



Satisfaction survey for users of the International Lounges (2023)

The City of Yokohama aims to improve the satisfaction of people using the International Lounges and the Yokohama Association for International Communications and Exchanges (YOKE) (Public Interest Incorporated Foundation). We will be grateful to the users of the consultation counters and Japanese learning rooms for their cooperation in answering this survey, to take into account your opinion and focus on improving our services.

1 What was the reason for your attendance at this place? Choose your main option. (only 1 answer)

- Consultation about daily needs. Get events information.
- Japanese language classes. Foreign language classes. Learning classroom for children.
- Be or looking for a volunteer. Lending of books.
- Other reason. (_____)

2-1 Choose the satisfaction level of the service you previously answered. (only 1 answer)

- Satisfied. Slightly satisfied. Slightly dissatisfied. Dissatisfied. Neither.

Please share us the reason of your answer.

2-2 Regarding the service of the 1st question, would it be better for you in person or online?

- In person. Online. (remote) Neither.

Please share us the reason of your answer.

3 Where did you hear about the International Lounges for first time?

- At the district office. Yokohama Association for International Communications and Exchanges (YOKE).
- Through an acquaintance or friend.
- Through the website of the International Lounges.
- Other place. (Please specify the place: _____)

4 What was the service you liked, and what kind of service would you like to see improved at the International Exchange Office?

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