

Tokyo Organizing Committee for the Olympic and Paralympic Games
Tokyo 2020 participation program (education field) - certificated

MELSA Study Group
English Interactive Communication Practice
- Medical/Healthcare & Sports/Volunteering -
Changes in the Number of Participants and
Questionnaire Analysis

(2017/Nov/30th – 2020/Mar/31st)

~the second survey report~

Non-Profit Organization Medical English Learning Support Association
(NPO-MELSA)

Atsuko Omori (Representative Director), Kenichimaizumi (Vice Director)

19th Annual Meeting of Japanese Society of Travel Medicine 2021 / April / 101

1

[Introduction]

On September 7, 2013, the International Olympic Committee (IOC) decided "Tokyo 2020 Games" would be held in 2020. Coincidentally, MELSA was established as a voluntary organization in June, 2013.

In September 2013, the first study session of MELSA "English Interactive Communication practice of Medical/Healthcare field" was started in Tokyo.

In October 2014, MELSA was approved as Non -Profit Organization (NPO) by the Tokyo Metropolitan Government. Then, the first study session of "English Interactive Communication practice of Sports & Volunteering" was started in September, 2015.

Following by a few years, MELSA was approved to act and given the "Tokyo 2020 Participation Program (Education Field)" in September, 2017.

Furthermore, MELSA conducted a questionnaire survey for three months, analyzing the background of the participants in each study session.

After completing the three -month survey, MELSA had the opportunity to make a presentation at the 17th Annual Meeting of the Japanese Society of Travel Medicine (JSTM) (April 2018, Tokyo).

Here in the 19th Annual Meeting of JSTM, MELSA will present the second presentation to give a digital poster display. MELSA will analyze the relationship between the changes in the number of participants and various factors for about seven years, including international sports events and recruiting volunteers.

2

[Purpose]

- 1) To analyze the relevance of various factors among the fluctuation of the number of participants, learning purpose/motivation, sports volunteer recruitment for the "Tokyo 2020 Games" and "Rugby World Cup 2019 (hereinafter, RWC 2019)", qualification examination, and certification system for medical interpreters of private organizations.
- 2) To compare the difference in the background of participants between the first questionnaire survey (for three months in 2017) and the second one (from September 2013 to March 2020).

[Method]

Participant counting period: September 27, 2013 - March 31, 2020.

Target: Study session participants (members / non - members).

Questionnaire form distribution period: November 30, 2017 - March 31, 2020.

Questionnaire items: 21 items (# 1 to # 21).

[Results]

Total number of participants in study sessions
"Medical/Healthcare" interactive: 2,614
(September 2013 - March 2020),
"Sports & Volunteering" interactive: 629
(September 2015 - March 2020).
Questionnaire analysis: 258 random
participants (November 30, 2017- March 31,
2020).

[# 7 Occupation]

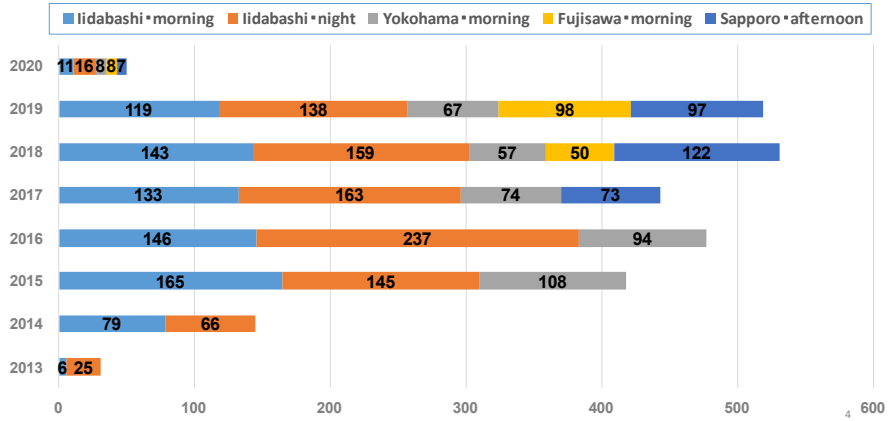
Medical/Healthcare professional (102) · Others (63) · Office worker (58) · Student (15) · Public employees (10) · Teacher (5) · No-reply (5)

[# 21 Purpose / motivation for learning]

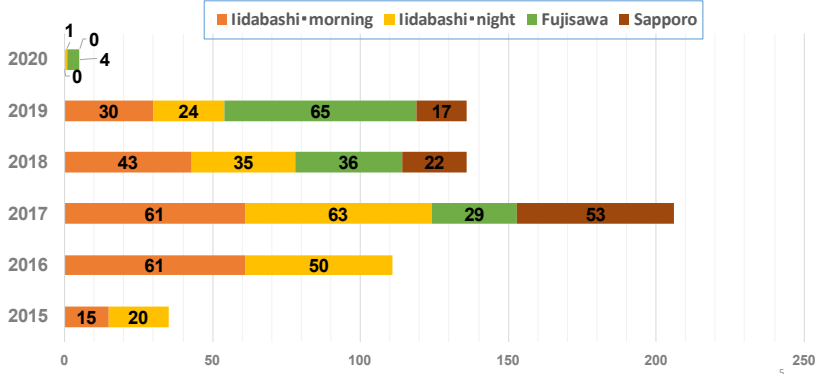
(Multiple reply available for what)
Continuing education (135) · Work (93) · Volunteering (75) · Hobbies/Culture (58)
Qualification/ Examination (37) · Others (18).

3

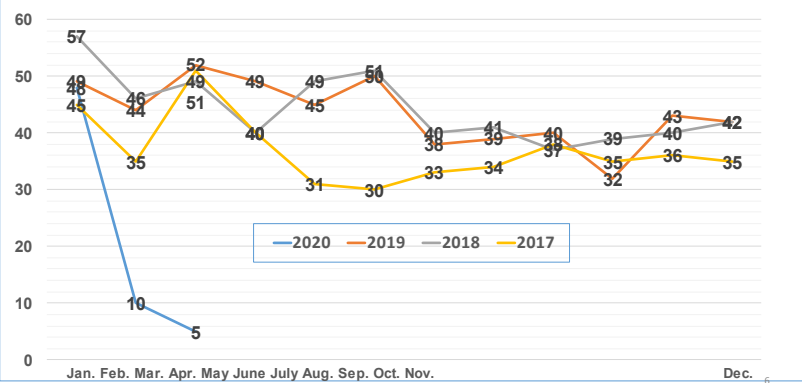
**【Fig. 1】 English Interactive Communication Practice: Medical & Healthcare Field
Number of participants / venue / year
Sep. 2013 – Mar. 2020**

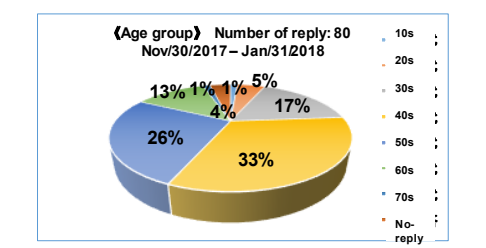
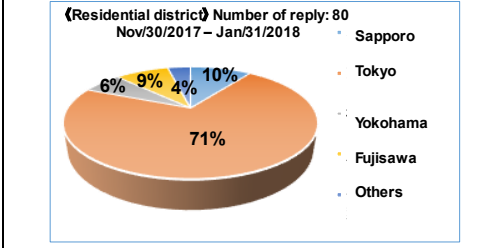
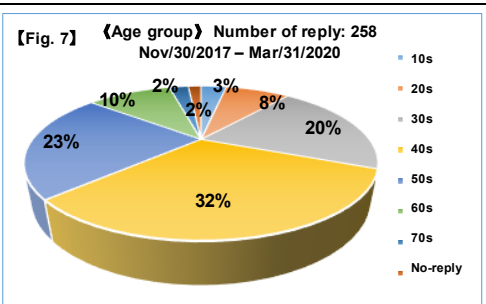
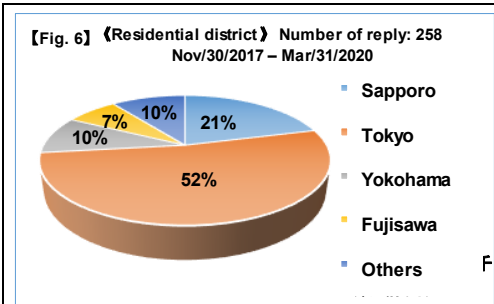
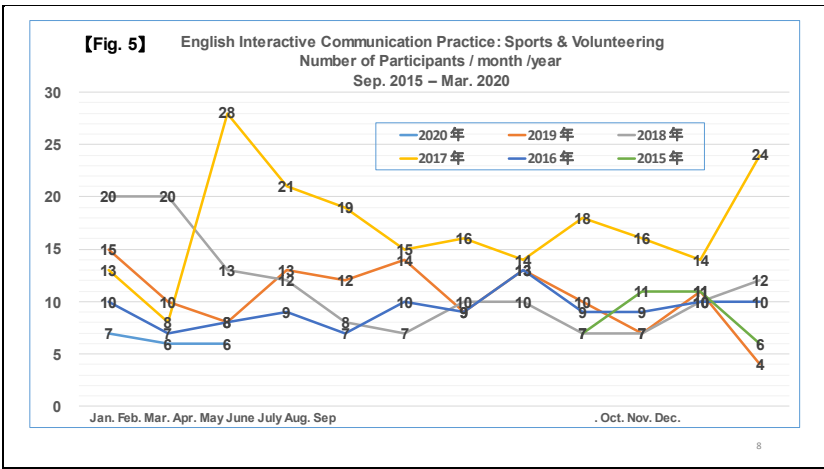
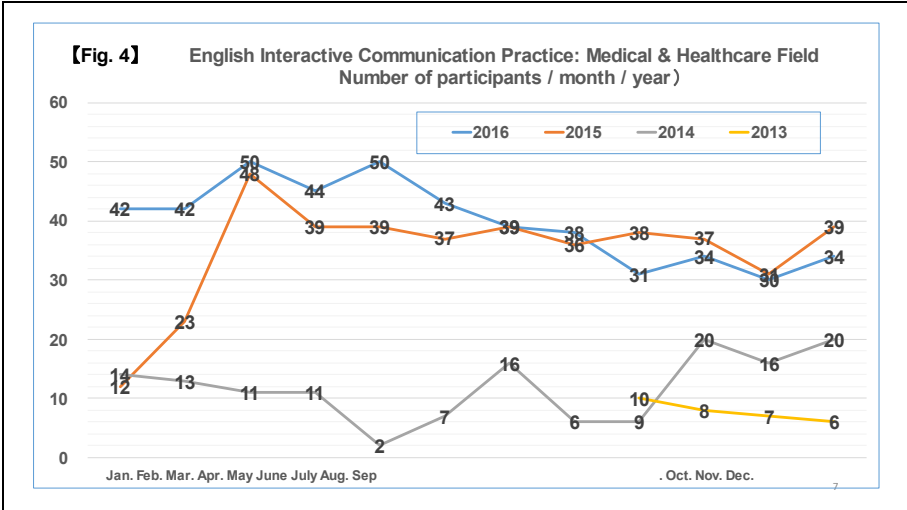


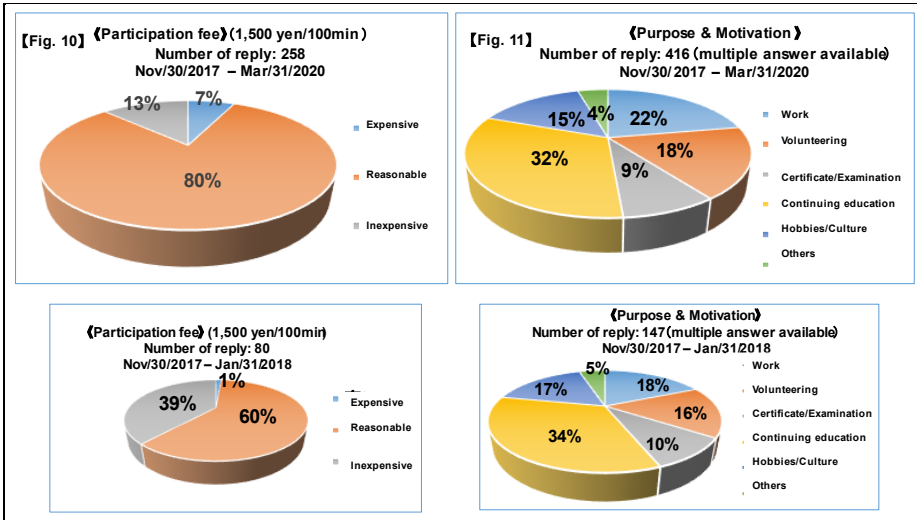
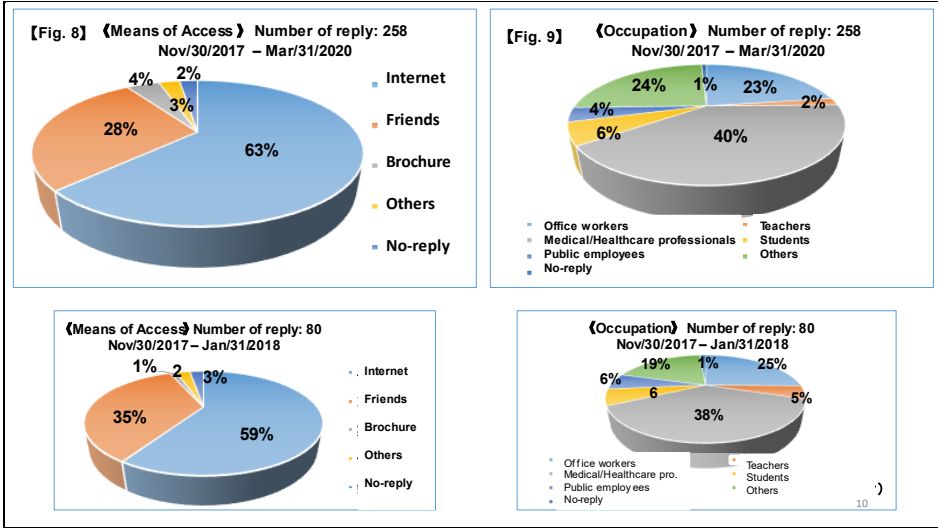
**【Fig. 2】 English Interactive Communication Practice: Sports & Volunteering
Number of Participants / venue / year
Sep. 2015 – Mar. 2020**



**【Fig. 3】 English Interactive Communication Practice: Medical & Healthcare Field
Number of participants / month / year**







[Discussion]

The number of participants in the study session of "English Interactive Communication practice of Sports & Volunteering" in 2017 was almost doubled compared to those in 2016, 2018, and 2019.

It indicates there is a strong relationship between the increasing number of participants and the registration dates of recruiting volunteers in some major international sports competitions.

The registration of volunteers for "RWC 2019 in Japan" and "Tokyo 2020 Olympic and Paralympic Games" started from April 2018 and September 2018, respectively.

It was presumed that people who wanted to become volunteers in those games had participated in "English Interactive Communication practice of Sports & Volunteering" just one year ahead of registration.

[Conclusion]

The fluctuation of the number of participants in the study session of "English Interactive Communication practice of Sports & Volunteering" was influenced by recruiting volunteers related to the projects of "RWC 2019" and "Tokyo 2020 Games".

The purpose among those participants was very short-term. On the other hand, the purposes and motivations among participants in the study session of "English Interactive Communication Practice of Medical/Healthcare Field" were rather long-term and not significantly affected by the specific qualification exams.

They will keep learning to improve their interactive communication skill in English based on prospective continuing education.