. Other (Specify: _____)
8. None

4. Living

Q16 Do you think Sendai City is a livable city? (Select one)

1. Livable
2. More livable than not
3. Not quite livable
4. Not livable
5. I am not sure

Q17 What are the positive aspects of living in Sendai City? (Select all that apply)

1. I have family, friends, and acquaintances here
2. It has an abundant natural environment
3. It is convenient for shopping and commuting to school, work, etc.
4. There are many places to have fun
5. It has a neighborly community
6. Public order (it is safe and secure)
7. It has good medical and welfare services
8. It has a good educational environment for children
9. I have a job that suits me
10. It has a school I want to study at
11. The city has ample sports and cultural facilities
12. Price of housing, land and other living expenses are low
13. I feel safe in terms of disaster prevention
14. Other (Specify: _____)
15. There are no positive aspects to living in Sendai City

Q18 Would you like to continue to live in Sendai City/Japan? (Select one)

1. I want to continue living in Sendai City
2. I am not sure about staying in Sendai City, but I want to continue living in Japan
3. I will eventually leave
4. I do not want to continue living in Sendai City/Japan
5. I am not sure

Q19 All residents in Japan including foreign residents are required to pay inhabitant (municipal) tax and other taxes upon receiving the notice.

Are you aware of this obligation? (Select one)

1. Yes, I am.
2. No, I am not.

Q20 All residents in Japan including foreign residents are required to have medical insurance regardless of their nationality or age in order to be able to secure medical treatment when needed.

Are you aware of this requirement? (Select one)

1. Yes, I am aware
2. No, I am not aware

Q21 What problems or difficulties have you experienced living in Sendai City? (Select all applicable)

1. Inability to communicate with neighbors
2. Differences in culture, customs, or religion
3. Lack of understanding of garbage separating and disposal rules
4. Lack of understanding of traffic rules for cars and bicycles
5. Lack of understanding of medical care or the health insurance system
6. Lack of understanding of the tax/pension system or how to make payments
7. Lack of understanding of the maternity/childcare system or related procedures
8. Other (Specify: _____)
9. I have never had any difficulties or problems

Q22 When you encounter a problem or difficulty when living in Sendai City, who (where) do you consult? (Select top 3, rank 1st to 3rd)

1. Friends or acquaintances from the same country as me
2. Family members
3. People at school or work
4. Japanese friends or acquaintances
5. Japanese people living in my neighborhood
6. Embassy or consulate
7. Civic groups
8. City hall, ward office, or other government institutions
9. Sendai Multicultural Center (SenTIA)
10. Other (Specify: _____)
11. I do not know who or where I can consult

5. Information

Q23 Where do you get information you need for your daily life? (Select top 3, rank 1st to 3rd)

1. Family members living with me
2. Japanese friends, acquaintances, or neighbors
3. Friends or acquaintances who are also foreign resident
4. School teachers or colleagues at work
5. Celebrities (influencers, YouTubers, etc.) who post information about Japan in my native language
6. Social media with information in my native language (Name of social media: _____)
7. Japanese language classes
8. City hall service counter, website, social media, or city administration newsletter
9. Sendai Multicultural Center (SenTIA), its website, or social media
10. TV, newspapers, radio, or magazines
11. Other (Specify: _____)

Q24 What assistance do you wish to have when obtaining information you need for your daily life? (Select top 3, rank 1st to 3rd)

1. A source that provides information in easy Japanese
2. A source that provides information in English
3. A source that provides information in my native language (other than English)
4. Inquiries by web phone that does not require a phone number(Name of service:)
5. Inquiries by e-mail or social media (Name of social media:)
6. Other (Specify:)
7. None

6. Welfare and Medical Care

Q25 What would you do if you or a family member became ill or injured and needed to go to the hospital? (Select one)

1. I would go to the hospital alone
2. I would go to the hospital accompanied by a family member
3. I would go to the hospital accompanied by someone other than a family member
4. I want to go to the hospital, but it is difficult because I do not know how to get there
5. I would take medicine without going to the hospital
6. I would not do anything
7. I am not sure

Q26 Which of the following would be problematic if you or a family member became ill or injured? (Select top 3, rank 1st to 3rd)

1. I do not speak Japanese, so I cannot make medical appointments or see a doctor
2. There are many types of hospitals, and I do not know how to find the right one
3. I cannot read or write Japanese, so I cannot complete hospital paperwork
4. I do not know how to use the medicine I receive
5. The cost of medical treatment is too high
6. I am worried about receiving medical treatment that differs from that of my home country
7. Other (Specify:)
8. I do not have any problems

8. Employment

Q31 How did you find your current job? (Select one)

1. I was referred by a family member (including taking over a parent's job or helping a family member with a job)
2. I applied through a newspaper, job magazine, flyer, or website
3. Referred by my school
4. I was referred by a friend or acquaintance from my home country
5. I was referred by a Japanese friend or acquaintance
6. I was referred by an employment security office (Hello Work)
7. I was referred by a private employment company
8. I established my own business
9. Other (Specify: _____)
10. I am not working

Q32 What problems or dissatisfactions do you have with your job? (Select top 3)

1. I cannot speak Japanese, so I cannot communicate well with people in my workplace
2. The pay is too low
3. The duration of employment is too short
4. The working hours are too long
5. I am worried about being laid off
6. I cannot become a full-time employee or be promoted
7. I cannot understand Japanese employees' thoughts and vice versa
8. I do not have a good relationship with my boss or coworkers
9. I feel discriminated against as a foreign resident
10. I do not work in the type of job or industry I want to work in
11. There are few jobs that make use of my native language
12. Other (Specify: _____)
13. I do not have any problems

9. Disaster and Crisis Management

Q33 What worries do you have about disasters such as earthquakes or heavy rain such as typhoons? (Select top 3)

1. I do not know what to do in the event of a disaster
2. I do not understand Japanese, so I cannot understand warnings and notices when a disaster strikes
3. I do not know where to get multilingual information
4. I do not know how to evacuate or ensure my safety
5. I have no one nearby I can rely on in the event of a disaster
6. I do not know how to prepare for a disaster
7. Other (Specify: _____)
8. I do not have any worries

Q34 How do you prepare for natural disasters on a regular basis? (Select all that apply)

1. I do not do anything
2. I have some knowledge about disasters
3. I prepared disaster emergency supplies
4. I have confirmed the location of evacuation centers and routes
5. I check media providing information in my native language
6. I maintain regular contact with my neighbors
7. I participate in disaster prevention drills
8. I am learning Japanese
9. Other (Specify: _____)

10. Interaction with local community

Q35 What kind of daily interactions do you have with Japanese people living in your community? (Select all that apply)

1. None
2. I interact with them through hobbies or communal activities
3. I associate with them through work or school
4. I socialize with them by just saying hello
5. I recognize people in my neighborhood or on the streets
6. Other (Specify: _____)

Q36 What kind of interactions would you like to have with schools and organizations in your community? (Select top 3)

1. I want to learn about Japanese culture and customs
2. I want to introduce my home country's culture, language and cuisine to schools and organizations in my community
3. I want to participate in local events, such as festivals and disaster prevention drills
4. I want to present my research and other knowledge to local residents and engage in activities to boost the appeal and vitality of the community
5. I want to engage in activities that make use of my abilities, such as interpretation and translation
6. Other (Specify: _____)
7. None

Q37 Are there any reasons or problems that prevent you from interacting with schools and organizations in your community? (Select top 3)

1. I do not know what kind of opportunities are available
2. I am worried about not being able to communicate
3. I do not have enough time to interact with others
4. I am worried because I do not know anyone in the community
5. I am worried about whether local residents will accept me
6. I am worried about the costs of participation (transportation, etc.).
7. Other (Specify: _____)
8. None

11. Public Services

Q38 Have you ever had any difficulties when visiting government offices? (Select top 3, rank 1st to 3rd)

1. I had difficulties because documents were not in easy Japanese or multilingual
2. I was lost because there was no multilingual signage, so I did not know which counter to go to
3. I had difficulties because I could not communicate well with staff due to language barriers
4. I had difficulties because the staff used many technical terms
5. Other (Specify: _____)
6. I did not have any difficulties

12. Other

Q39 Lastly, please feel free to write down anything that you would like Sendai City to address in the future, or any problems you are having that are not covered by this survey.

FY 2025 "Survey of Foreign Residents in Sendai City" Summary Report
Published January 2026 Diversity Promotion Section, Policy Planning Department, City
Planning Policy Bureau, City of Sendai
7-1 Kokubuncho 3-chome, Aoba-ku, Sendai-shi, Miyagi-ken 980-8671 Japan