

## **An age-friendly baseline assessment of Naju City/community**

### **1. Overall status of Naju City**

A survey on Naju City was conducted regarding its physical environment, socio-economic environment, and health and living environment along with the public welfare service status of the city.

Firstly, as for physical environment, it is indicated that the city has a great gap in overall living environment among different areas like Bitgaram-dong of New Town and rural areas and Old Downtown depending on number of population and composition of population. Old Downtown's problematic housing environment includes intensification of urban desertification which has been caused by the negligence of uninhabited houses and dilapidated dwellings over thirty years old, which raise threats to the safety of the area. Meanwhile, a public parking lot is being presented as an inconvenience in New Town and a commercial space with a 30 percent occupancy rate is considered one of the real concerns. Other problems raising complaints are that sports facilities are mostly located in Old Downtown and that there are insufficient green areas.

Secondly, in aspects of the socio-economic environment, the city's demographic landscape has been changing by an inflow of new population, a gradual increase of senior citizens over age 65, and the percentage of foreign residents, including marital immigrants, being comparatively higher than in other cities. Employment is not sufficient due to a lack of manufacturing industry in the area and a lack of support for job creation for the elderly.

Thirdly, regarding living environment and public service environment, the city's overall safety level is low because of a very high level and frequency of incidents such as traffic accidents, incidents involving fire, and outbreaks of communicable diseases. Empty and dilapidated houses and unoccupied commercial spaces have contributed to the low level of safety. Public health levels are relatively lower than that of Jeollanam-do Province with only one general hospital in the city even though citizens' satisfaction level for medical environment is not low. Social welfare facilities or services mainly offer support for living

or care-giving services focused on low-income families and the elderly, while offering few services for the elderly in the areas of job creation, personal needs development, promotion of social community participation, integration among generations, and related services for respecting the elderly.

## **2. Survey results**

The survey of the age-friendliness of Naju City was conducted from April to May, 2019 using WHO age-friendly city guidelines for eight areas, 500 respondents being selected, including 300 elderly people aged 65 or older and 200 people under 65 years of age. The survey aimed to identify “the city’s status of age-friendliness recognition and the extent of policy demand for age-friendliness.” The survey results are as follows:

### **1) Level of recognition of the age-friendliness of Naju City**

i It is indicated that the level of recognition of age-friendliness of Naju City differed between two groups — the elderly aged 65 and over responded more negatively than people under 65 years of age. It is assumed that people under 65 responded superficially to the questionnaire, because they lacked knowledge or information based on experiential aspects rather than their being more positive toward age-friendliness than the older respondents.

i Overall, there was little difference in the status of recognition of age-friendliness depending on gender, yet there appeared some differences depending on gender in several areas. For example, the overall percentage of negative responses was higher in female respondents than in male respondents. On the other hand, men responded more negatively than women in some areas such as “Social Respect and Inclusion” and “Utilization of the Elderly as Resources and Job Support.”

i In general, higher recognition of age-friendliness is indicated in some areas such as: “Safety and Age-friendly Facilities” (3.03); “Local Health and Welfare” (2.95); “Involvement in Community Activities” (2.86); and “Social Respect and Inclusion” (2.83); “Utilization of the Elderly as Resources and Job Support” (2.83).

i In conclusion, it was found that there was evidence of differences in recognition of age-friendliness depending on the age and gender of the respondents for each area

surveyed. This implies that there is a need for measures and consultation processes that will reflect various levels of citizen interest and take into consideration the requests from different communities during the various phases of policy making in order to foster age-friendliness in Naju City.

## **2) Policy demand for fostering age-friendliness for Naju City**

i It is indicated that the first priority should be making policy for strengthening “Utilization of the Elderly as Resources and Job Support” in fostering an age-friendly city. The next policy priorities, in percentage order from higher to lower, should include strengthening “Local Health and Welfare,” “Safety and Age-friendly Facilities,” “Involvement in Community Activities,” “Transportation Convenience,” “Social Respect and Inclusion,” and “Providing Communication and Information.”

i However, there appeared some differences in responses depending upon gender, age, and region regarding the high priority policies for fostering an age-friendly city. High priority policies differed between male and female respondents. While men supported strengthening “Local Health and Welfare” (15.9%), and “Safety and Age-friendly Facilities” (15.9%) as high priority policies, women considered expanding “Utilization of the Elderly as Resources and Job Support” (18.1%), and “Local Health and Welfare” (17.6%) as the main priority policies.

i Between different age groups, high priority policies differed. The elderly aged 65 and over presented strengthening “Local Health and Welfare” (18.3%), and “Utilization of the Elderly as Resources and Job Support” (16.7%) as focal policies, while the respondents under age 65 considered “Utilization of the Elderly as Resources and Job Support” (17.7%), and “Safety and Age-friendly Facilities” (15.4%) as high priority policies.

## **3) Status of recognition of age-friendliness in eight areas**

### **① Safety and Age-friendly Facilities**

i To identify age-friendliness regarding the level of “Safety and Age-friendly

Facilities,” fourteen questions were given using a 5-point scale.

i The age-friendliness of “Parks or walkways are accessible near the house” (3.68) attained the highest mean value and “Crosswalks are equipped with special traffic lights and emergency bells for the elderly” (2.57) ranked the lowest.

Table. Mean value of age-friendliness for “Safety and Age-friendly Facilities” (5-point scale)

No.	Questionnaire items	Frequency	Mean value (5-point scale)
1	<b>Parks or walkways are accessible near the house.</b>	<b>518</b>	<b>3.68</b>
2	Benches or public toilets are available near streets or parks or walkways.	513	3.23
3	Walkways are spacious enough for wheelchairs.	517	3.20
4	Pedestrian walkways have smooth surfaces so pedestrians may walk without obstacles.	509	3.26
5	Traffic lights allow enough time (while crossing on foot) to cross at pedestrian crossings.	501	3.31
6	<b>Crosswalks are equipped with special traffic lights and emergency bells for the elderly.</b>	<b>500</b>	<b>2.57</b>
7	Current housing is considered safe from crimes with night lighting operations, police patrols, etc.	514	3.06
8	There is a well-operated response system for accidents such as falls, outbreaks of disease, and injuries that are likely to occur to the elderly.	512	2.60
9	Information facilities for the elderly are available at public facilities and buildings.	514	2.78
10	Services for the elderly’s benefit, such as reception for the elderly only, are available at public buildings.	513	2.65
11	Public institutional buildings are equipped with elevators,	501	3.07

	rest chairs, and other convenience facilities.		
12	Buildings are designed to enable convenient walking and wheelchair use by elderly people with various physical disabilities.	511	2.82
13	Public toilets are clean and adequate in number.	515	3.01
14	Public toilets are equipped with safety facilities (safety handles, non-slippery flooring, emergency bells, etc.).	508	2.86

## ② Transportation Convenience

i The age-friendliness of “Transportation Convenience” was measured through eight questions using a 5-point scale.

i The age-friendliness of “Public transportation vehicles (city bus, town shuttle bus, etc.) run at regular intervals” (2.99), attained the highest mean value and “There are information labels or panels on cars notifying other drivers of the presence of an elderly driver” (2.28) ranked the lowest.

Table. Mean value of age-friendliness for “Transportation Convenience” (5-point scale)

No.	Questionnaire items	Frequency	Mean value (5-point scale)
15	<b>Public transportation vehicles (city bus, town shuttle bus, etc.) run at regular intervals.</b>	506	2.99
16	Public transportation vehicle’s route maps and timetables are displayed clearly in large letters for users.	512	2.77
17	Low floor buses/non-step buses (with low height of entrance and wider interiors) are run for the elderly with impaired mobility.	512	2.52
18	People can use free shuttle buses or volunteer vehicles where public transportation is not accessible.	504	2.47
19	Public transportation vehicles are equipped with a sufficient number of seats for the elderly.	508	2.81

20	Bus drivers drive the bus in consideration with the elderly's safety when departing and stopping and while passengers get on and off.	508	2.91
21	There are sufficient priority parking spaces for the elderly.	509	2.52
<b>22</b>	<b>There are information labels or panels on cars notifying other drivers of the presence of an elderly driver.</b>	<b>508</b>	<b>2.28</b>

### ③ Residential Convenience

i The age-friendliness of “Residential Convenience” was measured through ten questions using a 5-point scale.

i The age-friendliness of “Care services for the elderly are provided for senior citizens with impaired mobility in daily life and for the elderly who live alone” (3.17) attained the highest mean value and “The senior citizen’s rental housing, group homes, etc. is being provided to senior citizens for their life after retirement” (2.36) ranked the lowest.

Table. Mean value of age-friendliness for “Residence Convenience” (5-point scale)

No.	Questionnaire items	Frequency	Mean value (5-point scale)
23	Affordable houses are found easily when the elderly want to move within their financial capacity.	509	2.58
24	The items for house renovation for the safety of the elderly are available in the area of house (bathroom safety bar, anti-slip items, threshold ramp, emergency bell, etc.)	511	2.54
25	Current house is well-equipped with facilities for life after retirement for the elderly.	516	2.81
26	Current house is constructed with structures which provides emergency exits or escape routes in case of fire or natural disasters including earthquakes.	508	2.71

27	The city government offers services supporting house repairs or renovation of house structures (remodelling) for the elderly.	496	2.51
28	Counseling and support services are being provided concerning housing problems.	500	2.45
29	<b>'Care services for the elderly' are provided for senior citizens with impaired mobility in daily life and for the elderly who live alone.</b>	<b>507</b>	<b>3.17</b>
30	<b>The 'senior citizen's rental housing, group homes, etc.' is being provided to senior citizens for their life after retirement.</b>	<b>507</b>	<b>2.36</b>
31	The location of the current house is convenient to use public transportation and near public transportation.	514	3.04
32	Public institutions, medical hospitals, and various facilities are accessible from the current house. .	515	2.86

#### ④ Providing Communication and Information

i The age-friendliness of "Providing Communication and Information" was measured through eight questionnaire items using a 5-point scale.

i The age-friendliness of "The city provides opportunities and places for the elderly to learn computer at their convenience (2.98) attained the highest mean value while "Support service by workers is available when searching for information and facts through the internet" (2.57) ranked the lowest.

Table. Mean value of age-friendliness for 'Providing Communication and Information" (5-point scale)

No.	Questionnaire items	Frequency	Mean value (5-point scale)
33	Public information signs are indicated in large letters and clear colors to help the elderly to distinguish easily.	509	2.66
34	Public information signs use standard language that is easy for the elderly to understand correctly.	510	2.82

35	Information clerks and counselors in public facilities speak loudly and clearly to help the elderly with impaired hearing.	504	2.85
36	Information desk workers and counselors in public facilities speak clearly using standard language with familiar vocabulary for elderly people.	504	2.96
37	Applicable information on life after retirement is accessible through various media for the elderly.	508	2.76
38	Local magazines and broadcasting stations reflect the elderly's interest in their content.	508	2.62
<b>39</b>	<b>Support service by workers is available when searching for information and facts through the internet.</b>	<b>496</b>	<b>2.57</b>
<b>40</b>	<b>The city provides opportunities and places for the elderly to learn computer at their convenience.</b>	<b>503</b>	<b>2.98</b>

### ⑤ Involvement in Community Activities

i The age-friendliness of “Involvement in Community Activities” was measured through eight questionnaire items using a 5-point scale.

i The age-friendliness of “Various social activities are carried out at various places (citizen welfare centers, schools, libraries, life-long education centers, parks, etc.)” (3.30) attained the highest mean value while “Many places or facilities are provided for people to participate in meetings for the purpose of mitigating generational conflicts” (2.46) ranked the lowest.

Table. Mean value of age-friendliness for “Involvement in Community Activities” (5-point scale)

No.	Questionnaire items	Frequency	Mean value (5-point scale)
41	Various social activities (religious activities, cultural activities, leisure activities, volunteering activities, etc.) are offered to meet the elderly's interest and concerns.	513	3.24



42	<b>Various social activities for the elderly are carried out at various places (citizen welfare centers, schools, libraries, life-long education centers, parks, etc.).</b>	507	3.30
43	Information on community activities, educational opportunities, and other programs is provided systematically by the city or administrative welfare centers.	504	2.97
44	Entry to participation in social activities and processes is easy and convenient for the elderly.	505	2.77
45	Social activities are held at places that are highly accessible to the elderly.	503	2.85
46	Sufficient information about transportation to places for social activities is provided for the elderly.	509	2.71
47	Community events are often held in areas likely to promote harmonization between young generation and old generation.	514	2.51
48	<b>Many places or facilities are provided for people to participate in meetings for the purpose of mitigation of generational conflicts.</b>	513	2.46

## ⑥ Social Respect and Inclusion

i The age-friendliness of “Social Respect and Inclusion” was surveyed through ten questionnaire items using a 5-point scale.

i The age-friendliness of “Volunteering activities and services suitable for the elderly are increasingly provided” (3.28) attained the highest mean value while “Schools provide education on the subject of aging and the elderly and involve the elderly in school events” (2.42) and “Opportunities are provided for the elderly to pass on their knowledge and experience to the younger generation” (2.42) tied for the lowest ranking.

Table. Mean value of age-friendliness for “Social Respect and Inclusion” (5-point scale)

N.	Questionnaire items	Frequency	Mean value (5-point scale)
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49	<b>Schools provide education on the subject of aging and the elderly and involve the elderly in their school events.</b>	513	2.42
50	<b>Opportunities are provided for the elderly to pass on their knowledge and experience to the younger generation.</b>	513	2.42
51	Newspapers or broadcasting TV shows often cover content on the elderly.	507	2.86
52	The elderly are emphatically expressed in mass media as a subject of social and economic burdens and conflicts.	505	3.07
53	There is a prevalent atmosphere of respect and consideration for the elderly in community.	512	2.71
54	The elderly are recipients of various social rewards (basic social pension for the elderly, transportation facilities, cultural facilities and convenience facilities) based on their generation's past merits.	506	3.04
55	Various policies are being implemented to reflect the needs and preferences of the elderly.	515	2.94
56	<b>Volunteering activities and services suitable for the elderly are provided increasingly.</b>	514	3.28
57	Products and items for the elderly (staff, etc.) are available.	513	2.98
58	Consultations are regularly conducted by communities to identify the needs of the elderly.	509	2.64

### ⑦ Utilization of the Elderly as Resources and Job Support

i The age-friendliness of "Utilization of the Elderly as Resources and Job Support" was surveyed through ten questionnaire items using a 5-point scale.

i The age-friendliness of "Support by volunteers is provided to the elderly with impaired mobility" (3.17) attained the highest mean value while "Information on start-ups and jobs for people after retirement is available" (2.50) ranked the lowest.

Table. Mean value of age–friendliness for “Utilization of the Elderly as Resources and Job Support” (5-point scale)

No.	Questionnaire items	Frequen cy	Mean value (5-point scale)
<b>59</b>	<b>Support by volunteers is provided to the elderly with impaired mobility.</b>	<b>513</b>	<b>3.17</b>
60	Support by volunteers is provided for the elderly with financial problems.	515	3.03
61	There are various volunteering activities the elderly can participate in.	512	2.96
62	Volunteering services are encouraged and supported in the community.	508	3.01
63	Opportunities to get a job are provided systematically to the elderly.	510	3.03
64	There is no discrimination against the elderly in recruitment, employment retention, promotion, job training, etc.	508	2.66
65	Vocational training programs for the elderly are in operation in consideration of the aptitude of the elderly.	504	2.71
66	Specialist counseling services for reemployment are provided to the people after retirement.	496	2.61
67	There are many service agencies offering job information.	506	2.64
<b>68</b>	<b>Information on start-ups and jobs for people after retirement is available.</b>	<b>499</b>	<b>2.50</b>

### ® Local Health and Welfare

i The age-friendliness of “Local Health and Welfare” was measured through eight questionnaire items using a 5-point scale.

i The age-friendliness of “Health checkup services are provided regularly for the

elderly” (3.11) attained the highest mean value while “Emergency measures for the elderly are available in case of natural disasters including severe cold, heat waves, heavy rain, etc.” (2.63) ranked the lowest.

Table. Mean value of age-friendliness for “Local Health and Welfare” (5-point scale)

No.	Questionnaire items	Frequency	Mean value (5-point scale)
69	Medical facilities and welfare facilities are located at convenient locations for the elderly.	509	2.97
70	Medical facilities and welfare centers are accessible with simple and convenient procedures and criteria.	504	3.00
<b>71</b>	<b>Health checkup services are provided regularly for the elderly.</b>	<b>509</b>	<b>3.11</b>
72	There are many opportunities to access health care services for health maintenance (health education and nutrition classes and exercise classes).	513	3.00
73	Help through social support is available in case of need for housekeeping or care for the sick.	506	3.05
74	There are rehabilitation facilities that provide free treatment (physiotherapy, occupational therapy) for the elderly with impaired mobility.	506	2.86
75	Sick seniors can get door-to-door services for first aid.	505	2.95
<b>76</b>	<b>Emergency measures for the elderly are available in case of natural disasters including severe cold, heat waves, heavy rain, etc.</b>	<b>503</b>	<b>2.63</b>

#### **4) Priorities of Age-friendly Policies for Naju City**

i A survey was conducted to identify the priorities of age-friendly city policies for Naju City through eight questionnaire items presented by the WHO guidelines.

i As a result, the highest percentage (17.2%) indicated that “Strengthening Utilization of the Elderly as Resources and Job Support” should be a main focus policy. It was followed by other responses like “Expanding Local Health and Welfare” (16.8%), “Improving Safety and Age-friendly Facilities” (14.8%), “Encouraging Involvement in Community Activities” (13.2%), and “Improving Transportation Convenience” (12.7%), “Improving Residential Convenience” (12.1%), “Promoting Social Respect and Inclusion” (8.9%), and “Better Providing Communication and Information” (4.2%).

i The survey indicated differences among groups depending on gender and age regarding what should be high priorities policies for an age-friendly city. Men thought the focus should be on “Expanding Local Health and Welfare” (15.9%) and “Improving Safety and Age-friendly Facilities” (15.9%), while women thought “Strengthening Utilization of the Elderly as Resources and Job Support” (18.1%) and “Expanding Local Health and Welfare” (17.6%) were the top priorities.

i Responses regarding what should be high priorities policies differed between different age groups. Respondents aged over 65 put priorities on “Expanding Local Health and Welfare” (18.3%) and “Strengthening Utilization of the Elderly as Resources and Job Support” (16.7%), while respondents under age 65 supported “Strengthening Utilization of the Elderly as Resources and Job Support” (17.7%) and “Expanding Safety and Age-friendly Facilities” (15.4%) as priorities.