
Results of the Age-friendly Survey
in Gwangju Metropolitan City

2022. 12

Gwangju Metropolitan city

1. Overview of the Gwangju Citizens Survey

1) Survey target and sampling

- Survey target : Citizens aged 45 years or over in Gwangju Metropolitan City
- Sampling : Extracting quotas proportional to the population of autonomous districts, ages, and gender ratio (700 people)
 - Autonomous districts: Dong-gu, Seo-gu, Nam-gu, Buk-gu, Gwangsan-gu
 - Ages: 45-54, 55-64, 65-74, 75 years of age or older
 - Gender: Male, Female

2) Survey method

- 1:1 face-to-face survey using structured questionnaires
 - Survey period: October 21 to October 28, 2022
 - Number of samples: 613 people
 - Users of administrative welfare centers, senior welfare centers, etc
 - A Survey of commercial districts and park-centered fields such as cafes and markets



[Survey sites]

- Major survey sites in Dong-gu : Geumnam-ro, Namgwang Market, Jeungsim Cafe, etc
 - Major survey sites in Seo-gu : Yang-dong Administrative Welfare Center, Seo-gu Cultural Center, World Cup Stadium, Pungam-dong and Gwangcheon-dong
 - Major survey sites in Nam-gu : Baegun 1-dong Administrative Welfare Center, Bongseon Market, Dongshin University Gwangju Oriental Medicine Hospital, Juwol-dong area
 - Major survey sites in Buk-gu : Im-dong Administrative Welfare Center, Buk-gu Senior Welfare Center, Biennale Park, Duam-dong and Maegok-dong
 - Major survey sites in Gwangsan-gu : Songjeong 2-dong Administrative Welfare Center, Together Rock Gwangsan-gu Senior Welfare Center, Chumdan Eungam Park and Ssangam Park, Via 5-day Market, Songjeong Station and Market, Heukseok-dong, and Wolgye-dong
- PC and mobile surveys using online survey tables
- Survey period: October 24 to November 1, 2022
 - Number of samples: 100 people

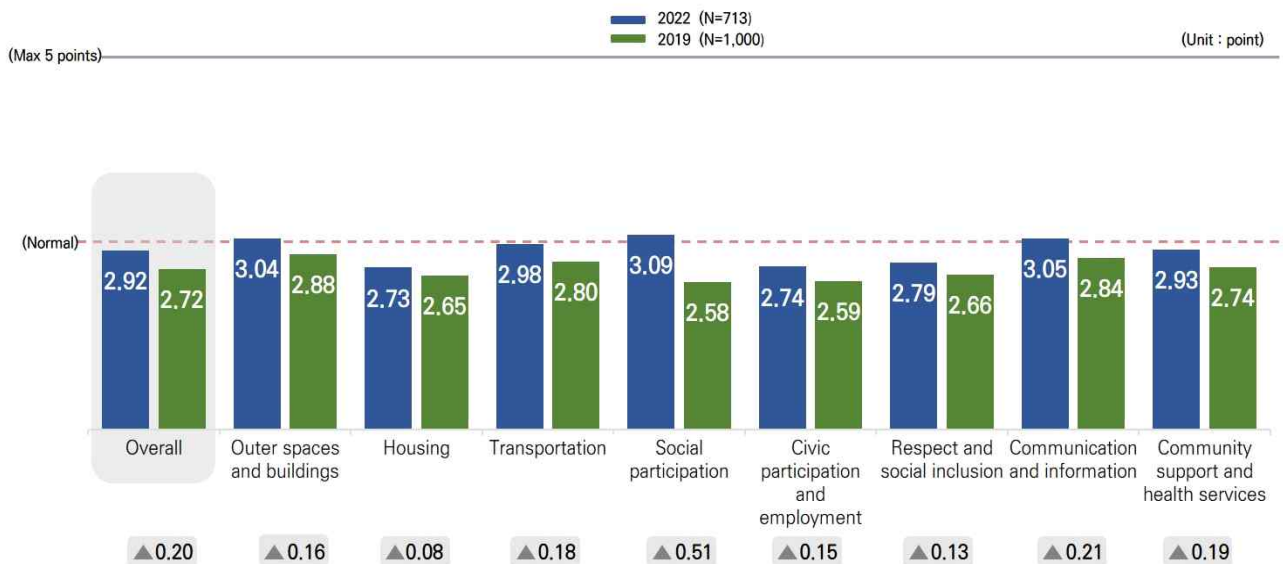
2. Survey Analysis

1) Diagnosis of age-friendly level

(1) Overall

○ The overall score for the age-friendliness level and the scores in each field increased compared to 2019, and among the eight areas, the areas related to social participation rose relatively high.

– Despite difficulties in implementing the age-friendly city promotion plan due to COVID-19, it has been shown that it has improved in all eight areas.



[The overall score for the age-friendliness level and the scores in each field]

(Max 5 points)

2022 (N=713)
2019 (N=1,000)

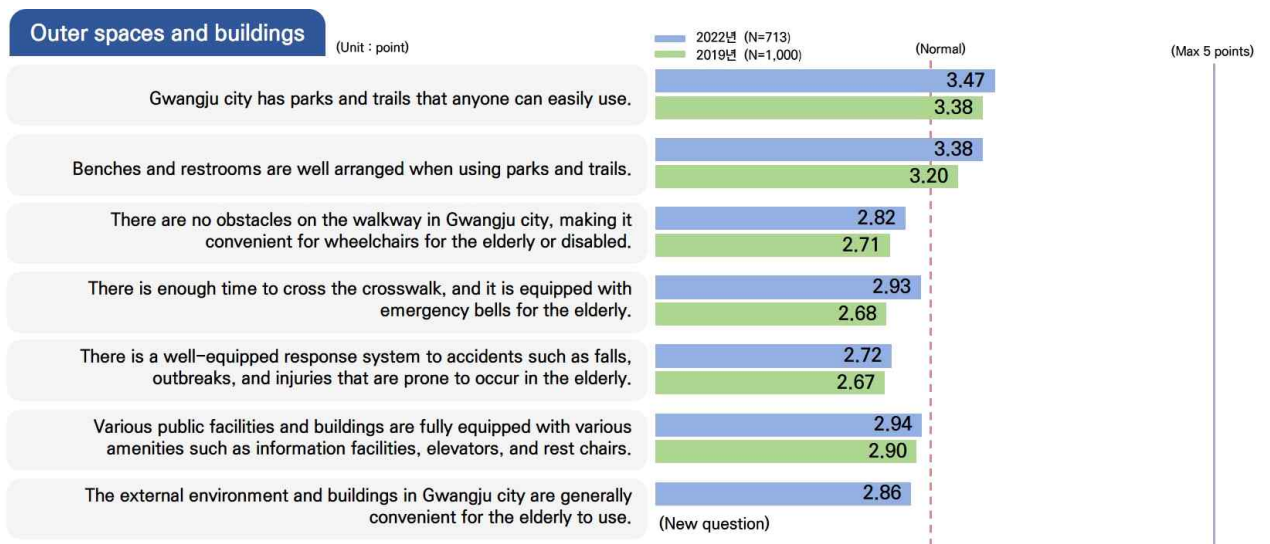
(Unit : point)



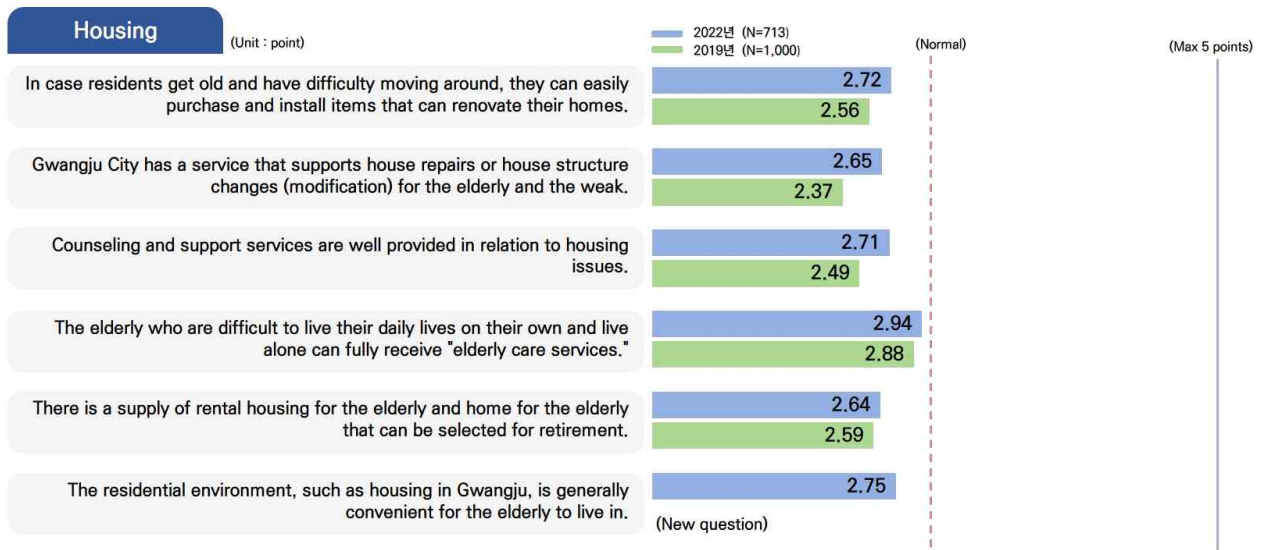
[Overall diagnosis of age-friendly level (by autonomous districts)]

(2) Diagnostic results by eight major areas

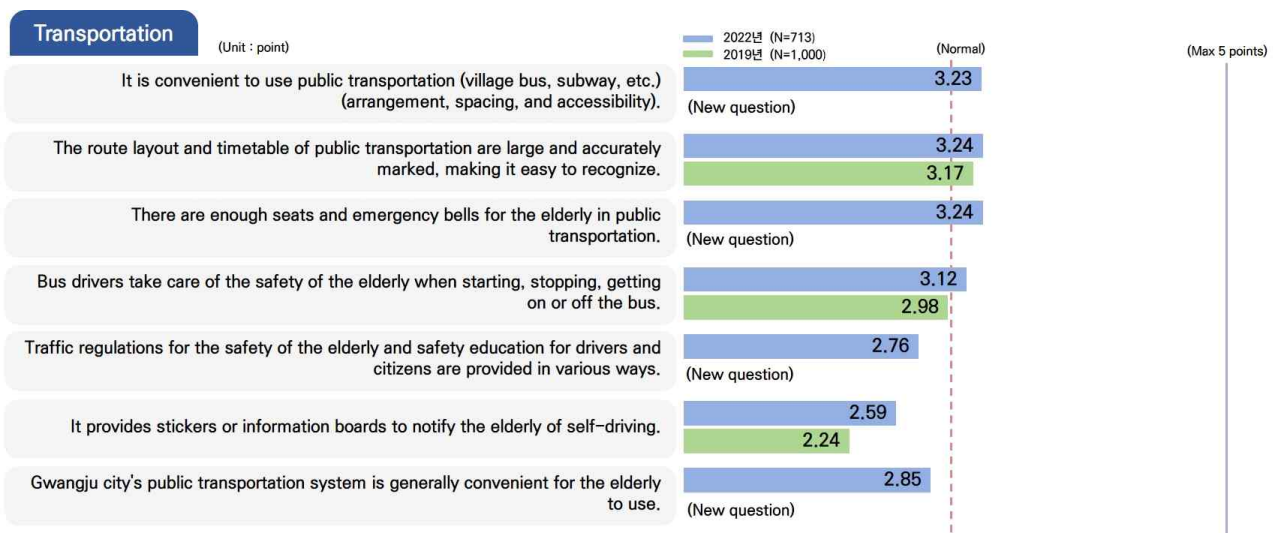
- The age-friendliness level related to outer spaces and buildings has also increased compared to 2019, especially parks, trails, and benches and toilet facilities that can be easily used by anyone.



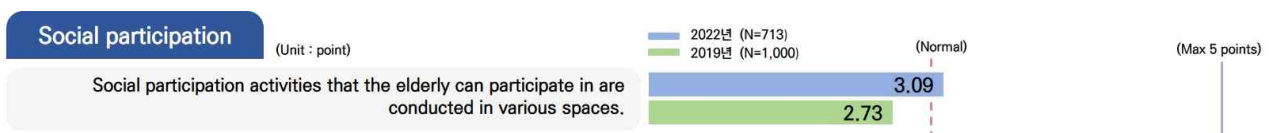
- The age–friendliness level related to housing has increased compared to 2019, but the increase is relatively low compared to other areas. Among the six questions, the sense of the sufficiency of elderly care services is the highest, while the supply of rental housing for the elderly or group homes for the elderly is relatively low.



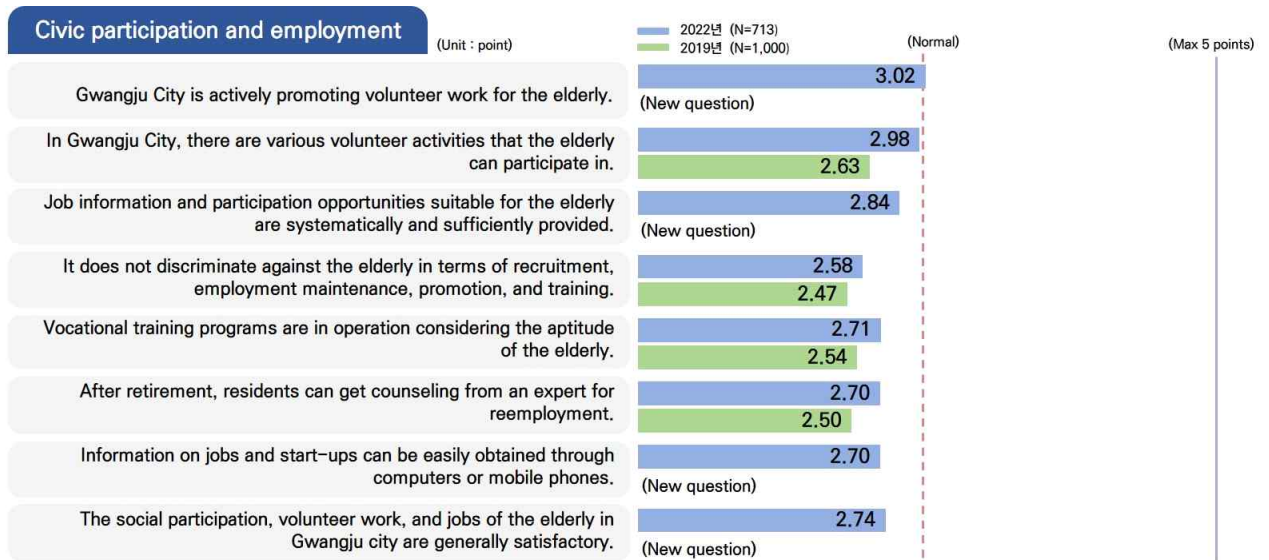
- Among the 7 questions for the diagnosis of age-friendliness level related to transportation, 4 items such as accessibility to public transportation, marking of public transportation, securing seats and emergency bells for the elderly, and safety of getting on and off are above 3 points(normal), while safety education, provision of notification stickers for elderly drivers, and overall convenience of use are evaluated below normal.



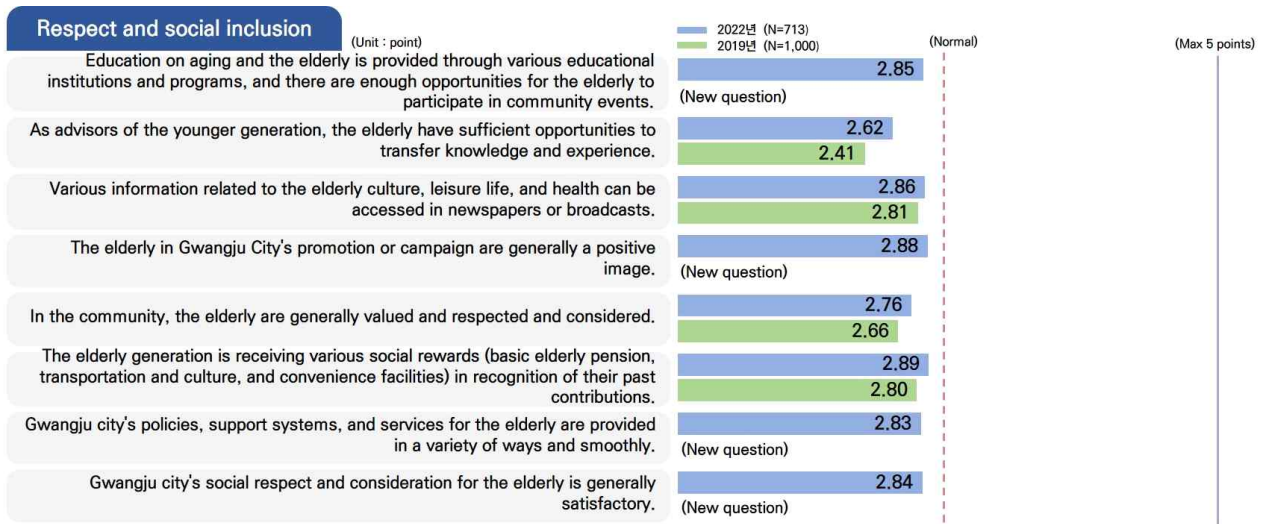
- Various activities and spaces of social participation for the elderly are 3.09 points, which is higher than average, and 0.36 points increased compared to 2019.



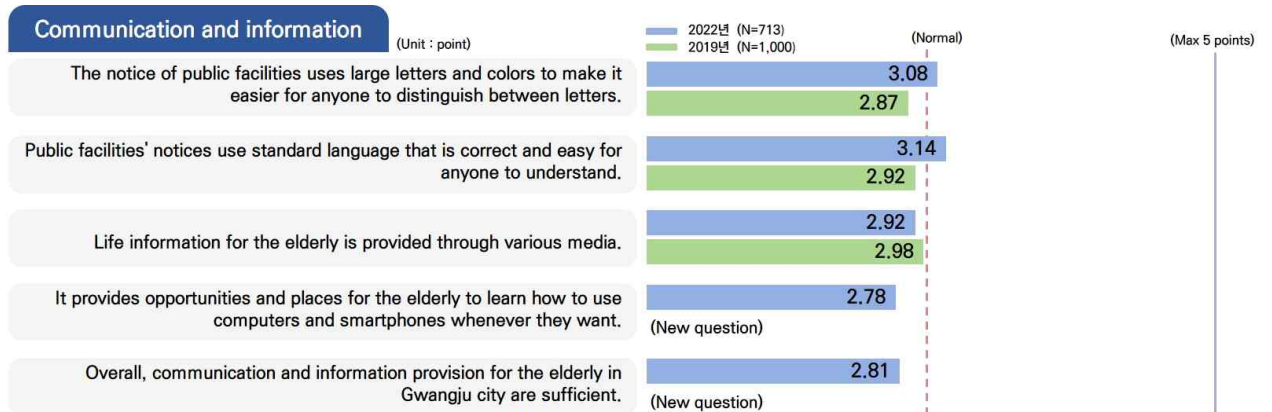
- 8 questions for civic participation and employment diagnosis of the elderly generally show a distribution of less than 3 points(normal), especially low for discrimination against the elderly in recruitment, employment, promotion, and training.



- Of the 8 questions that diagnose respect and social inclusion, all four existing questions showed higher scores compared to the 2019 survey. However, all eight questions show a low score of less than 3 points (normal), and in particular, the lowest score is 2.62 points for the opportunity to transfer knowledge and experience of the elderly.



- As for the communication and information area, the existing two questions (easy use of standard words in public facility notices, letter size and color in public facility notices) have increased compared to 2019, while the diversity of living information media for the elderly has decreased somewhat.



○ 11 questions for diagnosing community support and health services increased overall compared to the 2019 survey. In particular, a score of 3 or more points is given for the sufficiency and convenience of facilities needed by the elderly, such as the convenience of medical and welfare facilities, the operation of dementia prevention and protection programs in the community, and long-term care services.



(3) Comprehensive summary and implications

- Due to the steady promotion of the Gwangju Metropolitan City Age-friendly City Project, citizens' overall sense of age-friendliness level has increased compared to the 2019 survey
- In particular, questions related to outer spaces and buildings, transportation, social participation, communication and information were generally found to show a feeling of more than average (3 points).
 - This is because parks, trails, related convenience facilities, and public transportation with many users have been continuously improved through related projects, and the desire for continuous social participation and opportunities has been actively reflected by the recent increase in active seniors.
- Items such as housing, civic participation and employment, and respect and social inclusion are given relatively low scores, so it is necessary to actively supplement related contents in the future
 - This means that the older the person is, the greater the need for home repairs is due to the structure of the house or aging. It can be interpreted that it is necessary to expand the purchase, installation, and counseling support services of age-friendly products, and to increase the number of options such as rental housing and group homes for the elderly.
 - Therefore, AI, the representative industry of Gwangju Metropolitan City, should be strengthened in connection with the age-friendly industry, while continuous technology development and distribution should be actively carried out through the existing Gwangju Senior Technology Center and Gwangju Senior-friendly Experience Center.
 - In addition, it is necessary to expand jobs and volunteer opportunities for the elderly, diversify information provision, and expand educational programs in the future by strengthening the functions of Bitgoeul 50+ Center,

Volunteer Center, and Lifelong Education Institute.

- The "old age with work and life", which citizens cited as the first value that must be included in Gwangju Metropolitan City's vision of an age-friendly city, is the result of actively reflecting the needs of the citizens surveyed above.
- Gwangju Metropolitan City's age-friendly city can be actively engaged in social activities even in old age, and through this, well-aging should be practiced to help maintain health and vitality

3. Expert investigation and collecting opinions

- FGI (Focus Group Interview) was conducted to derive issues and strategic plans of Gwangju Metropolitan City.
 - Based on the expertise of experts related to the elderly, issues and strategies of Gwangju Metropolitan City were derived in the process of collecting opinions on the behavior of the elderly, difficulties experienced by the elderly, and improvement measures.
 - FGI was conducted for experts centered on the Elderly-Friendly City Committee to derive policy advice and deliberations, and to listen to and reflect opinions on the project related to the 1st project and the establishment of the age-friendly city plan linked to the 8th popular election.
 - By conducting face-to-face and non-face-to-face FGI in the form of a meeting, the plan inspection of the results of the 1st quantitative evaluation and considerations in establishing the 2nd plan were listened to and reflected.

(1) Survey Overview

- 1st Meeting: sharing of quantitative evaluation of the 1st Plan and diagnosing the suitability
 - Opinions on follow-up actions for projects that have not been implemented and under-performing
- 2nd Meeting: sharing survey and expert opinions, and deriving 2nd project

(2) Opinions of the 1st meeting

- General opinion on the implementation of the 1st age-friendly city
- Checking plans that are insufficient as a result of the 1st quantitative evaluation

(3) Considerations for establishing the cycle 2

1) Organizing the opinions of the 1st meeting

- Date and time: October 20, 2022 (Thu) 14:00
- Place: central meeting room in Gwangju Senior Citizens' Center
- Attendance: Gwangju Jeonnam Research Institute, Aging Society Policy Division in Gwangju Metropolitan City, relevant members, Gwangju Welfare Research Institute, etc.
- Collaboration between departments of Gwangju Metropolitan City: design of projects conducted in an organically united manner is important.
- Urban vision reflects the identity of democracy, human rights, and peace cities and the age-friendly city.
 - : need to go with business in connection with the development of science and technology
 - : promoting age-friendly projects in connection with 5 autonomous districts and reflecting them in other basic plans
- Public-private cooperation and the creation of a community atmosphere are important.
- As an aging city, discussions on vision and value philosophy need to be included.
- It seems necessary to check again whether the monitoring team's capabilities and selection criteria have been properly reviewed.
- The difference between the age-friendly cities is likely to appear in detailed plans, and the plan is designed in consideration of the specificity and difficulties of the Gwangju area .
- The evaluation on the cycle 1 is reflected in qualitative evaluation, taking into account variables such as COVID-19
- The results may not be good due to the COVID-19 situation, so consider this and evaluate it.

- Additional information on the guarantee and dissemination of information rights for the elderly
- Persuasive classification of each business unit is required
- Ensuring that the survey has been conducted effectively
- Need to reflect utilization, satisfaction, and requirements in relation to informationization
 - : need for a support system based on elderly information that may be exposed to isolation of safety and communication
- Basically, there is a tendency to focus a lot on low-income tasks, so it is necessary to find projects for a wider range of classes.
- Monitoring needs to be carried out with senior citizens and professionals at the same time.
- It is necessary to consider measures to solve meals and care problems for the general elderly other than low income groups and to prepare facilities.
- Actual conditions for projects requiring institutional cooperation, such as the expansion of senior protection zones, are not easy to cooperate.
- The new middle-aged business has high qualifications, and there are barriers to entry for real consumers.
- The demand for information education is high, so it is necessary to find detailed plans accordingly.
- It is expected that good results will be achieved if educational projects meet the actual needs of the elderly.
- Presenting specific goals for the cycle 2 direction
- Since the comparative analysis of regions has similar conditions and situations, it consists of the contents of the project directly felt by the elderly in the region.
- The detailed plan is too abstract and needs to be materialized.

- It is necessary to seriously consider regional issues, not just business for business.
- Need to overcome the absence of control tower and the problems from too many associated departments
- Considering projects related to financial and legal services for the elderly
- Need to promote and confirm welfare programs for the elderly



2) Organizing the opinions of the 2nd meeting

- Date and time: December 2, 2022 (Fri) 14:00
- Place: seminar room 3 in Gwangju Metropolitan City Hall
- Attendance: Gwangju Jeonnam Research Institute, Aging Society Policy Division in Gwangju Metropolitan City, relevant members, etc.
- Jobs: focus on jobs and tasks in the field of social participation in the cycle 2
- Support for jobs for the elderly is provided with city expenses
 - It is necessary to summarize the characteristics of jobs for the elderly
 - Characteristics that involve good functions such as welfare, network, and health provided by jobs
- Promoting and raising awareness
 - Promoting policy exposure in conjunction with public relations to enhance citizens' awareness of age-friendly cities
- Additional business proposal
 - Gwangju Metropolitan City's interest in housing for the elderly is very necessary
 - Programs in which community centers or village communities communicate
 - Funeral support, senior citizens, etc. are mentioned.
 - Penguin Village in Yangrim-dong
 - Need for career link
 - Traffic safety education is important but excluded from current business
 - In the case of a safe city, specialized projects for each autonomous district
 - Need for goal to run the Gwangju National Nursing Home directly by the city
 - : the infrastructure that allows taxes to care for people with dementia is important
- Related to business management
 - Proposals for control towers and departments related to overall monitoring are

required.

- It is suggested that the form of evaluation indicators should be prepared by applying ESG indicators.
 - Need to be linked with the contents of the autonomous district unit
 - New indicators: adding questions such as information utilization
 - Need to choose and focus according to the characteristics of Gwangju
 - The reality is that the budget is too small, so it's organized into structures that are practically possible at scale.
- Organizing by type of major business to understand the overall content
- Target: middle-aged / early elderly / middle elderly / super-aged elderly / well-dying
 - Infrastructure: retired village, national nursing home
 - Projects/services: providing dense community integrated care services, etc



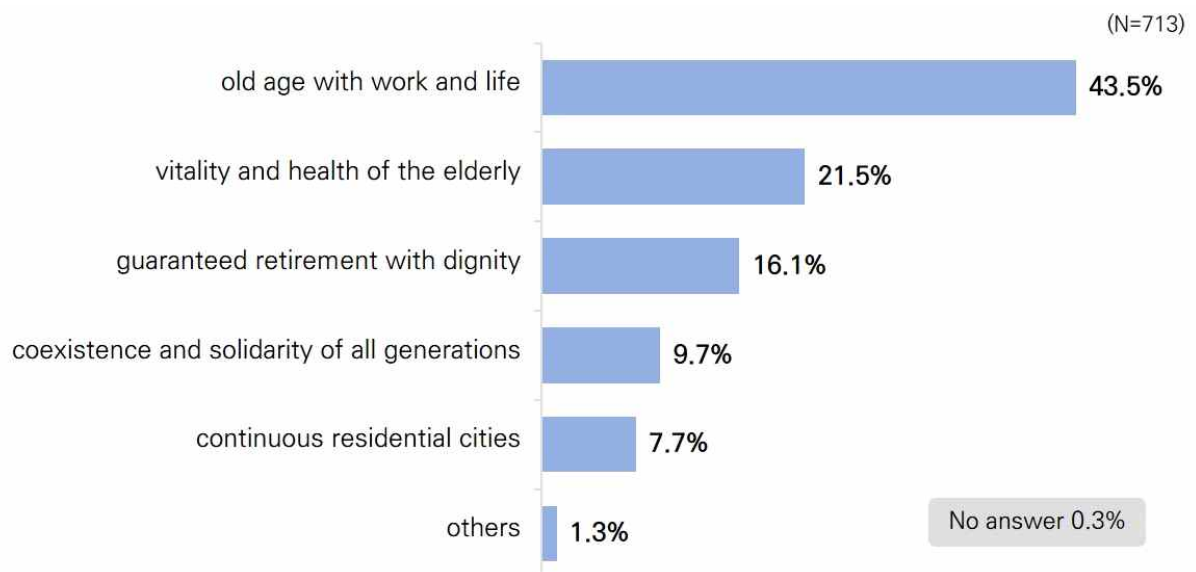
3) Citizens' demand for age-friendly city

1 Values to be contained in the vision of age-friendly city

- As a response to the value to be included in the vision of an age-friendly city, 'old age with work and life' (43.5%) was the most common
 - Next, vitality and health of the elderly 21.5% > guaranteed retirement with dignity 16.1% > coexistence and solidarity of all generations 9.7% > continuous residential cities 7.7% > others 1.3%

Analysis by characteristics

※ In households where three generations live together, the elderly responded most to vitality and health.



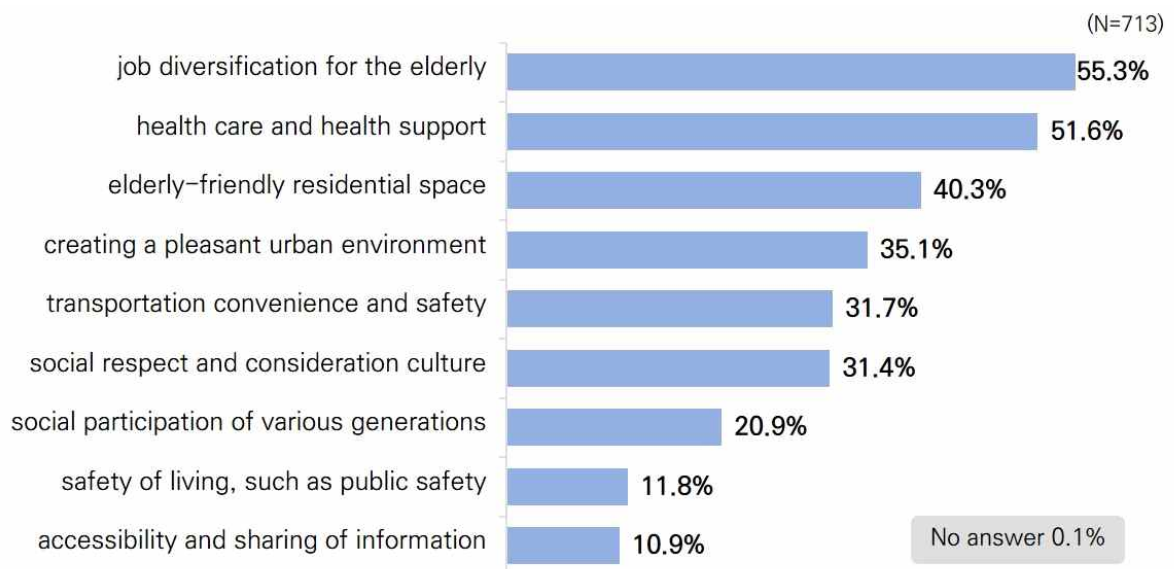
[Values to be contained in the vision of age-friendly city]

② Areas to be promoted first to create an age-friendly city (multiple answers)

- As a response to the areas that Gwangju Metropolitan City should promote first to create an age-friendly city, 'job diversification for the elderly' (55.3%) was the most common
 - Next, health care and health support 51.6% > elderly-friendly residential space 40.3% > creating a pleasant urban environment 35.1% > transportation convenience and safety 31.7% > social respect and consideration culture 31.4% > social participation of various generations 20.9%

Analysis by characteristics

- ※ The prospective elderly responded the most to health care and health support.
- ※ Residents of Buk-gu and Gwangsan-gu responded the most to health care and health support.



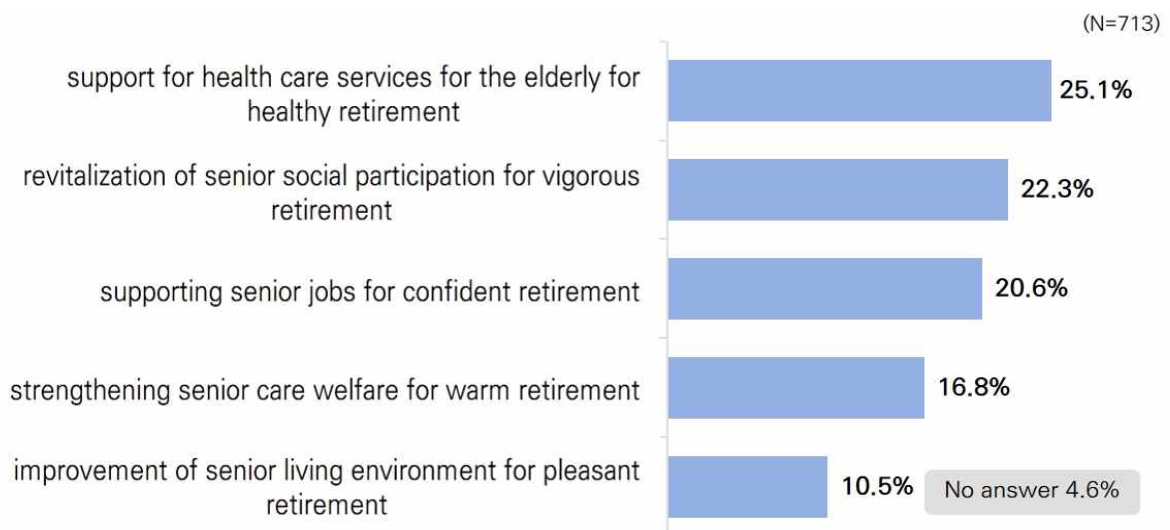
[Areas to be promoted first to create an age-friendly city(multiple answers)]

③ The most important area for Gwangju Metropolitan City to promote

- As a response to the most important area for Gwangju Metropolitan City to promote, 'Support for health care services for the elderly for healthy retirement' (25.1%) was the most common
 - Next, revitalization of senior social participation for vigorous retirement 22.3% > supporting senior jobs for confident retirement 20.6% > strengthening senior care welfare for warm retirement 16.8% > improvement of senior living environment for pleasant retirement 10.5%

Analysis by characteristics

- ※ The prospective elderly responded the most to revitalization of senior social participation for vigorous retirement.
- ※ Residents of Dong-gu and Nam-gu responded the most to revitalization of senior social participation for vigorous retirement.
- ※ Single-person households responded the most to supporting senior jobs for confident retirement



[The most important area for Gwangju Metropolitan City to promote]

④ Projects desired to be promoted in the future (multiple answers)

- Desired projects by Gwangju Metropolitan City in the future by field of social participation
 - In the field of social participation, reinforcing facilities such as welfare centers for the elderly (46.0%) was the most answered.
 - In the field of care and welfare, strengthening community services for elderly care dependents (36.9%) was the most answered.
 - In the field of job, finding unusual jobs for the elderly (62.3%) was the most answered.
 - In the field of living environment, supplying public filial piety apartments for the elderly without housing (63.3%) was the most answered.
 - In the field of health care, supply project of dentures and implants for the elderly (40.7%) was the most answered.

(N=713)

social participation	reinforcing facilities such as welfare centers for the elderly	46.0%	activating the operation of welfare center programs for the elderly	38.3%	expansion of leisure programs for senior citizens in living units	36.6%
	care and welfare	strengthening community services for elderly care dependents	36.9%	preparation of village guardian and neighborly elderly care platform	36.3%	creating an aging-friendly village
job		finding unusual jobs for the elderly	62.3%	strengthening of senior club facilities	46.7%	50+ multi-value dream project (social contribution type job support)
	living environment	supplying public filial piety apartments for the elderly without housing	63.3%	creating a senior happiness street	30.2%	universal design application and manual distribution in public facilities
health care		supply project of dentures and implants for the elderly	40.7%	elderly rehabilitation for vital retirement	36.5%	strengthening the response system for infectious diseases in the elderly

[Projects desired to be promoted in the future(multiple answers)]