

# Baseline Assessment

## 1. Re-analysis of Statistics data

### 1) Survey Overview

#### (1) Overview of the 5th Jongno-gu Community Security Survey

- Purpose of the Survey on the Needs of Community Security Planning
- Overview of Jongno-gu District Residents' Needs Survey
- Method of sampling for Jongno-gu residents' needs survey
  - Using random sampling and census output method, 40 census output areas are set by proportional allocation method according to the number of households and the characteristics of housing types by administrative dong in Jongno-gu, and a visit survey is conducted on 10 households per census output area.

<Table> 1. Sampling

(Units: Household)

administrative building	the total number of households (as of April 2022)	Total allocation count (Proportional/Roundup of the number of households)	Number of households by house type (2020)		Characteristics of Housing Type Counting count	
			an apartment building	Apart from apartments	Apartment-oriented	Non-apartment-oriented
Total	71,157	40	14,860	48,554	9	31
Sajik-dong	4,511	3	1,495	2,344	1	2
Samcheong-dong	1,181	1	0	1,031	0	1
Buam-dong	4,119	2	120	3,653	0	2
Pyeongchang-dong	7,274	4	905	5,360	1	3
a child without music	3,027	2	2,673	210	2	0
Gyonam-dong	4,367	2	2,433	1,669	1	1
Gahoe-dong	1,892	1	0	1,733	0	1
Jongno 1-4ga-dong	4,724	3	925	2,711	1	2
Jongno 5-6ga-dong	3,291	2	205	2,487	0	2
Ihwa-dong	4,212	2	186	3,697	0	2
Changsin First Building	2,667	1	776	1,564	0	1
Changsin Second Building	3,955	2	329	3,155	0	2
Changsin Third Building	2,758	2	1,730	868	1	1
Sungin First Building	2,928	2	647	1,975	0	2
Sungin Second Building	6,149	3	1,318	3,747	1	2
Cheongwoon Hyoia-dong	5,102	3	235	4,424	0	3
Hye-hwa-dong	9,000	5	883	7,922	1	4

■ The main contents of the Jongno-gu needs survey are as follows.

- The survey consists of needs related to social security in 13 fields, including general household status (child care, care for the elderly, care for the disabled, mental health, physical health, basic living maintenance, family and social relations, education, employment, housing, legal and rights

maintenance, cultural leisure), the urgency of policies by social security area, and the perception of Jongno-gu's efforts, living conditions and local conditions, COVID-19 and life change, satisfaction with local government policies by individual services, and environmental awareness.

- The number of survey targets per survey item varies depending on the item characteristics

■ Among the results of the analysis of the Jongno-gu residents' needs survey above, this study extracts only the elderly separately and re-analyzes them.

## (2) Overview of the 2022 Survey on the Elderly in Seoul

■ This study re-analyzes the data of the '2022 Survey on the Elderly in Seoul' to understand the needs and demands of the elderly living in Jongno-gu

- Objective: Identify the needs and demands of the elderly living in Jongno-gu compared to Seoul through the analysis of the 2022 Seoul City Survey on Seniors.
- Goal: Understand the needs and demands of the elderly living in Jongno-gu and derive the direction of the second Jongno-gu senior-friendly city plan.

〈Table〉 2. Overview of the 2022 Survey on Seniors in Seoul

Survey cycle	2 years.
Subject of investigation	Aged more than 65 people living in Seoul
period of investigation	2022. 6. 2. ~ 2022. 8. 18.
Methodology	Face-to-face interview survey (PI)
Institution of Investigation	Korea Research Ltd.
Sample size	Total: 3,010, Jongno-gu: 79 (Sampling error: 95% confidence level $\pm 1.8\%$ )
Data processing	SPSS Statistical Program for editing and coding data for Analysis

〈Table〉 3. Investigation items for senior citizens in Seoul 2022

I. Subject Information	Gender, age, marital status, final education, religion, number of household members, type of housing and type of occupancy, period of residence, income and source of income, expenditure and burden of expenditure, subjective economic status
II. Living life	Life satisfaction, use of time (activity content, location of activity), use of community facilities, social relations, information use, digital literacy (unmanned ordering machine, smartphone, etc.)
III. Health Conditions	Subjective health status, chronic disease status, mental health (depressed) status, functional status (physical function, cognitive function), dietary and nutritional status, smoking and drinking status, exercise status, daily life activity ability, recognition, application and service use status of long-term care insurance Total for the elderly, registration of persons with disabilities
IV. Living environment	Fall experience and caution, residential housing stability, transportation status, inconvenience when going out, driving experience and difficulty, community dissatisfaction
V. Employment	Current job status, past job status, re-employment experience after retirement, whether or not you want to work in the future, experience and intention to participate in government-supported jobs
VI. Leisure Activities	Current status of leisure, culture and volunteer activities
VII. Respect and Protection	Experience of crime damage, experience of age discrimination, age based on 'elderly', current status of death preparation, funeral method of hope, opinion on life-sustaining treatment, status of lonely death, experience of abuse and perception, and suicidal thoughts
VIII. Living conditions	Material, lack of diet, status of assets and liabilities, housing status and intention to renovate, recognition of residential welfare programs for the elderly and intention to use them, and the desired residence according to health conditions.

## 2. Needs survey

- On-site experts and Jongno-gu Office employees' opinions on difficulties and improvements in the execution of Age-friendly cities in Jongno-gu tend to be similar overall

Major Opinions on Policy Related to the Age-Friendly City in Jongno-gu

Domain	a major opinion
Community support and health service	Improvement of public relations plans for government-run projects (standards for selection of target persons, application methods, etc.)
Outdoor spaces and buildings	Ease access to facilities and install shelter
Housing	It is necessary to expand apartment houses where the elderly and the elderly can stay.
Transportation	It is necessary to crack down on parking in narrow alleyways and secure walking facilities, roads, and neighborhood facilities.
Social participation	Expanding and revitalizing programs that allow senior citizens to participate directly
Civic participation and employment	Need to improve job sustainability such as physical conditions and wages
Respect and social inclusion	-
Community support and health services	Need to improve existing programs

## 1) Survey Overview

### (1) Overview of the 5th Jongno-gu Community Security Survey

#### ■ Purpose of the Survey on the Needs of Community Security Planning

- Based on the Social Security Benefit Act that reflects the needs of local residents
- Conduct a survey to understand the actual state of community security and residents' perception of welfare.

#### ■ Overview of Jongno-gu District Residents' Needs Survey

- In order to understand the welfare needs of Jongno-gu residents, the composition of the residents, that is, the composition, size, and change of the population by life cycle (by age group) are identified as basic elements.
  - Based on the analysis of demand to understand the welfare needs of local residents, the current status and direction of welfare needs in the community as a whole, the areas of welfare projects (poverty, childcare, care, employment, housing, etc.) and the welfare needs and directions of local residents by subject (elderly, disabled, infants, children, teenagers, women, families, etc.) are analyzed.

#### ■ Method of sampling for Jongno-gu residents' needs survey

- Using random sampling and census output method, 40 census output areas are set by proportional allocation method according to the number of households and the characteristics of housing types by administrative dong in Jongno-gu, and a visit survey is conducted on 10 households per census output area.

Investigation Items (1/4)

Part		Investigation Items	
General status of furniture (N=414)		Information on household members, number of household members, characteristics of households, duration of residence	
Social Security a related need (Continued)	child care (N=98)	Degree of difficulty and need for external support	Child support burden, lack of child support facilities/services, lack of child rearing time, lack of child rearing information/skills, child development problems
		Recognizing Support Policy- Experience and Intentions to Use	Child support support, child support facilities/services, child support information/technical support services, child development problem support services
	care for the elderly (N=103)	Degree of difficulty and need for external support	Personal hygiene management, domestic activities, mobility/outdoor, disaster-related coping, health-related emergency coping, physical and mental burden, burden of care costs, lack of care facilities/services
		Recognizing Support Policy- Experience and Intentions to Use	Personal hygiene support services, domestic support services, mobile and out-of-town support services, emergency response services, care cost support services
	care for the disabled (N=38)	Degree of difficulty and need for external support	Personal hygiene management, domestic activities, moving/out, disaster-related coping, coping with health-related emergencies, physical and mental burden, burden of care costs, lack of care facilities/services, burden of care for children with disabilities
		Recognizing Support Policy- Experience and Intentions to Use	Personal hygiene management support services, household support services, mobile and out-of-town support services, emergency response services, care cost support services, care services for children with disabilities
	mental health (N=414)	Degree of difficulty and need for external support	Mental health improvement, severe mental illness, addiction, suicide-related problems, trauma
		Recognizing Support Policy- Experience and Intentions to Use	Mental health promotion services, severe mental illness-related services, addiction prevention and treatment services, suicide prevention and counseling services, trauma-related services
	Physical health (N=414)	Degree of difficulty and need for external support	Physical illness, routine physical health care
		Recognizing Support Policy- Experience and Intentions to Use	Physical disease-related support services, everyday physical health promotion services

## Investigation Items (2/4)

Part		Investigation Items	
Social Security a related need (Continued)	a basic life maintenance (N=414)	Degree of difficulty and need for external support	Living/housing/medical/education/heating/insufficient, household financial management
		Recognizing Support Policy- Experience and Intentions to Use	Support for living expenses/housing/medical expenses/education/cooling/heating expenses, Household Financial Management Support Services
	Family and social Relationship (N=414)	Degree of difficulty and need for external support	family relationship, social relationship
		Recognizing Support Policy- Experience and Intentions to Use	Family relationship promotion service, social relationship promotion service
	Protection and safety (N=414)	Degree of difficulty and need for external support	Maintain safety in the family, maintain safety from outside the family.
		Recognizing Support Policy- Experience and Intentions to Use	Abuse and violence response services within the family, and abuse and violence response services outside the family.
	Education (N=82, 414)	Degree of difficulty and need for external support	Lack of basic learning ability, maintenance of studies, adaptation to school life, lifelong education
		Recognizing Support Policy- Experience and Intentions to Use	Basic learning ability improvement service, school life adaptation service, lifelong education service
	employment (N=414)	Degree of difficulty and need for external support	Desired job/employment/start-up information/ (re)employment preparation cost/lack of start-up funds, age/gender/employment restrictions due to enterprise difficulty, business bankruptcy/business closure/shortening/lack of work, poor working conditions/working environment, major/skill/competence mismatch, family care/household care
		Recognizing Support Policy- Experience and Intentions to Use	Job support service, employment and start-up information provision service, (re)employment cost support service, start-up fund support service, support and service for business maintenance, working condition and environment improvement service, career and skill development support service, support service for work-family balance
	Residence (N=414)	Degree of difficulty and need for external support	Toilet/kitchen facilities/sanitary conditions/layers/floor noise/cooling/heating/electricity gas facilities/water and sewage Totals poor, roof deterioration, walls/wall deterioration, restrictions on movement due to obstacles in the house
		Recognizing Support Policy- Experience and Intentions to Use	housing renovation service
	Law and rights maintenance (N=414)	Degree of difficulty and need for external support	legal issues, discrimination/infringement of rights
		Recognizing Support Policy- Experience and Intentions to Use	Legal support services, discrimination/rights infringement response services
	cultural leisure (N=414)	Degree of difficulty and need for external support	Cultural and leisure activities, physical activities
		Recognizing Support Policy- Experience and Intentions to Use	Cultural and leisure activity support service, physical activity support service

### Investigation Items (3/4)

Part		Investigation Items		
Policy urgency and effort per social security area (N=414)		Child care, care for the elderly, care for the disabled, mental health, physical health, basic living maintenance, family society, protection and safety, education, employment, housing, legal and rights guarantees, cultural leisure		
Awareness of living conditions and local conditions (N=414)	Living Conditions and Residential Conditions	Living conditions (average monthly income, average monthly living expenses, subjective economic conditions awareness), housing conditions (residential type, occupancy type, rent)		
	Awareness of Life Satisfaction	Housing Satisfaction, Living Environment Satisfaction, Subjective Life Satisfaction		
	Recognizing regional imbalances	Income assets, housing, jobs, education, social welfare, medical facilities, convenience of living, cultural leisure, overall quality of life		
COVID-19 and life changes (Different by item)	COVID-19 status in households (N=414)	COVID-19 confirmed status		
	Degree of change by life area after COVID-19 (N=414, by item)	Mental health care, physical health care, interpersonal relationships, cultural leisure activities, family safety (N=345), economic difficulties (N=363), academic (N=83), additional child care (N=82), additional care for the elderly/disabled (N=109)		
	Necessity of each policy to respond to the COVID-19 epidemic (N=120)	Face-to-face care services, non-face-to-face care services, support for the stabilization of life in crisis households, support for small business owners, support for employment maintenance, support for workers' injuries, flexible work support, psychological support, mental health service support, personal hygiene product supply and demand support, and information on infectious diseases are provided.		
Local government policy satisfaction and environmental awareness by individual service	child care policies/services (N=98)	Service use, parenting burden reduction, and satisfaction	Childcare and early childhood education facilities (childcare centers, kindergartens), child care services, Dream Start Center, Regional Children's Center, Elementary Care Class, After-school School, Youth After-school Academy, Together Care Center, Joint Parenting Sharing Center	
		Status of after-school care gaps	Whether or not there is a gap in after-school care for school children under the age of 12, the average gap in after-school care.	
	elderly care policies/services (N=103)	Service use, parenting burden reduction, and satisfaction	Long-term care (facility benefit), long-term care (home benefit), personalized care for the elderly, (elderly and social) welfare center, senior citizen center	
		a policy/service to care for persons with disability (N=38)	Support for activities for the disabled, weekly activities for the developmentally disabled, after-school activities for students with developmental disabilities, welfare centers for the disabled, and vocational rehabilitation centers for the disabled.	
	Living environment satisfaction and regional imbalance (N=414)	Satisfaction with the living environment	Access to markets and large-scale commercial facilities, access to hospitals and medical welfare facilities, access to public institutions, access to cultural facilities, urban parks and green areas, access to public transportation, convenience of parking facilities, pedestrian safety on surrounding roads, support facilities/services for preschoolers, educational environment, security/defense level, noise level around the house, cleaning and waste disposal, air pollution level, relationship with neighbors	
		Satisfaction of Independent Living Environment for the Elderly	Awareness level of activity support services for the elderly	Satisfaction with individual activity assistance for the elderly, satisfaction with providing a self-reliant environment for the elderly
		Self-reliant living environment satisfaction for the disabled	Recognition level of activity support services for the disabled	
			Satisfaction with individual activity assistance for the disabled, satisfaction with providing a self-reliant environment for the disabled	

Investigation Items (4/4)

Part		Investigation Items	
Life and Health Conditions and Awareness of the Elderly	Status of the use of leisure cultural facilities for the elderly (N=97)	Whether to use leisure cultural facilities for the elderly;	Senior citizens center, senior welfare center, general social welfare center, senior classes, public leisure and cultural facilities
		Frequency of use	
		Main Purpose of Use of Leisure and Cultural Facilities for the Elderly	
	Senior citizen center actual condition of use (Pre-COVID-19 to present) (N=97)	Intentions for Future Use of Leisure Cultural Facilities for the Elderly	
		<p>Whether or not to use the senior citizen center and frequency of use, The main reason for using the senior citizen center, Satisfaction with use of senior citizen center (facility/environment, life/use process, overall satisfaction), Whether or not to use leisure culture programs for senior citizens and satisfaction level (singing, gymnastics, dancing, yoga, exercise, creation, education, health/health), Degree of change in life after participating in leisure culture programs for senior citizens (mental health, physical health, leisure life, desire to learn, job opportunities), The desired senior citizen center program and regret, Reasons for not using the senior citizen center, Improvement sector, Supplementary Facility Demand</p>	
	Awareness of Independent Living and Death in the Elderly (N=97)	Need for assistance to daily activities	grooming, housekeeping, meal preparation, laundry, medication, money management, close-range outing, purchase/payment process, telephone transportation
		Preparedness for end-of-life death	Taking death preparation training, discussing inheritance processing and funeral intentions with family, joining funeral counseling and mourning associations, writing wills, preparing advance letter of intent for life-saving treatment, pledge to donate organs, etc., burial site, burial site, veterinary or portrait photo
		Major factors to consider when dying	Before and after death, self-cleaning up the situation before death, dying without physical or mental pain, dying with family/acquaintances, minimizing burden on family/acquaintances
		Whether or not you think of suicide after the age of 60 and	
	the elderly's organs Status of use of medical care insurance (N=103)	<p>Recognition and application for long-term care insurance for the elderly, Satisfaction with the grant grade after applying for long-term care insurance for the elderly, Long-term care insurance services for the elderly currently in use, Satisfaction with long-term care insurance for the elderly, Reasons for dissatisfaction with long-term care insurance for the elderly, Reasons for not applying after considering long-term care insurance for the elderly</p>	

## 2) Characteristics of respondents in Jongno-gu District

〈Table〉 4. Demographic and social variables of the Jongno-gu Community Security Survey

(Unit: Person, %)

Total		Number of samples	composition ratio
		97	100.0
Gender	a man	49	50.5
	a woman	48	49.5
By age	65-69 years old	43	44.3
	70-74 years old	35	36.1
	75-79 years old	17	17.5
	80 years of age or older	2	2.1
academic background	elementary school graduation	3	3.1
	graduating from secondary school	27	27.8
	High school graduation	60	61.9
	college graduation or higher	7	7.2
Type of house	a detached house	30	30.9
	a row/multi-family house	40	41.3
	an apartment building	24	24.7
	Others	3	3.1
the form of home ownership	a person's own self	61	62.9
	charter	16	16.5
	monthly rent	18	18.5
	free residence	2	2.1
average monthly household income	Less than 2 million won	27	27.8
	200 to 2.99 million won.	30	30.9
	300 to 3.99 million won.	15	15.5
	4 million won or more.	25	25.8

<Table> 5. Population and Social Variables in the Survey on the Elderly in Seoul

(Unit: Person, %)

Total		Number of samples	composition ratio
		79	100.0
Gender	a man	38	48.1
	a woman	41	51.9
By age	65-69 years old	23	29.1
	70-74 years old	19	24.1
	75-79 years old	17	21.5
	80 years of age or older	20	25.3
the state of marriage	have a spouse	56	70.9
	No spouse.	23	29.1
academic background	unschooled	4	5.1
	elementary school graduation	20	25.3
	graduating from secondary school	21	26.6
	High school graduation	28	35.4
	college graduation or higher	6	7.6
Furniture type	living alone	14	17.7
	non-exclusive	65	82.3
Religion	Protestantism	24	30.4
	Catholicism	4	5.1
	Buddhism	4	5.1
	Other religions	1	1.3
	No religion.	46	58.2
Type of house	a detached house	37	46.8
	a row/multi-family house	33	41.8
	an apartment building	8	10.1
	Others	1	1.3
the form of home ownership	a person's own self	69	87.3
	charter	7	8.9
	monthly rent/other	3	3.8
average monthly household income	Less than 1 million won	9	11.4
	1 million to 1.99 million won.	23	29.1
	200 to 2.99 million won.	19	24.1
	300 to 3.99 million won.	8	10.1
	4 million won or more.	20	25.3
subjective economic level	a prize/severe prize	2	2.5
	middle	34	43.0
	medium low/low	43	54.5

### 3) Summary

#### (1) Community support and health service

##### ■ Results of a survey on the subjective health status of the elderly in Jongno-gu

- 45.5% of the elderly in Jongno-gu perceived their usual health status positively and 15.2% perceived negatively.

〈Table〉 6. Normal health status

(Units: %, Points)

Samples	Total	That's bad.		It's	be in good health		the average (5-point scale)
		be very bad	be on the bad side		be on the healthy side	be in great shape	
79	100.0	15.2		39.2	45.5		3.33
		0.0	15.2		43.0	2.5	

Source: 2022 Survey on Seniors in Seoul (2022)

##### ■ Results of a survey on the care of the elderly living in Jongno-gu

- In the case of the elderly in Jongno-gu, it was investigated that the degree of difficulty experiences in the field of care was somewhat low.

〈Table〉 7. Degree of difficulty experience

(Units: Points)

Samples	the difficulties of everyday life	difficulty in dealing with emergencies	burden of care
97	1.75	1.60	1.69

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

- A survey on whether the central and local governments know, have used, and are willing to use elderly care-related services found that a majority of respondents, except for domestic support services and emergency response services, were not aware of them.
- There is almost no experience in using it over the past year, and less than half of the respondents

said they are willing to use other services except domestic support services in the future.

(Table) 8. Recognition and use of services operated by the central government/local government related to elderly care

(Unit: %)

	Sampl es	Total	Recognition status		Use experience		Intentions to use in the future	
			I know.	I don't know.	Yes.	None.	Yes.	None.
Personal Health Care Support Services	97	100.0	43.3	56.7	0.0	100.0	45.4	54.6
domestic support service	97	100.0	58.8	41.2	0.0	100.0	50.5	49.5
Mobile and Outgoing Support Services	97	100.0	43.3	56.7	3.1	96.9	38.1	61.9
Emergency Response Service	97	100.0	53.6	46.4	1.0	99.0	49.5	50.5
Care cost support services	97	100.0	42.3	57.7	0.0	100.0	45.4	54.6

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

## (2) Civic participation and employment

### ■ Current Job Survey Results

- In the case of elderly people in Jongno-gu, 54.4% answered that they are currently working, indicating that a majority of the respondents are currently working.

〈Table〉 9. Current work status and past work experience

(Unit: %)

	Samples	Total	be currently working	I have experience working, but I am not working at the momentarily working.	I haven't worked in my life.
the Seoul Metropolitan Government	3,010	100.0	40.3	47.1	12.6
Jongno-gu District	79	100.0	54.4	32.9	12.7

Source: 2022 Survey on Seniors in Seoul (2022)

- The biggest reasons for the work of the elderly in Jongno-gu were found in the order of "raising living expenses (81.4%)", "raising money", and "maintaining health" (51.2% each), followed by the Seoul Metropolitan Government.
  - However, the number of respondents who work to maintain health is about 1.32 times higher than that of Seoul.

<Table> 10. The biggest reason for working (1+2 ranking)

(Unit: %)

	Sampl es	Total	the provision of living expense s	an allowanc e.	Stay healthy.	Going out with people	Sending Time	demonstra te one's ability (career)	Others
the Seoul Metro polita n Gover nment	1,213	198.2	79.0	55.2	38.5	3.2	10.6	11.7	0.0
Jongn o-gu Distric t	43	200.0	81.4	51.2	51.2	4.7	7.0	4.7	0.0

Source: 2022 Survey on Seniors in Seoul (2022)

\*Case numbers 1,213 and 43 responded that they are currently working

- As for the difficulties of maintaining employment, 'working conditions, poor working conditions' and 'difficulties due to family care and housework' were the highest with an average of 2.16 Points.
- In order to maintain the employment of the elderly, it is necessary to support the improvement of the working environment and care for the elderly.

<Table> 11. Degree of experience in employment-related difficulties

(Units: Points)

	Sampl es	bankruptcy/closing of businesses, job cuts, job shortages	poor working conditions	Not suitable for major, skill, and aptitude	Difficulties due to family care, housework, etc.
Difficulty in maintaini ng employ ment	61*	2.08	2.16	2.16	2.03

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

\*Case count: Number of respondents with paid household members

- In both Seoul and Jongno-gu, 50% or more of the average monthly earned income is 2 million

won or more.

- However, the monthly average earned income gap in Jongno-gu is somewhat larger than in Seoul.

〈Table〉 12. Average monthly earned income

(Unit: %, 10,000 won)

	Samples	Total	Less than 1 million won	More than 1 million won to less than 2 million won	2 million won or more	Average (10,000 won)
the Seoul Metropolitan Government	1,193	100.0	23.2	26.1	50.7	188.95
Jongno-gu District	43	100.0	37.2	4.7	58.1	183.09

Source: 2022 Survey on Seniors in Seoul (2022)

\*The Samples 1,193 and 43 responded that they are currently working, excluding unpaid workers.

## ■ Results of a survey on the employment experience after retirement

- According to a survey on employment attempts and experiences after the age of 60, excluding those who did not work throughout their lives, 50.7% had been employed, and 2.9% had tried to get a job but were not re-employed.
  - Compared to the average of Seoul, it has been confirmed that the elderly living in Jongno-gu have more experience in employment after the age of 60.

〈Table〉 13. Job attempts and experiences after the age of 60

(Unit: %)

	Samples	Total	have experience in employment	I tried to get a job, but I couldn't get a job again.	have no employment experience
the Seoul Metropolitan Government	2,632	100.0	34.2	3.1	62.7
Jongno-gu District	69	100.0	50.7	2.9	46.4

Source: 2022 Survey on Seniors in Seoul (2022)

\*Cases 2,632 and 69 excluding respondents who said they had not worked in their lifetime

### (3) Social participation

#### ■ Difficulties in culture and leisure for the elderly

- According to a survey on whether it is difficult to enjoy culture and leisure in the past year, 23.7% of respondents said they experience difficulties related to cultural and leisure activities and physical activities (sometimes experienced + frequently experienced).

〈Table〉 14. Degree of experience in difficulties related to culture and leisure

(Units: %, Points)

	Sampl es	Total	Never experienc ed	Very little experienc e	Occasion al Experien ce	Frequentl y experienc ed	Experien ced very often	Average (Points)
Difficulties related to cultural and leisure activities	97	100.0	28.9	47.4	23.7	0.0	0.0	1.95
Difficulties related to physical activities	97	100.0	22.7	53.6	22.7	1.0	0.0	2.02

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

- According to a survey on whether they know about cultural and leisure-related services operated by the central government and local governments, 29.9% of the respondents know about "cultural and leisure activity support services" and 19.6% know about "sports activity support services."
- The experience of using 'cultural and leisure activity support service' for the past year was 4.1%, and 5.2% of the experience of using 'sports activity support service' was very small.
- However, a majority of the respondents said they would use "cultural and leisure activity support service" and "sports activity support service" in the future, and it is necessary to increase the utilization rate through active promotion of the service.

〈Table〉 15. Recognition and use of central government/local government operation services related to culture and leisure

(Unit: %)

	Sampl es	Total	Recognition status		Use experience		Intentions to use in the future	
			I know.	I don't know.	Yes.	None.	Yes.	None.
Cultural and leisure activity support services	97	100.0	29.9	70.1	4.1	95.9	58.8	41.2
Physical Activity Support Service	97	100.0	19.6	80.4	5.2	94.8	50.5	49.5

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

## ■ Leisure and Cultural Activities for the Elderly

- As a result of a survey on the fields of activities related to leisure, culture, and volunteer activities for the past year, the participation rate was low in most activities except for hobby entertainment and social relations activities compared to Seoul Metropolitan Government.
  - In particular, it was found that the proportion of the elderly participating in tourism/viewing activities (Seoul: 61.8%, Jongno: 39.2) and sports activities (Seoul: 64.0%, Jongno: 30.4%) was significantly lower.

〈Table〉 16. Leisure, cultural, and volunteer activities for the past year

(Unit: %)

	Sampl es	Total	Hobbies and entertainment activities		sightseeing/viewing activities		social activities		Sports activities		Learning activities		volunteer work	
			DO	Not	DO	Not	DO	Not	DO	Not	DO	Not	DO	Not
the Seoul Metropolitan Government	3,010	100.0	92.7	7.3	61.8	38.2	87.1	12.9	64.0	36.0	6.2	93.8	6.7	93.3
Jongno-gu District	79	100.0	98.7	1.3	39.2	60.8	88.6	11.4	30.4	69.6	3.8	96.2	2.5	97.5

Source: 2022 Survey on Seniors in Seoul (2022)

#### (4) Respect and social inclusion

##### ■ Results of the Respect (Protection) Survey for the Elderly Living in Jongno-gu

- In the past year, 9.3% of the respondents said they had "difficulties in maintaining safety in the family," such as abuse, violence, and neglect among family members, and "difficulties in maintaining safety from outside the family," such as "abuse, violence, neglect, exploitation, and intimidation within relatives, neighbors, and their communities" (sometimes + often + very often).
  - The overall percentage of experiencing difficulties may be lower than that of other areas, but respondents who respond to experiencing difficulties need to come up with measures to urgently intervene in areas that require immediate support.

〈Table〉 17. Degree of experience in difficulties related to respect (protection)

(Units: %, Points)

	Sampl es	Total	Never experienc ed	Very little experienc e	Occasion al Experien ce	Frequentl y experienc ed	Experien ced very often	Average (points)
Difficulty in maintaining safety in the family	97	100.0	30.9	59.8	9.3	0.0	0.0	1.78
Difficulty in maintaining safety from outside the family	97	100.0	30.9	59.8	9.3	0.0	0.0	1.78

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

- According to a survey on the need for respectful (protection) external support and services, 8.2% said they needed external support and services (needs + very much) for "difficulties in maintaining safety in the family" and 17.5% said they needed external support and services (needs + very much) for "difficulties in maintaining safety from outside the family."

<Table> 18. Need for external support and services related to respect (protection)

(Units: %, Points)

	Sampl es	Total	not needed at all	Not needed	in general	Needed	Very necessar y	Average (points)
Difficulty in maintaining safety in the family	97	100.0	38.1	33.0	20.6	7.2	1.0	2.00
Difficulty in maintaining safety from outside the family	97	100.0	33.0	37.1	12.4	17.5	0.0	2.14

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

- In the past year, 4.1% of respondents said they experienced "difficulties due to discrimination and infringement of rights" (sometimes experienced + frequently experienced)
  - In order to improve awareness of the human rights of the elderly, it is necessary to develop activities that the elderly can participate in and contribute to society, as well as campaigns and education.

<Table> 19. Degree of experience in difficulties due to discrimination and infringement of rights

(Units: %, Points)

Sample s	Total	Never experienced	Very little experience	Occasional Experience	Frequently experienced	Experienced very often	Average (points)
97	100.0	37.1	58.8	1.0	3.1	0.0	1.70

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

## (5) Communication and Information

### ■ How to acquire information for the elderly

- "Television" (Seoul: 85.4%, Jongno: 81.0%) was the most frequently used method by the elderly to obtain information, followed by "people around" (Seoul: 70.6%, Jongno: 75.9%). The survey was conducted in the order of 'Internet' (Seoul: 24.7%, Jongno: 34.2%).
- However, in the case of Jongno-gu, there was no response that information was obtained through posts from public institutions, and the response rate of inquiring to government offices was lower than that of Seoul.
- The result seems to be that it is necessary to reconsider the effectiveness of the method by means of information delivery at the Jongno-gu level.

〈Table〉 20. The most frequently used method for obtaining information (1+2 ranking)

(Unit: %)

	Sampl es	Total	televi sion	Radio.	a new spap er	book s and mag azin es	variou s prom otiona l mails	Public instituti on posts	peopl e aroun d you	the Intern et	a gover nmen t inquir y	Oth ers
the Seoul Metro polita n Gover nment	3,010	200.0	85.4	4.3	4.8	1.1	0.8	4.1	70.6	24.7	3.7	0.0
Jongn o-gu Distric t	97	200.0	81.0	0.0	5.1	0.0	0.0	0.0	75.9	34.2	2.5	1.3

Source: 2022 Survey on Seniors in Seoul (2022)

- The most reliable method of acquiring information was "TV" (Seoul: 75.7%, Jongno: 81.0%) the highest, followed by "People Around" and "Internet."
- In the case of Jongno-gu, posts from public institutions and inquiries from government offices were lower than the average of Seoul in both the most reliable and frequently used information acquisition methods, and it is judged that it is necessary to play an active role as an information provider in public institutions.

〈Table〉 21. How to acquire the most reliable information (1+2nd ranking)

(Unit: %)

	Sample s	Total	televisi on	Radio.	a news paper	books and maga zines	various promoti onal mails	Public institution posts	people around you	the Internet	a govern ment inquiry	Other s
the Seoul Metropol itan Govern ment	3,010	200.0	75.7	3.6	6.0	2.0	1.5	8.3	67.4	23.7	11.1	0.0
Jongno -gu District	97	200.0	81.0	0.0	5.1	0.0	0.0	0.0	73.4	35.4	3.8	1.3

Source: 2022 Survey on Seniors in Seoul (2022)

## ■ A Study on Information Equipment for the Elderly

- In a survey on the educational experience of using information devices, more than 90% of both Seoul and Jongno-gu had no experience, but Jongno-gu had relatively little educational experience compared to Seoul.

〈Table〉 22. Training experience on the use of information devices

(Unit: %)

	Samples	Total	Smartphone or Smartpad		a computer		Unmanned Ordering Machine (Kiosk)	
			None.	Yes.	None.	Yes.	None.	Yes.
the Seoul Metropol itan Governm ent	3,010	100.0	91.8	8.2	92.6	7.4	97.4	2.6
Jongno- gu District	97	100.0	97.5	2.5	98.7	1.3	100.0	0.0

Source: 2022 Survey on Seniors in Seoul (2022)

- In a survey on the intention to take information technology education in the future, as in the survey of educational experience, the percentage of the intention to take education in the future was very high.
  - Accordingly, in the case of Jongno-gu, it is judged that it is necessary to consider support measures other than education to close the information gap among the elderly.

〈Table〉 23. Intentions to take information technology training in the future

(Unit: %)

	Samples	Total	Smartphone or Smartpad		a computer		Unmanned Ordering Machine (Kiosk)	
			None.	Yes.	None.	Yes.	None.	Yes.
the Seoul Metropolitan Government	3,010	100.0	84.2	15.8	89.2	10.8	88.8	11.2
Jongno-gu District	97	100.0	93.7	6.3	98.7	1.3	98.7	1.3

Source: 2022 Survey on Seniors in Seoul (2022)

## (6) Transportation

### ■ Outdoor Environment of the Elderly in Jongno-gu

- Except for no inconvenience when the elderly in Jongno-gu go out, the survey was conducted in the order of 'Stairway/Slide (41.8%)', 'Getting on and off the bus/rail (25.3%)', and 'Parking space (2.5%).'
- In the case of stairs and ramps, it is also seen as a place where the elderly experience the most falls, so improvement needs to be made.

〈Table〉 24. Disconvenience when going out

(Unit: %)

	Sample s	Total	None.	a staircase /slope	an unrepaired road	getting on and off the bus/railway	dispat ch interva l	a lack of places to sit	an alleywa y vehicle	a parking space	Other s
the Seoul Metrop olitan Govern ment	3,010	100.0	36.6	34.9	4.2	10.0	2.5	4.8	3.9	3.0	0.1
Jongno -gu District	79	100.0	25.3	41.8	1.3	25.3	1.3	1.3	1.3	2.5	0.0

Source: 2022 Survey on Seniors in Seoul (2022)

### ■ a driving survey of the elderly

- In the case of elderly people in Jongno-gu, the proportion of people currently driving is somewhat higher compared to the entire city of Seoul (Seoul: 20.9%, Jongno: 24.1%)

<Table> 25. Driving status

(Unit: %)

	Sampl es	Total	I'm doing it now.	I used to, but I don't now.	I've never done it in my life.
the Seoul Metro polita n Gover nment	3,010	100.0	20.9	25.6	53.6
Jongn o-gu Distric t	79	100.0	24.1	16.5	59.5

Source: 2022 Survey on Seniors in Seoul (2022)

- Elderly people in Jongno-gu who currently drive have more difficulty driving than the city of Seoul (11.8% in Seoul, 21.1% in Jongno).

<Table> Degree of difficulty in driving<sup>26</sup>

(Unit: %)

	Sampl es	Total	very much so	That's how it is.	It's just that.	I don't think so.	not at all
the Seoul Metro polita n Gover nment	628	100.0	0.3	11.5	21.2	40.9	26.1
Jongn o-gu Distric t	19	100.0	0.0	21.1	21.1	31.6	26.3

Source: 2022 Survey on Seniors in Seoul (2022)

\* Sareseu 628 and 19 said they were driving after the age of 65

## (7) Outdoor spaces and buildings, and Housing

### ■ the experience of falling in the elderly

- The rate of falling experiences among the elderly in Jongno-gu was 8.9%, slightly lower than that of Seoul (9.4%).

〈Table〉 27. Have you experienced a fall?

(Unit: %)

	Samples	Total	There it is.	I don's nothing.
the Seoul Metropolitan Government	3,010	100.0	9.4	90.6
Jongno-gu District	79	100.0	8.9	91.1

Source: 2022 Survey on Seniors in Seoul (2022)

- Places where the elderly in Jongno-gu experience falls were found to be "living room and floor (14.3%) in the house" and "Stairs and ramps (85.7%)".
  - In the case of Jongno-gu, the rate of experiencing falls outside the house is higher than inside the house, so it is judged that the external environment needs to be improved to prevent falls.

<Table> 28. Places to experience falls (multiple responses)

(Unit: %)

	Sampl es	Total	a bathro om and bathro om in the house	the living room and floor in the house	the kitch en in the hous e	the maste r bedro om of a house	the front door or yard of a house	stairs and ramps	a cross walk	India (Roa d)	Othe rs
the Seoul Metro polita n Gover nment	282	119.5	18.4	14.5	2.8	6.0	6.7	25.5	5.0	35.1	5.3
It's Sung Jong- ro.	7	100.0	0.0	14.3	0.0	0.0	0.0	85.7	0.0	0.0	0.0

Source: 2022 Survey on Seniors in Seoul (2022)

\*The Samples 282 and 7 responded that they had fallen.

## ■ Safety of Residential Environment for the Elderly

- According to a survey on whether there is difficulty in moving due to obstacles in the house such as steps and corners in the past year, 17.5% of respondents experienced difficulties due to physical illness (sometimes experienced + frequently experienced)
  - Since the environment in the house is where the elderly fall most frequently, support for obstacles in the house such as corner protection cushions is needed to prevent the elderly from falling.

<Table> Degree of experience of difficulty in moving due to obstacles in the house<sup>29</sup>

(Units: %, Points)

Sample s	Total	Never experienced	Very little experience	Occasional Experience	Frequently experienced	Experienced very often	Average (points)
97	100.0	49.5	33.0	13.4	4.1	0.0	1.72

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

- Environmental satisfaction in residential areas is generally high (3.79 points on average)

〈Table〉 30. Environmental satisfaction in residential area

(Units: Points)

Samples	Ease of access to markets, large discount stores, etc.	Ease of access to hospitals and medical welfare facilities	Accessibility to public institutions	Accessibility of cultural facilities, playgrounds, parks, etc.
	3.87	4.00	3.88	3.75
97	Accessibility to public transportation	Convenience of parking facilities	Safety of Walking on the Surrounding Roads	security condition
	3.94	3.65	3.60	3.81
	Cleaning and waste disposal conditions	Air pollution level	relationship with one's neighbors	
	3.70	3.70	3.78	

Source: A Survey of Local Residents' Needs for the Establishment of the 5th Community Security Plan

### 3. Focus Group Interview (FGI)

#### 1) FGI Survey Overview

##### ■ Intention

- Identify needs and demands and reflect them in the second Jongno-gu senior-friendly city direction.
- Collection of Gu residents' opinions on content that is difficult to grasp through quantitative survey (actual survey) analysis

##### ■ Goals

- An Evaluation on the Policy of the Elderly-Friendly City in Jongno-gu
- Deriving the Demand and Desire for Individual Policies and Programs in Senior-Friendly Cities
- Derivation of the 2nd Jongno-gu Aged-Friendly City Plan
- Derivation of the 2nd Jongno-gu Aged-Friendly City Policy Improvement Direction

##### ■ Methodology

- Recruitment

Group				
Senior citizens aged 65 or older living in Jongno-gu (12 people)	Classification	man	woman	
	65 to 74 years old	3 people	3 people	
	75 years of age or older	3 people	3 people	

Group		
a field expert (5 people)	Composed of field workers related to the creation of an elderly-friendly city in Jongno-gu (excluding public officials) <ul style="list-style-type: none"> <li>- Employees of institutions conducting projects related to the creation of an elderly-friendly city (Welfare facilities for the elderly, medical welfare facilities for the elderly, welfare facilities for the elderly at home, etc.)</li> <li>- Includes assistant managers and regular employees (more than 4 employees)</li> </ul>	

## ■ Proceedings

- ① Recruitment of FGI Participants
- ② FGI Meeting Held
  - Conducting an orientation
  - Group-by-group meetings (60 minutes per group)
- ③ Analysis of FGI Results
  - History Analysis Results Transcription
  - Review and analyze company history
  - Comparison with fact-finding results

	Main Topic
Jongno-gu District an old man (12 people)	<p>1) Orientation (5 minutes)</p> <ul style="list-style-type: none"> <li>- Explain the purpose and rules of the meeting</li> <li>- Awareness of senior-friendly cities and introduction of senior-friendly cities</li> </ul> <p>2) Jongno-gu First Performance and Aging Friendly Diagnosis (20 minutes)</p> <ul style="list-style-type: none"> <li>- Explanation on the status of the first phase of Jongno-gu and the direction of the second phase of Jongno-gu</li> <li>- The evaluation of the elderly friendliness of Jongno-gu felt by Jongno-gu residents</li> <li>- Experience of the First Age-Friendly City</li> </ul> <p>3) Deriving the direction of the second phase of Jongno-gu (30 minutes)</p> <ul style="list-style-type: none"> <li>- Aging-Friendly Policy Direction in Jongno-gu</li> <li>- The direction of the establishment and implementation of the second plan</li> </ul> <p>4) Other comments and finishing (5 minutes)</p> <ul style="list-style-type: none"> <li>- Additional questions and thoughts and suggestions</li> </ul>
the field an expert (5 people)	<p>1) Orientation (5 minutes)</p> <ul style="list-style-type: none"> <li>- Explain the purpose and rules of the meeting</li> <li>- Introduction of participating members (field experts)</li> </ul> <p>2) Jongno-gu First Performance and Aging Friendly Diagnosis (20 minutes)</p> <ul style="list-style-type: none"> <li>- Evaluation of current status and overall direction</li> <li>- Detailed Program Assessment (Specialized Program)</li> <li>- Derivation of overall improvement and supplementation of the results of the first phase</li> </ul> <p>3) Deriving the direction of the second phase of Jongno-gu (30 minutes)</p> <ul style="list-style-type: none"> <li>- Direction of introduction and improvement of elderly-friendly policies in Jongno-gu</li> <li>- Suggestion for the direction of the establishment and implementation of the second plan</li> </ul> <p>4) Other comments and finishing (5 minutes)</p> <ul style="list-style-type: none"> <li>- Additional questions and thoughts and suggestions</li> </ul>

## 2) Result of FGI

- Policy remodeling based on the concept of active aging is required
  - The desire to work more than a certain amount of time five days a week reflects the desire to belong as a normal member of society, not just because of the need for a living.
  - Expressing the willingness to operate a care program using empty houses means that the elderly in Jongno-gu perceive themselves as subjects of care and have a great desire for social contribution.
  - Leisure and cultural programs can also be interpreted as aiming to create and spread social values while the continuity of activities and the expansion of performance are guaranteed.
- Reaffirming the need for overall maintenance and improvement of urban infrastructure
  - Expressing the intention that hill road handles installed in Changsin-dong should be installed in other areas, this can be interpreted as a hope for the overall distribution and installation of pedestrian safety facilities.
  - Expression of requests for the expansion of leisure and cultural facilities and the expansion of existing facilities that can accommodate elderly people isolated in poor residential areas or wandering the streets;
  - Suggestion that pedestrian shelters, smart bus stops, and smart benches installed in other autonomous districts should be placed in public transportation facilities in Jongno-gu
- Confirmation of the urgent need for support projects related to residential welfare
  - Many of the elderly are in danger of being evicted due to economic difficulties in addition to being left in poor residential environments such as dosshouses and goshiwons.
  - Urgent resolution of the urgent relocation problem of senior citizens in Changsin-dong, which is scheduled for redevelopment, is likely to face the same problem when redevelopment spreads to other areas.
  - Most of the elderly want to move to Jongno-gu, but it is difficult to provide sufficient rental housing in the jurisdiction and budget is insufficient.
- It is necessary to improve public officials' awareness and understanding of policy projects

and programs related to supporting the elderly.

- In a situation where the careful operation of similar services is not guaranteed, only redundant projects are increasing as the same budget and manpower are invested in the same project.
- The policy understanding of community centers or other public officials, excluding the department in charge of welfare for senior citizens, is low, and education and campaigns shall be promoted to ensure substantial business operation.