2003. 6.

-

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

I.

가

•

2.

가. : 2003.4.21 6.25

0 : 2003. 6.9 6.13

. : 1,653

• KISC

○ SEOUL JAPAN CLUB

0

. (

0 0

o o ()

OO/

Ó Ó

Ó ()

Ó : 183

Ó : 86

27 13 : 12 : 10

: 35

: 19 Ó : 1

: 33 1 2 3 : 32 2

: 46 3 5 44 : 9 5

II.

0

0

가 26.9%, 52.0% 2 . 66.1%(), 55.7%

,

가 가 .

0

"" 26.8% 51.8%가 . 50.8%() 가 ,

, 24%-28%

2170 2070

76.0%가 , 가 .

0

25.1%, 42.1% 가 75.4% 63.1% 2) 0 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 가 가 25% 가

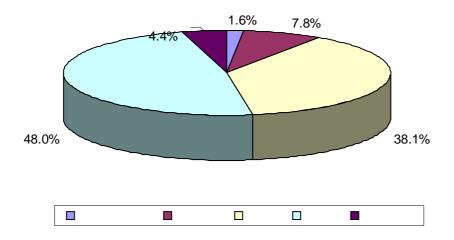
III.

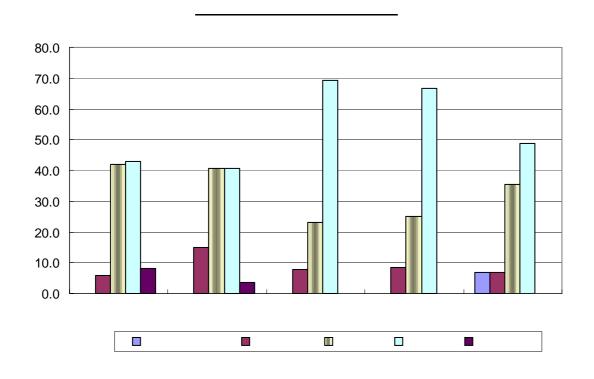
가.

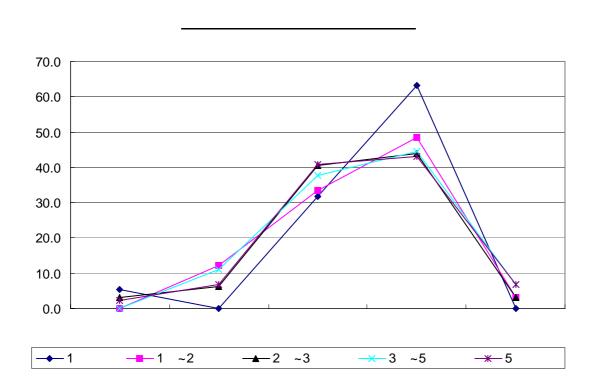
0 4.4%, 48.0% 7 . 9.4%

0 가 .

* 183 181 (%)

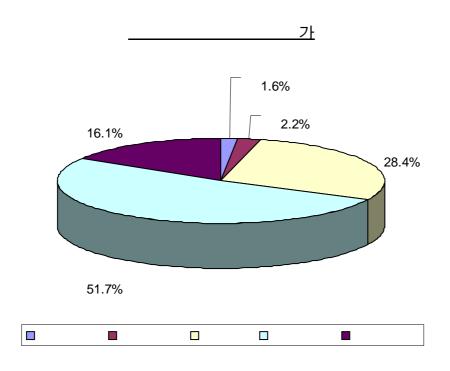






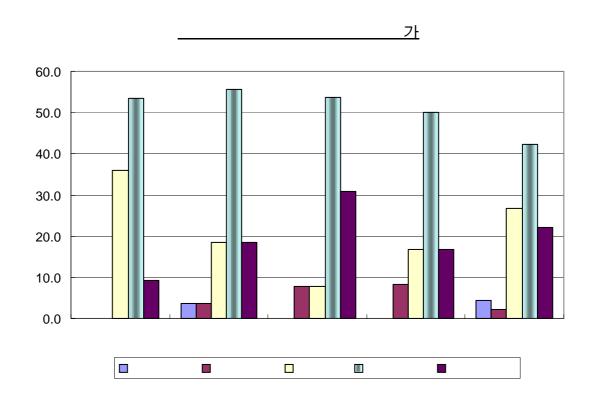
가 0 67.8%가 가 . 가 3.8% 0 가 " " 가 . 가 가 (36.0%) 0 1 2 (68.4%, 54.5%) 2 가 50%

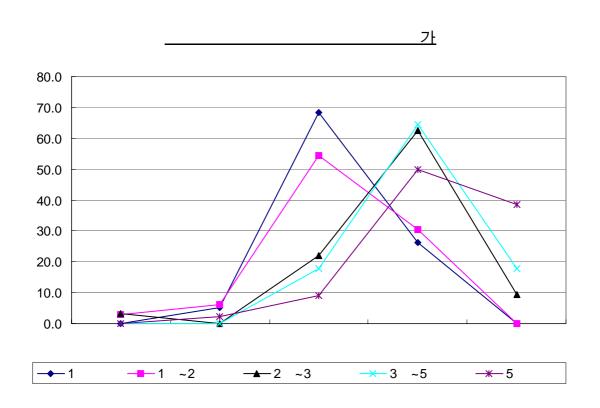
* 183



180

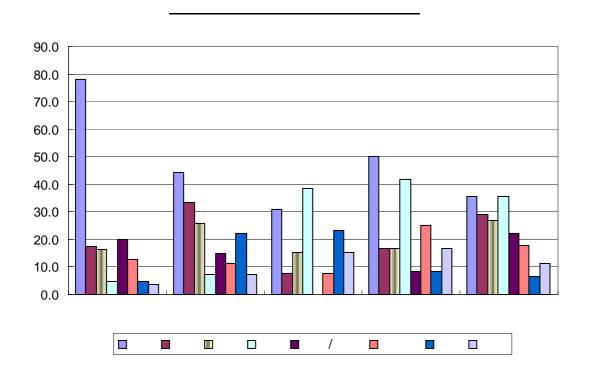
(%)

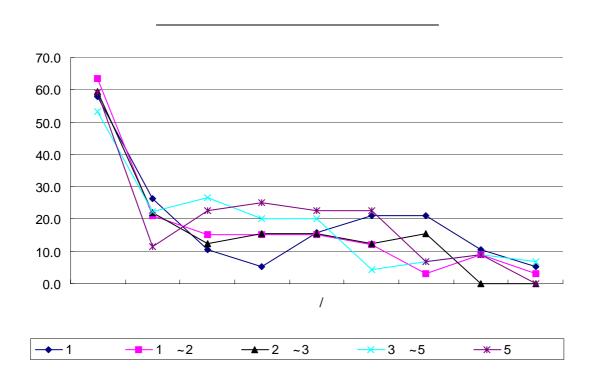




* 180 (,%)

7.7 9.3 14.2 17.5 20.2 21.9 57.4 0.0 10.0 20.0 30.0 40.0 50.0 60.0 70.0





가 가 가 가 TV 가 VIP TROUBLE 가 TROUBLE HOT LINE 가

- 20 -

가

가

가

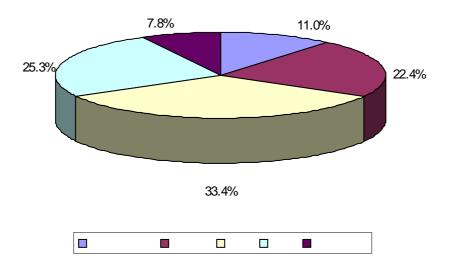
가.

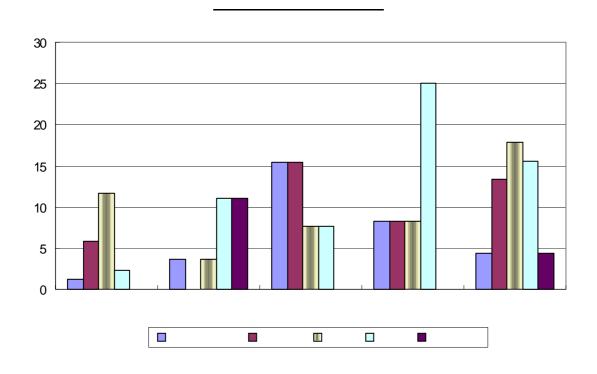
0 33.4% プナ""""""""" プナ"""(33.1%) """""""。

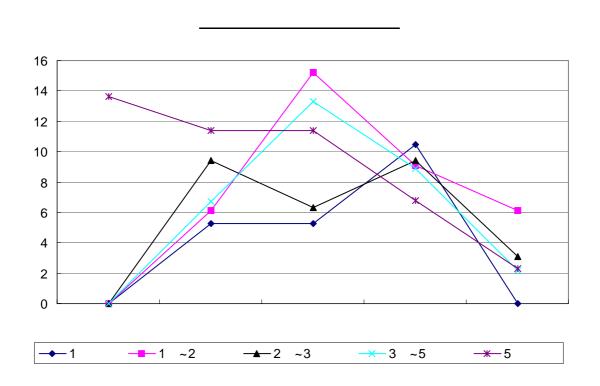
·

0 5 가 가

* 56 52 (%)

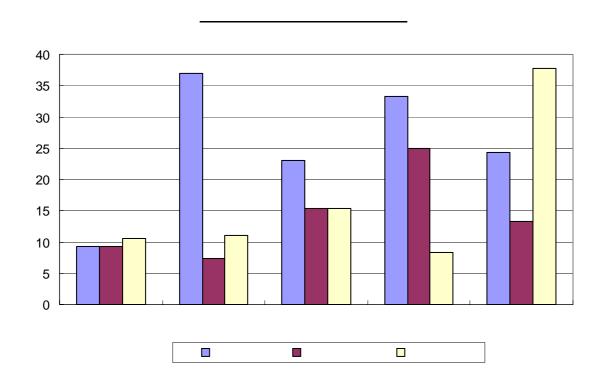


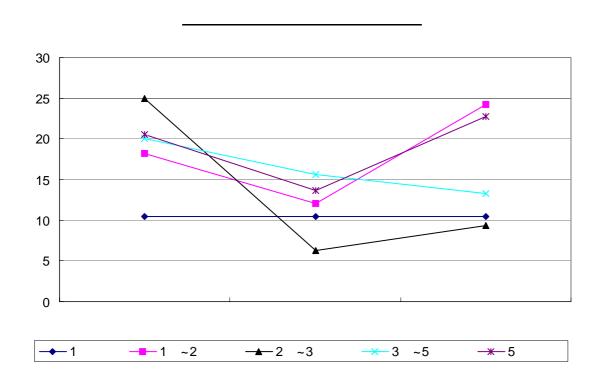




0 가 46.3%가 5.8% 40% 가) . (40% 0 가 30% (27 (15),), (13) 가 0 2 56 54 (%)

35.2% 46.3% 18.6%





•

0 (46.4%), (33.9%), (26.8%) .

,

,

0

10

0 , , ,

(41.7%) (30.0%)가

0 2

가 , ,

* 56 (,%)

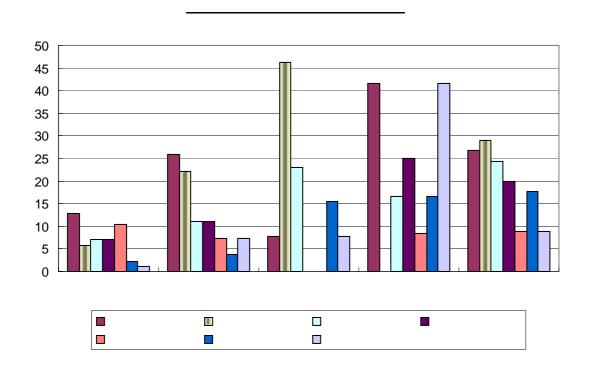
19.6 - 21.4 - 17.9 - 26.8

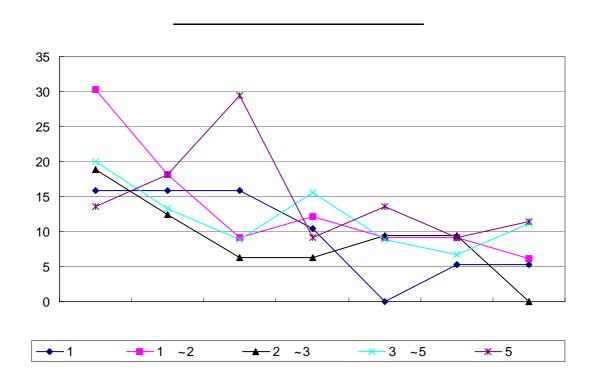
30

40

50

20





•

• 가 .

• .

가.

0 51.8%

(36.1%), (13.9%), (11.1%)

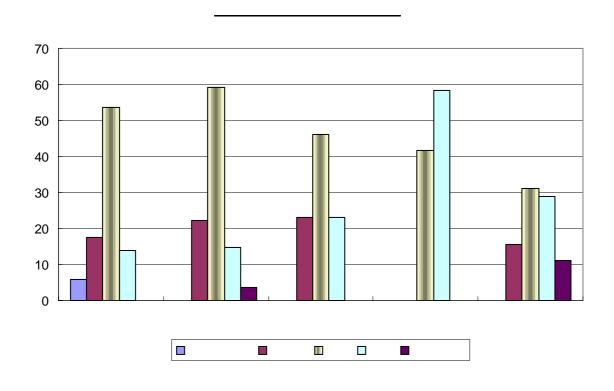
•

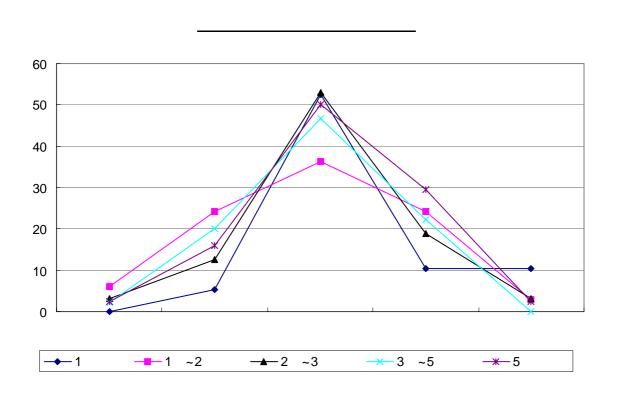
.

0 가 . 가 5 가 38.6% 가

* 183 (%)

3.6% 2.9% 18.4% 51.8%





0 76.0% 가

.

.

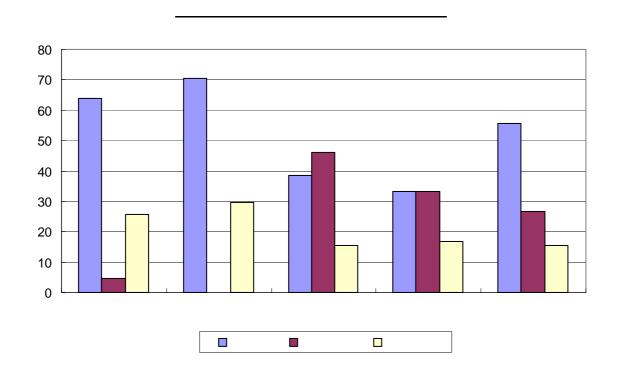
0 70% プト , 64% プト . 10% .

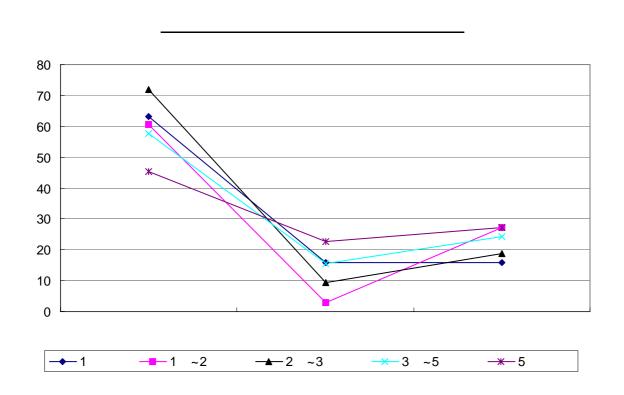
0 5 가가,

.

* 183 175 (%)

14.9%



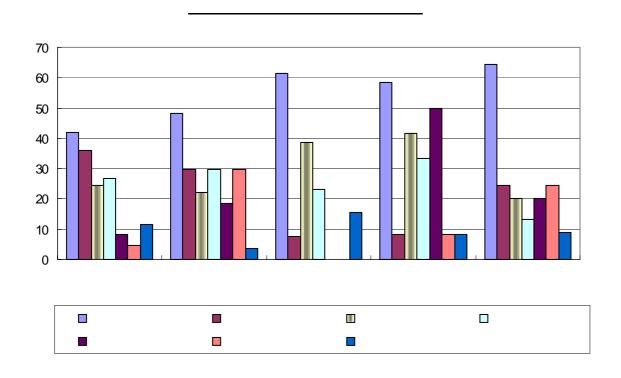


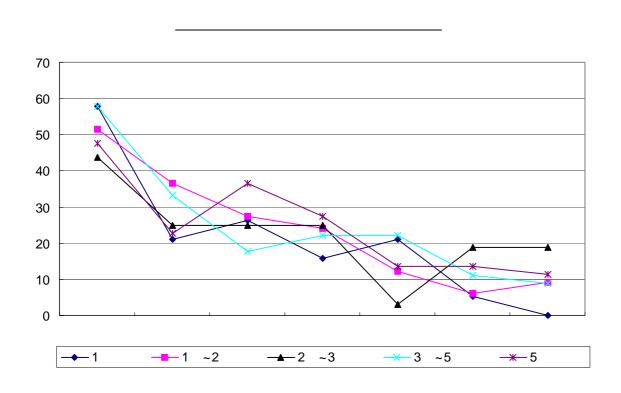
0 가가 .

0 . 가가 .

* 183 (,%)

9.8 14.8 24.0 25.1 25.1 50.8





MEDICAL HOT LINE 가 가 가 가 가 가가 가 가 가 가 , 가 AFTER CARE SERVICE 가 가 가 가 가가

•

가.

0 35.5%가 16.5%가 가

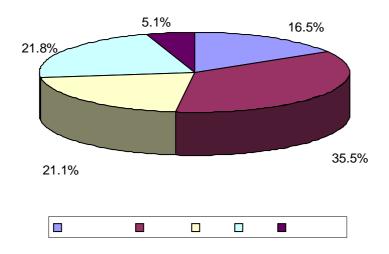
(44.0%), (37.4%), (17.6%)

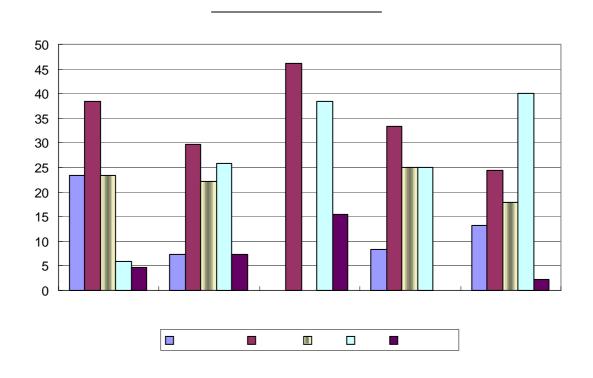
0 가 .

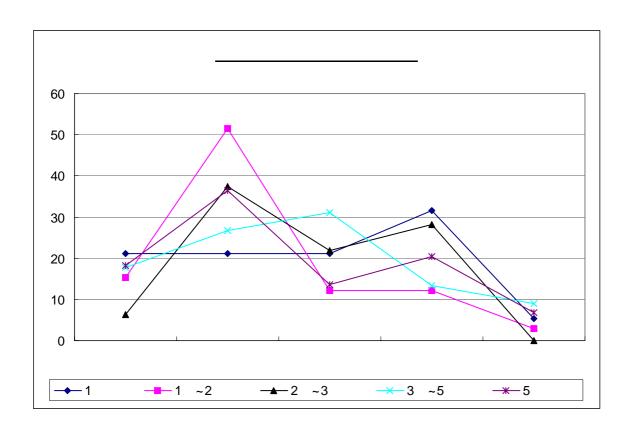
50%가

0 가 .

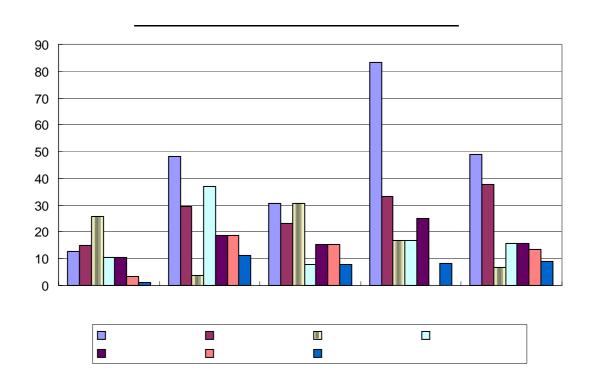
* 183 175 (%)

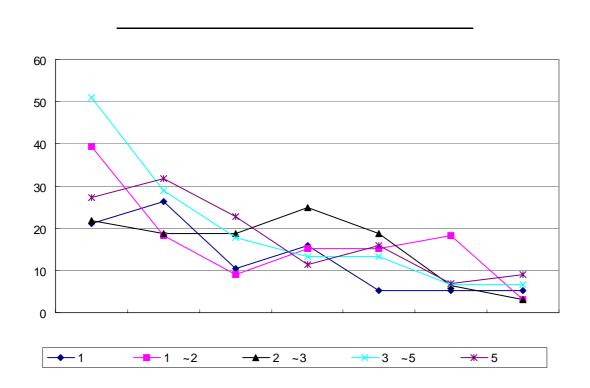






> 14.2 15.8 17.5 24.6 32.8



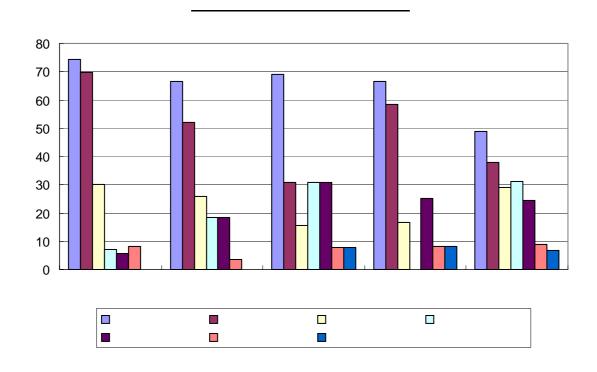


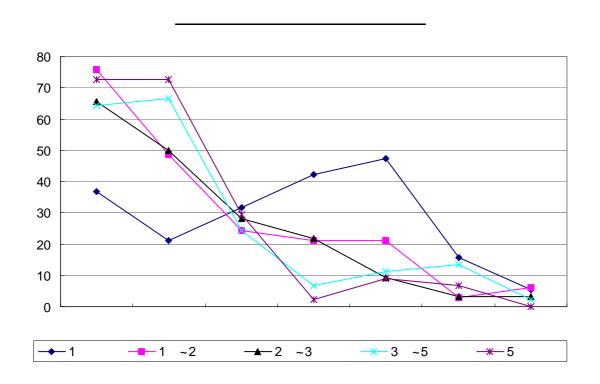
•

183

,%)

2.7 7.7 15.8 27.3 66.1 0 10 20 30 40 50 60 70





· • • 가

↑↑↑↑

•

.,.

.
 .
 .

가. ()

0 25.1%가 , 42.1%가

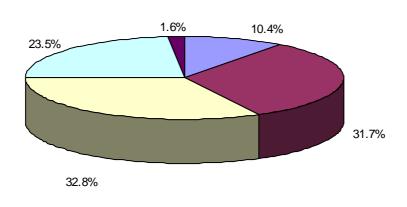
(48.1%) (27.3%)가 가 , , , , ,

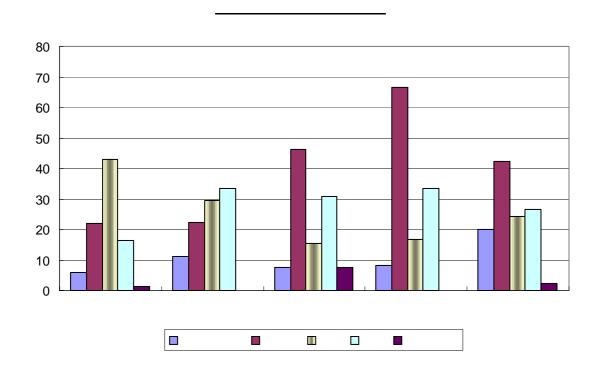
.

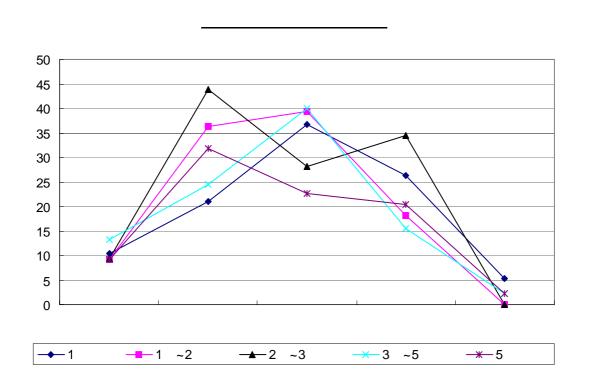
0 (53.8%) (75.0%), (70.0%)가

0 가 . 가

* 183 174 (%)





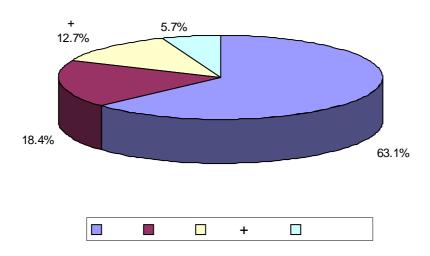


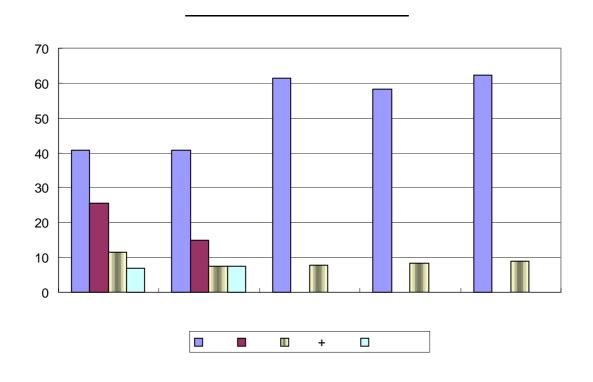
0 (55.2%) (31.1%) . (38.3%), (17.5%), (16.4%), (16.4%) . フト 63.1% .

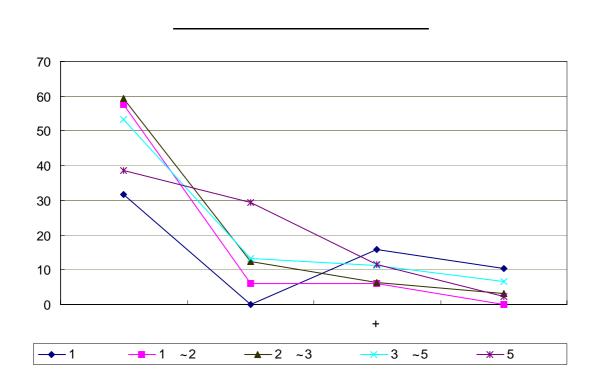
0 가가 . (7.0%) (7.4%)

* 183 (%)

____<u>_</u>___







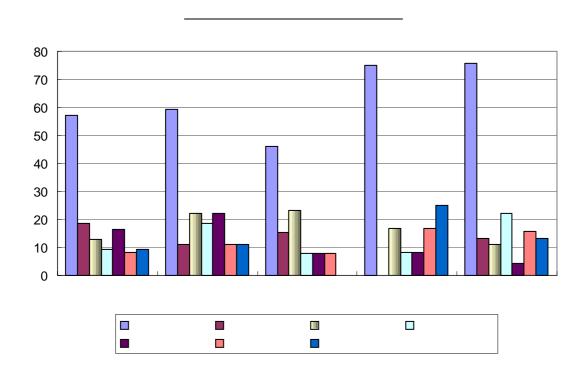
0 가가 가

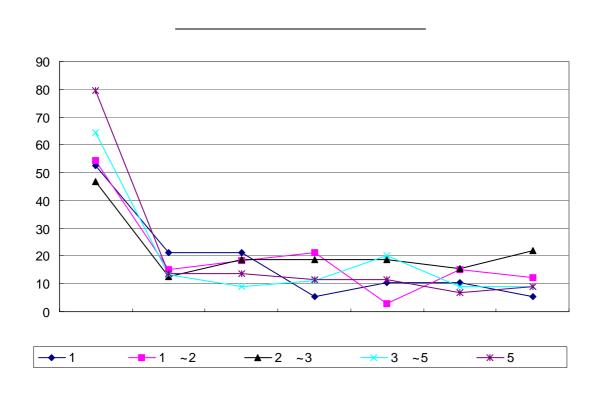
, ,

0 가

* 183 (,%)

10.9 10.9 13.1 14.8 14.8 14.8 0 10 20 30 40 50 60 70





2 가 가 가 가 가 가 가 가 가

가

가

가

- 52 -

. . 가

가.

0 27.4%, 32.9%

(44.1%) 가

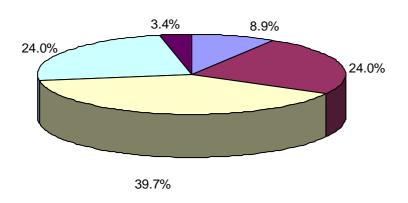
.

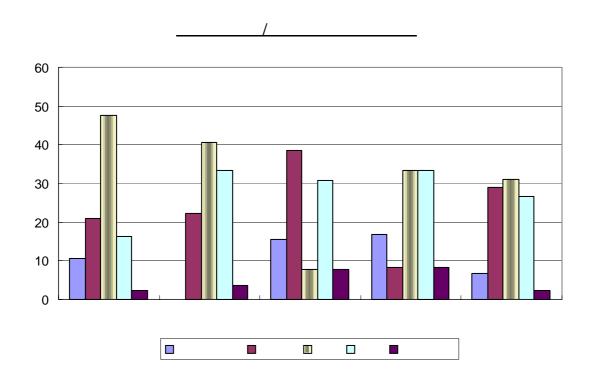
0 가 . ,

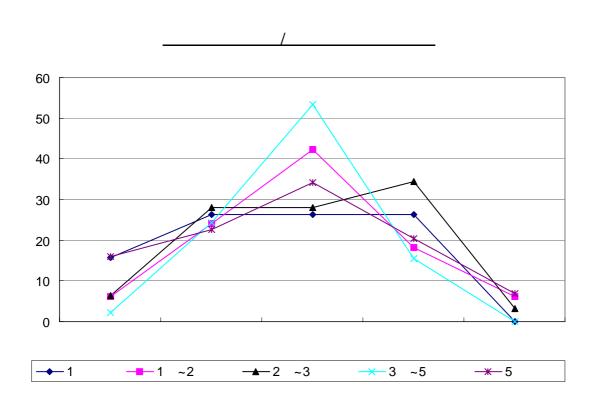
·

0 가 . 가 .

* 183 179 (%)

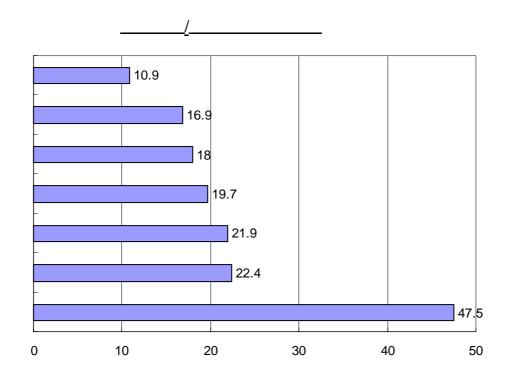


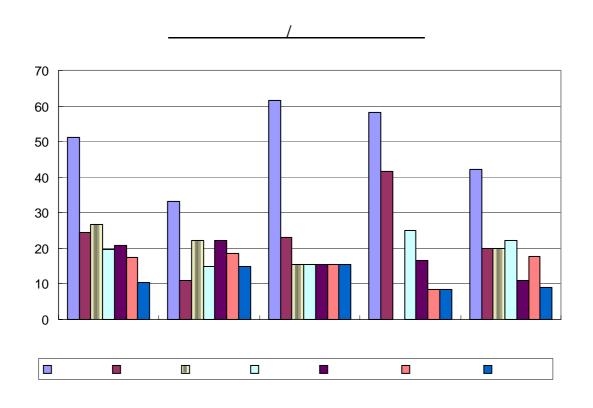


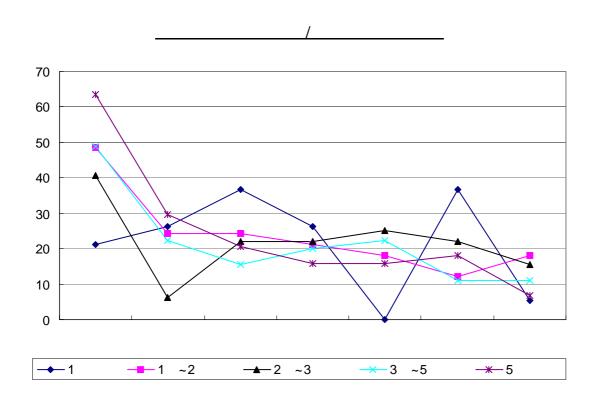


0 1

* 183 (,%)







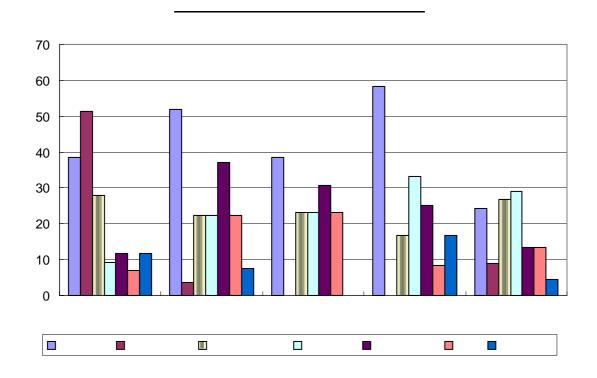
0 (38.3%), (26.8%), 가 (25.7%) , 64.0% . / / . 가

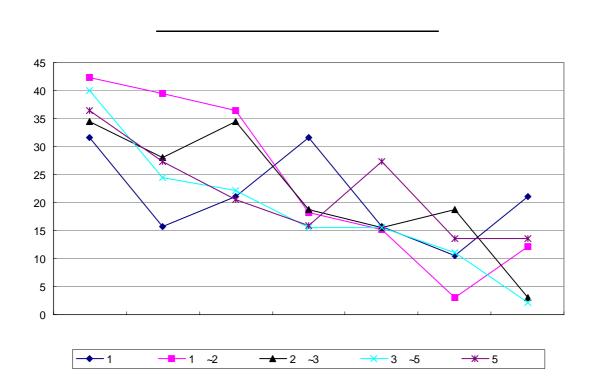
.

0 가 .

* 183 (,%)

8.7 12 18 18.6 25.7 26.8 38.3 0 5 10 15 20 25 30 35 40 45





가 가 3 가 가 가 가) D-8 1 / 가 가 STAMP D-8 가 가 가 ID

- 60 -

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: www.kisc.org)

Add: KOTRA Building, 300-9 Yomgok-dong, Seocho-gu, Seoul

TEL: 02) 3460-7639/7359 FAX: 02) 3460-7944/7949

URL: www.i-ombudsman.or.kr Email: jaewon@kotra.or.kr

Contact: Jaewon Lyu

- 63 -

I.	General	Livina	Enviror	ment
••	- 01101 a1			

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

		•	vironment in Korea?		
□ very unsatisfied □ uns	atisfied 🔲 averag	e 🖵 satisfied	☐ very satisfied		
1-2 Compared to wh	-	ed in Korea,	how would you evaluate		
•	somewhat worse		shanga		
significantly worse			mange		
☐ somewhat improved	significantly impr	oved			
1-3 Please check tw	o (2) of the follow	wing living e	nvironment aspects that		
you feel are in most	need of improver	nent.			
□ education	☐ medica	l services	☐ transportation		
☐ housing	☐ visa/imi	migration service	es 🗅 leisure/entertainment 🗅		
shopping	☐ food &	dining	□ none		
☐ other ()				
II. Children's Educat	ion				
Please answer the fol	lowing questions t	o the best of	your ability based on your		
experiences with educ	cation in Korea.				
2-1 Do you have an enrolled in school?	y children who a	re currently	enrolled or going to be		
1) Enro	lled	2	To be enrolled		
International school:		Internation:			
Korean school: ()	student(s)	Korean sch	nool: () student(s)		
2-2 (If you have any following question. If r	_		school, please answer the		
How much/what per	centage of your a	nnual incom	e do you spend on your		
children's formal education, excluding extra education fees (i.e., private					
lessons)?			• • •		
•	Korean won /	% of my	annual income		

2-3 How satisfied are you with your	child(ren)'s education in Korea?
□ very unsatisfied □ unsatisfied □ aver	rage □ satisfied □ very satisfied
2-3-1 If you answered 'very unsatisfice the reason.	ed' or 'unsatisfied,' please briefly mention
2-4 Do you think the introduction of the improvement of the educational helpful not helpful	corporate donations will be helpful for environment for your child(ren)?
2-5 Please check two (2) of the fo	llowing education-related matters that
you feel should be prioritized for im	provement.
☐ new foreign school establishment ☐ expa	nsion of (foreign) school facilities
☐ securing more qualified foreign teachers	
☐ easing restrictions on Korean student enroll	ment in foreign schools
☐ introduction of the Law on foreign schools	☐ lowering of foreign school tuition
☐ local government financial support	☐ expansion of tax exemption on tuition
☐ introduction of corporate donations	☐ none
□ other ()	
III. Medical Services	
Please answer the following questions experiences with medical services in K	s to the best of your ability based on your Korea.
3-1 Have you ever subscribed to Ko	rean national medical insurance?
3-1-1 If no, why not?	
3-2 How satisfied are you overall wi	th medical services in Korea?
□ very unsatisfied □ unsatisfied □ aver	age 🛘 satisfied 🗖 very satisfied
3-2-1 If you answered 'very unsatisfied	ed' 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?						
. •	☐ unnecessary	□ no o	pinion			
3-4 Have you ever used	the governm	ent's medical	hot line (#13	39)?		
□ yes □ no						
3-4-1 If yes, do you have	e any complain	ts? What are t	hey?			
3-5 Please check two	(2) of the follo	wing medica	I service-rela	ted matters		
that you feel should be	prioritized for	r improvemen	ıt.			
☐ establishment of criteria for	the operation of n	nedical clinics for	foreigners			
☐ acceptance foreign insuran	ce plans	☐ issuance of re	ceipts in foreign	languages		
☐ foreign language skills of m	edical staff	☐ cleanliness/sa	nitation of medic	cal facilities		
☐ sufficient consultation on di	agnosis, medicatio	on, etc.				
☐ shortening of waiting time		☐ lowering cost	of medical servic	ces		
☐ kind attitude of medical state	ff	□ none				
☐ other ()					
IV. Transportation						
Please answer the follow	ving questions	to the best of	your ability ba	ased 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 actiofied evers		a transpartati	on in Karaa?			
4-2 How satisfied overa	•	-				
•						
4-2-1 If you answered 'very unsatisfied' or 'unsatisfied,' please briefly mention						
the reason.						

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 sto	op signs, maps/routes, etc.)					
☐ very unsatisfied ☐ unsatisfied	☐ neutral ☐ satisfied ☐ very satisfied					
3) Signs for subway riders: (su	bway maps, transfer signs, etc.)					
☐ very unsatisfied ☐ unsatisfied	☐ neutral ☐ satisfied ☐ very satisfied					
4) Signs for taxi riders: (taxi sto	op signs, etc.)					
□ very unsatisfied □ unsatisfied	☐ neutral ☐ satisfied ☐ very satisfied					
4-4 Please check two (2) of the	he following matters related to car registration	n				
• •	nd renewal in Korea that you feel should b					
prioritized for improvement.	•					
•	signated line or desk □ foreign language skills					
☐ kind attitude of staff	☐ shortening of processing time					
☐ provision of information in foreign l	languages 🚨 simplification of complicated procedures					
☐ long distance to related offices	□ none					
□ other ()						
,						
4-5 Please check two (2) of	f the following general transportation-relate	d				
matters that you feel should	be prioritized for improvement.					
☐ information in foreign languages	shortage of parking spaces					
☐ dangerous driving habits						
☐ traffic accident processing ☐ transportation signs in foreign language						
☐ disrespect of driving laws	□ none					
☐ other (
V. Housing						
_	uestions to the best of your ability based on you	ur				
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					
☐ your company ☐ mass media (TV, radio, newspaper						

5-2 What type of housing do you currently reside in?

	Jeonse (key deposit)	Jeonse + monthly rent	Monthly rent	Total monthly rent paid in advance	Other
1) Current					
2) Desirable					

	<u> </u>		
5-3 How satisfied	d are you overall wit	h the housing ren	tal system in Korea?
□ very unsatisfied □	unsatisfied neutr	al □ satisfied □ ve	ry satisfied
5-3-1 If you answ	vered 'very unsatisfie	ed' or 'unsatisfied,' p	please briefly mention
the reason.			
5-4 In order to se	ecure the refund of I	key deposit money	(or Jeonse), do you
feel it is necessa	ry to introduce fina	ncial products suc	h insurance?
□ necessary	☐ unnecessary	☐ no opinior	1
5-5 Please check	two (2) of the follo	wing housing-rela	ted matters that you
feel should be pi	rioritized for improve	ement.	-
☐ number of real esta	ate agents serving foreign	ers 🖵 quality of	real estate agents
☐ foreign language s	kills of real estate agents	☐ insufficient supply of	of rental properties
☐ lack of detailed cor	ntents in rental contract	☐ high rental rates	
☐ standardized renta	contract form in foreign l	anguages	
☐ lack of housing-rela	ated financial products (i.e	e., mortgage, insurance	, etc.)
☐ lack of information	on rental properties	□ none	
☐ other ()		
VI. Visa/Immigra	tion Services		
Please answer th	e following questions	to the best of your	ability based on your
experiences with	visa/immigration serv	ices in Korea.	
6-1 What type of	visa do you current	ly have?	
1) Sojourn status	s (i.e., l	D-8)	
2) Is your visa si	ngle or multiple entry	?	
☐ single	□ multiple		
3) What is the le	ength of sojourn of yo	our current visa?	
	year(s)		

6-2 How satisfied o	verall are you	with the	Korea's	visa/immigration
services?				
□ very unsatisfied □ unsa	tisfied 🖵 neutra	al 🖵 satisfied	□ very s	atisfied
6-2-1 If you answered	'very unsatisfie	d' or 'unsatis	sfied,' plea	ase briefly mention
the reason.				
6-3 Do you have any p	plans to apply f	or permanei	nt reside	nt status?
☐ already have ☐ plan to	apply 🖵 do not	plan to apply		
6-4 Please check two	(2) of the follo	wing visa a	pproval d	or renewal-related
matters that you feel	` '		-	
☐ foreigner-designated line	•	□ processing	-	
☐ duration of sojourn period		☐ information	in foreign la	inguages
☐ attitude of staff		☐ foreign lang	uage skills	
☐ relaxing criteria for visa a	oplication/renewal	☐ long distand	ce to related	offices
☐ fingerprinting procedure		□ none		
☐ other ()			
6-5 Please select 2	of the followin	g airport in	nmigratio	n service-related
matters that you feel	should be prior	itized for im	proveme	nt.
☐ foreigner-designated line		□ processing	time	
☐ foreign language skills		☐ immigration	card	
☐ attitude of staff		☐ information	in foreign la	inguages
☐ customs inspection		□ none		
☐ other ()			
VIII Investment Enviro		·····ant Cami		
VII. Investment Enviro	-			Saminana bu fiald
7-1 KISC holds Inves		-		•
for the Korean em	, •	•		
following topics do y Check all that apply.	ou leer your e	inployees v	would int	ost benefit from?
□ labor-management relation	ons 🖵 taxatio	ın ∏er	vironmenta	I regulations
☐ international trade	ustoms clearar			g construction
☐ finance	□ real estate	.55		3
□ 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?

VIII. Others

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

IX. Personal information

Company Name:

Name: E-mail: Tel No.: FAX:

Nationality:

Duration lived in Korea: <u>year(s)</u> 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

E-mail: ombudsman@kotra.or.kr