

Results of the Age-friendly Survey

■ Survey overview

1. Purpose of survey

The survey is conducted to diagnose the environment of the community through WHO's proposed areas for the establishment of age-friendly cities (eight major areas of the World Health Organization) and to utilize the survey as basic data for the establishment of basic plans for the formation of age-friendly cities.

2. Subject of survey

- 1,000 people aged 65 or older living in Seo-gu

3. Date of survey

- February 22, 2019 ~ March 3, 2019.

4. Survey contents

- Eight major areas of WHO : Outer spaces and buildings, Transportation, Housing, Social participation, Respect and social inclusion, Civic participation and employment, Communication and information, Community support and health services

■ Overall evaluation of age-friendly level of Seo-gu

○ Comprehensive score of age-friendly level

The overall score of age-friendly level in Seo-gu is 3.06 out of 5 points, which is higher than the average level of 3 points. Community support and health services was the highest at 3.32, followed by Communication and information - 3.16 points, Transportation - 3.14 points, Housing - 3.12 points, Outer spaces and buildings - 3.06 points, Social participation - 2.96 points, Civic participation and employment - 2.88 points, and Respect and social inclusion - 2.81 points respectively.

■ Detailed evaluation of age-friendly level of Seo-gu

1. Outer spaces and buildings

Contents of Evaluation	Points (Maximum 5-point)
1) The surrounding living environment (water, air, garbage disposal, etc.) is clean and pleasant.	3.15
2) There are parks and athletic facilities easily accessible at a short distance and they are well managed.	3.34
3) The walkway is flat, pedestrian space is secured and there are no obstacles, so it is easy to walk around.	3.14
4) There is non-slip on the sidewalk	2.79
5) Proper crossing time is provided when crossing a crosswalk.	3.09
6) At intersections or crosswalks, the driver yields to allow pedestrians to pass safely.	3.20
7) There is a separate bicycle road.	2.79
8) The neighborhood we live in is less vulnerable to crime and is safe.	3.32
9) Comprehensive services are provided for emergency situations such as injuries, illnesses and accidents.	3.01
10) There is a special customer service system such as a separate window for seniors.	2.85
11) Various facilities and buildings are structured so that seniors can use them conveniently.	2.91
12) Public toilets are clean and convenient enough to use.	2.99

2. Transportation

Contents of Evaluation	Points (Maximum 5-point)
1) The intervals of public transportation are constant (including weekends and holidays).	3.09
2) If you use public transportation, you can go to your destination at any time.	3.37
3) There is enough seats for seniors in public transportation.	3.23
4) The bus driver takes care of the safety of passengers when starting and stopping buses, getting on and off the buses.	3.25
5) The bus stop is safe, clean, and easy to get on and off.	3.30
6) Information about public transportation (bus routes, timetables, etc.) can be easily obtained.	3.22
7) Special transportation (free shuttle bus or volunteer vehicle) is provided for the weak in traffic (seniors, the disabled, etc.).	2.84
8) The road is well drained and the streetlight is well equipped.	3.16
9) The traffic flow on the road is well controlled and smooth.	3.12
10) Road signs and guide signs are large, accurately marked and easy to see.	3.07
11) There is a sufficient number of priority parking areas for the weak in traffic (the disabled, women, etc.), and they are well observed.	2.87

3. Housing

Contents of Evaluation	Points (Maximum 5-point)
1) It is easy to use public transportation in the house where I live.	3.36
2) I need a service to support home renovations and repairs from Gu office.	2.91
3) It is structured to move freely in the house.	3.22
4) The house I live in is adequately equipped with living facilities such as water, toilet, and heating.	3.46
5) Counseling and support services related to housing problems are well done.	2.89
6) I want to renovate my house so that I can resolve my physical discomfort and prepare for safety accidents.	3.17
7) There are various types of public and private rental housing that you can choose to fit your situation.	2.83

4. Social participation

Contents of Evaluation	Points (Maximum 5-point)
1) Various events, gatherings, and attractions are held in places that can be visited easily.	2.93
2) The event is held at a convenient time for seniors to participate.	2.88
3) Leisure, entertainment, and sports events that everyone can participate in are often held.	2.93
4) The cost of participating in various events, meetings and attractions is reasonable and there is no additional cost.	3.28
5) Information on facilities including accessibility and transportation is provided for various events.	2.94
6) There are various social activities (such as religion, culture, hobbies, leisure, volunteer activities) that seniors can participate in.	3.11
7) Meetings involving seniors are being held in various places such as welfare centers, schools, libraries, and parks.	3.06
8) There are events or programs where several generations participate together (grandparents, grandchildren, etc.).	2.59

5. Respect and social inclusion

Contents of Evaluation	Points (Maximum 5-point)
1) We are continuously seeking opinions of seniors to implement the necessary policies for seniors.	2.78
2) Public services suitable for various needs and preferences of seniors are being provided.	2.79
3) Public institutions preferentially consider seniors about civil petitions and local events.	3.12
4) Performances and events are often held for seniors.	2.80
5) Seniors are included in the community activities for the family.	2.67
6) The school educates about aging and seniors, and includes seniors in school events.	2.49
7) The current and past contribution of seniors to the community is recognized.	2.85
8) Appropriate public and private services and volunteer services are provided for the disadvantaged seniors.	2.94

6. Civic participation and employment

Contents of Evaluation	Points (Maximum 5-point)
1) There are many opportunities for seniors to volunteer.	2.98
2) There are many jobs for seniors.	2.78
3) There are many opportunities for employment education for seniors .	2.89
4) Age-based discrimination is prohibited in recruitment, retention, promotion, and training.	2.99
5) Information is provided for the employment and start-up of seniors.	2.91
6) Education for reemployment after retirement is provided.	2.77

7. Communication and information

Contents of Evaluation	Points (Maximum 5-point)
1) Residents of all age groups are fully informed about daily life.	3.27
2) Public institutions (Gu offices, Community Centers) provide necessary information systematically.	3.09
3) I am able to get enough information for aged life in the place where I go frequently (senior citizen center, welfare center, cultural center, etc.).	3.20
4) Public institutions, hospitals, welfare centers, etc. will guide you if you have any questions about your access.	3.35
5) Newspapers, announcements, and broadcast subtitles published in our area are large and easy to read.	3.01
6) Computers and the Internet are available free of charge or at a reasonable price in public places such as government agencies and libraries.	3.03

8. Community support and health services

Contents of Evaluation	Points (Maximum 5-point)
1) There is an opportunity to receive regular health care (checkup, vaccination, etc.).	3.57
2) Hospitals, public health centers and welfare facilities are conveniently located and accessible by any means of transportation.	3.45
3) There are many hospitals and places providing welfare services near my house.	3.30
4) Health centers and social welfare facilities are providing information for seniors to use easily.	3.25
5) It is simple without any administrative difficulties to receive necessary services.	3.40
6) The staff of the social welfare facilities respect seniors and are friendly.	3.45
7) If you need hospital treatment or therapy, you can get appropriate treatment at the hospital or public health center at any time.	3.07
8) Volunteer service is encouraged and supported throughout society.	3.09