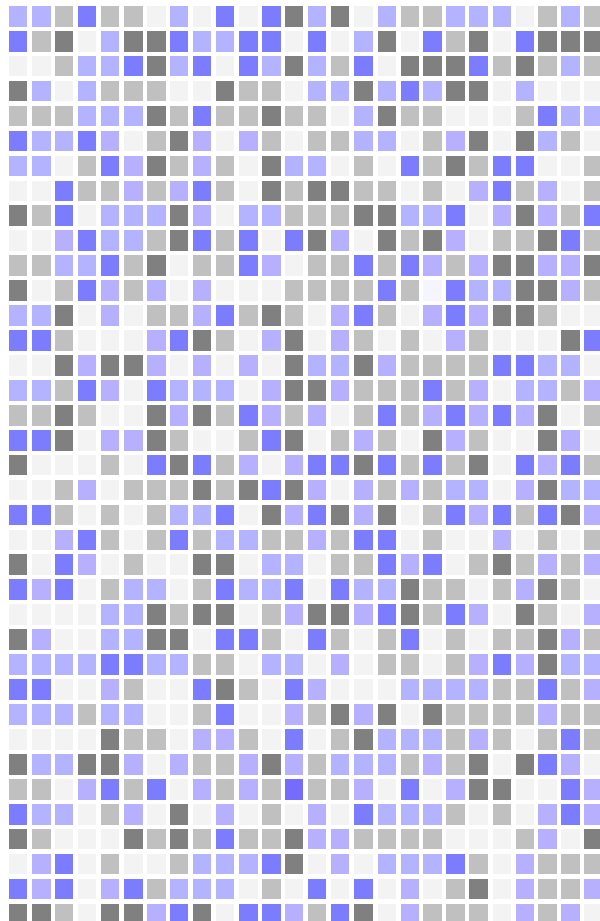


# **Aging in Asia and Oceania**

## AARP Multinational Survey of Opinion Leaders 2006

New Zealand Country Report  
March 2007

Prepared by Princeton Survey Research Associates  
International for **AARP**





# **Aging in Asia and Oceania**

## **AARP Multinational Survey of Opinion Leaders 2006**

New Zealand Country Report  
March 2007

Prepared by Princeton Survey Research Associates  
International for 

### **Contents**

|                                      |    |
|--------------------------------------|----|
| Introduction                         | 1  |
| Highlights and implications          | 2  |
| Overall themes                       | 6  |
| Older workers: extending work lives  | 13 |
| Retirement security and life quality | 20 |
| Perceptions of older people          | 30 |
| Aging advocacy organizations         | 33 |
| Methodology                          | 36 |
| Appendix: Annotated questionnaire    | 41 |

For further information contact:

Matthew Suntag, International  
Catherine Shaw, Knowledge Management  
AARP  
601 E Street, NW  
Washington, DC 20049  
202 434 2000

Mary McIntosh  
Anni Poikolainen  
Princeton Survey Research Associates International  
Washington Office  
1211 Connecticut Avenue NW  
Suite 305  
Washington, DC 20036  
202 293 4710

©2007 AARP. All rights reserved.  
Reprinting with permission only.  
AARP Global Aging Program  
601 E Street, NW, Washington, DC 20049  
[www.aarp.org/globalaging](http://www.aarp.org/globalaging)

# Introduction

In 2006 AARP commissioned Princeton Survey Research Associates International (PSRAI) to conduct a survey of opinion leaders in New Zealand, six other countries in Asia and Oceania, and the United States. The survey was designed to increase AARP's knowledge of aging issues and attitudes in key markets, including New Zealand, and to compare attitudes and policies towards aging in the US to attitudes and policies in Asian and Oceanian societies. Populations in many countries, including New Zealand, are growing older as life expectancy increases and birth rates decline. In response to this demographic trend, this survey of opinion leaders sought to address questions such as the perceived importance of population aging, the types of challenges and opportunities societies are expected to face because of population aging, the degree to which different sectors of society are prepared for the changing demographics, the different ways in which societies address retirement security and quality of life issues in old age, and attitudes toward older people and their place in society.

To help answer these questions, interviewers spoke with more than 400 opinion leaders in Australia, China, India, Japan, New Zealand, Singapore, South Korea, and the US. The survey sample consists of opinion leaders and experts who hold senior level positions in government, nongovernmental organizations, private sector, media, and academia.

The following report begins with an overview of survey highlights and implications and a short summary of key findings, focusing on New Zealand opinion leaders. The summary materials are followed by a detailed discussion of the survey results in New Zealand divided into five sections: (1) Overall themes, (2) Older workers: extending work lives, (3) Retirement security and life quality, (4) Perceptions of older people, and (5) Aging advocacy organizations.

# Highlights—New Zealand

## Population aging a high priority issue

- ▶ Most New Zealand opinion leaders consider population aging to be an important trend that should not be ignored in favor of other pressing issues. The survey results also indicate that New Zealand opinion leaders do not see increasing life expectancy and decreasing birth rates as a one-sided phenomenon, but associate both challenges and opportunities with the growing population of older people.

## Population aging presents opportunities...

- ▶ On the positive side, population aging will mean the potential availability of knowledgeable and experienced older people to contribute as productive members of the workforce, increased diversity, and the creation of new markets for products and services targeted at older people. New Zealand opinion leaders agree that population aging is an opportunity to create new roles for older people in society. Older people are seen as helpful, contributing members of society and perceptions of older workers tend to be positive. Almost all New Zealand opinion leaders see older workers as wise and respected. And a majority say that older workers can be described as productive, flexible, fast learners, and open to new technology. New Zealand opinion leaders largely believe that employers have a social responsibility and the capacity to address issues related to an older workforce and accommodating older workers receives majority support. But in addition to being viewed as producers, older people are also perceived as consumers. A majority of New Zealand opinion leaders believe that the business community already views older people as an opportunity for marketing and selling products and services.
- ▶ New Zealand opinion leaders are generally optimistic that over the next 20 years the life quality of older people will improve at least to a degree. Virtually all New Zealand opinion leaders express hope that technology, such as computers and robots, will be helpful in extending the productive work lives of older workers, extending independent living by older people, and improving health and medical care of older people.

## ...and challenges

- ▶ On the negative side, New Zealand opinion leaders worry about providing retirement income and health care to a growing population of older people. Labor shortages are also looming. Most New Zealand opinion leaders believe that New Zealand is likely to experience labor shortages over the next 20 years, with a notable share volunteering that labor shortages are one of the main negative outcomes of population aging. These opinion leaders predict that New Zealand will adopt more liberal immigration policies to compensate. While extending work lives is another potential solution, a majority of New Zealand opinion leaders doubt that businesses see older people as a potential source of productive labor and nearly half think that, so far, employers are poorly prepared for a future workforce comprised of more older workers. Many New Zealand opinion leaders also report that discrimination against older people is a problem when employers are recruiting and hiring new employees. On average, New Zealand opinion leaders consider workers to be “older” after reaching age 57.

### Lack of consensus on who should care for older people

- ▶ Even if work lives are extended, New Zealand opinion leaders acknowledge that there are limits to how long most people are likely to remain in the workforce. Although New Zealand opinion leaders are fervently opposed to the idea of a mandatory retirement age, the average opinion leader thinks that most men should retire at age 66, most women at 64. And New Zealand opinion leaders reach no consensus on whose responsibility it is to provide for older people after they are no longer working. A plurality of New Zealand opinion leaders believe that individual older people are responsible for providing for themselves. But others think that the government should have primary responsibility for providing for people in old age or that the responsibility should be shared. Although few New Zealand opinion leaders think that family members have primary responsibility, a majority of New Zealand opinion leaders think that family has a significant role to play in providing transportation and long-term care for sick or disabled older people. A solid majority of New Zealand opinion leaders believe that it is best for relatively healthy older people to live independently as long as possible.
- ▶ Most New Zealand opinion leaders believe that, currently, the overall quality of life of older people in their country is good, giving one of the most positive assessments of the current situation among the eight countries surveyed. But the degree to which retirement incomes are adequate divides New Zealand opinion leaders. Moreover, a solid majority of New Zealand opinion leaders report that their health care system is not well prepared to deal with an aging population and call for increased government efforts to ensure that older people receive the health care services they need.

### New Zealand somewhat prepared

- ▶ A majority of New Zealand opinion leaders believe that New Zealand is somewhat prepared to deal with changes that may result from the aging of the population. Among the eight countries surveyed, Australia, New Zealand, and Singapore are the only countries with this majority view. Most New Zealand opinion leaders are confident that the country's government has the needed level of knowledge and expertise to address the issue. But while New Zealand opinion leaders feel that nongovernmental organizations, the health care community, and older people themselves are paying the right amount of attention to population aging, they contend that younger New Zealanders and the business community are not paying enough attention to population aging.

### Support for some policy changes

- ▶ New Zealand opinion leaders support some policy changes to help cover the increased costs associated with taking care of an aging population, namely public education about the importance of saving and the establishment of mandatory savings. However, New Zealand opinion leaders solidly oppose significant tax or retirement age increases and pension reductions. A majority of New Zealand opinion leaders also report that the business community and labor unions are not very committed to improving the lives of older people. Consistent with the findings for many of the other surveyed countries, the New Zealand government and NGOs are seen as the most committed to older people's quality of life.

### Not familiar with AARP but welcome AARP involvement

- ▶ A majority of New Zealand opinion leaders are not familiar with AARP. However, most New Zealand opinion leaders think that it would be helpful if AARP were to play a role in countries outside the US by organizing conferences to bring together policy makers and aging experts from various countries, meeting with government policy makers to exchange information about aging and retirement, educating people about issues related to aging and retirement, and helping establish similar organizations in other countries. Most New Zealand opinion leaders would welcome an organization like AARP in their country, saying that such an organization would be helpful when it comes to influencing government policy, raising awareness about aging, and providing knowledge and expertise.

4



# Implications—New Zealand

## Receptive audience on aging issues

- ▶ Most New Zealand opinion leaders consider population aging to be an important, high priority issue. New Zealand opinion leaders are aware of the aging trend, receptive to new ideas, and willing to consider ways to address challenges associated with population aging.

## Awareness building necessary for some groups

- ▶ New Zealand opinion leaders identify a number of groups that may not yet be paying attention to population aging. Younger New Zealanders and the business community stand out in particular. To effectively address challenges created by population aging, it is crucial that all groups in society are aware of the issues and their implications. Although opinion leaders—high level influentials—are paying attention to population aging, building awareness among other social strata, particularly the public, may be necessary.

## Policy action needed to ensure life quality remains good...

- ▶ Although the majority view is that the needs of older New Zealanders are currently met fairly well, opinion leaders indicate that providing health care and retirement income to a growing population of older people will stretch the current system. As the share of older people in the population increases, continued policy action will be necessary. With little consensus on who is responsible for providing for older people, the challenge will be to find an acceptable balance between individual and government responsibility.

## ...and employers prepared for older workers

- ▶ As the number of older workers increases, workplaces will need to adjust. While New Zealand opinion leaders support accommodating older workers and believe that businesses have the capacity to address these issues, many believe that they are not yet looking to older people as potential productive labor and have not yet achieved an acceptable level of preparedness. Policy action may be needed to bring the business community aboard.

## Openness to AARP-style organizations

- ▶ New Zealand opinion leaders are open to organizations that work to improve the quality of life of older people and serve as an information source on aging issues. AARP-organized activities are welcomed in New Zealand.

## Section 1: Overall themes

In many countries around the world, including New Zealand, decreasing birth rates and higher life expectancy are resulting in a demographic shift known as population aging—a shift to a higher share of older people in the population. As the table below shows, New Zealand can expect a marked increase in the percentage of the population age 60 or older over the next few decades, from 17 percent in 2006 to an estimated 30 percent by 2050.

Figure 1.1

### Key statistics

|               | Median age <sup>1</sup> |        | Population aged 60 or older <sup>2</sup> |              | Potential support ratio <sup>3</sup> |      |
|---------------|-------------------------|--------|--|--------------|--------------------------------------|------|
|               | 2006                    | % 2006 | % 2050                                   | Growth ratio | 2006                                 | 2050 |
| Japan         | 43                      | 27     | 42                                       | 1.6          | 3                                    | 1    |
| Australia     | 37                      | 18     | 30                                       | 1.7          | 5                                    | 3    |
| New Zealand   | 34                      | 17     | 30                                       | 1.8          | 5                                    | 3    |
| United States | 37                      | 17     | 26                                       | 1.5          | 5                                    | 3    |
| South Korea   | 35                      | 14     | 41                                       | 2.9          | 7                                    | 2    |
| Singapore     | 37                      | 13     | 38                                       | 2.9          | 8                                    | 2    |
| China         | 33                      | 11     | 31                                       | 2.8          | 9                                    | 3    |
| India         | 25                      | 8      | 21                                       | 2.6          | 12                                   | 5    |

In this first section, we discuss New Zealand opinion leaders' general views of population aging, including the degree of urgency required to address the issue, the likely consequences of a shifting population structure, and the degree to which New Zealand opinion leaders believe that their country is prepared to deal with an aging population.

<sup>1</sup> Source: CIA World Factbook.

<sup>2</sup> Source: United Nations.

<sup>3</sup> Ratio of population aged 15 to 64 years to the population aged 65 or older. Source: United Nations.

## Importance of population aging

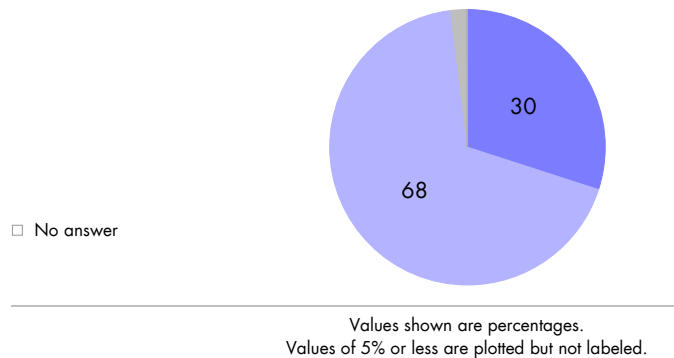
New Zealand opinion leaders generally see population aging as an important issue with high priority, albeit more often as only somewhat, rather than very, important. While three in 10 New Zealand opinion leaders (30%) say that, compared to other issues facing their country, population aging is a *very* important issue, a large majority (68%) characterize it as a *somewhat* important issue. But despite the somewhat tempered majority view, very few New Zealand opinion leaders (2%) think that the aging of the population is not an important matter, thus underscoring the perceived importance of the issue in New Zealand.

Consistent with the perception that population aging is an important issue, New Zealand opinion leaders believe that it should rank high on the list of issues for their country to address. Only one in 10 opinion leaders (12%) agree with the statement “the aging of the population should not be a priority; we have other, more pressing issues to address.” Most opinion leaders (87%) disagree with this view.

Figure 1.2

### Importance of population aging

► Compared to other issues facing our country, how important an issue is the aging of the population—[●] very important, [●] somewhat important, [●] not very important or [●] not important at all?<sup>4</sup>

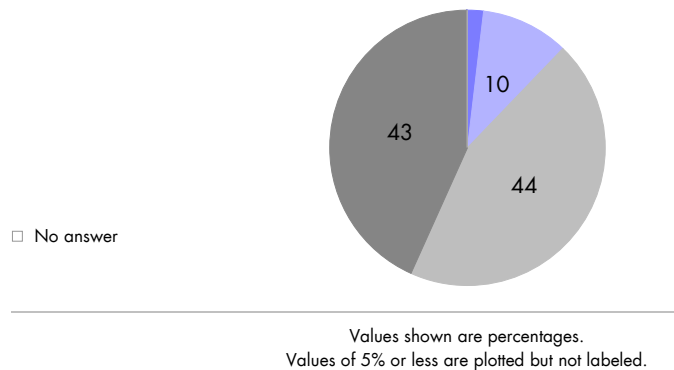


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 1.3

### Should population aging not be a priority?

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: The aging of the population should not be a priority; we have other, more pressing issues to address.



AARP, *Aging in Asia and Oceania*, March 2007.

<sup>4</sup> Except where otherwise noted, all results in this report are based on the full sample of 49 New Zealand opinion leaders.

## Top economic challenges

Further reinforcing the finding that the aging of the population should be a priority issue, many New Zealand opinion leaders consider population aging to be one of the most important economic challenges facing their country.<sup>5</sup> Asked to name up to three economic challenges, the growing population of older people is named most frequently (45%)—by nearly half of New Zealand opinion leaders. In addition, a third of New Zealand opinion leaders (32%) mention labor shortages, one of the highest levels of mentions for this among the eight countries surveyed. Some New Zealand opinion leaders also worry about meeting energy needs (16%), slow economic growth (16%), globalization and global competition (15%), demographic issues (12%), health care spending (10%), and meeting the basic needs of the population (10%).

Figure 1.4

### Top economic challenges

► In your opinion, what are the most important economic challenges facing our country in the next 20 years?

|  |     |
|--|-----|
| Growing population of older people/aging of the population   | 45% |
| Labor shortages  | 32  |
| Meeting energy needs   | 16  |
| Slow economic growth/development                             | 16  |
| Global competition, globalization                            | 15  |
| Demographic issues (Overpopulation, immigration, emigration) | 12  |
| Health care spending/costs                                   | 10  |
| Meeting basic needs/social welfare                           | 10  |

Based on multiple mentions.

AARP, *Aging in Asia and Oceania*, March 2007.

8

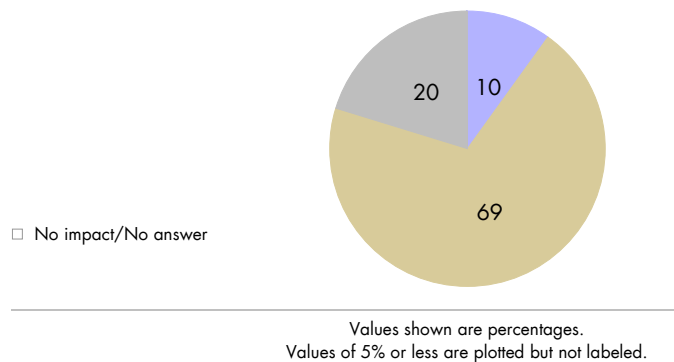
## Impact of population aging

Like opinion leaders in the other surveyed countries, New Zealand opinion leaders associate both challenges and opportunities with population aging. As life expectancy increases and birth rates decline, the results will be both positive and negative, according to a solid majority of New Zealand opinion leaders (69%). At the same time, two in 10 New Zealand opinion leaders (20%) believe that the impact of the demographic shift will be mostly negative. Only one in 10 opinion leaders (10%) foresee a mostly positive outcome to population aging.

Figure 1.5

### Impact of population aging

► The populations of many countries are growing older as life expectancy increases and birth rates decline. Do you think the aging of the population will have a [●] largely positive, [●] largely negative, or [●] both a positive and negative impact on our country over the next 20 years?



AARP, *Aging in Asia and Oceania*, March 2007.

<sup>5</sup> It should be noted that this was the first question asked and opinion leaders knew the topic of the survey prior to the interview, which could have influenced their response to this question.

## Positive consequences of population aging

According to New Zealand opinion leaders, the positive consequences of population aging include having access to the knowledge and experience of older people, creation of new markets for products and services targeted at older people, increased diversity, and the potential availability of older people to contribute as productive members of the workforce. Asked to think of ways in which the aging of the population will have a positive impact on their country or provide new opportunities over the next 20 years, a majority of New Zealand opinion leaders point to older people's knowledge and experience (65%), while sizable minorities bring up the economic benefit of marketing products and services to satisfy older consumers (43%) and increased diversity (39%). Roughly two in 10 New Zealand opinion leaders mention the potential of older people to remain productive members of the workforce (24%) and to help younger family members by providing childcare (19%).

In regards to another potential positive consequence, New Zealand opinion leaders overwhelmingly agree that the aging of the population is an opportunity to create new roles for older people. Almost all New Zealand opinion leaders (96%) agree with this sentiment, with a majority saying they strongly agree. Only two percent of New Zealand opinion leaders disagree.

Figure 1.6

### Positive consequences of population aging

► In what ways will the aging of the population have a positive impact on our country or provide new opportunities over the next 20 years?<sup>6</sup>

|  |     |
|--|-----|
| Knowledge and experience of older people                 | 65% |
| Market for products and services                         | 43  |
| Increased diversity                                      | 39  |
| Potential pool of productive workers                     | 24  |
| Assisting younger family members by providing child care | 19  |

Based on multiple mentions.

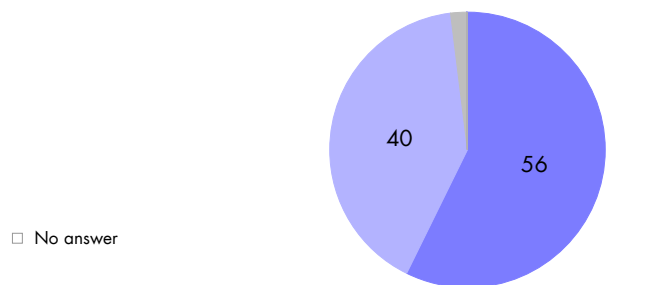
AARP, *Aging in Asia and Oceania*, March 2007.

Asked to think of ways in which the aging of the population will have a positive impact on their country or provide new opportunities over the next 20 years, a majority of New Zealand opinion leaders point to older people's knowledge and experience (65%), while sizable minorities bring up the economic benefit of marketing products and services to satisfy older consumers (43%) and increased diversity (39%). Roughly two in 10 New Zealand opinion leaders mention the potential of older people to remain productive members of the workforce (24%) and to help younger family members by providing childcare (19%).

Figure 1.7

### Opportunity to create new roles

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: The aging of the population is an opportunity to create new roles for older people in our country.



Values shown are percentages.  
Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

<sup>6</sup> These results are based on 49 respondents.

## Negative consequences of population aging

Asked how the aging of the population will have a negative impact or pose new challenges over the next 20 years, sizeable majorities of New Zealand opinion leaders mention increased costs of providing health care (88%) and retirement income (68%). The level of concern expressed regarding health care costs is one of the highest among the eight countries surveyed. Some opinion leaders also point to people having to work longer than they would like before they can afford to retire (14%), the increased need for accommodations for the physically disabled (14%), the need to provide housing and other basic accommodations for older people (8%), and children having to take care of their parents (8%).

Figure 1.8

### Negative consequences of population aging

► In what ways will the aging of the population have a negative impact or pose new challenges over the next 20 years?<sup>7</sup>

|  |     |
|--|-----|
| Increased cost of providing health care                                    | 88% |
| Increased cost of providing pensions/retirement income                     | 68  |
| People may need to work longer than they would like before they can retire | 14  |
| Increased need for accommodations for the physically disabled              | 14  |
| Providing housing and other basic accommodations for older people          | 8   |
| Children having to take care of their parents                              | 8   |

Based on multiple mentions.

AARP, *Aging in Asia and Oceania*, March 2007.

10

## Preparedness for population aging

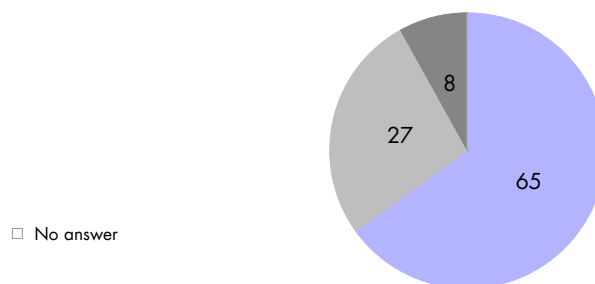
Despite the anticipated challenges, New Zealand opinion leaders have at least some degree of confidence their country will be able to address issues arising due to population aging. Although no opinion leader considers New Zealand to be very prepared to deal with potential changes that may result from the aging of the population, a majority (65%) report that New Zealand is somewhat prepared. About a third of New Zealand opinion leaders (35%) describe their country as not too prepared or not prepared at all.

Only three of the eight countries surveyed—Australia, New Zealand and Singapore—had a majority of opinion

Figure 1.9

### Overall preparedness

► Overall, how prepared is our country to deal with potential changes that may result from the aging of the population—[●] very prepared, [●] somewhat prepared, [●] not too prepared, or [●] not prepared at all?



Values shown are percentages.  
Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

<sup>7</sup> These results are based on 49 respondents.

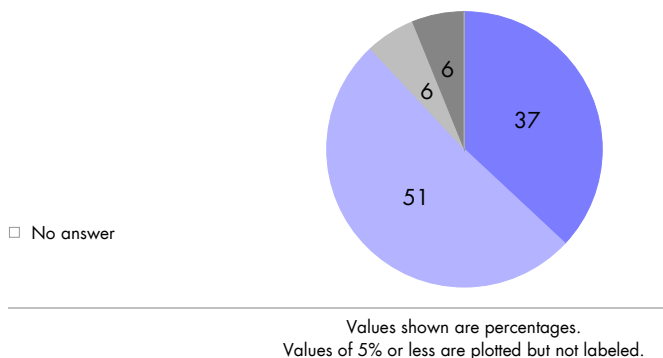
leaders saying that their countries are prepared for potential changes that may result from the aging of the population.

One reason New Zealand opinion leaders may feel prepared for any upcoming challenges resulting from population aging could be their confidence in the New Zealand government's level of knowledge and expertise when it comes to dealing with aging issues. More than a third of New Zealand opinion leaders (37%) strongly agree that their government has the necessary knowledge and expertise to address issues related to the aging of the population, and a half (51%) somewhat agree with this assessment. Only 12 percent of New Zealand opinion leaders disagree that their government possesses the needed expertise.

Figure 1.10

### Government knowledge and expertise

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: Our government has the necessary knowledge and expertise to address issues related to the aging of the population.



AARP, *Aging in Asia and Oceania*, March 2007.

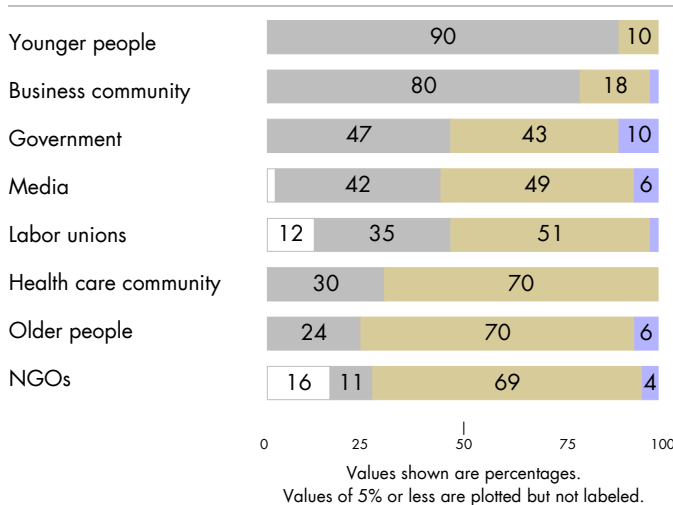
### Level of attention paid by groups and institutions

Being prepared as a country to handle the potential changes that may result from an aging population arguably requires the efforts of a variety of groups and institutions. While New Zealand opinion leaders believe that some sectors of society are indeed paying attention to the issue, others are not seen as equally attentive. Consistent with the findings for opinion leaders across the eight surveyed countries collectively, New Zealand opinion leaders are most concerned about the attention level of younger New Zealanders and the business community. A large majority of New Zealand opinion leaders say that younger people (90%) and the business community (80%) are paying too little attention to population aging. Nearly half of New Zealand opinion leaders (47%) also say

Figure 1.11

### Level of attention paid by groups and institutions

► In your opinion, have the following groups and institutions paid [●] too much attention, [●] about the right amount of attention, or [●] too little attention to the aging of the population and the challenges and opportunities associated with it?



AARP, *Aging in Asia and Oceania*, March 2007.

that the government is paying too little attention.

However, slim to large majorities feel that the government, media, labor unions, the health care community, older New Zealanders, and nongovernmental organizations are paying enough, or even too much, attention to population aging.



## Section 2: Older workers: extending work lives

Extending work lives is one potential solution to some of the challenges associated with population aging. If capable older workers were to postpone retirement, this would help them financially and take some of the pressure off of the younger, shrinking workforce. And with advancing medical care and improved health, more workers may be in shape to keep their jobs beyond the traditional retirement age. But is the New Zealand business community or the society at large prepared for an older workforce? In this section, we discuss New Zealand opinion leaders' ideas of what constitutes an older worker, perceptions of the degree to which businesses are prepared for an older workforce and how they should accommodate older workers, and what is an appropriate age for people to retire. We also touch on New Zealand opinion leaders' views of potential labor shortages.

13

### When is a worker an “older worker”?

Averaging 57 years of age, New Zealand opinion leaders tend to consider workers to be “older” somewhat earlier than opinion leaders in most of the other surveyed countries. Responses range from a low of 40 to a high of 70, with a plurality of opinion leaders (27%) defining a worker as an “older worker” somewhere between the ages of 60 and 64. The next most often mentioned age group is 65 to 69 (22%).

Figure 2.1

### When is a worker an “older worker”?

► In your opinion, at what age is a worker an “older worker”?

|                |          |
|----------------|----------|
| 40 to 49       | 10%      |
| 50 to 54       | 14       |
| 55 to 59       | 12       |
| 60 to 64       | 27       |
| 65 to 69       | 22       |
| 70             | 2        |
| 65+ (Combined) | 24       |
| Depends        | 10       |
| Average        | 57 years |

AARP, *Aging in Asia and Oceania*, March 2007.

## Employer preparedness

The issue of employer preparedness for a future workforce comprised of more older workers somewhat divides New Zealand opinion leaders.<sup>9</sup> A slim majority of New Zealand opinion leaders (55%) believe that employers are at least somewhat well prepared, but nearly as many (45%) describe New Zealand employers as not too well prepared or not well prepared at all.

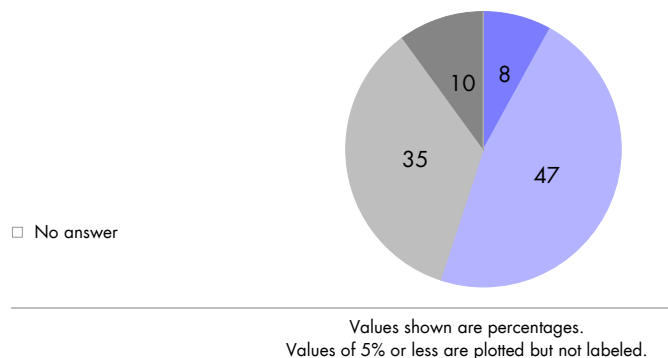
## Discrimination

Age discrimination is a problem in New Zealand's work places, according to many opinion leaders. A solid majority of New Zealand opinion leaders believe that discrimination against older people in recruitment and hiring is at least a moderate problem. Although only one in 10 opinion leaders (12%) describe discrimination as a big problem, nearly half (47%) call it a moderate problem. A sizable minority (41%), however, describe it as a small problem or not a problem at all.

Figure 2.2

### Employer preparedness for older workers

► In your opinion, how well prepared are employers for a future workforce comprised of more older workers—[●] very well, [●] somewhat well, [●] not too well, or [●] not well at all?<sup>8</sup>

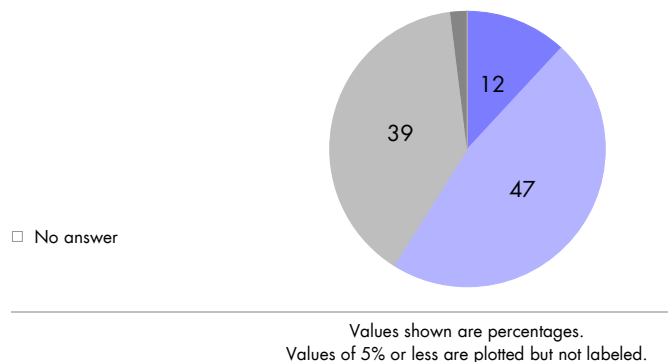


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 2.3

### Discrimination against older people

► To the best of your knowledge, is discrimination against older people [●] a big problem, [●] moderate problem, [●] small problem, or [●] not a problem at all when employers are recruiting and hiring employees?<sup>10</sup>



AARP, *Aging in Asia and Oceania*, March 2007.

<sup>8</sup> Opinion leaders representing the private sector were asked about their industry: "In your opinion, how well prepared are employers in your industry for a future work force comprised of more older workers?"

<sup>9</sup> Prior to being asked the first survey question about "older workers," all opinion leaders were read the following text: "For the rest of this interview, when we ask about older workers, we are referring to workers who are 50 years of age or older."

<sup>10</sup> Opinion leaders representing the private sector were asked about their industry: "To the best of your knowledge, is discrimination against older people a big problem, a moderate problem, small problem, or not a problem at all when employers in your industry are recruiting and hiring employees?"

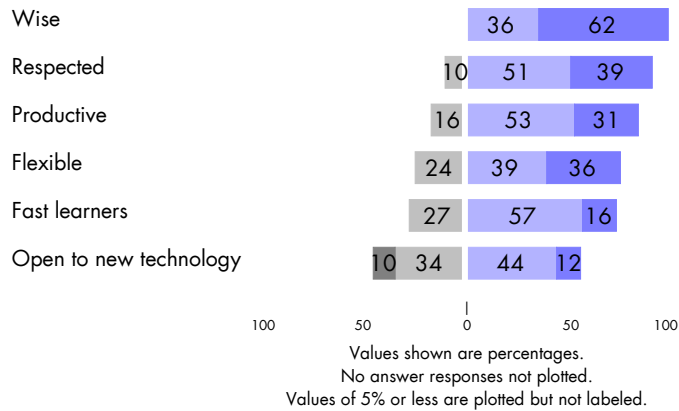
### Perceptions of older workers

Although age discrimination may be a problem, compared to some of the other surveyed countries, opinion leader perceptions of older workers are very positive among opinion leaders in New Zealand. Older workers are largely seen as wise (98%), respected (90%), productive (84%), flexible (75%), and fast at learning new things (73%). A modest majority of New Zealand opinion leaders also see older workers as open to new technology (56%). At the same time, a notable minority (44%) say that older workers are not open to new technology. And minorities of roughly a quarter of New Zealand opinion leaders say that fast learners (27%) and flexible (24%) are not very good descriptors of older workers.

Figure 2.4

#### Perceptions of older workers

► In your opinion, how well do the following words describe older workers— [●] very well, [●] somewhat well, [●] not too well, or [●] not well at all?<sup>11</sup>



AARP, *Aging in Asia and Oceania*, March 2007.

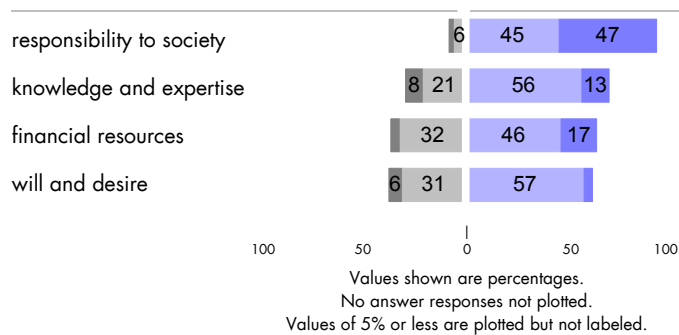
### Employers' capacity to address aging issues

Opinion leaders in New Zealand are fairly confident that private businesses have what it takes to address issues related to an older workforce. Almost all New Zealand opinion leaders (92%) agree that businesses have a responsibility to society to address aging issues, and a plurality hold this belief strongly. A majority of New Zealand opinion leaders also agree that private businesses have the necessary knowledge and expertise (69%), financial resources (63%), and will and desire (61%). However, roughly a third of New Zealand opinion leaders disagree when it comes

Figure 2.5

#### Employer capacity to address aging issues

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statements: In general, private businesses have [INSERT] to address issues related to an older workforce?<sup>12</sup>



AARP, *Aging in Asia and Oceania*, March 2007.

<sup>11</sup> Opinion leaders representing the private sector were asked about their industry: "In your opinion, how well do the following words describe older workers in your industry?"

<sup>12</sup> Opinion leaders representing the private sector were asked about their industry: "In general, private businesses in your industry have [INSERT] to address issues related to an older work force."

to willingness (37%), financial resources (36%), and expertise (29%), indicating that private businesses are lacking in these three qualities.

### Industries doing a good job

Asked if there is a particular business sector or industry that is already doing a good job of employing and using older workers to their full potential, New Zealand opinion leaders most frequently point to government and nonprofit or charitable organizations. Roughly a quarter of opinion leaders mention government (25%) and 16 percent note nonprofits, followed by academia (10%), health services (4%), and services (2%). At the same time, a notable share of opinion leaders say that no such industry exists (10%) or that they do not know whether such an industry exists (32%).

Figure 2.6

### Industries doing a good job

► To the best of your knowledge, is there a particular business sector or industry in our country that is doing a good job of employing and using older workers to their full potential?

|                                     |     |
|-------------------------------------|-----|
| Government                          | 25% |
| Nonprofits/Charitable organizations | 16  |
| Academia                            | 10  |
| Health services                     | 4   |
| Services (e.g., food, retail)       | 2   |
| No such industry                    | 10  |
| Don't know                          | 32  |

AARP, *Aging in Asia and Oceania*, March 2007.

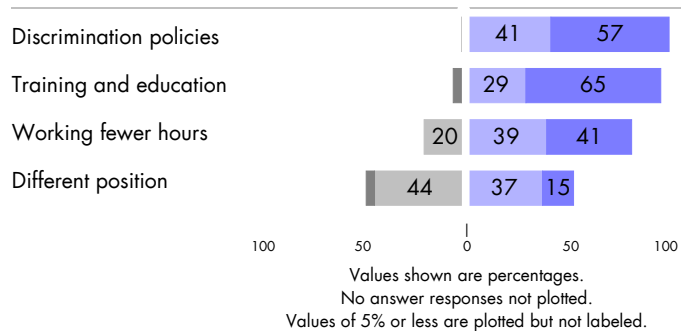
### Accommodating older workers

New Zealand opinion leaders are generally supportive of accommodating older workers in various ways. Almost all opinion leaders in New Zealand support providing older workers with opportunities for additional training and education (98%) and establishing and enforcing policies that prohibit discrimination based on age at the workplace (94%). And a majority of opinion leaders indicate that their support for these practices is strong. New Zealand opinion leaders are also at least somewhat supportive of allowing older workers to work fewer hours (80%) and offering older workers a different position with fewer responsibilities (52%).

Figure 2.7

### Accommodating older workers

► Next, thinking about ways in which employers may accommodate older workers, do you [●] strongly support, [●] somewhat support, [●] somewhat oppose, or [●] strongly oppose the following practices?<sup>13</sup>



AARP, *Aging in Asia and Oceania*, March 2007.

<sup>13</sup> Opinion leaders representing the private sector were asked about their industry: "Next, thinking about ways in which employers in your industry may accommodate older workers, do you strongly support, somewhat support, somewhat oppose, or strongly oppose the following practices?"

In addition to supporting various practices to accommodate older workers, technology will help extend work lives, according to New Zealand opinion leaders. Almost all New Zealand opinion leaders (98%) predict that technology, such as computers and robots, will be at least somewhat helpful in extending productive work lives in their country over the next 20 years, and nearly half expect technology to be very helpful.

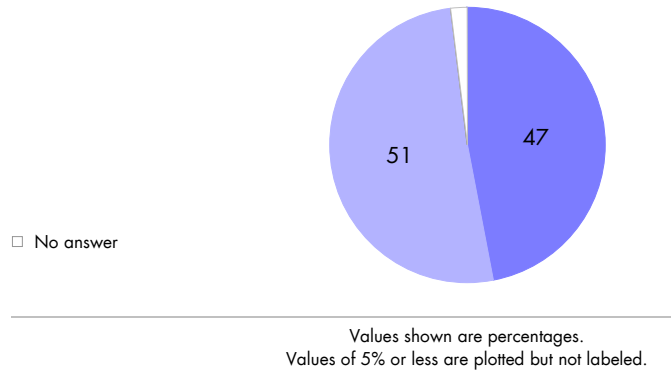
### Appropriate retirement age

According to the average New Zealand opinion leader, the appropriate retirement age is 66 for most men and 64 for most women. The single most popular retirement age is 65, with roughly a third of New Zealand opinion leaders suggesting that it is the best age for both men and women to leave the workforce. At the same time, a notable minority of New Zealand opinion leaders (29%) believe that the appropriate retirement age depends on such factors as attitude, physical health, or occupation.

Figure 2.8

### Helpfulness of technology in extending productive work lives

► How helpful do you think technology, such as computers and robots will be in extending the productive work lives of older workers in our country over the next 20 years—[●] very helpful, [●] somewhat helpful, [●] not too helpful, or [●] not helpful at all?



AARP, *Aging in Asia and Oceania*, March 2007.

Figure 2.9

### Best retirement age

► In general, at what age do you think [most male workers/most female workers] should retire or stop working?

|                | Males           | Females         |
|----------------|-----------------|-----------------|
| 55 to 59       | 0%              | 2%              |
| 60             | 6               | 18              |
| 61 to 64       | 0               | 0               |
| 65             | 35              | 31              |
| 66 to 69       | 2               | 2               |
| 70             | 16              | 6               |
| 71 to 74       | 0               | 0               |
| 75             | 2               | 2               |
| 65+ (Combined) | 55              | 41              |
| Never          | 6               | 6               |
| Depends        | 29              | 29              |
| <b>Average</b> | <b>66 years</b> | <b>64 years</b> |

AARP, *Aging in Asia and Oceania*, March 2007.

## Mandatory retirement age

New Zealand opinion leaders are not keen on the idea of forcing people to retire when they reach a certain age. Rather, New Zealand opinion leaders are fervently opposed to the idea of a mandatory retirement age. Almost all New Zealand opinion leaders (96%) oppose the idea, and most oppose it strongly. Only four percent of New Zealand opinion leaders support the idea.

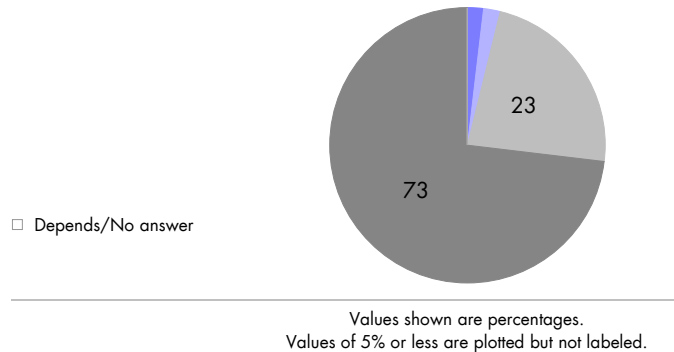
## Labor shortage

Similar to opinion leaders in most of the other surveyed countries, New Zealand opinion leaders foresee their country facing a labor shortage in the coming years. Nearly nine in 10 New Zealand opinion leaders (85%) predict that their country is somewhat or very likely to experience a labor shortage within the next 20 years. Only 14 percent believe that New Zealand is unlikely to experience a labor shortage.

Figure 2.10

### Mandatory retirement age

► In some countries workers are required to retire at a particular age. Do you [●] strongly support, [●] somewhat support, [●] somewhat oppose, or [●] strongly oppose the idea of a mandatory retirement age?

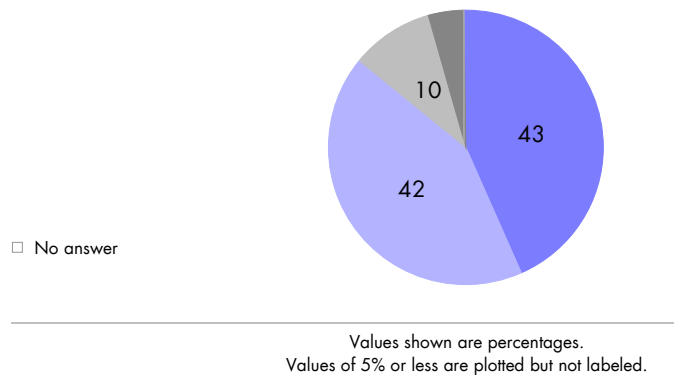


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 2.11

### Likelihood of labor shortage

► In your view, how likely is it that our country will experience a labor shortage within the next 20 years—[●] very likely, [●] somewhat likely, [●] not too likely, or [●] not likely at all?



AARP, *Aging in Asia and Oceania*, March 2007.

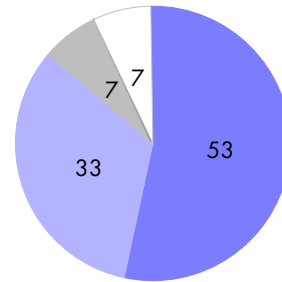
According to the New Zealand opinion leaders who think that there will be a labor shortage, more liberal immigration policies are one likely solution to compensate for it. Most of the New Zealand opinion leaders who predict a labor shortage (86%) believe that their country is very or somewhat likely to adopt more liberal immigration policies to help recruit more workers. Roughly half believe this development is very likely. Only seven percent believe that the New Zealand government is unlikely to adopt more liberal immigration policies, while another seven percent say that they do not know.

Those who believe that New Zealand is likely to adopt more liberal immigration policies to compensate for a labor shortage constitute three quarters of all New Zealand opinion leaders (74%). Only six percent say that New Zealand is not very likely to adopt more liberal immigration policies in response to labor shortages, while the rest (20%) either did not answer the question or think that New Zealand is unlikely to experience labor shortages and were, therefore, not asked the question.

Figure 2.12  
**More liberal immigration policies**

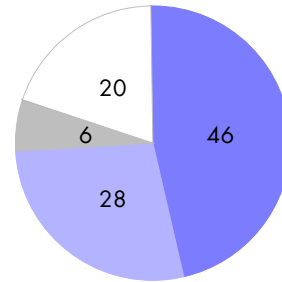
► How likely is it that we will adopt more liberal immigration policies to compensate for this labor shortage—[●] very likely, [●] somewhat likely, [●] not too likely, or [●] not likely at all?

Opinion leaders who think labor shortages are likely<sup>14</sup>



□ No answer

All opinion leaders



□ Not asked question/No answer

Values shown are percentages.  
 Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

<sup>14</sup> These results are based on 42 respondents.

## Section 3: Retirement security and life quality

Retirement security and quality of life issues will undoubtedly take center stage as more people reach retirement age and enjoy a longer life span after retiring. In this section, we discuss New Zealand opinion leaders' perceptions of the quality of life enjoyed by older people in their country, including retirement income, health care, and housing. We also address their opinions regarding whose responsibility it is to provide for people after retirement, the family's role in caring for older people, and potential policy changes in response to the growing population of older people.

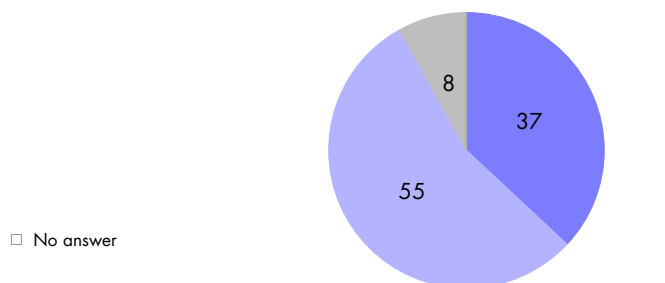
### Quality of life

Asked to describe the overall quality of life of older people in their country, most New Zealand opinion leaders give a positive response.<sup>15</sup> Nine in 10 New Zealand opinion leaders (92%) describe the overall quality of life of older people in their country as good, although those who describe it as somewhat good outnumber those who describe it as very good (55% versus 37%). Only eight percent of New Zealand opinion leaders think that older people's life quality is generally bad. New Zealand's opinion leaders register one of the most positive assessments of older people's quality of life among the eight countries surveyed.

Figure 3.1

#### Overall quality of life

► How would you describe the overall quality of life of older people in our country—it is [●] very good, [●] somewhat good, [●] somewhat bad, or [●] very bad?



Values shown are percentages.  
Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

<sup>15</sup> Prior to being asked the first survey question about "people in their old age," all opinion leaders were read the following text: "In the following questions, when we ask about people in their old age or older people, we are referring to older people who are retired or past retirement age. By retired, we mean no longer working for pay."



## Adequacy of retirement income

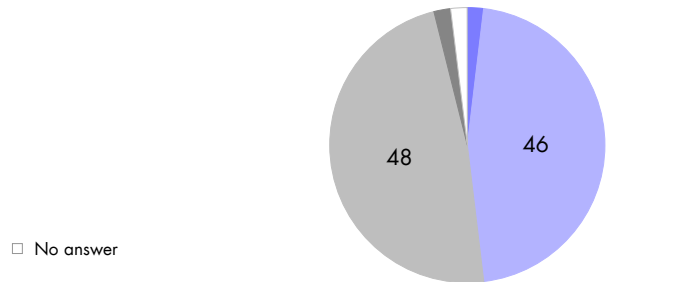
Despite having a relatively positive perception of older people's overall quality of life, New Zealand opinion leaders are divided on whether the average older person's pension and benefits from the government or from their employer is generally sufficient to live at least somewhat comfortably. About half of New Zealand opinion leaders (48%) say that the average older person's pension and benefits are enough for at least a somewhat comfortable life. But just as many New Zealand opinion leaders (50%) believe that older people relying on government or employer pensions are not living too comfortably or are not living comfortably at all.

Moreover, New Zealand opinion leaders disagree on whether retirement income is distributed equitably. Although about half of New Zealand opinion leaders (48%) report that an adequate retirement income is available to people of all social and economic backgrounds in New Zealand, just as many (50%) disagree with this viewpoint.

Figure 3.2

### Adequacy of retirement income

► Do you think that the average older person's pension and benefits from the government or from their employers are generally sufficient for an older person to live [●] very comfortably, [●] somewhat comfortably, [●] not too comfortably, or [●] not comfortably at all?



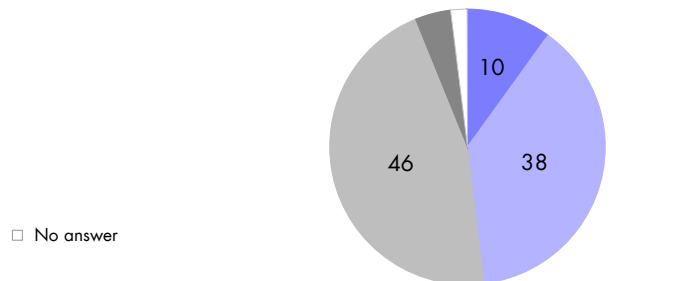
Values shown are percentages.  
Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

Figure 3.3

### Equity and retirement income

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: An adequate retirement income is available to people of all social and economic backgrounds in our country.



Values shown are percentages.  
Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

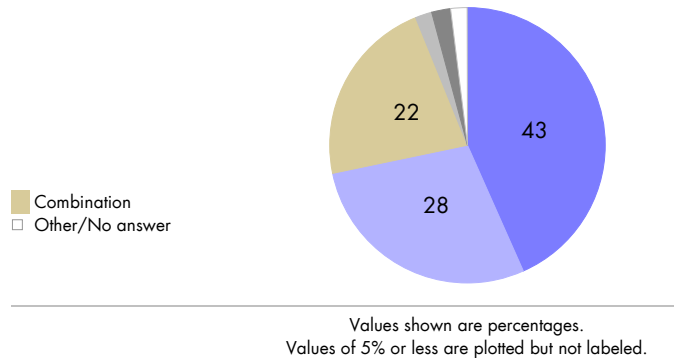
## Responsibility for providing for people in old age

Asked whose responsibility it is to provide for people in their old age when they are no longer able to work, New Zealand opinion leaders reach no consensus. A plurality of New Zealand opinion leaders (43%) say that individual older people are responsible for providing for themselves through savings, but a notable share think that the government should have primary responsibility (28%) or that the responsibility should be shared between two or more entities (22%). But in New Zealand, only a few opinion leaders (2%) think employers should be responsible or that family members ought to have primary responsibility (2%).

Figure 3.4

### Primary responsibility for providing for people in their old age

► In your opinion, which of the following should have primary responsibility for providing for people in their old age: [●] individual older people, [●] government, [●] employers, or [●] family?



AARP, *Aging in Asia and Oceania*, March 2007.

## Optimal mix of income from different groups

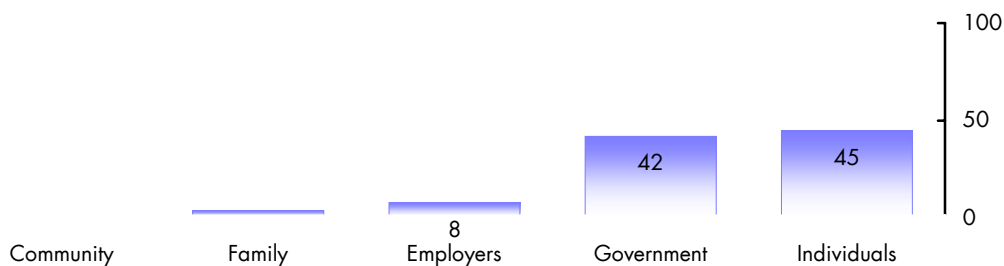
In addition to being asked about whose responsibility it is to provide for people in their old age, opinion leaders were asked to think about the optimal mix of income for people in their old age and what percent should come from different groups. On average, New Zealand opinion leaders indicate that nearly half of older people's income would optimally come from their own savings (45% of income) and almost as much from the government (42% of income). New Zealand opinion leaders, on average, expect much smaller contributions from employers (8% of income), family members (4% of income), and community (1% of income).

23

Figure 3.5

### Optimal mix of income—average percent of responsibility assigned to each group

► If you had to determine the optimal mix of income for people in their old age, what percent would come from each of the following?<sup>16</sup>



AARP, *Aging in Asia and Oceania*, March 2007.

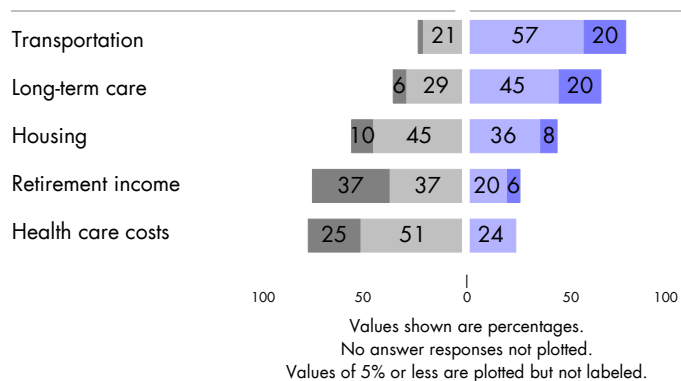
## Family role

New Zealand opinion leaders expect limited but significant family involvement in a few areas of older people's lives. Asked about five different ways of providing support to older people, a majority of New Zealand opinion leaders indicate that the family should be involved at least to a moderate degree in two areas. Eliciting the strongest consensus, nearly eight in 10 New Zealand opinion leaders (77%) think that family should play at least a moderate role in providing transportation to older relatives and a solid majority (65%) favor involvement in the long-term care of sick or disabled older people. At the

Figure 3.6

### Family role in assisting older people

► In your opinion, how big a role should family play in providing the following types of support to people in their old age? Should family play [●] a big role, [●] a moderate role, [●] a small role, or [●] no role at all in providing [INSERT]?



AARP, *Aging in Asia and Oceania*, March 2007.

<sup>16</sup> These results are based on 48 respondents.

same time, a majority of New Zealand opinion leaders think that family members are not responsible for providing a significant amount of assistance when it comes to health care costs (76%), retirement income (74%), and housing (55%).

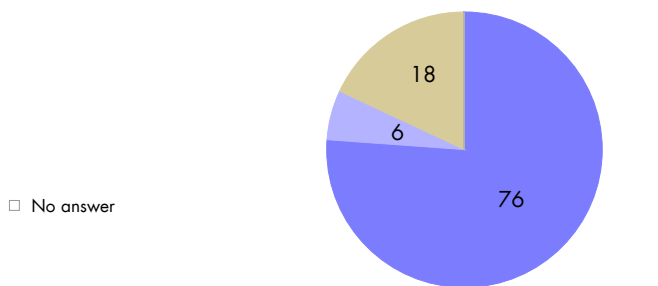
Most New Zealand opinion leaders also agree that it is best for relatively healthy older people to live independently as long as possible. Nearly eight in 10 New Zealand opinion leaders (76%) think that living independently is the best option. The next best regarded option is assisted care facilities (18%). Few New Zealand opinion leaders (6%) suggest that living with extended family would be ideal.

According to New Zealand opinion leaders, technology will help older people live independently for a longer period of time. Almost all New Zealand opinion leaders (98%) believe that technology, such as computers and robots, will be at least somewhat helpful in extending independent living by older people in their country over the next 20 years, and a majority of New Zealand opinion leaders believe that technology will be very helpful.

Figure 3.7

### Living arrangements of older people

► In general, is it best for relatively healthy older people to [●] live independently as long as possible [●] live with extended families, [●] live in assisted care facilities, or [●] live in nursing homes?



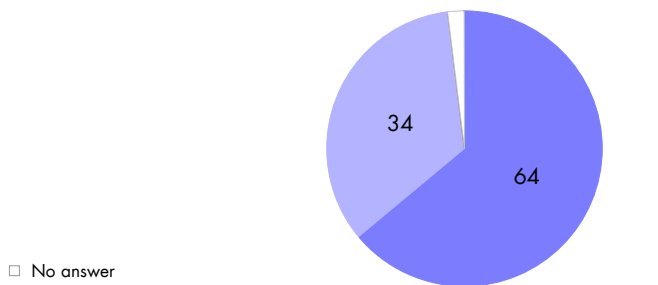
Values shown are percentages. Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

Figure 3.8

### Helpfulness of technology in extending independent living

► How helpful do you think technology, such as computers and robots will be in extending independent living by older people in our country over the next 20 years—[●] very helpful, [●] somewhat helpful, [●] not too helpful, or [●] not helpful at all?



Values shown are percentages. Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

## Health services

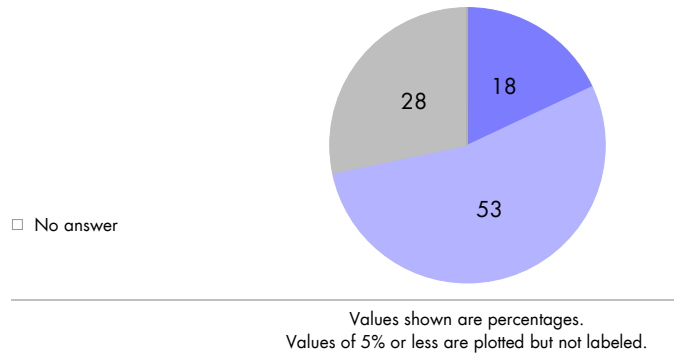
Providing health and medical care to an increasingly large aging population is one of the top challenges New Zealand opinion leaders associate with population aging, and a majority of New Zealand opinion leaders do not think that their current health care system is up to the challenge. Seven in 10 New Zealand opinion leaders (71%) agree that their country's health care system is not well prepared to deal with an aging population. However, those who somewhat agree with this assessment by far outnumber those who strongly agree (53% versus 18%). About three in 10 of New Zealand opinion leaders (28%) disagree, saying that the health care system *is* well prepared.

Despite concerns about their health care system's capacity to deal with an aging population, New Zealand opinion leaders indicate that health care delivery is currently fairly equitable. Asked whether access to quality health care is currently available to older people of all social and economic backgrounds in New Zealand, a solid majority of New Zealand opinion leaders (66%) say that the answer is yes, although most only somewhat agree. A third of New Zealand opinion leaders (33%) disagree, implying that older people of certain socioeconomic backgrounds lack access to quality health care.

Figure 3.9

### Preparedness of health care system

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: Our health care system is not well prepared to deal with an aging population.

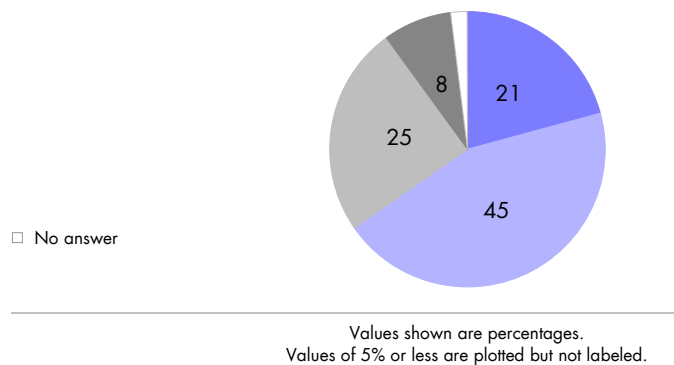


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 3.10

### Equity and quality health care

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: Access to quality health care is available to older people of all social and economic backgrounds in our country.



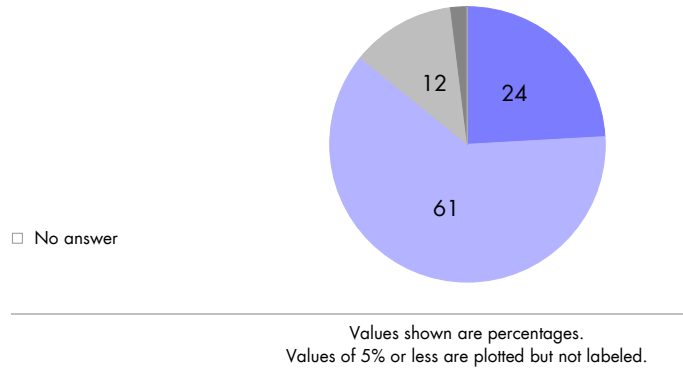
AARP, *Aging in Asia and Oceania*, March 2007.

New Zealand opinion leaders are generally supportive of increased government efforts to improve delivery of health services to older people, with a majority indicating that at least a moderate increase in efforts is called for. A quarter of New Zealand opinion leaders (24%) believe that their government should increase its efforts a great deal, and six in 10 (61%) say that efforts should be increased moderately to ensure that older people receive the health services they need. A few New Zealand opinion leaders (14%) think that the New Zealand government should only increase its efforts in this area a little or not at all.

In addition to government efforts, opinion leaders in New Zealand expect technology to help improve health and medical care of older people. Nearly all New Zealand opinion leaders (96%) believe that technology, such as computers and robots, will be at least somewhat helpful in improving the health and medical care of older people in their country over the next 20 years, with most believing that technology will be very helpful.

Figure 3.11  
**Increasing government efforts to ensure older people receive health services**

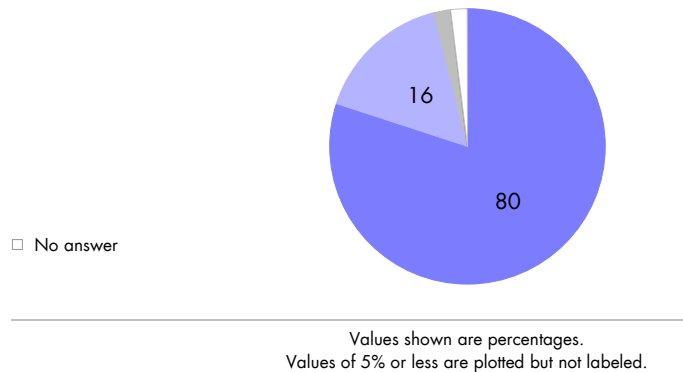
► Do you think our government should increase its efforts to ensure that older people receive the health services they need [●] a great deal, [●] moderately, [●] a little, or [●] not at all?



AARP, *Aging in Asia and Oceania*, March 2007.

Figure 3.12  
**Helpfulness of technology in improving health and medical care of older people**

► How helpful do you think technology, such as computers and robots will be in improving health and medical care of older people in our country over the next 20 years—[●] very helpful, [●] somewhat helpful, [●] not too helpful, or [●] not helpful at all?



AARP, *Aging in Asia and Oceania*, March 2007.

## Housing

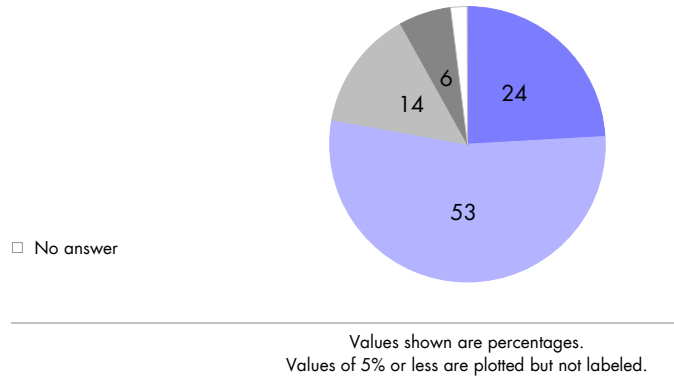
A majority of New Zealand opinion leaders report that older people in New Zealand have access to adequate housing, regardless of their socioeconomic background. Nearly eight in 10 New Zealand opinion leaders (77%) somewhat or strongly agree with the statement “adequate housing is available to older people of all social and economic backgrounds in our country.” However, those who somewhat agree with this statement outnumber those who strongly agree (53% versus 24%). Two in 10 New Zealand opinion leaders (20%) disagree altogether, implying that some older New Zealanders reside in inadequate living quarters.

Even if most older people in New Zealand have access to adequate housing, New Zealand opinion leaders believe that the government should increase its efforts in the housing field at least to a moderate degree. About seven in 10 New Zealand opinion leaders (73%) contend that their government should increase its efforts a great deal or moderately to ensure that older people have access to adequate housing, although moderate efforts receive more support than great efforts. Most of the rest believe that efforts should be increased a little, with only a handful of opinion leaders of the view that no increase at all is necessary.

Figure 3.13

### Equity and housing

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: Adequate housing is available to older people of all social and economic backgrounds in our country.

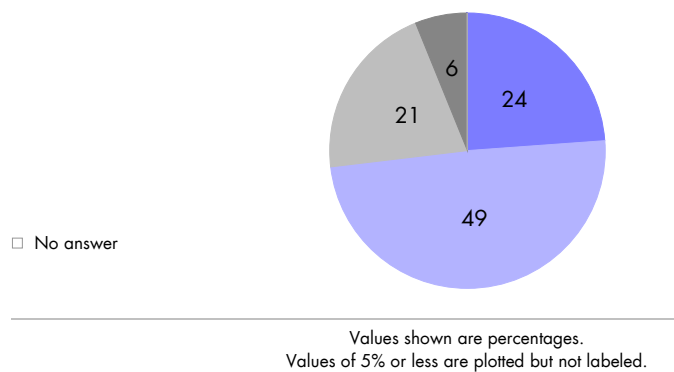


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 3.14

### Increasing government efforts to ensure older people have access to adequate housing

► Do you think our government should increase its efforts to ensure that older people have access to adequate housing [●] a great deal, [●] moderately, [●] a little, or [●] not at all?



AARP, *Aging in Asia and Oceania*, March 2007.

## Policy changes to help cover costs related to aging

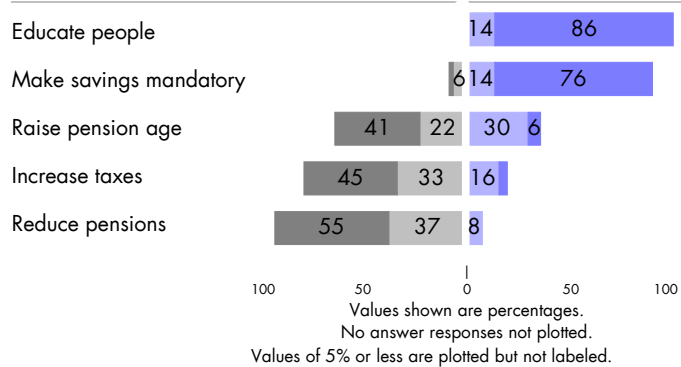
As more people reach retirement age, the costs for providing for this growing number of older people will increase. Asked about five potential policy changes to help cover the increased costs, a majority of New Zealand opinion leaders believe two should be implemented to a moderate or great extent. There is universal support for educating people about the importance of saving for their old age (100%) and nearly all New Zealand opinion leaders believe that savings should be mandatory to a great or moderate extent (90%). However, opinion is strongly against significantly reducing pensions (92%), increasing taxes (78%), and raising the pension age (63%) as a means to help cover costs.

A majority of New Zealand opinion leaders are optimistic about the long-term future of older people in their country. Seven in 10 New Zealand opinion leaders (69%) believe that 20 years from now the overall quality of life of older people will have gotten somewhat or much better. Two in 10 (20%) New Zealand opinion leaders volunteer that older people's quality of life will get worse, while 10 percent say that they expect things to stay about the same or that they do not know what the future will bring.

Figure 3.15

### Support for policy changes

► As more people age and stop working, the costs for providing for this growing number of older people will increase. To what extent should [INSERT] to help cover these increased costs—[●] great extent, [●] moderate extent, [●] small extent, or [●] not at all?

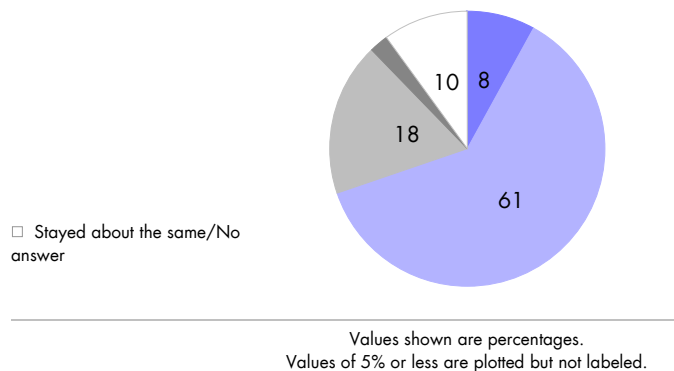


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 3.16

### Quality of life in the future

► And 20 years from now, do you think the overall quality of life of older people in our country will have gotten [●] much better, [●] somewhat better, [●] somewhat worse, or [●] much worse?



AARP, *Aging in Asia and Oceania*, March 2007.



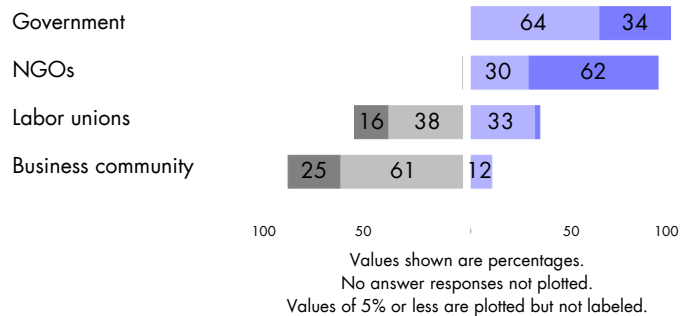
## Society's commitment to older people

Despite positive expectations for the future of older people, some sectors of New Zealand society are not committed to improving the quality of life of older people, according to the country's opinion leaders. Consistent with the findings for many of the other surveyed countries, the New Zealand government and nongovernmental organizations are seen as the most committed to older people's quality of life. Almost all New Zealand opinion leaders think that the New Zealand government (98%) and nongovernmental organizations (92%) are at least somewhat committed to improving the quality of life for older people. Six in 10 (62%) think that nongovernmental organizations are very committed. At the same time, a majority of opinion leaders say that the business community (86%) and labor unions (54%) are not too committed or not committed at all.

Figure 3.17

### Commitment to improving quality of life for older people

► Is/Are [INSERT] [●] very committed, [●] somewhat committed, [●] not too committed, or [●] not committed at all to improving the quality of life for older people?



AARP, *Aging in Asia and Oceania*, March 2007.

## Section 4: Perceptions of older people

To enjoy a good quality of life, not only do older people's physical needs have to be met, but their psychological well-being, including a sense of self-worth, is also important. The broader society's perceptions of older people arguably contribute to how they feel about themselves and their role in society. In this section, we discuss New Zealand opinion leaders' perceptions of older people and their place in society.

30

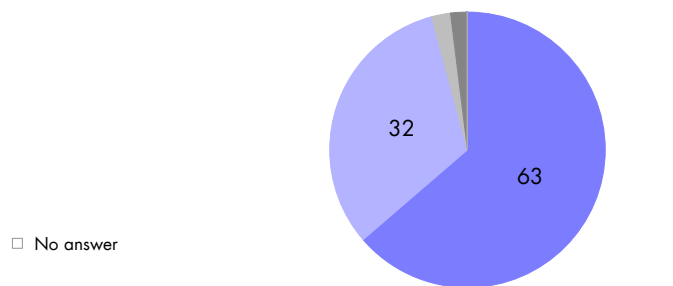
### Contributing members of society

Almost all New Zealand opinion leaders see older people as generally helpful, contributing members of society. More than nine in 10 New Zealand opinion leaders (95%) agree with this sentiment, although twice as many opinion leaders somewhat agree than strongly agree (63% versus 32%). Very few New Zealand opinion leaders (4%) disagree.

Figure 4.1

#### Contributing members of society

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: Older people in our country are generally helpful, contributing members of society.



Values shown are percentages.  
Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

Older people are a contributing force that could be tapped into even more, according to New Zealand opinion leaders. Almost all New Zealand opinion leaders (96%) agree that their government should do more to take advantage of the contributions that older people can make to the community by enlisting them to help with community projects, with just as many who strongly agree (49%) as those who somewhat agree (47%). Only four percent of New Zealand opinion leaders disagree that the government should do more to take advantage of the contributions older people can make.

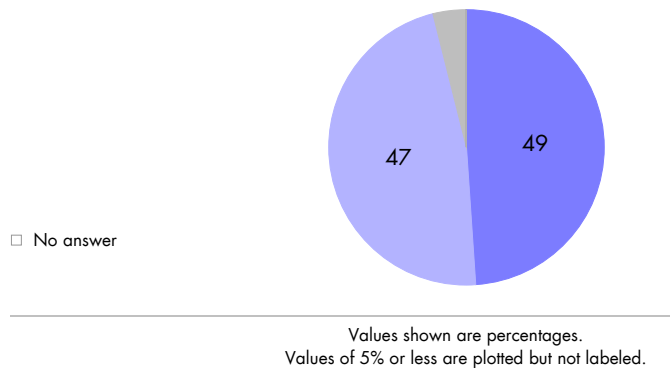
### Potential pool of productive workers

Despite the perception of older people as contributing members of society, businesses in New Zealand have yet to see the potential in older workers. According to two thirds of New Zealand opinion leaders (67%), the New Zealand business community does not view older people as a source of potential productive workers. At the same time, however, a third of opinion leaders in New Zealand (32%) do think that, at least to a degree, businesses recognize potential in older workers.

Figure 4.2

### Help with community projects

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: Our government should do more to take advantage of the contributions that older people can make to the community by enlisting them to help with community projects.

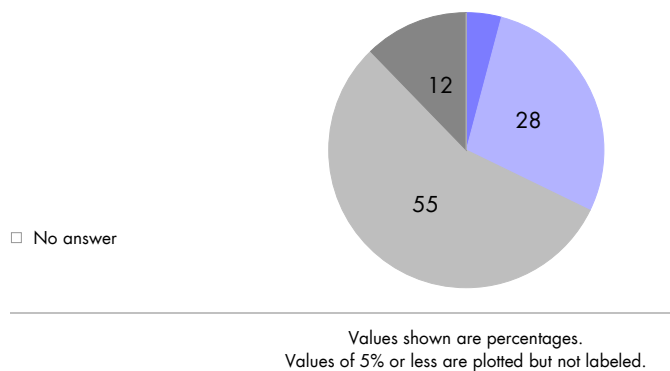


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 4.3

### Potential productive workers

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: The business community views older people as a source of potential productive workers.



AARP, *Aging in Asia and Oceania*, March 2007.

## Marketing products

In addition to a contributing force, older people are perceived as consumers in New Zealand. About three quarters of New Zealand opinion leaders (74%) agree that the business community in New Zealand views older people as an opportunity for marketing and selling products and services. Roughly a quarter of New Zealand opinion leaders (22%) disagree.

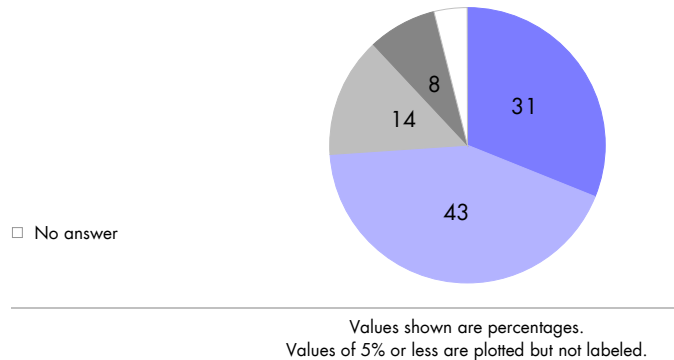
## Burden on the community

A solid majority of New Zealand opinion leaders shun the notion that older people could be seen as a burden. About seven in 10 New Zealand opinion leaders (68%) reject the statement “older people are often a burden on the community,” and many feel this way strongly. At the same time, three in 10 New Zealand opinion leaders (31%) agree with the statement, saying that older people are often a burden.

Figure 4.4

### Market for products and services

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: The business community views older people as an opportunity for marketing and selling products and services.

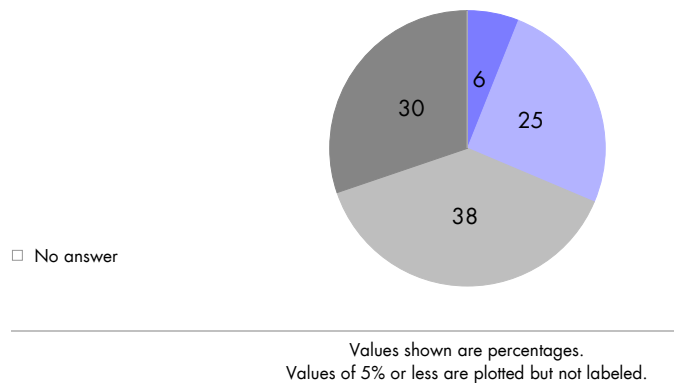


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 4.5

### Burden on the community

► Do you [●] strongly agree, [●] somewhat agree, [●] somewhat disagree, or [●] strongly disagree with the following statement: Older people are often a burden on the community.



AARP, *Aging in Asia and Oceania*, March 2007.

## Section 5: Aging advocacy organizations

As an economically developed country with a long democratic tradition, one might expect to find many organizations advocating on behalf of older people and informing the citizenry of aging issues in New Zealand. In this section, we discuss New Zealand opinion leaders' awareness and opinions of organizations that advocate on behalf of older people as well as their familiarity with and perception of AARP. It should be noted that AARP was identified as commissioning the survey when opinion leaders were invited to participate, which could have influenced the results to questions having to do with AARP.

33

### Perceptions of AARP

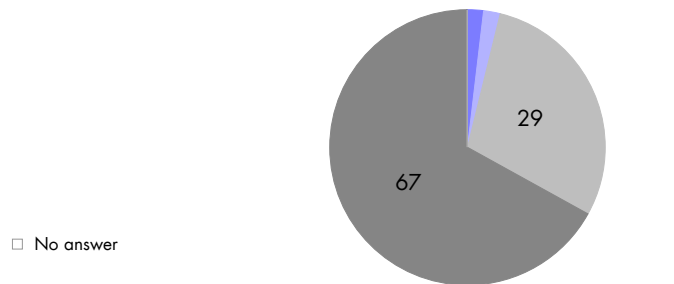
Nearly all New Zealand opinion leaders are unfamiliar with AARP. Three in 10 (29%) say that they are not too familiar and two thirds (67%) say that they are not familiar at all with AARP. Only four percent of New Zealand opinion leaders say that they are familiar with the American organization.

Opinion leaders with some degree of familiarity with AARP were asked about their overall impression of the organization. Due to the small number of opinion leaders who are familiar with AARP in New Zealand, the results for this question are not analyzed here.

Figure 5.1

#### Familiarity with AARP

► How familiar are you with the US organization called AARP—[●] very familiar, [●] somewhat familiar, [●] not too familiar, or [●] not familiar at all?



□ No answer

Values shown are percentages.  
Values of 5% or less are plotted but not labeled.

AARP, *Aging in Asia and Oceania*, March 2007.

## Helpfulness of organizations like AARP

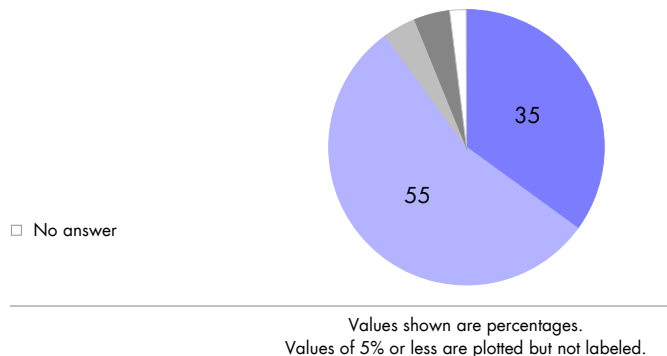
Most New Zealand opinion leaders would welcome an organization like AARP in their country.<sup>17</sup> Fully nine in 10 New Zealand opinion leaders (90%) say that if an organization like AARP were established in their country, it would be very or somewhat helpful to older people. Few New Zealand opinion leaders (8%) say that such an organization would not be helpful or would not be helpful at all.

New Zealand opinion leaders who think that an AARP-like organization would be helpful in their country were asked about three potential reasons why such an organization would be helpful. According to a vast majority of these opinion leaders, all three are a moderate or big reason why the organization would be helpful: it would provide knowledge and expertise (100%), raise awareness about aging (100%), and influence government policy (97%). Providing knowledge and expertise is described most often—by two-thirds of New Zealand opinion leaders (66%)—as a big reason.

Figure 5.2

### Helpfulness of organizations like AARP

► If an organization like AARP were established in our country, how helpful would this be to older people—[●] very helpful, [●] somewhat helpful, [●] not too helpful, or [●] not helpful at all?

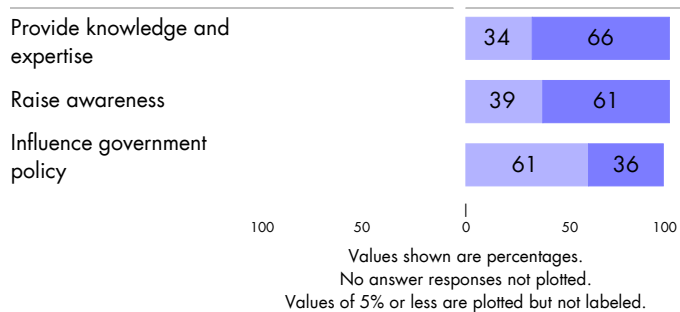


AARP, *Aging in Asia and Oceania*, March 2007.

Figure 5.3

### Reasons an organization like AARP would be helpful

► Why do you think the organization would be helpful? Is [INSERT] [●] a big reason, [●] moderate reason, [●] small reason, or [●] not a reason at all?<sup>18</sup>



AARP, *Aging in Asia and Oceania*, March 2007.

<sup>17</sup> Prior to being asked this question, opinion leaders were read the following text: "AARP is a not-for-profit organization that works to improve the quality of life of older people who are age 50 or older. The organization works with the US central government, local governments, and businesses to be sure that older people have what they need for their health, finances, and jobs. It also offers education programs, travel discounts, and social opportunities for the older people who join. To join AARP, older people pay approximately \$12 a year, which is a low fee in the US."

<sup>18</sup> These results are based on 44 respondents.

## Local organizations advocating for older people

New Zealand opinion leaders were also asked if they are aware of any organizations in their country that work to improve the quality of life of older people and serve as an information source on aging issues. Grey Power (30%) is the best known organization working on behalf of older people among New Zealand opinion leaders, followed by Age Concern (12%). The Retirement Commission (6%), City Councils (6%), the Red Cross (4%), and Alzheimer's New Zealand (4%) also get some mentions. At the same time, roughly half of New Zealand opinion leaders (47%) say that they are not aware of any such organizations or that they do not know.

Figure 5.4

### Local organizations

► Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

|                         |     |
|-------------------------|-----|
| Grey Power              | 30% |
| Age Concern             | 12  |
| Retirement Commission   | 6   |
| City Councils           | 6   |
| Red Cross               | 4   |
| Alzheimer's New Zealand | 4   |
| No, not aware of any    | 13  |
| Don't know              | 34  |

35

AARP, *Aging in Asia and Oceania*, March 2007.

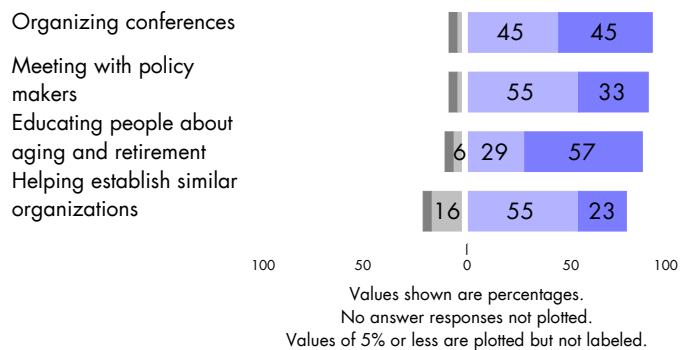
## AARP role abroad

New Zealand opinion leaders generally welcome AARP engagement in various activities outside the US. Asked about four potential ways for AARP to play a role in promoting the interests of older people in countries other than the US, a large majority of opinion leaders believe that AARP involvement would be very or somewhat helpful in organizing conferences to bring together policy makers and aging experts from various countries (90%), meeting with government policy makers to exchange information about aging and retirement (88%), educating people about issues related to aging and retirement (86%), and helping establish similar organizations in other countries (78%).

Figure 5.5

### AARP role abroad

► If AARP were to play a role in promoting the interests of older people in countries other than the United States, how helpful would the following activities be? Would [INSERT] be [●] very helpful, [●] somewhat helpful, [●] not too helpful, or [●] not helpful at all?



AARP, *Aging in Asia and Oceania*, March 2007.

# Methodology

In 2006 AARP commissioned Princeton Survey Research Associates International (PSRAI) to conduct a survey of opinion leaders in the United States and in seven countries in Asia and Oceania. The survey was designed to increase AARP's knowledge of aging issues and attitudes in key Asian markets and to compare attitudes and policies towards aging in the US to attitudes and policies in Asian and Oceania societies. PSRAI teamed up with local research firms to conduct interviews in Australia, China, India, Japan, New Zealand, Singapore, South Korea, and the US. Between October and December 2006, interviewers spoke with more than 400 individuals who hold senior level positions in government, nongovernmental organizations, private sector, media, and academia. Below we discuss details of the survey methodology, including the sample sizes, sample selection, recruitment, questionnaire design, and fieldwork logistics.

## Sample sizes

A minimum of 50 interviews were conducted in each of the survey countries, for a total of 423 interviews. For the full sample, the margin of error is  $\pm 5$  percentage points. Margins of error for individual country samples are displayed in the table on the right.

The survey sample consists of opinion leaders from the following five categories: (1) government, (2) nongovernmental organizations, (3) private sector, (4) media, and (5) academia. The sample was equally divided among the five professional sectors, with a goal of interviewing 10 opinion leaders per sector in each country. The table below outlines the definitions that were used to classify opinion leaders.

Figure 6.1

### Country sample sizes

|               | Number of interviews | Margin of error |
|---------------|----------------------|-----------------|
| Australia     | 50                   | 14              |
| China         | 50                   | 14              |
| India         | 50                   | 14              |
| Japan         | 50                   | 14              |
| New Zealand   | 49                   | 14              |
| Singapore     | 50                   | 14              |
| South Korea   | 50                   | 14              |
| United States | 74                   | 11              |
| Total         | 423                  | 5               |



Figure 6.2

**Eligibility criteria**

| Category                       | Eligible organizations   | Eligible individuals  |
|--------------------------------|--|---|
| Government                     | Departments and agencies that deal with finance, economics, taxing, pensions/retirement, labor/employment, social services/welfare, social affairs, or social security (e.g. Ministries of Health, Social Development, Social Security, Labor, Finance)                        | Senior Civil Servant level and above (typically Director or Director General level)   |
|                                | Parliamentarians or politicians, where applicable  | Parliamentarians or senior staff of relevant committees, such as aging, health, social security, finance, or retirement   |
| Non-governmental organizations | Both local and multinational nongovernmental, nonprofit, religious, charitable, and/or advocacy organizations, foundations, and movements whose mission is related to public policy, economic affairs, social affairs, health care and disabilities, aging, or the labor force | Heads of or senior staff of nongovernmental organizations   |
| Private Sector                 | Reputable private sector firms and business associations (e.g. chambers of commerce)   | Senior business leaders, consultants, or business experts who are known for their expertise on economic and social issues and executives with responsibility for insurance, retirement, human resources, or employee/labor force policy |
| Media                          | An organization that derives its business from media driven activities including both publicly and privately funded radio, television, press, and the Internet   | Producers, editors, or journalists who report on social, economic, and/or political issues  |
| Academia                       | Any university, college, or think tank   | Professors within relevant departments, such as Social Sciences, Economics, Public Health, Demographics, Public Policy, and Political Science   |
|                                |  | Heads of, or senior staff of, relevant think tanks or institutions  |

The survey results were weighted to approximate the original sampling plan and to ensure that no countries or professional sectors are over- or underrepresented in the final analysis and that there was equal representation from all countries and professional sectors included in the survey.

**Sample selection**

Names of potential respondents were compiled from two sources. PSRAI and individual survey research firms in each country used publicly available material for each of the sectors mentioned above to compile lists of opinion leaders. From these lists, PSRAI randomly selected opinion leaders to be contacted for the survey.

**Recruiting opinion leaders**

The randomly chosen opinion leaders were sent letters inviting them to participate in the survey and explaining the purpose of the survey. These letters consisted of two components: (1) a letter written by the local firm inviting participation and providing contact information and (2) a letter from AARP’s Director of International Affairs that explained the purpose of the survey. To protect the respondents’ privacy, the letters from AARP did not identify the respondents by name. The letters were emailed, faxed, mailed, or hand-delivered to the respondents depending on what was determined to be the most reliable and time-efficient method in the particular country.

Each respondent was contacted at least five times before replacing the respondent with another name from the sample. Only conversations with an actual person counted as contacts. If the respondent clearly refused to participate, he or she was replaced with the next person on the list of randomly selected names. Response rates to the survey were typical of opinion leader surveys, ranging from about 20 percent to more than 60 percent. Detailed disposition of all contacts is available upon request.

As the table on the right shows, the survey respondents represent a range of demographic backgrounds. Age-wise, the respondents can be divided into three equal size groups—40 years of age or younger (30%), 41 to 50 years (30%), 51 to 60 years (30%)—and a smaller contingent of opinion leaders over 60 years of age (8%). About three quarters of the respondents are men (74%), a quarter women (26%).

In New Zealand, a plurality of the respondents (39%) are between age 41 and 50. Roughly equal shares of New Zealand respondents are male (47%) and female (53%).

### Questionnaire design and translations

The questionnaire was designed by PSRAI in consultation with AARP. The format for the questionnaire was mostly close-ended, although a few open-end questions were also included. Coding frames for the open-end questions were developed and data for the open-end questions coded at PSRAI.

PSRAI gave most respondents the opportunity to take the survey in the language of their choice. As is standard PSRAI practice for international work, we employed independent translators to translate the questionnaires back to English to ensure the meaning of the translations closely mirrored the original English questionnaire.

### Fieldwork logistics

To accommodate the respondents' busy schedules, multiple modes of interviewing were offered. More than half of the respondents were interviewed on the phone, while about a quarter were interviewed face-to-face.

The rest responded to the survey questions online or filled out the questionnaire on paper. The interviews were completed between October and December 2006. PSRAI's partner firms in each country, the field dates, and the mode of interview are displayed in the following table.

Figure 6.3

#### Respondent demographics

##### ALL COUNTRIES

|            |     |
|------------|-----|
| Age        |     |
| 40 or less | 30% |
| 41 to 50   | 30  |
| 51 to 60   | 30  |
| Over 60    | 8   |
| Sex        |     |
| Male       | 74% |
| Female     | 26  |

##### NEW ZEALAND

|            |    |
|------------|----|
| Age        |    |
| 40 or less | 24 |
| 41 to 50   | 39 |
| 51 to 60   | 33 |
| Over 60    | 2  |
| Sex        |    |
| Male       | 47 |
| Female     | 53 |

Figure 6.4

#### Survey languages

|               |                     |
|---------------|---------------------|
| Australia     | English             |
| China         | Mandarin, Cantonese |
| India         | English             |
| Japan         | Japanese            |
| New Zealand   | English             |
| Singapore     | English             |
| South Korea   | Korean              |
| United States | English             |

Figure 6.5

#### Interview mode

|                  |     |
|------------------|-----|
| Phone            | 56% |
| Face-to-face     | 27  |
| Paper and pencil | 11  |
| Online           | 7   |

Figure 6.6

**Fieldwork logistics**

|               | Local company<br>conducting the interviews | Interviewing dates | Mode of interview                     |
|---------------|--|--------------------|---------------------------------------|
| Australia     | TNS Australia                              | 11/08-12/15/2006   | Phone                                 |
| China         | Horizonkey                                 | 11/03-11/17/2006   | Phone, paper and pencil               |
| India         | TNS India                                  | 11/15-12/18/2006   | Face-to-face, phone, paper and pencil |
| Japan         | Lyncs                                      | 10/31-11/27/2006   | Phone                                 |
| New Zealand   | TNS Australia                              | 11/13-12/19/2006   | Phone                                 |
| Singapore     | TNS Singapore                              | 10/31-12/01/2006   | Face-to-face, phone                   |
| South Korea   | Gallup Korea                               | 11/02-12/07/2006   | Face-to-face, paper and pencil        |
| United States | Princeton Data Source                      | 10/31-12/11/2006   | Phone, online                         |

PSRAI expects its partner research firms to maintain the highest ethical standards. Nearly all of our partner firms are members of their regional survey research professional association, which also seeks to hold its members to the highest ethical standards.

Only skilled interviewers who have experience interviewing opinion leaders were employed in this study. In developing countries, many of our partner survey firms have their executives conduct high-level interviews, as this is often the only means to get an appointment with a high-level government official. In other countries, the firms employ specially trained, well-educated elite interviewers.

Before an interviewer is certified to conduct an interview, the survey firms conduct final mock interviews with the interviewer to verify that the person is fully prepared to conduct the survey. It is also common procedure in survey research to conduct a certain number of back-checks (normally 20 to 50 percent of interviews) to verify that the interviewer conducted the survey correctly.



# Appendix: Annotated questionnaire



## Annotated questionnaire

# AARP Opinion Leader Survey in Asia and Oceania

| Country        | Sample Size | Field Dates           |
|----------------|-------------|-----------------------|
| Australia:     | n = 50      | 11.08.2006-12.15.2006 |
| China:         | n = 50      | 11.03.2006-11.17.2006 |
| India:         | n = 50      | 11.15.2006-12.18.2006 |
| Japan:         | n = 50      | 10.31.2006-11.27.2006 |
| New Zealand    | n = 49      | 11.13.2006-12.19.2006 |
| Singapore:     | n = 50      | 10.31.2006-12.01.2006 |
| South Korea:   | n = 50      | 11.02.2006-12.07.2006 |
| United States: | n = 74      | 11.13.2006-12.11.2006 |

Margin of error is + or - 5 percentage points based on the full sample, + or - 11 points based on the US sample, and + or - 14 points based on the rest of the country samples.

Q1. In your opinion, what are the most important economic challenges facing our country in the next 20 years?<sup>19</sup>

| BASED ON MULTIPLE MENTIONS |   | total | COUNTRY |     |     |     |     |     |     |     |
|----------------------------|---|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|                            |   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|                            | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|                            | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|                            | Growing population of older people/aging of the population      | 40%   | 48%     | 38% | 6%  | 34% | 45% | 66% | 60% | 25% |
|                            | Low birth rate  | 10%   | -       | -   | -   | 36% | -   | 6%  | 38% | -   |
|                            | Income inequality/gap between rich and poor                     | 15%   | -       | 10% | 28% | 10% | -   | 12% | 48% | 11% |
|                            | Increasing poverty  | 5%    | -       | 2%  | 21% | -   | 4%  | -   | 12% | 4%  |
|                            | Meeting basic needs, social welfare                             | 13%   | 56%     | 10% | 13% | 2%  | 10% | 8%  | -   | 2%  |
|                            | Health care spending/costs                                      | 12%   | 20%     | 2%  | 9%  | 8%  | 10% | 2%  | 4%  | 40% |
|                            | Health problems/disease   | 3%    | 2%      | -   | 12% | 4%  | -   | -   | 2%  | 1%  |
|                            | Paying for pensions, retirement income                          | 10%   | 6%      | 2%  | 4%  | 18% | 4%  | 6%  | 10% | 27% |
|                            | Education   | 7%    | 4%      | 2%  | 11% | 2%  | 4%  | 4%  | 16% | 14% |
|                            | Slow economic growth/development                                | 15%   | 20%     | 16% | 10% | 16% | 16% | 12% | 24% | 4%  |
|                            | Unemployment, lack of jobs                                      | 16%   | 2%      | 8%  | 35% | 4%  | 6%  | 16% | 50% | 6%  |
|                            | Jobs going to other countries                                   | 5%    | 6%      | 2%  | 9%  | 2%  | 8%  | 6%  | 4%  | 6%  |
|                            | Labor shortages   | 12%   | 16%     | 12% | 14% | 6%  | 32% | 6%  | -   | 8%  |
|                            | Problems with government, policies, corruption, reform          | 9%    | 4%      | 34% | 12% | 4%  | 4%  | 2%  | 8%  | 1%  |
|                            | Funding government spending, deficits, debt                     | 5%    | -       | -   | 4%  | 2%  | 2%  | -   | 2%  | 28% |
|                            | Meeting energy needs  | 10%   | 26%     | 24% | 2%  | 6%  | 16% | -   | -   | 7%  |
|                            | Environmental issues  | 6%    | 10%     | 22% | 2%  | 2%  | 8%  | -   | 2%  | 5%  |
|                            | Global competition, globalization                               | 9%    | -       | 6%  | -   | 4%  | 15% | 38% | -   | 12% |
|                            | Agricultural problems   | 5%    | 12%     | -   | 12% | 2%  | 6%  | -   | 8%  | 1%  |
|                            | Demographic issues (Overpopulation, immigration, emigration)    | 6%    | 4%      | 4%  | 13% | 2%  | 12% | 4%  | -   | 5%  |
|                            | Problems with business environment, business practices          | 6%    | 2%      | 22% | 8%  | 2%  | 2%  | 10% | -   | 4%  |
|                            | Labor issues  | 2%    | -       | 2%  | -   | 2%  | 2%  | 10% | -   | 1%  |
|                            | Terrorism, civil strife, security, war, international relations | 5%    | 16%     | 4%  | 2%  | 6%  | 2%  | 4%  | 4%  | 2%  |
|                            | Inflation, high cost of living                                  | 2%    | 2%      | 4%  | 4%  | -   | -   | 4%  | -   | 1%  |
|                            | Other   | 8%    | 2%      | 8%  | 7%  | 4%  | 6%  | 8%  | -   | 23% |
|                            | Don't know  | 1%    | -       | 2%  | -   | 2%  | 2%  | 2%  | -   | 1%  |
|                            | Refused   | *     | 2%      | -   | -   | -   | -   | -   | -   | -   |

44

<sup>19</sup> In a notification letter to respondents, AARP was identified as a sponsor of the survey.



Q2. The populations of many countries are growing older as life expectancy increases and birth rates decline. Do you think the aging of the population will have a largely positive, largely negative, or both a positive and negative impact on our country over the next 20 years?

|  |                                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Positive impact                   | 6%    | 4%      | -   | 17% | 10% | 10% | 4%  | 2%  | 5%  |
|  | Negative impact                   | 35%   | 28%     | 40% | 24% | 36% | 20% | 38% | 70% | 25% |
|  | Both positive and negative impact | 54%   | 66%     | 52% | 50% | 52% | 69% | 54% | 28% | 64% |
|  | No impact (Volunteered)           | 3%    | 2%      | 8%  | 9%  | 2%  | -   | 2%  | -   | -   |
|  | Don't know                        | 1%    | -       | -   | -   | -   | -   | 2%  | -   | 4%  |
|  | Refused                           | *     | -       | -   | -   | -   | -   | -   | -   | 1%  |

45

Q3. In what ways will the aging of the population have a positive impact on our country or provide new opportunities over the next 20 years?

*Based on respondents who think the aging population will have a positive, negative or both a positive and negative impact*

| Based on multiple mentions |   | total | COUNTRY |     |     |     |     |     |     |     |
|----------------------------|---|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|                            |   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|                            | UNWEIGHTED BASE   | 406   | 49      | 46  | 45  | 49  | 49  | 48  | 50  | 70  |
|                            | WEIGHTED BASE   | 385   | 49      | 46  | 45  | 49  | 50  | 48  | 50  | 47  |
|                            | Knowledge and experience of older people                            | 50%   | 61%     | 22% | 59% | 41% | 65% | 54% | 56% | 43% |
|                            | Market for products and services                                    | 29%   | 22%     | 37% | 13% | 12% | 43% | 40% | 46% | 14% |
|                            | Potential pool of productive workers                                | 21%   | 20%     | 17% | 8%  | 12% | 24% | 29% | 20% | 38% |
|                            | Increased diversity   | 21%   | 55%     | 9%  | 7%  | 8%  | 39% | 15% | 28% | 2%  |
|                            | Assisting younger family members by providing child care            | 8%    | 4%      | 2%  | 11% | -   | 19% | 15% | 12% | 2%  |
|                            | Older workforce with beneficial qualities (e.g. skills, expertise)  | 2%    | -       | -   | -   | -   | -   | 8%  | -   | 8%  |
|                            | Better health and medical care, longer lives                        | 6%    | 4%      | 2%  | 4%  | 6%  | -   | 10% | 2%  | 20% |
|                            | More opportunities available for younger people                     | 5%    | 2%      | 20% | 9%  | -   | -   | -   | -   | 11% |
|                            | Greater volunteerism/community service                              | 2%    | -       | -   | -   | -   | 2%  | 4%  | -   | 11% |
|                            | Increased demand will improve public and social services            | 2%    | 2%      | 9%  | 2%  | -   | -   | 2%  | 2%  | -   |
|                            | New ideas, innovation, and research to deal with the issue          | 2%    | -       | 2%  | -   | -   | -   | 2%  | -   | 9%  |
|                            | Environmental benefits (slower population growth, less consumption) | 2%    | -       | 7%  | -   | 4%  | -   | 2%  | -   | 2%  |
|                            | Intergenerational interaction                                       | 1%    | -       | -   | -   | -   | -   | 4%  | -   | 5%  |
|                            | Older people have stabilizing influence                             | 1%    | -       | 2%  | -   | -   | -   | 6%  | -   | 3%  |
|                            | Economic benefits   | 2%    | -       | 2%  | -   | 6%  | -   | 2%  | -   | 5%  |
|                            | None  | 2%    | -       | -   | -   | 10% | 2%  | -   | -   | -   |
|                            | Other   | 6%    | 4%      | 13% | 6%  | 6%  | 2%  | 6%  | 2%  | 11% |
|                            | Don't know  | 8%    | 20%     | 20% | 8%  | -   | 12% | 2%  | 4%  | 1%  |
|                            | Refused   | *     | -       | -   | -   | -   | -   | -   | 2%  | -   |

Q4. How will the aging of the population in our country have a negative impact or pose new challenges over the next 20 years?

*Based on respondents who think the aging population will have a positive, negative or both a positive and negative impact*

| Based on multiple mentions |  | total | COUNTRY |     |     |     |     |     |     |     |
|----------------------------|--|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|                            |  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|                            | UNWEIGHTED BASE  | 406   | 49      | 46  | 45  | 49  | 49  | 48  | 50  | 70  |
|                            | WEIGHTED BASE  | 385   | 49      | 46  | 45  | 49  | 50  | 48  | 50  | 47  |
|                            | Increased cost of providing health care                                    | 60%   | 86%     | 30% | 44% | 18% | 88% | 69% | 74% | 66% |
|                            | Increased cost of providing pension/retirement income                      | 55%   | 78%     | 70% | 30% | 43% | 68% | 25% | 78% | 49% |
|                            | Providing housing and other basic accommodations for older people          | 16%   | 29%     | 22% | 4%  | 2%  | 8%  | 15% | 38% | 6%  |
|                            | People may need to work longer than they would like before they can retire | 14%   | 35%     | 4%  | 9%  | 8%  | 14% | 15% | 22% | 4%  |
|                            | Children having to take care of their parents                              | 13%   | 4%      | 15% | 11% | 4%  | 8%  | 33% | 20% | 8%  |
|                            | Greater fraction of population out of the workforce                        | 13%   | 4%      | 35% | 4%  | 10% | -   | 21% | 10% | 19% |
|                            | Increased need for accommodations for the physically disabled              | 7%    | 24%     | -   | 4%  | -   | 14% | 10% | -   | 3%  |
|                            | Economic problems  | 4%    | -       | 9%  | 2%  | 10% | -   | 6%  | 2%  | 5%  |
|                            | Increase in physical and mental health problems in the population          | 3%    | -       | 4%  | -   | -   | -   | 8%  | -   | 15% |
|                            | Intergenerational conflicts, social instability                            | 4%    | 2%      | 2%  | -   | 8%  | 4%  | 8%  | -   | 3%  |
|                            | Adapting to an older workforce   | 3%    | 2%      | 2%  | -   | 6%  | -   | 10% | -   | 7%  |
|                            | More old people with financial problems                                    | 4%    | -       | -   | 19% | -   | -   | 13% | -   | 2%  |
|                            | None   | 1%    | -       | -   | -   | 4%  | -   | -   | -   | -   |
|                            | Other  | 6%    | 2%      | 7%  | 4%  | 16% | 4%  | 4%  | -   | 9%  |
|                            | Don't know   | 2%    | -       | 4%  | 9%  | -   | -   | -   | -   | -   |
|                            | Refused  | -     | -       | -   | -   | -   | -   | -   | -   | -   |

46

Q5. Compared to other issues facing our country, how important an issue is the aging of the population—very important, somewhat important, not very important, or not important at all?

|  |                      | total | COUNTRY |     |     |     |     |     |     |     |
|--|----------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE      | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE        | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very important       | 51%   | 38%     | 28% | 48% | 70% | 30% | 52% | 80% | 61% |
|  | Somewhat important   | 41%   | 52%     | 58% | 39% | 20% | 68% | 42% | 18% | 34% |
|  | Not very important   | 7%    | 8%      | 12% | 13% | 10% | 2%  | 4%  | 2%  | 3%  |
|  | Not important at all | *     | -       | 2%  | -   | -   | -   | -   | -   | 1%  |
|  | Don't know           | *     | 2%      | -   | -   | -   | -   | 2%  | -   | -   |
|  | Refused              | -     | -       | -   | -   | -   | -   | -   | -   | -   |

Q6. Overall, how prepared is our country to deal with potential changes that may result from the aging of the population—very prepared, somewhat prepared, not too prepared, or not prepared at all?

|  |                     | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                     | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE     | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE       | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very prepared       | 4%    | 10%     | -   | 2%  | 4%  | -   | 12% | -   | 2%  |
|  | Somewhat prepared   | 32%   | 60%     | 4%  | 25% | 18% | 65% | 52% | 4%  | 29% |
|  | Not too prepared    | 48%   | 20%     | 80% | 25% | 66% | 27% | 30% | 74% | 63% |
|  | Not prepared at all | 15%   | 10%     | 14% | 46% | 12% | 8%  | 2%  | 22% | 6%  |
|  | Don't know          | 1%    | -       | 2%  | 2%  | -   | -   | 2%  | -   | -   |
|  | Refused             | *     | -       | -   | -   | -   | -   | 2%  | -   | -   |

47

Q7a. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it: **the central/federal government.**<sup>20</sup>

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Too much attention        | 5%    | 6%      | -   | -   | 12% | 10% | 4%  | 6%  | -   |
|  | Right amount of attention | 43%   | 48%     | 30% | 22% | 72% | 43% | 70% | 46% | 15% |
|  | Too little attention      | 49%   | 46%     | 68% | 76% | 16% | 47% | 20% | 44% | 79% |
|  | Don't know                | 2%    | -       | 2%  | 2%  | -   | -   | 6%  | 4%  | 2%  |
|  | Refused                   | *     | -       | -   | -   | -   | -   | -   | -   | 4%  |

Q7b. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it: **the business community.**

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Too much attention        | 2%    | -       | 2%  | -   | 10% | 2%  | -   | -   | 3%  |
|  | Right amount of attention | 23%   | 14%     | 14% | 14% | 52% | 18% | 10% | 36% | 30% |
|  | Too little attention      | 72%   | 86%     | 82% | 80% | 38% | 80% | 88% | 62% | 61% |
|  | Don't know                | 2%    | -       | 2%  | 6%  | -   | -   | 2%  | 2%  | 2%  |
|  | Refused                   | *     | -       | -   | -   | -   | -   | -   | -   | 4%  |

<sup>20</sup> Respondents in Australia and the US were asked about "the federal government." Respondents in China, India, Japan, and South Korea were asked about "the central government." Respondents in New Zealand were asked about "the government." Respondents in Singapore were asked about "the Singapore government."

Q7c. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it:  
**non-governmental groups.**<sup>21</sup>

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Too much attention        | 6%    | 6%      | 2%  | 8%  | 20% | 4%  | 2%  | 6%  | -   |
|  | Right amount of attention | 52%   | 72%     | 30% | 55% | 32% | 69% | 60% | 58% | 37% |
|  | Too little attention      | 33%   | 14%     | 62% | 29% | 30% | 11% | 32% | 34% | 48% |
|  | Don't know                | 10%   | 8%      | 6%  | 8%  | 18% | 16% | 6%  | 2%  | 12% |
|  | Refused                   | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

48

Q7d. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it:  
**state/local governments.**<sup>22</sup>

|  |                           | total | COUNTRY |     |     |     |    |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 324   | 50      | 50  | 50  | 50  | -  | -   | 50  | 74  |
|  | WEIGHTED BASE             | 300   | 50      | 50  | 50  | 50  | -  | -   | 50  | 50  |
|  | Too much attention        | 6%    | -       | 2%  | -   | 30% | -  | -   | 4%  | -   |
|  | Right amount of attention | 23%   | 20%     | 12% | 16% | 42% | -  | -   | 26% | 19% |
|  | Too little attention      | 67%   | 76%     | 82% | 78% | 26% | -  | -   | 66% | 75% |
|  | Don't know                | 4%    | 4%      | 4%  | 6%  | 2%  | -  | -   | 4%  | 3%  |
|  | Refused                   | *     | -       | -   | -   | -   | -  | -   | -   | 3%  |

Q7e. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it:  
**the media.**

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Too much attention        | 9%    | 10%     | 10% | 3%  | 22% | 6%  | 4%  | 8%  | 8%  |
|  | Right amount of attention | 42%   | 42%     | 36% | 13% | 44% | 49% | 48% | 56% | 44% |
|  | Too little attention      | 46%   | 48%     | 50% | 75% | 32% | 42% | 46% | 34% | 41% |
|  | Don't know                | 3%    | -       | 4%  | 9%  | 2%  | 2%  | 2%  | 2%  | 4%  |
|  | Refused                   | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

Q7f. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it:  
**the younger people of our country.**

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Too much attention        | *     | -       | -   | -   | -   | -   | -   | -   | 1%  |
|  | Right amount of attention | 12%   | 12%     | 6%  | 17% | 18% | 10% | 12% | 12% | 6%  |
|  | Too little attention      | 85%   | 84%     | 94% | 74% | 82% | 90% | 86% | 82% | 88% |
|  | Don't know                | 3%    | 4%      | -   | 9%  | -   | -   | 2%  | 6%  | 2%  |
|  | Refused                   | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

<sup>21</sup> Respondents were given two or three examples of local groups.

<sup>22</sup> Respondents in Australia, India, and the US were asked about "state and local governments." Respondents in China, Japan, and South Korea were asked about "local government." This question was not asked in New Zealand or Singapore.

Q7g. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it: **the older people of our country.**

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Too much attention        | 15%   | 6%      | 16% | 17% | 42% | 6%  | 4%  | 16% | 14% |
|  | Right amount of attention | 50%   | 64%     | 44% | 29% | 36% | 70% | 48% | 64% | 45% |
|  | Too little attention      | 30%   | 24%     | 34% | 43% | 20% | 24% | 42% | 18% | 36% |
|  | Don't know                | 4%    | 6%      | 6%  | 11% | 2%  | -   | 6%  | 2%  | 3%  |
|  | Refused                   | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

49

Q7h. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it: **the health care community, including doctors and hospitals.**

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Too much attention        | 9%    | 2%      | 10% | -   | 50% | -   | -   | 4%  | 6%  |
|  | Right amount of attention | 46%   | 60%     | 22% | 19% | 40% | 70% | 56% | 60% | 38% |
|  | Too little attention      | 42%   | 34%     | 68% | 75% | 6%  | 30% | 40% | 32% | 53% |
|  | Don't know                | 3%    | 4%      | -   | 6%  | 4%  | -   | 4%  | 4%  | 1%  |
|  | Refused                   | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

Q7i. In your opinion, have the following groups and institutions paid too much attention, about the right amount of attention, or too little attention to the aging of the population and the challenges and opportunities associated with it: **labor unions.**

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Too much attention        | 2%    | -       | 4%  | -   | 8%  | 2%  | -   | -   | 3%  |
|  | Right amount of attention | 36%   | 28%     | 10% | 12% | 62% | 51% | 54% | 38% | 31% |
|  | Too little attention      | 51%   | 50%     | 78% | 69% | 28% | 35% | 38% | 60% | 49% |
|  | Don't know                | 11%   | 22%     | 8%  | 18% | 2%  | 12% | 8%  | 2%  | 14% |
|  | Refused                   | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

Q8a. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements: **Our government has the necessary knowledge and expertise to address issues related to the aging of the population.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 22%   | 46%     | 12% | 22% | 12% | 37% | 22% | -   | 24% |
|  | Somewhat agree    | 44%   | 40%     | 30% | 41% | 56% | 51% | 56% | 40% | 41% |
|  | Somewhat disagree | 24%   | 10%     | 46% | 18% | 26% | 6%  | 18% | 44% | 21% |
|  | Strongly disagree | 10%   | 4%      | 12% | 17% | 6%  | 6%  | 4%  | 14% | 14% |
|  | Don't know        | *     | -       | -   | 2%  | -   | -   | -   | 2%  | -   |
|  | Refused           | -     | -       | -   | -   | -   | -   | -   | -   | -   |

Q8b. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:  
**The aging of the population should not be a priority; we have other, more pressing issues to address.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 6%    | 2%      | 6%  | 12% | 16% | 2%  | 4%  | 2%  | 4%  |
|  | Somewhat agree    | 17%   | 6%      | 32% | 23% | 22% | 10% | 16% | 12% | 11% |
|  | Somewhat disagree | 36%   | 24%     | 48% | 35% | 38% | 44% | 26% | 42% | 32% |
|  | Strongly disagree | 40%   | 68%     | 14% | 30% | 22% | 43% | 52% | 42% | 53% |
|  | Don't know        | 1%    | -       | -   | -   | 2%  | -   | 2%  | -   | 1%  |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | 2%  | -   |

50

Q8c. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:  
**Our health care system is not well prepared to deal with an aging population.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 33%   | 22%     | 34% | 63% | 30% | 18% | 12% | 30% | 59% |
|  | Somewhat agree    | 44%   | 62%     | 46% | 24% | 44% | 53% | 46% | 50% | 31% |
|  | Somewhat disagree | 17%   | 14%     | 14% | 6%  | 24% | 28% | 32% | 14% | 8%  |
|  | Strongly disagree | 4%    | 2%      | 4%  | 8%  | 2%  | -   | 8%  | 6%  | 1%  |
|  | Don't know        | *     | -       | 2%  | -   | -   | -   | 2%  | -   | -   |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

Q8d. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:  
**The aging of the population is an opportunity to create new roles for older people in our country.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 46%   | 68%     | 12% | 42% | 56% | 56% | 52% | 12% | 71% |
|  | Somewhat agree    | 41%   | 30%     | 60% | 39% | 40% | 40% | 34% | 56% | 29% |
|  | Somewhat disagree | 9%    | 2%      | 22% | 11% | 4%  | 2%  | 12% | 20% | -   |
|  | Strongly disagree | 3%    | -       | 4%  | 4%  | -   | -   | 2%  | 12% | -   |
|  | Don't know        | 1%    | -       | 2%  | 4%  | -   | 2%  | -   | -   | -   |
|  | Refused           | -     | -       | -   | -   | -   | -   | -   | -   | -   |

Q9. In your opinion, at what age is a worker an "older" worker?

|  |   | total | COUNTRY |     |     |     |     |     |     |     |
|--|---|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                               | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                                 | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | 40 to 49                                      | 3%    | 4%      | 2%  | -   | -   | 10% | 2%  | 2%  | 1%  |
|  | 50 to 54                                      | 13%   | 38%     | 4%  | 16% | -   | 14% | 20% | 10% | 3%  |
|  | 55 to 59                                      | 14%   | 24%     | 12% | 10% | 2%  | 12% | 26% | 18% | 9%  |
|  | 60 to 64                                      | 27%   | 18%     | 48% | 36% | 8%  | 27% | 26% | 40% | 17% |
|  | 65 to 69                                      | 22%   | 6%      | 24% | 13% | 52% | 22% | 8%  | 18% | 35% |
|  | 70 to 74                                      | 10%   | 4%      | 8%  | 8%  | 32% | 2%  | 4%  | 6%  | 16% |
|  | 75 to 85                                      | 1%    | -       | -   | 3%  | 2%  | -   | -   | -   | 3%  |
|  | Depends on mindset/attitude (Volunteered)     | 2%    | 2%      | -   | 6%  | -   | 4%  | 2%  | 2%  | -   |
|  | Depends on physical health (Volunteered)      | 2%    | 2%      | -   | 4%  | -   | 2%  | 4%  | -   | 6%  |
|  | Depends on occupation (Volunteered)           | 2%    | -       | 2%  | -   | -   | 2%  | 4%  | 2%  | 4%  |
|  | Depends on something else (Volunteered)       | 2%    | -       | -   | 2%  | 2%  | 2%  | 4%  | -   | 3%  |
|  | Combination of any of the above (Volunteered) | *     | -       | -   | -   | -   | -   | -   | 2%  | 1%  |
|  | Don't know                                    | 1%    | 2%      | -   | -   | 2%  | 2%  | -   | -   | -   |
|  | Refused                                       | 1%    | -       | -   | 2%  | -   | -   | -   | -   | 3%  |

51

Q10a. In general, at what age do you think most male workers should retire or stop working?

|  |   | total | COUNTRY |     |     |     |     |     |     |     |
|--|---|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                               | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                                 | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | 45 to 49                                      | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 50 to 54                                      | *     | -       | -   | -   | -   | -   | 2%  | -   | -   |
|  | 55 to 59                                      | 2%    | 2%      | 4%  | 8%  | -   | -   | 2%  | 4%  | -   |
|  | 60  | 16%   | 8%      | 26% | 22% | 6%  | 6%  | 12% | 44% | 4%  |
|  | 61 to 64                                      | 2%    | -       | 4%  | 4%  | 4%  | -   | 2%  | -   | 2%  |
|  | 65  | 35%   | 38%     | 46% | 28% | 50% | 35% | 38% | 28% | 20% |
|  | 66 to 69                                      | 3%    | 2%      | 2%  | -   | 4%  | 2%  | 6%  | -   | 9%  |
|  | 70  | 13%   | 22%     | 6%  | 8%  | 18% | 16% | 8%  | 10% | 18% |
|  | 71 to 74                                      | *     | -       | -   | -   | -   | -   | -   | -   | 1%  |
|  | 75  | 2%    | -       | -   | -   | 2%  | 2%  | 4%  | -   | 5%  |
|  | 76 to 85                                      | *     | -       | -   | -   | -   | -   | -   | -   | 1%  |
|  | Never/when die                                | 4%    | 2%      | -   | 2%  | 10% | 6%  | 4%  | 4%  | 6%  |
|  | Depends on mindset/attitude (Volunteered)     | 8%    | 16%     | -   | 7%  | -   | 21% | 6%  | 4%  | 7%  |
|  | Depends on physical health (Volunteered)      | 4%    | 2%      | 4%  | 12% | 4%  | 4%  | 2%  | -   | 3%  |
|  | Depends on occupation (Volunteered)           | 3%    | 2%      | 6%  | 2%  | -   | 4%  | 4%  | 4%  | 3%  |
|  | Depends on something else (Volunteered)       | *     | -       | -   | -   | -   | -   | 2%  | -   | 2%  |
|  | Combination of any of the above (Volunteered) | 4%    | 6%      | 2%  | -   | 2%  | -   | 8%  | 2%  | 9%  |
|  | Don't know                                    | 3%    | -       | -   | 7%  | -   | 4%  | -   | -   | 10% |
|  | Refused                                       | *     | -       | -   | -   | -   | -   | -   | -   | 1%  |

Q10b. In general, at what age do you think most female workers should retire or stop working?

|  |   | total | COUNTRY |     |     |     |     |     |     |     |
|--|---|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                               | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                                 | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | 45 to 49                                      | *     | -       | 2%  | -   | -   | -   | -   | 2%  | -   |
|  | 50 to 54                                      | 2%    | -       | 2%  | 8%  | 2%  | -   | 2%  | 4%  | -   |
|  | 55 to 59                                      | 8%    | 2%      | 34% | 4%  | 2%  | 2%  | 2%  | 16% | -   |
|  | 60  | 20%   | 10%     | 38% | 23% | 14% | 18% | 18% | 34% | 4%  |
|  | 61 to 64                                      | 2%    | -       | 4%  | 7%  | -   | -   | 4%  | -   | 3%  |
|  | 65  | 27%   | 38%     | 8%  | 25% | 48% | 31% | 26% | 24% | 19% |
|  | 66 to 69                                      | 3%    | -       | -   | 2%  | 2%  | 2%  | 8%  | -   | 9%  |
|  | 70  | 9%    | 22%     | 4%  | -   | 14% | 6%  | 6%  | 6%  | 17% |
|  | 71 to 74                                      | 1%    | -       | -   | -   | -   | -   | 2%  | -   | 3%  |
|  | 75  | 2%    | -       | -   | 2%  | 4%  | 2%  | 2%  | -   | 4%  |
|  | 76 to 85                                      | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |
|  | Never/when die                                | 4%    | 2%      | -   | 2%  | 8%  | 6%  | 4%  | 4%  | 6%  |
|  | Depends on mindset/attitude (Volunteered)     | 7%    | 16%     | -   | 4%  | -   | 19% | 8%  | 4%  | 7%  |
|  | Depends on physical health (Volunteered)      | 4%    | 2%      | 4%  | 12% | 4%  | 4%  | 2%  | -   | 5%  |
|  | Depends on occupation (Volunteered)           | 2%    | 2%      | 2%  | 2%  | -   | 4%  | 4%  | 4%  | 2%  |
|  | Depends on something else (Volunteered)       | 1%    | -       | -   | -   | -   | -   | 2%  | -   | 3%  |
|  | Combination of any of the above (Volunteered) | 4%    | 6%      | 2%  | 2%  | 2%  | 2%  | 10% | 2%  | 7%  |
|  | Don't know                                    | 3%    | -       | -   | 9%  | -   | 4%  | -   | -   | 10% |
|  | Refused                                       | *     | -       | -   | -   | -   | -   | -   | -   | 1%  |

52

Q11. In some countries workers are required to retire at a particular age. Do you strongly support, somewhat support, somewhat oppose, or strongly oppose the idea of a mandatory retirement age?

|  |  | total | COUNTRY |     |     |     |     |     |     |     |
|--|--|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE  | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE  | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly support   | 7%    | -       | 8%  | 29% | 10% | 2%  | 4%  | 2%  | 2%  |
|  | Somewhat support   | 22%   | 2%      | 42% | 28% | 34% | 2%  | 18% | 44% | 4%  |
|  | Somewhat oppose  | 30%   | 12%     | 34% | 24% | 36% | 23% | 40% | 38% | 31% |
|  | Strongly oppose  | 37%   | 82%     | 6%  | 10% | 16% | 73% | 34% | 12% | 62% |
|  | Support mandatory retirement for some occupations/It depends (Volunteered) | 4%    | 4%      | 6%  | 9%  | 4%  | -   | 4%  | 4%  | 1%  |
|  | Don't know   | *     | -       | 4%  | -   | -   | -   | -   | -   | -   |
|  | Refused  | -     | -       | -   | -   | -   | -   | -   | -   | -   |



Q12. And what should the mandatory retirement age be?

*Based on respondents who either strongly support or somewhat support a mandatory retirement age*

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 117   | 1       | 25  | 28  | 22  | 2   | 11  | 23  | 5   |
|  | WEIGHTED BASE   | 116   | 1       | 25  | 28  | 22  | 2   | 11  | 23  | 3   |
|  | 50 to 59        | 10%   | -       | 12% | 25% | -   | -   | -   | 9%  | -   |
|  | 60              | 28%   | -       | 32% | 26% | 9%  | -   | 18% | 57% | -   |
|  | 61 to 64        | 6%    | -       | 4%  | 15% | -   | -   | 9%  | 4%  | -   |
|  | 65              | 41%   | 100%    | 44% | 20% | 77% | 47% | 45% | 26% | 35% |
|  | 66 to 70        | 8%    | -       | 8%  | -   | 14% | -   | 18% | 4%  | 47% |
|  | Don't know      | 5%    | -       | -   | 15% | -   | 53% | 9%  | -   | -   |
|  | Refused         | *     | -       | -   | -   | -   | -   | -   | -   | 18% |

53

Q13. In your opinion, how well prepared are employers [IF PRIVATE SECTOR: in your industry] for a future workforce comprised of more older workers—very well, somewhat well, not too well, or not well at all?<sup>23</sup>

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very well       | 4%    | 4%      | 4%  | 6%  | 2%  | 8%  | 2%  | -   | 4%  |
|  | Somewhat well   | 27%   | 48%     | 8%  | 31% | 26% | 47% | 8%  | 16% | 36% |
|  | Not too well    | 47%   | 32%     | 42% | 40% | 62% | 35% | 60% | 68% | 41% |
|  | Not well at all | 19%   | 16%     | 46% | 15% | 10% | 10% | 28% | 12% | 14% |
|  | Don't know      | 2%    | -       | -   | 6%  | -   | -   | 2%  | 4%  | 1%  |
|  | Refused         | 1%    | -       | -   | 2%  | -   | -   | -   | -   | 4%  |

Q14. To the best of your knowledge, is discrimination against older people a big problem, a moderate problem, a small problem, or not a problem at all when employers [IF PRIVATE SECTOR: in your industry] are recruiting and hiring employees?

|  |                  | total | COUNTRY |     |     |     |     |     |     |     |
|--|------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE  | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE    | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Big problem      | 34%   | 22%     | 40% | 38% | 52% | 12% | 44% | 36% | 27% |
|  | Moderate problem | 40%   | 32%     | 34% | 42% | 34% | 47% | 42% | 44% | 44% |
|  | Small problem    | 19%   | 44%     | 16% | 4%  | 8%  | 39% | 10% | 14% | 21% |
|  | Not a problem    | 5%    | -       | 10% | 13% | 6%  | 2%  | 2%  | 2%  | 8%  |
|  | Don't know       | 1%    | 2%      | -   | 3%  | -   | -   | 2%  | 4%  | -   |
|  | Refused          | -     | -       | -   | -   | -   | -   | -   | -   | -   |

<sup>23</sup> Prior to being asked this question, all respondents were read the following: For the rest of this interview, when we ask about older workers we are referring to workers who are 50 years of age or older.

Q15a. Next, thinking about ways in which employers [IF PRIVATE SECTOR: in your industry] may accommodate older workers, do you strongly support, somewhat support, somewhat oppose, or strongly oppose the following practices: **allowing older workers to work fewer hours?**

|  |                  | total | COUNTRY |     |     |     |     |     |     |     |
|--|------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE  | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE    | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly support | 44%   | 60%     | 22% | 34% | 48% | 41% | 60% | 22% | 67% |
|  | Somewhat support | 39%   | 34%     | 62% | 32% | 44% | 39% | 28% | 46% | 28% |
|  | Somewhat oppose  | 12%   | 4%      | 10% | 17% | 6%  | 20% | 6%  | 26% | 3%  |
|  | Strongly oppose  | 2%    | -       | -   | 6%  | 2%  | -   | 6%  | 4%  | 1%  |
|  | Don't know       | 2%    | 2%      | 6%  | 9%  | -   | -   | -   | 2%  | 1%  |
|  | Refused          | *     | -       | -   | 2%  | -   | -   | -   | -   | -   |

54

Q15b. Thinking about ways in which employers [IF PRIVATE SECTOR: in your industry] may accommodate older workers, do you strongly support, somewhat support, somewhat oppose, or strongly oppose the following practices: **providing opportunities for additional training and education?**

|  |                  | total | COUNTRY |     |     |     |     |     |     |     |
|--|------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE  | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE    | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly support | 55%   | 86%     | 20% | 57% | 60% | 57% | 54% | 34% | 72% |
|  | Somewhat support | 36%   | 14%     | 54% | 28% | 28% | 41% | 40% | 56% | 28% |
|  | Somewhat oppose  | 6%    | -       | 16% | 10% | 10% | 2%  | 4%  | 8%  | -   |
|  | Strongly oppose  | 1%    | -       | 4%  | 2%  | 2%  | -   | 2%  | 2%  | -   |
|  | Don't know       | 1%    | -       | 6%  | 2%  | -   | -   | -   | -   | -   |
|  | Refused          | *     | -       | -   | 2%  | -   | -   | -   | -   | -   |

Q15c. Thinking about ways in which employers [IF PRIVATE SECTOR: in your industry] may accommodate older workers, do you strongly support, somewhat support, somewhat oppose, or strongly oppose the following practices: **establishing and enforcing policies that prohibit discrimination based on age at the workplace?**

|  |                  | total | COUNTRY |     |     |     |     |     |     |     |
|--|------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE  | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE    | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly support | 58%   | 90%     | 32% | 56% | 50% | 65% | 58% | 34% | 79% |
|  | Somewhat support | 29%   | 10%     | 50% | 26% | 30% | 29% | 28% | 46% | 14% |
|  | Somewhat oppose  | 9%    | -       | 14% | 10% | 16% | 2%  | 8%  | 16% | 3%  |
|  | Strongly oppose  | 2%    | -       | 2%  | 2%  | -   | 4%  | 6%  | 2%  | 1%  |
|  | Don't know       | 1%    | -       | 2%  | 2%  | 4%  | -   | -   | 2%  | 1%  |
|  | Refused          | 1%    | -       | -   | 4%  | -   | -   | -   | -   | 1%  |

Q15d. Thinking about ways in which employers [IF PRIVATE SECTOR: in your industry] may accommodate older workers, do you strongly support, somewhat support, somewhat oppose, or strongly oppose the following practices: **offering older workers a different position with fewer responsibilities?**

|  |                  | total | COUNTRY |     |     |     |     |     |     |     |
|--|------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE  | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE    | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly support | 33%   | 46%     | 28% | 30% | 34% | 15% | 50% | 20% | 43% |
|  | Somewhat support | 42%   | 38%     | 56% | 34% | 38% | 37% | 30% | 64% | 39% |
|  | Somewhat oppose  | 17%   | 10%     | 10% | 22% | 16% | 44% | 12% | 16% | 8%  |
|  | Strongly oppose  | 4%    | 2%      | 2%  | 10% | 4%  | 4%  | 8%  | -   | 6%  |
|  | Don't know       | 3%    | 4%      | 4%  | 4%  | 8%  | -   | -   | -   | 2%  |
|  | Refused          | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

Q16a. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. In general, private businesses [IF PRIVATE SECTOR: in your industry] have **the necessary knowledge and expertise** to address issues related to an older workforce.

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 16%   | 34%     | 6%  | 18% | 10% | 13% | 24% | 16% | 7%  |
|  | Somewhat agree    | 33%   | 34%     | 24% | 40% | 30% | 56% | 10% | 26% | 44% |
|  | Somewhat disagree | 37%   | 14%     | 42% | 22% | 58% | 21% | 52% | 52% | 32% |
|  | Strongly disagree | 12%   | 16%     | 22% | 15% | 2%  | 8%  | 12% | 4%  | 13% |
|  | Don't know        | 2%    | 2%      | 6%  | 5%  | -   | 2%  | -   | 2%  | 2%  |
|  | Refused           | *     | -       | -   | -   | -   | -   | 2%  | -   | 2%  |

55

Q16b. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. In general, private businesses [IF PRIVATE SECTOR: in your industry] have **the will and desire** to address issues related to an older workforce.

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 12%   | 14%     | 16% | 22% | 6%  | 4%  | 16% | 12% | 6%  |
|  | Somewhat agree    | 37%   | 50%     | 16% | 29% | 48% | 57% | 26% | 30% | 42% |
|  | Somewhat disagree | 37%   | 28%     | 44% | 33% | 40% | 31% | 40% | 46% | 35% |
|  | Strongly disagree | 12%   | 8%      | 20% | 13% | 6%  | 6%  | 16% | 10% | 16% |
|  | Don't know        | 1%    | -       | 4%  | 2%  | -   | 2%  | -   | 2%  | 1%  |
|  | Refused           | *     | -       | -   | -   | -   | -   | 2%  | -   | -   |

Q16c. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. In general, private businesses [IF PRIVATE SECTOR: in your industry] have **financial resources** to address issues related to an older workforce.

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 19%   | 48%     | 14% | 21% | 2%  | 17% | 20% | 16% | 14% |
|  | Somewhat agree    | 37%   | 34%     | 50% | 29% | 16% | 46% | 42% | 30% | 51% |
|  | Somewhat disagree | 32%   | 8%      | 22% | 32% | 64% | 32% | 28% | 42% | 25% |
|  | Strongly disagree | 9%    | 6%      | 10% | 11% | 14% | 4%  | 6%  | 10% | 9%  |
|  | Don't know        | 3%    | 4%      | 4%  | 6%  | 4%  | -   | 2%  | 2%  | 1%  |
|  | Refused           | *     | -       | -   | -   | -   | -   | 2%  | -   | -   |

Q16d. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. In general, private businesses [IF PRIVATE SECTOR: in your industry] have **a responsibility to society** to address issues related to an older workforce.

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 46%   | 84%     | 48% | 30% | 58% | 47% | 30% | 18% | 51% |
|  | Somewhat agree    | 29%   | 12%     | 30% | 33% | 32% | 45% | 26% | 30% | 25% |
|  | Somewhat disagree | 19%   | 2%      | 14% | 29% | 8%  | 6%  | 32% | 42% | 19% |
|  | Strongly disagree | 5%    | -       | 6%  | 6%  | 2%  | 2%  | 10% | 8%  | 4%  |
|  | Don't know        | 1%    | 2%      | 2%  | 2%  | -   | -   | -   | 2%  | 1%  |
|  | Refused           | *     | -       | -   | -   | -   | -   | 2%  | -   | -   |

Q17. To the best of your knowledge, is there a particular business sector or industry in our country that is doing a good job of employing and using older workers to their full potential? What is the name of the business or industry?

|  |                                      | total | COUNTRY |     |     |     |     |     |     |     |
|--|--------------------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                      | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                        | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Services (e.g. food, retail)         | 13%   | -       | -   | -   | 16% | 2%  | 64% | 10% | 14% |
|  | Non-profits/charitable organizations | 12%   | 26%     | 2%  | 8%  | 2%  | 16% | 6%  | 32% | 1%  |
|  | Academia                             | 11%   | 12%     | 12% | 15% | 8%  | 10% | 2%  | 20% | 6%  |
|  | Government                           | 10%   | 28%     | 12% | 7%  | 2%  | 25% | 2%  | 6%  | 1%  |
|  | Manufacturing/Construction           | 4%    | -       | -   | 6%  | 22% | -   | -   | 4%  | 1%  |
|  | Agriculture                          | 3%    | -       | -   | 4%  | 12% | -   | -   | 10% | -   |
|  | Financial sector                     | 2%    | 6%      | -   | 3%  | -   | -   | 2%  | 6%  | 2%  |
|  | Health services                      | 2%    | -       | 2%  | -   | -   | 4%  | 4%  | 2%  | 3%  |
|  | Social welfare services              | 1%    | 2%      | -   | -   | 6%  | -   | -   | -   | -   |
|  | Other                                | 4%    | 2%      | 2%  | 11% | 6%  | -   | 2%  | 4%  | 3%  |
|  | No such industry                     | 15%   | 14%     | 42% | -   | 12% | 10% | 6%  | 2%  | 37% |
|  | Don't know                           | 21%   | 10%     | 28% | 48% | 14% | 32% | 12% | 2%  | 24% |
|  | Refused                              | 1%    | -       | -   | -   | -   | -   | -   | 2%  | 7%  |

56

Q18a. In your opinion, how well do the following words describe older workers [IF PRIVATE SECTOR: in your industry]—very well, somewhat well, not too well, not well at all: **Flexible**.

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very well       | 12%   | 16%     | 2%  | 10% | 6%  | 36% | 2%  | 6%  | 14% |
|  | Somewhat well   | 41%   | 62%     | 14% | 45% | 32% | 39% | 28% | 54% | 56% |
|  | Not too well    | 40%   | 22%     | 68% | 35% | 54% | 24% | 56% | 36% | 24% |
|  | Not well at all | 5%    | -       | 14% | -   | 6%  | -   | 12% | 2%  | 4%  |
|  | Don't know      | 2%    | -       | 2%  | 10% | 2%  | -   | -   | -   | 1%  |
|  | Refused         | 1%    | -       | -   | -   | -   | -   | 2%  | 2%  | 1%  |

Q18b. In your opinion, how well do the following words describe older workers [IF PRIVATE SECTOR: in your industry]—very well, somewhat well, not too well, not well at all: **Fast learners**.

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very well       | 5%    | 6%      | -   | 10% | 2%  | 16% | -   | -   | 8%  |
|  | Somewhat well   | 33%   | 62%     | 10% | 19% | 16% | 57% | 28% | 16% | 58% |
|  | Not too well    | 51%   | 32%     | 74% | 50% | 68% | 27% | 56% | 74% | 29% |
|  | Not well at all | 8%    | -       | 16% | 13% | 12% | -   | 12% | 8%  | -   |
|  | Don't know      | 2%    | -       | -   | 8%  | 2%  | -   | 2%  | -   | 5%  |
|  | Refused         | 1%    | -       | -   | -   | -   | -   | 2%  | 2%  | 1%  |

Q18c. In your opinion, how well do the following words describe older workers [IF PRIVATE SECTOR: in your industry]—very well, somewhat well, not too well, not well at all: **Open to new technology.**

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very well       | 5%    | 14%     | 2%  | 5%  | -   | 12% | 2%  | -   | 3%  |
|  | Somewhat well   | 36%   | 62%     | 34% | 41% | 10% | 44% | 30% | 16% | 49% |
|  | Not too well    | 48%   | 20%     | 56% | 39% | 74% | 34% | 52% | 74% | 38% |
|  | Not well at all | 8%    | 4%      | 2%  | 9%  | 12% | 10% | 14% | 6%  | 6%  |
|  | Don't know      | 3%    | -       | 6%  | 6%  | 4%  | -   | -   | 2%  | 4%  |
|  | Refused         | 1%    | -       | -   | -   | -   | -   | 2%  | 2%  | 1%  |

57

Q18d. In your opinion, how well do the following words describe older workers [IF PRIVATE SECTOR: in your industry]—very well, somewhat well, not too well, not well at all: **Wise.**

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very well       | 39%   | 70%     | 10% | 45% | 56% | 62% | 22% | 8%  | 42% |
|  | Somewhat well   | 51%   | 28%     | 80% | 41% | 38% | 36% | 64% | 68% | 55% |
|  | Not too well    | 7%    | -       | 10% | 6%  | 4%  | -   | 12% | 22% | 1%  |
|  | Not well at all | *     | -       | -   | -   | 2%  | -   | 2%  | -   | -   |
|  | Don't know      | 2%    | 2%      | -   | 8%  | -   | 2%  | -   | -   | 1%  |
|  | Refused         | *     | -       | -   | -   | -   | -   | -   | 2%  | 1%  |

Q18e. In your opinion, how well do the following words describe older workers [IF PRIVATE SECTOR: in your industry]—very well, somewhat well, not too well, not well at all: **Productive.**

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very well       | 18%   | 42%     | 6%  | 18% | 6%  | 31% | 8%  | -   | 35% |
|  | Somewhat well   | 48%   | 58%     | 32% | 48% | 42% | 53% | 60% | 36% | 58% |
|  | Not too well    | 27%   | -       | 50% | 21% | 44% | 16% | 24% | 56% | 5%  |
|  | Not well at all | 3%    | -       | 6%  | 4%  | 8%  | -   | 4%  | 4%  | -   |
|  | Don't know      | 3%    | -       | 6%  | 9%  | -   | -   | 2%  | 2%  | 2%  |
|  | Refused         | *     | -       | -   | -   | -   | -   | 2%  | 2%  | -   |

Q18f. In your opinion, how well do the following words describe older workers [IF PRIVATE SECTOR: in your industry]—very well, somewhat well, not too well, not well at all: **Respected.**

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very well       | 28%   | 28%     | 36% | 47% | 16% | 39% | 12% | 8%  | 37% |
|  | Somewhat well   | 54%   | 62%     | 62% | 36% | 60% | 51% | 62% | 50% | 53% |
|  | Not too well    | 14%   | 10%     | 2%  | 6%  | 18% | 10% | 22% | 34% | 8%  |
|  | Not well at all | 2%    | -       | -   | 2%  | 6%  | -   | 2%  | 6%  | -   |
|  | Don't know      | 2%    | -       | -   | 10% | -   | -   | -   | -   | 2%  |
|  | Refused         | *     | -       | -   | -   | -   | -   | 2%  | 2%  | -   |

Q19. In your view, how likely is it that our country will experience a labor shortage within the next 20 years—very likely, somewhat likely, not too likely, or not likely at all?

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very likely       | 37%   | 30%     | 26% | 14% | 48% | 43% | 48% | 56% | 26% |
|  | Somewhat likely   | 32%   | 34%     | 36% | 12% | 34% | 42% | 26% | 34% | 34% |
|  | Not too likely    | 19%   | 24%     | 26% | 21% | 16% | 10% | 18% | 8%  | 29% |
|  | Not likely at all | 11%   | 10%     | 10% | 49% | 2%  | 4%  | 2%  | -   | 7%  |
|  | Don't know        | 2%    | 2%      | 2%  | 3%  | -   | -   | 6%  | 2%  | 2%  |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

58

Q20. How likely is it that we will adopt more liberal immigration policies to compensate for this labor shortage—very likely, somewhat likely, not too likely, or not likely at all?

*Based on respondents who think a labor shortage is very likely or somewhat likely*

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 285   | 32      | 31  | 13  | 41  | 42  | 37  | 45  | 44  |
|  | WEIGHTED BASE     | 272   | 32      | 31  | 13  | 41  | 43  | 37  | 45  | 30  |
|  | Very likely       | 34%   | 53%     | 3%  | 41% | 10% | 53% | 62% | 33% | 18% |
|  | Somewhat likely   | 41%   | 34%     | 35% | 37% | 51% | 33% | 30% | 47% | 59% |
|  | Not too likely    | 16%   | 3%      | 42% | 22% | 29% | 7%  | 3%  | 13% | 20% |
|  | Not likely at all | 4%    | -       | 13% | -   | 10% | -   | 3%  | 4%  | -   |
|  | Don't know        | 4%    | 9%      | 6%  | -   | -   | 7%  | 3%  | 2%  | -   |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

Q20. How likely is it that we will adopt more liberal immigration policies to compensate for this labor shortage—very likely, somewhat likely, not too likely, or not likely at all?

*Based on all survey respondents*

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JAP | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very likely       | 24%   | 34%     | 2%  | 12% | 8%  | 46% | 46% | 30% | 12% |
|  | Somewhat likely   | 28%   | 22%     | 22% | 10% | 42% | 28% | 22% | 42% | 36% |
|  | Not too likely    | 11%   | 2%      | 26% | 6%  | 24% | 6%  | 2%  | 12% | 12% |
|  | Not likely at all | 3%    | -       | 8%  | -   | 8%  | -   | 2%  | 4%  | -   |
|  | Don't know        | 3%    | 6%      | 4%  | -   | -   | 6%  | 2%  | 2%  | -   |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |
|  | Not asked         | 32%   | 36%     | 38% | 72% | 18% | 14% | 26% | 10% | 38% |

Q21. In your opinion, which of the following should have primary responsibility for providing for people in their old age?<sup>24</sup>

|  |                           | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                           | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE           | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE             | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Government                | 31%   | 28%     | 62% | 10% | 42% | 28% | 14% | 46% | 19% |
|  | Employers                 | 4%    | 2%      | 10% | 2%  | 6%  | 2%  | 2%  | 2%  | 8%  |
|  | Individual older people   | 30%   | 44%     | 8%  | 6%  | 28% | 43% | 50% | 32% | 30% |
|  | Family members/children   | 8%    | -       | 14% | 4%  | 16% | 2%  | 10% | 14% | 6%  |
|  | Community                 | 1%    | 2%      | -   | 2%  | 4%  | -   | -   | 2%  | -   |
|  | Combination (Volunteered) | 23%   | 20%     | 2%  | 77% | 4%  | 22% | 24% | 2%  | 33% |
|  | Don't know                | 1%    | 2%      | 4%  | -   | -   | 2%  | -   | 2%  | -   |
|  | Refused                   | 1%    | 2%      | -   | -   | -   | -   | -   | -   | 4%  |

59

Q22a. If you had to determine the optimal mix of income for people in their old age, what percent would come from each of the following: **Government**.

*Based on those who responded to this series of questions*

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 399   | 46      | 48  | 50  | 50  | 48  | 49  | 47  | 61  |
|  | WEIGHTED BASE   | 380   | 46      | 48  | 50  | 50  | 49  | 49  | 47  | 41  |
|  | 0%              | 5%    | 2%      | -   | 8%  | -   | 2%  | 24% | -   | 4%  |
|  | 1-10%           | 12%   | 9%      | 13% | 18% | 8%  | 6%  | 16% | 17% | 8%  |
|  | 11-20%          | 15%   | 13%     | 10% | 10% | 10% | 4%  | 31% | 30% | 16% |
|  | 21-30%          | 21%   | 39%     | 13% | 12% | 22% | 17% | 18% | 23% | 28% |
|  | 31-40%          | 13%   | 24%     | 10% | 6%  | 6%  | 34% | -   | 6%  | 16% |
|  | 41-50%          | 19%   | 13%     | 25% | 27% | 30% | 19% | 8%  | 13% | 18% |
|  | 51-60%          | 5%    | -       | 4%  | 8%  | 6%  | 8%  | 2%  | 4%  | 5%  |
|  | 61-70%          | 5%    | -       | 15% | 4%  | 14% | 2%  | -   | -   | 1%  |
|  | 71-80%          | 2%    | -       | 6%  | 4%  | -   | 4%  | -   | 2%  | -   |
|  | 81-90%          | 1%    | -       | -   | -   | -   | 4%  | -   | 4%  | -   |
|  | 91-100%         | 2%    | -       | 4%  | 4%  | 4%  | -   | -   | -   | 2%  |

Q22b. If you had to determine the optimal mix of income for people in their old age, what percent would come from each of the following: **Employers**.

*Based on those who responded to this series of questions*

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 399   | 46      | 48  | 50  | 50  | 48  | 49  | 47  | 61  |
|  | WEIGHTED BASE   | 380   | 46      | 48  | 50  | 50  | 49  | 49  | 47  | 41  |
|  | 0%              | 27%   | 20%     | 21% | 32% | 32% | 52% | 31% | 13% | 14% |
|  | 1-10%           | 22%   | 46%     | 23% | 15% | 22% | 20% | 20% | 26% | 4%  |
|  | 11-20%          | 19%   | 17%     | 21% | 16% | 22% | 15% | 18% | 23% | 15% |
|  | 21-30%          | 21%   | 11%     | 25% | 28% | 18% | 11% | 20% | 23% | 29% |
|  | 31-40%          | 5%    | 4%      | 2%  | -   | -   | -   | 4%  | 9%  | 20% |
|  | 41-50%          | 6%    | 2%      | 4%  | 9%  | 6%  | 2%  | 6%  | 4%  | 14% |
|  | 51-60%          | 1%    | -       | 4%  | -   | -   | -   | -   | -   | 2%  |
|  | 61-70%          | *     | -       | -   | -   | -   | -   | -   | 2%  | 2%  |
|  | 71-80%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 81-90%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 91-100%         | -     | -       | -   | -   | -   | -   | -   | -   | -   |

<sup>24</sup> Prior to being asked this question, all respondents were read the following: In the following questions, when we ask about people in their old age or older people, we are referring to older people who are retired or past retirement age. (By retired, we mean no longer working for pay.)

Q22c. If you had to determine the optimal mix of income for people in their old age, what percent would come from each of the following: **Individual older people themselves.**

*Based on those who responded to this series of questions*

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 399   | 46      | 48  | 50  | 50  | 48  | 49  | 47  | 61  |
|  | WEIGHTED BASE   | 380   | 46      | 48  | 50  | 50  | 49  | 49  | 47  | 41  |
|  | 0%              | 13%   | -       | 35% | 32% | 12% | 2%  | 4%  | 9%  | 5%  |
|  | 1-10%           | 14%   | -       | 25% | 18% | 20% | 8%  | 10% | 21% | 8%  |
|  | 11-20%          | 13%   | 4%      | 19% | 11% | 18% | 8%  | 10% | 15% | 16% |
|  | 21-30%          | 15%   | 17%     | 10% | 14% | 20% | 8%  | 16% | 13% | 23% |
|  | 31-40%          | 13%   | 28%     | 4%  | 6%  | 10% | 23% | 6%  | 9%  | 19% |
|  | 41-50%          | 16%   | 15%     | 2%  | 11% | 16% | 23% | 22% | 28% | 10% |
|  | 51-60%          | 7%    | 15%     | -   | 4%  | -   | 11% | 14% | 4%  | 8%  |
|  | 61-70%          | 3%    | 7%      | 4%  | 2%  | 2%  | 2%  | 2%  | -   | 5%  |
|  | 71-80%          | 4%    | 9%      | -   | -   | 2%  | 10% | 8%  | 2%  | 3%  |
|  | 81-90%          | 1%    | 2%      | -   | -   | -   | 2%  | -   | -   | 3%  |
|  | 91-100%         | 2%    | 2%      | -   | 2%  | -   | 2%  | 6%  | -   | -   |

60

Q22d. If you had to determine the optimal mix of income for people in their old age, what percent would come from each of the following: **Family members/Children.**

*Based on those who responded to this series of questions*

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 399   | 46      | 48  | 50  | 50  | 48  | 49  | 47  | 61  |
|  | WEIGHTED BASE   | 380   | 46      | 48  | 50  | 50  | 49  | 49  | 47  | 41  |
|  | 0%              | 40%   | 59%     | 10% | 28% | 38% | 69% | 22% | 26% | 70% |
|  | 1-10%           | 29%   | 41%     | 40% | 13% | 36% | 27% | 16% | 34% | 25% |
|  | 11-20%          | 16%   | -       | 27% | 19% | 20% | -   | 29% | 30% | 5%  |
|  | 21-30%          | 9%    | -       | 15% | 22% | 6%  | -   | 22% | 6%  | -   |
|  | 31-40%          | 2%    | -       | 4%  | 4%  | -   | 2%  | 6%  | 2%  | -   |
|  | 41-50%          | 2%    | -       | 2%  | 10% | -   | -   | -   | 2%  | -   |
|  | 51-60%          | 1%    | -       | 2%  | 3%  | -   | 2%  | 4%  | -   | -   |
|  | 61-70%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 71-80%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 81-90%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 91-100%         | -     | -       | -   | -   | -   | -   | -   | -   | -   |

Q22e. If you had to determine the optimal mix of income for people in their old age, what percent would come from each of the following: **Community.**

*Based on those who responded to this series of questions*

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 399   | 46      | 48  | 50  | 50  | 48  | 49  | 47  | 61  |
|  | WEIGHTED BASE   | 380   | 46      | 48  | 50  | 50  | 49  | 49  | 47  | 41  |
|  | 0%              | 61%   | 43%     | 52% | 60% | 52% | 94% | 53% | 51% | 86% |
|  | 1-10%           | 30%   | 48%     | 40% | 27% | 26% | 6%  | 39% | 43% | 12% |
|  | 11-20%          | 6%    | 9%      | 8%  | 8%  | 12% | -   | 4%  | 6%  | 2%  |
|  | 21-30%          | 2%    | -       | -   | -   | 10% | -   | 4%  | -   | -   |
|  | 31-40%          | *     | -       | -   | 2%  | -   | -   | -   | -   | -   |
|  | 41-50%          | *     | -       | -   | 3%  | -   | -   | -   | -   | -   |
|  | 51-60%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 61-70%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 71-80%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 81-90%          | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | 91-100%         | -     | -       | -   | -   | -   | -   | -   | -   | -   |



Q22f. If you had to determine the optimal mix of income for people in their old age, what percent would come from each of the following: **Other**.

*Based on those who responded to this series of questions*

|         |                 | total | COUNTRY |     |     |      |      |      |     |     |
|---------|-----------------|-------|---------|-----|-----|------|------|------|-----|-----|
|         |                 | Total | AUS     | CHI | IND | JPN  | NZ   | SIN  | KOR | US  |
|         | UNWEIGHTED BASE | 399   | 46      | 48  | 50  | 50   | 48   | 49   | 47  | 61  |
|         | WEIGHTED BASE   | 380   | 46      | 48  | 50  | 50   | 49   | 49   | 47  | 41  |
|         | 0%              | 95%   | 100%    | 79% | 96% | 100% | 100% | 100% | 87% | 96% |
|         | 1-10%           | 5%    | -       | 21% | 2%  | -    | -    | -    | 11% | 4%  |
|         | 11-20%          | 1%    | -       | -   | 2%  | -    | -    | -    | 2%  | -   |
|         | 21-30%          | -     | -       | -   | -   | -    | -    | -    | -   | -   |
|         | 31-40%          | -     | -       | -   | -   | -    | -    | -    | -   | -   |
|         | 41-50%          | -     | -       | -   | -   | -    | -    | -    | -   | -   |
|         | 51-60%          | -     | -       | -   | -   | -    | -    | -    | -   | -   |
|         | 61-70%          | -     | -       | -   | -   | -    | -    | -    | -   | -   |
|         | 71-80%          | -     | -       | -   | -   | -    | -    | -    | -   | -   |
|         | 81-90%          | -     | -       | -   | -   | -    | -    | -    | -   | -   |
| 91-100% | -               | -     | -       | -   | -   | -    | -    | -    | -   |     |

61

Q23a. In your opinion, how big a role should family play in providing the following types of support to people in their old age? Should family play a big role, moderate role, small role, or no role at all in **providing retirement income**?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Big role        | 14%   | -       | 26% | 53% | 4%  | 6%  | 14% | 8%  | 3%  |
|  | Moderate role   | 27%   | 12%     | 28% | 26% | 22% | 20% | 44% | 52% | 16% |
|  | Small role      | 37%   | 40%     | 34% | 8%  | 58% | 37% | 34% | 38% | 45% |
|  | No role at all  | 21%   | 48%     | 10% | 13% | 16% | 37% | 8%  | 2%  | 33% |
|  | Don't know      | *     | -       | 2%  | -   | -   | -   | -   | -   | 1%  |
|  | Refused         | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

Q23b. In your opinion, how big a role should family play in providing the following types of support to people in their old age? Should family play a big role, moderate role, small role, or no role at all in **providing long-term care for sick or disabled**?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Big role        | 32%   | -       | 70% | 86% | 12% | 20% | 36% | 16% | 16% |
|  | Moderate role   | 37%   | 40%     | 20% | 10% | 34% | 45% | 54% | 54% | 43% |
|  | Small role      | 25%   | 44%     | 8%  | 2%  | 48% | 29% | 8%  | 26% | 32% |
|  | No role at all  | 5%    | 14%     | -   | 2%  | 6%  | 6%  | 2%  | 4%  | 5%  |
|  | Don't know      | 1%    | 2%      | 2%  | -   | -   | -   | -   | -   | 1%  |
|  | Refused         | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

Q23c. In your opinion, how big a role should family play in providing the following types of support to people in their old age? Should family play a big role, moderate role, small role, or no role at all in **providing housing**?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Big role        | 23%   | 4%      | 50% | 78% | 8%  | 8%  | 22% | 6%  | 7%  |
|  | Moderate role   | 32%   | 24%     | 26% | 18% | 40% | 36% | 38% | 44% | 31% |
|  | Small role      | 37%   | 60%     | 14% | 2%  | 44% | 45% | 32% | 44% | 54% |
|  | No role at all  | 7%    | 12%     | 8%  | 2%  | 8%  | 10% | 8%  | 4%  | 6%  |
|  | Don't know      | *     | -       | 2%  | -   | -   | -   | -   | -   | 1%  |
|  | Refused         | 1%    | -       | -   | -   | -   | -   | -   | 2%  | 2%  |

62

Q23d. In your opinion, how big a role should family play in providing the following types of support to people in their old age? Should family play a big role, moderate role, small role, or no role at all in **providing transportation**?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Big role        | 22%   | 4%      | 46% | 65% | 10% | 20% | 16% | 4%  | 13% |
|  | Moderate role   | 40%   | 34%     | 34% | 21% | 42% | 57% | 34% | 50% | 47% |
|  | Small role      | 32%   | 62%     | 14% | 14% | 34% | 21% | 40% | 42% | 31% |
|  | No role at all  | 5%    | -       | 4%  | -   | 14% | 2%  | 8%  | 4%  | 5%  |
|  | Don't know      | 1%    | -       | 2%  | -   | -   | -   | 2%  | -   | 1%  |
|  | Refused         | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

Q23e. In your opinion, how big a role should family play in providing the following types of support to people in their old age? Should family play a big role, moderate role, small role, or no role at all in **providing health care costs, including medicine**?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Big role        | 19%   | 2%      | 28% | 77% | 6%  | -   | 24% | 14% | 1%  |
|  | Moderate role   | 29%   | 6%      | 32% | 18% | 30% | 24% | 46% | 52% | 21% |
|  | Small role      | 38%   | 68%     | 30% | 6%  | 44% | 51% | 24% | 32% | 49% |
|  | No role at all  | 14%   | 24%     | 8%  | -   | 20% | 25% | 6%  | 2%  | 26% |
|  | Don't know      | *     | -       | 2%  | -   | -   | -   | -   | -   | 1%  |
|  | Refused         | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

Q24a. As more people age and stop working, the costs for providing for this growing number of older people will increase. To what extent should **the age of eligibility for pensions be increased, for those receiving pensions** to help cover these increased costs—great extent, moderate extent, small extent, or not at all?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Great extent    | 18%   | 24%     | 22% | 39% | 16% | 6%  | 10% | 12% | 14% |
|  | Moderate extent | 40%   | 38%     | 40% | 43% | 38% | 30% | 36% | 58% | 34% |
|  | Small extent    | 19%   | 26%     | 16% | 4%  | 22% | 22% | 22% | 16% | 24% |
|  | Not at all      | 19%   | 12%     | 18% | 2%  | 24% | 41% | 14% | 14% | 23% |
|  | Don't know      | 3%    | -       | 4%  | 8%  | -   | -   | 8%  | -   | 2%  |
|  | Refused         | 2%    | -       | -   | 5%  | -   | -   | 10% | -   | 2%  |

Q24b. As more people age and stop working, the costs for providing for this growing number of older people will increase. To what extent should **taxes be increased** to help cover these increased costs—great extent, moderate extent, small extent, or not at all?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Great extent    | 12%   | 24%     | 24% | 2%  | 18% | 4%  | 4%  | 8%  | 10% |
|  | Moderate extent | 33%   | 50%     | 30% | 20% | 38% | 16% | 26% | 46% | 36% |
|  | Small extent    | 32%   | 18%     | 26% | 29% | 24% | 33% | 46% | 40% | 37% |
|  | Not at all      | 21%   | 6%      | 12% | 45% | 18% | 45% | 20% | 6%  | 14% |
|  | Don't know      | 2%    | 2%      | 8%  | 4%  | 2%  | 2%  | 2%  | -   | -   |
|  | Refused         | 1%    | -       | -   | -   | -   | -   | 2%  | -   | 3%  |

63

Q24c. As more people age and stop working, the costs for providing for this growing number of older people will increase. To what extent should **private savings be made mandatory/mandatory private savings be increased** to help cover these increased costs—great extent, moderate extent, small extent, or not at all?<sup>25</sup>

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Great extent    | 30%   | 36%     | 24% | 45% | 6%  | 76% | 20% | 10% | 26% |
|  | Moderate extent | 32%   | 46%     | 26% | 37% | 24% | 14% | 36% | 48% | 24% |
|  | Small extent    | 21%   | 16%     | 16% | 9%  | 36% | 6%  | 32% | 24% | 25% |
|  | Not at all      | 15%   | 2%      | 32% | 4%  | 30% | 2%  | 12% | 16% | 23% |
|  | Don't know      | 2%    | -       | 2%  | 4%  | 2%  | 2%  | -   | 2%  | -   |
|  | Refused         | *     | -       | -   | -   | 2%  | -   | -   | -   | 2%  |

Q24d. As more people age and stop working, the costs for providing for this growing number of older people will increase. To what extent should **pensions be reduced, for those receiving pensions** to help cover these increased costs—great extent, moderate extent, small extent, or not at all?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Great extent    | 3%    | 2%      | 2%  | 4%  | 12% | -   | 2%  | 4%  | 1%  |
|  | Moderate extent | 18%   | 12%     | 14% | 12% | 28% | 8%  | 12% | 48% | 14% |
|  | Small extent    | 28%   | 18%     | 40% | 13% | 28% | 37% | 36% | 30% | 21% |
|  | Not at all      | 47%   | 68%     | 40% | 63% | 28% | 55% | 42% | 18% | 61% |
|  | Don't know      | 2%    | -       | 4%  | 6%  | 4%  | -   | 6%  | -   | -   |
|  | Refused         | 1%    | -       | -   | 4%  | -   | -   | 2%  | -   | 3%  |

<sup>25</sup> Opinion leaders in China, India, Japan, New Zealand, South Korea, and the US were asked "private savings be made mandatory." Opinion leaders in Australia were asked "superannuation contributions be increased." Opinion leaders in Singapore were asked "mandatory private savings be increased."

Q24e. As more people age and stop working, the costs for providing for this growing number of older people will increase. To what extent should **people be educated about the importance of saving and encouraged to save more** to help cover these increased costs—great extent, moderate extent, small extent, or not at all?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Great extent    | 58%   | 94%     | 30% | 80% | 2%  | 86% | 66% | 18% | 88% |
|  | Moderate extent | 22%   | 4%      | 38% | 18% | 24% | 14% | 18% | 54% | 10% |
|  | Small extent    | 10%   | -       | 14% | -   | 32% | -   | 12% | 24% | -   |
|  | Not at all      | 7%    | 2%      | 16% | -   | 38% | -   | -   | 4%  | -   |
|  | Don't know      | 1%    | -       | 2%  | 2%  | 2%  | -   | 2%  | -   | 1%  |
|  | Refused         | 1%    | -       | -   | -   | 2%  | -   | 2%  | -   | 2%  |

64

Q25. In general, is it best for relatively healthy older people to...

|  |  | total | COUNTRY |     |     |     |     |     |     |     |
|--|--|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                        | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                          | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | live independently as long as possible | 59%   | 98%     | 30% | 32% | 58% | 76% | 64% | 28% | 87% |
|  | live with extended families            | 23%   | -       | 22% | 49% | 38% | 6%  | 28% | 36% | 3%  |
|  | live in assisted care facilities       | 13%   | 2%      | 40% | 2%  | 4%  | 18% | 2%  | 32% | 4%  |
|  | live in nursing homes                  | 1%    | -       | 6%  | -   | -   | -   | -   | 2%  | -   |
|  | Other/It depends (Volunteered)         | 3%    | -       | 2%  | 15% | -   | -   | 2%  | -   | 4%  |
|  | Don't know                             | 1%    | -       | -   | 2%  | -   | -   | 4%  | 2%  | -   |
|  | Refused                                | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

Q26a. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree: **Older people in our country are generally helpful, contributing members of society.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 47%   | 34%     | 64% | 63% | 22% | 63% | 42% | 16% | 71% |
|  | Somewhat agree    | 45%   | 60%     | 32% | 31% | 70% | 32% | 46% | 62% | 25% |
|  | Somewhat disagree | 7%    | 6%      | 4%  | 4%  | 6%  | 2%  | 10% | 22% | 3%  |
|  | Strongly disagree | 1%    | -       | -   | -   | 2%  | 2%  | -   | -   | 2%  |
|  | Don't know        | *     | -       | -   | 2%  | -   | -   | 2%  | -   | -   |
|  | Refused           | -     | -       | -   | -   | -   | -   | -   | -   | -   |

Q26b. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree: **The business community views older people as an opportunity for marketing and selling products and services.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 32%   | 34%     | 38% | 24% | 42% | 31% | 14% | 16% | 55% |
|  | Somewhat agree    | 42%   | 44%     | 50% | 17% | 50% | 43% | 36% | 62% | 35% |
|  | Somewhat disagree | 16%   | 14%     | 8%  | 25% | 4%  | 14% | 40% | 20% | 5%  |
|  | Strongly disagree | 7%    | -       | 2%  | 30% | 2%  | 8%  | 10% | -   | 3%  |
|  | Don't know        | 3%    | 8%      | 2%  | 4%  | 2%  | 4%  | -   | 2%  | -   |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | -   | 1%  |

Q26c. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree: **The business community views older people as a source of potential productive workers.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 5%    | -       | 4%  | 15% | 8%  | 4%  | -   | 4%  | 7%  |
|  | Somewhat agree    | 33%   | 34%     | 38% | 26% | 44% | 28% | 18% | 30% | 44% |
|  | Somewhat disagree | 45%   | 46%     | 42% | 24% | 36% | 55% | 62% | 56% | 42% |
|  | Strongly disagree | 15%   | 20%     | 16% | 27% | 10% | 12% | 20% | 8%  | 7%  |
|  | Don't know        | 1%    | -       | -   | 8%  | 2%  | -   | -   | 2%  | -   |
|  | Refused           | -     | -       | -   | -   | -   | -   | -   | -   | -   |

65

Q26d. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree: **Our government should do more to take advantage of the contributions that older people can make to the community by enlisting them to help with community projects.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 50%   | 38%     | 48% | 68% | 56% | 49% | 46% | 34% | 61% |
|  | Somewhat agree    | 42%   | 56%     | 50% | 18% | 32% | 47% | 44% | 54% | 36% |
|  | Somewhat disagree | 5%    | -       | 2%  | 6%  | 10% | 4%  | 8%  | 8%  | 2%  |
|  | Strongly disagree | 2%    | 6%      | -   | 5%  | -   | -   | -   | 2%  | -   |
|  | Don't know        | 1%    | -       | -   | 4%  | 2%  | -   | 2%  | 2%  | 1%  |
|  | Refused           | -     | -       | -   | -   | -   | -   | -   | -   | -   |

Q26e. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree: **Older people are often a burden on the community.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 3%    | 4%      | 2%  | -   | 2%  | 6%  | 2%  | 2%  | 3%  |
|  | Somewhat agree    | 25%   | 52%     | 12% | 2%  | 16% | 25% | 16% | 54% | 22% |
|  | Somewhat disagree | 32%   | 20%     | 46% | 10% | 36% | 38% | 36% | 24% | 43% |
|  | Strongly disagree | 40%   | 24%     | 40% | 85% | 46% | 30% | 42% | 18% | 31% |
|  | Don't know        | 1%    | -       | -   | 2%  | -   | -   | 2%  | 2%  | 1%  |
|  | Refused           | *     | -       | -   | 2%  | -   | -   | 2%  | -   | -   |

Q27. How would you describe the overall quality of life of older people in our country—is it very good, somewhat good, somewhat bad or very bad?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very good       | 13%   | 24%     | -   | 6%  | 6%  | 37% | 8%  | -   | 25% |
|  | Somewhat good   | 49%   | 72%     | 50% | 30% | 58% | 55% | 66% | 4%  | 55% |
|  | Somewhat bad    | 28%   | -       | 44% | 40% | 30% | 8%  | 22% | 64% | 13% |
|  | Very bad        | 8%    | -       | 2%  | 21% | 4%  | -   | 4%  | 32% | -   |
|  | Don't know      | 1%    | 2%      | 4%  | 3%  | -   | -   | -   | -   | 3%  |
|  | Refused         | 1%    | 2%      | -   | -   | 2%  | -   | -   | -   | 4%  |

Q28. And 20 years from now, do you think the overall quality of life of older people in our country will have gotten much better, somewhat better, somewhat worse, or much worse?

|  |                                     | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                                     | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                     | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                       | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Much better                         | 7%    | 8%      | 2%  | 10% | 2%  | 8%  | 10% | 4%  | 11% |
|  | Somewhat better                     | 53%   | 64%     | 74% | 39% | 28% | 61% | 56% | 56% | 49% |
|  | Somewhat worse                      | 25%   | 4%      | 16% | 30% | 48% | 18% | 28% | 24% | 33% |
|  | Much worse                          | 6%    | 2%      | -   | 9%  | 16% | 2%  | 4%  | 12% | -   |
|  | Stayed about the same (Volunteered) | 6%    | 20%     | 6%  | 10% | 4%  | 6%  | -   | 2%  | 3%  |
|  | Don't know                          | 2%    | 2%      | 2%  | 2%  | -   | 4%  | 2%  | 2%  | 2%  |
|  | Refused                             | *     | -       | -   | -   | 2%  | -   | -   | -   | 1%  |

66

Q29. Do you think that the average older person's pension and benefits from the government or from their employers is generally sufficient for an older person to live very comfortably, somewhat comfortably, not too comfortably, or not comfortably at all?

|  |                        | total | COUNTRY |     |     |     |     |     |     |     |
|--|------------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                        | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE        | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE          | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very comfortably       | 2%    | 2%      | 2%  | 2%  | 4%  | 2%  | -   | -   | 5%  |
|  | Somewhat comfortably   | 42%   | 68%     | 60% | 29% | 40% | 46% | 20% | 28% | 41% |
|  | Not too comfortably    | 43%   | 28%     | 34% | 44% | 54% | 48% | 46% | 50% | 41% |
|  | Not comfortably at all | 10%   | 2%      | -   | 15% | 2%  | 2%  | 28% | 22% | 10% |
|  | Don't know             | 2%    | -       | 4%  | 7%  | -   | 2%  | 4%  | -   | 1%  |
|  | Refused                | 1%    | -       | -   | 3%  | -   | -   | 2%  | -   | 2%  |

Q30a. Do you think our government should increase its efforts to **ensure that older people receive the health services they need** a great deal, moderately, a little, or not at all?

|  |  | total | COUNTRY |     |     |     |     |     |     |     |
|--|--|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                                  | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                                    | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | A great deal                                     | 53%   | 18%     | 90% | 89% | 50% | 24% | 54% | 60% | 36% |
|  | Moderately                                       | 33%   | 46%     | 6%  | 7%  | 34% | 61% | 42% | 34% | 36% |
|  | A little   | 10%   | 32%     | 4%  | 2%  | 10% | 12% | 2%  | 6%  | 14% |
|  | Not at all                                       | 3%    | 4%      | -   | 2%  | 4%  | 2%  | -   | -   | 9%  |
|  | Government should decrease efforts (Volunteered) | *     | -       | -   | -   | 2%  | -   | -   | -   | -   |
|  | Don't know                                       | *     | -       | -   | -   | -   | -   | 2%  | -   | 1%  |
|  | Refused  | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

Q30b. Do you think our government should increase its efforts to **ensure that older people have access to adequate housing** a great deal, moderately, a little, or not at all?

|  |  | total | COUNTRY |     |     |     |     |     |     |     |
|--|--|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |  | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE                                  | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE                                    | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | A great deal                                     | 38%   | 14%     | 34% | 71% | 34% | 24% | 40% | 56% | 31% |
|  | Moderately                                       | 39%   | 58%     | 44% | 15% | 42% | 49% | 34% | 34% | 39% |
|  | A little   | 17%   | 22%     | 20% | 11% | 14% | 21% | 20% | 10% | 20% |
|  | Not at all                                       | 4%    | 4%      | -   | 2%  | 8%  | 6%  | 6%  | -   | 7%  |
|  | Government should decrease efforts (Volunteered) | -     | -       | -   | -   | -   | -   | -   | -   | -   |
|  | Don't know                                       | 1%    | 2%      | 2%  | -   | 2%  | -   | -   | -   | -   |
|  | Refused  | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

67

Q31a. Is the **central/federal government** very committed, somewhat committed, not too committed, or not committed at all to improving the quality of life for older people?<sup>26</sup>

|  |                      | total | COUNTRY |     |     |     |     |     |     |     |
|--|----------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE      | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE        | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very committed       | 14%   | 10%     | 6%  | 8%  | 2%  | 34% | 34% | 8%  | 11% |
|  | Somewhat committed   | 53%   | 72%     | 50% | 38% | 52% | 64% | 60% | 36% | 56% |
|  | Not too committed    | 27%   | 12%     | 40% | 39% | 38% | -   | 6%  | 50% | 27% |
|  | Not committed at all | 4%    | 6%      | -   | 11% | 8%  | -   | -   | 4%  | 3%  |
|  | Don't know           | 1%    | -       | 4%  | 2%  | -   | 2%  | -   | 2%  | -   |
|  | Refused              | 1%    | -       | -   | 2%  | -   | -   | -   | -   | 3%  |

Q31b. Is the **business community** very committed, somewhat committed, not too committed, or not committed at all to improving the quality of life for older people?

|  |                      | total | COUNTRY |     |     |     |     |     |     |     |
|--|----------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE      | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE        | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very committed       | 1%    | -       | 2%  | 2%  | -   | -   | 4%  | -   | 3%  |
|  | Somewhat committed   | 21%   | 28%     | 20% | 17% | 30% | 12% | 18% | 12% | 30% |
|  | Not too committed    | 57%   | 50%     | 58% | 44% | 58% | 61% | 66% | 66% | 55% |
|  | Not committed at all | 17%   | 22%     | 12% | 29% | 12% | 25% | 10% | 20% | 10% |
|  | Don't know           | 3%    | -       | 8%  | 7%  | -   | 2%  | 2%  | 2%  | -   |
|  | Refused              | 1%    | -       | -   | 2%  | -   | -   | -   | -   | 3%  |

<sup>26</sup> Respondents in Australia and the US were asked about "the federal government." Respondents in China, India, Japan, and South Korea were asked about "the central government." Respondents in New Zealand were asked about "the government." Respondents in Singapore were asked about "the Singapore government."

Q31c. Are **non-governmental organizations** very committed, somewhat committed, not too committed, or not committed at all to improving the quality of life for older people?<sup>27</sup>

|  |                      | total | COUNTRY |     |     |     |     |     |     |     |
|--|----------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE      | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE        | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very committed       | 27%   | 64%     | 4%  | 14% | 12% | 62% | 46% | -   | 14% |
|  | Somewhat committed   | 48%   | 36%     | 40% | 63% | 58% | 30% | 40% | 52% | 67% |
|  | Not too committed    | 16%   | -       | 46% | 13% | 14% | 2%  | 10% | 32% | 12% |
|  | Not committed at all | 4%    | -       | 4%  | 6%  | 6%  | -   | -   | 16% | 1%  |
|  | Don't know           | 4%    | -       | 6%  | 4%  | 10% | 6%  | 4%  | -   | 3%  |
|  | Refused              | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

68

Q31d. Are **local governments/state and local governments** very committed, somewhat committed, not too committed, or not committed at all to improving the quality of life for older people?<sup>28</sup>

|  |                      | total | COUNTRY |     |     |     |    |     |     |     |
|--|----------------------|-------|---------|-----|-----|-----|----|-----|-----|-----|
|  |                      | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US  |
|  | UNWEIGHTED BASE      | 324   | 50      | 50  | 50  | 50  | -  | -   | 50  | 74  |
|  | WEIGHTED BASE        | 300   | 50      | 50  | 50  | 50  | -  | -   | 50  | 50  |
|  | Very committed       | 4%    | 8%      | 2%  | 2%  | 4%  | -  | -   | 2%  | 4%  |
|  | Somewhat committed   | 41%   | 44%     | 34% | 37% | 56% | -  | -   | 22% | 56% |
|  | Not too committed    | 44%   | 40%     | 54% | 40% | 36% | -  | -   | 60% | 32% |
|  | Not committed at all | 10%   | 8%      | 10% | 21% | 4%  | -  | -   | 12% | 4%  |
|  | Don't know           | 1%    | -       | -   | -   | -   | -  | -   | 4%  | 2%  |
|  | Refused              | *     | -       | -   | -   | -   | -  | -   | -   | 2%  |

Q31e. Are **labor unions** very committed, somewhat committed, not too committed, or not committed at all to improving the quality of life for older people?

|  |                      | total | COUNTRY |     |     |     |     |     |     |     |
|--|----------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE      | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE        | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very committed       | 5%    | 2%      | 2%  | 4%  | 2%  | 2%  | 20% | 2%  | 6%  |
|  | Somewhat committed   | 27%   | 20%     | 14% | 19% | 26% | 33% | 46% | 18% | 37% |
|  | Not too committed    | 38%   | 22%     | 56% | 20% | 50% | 38% | 26% | 60% | 33% |
|  | Not committed at all | 21%   | 34%     | 20% | 51% | 18% | 16% | 4%  | 18% | 8%  |
|  | Don't know           | 8%    | 22%     | 8%  | 4%  | 4%  | 10% | 4%  | 2%  | 11% |
|  | Refused              | 1%    | -       | -   | 2%  | -   | -   | -   | -   | 4%  |

<sup>27</sup> Respondents were given two or three examples of local groups.

<sup>28</sup> Respondents in Australia, India, and the US were asked about "state and local governments." Respondents in China, Japan, and South Korea were asked about "local government." This question was not asked in New Zealand or Singapore.



Q32a. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:  
**An adequate retirement income is available to people of all social and economic backgrounds in our country.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 6%    | 4%      | 8%  | 4%  | 10% | 10% | 2%  | 6%  | 3%  |
|  | Somewhat agree    | 23%   | 48%     | 14% | 4%  | 26% | 38% | 18% | 14% | 20% |
|  | Somewhat disagree | 36%   | 24%     | 42% | 17% | 36% | 46% | 48% | 48% | 25% |
|  | Strongly disagree | 35%   | 22%     | 36% | 72% | 28% | 4%  | 32% | 32% | 50% |
|  | Don't know        | 1%    | 2%      | -   | 2%  | -   | 2%  | -   | -   | -   |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

69

Q32b. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:  
**Access to quality health care is available to older people of all social and economic backgrounds in our country.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 11%   | 10%     | 10% | 2%  | 14% | 21% | 10% | 10% | 8%  |
|  | Somewhat agree    | 35%   | 66%     | 12% | 10% | 44% | 45% | 58% | 14% | 32% |
|  | Somewhat disagree | 26%   | 14%     | 40% | 18% | 26% | 25% | 20% | 46% | 19% |
|  | Strongly disagree | 27%   | 8%      | 36% | 68% | 16% | 8%  | 12% | 30% | 38% |
|  | Don't know        | 1%    | 2%      | 2%  | 2%  | -   | 2%  | -   | -   | -   |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

Q32c. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:  
**Adequate housing is available to older people of all social and economic backgrounds in our country.**

|  |                   | total | COUNTRY |     |     |     |     |     |     |     |
|--|-------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                   | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE   | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE     | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Strongly agree    | 10%   | 14%     | 6%  | 2%  | 10% | 24% | 20% | 6%  | 1%  |
|  | Somewhat agree    | 33%   | 56%     | 16% | 10% | 40% | 53% | 50% | 10% | 26% |
|  | Somewhat disagree | 31%   | 22%     | 56% | 23% | 32% | 14% | 22% | 52% | 23% |
|  | Strongly disagree | 25%   | 6%      | 20% | 64% | 18% | 6%  | 6%  | 32% | 45% |
|  | Don't know        | 2%    | 2%      | 2%  | 2%  | -   | 2%  | 2%  | -   | 3%  |
|  | Refused           | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

Q33a. How helpful do you think technology, such as computers and robots, will be in **extending the productive work lives of older workers** in our country over the next 20 years—very helpful, somewhat helpful, not too helpful, or not helpful at all?

|  |                    | total | COUNTRY |     |     |     |     |     |     |     |
|--|--------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                    | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE    | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE      | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very helpful       | 35%   | 60%     | 18% | 48% | 22% | 47% | 40% | 8%  | 36% |
|  | Somewhat helpful   | 45%   | 38%     | 52% | 27% | 56% | 51% | 46% | 42% | 45% |
|  | Not too helpful    | 16%   | 2%      | 24% | 16% | 18% | -   | 8%  | 44% | 16% |
|  | Not helpful at all | 3%    | -       | 6%  | 6%  | 4%  | -   | 4%  | 6%  | -   |
|  | Don't know         | 1%    | -       | -   | 4%  | -   | 2%  | 2%  | -   | 1%  |
|  | Refused            | *     | -       | -   | -   | -   | -   | -   | -   | 2%  |

Q33b. How helpful do you think technology, such as computers and robots, will be in **extending independent living by older people** in our country over the next 20 years—very helpful, somewhat helpful, not too helpful, or not helpful at all?

|  |                    | total | COUNTRY |     |     |     |     |     |     |     |
|--|--------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                    | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE    | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE      | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very helpful       | 36%   | 74%     | 28% | 28% | 20% | 64% | 36% | 6%  | 31% |
|  | Somewhat helpful   | 49%   | 24%     | 58% | 48% | 60% | 34% | 54% | 68% | 48% |
|  | Not too helpful    | 11%   | 2%      | 8%  | 17% | 20% | -   | 6%  | 22% | 16% |
|  | Not helpful at all | 1%    | -       | 4%  | 4%  | -   | -   | 2%  | 2%  | -   |
|  | Don't know         | 2%    | -       | 2%  | 4%  | -   | 2%  | 2%  | 2%  | 1%  |
|  | Refused            | 1%    | -       | -   | -   | -   | -   | -   | -   | 4%  |

70

Q33c. How helpful do you think technology, such as computers and robots, will be in **improving health and medical care of older people** in our country over the next 20 years—very helpful, somewhat helpful, not too helpful, or not helpful at all?

|  |                    | total | COUNTRY |     |     |     |     |     |     |     |
|--|--------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                    | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE    | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE      | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very helpful       | 48%   | 90%     | 42% | 40% | 32% | 80% | 46% | 18% | 36% |
|  | Somewhat helpful   | 42%   | 10%     | 52% | 47% | 50% | 16% | 46% | 58% | 54% |
|  | Not too helpful    | 7%    | -       | 4%  | 9%  | 16% | 2%  | 2%  | 16% | 6%  |
|  | Not helpful at all | 2%    | -       | 2%  | -   | 2%  | -   | 2%  | 6%  | 2%  |
|  | Don't know         | 1%    | -       | -   | 4%  | -   | 2%  | 4%  | 2%  | -   |
|  | Refused            | *     | -       | -   | -   | -   | -   | -   | -   | 3%  |

Q34AUS. Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

| BASED ON MULTIPLE MENTIONS |   | total | COUNTRY |     |     |     |    |     |     |    |
|----------------------------|---|-------|---------|-----|-----|-----|----|-----|-----|----|
|                            |   | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US |
|                            | UNWEIGHTED BASE                                   | -     | 50      | -   | -   | -   | -  | -   | -   | -  |
|                            | WEIGHTED BASE                                     | -     | 50      | -   | -   | -   | -  | -   | -   | -  |
|                            | Council on the Aging                              | -     | 42%     | -   | -   | -   | -  | -   | -   | -  |
|                            | National Seniors Association                      | -     | 30%     | -   | -   | -   | -  | -   | -   | -  |
|                            | Advocare  | -     | 14%     | -   | -   | -   | -  | -   | -   | -  |
|                            | Salvation Army                                    | -     | 20%     | -   | -   | -   | -  | -   | -   | -  |
|                            | Red Cross   | -     | 8%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Alzheimers Australia                              | -     | 6%      | -   | -   | -   | -  | -   | -   | -  |
|                            | National Heart Foundation Australia               | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Australian Retired Persons Association            | -     | 4%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Combined Pensioners and Superannuants Association | -     | 4%      | -   | -   | -   | -  | -   | -   | -  |
|                            | St Vincent de Paul Society                        | -     | 6%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Anglicare   | -     | 4%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Catholic Social Services                          | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Over 50s Association                              | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Association of Independent Retirees               | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Grey Pass website                                 | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Community Housing Group                           | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Carers Australia                                  | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Aged and Community Services Association           | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Australian Association of Gerontologists          | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | National Council of Social Services               | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Department of Health and Ageing                   | -     | 6%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Office of Seniors Interests                       | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Government agencies                               | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Charitable organizations                          | -     | 34%     | -   | -   | -   | -  | -   | -   | -  |
|                            | Universities                                      | -     | 4%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Websites  | -     | 2%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Religious organizations                           | -     | 4%      | -   | -   | -   | -  | -   | -   | -  |
|                            | No, not aware of any organizations                | -     | 8%      | -   | -   | -   | -  | -   | -   | -  |
|                            | Don't know  | -     | 14%     | -   | -   | -   | -  | -   | -   | -  |
|                            | Refused   | -     | -       | -   | -   | -   | -  | -   | -   | -  |

71

Q34CHI. Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

|  |   | total | country |     |     |     |    |     |     |    |
|--|---|-------|---------|-----|-----|-----|----|-----|-----|----|
|  |   | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US |
|  | UNWEIGHTED BASE   | -     | -       | 50  | -   | -   | -  | -   | -   | -  |
|  | WEIGHTED BASE   | -     | -       | 50  | -   | -   | -  | -   | -   | -  |
|  | China National Committee on Aging                           | -     | -       | 18% | -   | -   | -  | -   | -   | -  |
|  | National Population and Family Planning Commission of China | -     | -       | 2%  | -   | -   | -  | -   | -   | -  |
|  | Old Age Association   | -     | -       | 2%  | -   | -   | -  | -   | -   | -  |
|  | Civil affairs organizations                                 | -     | -       | 6%  | -   | -   | -  | -   | -   | -  |
|  | Elderly activity centers                                    | -     | -       | 4%  | -   | -   | -  | -   | -   | -  |
|  | Nursing homes   | -     | -       | 2%  | -   | -   | -  | -   | -   | -  |
|  | University research institutes                              | -     | -       | 2%  | -   | -   | -  | -   | -   | -  |
|  | No, not aware of any organizations                          | -     | -       | 50% | -   | -   | -  | -   | -   | -  |
|  | Don't know  | -     | -       | 14% | -   | -   | -  | -   | -   | -  |
|  | Refused   | -     | -       | -   | -   | -   | -  | -   | -   | -  |

Q34IND. Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

| BASED ON MULTIPLE MENTIONS |  | total | COUNTRY |     |     |     |    |     |     |    |
|----------------------------|--|-------|---------|-----|-----|-----|----|-----|-----|----|
|                            |  | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US |
|                            | UNWEIGHTED BASE                            | -     | -       | -   | 50  | -   | -  | -   | -   | -  |
|                            | WEIGHTED BASE                              | -     | -       | -   | 50  | -   | -  | -   | -   | -  |
|                            | HelpAge                                    | -     | -       | -   | 48% | -   | -  | -   | -   | -  |
|                            | Care                                       | -     | -       | -   | 15% | -   | -  | -   | -   | -  |
|                            | Harmony Initiative                         | -     | -       | -   | 8%  | -   | -  | -   | -   | -  |
|                            | Dignity Foundation                         | -     | -       | -   | 6%  | -   | -  | -   | -   | -  |
|                            | Age Care                                   | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | Mother Theresa Organization                | -     | -       | -   | 4%  | -   | -  | -   | -   | -  |
|                            | Sonali Shiksha Community                   | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | Vishranthi Charitable Trust                | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | All India Pensioners' Association          | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | ASTHA                                      | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | Prayas                                     | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | Lions Club                                 | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | ICICI Bank                                 | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | Ministry of Social Justice and Empowerment | -     | -       | -   | 4%  | -   | -  | -   | -   | -  |
|                            | Charitable organizations, NGOs             | -     | -       | -   | 9%  | -   | -  | -   | -   | -  |
|                            | Old homes                                  | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |
|                            | No, not aware of any organization          | -     | -       | -   | 21% | -   | -  | -   | -   | -  |
|                            | Don't know                                 | -     | -       | -   | 8%  | -   | -  | -   | -   | -  |
|                            | Refused                                    | -     | -       | -   | 2%  | -   | -  | -   | -   | -  |

72

Q34JPN. Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

| BASED ON MULTIPLE MENTIONS |  | total | COUNTRY |     |     |     |    |     |     |    |
|----------------------------|--|-------|---------|-----|-----|-----|----|-----|-----|----|
|                            |  | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US |
|                            | UNWEIGHTED BASE  | -     | -       | -   | -   | 50  | -  | -   | -   | -  |
|                            | WEIGHTED BASE  | -     | -       | -   | -   | 50  | -  | -   | -   | -  |
|                            | Japanese Society of Caregiving for the Elderly           | -     | -       | -   | -   | 4%  | -  | -   | -   | -  |
|                            | International Longevity Center                           | -     | -       | -   | -   | 2%  | -  | -   | -   | -  |
|                            | Tokyo Metropolitan Institute of Gerontology              | -     | -       | -   | -   | 2%  | -  | -   | -   | -  |
|                            | Ikiiki-Zaidan  | -     | -       | -   | -   | 2%  | -  | -   | -   | -  |
|                            | Institute for the Support of the Elderly and Handicapped | -     | -       | -   | -   | 2%  | -  | -   | -   | -  |
|                            | Association of Elderly Clubs                             | -     | -       | -   | -   | 2%  | -  | -   | -   | -  |
|                            | Social Welfare Committee                                 | -     | -       | -   | -   | 2%  | -  | -   | -   | -  |
|                            | Care Insurance Service Provider                          | -     | -       | -   | -   | 2%  | -  | -   | -   | -  |
|                            | No, not aware of any organizations                       | -     | -       | -   | -   | 40% | -  | -   | -   | -  |
|                            | Don't know   | -     | -       | -   | -   | 44% | -  | -   | -   | -  |
|                            | Refused  | -     | -       | -   | -   | -   | -  | -   | -   | -  |

Q34KOR. Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

| BASED ON MULTIPLE MENTIONS |   | total | COUNTRY |     |     |     |    |     |     |    |
|----------------------------|---|-------|---------|-----|-----|-----|----|-----|-----|----|
|                            |   | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US |
|                            | UNWEIGHTED BASE   | -     | -       | -   | -   | -   | -  | -   | 50  | -  |
|                            | WEIGHTED BASE   | -     | -       | -   | -   | -   | -  | -   | 50  | -  |
|                            | Korean Senior Citizen Association                       | -     | -       | -   | -   | -   | -  | -   | 16% | -  |
|                            | Korean Association of Retired Persons                   | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | Silver Line   | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | Citizens' Coalition for Economic Justice                | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | Federation of Korean Gerontological Societies           | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | Korean Information and Referral Service Center on Aging | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | Ministry of Health and Welfare                          | -     | -       | -   | -   | -   | -  | -   | 22% | -  |
|                            | Ministry of Gender Equality and Family                  | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | Ministry of Labor                                       | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | National Pension Service                                | -     | -       | -   | -   | -   | -  | -   | 6%  | -  |
|                            | Local government social welfare agencies                | -     | -       | -   | -   | -   | -  | -   | 4%  | -  |
|                            | Seoul City Job Introduction Center                      | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | Korea Labor Force Development Institute for the Aged    | -     | -       | -   | -   | -   | -  | -   | 6%  | -  |
|                            | Korea Institute for Health and Social Affairs           | -     | -       | -   | -   | -   | -  | -   | 4%  | -  |
|                            | Korea Development Institute                             | -     | -       | -   | -   | -   | -  | -   | 2%  | -  |
|                            | No, not aware of any organizations                      | -     | -       | -   | -   | -   | -  | -   | 22% | -  |
|                            | Don't know  | -     | -       | -   | -   | -   | -  | -   | 40% | -  |
|                            | Refused   | -     | -       | -   | -   | -   | -  | -   | 4%  | -  |

73

Q34NZ. Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

| BASED ON MULTIPLE MENTIONS |                                      | total | COUNTRY |     |     |     |     |     |     |    |
|----------------------------|--------------------------------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|                            |                                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|                            | UNWEIGHTED BASE                      | -     | -       | -   | -   | -   | 49  | -   | -   | -  |
|                            | WEIGHTED BASE                        | -     | -       | -   | -   | -   | 50  | -   | -   | -  |
|                            | Grey Power                           | -     | -       | -   | -   | -   | 30% | -   | -   | -  |
|                            | Age Concern                          | -     | -       | -   | -   | -   | 12% | -   | -   | -  |
|                            | Red Cross                            | -     | -       | -   | -   | -   | 4%  | -   | -   | -  |
|                            | St Vincent de Paul Society           | -     | -       | -   | -   | -   | 2%  | -   | -   | -  |
|                            | Alzheimers New Zealand               | -     | -       | -   | -   | -   | 4%  | -   | -   | -  |
|                            | Retirement Commission                | -     | -       | -   | -   | -   | 6%  | -   | -   | -  |
|                            | Human Rights Commission              | -     | -       | -   | -   | -   | 2%  | -   | -   | -  |
|                            | Equal Employment Opportunities Trust | -     | -       | -   | -   | -   | 2%  | -   | -   | -  |
|                            | University of Third Age              | -     | -       | -   | -   | -   | 2%  | -   | -   | -  |
|                            | City Councils                        | -     | -       | -   | -   | -   | 6%  | -   | -   | -  |
|                            | District Health Boards               | -     | -       | -   | -   | -   | 2%  | -   | -   | -  |
|                            | Government agencies                  | -     | -       | -   | -   | -   | 2%  | -   | -   | -  |
|                            | Charitable organizations             | -     | -       | -   | -   | -   | 4%  | -   | -   | -  |
|                            | Research institutes                  | -     | -       | -   | -   | -   | 4%  | -   | -   | -  |
|                            | Religious organizations              | -     | -       | -   | -   | -   | 2%  | -   | -   | -  |
|                            | No, not aware of any organizations   | -     | -       | -   | -   | -   | 13% | -   | -   | -  |
|                            | Don't know                           | -     | -       | -   | -   | -   | 34% | -   | -   | -  |
|                            | Refused                              | -     | -       | -   | -   | -   | -   | -   | -   | -  |

Q34SIN. Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

| BASED ON MULTIPLE MENTIONS |  | total | COUNTRY |     |     |     |    |     |     |    |
|----------------------------|--|-------|---------|-----|-----|-----|----|-----|-----|----|
|                            |  | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US |
|                            | UNWEIGHTED BASE                                      | -     | -       | -   | -   | -   | -  | 50  | -   | -  |
|                            | WEIGHTED BASE  | -     | -       | -   | -   | -   | -  | 50  | -   | -  |
|                            | Singapore Action Group of Elders                     | -     | -       | -   | -   | -   | -  | 34% | -   | -  |
|                            | Tsao Foundation                                      | -     | -       | -   | -   | -   | -  | 14% | -   | -  |
|                            | St. Luke's Hospital and Eldercare                    | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Lions Befrienders                                    | -     | -       | -   | -   | -   | -  | 4%  | -   | -  |
|                            | Marine Parade Family Service Center                  | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Agency for Lifelong Learning                         | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Thye Hwa Kwan Moral Society                          | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Lien Foundation                                      | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Caring Hands Retired and Senior Volunteer Program    | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | National Kidney Foundation                           | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | National Council of Social Services                  | -     | -       | -   | -   | -   | -  | 4%  | -   | -  |
|                            | Singapore National Employers Federation              | -     | -       | -   | -   | -   | -  | 4%  | -   | -  |
|                            | National Trade Union Congress                        | -     | -       | -   | -   | -   | -  | 8%  | -   | -  |
|                            | Singapore Professionals and Executives Cooperative   | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Ministry of Community Development, Youth, and Sports | -     | -       | -   | -   | -   | -  | 8%  | -   | -  |
|                            | Ministry of Health                                   | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Ministry of Manpower                                 | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Central Provident Fund                               | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Singapore Human Resources Institute                  | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | YAH Community College                                | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Religious Organizations                              | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Volunteer welfare organizations                      | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | Community organizations                              | -     | -       | -   | -   | -   | -  | 4%  | -   | -  |
|                            | Aware, but did not specify                           | -     | -       | -   | -   | -   | -  | 2%  | -   | -  |
|                            | No, not aware of any organizations                   | -     | -       | -   | -   | -   | -  | 26% | -   | -  |
|                            | Don't know   | -     | -       | -   | -   | -   | -  | 4%  | -   | -  |
|                            | Refused  | -     | -       | -   | -   | -   | -  | -   | -   | -  |

74

Q34US. Are you aware of any organizations in our country that work to improve the quality of life of older people and serve as an information source on aging issues?

| BASED ON MULTIPLE MENTIONS. |   | total | COUNTRY |     |     |     |    |     |     |     |
|-----------------------------|---|-------|---------|-----|-----|-----|----|-----|-----|-----|
|                             |   | Total | AUS     | CHI | IND | JPN | NZ | SIN | KOR | US  |
|                             | UNWEIGHTED BASE   | -     | -       | -   | -   | -   | -  | -   | -   | 74  |
|                             | WEIGHTED BASE   | -     | -       | -   | -   | -   | -  | -   | -   | 50  |
|                             | AARP  | -     | -       | -   | -   | -   | -  | -   | -   | 65% |
|                             | AFL-CIO   | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Alliance for Retired Americans                              | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | American Society on Aging                                   | -     | -       | -   | -   | -   | -  | -   | -   | 2%  |
|                             | Area Agency on Aging  | -     | -       | -   | -   | -   | -  | -   | -   | 3%  |
|                             | Association of Retired Americans                            | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Better Business Bureaus                                     | -     | -       | -   | -   | -   | -  | -   | -   | 2%  |
|                             | Catholic Charities  | -     | -       | -   | -   | -   | -  | -   | -   | 2%  |
|                             | Civic Ventures  | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Commonwealth Foundation                                     | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Councils on Aging   | -     | -       | -   | -   | -   | -  | -   | -   | 9%  |
|                             | Employer Retiree Association                                | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Gerontological Society of America                           | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Gray Panthers   | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Hospice   | -     | -       | -   | -   | -   | -  | -   | -   | 3%  |
|                             | Institute for Women's Policy Research                       | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Kaiser Family Foundation                                    | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Long-term Care Coalition                                    | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Lutheran Charities  | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Medicare Rights Center                                      | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | National Alliance for Caregiving                            | -     | -       | -   | -   | -   | -  | -   | -   | 2%  |
|                             | National Committee to Preserve Social Security and Medicare | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | National Institutes of Health                               | -     | -       | -   | -   | -   | -  | -   | -   | 3%  |
|                             | Older Women's League  | -     | -       | -   | -   | -   | -  | -   | -   | 3%  |
|                             | Red Cross   | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Robert Wood Johnson Foundation                              | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Salvation Army  | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | United Way  | -     | -       | -   | -   | -   | -  | -   | -   | 3%  |
|                             | Urban Institute   | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Women's Research and Education Institute                    | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Centers for Medicare and Medicaid Services                  | -     | -       | -   | -   | -   | -  | -   | -   | 4%  |
|                             | Social Security Administration                              | -     | -       | -   | -   | -   | -  | -   | -   | 4%  |
|                             | State government agencies                                   | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Labor unions  | -     | -       | -   | -   | -   | -  | -   | -   | 3%  |
|                             | Professional associations                                   | -     | -       | -   | -   | -   | -  | -   | -   | 1%  |
|                             | Religious organizations                                     | -     | -       | -   | -   | -   | -  | -   | -   | 4%  |
|                             | Local organizations   | -     | -       | -   | -   | -   | -  | -   | -   | 4%  |
|                             | Aware, but did not specify                                  | -     | -       | -   | -   | -   | -  | -   | -   | 9%  |
|                             | No, not aware of any organizations                          | -     | -       | -   | -   | -   | -  | -   | -   | 6%  |
|                             | Don't know  | -     | -       | -   | -   | -   | -  | -   | -   | 3%  |
|                             | Refused   | -     | -       | -   | -   | -   | -  | -   | -   | 3%  |

Q35. How familiar are you with the US organization called A-A-R-P, formerly known as the American Association of Retired Persons—very familiar, somewhat familiar, not too familiar, or not familiar at all?<sup>29</sup>

|  |                     | total | COUNTRY |     |     |     |     |     |     |     |
|--|---------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                     | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE     | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE       | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very familiar       | 11%   | 14%     | -   | -   | 10% | 2%  | 6%  | 6%  | 50% |
|  | Somewhat familiar   | 16%   | 28%     | 8%  | 8%  | 10% | 2%  | 24% | 8%  | 42% |
|  | Not too familiar    | 20%   | 30%     | 32% | 8%  | 20% | 29% | 8%  | 26% | 4%  |
|  | Not familiar at all | 50%   | 28%     | 60% | 78% | 60% | 67% | 62% | 44% | 3%  |
|  | Don't know          | 2%    | -       | -   | 4%  | -   | -   | -   | 14% | -   |
|  | Refused             | 1%    | -       | -   | 2%  | -   | -   | -   | 2%  | 1%  |

76

Q36. What is your overall impression of AARP—very favorable, somewhat favorable, not very favorable, or not favorable at all?

*Based on respondents who are very familiar, somewhat familiar or not too familiar with AARP*

|  |                      | total | COUNTRY |     |     |     |     |     |     |     |
|--|----------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE      | 210   | 36      | 20  | 8   | 20  | 16  | 19  | 20  | 71  |
|  | WEIGHTED BASE        | 187   | 36      | 20  | 8   | 20  | 16  | 19  | 20  | 48  |
|  | Very favorable       | 18%   | 19%     | 10% | 27% | 20% | -   | 21% | 20% | 21% |
|  | Somewhat favorable   | 51%   | 36%     | 65% | 36% | 50% | 37% | 74% | 45% | 57% |
|  | Not very favorable   | 5%    | -       | -   | -   | -   | -   | -   | 10% | 14% |
|  | Not favorable at all | 1%    | -       | -   | -   | -   | -   | -   | -   | 3%  |
|  | Don't know           | 23%   | 44%     | 25% | 25% | 30% | 63% | 5%  | 15% | -   |
|  | Refused              | 3%    | -       | -   | 11% | -   | -   | -   | 10% | 5%  |

Q37. If an organization like AARP was established in our country, how helpful would this be to older people—very helpful, somewhat helpful, not too helpful, or not helpful at all?<sup>30,31</sup>

|  |                    | total | COUNTRY |     |     |     |     |     |     |    |
|--|--------------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|  |                    | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE    | 349   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | -  |
|  | WEIGHTED BASE      | 350   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | -  |
|  | Very helpful       | 38%   | 24%     | 32% | 59% | 38% | 35% | 48% | 30% | -  |
|  | Somewhat helpful   | 47%   | 52%     | 56% | 34% | 54% | 55% | 38% | 42% | -  |
|  | Not too helpful    | 8%    | 12%     | 8%  | 4%  | 4%  | 4%  | 10% | 16% | -  |
|  | Not helpful at all | 2%    | 4%      | -   | 2%  | 2%  | 4%  | -   | -   | -  |
|  | Don't know         | 5%    | 8%      | 4%  | 2%  | 2%  | 2%  | 4%  | 10% | -  |
|  | Refused            | *     | -       | -   | -   | -   | -   | -   | 2%  | -  |

<sup>29</sup> Respondents in the US were asked “How familiar are you with A-A-R-P, formerly known as the American Association of Retired Persons—very familiar, somewhat familiar, not too familiar, or not familiar at all?”

<sup>30</sup> Q37 through Q39 were not asked in the US.

<sup>31</sup> Before being asked this question, respondents outside the US were read the following: AARP is a not-for-profit organization that works to improve the quality of life of older people who are age 50 or older. The organization works with the U.S. central government, local governments and businesses to be sure that older people have what they need for their health, finances and jobs. It also offers education programs, travel discounts and social opportunities for the older people who join. To join AARP, older people pay approximately \$12 a year, which is a low fee in the U.S.



Q38a. Why do you think the organization would be helpful. Is **it would provide knowledge and expertise** a big reason, moderate reason, small reason, or not a reason at all such an organization would be helpful?

*Based on respondents who think an organization like AARP would be very helpful or somewhat helpful*

|  |                     | total | COUNTRY |     |     |     |     |     |     |    |
|--|---------------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|  |                     | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE     | 297   | 38      | 44  | 46  | 46  | 44  | 43  | 36  | -  |
|  | WEIGHTED BASE       | 298   | 38      | 44  | 46  | 46  | 45  | 43  | 36  | -  |
|  | Big reason          | 55%   | 47%     | 55% | 57% | 54% | 66% | 70% | 33% | -  |
|  | Moderate reason     | 37%   | 37%     | 43% | 35% | 28% | 34% | 26% | 58% | -  |
|  | Small reason        | 7%    | 16%     | 2%  | 4%  | 17% | -   | 5%  | 8%  | -  |
|  | Not a reason at all | -     | -       | -   | -   | -   | -   | -   | -   | -  |
|  | Don't know          | 1%    | -       | -   | 4%  | -   | -   | -   | -   | -  |
|  | Refused             | -     | -       | -   | -   | -   | -   | -   | -   | -  |

77

Q38b. Why do you think the organization would be helpful. Is **it would raise awareness about aging** a big reason, moderate reason, small reason, or not a reason at all such an organization would be helpful?

*Based on respondents who think an organization like AARP would be very helpful or somewhat helpful*

|  |                     | total | COUNTRY |     |     |     |     |     |     |    |
|--|---------------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|  |                     | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE     | 297   | 38      | 44  | 46  | 46  | 44  | 43  | 36  | -  |
|  | WEIGHTED BASE       | 298   | 38      | 44  | 46  | 46  | 45  | 43  | 36  | -  |
|  | Big reason          | 64%   | 71%     | 82% | 76% | 67% | 61% | 49% | 36% | -  |
|  | Moderate reason     | 30%   | 24%     | 16% | 22% | 28% | 39% | 37% | 50% | -  |
|  | Small reason        | 4%    | 5%      | -   | 2%  | 2%  | -   | 12% | 11% | -  |
|  | Not a reason at all | 1%    | -       | -   | -   | -   | -   | 2%  | 3%  | -  |
|  | Don't know          | *     | -       | -   | -   | 2%  | -   | -   | -   | -  |
|  | Refused             | *     | -       | 2%  | -   | -   | -   | -   | -   | -  |

Q38c. Why do you think the organization would be helpful. Is **it would influence government policy** a big reason, moderate reason, small reason, or not a reason at all such an organization would be helpful?

*Based on respondents who think an organization like AARP would be very helpful or somewhat helpful*

|  |                     | total | COUNTRY |     |     |     |     |     |     |    |
|--|---------------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|  |                     | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE     | 297   | 38      | 44  | 46  | 46  | 44  | 43  | 36  | -  |
|  | WEIGHTED BASE       | 298   | 38      | 44  | 46  | 46  | 45  | 43  | 36  | -  |
|  | Big reason          | 39%   | 37%     | 41% | 46% | 46% | 36% | 33% | 33% | -  |
|  | Moderate reason     | 50%   | 61%     | 45% | 35% | 46% | 61% | 49% | 56% | -  |
|  | Small reason        | 7%    | 3%      | 11% | 9%  | 7%  | -   | 14% | 8%  | -  |
|  | Not a reason at all | 2%    | -       | -   | 4%  | -   | -   | 5%  | 3%  | -  |
|  | Don't know          | 2%    | -       | -   | 6%  | 2%  | 2%  | -   | -   | -  |
|  | Refused             | *     | -       | 2%  | -   | -   | -   | -   | -   | -  |

Q39a. Why do you think the organization would not be helpful. Is **it would not work with our system of government** a big reason, moderate reason, small reason, or not a reason at all such an organization would not be helpful?

*Based on respondents who think an organization like AARP would not be too helpful or not helpful at all*

|         |                     | total | COUNTRY |     |     |     |     |     |     |    |
|---------|---------------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|         |                     | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|         | UNWEIGHTED BASE     | 35    | 8       | 4   | 3   | 3   | 4   | 5   | 8   | -  |
|         | WEIGHTED BASE       | 35    | 8       | 4   | 3   | 3   | 4   | 5   | 8   | -  |
|         | Big reason          | 17%   | 38%     | 25% | 34% | -   | -   | 20% | -   | -  |
|         | Moderate reason     | 32%   | 25%     | 50% | 34% | -   | 27% | 20% | 50% | -  |
|         | Small reason        | 29%   | 25%     | 25% | -   | 33% | 24% | 20% | 50% | -  |
|         | Not a reason at all | 17%   | 13%     | -   | 31% | 33% | 49% | 20% | -   | -  |
|         | Don't know          | 6%    | -       | -   | -   | 33% | -   | 20% | -   | -  |
| Refused | -                   | -     | -       | -   | -   | -   | -   | -   | -   |    |

78

Q39b. Why do you think the organization would not be helpful. Is **we don't need any more organizations; there are too many already** a big reason, moderate reason, small reason, or not a reason at all such an organization would not be helpful?

*Based on respondents who think an organization like AARP would not be too helpful or not helpful at all*

|  |                     | total | COUNTRY |     |     |     |     |     |     |    |
|--|---------------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|  |                     | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE     | 35    | 8       | 4   | 3   | 3   | 4   | 5   | 8   | -  |
|  | WEIGHTED BASE       | 35    | 8       | 4   | 3   | 3   | 4   | 5   | 8   | -  |
|  | Big reason          | 26%   | 75%     | -   | 34% | 33% | 27% | -   | -   | -  |
|  | Moderate reason     | 20%   | 13%     | 25% | -   | -   | -   | -   | 63% | -  |
|  | Small reason        | 14%   | -       | 50% | 34% | -   | 24% | 20% | -   | -  |
|  | Not a reason at all | 34%   | 13%     | 25% | 31% | 33% | 49% | 80% | 25% | -  |
|  | Don't know          | 6%    | -       | -   | -   | 33% | -   | -   | 13% | -  |
|  | Refused             | -     | -       | -   | -   | -   | -   | -   | -   | -  |

Q39c. Why do you think the organization would not be helpful. Is **the issues are too complicated for any one organization to tackle** a big reason, moderate reason, small reason, or not a reason at all such an organization would not be helpful?

*Based on respondents who think an organization like AARP would not be too helpful or not helpful at all*

|  |                     | total | COUNTRY |      |     |     |     |     |     |    |
|--|---------------------|-------|---------|------|-----|-----|-----|-----|-----|----|
|  |                     | Total | AUS     | CHI  | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE     | 35    | 8       | 4    | 3   | 3   | 4   | 5   | 8   | -  |
|  | WEIGHTED BASE       | 35    | 8       | 4    | 3   | 3   | 4   | 5   | 8   | -  |
|  | Big reason          | 29%   | 13%     | 100% | 34% | 67% | 27% | -   | 13% | -  |
|  | Moderate reason     | 31%   | 38%     | -    | 34% | -   | -   | 20% | 75% | -  |
|  | Small reason        | 14%   | 13%     | -    | -   | -   | 24% | 40% | 13% | -  |
|  | Not a reason at all | 25%   | 38%     | -    | 31% | 33% | 49% | 40% | -   | -  |
|  | Don't know          | -     | -       | -    | -   | -   | -   | -   | -   | -  |
|  | Refused             | -     | -       | -    | -   | -   | -   | -   | -   | -  |

Q40a. If AARP were to play a role in promoting the interests of older people in countries other than the United States, how helpful would the following activities be? Would **educating people in other countries about issues related to aging and retirement** be very helpful, somewhat helpful, not too helpful, or not helpful at all?<sup>32,33</sup>

|  |                    | total | COUNTRY |     |     |     |     |     |     |     |
|--|--------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                    | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE    | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE      | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very helpful       | 37%   | 36%     | 16% | 56% | 32% | 57% | 52% | 20% | 26% |
|  | Somewhat helpful   | 45%   | 52%     | 56% | 42% | 52% | 29% | 46% | 48% | 37% |
|  | Not too helpful    | 10%   | 12%     | 18% | 2%  | 12% | 6%  | 2%  | 20% | 10% |
|  | Not helpful at all | 3%    | -       | 4%  | -   | -   | 4%  | -   | 6%  | 8%  |
|  | Don't know         | 3%    | -       | 2%  | -   | 4%  | 4%  | -   | 6%  | 8%  |
|  | Refused            | 2%    | -       | 4%  | -   | -   | -   | -   | -   | 12% |

79

Q40b. If AARP were to play a role in promoting the interests of older people in countries other than the United States, how helpful would the following activities be? Would **organizing conferences to bring together policy makers and aging experts from various countries** be very helpful, somewhat helpful, not too helpful, or not helpful at all?

|  |                    | total | COUNTRY |     |     |     |     |     |     |     |
|--|--------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                    | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE    | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE      | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very helpful       | 35%   | 48%     | 20% | 53% | 24% | 45% | 44% | 14% | 29% |
|  | Somewhat helpful   | 48%   | 40%     | 54% | 38% | 56% | 45% | 44% | 60% | 45% |
|  | Not too helpful    | 11%   | 8%      | 20% | 7%  | 16% | 4%  | 12% | 16% | 6%  |
|  | Not helpful at all | 3%    | 4%      | -   | 2%  | 2%  | 4%  | -   | 4%  | 7%  |
|  | Don't know         | 2%    | -       | 2%  | -   | 2%  | 2%  | -   | 6%  | 4%  |
|  | Refused            | 2%    | -       | 4%  | -   | -   | -   | -   | -   | 9%  |

Q40c. If AARP were to play a role in promoting the interests of older people in countries other than the United States, how helpful would the following activities be? Would **meeting with government policy makers to exchange information about aging and retirement** be very helpful, somewhat helpful, not too helpful, or not helpful at all?

|  |                    | total | COUNTRY |     |     |     |     |     |     |     |
|--|--------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                    | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE    | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE      | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very helpful       | 30%   | 34%     | 18% | 43% | 24% | 33% | 42% | 14% | 32% |
|  | Somewhat helpful   | 57%   | 54%     | 66% | 49% | 60% | 55% | 54% | 68% | 48% |
|  | Not too helpful    | 7%    | 10%     | 10% | 8%  | 12% | 4%  | 2%  | 6%  | 4%  |
|  | Not helpful at all | 2%    | 2%      | -   | -   | -   | 4%  | 2%  | 6%  | 6%  |
|  | Don't know         | 2%    | -       | 2%  | -   | 4%  | 4%  | -   | 6%  | 3%  |
|  | Refused            | 1%    | -       | 4%  | -   | -   | -   | -   | -   | 7%  |

<sup>32</sup> Before being asked this question, respondents in the US were read the following: AARP is a not-for-profit organization that works to improve the quality of life of older people who are age 50 or older. The organization works with the federal government, local governments, and businesses to be sure that older people have what they need for their health, finances and jobs. It also offers education programs, travel discounts and social opportunities for the older people who join. To join AARP, older people pay approximately \$12 a year.

<sup>33</sup> Respondents in the US were asked "If AARP were to play a role in promoting the interests of older people in countries other than the United States, how helpful would the following activities be for other countries?"

Q40d. If AARP were to play a role in promoting the interests of older people in countries other than the United States, how helpful would the following activities be? Would **helping establish similar organizations in other countries** be very helpful, somewhat helpful, not too helpful, or not helpful at all?

|  |                    | total | COUNTRY |     |     |     |     |     |     |     |
|--|--------------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                    | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE    | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE      | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Very helpful       | 29%   | 30%     | 20% | 62% | 26% | 23% | 36% | 12% | 25% |
|  | Somewhat helpful   | 50%   | 58%     | 50% | 32% | 54% | 55% | 48% | 58% | 42% |
|  | Not too helpful    | 12%   | 8%      | 20% | 4%  | 12% | 16% | 12% | 18% | 7%  |
|  | Not helpful at all | 4%    | 4%      | 4%  | 2%  | 2%  | 4%  | 2%  | 6%  | 8%  |
|  | Don't know         | 3%    | -       | 2%  | -   | 6%  | 2%  | 2%  | 6%  | 8%  |
|  | Refused            | 2%    | -       | 4%  | -   | -   | -   | -   | -   | 10% |

80

D1. Sex

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | Male            | 74%   | 62%     | 86% | 81% | 90% | 47% | 72% | 92% | 60% |
|  | Female          | 26%   | 38%     | 14% | 19% | 10% | 53% | 28% | 8%  | 39% |
|  | No answer       | *     | -       | -   | -   | -   | -   | -   | -   | 1%  |

D2. What is your age?

|  |                 | total | COUNTRY |     |     |     |     |     |     |     |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|-----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US  |
|  | UNWEIGHTED BASE | 423   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | 74  |
|  | WEIGHTED BASE   | 400   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | 50  |
|  | 40 or less      | 30%   | 26%     | 52% | 27% | 20% | 24% | 42% | 34% | 12% |
|  | 41 to 50        | 30%   | 36%     | 26% | 19% | 16% | 39% | 28% | 54% | 20% |
|  | 51 to 60        | 30%   | 34%     | 20% | 37% | 36% | 33% | 24% | 8%  | 50% |
|  | Over 60         | 8%    | 2%      | 2%  | 11% | 24% | 2%  | 6%  | 4%  | 12% |
|  | Refused         | 3%    | 2%      | -   | 6%  | 4%  | 2%  | -   | -   | 7%  |

D3. Have you ever studied abroad?<sup>34</sup>

|  |                 | total | COUNTRY |     |     |     |     |     |     |    |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE | 349   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | -  |
|  | WEIGHTED BASE   | 350   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | -  |
|  | Yes             | 40%   | 50%     | 22% | 26% | 20% | 45% | 74% | 40% | -  |
|  | No              | 60%   | 50%     | 78% | 72% | 76% | 55% | 26% | 60% | -  |
|  | Refused         | 1%    | -       | -   | 2%  | 4%  | -   | -   | -   | -  |

<sup>34</sup> D3 through D5 were not asked in the US.

D4. Which country or countries did you study in?

*Based on respondents who have studied abroad*

| BASED ON MULTIPLE MENTIONS |                 | total | topline_country |     |     |     |     |     |     |    |
|----------------------------|-----------------|-------|-----------------|-----|-----|-----|-----|-----|-----|----|
|                            |                 | Total | AUS             | CHI | IND | JPN | NZ  | SIN | KOR | US |
|                            | UNWEIGHTED BASE | 138   | 25              | 11  | 13  | 10  | 22  | 37  | 20  | -  |
|                            | WEIGHTED BASE   | 138   | 25              | 11  | 13  | 10  | 22  | 37  | 20  | -  |
|                            | United States   | 45%   | 44%             | 36% | 31% | 60% | 32% | 49% | 60% | -  |
|                            | United Kingdom  | 31%   | 36%             | 27% | 22% | 20% | 37% | 38% | 15% | -  |
|                            | Australia       | 15%   | 8%              | -   | 8%  | 10% | 36% | 22% | 5%  | -  |
|                            | Canada          | 12%   | 36%             | -   | -   | -   | 13% | 11% | 5%  | -  |
|                            | Sweden          | 5%    | 24%             | -   | -   | -   | 5%  | -   | -   | -  |
|                            | India           | 4%    | -               | -   | -   | -   | 4%  | 14% | -   | -  |
|                            | Germany         | 4%    | 4%              | 9%  | -   | 10% | -   | 5%  | -   | -  |
|                            | France          | 2%    | 4%              | -   | -   | -   | -   | 5%  | -   | -  |
|                            | Italy           | 2%    | 4%              | -   | 7%  | -   | 5%  | -   | -   | -  |
|                            | Singapore       | 2%    | -               | 9%  | 8%  | -   | -   | -   | 5%  | -  |
|                            | China           | 1%    | -               | -   | -   | 10% | -   | 3%  | -   | -  |
|                            | Japan           | 2%    | -               | -   | 10% | -   | -   | -   | 5%  | -  |
|                            | Netherlands     | 1%    | -               | -   | 14% | -   | -   | -   | -   | -  |
|                            | Switzerland     | 2%    | 4%              | -   | -   | -   | 5%  | -   | -   | -  |
|                            | Zimbabwe        | 2%    | -               | -   | -   | -   | 9%  | -   | -   | -  |
|                            | Austria         | 1%    | 4%              | -   | -   | -   | -   | -   | -   | -  |
|                            | Belgium         | 1%    | -               | -   | -   | -   | -   | -   | 5%  | -  |
|                            | Finland         | 1%    | 4%              | -   | -   | -   | -   | -   | -   | -  |
|                            | New Zealand     | 1%    | 4%              | -   | -   | -   | -   | -   | -   | -  |
|                            | Russia          | 1%    | -               | 9%  | -   | -   | -   | -   | -   | -  |
|                            | South Africa    | 1%    | -               | -   | -   | -   | 5%  | -   | -   | -  |
|                            | South Korea     | 1%    | -               | -   | -   | -   | -   | 3%  | -   | -  |
|                            | Thailand        | 1%    | -               | -   | -   | -   | -   | 3%  | -   | -  |
|                            | Don't know      | -     | -               | -   | -   | -   | -   | -   | -   | -  |
|                            | Refused         | 1%    | -               | 9%  | -   | -   | -   | -   | -   | -  |

81

D5a. Have you ever traveled to the United States?

|  |                 | total | COUNTRY |     |     |     |     |     |     |    |
|--|-----------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|  |                 | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE | 349   | 50      | 50  | 50  | 50  | 49  | 50  | 50  | -  |
|  | WEIGHTED BASE   | 350   | 50      | 50  | 50  | 50  | 50  | 50  | 50  | -  |
|  | Yes             | 63%   | 66%     | 38% | 47% | 56% | 77% | 88% | 70% | -  |
|  | No              | 36%   | 34%     | 62% | 49% | 42% | 23% | 12% | 30% | -  |
|  | Refused         | 1%    | -       | -   | 4%  | 2%  | -   | -   | -   | -  |

D5b. Was this within the past 10 years or earlier?

*Based on respondents who have traveled to the United States*

|  |                      | total | COUNTRY |     |     |     |     |     |     |    |
|--|----------------------|-------|---------|-----|-----|-----|-----|-----|-----|----|
|  |                      | Total | AUS     | CHI | IND | JPN | NZ  | SIN | KOR | US |
|  | UNWEIGHTED BASE      | 221   | 33      | 19  | 24  | 28  | 38  | 44  | 35  | -  |
|  | WEIGHTED BASE        | 221   | 33      | 19  | 24  | 28  | 39  | 44  | 35  | -  |
|  | Within past 10 years | 84%   | 82%     | 63% | 92% | 79% | 87% | 89% | 86% | -  |
|  | Earlier              | 16%   | 18%     | 37% | 8%  | 21% | 13% | 11% | 14% | -  |
|  | Don't know           | -     | -       | -   | -   | -   | -   | -   | -   | -  |
|  | Refused              | -     | -       | -   | -   | -   | -   | -   | -   | -  |