

Results of the 68th Opinion Survey on the General Public's Views and Behavior (December 2016 Survey)

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January 20, 2017
Public Relations Department
Bank of Japan

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I. Introduction

The Bank of Japan, through public relations activities conducted at its Head Office and branches, has been seeking to determine the concerns of a broad cross-section of the general public relative to its policy and operations. An example of such action is the Bank's *Opinion Survey on the General Public's Views and Behavior*, conducted since 1993 with a nationwide sample of 4,000 individuals who are at least 20 years of age. This survey is essentially an opinion poll designed to gain insight into the public's perceptions and actions, and therefore differs in character from the Bank's *Tankan* (Short-Term Economic Survey of Enterprises in Japan), which is conducted separately from this survey.

II. Survey Outline

Survey period	From November 10 to December 6, 2016.
Sample size	4,000 people (2,175 people [i.e., 54.4 percent of the overall sample size] provided valid responses to questions).
Population of the survey	Individuals living in Japan who are at least 20 years of age.
Sampling method	Stratified two-stage random sampling method.
Survey methodology	Questionnaire survey (mail survey method).

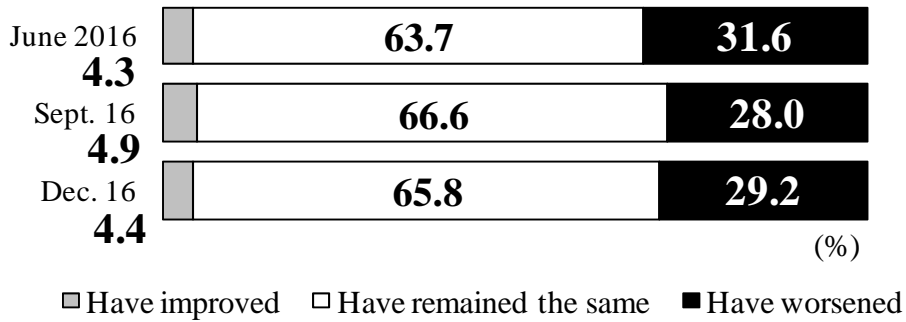
III. Summary

A. Economic Conditions

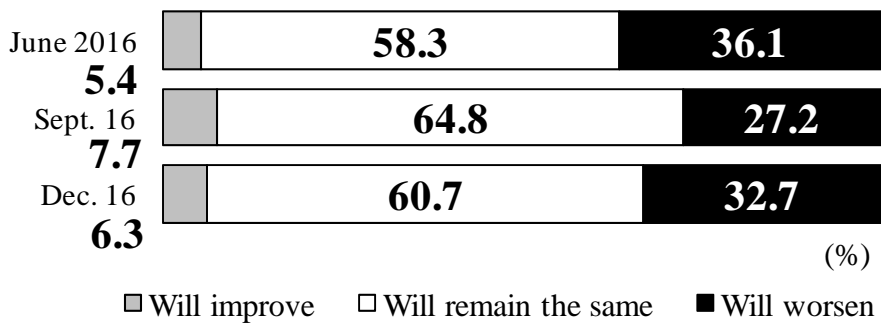
1. Impression of economic conditions

Chart 1 Impression of Economic Conditions (Questions 1, 3, and 4)

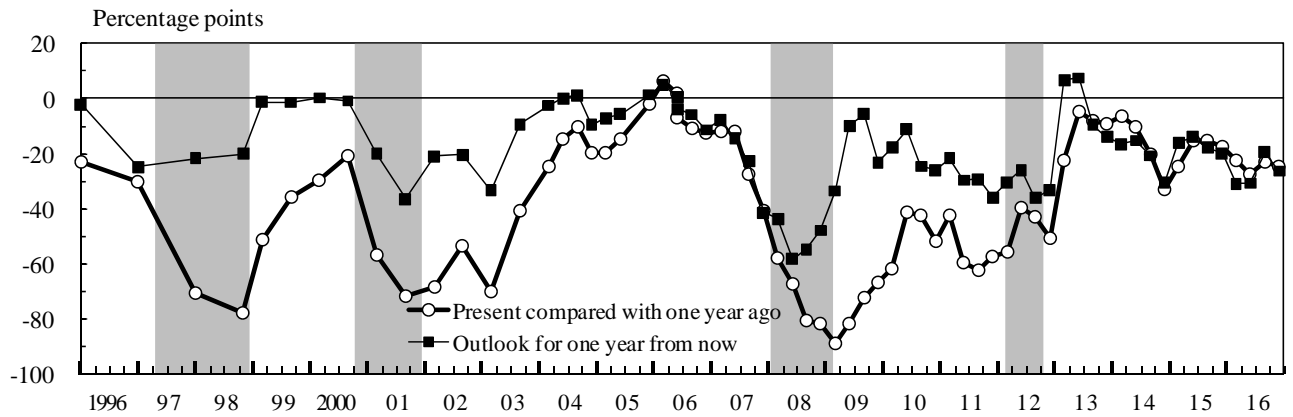
(1) Present Compared with One Year Ago



(2) One Year from Now Compared with the Present



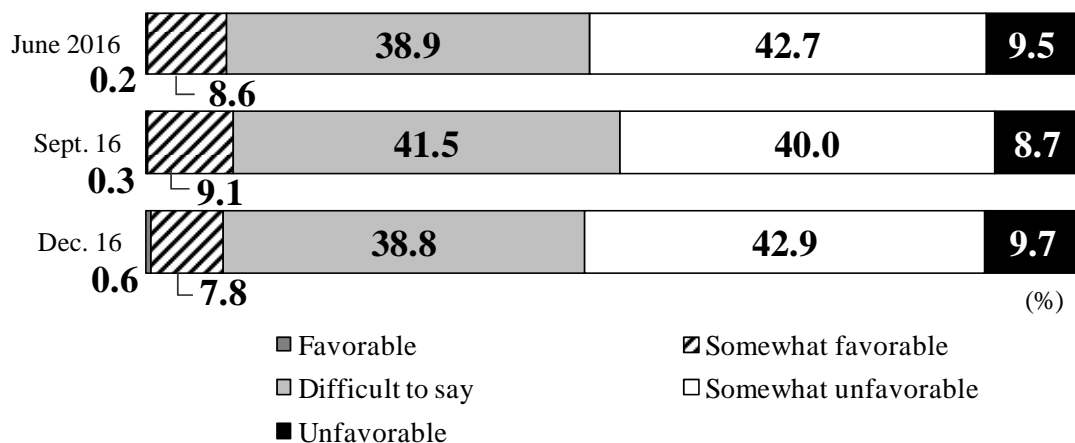
(3) Developments in the Economic Conditions D.I.^{1,2,3,4,5}



	Mar. 2014	June 14	Sept. 14	Dec. 14	Mar. 15	June 15	Sept. 15	Dec. 15	Mar. 16	June 16	Sept. 16	Dec. 16
Present compared with one year ago	-6.4	-10.0	-20.4	-32.9	-24.6	-15.4	-15.2	-17.3	-22.5	-27.3	-23.1	-24.8
Changes from the previous survey	+2.8	-3.6	-10.4	-12.5	+8.3	+9.2	+0.2	-2.1	-5.2	-4.8	+4.2	-1.7
Outlook for one year from now	-16.5	-15.3	-20.8	-30.5	-15.9	-13.9	-17.8	-19.9	-30.9	-30.7	-19.5	-26.4
Changes from the previous survey	-2.5	+1.2	-5.5	-9.7	+14.6	+2.0	-3.9	-2.1	-11.0	+0.2	+11.2	-6.9

- Notes: 1. The current mail survey method was introduced with the survey conducted in September 2006, following its preliminary use for the survey conducted in June 2006. This differs from the previous "in-home" survey method, through which researchers visited sampled individuals, asked them to complete the questionnaire within a prescribed period, and then collected the finished questionnaires upon subsequent visits.
2. In the current survey, the economic conditions D.I. is calculated as the proportion of respondents who answered that economic conditions "have improved/will improve" minus the proportion of those who answered that they "have worsened/will worsen." Up until the survey conducted in June 2006, this was calculated as "improving/will improve" minus "worsening/will worsen."
3. The *Opinion Survey* was conducted annually through March 1998, semiannually from November 1998 to March 2004, and quarterly from June 2004 onward. The survey was not conducted in September 2005.
4. In the past surveys, the economic conditions D.I. for the present compared with one year ago registered a record high of 6.1 percentage points in March 2006, and a record low of minus 88.9 percentage points in March 2009. Also for the period prior to this survey, the economic conditions D.I. for the outlook for one year from now registered a record high of 7.5 percentage points in June 2013, and a record low of minus 58.3 percentage points in June 2008.
5. Shaded areas indicate recession periods.

(4) Current Economic Conditions



2. Basis for the impression of economic conditions and perception of the interest rate level

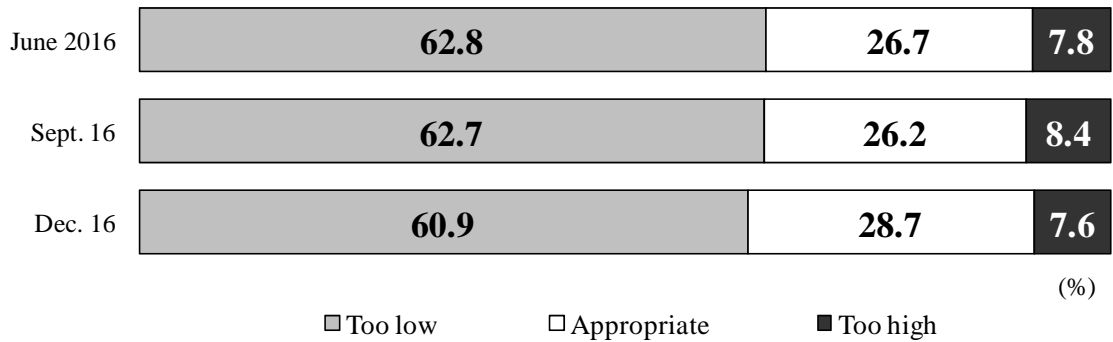
Chart 2 Basis for the Impression of Economic Conditions (Question 2)¹



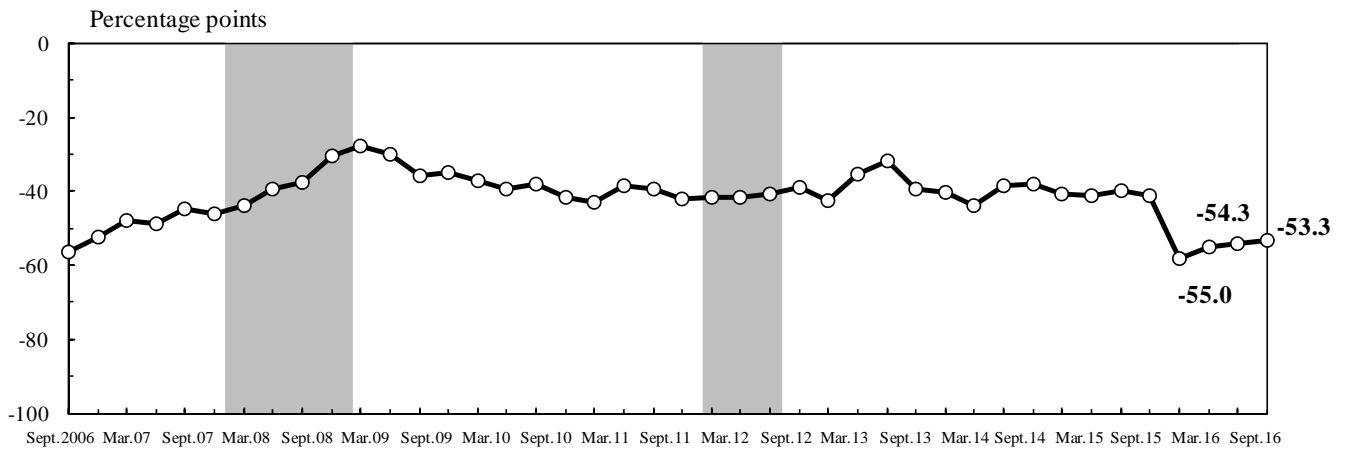
Note: 1. Up to two answers were allowed.

Chart 3 Perception of the Interest Rate Level (Question 5)
 Note: This question has been asked since the September 2006 survey.

(1) Perception of the Interest Rate Level



(2) Developments in the Interest Rate Level D.I.^{1,2,3}



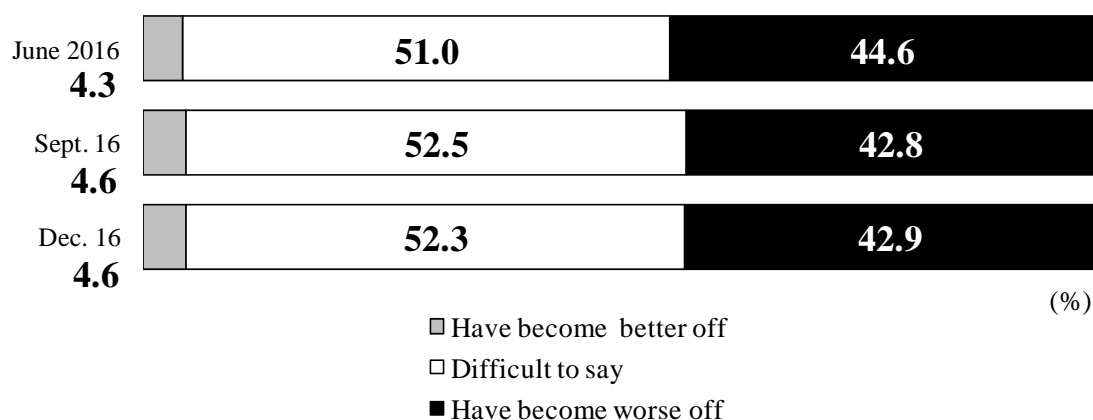
- Notes: 1. The interest rate level D.I. is calculated as the proportion of respondents who answered that the interest rate level was "too high" minus the proportion of those who answered that it was "too low."
 2. In the past surveys, the interest rate level D.I. registered a record high of minus 27.9 percentage points in March 2009, and a record low of minus 58.0 percentage points in March 2016.
 3. Shaded areas indicate recession periods.

B. Household Circumstances

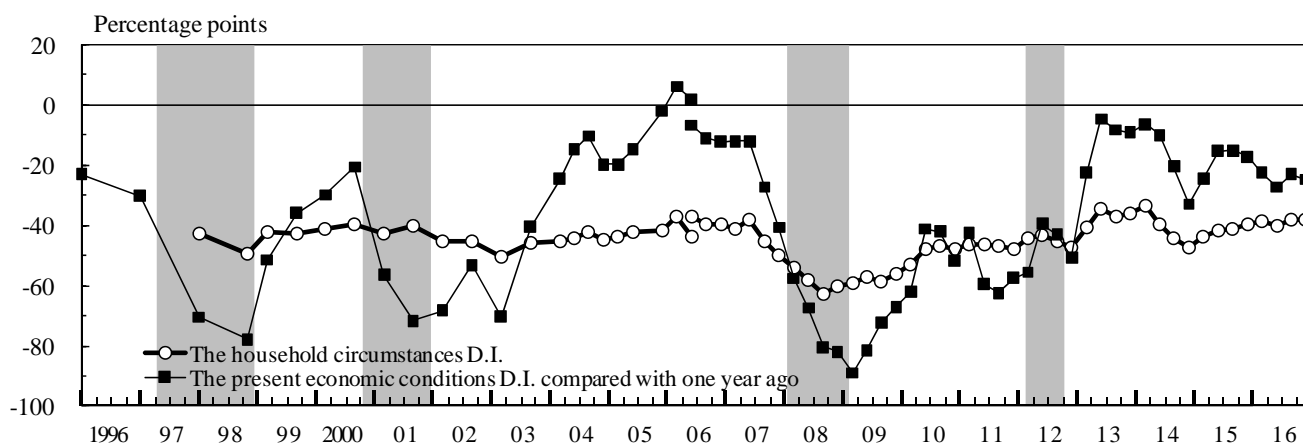
1. Impression of household circumstances

Chart 4 Impression of Household Circumstances (Question 6)

(1) Present Compared with One Year Ago



(2) Developments in the Household Circumstances D.I.^{1,2,3,4}



	Mar. 2014	June 14	Sept. 14	Dec. 14	Mar. 15	June 15	Sept. 15	Dec. 15	Mar. 16	June 16	Sept. 16	Dec. 16
The household circumstances D.I.	-33.5	-39.8	-44.1	-47.2	-43.5	-41.7	-41.0	-39.7	-38.7	-40.3	-38.2	-38.3
Changes from the previous survey	+2.7	-6.3	-4.3	-3.1	+3.7	+1.8	+0.7	+1.3	+1.0	-1.6	+2.1	-0.1
The present economic conditions D.I. compared with one year ago	-6.4	-10.0	-20.4	-32.9	-24.6	-15.4	-15.2	-17.3	-22.5	-27.3	-23.1	-24.8
Changes from the previous survey	+2.8	-3.6	-10.4	-12.5	+8.3	+9.2	+0.2	-2.1	-5.2	-4.8	+4.2	-1.7

Notes: 1. For details of the survey, see footnotes to Chart 1.

2. In the current survey, the household circumstances D.I. is calculated as the proportion of respondents who answered that their household circumstances "have become better off" minus the proportion of those who answered that they "have become worse off." Up until the survey conducted in June 2006, this was calculated as "have become somewhat better off" minus "have become somewhat worse off." For the calculation of the economic conditions D.I., see Footnote 2 to Chart 1.

3. In the past surveys, the household circumstances D.I. registered a record high of minus 33.5 percentage points in March 2014, and a record low of minus 62.6 percentage points in September 2008. Also for the period prior to this survey, the present economic conditions D.I. compared with one year ago registered a record high of 6.1 percentage points in March 2006, and a record low of minus 88.9 percentage points in March 2009.

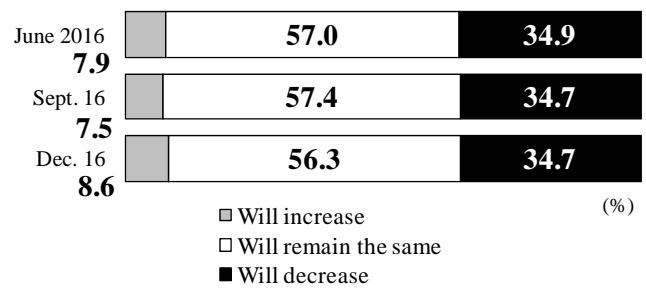
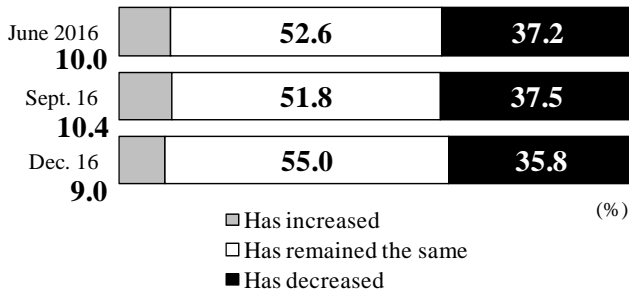
4. Shaded areas indicate recession periods.

2. Income and spending

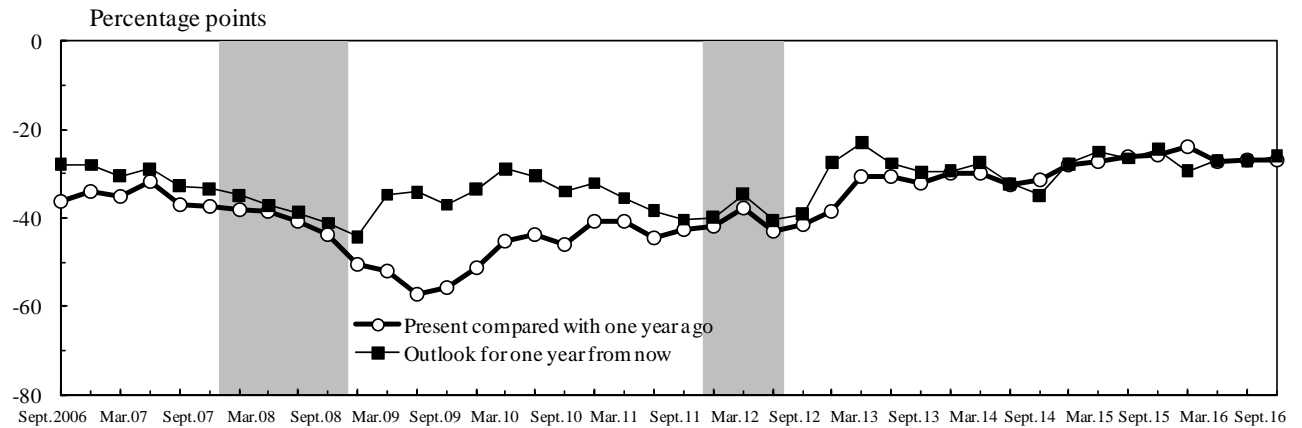
Chart 5 Income (Questions 7 and 8)

(1) Present Compared with One Year Ago

(2) One Year from Now Compared with the Present



(3) Developments in the Income D.I.^{1,2,3,4}

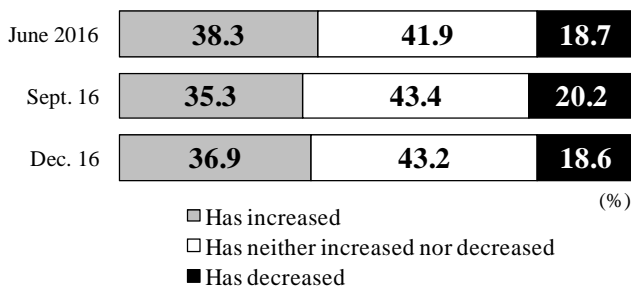


	Mar. 2014	June 14	Sept. 14	Dec. 14	Mar. 15	June 15	Sept. 15	Dec. 15	Mar. 16	June 16	Sept. 16	Dec. 16
Present compared with one year ago	-29.8	-30.0	-32.5	-31.6	-28.1	-27.4	-26.0	-25.7	-24.0	-27.2	-27.1	-26.8
Changes from the previous survey	+2.4	-0.2	-2.5	+0.9	+3.5	+0.7	+1.4	+0.3	+1.7	-3.2	+0.1	+0.3
Outlook for one year from now	-29.4	-27.5	-32.3	-34.9	-27.8	-25.0	-26.5	-24.6	-29.4	-27.0	-27.2	-26.1
Changes from the previous survey	+0.3	+1.9	-4.8	-2.6	+7.1	+2.8	-1.5	+1.9	-4.8	+2.4	-0.2	+1.1

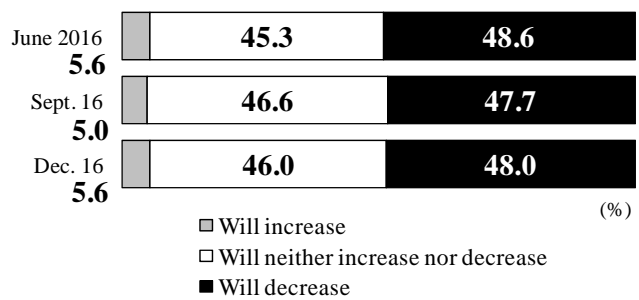
- Notes: 1. The results shown in the line chart are those of the surveys conducted in and after September 2006, when the current mail survey method was introduced.
2. The income D.I. is calculated as the proportion of respondents who answered that their household income "has increased/will increase" minus the proportion of those who answered that it "has decreased/will decrease."
3. In the past surveys, the income D.I. for the present compared with one year ago registered a record high of minus 24.0 percentage points in March 2016, and a record low of minus 57.3 percentage points in September 2009. Also for the period prior to this survey, the income D.I. for the outlook for one year from now registered a record high of minus 23.1 percentage points in June 2013, and a record low of minus 44.3 percentage points in March 2009.
4. Shaded areas indicate recession periods.

Chart 6 Spending (Questions 9 and 11)

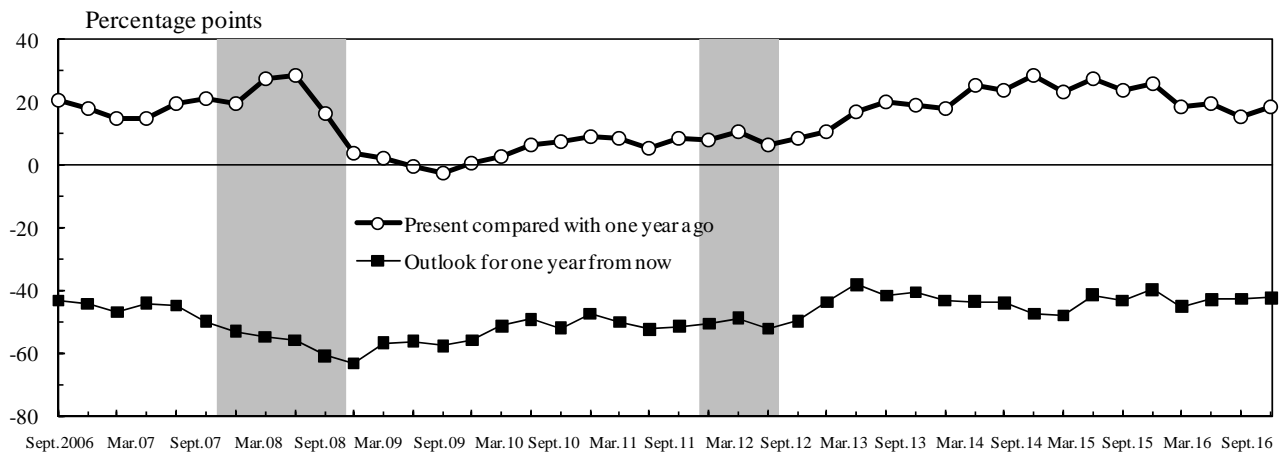
(1) Present Compared with One Year Ago



(2) One Year from Now Compared with the Present



(3) Developments in the Spending D.I.^{1,2,3,4}



	Mar. 2014	June 14	Sept. 14	Dec. 14	Mar. 15	June 15	Sept. 15	Dec. 15	Mar. 16	June 16	Sept. 16	Dec. 16
Present compared with one year ago	18.1	25.1	23.7	28.3	23.4	27.2	23.5	25.9	18.3	19.6	15.1	18.3
Changes from the previous survey	-0.9	+7.0	-1.4	+4.6	-4.9	+3.8	-3.7	+2.4	-7.6	+1.3	-4.5	+3.2
Outlook for one year from now	-43.3	-43.7	-44.0	-47.5	-48.1	-41.6	-43.3	-39.7	-45.3	-43.0	-42.7	-42.4
Changes from the previous survey	-2.7	-0.4	-0.3	-3.5	-0.6	+6.5	-1.7	+3.6	-5.6	+2.3	+0.3	+0.3

Notes: 1. The results shown in the line chart are those of the surveys conducted in and after September 2006, when the current mail survey method was introduced.

2. The spending D.I. is calculated as the proportion of respondents who answered that their household "has increased/will increase" its spending minus the proportion of those who answered that it "has decreased/will decrease" its spending.

3. In the past surveys, the spending D.I. for the present compared with one year ago registered a record high of 28.3 percentage points in December 2014, and a record low of minus 2.7 percentage points in December 2009. Also for the period prior to this survey, the spending D.I. for the outlook for one year from now registered a record high of minus 38.2 percentage points in June 2013, and a record low of minus 63.4 percentage points in March 2009.

4. Shaded areas indicate recession periods.

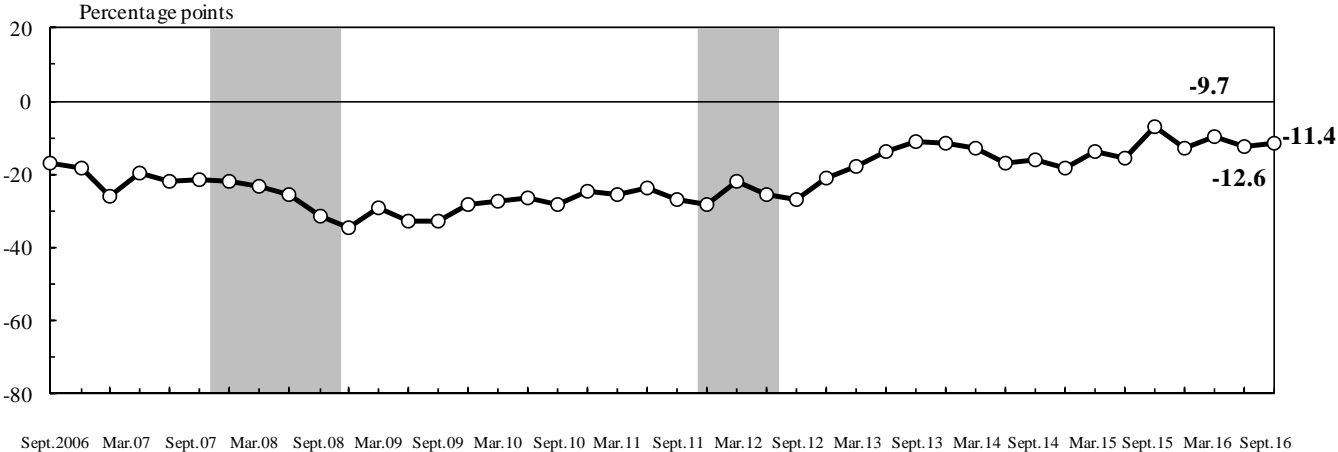
3. Employment and working conditions

Chart 7 Employment and Working Conditions (Question 20)

(1) Workers' Concerns regarding Employment and Working Conditions One Year from Now



(2) Developments in the Employment and Working Conditions D.I.^{1,2,3,4}



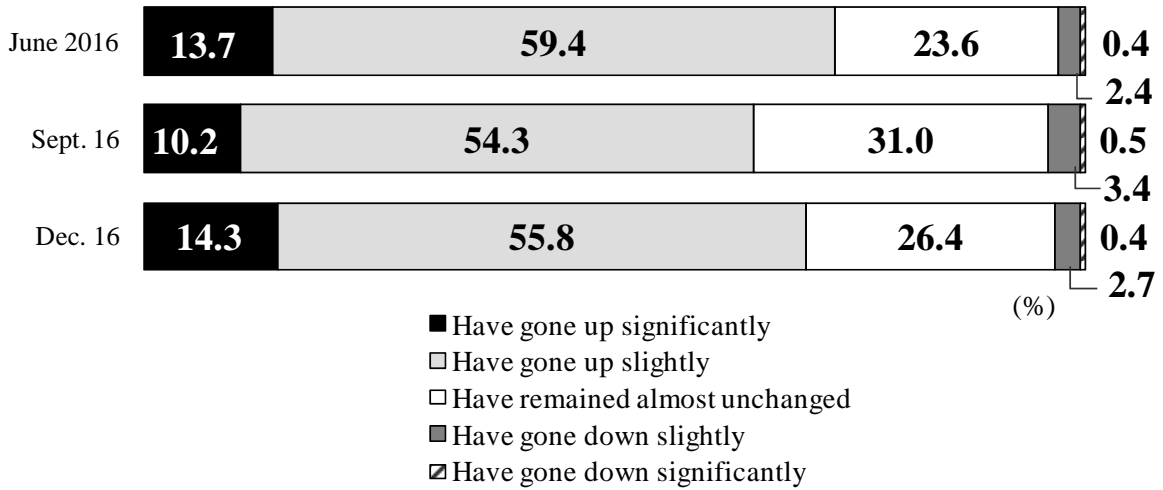
- Notes:
1. The results shown in the line chart are those of the surveys conducted in and after September 2006, when the current mail survey method was introduced.
 2. The employment and working conditions D.I. is calculated as the proportion of respondents who answered that they were "not particularly" worried minus the proportion of those who answered that they were "quite" worried.
 3. In the past surveys, the employment and working conditions D.I. registered a record high of minus 6.9 percentage points in December 2015, and a record low of minus 34.7 percentage points in March 2009.
 4. Shaded areas indicate recession periods.

C. Price Levels

1. Perception of the present price levels

Chart 8 Perception of the Present Price Levels (Questions 12 and 13)

(1) Present Compared with One Year Ago

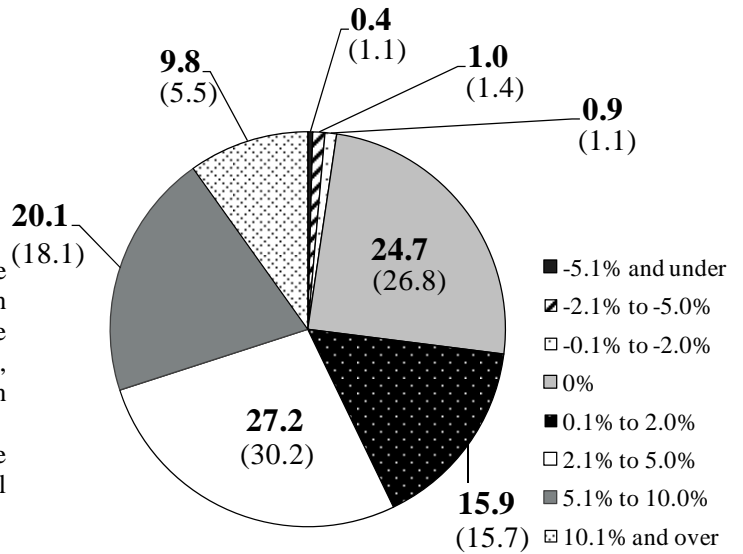


(2) Changes in Price Levels Compared with One Year Ago

	Average ¹	Median ²
June 2016	+4.9%	+3.0%
Sept. 16	+4.1%	+3.0%
Dec. 16	+5.5%	+3.0%

Notes: 1. Calculated by excluding 0.5 percent of the highest and lowest figures, respectively, in order to avoid extremes. (The simple average of this survey is plus 5.9 percent, and that of the previous survey in September 2016 was plus 4.2 percent.)
 2. The number that appears in the middle when the answers are listed in numerical order.

(3) Distribution of Current Survey Answers^{1,2,3}

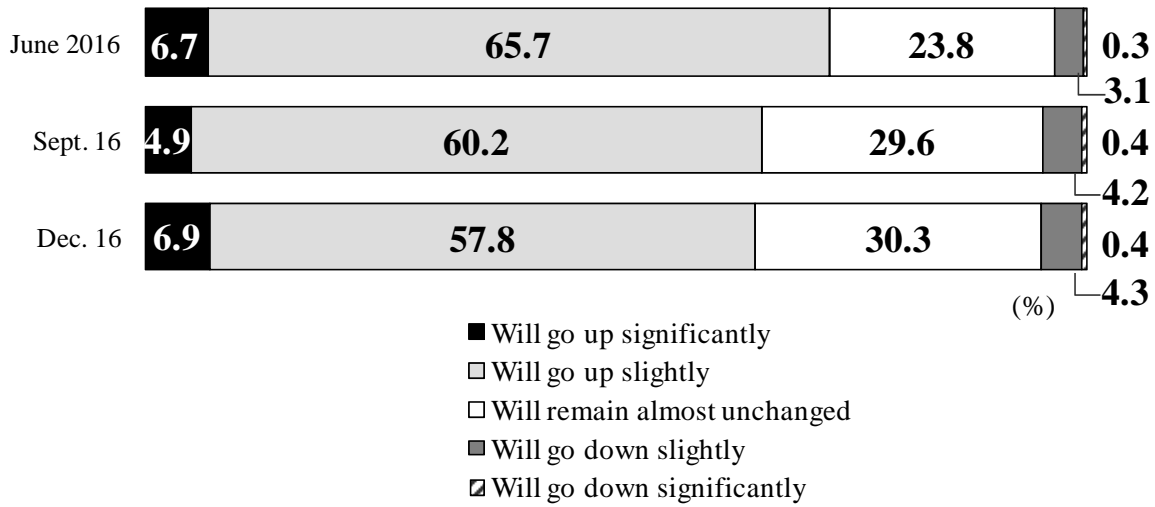


Notes: 1. Percent.
 2. Figures in parentheses represent results of the previous survey (September 2016).
 3. Survey answers appear clockwise in the same order as legend, from the lowest to highest percentage range.

2. Outlook for price levels one year from now

Chart 9 Outlook for Price Levels One Year from Now (Questions 14 and 15)

(1) One Year from Now Compared with the Present

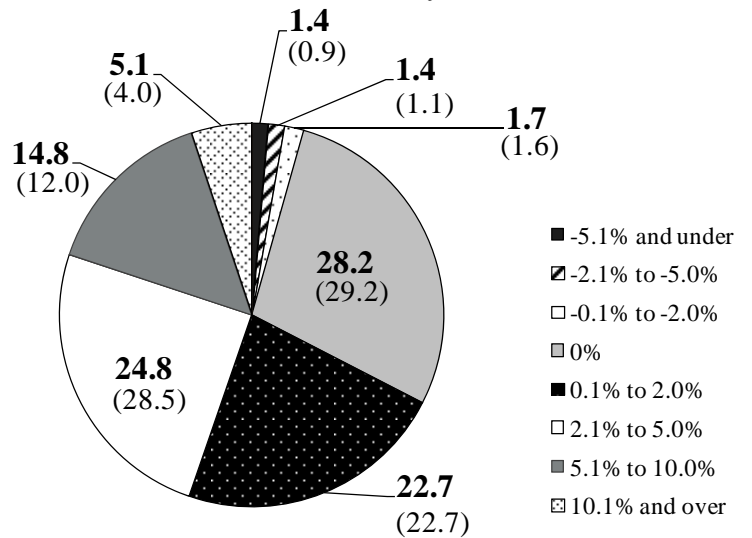


(2) Changes in Price Levels One Year from Now

	Average ¹	Median ²
June 2016	+3.8%	+2.0%
Sept. 16	+3.3%	+2.0%
Dec. 16	+3.7%	+2.0%

Notes: 1. Calculated by excluding 0.5 percent of the highest and lowest figures, respectively, in order to avoid extremes. (The simple average of this survey is plus 4.0 percent, and that of the previous survey in September 2016 was plus 3.4 percent.)
 2. The number that appears in the middle when the answers are listed in numerical order.

(3) Distribution of Current Survey Answers^{1,2,3}

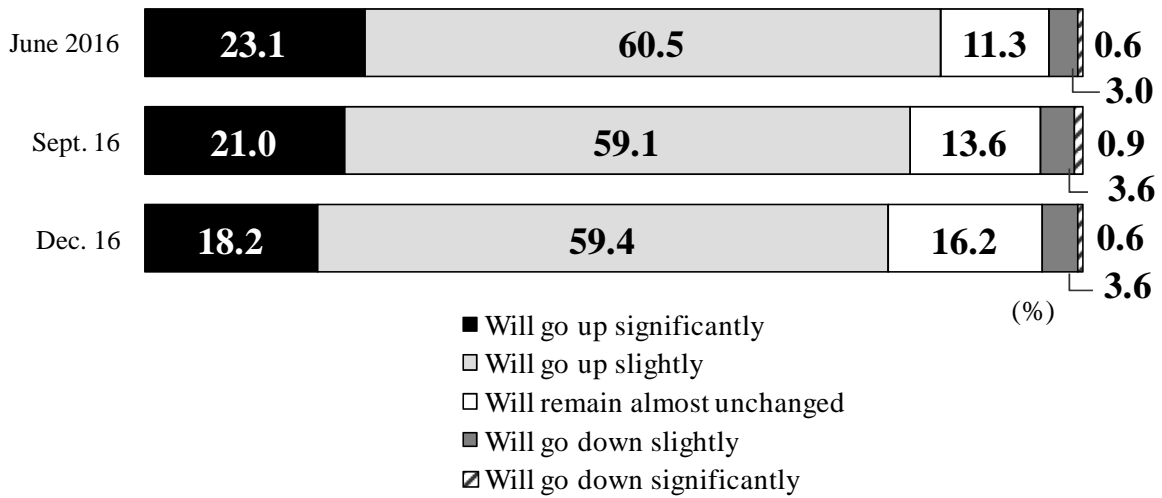


Notes: 1. Percent.
 2. Figures in parentheses represent results of the previous survey (September 2016).
 3. Survey answers appear clockwise in the same order as legend, from the lowest to highest percentage range.

3. Outlook for price levels over the next five years

Chart 10 Outlook for Price Levels over the Next Five Years (Questions 16 and 17)

(1) Outlook for the Next Five Years

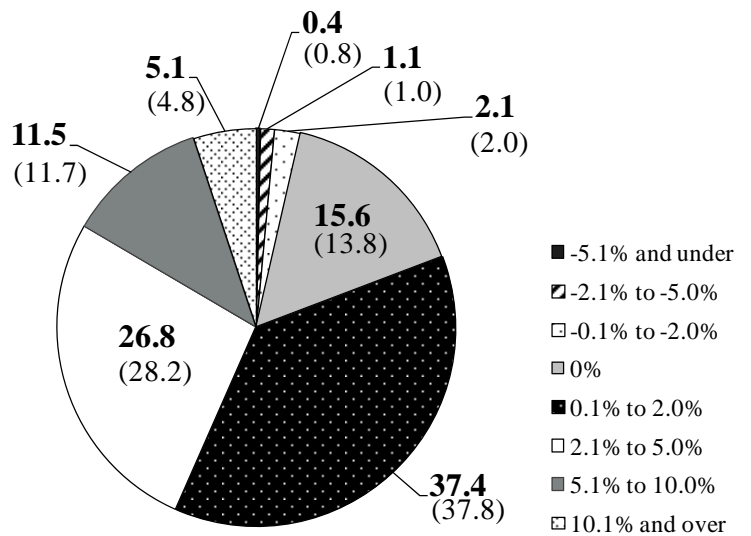


(2) Changes in Price Levels per Year on Average over the Next Five Years

	Average ¹	Median ²
June 2016	+3.7%	+2.0%
Sept. 16	+3.5%	+2.0%
Dec. 16	+3.7%	+2.0%

Notes: 1. Calculated by excluding 0.5 percent of the highest and lowest figures, respectively, in order to avoid extremes. (The simple average of this survey is plus 4.0 percent, and that of the previous survey in September 2016 was plus 3.6 percent.)
 2. The number that appears in the middle when the answers are listed in numerical order.

(3) Distribution of Current Survey Answers^{1,2,3}



Notes: 1. Percent.
 2. Figures in parentheses represent results of the previous survey (September 2016).
 3. Survey answers appear clockwise in the same order as legend, from the lowest to highest percentage range.

4. Comments on the rise and decline in prices

Chart 11 Comments on the Price Rise (Question 12-a)

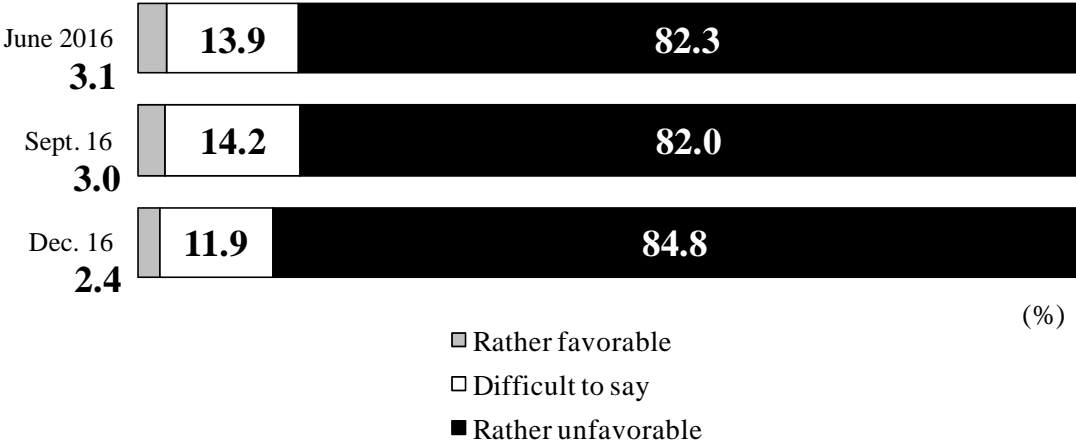
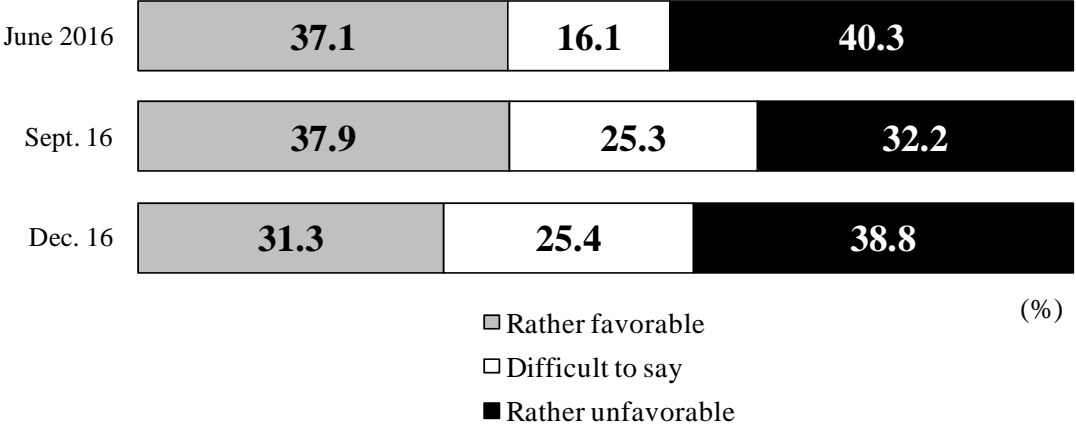


Chart 12 Comments on the Price Decline (Question 12-b)

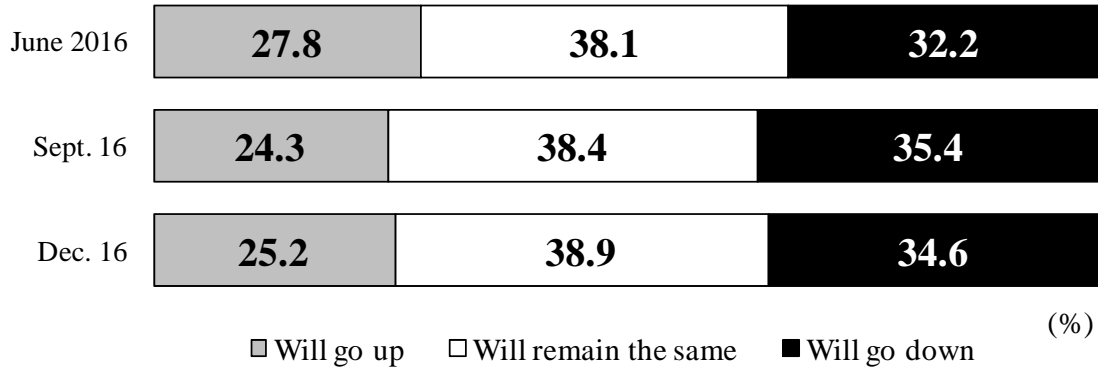


D. Future Land Prices

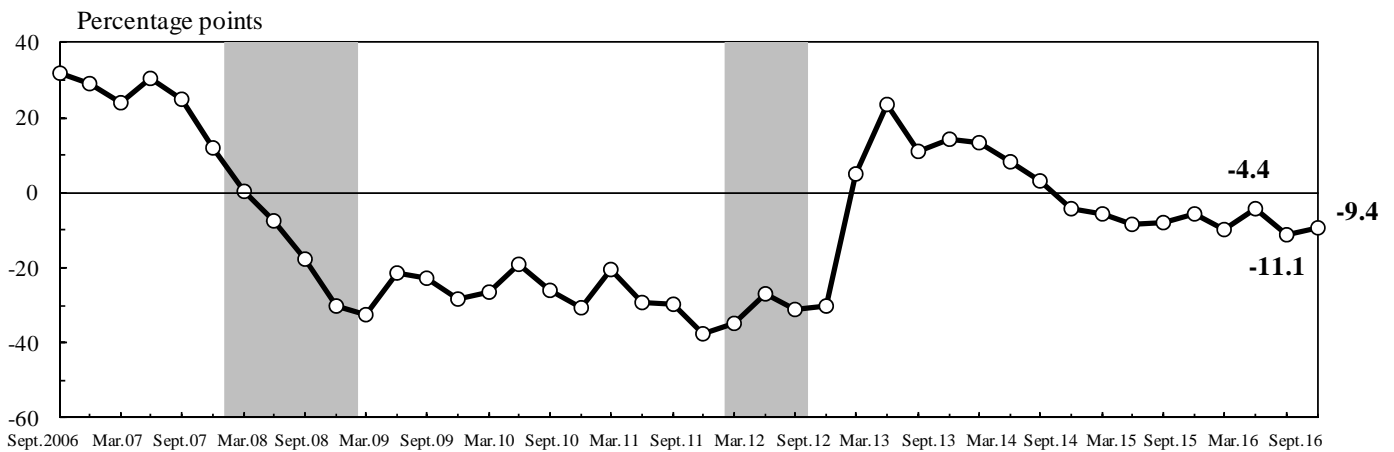
Chart 13 Outlook for Land Prices (Question 18)

Note: This question has been asked since the September 2006 survey.

(1) Outlook for Land Prices



(2) Developments in the Land Prices D.I.^{1,2,3}



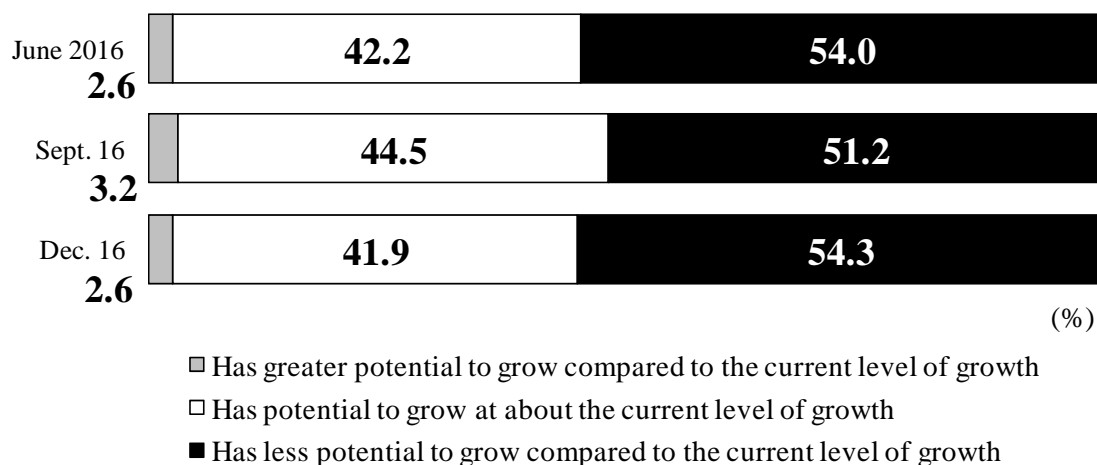
- Notes: 1. The land prices D.I. is calculated as the proportion of respondents who answered that land prices "will go up" minus the proportion of those who answered that they "will go down."
 2. In the past surveys, the land prices D.I. registered a record high of 31.9 percentage points in September 2006, and a record low of minus 37.5 percentage points in December 2011.
 3. Shaded areas indicate recession periods.

E. Growth Potential of the Japanese Economy

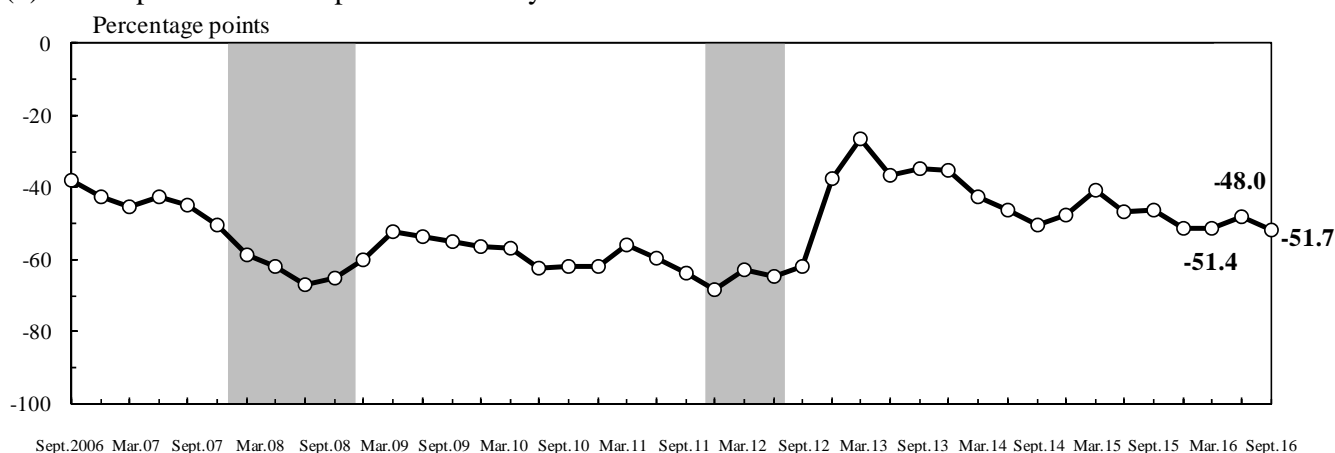
Chart 14 Perception of the Japanese Economy's Growth Potential (Question 19)

Note: This question has been asked since the September 2006 survey.

(1) Perception of the Japanese Economy's Growth Potential



(2) Developments in the Japanese Economy's Growth Potential D.I.^{1,2,3}



Notes: 1. The Japanese economy's growth potential D.I. is calculated as the proportion of respondents who answered that the Japanese economy "has greater potential to grow compared to the current level of growth" minus the proportion of those who answered that it "has less potential to grow compared to the current level of growth."

2. In the past surveys, the Japanese economy's growth potential D.I. registered a record high of minus 26.7 percentage points in June 2013, and a record low of minus 68.3 percentage points in March 2012.

3. Shaded areas indicate recession periods.

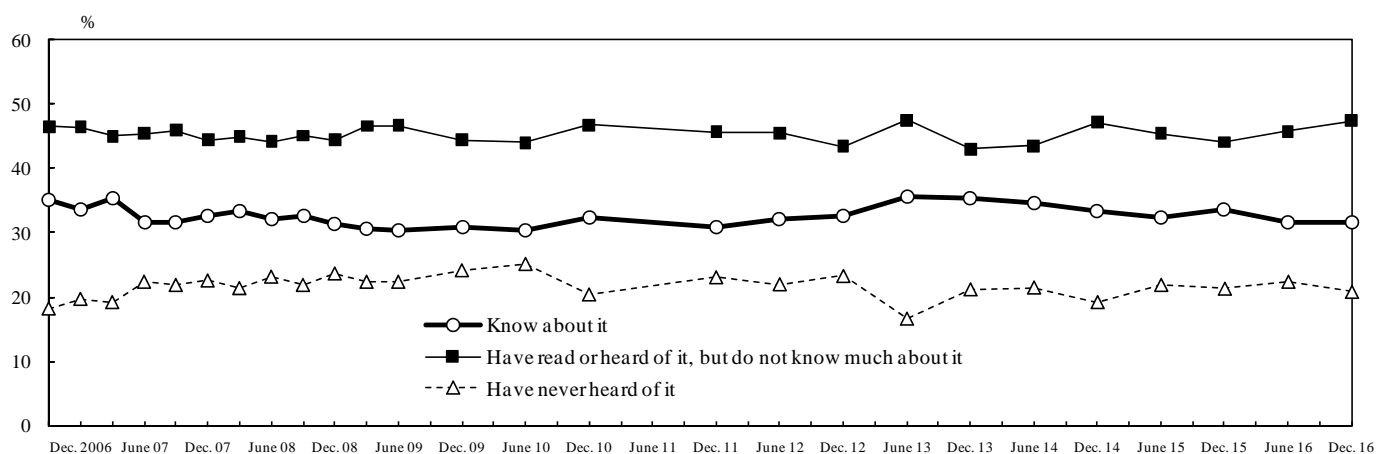
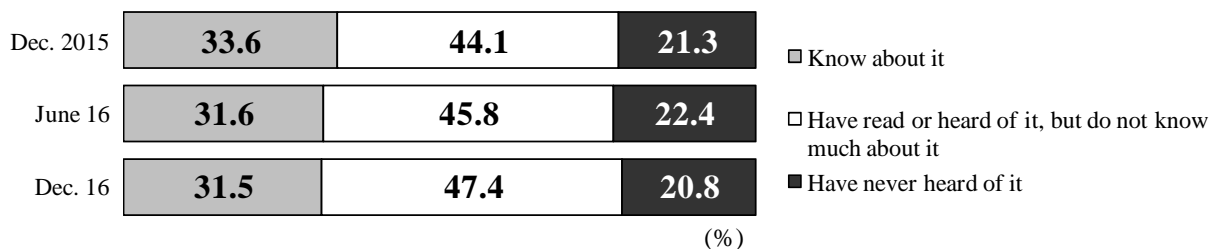
F. Recognition and Credibility of the Bank

Note: Asked quarterly through the June 2009 survey, and in principle semiannually thereafter in the June and December surveys, with the exception of the June 2011 survey.

1. Objectives of the Bank

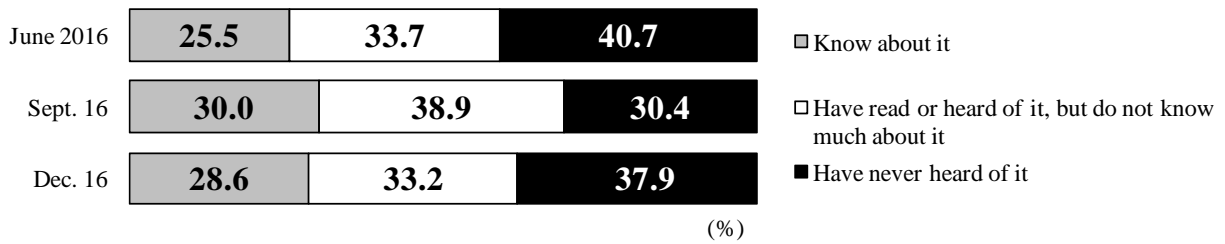
Chart 15 Recognition of the Bank's Objective to Achieve Price Stability (Questions 21-(1) through 21-(4))

(1) One of the Bank's Objectives Is to Achieve Price Stability¹

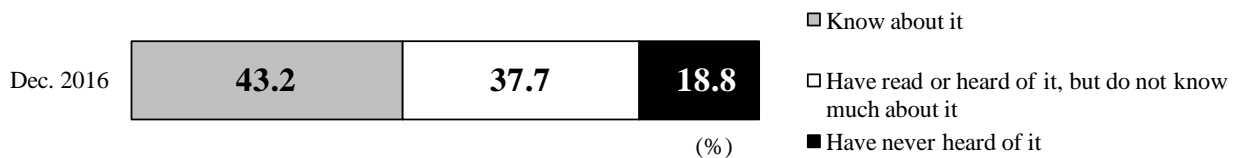


Note: 1. The results shown in the line chart are those of the surveys conducted in and after September 2006, when the current mail survey method was introduced.

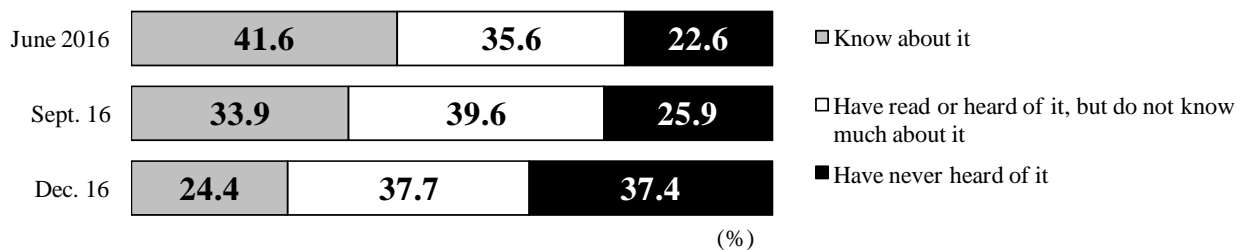
(2) The Bank Has Set the "Price Stability Target" at 2 Percent in terms of the Year-on-Year Rate of Change in the CPI



(3) The Bank Has Been Implementing Aggressive Monetary Easing Measures to Achieve the "Price Stability Target" of 2 Percent



(4) The Bank Has Been Conducting "Quantitative and Qualitative Monetary Easing (QQE) with Yield Curve Control"¹

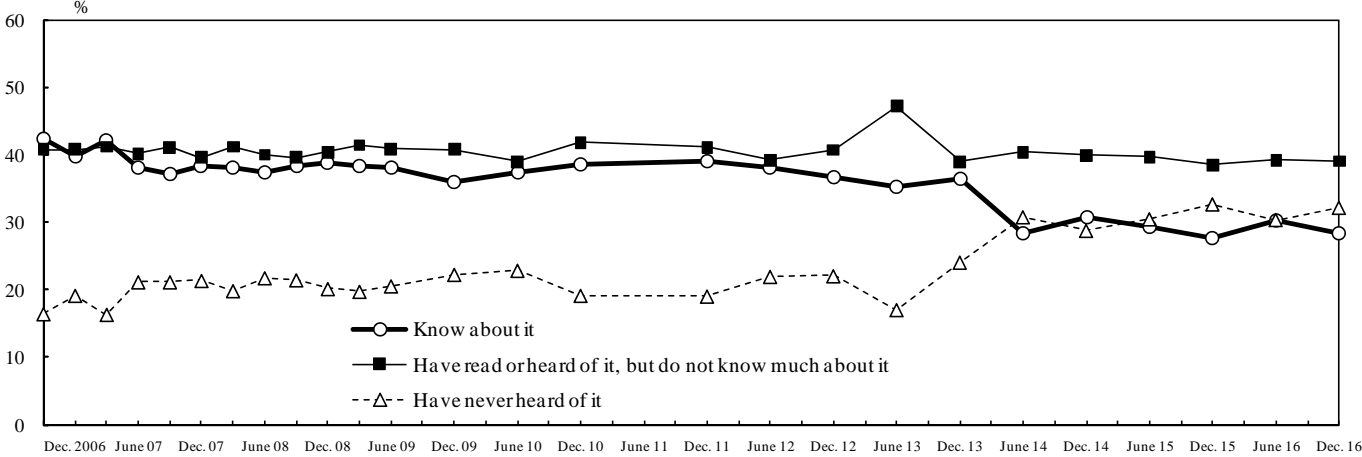


Note: 1. For the surveys conducted in June and September 2016, the question was about "QQE with a Negative Interest Rate" -- monetary easing that makes full use of measures in the three dimensions of quantity, quality, and the interest rate -- which was introduced in January 2016. "QQE with Yield Curve Control" was introduced in September 2016.

Chart 16 Recognition of the Bank's Objective to Ensure the Stability of the Financial System (Question 22)¹

Dec. 2015	27.7	38.5	32.7	□ Know about it
June 16	30.2	39.2	30.4	□ Have read or heard of it, but do not know much about it
Dec. 16	28.4	39.1	32.2	■ Have never heard of it

(%)



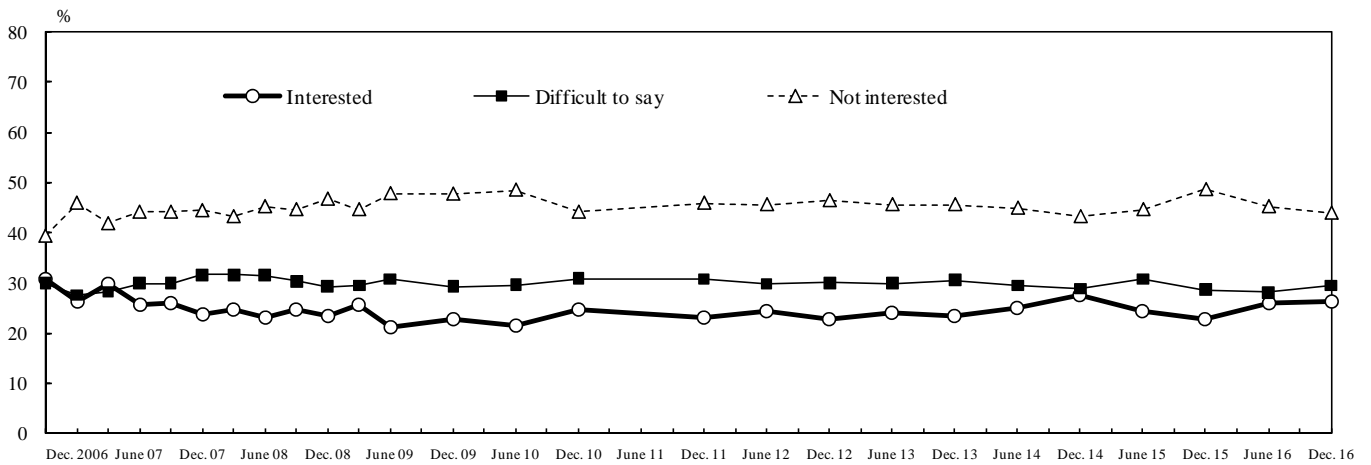
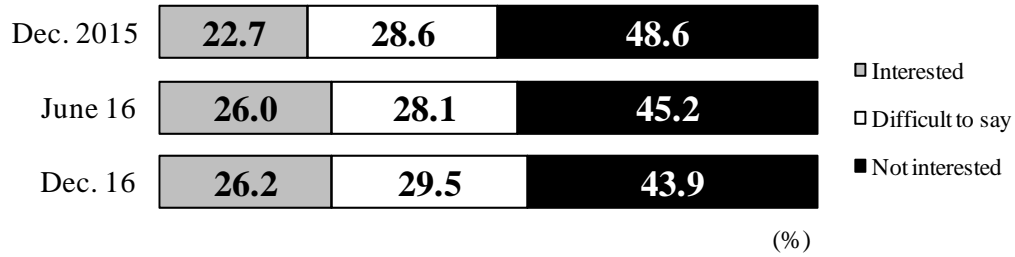
Note: 1. The results shown in the line chart are those of the surveys conducted in and after September 2006, when the current mail survey method was introduced.

2. Interest in, recognition of, and evaluation of the Bank

Chart 17 Interest in, Recognition of, and Evaluation of the Bank (Questions 23-(1) through 23-(3))

Note: The results shown in the line charts below are those of the surveys conducted in and after September 2006, when the current mail survey method was introduced.

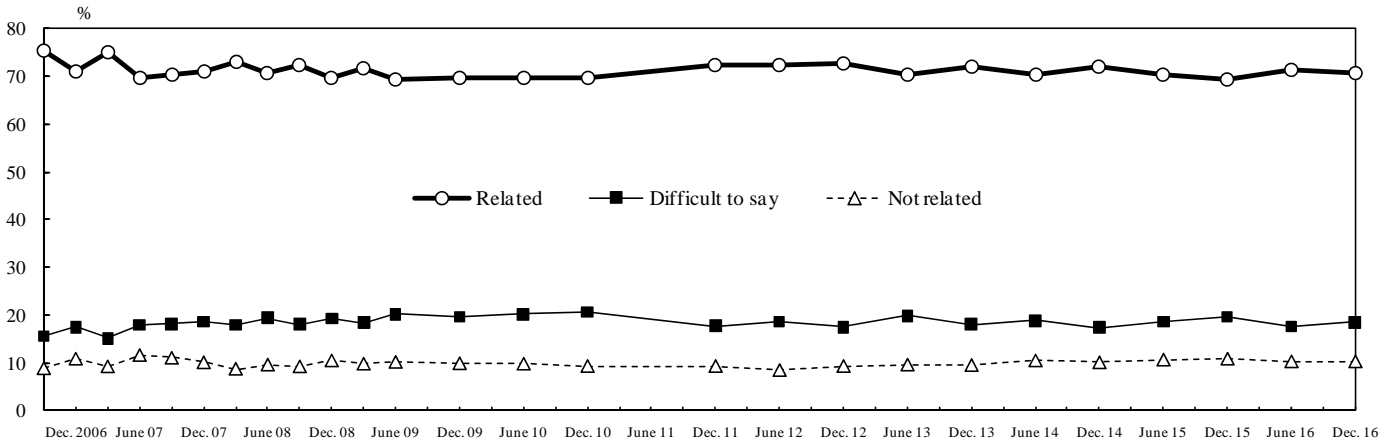
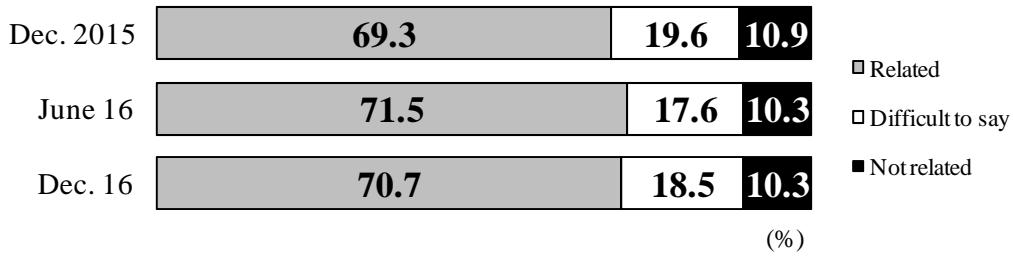
(1) Interest in the Bank's Activities^{1,2}



Notes: 1. "Interested" comprises the choices "interested" and "somewhat interested" that are found in the questionnaire.

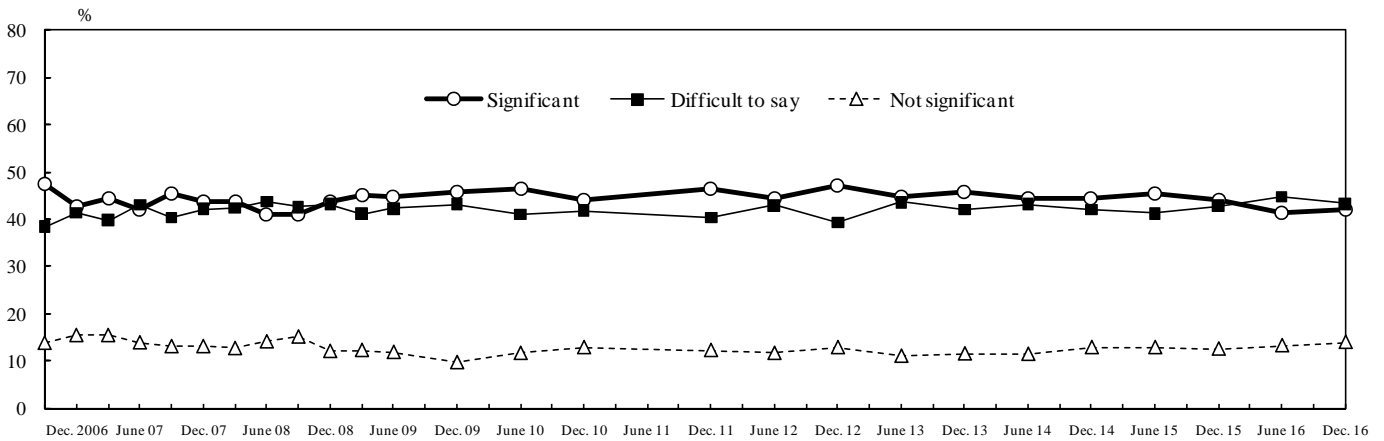
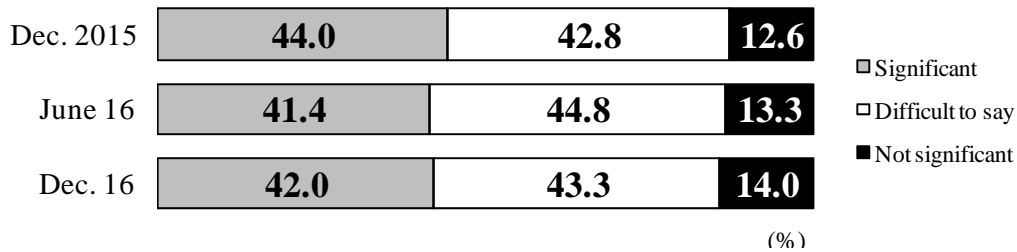
2. "Not interested" comprises "not interested" and "not particularly interested."

(2) The Bank's Relationship to Our Lives^{1,2}



Notes: 1. "Related" comprises the choices "related" and "somewhat related" that are found in the questionnaire.
 2. "Not related" comprises "not related" and "not particularly related."

(3) The Bank's Contribution to Our Lives^{1,2}

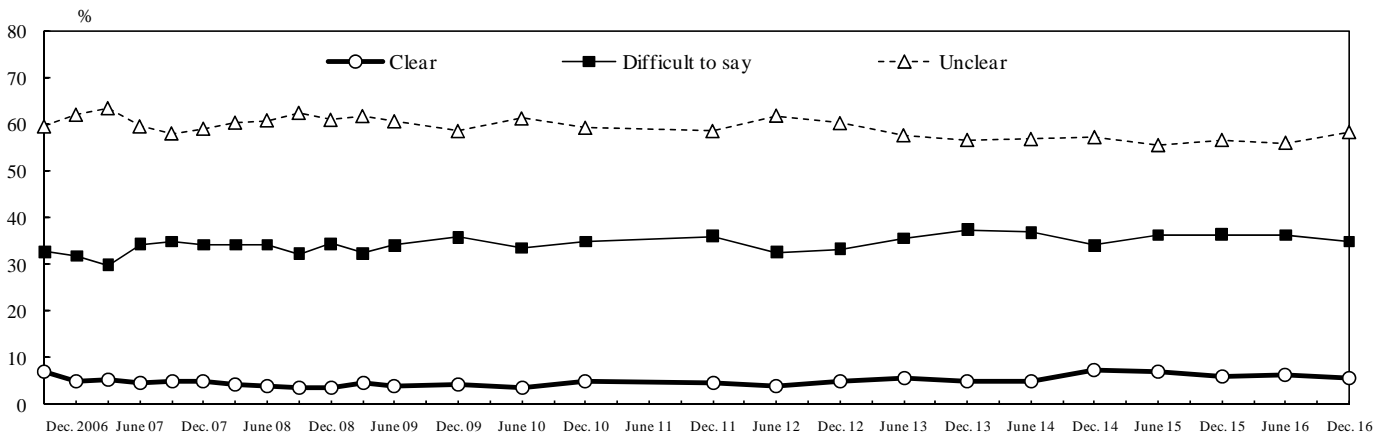
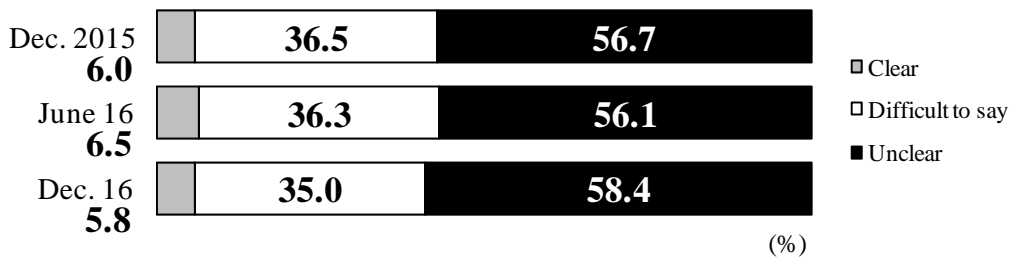


Notes: 1. "Significant" comprises the choices "significant" and "somewhat significant" that are found in the questionnaire.
 2. "Not significant" comprises "not significant" and "not particularly significant."

3. Evaluation of the Bank's explanations to the public

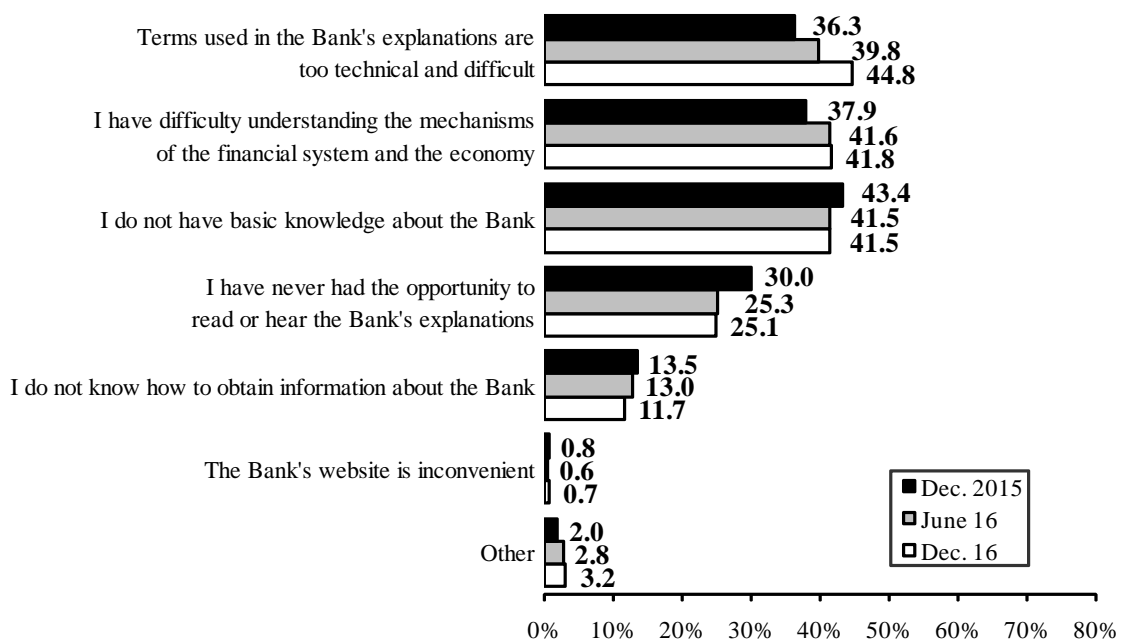
Chart 18 Evaluation of the Bank's Explanations to the Public (Questions 23-(4) and 23-a)

(1) The Bank's Explanations to the Public^{1,2,3}



- Notes: 1. The results shown in the line chart are those of the surveys conducted in and after September 2006, when the current mail survey method was introduced.
 2. "Clear" comprises the choices "clear" and "somewhat clear" that are found in the questionnaire.
 3. "Unclear" comprises "unclear" and "somewhat unclear."

(2) Reasons Why the Bank's Explanations Are Unclear¹

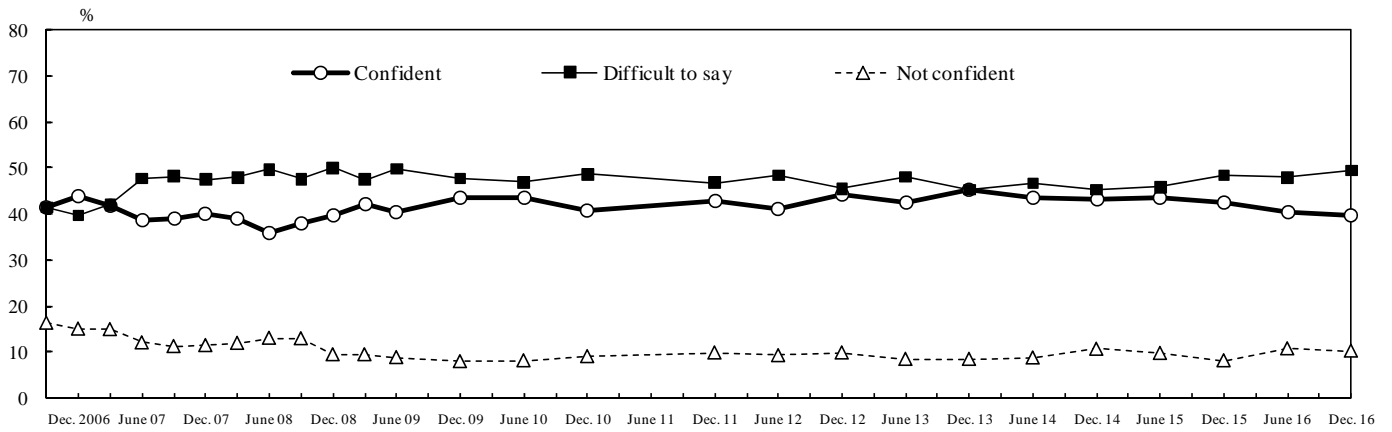
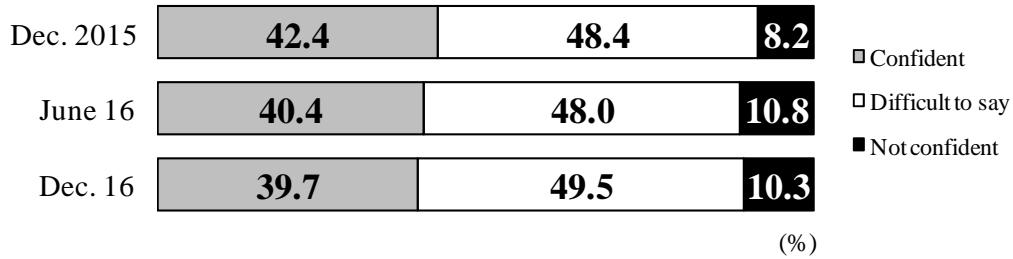


Note: 1. Up to two answers were allowed.

4. Confidence in the Bank

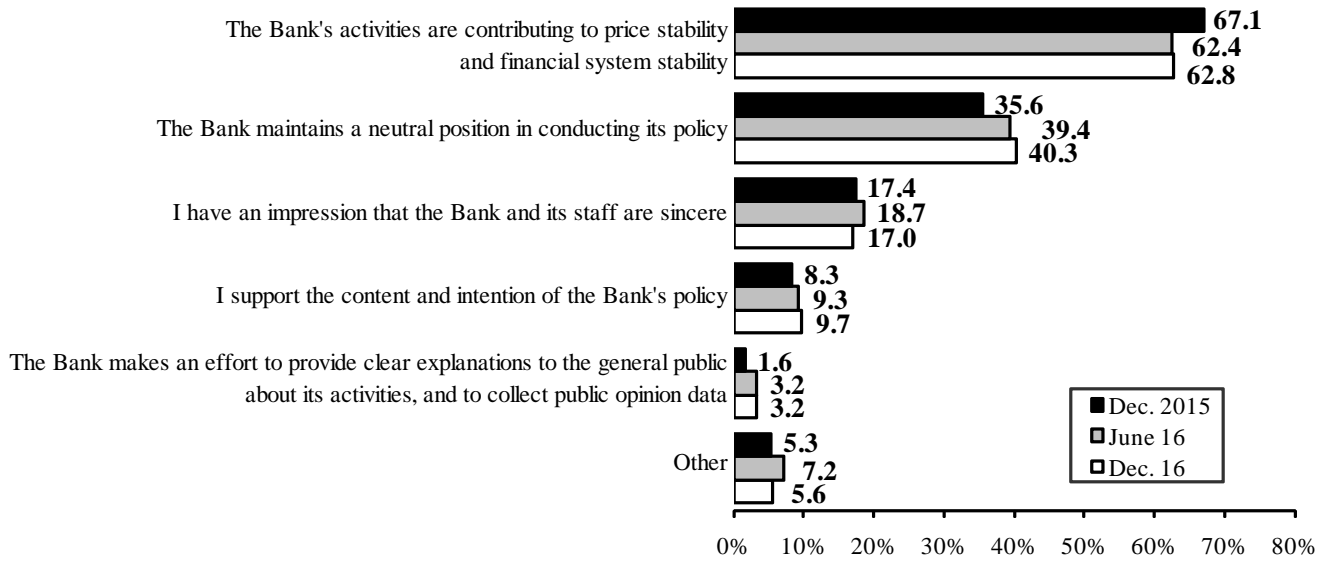
Chart 19 Confidence in the Bank (Questions 23-(5), 23-b, and 23-c)

(1) Confidence in the Bank^{1,2,3}



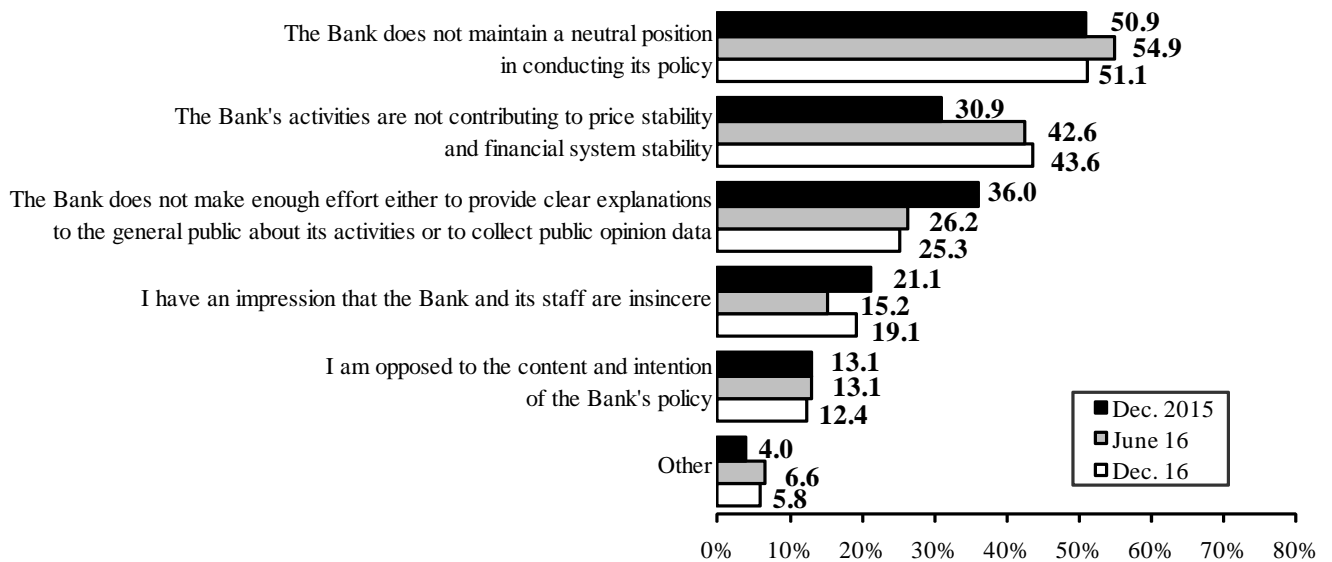
- Notes: 1. The results shown in the line chart are those of the surveys conducted in and after September 2006, when the current mail survey method was introduced.
2. "Confident" comprises the choices "confident" and "somewhat confident" that are found in the questionnaire.
3. "Not confident" comprises "not confident" and "not particularly confident."

(2) Reasons for Having Confidence in the Bank¹



Note: 1. Up to two answers were allowed.

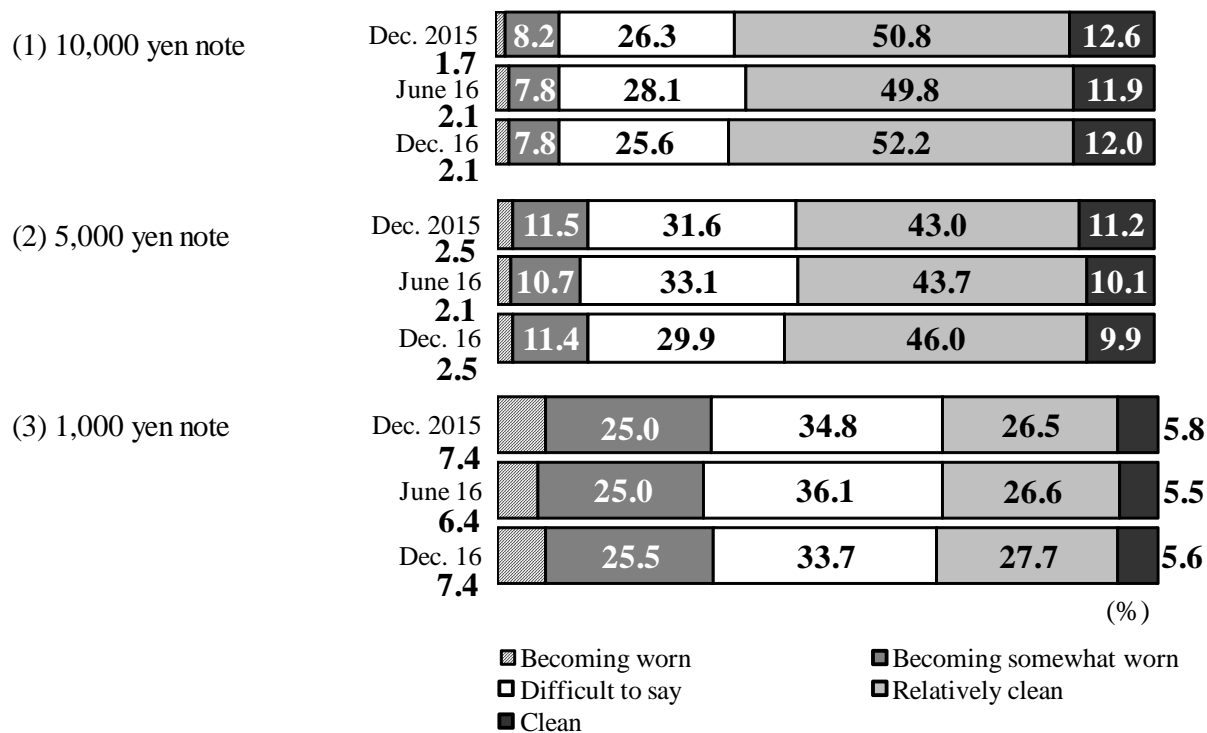
(3) Reasons for Not Having Confidence in the Bank¹



Note: 1. Up to two answers were allowed.

5. Condition of Bank of Japan notes

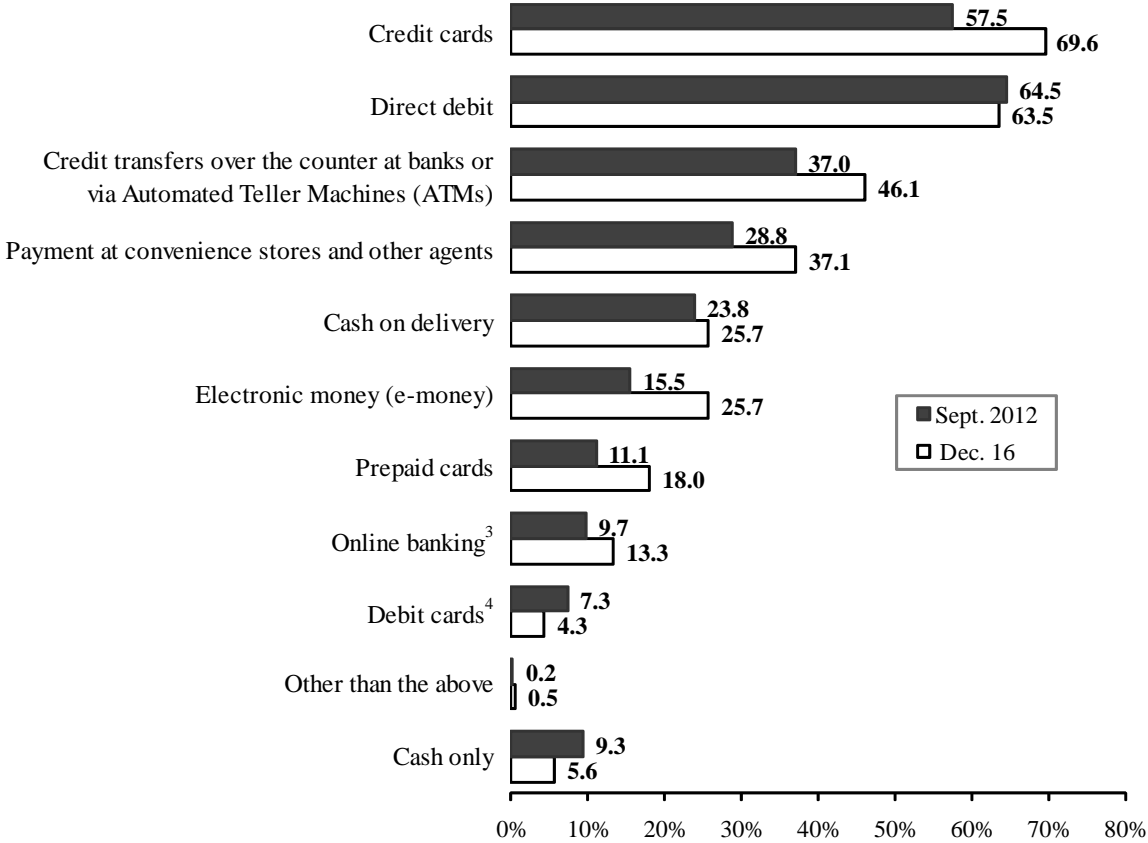
Chart 20 Condition of Bank of Japan Notes (Questions 24-(1) through 24-(3))



G. Payment Behavior of Households

1. Use of payment instruments other than cash

Chart 21 Use of Payment Instruments Other Than Cash (Question 25)^{1,2}



Notes: 1. Multiple answers were allowed.

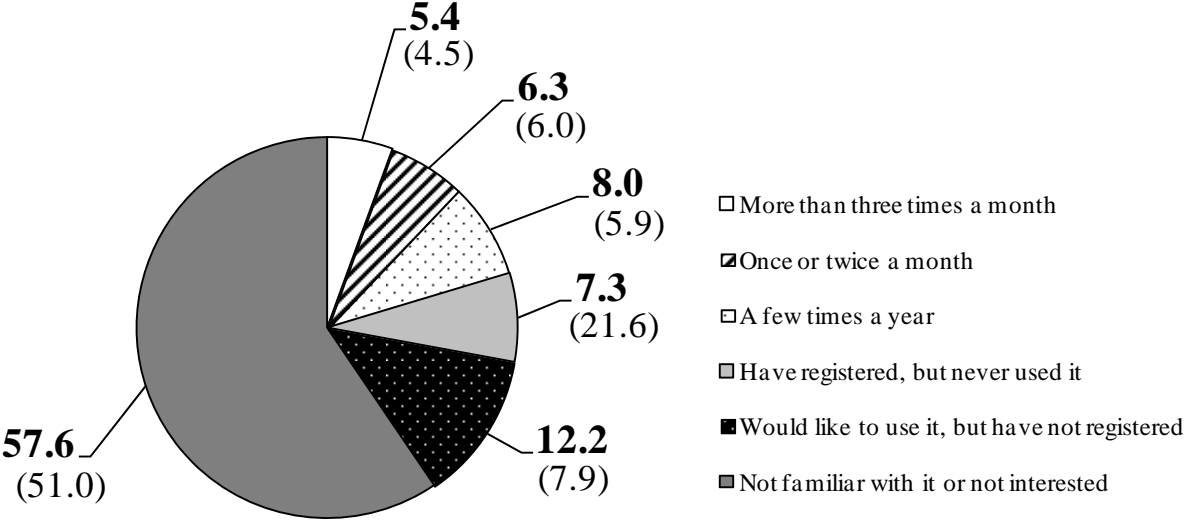
2. The same question was asked in the 51st round of the survey (September 2012).

3. Online banking is a service provided by banks that allows their customers to transfer money or check their account balances using computers or other devices such as mobile phones.

4. With debit card services in Japan, payments are automatically deducted from a customer's bank account after they present their cards, which are issued by banks, to retailers.

2. Use of online banking

Chart 22 Frequency of Using Online Banking (Question 28)^{1,2,3}

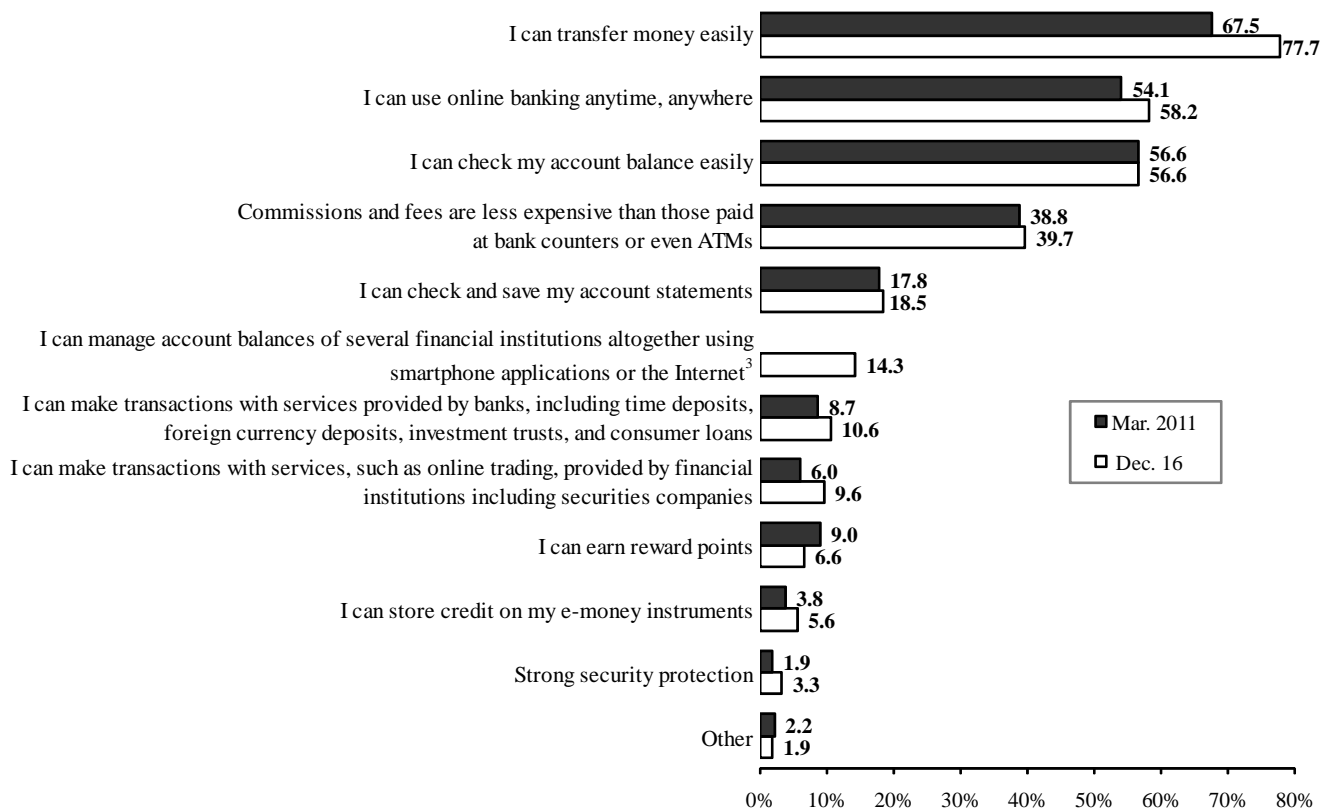


Notes: 1. Percent.

2. The same question was asked in the 45th round of the survey (March 2011).

3. Figures in parentheses represent results of the 45th round of the survey (March 2011).

Chart 23 Reasons for Using Online Banking (Question 28-a)^{1,2}

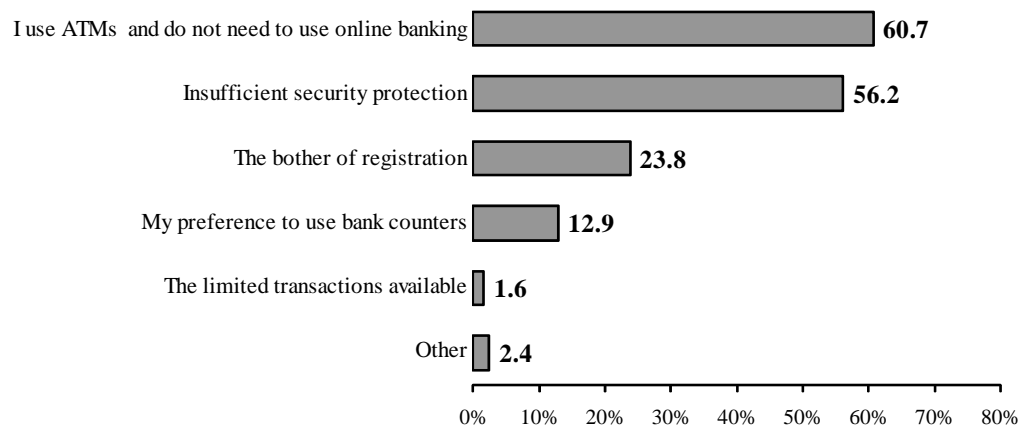


Notes: 1. Multiple answers were allowed.

2. The same question was asked in the 45th round of the survey (March 2011).

3. This is a new item added for this round of the survey.

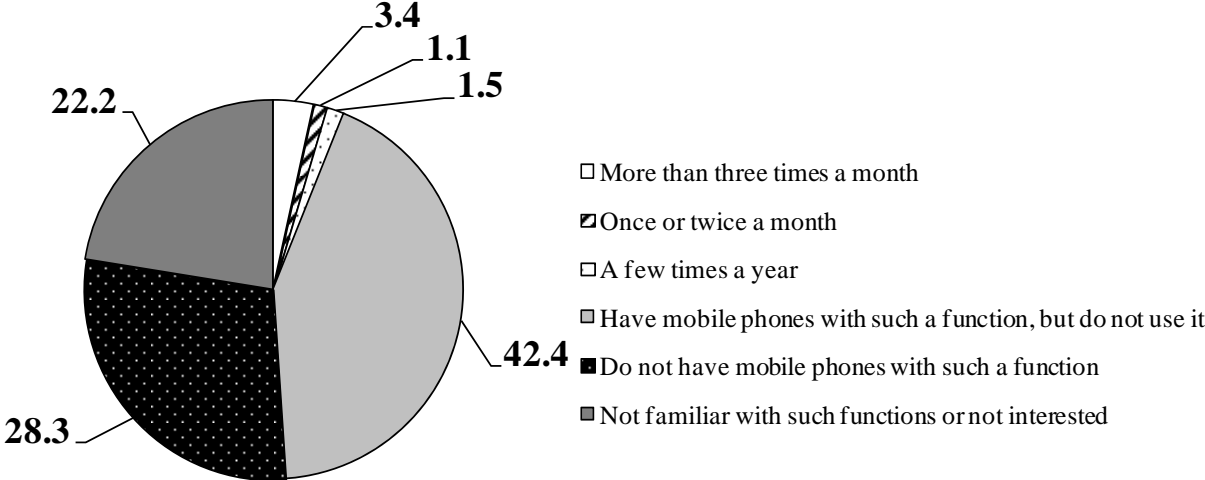
Chart 24 Reasons for Not Using Online Banking (Question 28-b)¹



Note: 1. Multiple answers were allowed.

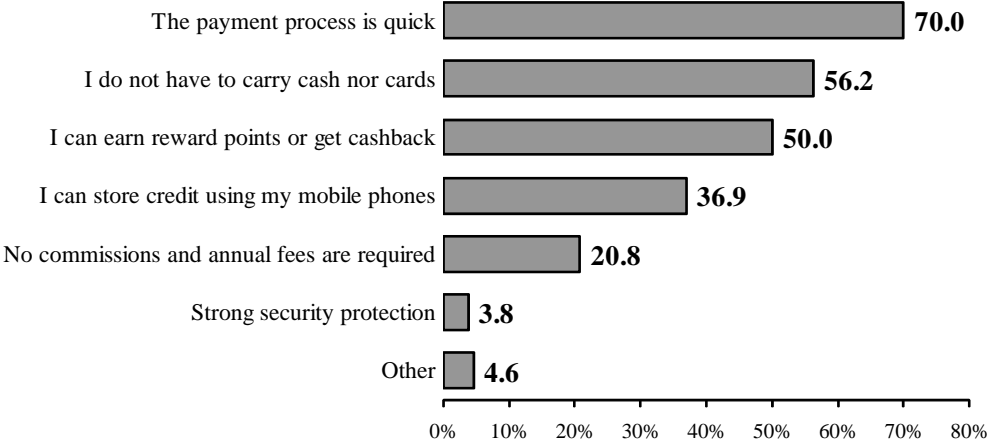
3. Use of contactless payments by tapping mobile phones against the payment terminal

Chart 25 Frequency of Making Contactless Payments with Mobile Phones (Question 27)¹



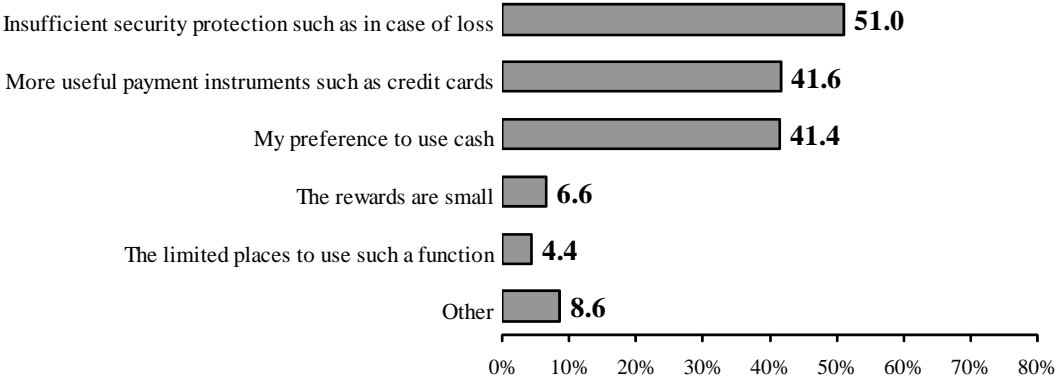
Note: 1. Percent.

Chart 26 Reasons for Making Contactless Payments with Mobile Phones (Question 27-a)¹



Note: 1. Multiple answers were allowed.

Chart 27 Reasons for Not Making Contactless Payments with Mobile Phones or Not Having Phones with Such a Function (Question 27-b)¹



Note: 1. Multiple answers were allowed.

IV. Distribution of the Sample by Category

Valid responses in the 68th round of the survey (December 2016) ¹ (A)	Population of the survey ^{1,2} (B)	Difference between (A) and (B) ³ (A) - (B)	Sampled population ¹
---	--	--	---------------------------------

By sex

Male	46.2	48.3	-2.1	48.8
Female	53.8	51.7	2.1	51.2

By age

20–29	10.4	12.2	-1.8	12.2
30–39	12.5	15.5	-3.0	15.2
40–49	18.8	17.7	1.1	19.4
50–59	17.9	14.7	3.2	16.3
60–69	20.6	17.3	3.3	17.1
70 or older	19.8	22.6	-2.8	19.9

By region

Hokkaido	4.0	4.4	-0.4	4.1
Tohoku	7.1	7.3	-0.2	7.1
Kanto	32.0	33.5	-1.5	33.3
Hokuriku	4.8	4.2	0.6	4.5
Chubu	16.1	14.0	2.1	14.3
Kinki	16.1	16.2	-0.1	16.1
Chugoku	6.4	5.9	0.5	6.0
Shikoku	2.8	3.1	-0.3	3.0
Kyushu	10.7	11.4	-0.7	11.6

Notes: 1. Percent.

2. Based on the population of municipalities recorded in the Basic Resident Registers as of January 1, 2015.

3. Percentage points.

V. Complete Questionnaire and Results

<Notes>

1. Only one choice is allowed, except where otherwise noted.
2. Figures refer to the ratio of responses for each menu of choices against total respondents for each question (percent).
3. The second decimal place is rounded off, and response ratios consequently do not necessarily add up to 100 percent even for questions that allow for only one choice.
4. Figures in parentheses represent results of the previous survey (September 2016), except where otherwise noted.

Question 1

How do you think economic conditions have changed compared with one year ago?

- | | |
|-----------------------------|----------------------|
| (a) Have improved. | 4.4 (4.9) |
| (b) Have remained the same. | 65.8 (66.6) |
| (c) Have worsened. | 29.2 (28.0) |

Question 2

With regard to Question 1, what makes you think so? (Choose up to two answers.)

- | | |
|---|----------------------|
| (a) Media reports. | 23.0 (20.3) |
| (b) Economic indicators and statistics. | 10.3 (10.4) |
| (c) Business performance of the company I work for, or of my own company. | 33.4 (34.6) |
| (d) Income level for myself or other family members. | 56.0 (56.7) |
| (e) Bustle of shopping streets and dining establishments. | 25.6 (24.8) |
| (f) Other. | 3.2 (3.5) |

Question 3

How would you describe the current economic conditions?

- | | |
|---------------------------|----------------------|
| (a) Favorable. | 0.6 (0.3) |
| (b) Somewhat favorable. | 7.8 (9.1) |
| (c) Difficult to say. | 38.8 (41.5) |
| (d) Somewhat unfavorable. | 42.9 (40.0) |
| (e) Unfavorable. | 9.7 (8.7) |

Question 4

What is your outlook for economic conditions one year from now?

- | | |
|---------------------------|----------------------|
| (a) Will improve. | 6.3 (7.7) |
| (b) Will remain the same. | 60.7 (64.8) |
| (c) Will worsen. | 32.7 (27.2) |

Question 5

Considering the current economic conditions, what do you think of the current interest rate level?

- | | |
|------------------|----------------------|
| (a) Too low. | 60.9 (62.7) |
| (b) Appropriate. | 28.7 (26.2) |
| (c) Too high. | 7.6 (8.4) |

Question 6**What do you think of your household circumstances compared with one year ago?**

- | | | |
|-----------------------------|-------------|----------|
| (a) Have become better off. | 4.6 | (4.6) |
| (b) Difficult to say. | 52.3 | (52.5) |
| (c) Have become worse off. | 42.9 | (42.8) |

If you chose (a) in Question 6, please answer Question 6-a. If you chose (c), please answer Question 6-b. If you chose (b), please go on to Question 7.

Question 6-a: this question is for those who chose (a) in Question 6.**Why do you think your household circumstances have become better off?****(Choose all applicable answers.)**

- | | | |
|--|-------------|----------|
| (a) My salary and business income have increased. | 65.7 | (58.3) |
| (b) My interest income and dividend payments have increased. | 4.0 | (3.9) |
| (c) I gained special income from sales of real estate. | 2.0 | (1.9) |
| (d) Prices have declined. | 2.0 | (2.9) |
| (e) The value of my household's assets such as real estate and stocks has increased. | 6.1 | (2.9) |
| (f) The number of dependents in my household has decreased. | 20.2 | (28.2) |
| (g) Other. | 19.2 | (13.6) |

Question 6-b: this question is for those who chose (c) in Question 6.**Why do you think your household circumstances have become worse off?****(Choose all applicable answers.)**

- | | | |
|---|-------------|----------|
| (a) My salary and business income have decreased. | 50.8 | (52.2) |
| (b) My interest income and dividend payments have decreased. | 18.9 | (17.6) |
| (c) I purchased real estate. | 3.3 | (2.7) |
| (d) Prices have risen. | 49.2 | (46.1) |
| (e) The value of my household's assets such as real estate and stocks has declined. | 6.8 | (9.7) |
| (f) The number of dependents in my household has increased. | 9.5 | (6.8) |
| (g) Other. | 20.2 | (21.3) |

Question 7**How has your household income changed compared with one year ago?**

- | | | |
|----------------------------|-------------|----------|
| (a) Has increased. | 9.0 | (10.4) |
| (b) Has remained the same. | 55.0 | (51.8) |
| (c) Has decreased. | 35.8 | (37.5) |

Question 8**What is your outlook for household income one year from now?**

- | | | |
|---------------------------|-------------|----------|
| (a) Will increase. | 8.6 | (7.5) |
| (b) Will remain the same. | 56.3 | (57.4) |
| (c) Will decrease. | 34.7 | (34.7) |

Question 9

How has your household changed its spending compared with one year ago?

- | | | |
|--|-------------|----------|
| (a) Has increased. | 36.9 | (35.3) |
| (b) Has neither increased nor decreased. | 43.2 | (43.4) |
| (c) Has decreased. | 18.6 | (20.2) |

If you chose (a) in Question 9, please answer Question 9-a. If you chose (c), please answer Question 9-b. If you chose (b), please go on to Question 10-1.

Question 9-a: this question is for those who chose (a) in Question 9.

Why has your household increased its spending? (Choose all applicable answers.)

- | | | |
|--|-------------|----------|
| (a) My income has increased. | 6.2 | (7.2) |
| (b) My income is likely to increase in the future. | 1.5 | (1.0) |
| (c) The value of my household's non-financial assets such as real estate has increased. | 0.7 | (1.0) |
| (d) The value of my household's financial assets such as stocks and bonds has increased. | 0.6 | (0.4) |
| (e) I purchased real estate such as a house. | 5.6 | (5.0) |
| (f) I purchased consumer durable goods such as a car. | 18.3 | (19.4) |
| (g) My spending has risen due to an increased number of dependents in my household. | 23.3 | (23.2) |
| (h) The costs of consumer goods and services have risen. | 59.2 | (51.1) |
| (i) Other. | 24.2 | (28.4) |

Question 9-b: this question is for those who chose (c) in Question 9.

Why has your household decreased its spending? (Choose all applicable answers.)

- | | | |
|--|-------------|----------|
| (a) My income has decreased. | 66.8 | (67.6) |
| (b) My income is not likely to increase in the future. | 43.3 | (46.9) |
| (c) The value of my household's non-financial assets such as real estate has decreased. | 3.5 | (3.3) |
| (d) The value of my household's financial assets such as stocks and bonds has decreased. | 9.4 | (9.2) |
| (e) My spending has fallen due to a decreased number of dependents in my household. | 12.4 | (10.7) |
| (f) Other. | 12.9 | (10.5) |

Question 10-1

How has your household changed its everyday spending such as on living and educational expenses compared with one year ago?

- | | | |
|--|-------------|----------|
| (a) Has increased. | 12.6 | (12.3) |
| (b) Has neither increased nor decreased. | 55.3 | (55.5) |
| (c) Has decreased. | 30.5 | (30.9) |

Question 10-2

How has your household changed its selective spending, such as on hobbies and leisure activities (spending other than asked in Question 10-1), compared with one year ago?

- | | | |
|--|-------------|----------|
| (a) Has increased. | 6.4 | (6.4) |
| (b) Has neither increased nor decreased. | 41.3 | (41.1) |
| (c) Has decreased. | 51.4 | (51.8) |

Question 11

How does your household plan to change its spending within the next twelve months?

- (a) Will increase. **5.6** (5.0)
- (b) Will neither increase nor decrease. **46.0** (46.6)
- (c) Will decrease. **48.0** (47.7)

Question 12

How do you think prices¹ have changed compared with one year ago?

- (a) Have gone up significantly. **14.3** (10.2)
- (b) Have gone up slightly. **55.8** (54.3)
- (c) Have remained almost unchanged. **26.4** (31.0)
- (d) Have gone down slightly. **2.7** (3.4)
- (e) Have gone down significantly. **0.4** (0.5)

Note: 1. Defined as overall prices of goods and services you purchase.

If you chose (a) or (b) in Question 12, please answer Question 12-a. If you chose (d) or (e), please answer Question 12-b. If you chose (c), please go on to Question 13.

Question 12-a: this question is for those who chose (a) or (b) in Question 12.

How would you describe your opinion of the price rise?

- (a) Rather favorable. **2.4** (3.0)
- (b) Rather unfavorable. **84.8** (82.0)
- (c) Difficult to say. **11.9** (14.2)

Question 12-b: this question is for those who chose (d) or (e) in Question 12.

How would you describe your opinion of the price decline?

- (a) Rather favorable. **31.3** (37.9)
- (b) Rather unfavorable. **38.8** (32.2)
- (c) Difficult to say. **25.4** (25.3)

Question 13

By what percent do you think prices have changed compared with one year ago? Please choose "up" or "down" and fill in the box below with a specific figure. If you think that they have been unchanged, please put a "0."

up
 Prices have gone about percent compared with one year ago.
down

Average¹ : **plus 5.5** (plus 4.1) percent
 Median² : **plus 3.0** (plus 3.0) percent

Notes: 1. Calculated by excluding 0.5 percent of the highest and lowest figures, respectively, in order to avoid extremes. (The simple average of this survey is plus **5.9** percent, and that of the previous survey was plus **4.2** percent.)
 2. The number that appears in the middle when the answers are listed in numerical order.

Question 14**What is your outlook for prices one year from now?**

- | | |
|-----------------------------------|----------------------|
| (a) Will go up significantly. | 6.9 (4.9) |
| (b) Will go up slightly. | 57.8 (60.2) |
| (c) Will remain almost unchanged. | 30.3 (29.6) |
| (d) Will go down slightly. | 4.3 (4.2) |
| (e) Will go down significantly. | 0.4 (0.4) |

Question 15

By what percent do you think prices will change one year from now? Please choose "up" or "down" and fill in the box below with a specific figure. If you think that they will be unchanged, please put a "0."

Prices will go **up** about percent one year from now.
down

Average¹ : **plus 3.7** (plus 3.3) percentMedian² : **plus 2.0** (plus 2.0) percent

Notes: 1. Calculated by excluding 0.5 percent of the highest and lowest figures, respectively, in order to avoid extremes. (The simple average of this survey is plus **4.0** percent, and that of the previous survey was plus **3.4** percent.)

2. The number that appears in the middle when the answers are listed in numerical order.

Questions 16 and 17 ask about your outlook for prices. Please answer these questions, disregarding the effects of the scheduled consumption tax hike.

Question 16**What is your outlook for prices over the next five years?**

- | | |
|-----------------------------------|----------------------|
| (a) Will go up significantly. | 18.2 (21.0) |
| (b) Will go up slightly. | 59.4 (59.1) |
| (c) Will remain almost unchanged. | 16.2 (13.6) |
| (d) Will go down slightly. | 3.6 (3.6) |
| (e) Will go down significantly. | 0.6 (0.9) |

Question 17

By what percent do you think prices will change per year on average over the next five years? Please choose "up" or "down" and fill in the box below with a specific figure. If you think that they will be unchanged, please put a "0."

Prices will go **up** about percent per year on average over the next five years.
down

Average¹ : **plus 3.7** (plus 3.5) percentMedian² : **plus 2.0** (plus 2.0) percent

Notes: 1. Calculated by excluding 0.5 percent of the highest and lowest figures, respectively, in order to avoid extremes. (The simple average of this survey is plus **4.0** percent, and that of the previous survey was plus **3.6** percent.)

2. The number that appears in the middle when the answers are listed in numerical order.

Question 18**What is your outlook for land prices?**

- | | |
|---------------------------|----------------------|
| (a) Will go up. | 25.2 (24.3) |
| (b) Will remain the same. | 38.9 (38.4) |
| (c) Will go down. | 34.6 (35.4) |

Question 19**How do you view the Japanese economy's growth potential in the long term?**

- | | |
|--|----------------------|
| (a) Has greater potential to grow compared to the current level of growth. | 2.6 (3.2) |
| (b) Has potential to grow at about the current level of growth. | 41.9 (44.5) |
| (c) Has less potential to grow compared to the current level of growth. | 54.3 (51.2) |

Question 20**In consideration of the situation one year from now, are you (or other family members) worried about employment and working conditions such as pay, job position, and benefits for the workers¹ in your family at their current workplaces?**

- | | All respondents | | Of which: workers |
|-----------------------|----------------------|--|----------------------|
| (a) Not particularly. | 19.4 (17.5) | | 21.1 (18.5) |
| (b) Slightly. | 48.5 (49.0) | | 46.3 (50.2) |
| (c) Quite. | 29.8 (31.4) | | 32.5 (31.1) |

Note: 1. Company employees, executives, civil servants, and part-timers.

Questions 21-(1) through 24-(3) ask about your recognition and credibility of the Bank of Japan.

1. In principle, asked semiannually in the June and December surveys, with the exception of the 46th round of the survey, conducted in June 2011.
2. Figures in parentheses for Questions 21-(2) and 21-(4) represent results of the previous survey (September 2016).
3. Figures in parentheses for questions other than the two above indicate the results of the 66th round of the survey (June 2016), excluding data from the two prefectures affected by the earthquake, namely Kumamoto and Oita prefectures in the Kyushu region, where the survey was not conducted.
4. Figures in angle brackets indicate the results of this round of the survey adjusted to exclude the data from the two prefectures mentioned above in Note 3.

Questions 21-(1) through 21-(4) ask about price stability, which is one of the Bank's two objectives. Please make the most applicable choice relative to these questions.

Question 21-(1)

Do you know that one of the Bank's objectives is to achieve price stability?

- | | | | |
|--|-------------|--------|----------|
| (a) Know about it. | 31.5 | <31.3> | (31.6) |
| (b) Have read or heard of it, but do not know much about it. | 47.4 | <47.4> | (45.8) |
| (c) Have never heard of it. | 20.8 | <21.0> | (22.4) |

Question 21-(2)

Do you know that the Bank has set the "price stability target" at 2 percent in terms of the year-on-year rate of change in the consumer price index (CPI)?

- | | | |
|--|-------------|----------|
| (a) Know about it. | 28.6 | (30.0) |
| (b) Have read or heard of it, but do not know much about it. | 33.2 | (38.9) |
| (c) Have never heard of it. | 37.9 | (30.4) |

Question 21-(3)

Do you know that the Bank has been implementing aggressive monetary easing measures to achieve the "price stability target" of 2 percent?

- | | |
|--|-------------|
| (a) Know about it. | 43.2 |
| (b) Have read or heard of it, but do not know much about it. | 37.7 |
| (c) Have never heard of it. | 18.8 |

Question 21-(4)

Specifically, do you know that the Bank has been conducting "Quantitative and Qualitative Monetary Easing with Yield Curve Control"?

- | | | |
|--|-------------|----------|
| (a) Know about it. | 24.4 | (33.9) |
| (b) Have read or heard of it, but do not know much about it. | 37.7 | (39.6) |
| (c) Have never heard of it. | 37.4 | (25.9) |

Question 22

Do you know that the other of the Bank's two objectives is to ensure the stability of the financial system?

- | | | | |
|--|-------------|--------|----------|
| (a) Know about it. | 28.4 | <28.1> | (30.2) |
| (b) Have read or heard of it, but do not know much about it. | 39.1 | <39.3> | (39.2) |
| (c) Have never heard of it. | 32.2 | <32.3> | (30.4) |

Questions 23-(1) through 23-(5) ask about your view of the Bank. Please make the most applicable choice relative to these questions.

Question 23-(1)

How would you describe your level of interest in the Bank's activities?

- | | | | |
|----------------------------------|-------------|----------|----------|
| (a) Interested. | 6.2 | < 6.0 > | (5.8) |
| (b) Somewhat interested. | 20.0 | < 20.1 > | (20.2) |
| (c) Difficult to say. | 29.5 | < 29.4 > | (28.1) |
| (d) Not particularly interested. | 30.2 | < 30.1 > | (30.7) |
| (e) Not interested. | 13.7 | < 13.8 > | (14.5) |

Question 23-(2)

How would you describe the Bank's relationship to our lives?

- | | | | |
|-------------------------------|-------------|----------|----------|
| (a) Related. | 36.0 | < 35.6 > | (35.2) |
| (b) Somewhat related. | 34.7 | < 34.9 > | (36.3) |
| (c) Difficult to say. | 18.5 | < 18.6 > | (17.6) |
| (d) Not particularly related. | 7.1 | < 7.1 > | (7.2) |
| (e) Not related. | 3.2 | < 3.2 > | (3.1) |

Question 23-(3)

How would you describe the Bank's contribution to our lives?

- | | | | |
|-----------------------------------|-------------|----------|----------|
| (a) Significant. | 14.9 | < 14.6 > | (13.8) |
| (b) Somewhat significant. | 27.1 | < 27.3 > | (27.6) |
| (c) Difficult to say. | 43.3 | < 43.4 > | (44.8) |
| (d) Not particularly significant. | 8.8 | < 8.8 > | (8.1) |
| (e) Not significant. | 5.2 | < 5.3 > | (5.2) |

Question 23-(4)

How would you describe the Bank's explanations to the public?

- | | | | |
|-----------------------|-------------|----------|----------|
| (a) Clear. | 1.0 | < 1.0 > | (0.7) |
| (b) Somewhat clear. | 4.8 | < 4.8 > | (5.8) |
| (c) Difficult to say. | 35.0 | < 35.1 > | (36.3) |
| (d) Somewhat unclear. | 38.9 | < 38.9 > | (38.4) |
| (e) Unclear. | 19.5 | < 19.5 > | (17.7) |

Question 23-a: this question is for those who chose (d) or (e) in Question 23-(4).

Why do you think the Bank's explanations are unclear? (Choose up to two answers.)

- | | | | |
|---|-------------|----------|----------|
| (a) Terms used in the Bank's explanations are too technical and difficult. | 44.8 | < 44.8 > | (39.8) |
| (b) I do not have basic knowledge about the Bank. | 41.5 | < 41.6 > | (41.5) |
| (c) I have difficulty understanding the mechanisms of the financial system and the economy. | 41.8 | < 41.9 > | (41.6) |
| (d) I have never had the opportunity to read or hear the Bank's explanations. | 25.1 | < 25.2 > | (25.3) |
| (e) I do not know how to obtain information about the Bank. | 11.7 | < 11.7 > | (13.0) |
| (f) The Bank's website is inconvenient. | 0.7 | < 0.7 > | (0.6) |
| (g) Other. | 3.2 | < 3.1 > | (2.8) |

Question 23-(5)**How would you describe your level of confidence in the Bank?**

- | | | | |
|---------------------------------|-------------|----------|----------|
| (a) Confident. | 12.5 | < 12.2 > | (12.1) |
| (b) Somewhat confident. | 27.2 | < 27.3 > | (28.3) |
| (c) Difficult to say. | 49.5 | < 49.7 > | (48.0) |
| (d) Not particularly confident. | 7.2 | < 7.2 > | (7.8) |
| (e) Not confident. | 3.1 | < 3.1 > | (3.0) |

If you chose (a) or (b) in Question 23-(5), please answer Question 23-b, but if you chose (d) or (e), please answer Question 23-c. Otherwise, please go on to Question 24-(1).

Question 23-b: this question is for those who chose (a) or (b) in Question 23-(5).**Why do you have confidence in the Bank? (Choose up to two answers.)**

- | | | | |
|--|-------------|----------|----------|
| (a) The Bank's activities are contributing to price stability and financial system stability. | 62.8 | < 63.0 > | (62.4) |
| (b) I support the content and intention of the Bank's policy. | 9.7 | < 9.8 > | (9.3) |
| (c) The Bank maintains a neutral position in conducting its policy. | 40.3 | < 40.3 > | (39.4) |
| (d) The Bank makes an effort to provide clear explanations to the general public about its activities, and to collect public opinion data. | 3.2 | < 3.2 > | (3.2) |
| (e) I have an impression that the Bank and its staff are sincere. | 17.0 | < 16.8 > | (18.7) |
| (f) Other. | 5.6 | < 5.5 > | (7.2) |

Question 23-c: this question is for those who chose (d) or (e) in Question 23-(5).**Why do you not have confidence in the Bank? (Choose up to two answers.)**

- | | | | |
|---|-------------|----------|----------|
| (a) The Bank's activities are not contributing to price stability and financial system stability. | 43.6 | < 43.8 > | (42.6) |
| (b) I am opposed to the content and intention of the Bank's policy. | 12.4 | < 11.9 > | (13.1) |
| (c) The Bank does not maintain a neutral position in conducting its policy. | 51.1 | < 50.7 > | (54.9) |
| (d) The Bank does not make enough effort either to provide clear explanations to the general public about its activities or to collect public opinion data. | 25.3 | < 26.0 > | (26.2) |
| (e) I have an impression that the Bank and its staff are insincere. | 19.1 | < 19.6 > | (15.2) |
| (f) Other. | 5.8 | < 5.9 > | (6.6) |

Questions 24-(1) through 24-(3) ask about the condition of Bank of Japan notes that you use in your daily life.

Question 24-(1)

How would you describe the condition of 10,000 yen notes?

- | | | | |
|-----------------------------|-------------|----------|----------|
| (a) Becoming worn. | 2.1 | < 2.1 > | (2.1) |
| (b) Becoming somewhat worn. | 7.8 | < 7.8 > | (7.8) |
| (c) Difficult to say. | 25.6 | < 25.7 > | (28.1) |
| (d) Relatively clean. | 52.2 | < 52.0 > | (49.8) |
| (e) Clean. | 12.0 | < 12.1 > | (11.9) |

Question 24-(2)

How would you describe the condition of 5,000 yen notes?

- | | | | |
|-----------------------------|-------------|----------|----------|
| (a) Becoming worn. | 2.5 | < 2.6 > | (2.1) |
| (b) Becoming somewhat worn. | 11.4 | < 11.4 > | (10.7) |
| (c) Difficult to say. | 29.9 | < 30.0 > | (33.1) |
| (d) Relatively clean. | 46.0 | < 45.9 > | (43.7) |
| (e) Clean. | 9.9 | < 9.9 > | (10.1) |

Question 24-(3)

How would you describe the condition of 1,000 yen notes?

- | | | | |
|-----------------------------|-------------|----------|----------|
| (a) Becoming worn. | 7.4 | < 7.4 > | (6.4) |
| (b) Becoming somewhat worn. | 25.5 | < 25.5 > | (25.0) |
| (c) Difficult to say. | 33.7 | < 33.7 > | (36.1) |
| (d) Relatively clean. | 27.7 | < 27.7 > | (26.6) |
| (e) Clean. | 5.6 | < 5.6 > | (5.5) |

Questions 25 through 28 ask about the payment behavior of households.

Figures in parentheses represent results of the 51st round of the survey, conducted in September 2012, with the exception of those for Questions 28 and 28-a, which represent results of the 45th round of the survey, conducted in March 2011.

Question 25

Which of the following payment instruments other than cash do you use daily?

(Choose all applicable answers.)

(a) Credit cards.	69.6	(57.5)
(b) Debit cards. ¹	4.3	(7.3)
(c) Prepaid cards.	18.0	(11.1)
(d) Electronic money (e-money).	25.7	(15.5)
(e) Cash on delivery.	25.7	(23.8)
(f) Payment at convenience stores and other agents.	37.1	(28.8)
(g) Credit transfers over the counter at banks or via Automated Teller Machines (ATMs).	46.1	(37.0)
(h) Online or mobile banking. ²	13.3	(9.7)
(i) Direct debit.	63.5	(64.5)
(j) Other than the above.	0.5	(0.2)
(k) Cash only.	5.6	(9.3)

Notes: 1. With debit card services in Japan, payments are automatically deducted from a customer's bank account after they present their cards, which are issued by banks, to retailers. There are two types of cards: (1) debit cards co-branded with credit cards, and (2) bank ATM cards.

2. Mobile banking is a service provided by banks that allows their customers to transfer money or check their account balances using mobile phones.

Question 26

How often do you use your debit cards?

(a) More than three times a month.	1.2	(0.8)
(b) Once or twice a month.	1.6	(1.1)
(c) A few times a year.	3.5	(5.4)
(d) Do not use or have any debit cards.	72.4	(60.9)
(e) Not familiar with debit cards or not interested.	19.2	(25.8)

If you chose (a), (b), or (c) in Question 26, please answer Questions 26-a through 26-c. Otherwise, please go on to Question 27.

Question 26-a: this question is for those who chose (a), (b), or (c) in Question 26.

Which debit cards do you use?

(a) Debit cards co-branded with credit cards.	51.1
(b) Bank ATM cards.	40.3
(c) Both of the above.	7.2

Question 26-b: this question is for those who chose (a), (b), or (c) in Question 26.

Why do you use debit cards? (Choose all applicable answers.)

- | | | | | |
|---|-------------|---|------|---|
| (a) I do not have to carry cash. | 56.1 | (| 46.9 |) |
| (b) The payment process is quick. | 35.3 | (| 35.6 |) |
| (c) The immediate deduction of the amount from my bank account prevents overspending. | 46.0 | (| 33.1 |) |
| (d) The spending limit is high. | 1.4 | (| 0.6 |) |
| (e) No commissions and annual fees are required. | 25.9 | (| 30.6 |) |
| (f) The cards offer rewards, including considerable points. | 19.4 | (| 26.3 |) |
| (g) Strong security protection. | 8.6 | (| 9.4 |) |
| (h) Other. | 5.0 | (| 5.6 |) |

Question 26-c: this question is for those who chose (a), (b), or (c) in Question 26.

If there are occasions when you do not want to use debit cards, which of the following are the reasons? (Choose all applicable answers.)

- | | | | | |
|---|-------------|---|------|---|
| (a) My preference to use cash. | 36.7 | (| 30.0 |) |
| (b) The bother of entering a PIN number. | 7.9 | (| 12.5 |) |
| (c) The limited places and times to use the cards. | 36.7 | (| 23.8 |) |
| (d) More useful payment instruments such as credit cards. | 18.0 | (| 21.3 |) |
| (e) There are spending limits. | 2.9 | (| 3.8 |) |
| (f) The rewards are small. | 20.1 | (| 15.6 |) |
| (g) Insufficient security protection. | 8.6 | (| 9.4 |) |
| (h) There are no such occasions. | 5.0 | | | |
| (i) Other. | 2.2 | (| 2.5 |) |

Question 27

How often do you make contactless payments by tapping your mobile phones against the payment terminal?

- | | |
|---|-------------|
| (a) More than three times a month. | 3.4 |
| (b) Once or twice a month. | 1.1 |
| (c) A few times a year. | 1.5 |
| (d) Have mobile phones with such a function, but do not use it. | 42.4 |
| (e) Do not have mobile phones with such a function. | 28.3 |
| (f) Not familiar with such functions or not interested. | 22.2 |

If you chose (a), (b), or (c) in Question 27, please answer Question 27-a. If you chose (d) or (e), please answer Question 27-b. If you chose (f), please go on to Question 28.

Question 27-a: this question is for those who chose (a), (b), or (c) in Question 27.

Why do you make contactless payments with your mobile phones? (Choose all applicable answers.)

- | | |
|--|-------------|
| (a) I do not have to carry cash nor cards. | 56.2 |
| (b) The payment process is quick. | 70.0 |
| (c) I can store credit using my mobile phones. | 36.9 |
| (d) No commissions and annual fees are required. | 20.8 |
| (e) I can earn reward points or get cashback. | 50.0 |
| (f) Strong security protection. | 3.8 |
| (h) Other. | 4.6 |

Question 27-b: this question is for those who chose (d) or (e) in Question 27.

Which of the following are the reasons why you do not make contactless payments with your mobile phones or do not have phones with such a function? (Choose all applicable answers.)

- | | |
|---|-------------|
| (a) My preference to use cash. | 41.4 |
| (b) The limited places to use such a function. | 4.4 |
| (c) More useful payment instruments such as credit cards. | 41.6 |
| (d) The rewards are small. | 6.6 |
| (e) Insufficient security protection such as in case of loss. | 51.0 |
| (f) Other. | 8.6 |

Question 28

How often do you use online banking, including mobile banking services?

- | | | | | |
|--|-------------|---|------|---|
| (a) More than three times a month. | 5.4 | (| 4.5 |) |
| (b) Once or twice a month. | 6.3 | (| 6.0 |) |
| (c) A few times a year. | 8.0 | (| 5.9 |) |
| (d) Have registered, but never used it. | 7.3 | (| 21.6 |) |
| (e) Would like to use it, but have not registered. | 12.2 | (| 7.9 |) |
| (f) Not familiar with it or not interested. | 57.6 | (| 51.0 |) |

If you chose (a), (b), or (c) in Question 28, please answer Question 28-a. If you chose (d) or (e), please answer Question 28-b. If you chose (f), please go on to Question 29.

Question 28-a: this question is for those who chose (a), (b), or (c) in Question 28.

Why do you use online banking? (Choose all applicable answers.)

- | | | |
|---|-------------|----------|
| (a) I can transfer money easily. | 77.7 | (67.5) |
| (b) I can check my account balance easily. | 56.6 | (56.6) |
| (c) I can manage account balances of several financial institutions altogether using smartphone applications or the Internet. | 14.3 | |
| (d) I can check and save my account statements. | 18.5 | (17.8) |
| (e) I can store credit on my e-money instruments. | 5.6 | (3.8) |
| (f) I can make transactions with services provided by banks, including time deposits, foreign currency deposits, investment trusts, and consumer loans. | 10.6 | (8.7) |
| (g) I can make transactions with services, such as online trading, provided by financial institutions including securities companies. | 9.6 | (6.0) |
| (h) I can use online banking anytime, anywhere. | 58.2 | (54.1) |
| (i) Commissions and fees are less expensive than those paid at bank counters or even ATMs. | 39.7 | (38.8) |
| (j) I can earn reward points. | 6.6 | (9.0) |
| (k) Strong security protection. | 3.3 | (1.9) |
| (l) Other. | 1.9 | (2.2) |

Question 28-b: this question is for those who chose (d) or (e) in Question 28.

Which of the following are the reasons why you do not use online banking? (Choose all applicable answers.)

- | | |
|---|-------------|
| (a) My preference to use bank counters. | 12.9 |
| (b) I use ATMs and do not need to use online banking. | 60.7 |
| (c) The limited transactions available. | 1.6 |
| (d) The bother of registration. | 23.8 |
| (e) Insufficient security protection. | 56.2 |
| (f) Other. | 2.4 |

This last set of questions asks about you and your household. Although these include questions of a personal nature, they are only used for analyzing the survey results. We would be very grateful for your responses.

Question 29

Are you male or female?

- | | |
|-------------|----------------------|
| (a) Male. | 46.2 (48.6) |
| (b) Female. | 53.8 (51.4) |

Question 30

What age group are you in?

- | | |
|------------------|----------------------|
| (a) 20–29. | 10.4 (8.0) |
| (b) 30–39. | 12.5 (13.6) |
| (c) 40–49. | 18.8 (18.6) |
| (d) 50–59. | 17.9 (17.6) |
| (e) 60–69. | 20.6 (22.3) |
| (f) 70 or older. | 19.8 (20.0) |

Question 31

How would you describe your current employment situation?

- | | |
|---|----------------------|
| (a) Person working in agriculture, forestry, or fisheries. | 2.0 (2.7) |
| (b) Self-employed, working for a family business, or professional worker. | 7.4 (8.8) |
| (c) Regular employee (company employee, executive, or civil servant). | 37.7 (36.4) |
| (d) Non-regular employee (part-timer). | 14.8 (16.1) |
| (e) Other (e.g., full-time homemaker, student, pensioner, or unemployed). | 37.8 (35.4) |

Question 32

How much income did you and your spouse earn last year? (Annual income before deducting taxes; excludes temporary income such as retirement allowance and income from land sales, but includes pensions.)

- | | |
|---|----------------------|
| (a) Less than 3 million yen. | 36.1 (38.2) |
| (b) 3 million or more but less than 5 million yen. | 29.0 (28.1) |
| (c) 5 million or more but less than 10 million yen. | 24.2 (23.4) |
| (d) 10 million yen or greater. | 6.9 (6.4) |
| (e) No income. | 3.0 (3.1) |

Question 33

Which of the following describes the composition of your household?

- | | |
|--|----------------------|
| (a) Single-person household (live by myself). | 11.8 (10.8) |
| (b) Married-couple household (myself and my spouse). | 26.3 (28.4) |
| (c) Two-generation household (nuclear family). | 51.3 (49.1) |
| (d) Three-generation household (extended family). | 8.7 (9.5) |
| (e) Other (e.g., household consisting only of siblings, friends, or grandparents and grandchildren). | 1.8 (1.8) |

Please freely give us your comments or express wishes relative to the Bank's policy and/or operations.

- | | |
|--------------------------|----------------------|
| (a) Offered comments. | 18.5 (19.5) |
| (b) Offered no comments. | 81.5 (80.5) |