



Language Assistance in Public Offices for Foreign Residents in Sanda City

SGHN093 Kobe Municipal Fukiai High School

Present Situation

- Now, there are **1,400** foreign residents in Sanda City a **40%** increase from 2007 to 2023.
- With 26% Korean, 20% Vietnamese, 18% Chinese, 4% Nepali and 3% American.

Why Sanda City Hall?

Foreign residents encounter problems at; **city hall (35.7%)**, post offices/ banks (33.9%), hospitals (26.3%)

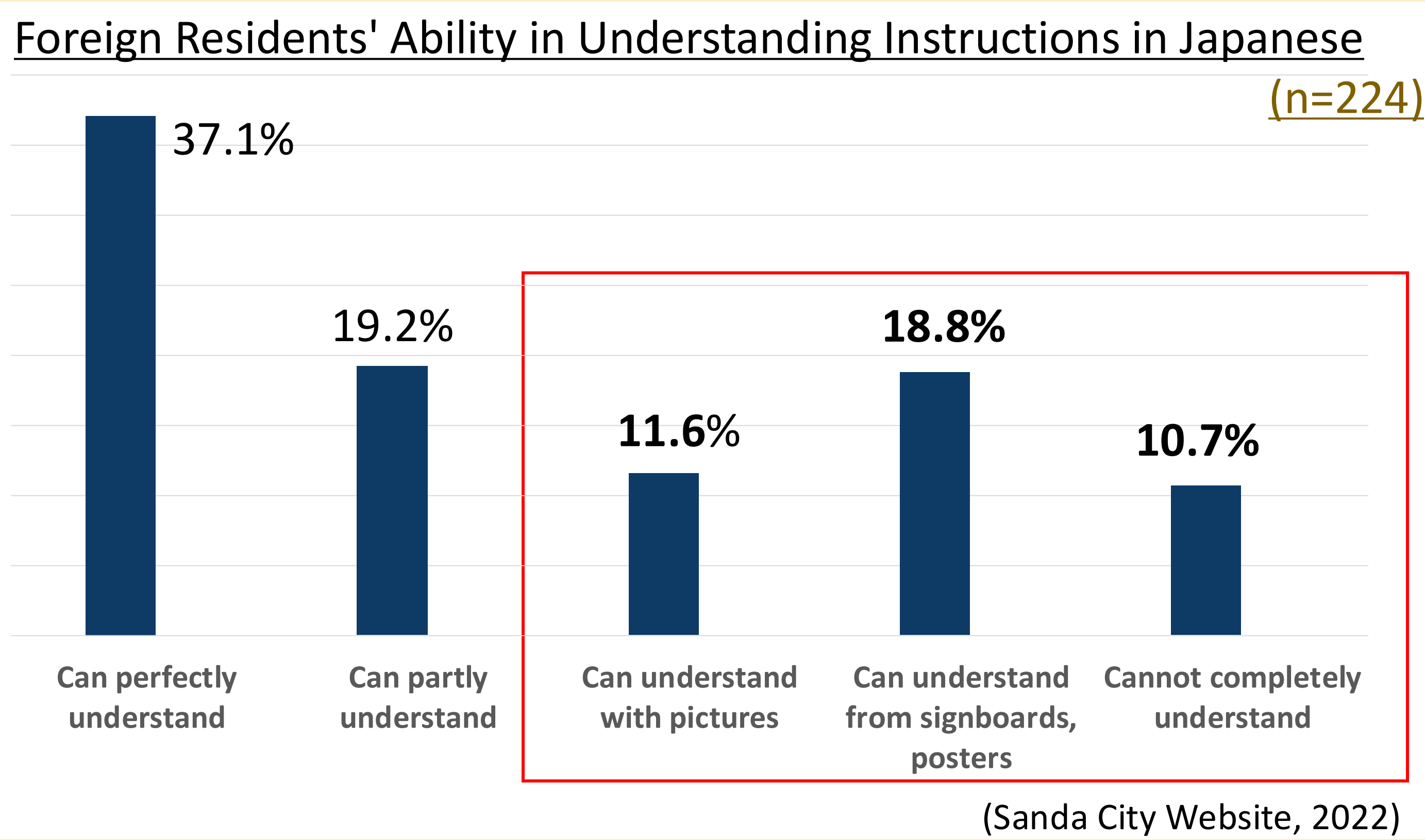
Foreign residents' needs:

- 22.8%** consultation desk
- 30.4%** information and signboards in multiple languages

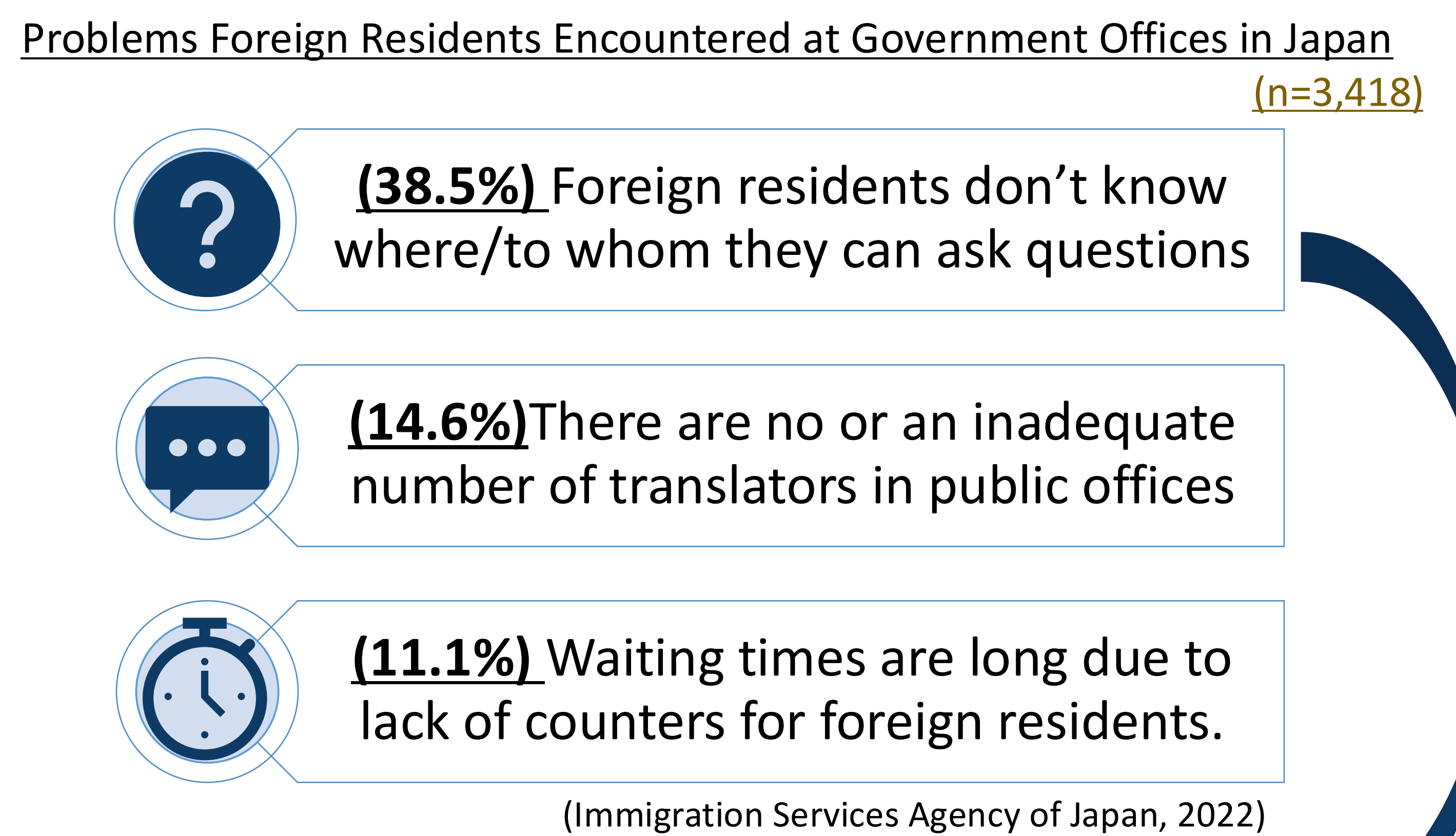
ONLY available in Japanese and English

How can Sanda City Hall improve the language assistance it provides to its foreign residents?

Data & Analysis



41.1% of foreign residents **cannot completely understand Japanese** or **cannot understand without pictures**.



Most visited counters in Sanda City Hall:
Finance & Tax, Child Services, Human Rights
(Hatakenaka, 2024)

- Unclear consultation locations and people
- Lack of translators and translation devices

Past Measures

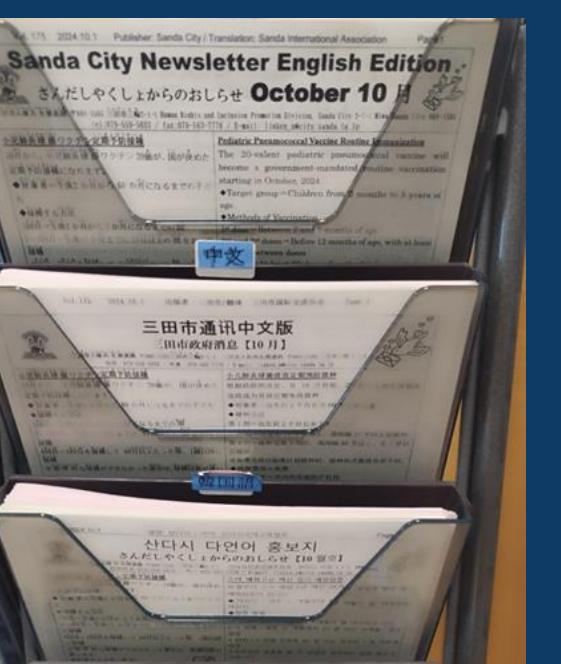
Accompanying Interpreter Service

Problem: Low awareness
Reservations required 1 week before
Only major languages (English, Chinese, Korean)



Newsletters, Signboards

Problem: Only in major languages;
Few pictures



Suggestion

SANdA City Foreigner's Handbook (Original)

1 QR codes

- ✓ The handbook in different languages

2 International staff

- ✓ Clarify what types of consultant are available

3 Available services

- ✓ Accompanying Interpreter Service
- ✓ Living in Sanda Advisory Service

References

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- ◆ Sanda City Website. 2022, October. Report on Survey Results Regarding Promotion of Local Japanese Language Education in Sanda City <https://www.city.sanda.lg.jp/material/files/group/27/nihongohokokusyo.pdf>
- ◆ Sanda City Home Page. 2007-2024. Statistic of Sanda City <https://www.city.sanda.lg.jp/soshiki/6/gyomu/gaiyo/tokei/32/995.html>