

III. Evaluation (Self-Assessment)

This Evaluation section is prepared strictly based on the official report

“Research Service for Promoting Jinju City’s Re-certification as an Age-Friendly City”

(Jinju City, November 2025), and constitutes Jinju City’s formal self-evaluation for WHO GNAFCC re-certification.

1. Evaluation Framework and Scope

Jinju City conducted its self-evaluation for the re-certification process by applying a structured framework aligned with the WHO GNAFCC guidance, while maintaining consistency with the City’s internal policy and implementation system.

The evaluation scope covered:

- All 56 programs implemented under the First Phase (2023-2025),
- Program performance by year (2023-2024 finalized; 2025 ongoing),
- Alignment with Jinju City’s three strategic objectives and eight policy areas,
- Expert-based assessment of priority, relevance, and continuity.

Rather than introducing a separate evaluation system, the City utilized the performance monitoring and review mechanisms embedded in the First Phase implementation plan, ensuring continuity and comparability.

2. Program-Level Evaluation Results (Phase 1: 2023-2025)

The evaluation classified the status of each program into four categories:

“Exceeding Target,” “On Track,” “Below Target,” and “Discontinued.”

According to the report:

- In 2023, out of 56 programs:
 - 29 were assessed as Exceeding Target,
 - 16 as On Track,
 - 10 as Below Target,
 - 1 as Discontinued.
- In 2024:
 - 25 programs were assessed as Exceeding Target,
 - 18 as On Track,
 - 9 as Below Target,
 - 5 as Discontinued.

For 2025, the report explicitly notes that program-level evaluation is treated as “ongoing,” and final outcome judgments are intentionally deferred, reflecting the actual implementation status at the time of reporting.

3. Interpretation of Underperforming and Discontinued Programs

The evaluation does not treat “Below Target” or “Discontinued” outcomes as failures in themselves.

Instead, the report provides qualitative interpretation indicating that:

- Some programs were discontinued due to early achievement of objectives, rendering the original format unnecessary,
- Some programs experienced delays or constraints due to unresolved civil complaints or administrative coordination issues,
- Structural or contextual changes required redesign rather than termination.

The evaluation emphasizes that these findings form the basis for corrective action and redesign in the Second Phase, rather than program abandonment.

4. Expert Survey and Priority Assessment (2025)

To supplement administrative evaluation, Jinju City conducted an

expert survey and AHP (Analytic Hierarchy Process) analysis in 2025. A total of 100 questionnaires were distributed, and 57 valid responses were collected and analyzed.

The expert survey focused on:

- Awareness and perceived importance of the 56 First Phase programs,
- Priority ranking of the eight policy areas,
- Relative priority of proposed Second Phase new programs.

The AHP analysis provided a structured quantitative basis for identifying priority areas and validating the selection of new programs introduced in Phase 2.

5. Linkage between Evaluation Results and Phase 2 Design

The evaluation results directly informed the Second Phase (2026-2030) plan in three key ways:

- Programs assessed as Exceeding Target or On Track were retained and continued as the baseline of Phase 2,
- Programs assessed as Below Target or Discontinued were reviewed for redesign, integration, or replacement where necessary,
- Gaps and emerging needs identified through expert evaluation and program review were addressed through the addition of ten new programs.

This linkage ensures that Phase 2 represents a cumulative improvement rather than a policy reset.

6. Evaluation Summary

Jinju City's self-evaluation demonstrates that the First Phase (2023-2025) was implemented through a stable governance and monitoring structure, with clear documentation of achievements, limitations, and improvement needs.

The evaluation framework emphasizes evidence-based continuity, expert validation, and explicit feedback loops into Phase 2 planning, consistent with WHO GNAFCC re-certification principles.

IV. Domain Index

- **Overview**

In accordance with the WHO Global Network for Age-Friendly Cities and Communities (GNAFCC) framework, Jinju City organizes its policy implementation and evaluation across eight domains. For the purpose of re-certification, these domains are presented as an indexed evidence structure that links Phase 1 implementation (2023-2025) and Phase 2 planning (2026-2030).

Jinju City did not adopt the WHO domains as a separate policy system. Instead, the domains were mapped onto the City's own strategic framework consisting of three strategic objectives and eight policy areas, under which 56 Phase 1 programs were implemented. This structure enabled Jinju to maintain administrative coherence while ensuring substantive alignment with the WHO framework.

The Domain Index therefore functions as an evidence-based crosswalk:

- Phase 1 programs are presented with explicit reference to concrete Jinju projects and implementation results.
- Phase 2 enhancements, including newly added programs, are positioned within the same domain structure to demonstrate continuity and cumulative improvement.

The following sections present domain-level evidence accordingly, beginning with Domain 1.

IV-1. Domain 1: Outdoor Spaces and Buildings

1. Domain Scope and Positioning

Domain 1 addresses the physical environment in which older persons live and move, with a focus on public spaces and facilities. In Jinju City, this domain was primarily addressed under the Phase 1 strategic objective “A Jinju Where People Want to Stay,” and implemented through programs classified within the policy areas of “Safe Living Environment” and “Desirable Housing Environment.”

Rather than introducing a single flagship project under this domain, Jinju implemented multiple facility- and environment-related programs as part of its broader urban management and welfare infrastructure, consistent with the integrated approach described in the official report.

2. Phase 1 Programs Implemented under Domain 1 (2023-2025)

According to the report, Domain 1-related initiatives in Phase 1 were embedded across several of the 56 programs, including:

- Improvement projects for senior welfare facilities and community spaces,
- Facility environment improvements linked to safety management plans,
- Maintenance and upgrading of public-use facilities frequently accessed by older persons,
- Residential environment-related projects classified under the “Desirable Housing Environment” policy area.

The report evaluates these programs within the overall program assessment framework rather than as a standalone domain, and documents their progress through annual performance classification (exceeding target, on track, below target, discontinued).

3. Phase 1 Evaluation Results Relevant to Domain 1

Programs associated with physical environments and facilities were largely assessed as “Exceeding Target” or “On Track” during the 2023-2024 evaluation period. Where projects were assessed as “Below Target,” the report attributes this primarily to implementation constraints such as coordination issues or the need for redesign, rather than to policy failure.

The report emphasizes that these findings informed the decision to maintain the existing approach while strengthening design-stage considerations in Phase 2, rather than discontinuing physical-environment interventions.

4. Phase 2 Reinforcement: Design-Stage Enhancement as a New Focus

Based on the Phase 1 evaluation and expert analysis, Jinju City added a new Phase 2 program specifically relevant to Domain 1:

- “Strengthening BF·UD Design at the Design Stage for New Public Facilities.”

This new program is explicitly positioned as a reinforcement of Phase 1 efforts, addressing limitations identified in earlier implementation by focusing on design-stage integration rather than post-construction adjustments. The report clarifies that this applies only to newly constructed or newly planned public facilities, not to retroactive modification of existing buildings.

5. Continuity and Evidence Structure

Domain 1 in Jinju City therefore demonstrates continuity rather than replacement:

- Phase 1 addressed outdoor spaces and buildings through multiple embedded programs within the existing strategic framework,
- Phase 2 retains all relevant Phase 1 programs and adds a targeted

design-stage initiative to strengthen effectiveness.

Through this structure, Jinju City presents Domain 1 as an example of cumulative improvement grounded in documented implementation experience and evaluation evidence, consistent with WHO GNAFCC re-certification expectations.

IV-2. Domain 2 : Transportation

1. Domain Scope and Positioning within Jinju's Framework

Domain 2 concerns mobility conditions that enable older persons to access daily activities and essential services. In Jinju City, transportation-related policies during Phase 1 (2023-2025) were positioned under the strategic objective “A Jinju Where People Want to Stay,” primarily within the policy area of “Friendly Transportation Environment.” As documented in the official report, transportation was treated as a foundational enabling domain, closely linked to safety, accessibility, and participation, rather than as a standalone sector.

2. Phase 1 Programs Implemented under Domain 2 (2023-2025)

According to the report, transportation-related actions in Phase 1 were implemented through multiple existing municipal programs integrated into the overall age-friendly strategy. These included:

- Programs aimed at improving the operational environment of public transportation services frequently used by older persons,
- Transportation-related safety and convenience measures linked to city-wide mobility management,
- Measures connected to the use and coordination of special transportation services for mobility-vulnerable groups,
- Related initiatives classified under the “Friendly Transportation Environment” policy area.

The report presents these initiatives as part of the 56 Phase 1 programs, managed and evaluated through the same annual performance review framework applied across all policy areas.

3. Phase 1 Evaluation Results Relevant to Domain 2

The evaluation results for 2023-2024 indicate that transportation-related programs were largely assessed as “Exceeding Target” or “On Track.” Where programs were classified as “Below Target,” the report attributes these outcomes to operational coordination challenges or the need for service adjustment, rather than to deficiencies in policy direction.

Importantly, the report identifies transportation as an area requiring continuous management due to its strong interdependence with other domains, such as outdoor spaces, housing, and social participation.

4. Phase 2 Reinforcement: Age-Friendly Design within the Jinju-type MaaS System

Based on Phase 1 evaluation findings and expert analysis, Jinju City added a new Phase 2 program directly linked to Domain 2:

- “Strengthening Age-Friendly Design within the Jinju-type MaaS System.”

The report describes this program as an enhancement of existing transportation infrastructure rather than a replacement. It focuses on incorporating age-friendly considerations into the Jinju-type Mobility-as-a-Service (MaaS) system, which was already under development as part of the City’s broader transportation policy. This approach reflects the assessment that age-friendly outcomes can be improved by reinforcing system-level usability and coordination, rather than introducing separate transportation services exclusively for older persons.

5. Continuity and Evidence Structure

Domain 2 demonstrates a clear continuity structure:

- Phase 1 transportation-related programs are fully retained and continued in Phase 2,
- The new MaaS-related program is positioned as an additive reinforcement responding to evaluation findings.

Through this evidence-based structure, Jinju City presents Domain 2 as a domain of sustained implementation and targeted enhancement, consistent with WHO GNAFCC re-certification expectations.

IV-3. Domain 3: Housing

1. Domain Scope and Positioning within Jinju's Framework

Domain 3 addresses housing conditions that support safe, stable, and independent living for older persons. In Jinju City, housing-related policies during Phase 1 (2023-2025) were positioned under the strategic objective "A Jinju Where People Want to Stay," primarily within the policy area of "Desirable Housing Environment." The official report frames housing not as an isolated welfare issue, but as an integral component of overall living conditions closely linked with safety, health, and community stability.

2. Phase 1 Programs Implemented under Domain 3 (2023-2025)

According to the report, Phase 1 housing-related initiatives were implemented through several programs embedded within the broader age-friendly policy structure. These included:

- Housing environment improvement programs for older residents,
- Residential safety-related projects linked to community care and safety management,
- Support measures connected to maintaining residential stability for older persons,
- Housing-related programs classified under the "Desirable Housing

Environment” policy area.

These programs were managed as part of the 56 Phase 1 initiatives and evaluated using the same annual performance review framework applied across all domains.

3. Phase 1 Evaluation Results Relevant to Domain 3

The 2023-2024 evaluation results indicate that most housing-related programs were assessed as “Exceeding Target” or “On Track.” The report notes that housing interventions benefited from strong linkage with existing welfare and safety systems, contributing to stable implementation outcomes.

Where limitations were identified, they were associated with operational constraints or the need for program adjustment, rather than deficiencies in the policy rationale itself.

4. Phase 2 Reinforcement: Barrier-Free Housing Support as a New Program

Building on Phase 1 experience and expert analysis, Jinju City introduced a new Phase 2 program directly linked to Domain 3:

- “Supporting Barrier-Free (BF) Home Modifications for Older Persons.”

The report specifies that this program focuses on housing renovation for older residents, rather than new housing construction, and is designed as a reinforcement of existing housing environment initiatives. It reflects the assessment that targeted housing modifications can enhance living stability and safety within the existing housing stock.

5. Continuity and Evidence Structure

Domain 3 demonstrates a continuity-based approach:

- All Phase 1 housing-related programs are retained and continued in Phase 2,
- The new barrier-free housing support program is positioned as an additive reinforcement.

Through this structure, Jinju City presents Domain 3 as a domain of sustained implementation with targeted enhancement, consistent with WHO GNAFCC re-certification principles.

IV-4. Domain 4: Social Participation

1. Domain Scope and Positioning within Jinju's Framework

Domain 4 addresses opportunities for older persons to participate actively in social, cultural, and community life. In Jinju City, social participation was positioned as a core policy area during Phase 1 (2023-2025) under the strategic objective "A Happy Life," specifically within the policy area of "Relaxed Social Activities" and related areas such as "Enjoyable Creative Activities."

The official report emphasizes social participation not merely as leisure provision, but as a mechanism for sustaining social connectedness, intergenerational exchange, and community engagement among older residents.

2. Phase 1 Programs Implemented under Domain 4 (2023-2025)

According to the report, Domain 4-related initiatives in Phase 1 were implemented through multiple programs embedded within the overall age-friendly strategy, including:

- Programs promoting social and cultural activities for older persons,
- Community-based participation programs operated through welfare facilities and local organizations,
- Intergenerational programs designed to strengthen connections

between older persons and younger generations,

- Social participation-related projects classified under the “Relaxed Social Activities” and “Enjoyable Creative Activities” policy areas.

These programs were managed as part of the 56 Phase 1 initiatives and evaluated through the same annual performance assessment framework applied across all policy areas.

3. Phase 1 Evaluation Results Relevant to Domain 4

The 2023-2024 evaluation results indicate that many social participation-related programs were assessed as “Exceeding Target” or “On Track.” The report highlights particularly stable implementation outcomes for programs that leveraged existing community facilities and partnerships.

Where challenges were noted, they were associated with variations in participation levels or the need for program adjustment, rather than a lack of policy relevance.

4. Phase 2 Reinforcement: Social Participation-Based Senior College

Based on Phase 1 evaluation findings and expert analysis, Jinju City introduced a new Phase 2 program directly linked to Domain 4:

- “Expanding a Social Participation-Based Senior College.”

The report defines this program as a structural reinforcement of existing participation initiatives. Rather than replacing current social activity programs, it reorganizes and strengthens them by linking learning, practical engagement, and community participation, thereby enhancing the sustainability and depth of social participation outcomes.

5. Continuity and Evidence Structure

Domain 4 demonstrates continuity through reinforcement:

- Phase 1 social participation programs are retained and continued in Phase 2,
- The new Social Participation-Based Senior College is positioned as an additive enhancement.

Through this structure, Jinju City presents Domain 4 as a domain of cumulative improvement, grounded in documented implementation experience and aligned with WHO GNAFCC re-certification expectations.

IV-5. Domain 5: Respect and Social Inclusion

1. Domain Scope and Positioning within Jinju's Framework

Domain 5 concerns social attitudes, recognition, and inclusion of older persons in community life. In Jinju City, respect and social inclusion were addressed during Phase 1 (2023-2025) under the strategic objective "A Happy Life," primarily within the policy areas of "A Happy Life Course" and, where applicable, "Relaxed Social Activities." The official report positions this domain as a cross-cutting value embedded across multiple programs rather than as a single standalone intervention.

2. Phase 1 Programs Implemented under Domain 5 (2023-2025)

According to the report, Phase 1 initiatives relevant to Domain 5 were implemented through programs that:

- Promoted positive social recognition of older persons within the community,
- Supported participation of older persons in community-based activities and events,
- Encouraged intergenerational interaction and mutual understanding,
- Addressed social isolation and exclusion risks through community engagement measures.

These initiatives were included among the 56 Phase 1 programs and were managed and evaluated through the common annual performance review system.

3. Phase 1 Evaluation Results Relevant to Domain 5

The 2023-2024 evaluation results indicate that programs contributing to respect and social inclusion were largely assessed as “Exceeding Target” or “On Track.” The report notes that outcomes in this domain benefited from alignment with existing community networks and the integration of older persons into mainstream community activities.

Where limitations were identified, they related primarily to uneven participation levels across neighborhoods rather than to deficiencies in policy intent.

4. Phase 2 Reinforcement: Institutionalizing Participation and Recognition

Based on Phase 1 evaluation findings and expert analysis, Jinju City reinforced Domain 5 in Phase 2 through:

- Expansion of the Permanent Citizen Participation Body (Monitoring Group).

The report describes this initiative as a mechanism to institutionalize older persons’ voices in policy processes, thereby strengthening respect and inclusion through structured participation rather than symbolic engagement.

5. Continuity and Evidence Structure

Domain 5 reflects a continuity-based approach:

- Phase 1 programs promoting respect and inclusion are retained and continued,

- Phase 2 strengthens institutional mechanisms for participation and recognition.

Through this structure, Jinju City presents Domain 5 as a domain where respect and inclusion are operationalized through sustained programs and reinforced governance mechanisms, consistent with WHO GNAFCC re-certification expectations.

IV-6. Domain 6: Civic Participation and Employment

1. Domain Scope and Positioning within Jinju's Framework

Domain 6 addresses opportunities for older persons to participate in civic life, decision-making processes, and economic activities, including employment. In Jinju City, this domain was positioned during Phase 1 (2023-2025) under the strategic objective "A Happy Life," with primary linkage to the policy areas of "Relaxed Social Activities" and "A Happy Life Course." The official report frames civic participation and employment as essential components of active aging, emphasizing continuity of participation rather than short-term engagement.

2. Phase 1 Programs Implemented under Domain 6 (2023-2025)

According to the report, Jinju City implemented multiple Phase 1 programs relevant to Domain 6 as part of the 56 total initiatives. These programs focused on:

- Expanding participation of older persons in community-based roles and activities,
- Supporting senior employment and social contribution activities,
- Strengthening linkages between older persons and local institutions involved in welfare, culture, and community services,
- Encouraging structured participation in local governance-related activities.

These programs were implemented through existing administrative structures and coordinated with related welfare and employment services.

3. Phase 1 Evaluation Results Relevant to Domain 6

The evaluation results for 2023-2024 indicate that programs associated with civic participation and employment demonstrated stable implementation and continuity. The report highlights that participation-based programs showed sustained engagement over time, reflecting alignment between program design and local demand.

Identified challenges included limitations in diversifying participation roles and the need for more systematic linkage between participation activities and long-term engagement pathways.

4. Phase 2 Reinforcement: Expansion of Employment and Participation Mechanisms

In Phase 2 (2026-2030), Jinju City reinforced Domain 6 through the introduction of new initiatives, including:

- Expansion of senior employment programs in collaboration with local private enterprises.

The report explains that this initiative aims to broaden participation opportunities beyond existing public-sector-centered activities, while maintaining continuity with Phase 1 employment-related programs. Budgetary estimates and implementation stages for this new initiative are detailed in the Appendices.

5. Continuity and Evidence Structure

Domain 6 is structured around continuity and reinforcement:

- Phase 1 civic participation and employment programs are retained and continued,
- Phase 2 introduces expanded employment models through private-sector linkage.
- Evaluation and budgeting are integrated within the city's established monitoring framework.

Through this approach, Jinju City presents Domain 6 as an evidence-based domain that combines sustained participation, employment continuity, and structured expansion, consistent with WHO GNAFCC re-certification requirements.

IV-7. Domain 7: Communication and Information

1. Domain Scope and Positioning within Jinju's Framework

Domain 7 concerns access to information, communication channels, and the ability of older persons to obtain, understand, and use public information and services. In Jinju City, this domain was positioned during Phase 1 (2023-2025) under the strategic objective "A Healthy Old Age," particularly within the policy area of "Open Communication Spaces." The official report emphasizes communication and information as foundational conditions enabling access to welfare, health, participation, and mobility services.

2. Phase 1 Programs Implemented under Domain 7 (2023-2025)

According to the report, Jinju City implemented multiple Phase 1 initiatives relevant to Domain 7 as part of the 56 total programs. These initiatives focused on:

- Improving accessibility of administrative and welfare-related information for older residents,
- Strengthening communication channels between older persons and public institutions,

- Enhancing information delivery through existing offline and face-to-face systems,
- Supporting information access for groups experiencing communication barriers.

The report indicates that these programs were embedded within existing administrative and welfare service structures rather than established as standalone projects.

3. Phase 1 Evaluation Results Relevant to Domain 7

The evaluation results for 2023-2024 show that communication- and information-related programs were implemented consistently, with stable operational performance. The report notes that maintaining familiar communication channels contributed to continued utilization by older residents.

At the same time, the evaluation identified structural limitations related to increasing complexity of administrative procedures and the growing gap in information access among subgroups of older persons.

4. Phase 2 Reinforcement: Information Accessibility as a Strategic Priority

In Phase 2 (2026-2030), Jinju City explicitly strengthens Domain 7 by introducing a new independent initiative:

- Strengthening Information Accessibility for Older Persons with Disabilities.

The report explains that this program was added to address limitations identified during Phase 1, particularly regarding communication barriers experienced by older persons with sensory disabilities. This initiative is presented as a Jinju-specific program not directly derived from other local government models.

In addition, the report indicates that the design enhancement of age-friendly elements in the Jinju-type MaaS system is linked to Domain 7, as it concerns access to transportation-related information.

5. Continuity and Evidence Structure

Domain 7 is structured around continuity and targeted reinforcement:

- Phase 1 communication and information-related programs are continued,
- Phase 2 introduces a focused accessibility-oriented initiative responding to identified gaps,
- Evidence is organized through program continuity, evaluation findings, and clearly defined new interventions.

Through this structure, Jinju City presents Domain 7 as a domain grounded in Phase 1 experience and strengthened in Phase 2 to ensure inclusive access to information, consistent with WHO GNAFCC re-certification requirements.

IV-8. Domain 8: Community Support and Health Services

1. Domain Scope and Positioning within Jinju's Framework

Domain 8 addresses access to community-based support, health care, and long-term care services that enable older persons to live safely and with dignity. In Jinju City, this domain was positioned during Phase 1 (2023-2025) under the strategic objective "A Healthy Old Age," specifically within the policy area of "Health-Promoting Care." The official report frames community support and health services as the final safety net supporting independent living and overall quality of life for older residents.

2. Phase 1 Programs Implemented under Domain 8 (2023-2025)

According to the report, Jinju City implemented multiple Phase 1

initiatives relevant to Domain 8 as part of the total 56 programs. These initiatives focused on:

- Strengthening community-based care and support services for older persons,
- Enhancing linkages between health, welfare, and care-related services,
- Expanding preventive and daily-life support functions within existing community infrastructures,
- Supporting vulnerable older groups requiring continuous or integrated care.

The report emphasizes that these programs were implemented by reinforcing existing public health centers, welfare facilities, and community care systems rather than creating parallel service structures.

3. Phase 1 Evaluation Results Relevant to Domain 8

The evaluation for 2023-2024 indicates that Domain 8-related programs demonstrated stable implementation and high administrative feasibility. The report highlights that continuity of care and proximity of services contributed to sustained utilization by older residents.

At the same time, the evaluation identified challenges related to increasing care demand, diversification of health needs, and the necessity of improved coordination among service providers.

4. Phase 2 Reinforcement and Linkage with New Initiatives

In Phase 2 (2026-2030), Jinju City maintains all core Phase 1 community support and health-related programs as a principle of continuity. In addition, the report links several new Phase 2 initiatives to Domain 8, including:

- Strengthening Information Accessibility for Older Persons with

Disabilities, as a prerequisite for accessing health and welfare services,

- Expansion of the Social Participation-Based Senior College, which is connected to preventive health and active aging,
- Institutional linkage between community care services and newly introduced programs to enhance service reach.

These measures are presented as complementary reinforcements rather than replacements of existing services.

5. Continuity, Sustainability, and Evidence Structure

Domain 8 is structured around sustained implementation and incremental enhancement:

- Phase 1 community support and health services are continued without interruption,
- Phase 2 focuses on reinforcing accessibility, coordination, and preventive functions,
- Evidence is presented through continuity of programs, evaluation findings, and integration of new initiatives.

Through this approach, Jinju City demonstrates that Domain 8 supports fiscal sustainability, service stability, and alignment with WHO GNAFCC requirements by prioritizing continuity and integrated care rather than short-term expansion.