



HANDBOOK FOR VIETNAMESE WORKERS IN JAPAN

Project "*Harmonising Society through Migrant Worker and
Foreign Investor Cultural Education*"

9/2022

I. ADMINISTRATION, POPULATION, AND LABOR OF JAPAN

1. Administrative area

Japan, officially known as **Nippon-koku** or **Nihon-koku** (日本国), is a sovereign island nation located in East Asia. People believe that Japan is the origin of the sun, and Westerners often translate the country's name as "land of the rising sun". With a total area of 377,975 km², Japan ranks 60th in the world and is located on the eastern side of the Asian continent. The country is located on the eastern edge of Korea, Russia, and China and stretches from the Sea of Okhotsk in the north to the East China Sea and the island of Taiwan in the south. Japan is situated in the temperate climates zone, with four distinct seasons; each region has a signature climate along the length of the country. Japan is also known as a volcanic archipelago with about 6,852 islands and 111 active volcanoes.

2. Distribution of population and labor

Japan's population is unevenly distributed, concentrated mainly in coastal areas. Big cities like Tokyo, Osaka, Nagoya and some neighboring cities are home to up to 49% of the nation's population with 1350 people/ km², while the density marks only 64 people/ km² in Hokkaido Island.

Japan's population is aging. If the elderly make up a large proportion of the population structure and the natural population growth rate is decreasing, this country will incur significant costs in social security (many problems related to elderly health care), labor shortage, and population decline. Importing labor from countries with large populations and abundant labor resources, such as Vietnam, is one solution to the problem of labor shortage. Currently, there are nearly 500,000 Vietnamese workers, including students working part time, in Japan.

II. CULTURE OF CORPORATE, OFFICE, ENTERPRISE

1. HOW TO SELF-ADDRESS



INTRODUCE YOURSELF

PRONOUNCES おれ(ORE), ぼく (BOKU) OR あたし (ATASHI)

ARE NOT SUGGESTED, INSTEAD わたし (WATASHI),

OR わたくし (WATAKUSHI) ARE MORE POLITE.

わたしども (WATASHI DOMO), OR わたくしども(WATAKUSHI DOMO)

ARE RECOMMENDED WHEN MENTIONING "US"



COMMUNICATE TO SUPERIORS
SUPERIORS SHOULD BE MENTIONED BY USING "LAST NAME" + THEIR TITLE

杉本亜希様
(SUGIMOTO AKI-SAMA)
MS. AKI SUGIMOTO



COMMUNICATE TO CUSTOMERS

CUSTOMERS SHOULD BE MENTIONED

BY USING NAME + 様 (SAMA) IN REGULAR CONVERSATIONS,
OR NAME + 殿 (DONO) IN EMAILS AND DOCUMENTS



COMMUNICATE TO REGULAR PEOPLE

“NAME + さん (SAN)” OR “NAME + くん (KUN)” FOR YOUNGER MAN.

THE LETTER さん (SAN) IS SUGGESTED

NOT TO ATTACH WITH THE POSITION,

BECAUSE IT INDICATES IMPOLITENESS



INDICATE “OUR COMPANY”

当社 (TŌSHA) /
とうしゃ (TŌ SHA) /
わが社 (WAGA SHA)

御社に是非伺いたいです
(ONSHA NI ZEHI UKAGAI TAI DESU)
I WOULD LIKE TO VISIT YOUR COMPANY



INDICATE “YOUR COMPANY”

そちら様 (SOCHIRA-SAMA),
こちら様 (KOCHIRA-SAMA),
御社 / おんしゃ (ONSHA)

2. GREETING CULTURE

The Japanese greeting culture is called "Ojigi Culture". There are three main types of greetings: Saikeirei, Keirei, and Eshaku. The constant rule is "The lower must greet the superior", which means that the older person will be the superior of the younger, the guest and the teacher will be the superior for owners and students respectively.

SAIKEIREI – 最敬礼 **FORMAL GREETING**

Saikeirei is a formal greeting. The Japanese often use the Saikeirei style to express gratitude and respect to the Supreme Being such as God, Buddha, the national flag, etc... or to grandparents or parents. This type of greeting also replaces the apology, demonstrating the Japanese people's sincerity.

KEIREI – 敬礼

REGULAR GREETING

Keirei style is the usual greeting used in greetings to superiors, elders, customers, and business partners.

ESHAKU - 会釈

SOFT GREETING

This is a type of greeting that is often used in casual communication with people of the same age, class, and social status to show intimacy when the two sides meet in the day. In other words, doing this to a superior may be seen as rude.



Saikeirei



Keirei



Eshaku

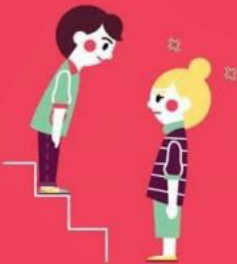




Do not clasp your hands
in front of your chest
when greeting



Do not bow and greet
while walking



Do not stand on a higher
step and bow your
head to greet



Do not bow to greet with
an annoyed face



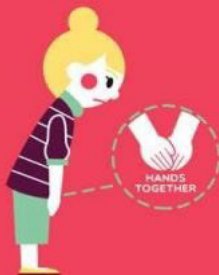
Do not bow to greet while sitting on a chair



Do not bow while talking



Do not put your hands behind your butt when bowing



Put your hands on top of each other in front is not wrong, but it is not a standard greeting either

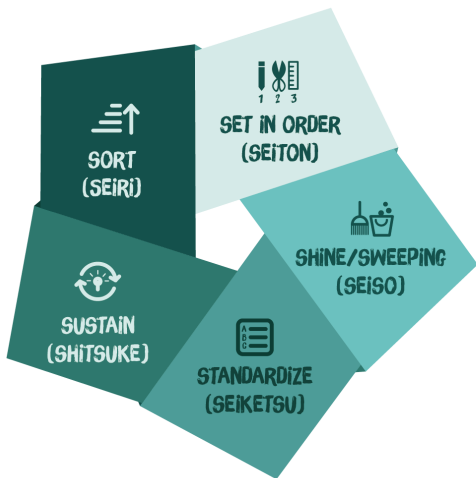
3. GENERAL RULES AT WORK



OBEY THE TIMING
THE 5-MINUTE IN ADVANCE RULE MUST BE FOLLOWED
IN ANY APPOINTMENTS

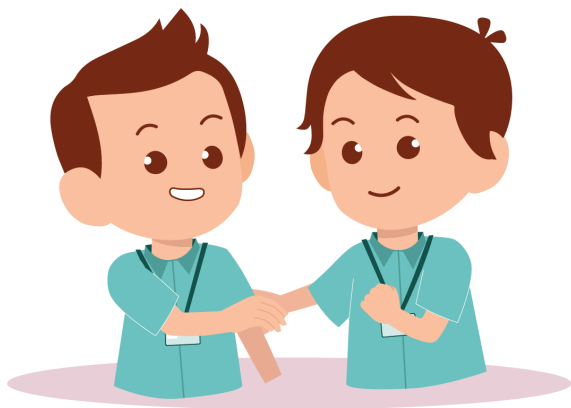


**GO TO WORK AND LEAVE SHIFTS
INAPPROPRIATE ATTITUDES SUCH AS
"ENTERING THE COMPANY AT 8:59 AM
PRIOR TO THE STARTING HOUR OF 9:00 AM"
OR "LEAVING EXACTLY AT THE FINISH HOUR OF 5:00 PM IS RIGHT"
ARE UNACCEPTABLE**



KEEP IN MIND THE 5S RULE
5S IS A METHOD OF MANAGING AND
ARRANGING WORKING STATION IN JAPAN

4. WORKING MANNERS



**MAKE A GOOD IMPRESSION
ON THE FIRST DAY OF WORK**



DRESS POLITELY

**IT IS BEST TO WEAR NEAT, CLEAN, SIMPLE AND POLITE CLOTHES
FOR THE PROFESSIONAL ENVIRONMENT**



GREETING

**ON THE FIRST DAY,
YOU SHOULD SMILE AND GREET YOUR COLLEAGUES,
INTRODUCE YOUR NAME AND TRY TO REMEMBER OTHERS' NAME**



DISCIPLINE

**MANY VIETNAMESE WORKERS ARE ACCUSTOMED
TO A LIBERAL AND FREE WORKING ENVIRONMENT,
WHICH MAKES THEM FEEL EXTREMELY CONSTRAINED
WHEN THEY ENTER THE WORKING ENVIRONMENT IN JAPAN**



PRODUCT QUALITY IS THE GREATEST PRIORITY



HARD WORKING, PERSEVERANCE, PATIENCE

III. SOME JAPANESE TABOOS AND WARNINGS TO THE FOREIGN WORKERS

1. TABOOS



**STICKING YOUR CHOPSTICKS INTO THE RICE BOWL
IS UNACCEPTABLE**



NO TATTOOS SHOWN IN PUBLIC
PEOPLE WITH TATTOOS ARE PROHIBITED
FROM USING PUBLIC BATHROOMS



AVOID CUTTING FINGERNAILS AND TOENAILS AT NIGHT

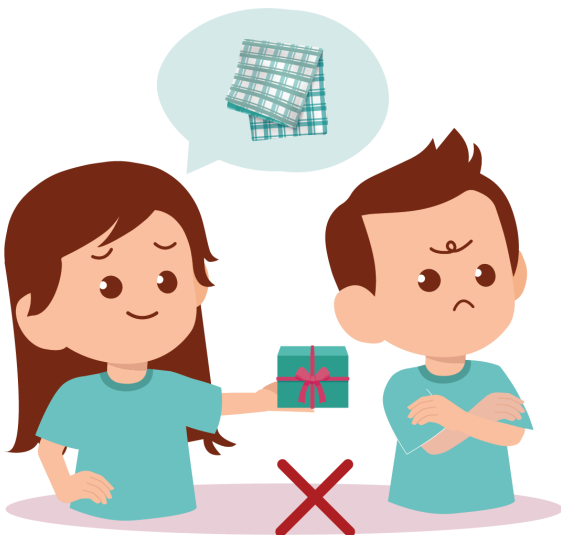


NUMBER 4 AND 9

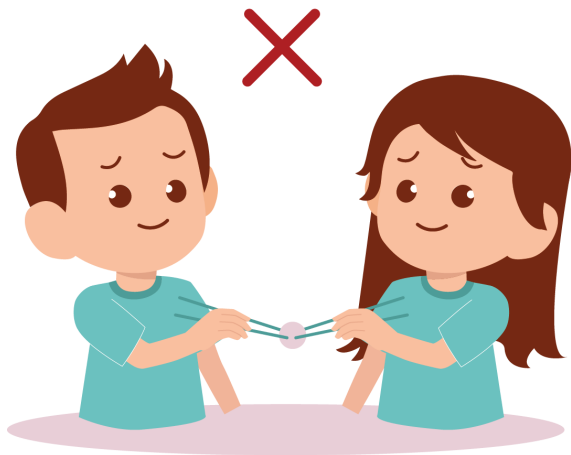
**NUMBER 4 IS PRONOUNCED "DEATH",
WHILE NUMBER 9 IS PRONOUNCED "MISERABLE".
YOU SHOULD NOT GIVE GIFTS TO JAPANESE PEOPLE RELATED
TO THESE TWO UNLUCKY NUMBERS**



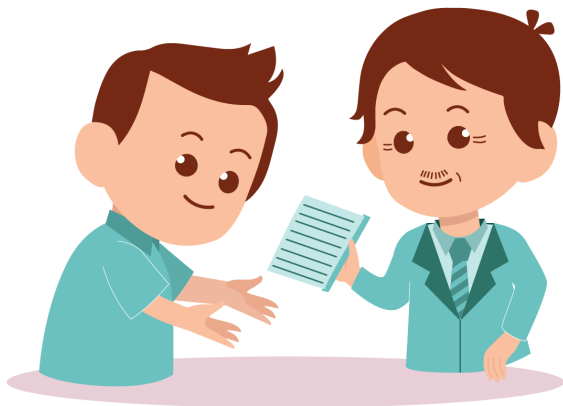
**YOU SHOULD NOT EAT WHILE WALKING
YOU SHOULD NOT WHISTLE AT NIGHT**



HANDKERCHIEFS ARE NOT PROPER GIFTS
IT SHOWS THAT YOU WANT TO CUT TIES WITH THEM



**YOU MUST NOT USE CHOPSTICKS TO PASS
OR SERVE FOOD TO OTHERS**



**YOU SHOULD BOW AND USE BOTH HANDS
TO GIVE OR TAKE SOMETHING FROM OTHERS,
ESPECIALLY THE SENIORS**



NO TRASH LITTERED THE STREET
IF YOU THROW YOUR TRASH IN PUBLIC, YOU MIGHT BE FINED



**HAVING PHONE CONVERSATIONS
ON THE TRAIN OR BUS IS RUDE,
ESPECIALLY IF YOU SPEAK TOO LOUDLY**

2. WARNINGS



DO NOT ARGUE WITH THE BOSS



REGULATIONS IN PUBLIC
SHOULD BE OBEYED STRICTLY BY EVERYONE
(NO CLIMBING THE CHERRY TREES, NO PIGEONS CATCH, ETC.)



**CONFLICTS BETWEEN VIETNAMESE WORKERS
AND LOCAL PEOPLE ARE OFTEN CAUSED BY
LANGUAGE DIFFERENCES**

**WORKERS NEED TO IMPROVE THEIR COMMUNICATION SKILLS
AND LANGUAGE PROFICIENCY TO AVOID UNFORTUNATE DISPUTES**



RESIDING ILLEGALLY
WILL RESULT IN SEVERE PENALTIES
AND AFFECT THOSE WHO WORK ABROAD AFTER THAT

3. PENALTIES FOR VIOLATIONS

Japan is a country which obeys extremely strict laws. There are some habits of Vietnamese people that might be considered inappropriate in Japan.

CROSSING THE WAITING LINE

Those who interrupt the current waiting line might be fined up to ¥1 million (equivalent to VND 200 million), and detained for 24 hours.



FIGHTING IN PUBLIC



Those who commits to the fighting, for any reason, in public, might be detained from 6 months to 1 year.

FORCING OTHER PEOPLE TO DRINK

Forcing others to drink alcohol will be detained for 48 hours and fined ¥10,000 (about VND 2 million). In addition, if this action causes bad consequences, the drinker will be criminally prosecuted.



SPITTING IN PUBLIC



If the violator is caught doing this in public places, he or she will be fined from ¥1,000-10,000 (about VND 200,000- 2 million) and listed in a “black list” of the police.

IV. CONTACT INFORMATION ABOUT EMPLOYEE ISSUES

1. Department of Overseas Labor

Head office: 41B Ly Thai To - Hoan Kiem District - Hanoi

Phone: (84-24) 3824-9517 - Fax: (84-24) 3824-0122

Email: dolab@dolab.gov.vn

Website: <http://www.dolab.gov.vn/>

2. Embassy of the Socialist Republic of Vietnam in Japan

Head office: Tokyo, 151-0062, Shibuya-ku, Motoyoyogi-cho, 50-11

Phone: (813) 3466-3311; 3466-3313; 3466-3314

- Hotline Labor Department (For interns and employees): +81-70-1479-6888
- Hotline Education Department (For students, PhD students): +81-80-4675-1987
- Hotline to protect Vietnamese citizens in case of emergency: +81-80-3590-9136

Fax: (813) 3466-3312

Website: <https://vnembassy-jp.org/vi>

Email:

- General information:

vietnamembassy-japan@vnembassy.jp

- Consular procedures:

vnconsular@vnembassy.jp

- Citizen Protection Mailbox:

baohocongdan@vnembassy.jp

3. Call an ambulance

If it is an emergency, call an ambulance immediately. Here's how to call an ambulance:

1. Make a phone call to **119**.
2. You will be asked "Fire or Emergency?", so answer "I need an emergency".
3. Please convey the exact situation (When, who had it, where was it, the cause, what is the current situation?)
4. Tell them your address (the house or building that is easy to find nearby), your name, and your phone number. Vietnamese names are difficult for the Japanese to understand, so speak slowly.
5. Ask them what to do while waiting for the car to arrive.
6. Wait as directed.
7. When the ambulance arrives, clearly tell them the situation. If possible, among the people present, who know the condition of the disease, they would follow in the car. At that time you should bring your insurance card or money.

The Tokyo Fire Department is setting up an "emergency consultation center" for those who are still confused. Emergency consultation center: Phone number #7119 (24 hours on duty, all year round with no days off). You will be instructed on all issues such as whether should you call an ambulance based on symptoms, what hospital you can visit, etc...

4. Other emergency support

Ord.	Support units	Phone
1	Police	110
2	Fire	119
3	Ambulance	#7119
4	Sea patrol	118
5	Telephone directory	104
6	Report on emergency on streets	#9910
7	Tokyo Water Supply Bureau	03-5320-6326
8	Tokyo Electric Power	0120-995-333
9	Tokyo Police Department's Foreigners Advice	03-3503-8484
10	General advice for foreigners	03-3202-5535
11	Immigration Department	03-3580-4111
12	Hospital information	03-5285-8181
13	Docomo telecom	092-858-0789
14	Soft Bank telecom	0800-1111-820
15	Au telecom	0120-944-286
16	Administration for Technical Intern Trainees of Japan (OTIT)	0120-250-168
17	International Career Cooperation Agency (JITCO)	0120-022332

The incoming caller pays for numbers starting with 0120.

V. COMMON JAPANESE SENTENCES USED IN BUSINESS ENVIRONMENTS

GREETING

1. おはようございます!(Ohayo gozaimasu): Hello.
2. お先に (osaki ni): I am leaving the office.
3. お先に失礼します (Osaki ni shitsurei shimasu): Please accept that I am leaving the office first.
4. 「お疲れ様でした. お先に失礼します (Otsukaresama deshita. osaki ni shitsurei shimasu): Everyone has worked really hard, please accept that I am leaving the office first.

AT WORK

1. ここに夜勤はありますか? (Koko ni yakin wa arimasu ka?): Is there a night shift here?
2. 毎日私は何時間働きますか? (Mainichi watashi wa nanji kan hatarakimasu ka?): How many hours do I work each day?
3. いつから仕事を始めますか? (Itsu kara shigoto wo hajimemasu ka?): When do I start my work?
4. 私の仕事は何ですか? (Watashi no shigoto wa nandesu ka?): What is my job?
5. 初めてですから、あまりわかりません。教えていただけませんか? (Hajimete desu kara amari wakarimasen. Oshiete itadakemasen ka?): I'm new here so I don't know anything. Can you guide me?
6. 今日は何時まで働きますか? (Kyō wa nanji made hatarakimasu ka?): How many hours do you/ I work today?
7. 誰と働きますか? (Dare to hataraki masu ka?): Who am I doing this with?
8. どうぞよろしくお願い致します (Dōzo yoroshiku onegai shimasu): Thank you very much/ I appreciate your efforts/ Best regards
9. こんなに大丈夫ですか? (Kon'nani daijōbudesu): Is this okay?

REFERENCES

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2. Asian Student Cultural Association (ABK) and Benesse Coporation JSC., *Risk management for foreigners*
3. IMS Vietnam International Medical Support Co. Ltd., *3 best medical centers in Japan*
4. Introduction to Japanese Culture. *Emergency support*
5. SOFL Japanese Language Center, *Dialogues in Japanese factories*
6. International Human Resources and Technical Development Trading JSC.(JVNET), *3 rules to keep in mind when working in Japan*
7. Thanh Giang CONINCON JSC., *The "criminals" in Japan workers should know*

DIRECTIONS AND DOCUMENTATIONS

1. Nguyen Thi Hao – Director, Center for Women’s Development Support
2. Pham Manh Cuong – Monitoring and Evaluation Officer, ADRA in Vietnam

DONOR AND IMPLEMENTERS

