

# Results of Age-friendliness Survey

## 1. Overview of Paju City's Age-Friendly City Survey

### 1) Survey Period and Data Collection Process

■ **Survey Period:** July 10, 2024 - July 31, 2024

■ **Survey Target:** Seniors aged 65 and above and general citizens aged 20 to 64 residing in Paju City

■ **Data Collection Method:** The survey was conducted using two methods: one-on-one interviews and self-administered questionnaires. For senior respondents, the majority of surveys were carried out through one-on-one interviews.

■ **Challenges and Solutions:** During the data collection process, it was noted that seniors faced a burden due to the time required to respond to the survey. To address this, an official cooperation letter from Paju City was presented before initiating the survey. Additionally, in response to interviewers' requests, small tokens of appreciation were provided in advance to encourage active participation from respondents.

### 2) Summary of Survey Targets and Sampling Methodology

■ **Population and Sampling:** Residents aged 19 and older in Paju City, with quota sampling based on resident registration data. General citizens were aged 19-64, and seniors were aged 65 and older.

■ **Method:** 3-way quota sampling (region, gender, age) to ensure representation. All surveys were conducted through one-on-one interviews.

■ **Sample Size:** Targeted 600 seniors and 200 general citizens. Final responses included 419 seniors and 214 general citizens, used for statistical analysis.

Survey Targets of Paju City's Age-Friendly City Assessment

Category	Details and Sample Size	
Survey Name	Paju City Age-Friendly City Survey	
Sampling Method	Proportional quota sampling based on resident registry General Citizens: 3-way quota sampling by region (area)/gender/age Seniors: 3-way quota sampling by region (area)/gender/age	
Sample Size	General Citizens(Aged 19-64)	419
	Seniors(Aged 65+)	214
	Total Sample Size	633
Survey Method	Individual, face-to-face interviews conducted in-person	

## 2. Overview of Paju City's Age-Friendly City Survey

### 1) Methodological Overview of Survey Analysis by WHO's 8 Domains of Age-Friendliness

■ The survey incorporated WHO's checklist for age-friendliness to support international network membership and enable comparisons with other municipalities. To address subjective limitations, in-depth interviews (FGI) with senior welfare experts were also conducted.

■ **Scope:** Analysis covered eight WHO domains, including outdoor spaces, transportation, housing, social participation, and community health services.

■ **Metrics:** Separate analysis for citizens (19-64) and seniors (65+), with results including average scores (5-point scale), rankings, and percentages of positive, neutral, and negative responses.

### 3. General Characteristics of Survey Respondents

Paju City Age-Friendly Survey: Characteristics of Seniors (N = 419)

Category		Count	%
Gender	Male	177	42.2
	Female	242	57.8
Age	65-69	60	14.3
	70-79	209	49.9
	80-89	138	32.9
	90+	12	2.9
Education	Elementary School	103	24.6
	Middle School	88	21.0
	High School	148	35.3
	College (<4 years)	18	4.3
	University or higher	40	9.5
	None	22	5.3
Marital Status	Married	245	58.5
	Widowed	146	34.8
	Divorced/Separated	22	5.3
	Single	4	1.0
	Other	1	0.2
Religion	None	194	46.3
	Protestantism	126	30.1
	Catholicism	59	14.1
	Buddhism	36	8.6
	Other Religions	4	0.9

Category		Count	%
Household Size	Single-person	131	31.3
	Two-person	214	51.1
	Three-person	38	9.2
	Four-person	18	4.2
	Five or more	18	4.2
Co-habitants	Living Alone	128	30.5
	Spouse	237	56.6
	Children	92	22.0
	Parents	3	0.7
	Grandchildren	28	6.7
Perceived Health Status	Very Healthy	52	12.4
	Healthy	202	48.2
	Average	121	28.9
	Unhealthy	42	10.0
	Very Unhealthy	2	0.5
Disability	Disabled (Registered)	37	8.8
	Not Disabled	382	91.2
Basic Living Support	Beneficiary	74	17.7
	Non-Beneficiary	345	82.3
Housing Type	Detached House	94	22.4
	Multi-unit Housing	63	15.0
	Apartment	247	58.9
	Studio Apartment	3	0.7
	Non-residential	1	0.2
	Senior Housing	6	1.4
	Single-room Unit	2	0.5
	Other	3	0.7
Housing Ownership	Owner	303	72.3
	Lease (Jeonse)	35	8.4
	Monthly Rent	67	16.0
	Free Use	8	1.9
	Other	6	1.4
Economic Activity	Employed	115	27.4
	Unemployed	303	72.3
Occupational Sector	Professional	3	0.7
	Management	2	0.5
	Clerical Work	1	0.2
	Sales/Service	13	3.1
	Manufacturing	3	0.7
	Self-employed	34	8.1
	Skilled Worker	5	1.2
	Homemaker	69	16.5
	Senior Job Programs	46	11.0
	Unemployed	222	53.0
	Other	21	5.0

Category		Count	%
Region of Residence	Munsan-eup	45	10.7
	Paju-eup	19	4.5
	Beobwon-eup	17	4.1
	Jori-eup	34	8.1
	Wollong-myeon	10	2.4
	Tanhyeon-myeon	18	4.3
	Gwangtan-myeon	16	3.8
	Papyong-myeon	7	1.7
	Jeokseong-myeon	14	3.3
	Jangdan-myeon	3	0.7
	Geumchon 1-dong	23	5.5
	Geumchon 2-dong	24	5.7
	Geumchon 3-dong	23	5.5
	Gyoha-dong	9	2.1
	Unjeong 1-dong	29	6.9
	Unjeong 2-dong	35	8.4
	Unjeong 3-dong	40	9.5
	Unjeong 4-dong	18	4.3
	Unjeong 5-dong	25	6.0
	Unjeong 6-dong	10	2.4

※ There is a discrepancy in the total number of cases due to multiple responses for co-habitant types

## 4. Paju City's Age-Friendliness Assessment Results by 8 Domains

### 1) The results of survey on 8 areas are as follows:

#### 1) External Environment and Facilities

External Environment and Facilities		Group	Average (5-point)	Rank	Positive (%)	Neutral (%)	Negative (%)
1	Paju is clean and pleasant	General	3.8	3	72	22.9	5.1
		Seniors	4.01	3	77.6	15.5	6.9
2	There are easily accessible parks or walking trails near my residence	General	3.68	4	67.3	16.8	15.9
		Seniors	3.86	5	70.9	17.4	11.7
3	Sidewalks I frequently use are safe and comfortable for walking	General	3.48	6	52.8	34.1	13.1
		Seniors	3.79	6	67.8	24.8	7.4
4	Sidewalks are slip-resistant and connected to roads for wheelchairs	General	3.11	11	29.4	51.4	19.2
		Seniors	3.29	12	38.7	49.9	11.5
5	Crosswalks provide adequate visual and auditory signals, pedestrian buttons, and time	General	3.27	8	35	52.8	12.1
		Seniors	3.45	9	48.9	43	8.1
6	Drivers yield to pedestrians at intersections and walkways	General	3.33	7	43	43.5	13.6
		Seniors	3.33	11	36	55.6	8.4
7	Dedicated bicycle paths are available	General	3.07	12	39.3	28	32.7
		Seniors	3.44	10	54.4	22.2	23.4
8	My neighborhood is safe from crime or natural disasters	General	3.85	2	65	24.8	10.3
		Seniors	4.31	1	86.6	9.1	4.3
9	Services needed by seniors are accessible and readily available	General	3.14	10	31.3	46.7	22
		Seniors	3.47	8	46.5	44.2	9.3
10	Special customer services for seniors, such as dedicated counters, are provided	General	2.86	13	12.1	59.3	28.5
		Seniors	3.15	13	24.1	63	12.9
11	Facilities and buildings are structured to accommodate seniors (e.g., elevators, ramps)	General	3.2	9	33.6	50.5	15.9
		Seniors	3.47	7	51.1	42.5	6.4
12	Public toilets are clean, well-maintained, and easily accessible	General	3.59	5	53.7	29.4	16.8
		Seniors	3.96	4	69.7	19.3	11
13	Outdoor benches in public spaces such as parks and bus stops are well-equipped	General	3.95	1	71.5	23.4	5.1
		Seniors	4.07	2	75.9	18.4	5.7

## 2) Transportation

Transportation		Group	Average (5-point)	Rank	Positive (%)	Neutral (%)	Negative (%)
1	Public transportation fares are affordable for seniors	General	3.37	5	46.7	43.0	10.3
		Seniors	3.55	8	59.4	26.3	14.3
2	Services run frequently, including nights, weekends, and holidays	General	2.79	15	15.9	53.3	30.8
		Seniors	3.44	11	53.2	28.9	17.9
3	Paju City's public transportation is well-connected and accessible	General	3.00	11	28.0	40.7	31.3
		Seniors	3.57	6	55.1	34.8	10.0
4	Low-floor buses and other safe options are sufficient and well-maintained	General	3.00	11	27.6	38.3	34.1
		Seniors	3.55	9	55.8	32.9	11.2
5	Transportation services for disabled seniors are available	General	3.74	2	58.9	28.0	13.1
		Seniors	3.96	1	68.7	24.3	6.9
6	Reserved seats for seniors and the disabled are adequate	General	2.78	16	16.8	48.6	34.6
		Seniors	3.16	15	24.3	64.4	11.2
7	Drivers prioritize seniors' safety during boarding and alighting	General	3.80	1	68.7	22.9	8.4
		Seniors	3.93	2	68.5	22.4	9.1
8	Bus stops are convenient, safe, and clean	General	3.55	4	57.5	32.2	10.3
		Seniors	3.85	3	70.4	20.0	9.5
9	Information about transportation use and options is provided	General	3.67	3	54.2	39.7	6.1
		Seniors	3.76	5	68.3	23.6	8.1
10	Free shuttles or volunteer vehicles are available in areas with limited access	General	3.37	5	42.5	48.1	9.3
		Seniors	3.43	12	43.7	50.4	6.0
11	Taxi fares are reasonable, and drivers are courteous	General	3.11	9	29.9	52.3	17.8
		Seniors	3.04	16	23.9	54.9	21.2
12	Roads are free of obstacles that block visibility	General	3.33	7	50.0	33.2	16.8
		Seniors	3.56	7	61.6	28.6	9.8
13	Safe driving training is encouraged for all drivers	General	3.08	10	18.2	70.6	11.2
		Seniors	3.25	14	24.3	70.2	5.5
14	Measures for elderly driver safety, such as testing and incentives for license surrender, are implemented	General	2.90	14	12.1	65.4	22.4
		Seniors	3.26	13	27.9	64.7	7.4
15	Ample parking is available for seniors and disabled individuals	General	3.29	8	33.6	44.9	21.5
		Seniors	3.78	4	61.3	31.5	7.2
16	Drivers' courtesy and affordable services enhance accessibility	General	2.97	13	30.8	32.7	36.4
		Seniors	3.53	10	56.8	30.8	12.4

### 3) Housing Facilities

Housing Facilities		Group	Average (5-point)	Rank	Positive (%)	Neutral (%)	Negative (%)
1	Affordable housing options for seniors, such as welfare housing and communal living, are well-prepared.	General	3.62	3	53.3	40.2	6.5
		Seniors	3.65	4	66.6	26.5	6.9
2	Current homes are equipped with proper heating and cooling systems and allow free mobility.	General	3.94	1	66.8	30.4	2.8
		Seniors	3.90	1	77.8	19.1	3.1
3	Housing facilities reflect seniors' needs, offering affordable renovation options and supplies.	General	3.00	7	15.9	66.8	17.3
		Seniors	3.26	8	30.3	59.2	10.5
4	Public and private rental housing is clean, safe, and well-maintained.	General	3.71	2	56.5	36.9	6.5
		Seniors	3.69	3	64.0	30.5	5.5
5	Seniors can receive essential services (e.g., medical, welfare, caregiving) affordably while staying at home.	General	3.49	6	49.1	45.8	5.1
		Seniors	3.52	6	52.0	39.1	8.8
6	Seniors have the ability to choose suitable housing within their community.	General	3.51	4	45.3	41.6	13.1
		Seniors	3.62	5	56.3	34.4	9.3
7	Current homes are designed to be safe not only now but also as seniors age.	General	3.50	5	38.8	50.0	11.2
		Seniors	3.77	2	62.1	31.3	6.7
8	Adequate housing is available for seniors with disabilities to live comfortably.	General	2.95	8	20.1	52.8	27.1
		Seniors	3.38	7	44.6	39.6	15.8

### 4) Social Participation

Social Participation		Group	Average (5-point)	Rank	Positive (%)	Neutral (%)	Negative (%)
1	A variety of social activities for seniors (e.g., religious, cultural, hobbies, leisure, volunteering) are available.	General	3.57	2	55.6	40.7	3.7
		Seniors	3.57	1	58.2	35.6	6.2
2	Events, gatherings, and festivals for seniors are held at accessible locations.	General	3.27	3	33.6	57.5	8.9
		Seniors	3.36	2	39.9	51.8	8.4
3	There are many events and gatherings where multiple generations can participate together.	General	3.06	6	21.0	62.1	16.8
		Seniors	3.20	8	27.9	58.9	13.1
4	Affordable activities and entertainment options for seniors are widely available.	General	3.11	5	24.3	58.9	16.8
		Seniors	3.31	3	41.1	43.4	15.5
5	Adequate transportation options are provided for seniors to participate in social activities (events, gatherings, festivals, etc.).	General	2.86	8	15.0	54.7	30.4
		Seniors	3.24	7	40.3	40.3	19.3
6	Information about events organized by Paju City is easily accessible.	General	3.14	4	31.8	46.3	22.0
		Seniors	3.27	5	42.5	41.3	16.2
7	All seniors can participate in diverse community activities without experiencing exclusion.	General	2.92	7	17.8	56.5	25.7
		Seniors	3.25	6	36.5	48.0	15.5
8	Community meetings and activities enhance interaction and bonds among residents.	General	3.63	1	63.1	27.6	9.3
		Seniors	3.29	4	38.7	47.5	13.8

5) Social Respect and Inclusion

Social Respect and Inclusion		Group	Average (5-point)	Rank	Positive (%)	Neutral (%)	Negative (%)
1	A culture of respect and consideration for seniors is widely prevalent in the community.	General	3.46	1	55.1	33.2	11.7
		Seniors	3.53	1	56.8	35.3	7.9
2	Diverse opinions from seniors are considered to provide more desirable services.	General	3.22	3	30.8	58.4	10.7
		Seniors	3.42	2	43.9	47.0	9.1
3	Private and public service providers are courteous and friendly to users.	General	3.42	2	43.9	50.0	6.1
		Seniors	3.37	3	38.9	53.0	8.1
4	Seniors are portrayed in the media without prejudice.	General	3.20	4	35.5	49.5	15.0
		Seniors	3.03	7	27.0	45.8	27.2
5	Community activities for families include seniors.	General	3.14	5	22.9	65.0	12.1
		Seniors	3.12	5	21.2	65.4	13.4
6	Schools (elementary, middle, high) offer opportunities to learn about aging and seniors, and provide seniors with chances to participate in school activities.	General	2.69	8	14.0	40.7	45.3
		Seniors	2.96	8	26.0	42.0	32.0
7	Seniors' contributions to the community are recognized, and they are encouraged to actively participate in community decision-making processes.	General	2.87	7	17.8	49.1	33.2
		Seniors	3.11	6	31.3	45.6	23.2
8	Various benefits and services are provided to seniors in need of financial assistance.	General	3.03	6	26.2	46.3	27.6
		Seniors	3.21	4	34.4	47.5	18.1

6) Social Participation and Employment

Social Participation and Employment		Group	Average (5-point)	Rank	Positive (%)	Neutral (%)	Negative (%)
1	Seniors have many opportunities to participate in volunteer activities.	General	3.53	1	53.7	39.7	6.5
		Seniors	3.39	1	47.5	42.5	10.0
2	A wide range of employment opportunities is available for seniors.	General	3.02	2	34.6	31.8	33.6
		Seniors	3.04	3	30.3	36.3	33.4
3	Training programs are provided to support reemployment after retirement.	General	2.68	6	17.3	37.9	44.9
		Seniors	2.97	4	26.5	38.7	34.8
4	Various information is offered to assist seniors in finding jobs or starting businesses.	General	2.73	5	21.0	38.8	40.2
		Seniors	2.88	6	25.8	35.6	38.7
5	Experiences of age-based discrimination in employment or entrepreneurship exist.	General	2.83	4	34.6	30.4	35.0
		Seniors	3.35	2	42.2	42.2	15.5
6	Counseling services are available for reemployment after retirement.	General	2.93	3	22.4	47.7	29.9
		Seniors	2.90	5	24.1	41.5	34.4
7	Job training programs tailored to seniors' aptitudes are provided.	General	2.68	7	14.5	41.6	43.9
		Seniors	2.81	7	22.7	36.3	41.1
8	Work environments for seniors and people with disabilities are designed to reflect their specific needs and characteristics.	General	2.58	8	12.1	40.7	47.2
		Seniors	2.79	8	21.7	37.0	41.3

7) Communication and Information

Communication and Information		Group	Average (5-point)	Rank	Positive (%)	Neutral (%)	Negative (%)
1	Information necessary for seniors is delivered promptly, accurately, and regularly within the community.	General	3.35	1	42.5	47.7	9.8
		Seniors	3.31	1	40.6	49.2	10.3
2	When needed, information is communicated verbally to seniors directly.	General	3.23	4	37.9	46.3	15.9
		Seniors	3.22	2	34.1	51.6	14.3
3	Information for seniors (e.g., official documents, TV subtitles, electronic devices) is presented using large and easily distinguishable fonts and colors.	General	3.12	5	29.4	50.9	19.6
		Seniors	2.98	5	23.2	49.2	27.7
4	All communications are simple, clear, and easy to understand.	General	3.10	6	30.4	48.1	21.5
		Seniors	3.04	3	21.5	59.7	18.9
5	Automated telephone response services are clear and slow-paced.	General	3.00	7	25.7	48.6	25.7
		Seniors	3.01	4	22.0	55.6	22.4
6	Assistance is available when using self-service kiosks (e.g., kiosks, unmanned convenience stores).	General	2.67	8	22.9	29.9	47.2
		Seniors	2.32	8	16.7	20.0	63.2
7	Public places such as government offices and libraries provide free access to computers and the internet.	General	3.35	2	46.3	25.2	28.5
		Seniors	2.85	7	32.2	21.2	46.5
8	Paju City offers opportunities and spaces for seniors to learn how to use electronic devices (e.g., computers, smartphones, the internet).	General	3.30	3	36.4	52.8	10.7
		Seniors	2.91	6	24.6	42.7	32.7

8) Health and Community Care

Health and Community Care		Group	Average (5-point)	Rank	Positive (%)	Neutral (%)	Negative (%)
1	Medical and welfare facilities are conveniently located for seniors.	General	3.44	1	51.9	38.8	9.3
		Seniors	3.66	1	68.0	23.4	8.6
2	Information about medical and welfare services is clear and easily accessible.	General	3.10	4	26.2	56.5	17.3
		Seniors	3.42	4	44.6	45.3	10.0
3	Procedures and requirements for using medical and welfare facilities are simple and convenient.	General	3.02	6	27.6	45.8	26.6
		Seniors	3.42	5	45.8	44.9	9.3
4	Accessing community medical and welfare services does not impose a financial burden.	General	2.86	8	13.1	58.4	28.5
		Seniors	3.24	6	36.3	44.9	18.9
5	Personalized medical and welfare services are provided through expanded in-home care services.	General	3.04	5	19.6	62.6	17.8
		Seniors	3.09	8	25.5	54.7	19.8
6	Opportunities for regular health promotion services are readily available.	General	3.30	3	36.4	49.1	14.5
		Seniors	3.43	3	48.9	40.1	11.0
7	Comprehensive community care services are sufficient for seniors diagnosed with age-related illnesses (e.g., dementia, stroke).	General	2.83	9	17.8	45.8	36.4
		Seniors	3.01	9	22.0	53.7	24.3
8	Community residents are encouraged to volunteer and assist seniors using various medical and welfare services.	General	3.00	7	18.7	60.7	20.6
		Seniors	3.19	7	30.1	54.4	15.5
9	The local community has an accessible emergency medical system for urgent situations.	General	3.33	2	36.4	53.7	9.8
		Seniors	3.55	2	56.8	35.8	7.4

## 5. Results of the Paju City Age-Friendly Expert Opinion Survey (FGI)

■ **External Environment & Facilities:** Experts emphasized the need for expanding welfare infrastructure to promote intergenerational integration and address regional disparities. Strategies should include improving underdeveloped social welfare facilities, introducing new programs, and optimizing the use of senior centers.

■ **Transportation:** Key discussions focused on improving Paju's current transportation system and restructuring public transport. Proposed initiatives include developing senior-friendly transport services and alternative transportation options tailored to seniors' needs.

■ **Housing:** Experts referenced global case studies, highlighting the need to increase senior housing availability and enhance safety in existing homes. Plans should incorporate age-friendly housing models based on domestic and international best practices.

■ **Social Participation:** The importance of a hub center to encourage senior engagement was highlighted. Expanding social participation programs through senior centers and welfare facilities and fostering senior-led volunteer groups were suggested as key initiatives.

■ **Social Respect & Inclusion:** Experts called for educational initiatives promoting intergenerational respect, including programs in daycare centers, elementary, middle, and high schools to improve perceptions of seniors.

■ **Employment & Social Participation:** Recommendations included developing tourism-related and community-specialized jobs for seniors and expanding employment opportunities through senior transport fare discounts.

■ **Communication & Information:** Experts stressed the need for continuous digital education for seniors, utilizing senior centers and welfare facilities as digital learning hubs to bridge the digital divide.

■ **Health & Community Care:** Given Paju's urban-rural mix, experts proposed expanding its senior healthcare network. New initiatives should include volunteer-assisted hospital escort services, AI-based health management systems, and enhanced access to emergency medical care.