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# Appendices 1.

## Interviews with professionals

### 1.1. Opening Statement

You are being invited to participate in a research study titled Design for Next-Generation Technology-Enabled Elderly Care Models for Single female immigrants with a Chinese background in the Netherlands. This study is being done by Wenhan Yu from the TU Delft.

The purpose of this research study is seeking to comprehensively understand and address the multifaceted needs of this demographic, ultimately aiming to enhance single female immigrants with a Chinese background mental health and social identity, and will take you approximately 20 minutes to complete. The data will be used for Masters thesis (maybe for journal publication). We will be asking you to your age, living status, difficulties in retirement life, and prospects for future retirement models.

As with any online activity the risk of a breach is always possible. To the best of our ability your answers in this study will remain confidential. We will minimize any risks by completely anonymous.

Your participation in this study is entirely voluntary and you can withdraw at any time. You are free to omit any questions.

If you have any other feedback after the study, you can contact me via email: W.Yu.-7@tudelft.nl and I will try my best to reply as soon as possible.

### Before the interview

Good [morning/afternoon], [Mr./Ms. Manager's Last Name],

I hope you're doing well. Thank you for taking the time to meet with me today. My name is Wenhan Yu, and I am a master student from TUD, interested in learning more about the services and support provided by your organization for the elderly receiving home care.

During our conversation today, I hope to gain insights into three main areas: first, the range of services and support your organization offers for the elderly; second, your perspective on the most important aspects of elderly care; and third, whether the services provided differ for elderly individuals from different cultural backgrounds.

Additionally, I'm eager to discuss the differences in care needs across generations and explore the development and future possibilities of informal healthcare for the elderly.

I'm truly interested in understanding how your organization approaches elderly care and how it strives to meet the diverse needs of the elderly population. Your expertise and insights will be invaluable in helping me gain a deeper understanding of this important topic.

Once again, thank you for your time, and I'm looking forward to our discussion.

### 1.2. Interview questions

#### Part 1: Range of Services and Support

1. Could you please provide an overview of the range of services and support that your organization offers for elderly individuals receiving home care?
2. What specific types of assistance do you provide in terms of daily living activities, healthcare, emotional support, and social engagement?
3. How does your organization ensure that the services provided are tailored to the individual needs of each elderly person?

#### Part 2: Insights on Important Aspects of Elderly Care

1. From your perspective, what do you consider to be the most important aspects of elderly care?

2. How does your organization prioritize aspects such as dignity, independence, and quality of life in the care provided to elderly individuals?

3. Can you share any strategies or approaches that your organization employs to address the unique needs and challenges faced by elderly individuals?

#### Part 3: Cultural Sensitivity and Diversity

1. Do you believe that the services and care provided by your organization differ for elderly individuals from different cultural backgrounds?
2. How does your organization ensure cultural sensitivity and competence in the care provided to elderly individuals from diverse cultural backgrounds?
3. Can you provide any examples of how your organization has successfully adapted its services to meet the cultural preferences and needs of elderly individuals from different backgrounds?

#### Part 4: Differences in Care Needs Across Generations and Future Possibilities

1. Are there noticeable differences in the care needs of the elderly across different generations?
2. How does your organization adapt to these generational differences in providing care and support?
3. What are your thoughts on the development and future possibilities of informal healthcare for the elderly?
4. Are there any emerging trends or innovations that you find particularly promising?

Thank you once again, [Mr./Ms. Manager's Last Name], for sharing your expertise and insights with me today. Our discussion has provided valuable insights into the range of services and support offered by your organization for the elderly receiving home care.

I'm grateful for the opportunity to learn from your experience and expertise. Thank you once again for your time and insights.

If there are any additional thoughts or resources you'd like to share, please feel free to do so. Otherwise, I appreciate your participation in this interview, and I wish you and your team continued success in your important work.

### 1.2. Consent points

#### Consent points

PLEASE TICK THE APPROPRIATE BOXES		Yes	No			
<b>A. GENERAL AGREEMENT - RESEARCH GOALS, PARTICIPANT STATUS AND VOLUNTARY PARTICIPATION</b>						
1. I have read and understood the study information sheet (attached) and I have read to me. I have been able to ask questions about the study and the procedure. I have been answered to my satisfaction.		SI	SI			
2. I consent voluntarily to be a participant in this study and understand that I can refuse to answer questions and/or withdraw from the study at any time, without having to give a reason.		SI	SI			
3. I understand that taking part in the study involves the following risks: - An audio recording interview will be a source of information compiled by the researcher. - Other interviewees, focus groups and observations. The information is recorded audio and written notes. - For questionnaires, researcher completes the forms. - For audio recordings, these will be transcribed as text, and the recording will be destroyed.		SI	SI			
4. I understand that the study will be within 20 minutes		SI	SI			
<b>B. POTENTIAL RISKS OF PARTICIPATING (INCLUDING DATA PROTECTION)</b>						
5. I understand that taking part in the study involves the following risks: - Being interviewed by a focus researcher who is a foreign elderly client, in a foreign of nationality. - Being interviewed by a focus researcher who is a foreign elderly client, in a foreign of nationality. - Interviewing interviewees who are not right individuals without consent observation or degree associated with the right to legal advice, including a foreign of nationality or citizenship. - Interviewing interviewees who are not right individuals without consent observation or degree associated with the right to legal advice, including a foreign of nationality or citizenship. - The data is eventually released after consented by focus researcher, particularly if I have returned post consented form involving another client aged at the time.		SI	SI			
I understand that these will be mitigated by: - Creating a code of operation ensuring that the researcher is participating, actively listening, and seeking the feelings and opinions. Ensuring that my responses and opinions are well noted and recorded. - After the interview, when I have signed a consented form of research. I have no to receive any negative response or verbally expressed without requests or without intervention.						
6. I understand that the following may well be taken to compromise the threat of a data breach, and protect my identity in the event of such a breach? - I consent to the collection of the following data: - Interviewing interviewees who are not right individuals without consent observation or degree associated with the right to legal advice, including a foreign of nationality or citizenship.		SI	SI			
7. I understand that the identifiable personal data I provide will be destroyed within a month		SI	SI			
<b>C. RESEARCH PUBLICATION, DISSEMINATION AND APPLICATION</b>						
8. I understand that after the research study the identifiable information I provide will be used for research.		SI	SI			
9. I agree that my responses, views or other input can be quoted anonymously in research outputs		SI	SI			

## Appendix 2.

# Interviews with single female immigrants in the Netherlands with a Chinese background from three generation

### 2.1. Opening Statement

You are being invited to participate in a research study titled Design for Next-Generation Technology-Enabled Elderly Care Models for Single female immigrants with a Chinese background in the Netherlands. This study is being done by Wenhan Yu from the TU Delft.

The purpose of this research study is seeking to comprehensively understand and address the multifaceted needs of this demographic, ultimately aiming to enhance single female immigrants with a Chinese background mental health and social identity, and will take you approximately 20 minutes to complete. The data will be used for Masters thesis (maybe for journal publication). We will be asking you to your age, living status, difficulties in retirement life, and prospects for future retirement models.

As with any online activity the risk of a breach is always possible. To the best of our ability your answers in this study will remain confidential. We will minimize any risks by completely anonymous.

Your participation in this study is entirely voluntary and you can withdraw at any time. You are free to omit any questions.

If you have any other feedback after this, you can contact me via email: W.Yu-7@tudelft.nl and I will try my best to reply as soon as possible.

### Before the interview

Good [morning/afternoon/evening].

Thank you for joining me today to discuss an important topic that affects us all: retirement care. My name is Wenhan Yu, and I am conducting research on the perspectives and experiences of single Chinese women living in the Netherlands across various age groups.

Retirement care is a significant aspect of our lives, particularly as we plan for our future well-being and security. Understanding the unique challenges, concerns, and aspirations of single Chinese women in different age brackets is crucial for developing effective policies and support systems.

During our conversation, I hope to gain valuable insights into your thoughts and feelings regarding retirement care. Your perspectives will contribute to a deeper understanding of the complexities surrounding this issue and help identify areas where improvements may be needed.

Please feel free to share your thoughts openly and honestly. Your input is invaluable, and your privacy and confidentiality will be respected throughout our discussion.

Once again, thank you for participating in this interview, and I look forward to our conversation.

### 2.2. Interview questions

#### Part 0: Age range and residence status

1. Age range:  
 20-40     40-60     60-80
2. Residence status:  
 Living alone     With partner  
 With friends     With children     Other

#### Part 1: Exploring the experiences of Chinese immigrant women in the Netherlands

1. Can you share your personal immigration journey to the Netherlands?  
• What were some important milestones or challenges along the way?

2. How do you view your identity as a female Chinese immigrant in Dutch society?  
• Has that identity evolved over time since you arrived?

3. What cultural differences have you encountered between China and the Netherlands?  
• Can you share a specific instance or example that highlights these differences?

4. In what ways have you adapted to the Dutch culture and language environment?  
• What strategies or methods have you found most helpful during this process?

5. Have you encountered any difficulties or obstacles in integrating into Dutch society?  
• If so, what are they?  
• How did you overcome them?

6. Do you feel a sense of belonging or connection to Dutch society?  
• Can you describe any experiences or moments that contributed to this feeling?

7. How do you reconcile your Chinese heritage with popular cultural norms and values in the Netherlands?  
• Are there some conflicts or challenges in this area?

8. Have you established connections or community with other Chinese immigrants or individuals with similar backgrounds in the Netherlands?  
• How do these relationships impact your experience and sense of belonging?

9. Can you recall a moment of personal growth or transformation that has occurred since moving to the Netherlands?

10. Do you have any advice or insights for other Chinese female immigrants who are facing similar challenges in adapting to life in the Netherlands?

#### Part 2: Key Concerns and Issues

1. What are your primary concerns and issues regarding retirement care?

2. How do you perceive retirement care in the Netherlands, considering your cultural background and personal experiences?

3. Are there specific challenges or worries that you believe are unique to single Chinese women in your age group?

#### Part 2: Expected Solutions and Current Difficulties

1. What kind of solutions do you expect or hope for regarding retirement care?

2. In reality, what difficulties have you encountered in planning for or accessing retirement care services?

3. Can you share any specific instances where you faced obstacles in addressing your retirement care needs?

#### Part 3: Problem-Solving Strategies and Limitations

1. How have you attempted to address the challenges you've encountered in planning for retirement care?

2. Are there any problems that you've found difficult to solve on your own? If so, what are they?

3. What impact have these unresolved issues had on your overall well-being and sense of security?

#### Part 4: Ideal Retirement State and Efforts to Achieve It

1. Describe your ideal retirement state in terms of care, support, and overall quality of life.

2. What efforts have you made or are currently making to work towards achieving your ideal retirement state?

3. Have you encountered any barriers or setbacks in pursuing your ideal retirement state? If so, how have you addressed them?

Thank you so much for your insightful contributions and candid reflections during our discussion on retirement care. Your input will inform further research aimed at improving retirement care services for all individuals.

Once again, I extend my heartfelt gratitude for your participation and willingness to share your thoughts and experiences.

If you have any additional thoughts or reflections you'd like to share, please feel free to do so. Otherwise, I wish you all the best, and thank you once again for your time and valuable contributions.

## 2.5. Interview Materials

### 2.5.1. Invitation flyer

**YOUR VOICE MATTERS: JOIN OUR INTERVIEWS, SHAPE THE FUTURE OF ELDERLY CARE!**

If you're a woman living alone in the Netherlands, regardless of your age, and you're willing to share your thoughts on future elderly care in the Dutch context, please come chat with me!

Age range:  20-40  40-60  60-80

Residence status:  Living alone  With partner  With friends  With children  Other

All volunteers must be 18 years old and above.

**Make a difference in single women's life by helping out.**

Delft University of Technology

#### Recommend label

Have breakfast	Noon break	Watch TV	Do the dishes
Bodybuilding	Sip tea and chat	Go to sleep	Read book
Watch movie	Sup on	Singing	Shopping
Have lunch	Take a walk	Cooking	Do Tai Chi

Home	Friends' home	Office	Hospital
Park	Library	Restaurant	Traditional Chinese Medicine Clinic
Shopping mall	Markes	Bar	
Community Center	Jumbo/Alz/Other	Club	Message parlor

Family	Pets	New friends	
Children	Myself	Boss	
Grandchildren	Colleague	Companion	
Friends	People with the same hobbies	Boyfriend	
Advertise	QQ	Tinder	
Flyers	Instagram	Bumble	
Wechat	Facebook	Whatsapp	
Website	Offline party		

### 2.5.2. Visual reference used during the interview

#### 2.5.2.1. Daily activity schedule

8:00 Morning 12:00 12:00 Afternoon 17:00 17:00 Evening 22:00 22:00 Night 8:00

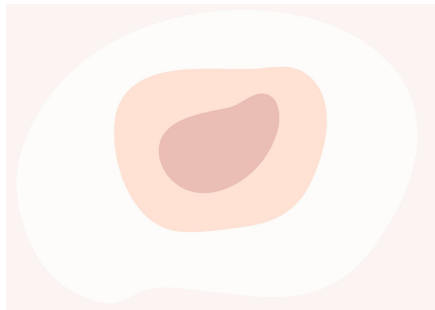
My day's activities

Where will I go in a day?

Who will I be with?

What resource will I use to get news?

#### 2.5.2.2. Map of closeness and distance



## 2.4. Interview results

The interview results include:

- 2.4.1. Interview with Design graduate (Age between 20-40)
- 2.4.2. Interview with experienced volunteer cook (Age between 40-60)
- 2.4.3. Interview with Silver-haired Hong Kong old lady (Age between 60-80)
- 2.4.4. Interview with Design master student (Age between 20-40)
- 2.4.5. Interviews with who working in applied physics domain (Age between 20-40)
- 2.4.6. Interviews with housewife with four children (Age between 40-60)
- 2.4.7. Interview with retired Chinese medicine practitioner (Age between 40-60)
- 2.4.8. Interview with retired Engineer (Age between 60-80)
- 2.4.9. Interview with former owner of a Chinese restaurant in Amsterdam (Age between 60-80)

Remark:

**Red highlight**

- Problems of the single women elderly Chinese immigrants

**Green highlight**

- Needs and concerns from the single elderly Chinese immigrants

**Blue highlight**

- Quotes about context level

**Purple highlight**

- Quotes about professional intervention

See the interview transcripts and highlighted quotes below

In this chapter, the author conducted interviews and workshops to gather the growth stories and background details of nine single women across three distinct age groups: 20-40, 40-60, and 60-80. Through these accounts, we gain insight into the challenges, triumphs, and evolving identities of these women as they navigate the complexities of immigration and integration.

### 2.4.1. Interview with Design graduate (Age between 20-40)

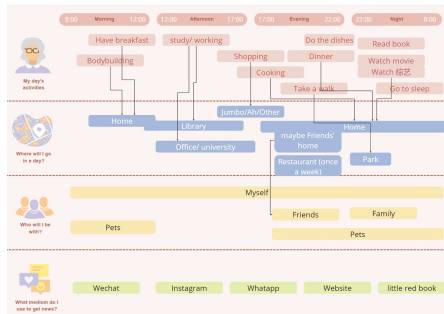
**Basic information**

Age: 25

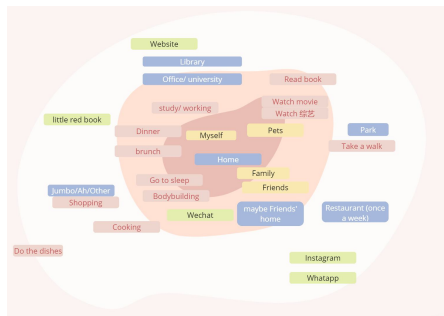
Living status: Living alone (planning to keep pets in the future)

- A strategic product design graduate, she has resided in the Netherlands for two years, gaining invaluable experience through internships at Dutch companies. Her ambition extends to pursuing a PhD in design within the Netherlands.
- Currently unattached, she finds fulfillment in her independence and foresees companionship in the form of a beloved pet in the future.
- Preferring the solace of solitude, she relishes spending ample time at home, where she replenishes her social energy.

Daily activity schedule



Map of closeness and distance



## Part 1 Daily activity schedule & Map of closeness and distance

- I cherish my solitude and often find myself spending the majority of my time alone, contemplating the potential of welcoming a pet companion into my life in the future.
  - While I admit to a disdain for culinary tasks such as cooking and dishwashing, I begrudgingly engage in them as a necessity for survival. Cooking, in particular, fails to ignite any sense of fulfillment within me; the prospect of washing dishes feels equally uninspiring. Yet, these mundane chores demand my attention daily, despite my reluctance to embrace them.
  - My dining habits reflect a penchant for simplicity; I typically combine breakfast and lunch into a single meal, creating what some might term "brunch." Consequently, I often find myself partaking in only two meals per day, resulting in an earlier dinner time tailored to suit my personal rhythm and lifestyle.
  - When it comes to activities like shopping, I perceive little distinction between the mundane task of grocery shopping at supermarkets like Jumbo or AH and the act of cooking itself. However, the necessity of grocery shopping occasionally places it closer to the forefront of my consciousness, as it demands regular visits.
  - While the notion of family remains present in my life, its role is currently relegated to a more remote and uncertain state, serving as an unpredictable variable amidst my daily routines and classifications.
- Do you think that since you came to the Netherlands, are there any experiences worth sharing, or some important milestones or challenges?

Because I haven't been here very long, I came here because I want to study for a master's degree here. After studying for almost two years, I feel that it is pretty good now and I might consider staying here longer.

- Are there any challenges here?

I think it's still a bit difficult to integrate culturally. In fact, the friends around me feel that I can chat better with Chinese friends, but it's difficult to establish deeper communication with local people. At first, I thought it was a language barrier. But later I felt that when communicating in English was no longer a particularly big obstacle, I still felt that I had nothing in common with them, and I also felt that socializing with them was a state of internal friction.

- Do you think it is your identity as a Chinese woman in Dutch society? Do you think this identity will change in the future? In other words, there are some changes in your own psychological cognition, or changes in future development.

I still feel that I am Chinese in my heart, because I feel that I came here after 20 years in China, not very early, such as in junior high school or high school. So I think the world view formed in my heart, including some attitudes towards the world, are largely influenced by domestic education, including the mode of making friends, and the mode of my own life. I still feel that it is a The kind of thinking that is more Chinese-style.

- What kind of cultural differences have you encountered here, or do you think this is what remains fresh in your memory?

I think there are quite a lot. Basically there are cultural differences every day. Just let me think about it. For example, when doing homework in school, there may be relatively big cultural differences, that is, they pursue such a work life balance, and they are not comfortable with it at first, but later they find that this kind of life can be more suitable for you. It is true that they are a bit Buddhist, but they can make their lives more work-life-balanced and relax more. I feel that maybe the biggest change for me in the past few years since I came to the Netherlands is that I am no longer as anxious as before, which means that I must reach a certain level within a few years and surpass others, or that I must No matter how involved you are, there are some people here who think it's okay to be yourself even if you're not very successful, and you can still live a pretty good life.

Then there is the feeling that when I was interning at a company in the Netherlands last year, I felt that the cultural differences were relatively large. For example, when a colleague celebrates his birthday, other colleagues will decorate his workstation with small colorful flags, and then the colleague has to bring a cake to share with everyone. I think the whole thing The team has a very harmonious relationship, that is, we interns, including interns and superiors, as well as some leaders or other designers from other departments, have a very equal relationship when discussing together, and they also He doesn't think there's anything wrong with you, or that you're ignorant because you just joined the company and don't understand some things. Instead, he actually treats interns as a kind of person who knows nothing, and then you can ask anything.

With such a position or status, I feel that it is quite good and respects me. But I have indeed encountered some such discrimination on the street, including very bad unequal treatment and the like. Yes, so I think this difference is good and bad.

- If you were faced with this kind of cultural or language environment difference, what strategies or methods would you choose to use to help yourself adapt to it? What strategy?

I think I just got used to it over time, but I don't have any special strategy, it seems.

- Are there any difficulties or obstacles to integration, and if so, how did you overcome them?

I think I will still talk to some Chinese women who may have been here longer than me, and just talk to them about what kind of problems they have, and then or after they encounter such problems. How to deal with it, and I feel that there are actually many problems that everyone has encountered more or less, including racial discrimination or some of the most intuitive ones may be that you cannot understand the teacher's class during class, or when discussing with group members, I can't get to each other's points. This feeling is that after asking some seniors or seniors, it will be helpful. After that, I feel that time will eliminate a lot. Things, after a long time, you probably know that they are such people, and there is no malice, or that you have that sense of belonging or that sense of connection in Dutch society, that is, you can describe this Any experience or moment of feeling.

I feel like I still can't become a Dutch person who has a strong sense of belonging. Maybe I've only been here for a short time, so I feel like I respect their culture, and I also hope they can respect some of mine. habits and culture, but I wouldn't want to be them.

- How do you think you should coordinate some cultural norms and values between Chinese tradition and Dutch popular culture?

If there is a conflict between the two. If it doesn't challenge my bottom line, I might just smile and pass it by, or stay silent, which I think is respect. Seeking common ground while reserving differences means that if he and I have something in common, I can talk about it, but if they and I have something in common, I can talk about it. If there are many big conflicts in our culture, I might not be able to convince others to respect it. I just want to convince others to believe what I believe. After all, the education we have received since we were young, including what is exaggerated on social media, The things are indeed very different, but there is no way to force them to agree with some of our views, and I may not agree with their views, but I feel that there is nothing to say, so I won't say it.

- Like what you just said, if you have some problems, you may go to school and seek help from your seniors or Chinese people who have been here longer. Then during this process, you feel that you will have a connection with them., or is there a small Chinese group or community that feels this way?

There will be some other seniors who may have known each other from school, and it may be easier to make appointments to hang out with each other in private, and I feel that this group is actually not very big, but there are Then you will suddenly find that I know B, then I know CA, and then suddenly find that B and C actually know each other. It is very easy to form a group where everyone knows each other, and then it is easier and faster to feel that they are all Chinese. Good to talk to.

- Do you think there have been any opportunities or important moments for personal growth or transformation since coming to the Netherlands?

I think last year's internship was indeed a big change. I didn't think much about doing a lot of work in the Netherlands before, because I had a very bad impression of the Netherlands in the first year I came here. I think the weather was very bad, and then my classmates Not very friendly, to be honest, and I felt that the class was not particularly smooth, but after I went to the company for an internship, I felt that the cultural atmosphere here was indeed quite inclusive and strong, and they all respected me. , so I think maybe this really has something to do with the individual. He is not uh, and maybe the friends he met in the first year are not friends here that he can talk to, um.

Yes, I think this may be a change. Another thing is that I may have determined that I still want to develop an academic path in the future, so I think the Netherlands is a more suitable choice compared to China.

- If you are interested in, for example, if there are junior students or junior students in the next class coming, what are some more important suggestions that you would give them, which are the points that you think need more attention?

I think just live in the moment, open your heart, and then nothing seems to matter. The feeling is that there should be no internal friction and no anxiety. If you have any questions, you can actually ask them at any time, like a senior student at the upper level or someone who is a senior. I think most Chinese people are willing to help them answer these questions. Hmm. Then I don't need to say that I just close myself off.

## Part 2 Aged and Elderly Care

- The second part is about some issues about old-age care and retirement care if you plan to stay here for a long time. What do you think is that from this time period, do you think that when you get old, you may have some issues about retirement care? What are the main concerns and priorities in retirement care?

I don't know much about this at the moment, but I believe that the Netherlands, as developed countries, should have relatively complete elderly care facilities, including nursing homes, and whatnot, um, maybe physically illness is not a big problem, but spiritually it means whether I can establish some connections with other people, or whether I can have such a group where everyone can communicate and not be particularly lonely for retirement. After all, if I To be honest, if I stay here, as a first-generation immigrant, I may not have the support of many family and friends. It's just that maybe the question of whether I will end up alone may be quite important.

- Based on your cultural background or personal experience, do you have any new views or opinions on retirement care in the Netherlands?

I think I will. I think based on my experience in the past two years, I think they may not be able to cure minor illnesses. I don't know if they can't cure serious illnesses. I haven't had a bowel movement, so maybe it's just that kind of urine, because there are still people in China. A lot of things like health care, yes, and they may include practicing Tai Chi, going out together to climb mountains and walking, etc. I think some of them include some traditional Chinese medicine, massage, acupuncture, etc. Although it exists here, it is really not on a large scale. There may be some Chinese people whose diseases cannot be seen here, or they may think it is not a problem.

- What specific challenges do you think single Chinese women of your age will face here, or do you have some concerns?

I think there is still no way to be absolutely fair, even if I am looking at some positions and so on, they will definitely give priority to recruiting Dutch people or people who can speak Dutch, and then, um, even if I talk about my personal I may be more capable than them, but I may not necessarily be able to attract a Dutch person. I think this may be a challenge in work and career, including the possibility that subsequent promotions may also be for Asian women or there are some ceilings in the workplace. Then other challenges may be finding a boyfriend, including getting married. This may also be a challenge, but I haven't considered it yet.

- Regarding the nursing homes and pension plans you mentioned before in the Netherlands, what are your expectations for retirement care here, or what do you want the ideal state to be like?

I hope there is some management to ensure that I don't die. If I die here or at home, no one will know, but it will not interfere too much with my life. That is, I can still do some things by myself, do something or find something. Friends build something um um I think that means something meaningful or someone who is meaningful. Um But there will be some regular inspections or regular inquiries. For example, I think it is necessary both psychologically and physiologically. It may be necessary to maintain a certain degree of freedom, and then there will be a certain guarantee, and at the same time, give you some freedom

- Do you think there will be any difficulties or obstacles?

I don't know about the language. I think it may not be a barrier by then. If it takes so many years, I may have to learn Dutch. Hmm, it may not be much of a barrier. I think it is still possible if they are targeting some Dutch people. Medical people may not necessarily be able to understand the point of view of the Chinese. There are still some obstacles and cultural differences. If, for example, it is possible that you may envision these challenges in the future

- How do you think you would choose to solve these problems? For example, there may be problems communicating with Dutch medical staff, or if they cannot get some health care tips for Chinese elderly people, how would you solve this problem?

I think I will still communicate with other people of the same age, or similar people, and then maybe I will even say that I will find another domestic doctor in China, and then I will go back to China regularly to take a look. OK Is there any problem that you feel you can't solve? Um I feel like I will never be able to become Dutch and think like a Dutch person. But this is actually not just asking a question, right.

- Finally, there are three aspects in terms of nursing support and overall quality of life, and then describe the one you are more satisfied with, which is retirement status and the one that does not provide support.

I really haven't thought about this issue. I think it's when I think that when I need someone to help me, I can have someone come to help me. I don't need anyone to ask for help, and I don't need to be too intrusive.

- To what extent do you think this help is, for example, helping you with housework, or does it mean that you may have some illness in the future and help you take care of it, such as wiping your body?

I think it depends on the severity. If I really can't take care of myself, I will definitely need maybe even 24-hour supervision. But if I can still take care of myself completely, for example, at the age of 60 or 70, I will still be in a very healthy state. Next, maybe I still tend to have a complete life by myself, and then just do some cleaning work or something like that for protection.

- For example, support, whether it is physical support or emotional support, what do you think an ideal state is like?

I think the ideal situation is to have a family, with friends or relatives around, or a partner around. However, if you are completely single, I feel it is a bit difficult.

- What do you think is an ideal high-quality retirement life?

I just want to be healthy, that is to say, there may be minor illnesses, but for example, I can still travel regularly, go out to play, and then play when I want to go out, and then stay at home when I don't want to go out. I think it is still a state that is based on physical health, including mental health, to achieve an ideal retirement state. If you have some physical problems by then, you may need someone to take care of you.

- In order to achieve such a state, what efforts will you make?

Make more money, make more money, then at least you will be economically independent and free

- Do you have any pursuits in social relations?

There are some assumptions about these. I think if 8 out of 10 friends are unable to help you when you are in trouble, it is not necessary to have 8 friends. Even though my circle of friends is still relatively small, I feel that it can really help you. There are relatively few friends with whom I can chat, but I think these friends are the kind who can help each other when we are in trouble. And if there are other families, there will be. If I really don't feel that way, I won't be afraid. I will just live alone because I am financially secure, including in the Netherlands, where I feel that the welfare is okay, so it should be the same. Not a big problem. OK

That's all in this discussion about retirement care, and thank you for your very insightful contributions and candid reflections that will then inform the first steps in improving care for all of us, and conducting research.



I work as a volunteer here, cook, chat, and sing. I have been working here for more than ten years. I help out when there are activities, such as Chinese shops opening, what activities are there in Chinatown, this place used to be very shabby. Yes, I did whatever I knew. There were a lot of volunteers at that time, but the ones who often came were those who helped in the kitchen. There were more women than men. You see, it's the same now. It's like this all over the world. Women Too much. Men usually have no interest in this aspect of activities, they just want to sing and dance. You can see that when you walk on the street, there are many women (elderly people) and older people. Because men's lifespan is relatively short, it's similar all over the world, it's the same in China, women generally have a longer lifespan.

- Do you have any hobbies?

Because I don't know Dutch, I don't understand the rules here, like fishing. Many rules are unnecessary unless you go out to sea to fish. How much does it cost to drive you out and back? All the fish you catch will be yours. Chinese people don't have much entertainment here. In the kitchen during the day and in the bedroom at night

- Would you consider returning to China for retirement?

I want to go back but I can't. How can I go back? Relatives and friends are all here. All relatives in China have died. We originally had few brothers and sisters. My grandfather died when my father was eight years old. I don't have many distant relatives. I used to do business in Guangdong, opening a store selling mountain goods. Bamboo woven products such as bamboo hats, baskets, and dustpans

- learning experience

I didn't receive much education in China. I studied in the second grade of junior high school. In the first semester, I transferred to Hong Kong. I lived in a town, not a village.

- What do you think is an ideal high-quality retirement life?

I saw on the mobile phone (short video) that there are elderly people who live together as neighbors, and each person has a separate room. If he has something to do, other elderly people can help him, so he does not have to be sent to a nursing home. That way That's it. There are also several residences for Chinese elderly people here, such as Yongfu Building, Yongshou Building, and Yongkang Building. After the government approved them, the Chinese built communities for Chinese elderly people to live in.

### 2.4.5. Interview with Silver-haired Hong Kong old lady (Age between 60-80)

#### Basic information

Age: 80

Living status: Living alone (Widowed)

- Wenzhou people

In fact, not many people from Wenzhou come to the Netherlands to do business, because people from the city work in factories. I came to the Netherlands because the factories were closed.

#### Part 1 Daily activity schedule & Map of closeness and distance

- What issues are you more concerned about after retirement?

I didn't pay much attention and wasn't interested in most things. I just sang and danced. I don't understand anything in the Netherlands. I can't talk about things like we do in Chinese.

- How long will you stay in the Netherlands?

More than thirty years

- Why did you choose to come to the Netherlands?

Because I have relatives here, I came here too

- Based on your cultural background or personal experience, do you have any views or opinions on retirement care in the Netherlands?

I don't have any ideas. I haven't had much contact with the Dutch. I just stay at home all day long, and the friends I hang out with have all retired after working here. That's it, there are no such things as them. It feels similar to the government subsidies for the elderly in the Netherlands.

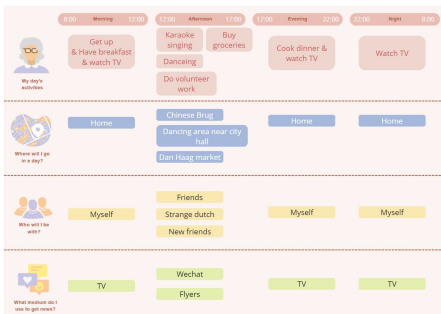
- As a woman living alone, do you think there are any difficulties or obstacles?

Anyway, I just take it one day at a time, and I don't have that many ideas. Anyway, the money (from the Dutch government) is enough.

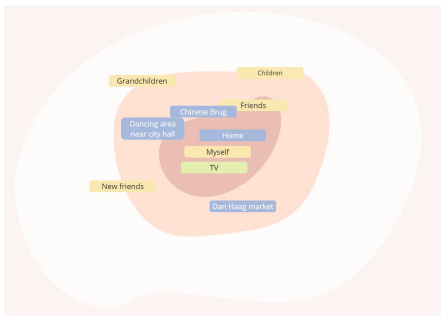
- Physical health status

My body is all right, but I am too thin to gain weight, and my teeth are not good, which will lead to bad health and bad blood forever. I don't eat chickens or ducks. I didn't eat them before. I can eat chickens a little bit, but now I don't eat them because my teeth are bad. That's it.

#### Daily activity schedule



#### Map of closeness and distance



- What are your expectations for retirement care for older people in the Netherlands?

I don't understand these things, and I didn't expect them. Because I'm in good health now, I didn't think about it. In the future, when you are too old to move, you will still have to rely on the government. But it was okay before, but now it is getting worse and worse. In about ten years, the government has no money, so it just asks people nearby or your children to come and help you as much as possible. That's it, they will help you for free.

- Do you have any children? Can we provide care when you are in trouble?

Yes, it's here, but I don't know. I'm not too old to move. How do I know if they will help me? Generally, they are very busy working on their own, and they definitely don't have time to take care of me. They also have to work and take care of their own children. It would be great if you could design something that can help us elderly people.

- Can organizations such as Dutch nursing homes provide multicultural services for the elderly with other cultural backgrounds?

Of course I still want to live with Chinese elderly people. How can I communicate if I can't understand the words? I don't want to go to that nursing home when I get old. But if no one takes care of me, I will definitely be sent to that nursing home. The government will send you to a nursing home to take care of you. There was an old man who was paralyzed at home. After he was sent to the hospital, no one took care of him. Later, the government sent him to a nursing home. It was very pitiful. He was old and could not speak Dutch, and his brain was not very clear. They locked him there and refused to let him go home. He was scared to death. Fortunately, some friends discovered that he was missing and found him in the nursing home and took him home.

There are also a few Chinese people who died at home without even knowing it, and the bugs have started to appear. There is also my friend, both Chinese, who died at home without even knowing it. Not to mention here, there are also people in Hong Kong who are divorced. The children follow his wife, and no one comes to see him. This is the case with old people who live alone. He is not very old yet, only a little over sixty.

- Finally, there are three aspects in terms of nursing support and overall quality of life, and then describe the one you are more satisfied with, which is retirement status.

The ideal situation is that I want to go back to China, but I can't go back. I don't have any close relatives in China anymore, and there are no pensions or pension insurance when I go back. I just think about it, if I can have one here. It would be great to have the same situation and environment as in China.

- How will you strive to achieve this state? Is this possible in the Netherlands?

have no idea

## 2.4.4. Interview with Design master student (Age between 20-40)

### Basic information

Age: 25  
Living status: Living alone

### Part 1 Daily activity schedule & Map of closeness and distance

- Let's start with the first item of our research, that is, first you can see here is a schedule, and then there will be some recommended labels, and then you can use the most normal One day, when considering and planning your activities that will be involved in this process, where you will go, who you will come in contact with, and what kind of media you will use, we may need Understand the perceptions and thoughts of different age groups on this challenge. That is to say, in this conversation, I hope to have a deeper understanding of your thoughts and feelings on this, and then your answers will try our best to change our field in the future. Okay, okay, talk openly and honestly about your thoughts, and you can always refuse to answer some questions.

- First of all, some basic questions, that is, is your age range 20 to 40 years old, 40 years old to 60 years old, or 60 years old to 80 years old?

20 to 40 years old

- In your current detention status, are you living alone, with your partner, with friends, with your children, or with others?

Living alone

- Let's start with the first part, which is to share your experience of being a Dutch immigrant here, and what you think are important milestones or challenges during this experience.

Isn't it just to go to school and live here? There is nothing else. Maybe I will continue to live here if I work or study in the future. I think the challenge may be related to the weather. For example, if you are alone in winter, and due to the weather and lack of sunshine, you may experience some emotional fluctuations, such as it is said that many people suffer from winter depression, and then this is the case.

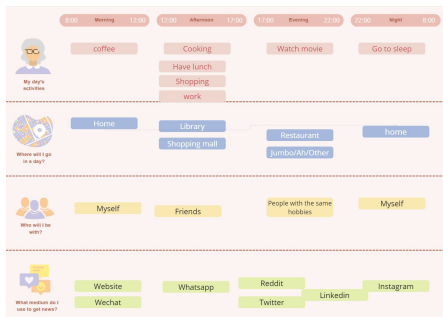
Shopping We say shopping is not convenient. One reason may be transportation and shopping. Another reason may be that we don't have a car. It would be much better if we had a car.

- Just like when you were filling out that form. Just when making that schedule, are there any problems or inconveniences in terms of cooking?

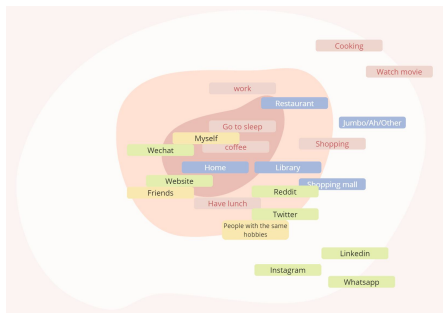
some problems. It's just okay, mainly because I think this place doesn't have a dishwasher. If someone could help me wash the dishes.

There is also the matter of buying some ingredients. Mainly in their Dutch supermarkets, some Chinese food ingredients are different. Yes, you have to order online or you have to go to the Chinese Super League. It is difficult to buy food.

### Daily activity schedule



### Map of closeness and distance



The other one is that I don't want to wash the dishes, okay. And compared to Western food here, maybe it still takes a longer time to prepare.

- Are there any other challenges?

If you live alone, you may not be able to control the amount of food you cook, and it may be easy for you to overcook.

- Do you think this is your identity after coming to the Netherlands? For example, if you plan to stay here for a long time, how do you think your identity will change?

Not really, but I always feel that a more serious problem is not serious. The core problem is language. For example, it is still inconvenient for you to buy something in the supermarket, or to communicate with other locals.

- Do you think that as time goes by, maybe after 20 or 40 years, these problems will be solved or there will be new changes?

It depends on me not being able to learn Dutch.

- Have you encountered any cultural differences in the Netherlands? Just give some examples

It means eating and drinking. If I want to quote Lisa, she said that the Dutch eat to live and we live to eat.

Another thing I think is that in terms of their concept, for example, they don't care that much. I can't say that they don't care that much, but they care more. For example, how many holidays do you have in a year, and then you go out to play during the holidays, but I think Chinese people would still care more about, for example, whether I can get promotion from my job, whether I can just save a lot of money and then buy a house of my own, but local people may not. Don't care much about these.

- Here you feel more adapted to some parts of the Netherlands, where you feel integrated and have a sense of belonging and why. What strategies or methods do you think can help you adapt?

I think what I like better, and what I am more comfortable with, is that they can arrange better arrangements wherever they open, including what you make a reservation and make an appointment with, but I still haven't done it. For example, they may arrange something, even if I schedule it one month in advance, but I feel that I still haven't achieved this, I feel that sometimes I just run to the teacher directly. Moreover, reservations are required in all restaurants, and if you make an appointment with someone else, you may make an appointment a few days in advance. I feel that I am getting more and more accustomed to this aspect.

Another point that I'm more comfortable with is that I don't know whether it's because of my personality or something else. The Dutch speak more directly, but in fact, I feel that between me and my friends, everyone just talks. It's relatively straightforward. Yes, there may be some differences from some typical Chinese people.

- Do you have any difficulties or obstacles when integrating here? What are they? And how to overcome it?

Dutch hasn't gotten over it yet. Just guessing.

And then what else do you want? Also, I am not used to eating and drinking. I can't eat any Dutch food anyway, then what?

I feel like I can't take a taxi for transportation, it's too expensive. Domestic taxis are available, but the buses here are relatively punctual and are ok as long as they arrive at the right time. Then the trains and buses will be lined up in advance when they arrive. good. Then I felt like there was nothing else.

Then there is the bad thing about winter. During the rainy season, it rains a lot here and the wind blows a lot, but there is no other choice but to carry it through.

- Next question, do you feel a sense of belonging or connection with the entire Dutch society?

It's hard to say. It depends on how well I learn Dutch. If it's too difficult, I'd still like to go to the United States.

- If, for example, China's traditional culture and habits are in conflict with the popular cultural habits here, will there be any conflicts or challenges?

I think there is still a conflict. For example, I actually think it is a big conflict. I think it is from a family level. If you want to live here alone, because the Netherlands itself is not an immigration country, if you want to take care of your parents, there will definitely be some problems, including whether your parents are willing to come here and whether they can adapt here. Live and be willing to stay in this place.

Then there is the concept of family. Maybe people here just don't get married, or they have more diverse sexual orientations, or they are just used to being alone and won't say anything. But I think from the perspective of the overall social environment, China still needs to have a more traditional atmosphere. People will think that you have reached a stage in your life and you have to complete something.

But my family is actually fine, that is, my parents have not given me any big restrictions on this. Then you will consider, for example, if you want to live here in the future, how will you have children in the future? How do you communicate with your children? In fact, I learned that many immigrants and their children are between the second generation and the first generation, and they don't have much communication and communication.

And it includes some very complicated things, for example, if you want to work here, you have to file taxes every year, and all the government systems here are Dutch, and then you may need people to help you, and then there are these systems. For the troublesome things above, you may need to seek some help. For example, when filing taxes, do you have 3 boxes or 4 boxes? And then for those troublesome things, such as sewage treatment, housing subsidies, etc. I think you still need some extra information or even a community for all the messy things in renting a house. Then you have channels to get this information, or someone can help you, because they may even be a native of the country. Not sure about this rule.

Another point is that I can't stand it. I have to call the customer service to talk about everything here, and then the customer service will be very pushy. Then after you lose a lot, I still don't understand what you are talking about, and then I have to go back and forth with him. Tear.

I just don't understand why. I went to cancel a phone card before. I don't understand why he canceled it for me even though I was already in the store. He said there is no way to cancel it. You have to call to cancel it yourself. Then you have to wait for a long time after calling. long time. It's strange.

Then I heard others say that it's because they don't want machines or AI to take over this job. The operator thinks that the elderly here want to talk to them like this, so that there will be some kind of harmony. It's weird how people talk when communicating face to face, but I think he should provide more alternatives, because some people just don't want to talk on the phone.

For example, when I went to the palace, the old lady said that they had many museums before, but they didn't have that little sign underneath. Then you went to see it like this, but they removed all the signs, and then sent people to Over there so you can ask them and they will explain it to you. He said he thought this was good because it would give them more opportunities to communicate. It means that there will be more emphasis on face-to-face communication between people, but not everyone likes this. What's more, when they face face-to-face communication, they speak Dutch.

- Will you establish some contact with other Chinese immigrants in China or people with a common background in the Netherlands? Do these impact your experience and sense of belonging?

Aren't they classmates? I still interact more with my classmates.

- How did you feel in the Netherlands? Is it just moments of personal growth or transformation?

Personal growth and transformation is a difficult question. It feels like I'm getting stronger, it's like carrying a load. Because I can't take a taxi, I have to carry everything by myself, yes.

- For example, if there are new school girls, or friends who have just arrived, and they ask you for some advice or insights, as a single woman from China in the Netherlands, what kind of advice would you give them? What about suggestions?

It is not recommended that you just register, because there are a lot of things to register here, right. It doesn't feel like there's anything left. I feel like a lot of it is not just suspicions in this big direction, but many small details in life.

- Moving on to the second part about old-age care, what do you think or what are your main concerns when you get old?

Where to live? How much government subsidy can I receive per month, and then how many friends of the same age do I have in the Netherlands?

- Based on your own cultural background and personal experience, what do you think of retirement care in the Netherlands?

I think retirement care in the Netherlands is pretty good, but I haven't gone there. I've been to their nursing home that provides rehabilitation training, and it's pretty good.

- Suppose you get older. Maybe you feel more at ease, living on your own or living in a nursing home in the Netherlands, or feeling more scared.

Depends on my Dutch level. I think the attitude of their staff is quite good. But I still hope that I can just live with my good friends, otherwise every day will be too boring. I still hope to be in a Chinese language environment and some people who may be more compatible. It doesn't have to be Chinese, at least I think English is okay, but if it's Chinese, that would be better, okay, and then I need to have fun every day. Just a touch of humor and interesting topics.

- For example, are there any more specific concerns about the future?

I don't know. I feel like it's too early to think about finding a job. There are still more than 40 years left. And their current policy, for example, in 40 years, it is a very long cycle. Will their pension policy be adjusted?

- So what ideal solution do you have for the elderly care problem?

I think that's OK with the issue of old-age care. There are already small communities here. For example, the neighborhood downstairs from my house may have a dozen or twenty households, but are they the kind where you live in a nursing home? They are still considered a community. There is a kind of cooperative pension, but there may be more than a dozen people in their 80s and 90s, and then there are a few people in their 60s and 70s. That is, if you are actually 60s or 70s, in fact, because of the development of modern medical care, you are actually better. You can still take care of yourself when you are 60 or 70 years old, and you can also provide some help to others, so they actually have an application system, for example, four or five people in their 60s and 70s. People, for example, they will arrange a plan regularly, and then they will accompany those who are in their eighties or nineties, or they will take care of them, and then when they are old, there will be someone newer than them. I think this is a good way for young people to provide them with help.

Another example is that you can let them. In fact, the government is also doing this. For example, you can rent a house to students or young people who have just started working and have little money, and then let them chat with you and help you. You do some work or something like that.

Then there is another way, which is that he is the one who, as I wrote in my thesis, does not care about the house, or he builds a slightly smaller house next to your son or daughter's house and lives with them, but you are A separate room. Only if you have a good relationship with your son or daughter

- These are the conditions you mentioned. What kind of difficulties do you think you will encounter if you want to achieve such an ideal situation in the future?

It is possible to look at the community you want to live in in the future. They may still be mainly Dutch locals, but if you want to do this in a more Chinese-speaking environment, who will initiate the project and maintain it? Its operation, and then for example, what is the entire mechanism like if I want to join or want to withdraw, and then including the review steps, I think it is quite troublesome, and then for example, the first type you want is the neighborhood you want Living together, how do you rent or buy this property? Can you just buy it together? However, these are a bit difficult to achieve.



- In what aspects do you adapt better to the Dutch cultural environment?

I think that ideologically, I may still agree with such a relatively free thought.

- Do you have any more personal strategies to help you integrate into the Dutch environment?

I think maybe I just don't understand, so I just ask. Sometimes, for example, I encounter many problems in life. For example, a very small example is that I bought a moped before, and then I needed a strong lock because I was afraid of being stolen, but I was not sure about domestic Is it legal here in China to make a loud alarm when touched? Because I was afraid that it would disturb the residents and so on, so I went directly to ask one of my colleagues. I asked if I could give me a police report like the one on my bicycle on the road here. Then he said that although it is rare, it is not illegal, but it is okay, so I feel that many times he is actually It is a process of experience acquisition.

If you don't understand, then you can just ask directly. I think the mentality is that you need to know that this is not a congenital defect. It is just because you are not in this environment, so you don't know even if it is a congenital defect. He is from Henan. He grew up abroad and came back. He will also need to ask the same questions. If he goes with this mentality, he will feel that it doesn't matter. I don't just have this kind of understanding. I don't understand at all. ok no problem.

- Do you feel a sense of belonging or connection to Dutch society?

I think this is a process of slowly building up, it just happened slowly. It means that there may be another example in the future.

A kind of civic responsibility may gradually make you more and more familiar with this society, and you will know what is agreed by convention, and what things are, for example, your boundaries need to be defended, etc. I think there will gradually be recognition.

- Do you feel that there will be some conflict between China's traditional cultural norms and values and the Dutch cultural values?

At first I thought you were asking this question to refer to whether there was a kind of integration of them. I think there must be some conflicts. I think there will be many. For example, in traditional Chinese culture, it may affect superiors and subordinates. you will have a more respectful attitude toward teachers and your team manager. But because of my family education since I was a child, I occasionally have some concerns about whether it would be too straightforward for me to speak directly to my boss, or whether it would be too strong, but I feel that it depends on their reactions. Well enough. And in addition, maybe I feel that I will receive more respect here. Maybe it's because my family's education since I was a child is relatively liberal. I make my own decisions and rarely ask other people's thoughts. I rarely say: I will do what my parents say, so I think it is right. Very rarely, I will say, I will do what my parents say.

- Will you choose to enhance your sense of belonging through community or common interest groups?

There are some, for example, I have an acquaintance here who sings Cantonese opera together, and we will have some gatherings regularly. This period is equivalent to having a shared interest, so we can have some exchanges, which was also the case in school before. Basically, I form a team with Chinese classmates, or basically play with Chinese classmates, such as playing sports or going to museums.

But this is a bit fragmented for my sense of belonging. On the one hand, I feel that I can find a suitable group here, and it is also a relatively familiar environment. But on the other hand, I feel that I am here. In the Netherlands, I still have to live in the old way of life. Does this mean that I have not completely integrated?

I think this is a question that I am actually thinking about. What kind of person should he be? How should I define this matter? I will continue to talk to Chinese friends, which is most of my social circle. We are all with Chinese friends. I am still exploring whether this is something that needs to be changed or something that needs to be accepted.

- Can you recall a moment of personal growth or transformation that occurred after you came to the Netherlands, including officially immigrating to the Netherlands?

Personal growth, I think growth is a step-by-step process, that is, it even advances in waves. If it's a specific moment, I can't really think of it, but if it's a process, it does exist.

- In the process of adapting to life in the Netherlands, do you have any advice or insights for Chinese women who have encountered similar challenges?

Maybe the advice is to find someone to come up with ideas when you encounter any problems, and then if you really can't adapt, it's good to go back to your country.

Do you really mean to persuade me to quit? It means that there is no one way of life that is the best. The most important thing is to be happy.

- The second part is about the issue of old-age care, that is, if you think about it, just imagine, if you are here, you may have entered old age, assuming that if you were still single at the time, you would have divorced or lost your spouse. Under these circumstances, what do you think are your main concerns and concerns regarding retirement care?

In fact, I think it would be better if there was an option here, but I haven't really thought about it myself, and I haven't done any relevant research, so I actually don't know what kind of destination I will end up with when I get old. I think the first classification is whether I can take care of myself. This is the before and after.

If I can still take care of myself, in fact, my life is how I lived it in the first few decades. Until I gradually feel that my ability is a little lacking, maybe I will start slowly, for example, hiring a caregiver, or hiring an hourly worker to help. Maybe I will live with another single woman who is the same and take care of each other, and then if I completely lose my ability in the end, I may also How did I feel when I saw it? If I felt that life was hopeless, then I would like to have euthanasia.

- Based on your own cultural background and personal experience, what do you think of retirement care in the Netherlands?

I don't know

- What do you think are some specific challenges for women in your age group?

A concern? I think on the one hand, in terms of work, you may be considering issues such as promotion and salary increase. If it comes to life, I feel that my current life is quite satisfactory and I am living quite happily. If it comes to relationships, I may still be more active in looking for a suitable partner.

- As you just said, if you cannot take care of yourself after retirement, you may want to hire a caregiver or live with a sister. Some of these are about the problems of the elderly. For example, if you were in this situation, would you think there are any problems that would be difficult for you to solve on your own? For example, after you can no longer take care of yourself.

I think it may be an issue involving dignity, but this is something that everyone needs to face. In fact, I was thinking about this issue two days ago. It is a bit like when you were young. In fact, for example, before you were three years old. There's this self-awareness. In fact, before, for example, you would find it acceptable for anyone to take off your clothes, including your caregiver. I will say that if there is nothing else important and my wish is not fulfilled by that time, I will choose to end it (euthanasia) at that time.

- What do you think is such a concept? Do you think it is a positive concept or a negative concept for yourself?

For example, if there is no way to maintain dignity, I may choose euthanasia. I think it is at least an option, so he is positive.

- Next describe your ideal retirement situation.

The ideal state is definitely to be in good health, and then be able to travel around and travel everywhere. Also, I can hang out with like-minded people, such as playing music, etc. It is also possible that I will have other hobbies in the next 20 years of my life. By then, it will be an interest that I may be able to enjoy. . And then maybe some entertainment instead of just passing the time and getting through the day.

- For example, in order to achieve your ideal state, for example, what kind of efforts will be made in the early stage, or something will be done.

Save money, save money. Then there is the need to think more, to explore this direction all the time, to see what you are more interested in, or what issues you are more concerned about. But I still want to find a partner.

- I want to ask an additional question, what do you think are your core needs in a partner? Why do you have to find a partner? What do you think is the greatest thing that a person can provide you?

I think on the one hand, it is still needed, because I'm sapiosexual, so it requires strong spiritual communication and resonance, and secondly, emotional support, which is love.

- Or have you ever considered having children?

For the time being, I think that because I think it depends on my partner when it comes to having children, that is, I myself would not be willing to have a child. But I say that there is one situation where I might be more looking forward to having a child, and that is maybe my partner. I think he is very interesting, and then I think that if we go together to have more exploration or feelings about life, we may want to have a child, and then see how he takes care of the child, and then the process There may be a lot of fun in it, of course I also know that there will be a lot of difficulties, but I think most boys may not be worthy of such an attempt, yes. Then of course when I meet the right person, I will still enjoy the feeling of raising a life with him and watching him grow up slowly.

## 2.4.6. Interviews with housewife with four children (Age between 40-60)

### Basic information

Age: 59

Living status: Living with two children

### Part 1 Daily activity schedule & Map of closeness and distance

- Let's start with the first item of our research. First, you can see here is a schedule, and then there will be some recommended labels, and then you can use the most normal One day, when considering and planning your activities that will be involved in this process, where you will go, who you will come in contact with, and what kind of media you will use, we may need Understand the perceptions and thoughts of different age groups on this challenge.

The usual activities in the morning are to have breakfast, and then we go buy some groceries or something. At noon, we go dancing in the office or volunteer at the Chinese brug, sing and chat. etc. In the evening we cook dinner at 5:00.

- Generally, do you volunteer often, maybe once a week?

I have always been there. If there is no one, I will come over to help. Okay, well, the one-time prevention is fixed, and Tuesday is fixed. There is still 5:00, so we will cook and go home to cook. At 5 o'clock, we will go home to cook and eat. After cooking, we will be at home. I didn't go out anymore. I basically went to bed from 10:00 to 10:00. Sometimes I would go out to play mahjong at night, maybe after dinner.

- Where do you usually go to buy groceries?

Go to the supermarket Jumbo, ah and Lidl, which are less frequent. There is also a big market, which is held every week. This market is usually held on Monday, Wednesday, Friday and Saturday. And for sports, it's dancing. There's an Amanen (dancing palce) over there. Then the volunteers are at the center.

- Then, who will you probably meet next?

Basically, we Chinese are all elderly people. For example, family members and friends are all friends. They are all friends. Basically, they are all friends. When I go shopping for groceries, I meet a lot of people. There may be some Dutch people. I can communicate with them normally if I can speak a little bit of Dutch. I can do just fine if I can speak simple words. Then here, the main ones are Chinese friends. If you play mahjong, you may also be Chinese friends, and you can also meet with friends and family. Usually I play mahjong at a friend's house.

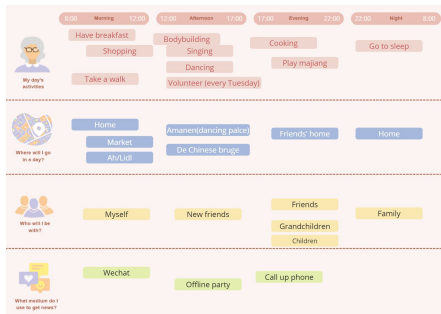
- What media will you use during this process?

Playing mahjong is always like our friends. Whether we are going to play mahjong today or not, we basically keep in touch by phone.

- May I ask how old is you this year?

I am 59

### Daily activity schedule



### Map of closeness and distance



- In normal times, for example, there are fairs, including some activities in Zhongqiao here. What channels can you use to learn about them?

Even through friends, word of mouth, chatting with friends, yes, yes, we are all friends together.

- Then, we can roughly remember these things here, such as what activities we did, where we went, who we met, and what we used. Now let's put them in order, which is equivalent to the ones you think are the most important, or the ones you have the most contact with in your life, and then slowly rank them out until you are the most distant.

The most important thing is dancing, and volunteering is also very important, and playing mahjong is the three main activities, and grocery shopping is also the most important. When I go out, I just go shopping outside when I have nothing to do. Sometimes when I'm bored, I just go outside for a walk. I can't remember anything else. There are also times when I help my eldest daughter with the kids, but I seldom do it for her, or maybe the frequency is not that high. If there is entertainment, just entertain it.

- Are there any other things mentioned above like shopping for groceries and cooking? Do you prefer to cook?

Generally speaking, cooking is done at home. It should be considered as cooking at home every day. I make it for a family. I think the frequency with which my son and daughter get along is relatively high. For example, when I go to the market, I seldom chat with the Dutch people. I just buy some food and leave. It is a pure monetary transaction. Many of our next-door neighbors rarely talk to each other, they are usually foreigners and Dutch people.

- Do you currently live alone, or do you live with your family?

My children live with me, and there are four of us including my little daughter, son and my husband.

- How many years did you come here?

I was arrived here in the Netherlands in 2001.

- In normal times, for example, there are fairs, including some activities in Zhongqiao here. What channels can you use to learn about them?

Even through friends, word of mouth, chatting with friends, yes, yes, we are all friends together.

- Then, we can roughly remember these things here, such as what activities we did, where we went, who we met, and what we used. Now let's put them in order, which is equivalent to the ones you think are the most important, or the ones you have the most contact with in your life, and then slowly rank them out until you are the most distant.

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- Do you currently live alone, or do you live with your family?

My children live with me, and there are four of us including my daughter, son, and husband.

- How many years did you come here?

I am in 2021, right?

- So when you came to the Netherlands, was there any more important challenge in your life, or a milestone that was still fresh in your memory, and an important challenge?

It was indeed very hard when I came here. When I first came here, because I didn't have a residence permit, I went back and applied for residence again, and then applied for my child and two children. It was also very hard. Of course, I will be happier after it is completed and get the residence permit.

- What's it like to be in the Netherlands after you've been here for so long?

Even now that I'm used to staying here, I don't want to go back. I still think the environment here is good and it's relatively quiet.

- Do you think the Netherlands is boring?

Maybe the entertainment is not as rich as in China, but you can still get used to it. Once you get used to it, it won't be boring.

- Why did you choose the Netherlands? Didn't choose another country?

Because my husband also came to the Netherlands first before. He also worked as a restaurant owner and came here first, and then I brought my two eldest daughters here. At that time, the country's family planning policy was in force, which was probably one of the reasons for coming to the Netherlands.

- Have you found anything particularly difficult to adapt to in the Netherlands, or is there a particularly big cultural difference?

When I first arrived. Of course, when I came here I couldn't understand a word, so I just taught myself. Later I found a school and went to school for a few years, and then I slowly got used to it. It would be great if you study. You can make a lot of friends while studying. At that time, if you made friends while studying, it would probably be mainly foreigners.

- For example, I am a Chinese woman who immigrated to the Netherlands as a new generation. If you want to give me some advice, do you have any advice?

I think if you personally like it, it depends on your own adaptability, yes, yes. Once you get used to it, you won't want to go back. Really, because the environment is good, it is completely different from China. The food we eat is safe and healthy, but the food we eat in China is too unsafe. It's really, really unsafe. It's really safe.

- Are you retired now? Still there?

I've never done it. I have always been a housewife to you,

- So has your husband retired? Without him, he would still be working in a restaurant. My eldest daughter also owns a milk tea shop and plans to open a branch in Delft.

- If the future is to retire and then enter a retirement state, what do you think an ideal retirement state looks like?

If you can still live on your own and take care of yourself, of course you will be comfortable in your own home. If you really can't take care of yourself, you have no choice but to go to a nursing home. It's quite fun to play with the elderly in the nursing home here. I think it's pretty good.

- What do you think of the services in the nursing home here?

The service is very good, the service is very good, the service is really good, completely different from China.

- If you have more children, would you consider going to a nursing home in the future, or would you rather stay with your children?

Then we have our own freedom. We also want to really stay at home and help so many children. Indeed, we still try not to trouble the children as much as possible, but even living in a nursing home is okay.

- So what do you think are the difficulties that you may encounter when you and your husband, for example, or one of you is unable to take care of yourself?

Of course, if you want to ask your children for help, you should still ask your children for help. And if the children are relatively busy, for example, they may not be ready to work anymore at that time or something, then you can find some department in the Netherlands, and they will also help you, specifically It also helps retired people who can't take care of themselves. He may come over once or twice a week to help, but that kind of care may not be formal care, but it may just help you clean the house or something like that. There may be others, I don't know yet anyway, but maybe there will be some if needed later.

## 2.4.7. Interview with retired Chinese medicine practitioner (Age between 40-60)

### Basic information

Age: 59  
Living status: Living alone

Hello, your age range is

- 40 to 60 years old, I just turned 60

Is your current residence status living alone with a partner, friends, children, or other status?

- I live alone now.

Okay, let's start with the first part of the content, and share your personal experience of living in the Netherlands. What milestones and challenges are very important to you along the way?

- Before I came to the Netherlands, I was a Chinese medicine doctor, and then I followed my husband to the Netherlands, and then I stayed in The Hague. Later, my husband and I opened a Chinese medicine clinic, and then I also met many friends here, including some patients who became friends here. Now my husband has passed away, he passed away the year before last, and now I have been single, and I plan to continue to run this Chinese medicine clinic, and when I retire, I will hand it over to my children, or some people who have been here for a long time.

How do you view your immigrant identity as a Chinese woman in Dutch society? Has this identity changed with some changes over time?

- This identity. When we first came here, it was quite easy to get a citizenship. It seems that there was a period of time when the Dutch government made unified arrangements to give us a citizenship, and then we continued to work here. What do you think?

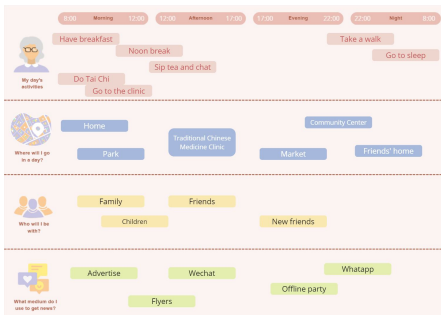
As time goes by, will this identity change? Or psychologically, do you feel any difference?

- It's quite normal. At first, you may feel that you don't have the same feeling as in China, including that your relatives and friends are not here, but after staying here for a long time, you get used to it, and you don't have to force yourself to integrate. Everyone has their own circle. For example, there are really many Chinese people in The Hague.

What cultural differences have you encountered in the Netherlands? Do you have any outstanding examples to share?

- Cultural differences, because I run a Chinese medicine clinic, so there is indeed a big gap in medical care. For example, if the Chinese here go to their GP family doctor, many of them have rheumatism, and some internal heat diseases, which are more Chinese diseases, they can't see it. They think that they can just take some anti-inflammatory drugs or go home to rest for two days. They don't think this kind of thing is particularly serious. But since I work in a TCM clinic, that's why Chinese people here still prefer to see TCM doctors.

### Daily activity schedule



### Map of closeness and distance



In what ways have you adapted to the Dutch culture and language environment, and what strategies do you have to help yourself understand and integrate into this language environment?

- I think this is something that you will gradually adapt to after living here for a long time. As for integration, I can't say that I have integrated particularly well, my strategy is to let things take their own course.

Have you encountered any difficulties or obstacles in the process of integrating into Dutch society? If so, how did you overcome them?

- There were difficulties and obstacles, but they were not particularly big obstacles. For example, when I got my identity here, I had some work, including opening this clinic myself. At that time, renting a house and filing taxes were actually quite troublesome, like this system, because the language here is basically Dutch, and my husband knew a little bit, but I didn't know much at that time, and it was very troublesome at that time, and he was the one who handled these things, and he would also ask some friends who knew Dutch to help. Anyway, it was done at that time.

Do you have a sense of belonging and connection in Dutch society? Please describe any experiences and moments that made you feel this way.

- Sense of belonging and connection. I think it was definitely after I had my own children and my own family here that I felt this sense of belonging, right? I felt this sense of belonging when I had a family. As for the sense of connection, it was after I opened a shop here, and then I met more friends, and then there were more people coming and going, and then I felt this sense of connection.

How do you reconcile Chinese traditions with Dutch popular culture? Are there any conflicts and challenges?

- There are definitely conflicts, challenges like the problem of seeing a doctor I just mentioned, right? The Dutch don't understand what disease you have, but in the eyes of white people, there is no disease, right? There are definitely some conflicts in this. But to be honest, Chinese people follow their own habits, and there is no need to force integration, right? What's the saying? Seek common ground while reserving differences, right.

Have you established connections or communities with people of similar backgrounds in the Netherlands or China? And does this relationship affect your experience and sense of belonging?

- There may be a lot of Chinese people in The Hague, and because my store is right in Chinatown, like the Yongshou Building next to the middle, and the apartment with a lot of Chinese people, the elderly people come to our place when they have nothing to do, and what is the problem? Community, as for the house we live in, because we want to buy a better house, basically all the neighbors are foreigners, that is, in fact, there is no special sense of community, but if you say that if you have more contact, you must have more contact with these Chinese.

Can you recall the moment of personal growth or transformation since you immigrated to the Netherlands?

- Growth and transformation. Because I have been here for quite a long time. If you really want to change, it may be the period when I first came here, because I didn't get my identity at that time, and there were many uncertainties here, but fortunately, it was better to have my husband here at that time. As for personal growth, I can't say that I don't know.

Finally, what do you think of Chinese female immigrants who have encountered similar challenges in adapting to life in the Netherlands? For example, someone like me

- My answer may not be of reference value, but I think you still need to find a partner, or a partner. As for similar things, if you are also facing, for example, getting a status or something. Find a job first. And indeed, the problems you are facing now are different from ours, right? It's hard to say.

Okay, let's move on to the second part of the question, which is about retirement. What are your main concerns and issues about retirement care after retirement?

- The main focus is that after retirement, like me, I am almost retired now. I think the government has subsidies, and I can live a good life. Although my children are not around, they may call me every week. They care about us a little bit, and I also have my own friends and my own circle. In fact, there are no major problems at present.

Considering your cultural background and personal experience, how do you view retirement care in the Netherlands?

- I think the retirement care in the Netherlands is OK, but because they are all Dutch, they may speak English, and you may mainly speak Dutch. I can speak a little, but I don't speak it very well. When I get old, I don't think I want to go to a nursing home here. I want to live with my children or build an apartment for the elderly, and then play with them by myself.

Do you think Chinese single women of your age face more specific challenges or concerns?

- Concerns. There is nothing to worry about at my age. For example, my children are already working, so I don't have to worry about them. I don't have to take care of my grandchildren, right? Then I live alone at ordinary times, which may be a bit lonely, but I can invite friends to play cards and have dinner together. In fact, including my store, people will come over and chat with them. It's actually OK.

The third part is about a future solution and some current difficulties. The first question is what are your expectations for retirement care, and what kind of solution do you hope to have?

- Expectations for retirement care. If I can't take care of myself when I'm old, for example, I'm paralyzed in bed or something, I definitely hope my children can come and take care of me, right? And for some of the care here, I don't know if he can have such a state, and what are the expectations and solutions for care. I think I still hope my children can take care of me, but if my children are busy or unable to take care of me, I think I may end up being sent to a nursing home, but I really don't like nursing homes. I still hope to be with Chinese people. If you can have a Chinese child, it would be best to have a Chinese caregiver like you to take care of me.

So the difficulty you have in planning retirement care services may be mainly language barriers, right? Then can you share some specific examples of such barriers?

- Actually, it can't be said to be a special barrier. I can speak Dutch myself, but it's possible that when I get old, my brain will not be clear, right? My brain is also confused. What if I can't speak it, and people can't understand what you are saying? What if you poop all over yourself, people won't even know it. In fact, we are very clear that there are many problems when we get old. It is not that you can completely solve the problems for you just because you know Dutch or have family here. You just have to take it one step at a time.

Then we move on to the fourth part. What kind of impact will these unsolved problems have on your overall sense of happiness and security?

- As for the impact on happiness and security, I think there will definitely be a little uncertainty about the future, and I don't know how long I can live. For example, I pay great attention to health preservation. I usually go to the nearby park for a walk in the morning and play Thai chi at home. Don't you know Chinese people here have a Chinese newspaper? I also share some articles about health preservation on some Chinese newspapers here. So what are you talking about?

What kind of welfare and impact will it have on the sense of security?

- I think there will be some, but the impact is definitely not as great as that of other elderly people. I think I still pay more attention to this point.

Okay, the above is the full content of the interview. Thank you for your participation.

## 2.4.8. Interview with retired Engineer (Age between 60-80)

### Basic information

Age: 65

Living status: Living alone

Hello, first of all, let me ask you about your age range

- The age range is between 60 and 80 years old, and the current detention status is living alone.

First of all, let's talk about the first part. Let's share some of your experiences and journeys in the Netherlands, and then what are the more important time nodes and challenges along the way?

- I was working in a relatively large construction engineering company in China at that time, and then there was a project coming to the Netherlands, and then I wanted to come out and see it at that time, so I followed the company team to the Netherlands. I am an engineer, and there were some relatively large Chinese-funded projects in the Netherlands before, such as in Rotterdam, so I followed them. Then after coming here, anyway, the projects were almost done later, and there were some conflicts at the time, and I am a person who yearns for freedom, in your words. So I resigned at that time. After resigning, I worked in other companies in the Netherlands. To put it bluntly, I saved some money for survival here and bought a small apartment. But mainly because I still like to go out and play, so when I was about 38 years old, I decided to spend the money I saved. Then I started to play in Europe, then Asia, then America, and then Africa. Anyway, I started my global travel. Although I didn't play in all places, I went to many places. Finally, I am old now and can't play much. After I came back, I continued to look for a new job. Now I am relatively stable, and now I am almost retired. I am a person with a more lively personality, so you said particularly important milestones or challenges. I think I have been facing challenges all the time.

How do you view your identity as a Chinese female immigrant in the Netherlands, and do you feel that your identity has changed over time?

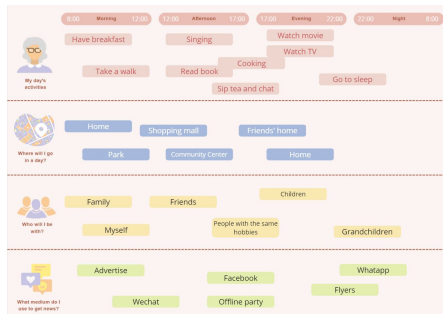
- I think the Netherlands is quite tolerant. There are people from all over the world. You might say that as a Chinese woman, there may be some stereotypes in society, but I think I am here to break these stereotypes. As time goes by, my mentality will become more and more peaceful. I just want to find a place to retire. It doesn't matter what others think or how they see me.

Have you encountered any cultural differences between China and the Netherlands? Are there any specific examples of your sense of belonging and connection in the Netherlands?

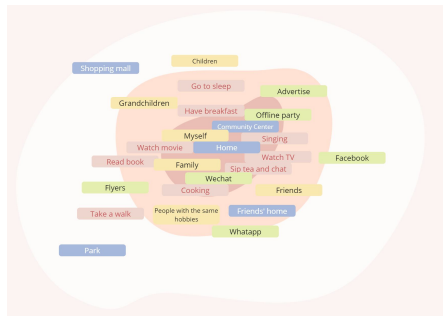
- If you are talking about a sense of belonging and connection, I think a person's sense of belonging may be more in himself. For example, although I had a short marriage at that time, when I was young, I still felt that I needed stability and a family. After I got married, I found that a sense of belonging is not something a man can give you, including this sense of connection, and it is not necessary to organize and form a family. At that time, many people did not understand, including many friends around me who advised me, but later I really did not like it. I just didn't like the feeling of being restrained. Then I got divorced, and then I came out on my own. I felt that my state of mind was completely different. Yes, I still think that this sense of belonging is something that you give yourself.

How do you coordinate Chinese traditions with Dutch culture? Are there any conflicts and challenges?

### Daily activity schedule



### Map of closeness and distance



- I don't think I am a very traditional person. For example, you are single even though you have been married. You don't work properly and go out to play. This is definitely not in line with traditional values. But I think the Netherlands is quite tolerant. Some of my Dutch friends think it is normal, and even think it is good. This makes me feel comfortable.

Do you have connections or communities with other Chinese immigrants with similar backgrounds in the Netherlands? Does this affect your experience and sense of belonging?

- I have some friends here, but I don't know much about the communities you mentioned. That's right. Because I like to socialize, and I like to socialize with all kinds of people. For example, my friends are not only Dutch, but also Indians and Indonesians. So I don't think it's necessary. Of course, it is definitely easier for Chinese people to communicate with each other, but it doesn't mean that all Chinese people can be friends.

Can you recall the major moments of personal growth or transformation after coming to the Netherlands?

- I think it was after experiencing that marriage that I realized that this might not be the life I wanted, and then I gave up this stable job and decided to go out and take a look. I think this is indeed a more impulsive and bold behavior. It doesn't have much impact, but it is indeed very important to me.

Finally, what advice and insights do you have for Chinese women who have similar experiences or challenges in the Netherlands?

- I don't think what I do is for everyone to do the same, but. That is to say, if there are some things you really want to do, and after you think clearly, you think you don't have to live according to a certain model, you can try it. It may make you live a different life and change your mentality.

Let's talk about the second part, about your retirement care. What are your main concerns and problems?

- Retirement care. I am almost retired now, and I am free now. I feel that there is no big difference between a person and when he was young. For example, my child followed my ex-husband and is not with me. The relationship is not that close. I think even if I raised her since she was a child, the relationship may not be very close, and I don't expect her to take care of me in my old age. So when I get old, I guess I will go to a nursing home, right? Chatting with a group of elderly people, I think it's okay, and some of the elderly care here is actually quite humane.

Considering your own cultural background and personal experience, what do you think of retirement care in the Netherlands?

- I think that the nursing homes in the Netherlands are doing a good job, but if I can't move in bed, I will go out for a walk. If I can't move, I will go to the community to dance and sing with my friends. I can't stand it if you want me to stay in the nursing home all the time. But I think the nursing here, including some of the caregivers, are quite professional.

Do you think single Chinese women of your age have more specific challenges or concerns?

- As for concerns, I haven't thought about them. At most, I will die when I get old, right? It's more important to live happily and live a wonderful life. As for when you are really old, if you don't have children around you, people may think you are pitiful, but I think that's what you deserve, right? After all, I haven't raised children. It's not that I haven't raised children, but I haven't spent so much time and effort on them, so I think I can just live my life when I am old, and I haven't thought too much about this issue.

What are your expectations for retirement care? Or what kind of solution do you hope for?

- I think it's the same thing. Unless I can't move, I would prefer to live by myself and live in my own house. And if it's inconvenient for me to clean or something, I think it's enough to have a housekeeper or a caregiver to come to my house to help me clean. Maybe if I'm really paralyzed or seriously ill, I really think it's better to have euthanasia.

What difficulties will you encounter when planning and enjoying this retirement service?

If it's difficult, I think it's still saving money, because it's actually quite expensive for me to go out and play. As for living in a nursing home when I'm old, although the government will subsidize it, if you really want to eat and drink well, I think it's not a problem to have money to regenerate

Can you describe your ideal retirement state in terms of care support and overall quality of life?

- The ideal retirement state is to live by yourself. As the same thing, if there is something inconvenient, you can always call someone to come to your house to serve you, right? It doesn't have to be Chinese, but anyway, you can definitely call someone when you need it, right? Although I have many friends, there are really few who can take care of me personally. Most of them are just friends who hang out together.

In the process of pursuing such an ideal retirement state, have you encountered any obstacles or setbacks? If so, how did you solve them?

- I think if there are obstacles, I may not have started looking for them yet, but I believe there must be such an organization in the Netherlands that can provide door-to-door services. If you say that there are obstacles, maybe I don't know the service process very well, including their websites, because they are all in Dutch, I can't say I can fully understand them, which is a bit troublesome. But I think if I really want to find them, there must be one.

OK, thank you for your insightful contribution and candid reflection in our discussion on retirement care, and your opinions will serve as information to improve retirement care services for all of us in the future.

## 2.4.9. Interview with former owner of a Chinese restaurant in Amsterdam (Age between 60-80)

### Basic information

Age: 79

Living status: Living alone (Divorced with two kids)

Hello, my name is Yu Wenhan, and I am conducting some interviews and research with single women of different ages living in the Netherlands. The main content of our conversation may include your thoughts and feelings about future retirement care, as well as some of your own experiences and experiences. I will record the entire discussion, but the content of the recording will not be saved later. It will all be converted into transcribed text, and the process is completely anonymous, please rest assured, and the data will be destroyed within three months. Okay, let's start our interview.

First, let me ask about your age range and living conditions.

- I am 72 years old this year and currently live alone.

Can you share your personal experience of living in the Netherlands? What are the important milestones and challenges along the way?

- I graduated from junior high school when I was about 16 or 17 years old. At that time, I may not have been able to go to high school. At that time, my parents immigrated to Hong Kong first, and I lived with my grandparents when I was a child. Later, my parents took me to Hong Kong after they arrived, and then I came to the Netherlands. When I first came here, I didn't know the language, and there were not many people who spoke Mandarin. There were not many Chinese people here. Later, my parents opened a restaurant in Amsterdam. I thought it was nothing special after the experience, but when I decided to follow my parents to the Netherlands, it really changed the trajectory of my life. Later, I met my husband here, who is also a Chinese. Anyway, I have been working in the restaurant. Later, I helped in the restaurant. Later, I went to a language school here and learned some Dutch. That's it.

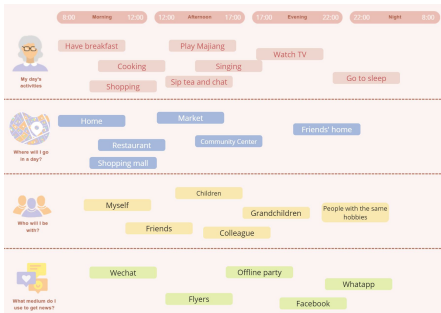
How do you view your identity as a Chinese female immigrant in the Netherlands, and has this identity changed over time?

- I think there may not be so many Chinese immigrants here when we came here, but there are some Cantonese people who opened Chinese schools here, and so on. Later, my children were sent to learn Chinese for a period of time when they were young. For children born here, learning Chinese may be more difficult than learning Dutch. Then, we usually speak Cantonese more at home. I think the change of identity is more of an identity change after marriage, but I don't have too many ideas.

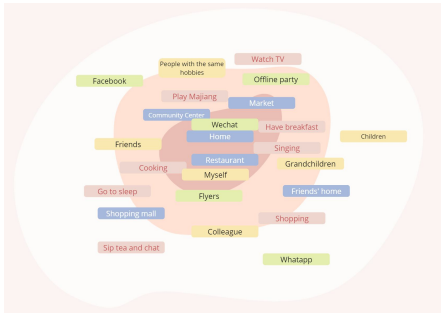
Have you encountered some cultural differences in the Netherlands? What are some examples?

- There are indeed cultural differences. When I was young, I went to a language school here that taught Dutch. At that time, I felt that there were all kinds of people here, and most of them were probably immigrants, after all, they met in the language school. Cultural differences, if you really talk about the culture of the Netherlands, I think it is probably more about the culture of food. For example, their attitude towards food is really that it is very difficult for the Dutch to go out to eat in a restaurant. And most of the Dutch who come to our restaurant may be brought here by their Asian friends, so I don't quite understand their food culture.

### Daily activity schedule



### Map of closeness and distance



In what aspects do you adapt to the cultural and language environment of the Netherlands? And what strategies and methods do you have to help you adapt?

- Because I was very young when I came here, and then I went to school here, and learned Dutch, and talked to some people here, some classmates, and I felt that people here were quite open and cheerful. When you communicate, they are willing to listen to you. But if you really want to have a deep communication, it may be difficult, because after all, there is still a language difference. It is difficult to talk about some deep life insights.

Do you have a sense of belonging and connection in the Dutch society?

- If so, what is the thing that promotes this feeling? Can you share your experience? I think the sense of belonging and connection is that after you have your own house here, you may have a sense of belonging, including after you open a store, you may meet all kinds of people coming here, including students like you, and you will have some sense of belonging or connection. This sense of belonging may still be felt after you have a family here.

How do you coordinate traditional Chinese culture with popular cultural values in the Netherlands? Are there any conflicts or challenges?

- There are definitely contradictions and conflicts. For example, most Dutch people are quite open-minded. They are actually quite receptive to some things, but as long as it does not disturb their lives, they don't care. But for example, sometimes when we have store celebrations, we will invite some lion dance teams, etc. Some Dutch elderly people are particularly mean, and they will say that you or something may disturb them. Some Dutch elderly people are really mean. But others are pretty good.

Have you established connections and communities with other Chinese immigrants with similar backgrounds in the Netherlands? How does this relationship affect your experience and sense of belonging?

- Just like here, Amsterdam has its own Chinatown, and Chinese people basically have their own network of contacts, such as making appointments to play mahjong and cards together when they have nothing to do. In terms of experience and sense of belonging, you may have more friends here, and your sense of connection here is stronger. You can feel that there are people here, right?

Can you recall the moments of personal growth or transformation that have occurred since you immigrated to the Netherlands? After coming to the Netherlands, did you get married?

- Getting married may have a big impact on me. Although we both run restaurants, after we got together, it was impossible for me to take care of the family, right? There may be a change, and then my husband died when he was 68 years old. Yes, and I had just retired not long ago, and I felt quite uncomfortable at the time, but later I got used to it and felt okay being alone, so I didn't want to find a partner so much.

Finally, in the process of adapting to life in the Netherlands, what suggestions or insights do you have for Chinese female immigrants who encounter similar challenges?

- I don't really know about similar challenges, because it seems that the students here are different from us, right? There is a big difference, and you can use mobile phones, right? And you can do all kinds of things, I think you know more than us. This is right, there is no big suggestion.

Regarding the second part, what are your main concerns and issues about retirement care?

- I think there are still some cultural differences in retirement care. For example, some old men and women in the Netherlands, sometimes I feel that it is impossible to reason with them, and their English is not very good. And even I speak Dutch, and I can't understand them. So actually, if I am old and want to go to a nursing home, I don't really want to communicate with them. I feel that we can live our own lives. It's fine if we can take care of ourselves. If we get sick, someone will take care of us. It's fine. I don't know much about other things.

Based on your personal cultural background and personal experience, what do you think of retirement care in the Netherlands?

- There are some really good retirement care in the Netherlands, but the services in the more advanced retirement apartments are really good. But I feel that most Chinese people still live with Chinese people. For example, there are some Chinese elderly communities in Amsterdam, which are places where there are more elderly people than Chinese elderly people. But it's not that all the elderly here are good like Chinese elderly people. There are also some people with bad personalities. I think it depends on who you get along with.

Do you think single Chinese women of your age face some specific challenges or concerns?

- I don't think I have thought about this specific challenge or worry, but I still want to be with my friends. For example, after I retire, I basically hang out with my friends. That's right, my parents have passed away, and my children are busy. They are busy with the restaurant business, basically 6 days a week. I think it's not realistic to ask them to take care of me on the last day, right?

What do you expect or what kind of solution do you hope for retirement care?

- I still hope that retirement care can be with acquaintances, that is, it doesn't mean that we have to live together, but we live close to each other, and we can help each other if there are any problems, right? For example, the neighbors around me who live now don't interact much. At most, we say hello when we meet, but it's just very polite. If you really have any trouble, I feel embarrassed to ask others for help.

What difficulties do you encounter when planning or enjoying the retirement care service of Reasoning?

- I haven't encountered any difficulties yet. After all, I can still take care of myself now, but I feel that I may need someone to take care of me in the future. You are like this, and the rent is actually quite expensive in Amsterdam. I feel like if there is an international student like you, then we can provide you with a room, right? And if you have any problems living here, or need to do some physical work, I think this is also OK. I remember that there seems to be such a community in the Netherlands, but it seems that Chinese people are not very used to this system here.

Can you share what obstacles you will encounter when you want to meet your retirement care needs?

- I think it is mainly that some websites here are all in Dutch, and including some of his services and communication with these service staff, in fact, they may not be able to fully understand you in English, that is, transportation is relatively troublesome anyway, and sometimes it feels unnecessary. You say that now you say that I can clean the house myself, so there is no need to call the cleaning staff up, and then there is a lot of chatter and it is very troublesome.

Have you tried to solve these challenges?

- How to solve this depends on my own will. If I really need someone to clean and take care of me, I will contact them. If that doesn't work, I will ask my children to contact them, right? Then what problems do you think will be difficult to solve by yourself in the future, and will affect your well-being and sense of security, which are difficult to solve by yourself, as I just said, and will affect this sense of security, but I still don't like

others to come into my house and move things or something, which is actually a little bit of a concern, but you still have to look at the person. For you, I have some good friends, so I think it's okay. But if you let a complete stranger in, I still have some concerns. Especially when the language is not clear, you don't know what he will do at home. Right? Although it's not to the point of stealing or doing anything, after all, the police will still take care of it, but I still feel a little uneasy.

Can you describe your ideal retirement state?

- My ideal retirement state is that my children can still take care of me a little. Then I don't really want to go to a nursing home. To be honest, it doesn't make sense, right? But if you really want to be bedridden, I would definitely choose a nursing home over a hospital, but there is no other choice. If I can stay at home, that would be the best.

What setbacks and challenges will you encounter in the process of pursuing an ideal retirement state?

- Did I mention this before? It's just that you can't talk to each other, and chat, including that you may not trust strangers, especially foreigners, you may not be able to fully understand what they say, that is, there are still some concerns. I haven't thought about other things, that's it. Live one day at a time, right?

Thank you very much for your insightful contribution and candid reflections on our discussion on retirement care. Your opinions will provide corresponding information for future research, and we will ensure that all your interview content is anonymous. OK, thank you for your participation.

## 2.5. Interview analysis summary

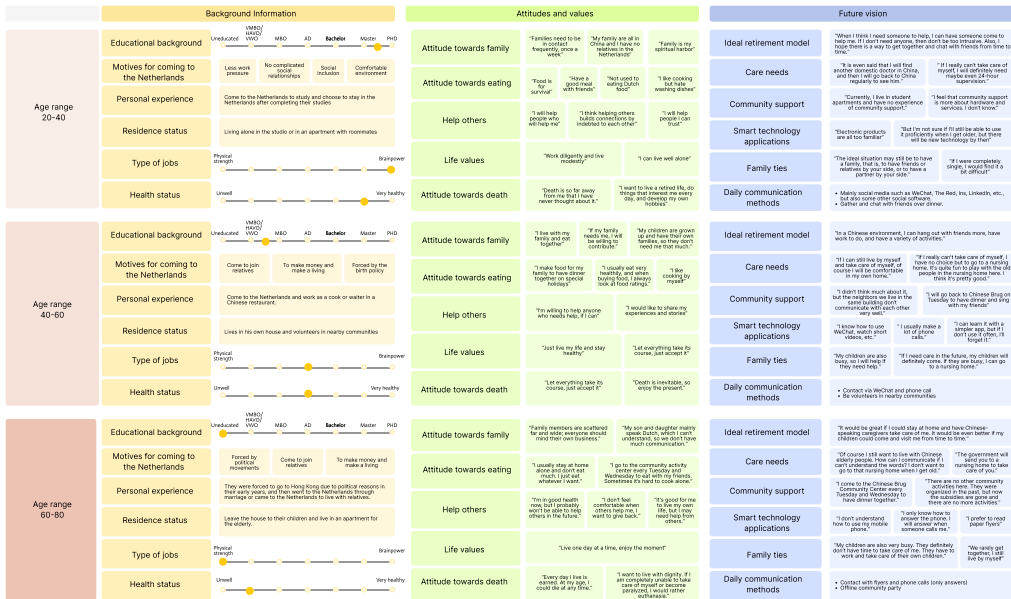


Figure 3.6. A comparison chart summarizing the differences between the three generations of Chinese Nederlanders  
Classification reference: Mérove Gijberts, Willem Huijink, Ria Vogels (2009) Chinese Nederlanders - SCP repository [23]

### 1.3. Feedback

Based on previous research findings and viewpoints, the author has developed eight strategies for designers, each associated with five to six values. The author has ranked these values according to feedback from single Dutch-Chinese women across three age groups (20-40, 40-60, and 60-80 years) and organization managers. The ranking reflects the importance placed on each value by these different demographics and the managers.












































		Horizon			
Priority		Horizon 1	Horizon 2	Horizon 3	
 20-40 Age Group	1st Priority				
	2ed Priority				
	3rd Priority				

		Horizon			
Priority		Horizon 1	Horizon 2	Horizon 3	
 40-60 Age Group	1st Priority				
	2ed Priority				
	3rd Priority				

		Horizon			
Priority		Horizon 1	Horizon 2	Horizon 3	
 60-80 Age Group	1st Priority				
	2ed Priority				
	3rd Priority				

		Horizon			
Priority		Horizon 1	Horizon 2	Horizon 3	
 Organization manager	1st Priority				
	2ed Priority				
	3rd Priority				

#### 1.3.1. Values from 8 strategies

-  Long-term Resources
-  Key Contacts for Follow-up
-  Supplement Knowledge & Information
-  Step-by-Step Processes
-  Availability in Both Dutch and Chinese
-  Concise and informative flyers
-  Tailored Services
-  Sustainable Solutions
-  Enhanced Engagement
-  Cultural Sensitivity
-  Addressing Loneliness
-  Empowerment and Advocacy
-  Enhanced Participation
-  Convenience and Flexibility
-  Improved Communication
-  Broader Reach
-  Increased Social Interaction
-  Continuous Adaptation
-  Personalization and Precision
-  Building a culturally sensitive information database
-  Bridging Information Gaps
-  Enhanced Communication
-  Preservation of Personal Histories
-  Cultural identity
-  Strengthened Family Connections
-  Long-term Impact
-  Educational Value
-  Technological Advancement
-  Enhanced Monitoring and Safety
-  Remote Monitoring and Communication
-  Enhanced Daily Living Support
-  Personalization and Adaptation
-  Improved Medication Management
-  Mentoring and Guidance
-  Alleviation of Isolation
-  Sustained Engagement
-  Emotional and Practical Support
-  Targeted Discussions
-  Enhanced Support Networks
-  Cultural Preservation
-  Lifelong Learning
-  Personal Histories
-  Strengthened Intergenerational Bonds

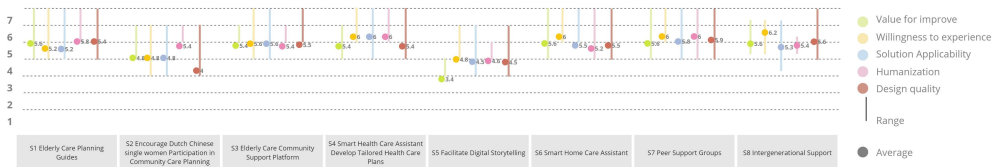
### 1.3. Feedback

Participants	Age	Gender	Living statement
1	20-40	Female	Single and living alone
2	20-40	Female	Single and living with pet
3	40-60	Female	Single and living with children
4	60-80	Female	Single and living alone
5	60-80	Female	Single and living with pet



	Participants	1. Value for Impact	2. Willingness to experience	3. Solution Applicability			4. Memorization	5. Design quality				Average		
				2025	2045	2065		S1. Usable	S2. Feasible	S3. Inspiring	S4. Resonating		S5. Simple	S6. Equitably
S1 Elderly Care Planning Guides	1	5	4	4	5	5	5	5	4	5	5	7	4	5.2
	2	4	4	4	5	3	5	3	6	4	6	6	6	4.7
	3	4	5	6	5	5	6	6	4	6	6	6	7	5.7
	4	7	7	6	6	6	7	6	6	6	6	6	6	6
	5	6	7	7	6	7	6	6	6	4	6	5	5	5.6
	Average	5.8	5.2	5.8	5.2	4.9	5.8	5.8	5.6	4.9	5.6	6	6	5.6
S2 Encourage Dutch Chinese single women Participation in Community Care Planning	1	4	5	3	5	4	5	4	4	4	4	3	3	3.8
	2	4	4	4	5	5	5	4	4	4	4	4	4	4.4
	3	4	5	3	6	5	6	5	6	5	4	5	4	5.1
	4	4	3	4	5	5	5	4	5	4	4	2	4	4
	5	5	2	4	5	4	4	5	4	5	4	3	2	4.4
	Average	4.6	4.6	4	5.4	4.9	5.4	5.4	4.9	4.9	4.2	3.6	3.6	4.4
S3 Elderly Care Community Support Platform	1	4	7	4	5	6	4	6	6	7	6	5	5	5.7
	2	4	6	5	6	7	6	7	6	6	7	6	7	6
	3	4	6	4	5	5	5	5	5	5	4	4	5	5
	4	5	4	4	6	5	5	6	6	4	5	5	6	5
	5	5	5	3	6	7	6	5	5	4	5	5	7	5.6
	Average	5.1	5.6	4.4	5.4	5.4	5.4	5.4	5.4	5.4	6.2	4.8	5.8	5.5
S4 Smart Health Care Assistant Develop Tailored Health Care Plans	1	5	4	4	5	6	5	5	5	5	6	6	6	5.4
	2	4	7	5	6	7	6	6	7	7	6	6	6	6.2
	3	4	6	6	6	7	6	6	6	6	6	6	6	6.1
	4	4	5	6	5	5	5	5	5	5	4	4	4	4.8
	5	4	5	4	5	5	5	5	5	4	4	4	4	4.8
	Average	5.2	5	4.8	5.4	5.4	5.4	5.4	5.2	5.2	5.8	5.2	5.2	5.5
S5 Facilitate Digital Storytelling	1	5	5	4	6	6	5	4	5	4	5	4	5	5.2
	2	4	4	4	4	4	4	4	4	4	4	4	4	4.4
	3	4	4	5	4	5	5	4	4	4	4	4	4	4.6
	4	4	4	4	4	4	5	4	4	4	4	4	4	4.4
	5	4	5	5	4	5	5	4	5	4	5	4	4	4.8
	Average	5.4	4.6	4.4	4.4	4.4	4.7	5.4	4.6	5.2	4	5.2	4.2	4.8
S6 Smart Home Care Assistant	1	5	7	6	6	6	7	7	7	7	7	6	6	6.4
	2	7	7	5	7	6	5	6	6	5	5	4	4	5.4
	3	6	6	5	6	6	5	6	6	6	6	6	6	5.6
	4	4	5	4	5	5	4	5	5	5	4	4	4	4.4
	5	5	6	5	6	5	5	5	5	5	6	5	5	5.6
	Average	5.8	6	5	5.8	5.8	5.2	5.4	5.6	5	5.4	5.4	5	5.5
S7 Peer Support Groups	1	4	5	5	5	5	5	5	6	6	6	6	6	5.6
	2	5	5	5	5	5	5	5	5	5	5	5	5	5.6
	3	6	7	7	6	5	7	5	6	7	6	6	6	6.2
	4	7	7	5	5	5	6	6	7	6	7	6	6	6
	5	5	6	6	7	6	6	7	6	6	6	6	6	6
	Average	5.8	6	5.7	5.7	5.7	6	5.8	6.2	6.2	6.2	6.2	6.2	6.2
S8 Intergenerational Support	1	5	6	4	5	4	4	4	4	4	4	4	4	4.6
	2	5	6	4	4	4	3	4	5	5	4	4	4	5.4
	3	5	6	6	7	6	6	7	6	6	6	7	6	6.2
	4	4	7	6	7	6	6	7	6	6	6	6	6	6.4
	5	5	7	5	6	5	5	6	6	6	6	5	5	5.6
	Average	5.4	6.2	5.4	5.4	5.4	5.4	5.4	6	6	5.8	5.2	5.4	5.6

## 1.4. Evaluation



## 1.5. Business Model

### Business Model for Elderly Care Innovations in the Dutch Chinese Community



## 1.5. Business Model

