



Harassment, Assault, and Discrimination Survey Report

2021 National AJET

Spring Survey: First Edition

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National AJET - Spring 2021 Survey Report

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ABBREVIATIONS

Throughout this report, the following abbreviations will be used for common terms in relation to the JET Programme:

NAJET: The National Association for Japan Exchange and Teaching

ALT: Assistant Language Teacher

CLAIR: Council of Local Authorities for International Relations

CIR: Coordinator for International Relations

CO: Contracting Organization

JET: Japan Exchange and Teaching (Programme)

JETs: Japan Exchange and Teaching Programme participants

PA/RA/JPA: Prefectural Advisor/ Regional Advisor/ Japanese Prefectural Advisor

GIH: General Information Handbook

SDC: Skills Development Conference

JETAA-I/ JETAA : Japan Exchange and Teaching Alumni Association International

Harassment, Assault, and Discrimination Survey Report

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Executive Summary

The primary focus of this survey was to measure the prevalence of harassment, assault, discrimination, and overtime work within the JET Programme. We also collected information on how the COVID-19 pandemic has affected JET Programme participants; how effective the current PA system, network, and training is, and what can be done to improve it; and how NAJET and CLAIR can better improve their transparency and communications with JET Programme participants.

After analyzing all of the survey data, we have come to the following conclusions:

- 1) Harassment, assault, and discrimination are quite prevalent in the JET Programme. About 50% of the women JET participants who responded to this survey reported directly experiencing such an occurrence. Although CLAIR has recommended that victims report such occurrences to their CO, PA, or the police, an overwhelming majority of people who have done so said this approach was ineffective. An overwhelming majority also say the information in the General Information Handbook (GIH) regarding sexual harassment makes little difference in practically dealing with this issue. NAJET also believes CLAIR could do more in bringing attention to what changes have occurred in the GIH.
- 2) There are two separate issues regarding overtime, largely related to job type on the JET Programme:
 - a) 63% of ALTs work a few hours of overtime, sometimes on a regular basis, and 43% do not receive compensatory time off for this overtime. Many ALTs report that this is because there is no system to keep track of their overtime hours.
 - b) 76% of CIRs work overtime, and often in larger quantities than ALTs. While 77% of CIRs report receiving timely compensatory time off for overtime work and do have a reporting system to record their overtime hours, a significant number have such a heavy workload that they are too busy to actually take this time off before it expires.
- 3) COVID-19 has affected virtually everyone in the world negatively, but an alarming number of JET Programme participants have not had guaranteed access to sick leave during this pandemic. In addition, over 60% of JET Programme participants say their workplaces' COVID-19 prevention measures have been inadequate. A majority also feel the communication between CLAIR and their CO regarding the states of emergencies and the pandemic has not been clear nor consistent.
- 4) JETs report that their CO's guidance for mental and physical health issues is generally acceptable, although views are a bit mixed. Naturally, some people do have issues getting help out of the large number of Programme participants.
- 5) PAs are very well trusted, but PAs report a desire for better training and networking. Some PAs are also assigned to this position but have no desire to do it.
- 6) JET participants' trust in CLAIR and NAJET is gradually declining. Trust in the PA system remains steady but there remain issues that can be improved.

In response to these identified issues, NAJET recommends:

- 1) There is no single or easy solution to address the issues of harassment, assault, and discrimination. However, as a start we recommend that all JET Program participants are given information about these issues at Tokyo orientation, including how prevalent they are for foreigners in Japan, some cultural differences surrounding how they are dealt with, and how to deal with them should they

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occur. Materials should also be given out by Prefectural Advisors or whoever organizes prefectural or municipal orientations. This material should be reinforced and/or redistributed during the Skills Development Conferences or through updates given to JETs via email during the year.

- 2) CLAIR should do more to ensure that *all* JET Programme participants have guaranteed access to compensatory time off for overtime work. Overtime work cannot always be avoided, and there needs to be a unified system to ensure participants' rights as employees.
 - a) CLAIR should provide guidelines for all COs on how to make a reporting system to keep track of ALTs' overtime work. CLAIR should also require or at least strongly encourage all COs to use these systems.
 - b) We strongly recommend that CLAIR provide a reporting system for CIRs that are experiencing persistently heavy amounts of overtime work that they are not receiving any time off for. We understand that CLAIR does not want to directly instruct COs on such issues and that every situation is different, but we do think that CLAIR has an obligation to make sure that contract hours and overtime compensation are generally consistent throughout the JET Programme. Therefore, CLAIR should designate some party to help negotiate between JET Programme participants and COs who are struggling to implement a reasonable workload and conditions, in order to attain the best conditions for both parties.
 - c) CLAIR should provide more guidance and support to PAs trying to find a way to implement an overtime reporting system for their JETs in their prefecture.
 - i) We also recommend that there should be a way for JETs who are PAs to record their overtime hours that are related to their PA duties.
- 3) CLAIR should ensure that all JET Programme participants have guaranteed access to sick leave specified in their contracts, especially in light of a pandemic. Also, JET participants generally commented that more authoritative and consistent communication should have been provided from CLAIR in response to the pandemic and states of emergencies. NAJET seconds this sentiment should COVID-19 continue to be a pervasive cause for concern or another similar crisis occurs in the future.
- 4) COs generally seem to provide adequate support for assisting participants in receiving treatment for mental and physical health. There is always room for improvement, but there are no immediate recommendations.
- 5) New PAs should be informed that they are assigned to this position and provided some training materials before arriving in Japan. The training materials and programs should also be updated annually based on participant feedback (they may already be updated annually, but many PAs still don't feel the materials help them prepare enough). We also think that PAs will perform better if they actually have a desire to fulfill this role. For this reason, if possible, we think unwilling JET participants who are assigned to the PA position should be able to decline this role and that local JET chapters should source their PAs out of a willing applicant pool. The majority would also like a PA representative on NAJET.
- 6) CLAIR has reduced its number of annual opinion exchange meetings with NAJET from two to one. We recommend that CLAIR maintain two meetings with us per year, and we will do our part to be more responsive to the concerns of JET Programme participants. In the next year, NAJET plans to implement regular online hearings with JET Programme participants across Japan so that they can voice their concerns to us regularly and directly.

Introduction

Over the past decade, it has been increasingly apparent that harassment, assault and discrimination, and overtime work runs rampant within the JET Programme Experience. Many current JETs and alumni often share their experiences online or in JET forums to bring awareness to various situations that one may encounter during their time on JET. Some experiences also occasionally get picked up by the press in Japan and foreign countries.

Despite these incidents coming to light throughout the years, there has been little change to how these incidents are handled or viewed by the parties related to the Programme.

During the 2020 Opinion Exchange in December, NAJET asked CLAIR a series of questions in regards to how these incidents are handled. CLAIR responded that these incidents should be handled by local government agencies or individuals, in particular through JET's COs and PAs. This advice has been the standard for the past decade and has remained relatively unchanged.

While putting together the survey, NAJET believed that while the advice is of good faith, more can and should be done to protect JETs in their workplaces and communities.

Previously NAJET has held surveys on similar topics, including: 2018 Spring - Health and Well-being Resources, 2012 Spring - Evaluation of the Support System for JET Participants, 2011 Spring - Mental Health, and 2009 June - Sexual Harassment. While these surveys are incredibly useful to draw upon, many of them are a decade old and cannot accurately reflect the various recent experiences of JETs. A few surveys conducted by NAJET between 2019-2020 were never published by their respective councils and thus we are unable to draw upon them in this report.

Another aspect of the survey was to measure perceptions of NAJET, CLAIR, and PAs.

A few of the things that the 2020-2021 NAJET council realized when they assumed their positions was that there were misconceptions and misunderstandings between NAJET council members and JETs in general. Additionally, it was believed that awareness of NAJET's role and activities have steadily decreased after 2018. NAJET also believed that these problems were not limited to them but extended to how JETs perceive their PAs and CLAIR.

Thus, NAJET created various surveys targeting all current JETs (ALTs, CIRs, SEAs) and alumni to help paint a clearer picture of what many JETs have faced recently and in the past, and why awareness or trust in these local and national organizations may have declined. The surveys also included a section to better understand perceptions and see if they have any effect on the JET experience itself.

The objectives of these surveys were :

1. to measure how prevalent harassment, assault, and discrimination is on the JET Programme and whether approaches recommended to participants (such as reporting it to the police, reporting it to their CO, reporting it to the Prefectural Advisors (PAs)) have had positive responses;

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2. to see how many participants work overtime and whether they are able to use compensated overtime (if they have access to it);
3. to see what effects COVID-19 has had on JET participants' experiences;
4. to see whether JETs feel that their contracting organization (CO) has provided adequate guidance for mental or physical health issues;
5. to determine how effective the current PA system and training is, and what can be done to improve it;
6. to measure current perceptions of AJET, CLAIR, and PAs;
7. to better understand JET Programme participants' future aspirations so that we can offer better resources for their professional development.

In order to focus on changes to improve the current JET Experience, the Alumni results of this survey will be explored in a separate report.

Methodology

The data in this report was collected via four surveys conducted by the National Association for Japan Exchange and Teaching (NAJET) over the period from April 1st, 2021 to July 15th, 2021. This questionnaire was offered through Survey Monkey and promoted to current and alumni JET Programme participants on official AJET online media venues, including the NAJET Facebook page, the 11 National AJET Block pages, and the NAJET Instagram. NAJET also sought the assistance of Prefectural Advisors to reach more JETs directly—around 65% of Prefectural Advisors were able to successfully share the surveys with JET participants. JETAA-I and various JETAA chapters also assisted in getting alumni to respond to the alumni survey.

The questionnaire was conducted in English and Japanese and consisted of multiple-choice questions, yes/no questions, short-response questions, long response questions, and scale questions.

Previously NAJET would create one survey to target ALTs, CIRs, SEAs, PAs, and Alumni alike. However, in some prior NAJET surveys' feedback, some participants (particularly CIRs) responded that the survey content was too heavily focused on ALTs and hence they believed that non-ALTs may not be motivated to fill out future surveys. In an effort to combat this, NAJET decided to create a survey for each group of the JET Programme as well as seek feedback from CIRs in question making.

NAJET also sought feedback from CLAIR, JETAA-I, and special interest groups such as AJET Peer Support Group, JETs of African Descent, and Asian Pacific Islander AJET groups to better engineer the survey for JET Participants.

Several sections of the survey relied on an open-ended answer format or an additional answer format, this was chosen to gather firsthand opinions from the JET community without imposing initial interpretive biases. The open-ended format also reduces the probability that respondents may misinterpret the question by focusing on their answers more than their understanding of the question or supplied answer choices. This allows the report analysis team, as well as other readers, to interact with the most unadulterated data possible. Much of this resulting input is incorporated in the qualitative analysis sections of "Results and Discussion."

The ALT/SEA survey consisted of 18 sections and 69 questions, the CIR survey consisted of 18 sections and 67 questions, the PA survey consisted of 7 sections and 21 questions, and the Alumni survey consisted of 12 sections and 45 questions.

All demographic data has been rounded to the nearest hundredth of a percent, and all other data has been rounded to the nearest whole number.

We cite a small amount of outside research, detailed in a reference section at the end, to explain why we analyzed some data the way we did.

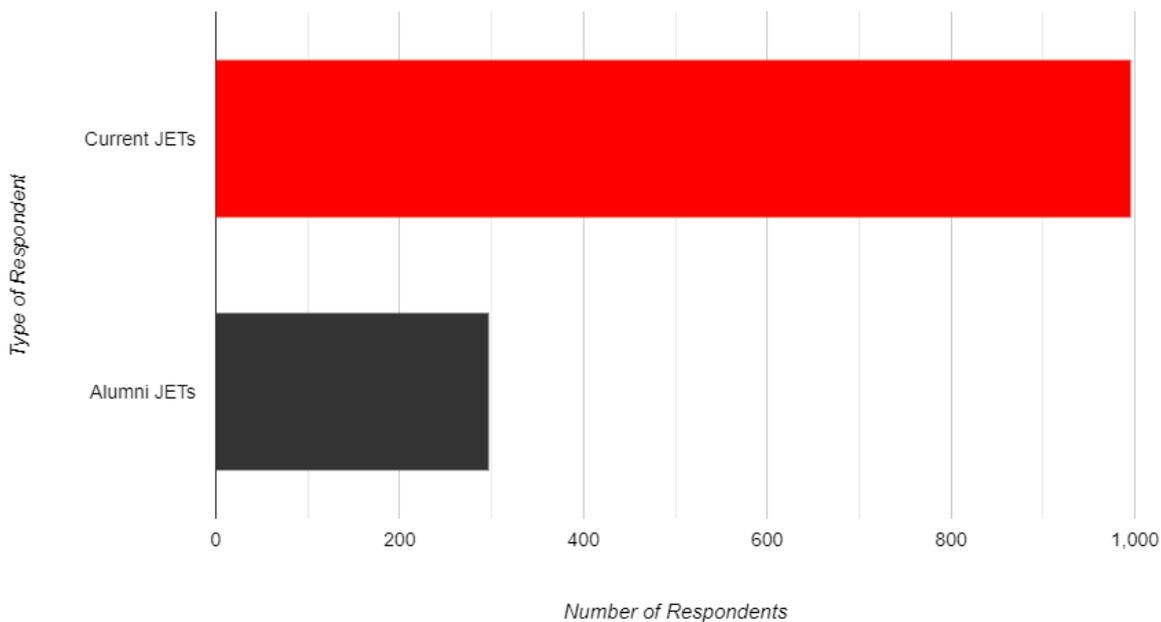
Results

Figure 1: Total Respondents



Altogether, 1356 responses were received— 882 ALT/SEA responses (876 ALT responses, 5 SEA responses), 113 CIR responses, 63 PA responses, and 298 Alumni responses.

Figure 2: Current and Alumni Respondents



In total, we received 995 current JET responses and 298 Alumni JET responses (excluding PA responses).

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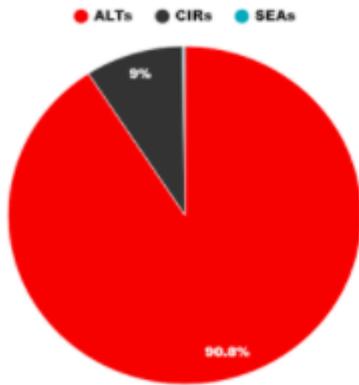


Figure 3: Makeup of Current JETs – based on data from CLAIR 2019

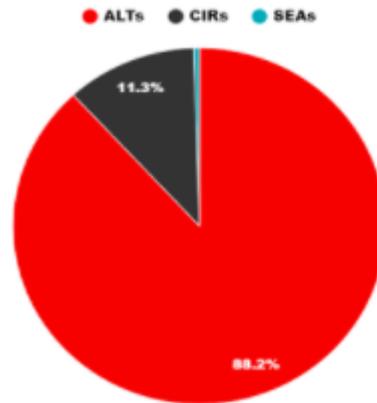


Figure 4: Makeup of Current JETs Respondents to the survey

These results are congruent with the overall breakdown of JET Programme participants: 90.8% are ALTs, 8.9% are CIRs, and less than 0.2% are SEAs (This is based on CLAIR data from 2019. There was a sizable decrease of JETs in 2020/2021 due to COVID-19. However, official data has not been published on the precise changes in participant numbers).

995 current JET responses account for approximately 20-25% of JETs on the Programme at the time of the survey (it is estimated there were between 3600-4000 current JETs).

There were respondents from every prefecture except for Kanagawa. As a result, from this point on, when the report refers to “all prefectures” it is excluding Kanagawa prefecture.

In order to cross-check accuracy in regards to the representation of JETs in each prefecture, we asked PAs to confirm the amount of current JETs they had between April-July 2021. Taking into account that NAJET does not have access to all PA contact information and that some PAs did not respond to emails put forth, NAJET believes, based on the data we received from 65% of PAs, that we were able to get at least 20% of JET participants in each prefecture to respond to these surveys.

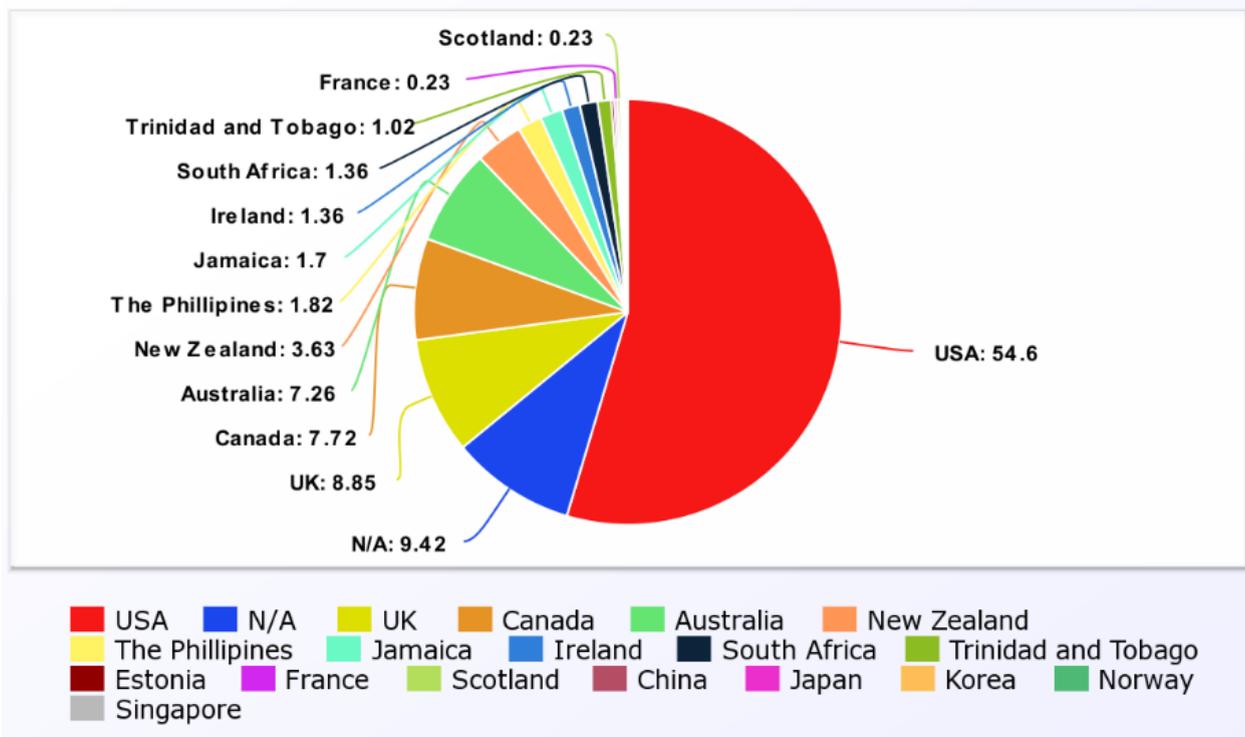
ALT/SEA Survey

Demographics

Data

876 ALTs , 5 SEAs, and 1 Tenured English teacher responded to this survey.

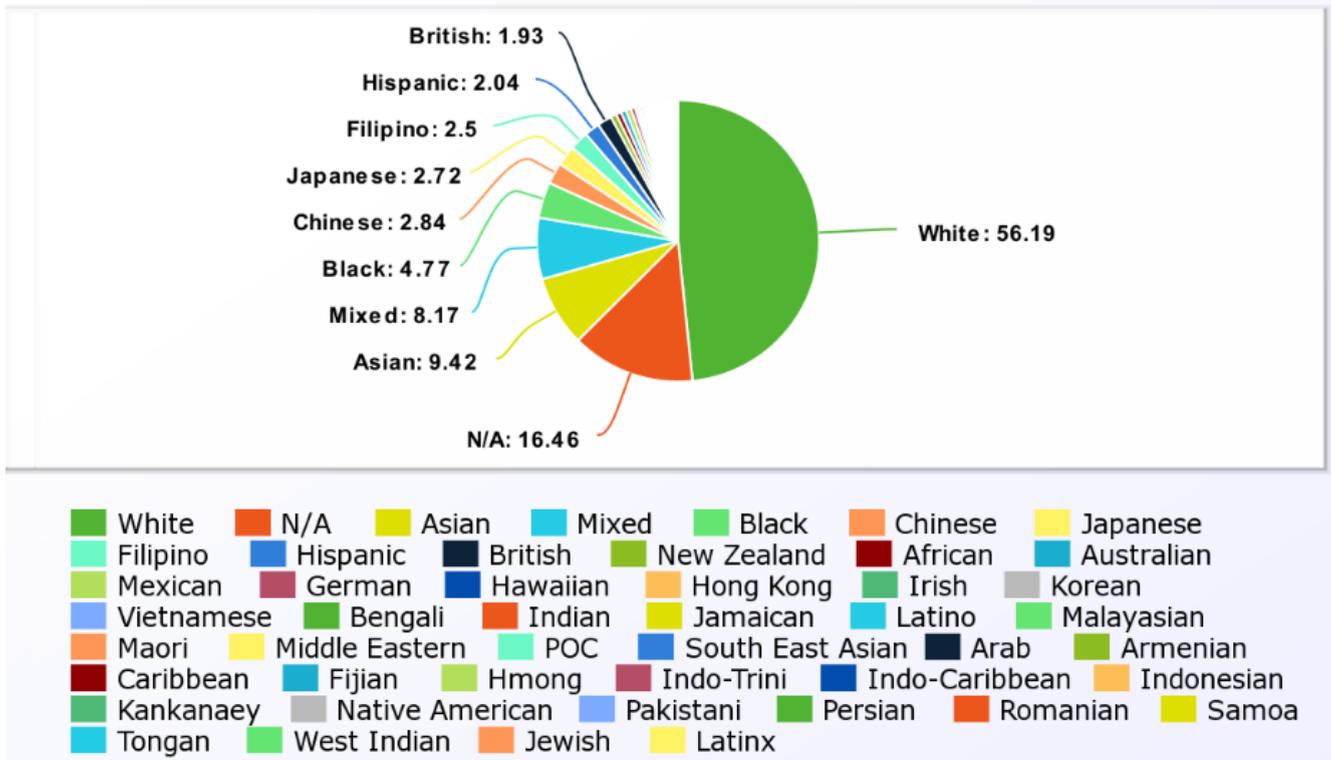
Figure 5 : ALT & SEA Nationalities



Responses were received from all prefectures except from Kanagawa and Wakayama.

Respondents listed 19 nationalities. The majority of responses were from the USA (54.6%) followed by the UK (8.9%), Canada (7.7%) and Australia (7.5%).

Figure 6 : ALT & SEA Ethnicities



Respondents listed 47 ethnicities. The majority of respondents (56.2%) identified themselves as White. The next most common ethnicities were Asian (9.4%), Mixed (8.2%), and Black (4.7%).

Some responses listed multiple ethnicities and they were individually categorized and included in all categories that they provided (for example, if they listed 2 ethnicities and said they were mixed, their data was included in 3 entries—in both the individual ethnicity totals that they identified with and in the mixed total).

The age range of respondents is 22 to 54. The majority of respondents (67.9%) fall between the 24-30 age range.

The majority of respondents were women (62.2%), compared to men (32.1%). In regards to those who chose “other” (5.8%) as an answer, 54% responded with N/A, 38% responded as non-binary, 4% responded as gender-fluid, and 4% responded as agender. Based on this data, women are far more likely to do the Programme than men. However, this result may be misleading as women are more likely to complete surveys than men (Smith, 2008).

Regarding the type of contracting organization, 44.2% of the ALT/SEA respondents were contracted on a prefectural basis, 50.3% of the respondents were municipal, 4.7% were private, and 0.7% responded “other.”

The largest number of respondents (40.8%) were in their 2nd year of JET.

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While the JET contract is typically 5 years, some prefectures still have a 3-year limit. However, due to COVID-19, CLAIR allowed for JETs to recontract for a 6th and 7th year (7th year beginning from July 2021). This survey saw 5.3% of respondents report being in their 6th year. Also due to COVID-19, there were very few 1st year ALTs/SEAs—2.7% responded to our survey.

Discussion

CLAIR data from 2019 includes information on ALTs from 29 countries and SEAs from 8 countries. Due to COVID-19, many participants likely chose to return to their own country due to a variety of reasons, resulting in the lower number of recorded nationalities in this survey.

Some responses seemed to also indicate that they were not sure what the difference between a nationality and ethnicity was—these were labeled together with N/A responses respectively. In future surveys, we will provide definitions of these terms to avoid this confusion.

Special Interest Groups hypothesized that there is an over-representation of JETs that self-identify as white. Data from this survey suggests that they are correct. There is no official data that records the ethnicity of JETs. Special Interest groups would like to see more non-white participants get involved in the JET Programme to help promote diversity and multiculturalism.

Many JETs join the Programme after finishing their undergraduate degree. This is evident in the respondent age groups with the majority (66.7%) of ALTs/SEAs being under 30 years of age. However, there are some who are part of the Programme who are 40 or older (1.5%), demonstrating that there is no real age barrier for the Programme (previously there was an age limit). Since the formal age barrier has been lifted, we can see in the data that this has expanded age diversity in the Programme a little.

In regards to gender, the data suggests that more ALT/SEAs are women than men. . However, this result may be misleading as women are more likely to complete surveys than men.

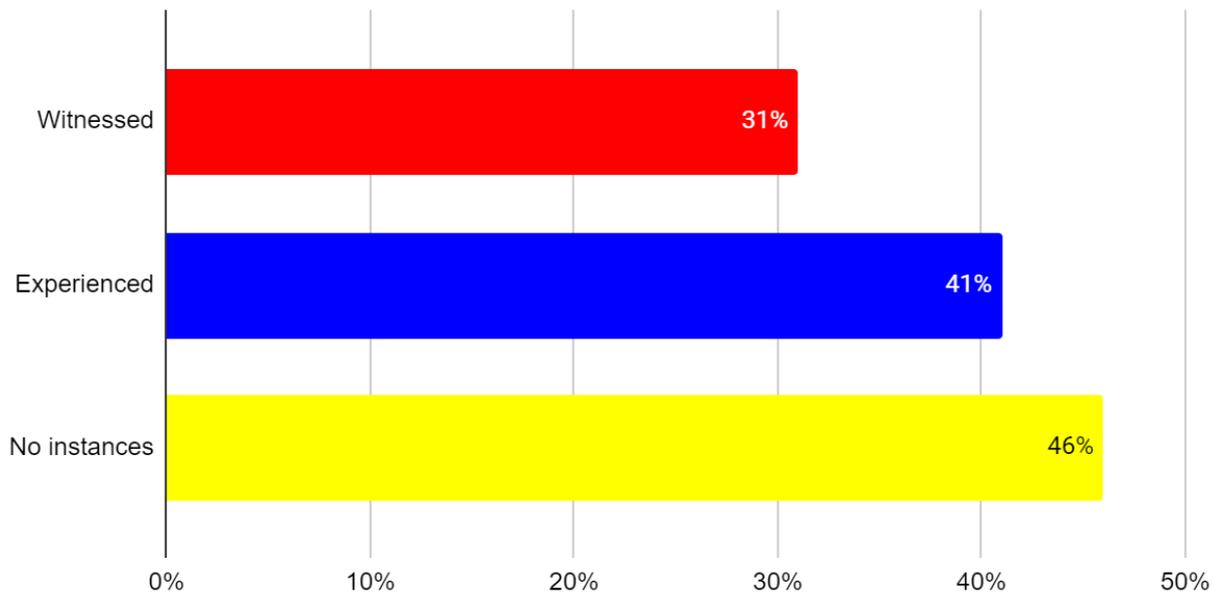
It is common knowledge that many JETs do a maximum of 2 years on the Programme. This is also reflected in the Alumni survey results.

While the JET contract can be extended up to 5 years, some prefectures still have a 3-year limit. However, due to COVID-19, CLAIR has allowed JETs to recontract for a 6th and 7th year (the 7th year beginning from July 2021). This survey saw 5.3% of respondents report being in their 6th year. Also, due to COVID-19, there were very few 1st year ALTs/SEAs - only 2.7% of survey respondents identified as 1st years.

Harassment, Assault and Discrimination:

Data

Figure 7: ALT/SEA Harassment, Assault & Discrimination on the JET Programme



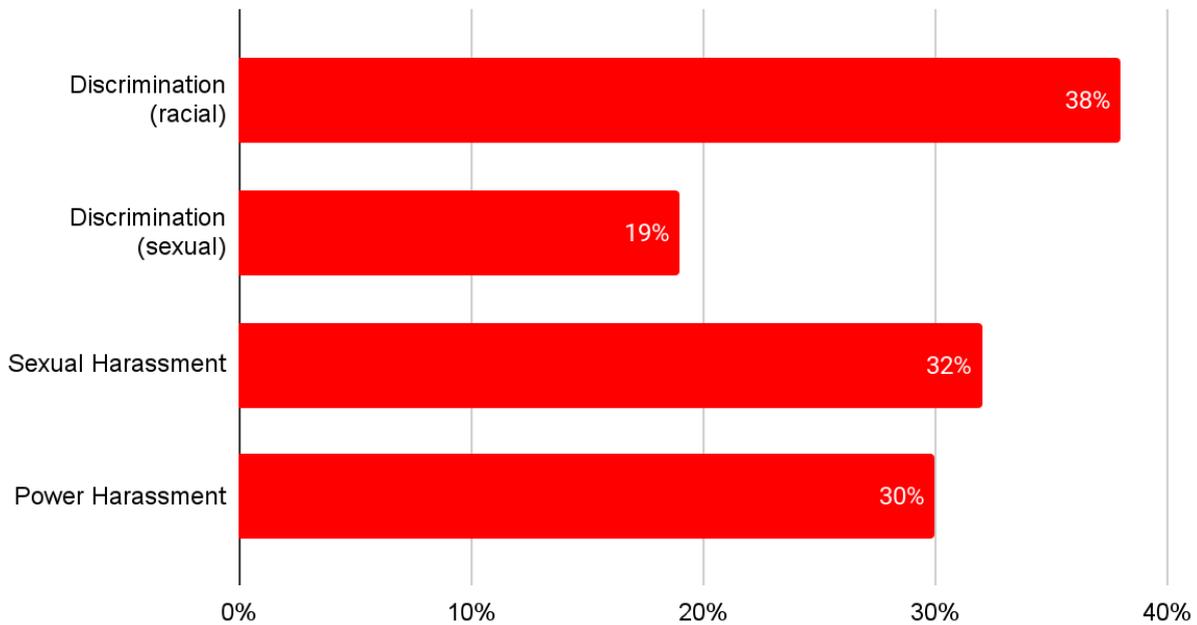
In this section, JETs could demonstrate whether they witnessed and/or experienced any form of Harassment, Assault, and/or Discrimination.

46% of ALT/SEAs did not experience or witness any form of Harassment, Assault, or Discrimination. 54% of ALT/SEAs witnessed and/or experienced any form of Harassment, Assault, or Discrimination.

(The percentages in the graph add up to greater than 100 because some individuals reported multiple experiences.)

Of the total respondents, 448 completed the following section.

Figure 8: Types of Instances Reported (Experienced)



In regards to what ALT/SEAs experienced (where multiple options could be selected), 38% of respondents experienced racial discrimination, 19% experienced sexual discrimination, 32% experienced sexual harassment and 30% experienced power harassment.

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Our survey also allowed respondents to share other events (outside racial, sexual, and power harassment/assault) they witnessed or experienced. A sample of the responses are as follows:

LGBTQIA+ discrimination
Gender Discrimination
Age Discrimination
Emotional Control
Stalking

In regards to when these instances occurred, 65.4% responded it occurred during work hours and 61.7% responded it occurred after work hours (respondents could choose multiple answers). In the comments section, some responses outlined that instances occurred during the weekend or on holidays, at school dinner events, and during their commute to/from work.

Reporting to Contracting Organizations

In this section of the survey, we wanted to look at who JETs report to when they experienced/or witnessed something and whether they were satisfied with the outcome that followed their efforts.

71.1% of ALT/SEAs did not report what they experienced or witnessed to their CO. Of those who did, only 37% had a satisfactory response. We allowed respondents to comment on their situation, and here is a sample of their responses:

The contracting organization was the source of the discrimination.

I was being sexually harassed by students at a visiting school (Outside of school, in class, and even in front of my co-workers who did nothing). I expressed my experiences to my base school supervisor, but they did not take any action until it started affecting my health and my work performance.

For racial discrimination, the JTE and Supervisor dealt with the matter directly. For sexual harassment, the person was removed. However, continues to work in the same position in other areas.

poor language ability to explain something so sensitive.

When I mentioned my experiences to JTEs they shrugged it off or attributed it to cultural differences. Even when they agreed with me that my experiences constituted discrimination they refused to take any responsible action against the guilty party.

For further comments, please refer to the Appendix.

Reporting to the Police

92.3% of ALTs/SEAs did not report what they experienced or witnessed to the police.

Of those who reported to the police, only 31.5% had a positive response. We allowed respondents to comment on their situation, and here is a sample of their responses:

I didn't contact the police because as a foreigner in Japan, I was afraid of what kind of response they would have and what would happen to me if this became a big story in my hometown. Also, I work at a high-level school and I was afraid that if this story became public, it might hurt my base school's reputation.

(Due to the) language barrier, (I was) also unsure if the police would be helpful.

I appreciated that they took it seriously. They put a security camera on my door and monitored it for several months. But even though I was fairly certain of who it had been, it was never confirmed and the case never went anywhere to my knowledge

I only reported the stalking incidents because I didn't feel safe enough to admit I had also been raped. They took my stalking incidents seriously, but I know the stereotypes of foreign women being "easy" and was afraid I would be blamed for being raped. I'm sad that stalking is believed but not rape.

My Japanese is/wasn't strong enough to express any of the harassment on my own. I also felt like it would be a waste of my effort since very little to nothing was likely to be done about it.

For further comments, please refer to the Appendix.

Reporting to the Prefectural Advisors

77% of ALTs/SEAs did not report what they experienced or witnessed to their Prefectural Advisor. Of those who did only 53% had a satisfactory response. We allowed respondents to comment on their situation, and here is a sample of their responses:

I don't trust my PA, they seem to not have ALTs best interests at heart.

It did not involve anyone outside of my school district. My image is that PAs handle inter-ALT business or issues between ALTs and their COs and not much else.

I don't have a PA.

When I reported my harassment to my PA, it was very quickly and efficiently taken care of with a lot of sensitivity and comforting actions.

They treated it as a personal matter, even when the alleged victim asked for help. Even though the PA allegedly offered to go to the police to report it, it was offered in a tone that suggested nothing would be done. As for what I experienced in the meeting with my CO and other kencho staff, we were mainly greeted with hostility and unprofessionalism from the PA. I realized then that the BOE only cares about its image.

The PA was the harasser

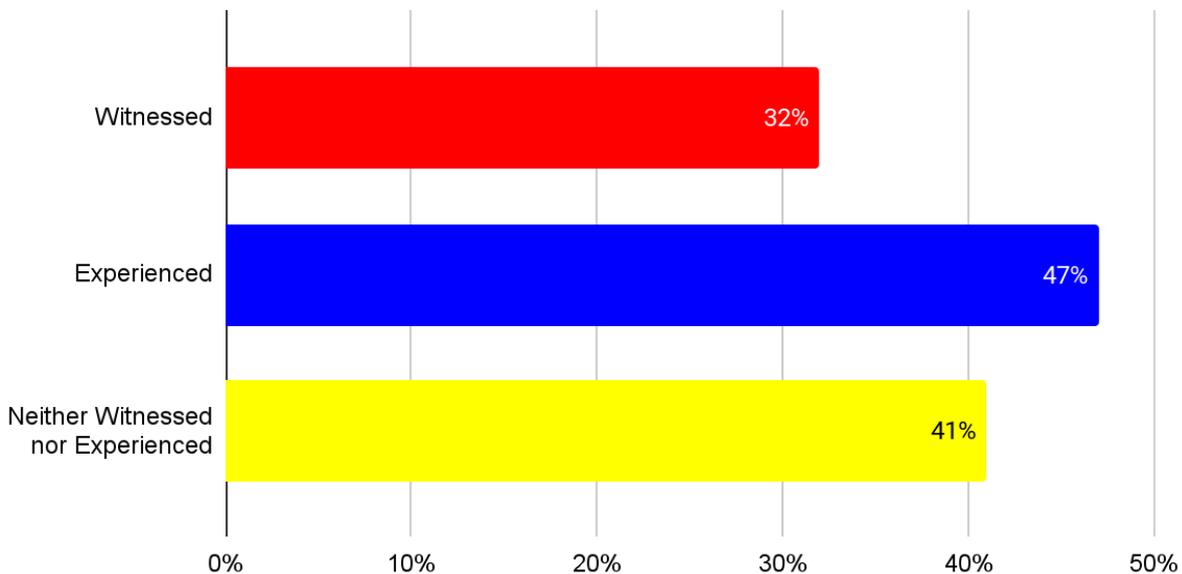
The PA responded and acted as much as they could, but it became very obvious through the course of this pandemic that the ability of the PA to enact change is incredibly hindered by the BOE and the bureaucracy of a government organization. I don't know that the PA does much more than take in ALT complaints with no ability to pass them on in any meaningful way.

For further comments, please refer to the Appendix.

Women's experiences

Naturally, we suspected that issues such as sexual harassment would be more pervasive for women, and the percentage of ALTs/SEAs who experienced or witnessed such issues increased substantially when we analyzed the results of only women respondents. The data is as follows:

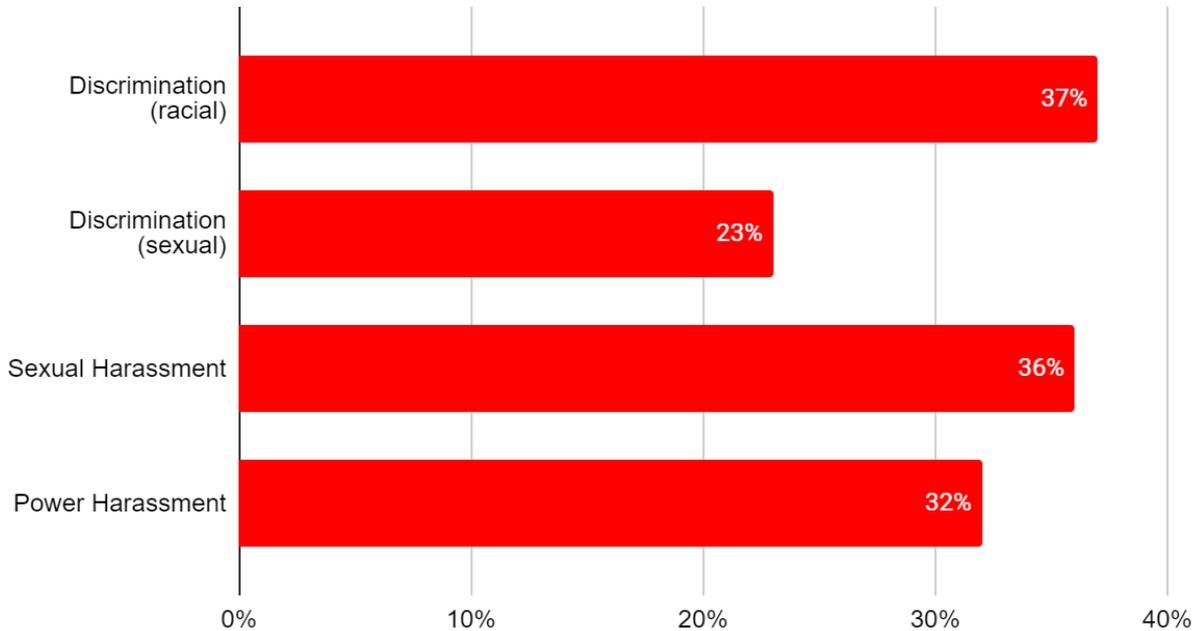
Figure 9: ALT/SEA Women Harassment, Assault, Discrimination Experiences



41% of ALT/SEA JET participants who are women did not witness and/or experience any form of harassment, assault, and/or discrimination. 59% of women ALT/SEAs did witness and/or experience any form of harassment, assault, and/or discrimination. Of those responses, most were pooled in the “experience” field.

Of those who reported experiencing such an event, they further classified the occurrence as follows:

Figure 10: Types of Instances Women Reported (Experienced)



Respondents could choose multiple options, 37% of women ALT/SEAs experienced racial discrimination, 23% experienced sexual discrimination, 36% experienced sexual harassment, and 32% experienced power harassment.

General Information Handbook

In regards to the General Information Handbook, only 4.9% of ALT respondents agreed that the information regarding how to deal with sexual harassment in the General Information Handbook is sufficient. Around 68% of respondents selected the “I don’t know” option or the “I haven’t read it” option.

COVID-19

Respondents were asked whether COVID-19 had any impact on what they experienced or witnessed, around 120 commented. Here are some samples of what some respondents shared:

Yes, coworkers and other people kept insinuating that I was more prone to having COVID-19 simply because I was a foreigner even though I have been here for over two years. With this, some implied that it was ok for them to socialize and that I shouldn't. Getting on the train was also uncomfortable since I noticed people avoiding me more than usual and hearing comments such as "we should stay away from him" (in Japanese, thinking that I could not understand). I also heard from many coworkers and others that the decision to allow Japanese citizens to come back from foreign countries without quarantining and foreign residents not being allowed to do the same was fair because of their "superiority."

COVID-19 made it feel like I could not escape the harassment. I live on school grounds, so because I remained in my town for the vast majority of 2020, it felt like I was always in the presence of my harassers. I

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saw them nearly every day. I stopped going on walks or jogs or essential errand trips in fear of running into the harassers. I essentially became a mentally unwell shut-in.

During my time as RA, I tried very hard to get work-from-home for the ALTs in my contracting organizations. I was eventually successful for a time, but this was cited as one of the reasons why I was nearly fired, and eventually lost my RA position

I have seen more open discrimination against Chinese people and sometimes Koreans that have been upsetting. My Chinese and Korean coworkers seem to be treated well enough in the office. These comments are only made when they are not at work that day, conveniently.

For further comments, please refer to the Appendix.

Black Lives Matter

Respondents were asked whether the Black Lives Matter (BLM) Protests have any impact on the harassment or discrimination that they experienced, around 30 shared their comments. Here are some samples of what some respondents shared:

Yes. The level of misinformation exacerbated by the poor portrayal of Black People on Japanese TV sparked some uncomfortable conversations with my co-workers. My students were also misinformed and quite ignorant and would say things that could be perceived as racist.

Experienced, no, because I'm white. Witnessed, yes. I've been told that racism is not a problem in Japan. "It's an American problem." I also heard complaints from Japanese people about BLM when Naomi Osaka showed her support for the movement. Also, the NHK animated video covering the protests was extremely racist and full of damaging stereotypes.

The violent American stereotype was perpetuated and people found reasons to make fun of or harass the black JETS in our area

As a Black Japanese person, it didn't affect the way I was treated. But at the same time, none of my coworkers brought it up to me which I thought was uncomfortable, as if they were ignoring it. They didn't ask if I was feeling okay or if my family was safe/impacted (like they ask regarding Covid-19). I don't think they even brought it up with the students since it is a worldwide movement.

Coworkers discussed how Black people are scary, it was gross. Inappropriate and racist NHK coverage didn't help.

For further comments, please refer to the Appendix.

Experiences

On a scale between 0 and 100, ALT/SEAs reported an average of 66 when asked “how much do you agree or disagree with the statement: cultural miscommunication (such as language barriers, cultural differences) contribute to how harassment, assault, and discrimination cases are handled.”

The final part of this section allowed for JETs to briefly describe what they witnessed or experienced. We received around 190 responses. Here are some samples of what some respondents shared:

I've experienced many levels of sexual harassment at my visiting school. On my way to and from school students have stalked me and have taken photos of me with their smartphones. In and out of class students had made sexual comments about my body. During class activities, the students would draw specific body parts on their whiteboards and show them off to everyone -- including me and my JTEs. My coworkers would not discipline the students rather they ignored it.

If I report any type of racial discrimination, I am told it's not possible because there is "no racism" in Japan. For sexual harassment, they are more understanding, but the individual in question still remains active in their profession and is allowed to work elsewhere.

A Japanese teacher literally ignoring me and another black ALT in all of our TT classes but actively including the white ALT in their TT classes. A Japanese teacher remarking to the white ALT that they must be happy to have a new white JET ALT. Male students making sexual gestures to me in class and regularly pointing out my breasts.

I had a person try to break into my property while I was home on possibly multiple occasions. It was reported to the police and they came to the property to do an investigation. Ultimately nothing could really be done. My school supported me to move apartments and I was only comfortable once I had moved. I think I was targeted because I am a woman.

A student became verbally abusive, and the co-teacher refused to handle it. Verbal abuse escalated to profanity and sexual harassment, and the student made rude gestures at me, grabbed his crotch in my direction, and repeatedly swore at me when asked to do anything. The issue took several weeks to resolve and was only resolved after I brought it up at the 6-month goal review with the head of the BoE. It was resolved SWIFTLY after that—when I expressed that I would refuse to go back to that class or work with that teacher until it was resolved.

I had experienced someone breaking into my apartment on several occasions. My BOE tried to the victim blame me during this time for not DOUBLE locking my door. They tried to convince me into staying in that apartment though I demanded to move as I felt unsafe. The police carried out an investigation, they determined someone had been breaking into my apartment but then just dropped the case with no further investigation. I had to stay with friends for an entire month as I didn't want to go back to the apartment alone and my board of education handled the whole ordeal terribly. There was absolutely no support from them and they made me feel like a burden for demanding to move as I felt unsafe.

For further comments, please refer to the Appendix.

Discussion

From the results, we can see that there is a significant increase in the number of instances out of the number of total participants when only women are accounted for. 47% of women ALTs on the JET Programme report having directly experienced harassment, assault, or discrimination. Of these, racial discrimination and sexual discrimination are the most prevalent, with sexual harassment and power harassment still occurring at significant rates. A slight majority of these instances occur during work hours.

In the past, CLAIR has directed victims of sexual assault or harassment to report such instances to their CO, PA, or the police. Of women who reported such instances to their CO, 64% claimed the response was not satisfactory. Of women who reported to their PA, 50% said the response was not satisfactory. Of women who reported to the police, 66% claimed the response was not satisfactory. A significant number of people commented that these parties simply say they cannot do anything to help, and some even report that they may make things worse, as you can see in some of the comments we included above. Additionally, a few people claim that the person who harassed or assaulted them was their PA, so naturally, they did not feel comfortable reporting to them about the issue.

The content pertaining to sexual harassment in the General Information Handbook has changed over time. In the Sexual Harassment Report published by NAJET in 2009, it was found that “useful information for JETs was more within the Contracting Organisation Manual (Keiyaku dantai-yo Manual), which was in Japanese only.”

Since then there has been some expansion and improvement in the sexual harassment section. In particular, in 2020, the General Information Handbook was updated to include a Sexual Assault section that follows the Sexual Harassment section.

Despite various updates, the awareness of the section seems to have decreased. In the 2009 report, 61.7% of JETs respondents reported that they had read the Sexual Harassment section. In our survey, of those who completed the Harassment, Assault and Discrimination section, 32% had not read the Sexual Harassment /Assault section and 36% were not sure if it was sufficient.

During the 2020 Opinion Exchange (prior to the survey being released), NAJET raised the point that the specific changes to the GIH have not been sufficiently communicated to JETs. CLAIR representatives agreed that more could have been done in regards to how they relayed this information to JETs in their monthly emails. The results of this survey support this notion, it is somewhat likely that if JETs were more aware of the content in the GIH that some JETs would have greater support and understanding in how to navigate an event they experienced and/or witnessed. In particular, CLAIR believes the majority of issues that occur are related to cultural miscommunication. The findings of our survey support this notion and further strengthens the point that more resources/information should be better provided to JETs.

While the most current version of the General Information Handbook (2021) does have a section on Culture Shock and Cultural Adjustment, there is no information in the Sexual Harassment or Sexual Assault sections that touch on any cultural differences which would be necessary for JETs to be aware of. Given the results of this survey, NAJET strongly suggests that a “Cultural Differences” section should be included; in particular, it should detail cultural differences in how reporting is handled and what a JET can expect.

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At the 2020 Opinion Exchange, CLAIR representatives also expressed that JETs should rely more on their local government organizations than on CLAIR for assistance. NAJET believes that more support and information should be given to local government representatives who liaise with JET Programme participants. This information should effectively be communicated to JETs of that prefecture/municipality on a regular basis.

Prefectural Advisors (PAs) have consistently expressed in NAJET surveys (2020,2011) that they lack sufficient resources and support when dealing with various issues, in particular harassment, assault, and discrimination.

Language barriers being a barrier to reporting events pertaining to harassment and assault was evident in the reporting to the CO and Police sections. Previous NAJET surveys (2020,2017) showed that ALTs/SEAs are more likely to have a lower Japanese level than CIRs (as knowing Japanese is not inherently needed to become an ALT). It would be helpful if CLAIR and/or Local Government Organisations invested in providing better resources and information on how to report events to COs and Police for those who do not have sufficient Japanese ability to do so.

Occasionally Prefectural Advisors and/or CIRs are called in to help interpret for ALTs/SEAs but some ALTs/SEAs don't feel comfortable with another JET knowing about their situation. Also for some PAs and CIRs interpreting occurs after work hours and hence is overtime - but as seen in other sections of this report their service is not officially counted as overtime and they receive no compensation.

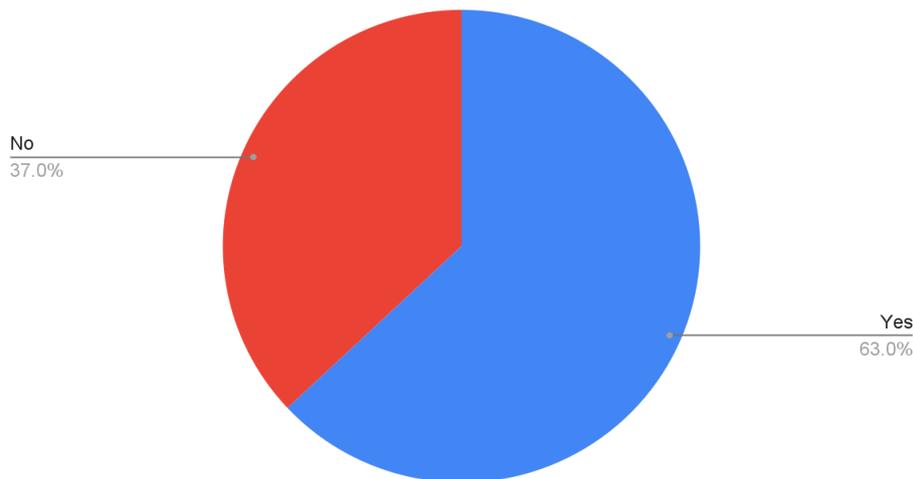
At the 2020 Opinion Exchange, NAJET representatives asked about whether there can be workshops during Orientation to help JETs learn about how to deal with certain situations, or give advice particularly for JETs who are women —CLAIR said they cannot due to budget limitations. Currently, only a few prefectures (Shiga, Ehime, Kumamoto) have some sort of workshop or session for women's safety and/or health during their Prefectural/Municipal Orientation and/or the Skills Development Conference. Some prefectures such as Gunma, Shizuoka, Saitama, and Yamanashi have a general safety and/or health workshop or session that is open to all participants with some focus on women. NAJET believes it would be beneficial that all prefectures and municipalities have some sort of workshop or session (whether it be doing orientation or during SDCs) that has a focus on women's health and safety.

As each prefecture has different resources (depending on what services are available- especially for those who have low Japanese ability) available to JETs, individual AJET chapters and/or PAs should look at how to deliver these resources or create workshops to help educate JETs on how to access them. NAJET however acknowledges that this may be difficult to accomplish in some prefectures due to the limitations on who is allowed to present and what content is permissible during some Prefectural/Municipal Orientations and SDCs.

Overtime Work and Compensatory Time Off:

Data

Figure 11: Percentage of ALTs who have Worked Overtime



63% of ALTs/SEAs reported having to work past their expected work hours pre-COVID-19.

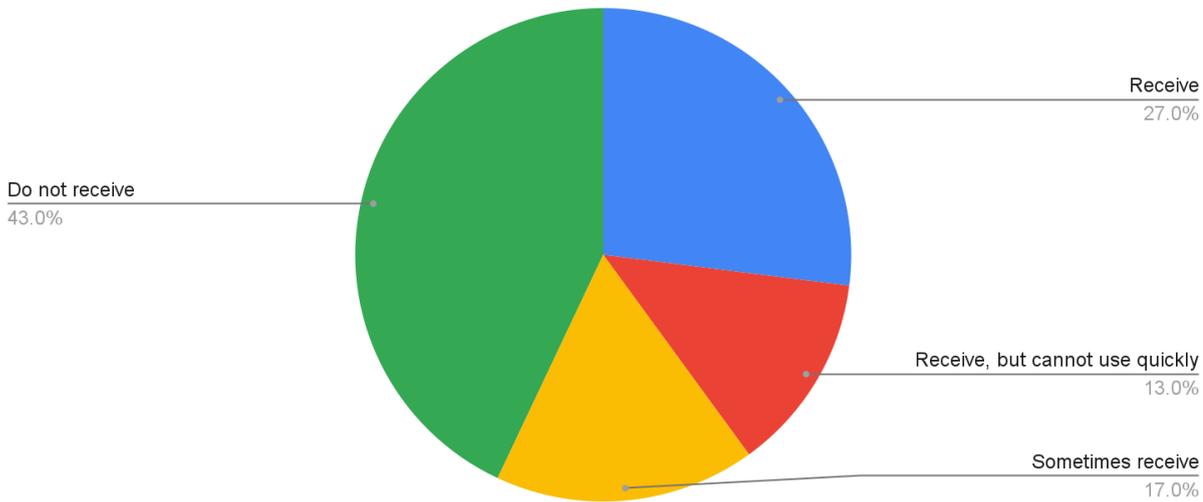
Most people who reported working overtime reported working 10 hours of overtime or less per month, but in 14 out of 103 comments, individuals reported working 20 hours of overtime or more per month.

Out of all the ALTs, About 11% reported that their amount of overtime work increased due to COVID-19 and a little over 100 ALTs left comments detailing how the effects of COVID-19 had increased the amount of work they have to complete.

Additionally, about 38% of ALTs have had to start teaching at more schools due to COVID-19. Of those who had to teach at more schools, 55.7% reported that it impacted them in a “mixed way”, 27.8% reported that it had impacted them in a “negative way”, and 9.4% reported that it had impacted them in a “positive” way. Some respondents left comments saying that while they enjoyed visiting different schools their workload increased substantially which affected their mental health and in some cases, they felt dehumanized. Other responses also noted that due to being at more schools the quality of their original performance decreased.

Of the ALTs/SEAs who had worked overtime, they reported the following about whether they received compensatory time off for overtime work:

Figure 12: % of ALTs who Receive Compensatory Time Off for Overtime Work



43% of ALTs/SEAs do not receive compensatory time off for Overtime Work, 27% do receive it, 17% sometimes receive it and 13% do receive it but cannot use it quickly.

When asked whether ALTs/SEAs would prefer being paid overtime instead of acquiring compensatory leave, 55.8% responded with yes and 44.2% responded with no.

CLAIR and NAJET were interested in what measures or policies respondents think could be put in place to help ensure JETs can access compensatory leave. Around 700 respondents provided some comments. The majority of comments suggested that overtime policies should be standardized or formally in our contracts.

Discussion

Many ALTs commented that they were not informed that they were entitled to take compensatory leave for overtime work. This may not be mentioned in some COs' contracts. Additionally, some people commented that their Board of Education encourages them not to work overtime because they don't want to deal with the paperwork required if they take compensatory time off. Specifically, many ALTs report that they lack a proper procedure to record their overtime work. However, overtime work cannot always be avoided, especially if one's school requires it during a busy time or for things like English clubs or speech contests that take place outside of normal working hours, so all ALTs should be equally entitled to use a system to record and compensate them for their overtime work.

The lack of standardization or concrete detailed guidelines on how to manage overtime and overtime compensation has contributed to many ALTs'/SEAs' time being exploited and undermined. These factors can also contribute to ALTs'/SEA's overall mental health and work performance during their time on the JET

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Programme. During the 2020 Opinion Exchange, CLAIR recommended that ALTs/SEAs work together with their COs in establishing guidelines, but there is no real framework for ALTs/SEAs to work with. In addition, it may be difficult to establish guidelines due to language barriers and cultural differences.

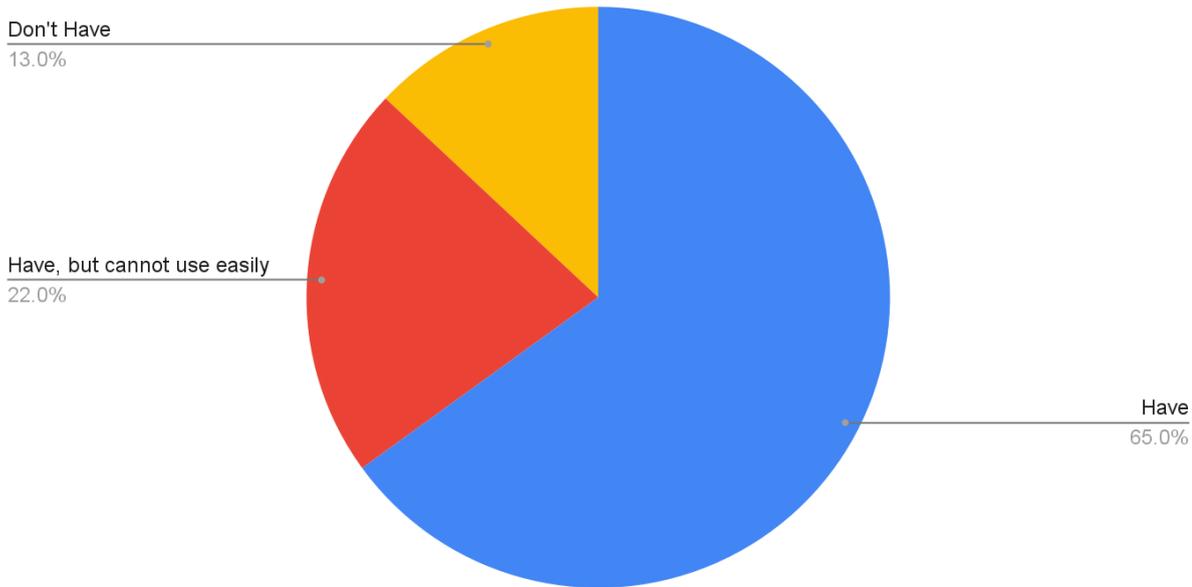
Anecdotally some PAs have been able to help create a framework for ALTs'/SEAs' overtime that some BOEs/COs have agreed to and hence been able to assist ALTs/SEAs in getting compensated overtime. It would be great if such frameworks/agreements were organized for COs across Japan, however for this to occur there needs to be better resources passed onto PAs so that they can try to implement this in their own prefectures.

Comparing data from our Alumni Survey, we can say that overtime hours for ALTs have somewhat decreased but it is hard to determine what factors have contributed to this.

COVID-19:

Data

Figure 13: % of ALTs who have Sick Leave



65% of ALTs/SEAs reported that they have access to sick leave, 22% reported that they have access but cannot use it easily, 13% reported that they do not have access to sick leave.

In regards to whether ALTs/SEAs were allowed to access their sick leave during COVID-19, 74.7% responded that they were able to access it and 25.2% responded that they could not access it.

58% of ALTs/SEAs responded that their CO gives assistance or provides guidance for receiving treatment for physical or mental health issues. 76% said this guidance was adequate. However, 68% said they do not feel that their workplace's COVID-19 prevention measures have been adequate.

In regards to whether ALTs/SEAs felt they were treated the same as their Japanese colleagues if they needed help for physical or mental health issues, 62.8% responded with "I do not know", 22.9% responded with "Yes" and 14.3% responded with "No".

55% said the communication between CLAIR and their CO during the states of Emergency was not clear nor consistent.

Generally, participants commented that more authoritative and consistent communication should have been provided from CLAIR in response to this emergency.

In regards to working from home and/or work staggered hours, 70.21% of ALTs/SEAs were allowed to work from home or work staggered hours during the first State of Emergency only, 1.58% of ALTs/SEAs were allowed to work from home or work staggered hours during the second State of Emergency only, 9.35%

were allowed to work from home or work staggered hours during the first two State of Emergencies and 18.86% were not allowed to work from home or work staggered hours at all.

73.7% of ALTs/SEAs reported that their COs did not request for them to take leave due to COVID-19 symptoms. Of those that were requested to take leave, 29% responded that they were requested to take annual leave, 24.2% responded that they were requested to take sick leave, 27.7% responded that they were requested to take special leave. Some respondents commented that it was a combination of annual and special leave, some said they had COVID-19 leave.

On a scale between 0 and 100 ALTs/SEAs reported an average of 57 when measuring how helpful their PAs were in providing support/information to them during COVID-19.

Discussion

Japanese labor laws do not require every company or organization to provide sick leave in all contracts, thus not every JET has access to paid sick leave. In recent years there have been some cases where some contracting organizations have cut paid sick leave altogether from JET contracts, requiring JETs to take annual leave or unpaid leave instead. Contracting Organizations that do offer sick leave typically give around 10-20 days paid sick leave with certain rules attached to it.

While 65% of ALTs do have access to sick leave, this means 35%, or a little over one-third of ALTs, do not have consistent access. This is unacceptable during a pandemic and there should be guaranteed access to sick leave for all participants of the JET Programme.

The pandemic has made discrepancies in JET Programme participants' entitlement to sick leave problematic. While some COs have allowed for work from home, special leave, or guaranteed sick leave in response to the pandemic, this has been on a very case-by-case basis and does not consider JET Program participants who may have pre-existing conditions that put them more at risk for serious complications if they are infected with COVID-19. Many respondents reported that they are asked to take annual leave instead of sick leave, even when they are really sick.

Compared to a previous NAJET survey (Health and Wellbeing Resources,2018) it seems that either JETs have an improved awareness of services available and/or COs have become better at distributing resources.

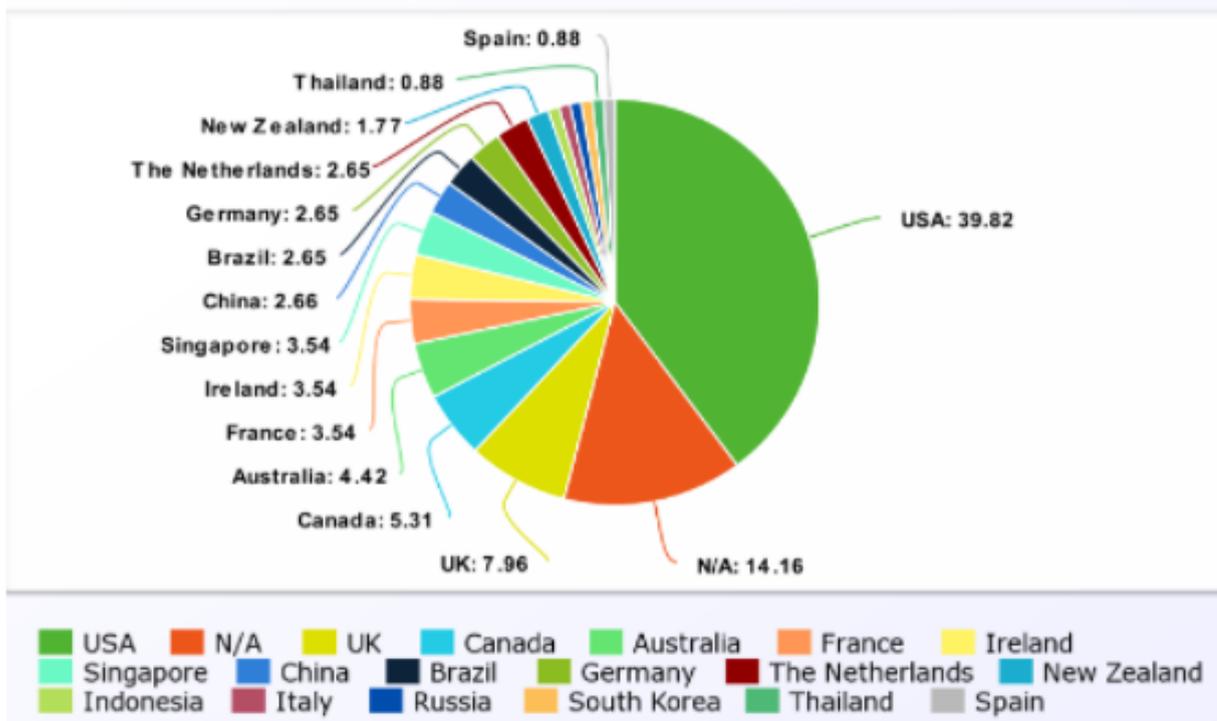
CIR Survey

Demographics

Data

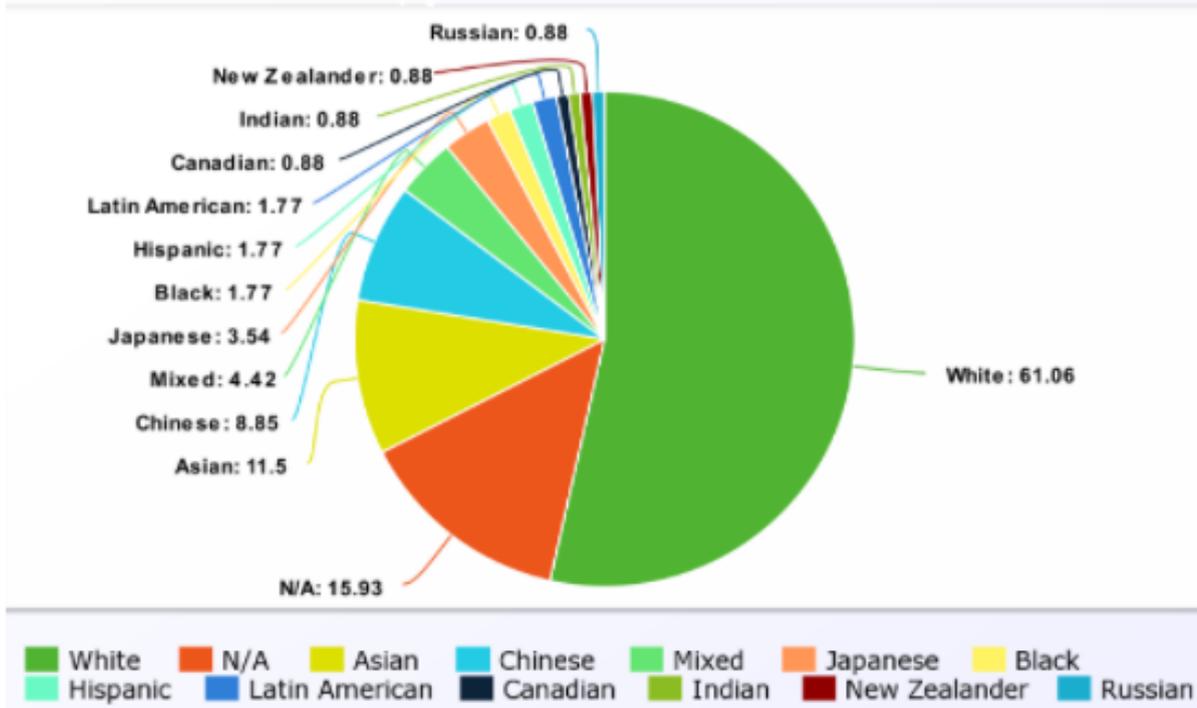
113 CIRs responded to this survey. Responses were received from all prefectures except from Chiba, Kanagawa, Okayama, and Kagawa.

Figure 14 : CIR Nationalities



Respondents listed 19 nationalities, and the largest number of responses were from the USA (39.2%), followed by the UK (8%), Canada (5.3%), and Australia (4.4%).

Figure 15 : CIR Ethnicities



Respondents listed 13 ethnicities. The majority of respondents (61.1%) identified themselves as White. The next common ethnicities were Asian (11.5%), Mixed (4.4%), and Black (1.8%).

Some responses had multiple ethnicities. They were individually categorized and included in their categories (for example, if a respondent listed 2 ethnicities and said they were mixed, it would be included in the individual ethnicity totals and mixed total—in total, 3 entries).

The age range of respondents is 22 to 38. The majority of respondents (68.8%) fall in the 24-30 age range.

The majority of respondents were women (58.4%). Men constituted 33.6%. In regards to those who chose “other” (8%) as an answer - 55.6% responded with non-binary, 22.2% responded as N/A, 11.1% responded with gender-fluid, 11.1% responded with questioning.

The majority of respondents (46%) were in their 2nd year of JET.

38.9% of the CIR respondents were prefectural, and 61.1% of the respondents were municipal.

Discussion

CLAIR data from 2019 includes information on CIRs from 42 countries. Due to COVID-19, many participants likely chose to return to their own country due to a variety of reasons, resulting in the lower

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number of recorded nationalities in this survey.

Some responses seemed to also indicate that they were not sure what the difference between a nationality and ethnicity was—these were labeled together with N/A responses respectively. In future surveys, we will provide definitions of these terms to avoid this confusion.

Special Interest Groups hypothesized that there is an over-representation of JETs that self-identify as white. Data from this survey suggests that they are correct. There is no official data that records the ethnicity of JETs. Special Interest groups would like to see more non-white participants get involved in the JET Programme to help promote diversity and multiculturalism.

Many JETs join the Programme after finishing their undergraduate degree. This is evident in the respondent age groups with the majority (66%) of JETs being under 30 years of age.

In regards to gender, based on the data, women are far more likely to do the Programme than men. However, this result may be misleading as women are more likely to complete surveys than men (Smith, 2008).

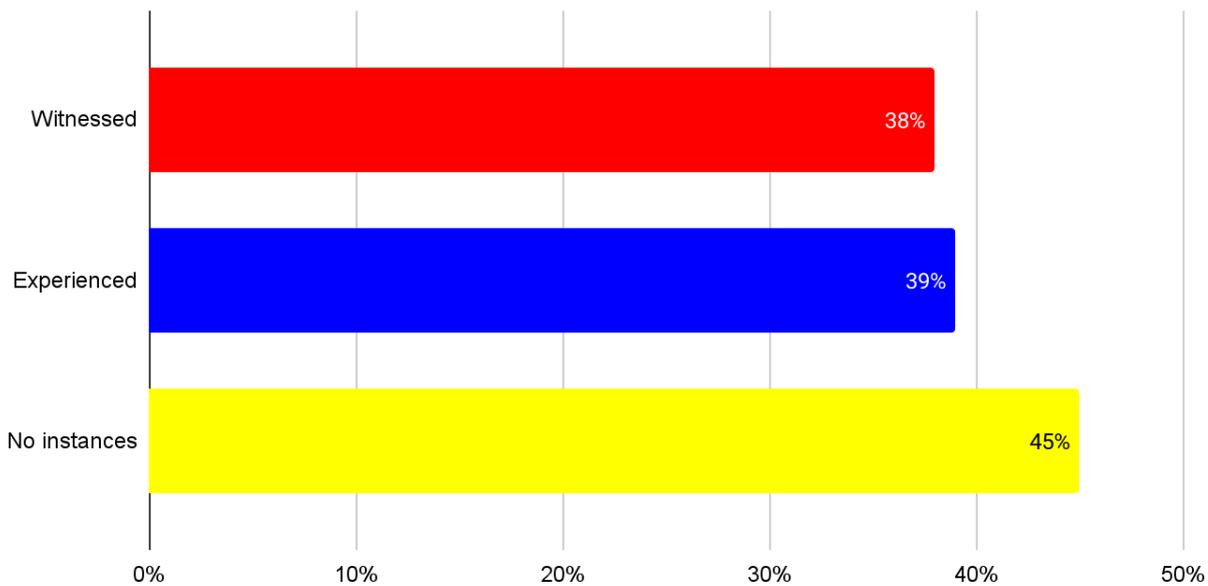
It is common knowledge that many JETs do a maximum of 2 years on the Programme. This is also reflected in the Alumni survey results.

While the JET contract is typically 5 years, some prefectures still have a 3-year limit. However, due to COVID-19, CLAIR allowed for JETs to recontract for a 6th and 7th year (7th year beginning from July 2021). This survey saw 1.8% of respondents report being in their 6th year. Also due to COVID-19, there were very few 1st year JETS—0.9% responded to our survey.

Harassment, Assault and Discrimination:

Data

Figure 16: Harassment, Assault & Discrimination on the JET Programme



In this section, JETs could demonstrate whether they witnessed and/or experienced any form of Harassment, Assault, and/or Discrimination.

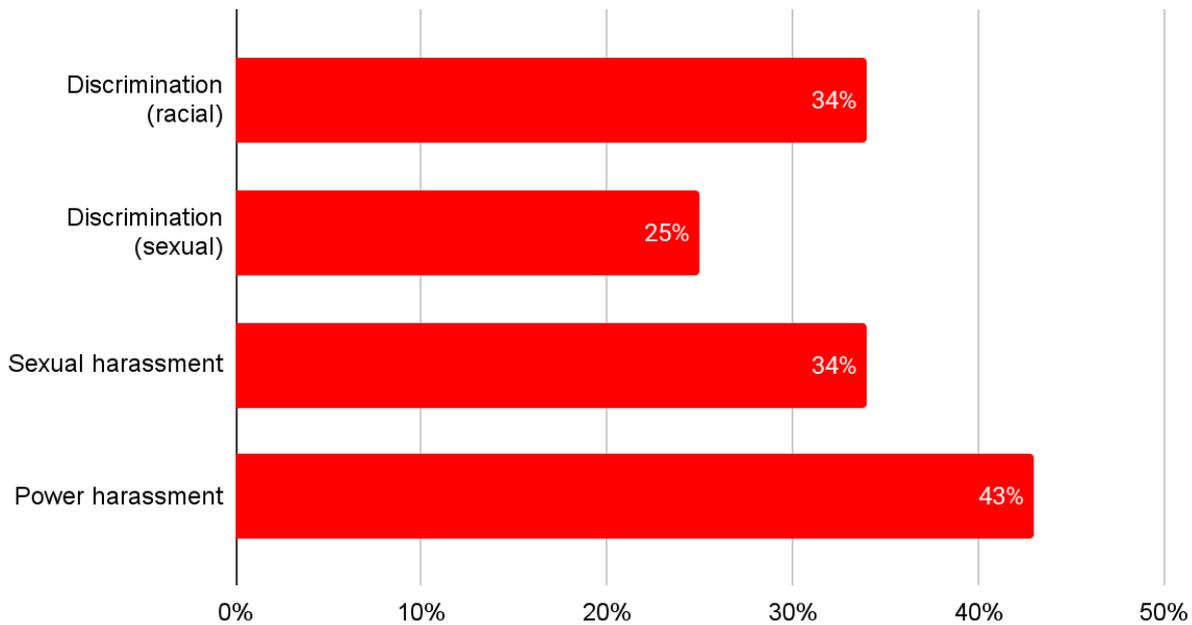
45% of CIRs did not experience or witness any form of Harassment, Assault, or Discrimination. 55% of CIRs witnessed and/or experienced any form of Harassment, Assault, or Discrimination.

(The percentages in the graph add up to greater than 100 because some individuals reported multiple experiences.)

Of the total respondents, 56 completed the following section.

Of those who reported experiencing such an event, they further classified the occurrence as follows:

Figure 17: Types of Instances Reported (Experienced)



In regards to what JETs experienced (where multiple options could be selected), 34% of respondents experienced racial discrimination, 25% experienced sexual discrimination, 34% experienced sexual harassment and 43% experienced power harassment.

Our survey also allowed respondents to share other events (outside of racial, sexual, and power harassment/assault) they witnessed or experienced. A sample of the responses are as follows:

- Discrimination of Physical Appearance*
- Religious Discrimination*
- Cultural Discrimination*
- Homophobia*
- Nationality Discrimination*
- Stalking*

In regards to when these instances occurred (respondents could choose multiple answers) 64.8% responded it occurred during work hours and 61.1% responded it occurred after work hours. In the comments section, some responses outlined that instances occurred during work parties and during private times.

Reporting to Contracting Organizations

In this section of the survey, we wanted to look at who JETs report to when they experienced or witnessed something and whether they were satisfied with the outcome that followed their efforts.

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72.2% of CIRs did not report what they experienced or witnessed to their CO. Of those who did, only 25% had a satisfactory response. We allowed respondents to comment on their situation, and here is a sample of their responses:

I did not have the self-confidence to report the harassment.

Some of it was experienced from my coworkers, so it was difficult to address.

The worst incidents were all perpetrated by division heads, supervisors, or other higher-ups at the town hall.

Cultural sensitivity is not a well-explored topic at the workplace, I don't believe that my concern will be scrutinised with the amount of care it deserves.

For further comments, please refer to the Appendix.

Reporting to the Police

92.6% of CIRs did not report what they experienced or witnessed to the police. Of those who reported to the police, only 28.6% had a positive response. We allowed respondents to comment on their situation, and here is a sample of their responses:

Don't want to lose my job or deal with the fallout and blowback that would far outstrip any non-solution that would result.

I do not think the police would take it seriously or would be able to help.

There is also a possibility that the police would discriminate

For further comments, please refer to the Appendix.

Reporting to the Prefectural Advisors

84.5% of CIRs did not report what they experienced or witnessed to their Prefectural Advisor. Of those who did only 20% had a satisfactory response. We allowed respondents to comment on their situation, and here is a sample of their responses:

As I believed it was natural for the Local Government Department I did not report

They listened and were sympathetic but there was not much they could do.

I am the PA, so while I worked with my JPA, it was decided there wasn't enough evidence and there was nothing we could do

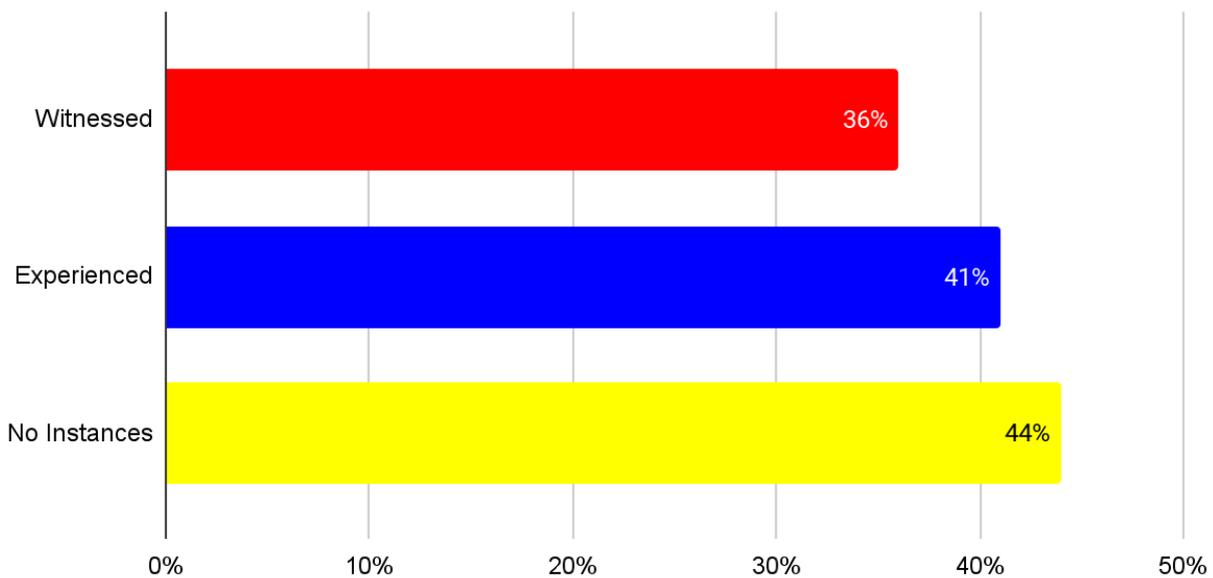
I do not know who the PA is.

For further comments, please refer to the Appendix.

Women's experiences

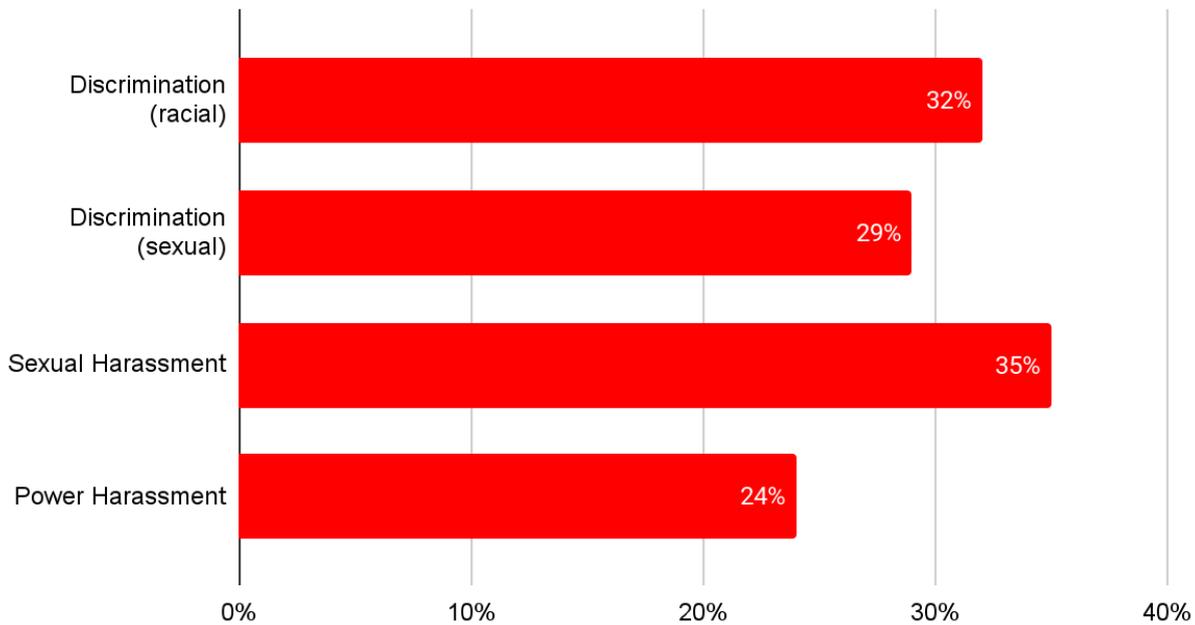
Naturally, we suspected that issues such as sexual harassment would be more pervasive issues for women, and the percentage of CIRs who experienced or witnessed such issues increased substantially when we analyzed the results of only women respondents. The data is as follows:

Figure 18: CIR Women Harassment, Assault and Discrimination Experiences



44% of CIR JET participants who are women did not witness and/or experience any form of harassment, assault, and/or discrimination. 56% of women CIRs did witness and/or experience any form of harassment, assault, and/or discrimination. Of those responses, most were pooled in the “experience” field. Somewhat contrary to our prediction, the number of witnessed and experienced instances for CIRs was roughly the same when only women were accounted for.

Figure 19: Types of Instances Reported (Experienced)



Respondents could choose multiple options, 32% of women CIRs experienced racial discrimination, 29% experienced sexual discrimination 35% experienced sexual harassment, and 24% experienced power harassment.

When only women CIRs were accounted for, the percentage of instances reported as sexual discrimination or sexual harassment increased by a small amount. Roughly the same amount of instances occurred both during work hours and outside of work hours.

General Information Handbook

In regards to the General Information Handbook, only 5.9% of CIR respondents agreed that the information regarding how to deal with sexual harassment in the General Information Handbook is sufficient. Around 68% of respondents selected the “I don’t know” option or the “I haven’t read it” option.

COVID-19

Respondents were asked whether COVID-19 had any impact on what they experienced or witnessed, and around 15 commented. Here are some samples of what some respondents shared:

There were almost no events where you could have direct contact with citizens.

I was singled out many times and told to be careful etc. specifically because people assumed that as a foreigner I would not follow the guidelines as strictly as a Japanese person. I was also specifically told not to travel outside the prefecture and to stay at home as much as possible, while

Japanese coworkers were still having drinking parties and being sent on business trips to big cities. One set of rules for them and another for me.

For further comments, please refer to the Appendix.

Black Lives Matter

Respondents were asked whether the Black Lives Matter (BLM) Protests have any impact on the harassment or discrimination that they experienced. Only one CIR left a comment which was “I think that it made it more blatant and more visible.”

Experiences

On a scale between 0 and 100, CIRs reported an average of 56 when asked: “how much do you agree or disagree with the statement: cultural miscommunication (such as language barriers, cultural differences) contribute to how harassment, assault, and discrimination cases are handled.”

The final part of this section allowed for JETs to briefly describe what they witnessed or experienced. We received around 25 responses. Here are some samples of what some respondents shared:

-Coworkers and citizens not believing/doubting/forgetting my foreigner status -Homophobic and transphobic comments about being a masculine-presenting AFAB (assigned female at birth)

-Being asked to translate sexist and racist comments

-Mansplaining/cornering/pursued by male JETs with yellow fever

-Long-term power harassment was only resolved with the transfer of the harasser, even though the situation was reported to PAs multiple times

-Racist comments written by students on the English board directed towards Black ALT

-Non-consensual touching from male ALT to female ALT

-Being asked to remove overtime from records to cover over how much I was being asked to work. Being harassed for using off time when I had funeral responsibilities in the states. Being outed as agender and a sexual minority to town folks at events. Witnessing sexist comments and dismissal of women in general and women in my office. Sexist behavior of male JETs, particularly straight male ALTs, towards Japanese women and female JETs at after-work gatherings and social events.

-Discriminatory behaviour by a superior towards Chinese people

For further comments, please refer to the Appendix.

Discussion

In the past, CLAIR has given advice such as for victims of sexual assault and the like to report such instances to their CO, PA, or the police. Of women who reported such instances to their CO, 88% claimed the response was not satisfactory. Of women who reported to their PA, 85% said the response was not satisfactory. Of women who reported to the police, 70% claimed the response was not satisfactory. A significant number of people commented that COs and the police simply say they cannot do anything to help. A larger percentage of CIRs say that reporting to their PA is unhelpful because they are the PA and they cannot report to themselves but have no one else to turn to.

There has not been a prior CIR-specific survey looking at various topics explored in this most recent survey. However, we believe that the same recommendations (such as more consistent awareness of what is written in the GIH) which were mentioned in the ALT/SEA section of this report can be applied for CIRs too.

Unlike the ALT/SEA section, “language barriers” were not expressed in the CIR survey when it came to reporting events that they experienced or witnessed. Rather a few CIRs expressed low confidence that their report would change anything and some were worried about their job security.

CIRs provided more comments in regards to anti-Chinese and or anti-Korean discrimination they experienced or witnessed, some of these discriminatory sentiments were inflated during COVID-19. Some CIRs also mentioned that they experienced antisemitism in their workplaces.

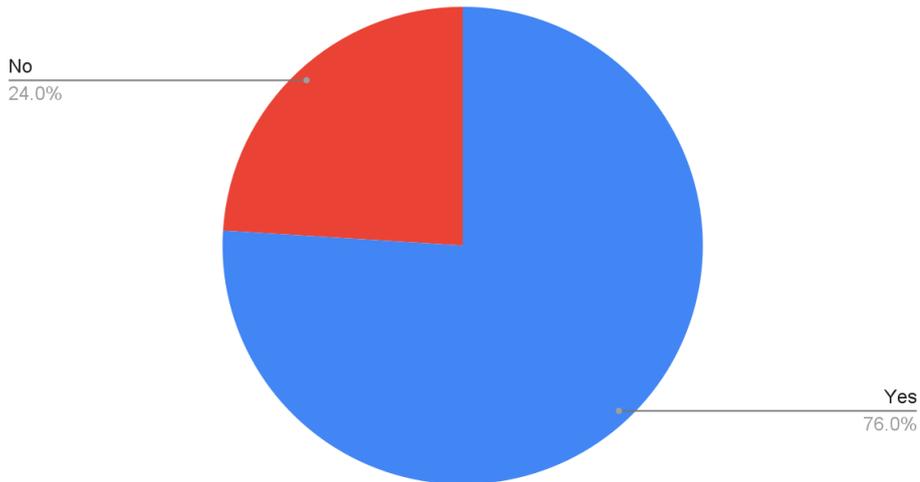
All of the above issues are job security concerns for a significant number of JET Programme participants. Employees cannot be expected to be able to perform their job well if their mental and physical well-being are not protected. CLAIR needs to more forcefully address these issues and provide guidance to people who feel that they cannot get help in these difficult situations.

It would also be beneficial for International Organisations, not limited to CLAIR, to brainstorm ways to tackle these racial and xenophobic attitudes.

Overtime Work and Compensatory Time Off:

Data

Figure 20: Percentage of CIRs who have worked Overtime



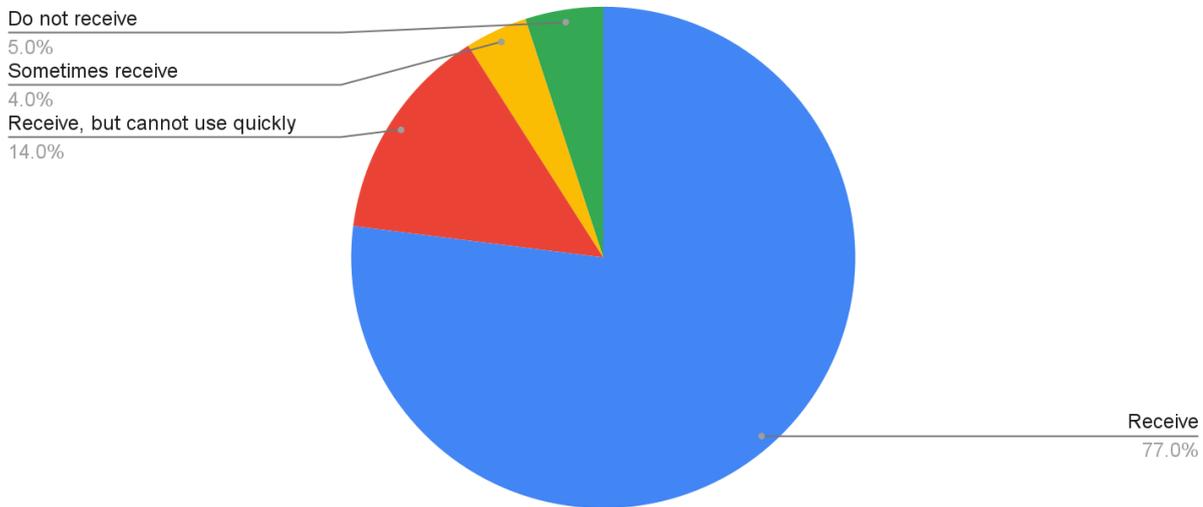
76% of CIRs reported having to work past their expected work hours pre-COVID-19.

Most people who reported working overtime reported working 10 hours of overtime or less per month, but in 10 out of 73 comments, individuals reported working 20 hours of overtime or more per month. One response, in particular, stated they had worked 150 hours overtime in one month.

About 6% of CIRs reported that their amount of overtime work increased due to COVID-19 and only 7 CIRs left comments detailing how the effects of COVID-19 had increased their workload. One comment, in particular, stated that they worked 10+ hours during busy periods due to ALTs quitting.

8% of CIRs responded that they had to start teaching at schools/take on responsibilities in response to COVID-19. Of those who did, none received any training to fulfill the role.

Figure 21: % of CIRs who Receive Compensatory Time Off for Overtime Work



77% of CIRs receive compensatory time off for overtime work, 14% receive it but cannot use it quickly, and 5% do not receive it and 4% sometimes receive it.

When asked whether CIRs would prefer being paid overtime instead of acquiring compensatory leave, 48.9% responded with yes and 51% responded with no.

CLAIR and NAJET were interested in what measures or policies respondents think could be put in place to help ensure JETs can access compensatory leave. Around 700 respondents provided some comments. The majority of comments suggested that overtime policies should be standardized or formally in our contracts. Several comments also suggested that there should be more flexibility in regards to the timeframe when compensatory time off can be used.

Discussion

Based on this data, CIRs are significantly more likely to work overtime than ALTs. Several CIRs reported working over 10 hours of overtime per month, with some reporting much higher numbers. However, a significantly higher percentage of CIRs report receiving compensatory time off for overtime work than ALTs. This may be because CIRs have a better system for keeping track of their overtime work.

The 2020-2021 CIR Representative, Brendan Murphy, also thinks that this discrepancy can be explained by a difference in awareness between ALTs and CIRs in what does and does not qualify for compensatory time off. For example, while ALTs working on lesson plans outside of normal working hours *ideally* should be avoided or qualify for compensatory time off, it does not under most COs' definitions. However, CIR overtime work is often caused by a high volume of work that cannot be postponed and does qualify for compensatory leave. However, the CIR Representative has been concerned about several reports from CIRs who receive compensatory time off for overtime work but are too busy to actually take it before it expires.

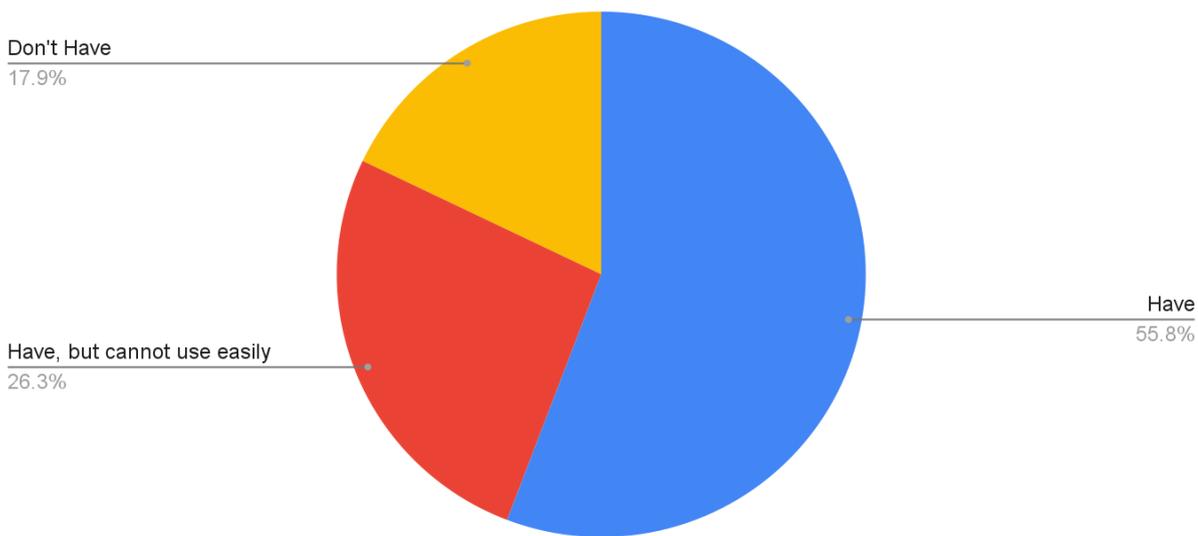
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Due to this systemic issue, we strongly recommend that CLAIR provide some kind of reporting system for CIRs that are experiencing persistently heavy amounts of overtime work that they are not receiving any time off for. We understand that CLAIR does not want to directly instruct COs on such issues and that every situation is different, but we do think that CLAIR has an obligation to make sure that contract hours and overtime compensation are generally consistent throughout the JET Programme. Therefore, CLAIR should designate some party to help negotiate between JET Programme participants and COs who are struggling to implement a reasonable workload and conditions, in order to attain the best conditions for both parties.

COVID-19:

Data

Figure 22: % of CIRs who have Sick Leave



55.8% of CIRs reported that they have access to sick leave, 26.3% reported that they have access but cannot use it easily, 17.9% reported that they do not have access to sick leave.

In regards to whether CIRs were allowed to access their sick leave during COVID-19, 69.6% responded that they were able to access it and 30.6% responded that they could not access it

29.9% of CIRs responded that their CO gives assistance or provides guidance for receiving treatment for physical or mental health issues. 75% said this guidance was adequate. However, 67% said they do not feel that their workplace's COVID-19 prevention measures have been adequate.

In regards to whether CIRs felt they were treated the same as their Japanese colleagues if they needed help for physical or mental health issues, 59.7% responded with "I do not know", 31.1% responded with "Yes" and 9% responded with "No".

53% said the communication between CLAIR and their CO during the States Of Emergency was not clear nor consistent.

In regards to working from home and/or working staggered hours, 28% of CIRs were allowed to work from home or work staggered hours during the first State of Emergency only, 2.7% of CIRs were allowed to work from home or work staggered hours during the second State of Emergency only, 32% were allowed to work from home or work staggered hours during the first two State of Emergencies and 37% were not allowed to work from home or work staggered hours at all.

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81% of CIRs reported that their COs did not request for them to take leave due to COVID-19 symptoms. Of those that were requested to take leave, 52% responded that they were requested to take annual leave, 19% responded that they were requested to take sick leave, 14% responded that they were requested to take special leave. Some respondents commented that it was a combination of annual and special leave, some said they had COVID-19 leave.

On a scale between 0 and 100, CIRs reported an average of 59 when measuring how helpful their PAs were in providing support/information to them during COVID-19.

Discussion

The pandemic has made discrepancies in JET Programme participants' entitlement to sick leave problematic. While some COs have allowed for work from home, special leave, or guaranteed sick leave in response to the pandemic, this has been very on a case-by-case basis and does not consider JET Program participants who may have pre-existing conditions that put them more at risk for serious complications if they are infected with COVID-19. Based on the data, CIRs are more likely than ALTs to face social pressure not to use the sick leave system, even when they really need it. Roughly half of CIRs report difficulty taking sick leave or having no sick leave at all. This is unacceptable during a pandemic and there should be guaranteed access to sick leave for all participants of the JET Programme.

30% of CIRs responded that their CO gives assistance or provides guidance for receiving treatment for physical or mental health issues. 75% said this guidance was adequate. However, 67% said they do not feel that their workplace's COVID-19 prevention measures have been adequate. 53% said the communication between CLAIR and their CO was not clear nor consistent. Generally, participants commented that more authoritative and consistent communication should have been provided from CLAIR in response to this emergency.

PA Survey

Data

Demographics

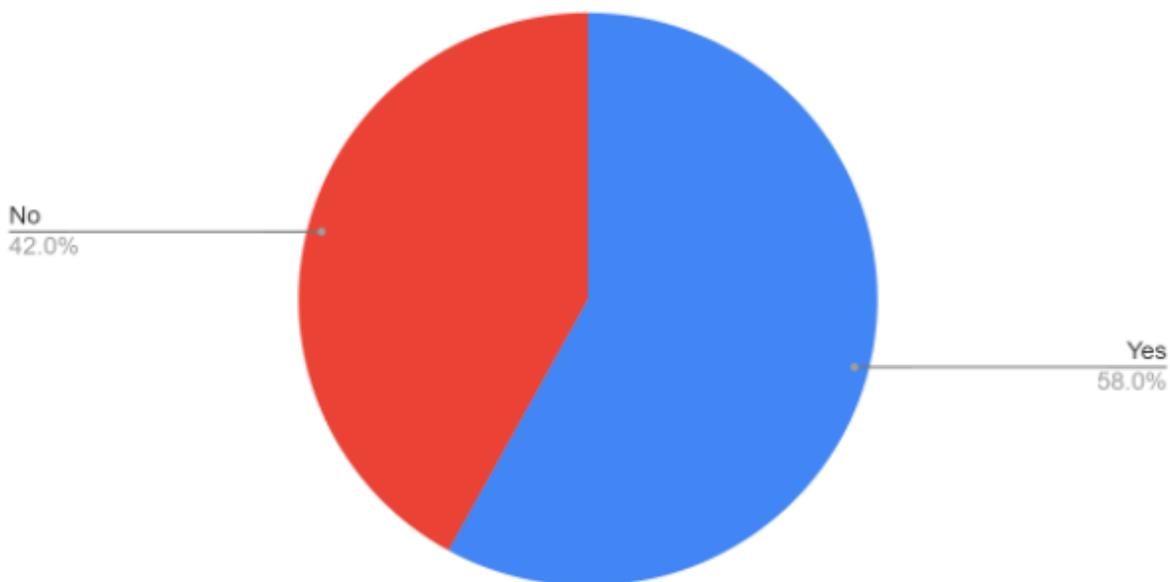
The PA survey was completed by both current PAs and alumni PAs. 86% of respondents were current PAs, and 14% were alumni PAs. According to the data, 56% of people who serve as PAs on the JET Programme are ALTs, and the remaining 44% are CIRs. Since PAs are also classified as either ALTs, CIRs, or Alumni, their demographic data has already been collected as part of the other three surveys. We have no reason to suspect that the demographics of PAs significantly differ from that of ALTs, CIRs, or Alumni.

The plurality of respondents (26.9%) became a PA in their first year on the Programme. 23.8% became a PA in their 4th year, 22% became a PA in their 3rd year, 14.3% became a PA in their 5th year and 11.1% became a PA in their 2nd year. 1 respondent became a PA in their 6th year as a private hire.

Overtime

We asked PAs questions specifically related to this role, their working conditions related to this role, and asked for their suggestions about things that can be done to improve the PA system.

Figure 23: "If you were a first-year PA, were you aware you would serve as a PA before coming to Japan?"

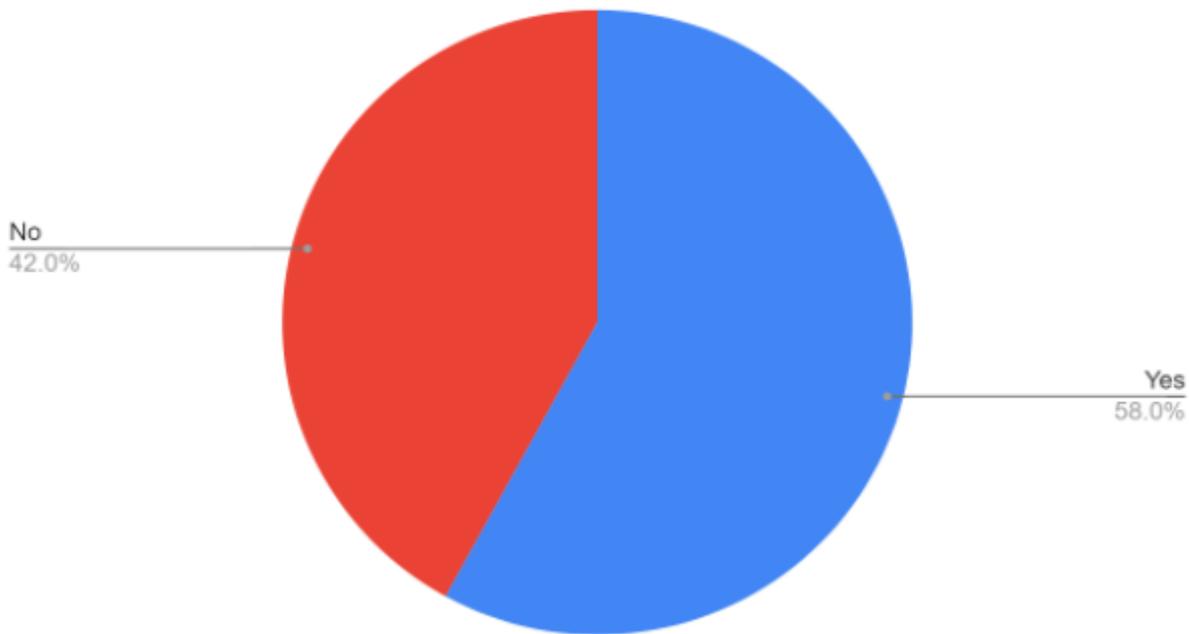


42% of first-year PAs reported that they were not aware they would be fulfilling this role until after they arrived in Japan.

Additionally, out of the people who were assigned to the position later, 24% said they had no desire to be a PA. However, others voluntarily applied to be a PA or are assigned to a position, but are willing. 53.5% applied to be PA while 46.4% were assigned.

In some prefectures, ALTs are not allowed to become PAs unless they give up their ALT position.

Figure 24 : % of PAs who work Overtime due to the role



58% of PAs report working overtime due to the role. Additionally, 31% of respondents reported that issues related to COVID-19 have increased their amount of overtime work related to being a PA. Only 44% receive compensatory time off for overtime work related to PA duties, and the most common reason cited is because the nature of PA work makes it difficult to record the exact number of hours spent or is not considered to qualify as overtime work, even though it must be done.

Most people who reported working overtime due to PA duties reported working 10 hours of overtime or less per month but 4 out of 33 responses commented working more than 10 hours - up to 15 hours per month. Several comments said it varies especially during the months leading up to the Skills Development Conference (SDC).

36.4 % of respondents said they were able to take compensatory time off for working overtime, 33.3% said no, 30% left separate comments - most of which said it never occurred to them to ask for it.

In regards to working overtime during COVID-19, most people who reported working overtime due to PA duties reported working 10 hours of overtime or less per month but 5 out of 17 respondents commented that they worked more than 10 hours of overtime during COVID-19 in relation to their PA duties - up to 20 hours per month.

55.5% of these respondents were not able to take compensatory time off for working overtime in relation to PA duties during COVID-19.

PA Role and Materials

On a scale of 1 to 100, with 1 being the lowest and 100 being the highest, on average PAs rank the usefulness of the explanation of the PA role provided to all JET participants at 45. Many respondents made comments stating that many things concerning the role are unclear, especially because the role is so different for each prefecture. This causes difficulties for both PAs and people who turn to them for help because there is a poor understanding of what is included as part of the PA role and what they can and cannot help other JET Programme participants with.

On a similar scale of 1 to 100, PAs ranked the usefulness of PA training materials at 39. An anonymous PA provided very specific information and suggestions on how the training materials can be improved:

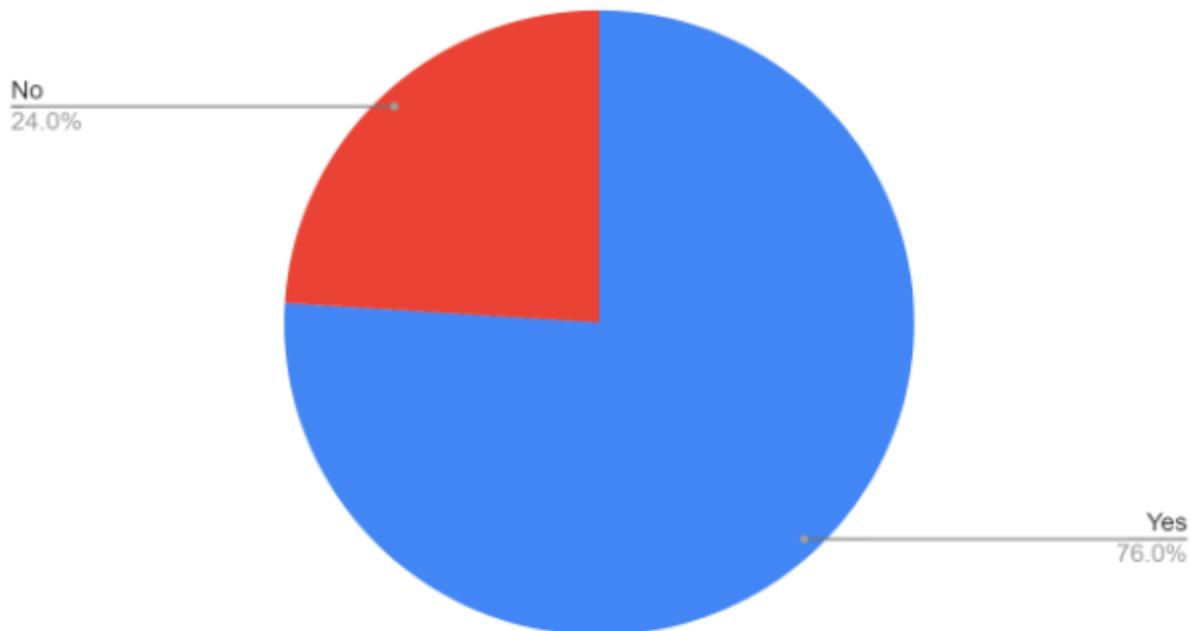
“Example consultations and records would be very helpful. Further training regarding listening and mental health is vital. Even if PAs are not counselors, we still end up on the front line while trying to get JETs in touch with counselors (especially in prefectures without English-speaking counselors). Even if each Prefecture handles its PA program slightly differently, examples of how to promote and form networks among JETs would be extremely useful to reference. I reference the PA handbook from 2015, but I never find myself referencing the current PA handbook. Furthermore, PAs should be provided access to the CO handbook and supervisor handbook to be able to gain a deeper understanding of the JET program and can answer inquiries from JETs.”

Other PAs commented that the training material should be sent before arrival in Japan and that PAs throughout Japan should be better networked. **For further comments, please refer to the Appendix.**

On a scale of 1 to 100, the respondents ranked the support and resourcefulness of their JPA at 71. The main suggestion for improvement was for JPAs to serve the position for a longer period of time. JPAs seem to change often in many prefectures, so they are also learning along the way and this can leave both the JPA and JET Programme PA at a loss for what to do in certain situations. More collective experience is always beneficial. Additionally, although PAs are the main support for JET Programme participants, we recommend that JPAs are also introduced to Programme participants at prefectural orientations so that they know who their information is being shared with.

PA Representation and Comments

Figure 25: "Should PAs have an AJET Representative?"



76% of PAs would like to have a representative on National AJET.

In the final section of the survey, we gave the option for PAs to make comments about the PA System. Around 26 comments were made, here is a sample of what was said:

It is great to have a support system like the PA system, but trainings should be organized for them and for the entire support system in a prefecture —this includes the regional representatives and supporting representatives. Team building activities or meetings might be of great help to make the support system more effective

There is so much interpretation within the PA system regarding what exactly is the role of a PA. Having a clearer outline of what is required of us, and having training materials/access to resources that cover situations above and beyond what is required of us, would make the PA position easier. (For example, we are not counselors, but access to the PA materials regarding mental health from prior to 2015 has been vital to certain consultation cases that I have been involved with

Give CIR PAs and ALT PAs a direct contact at CLAIR to get advice and guidance from. Send CO-related messages directly to JET PAs, too.

For further comments, please refer to the Appendix.

Discussion

The concern surrounding having JETs become Prefectural Advisors in their 1st year has been raised in previous NAJET surveys (2020,2014,2011) with the most critical concerns being inexperience, lack of knowledge, and the lack of resources to navigate certain issues and events.

While some COs do choose PAs from an existing JET pool or through a voting system by local JETs, many don't. The lack of a proper system or framework for assigning the PA role can affect the expected service JETs have of the PA support system, which can contribute more to some of JETs' negative experiences on the Programme. It can also affect the individual who is assigned the role, being unequipped to deal with certain circumstances may result in stress, anxiety and depression for some PAs —affecting their own JET experience too.

NAJET strongly suggests that there be a more standardized process of choosing who becomes a Prefectural Advisor and that no one in their first year of JET becomes one. In addition, it would be beneficial for PAs to have some sort of access to an official database of shared resources so that they can feel more supported in their role. Currently, there is an unofficial Facebook group for PAs to access and assist each other. However, not every PA has a Facebook, nor do they want to make one. While there is a PA conference annually its effectiveness has been reduced due to it being online, leaving PAs fewer chances to share and collate ideas with other PAs.

Survey data also suggests that many PAs are not aware that their overtime in relation to their PA duties can be counted as overtime. As being a PA is an official role on the JET Programme NAJET believes that COs should make an effort to count PA overtime hours in addition to JET's original overtime hours.

Current Perceptions of AJET, CLAIR, and PAs

50% of current ALTs say they have a positive view of NAJET, as opposed to 44% who have a positive view of CLAIR and 67% who have a positive view of their PA. Results are similar for current CIRs: 47% have a positive view of NAJET, 46% have a positive view of CLAIR, and 67% have a positive view of PAs.

Alumni report higher numbers of confidence in NAJET and CLAIR, at 57% and 50%, respectively. If we compare their responses to current JETs, we can say that trust in the organizations that support the JET Programme participants has declined a bit in recent years. However, PAs remain a fairly trusted resource.

This decline in trust of the larger national organizations such as NAJET and CLAIR can be explained in part by a global decline of trust in institutions that has been pervasive over the last few years. The 2021 Edelman Trust Barometer, which surveyed 28 different countries, found that in 2020 public trust had eroded even further in social institutions, including government, business, NGOs, and media (as cited in Aguilera, 2021). Over the past several years there has been a tendency in nearly every country to mistrust large national organizations and instead rely on local and more transparent groups for information and assistance. The reasons for this are complicated and largely outside of NAJET or CLAIR's control. NAJET's lack of in-person events due to COVID-19 has also caused challenges for us in maintaining as strong of a relationship with as large of a number of JET Programme participants. We are currently restructuring some of our systems to adapt to this.

Ultimately, as organizations, both NAJET and CLAIR have an obligation to help bridge this gap to better serve the interests of Programme participants. One of the key barriers to effective communication between our organizations and JET Programme participants is the difference in communication styles between Japan and Western countries. Western audiences especially value organizational transparency, but Japanese (and Asian organizations in general) prefer to deal with everything internally and release as little information to the public as possible (Harris and Fleisher, 2017). While we understand that this cultural difference cannot be completely eliminated, the burden should not be solely on JETs to strive to "understand" Japanese organizational communications. JETs want to feel like their concerns are being heard and want to know what kind of measures CLAIR is taking to help improve some of the problems participants face across Japan. NAJET would like to help serve as a mediator for this, and there are also things we can do to improve our initiatives. However, CLAIR seldom provides even NAJET with direct information on what is concretely being done to improve certain issues. Often we provide data that something is a pretty pervasive issue and it largely goes unaddressed in terms of action. Consequently, many JETs feel that a lot of their concerns go ignored or unaddressed, and NAJET has very limited power to help them without strong communication with CLAIR and a willingness to work together to reach solutions. If these trends continue, we can reasonably expect that perceptions of both NAJET and CLAIR will continue to decline.

Professional Development Aspirations

74% of ALTs and 54% of CIRs responded that they would like to pursue higher education after completing their time on the JET Programme. Since JET Programme participants come from a variety of backgrounds, individuals have an interest in a variety of fields, but some of the most common are education, TESOL, linguistics, translation, and international studies.

NAJET will continue to form partnerships to try and provide scholarship opportunities for JET Programme alumni. If CLAIR receives any information about such opportunities, NAJET would appreciate it if this information was passed along.

Conclusions and Recommendations

To restate the findings included in our executive summary, after analyzing all of the survey data, we have come to the following conclusions:

- 1) Harassment, assault, and discrimination are quite prevalent in the JET Programme. About 50% of the women JET participants who responded to this survey reported directly experiencing such an occurrence. Although CLAIR has recommended that victims report such occurrences to their CO, PA, or the police, an overwhelming majority of people who have done so said this approach was ineffective. An overwhelming majority also say the information in the General Information Handbook regarding sexual harassment makes little difference in practically dealing with this issue.
- 2) There are two separate issues regarding overtime, largely related to job type on the JET Programme:
 - a) 63% of ALTs work a few hours of overtime, sometimes on a regular basis, and 43% do not receive compensatory time off for this overtime. Many ALTs report that this is because there is no system to keep track of their overtime hours.
 - b) 76% of CIRs work overtime, and often in larger quantities than ALTs. While 77% of CIRs report receiving timely compensatory time off for overtime work and do have a reporting system to record their overtime hours, a significant number have such a heavy workload that they are too busy to actually take this time off before it expires.
- 3) COVID-19 has affected virtually everyone in the world negatively, but an alarming number of JET Programme participants have not had guaranteed access to sick leave during this pandemic. In addition, over 60% of JET Programme participants say their workplaces' COVID-19 prevention measures have been inadequate. A majority also feel the communication between CLAIR and their CO regarding the states of emergencies and pandemic have not been clear nor consistent.
- 4) JETs report that their CO's guidance for mental and physical health issues is generally acceptable, although views are a bit mixed. Naturally, some people do have issues getting help out of the large number of Programme participants.
- 5) PAs are very well trusted, but PAs report a desire for better training and networking. Some PAs are also assigned to this position but have no desire to do it.
- 6) JET participants' trust in CLAIR and NAJET is gradually declining. Trust in the PA system remains steady.

In response to these identified issues, NAJET recommends:

- 1) There is no single or easy solution to address the issues of harassment, assault, and discrimination. However, as a start we recommend that all JET Program participants are given information about these issues at Tokyo orientation, including how prevalent they are for foreigners in Japan, some cultural differences surrounding how they are dealt with, and how to deal with them should they occur. Materials should also be given out by Prefectural Advisors or whoever organizes during prefectural or municipal orientations. This material should be reinforced and/or redistributed during the Skills Development Conferences or through updates given to JETs via email during the year.

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- 2) CLAIR should do more to ensure that *all* JET Programme participants have guaranteed access to compensatory time off for overtime work. Overtime work cannot always be avoided, and there needs to be some sort of unified system to ensure participants' rights as employees.
 - a) CLAIR should provide guidelines for all COs on how to make a reporting system to keep track of ALTs' overtime work. CLAIR should also require or at least strongly encourage all COs to use these systems.
 - b) We strongly recommend that CLAIR provide some kind of reporting system for CIRs that are experiencing persistently heavy amounts of overtime work that they are not receiving any time off for. We understand that CLAIR does not want to directly advise COs on such issues and that every situation is different, but we do think that CLAIR has an obligation to make sure that contract hours and overtime compensation are generally consistent throughout the JET Programme, so CLAIR should designate some party to help negotiate between JET Programme participants and COs who are struggling to implement a reasonable workload and conditions, in order to attain the best conditions for both parties.
 - i) We also recommend that there should be a way for JETs who are PAs to record their overtime hours that are related to their PA duties.
- 3) CLAIR should ensure that all JET Programme participants have guaranteed access to sick leave specified in their contracts, especially in light of the pandemic. Also, JET participants generally commented that more authoritative and consistent communication should have been provided by CLAIR in response to the pandemic and states of emergencies. NAJET seconds this sentiment should COVID-19 continue to be a pervasive cause for concern or should another similar crisis occur in the future.
- 4) COs generally seem to provide adequate support for assisting participants in receiving treatment for mental and physical health. There is always room for improvement, but there are no immediate recommendations.
- 5) New PAs should be informed that they are assigned to this position and provided some training materials before arriving in Japan. The training materials and programs should also be updated annually based on participant feedback (they may already be updated annually, but many PAs still don't feel the materials help them prepare enough). We also think that PAs will perform better if they actually have a desire to fulfill this role. For this reason, if possible, we think unwilling JET participants who are assigned to the PA position should be able to decline this role and that local JET chapters should be able to source their PAs from a willing applicant pool. The majority would also like a PA representative on NAJET.
- 6) CLAIR has reduced its number of annual opinion exchange meetings with NAJET from two to one. We recommend that CLAIR maintain two meetings with us per year, and we will do our part to be more responsive to the concerns of JET Programme participants. In the next year, NAJET plans to implement regular online hearings with JET Programme participants across Japan so that they can voice their concerns to us regularly and directly.

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Questions (2020 Opinion Exchange)

1. This year CLAIR offered a contract extension to 5th year JETs. **Was this extension offered only due to the effects of the COV19 pandemic? Will an extension such as this be offered again to 5th year JETs in the future?**
2. Currently the guidelines on transferring to another CO or prefecture are very restrictive. (Namely only those with marriage or health reasons are eligible to request a transfer) **Will CLAIR consider expanding transfer eligibility to those who have experienced harassment/assault while on JET and thus do not feel safe working at their CO?**
3. Through the COVID-19 pandemic the deadline to re-contract was extended past the regular November/December time period. Furthermore, JETs were able to change their re-contracting decision. Some BOEs have also stated that changing the re-contracting decisions are determined by CLAIR rather than individual BOEs. **From here on, would it be possible for CLAIR to reconstruct/review the re-contracting procedure or timeframe?** (For example, - allowing JETs to make a re-contracting decision by March/April as opposed to December/January).
4. A) Japan is a natural disaster prone country. AJET regularly deals with JETs who feel vulnerable while on the programme due to lack of guidance and information given from the authorities (i.e CLAIR) during such disasters. JETs' working conditions can cause JETs to feel unsafe (For example JETs being required to go to work as a strong typhoon is approaching unless they take leave)
B) In the case of COVID-19, CLAIR has not been clear regarding the procedures should a JET catch COVID-19 - moreover there is a high risk of a JET suffering discrimination after contracting the virus. The assumption that it is the responsibility of the PAs and COs to provide disaster and other related information is incorrect, as many PAs/COs don't provide information like this to their JETs, this was noted in the 2018 Disaster Preparedness report too.
Does CLAIR have any interest/procedures in providing emergency information to COs or PAs and ensuring it reaches JETs effectively? If so, what are the procedures?
For example - many JETs aren't aware about "transport leave" in their contracts (if they have it), or it is only mentioned once during orientation. Transport leave is especially important during Typhoon season, when some JETs are told to come to work or take leave despite no public transport being available.
Another note: While CLAIR does send emails out to JETs that mention emergency situations, not all JETs are receiving/reading them. (The emails go directly into the spam folder/JETs choose not to read the emails). Many JETs also don't know that they can access the same information on CLAIR's website). NAJET will also try to help address this situation by promoting the information contained in CLAIR's website and their emails, but we think CLAIR should be aware of this fact.
5. During emergencies/natural disasters, JETs have limited annual paid leave compared to our Japanese co-workers. Most JETs will end up having to take annual paid leave if they feel unsafe about working during that time.
Natural Disaster leave, for example, is only valid to use if a JETs accommodation is destroyed or damaged. If a JET was to get injured during a natural disaster (during their commute) they would be pressured to take paid annual leave instead of sick leave. This has also occurred during the COVID-19 Pandemic. If a JET wants to take a COVID-19 test they cannot take sick leave unless they've tested positive.
Would it be possible for CLAIR to develop a special "emergency leave" clause for all JETs or encourage individual CO/BOEs to do so?

6. **Are there plans to revamp and standardize the sick leave system for CIRs?**

Many do not have access to it because their CO does not allow or acknowledge that CIRs are entitled to take sick leave. The CO Manual does contain some explanations that foreign workers tend to use leave (both paid and sick leave) in ways that are different from their Japanese colleagues, but this explanation in the manual is not sufficient for CIRs to access sick leave as they feel vulnerable or unable to work effectively.

7. There have been instances where a JET believes that their CO has violated the law (namely labor law/ landlord-tenant laws). These instances were then unaddressed by local government organizations. CIRs often feel they cannot take the issue further and feel that CLAIR has not provided sufficient instructions or information on how to deal with these types of situations. **Does CLAIR have any plans to improve and/or strengthen the legal resources provided to JETs?**

8. Many JETs have to work overtime without receiving any compensation. (Examples include ALTs doing extra hours after school and on weekends for ESS or interview practice, whereas CIRs also do not receive overtime for a large range of activities, particularly PAs are expected to respond to questions and address problems from JETs outside of contracted hours).

JETs who do ask for their overtime to be compensated are often denied. It is clear that the current measures to prevent unpaid/uncompensated overtime are not enough.

Does CLAIR have any plans to strengthen clauses in our contract to make sure JETs receive overtime compensation?

9. There has been a sexual assault case (commonly referred to as the Sasebo Anon case) that occurred between two JETs. This case has been reported on by the Japanese press. The JET who was assaulted is now suing the prefectural BOE. Many JETs face sexual assault and/or harassment during their time on the JET Programme.

JETs are encouraged to contact their PAs for support. However some PAs lack training on how to deal with these matters and are unable to navigate the issue. Sexual Security was a topic previously talked about in prior Opinion Exchange sessions.

Has CLAIR made any developments on a support system or best procedures for JET participants who face sexual assault or harassment? If so, what has been done and how can progress be seen, measured and communicated to JETs?

10. The COVID-19 has seen “working from home” become the new normal. While many countries have quickly adopted the concept, Japan has struggled to do so. This is mostly due to the lack of standardized infrastructure /technology access throughout different industries.

Recently the Ministry of Education has invested in providing tablets and projectors to schools. While a step forward – AJET has questions regarding the effectiveness of this investment in regards to English education. Often ALTs say that JTEs are unable to incorporate technology in their classes because they do not know how to use it/ there is insufficient access to technology at the school. It is common practice in other countries to have training days or “staff development days” for teachers so that they are able to use new technology in the classroom as soon as possible. **With the new technology being introduced to different schools from this year, will there be any training provided to JTEs (as well as ALTs) so that it can be incorporated it into our English classes and/or curriculum effectively?**

11. PAs are an important backbone to the JET community and experience but many of them are lacking in proper support and training.

Over the course of the JET Programme it has become clear to AJET that many PAs are not properly equipped or trained for their role (particularly those in their first year).

While there are Prefectural Advisor conferences, AJET is concerned about the conferences’

usefulness. PA's often feel unprepared and unequipped to deal with various sensitive scenarios/matters and struggle to find proper guidance. While CLAIR recommends that they seek guidance from the JPAs, many PAs say their JPA counterparts are also untrained and thus are unable to provide sufficient guidance.. **Does CLAIR have any plans to revamp the PA system and/or improve training to current PAs as well as JPAs?**

12. Many COs often conduct an “evaluation” of their JET employee’s performance at the end of every year. Many JETs have expressed that they would also like to perform an evaluation of their CO to CLAIR. This is particularly relevant for JETs who have faced unreasonable work conditions and want to provide this information formally to CLAIR. **Would it be possible for CLAIR to create a CO evaluation practice/system for JETs?**
13. The cost of living in Japan has increased over the past few years but the JET salary hasn’t changed. Those who live in more urban areas or cities are disadvantaged in terms of how much money they have left after paying taxes, utility fees and other costs associated with living and working in Japan. AJET has heard of some JETs asking for a loan from their co-workers or CO to help make ends meet, particularly those in their first year. Additionally, several JETs have non-JET spouses who lost their jobs when the first state of emergency was declared, and some have children or other family support. **Does CLAIR have any plans to raise the current JET salary?**