Intermediary for Livability of the Elderly in Aging Community
-A case study of Anshin NETWORK, Kitakyusyu City

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1. Introduction

In order that elderly people continue to live in the area for secure-living (hereinafter referred to as Livability), it is necessary to figure out the diversified and specialized needs and provide them flexible and needs-oriented service such as formal ones like the activities by care insurance coordinated with local informal ones. Also it is necessary to build up a system which continue to work in local community. Such kind of approach is an urgent issue especially in urban area where the community is not-so-friendly, however there are few achievements.

It is necessary for providing needs-oriented service to cooperate with other actors and build up a scheme supporting actors in local community where various services are provided.

In this study, I define such support which is continuously needed in local community as “intermediary”. Figuring out structurally in local community to realize providing needs-oriented service, there exist 3 actors, “residents who have needs”, “service providers” and “policy makers.” This study focuses on supporting activity among these actors or service provider and aims to clarify the role of the role of intermediary which has not been discussed in the process of structuring in supporting system local community.

This study pays attention to Kitakyushu-City where the aging and depopulation began ahead of other

Table 1. an outline of Kitakyushu-city

<table>
<thead>
<tr>
<th>location+area</th>
<th>northwest, Kitakyushu-city face the Dokoawan</th>
<th>67.87km²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of districts</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>managed in each elementary school</td>
<td></td>
<td></td>
</tr>
<tr>
<td>population</td>
<td>89,225 (decrease since 2001)</td>
<td></td>
</tr>
<tr>
<td>the rate of elderly</td>
<td>22.4% (Kitakyushu-city 21.3%)</td>
<td></td>
</tr>
</tbody>
</table>

Figure 1. Location of Kitakyushu-city
cities and built up comprehensive supporting scheme in local community as a clue (figure 1, table 1). This study especially intends to “Anshin-Network” in Wakamatsu-Ku which has fulfilled the role of intermediary since 1993 and acted aggressively and aims to show the whole concept of local support from the viewpoint of intermediary.

2. Methods of Study

2-1 The Theoretical Framework of This Study

It is necessary for organizing and analyzing on the intermediary in local community to show “intermediary” is intermediate between what and what and what are the contents of support. Figure 1 shows basic approach to understand local support from the viewpoint of “intermediary.” There are a lot of kinds of service dealing with stable living of the aged people, such as services provided by different formal sectors like insurance, medical care and welfare. And they are provided through some sort of service providers. Therefore we find that these 3 supports — A, B and C in figure 1 in are necessary in the process of providing needs oriented support. The role of intermediary is to support these 3 kinds of support and solve the problems. 3 issues consist of 1. issues between the field and policy which come from the lack of understanding about field or policy (A in F2), issues come from the low quality of service providers (B in F2) and issues which arise in the process of connecting needs and services (C in F2).

2-2 “Anshin-Network”

In Kita-Kyusyu City since 1993 they have operated an activity of administrative district “Anshin-Network” which builds up the scheme which totally provides health, medical and welfare service and support activities in elementary school district as activity of promoting local welfare. Figure 3 shows the overview of “Anshin-Network.”
Anshin-Network is rooted in local community, figures out local community from comprehensive viewpoint such as involving various actors and issues and is considered to play the role to support 3 supporting activities mentioned above. I look on “Anshin-Network” as intermediary which is necessary in local community and figure out the current status of these 3 supports A, B and C in Figure 2.

2-3 Summary of the Research

The researches were conducted three times in Wakamatsu-ku Kita-Kyushu City. This study focuses on analyzing the data given by interview survey to figure out providing needs oriented service to the aged people systematically and concretely. The objects of this survey were “the enterprises” means the representative and 14 stuff people who belong to the service enterprise in Wakamatsu-ku supported by “Anshin-Network” (table2-1). “The local” means the representative and 12 stuff people of local organization (table2-2).
3. The Role and Contents of Support A

3-1 The Major Function of Support A

First of all I focus on Support A which officers and members of the medical association started and clear up the function based on the typical opinion about the effect by the participation of Anshin-Network. Also I break down the participants by the type of motivation and look at the needs of participants. After that I examine Support B and C in turn which have started to play the role with various participants in the process of activities.

Support A plays the role of solving problems between service providers and policy makers such as city. Table 3 shows the major opinion of enterprises and locals organized by function. The function of Support A is found to be separated into three parts mentioned below.

(1) “building up trust and relationship”

The people of enterprises and locals treat as the opportunity of building up the relationship and trust among administration and service providers. The enterprises which have some truck records treat as the opportunity of keeping the trust. Small enterprises tend to treat as the opportunity of building up yokefellow.

(2) “taking and sharing information”

Many people of enterprises and locals treat as the opportunity of taking various information such as needs or problems. Since it is the only neutral and fair actor, they see as the chance to various information in order through the activity of local care workshop. The inquiry survey shows there are many people(78.3%) whose motivation is taking information.

(3) “obtaining an opportunity of policy-proposing making”

Most of the people treat as the only actor of local problem solving and proposing who represents local community. It has the role of representing
local community which examine the problem solving scheme in the local care workshop and reflecting them in the policy of city or district. The inquiry survey shows that it is one of the function which is mostly expected to enterprises.

Analyzing the characteristic of motivation to participate of enterprises and locals based on table 3, in which the evaluation for each elements is organized by participating service providers, there are 3 types of service providers who participate in Anshin-Network. I. Type of focusing on policy proposing II. Type of taking comprehensive function III. Type of focusing on PR.

3-2 The Type of the Supplier of the Commitment Service and the Expansion of Support A’s Function

The activity of Support A develops the scheme which changes the function of Support A itself other than the function among service providers and policy makers. The type of focusing on policy proposing which takes the function of building up trust and proposing policy aggressively and the type of taking comprehensive function in locals not only participate as committee member but also commit and express their opinion aggressively and continuously to the activity of Anshin-Network through private human network and collaborative activities of business. This kind of participants were found to be momentum of spreading out the activity expected from the very beginning in Support A, that not only suggest the activities which Anshin-Network should to cope with but also request for weak service provider.
4. The Role and Contents of Support B

4-1 The Major Function of Support B

Support B which derives from the spreading from the activity of Support A aims to the improvement of the quality of the resource of local service plays the role of supporting for low-quality service and organizational operation. Table 4 arranges by function based on the major opinions of enterprises and locals. Support B is found to have 3 functions mentioned below.

(1) “taking human resource”

Especially the management people of enterprises think that they can get the support of recruiting and training human resources through face-to-face relationship in Anshin-Network. There are some activities which some enterprises cooperate together, for example an enterprise helps the other enterprise start up meal delivery service. Also there is a case which treats the activity with Anshin-Network as development of human resource as for the locals.

(2) “taking advices”

As for the enterprises, they give advice for the enterprises develop stably when they face to the confusion on systemic revision or declining service levels. The member of Anshin-Network and head office aggressively engage with the operation of the organization such as being director or comprising a steering committee. As for the locals it works as the opportunity which they can get the support for business development in the activity without experience such as positive health.

(3) “taking evaluation, self-confidence and vitality”

It works as the opportunity of reevaluation of their activity by getting an overview of the local community for example laying out the activity of various service provider and exemplary solution or understanding the local issue which should be coped with. Also the workshop of local care works as the
opportunity of receiving the opinion of local community and it gives participants self-trust and vitality by reflecting their opinion to the scheme or system and expecting it. The enterprises which participate very often and the locals which conduct cooperative activity treat like this.

In Support B, analyzing the motivation of participants of enterprises and locals based on table 4 which organizes the evaluation for each element by service providers, it shows that there are 2 types of service providers which participate in Anshin-Network namely I. the type taking self-confidence and vitality and II. the type taking comprehensive function.

4-2 The Type of the supplier of the commitment service and the expansion of Support B’s function

I can see the activity that the service providers which participate aggressively (to Anshin-Network) such as the type taking comprehensive function in enterprises and the locals finds the way to solve each problem which derives between residents who have needs and service providers such as finding each needs in local community and problems which arise through the provider’s activity.

5. The Role and Contents of Support C

5-1 The Major Function of Support C

Support C which is built up on the base of the close relation with the activity of Support B plays the role that solves the problems between residents who have needs and service providers or lighten the burden. Table 5 organizes in each function based on the similar contents of major opinion in the enterprises and the locals. Support C is found to have 2 functions as follows.

<table>
<thead>
<tr>
<th>function</th>
<th>business establishment groups</th>
<th>community service groups</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>participates positively</td>
<td>sometimes participates</td>
</tr>
<tr>
<td>acquisition of human resources</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>fostering of personnel responsible</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>advice for service</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>advice for company affairs</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>self-evaluation, motivation and confidence</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>opportunities of self-evaluation</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>motivation and confidence</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
(1) “finding needs”

In the enterprises it works as the opportunity of taking support for finding various needs of local community by the relationship in Anshin-Network and local care workshop, for example taking the way of finding new needs which derives from the change of the elderly such as stop-at-home or dementia crisis and information supplement from other service provider on more complicated and difficult needs.

(2) “taking the way of problem solving”

The participation of Anshin-Network works as the opportunity in which they take the appropriate way of solving the problems which they face by collaboration with professionals and other enterprises. Also it works as the opportunity of leading needs to the appropriate service providers among the professionals, the enterprises and the locals. Furthermore the close and continuous relationship with Anshin-Network leads to the knowledge of the activity of service providing and as a result works as the opportunity of achieving accountability of the way of service providing.

<table>
<thead>
<tr>
<th>Table 5: a composition of the main opinion obtained from the interview for supportC</th>
<th>business establishment groups</th>
<th>community service groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>function</td>
<td>participates positively</td>
<td>sometimes participates</td>
</tr>
<tr>
<td>Discovery of needs</td>
<td>a1 c1 c2 c1 e1 f1 a2 b2 d2 d3</td>
<td>1</td>
</tr>
<tr>
<td>Discovery method</td>
<td>discover a need to my service</td>
<td>0</td>
</tr>
<tr>
<td>Acquisition of solution</td>
<td>solution for needs</td>
<td>0</td>
</tr>
<tr>
<td>Improvement of quality of service</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Acquisition of opportunity for accountability of approach</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

Analyzing the characteristics of motivation of participation in enterprises and the locals based on table 5 which organized the evaluation of each factor by the service providers, in Support C there found to be the 3 types of service providers that participate in Anshin-Network—I. the type focusing on accountability, II. the type of mutual assistance and III. the type of taking comprehensive function.

6. Conclusion

In this study I defined the activity for supporting various actors and their cooperation to realize service providing which meets the needs of the elderly
and solving problems of local community as Intermediary. I organized the role and function on the base of opinions on the effect which the participants can get through the engagement with Anshin-Network in accordance with the concept model of intermediary. From what I gather the 3 types of support which began with Support A have enlarged the function by the aggressive engagement of participants. Also I got a hint to know the needs of participants for the Anshin Network and the significance of the existence of intermediary by categorizing the types of participation by motivation.

“The type of taking comprehensive function” which is found in every support especially in the locals which acts in collaboration with Anshin-Network mentions the significance of the role and necessity of continuous participation. Historically there have been a lot of centralized activities organized by ward offices and local doctor’s association center, however more accessible partnership for local communities is necessary hereafter as we see in the comments by the locals. Also there are independent activities beyond the barrier of support / supported relation such that the participants cooperate with each other like “type of mutual assistance” as we saw among small-sized enterprises. Intermediary has extended and converted the role by its activities so far and it is hoped that intermediary extends its participation from small communities which is provided only limited area at present to other areas and supports mutual assistance among participants which is found partially now.

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