

AGE-FRIENDLINESS ASSESSMENT ACROSS EIGHT DOMAINS IN BUK-GU DISTRICT

I. Survey Content

To assess age-friendliness, a survey was conducted using checklists for the eight WHO domains: Outdoor Spaces and Buildings, Transportation, Housing, Social participation, Respect and social inclusion, Civic participation and employment, Communication and information, and Community support and health services.

The survey was conducted through face-to-face interviews using structured questionnaires with individuals aged 60 and older residing in Buk-gu, Gwangju Metropolitan City, and was carried out over approximately six weeks from July 21, 2025 (Monday) to August 30, 2025 (Friday).

The survey was conducted through in-person interviews by dispatched surveyors, primarily at facilities frequented by older adults, including senior welfare centers, comprehensive social welfare centers, senior colleges and classrooms, senior centers, self-support centers, and district administrative welfare centers in Buk-gu.

For community-dwelling older adults who do not use or have difficulty accessing these facilities, direct home visits were conducted.

II. Sample Composition

The population consisted of individuals aged 60 and older residing in Buk-gu, Gwangju Metropolitan City. As of the end of June 2025, when the target sample allocation was determined, the population aged 60 and older in Buk-gu was 115,121, of which 81,722 (71.0%) were young-old adults (aged 60-74) and 33,399 (29.0%) were old-old adults (aged 75 and older).

Quota sampling was applied to establish a sample allocation plan reflecting the gender and age composition of the older adult population in Buk-gu, with specific allocation details shown in *Table 1*. The initial sample allocation plan was set for a total of 800 participants (358 males, 442 females), reflecting gender proportions (44.8% male, 55.2% female) and age group proportions (71.0% young-old, 29.0% old-old).

The final number of completed surveys was 817, of which 801 were used for final analysis after excluding respondents with missing data for the “birth year” item and those under 60 years of age (born after 1965). The actual sample composition was 35.9% male (287) and 64.1% female (513), with a lower proportion of males and a higher proportion of females compared to the initial plan. The age distribution showed 52.6% young-old adults (421) and 47.4% old-old adults (379), indicating a lower proportion of young-old and a higher proportion of old-old adults than planned (*Table 1*).

The discrepancy between the allocation plan and actual sampling appears to stem from the methodological characteristic that the survey was primarily conducted at senior welfare facilities such as senior welfare centers, senior centers, and comprehensive social welfare centers, reflecting the field characteristic that the main users of these facilities are concentrated among females and old-old

adults.

However, given that female older adults and old-old adults are key beneficiaries of senior welfare policies and groups with relatively high demand for welfare services, this sample is deemed to have validity in establishing policy priorities and identifying practical policy needs.

Table 1. Populaton, Allocated Sample, and Actual Sample by Gender and Age Group N(%)

Category		Age Group		Total	
		Young-old (60-74)	Old-old (75+)		
Gender	Population	38,410(33.4)	13,161(11.4)	51,571(44.8)	
	Male	Allocated Sample Size	267(33.4)	91(11.4)	358(44.8)
		<i>Actual Sample</i>	<i>169(21.1)</i>	<i>118(14.8)</i>	<i>287(35.9)</i>
	Female	Population	43,312(37.6)	20,238(17.6)	63,550(55.2)
		Allocated Sample Size	301(37.6)	141(17.6)	442(55.2)
		<i>Actual Sample</i>	<i>252(31.5)</i>	<i>261(32.6)</i>	<i>513(64.1)</i>
Total	Population	81,722(71.0)	33,399(29.0)	115,121(100.0)	
		Allocated Sample Size	568(71.0)	232(29.0)	800(100.0)
		<i>Actual Sample</i>	<i>421(52.6)</i>	<i>379(47.4)</i>	<i>800*(100.0)</i>

* Percentages are based on 800 respondents, excluding 1 respondent with missing data for the "gender" item.

III. Results of the Age-Friendliness Assessment

The age-friendliness of the local community as perceived by older residents in Buk-gu was assessed across WHO's eight domains using a 5-point scale. Overall, all domains scored above the midpoint of 3.0, indicating moderate age-friendliness.

When examining the assessment scores by domain in descending order, both

“Housing” and *“Community support and health services”* scored highest at 3.54 points each, followed by *“Transportation”* at 3.46 points, *“Outdoor spaces and buildings”* at 3.42 points, *“Communication and information”* at 3.31 points, *“Social participation”* at 3.19 points, and *“Respect and social inclusion”* at 3.15 points. In contrast, *“Civic participation and employment”* recorded the lowest score among the eight domains at 2.99 points. This indicates that older residents in Buk-gu perceive very limited opportunities to participate in volunteering or economic activities within their local community. Overall, assessments of the physical environment were relatively higher than those of the social environment.

Gender-based assessment results showed that women scored higher than men across all eight domains. The domain with the highest score among men was “Housing” (3.45 points), while for women it was “Community support and health services” (3.61 points). The lowest-scoring domain was identical for both genders: “Civic participation and employment” (2.86 points for men, 3.07 points for women). The largest gender differences in assessment scores were observed in “Community support and health services” (men 3.40 points, women 3.61 points) and “Civic participation and employment” (men 2.86 points, women 3.07 points), showing a gap of 0.21 points.

Age-based assessment results showed that old-old adults scored higher than young-old adults across all eight domains. The domain with the highest score among young-old adults was “Housing” (3.45 points), while for old-old adults it was “Community support and health services” (3.73 points). The lowest-scoring domain was identical for both age groups: “Civic participation and employment” (2.90 points for young-old, 3.10 points for old-old). The largest age-related difference in assessment scores was observed in “Community support and health services” (young-old 3.36 points, old-old 3.73 points) with a difference of 0.37 points, followed by “Outdoor spaces and buildings” (young-old 3.25 points, old-

old 3.61 points) with a difference of 0.36 points.

Table 2. Age-Friendliness Assessment Scores Across WHO’s Eight Domains in Buk-gu by Gender and Age

Domain	Overall	Male	Female	Young-old	Old-old
1 Outdoor spaces and buildings	3.42	3.33	3.46	3.25	3.61
2 Transportation	3.46	3.38	3.49	3.34	3.59
3 Housing	3.54	3.45	3.59	3.45	3.65
4 Social participation	3.19	3.11	3.23	3.05	3.34
5 Respect and social inclusion	3.15	3.05	3.21	3.00	3.32
6 Civic participation and employment	2.99	2.86	3.07	2.90	3.10
7 Communication and information	3.31	3.18	3.38	3.16	3.48
8 Community support and health services	3.54	3.40	3.61	3.36	3.73

1. Outdoor Spaces and Buildings

The “Outdoor spaces and buildings” domain was assessed using 13 items, yielding an overall mean score of 3.42 ($SD=.736$), which indicates above-average age-friendliness.

Table 3. Age-Friendliness Assessment of “Outdoor spaces and building”

N(%, M(SD))

Item	1	2	3	4	5	Overall	<i>M (SD)</i>
1-1 My neighborhood has a clean and pleasant living environment (water, air, waste management, etc.)	27 (3.4)	58 (7.3)	293 (36.9)	258 (32.5)	159 (20.0)	795 (100.0)	3.58 (.997)
1-2 There are easily accessible parks or sports facilities nearby, and they are well-maintained.	19 (2.4)	63 (8.0)	233 (29.5)	304 (38.4)	172 (21.7)	791 (100.0)	3.39 (.976)
1-3 Pavements are level, pedestrian spaces are secured, and there are no obstacles, making it easy to walk.	33 (4.2)	111 (14.0)	284 (35.8)	240 (30.3)	125 (15.8)	793 (100.0)	3.39 (1.042)
1-4 Pavements have non-slip surfaces.	49 (6.1)	166 (20.8)	278 (34.9)	211 (26.5)	93 (11.7)	797 (100.0)	3.17 (1.077)

	Item	1	2	3	4	5	Overall	M (SD)
1-5	Adequate crossing time is provided at pedestrian crossings.	12 (1.5)	62 (7.8)	257 (32.4)	330 (41.6)	133 (16.8)	794 (100.0)	3.64 (.901)
1-6	Drivers yield to pedestrians at intersections and pedestrian crossings to ensure safe passage.	17 (2.1)	70 (8.8)	261 (32.9)	321 (40.5)	124 (15.6)	793 (100.0)	3.59 (.928)
1-7	Separate bicycle paths are provided	67 (8.5)	234 (29.7)	234 (29.7)	169 (21.5)	83 (10.5)	787 (100.0)	2.96 (1.129)
1-8	My neighborhood has low crime risk and is safe.	14 (1.8)	56 (7.1)	249 (31.4)	308 (38.8)	167 (21.0)	794 (100.0)	3.70 (.937)
1-9	Comprehensive services for emergency situations such as injuries, illnesses, and accidents are provided.	27 (3.4)	127 (16.2)	293 (37.3)	224 (28.5)	115 (14.6)	786 (100.0)	3.35 (1.025)
1-10	Special customer service arrangements such as separate counters for older people are provided.	35 (4.4)	193 (24.4)	277 (35.1)	177 (22.4)	108 (13.7)	790 (100.0)	3.16 (1.080)
1-11	Various facilities and buildings are structured for convenient use by older adults.	27 (3.4)	153 (19.3)	281 (35.4)	214 (27.0)	118 (14.9)	793 (100.0)	3.31 (1.050)
1-12	Public toilets are clean, sufficient in number, and convenient to use.	35 (4.4)	107 (13.5)	248 (31.4)	262 (33.1)	139 (17.6)	791 (100.0)	3.46 (1.066)
1-13	Noise levels in public places are appropriate for use.	25 (3.2)	94 (11.9)	325 (41.0)	231 (29.1)	118 (14.9)	793 (100.0)	3.41 (.983)
Overall Mean								3.42 (.736)

Note: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

2. Transportation

The “Transportation” domain was assessed using 11 items and scored an overall mean score of 3.46 ($SD=.692$), indicating above-average age-friendliness.

Table 4. Age-Friendliness Assessment of “Transportation”

N(%), *M*(*SD*)

	Item	1	2	3	4	5	Overall	<i>M</i> (<i>SD</i>)
2-1	Public transportation operates at appropriate intervals. (including weekends and holidays)	34 (4.3)	113 (14.2)	360 (45.2)	207 (26.0)	82 (10.3)	796 (100.0)	3.24 (.964)
2-2	Public transportation can take me to any desired destination at any time.	15 (1.9)	98 (12.3)	245 (30.8)	327 (41.1)	110 (13.8)	795 (100.0)	3.53 (.942)
2-3	Public transportation has sufficient priority seating for older adults and people with disabilities.	19 (2.4)	108 (13.6)	271 (34.2)	285 (35.9)	110 (13.9)	793 (100.0)	3.45 (.971)
2-4	Bus drivers show consideration for passenger safety when starting, stopping, and during boarding and alighting.	10 (1.3)	68 (8.6)	262 (33.0)	313 (39.4)	142 (17.9)	795 (100.0)	3.64 (.914)
2-5	Bus stops are safe, clean, and designed for convenient boarding and alighting.	8 (1.0)	53 (6.7)	258 (32.5)	332 (41.9)	142 (17.9)	793 (100.0)	3.69 (.876)
2-6	Information about public transportation (bus routes, schedules, etc.) is easily accessible	8 (1.0)	75 (9.4)	239 (30.1)	318 (40.1)	154 (19.4)	794 (100.0)	3.67 (.926)
2-7	transportation services (free shuttle buses or volunteer vehicles) are provided for people with mobility limitations (older adults, people with disabilities, etc.)	40 (5.1)	179 (22.7)	305 (38.7)	190 (24.1)	74 (9.4)	788 (100.0)	3.10 (1.019)
2-8	Roads have good drainage and are well-equipped with street lighting.	23 (2.9)	108 (13.6)	295 (37.2)	261 (32.9)	106 (13.4)	793 (100.0)	3.40 (.977)
2-9	Traffic flow is well-controlled, enabling smooth traffic movement	20 (2.5)	87 (11.0)	320 (40.3)	270 (34.0)	97 (12.2)	794 (100.0)	3.42 (.927)
2-10	Road signs and guide signs are large and clearly marked, making them easy to read.	12 (1.5)	69 (8.8)	307 (39.1)	274 (34.9)	123 (15.7)	785 (100.0)	3.54 (.911)
2-11	Priority parking zones for people with mobility limitations (people with disabilities, women, etc.) are sufficiently available and well-enforced.	25 (3.2)	121 (15.3)	298 (37.7)	254 (32.1)	93 (11.8)	791 (100.0)	3.34 (.978)
Overall Mean								3.46 (.692)

Note: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

3. Housing

The “Housing” domain was assessed using 10 items and scored an overall mean score of 3.54 ($SD=.683$), indicating above-average age-friendliness. This domain, along with “Community Support and Health Services,” recorded the highest scores among the eight WHO domains.

Table 5. Age-Friendliness Assessment of “Housing”

N(%), *M(SD)*

Item	1	2	3	4	5	Overall	<i>M</i> (<i>SD</i>)
3-1 Public transportation is conveniently accessible from my current residence.	17 (2.1)	69 (8.6)	246 (30.8)	316 (39.5)	151 (18.9)	799 (100.0)	3.64 (.953)
3-2 Our district office currently provides housing modification and repair support services.	49 (6.2)	219 (27.8)	316 (40.1)	136 (17.2)	69 (8.7)	789 (100.0)	2.95 (1.023)
3-3 My home has a structure that allows free movement within.	17 (2.1)	80 (10.0)	280 (35.1)	296 (37.0)	124 (15.6)	797 (100.0)	3.54 (.943)
3-4 My current residence is adequately equipped with necessary facilities such as water supply, toilet, and heating.	6 (0.8)	30 (3.8)	201 (25.1)	377 (47.1)	186 (23.3)	800 (100.0)	3.88 (.830)
3-5 Counseling and support services related to housing issues are well provided.	23 (2.9)	138 (17.4)	333 (42.1)	199 (25.2)	98 (12.4)	791 (100.0)	3.27 (.984)
3-6 Various types of public and private rental housing are available to choose from according to one's circumstances.	25 (3.2)	138 (17.6)	296 (37.9)	220 (28.1)	103 (13.2)	782 (100.0)	3.30 (1.011)
3-7 I feel that I can continue to live in my current home even if my health deteriorates or mobility becomes limited.	12 (1.5)	72 (9.1)	189 (23.9)	365 (46.1)	153 (19.3)	791 (100.0)	3.73 (.927)
3-8 I feel comfortable in my current residence.	11 (1.4)	31 (3.9)	189 (23.7)	364 (45.7)	202 (25.3)	797 (100.0)	3.90 (.872)
3-9 My current residential environment is safe from crime and accidents.	8 (1.0)	34 (4.3)	232 (29.2)	339 (42.7)	181 (22.8)	794 (100.0)	3.82 (.866)

Item	1	2	3	4	5	Overall	<i>M</i> (<i>SD</i>)
I consider the housing costs (rent, maintenance fees, utility bills, etc.) I am currently paying to be appropriate.	22 (2.8)	120 (15.2)	291 (36.8)	245 (31.0)	112 (14.2)	790 (100.0)	3.39 (.996)
Overall Mean							3.54 (.683)

Note: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

4. Social Participation

The “Social participation” domain was assessed using 7 items and scored an overall mean score of 3.19 (*SD*=.785), indicating above-average age-friendliness.

Table 6. Age-Friendliness Assessment of “Social participation”

N(%), *M*(*SD*)

Item	1	2	3	4	5	Overall	<i>M</i> (<i>SD</i>)
4-1 Various events, gatherings, and activities are held in conveniently accessible locations.	22 (2.8)	156 (19.6)	358 (45.1)	187 (23.6)	71 (8.9)	794 (100.0)	3.16 (.936)
4-2 Events are held at times convenient for older people to participate.	27 (3.4)	149 (18.8)	368 (46.4)	185 (23.3)	64 (8.1)	793 (100.0)	3.14 (.928)
4-3 Leisure, recreation, and sports events open to everyone are frequently held.	19 (2.4)	188 (23.8)	333 (42.1)	185 (23.4)	66 (8.3)	791 (100.0)	3.12 (.943)
4-4 Participation fees for various events, gatherings, and activities are appropriate with no additional costs.	19 (2.4)	155 (19.7)	330 (41.9)	209 (26.6)	74 (9.4)	787 (100.0)	3.21 (.945)
4-5 Information regarding various events, including facility accessibility and transportation options, is provided.	19 (2.4)	156 (19.8)	358 (45.4)	184 (23.4)	71 (9.0)	788 (100.0)	3.17 (.928)
4-6 A variety of social activities (e.g., religious, cultural, hobby, leisure, and volunteer activities) are available for older people to participate in.	19 (2.4)	144 (18.2)	329 (41.6)	218 (27.6)	80 (10.1)	790 (100.0)	3.25 (.948)

Item	1	2	3	4	5	Overall	<i>M</i> (<i>SD</i>)
4-7 Gatherings that include older people are held in various locations such as welfare centers, schools, libraries, and parks.	15 (1.9)	141 (17.8)	315 (39.8)	231 (29.2)	90 (11.4)	792 (100.0)	3.30 (.954)
Overall Mean							3.19 (.785)

Note: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

5. Respect and Social Inclusion

The “Respect and social inclusion” domain was assessed using 10 items and scored an overall mean score of 3.15 ($SD=.739$), indicating above-average age-friendliness.

Table 7. Age-Friendliness Assessment of “Respect and social inclusion”

N(%), *M*(*SD*)

Item	1	2	3	4	5	Overall	<i>M</i> (<i>SD</i>)
5-1 Older people's opinions are continuously sought to implement policies necessary for them.	31 (3.9)	163 (20.5)	335 (42.1)	190 (23.9)	76 (23.9)	795 (100.0)	3.15 (.981)
5-2 Public services tailored to the diverse needs and preferences of older people are provided.	10 (1.3)	152 (19.1)	330 (41.5)	212 (26.6)	92 (11.6)	796 (100.0)	3.28 (.944)
5-3 Public institutions give priority consideration to older people in civil affairs and community events.	11 (1.4)	142 (17.9)	324 (40.9)	216 (27.2)	100 (12.6)	793 (100.0)	3.32 (.955)
5-4 Performances and events for older people are held frequently.	28 (3.5)	228 (28.8)	341 (43.1)	140 (17.7)	55 (6.9)	792 (100.0)	2.96 (.940)
5-5 Older people are specifically included in community activities for families.	24 (3.0)	236 (29.8)	330 (41.7)	144 (18.2)	57 (7.2)	791 (100.0)	2.97 (.943)
5-6 Opportunities are provided for older people to share their knowledge, history, and expertise with other generations.	31 (3.9)	220 (27.9)	352 (44.7)	133 (16.9)	52 (6.6)	788 (100.0)	2.94 (.931)

	Item	1	2	3	4	5	Overall	M (SD)
5-7	Older people's past and present contributions to the community are recognized.	22 (2.8)	172 (21.9)	362 (46.1)	177 (22.5)	52 (6.6)	785 (100.0)	3.08 (.903)
5-8	Appropriate public, voluntary, and private services are provided for disadvantaged older people.	15 (1.9)	123 (15.6)	326 (41.3)	236 (29.9)	89 (11.3)	789 (100.0)	3.33 (.935)
5-9	Staff providing services to older people are friendly and courteous.	14 (1.8)	70 (8.8)	299 (37.8)	265 (33.5)	144 (18.2)	792 (100.0)	3.57 (.944)
5-10	Events and programs that bring multiple generations together are available (e.g., events where family members such as grandchildren participate together).	43 (5.5)	216 (27.4)	354 (44.9)	120 (15.2)	55 (7.0)	788 (100.0)	2.91 (.957)
Overall Mean								3.15 (.739)

Note: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

6. Civic Participation and Employment

The “Civic participation and employment” domain was assessed using 7 items and scored an overall mean score of 2.99 ($SD=.780$), recording the lowest score among the eight WHO domains.

Table 8. Age-Friendliness Assessment of “Civic participation and employment” *N*(%), *M*(*SD*)

	Item	1	2	3	4	5	Overall	M (SD)
6-1	There are many opportunities for older people to participate in volunteer work.	33 (4.2)	200 (25.3)	351 (44.3)	164 (20.7)	44 (5.6)	792 (100.0)	2.98 (.922)
6-2	There are many job opportunities for older people.	20 (2.5)	208 (26.2)	296 (37.3)	205 (25.8)	65 (8.2)	794 (100.0)	3.11 (.968)
6-3	There are many employment training opportunities for older people.	32 (4.0)	243 (30.7)	326 (41.2)	144 (18.2)	47 (5.9)	792 (100.0)	2.91 (.939)

	Item	1	2	3	4	5	Overall	M (SD)
6-4	Age-based discrimination in recruitment, employment retention, promotion, and training is prohibited.	29 (3.7)	189 (24.0)	363 (46.1)	154 (19.6)	52 (6.6)	787 (100.0)	3.01 (.921)
6-5	Information for employment and entrepreneurship for older people is provided.	25 (3.2)	208 (26.4)	346 (43.9)	167 (21.2)	42 (5.3)	788 (100.0)	2.99 (.904)
6-6	Training for re-employment after retirement is provided.	33 (4.2)	225 (28.5)	324 (41.1)	162 (20.5)	45 (5.7)	789 (100.0)	2.95 (.941)
6-7	A work environment that accommodates older people is established.	29 (3.7)	198 (25.1)	327 (41.4)	187 (23.7)	49 (6.2)	790 (100.0)	3.04 (.939)
Overall Mean								2.99 (.780)

Note: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

7. Communication and Information

The “Communication and information” domain was assessed using 8 items and scored an overall mean score of 3.31 ($SD=.743$), indicating above-average age-friendliness.

Table 9. Age-Friendliness Assessment of “Communication and information” *N*(%), *M*(*SD*)

	Item	1	2	3	4	5	Overall	M (SD)
7-1	Community residents of all ages have sufficient access to information necessary for daily life (newspapers, broadcasts, community information bulletins, etc.).	22 (2.8)	140 (17.7)	347 (43.8)	200 (25.3)	83 (10.5)	792 (100.0)	3.23 (.953)
7-2	Public institutions (district office, community centers) provide necessary information systematically.	16 (2.0)	154 (19.5)	327 (41.3)	213 (26.9)	81 (10.2)	791 (100.0)	3.24 (.948)

	Item	1	2	3	4	5	Overall	<i>M</i> (<i>SD</i>)
7-3	I can obtain sufficient information necessary for later life at places I frequently visit (senior centers, welfare centers, cultural centers, etc.).	10 (1.3)	98 (12.4)	296 (37.5)	265 (33.5)	121 (15.3)	790 (100.0)	3.49 (.939)
7-4	Public institutions, hospitals, welfare centers, and similar facilities provide friendly guidance when there are inquiries about their use.	12 (1.5)	64 (8.1)	267 (33.7)	321 (40.5)	129 (16.3)	793 (100.0)	3.62 (.902)
7-5	Newspapers, notices, and broadcast captions published in our area have large print and are easy to read.	10 (1.2)	127 (16.1)	364 (46.2)	207 (26.3)	80 (10.2)	788 (100.0)	3.28 (.897)
7-6	Computers and the Internet are available at no or minimal cost in public places such as government offices and libraries.	15 (1.9)	120 (15.2)	333 (42.2)	243 (30.8)	78 (9.9)	789 (100.0)	3.32 (.913)
7-7	Assistance in providing information is offered to older people who are excluded from access to information necessary for daily life.	18 (2.3)	145 (18.5)	331 (42.2)	203 (25.9)	87 (11.1)	784 (100.0)	3.25 (.958)
7-8	Assistance is well provided for older people who have difficulty using electronic devices (computers, smartphones, kiosks, etc.).	30 (3.8)	177 (22.4)	338 (42.8)	168 (21.3)	76 (9.6)	789 (100.0)	3.11 (.982)
Overall Mean								3.31 (.743)

Note: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

8. Community Support and Health Services

The “Community support and health services” domain was assessed using 9 items and scored an overall mean score of 3.54 ($SD=.786$), indicating above-average age-friendliness. This domain, along with “Housing,” recorded the highest scores among the eight WHO domains.

Table 10. Age-Friendliness Assessment of “Community support and health services” *N*(%), *M*(*SD*)

	Item	1	2	3	4	5	Overall	<i>M</i> (<i>SD</i>)
8-1	There are many hospitals and facilities providing welfare services near my home.	19 (2.4)	96 (12.0)	275 (34.4)	260 (32.5)	149 (18.6)	799 (100.0)	3.53 (1.003)
8-2	Hospitals, health centers, and welfare facilities are conveniently located and accessible by all means of transportation.	11 (1.4)	92 (11.5)	262 (32.8)	283 (35.5)	150 (18.8)	798 (100.0)	3.59 (.966)
8-3	Hospitals, health centers, and welfare facilities provide information well so that older people can use them easily.	8 (1.0)	100 (12.6)	303 (38.1)	244 (30.7)	140 (17.6)	795 (100.0)	3.51 (.957)
8-4	Receiving necessary services is simple without administrative difficulties such as complicated procedures.	13 (1.6)	115 (14.5)	326 (41.2)	215 (27.1)	123 (15.5)	792 (100.0)	3.40 (.970)
8-5	Volunteer services that assist older people are encouraged and supported throughout society.	15 (1.9)	111 (14.0)	322 (40.7)	220 (27.8)	124 (15.7)	792 (100.0)	3.41 (.975)
8-6	Staff at social welfare facilities are respectful and friendly toward older people.	12 (1.5)	74 (9.3)	280 (35.3)	258 (32.5)	170 (21.4)	794 (100.0)	3.63 (.969)
8-7	Opportunities for regular health care (health checkups, vaccinations, etc.) are provided.	11 (1.4)	67 (8.4)	268 (33.7)	282 (35.5)	167 (21.0)	795 (100.0)	3.66 (.969)
8-8	When hospital treatment or care is needed, appropriate treatment can be received at any time at hospitals or health centers.	7 (0.9)	62 (7.8)	244 (30.7)	324 (40.7)	159 (20.0)	796 (100.0)	3.71 (.903)
8-9	Health care support (home visits, chronic disease support, etc.), daily living support (meal support, etc.), and housing support (home repairs, etc.) are appropriately well provided.	19 (2.4)	104 (13.1)	340 (42.9)	222 (28.0)	107 (13.5)	792 (100.0)	3.37 (.955)
Overall Mean								3.54 (.786)

Note: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree