

Summary of the Results of the Hiro Machizukuri Center User Survey

(Conducted December, Reiwa 7 / 2025)

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We sincerely thank all participants for their valuable cooperation.

Based on the survey results, the staff of the Hiro Community Development Center are committed to pursuing continuous improvement in our services.

1 Overview of Responses (561 questionnaires collected)

Q1 (Gender): 85.9% of users are female.

Q2 (Age): 84.3% of users are aged 60 or older.

Q3 (Frequency of Use): 95.9% use the Center frequently or occasionally.

Q4 (Purpose of Use): 74.4% use the Center for classes or circle activities.

Q5 (Overall Satisfaction): 83.1% reported being satisfied or moderately satisfied.

Q6 (Front Desk Service): 75.5% rated the service as good or fairly good, while 21.6% rated it as average.

Q7 (Application of Learning Outcomes): 22.2% are already applying what they have learned, and 51.2% would do so if given the opportunity.

Q8 (Future Expectations): 33.1% enhancement of classes, 24.6% support for self-organized circles, and 17.0% lectures.

Key Requests and Responses

Facility management: Requests for repairs and equipment upgrades will be addressed in cooperation with the relevant municipal departments.

Parking and bicycle facilities: Operations follow the policies of the Hiro Civic Center, which manages these facilities.

Classes and circle activities: The Center will actively support self-organized circles and consider diverse class offerings and schedules based on user needs.

Future Initiatives

2 Initiatives Based on the Results and Open-Ended Feedback

In response to the survey findings and users' comments, the Center will pursue the following initiatives:

To explore and implement a wide range of diverse educational programs, while actively promoting and supporting self-organized community circles.

To ensure sound and appropriate management of the Hiro Community Development Center by listening attentively and respectfully to the voices of our users.