

4-3. Results of Age-friendliness Survey

1) Outline

(1) Purposes

- This survey purposes to promote good city environment in preparation of elderly society, and to enhance age-friendliness of the City of Bucheon in the future.
- The results of this survey will serve as the basic resources on which the basic plans, guidelines, and action plans for the age-friendly city will be established.

(2) Survey Periods

- Surveys were carried out four times from December, 2017 to January, 2018.

Surveys	Survey Periods
1 st Survey	12/14/2017 – 12/22/2017
2 nd Survey	12/25/2017 – 12/29/2017
3 rd Survey	02/08/2018 (FGI)
4 th Survey	01/26/2018 (Age-friendliness Monitoring Unit)

(3) Survey Target and Sampling

① Population

- 414,426 male or female adults of 19 years old or older living in Bucheon
- 312,194 senior citizens of Bucheon with ages 50-59, 60-69, 70-79, and 80 or older

② Sampling

- 503 general citizens and 505 senior citizens sampled out in proportion to region, age, and gender
 - General citizens: 503 people in ages 19-29, 30-39, and 40-49
 - Senior citizens: 505 senior citizens in ages 50-59, 60-69, 70-79, and 80 or older
 - FGI: 9 people
 - Monitoring Unit: 26 people

(4) Sampling Plan and Survey Contents

① Sampling Plan

- To carry out an age-friendliness survey among general citizens (19–49 years old) and senior citizens (50 or older people)
 - General citizens were sampled out from 10 Administration and Welfare Centers in Simgok 2–, Jung 4–, Simgok Bon–, Sosa Bon–, Ojeong–, Wonmi 1–, Sang 2–, Seonggok–, Jung–, and Gwean–dong.
 - Senior citizens were sampled out from 12 institutions including Sosa, Ojeong, and Wonmi Senior Citizen Welfare Centers and Gogang, Sangdong, Chuneui, Simgok, Bucheon, Hanla, Samjong, and Wonjong Social Welfare Centers.

② Survey Contents

- Survey questions were prepared through a literature study to include the 8 areas suggested by the WHO and other questions to diagnosis the age-friendliness of the City of Bucheon.

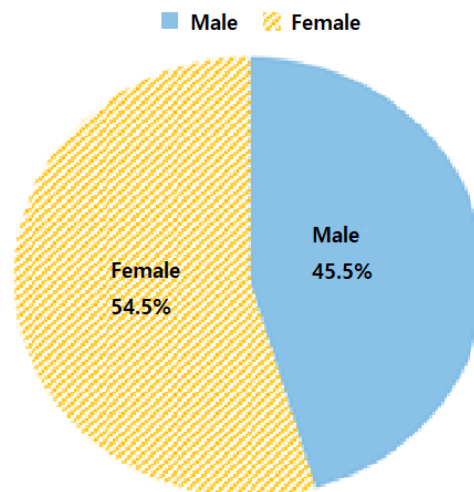
Areas	Survey Contents	Number of Questions
Outdoor Space and Buildings	Enough rest facilities, pedestrian passages, safe pedestrian crosses, environment and safety, services for the aged, preparation level of convenient facilities, adequate amenities	14
Housing	Adequate housing cost, age-friendly house structures, service provision for house maintenances, age-friendly housing environment, easy access	10
Transportation	convenient use of public transportation, age-friendly transportation, care for the aged in public transportation, aged driver vehicles	8
Social Participation	Expansion of social participation opportunities, information provision regarding social participation, easy access to social activities, various cross-generational amalgamation within community	8
Volunteering and Jobs	Procuring volunteers for the aged, volunteer activities of the aged, employment of the aged, job training services provision for the aged, provision of job information for the aged	10
Social Respect and Care	Provision of education for a renewed understanding of the aged, mass media image on the aged, significance of the aged in local community, community help for the aged, community respect for the aged	10
Communication Information	Visual provision of information, audio provision of information, age-friendly information provision, age-friendliness of information technology	8
Community Support and Health	Access to medical and welfare facilities, health service provision, customized medical welfare, first-aid for the aged	8
Demographic Characteristics	Gender, age, marriage status, resident, health condition, disabled condition, housing type, house ownership, economic activity status, job type, residing area, etc.	14
TOTAL		90

2) Survey Analysis

(1) Demographic Survey

- The results of survey on demographic characteristics (such as gender, age, marriage status, resident, health condition, disabled condition, housing type, house ownership, economic activity status, job type, residing area, etc.) of 503 general citizens of Bucheon¹⁾ and 505 senior citizens of Bucheon²⁾ are as follows:

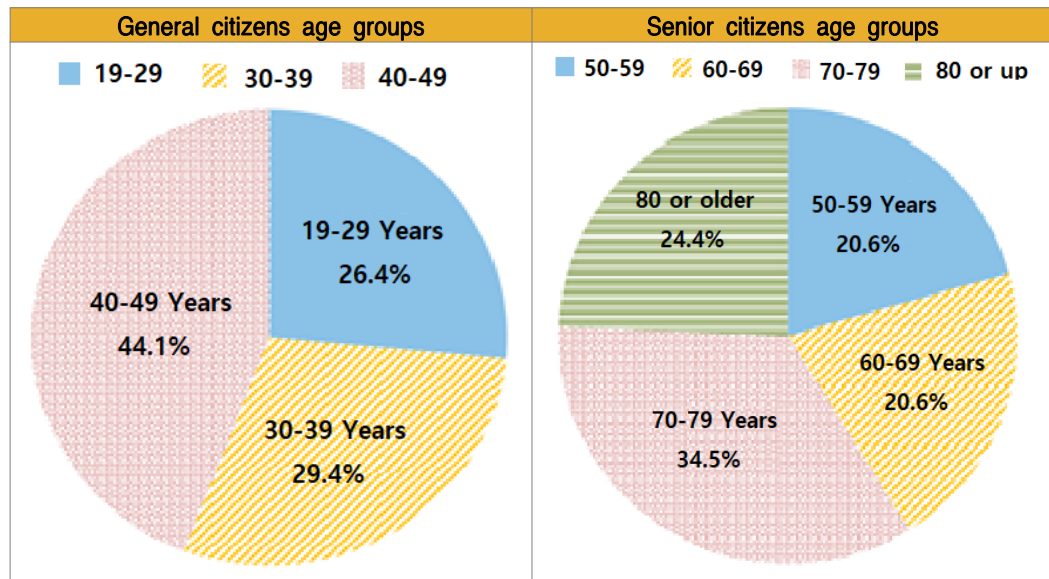
- Gender composition of the respondents
 - General citizens: 229 male (45.5%), 274 female (54.5%)
 - Senior citizens: 221 male (43.8%), 284 female (56.2%)



- Ages
 - General citizens: 222 people in 40–49 age group (44.1%), 148 people in 30–39 age group (29.4%), 133 people in 19–29 age group (26.4%)
 - Senior citizens: 174 people in 70–79 age group (34.5%), 123 people in 80 or older group (24.4%), 104 people in 50–59 and 60–69 age group (20.6%)

1) General citizens of ages 19–49.

2) Senior citizens include the future seniors who are 50 or older.

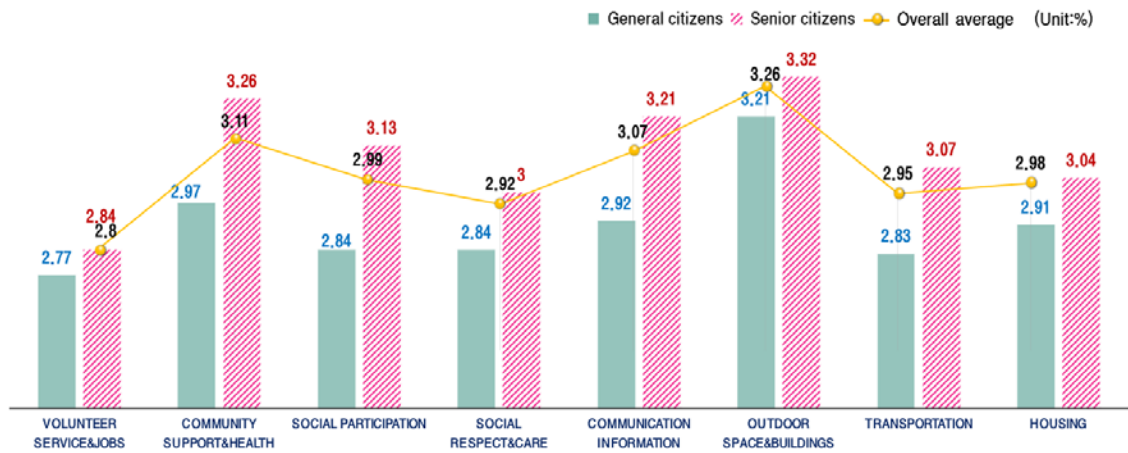


(2) Average Comparison by Survey Areas

- In order to examine the age-friendliness of the City of Bucheon, this survey analyzed the age-friendliness in 8 areas such as volunteer services and jobs, local community support and health, social participation, social respect and care, communication information, outdoor space and buildings, transportation, and housing.
 - General citizens: 19~29 age group, 30~39 age group, 40~49 age group
 - Senior citizens: 50~59 age group, 60~69 age group, 70~79 age group, 80 or older age group
- As the results of an analysis of the average values of the 8 areas, the average value of 'outdoor space and buildings' marked the highest with 3.26, followed by 'community support and health' (3.11), 'communication information' (3.07), 'social participation' (2.99), 'housing' (2.98), 'transportation' (2.95), 'social respect and care' (2.92), and 'social services and jobs' (2.8).
 - The overall average of general citizens and senior citizens regarding the 8 areas was 3.01; Senior citizens' average was 3.11 and was higher than that of general citizens which marked 2.91.
 - 'Outdoor space and buildings' which marked the highest score and 'social services and jobs' which marked the lowest score both were higher among senior citizens than general citizens, but the differences were not significance.
 - The 3 areas - outdoor space and buildings, communication information, and community support and health - marked higher than the overall average which was 3.01, while other 5 areas marked lower than the average, indicating that

further efforts are necessitated to increase citizens' satisfaction.

Areas	Overall Average	General Citizens	Senior Citizens
Volunteer services and jobs	2.80	2.77	2.84
Community support and health	3.11	2.97	3.26
Social participation	2.99	2.84	3.13
Social respect and care	2.92	2.84	3.00
Communication information	3.07	2.92	3.21
Outdoor space and buildings	3.26	3.21	3.32
Transportation	2.95	2.83	3.07
Housing	2.98	2.91	3.04
Average	3.01	2.91	3.11



(3) Age-friendliness Diagnosis

- In line with the city's vision, "Healthy and Lively City of Longevity, ACE Bucheon," the age-friendliness level was analyzed around the 3 major categories – Lively and healthy later years (Activity), a community to live life-long (Community), and a pleasant and safe environment (Eco-environment) – and the 8 areas to acquire a future direction.

① Lively and healthy later years (Activity)

- The results of the age-friendliness level analysis on volunteer services and jobs, and community support and health indicates the followings:

Areas	Age-friendliness Level	Analysis Results	Indications
Volunteer services and jobs	56.0%	<ul style="list-style-type: none"> ■ Less frequent offer of job participation for the aged ■ Discrimination in the employment, employment security, and promotion for the aged ■ Lack of job training programs with consideration of the characteristics of the aged, lack of re-employment education and counseling ■ Difficulty in acquiring information on post-retirement jobs and starting businesses 	<ul style="list-style-type: none"> ■ Expansion of policies offering job participation opportunities ■ Building an environment where there is no discrimination against the aged in employment, employment security, and promotion. ■ Institutional complementation for the security of jobs for the aged such as the field education and education for starting new businesses (Workshops for information exchanges and job skills enhancement) ■ Revitalizing the Double-crop Life Support Center (Budget support, arrangement and counseling for re-employment, and post management)
Community support and health	62.2%	<ul style="list-style-type: none"> ■ Lack of free rehabilitation facilities ■ Difficulty in benefiting from home visitation for first-aid services ■ Lack of measures to assist first-aid to the aged in case of natural disasters or fires 	<ul style="list-style-type: none"> ■ Simplification of medical and health facilities procedures and/or enhancement of cost effective access for the low income senior citizens by fixed medical cost for the aged ■ Strengthening of care services for the aged and home visitation first-aid services for the aged in sickness ■ Strengthening of publicizing and provision of contacts for health and medical services ■ Implementing the escape drill, countermeasures, and preventive education for the aged in case of natural disasters and fire

② Community to Live Life-long (Community)

- Indications from the results of an analysis of age-friendliness in the areas of social participation, social respect and care, and communication information are as follows:

Areas	Age-friendliness Level	Analysis Results	Indications
Social Participation	59.8%	<ul style="list-style-type: none"> ■ Lack of variety of activities that the aged people can participate in ■ Difficulty in acquiring information on how to participate in social activities and their processes ■ Lack of community events for cross-generation unity among younger and older generations ■ Lack of meetings, events, spaces and facilities for cross-generation conflict resolution 	<ul style="list-style-type: none"> ■ Expansion of policies for various activities for the aged people to participate ■ Expansion of policies for publicizing channels and information provision for education and events participation ■ Expansion of policies for meetings and event programs for cross- generational participation ■ Expansion of policies for various place and facilities for cross-generation conflict resolution
Social Respect and Care	58.4%	<ul style="list-style-type: none"> ■ Lack of school education on aging and the aged people, and events to invite the aged people ■ Lack of opportunities for the aged to transmit their knowledge and experiences to the younger generation ■ Lack of community respect and care for the aged ■ Lack of feedback collection on the needs and preferences of the aged 	<ul style="list-style-type: none"> ■ Offering opportunities for the aged to participate in school activities such as volunteer services, classroom assistance, education, etc. ■ Exchanges and sharing of knowledge and experiences between younger and older generations ■ Development and publicizing various contents to enhance positive image of the aged ■ Implementation of various policies reflecting the needs and preferences of the aged and the expansion of feedback collection
Communication Information	61.4%	<ul style="list-style-type: none"> ■ Lack of visual consideration for the public facilities guides ■ Lack of access to information on later years ■ Lack of mass media channels that introduce the needs and preferences of the aged ■ Lack of support services by guidance personnel of public institutions or facilities regarding help on information search 	<ul style="list-style-type: none"> ■ Visual care in public institutions and facilities information ■ Expansion of policies to offer information on later years life systematically ■ Provision of information on later years life through various media such as newspaper, broadcasting, brochure, SNS, etc. ■ Assigning guidance personnel for the aged who experience difficulties in using kiosk or internet in public facilities

③ Pleasant and Safe Environment (Eco-environment)

○ Indications from the results of an analysis of age-friendliness in the areas of outdoor space and buildings, transportation, and housing are as follows:

Areas	Age-friendliness Level	Analysis Results	Indications
Outdoor space and buildings	65.2%	<ul style="list-style-type: none"> ■ Lack of customized traffic lights or emergency bell for the aged at pedestrian cross ■ Lack of countermeasure in preparation for fall or injury of the aged ■ Lack of the exclusive receptionist for the aged or prioritized services 	<ul style="list-style-type: none"> ■ Facilitating convenient use of facilities for the aged by restructuring ■ Expansion of comprehensive services to assist in emergency and/or critical situation ■ Preparing exclusive receptionist for the aged and application of universal design in public institutions and facilities
Transportation	59.0%	<ul style="list-style-type: none"> ■ Lack of special transportation for traffically disabled ■ Lack of designated parking space for the aged and the notice and guidance for the aged drivers ■ Lack of safe drive in public transportation such as departure before off-/on-board and no stop pass of bus stop 	<ul style="list-style-type: none"> ■ Expansion of providing special transportation such as free shuttle bus for the traffically disabled, volunteer driving service, etc. ■ Active promotion of preventive measures for the aged drivers' accidents (distributing 'Silver Mark' to attach at the rear of the car, differentiating driver' s license renewal period like in Japan, voluntary return of driver' s license, etc.) ■ Introducing policies for public transportation drivers' education to strengthen citizens safety
Housing	59.6%	<ul style="list-style-type: none"> ■ Housing facilities are not ready structurally for later years life or natural disaster ■ Lack of housing counseling and/or support services ■ Lack of provision and information on customized housing for the aged (House lease for the aged, Group homes for the aged) ■ Lack of support services for maintenances or restructuring of old houses 	<ul style="list-style-type: none"> ■ Strengthening the recognition of safety items, escape guidance, training and education on escape actions in case of natural disasters ■ Expansion of Happy House counseling and supports (Housing Services Support Center) ■ Supply of exclusive housing for the aged (House lease for the aged, Group homes for the aged) ■ Strengthening projects for publicizing and informing housing facilities favorable for the later years living