

Baseline Assessment

1. Overview

- Nonsan City conducted a Focus Group Interview (FGI) for senior-friendly city monitoring groups and experts, and practitioners to explore strategies for upgrading the aged-friendly city.
- Experts and practitioners who are subject to the survey targeted welfare institution workers who are performing their duties for the elderly and have a good understanding of the local situation.
- First, respondents to the FGI survey were asked to respond in detail to the inconveniences, necessary policies, and improvements of Nonsan City's policy in implementing policies for Nonsan City's age-friendly cities through the WHO's senior-friendly city area checklist (a 5-point scale)
- The results of the FGI survey, along with the results of the current status analysis, are intended to derive key issues for the advancement of Nonsan's age-friendly city and use them as basic data for the establishment of an action plan.
- The FGI (Focus Group Interview) survey is included in the checklist, referring to the WHO guidelines for age-friendly cities and the Nonsan city status survey.

2. The results of the survey

1) Survey Results of Nonsan City's Elderly Friendly Checklist

- The checklist survey is a method to identify detailed tasks that are performing well in Nonsan City and those that require improvement in specific areas.
- The data source is essential for examining the current status of Nonsan's age-friendly City, investigated by experts and senior-friendly monitoring

groups.

- Based on the WHO guidelines for senior-friendly cities, the questionnaire provided an elderly-friendly checklist consisting of a 5-point scale to the FGI survey subjects and asked them to respond to a total of 66 items in each of the eight areas.
- The checklist consists of a 5-point scale (not very, not, normal, yes, very much so) and examines the mean and standard deviation for each item
- As a result of the checklist survey, respondents generally rated most items positively with a score of 3 or higher, and the average value of all 66 items was 3.46 points.
- Since the number of detailed items varies for each checklist, the overall average uses a weighted average calculation method that adds the average of each area multiplied by the number of detailed items in that area and divides it by the total number of detailed items.

$$\text{Overall average} = \frac{\sum (\text{mean of each area} \times \text{number of detailed items of each area})}{\text{Sum of the number of all area details}}$$

- According to the survey, areas lower than the overall weighted average (3.46 points) were housing (3.32), respect and social inclusion (3.32), and civic participation and employment (3.41)
- Among the items in the area, those lower than the overall weighted average (3.46 points) are outdoor spaces and buildings (1-8), transportation (2-6, 2-7, 2-8, 2-9), housing (3-1, 3-2, 3-3, 3-4, 3-5, 3-7), social participation (4-1, 4-5), respect and social inclusion (5-1, 5-2, 5-4, 5-6, 5-7), civic participation and employment (6-3, 6-4, 6-5, 6-7, 6-8), communication and information (7-6, 7-7), community support and health services were all found to be higher than the overall average score.
- The content below summarizes the checklist response status in each area. In the case of scores, items higher than the overall average of 3.46 are marked

with '▲' and items lower are marked with '▼', and in the case of standard deviation, 1.0 or more is recognized as high.

2) Survey Results of Nonsan City's Aged Friendship Checklist in Each Area

(1) Outdoor space and buildings

- 1-1 Public toilets are always kept clean.
 - ▲ Score: 3.73 / Standard deviation: 0.827
- 1-2 The main external facilities (welfare facilities, subways, parks, etc.) are always kept clean and safe.
 - ▲ Score: 3.86 / Standard deviation: 0.710
- 1-3 There are enough outdoor rest areas, enough benches to rest on, security is thorough, and comfortable.
 - ▲ Score: 3.86 / Standard deviation: 0.941
- 1-4 Green spaces are well established in cities and provide a pleasant environment.
 - ▲ Score: 3.91 / Standard deviation: 0.868
- 1-5 There is an urban park that can be easily accessed and used by all citizens, as well as the elderly, and it is managed safely and cleanly.
 - ▲ Score: 3.91 / Standard deviation: 1.151
- 1-6 The interior and exterior of the building have minimal physical obstacles and are safely managed, such as a non-slip floor, so it is easy to move
 - ▲ Score: 3.73 / Standard deviation: 0.935
- 1-7 When using crosswalks, there is enough time to cross the street, and it is safe because visual and auditory signals are provided
 - ▲ Score: 3.68 / Standard deviation: 0.995

- 1-8 Walkways are safely maintained without obstacles, not slippery, and wide enough for wheelchairs.
 - ▼ Score: 3.23 / Standard deviation: 0.973
- 1-9 Facilities such as streetlights and installations on roads are safe because they are regularly operated by management.
 - ▲ Score: 3.73 / Standard deviation: 0.827
- 1-10 There are enough CCTVs in outdoor spaces and buildings for safety from crimes.
 - ▲ Score: 3.73 / Standard deviation: 0.703

(2) Transportation

- 2-1 The fare for public transportation is appropriate for the elderly.
 - ▲ Score: 3.95 / Standard deviation: 0.722
- 2-2 Special means of transportation (taxi, bus, etc.) are in operation, considering the convenience of transportation for the elderly and the disabled.
 - ▲ Score: 3.77 / Standard deviation: 1.020
- 2-3 Public transportation (including bus platforms, inside subways, etc.) maintains a pleasant environment and provides safety and comfort.
 - ▲ Score: 3.68 / Standard deviation: 0.894
- 2-4 Transportation information, such as the driving schedule for using public transportation, is well provided
 - ▲ Score: 3.55 / Standard deviation: 1.011
- 2-5 The driver of the bus maintains a driving culture that considers the elderly, such as leaving after the elderly sit down.
 - ▲ Score: 3.86 / Standard deviation: 0.834
- 2-6 Public transportation (bus stops, subways, etc.) is designed to be convenient for the elderly to use (information boards, escalators, etc.).
 - ▼ Score: 3.45 / Standard deviation: 1.011

- 2-7 Retraining for elderly drivers is being conducted, and driver education and renewal procedures are being guided.
 - ▼ Score: 3.18 / Standard deviation: 1.097
- 2-8 The road is well maintained for elderly drivers, and the road is well managed so that there is no difficulty in driving even in the evening and on rainy days.
 - ▼ Score: 3.32 / Standard deviation: 0.995
- 2-9 Public transportation and transportation networks are well-connected and developed to facilitate movement to nearby cities.
 - ▼ Score: 3.45 / Standard deviation: 1.057

(3) Housing

- 3-1 Housing maintenance costs (management costs, etc.) for the elderly are appropriate, and housing management cost support services are provided for the elderly.
 - ▼ Score: 3.18 / Standard deviation: 0.853
- 3-2 The houses where the elderly live are constructed with structures such as prevention of fall hazards and non-slip
 - ▼ Score: 3.32 / Standard deviation: 0.945
- 3-3 Improvement and subsidy support for elderly housing is well established.
 - ▼ Score: 3.18 / Standard deviation: 0.958
- 3-4 Medical facilities and welfare facilities are well-equipped near residential facilities.
 - ▼ Score: 3.32 / Standard deviation: 0.945
- 3-5 Housing for the elderly and the disabled is sufficiently supplied in consideration of community accessibility and price adequacy.
 - ▼ Score: 3.23 / Standard deviation: 0.973
- 3-6 An emergency safety system has been established for residential facilities for

the elderly living alone.

- ▲ Score: 3.68 / Standard deviation: 0.894
- 3-7 Maintenance and maintenance services are being provided for old facilities in residential houses for senior citizens
- ▼ Score: 3.36 / Standard deviation: 1.049

(4) Social participation

- 4-1 Places for community events and leisure activities are well accessible and convenient to use public transportation.
 - ▼ Score: 3.41 / Standard deviation: 0.908
- 4-2 When using leisure programs, etc., it is provided to the elderly at an appropriate price, and there is no additional cost other than the stated cost.
 - ▲ Score: 3.50 / Standard deviation: 0.964
- 4-3 Program information on events and leisure activities for the elderly is provided in detail.
 - ▲ Score: 3.59 / Standard deviation: 0.959
- 4-4 Events and leisure activities schedule considering the elderly.
 - ▲ Score: 3.50 / Standard deviation: 0.964
- 4-5 The infrastructure for the elderly to develop themselves and engage in hobbies is sufficiently established.
 - ▼ Score: 3.32 / Standard deviation: 1.041
- 4-6 There are enough instructors to promote leisure programs.
 - ▲ Score: 3.50 / Standard deviation: 0.913
- 4-7 The operation of senior citizen centers is revitalized to promote exchanges and intimacy between elderly residents.
 - ▲ Score: 3.64 / Standard deviation: 1.049
- 4-8 Opportunities for seniors to receive education, such as Hangel University for seniors and classes for seniors, are being provided.

- ▲ Score: 3.95 / Standard deviation: 0.653
- 4-9 There are enough sports facilities and cultural facilities for healthy leisure, and they can be used at any time without complicated procedures.
- ▲ Score: 3.64 / Standard deviation: 0.953

(5) Respect and social inclusion

- 5-1 School education and media are used to improve the image of the elderly.
- ▼ Score: 3.23 / Standard deviation: 1.020
- 5-2 There is a place for regular communication to gather policy needs and opinions for the elderly.
- ▼ Score: 3.32 / Standard deviation: 1.041
- 5-3 Service providers for the elderly are polite and cooperative.
- ▲ Score: 3.50 / Standard deviation: 0.913
- 5-4 In the mass media or public institution promotion media, positive images of the elderly are included and described as subjective and realistic beings.
- ▼ Score: 3.36 / Standard deviation: 1.002
- 5-5 The elderly are recognized for their contribution and social contributions to the community.
- ▲ Score: 3.55 / Standard deviation: 1.011
- 5-6 Social efforts are being made to create an environment in which children and younger generations sympathize with the elderly (including photo and picture contests)
- ▼ Score: 3.18 / Standard deviation: 1.140
- 5-7 There is a place of empathy and integration for the younger generation and older people to mingle with
- ▼ Score: 3.09 / Standard deviation: 1.192

(6) Citizen participation and employment

- 6-1 Various volunteer opportunities are provided to the elderly, and various information, including volunteer education, training, and actual expenses support, is provided to the elderly.
 - ▲ Score: 3.59 / Standard deviation: 1.008
- 6-2 Opportunities for senior citizens to directly participate in planning various job policies or programs for senior citizens are provided.
 - ▲ Score: 3.55 / Standard deviation: 1.101
- 6-3 Elderly people can obtain sufficient job opportunities and job information
 - ▼ Score: 3.36 / Standard deviation: 1.049
- 6-4 Customized employment policies are being implemented to demonstrate the individual abilities of the elderly, and reemployment education is being conducted in connection with the second life design.
 - ▼ Score: 3.23 / Standard deviation: 0.922
- 6-5 It is accompanied by community efforts to employ the elderly.
 - ▼ Score: 3.45 / Standard deviation: 0.912
- 6-6 Age discrimination against the elderly is prohibited in the labor market.
 - ▲ Score: 3.68 / Standard deviation: 0.995
- 6-7 Elderly people are provided with opportunities to start businesses and operate self-employed businesses.
 - ▼ Score: 3.05 / Standard deviation: 0.899
- 6-8 Programs and infrastructure are being established to revitalize volunteer activities for the elderly.
 - ▼ Score: 3.36 / Standard deviation: 0.953

(7) Communication and Information

- 7-1 Electronic systems provided by public institutions (e.g., electronic civil petition issuance systems), phrases for facilities used by the elderly, and documents provided to the elderly use large font and bold font for the elderly.
 - ▲ Score: 3.59 / Standard deviation: 0.908
- 7-2 In community centers, libraries, public institutions, etc., seniors can use computers and the Internet at minimal cost or free of charge.
 - ▲ Score: 3.77 / Standard deviation: 0.813
- 7-3 Public institutions provide intimate face-to-face counseling services for the elderly.
 - ▲ Score: 3.73 / Standard deviation: 0.767
- 7-4 One-to-one customized information is provided to the elderly at high risk of social isolation.
 - ▲ Score: 3.50 / Standard deviation: 0.859
- 7-5 When providing a telephone response service, a slow and clear explanation is provided to help the elderly understand, and a repetitive listening service is provided.
 - ▲ Score: 3.55 / Standard deviation: 0.963
- 7-6 Information education tailored to the elderly is being promoted.
 - ▼ Score: 3.41 / Standard deviation: 0.854
- 7-7 Newspapers and brochures that provide necessary information to the elderly are being distributed.
 - ▼ Score: 3.14 / Standard deviation: 0.834

(8) Community support and health services

- 8-1 Community health and medical services are well-equipped.
 - ▲ Score: 3.59 / Standard deviation: 0.908
- 8-2 Hospitals, pharmacies, and health centers are located in places with high access to transportation.
 - ▲ Score: 3.50 / Standard deviation: 0.802
- 8-3 There are sufficient welfare facilities and nursing facilities used by the elderly, and it is easy for the elderly to access.
 - ▲ Score: 3.55 / Standard deviation: 0.800
- 8-4 Information on health care services and welfare services for the elderly is sufficiently communicated.
 - ▲ Score: 3.55 / Standard deviation: 0.739
- 8-5 An emergency medical system for the elderly who are highly exposed to emergencies is well established.
 - ▲ Score: 3.50 / Standard deviation: 1.012
- 8-6 The number of volunteers in the region is sufficiently maintained, and volunteers respect the elderly and use friendly language.
 - ▲ Score: 3.64 / Standard deviation: 0.953
- 8-7 It provides administrative services that are friendly to the elderly, and those in charge of responding to civil complaints for the elderly are well-trained.
 - ▲ Score: 3.73 / Standard deviation: 0.827
- 8-8 It provides health services to the elderly with mobility difficulties, as well as the elderly in isolation.
 - ▲ Score: 3.73 / Standard deviation: 0.767
- 8-9 The public and private sectors in the region cooperate to provide various and customized welfare services to the elderly.
 - ▲ Score: 3.82 / Standard deviation: 0.795

3. Conclusion

- In conclusion, the results of the Nonsan City checklist survey show that the overall elderly-friendly environment is being established, but it is necessary to check the items derived below the weighted average value among the items by area.
- If you have to choose and focus on promoting policies, you should focus on the areas of "housing," "respect and social inclusion," and "citizen participation and employment."
- Items with high standard deviations mean that evaluations are distributed, resulting in large variations in satisfaction or perception of items, which means that there are severe variations by administrative districts. Policy improvements, such as balanced policy preparation, should be made.
- The items with large standard deviation are outdoor space and buildings (1-5), transportation (2-2, 2-4, 2-6, 2-7, 2-9), housing (3-7), social participation (4-5, 4-7), respect and social inclusion (5-1, 5-2, 5-4, 5-5, 5-6, 5-7), civic participation and employment (6-1, 6-2, 6-3), community support and health services (8-5).
- Finally, items with low weighted averages and large standard deviations are areas that require an overall review, and the following items should reflect the results of the survey when establishing the action plan.
- (2-6) "Public transportation (bus stops, subways, etc.) is close to home or work, and is designed to be convenient for the elderly to use (information boards, escalators, etc)."
- (2-7) "We are conducting retraining for elderly drivers and guiding them on driver training and renewal procedures."
- (2-9) "Public transportation and transportation networks are well-connected and developed to make it easier to move to nearby city."
- (3-7) "Maintenance and maintenance services are being provided for old

facilities in elderly residential houses."

- (4-5) "There is enough infrastructure in place for the elderly to develop themselves and engage in hobbies."
- (5-1) "There are using school education and media to improve the image of the elderly."
- (5-2) "There is a place for regular communication for policy needs and opinions of the elderly."
- (5-4) "In the mass media or public institution promotion media, it is described as a subjective and realistic entity that includes a positive image of the elderly."
- (5-6) "Social efforts are being made to create an environment in which children and younger generations sympathize with the elderly (including photography and painting contests)."
- (5-7) "There is a place of empathy and integration in which the younger generation and the elderly can mingle together."
- (6-3) "The elderly can obtain sufficient employment opportunities and employment information."