

2003. 6.

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I.	-----	1
1.		
2.		
II.	-----	5
III.		
1.	-----	11
2.	-----	19
3.	-----	27
4.	-----	35
5.	-----	43
6. /	-----	51
IV.	-----	59

**I.**

1.

가 .  
가 , , , , ,  
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가 가  
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○ : 1 : 19  
1 2 : 33  
2 3 : 32  
3 5 : 46  
5 : 44  
: 9

**II.**

가

57.4%( )가

(21.9%), (20.2%) (17.5%)

가

17.5% 가

가

26.9%, 52.0%

66.1%( ), 55.7%

가 가

“ ” 26.8%

51.8%가 . 50.8%( )

가 ,

24%-28% . ,

76.0%가 ,

가 .

- 9 -

25.1%, 42.1%

가 75.4%

63.1%

( 2 )

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33.1% 33.4%

가 73.2%( )가

46.3%가

18.6%

0 /

/ 27.4%, 33.8%

가 47.5%

( ) 가 , ,

20%

가 38.3%(

가 가

25%

가



### **III.**

1.

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4.4%, 48.0%

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9.4%

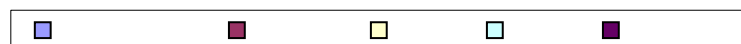
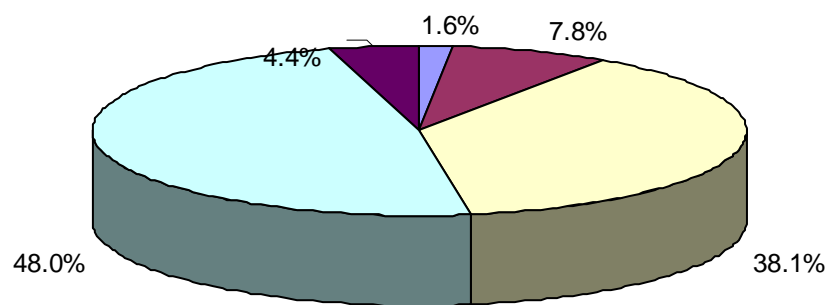
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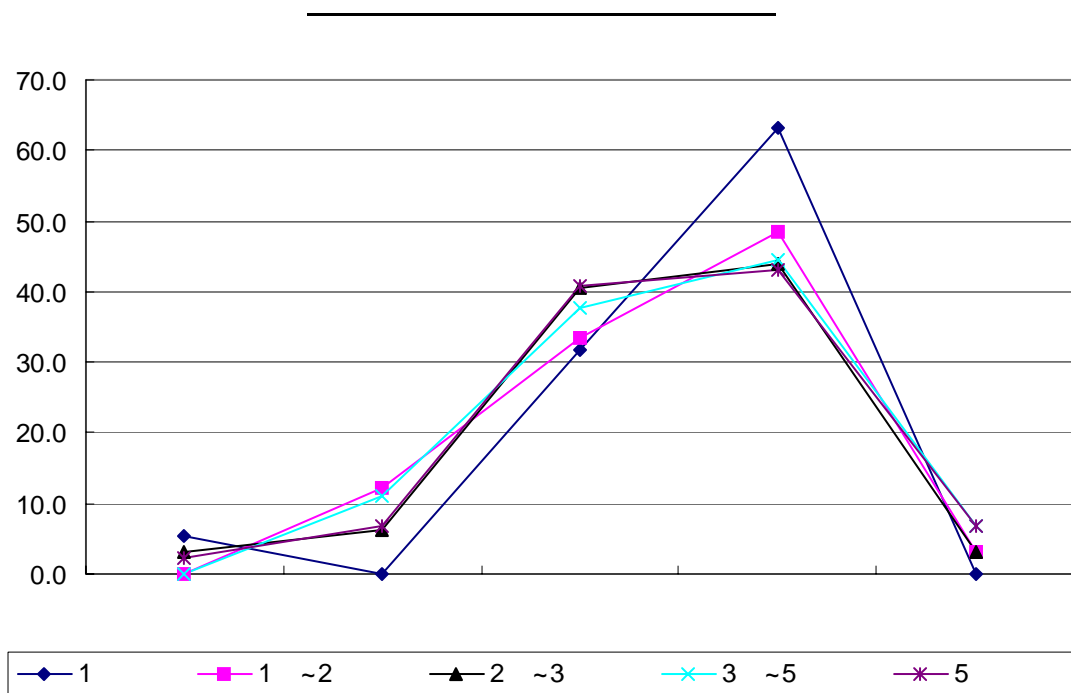
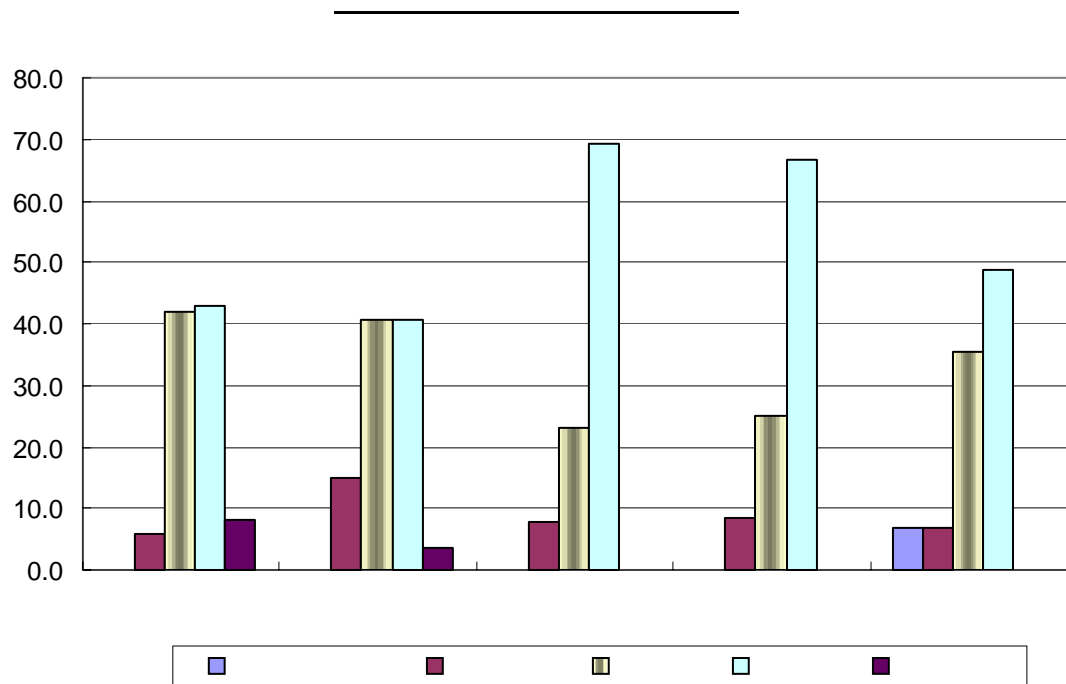
가 , 가 ,

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\* 183 181 (%)





가

0 67.8%가

가 3.8%

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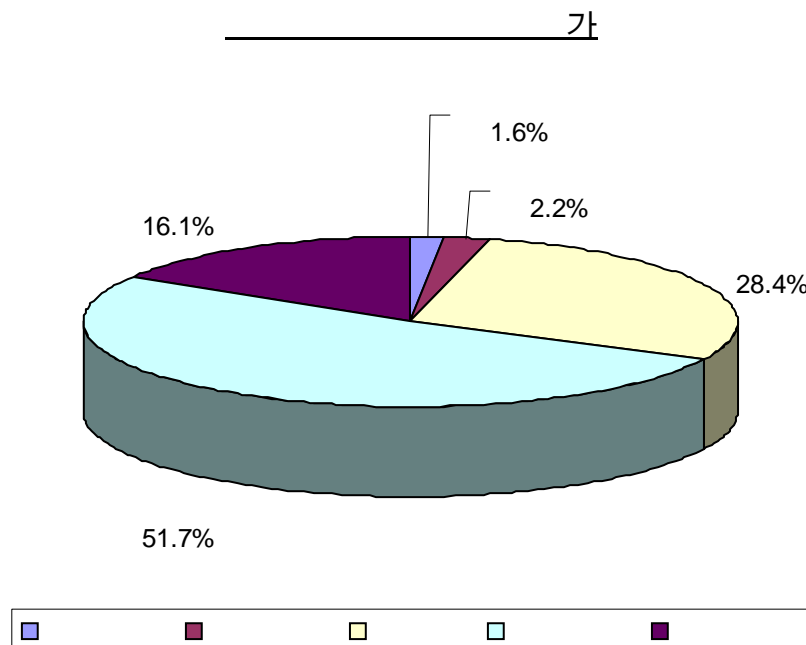
가 , “ ” (36.0%)

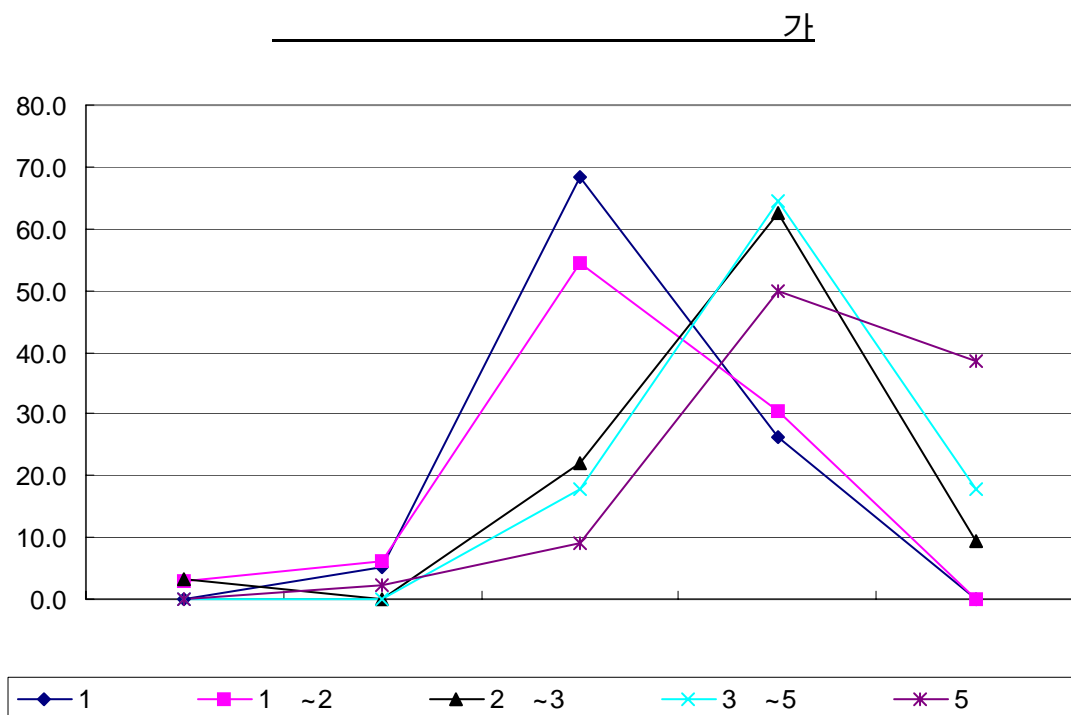
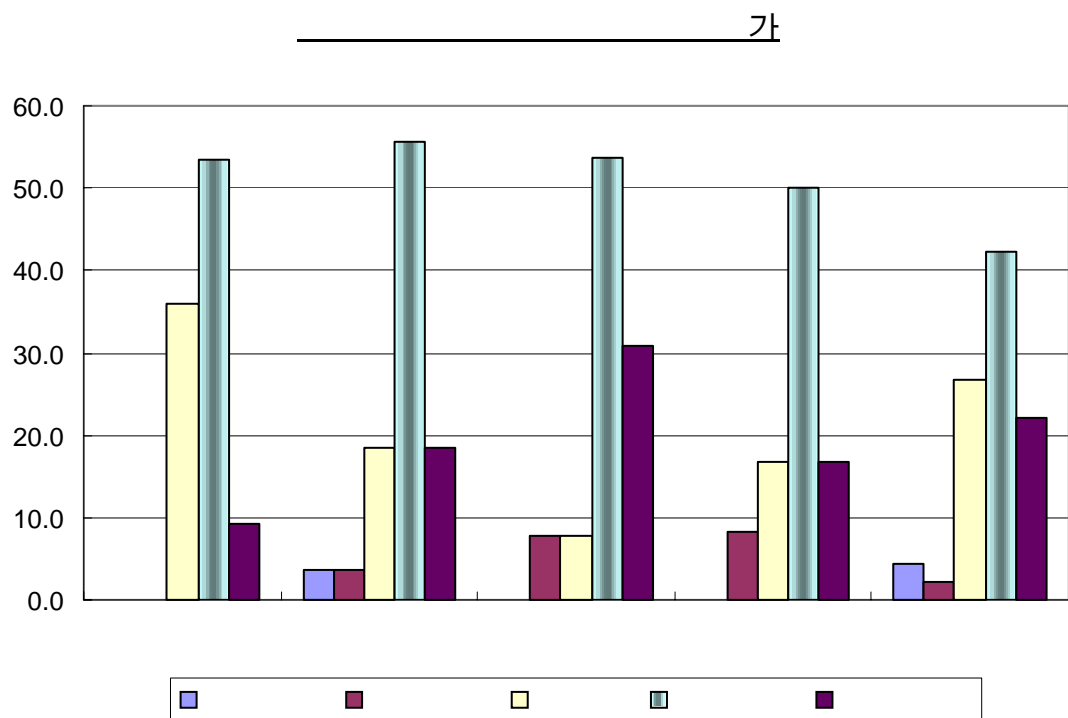
0 1 2 “ ”

( 68.4%, 54.5%) 2 “ ”

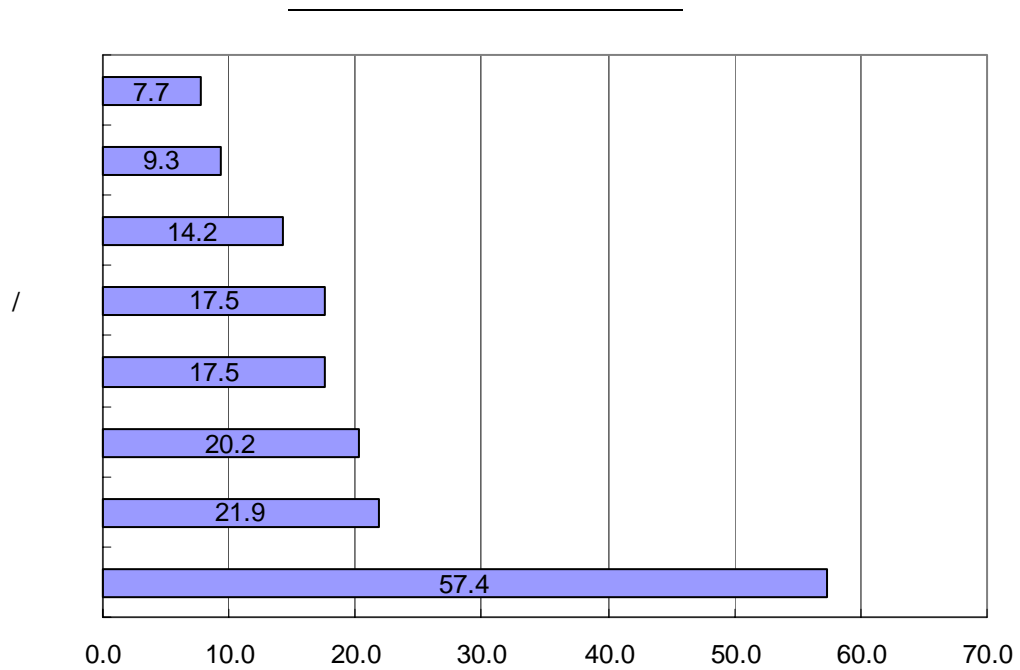
가 50%

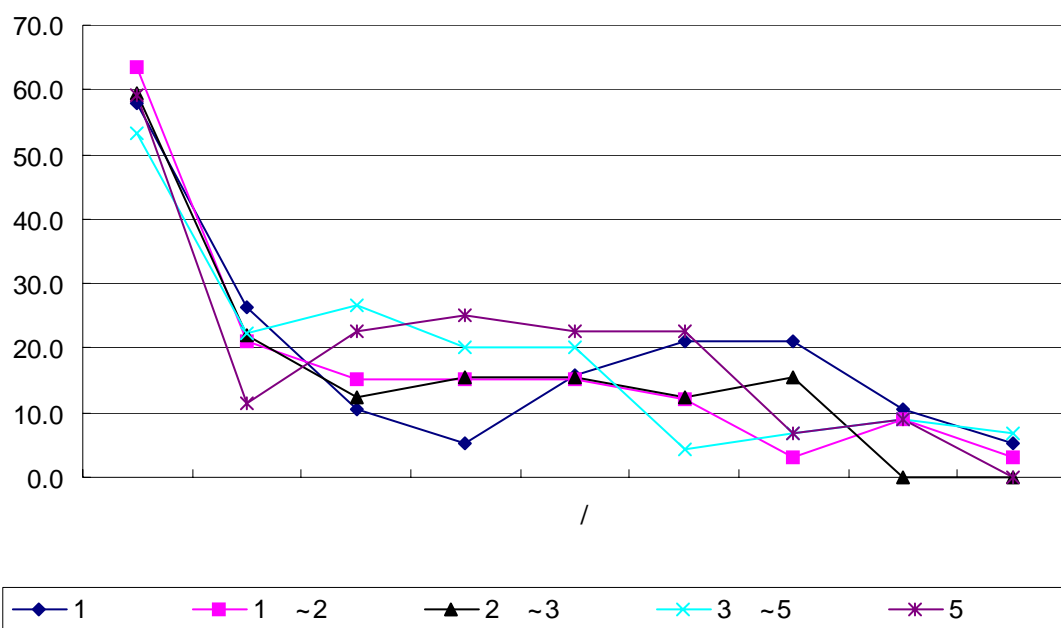
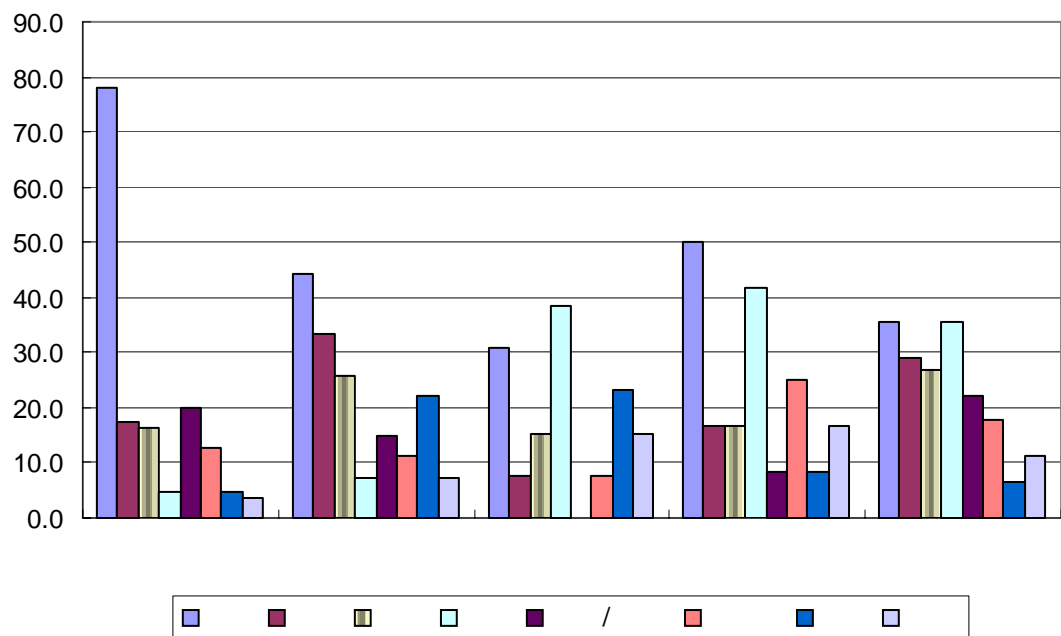
\* 183 180 (%)





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 0 (57.4%) 가  
 21.9%, ( ) 20.2%  
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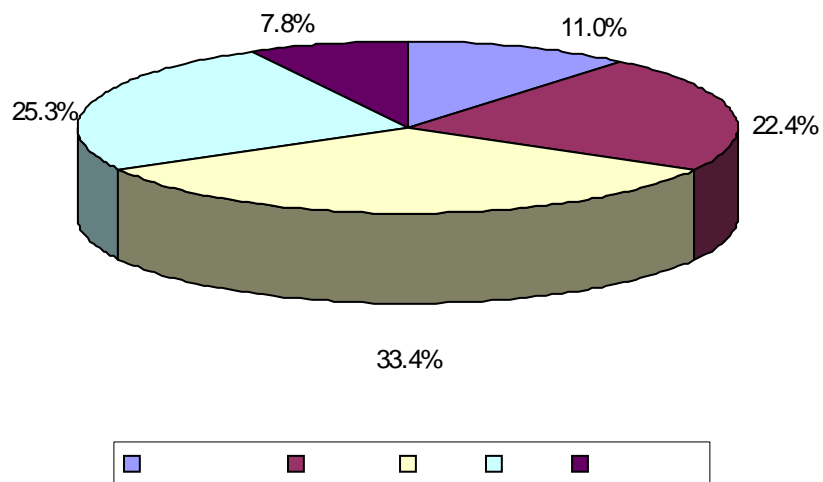
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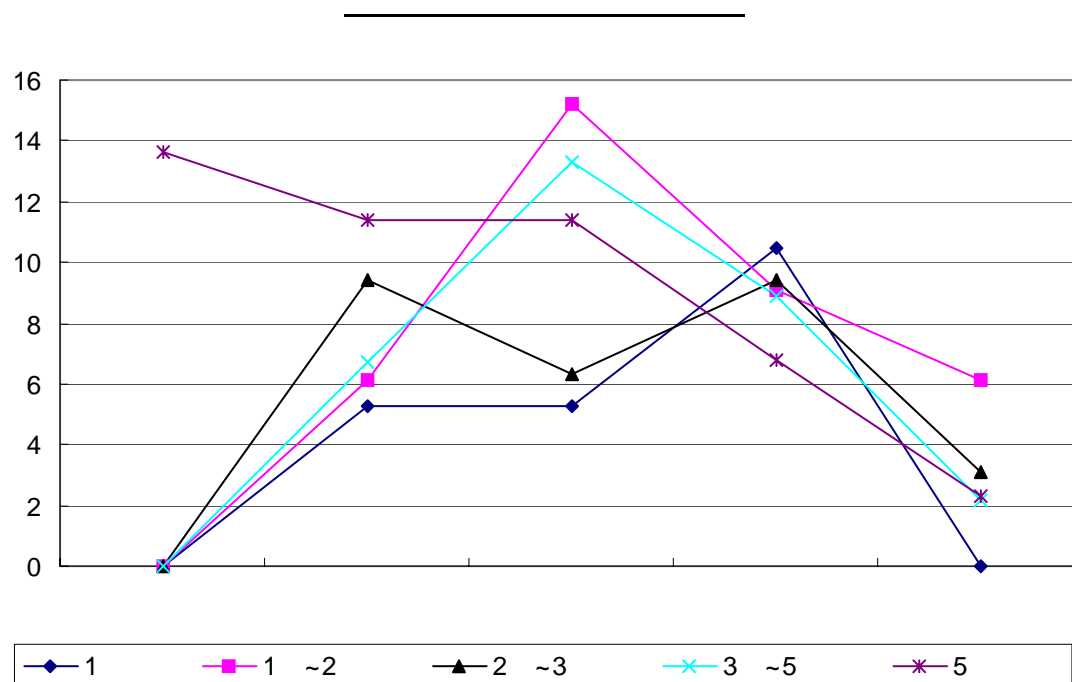
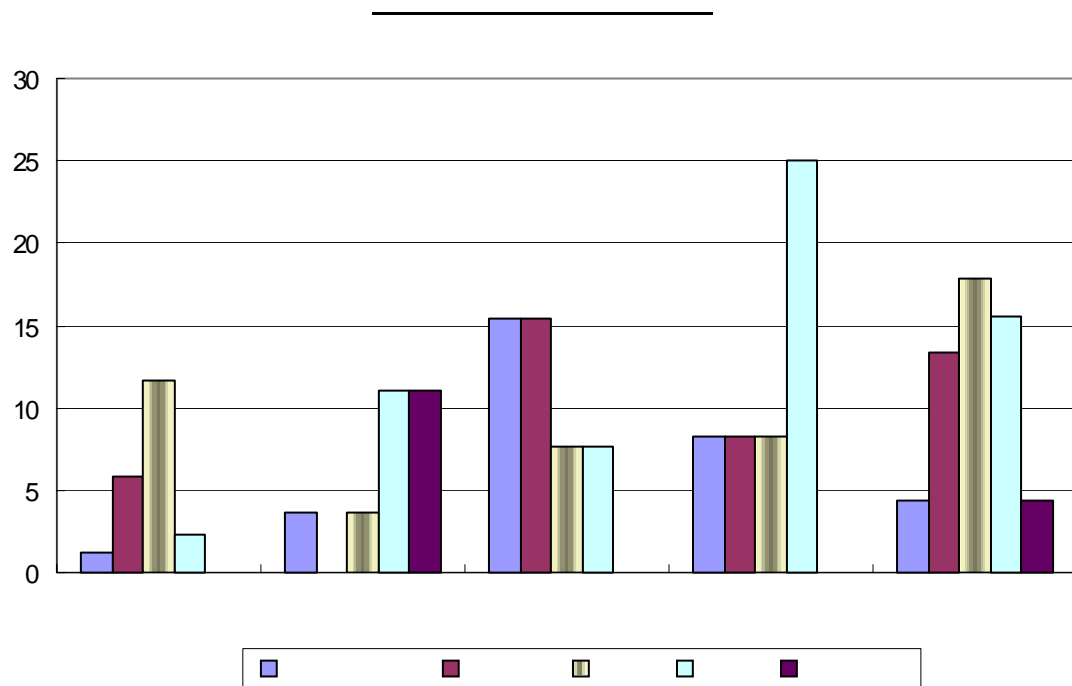
가.

0 33.4%가 “ ” “ ”  
가 “ ” “ ”(33.1%)  
“ ” “ ”

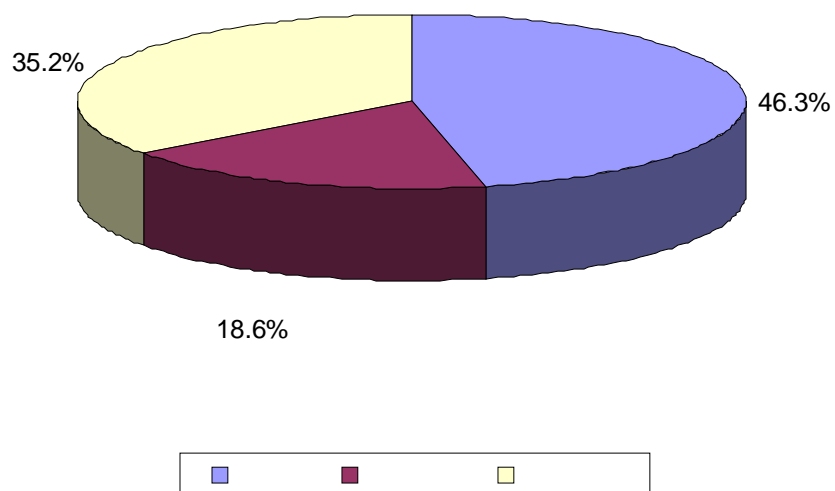
0 가  
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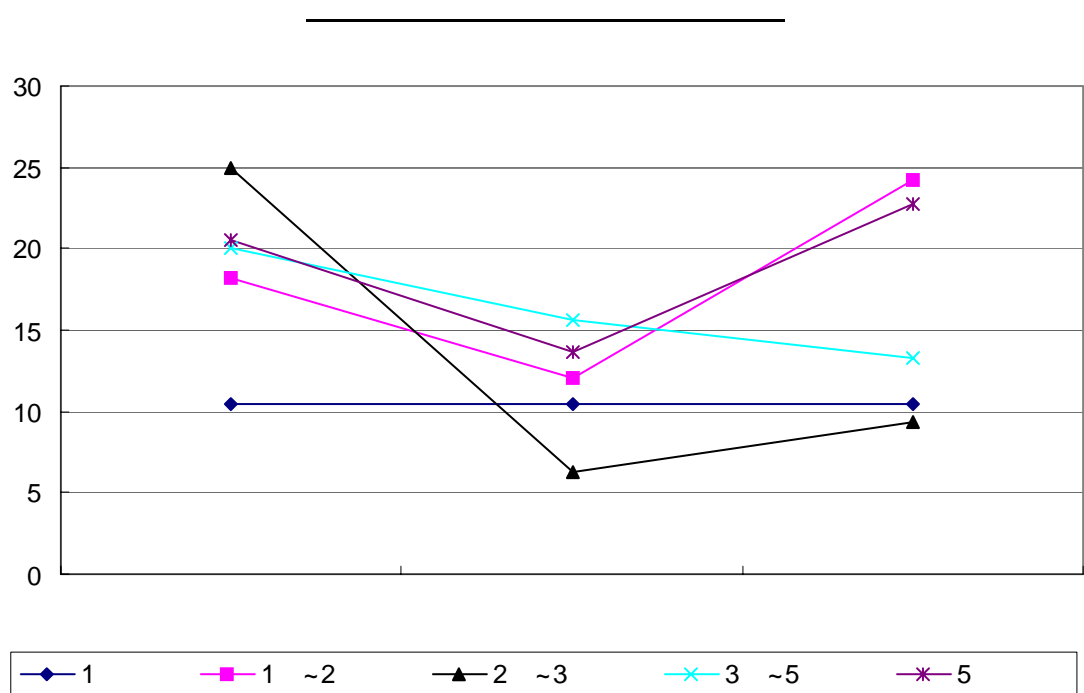
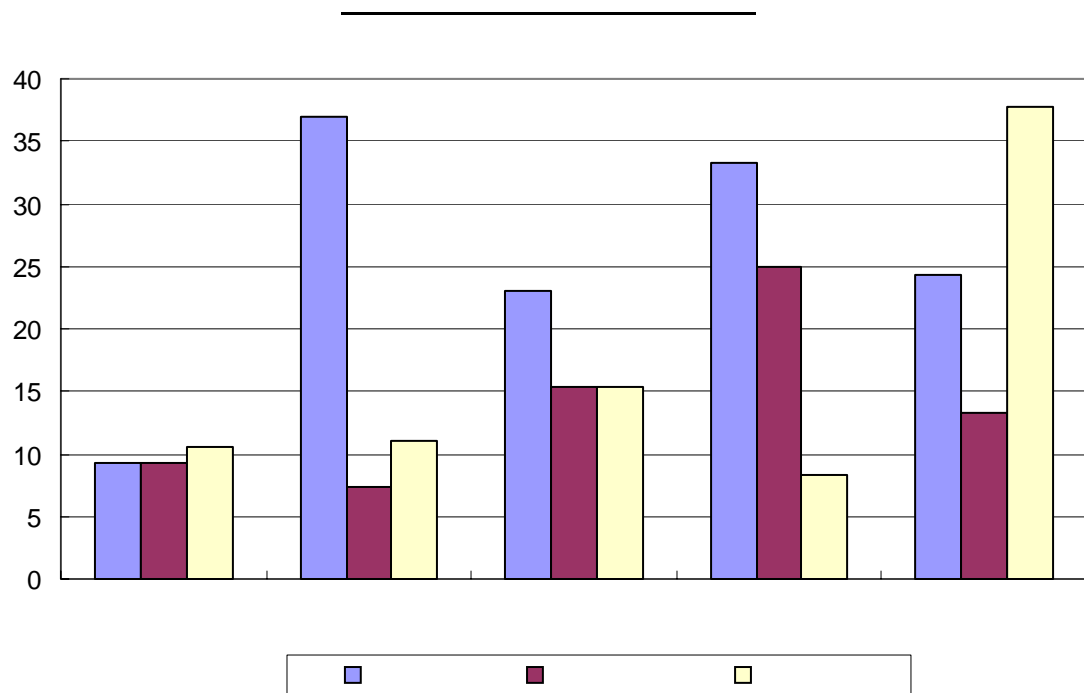
\* 56 52 ( %)



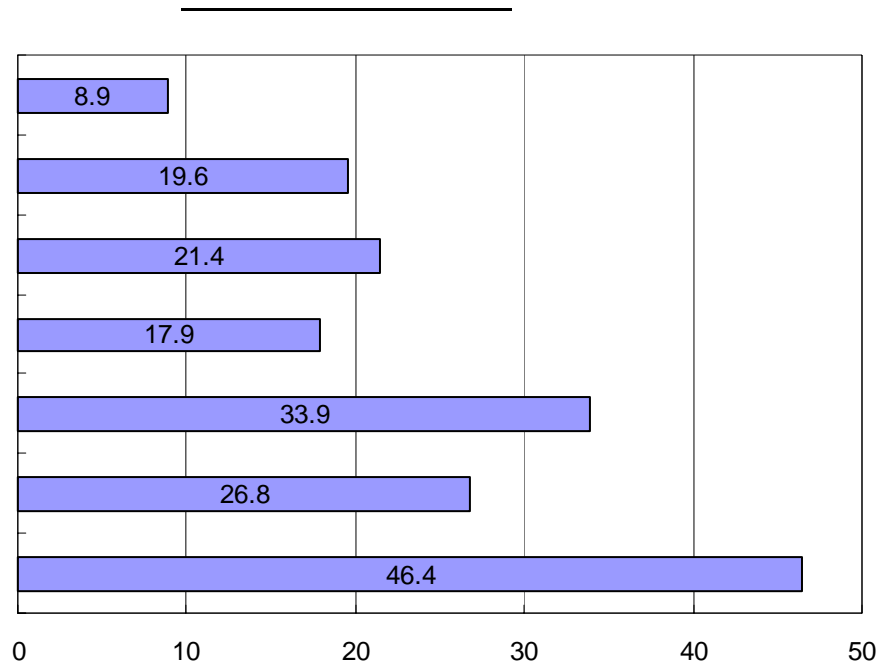


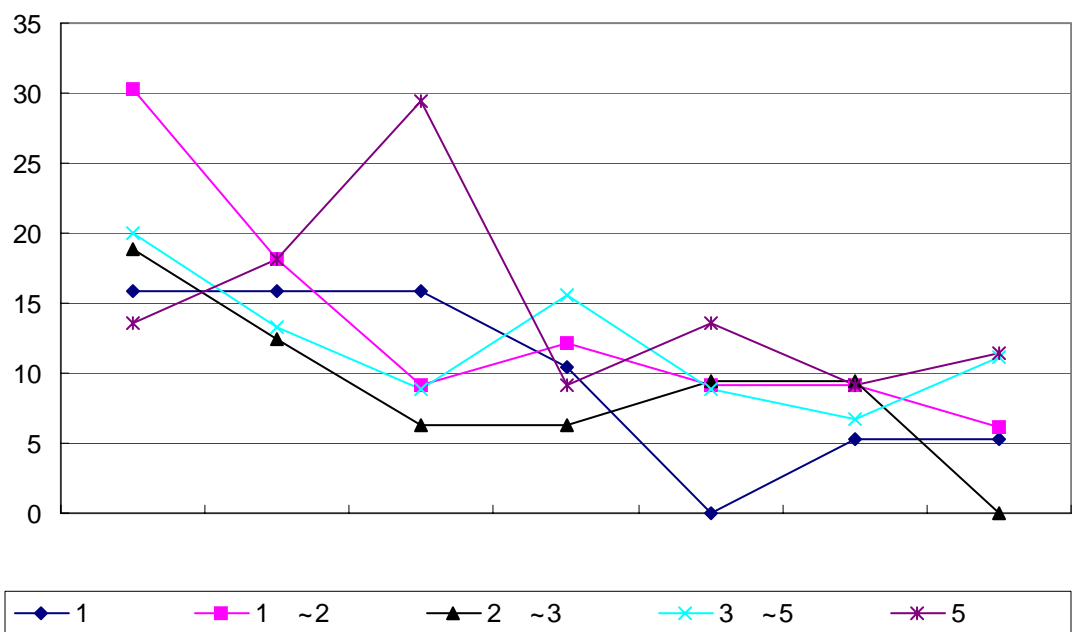
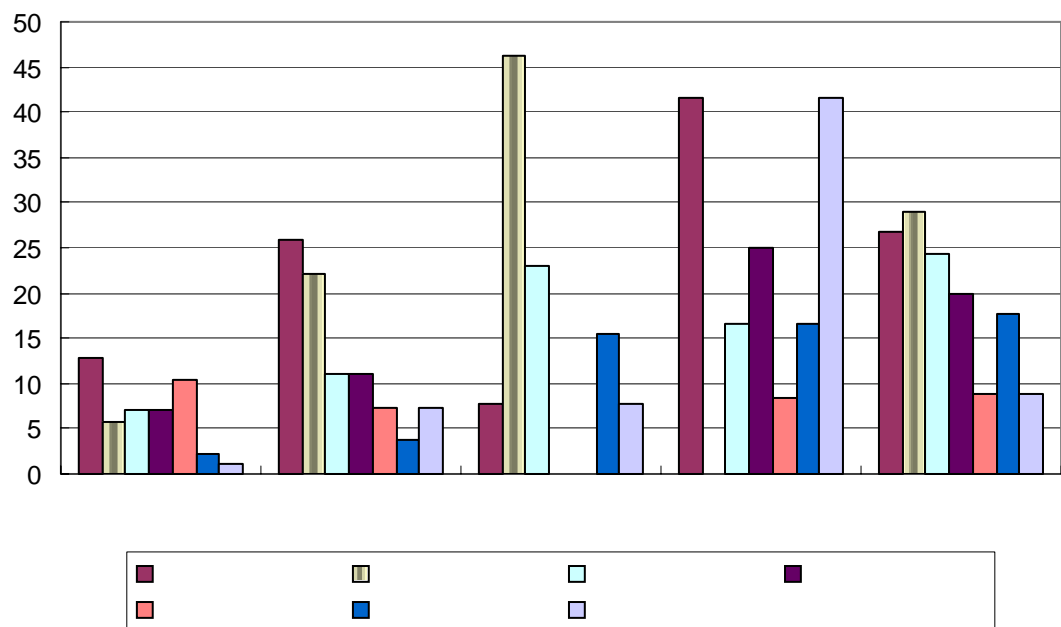
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 0  
 가 46.3%가 .  
 40% 5.8%  
 . ( 40% 가 )  
 0 , , 가  
 30% . (27 ), (15 ),  
 (13 )  
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 0 2 가  
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 \* 56 54 (%)





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 0  
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 (41.7%) (30.0%)가  
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 \* 56 ( , %)







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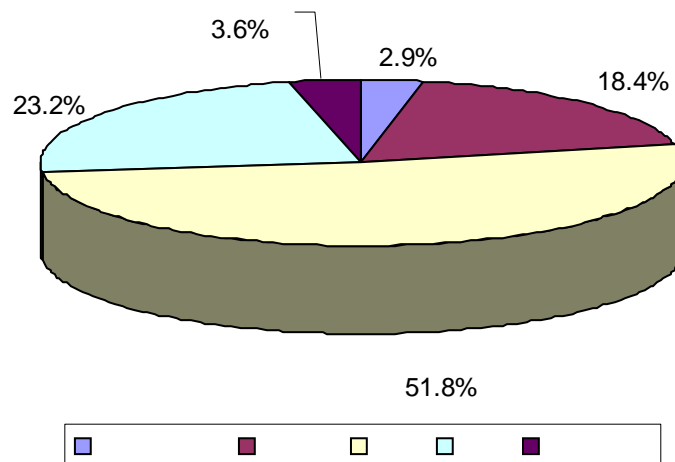
가.

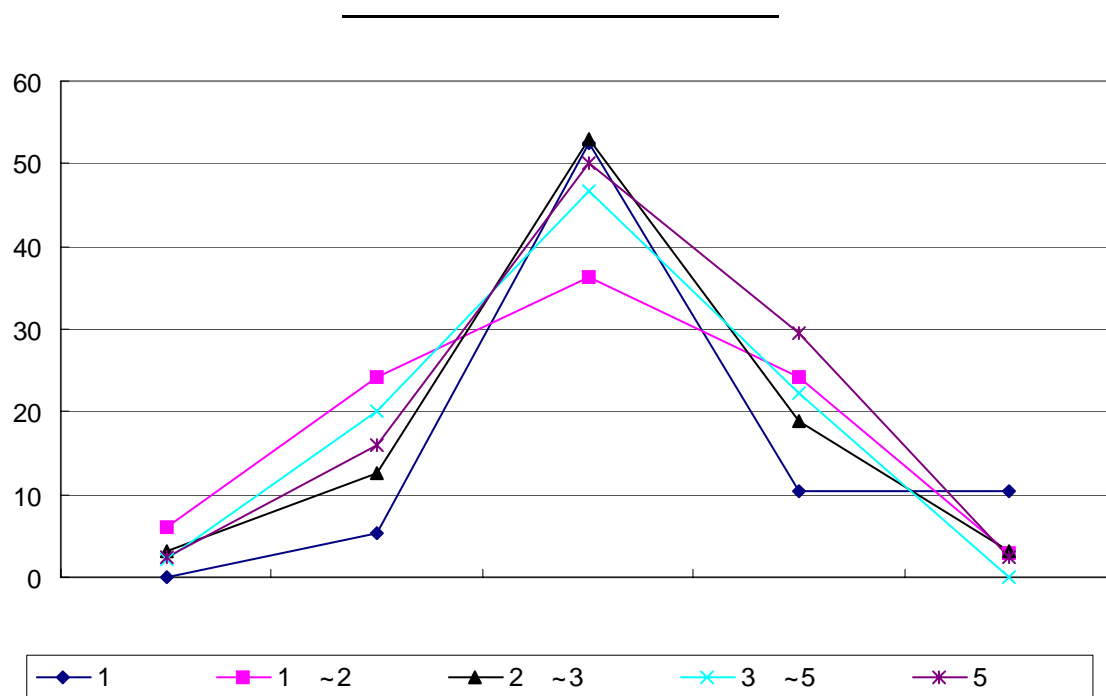
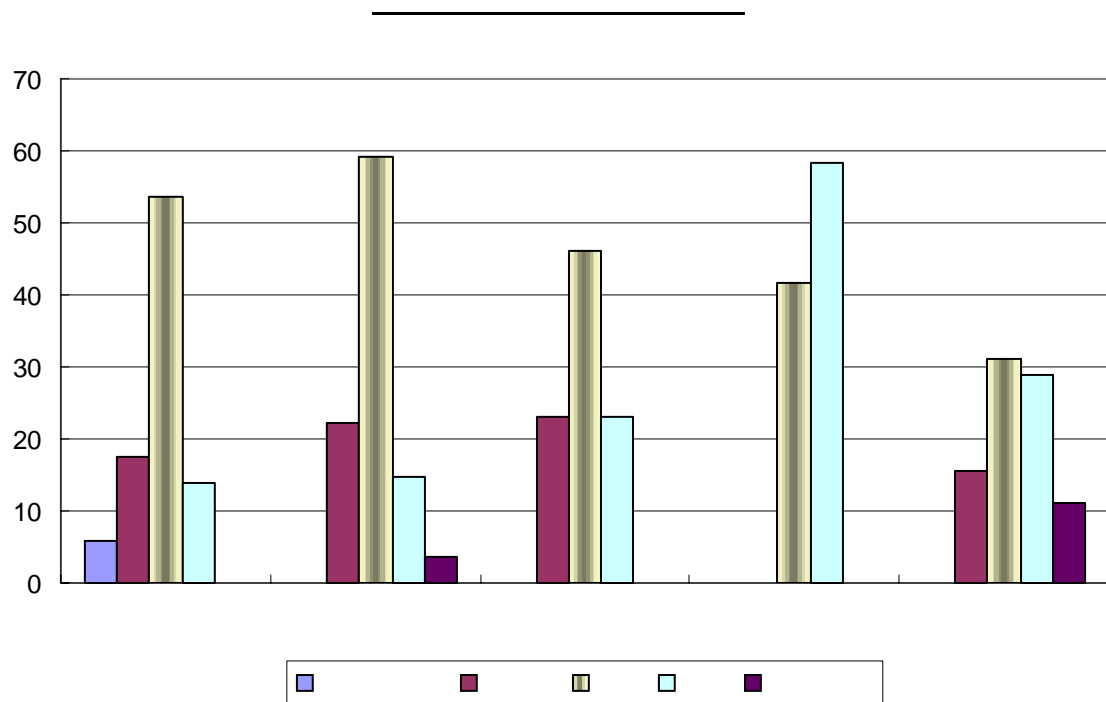
0 51.8%  
 (36.1%), (13.9%),  
 (11.1%), ,

0 가 ,  
 가 30%  
 가 가

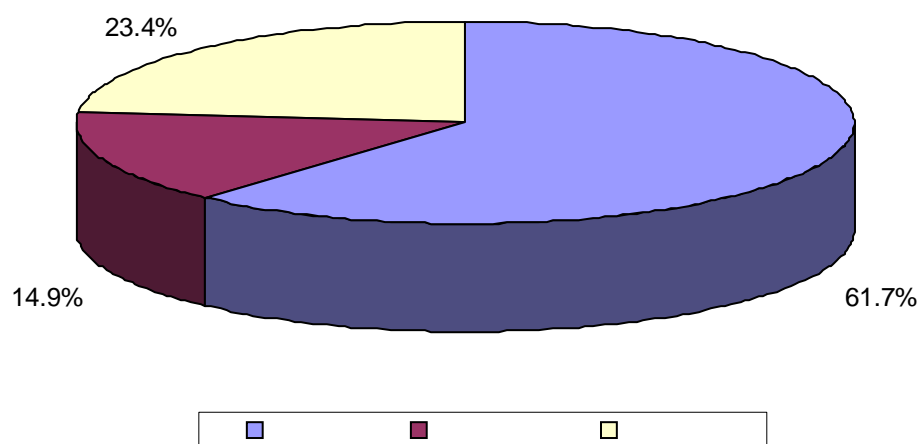
0 가  
 가 5 가 38.6% 가

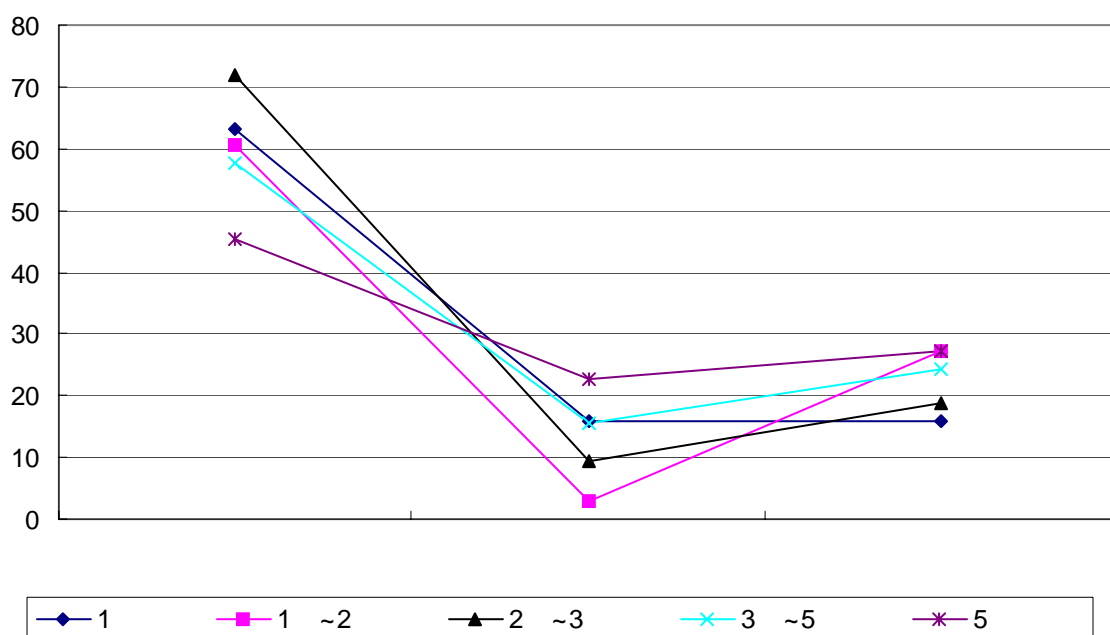
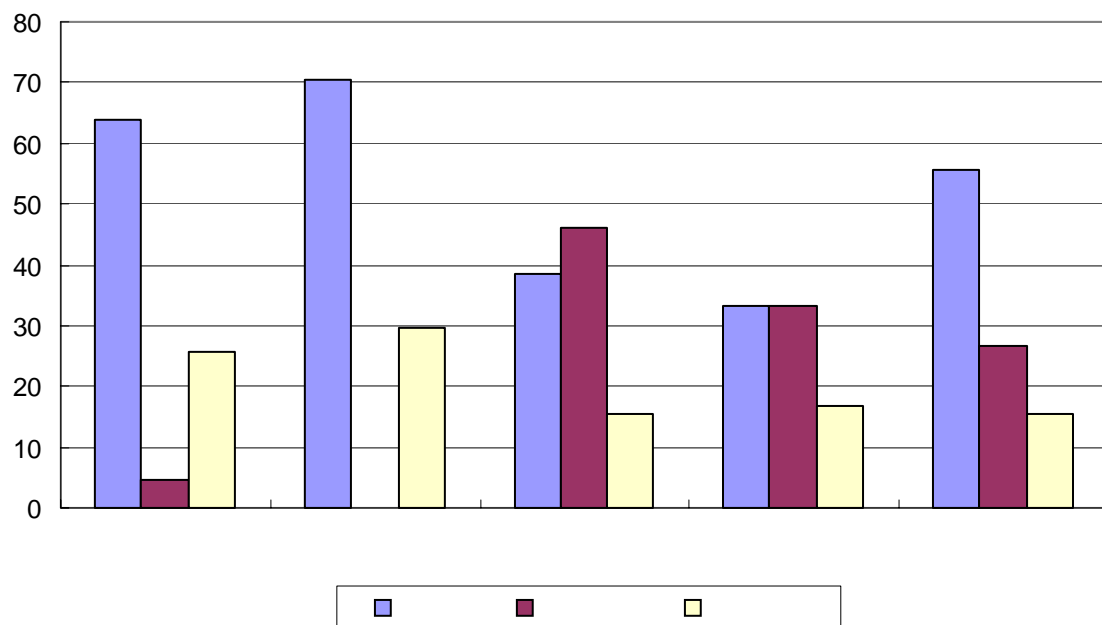
\* 183 168 (%)





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 0 /  
 76.0%가  
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 , 70%가  
 64%가  
 10%  
 0 5 가 가  
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 \* 183 175 (%)





가

0 (50.8%)

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가 가

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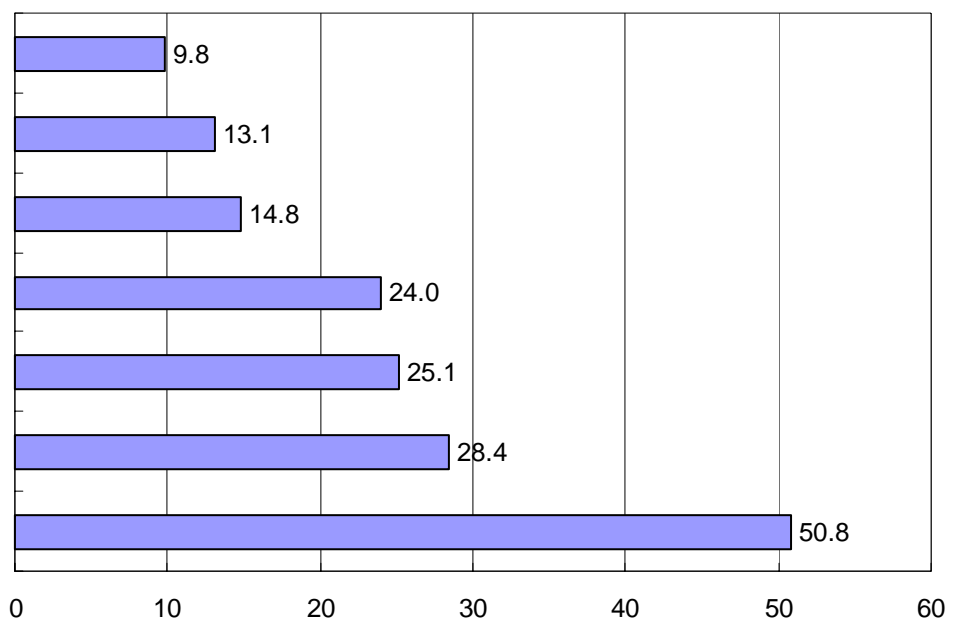
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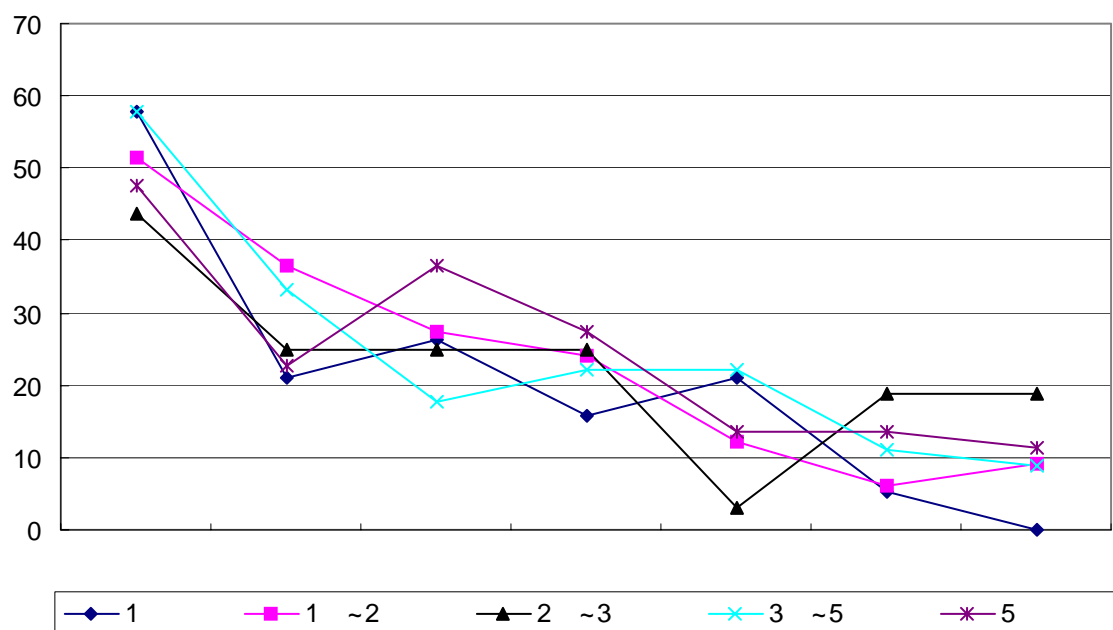
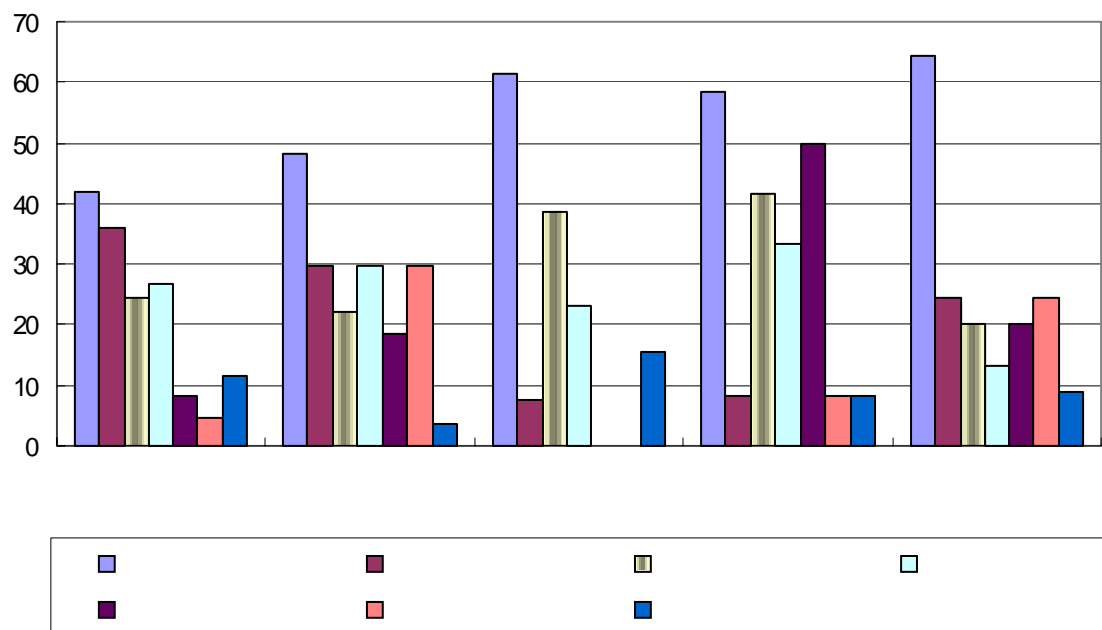
가 가

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\* 183 ( , %)







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- MEDICAL HOT LINE 가 .
- 가 가 . 가
- 가 가 .

- 가 가 .
- 가 가 .
- 가 가 .

- , 가 , .
- AFTER CARE SERVICE 가 .
- .
- .
- 가 , , .
- 가 . .

- 가 .
- .
- 가가 .

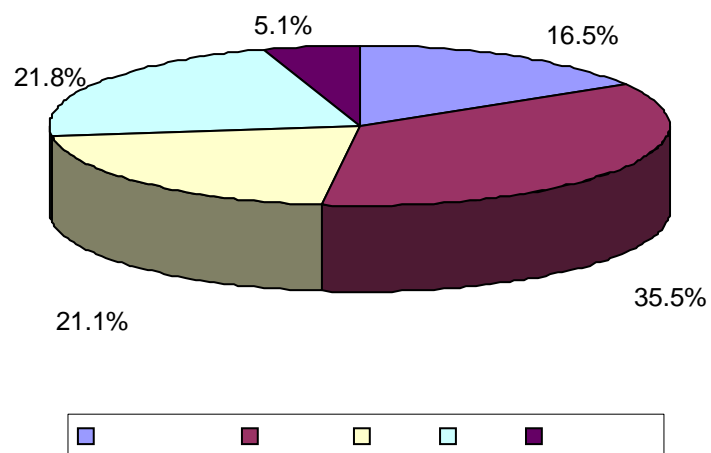
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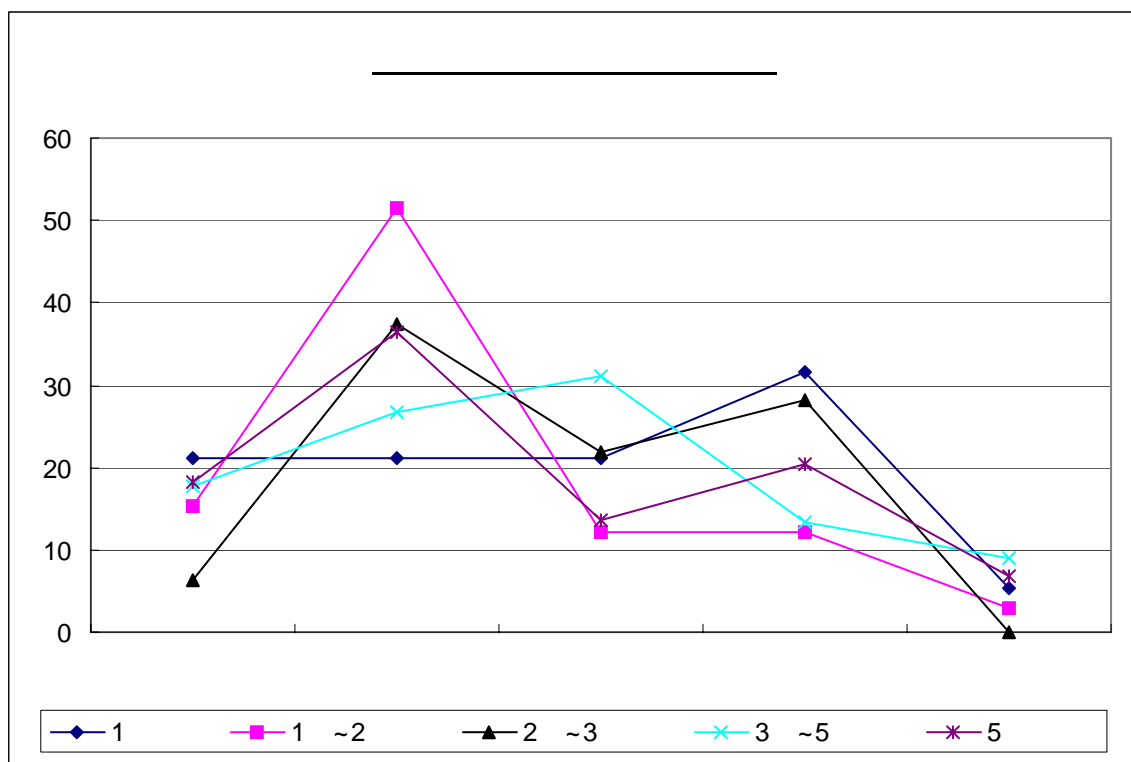
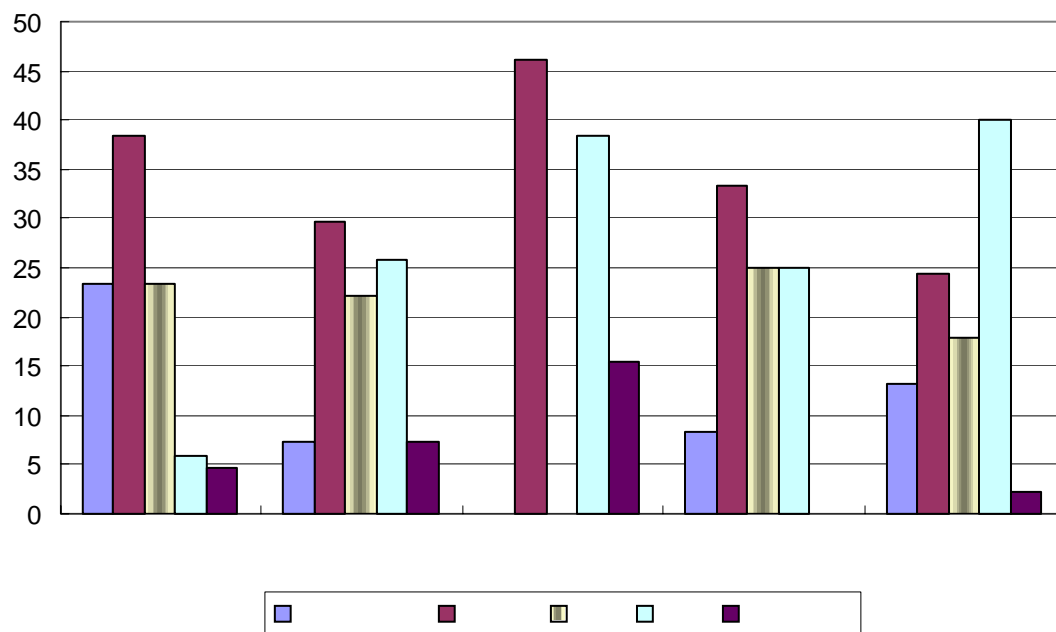
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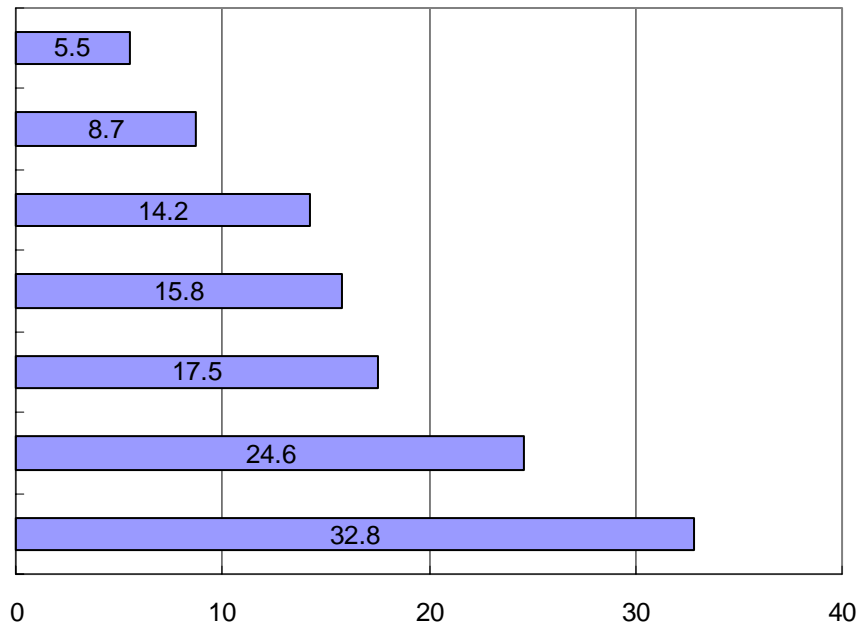
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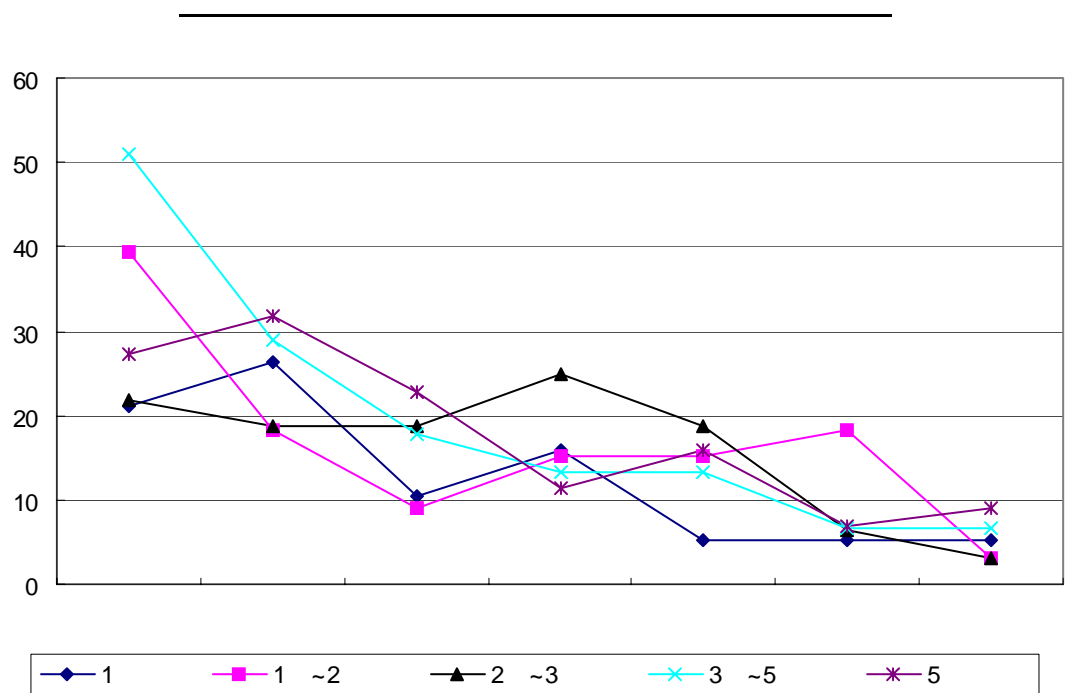
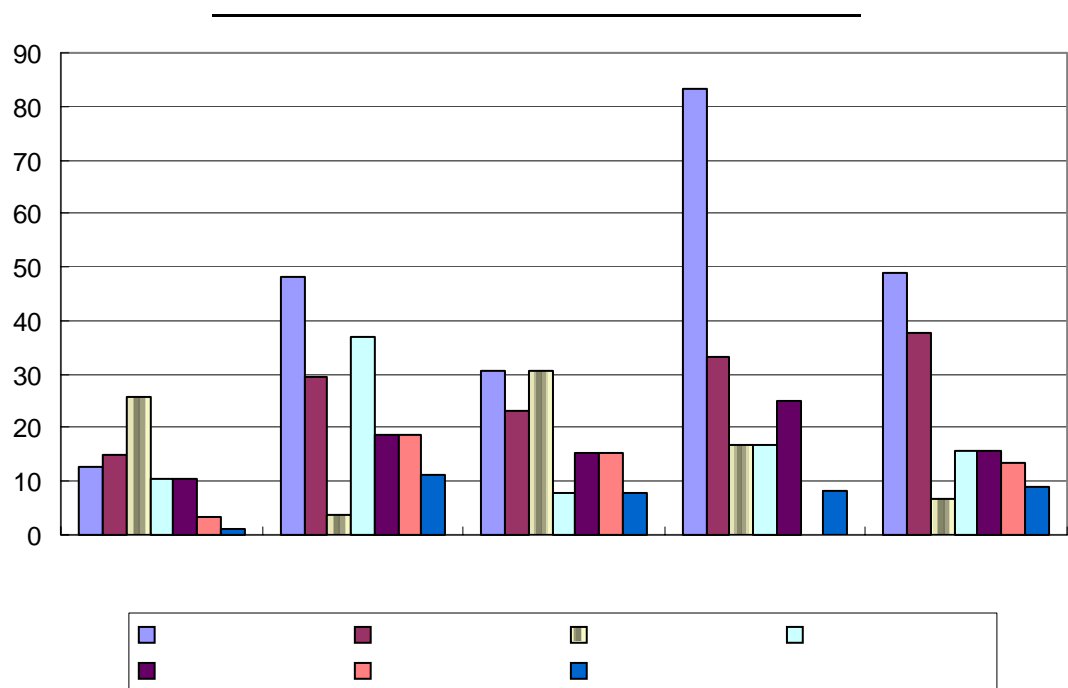
0  
16.5%가  
(44.0%),  
(37.4%),  
(17.6%)  
(65.6%)  
0  
가  
50%가  
0  
가  
\* 183 175 (%)



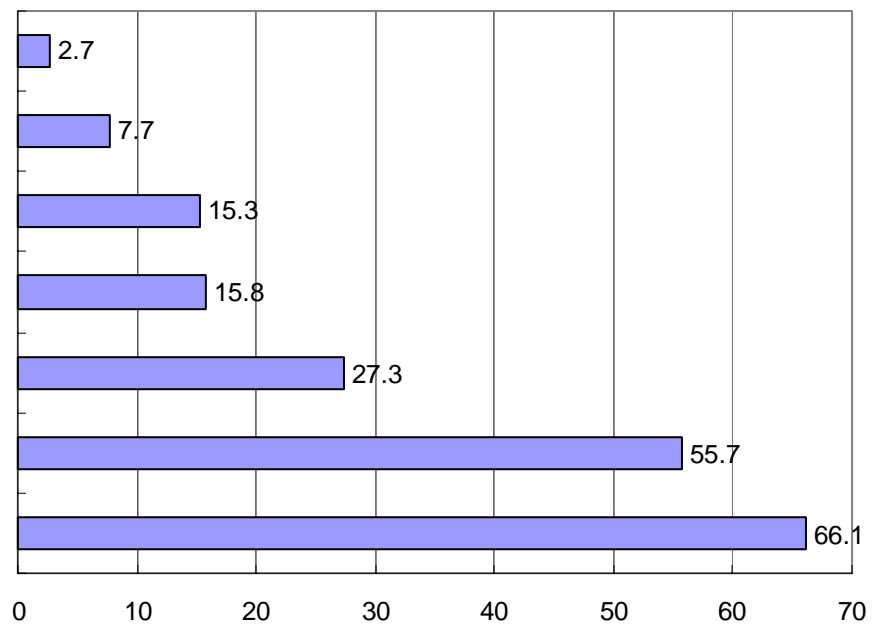


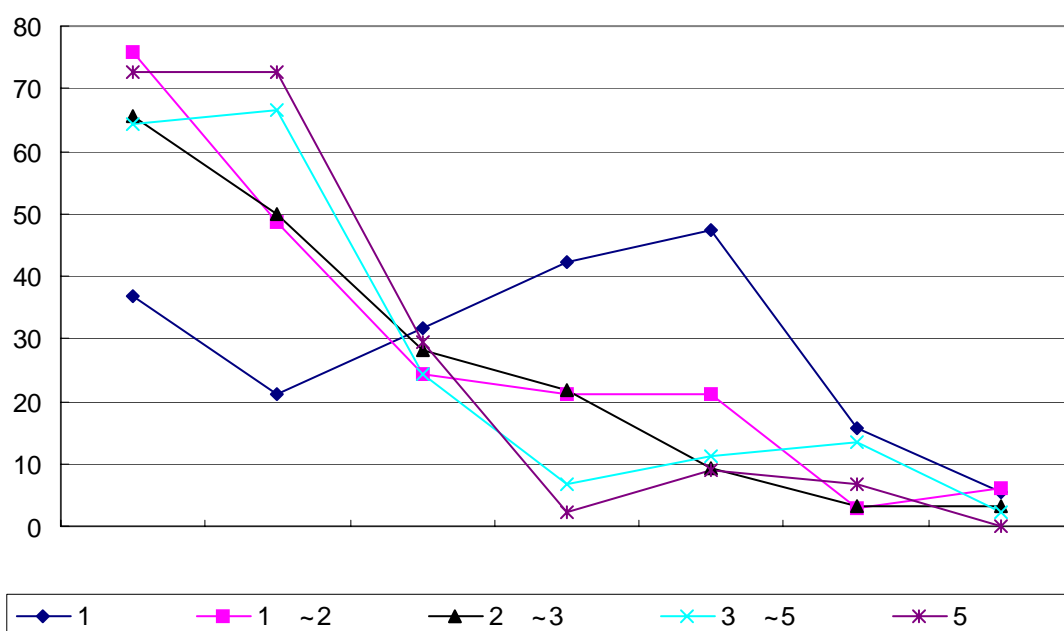
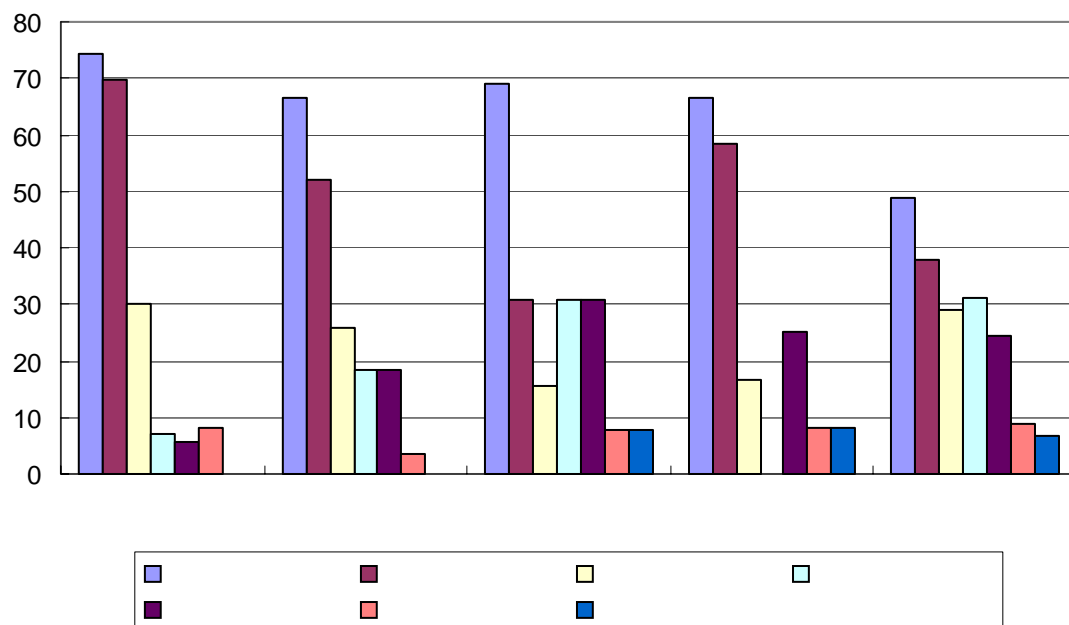
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 0  
 (32.8%) 가 가 , 가  
 ,  
 17.5%가 가 .  
 0 “ ” 가 가  
 . 가 가  
 0  
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 \* 183 ( , %)





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 0 (66.1%) (55.7%)  
 가 가  
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 \* 183 ( , %)







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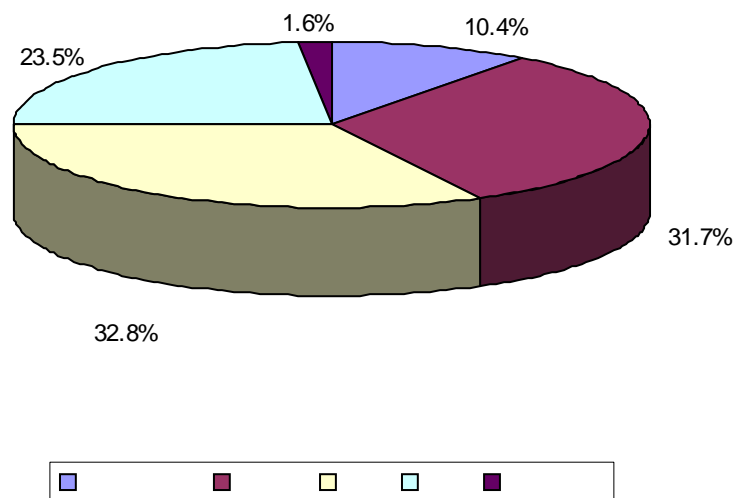
가. ( )

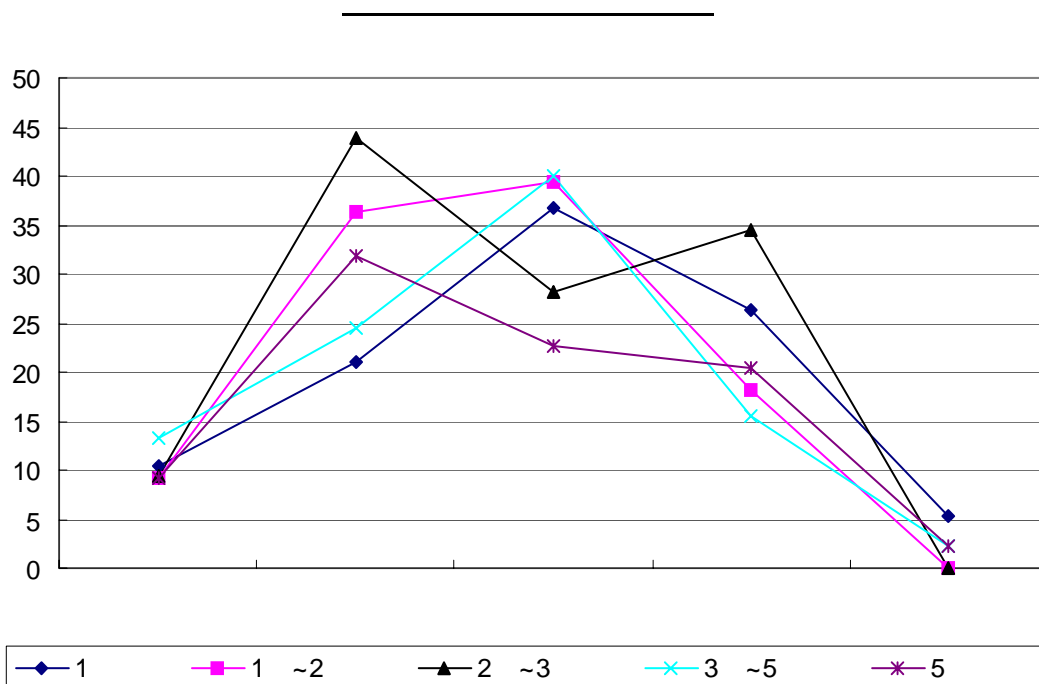
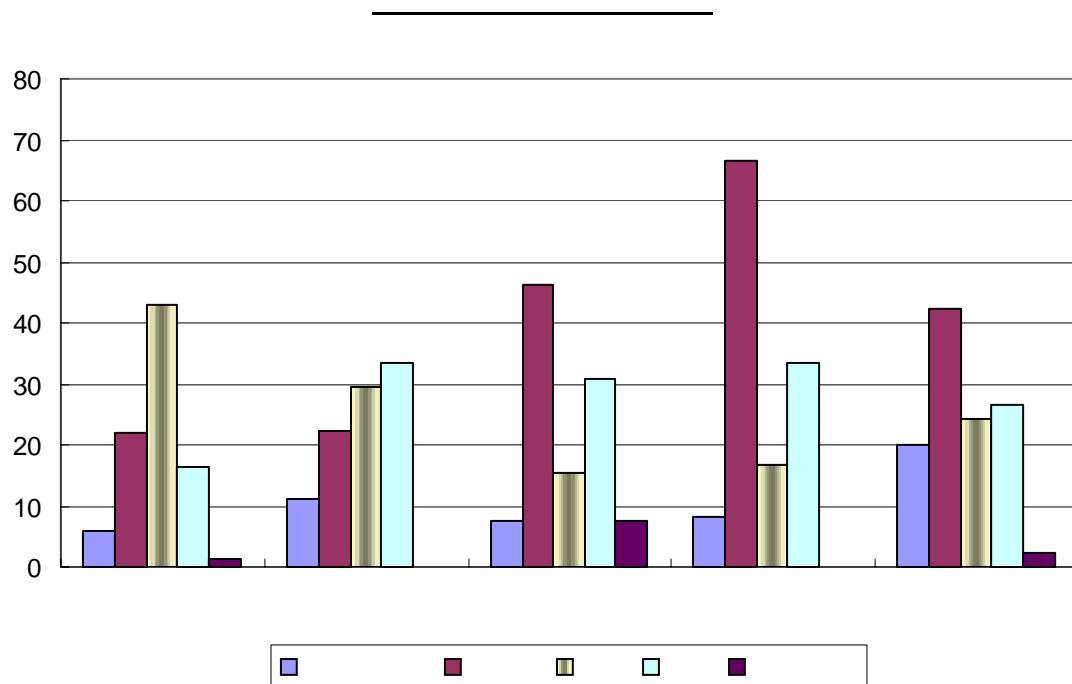
0 25.1%가 , 42.1%가  
(48.1%) (27.3%)가 가

0 (53.8%) (75.0%), (70.0%)가  
가

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가

\* 183 174 (%)





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0 (55.2%) (31.1%) (17.5%), (38.3%),

(16.4%), (16.4%)

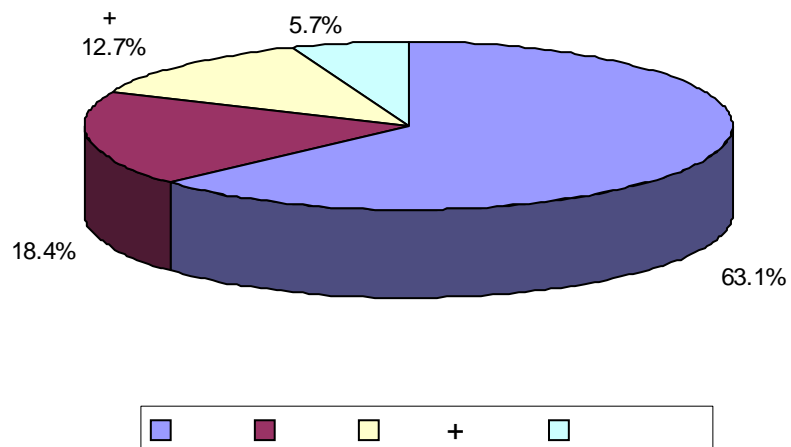
가 63.1%

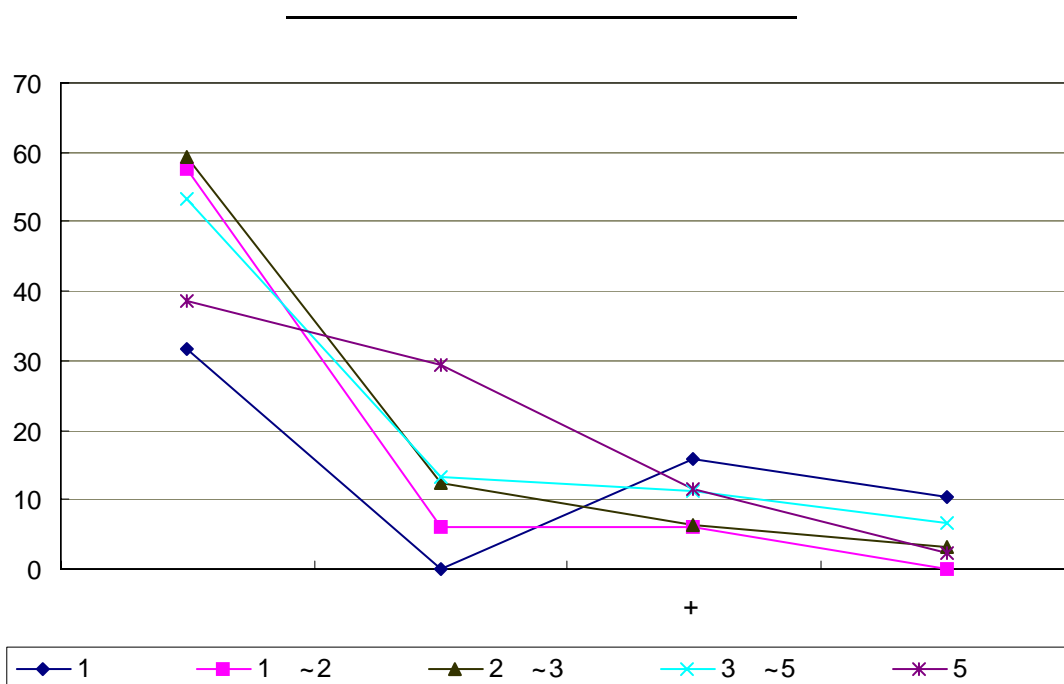
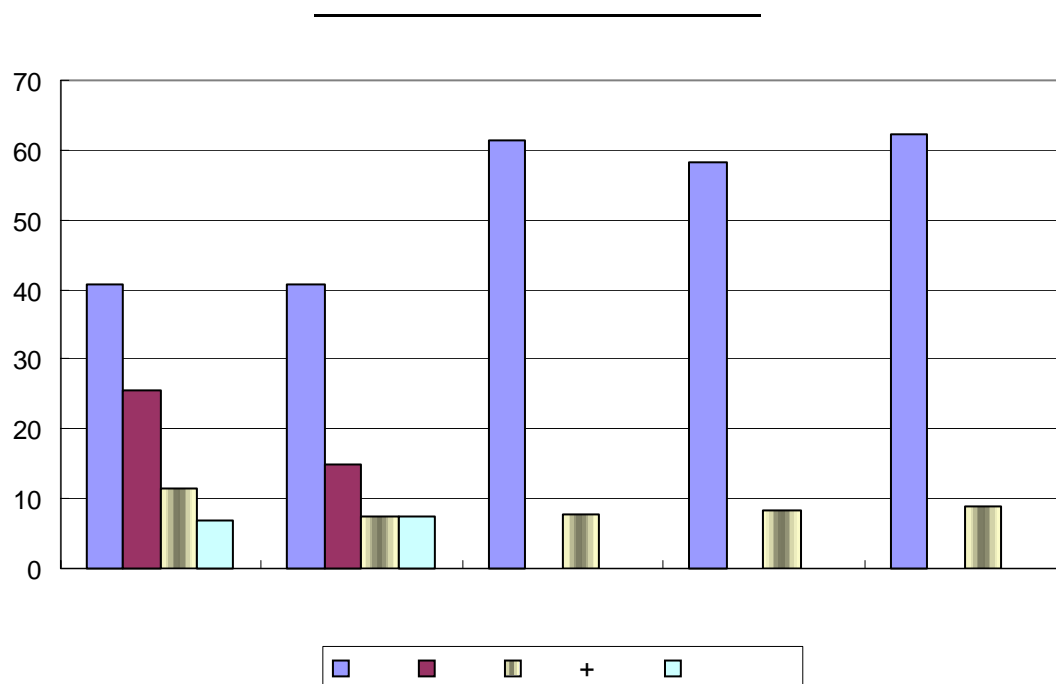
0 가가 (7.0%) (7.4%)

0 가 1

가 가

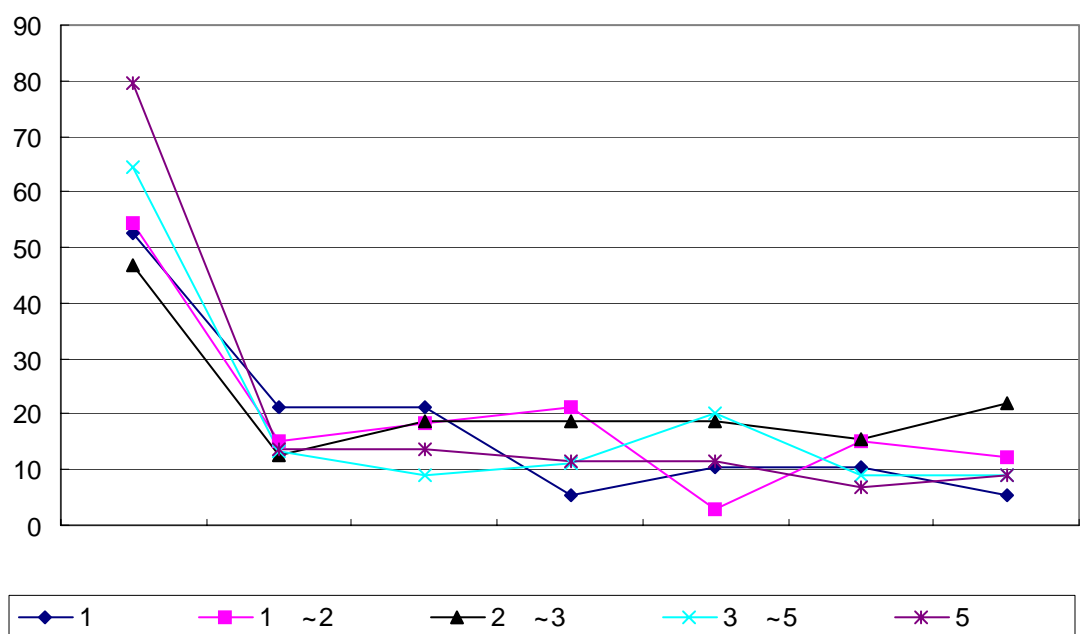
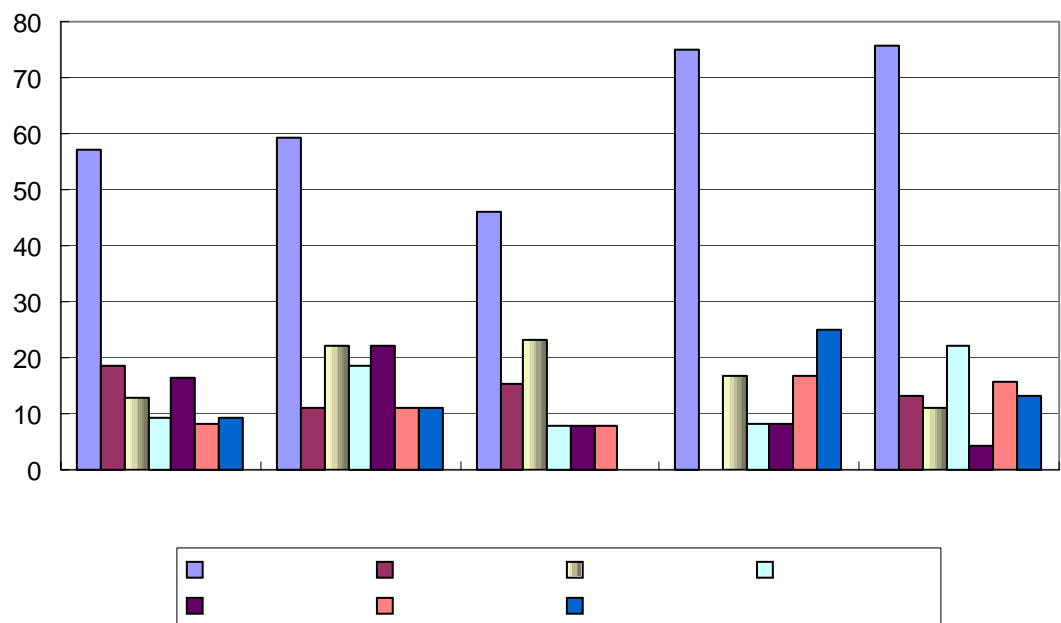
\* 183 141 (%)





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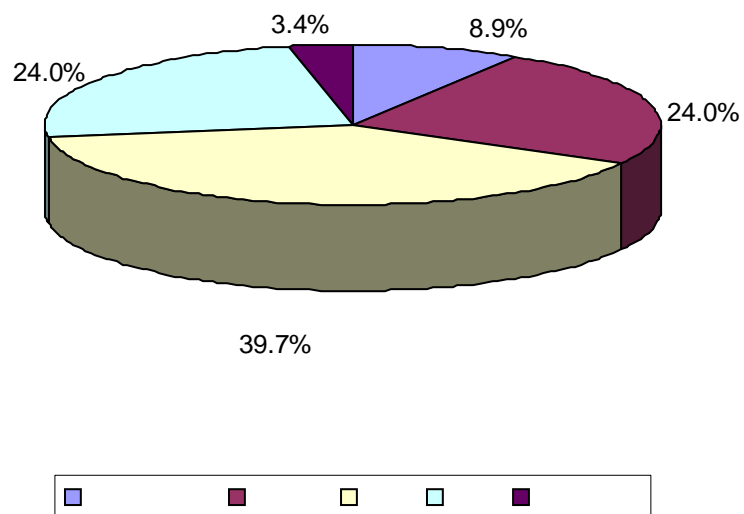
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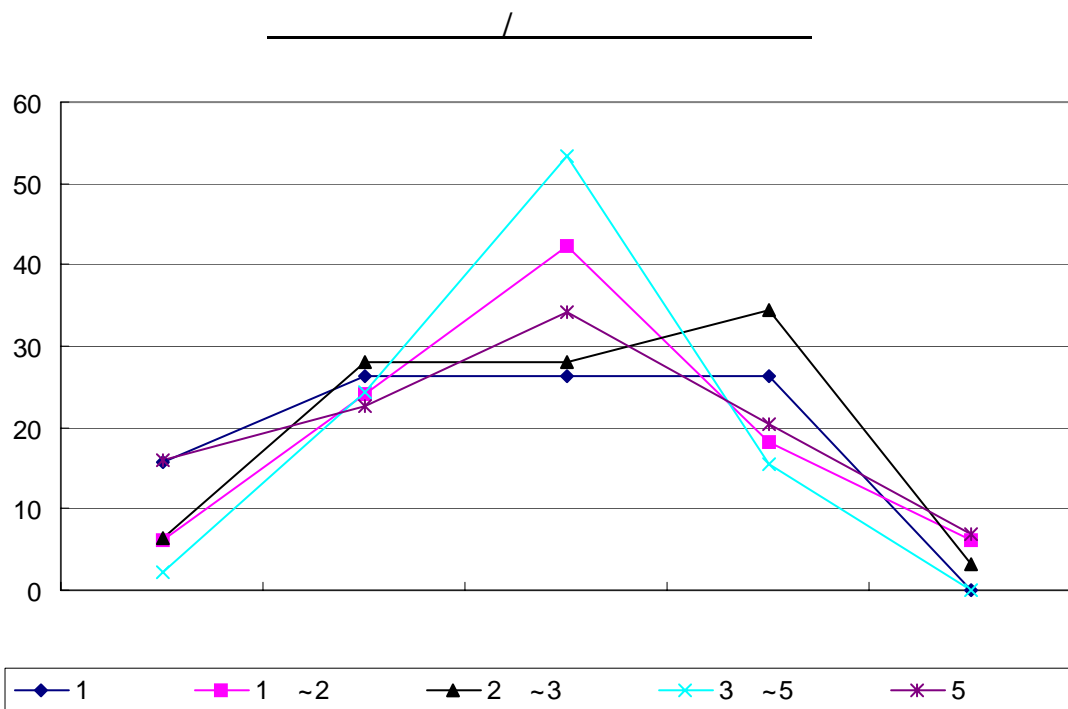
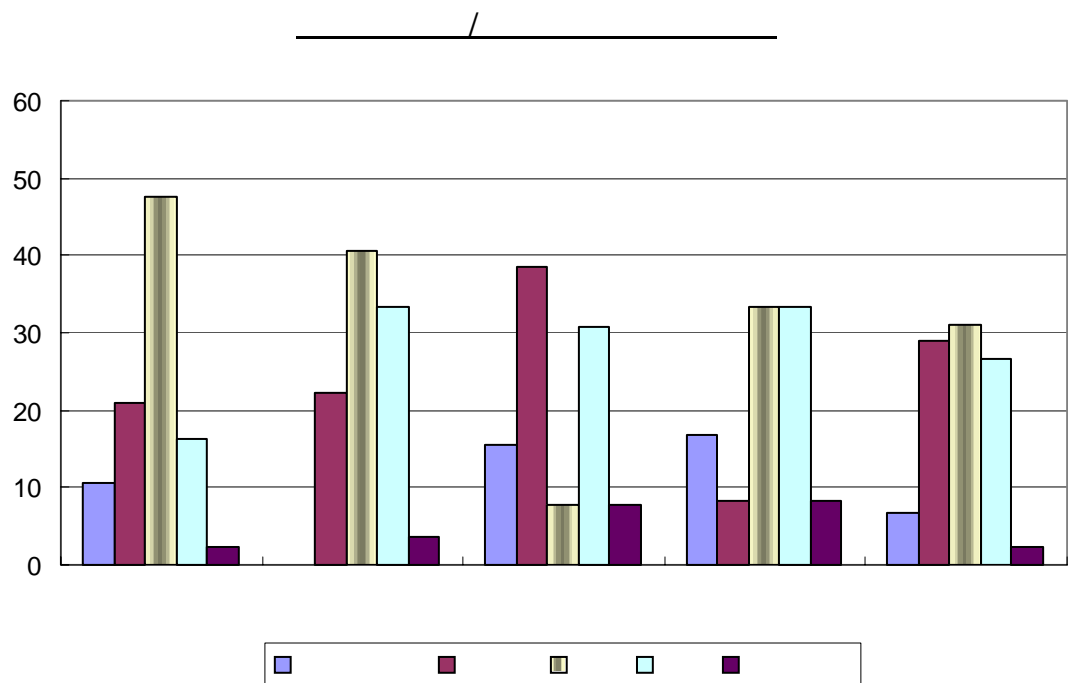
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0 27.4%, 32.9% (44.1%) 가 .  
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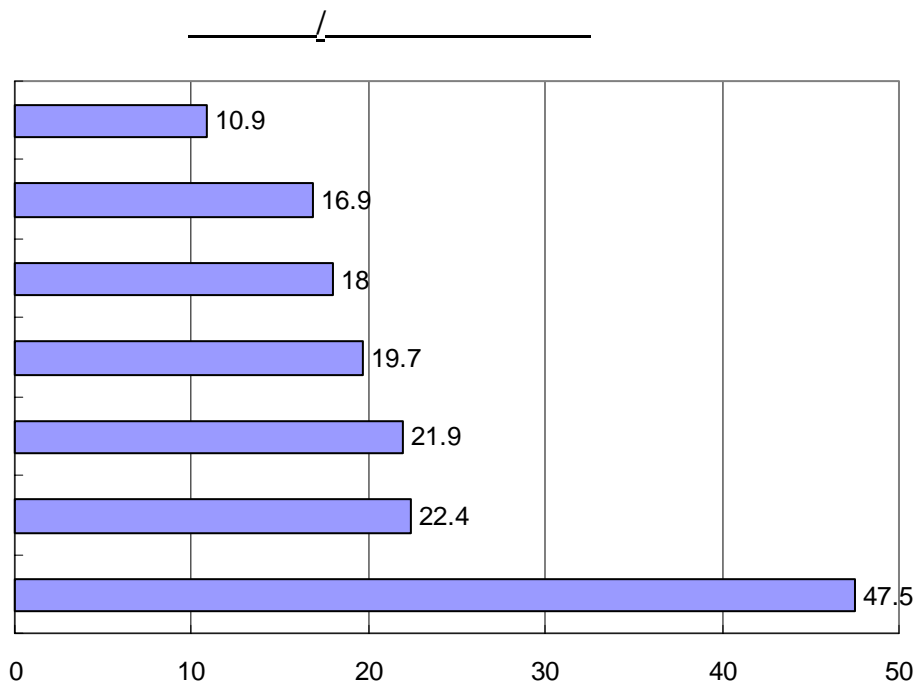
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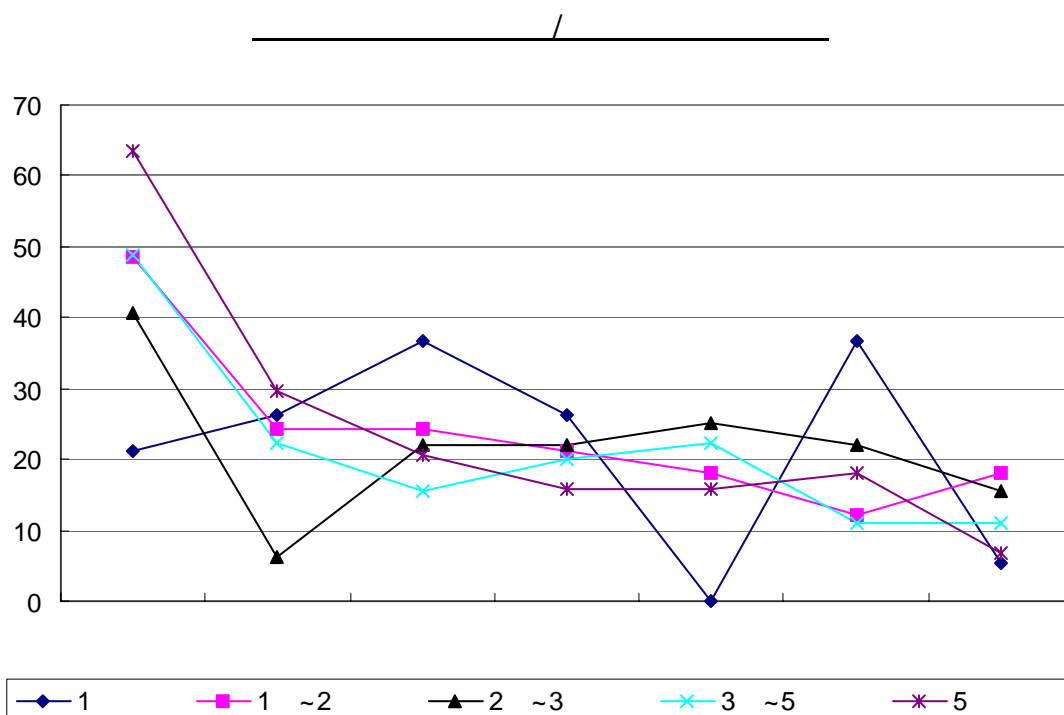
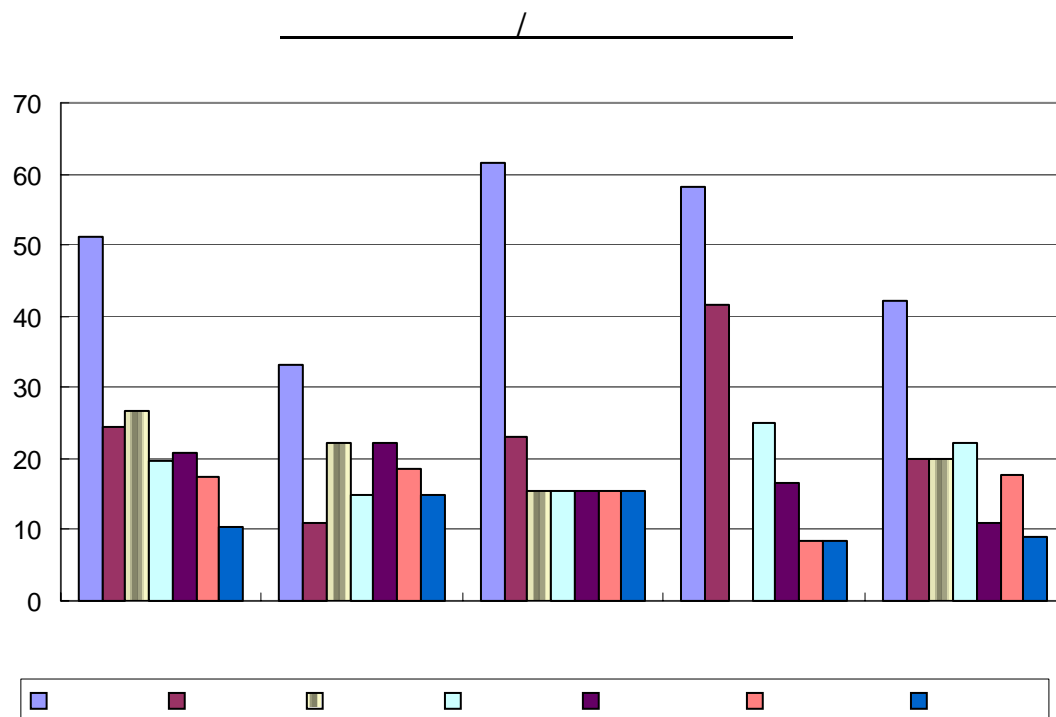




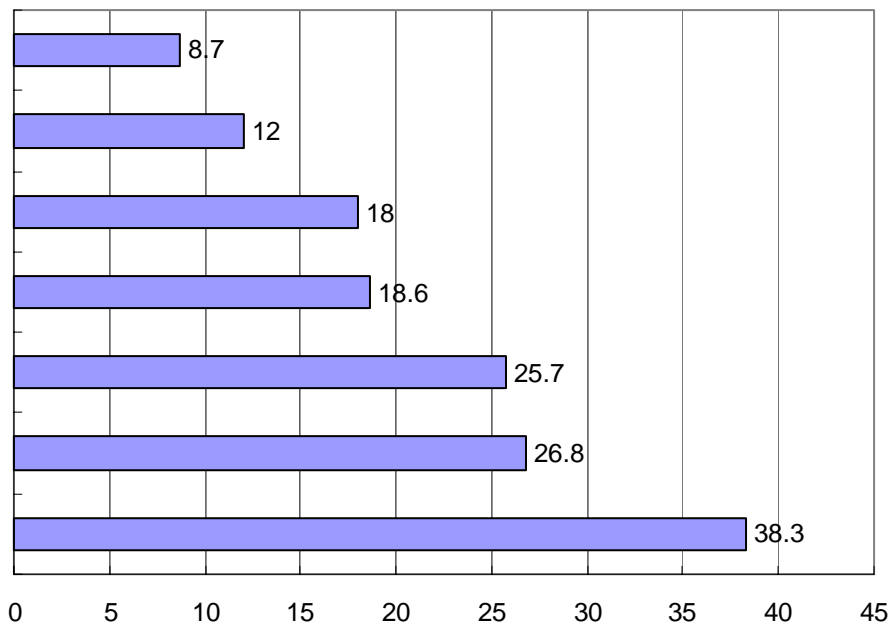
. /  
 0 67.3%가 1 7.7% .  
 .3 가 (47.5%) .  
 20% 7.7% .  
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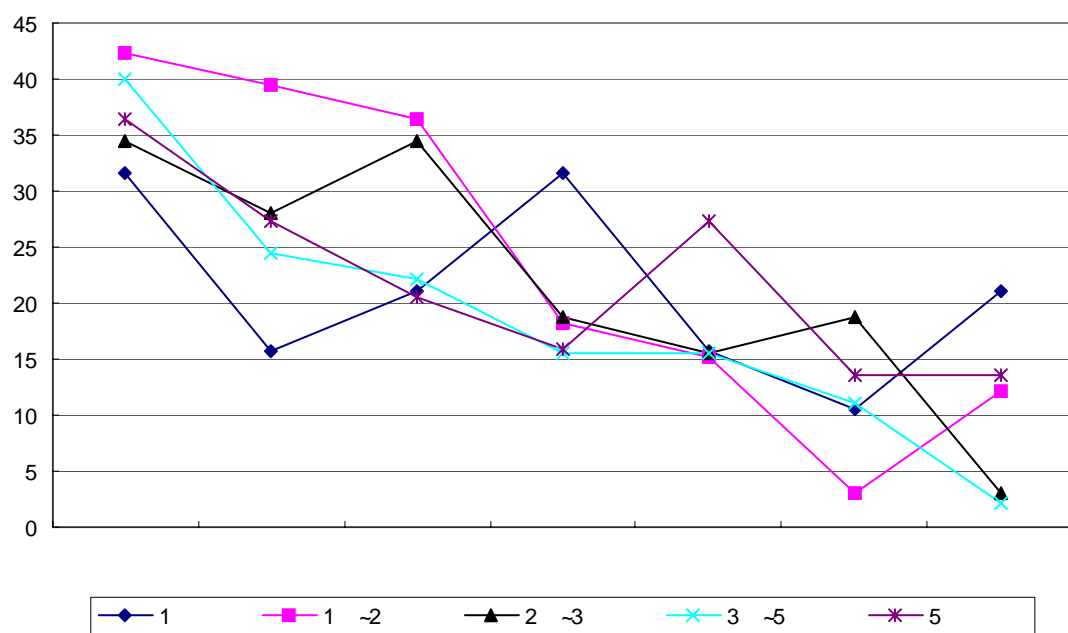
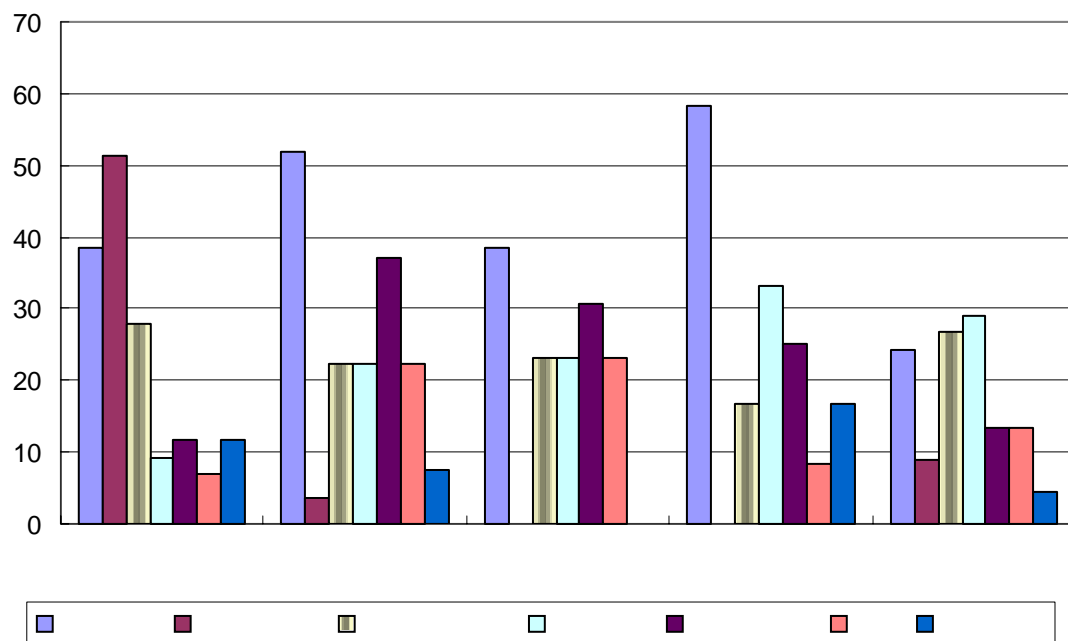
\* 183 ( , %)





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 0 (26.8%), 가 (25.7%), (38.3%),  
 64.0% . / 가  
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 가 가  
 가가 20% -30%  
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 가 .  
 \* 183 ( , %)







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## **IV.**

## **The 2003 Survey on the Living Environment for Foreign Investors in Korea**

Korea Investment Service Center (KISC), the Korean government's designated agency to provide necessary support for investment administrative procedures as well as resolve the difficulties or grievances of foreign-invested firms, respectfully asks for your kind cooperation in filling out the following questionnaire.

Based on the survey results, we will do our best to promptly resolve or improve any areas in need of attention by making proper suggestions to the relevant authorities. Your answers will be treated in strict confidence and used only for the purpose of resolving the difficulties of foreign investors in Korea.

Please complete this questionnaire and **return via e-mail or fax:** (02-3460-7944) by June 13, 2003. As a token of appreciation, 20 persons will be drawn by lottery and will be presented with a 30,000 won department store gift certificate.

Thank you in advance for your cooperation.

Korea Investment Service Center (KISC: <a href="http://www.kisc.org">www.kisc.org</a> )
Add: KOTRA Building, 300-9 Yomgok-dong, Seocho-gu, Seoul TEL : 02) 3460-7639/7359 FAX: 02) 3460-7944/7949 URL: <a href="http://www.i-ombudsman.or.kr">www.i-ombudsman.or.kr</a> Email: <a href="mailto:jaewon@kotra.or.kr">jaewon@kotra.or.kr</a> Contact: Jaewon Lyu



### 2-3 How satisfied are you with your child(ren)'s education in Korea?

☐ very unsatisfied   ☐ unsatisfied   ☐ average   ☐ satisfied   ☐ very satisfied

2-3-1 If you answered 'very unsatisfied' or 'unsatisfied,' please briefly mention the reason.

**2-4 Do you think the introduction of corporate donations will be helpful for the improvement of the educational environment for your child(ren)?**

☐ helpful                      ☐ not helpful                      ☐ no opinion

**2-5 Please check two (2) of the following education-related matters that you feel should be prioritized for improvement.**

☐ new foreign school establishment    ☐ expansion of (foreign) school facilities

- ❑ securing more qualified foreign teachers

☐ easing restrictions on Korean student enrollment in foreign schools

☐ introduction of the Law on foreign schools      ☐ lowering of foreign school tuition

☐ local government financial support

☐ introduction of corporate donations ☐ none☐ other ( )

### III. Medical Services

Please answer the following questions to the best of your ability based on your experiences with medical services in Korea.

### 3-1 Have you ever subscribed to Korean national medical insurance?

☐ yes ☐ no

3-1-1 If no, why not?

### 3-2 How satisfied are you overall with medical services in Korea?

☐ very unsatisfied   ☐ unsatisfied   ☐ average   ☐ satisfied   ☐ very satisfied

3-2-1 If you answered 'very unsatisfied' or 'unsatisfied,' please briefly mention the reason.

**3-3 In order to improve the quality of medical services for foreigners, do you think it is necessary for the Korean government to establish criteria for operating medical clinics for foreigners?**

☐ necessary ☐ unnecessary ☐ no opinion

**3-4 Have you ever used the government's medical hot line (#1339)?**

☐ yes ☐ no

3-4-1 If yes, do you have any complaints? What are they?

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**3-5 Please check two (2) of the following medical service-related matters that you feel should be prioritized for improvement.**

- ☐ establishment of criteria for the operation of medical clinics for foreigners
- ☐ acceptance foreign insurance plans ☐ issuance of receipts in foreign languages
- ☐ foreign language skills of medical staff ☐ cleanliness/sanitation of medical facilities
- ☐ sufficient consultation on diagnosis, medication, etc.
- ☐ shortening of waiting time ☐ lowering cost of medical services
- ☐ kind attitude of medical staff ☐ none
- ☐ other ( )

#### **IV. Transportation**

Please answer the following questions to the best of your ability based on your experiences with transportation in Korea.

**4-1 What kind of transportation do you and your family usually use? Please rank according to frequency**

(1= most frequently used, 5= least frequently used).

	Car	Taxi	Bus	Subway	Other
1) Yourself					
2) Your family					

**4-2 How satisfied overall are you with transportation in Korea?**

☐ very unsatisfied ☐ unsatisfied ☐ neutral ☐ satisfied ☐ very satisfied

4-2-1 If you answered 'very unsatisfied' or 'unsatisfied,' please briefly mention the reason.

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#### 4-3 How satisfied are you with transportation signs in Korea?

1) Signs for drivers: (traffic signs, road signs, etc.)

☐ very unsatisfied   ☐ unsatisfied   ☐ neutral   ☐ satisfied   ☐ very satisfied

2) Signs for bus riders: (bus stop signs, maps/routes, etc.)

☐ very unsatisfied   ☐ unsatisfied   ☐ neutral   ☐ satisfied   ☐ very satisfied

3) Signs for subway riders: (subway maps, transfer signs, etc.)

☐ very unsatisfied   ☐ unsatisfied   ☐ neutral   ☐ satisfied   ☐ very satisfied

4) Signs for taxi riders: (taxi stop signs, etc.)

☐ very unsatisfied   ☐ unsatisfied   ☐ neutral   ☐ satisfied   ☐ very satisfied

**4-4 Please check two (2) of the following matters related to car registration, drivers license issuance and renewal in Korea that you feel should be prioritized for improvement.**

☐ establishment of foreigner only-designated line or desk    ☐ foreign language skills

- ☐ kind attitude of staff

- ❑ shortening of processing time

☐ provision of information in foreign languages    ☐ simplification of complicated procedures

- ❑ long distance to related offices

☐ none

☐ other ( )

**4-5 Please check two (2) of the following general transportation-related matters that you feel should be prioritized for improvement.**

☐ information in foreign languages      ☐ shortage of parking spaces


- ❑ dangerous driving habits

☐ announcements in foreign language (bus/subway)

- ❑ traffic accident processing

- ☐ transportation signs in foreign language

- ❑ disrespect of driving laws

 none

☐ other ( )


## V. Housing

Please answer the following questions to the best of your ability based on your experiences with housing in Korea.

**5-1 Where did you first learn about your current residence?**

☐ real estate agent

☐ friend or relative

 your company

internet

☐ mass media (TV, radio, newspaper, etc.) ☐ other ( )





☐ very unsatisfied   ☐ unsatisfied   ☐ neutral   ☐ satisfied   ☐ very satisfied

**6-3 Do you have any plans to apply for permanent resident status?**

**6-4 Please check two (2) of the following visa approval or renewal-related matters that you feel should be prioritized for improvement.**

**6-5 Please select 2 of the following airport immigration service-related matters that you feel should be prioritized for improvement.**

- ☐ foreigner-designated line
- ☐ foreign language skills
- ☐ attitude of staff
- ☐ customs inspection
- ☐ other ( )
- ☐ processing time
- ☐ immigration card
- ☐ information in foreign languages
- ☐ none

## VII. Investment Environment Improvement Seminars

**7-1 KISC holds Investment Environment Improvement Seminars by field for the Korean employees of foreign-invested firms. Which of the following topics do you feel your employees would most benefit from? Check all that apply.**

☐ labor-management relations      ☐ taxation      ☐ environmental regulations

☐ international trade      ☐ customs clearance      ☐ factory/building construction

☐ finance      ☐ real estate

☐ other ( )

**7-2 KISC also holds seminars regarding improving the management and living environment for foreign managers of foreign-invested firms. In what fields would you be most interested?**

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### **VIII. Others**

**8-1 Any other comments and recommendations for improving the living environment in Korea would be much appreciated.**

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### **IX. Personal information**

Company Name:

Name:

E-mail:

Tel No.:

FAX:

Nationality:

Duration lived in Korea: \_\_\_\_\_ year(s) \_\_\_\_\_ month(s)

**Thank you for your time and consideration.**

If you have any difficulties or suggestions regarding the business management or living environment in Korea, please contact us anytime.

General information: [www.i-ombudsman.or.kr](http://www.i-ombudsman.or.kr)

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