

1. Reanalysis of the secondary data

1) The 5th Yongsan-gu local social welfare survey

- Research Purpose: Identify the needs and the wants of senior residents in Tongyeong City through the analysis of the 5th Yongsan-gu Tongyeong-si local social welfare survey and incorporate analysis results into the 2nd Yongsang-gu Age-friendly City Plan.
- Research Goal: Identify the needs and the wants of senior residents in Tongyeong-si and derive directions for the 2nd Yongsang-gu Age-friendly City Plan

Overview of the 5th Yongsan-gu local social welfare survey

	Survey Characteristics
Survey Term	every 4 years
Survey Target	Residents of Yongsang-gu aged 65 or over
Survey Date	2022. 5. 2. ~ 2022. 5. 25.(24days)
Survey method	Household Visit Survey and Online Survey
Data processing	Editing and coding of collected data Statistical analysis with SPSS statistics package

Survey Items

	Survey Items
A. Household information	Household information, number of household members, household characteristics, and years of residence
B. Social welfare needs	Needs in 13 social welfare areas: child care, care for the elderly, care for the disabled, mental health, physical health, basic living cost, family and social relations, protection and safety, education, employment, housing, legal and rights protection, culture and leisure Difficulties in culture and leisure areas Need for external support and services by social welfare area National & local government social security (welfare) support by social welfare area, awareness, use, and intention to use supporting services
C. Policy urgency and effort perception	Policy urgency in the areas of child care, elder care, disability care, mental health, physical health, basic living maintenance, family and social relationships, protection and safety, education, employment, housing, rights protection, culture and leisure, and policy development efforts by the cities and counties to develop policies.
D. Living conditions and regional imbalance	– Living conditions and regional imbalances in four areas Living conditions (economic conditions): monthly average income and cost of living, subjective economic conditions Housing conditions: Housing type, occupancy type, rent Life Satisfaction and Community Opinions: Housing satisfaction, Satisfaction of living environment in the community, Subjective life satisfaction Regional imbalances: Satisfaction on the region of residence, perception of regional imbalances by area
E. COVID-19 Wow, life changes.	COVID-19 confirmation status Changes in daily lives due to COVID-19, and Necessary Policies on COVID-19
F. Yongsan Jeju Youthhostel	User experience and needs regarding Yongsan Jeju Youthhostel

2) 2022 Seoul Elderly Survey

- Research Purpose: Identify the needs and the wants of senior residents in Tongyeong City through the analysis of the 2022 Seoul Elderly Survey and incorporate analysis results into the 2nd Yongsang-gu Age-friendly City Plan.
- Research Goal: Identify the needs and the wants of senior residents in Tongyeong-si and derive directions for the 2nd Yongsang-gu Age-friendly City Plan

Overview of 2022 Seoul Elderly Survey

	Survey Characteristics
Survey Term	Biannual
Survey Target	Residents of Seoul aged 65 and over
Survey Date	2022. 6. 2. ~ 2022. 8. 18.
Survey method	Face to face interview
Research Firm	Korea Research
Sample size	Seoul: 3,010 persons, Yongsan-gu: 94 persons (SD: 95%, Confidence level $\pm 1.8\%$)
Data processing	Editing and coding of collected data Statistical analysis with SPSS statistics package

Survey Items

Categories	Survey Items
I. Demographics	Gender, Age, Marriage Status, Education, Religion, N of household members, Housing type, Residence duration, Income and income source, Spending, Subjective economic status
II. Old life	Life satisfaction, Daily activities, Community facilities usage, Social relations, Information usage, Digital literacy
III. Health	Subjective health, Chronic disease, Mental health(depression), Physical health, Dietary life and nutrition, Smoking and alcoholic beverage, Sports, Daily activity ability, Knowledge/application/usage of Long-term nursing insurance for seniors, Disable person registration(degree, type)
IV. Living condition	Fall accidents, House stability, Transportation, Inconveniences regarding outdoor activities Difficulties in driving, Complaints about community
V. Work	Current employment status, Past employment experience, Reemployment experience, Desire for employment, Government-supported job experience and intention
VI. Leisure	Leisure · Culture · Volunteer Work status
VII. Respect and protection	Criminal damage, Age discrimination, Threshold age for 'Elderly', Preparation for death, Desired funeral type, Opinion on life-sustaining treatment, Lonely death related status, Abuse experience, Suicide related status
VIII. Living condition 2	Physical and nutritional deficiency, Asset · debt, Housing and house renovation intention, Knowledge of/Intention to use housing welfare service for seniors, Preferred area of residence according to health condition

3) Results and implication

- As substantial proportion of Yongsan-gu residing elderly are self-employed running small businesses, support on their businesses is necessary. Furthermore it is necessary to focus on the supply of customized jobs for the elderly.
 - 51.1% of the respondents answered 'currently working', a 9.8%p more than that of Seoul. 91.7% the participants answered that they are working in order to make a living(+12.7% compared to Seoul).
 - 58.3% were 'self-employed with no employee'(+13.0%p compared to Seoul), 10.4% were 'part-time employees', (-15.8%p, compared to Seoul), and average monthly income from labor was 17,514,000 won(18,895,000 won for Seoul)
 - 75.0% and 12.5% answered that they suffered difficulties in 'acquisition of relevant information' and 'insufficient adequate service of the employment agencies' in finding jobs. 76.2% answered that they got their job through 'introduction by acquaintance'
 - Even though the elderly living in Yongsan-gu wish for a comfortable aged life, they have to get a job to make a living in spite of poor treatment or poor business, and has not received adequate job finding services.

- There is a need to expand basic welfare and support for 'respect and protection' for the elderly suffering economic difficulties such as low-income seniors living along
 - The proportion of the respondents answered that they are working to pay for living is very high compared to other districts, and the average monthly income is low
 - While the proportion of respondents who have experienced difficulties in maintaining basic living during last year is similar to that of other districts, but it is notable that there are many cases of frequently experiencing such difficulties
 - 18.1% of the respondents experience age discrimination, twice many as that of Seoul (9.6%)
 - To guarantee the basic living of the elderly, support measures such as supporting medical services and free meal services should be offered and generational integration activities and awareness enhancement projects should be promoted to resolve age

discrimination

- Need to improve the service benefit rate through visiting care services for the elderly
 - Elderly in Yongsan-gu chose 'senior care' policy as the the most urgent policy. Even though more than half of the respondents were awared of the major services, they seldom used it. The low usage is due to lack of concrete knowledge on the actual access to the services, or due to great difficulties in the access
 - It is necessary to resolve mismatching between service providers and beneficiaries and to spread user experiences through active contacts and communication
- Implications on health, leisure and social activities, communication and information, transportation, housing, and outdoor spaces and building are as follows

Area	Implications
Health	23,4% of the respondents experienced difficulties from physical illness, and 18,5% suffered difficulties in daily health maintenance. As we asked subjective self-evaluation, there is a possibility that the actual health condition is worse. Projects related to medical welfare such as visiting health diagnosis service are needed
Leisure and social activities	Compared to other cities, more elderly used culture and leisure support services and sports activities support services, and more are willing to use in the future. There is a need for active promotion as well as more new projects, considering great desire to participation in 'tour/sightseeing' and 'social activities'
Communication and information	It is likely due to Yongsan-gu put great efforts in promotion of job related projects that the most frequently exposed information is 'job(83.0%)' and the best policy perception area is job as well. It is necessary to acquire diverse communication channels between the office of Yongsan-gu and the elderly
Transportation	It is necessary to provide alternative means of transportation (1,000 won taxi, town bus), considering geographic characteristic of the region
Outdoor spaces and buildings	Even though both usage and the intention to use community facilities are low, discontent with the facilities are much higher than that of Seoul (Yongsan-gu 97.8%, Seoul 15.8%). It is necessary to review and improve community infrastructure.

2. Delphi Survey and Focus Group Interview(FGI)

- Delphi survey on experts included 3 field experts on Yongsan-gu age friendly city plan and 13 officials of municipal government of Yongsan-gu
 - Experts emphasized 'health' and 'generational integration', and showed tendency to not confine age-friendly city to the elderly.
- FGI was conducted to 12 residents of Yongsan-gu age 65 or over, and 5 field experts
- FGI results
 - High satisfaction with the access to health related facilities
 - FGI participants expressed greatly favorable opinions on accessibility to hospitals and pharmacies
 - A need for a 24 hours open hospital
 - Difficulties in walking around due to stairs and high steps between the road and the sidewalk
 - In spite of a great number of parks, their high rise location limits access
 - Measures need to be taken for redevelopment areas
 - Some of participants emphasized a need for a silver-town style rent house for the elderly in need of housing
 - Yongsan-gu is better coping with fall accident prevention compared to other cities. It is, however, indoor fall accident prevention installation is needed
 - Need to provide chairs, screens and air-conditioning in bus stops
 - Need to adjust traffic signal time intervals
 - Insufficient space for sports activities
 - Need to provide incentives for new seniors who do not use welfare centers and senior citizen centers
 - Need to assign different roles for welfare centers and senior citizen centers
 - Participant wanted events organized and run by the elderly

- Need to improve and expand the quality of job programs
- Need to prepare communication and network-building programs for single-person households
- Necessity to relieve loneliness due to the lack of communication between neighbors
- Need to set up an elderly call center where you can ask anything you need
- Need to provide necessary information to the elderly who recently moved in
- High satisfaction with programs and business information through newsletters, KakaoTalk and text messages

■ Delphi survey results

- Need more 24 hours protection center
- Need for human resources support for external environmental management as well as internal management of facilities
- Need for follow-up measures for the job program for the elderly
- Need to install facilities where elderly people can wait when moving
- Need for support measures to provide quality services
- Strengthen public relations (expansion of public relations space) so that more senior citizens can use the service
- Need professional athletic support personnels