

**A Human Security Perspective on Information Access and
Use during the COVID-19 Pandemic:
Short Study Report
Appendix**

June 2021

APPENDIX

The following items are listed in this document as additional details to the report, “A Human Security Perspective on Information Access and Use during the COVID-19 Pandemic”.

- A FULL SURVEY (IN ENGLISH)
- B SCREENSHOTS OF THE ONLINE SURVEY (IN 8 LANGUAGES)
- C COMPLETE SURVEY RESULTS
- D DISAGGREGATED SURVEY RESULTS BETWEEN JAPANESE AND NON-JAPANESE PARTICIPANTS

Survey on the Access and Use of Information Among the Residents of 4 Prefectures during the COVID-19 Pandemic

INFORMED CONSENT

The Human Security Empowerment Project of the Peacebuilding and Humanitarian Support Research Cluster of JICA Ogata Research Institute for Peace and Development (JICA-Ogata RI) is conducting a survey to learn and analyze people's information access and use during health crises and emergencies.

If you are 18 years old and above, and currently living in either Tokyo, Chiba, Kanagawa or Saitama, we invite you to participate in this study by accomplishing this internet-based survey about your information seeking needs and sources, information usage, and risk perception related to the COVID-19 pandemic.

It will only take about 10-15 minutes to complete the survey. All information collected are handled and treated with confidentiality and are strictly used for research purposes only.

The result of this study will be made available in JICA Ogata Research Institute website upon the completion of the project. If you have any questions related to this survey, you may direct them to oripd@jica.go.jp

AGREEMENT TO PARTICIPATE:

Your participation is completely voluntary, and you can withdraw at any time. If you meet the criteria and would like to take the survey, click the button below to start.

6. Employment status

- Employed full time
- Employed part time (working students, baito)
- Self-employed
- Full-time Student
- Retired
- Homemaker
- Unemployed
- Unable to work

7. How many people are in your household?

- One person (1)
- Two persons(2)
- Three persons (3)
- Four or more persons (4+)

8. Are there children in your household 14 years old and below?

- Yes
- No

9. Are there people in your household 65 years old and above?

- Yes
- No

Survey on the Access and Use of Information Among the Residents of 4 Prefectures during the COVID-19 Pandemic

B. Information seeking and gathering during the COVID-19 Pandemic

The next questions are about your **ACTUAL** information seeking and gathering about COVID-19.

10. How often did you seek COVID-19 related information across these periods?

	More than once a day	Once a day	More than once a week	Once a week	Rarely/Never
Early 2020-April 7, 2020	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
April 8 to May 27 2020 (State of Emergency in Japan)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
May 28, 2020 up to present	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. From April 2020, which **COVID-19 information** did you look for? (Select all options that apply)

- | | |
|--|---|
| <input type="checkbox"/> Signs and symptoms of COVID-19 | <input type="checkbox"/> Updates and announcements from school |
| <input type="checkbox"/> Causes of COVID-19 | <input type="checkbox"/> Updates on available services (hospitals, banks, shops) |
| <input type="checkbox"/> Prevention and control of COVID-19 | <input type="checkbox"/> Transportation updates (flights, trains, etc.) |
| <input type="checkbox"/> Spread of COVID-19 in Japan | <input type="checkbox"/> Government advices related to COVID-19 |
| <input type="checkbox"/> Spread of COVID-19 around the world | <input type="checkbox"/> Government plans and initiatives after COVID-19 |
| <input type="checkbox"/> (for foreigners) Spread of COVID-19 in my home country | <input type="checkbox"/> Procedures to get treatment for COVID-19 |
| <input type="checkbox"/> Availability of food and water supply | <input type="checkbox"/> Procedures to claim support (financial support, insurance, supplies etc.) |
| <input type="checkbox"/> Availability of medicine and/or vaccines | <input type="checkbox"/> Procedures to cancel services and activities (care centers, flights, hotels) |
| <input type="checkbox"/> Availability of personal protection equipment (masks, sanitizers, etc.) | <input type="checkbox"/> Procedures to join activities (volunteer works and donations) |
| <input type="checkbox"/> Updates and announcements from work | |

12. Which topics/themes would you like to get/receive **more information**? (Select all options that apply)

- General information about COVID-19
- Spread of COVID-19 (in Japan and elsewhere)
- Availability of resources (ex: food, medicine, supplies)
- Relevant updates (ex: services and government updates)
- Procedures (ex: service cancellations, volunteer activities)

13. How do you get/receive COVID-19 related-information? (Select all options that apply)

- Face to face communication
- Phone call
- Video call
- Messaging (SMS, Online platform)
- Internet
- Postal mail
- Broadcast system (TV, radio, etc.)
- Other (please specify)

14. In which language(s) do you get/receive COVID-19 related information? (Select all options that apply)

- 日本語
- English
- Other (please specify)

15. What challenges did you encounter in collecting COVID-19 related information? (Select all options that apply)

- Lack of clear information
- Too many conflicting information
- Too much repetitive information from different sources
- Too many and too frequent updates
- Difficult technical terms/expressions
- Limited language comprehension
- Information are hard to find
- No resources to get regular information (no mobile phone/computer/internet/subscriptions)
- Other (please specify)

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C. Your COVID-19 related information sources

The next questions are about your trusted sources of various COVID-19 related information.

16. **Who do you trust for of COVID-19 related information?** (Select all options that apply)

- Family
- Friends
- Colleagues (Classmates and/or Co-workers)
- Government officials (local and/or national)
- Medical doctor and/or personnel
- People from the same club/group
- People from your social media network
- Other (please specify)

17. **Which print/broadcast media sources do you trust for COVID-19 related information?** (Select all options that apply)

- Television
- Radio
- Newspaper, magazines, flyers
- Posters/ Community board
- Other (please specify)

18. Which online sources do you trust for COVID-19 related information? (Select all options that apply)

- School or Work Intranet
- News websites (NHK, CNN etc.)
- Social network sites (Facebook, Twitter)
- Messaging services (Line, Whatsapp)
- Prefecture/ City government websites
- Ministry of Health, Labor and Welfare (MHLW) website
- International organizations (WHO, IOM, etc.)
- (for foreigners) news websites from your home country
- Other (please specify)

19. Rate the importance of each statement.

I seek/ get information from these sources because...

	Not Important	Somewhat Important	Important	Very Important	Not Applicable
I trust these sources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People I know trust these sources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They are accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They are inexpensive/free.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey on the Access and Use of Information Among the Residents of 4 Prefectures during the COVID-19 Pandemic

D. About your Information Use

The next questions are about your usage and sharing of COVID-19 related information from April 2020.

20. **Why do you seek/get COVID-19 information?** (Select all options that apply)

- To understand what is COVID-19 and make the necessary precautionary measures
- To get the latest update for my personal use
- To help another person looking for information
- To prepare related information to distribute to my colleagues
- To collect information for academic research
- Other (please specify)

21. **How often do you share/forward COVID-19 related information you get/receive?** (Select all options that apply)

More than once a day

Once a day

More than once a week

Once a week

Rarely/Never

22. **Which COVID-19 information do you share?** (Select all options that apply)

- General information about COVID-19
- Spread of COVID-19
- Availability of resources (ex: food, medicine, supplies)
- Relevant updates (ex: services and government updates)
- Procedures (ex: service cancellations, volunteer activities)

23. **Who do you share the information with?** (Select all options that apply)

- Family
- Friends
- Colleagues (Classmates and/or Co-workers)
- Medical doctor and/or personnel
- People from the same club/group
- People in your social network (Facebook, Twitter, Line etc.)
- Other (please specify)

24. Do you follow recommended COVID-19 safety measures?

Yes

No

25. Which recommended COVID-19 safety measures do you follow? (Select all options that apply)

Staying at home

Working from home

Wearing masks when going to public places

Regular washing of hands

Cleaning/disinfecting things I touch

Avoiding closed spaces

Avoiding crowded places

Avoiding close-contact settings

Improving air circulation (opening doors and windows)

Other (please specify)

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E. COVID-19 information seeking and risk perception

Rate the importance of each issue to your COVID-19 information seeking.

26. I seek information about COVID-19 because...

	Not Important	Somewhat Important	Important	Very Important	Not Applicable
I am concerned about <u>my source of income</u> (ex; job, business).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about the availability of <u>food</u> and <u>water supply</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned <u>about my health</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about <u>its impact to the environment</u> (ex: medical waste etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about my <u>personal matters</u> (ex: education, family, visa status).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about <u>my neighborhood/community</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about the <u>political situation/condition</u> (in Japan and/or my country).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. **OPTIONAL.** If you have any further insights/inputs about **COVID-19 and information seeking**, kindly write them below (max. 75 words).

APPENDIX B: SCREENSHOTS OF THE ONLINE SURVEY (IN 8 LANGUAGES)

1. ENGLISH

The screenshot shows a web browser window with the URL surveymonkey.com/r/ZVJNF33. The page title is "Survey on the Access and Use of Information Among the Residents of 4 Prefectures during the COVID-19 Pandemic". The content includes:

INFORMED CONSENT

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AGREEMENT TO PARTICIPATE:
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A progress bar at the bottom indicates 17% completion.

2. JAPANESE

The screenshot shows a web browser window with the URL surveymonkey.com/r/ZVJNF33?lang=ja. The page title is "新型コロナウイルス感染症の流行に伴う首都圏住民の情報アクセス・利用に関するアンケート調査". The content includes:

インフォームド・コンセント

本アンケートは、独立行政法人国際協力機構 緒方貞子平和開発研究所（JICA緒方研究所）の平和構築と人道支援領域の「東アジアにおける人間の安全保障とエンパワメントの実践」プロジェクトの一環として実施しています。保健に関する危機や緊急時における人々の情報アクセスとその利用状況を把握し、分析することを目的としています。

本アンケート調査の対象者は、18歳以上の東京都、神奈川県、埼玉県、千葉県にお住まいの方です。内容は、新型コロナウイルス感染症の流行に関連した情報収集のニーズや情報源、その利用状況とリスクの認識などについて、お聞きするものです。

所有時間は10-15分程度です。いただいた回答に関しては、秘密厳守の上、調査目的にのみ使用いたします。本調査の結果は、JICA緒方研究所のウェブサイトにて、本調査の報告書を公開いたします。ご不明な点がございましたら、こちらのメールアドレス（oripd@jica.go.jp）にて、お問い合わせください。

参加への同意:
アンケート回答への参加は完全に任意であり、いつでも回答をやめることができます。以上の条件を満たし、アンケートの回答参加に同意いただける場合は、下のボタンより回答に進んでください。

A progress bar at the bottom indicates 17% completion. A blue button labeled "次へ" (Next) is visible.

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アンケートの特性がいかに簡単かを見てください。

プライバシー & Cookieポリシー

3. CHINESE

在新冠病毒流行期间四县居民的信息获取及使用情况调查

知情同意

日本国际协力机构协力和平开发研究所 (JICA-Ogata RI) 建设和平与人道主义支援研究小组的加强人类安全能力项目, 正在开展一项调查, 旨在研究及分析在健康危机和紧急情况下人们的信息获取及使用情况。

若您已年满18岁, 且目前居住在东京都、千叶县、神奈川县或埼玉县, 我们将邀请您参与本项研究, 就您的信息搜寻需求及来源、信息使用及新冠病毒流行相关的风险感知等, 基于互联网开展调查, 请您配合完成。

完成本调查仅需10至15分钟, 我们收集的所有信息都将进行保密处理, 并仅用于研究目的。该研究结果将会在日本国际协力机构协力和平开发研究所的网站上发布, 若您对本调查有任何疑问, 可直接咨询oripd@jica.go.jp。

参与协议:

您的参与完全是基于自愿, 可随时退出。若您符合标准并希望参与调查, 请单击以下按钮开始填写。

17%

下一页

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制作调查将使用Cookie

隐私政策与Cookie政策

4. NEPALESE

कोभिड -१९ को महामारीको बेलामा ४ वटा प्रान्तहरूका बासिन्दाहरू माझ पहुँच र सूचनाको प्रयोगमा सर्वेक्षण

सूचित सामग्री

JICA ओगाटा अनुसन्धान संस्थान शान्ति र विकास (JICA-Ogata RI) को मानव सुरक्षा सशक्तीकरण परियोजनाको शान्ति र मानवियतावादी क्लस्टर

यदि तपाईं 18 वर्ष वा त्यो भन्दा माथिको हुनुहुन्छ र हाल टोकियो, चिबा, कानगावा वा साइतामामा बस्दै हुनुहुन्छ भने हामी तपाईंलाई तपाईंको जानकारी, आवश्यकताहरू र सोतहरू, जानकारीको उपयोग, र कोभिड -१९ को महामारी सँग सम्बन्धित जोखिम धारणाको बारेमा यो इन्टरनेटमा आधारित सर्वेक्षण पूरा गर्दा यस अध्ययनमा भाग लिन आमन्त्रित गर्दछौं।

सर्वेक्षण पूरा गर्न यसले १०-१५ मिनेट मात्र लिन्छ। कडा गोप्यता, प्रबन्ध र व्यवहारका साथ जम्मा गरिएका सम्पूर्ण जानकारी अनुसन्धान उद्देश्यको लागि मात्रै हो। यस अध्ययनको नतीजा परियोजना पूरा भएपछि JICA ओगाटा अनुसन्धान संस्थानको वेबसाइटमा उपलब्ध हुनेछ। यदि तपाईंसँग यस सर्वेक्षण सँग सम्बन्धित कुनै पनि प्रश्नहरू छन् भने, तपाईं तिनीहरूलाई oripd@jica.go.jp मा निर्देशन गर्न सक्नुहुन्छ।

भाग लिने सहमति:

तपाईंको सहभागिता पूर्ण रूपमा स्वैच्छिक हो, र तपाईं कुनै पनि समयमा नगर्न पनि सक्नुहुन्छ। यदि तपाईं मापदण्ड पूरा गर्नुहुन्छ र सर्वेक्षण गर्न चाहनुहुन्छ भने सुरु गर्न तलको बटनमा थिच्नुहोस्।

17%

Next

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5. VIETNAMESE

Khảo Sát về việc Truy Cập và Sử Dụng Thông Tin của Cư Dân 4 Tỉnh trong Đại Dịch COVID-19

ĐỒNG THUẬN CÓ HIỂU BIẾT

Dự án Trao quyền An ninh Con người của Cụm Nghiên cứu Xây dựng Hòa bình và Hỗ trợ Nhân đạo thuộc Viện Nghiên cứu JICA Ogata vì Hòa bình và Phát triển (JICA-Ogata RI) đang thực hiện một cuộc khảo sát để tìm hiểu và phân tích việc mọi người truy cập và sử dụng thông tin trong các trường hợp khủng hoảng và khẩn cấp về sức khỏe.

Nếu bạn từ 18 tuổi trở lên, và hiện đang sống ở Tokyo, Chiba, Kanagawa hoặc Saitama, chúng tôi xin mời bạn tham gia vào nghiên cứu này bằng cách hoàn thành khảo sát trên nền tảng internet này về nhu cầu và nguồn tìm kiếm thông tin, việc sử dụng thông tin và nhận thức rủi ro liên quan đến đại dịch COVID-19.

Bạn sẽ chỉ mất khoảng 10-15 phút để hoàn thành khảo sát. Tất cả thông tin đã thu thập được xem xét và xử lý một cách bảo mật và chỉ được sử dụng nghiêm ngặt cho mục đích nghiên cứu. Kết quả của nghiên cứu này sẽ được công bố trên trang web của Viện Nghiên cứu JICA Ogata sau khi hoàn thành dự án. Nếu bạn có bất kỳ câu hỏi nào liên quan đến khảo sát này, bạn có thể gửi trực tiếp đến địa chỉ email oripd@jica.go.jp

THỎA THUẬN THAM GIA:

Việc tham gia của bạn là hoàn toàn tự nguyện và bạn có thể rút lui bất kỳ lúc nào. Nếu bạn đáp ứng các tiêu chí và muốn tham gia khảo sát, hãy nhấp vào nút bên dưới để bắt đầu.

17%

Tiếp

Được cung cấp bởi
SurveyMonkey
Xem thử việc tạo một khảo sát [đó như thế nào](#).

Quyền riêng tư & Chính sách Cookie

6. PORTUGUESE

Pesquisa sobre o Acesso e Utilização da Informação entre os Residentes de 4 Províncias durante a Pandemia da COVID-19

CONSENTIMENTO INFORMADO

O Projeto de Empoderamento da Segurança Humana do Grupo de Pesquisa para a Construção da Paz e Apoio Humanitário do Instituto de Pesquisa JICA- Ogata para a Paz e o Desenvolvimento (JICA-Ogata RI) está realizando uma pesquisa para tomar conhecimento e analisar o acesso e uso das informações das pessoas durante crises de saúde e emergências.

Se você tem 18 anos ou mais e vive atualmente em Tokyo, Chiba, Kanagawa ou Saitama, nós o convidamos a participar deste estudo realizando esta pesquisa baseada na Internet sobre suas necessidades e fontes de busca de informações, uso das informações e percepção de risco relacionada à pandemia da COVID-19.

Levará apenas cerca de 10-15 minutos para completar a pesquisa. Todas as informações coletadas são tratadas com confidencialidade e estritamente utilizadas apenas para fins de pesquisa. O resultado deste estudo será disponibilizado no site do JICA Ogata Research Institute após a conclusão do projeto. Se você tiver alguma pergunta relacionada a esta pesquisa, poderá encaminhá-la para oripd@jica.go.jp

ACORDO PARA PARTICIPAR:

Sua participação é totalmente voluntária, e você pode se retirar a qualquer momento. Se você atende aos critérios e gostaria de fazer a pesquisa, clique no botão abaixo para começar.

17%

Seg.

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SurveyMonkey
Veja como é fácil [criar um questionário](#).

Política de privacidade e cookies

7. INDONESIAN

Survei Akses dan Penggunaan Informasi pada Penduduk di 4 Prefektur selama Pandemi COVID-19

PENJELASAN DAN PERSETUJUAN

Proyek Pemberdayaan Keamanan Manusia dari Kluster Penelitian Pembangunan Perdamaian dan Bantuan Kemanusiaan dari Lembaga Penelitian JICA Ogata untuk Perdamaian dan Pembangunan (JICA-Ogata RI) melakukan survei untuk mempelajari dan menganalisis akses dan penggunaan informasi masyarakat selama krisis kesehatan dan keadaan darurat.

Jika Anda berusia 18 tahun ke atas, dan saat ini tinggal di Tokyo, Chiba, Kanagawa atau Saitama, kami mengundang Anda untuk berpartisipasi dalam studi ini dengan menyelesaikan survei berbasis internet ini tentang kebutuhan dan sumber pencarian informasi Anda, penggunaan informasi, dan persepsi risiko terkait pandemi COVID-19.

Survei ini hanya membutuhkan waktu sekitar 10-15 menit. Semua informasi yang dikumpulkan akan ditangani dan diperlakukan dengan kerahasiaan dan hanya digunakan untuk tujuan penelitian saja. Hasilnya akan tersedia di situs web JICA Ogata Research Institute setelah proyek selesai. Jika Anda memiliki pertanyaan terkait survei ini, Anda dapat mengirimkannya ke oripd@jica.go.jp

PERSETUJUAN UNTUK BERPARTISIPASI

Partisipasi Anda sepenuhnya bersifat sukarela dan Anda dapat mengundurkan diri kapan saja. Jika Anda memenuhi kriteria dan ingin mengikuti survei ini, klik tombol di bawah untuk memulai.

17%

Berikutnya

Dimotori oleh
 SurveyMonkey
Coba betapa mudahnya membuat survei.

Kebijakan Privasi & Cookie

8. SPANISH

Encuesta sobre el acceso y uso de información entre los residentes de las 4 prefecturas durante la pandemia de COVID-19

CONSENTIMIENTO INFORMADO

El Proyecto de Empoderamiento de la Seguridad Humana del Clúster de la Consolidación de la Paz y la Ayuda Humanitaria del Instituto de Investigación para la Paz y el Desarrollo de JICA Ogata (JICA-Ogata RI) está conduciendo una encuesta para entender y analizar el acceso y uso de información durante crisis y emergencias sanitarias.

Si tiene 18 años o más, y actualmente vive en Tokio, Chiba, Kanagawa o Saitama, lo invito a participar en el estudio por medio de esta encuesta en internet sobre sus necesidades de búsqueda de información, fuentes, uso de información y percepción de riesgos en relación con la pandemia de COVID-19.

Se le tomará sólo entre 10 y 15 minutos para completar la encuesta. Toda la información proporcionada se maneja y trata con confidencialidad y se utiliza estrictamente sólo para propósitos de investigación. El resultado de este estudio estará disponible en la página Web del Instituto de Investigación de JICA Ogata tan pronto como se complete el proyecto. Para cualquier duda o pregunta sobre esta encuesta, puede dirigirse a oripd@jica.go.jp

ACUERDO DE PARTICIPACIÓN:

Su participación es totalmente voluntaria y puede retirarse en cualquier momento. Si cumple con los criterios y desea realizar la encuesta, haga clic en el botón de abajo para empezar.

17%

Sig.

Con la tecnología de
 SurveyMonkey
Ve lo fácil que es crear una encuesta.

APPENDIX C: COMPLETE SURVEY RESULTS

Survey on the Access and Use of Information Among the Residents of 4 Prefectures during the COVID-19 Pandemic

259

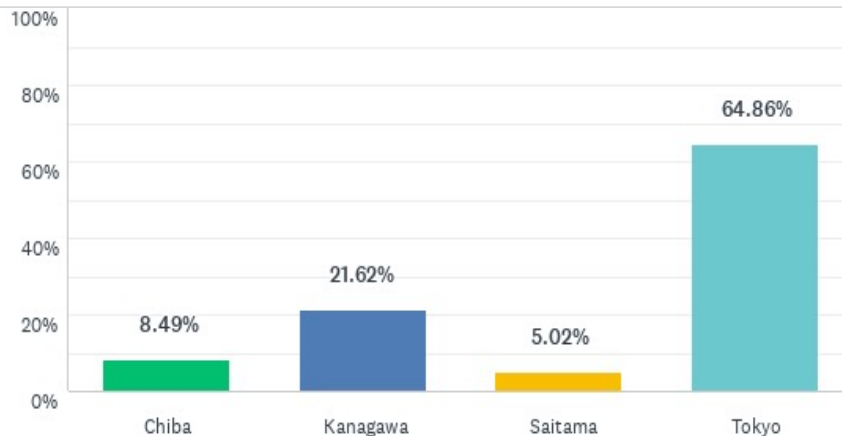
Total Responses

Date Created: Friday, September 25, 2020

Distribution Period: Nov.1- Dec. 31, 2021

Q1: Prefecture of Residence

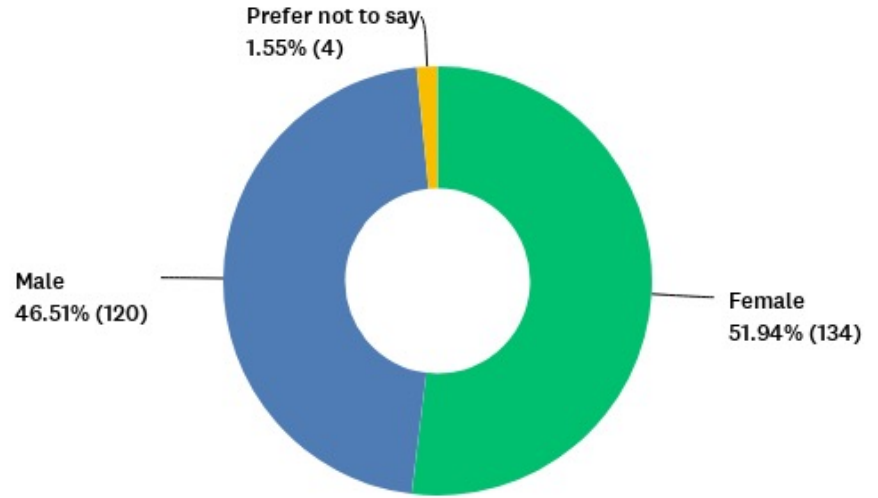
Answered: 259 Skipped: 0



ANSWER CHOICES	RESPONSES	
Chiba	8.49%	22
Kanagawa	21.62%	56
Saitama	5.02%	13
Tokyo	64.86%	168
TOTAL		259

Q2: Sex

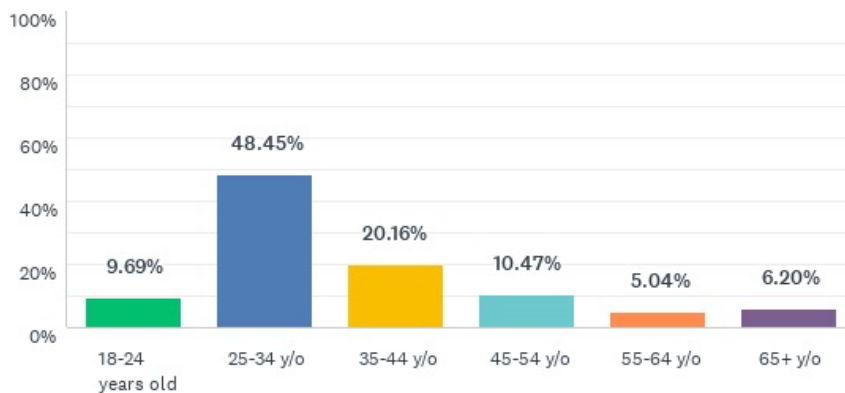
Answered: 258 Skipped: 1



ANSWER CHOICES	RESPONSES	
Female	51.94%	134
Male	46.51%	120
Prefer not to say	1.55%	4
Other (please specify)	0.00%	0
TOTAL		258

Q3: Age

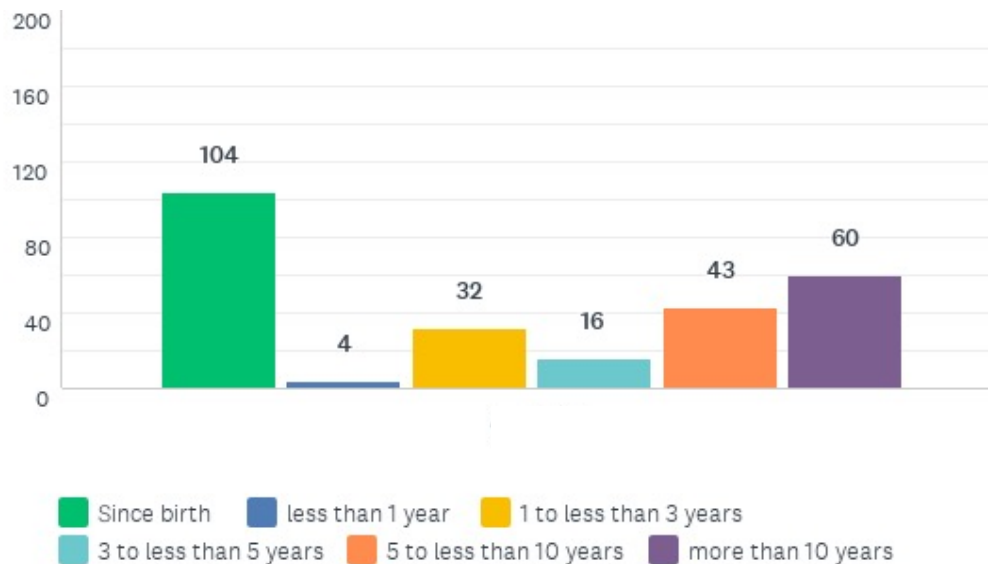
Answered: 258 Skipped: 1



ANSWER CHOICES	RESPONSES	
18-24 years old	9.69%	25
25-34 y/o	48.45%	125
35-44 y/o	20.16%	52
45-54 y/o	10.47%	27
55-64 y/o	5.04%	13
65+ y/o	6.20%	16
TOTAL		258

Q5: How long have you been living in Japan?

Answered: 259 Skipped: 0



Since birth		less than 1 year		1 to less than 3 years		3 to less than 5 years		5 to less than 10 years		more than 10 years		Total
40.15%	104	1.54%	4	12.36%	32	6.18%	16	16.60%	43	23.17%	60	259

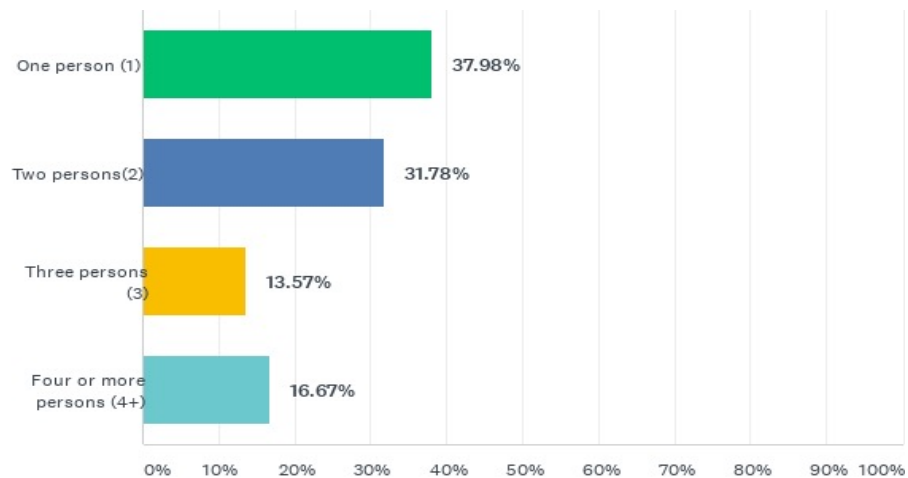
Q6: Employment status

Answered: 259 Skipped: 0

ANSWER CHOICES	RESPONSES	
Employed full time	56.76%	147
Employed part time (working students, baito)	17.37%	45
Self-employed	4.25%	11
Full-time Student	13.90%	36
Retired	2.32%	6
Homemaker	1.93%	5
Unemployed	3.09%	8
Unable to work	0.39%	1
TOTAL		259

Q7: How many people are in your household?

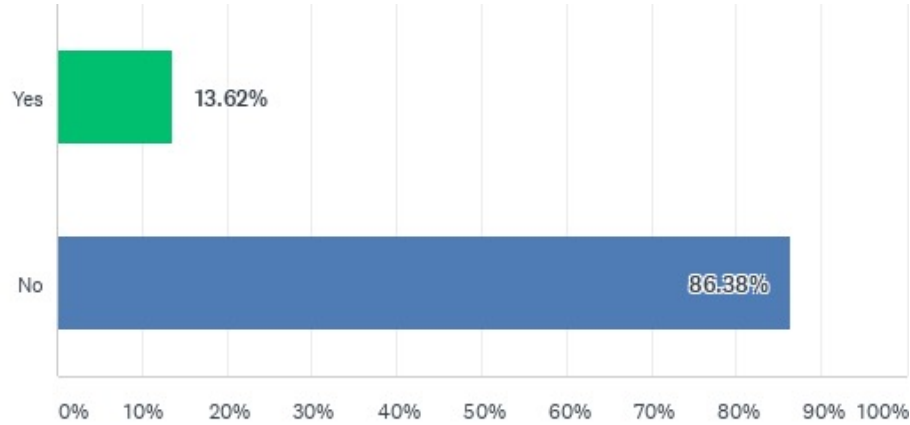
Answered: 258 Skipped: 1



ANSWER CHOICES	RESPONSES	
One person (1)	37.98%	98
Two persons(2)	31.78%	82
Three persons (3)	13.57%	35
Four or more persons (4+)	16.67%	43
TOTAL		258

Q8: Are there children in your household 14 years old and below?

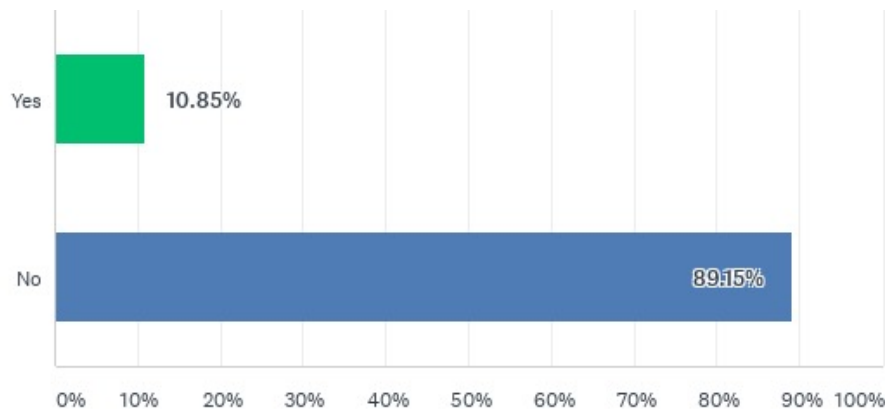
Answered: 257 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	13.62%	35
No	86.38%	222
TOTAL		257

Q9: Are there people in your household 65 years old and above?

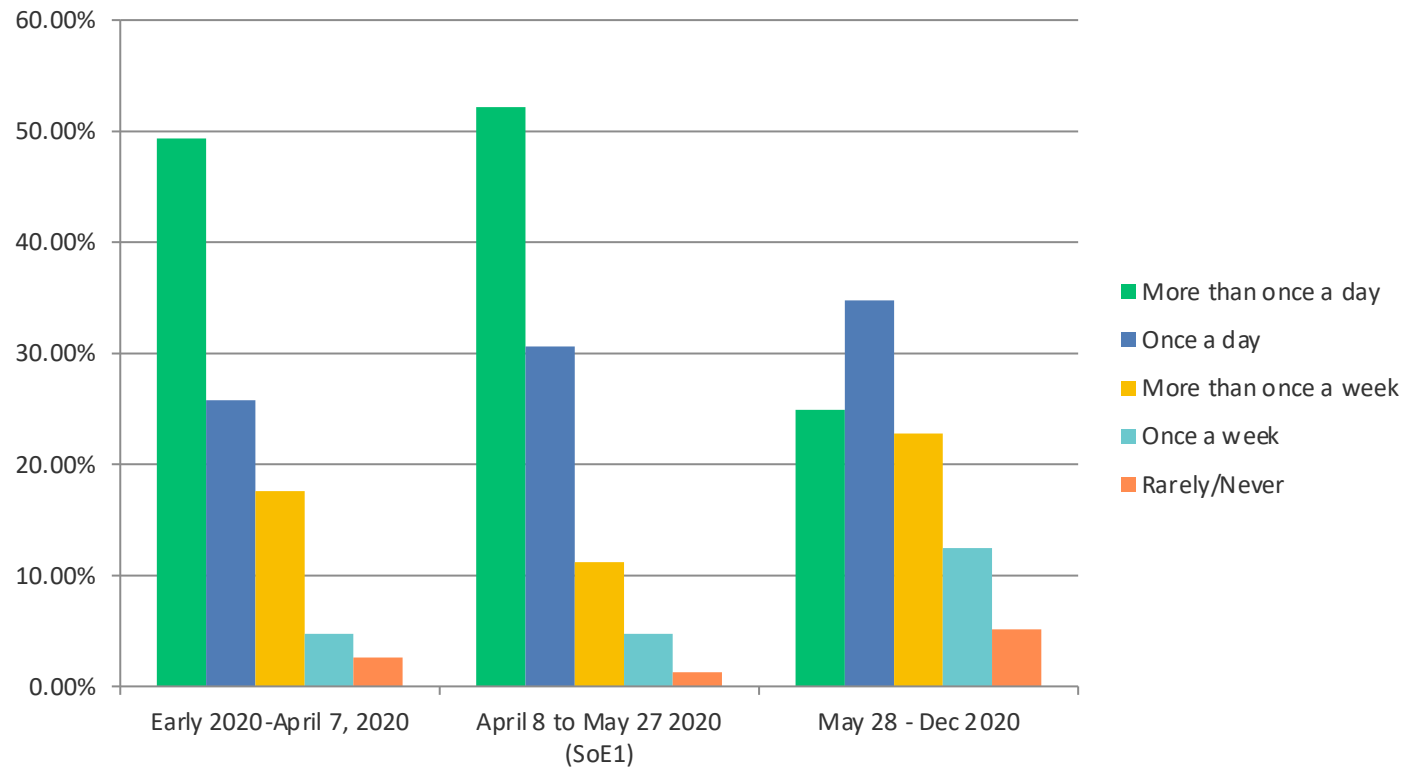
Answered: 258 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	10.85%	28
No	89.15%	230
TOTAL		258

Q10: How often did you seek COVID-19 related information across these periods?

Answered: 233 Skipped: 26



Q11: From April 2020, which COVID-19 information did you look for? (Select all options that apply)

Answered: 233 Skipped: 26

ANSWER CHOICES	RESPONSES	
Signs and symptoms of COVID-19	77.68%	181
Causes of COVID-19	49.79%	116
Prevention and control of COVID-19	67.81%	158
Spread of COVID-19 in Japan	84.98%	198
Spread of COVID-19 around the world	80.26%	187
(for foreign residents) Spread of COVID-19 in my home country	41.63%	97
Availability of food and water supply	12.88%	30
Availability of medicine and/or vaccines	31.76%	74
Availability of personal protection equipment (masks, sanitizers, etc.)	48.50%	113
Updates and announcements from work	45.06%	105
Updates and announcements from school	28.76%	67
Updates on available services (hospitals, banks, shops)	30.47%	71
Transportation updates (flights, trains, etc.)	43.35%	101
Government advices related to COVID-19	62.66%	146
Government plans and initiatives after COVID-19	42.06%	98
Procedures to get treatment for COVID-19	35.62%	83
Procedures to claim support (financial support, insurance, supplies etc.)	37.34%	87
Procedures to cancel services and activities (care centers, flights, hotels)	24.89%	58
Procedures to join activities (volunteer works and donations)	6.44%	15
Total Respondents: 233		

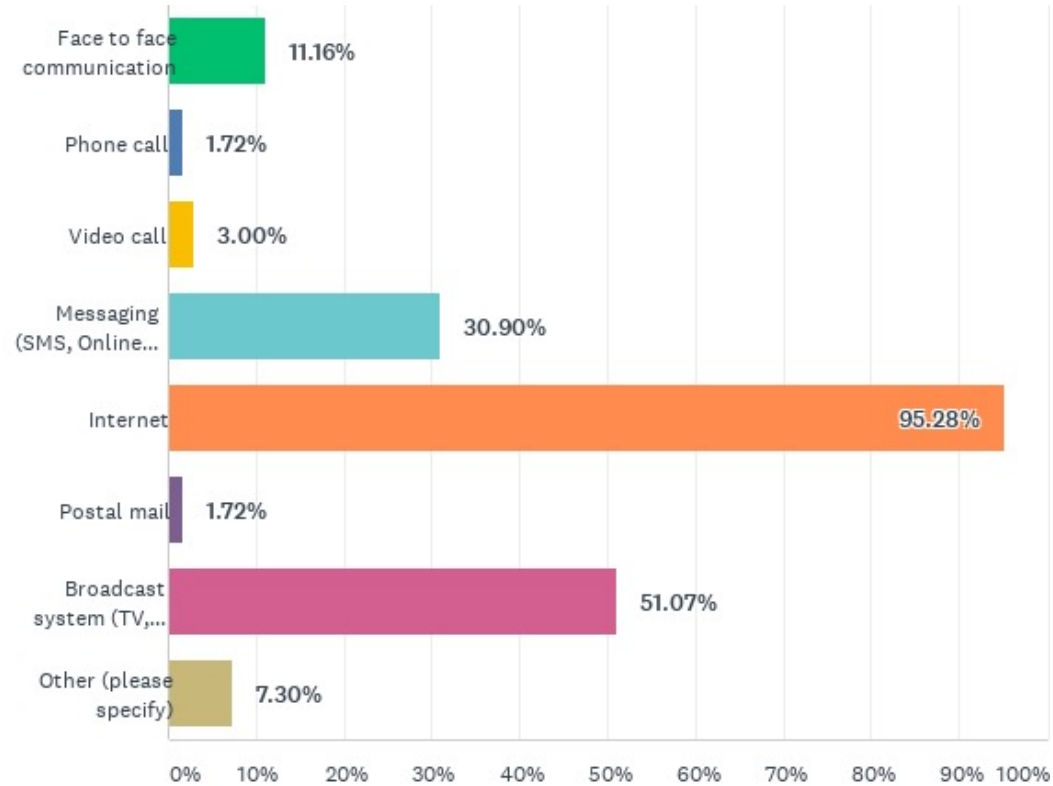
Q12: Which topics/themes would you like to get/receive more information? (Select all options that apply)

Answered: 228 Skipped: 31

ANSWER CHOICES	RESPONSES	
General information about COVID-19	65.79%	150
Spread of COVID-19 (in Japan and elsewhere)	70.18%	160
Availability of resources (ex: food, medicine, supplies)	32.46%	74
Relevant updates (ex: services and government updates)	73.25%	167
Procedures (ex: service cancellations, volunteer activities)	25.44%	58
Total Respondents: 228		

Q13: How do you get/receive COVID-19 related-information? (Select all options that apply)

Answered: 233 Skipped: 26



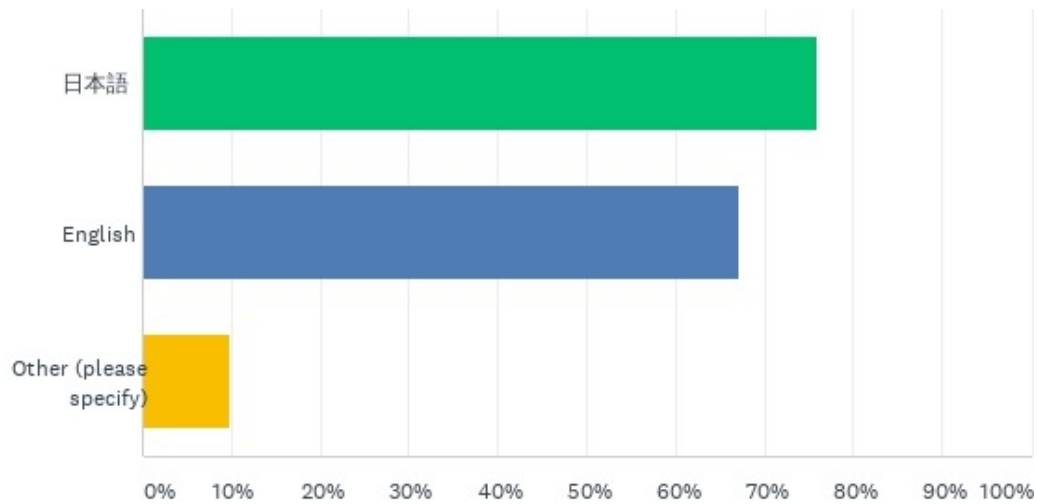
Q13: How do you get/receive COVID-19 related-information? (Select all options that apply)

Answered: 233 Skipped: 26

ANSWER CHOICES	RESPONSES	
Face to face communication	11.16%	26
Phone call	1.72%	4
Video call	3.00%	7
Messaging (SMS, Online platform)	30.90%	72
Internet	95.28%	222
Postal mail	1.72%	4
Broadcast system (TV, radio, etc.)	51.07%	119
Other (please specify)	7.30%	17
Total Respondents: 233		

Q14: In which language(s) do you get/receive COVID-19 related information? (Select all options that apply)

Answered: 232 Skipped: 27



ANSWER CHOICES	RESPONSES	
日本語	75.86%	176
English	67.24%	156
Other (please specify)	9.91%	23
Total Respondents: 232		

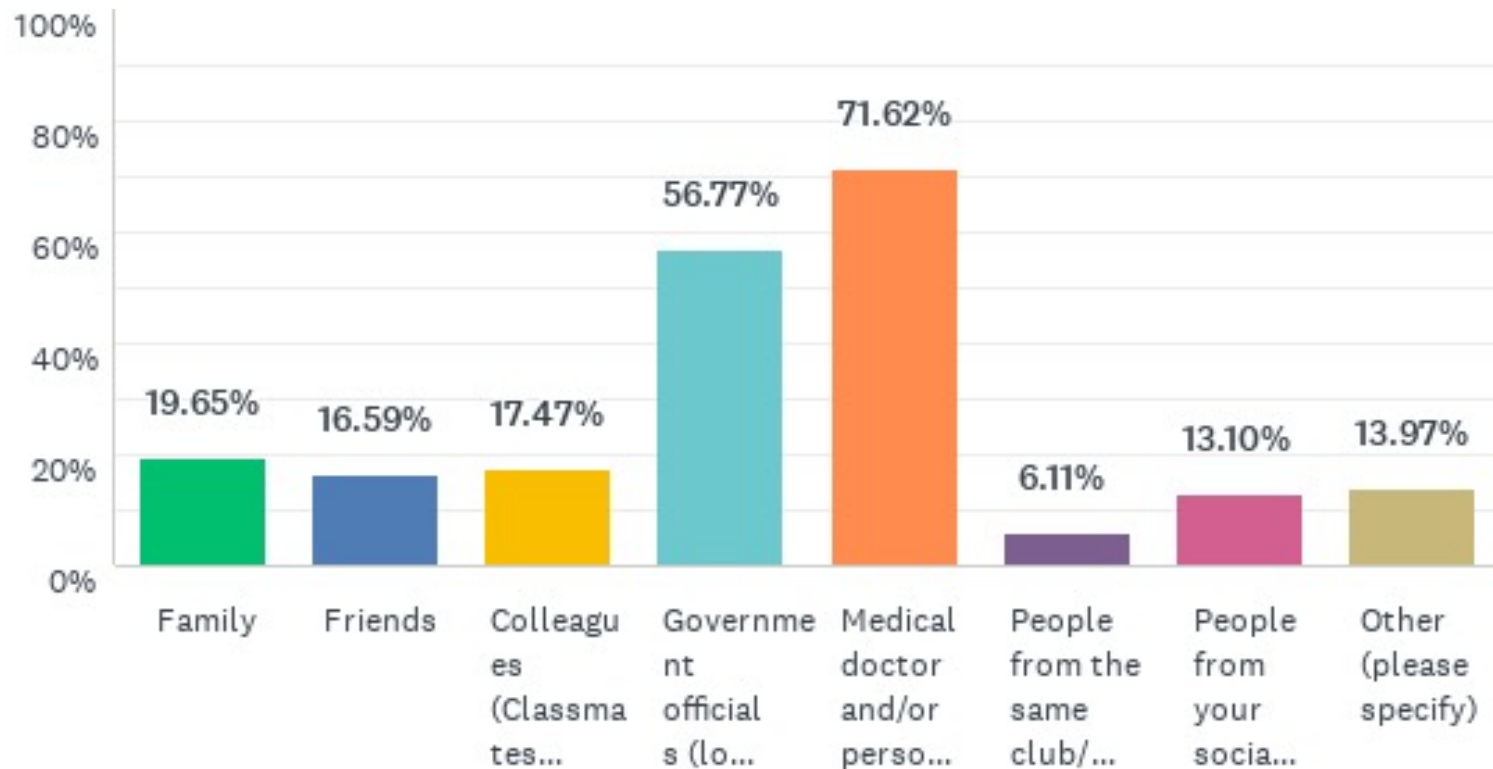
Q15: What challenges did you encounter in collecting COVID-19 related information? (Select all options that apply)

Answered: 223 Skipped: 36

ANSWER CHOICES	RESPONSES	
Lack of clear information	54.71%	122
Too many conflicting information	43.95%	98
Too much repetitive information from different sources	41.26%	92
Too many and too frequent updates	28.70%	64
Difficult technical terms/expressions	9.87%	22
Limited language comprehension	13.45%	30
Information are hard to find	10.76%	24
No resources to get regular information (no mobile phone/computer/internet/subscriptions)	2.69%	6
Other (please specify)	11.21%	25
Total Respondents: 223		

Q16: Who do you trust for of COVID-19 related information? (Select all options that apply)

Answered: 229 Skipped: 30



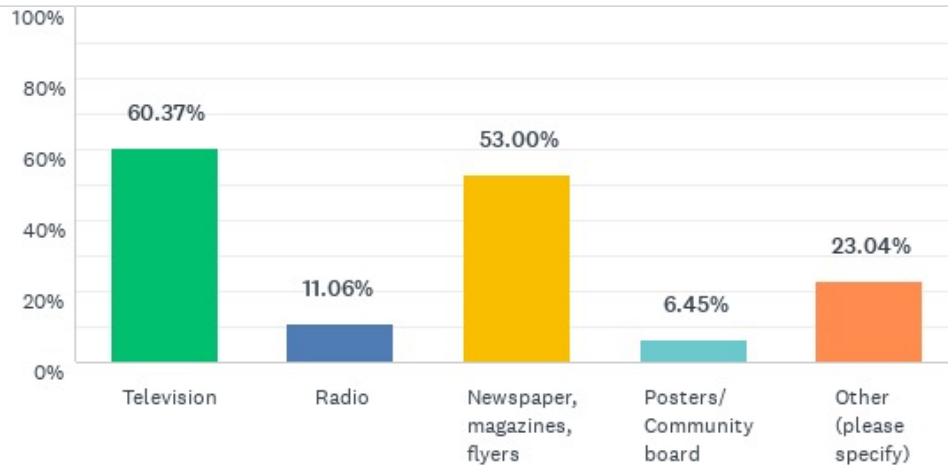
Q16: Who do you trust for of COVID-19 related information? (Select all options that apply)

Answered: 229 Skipped: 30

ANSWER CHOICES	RESPONSES	
Family	19.65%	45
Friends	16.59%	38
Colleagues (Classmates and/or Co-workers)	17.47%	40
Government officials (local and/or national)	56.77%	130
Medical doctor and/or personnel	71.62%	164
People from the same club/group	6.11%	14
People from your social media network	13.10%	30
Other (please specify)	13.97%	32
Total Respondents: 229		

Q17: Which print/broadcast media sources do you trust for COVID-19 related information? (Select all options that apply)

Answered: 217 Skipped: 42



ANSWER CHOICES	RESPONSES	
Television	60.37%	131
Radio	11.06%	24
Newspaper, magazines, flyers	53.00%	115
Posters/ Community board	6.45%	14
Other (please specify)	23.04%	50
Total Respondents: 217		

Q18: Which online sources do you trust for COVID-19 related information? (Select all options that apply)

Answered: 226 Skipped: 33

ANSWER CHOICES	RESPONSES	
School or Work Intranet	19.47%	44
News websites (NHK, CNN etc.)	66.81%	151
Social network sites (Facebook, Twitter)	13.72%	31
Messaging services (Line, Whatsapp)	9.73%	22
Prefecture/ City government websites	42.48%	96
Ministry of Health, Labor and Welfare (MHLW) website	57.08%	129
International organizations (WHO, IOM, etc.)	57.96%	131
(for foreign residents) news websites from your home country	28.76%	65
Other (please specify)	6.19%	14
Total Respondents: 226		

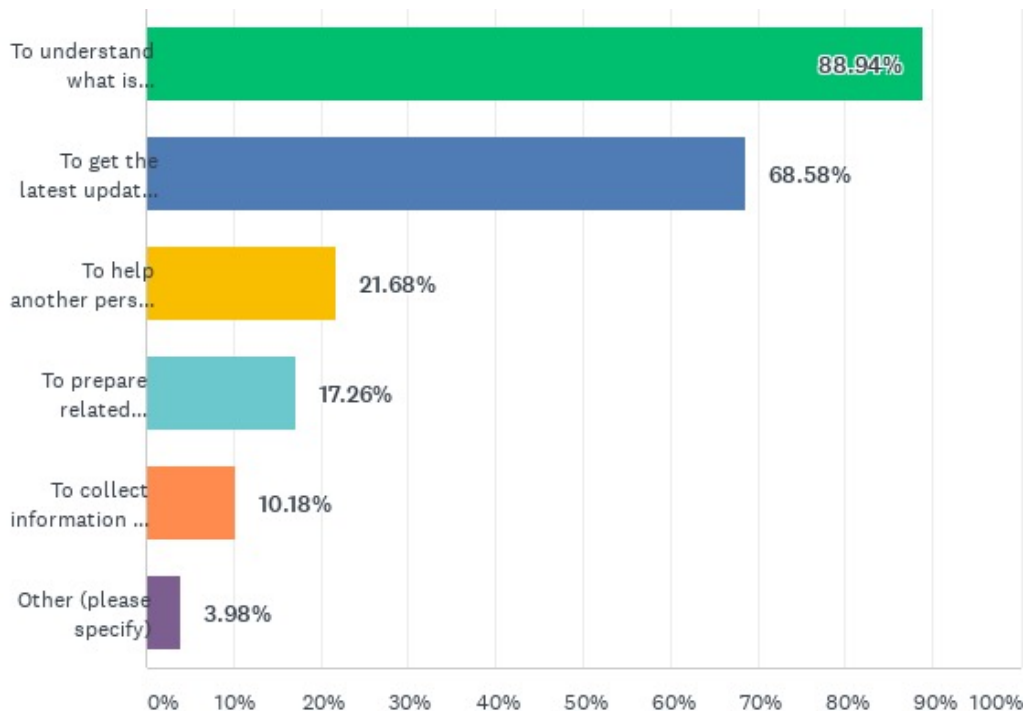
Q19: Rate the importance of each statement.I seek/ get information from these sources because...

Answered: 228 Skipped: 31

	NOT IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
I trust these sources.	2.21% 5	16.81% 38	31.86% 72	45.58% 103	3.54% 8	226	3.25
People I know trust these sources.	27.80% 62	28.70% 64	20.18% 45	10.31% 23	13.00% 29	223	2.15
The information is sufficient.	3.10% 7	21.68% 49	43.81% 99	27.43% 62	3.98% 9	226	3.00
They are accessible.	5.78% 13	11.56% 26	45.78% 103	33.33% 75	3.56% 8	225	3.11
They are inexpensive/free.	15.11% 34	14.67% 33	30.67% 69	32.89% 74	6.67% 15	225	2.87

Q20: Why do you seek/get COVID-19 information? (Select all options that apply)

Answered: 226 Skipped: 33



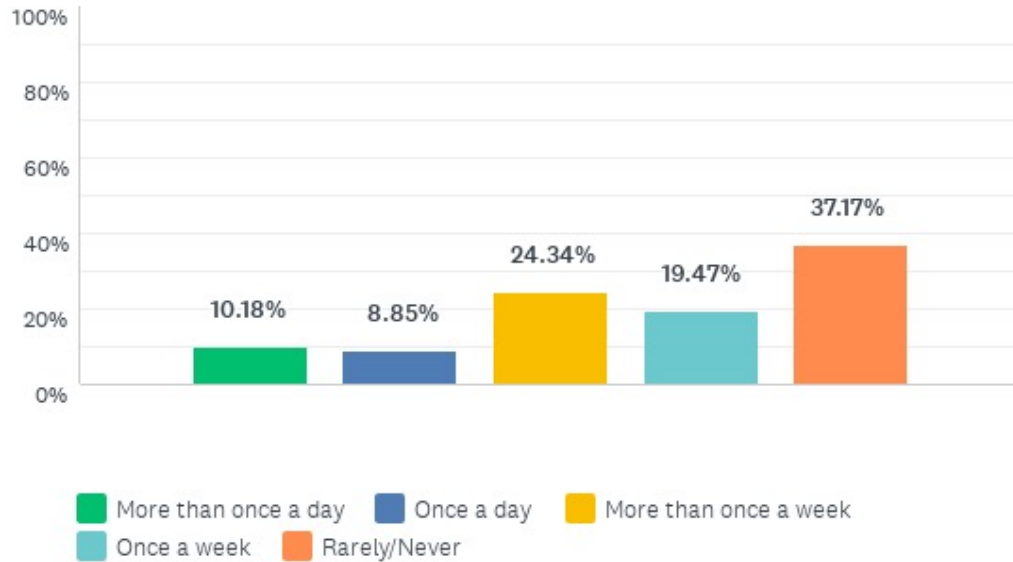
Q20: Why do you seek/get COVID-19 information? (Select all options that apply)

Answered: 226 Skipped: 33

ANSWER CHOICES	RESPONSES	
To understand what is COVID-19 and make the necessary precautionary measures	88.94%	201
To get the latest update for my personal use	68.58%	155
To help another person looking for information	21.68%	49
To prepare related information to distribute to my colleagues	17.26%	39
To collect information for academic research	10.18%	23
Other (please specify)	3.98%	9
Total Respondents: 226		

Q21: How often do you share/forward COVID-19 related information you get/receive?

Answered: 226 Skipped: 0



More than once a day		Once a day		More than once a week		Once a week		Rarely/Never		Total
10.18%	23	8.85%	20	24.34%	55	19.47%	44	37.17%	84	226

Q22: Which COVID-19 information do you share? (Select all options that apply)

Answered: 212 Skipped: 47

ANSWER CHOICES	RESPONSES	
General information about COVID-19	66.04%	140
Spread of COVID-19	69.34%	147
Availability of resources (ex: food, medicine, supplies)	16.51%	35
Relevant updates (ex: services and government updates)	60.85%	129
Procedures (ex: service cancellations, volunteer activities)	14.15%	30
Total Respondents: 212		

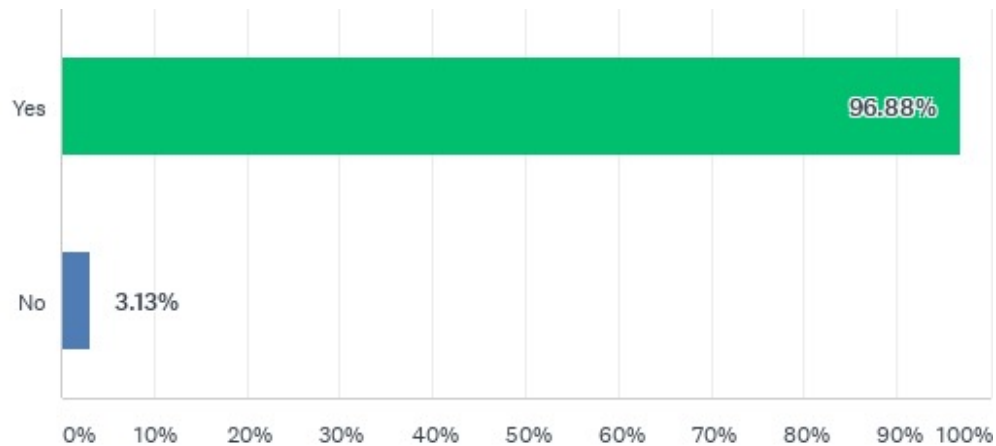
Q23: Who do you share the information with? (Select all options that apply)

Answered: 215 Skipped: 44

ANSWER CHOICES	RESPONSES	
Family	83.72%	180
Friends	62.79%	135
Colleagues (Classmates and/or Co-workers)	40.93%	88
Medical doctor and/or personnel	2.33%	5
People from the same club/group	14.42%	31
People in your social network (Facebook, Twitter, Line etc.)	17.67%	38
Other (please specify)	0.93%	2
Total Respondents: 215		

Q24: Do you follow recommended COVID-19 safety measures?

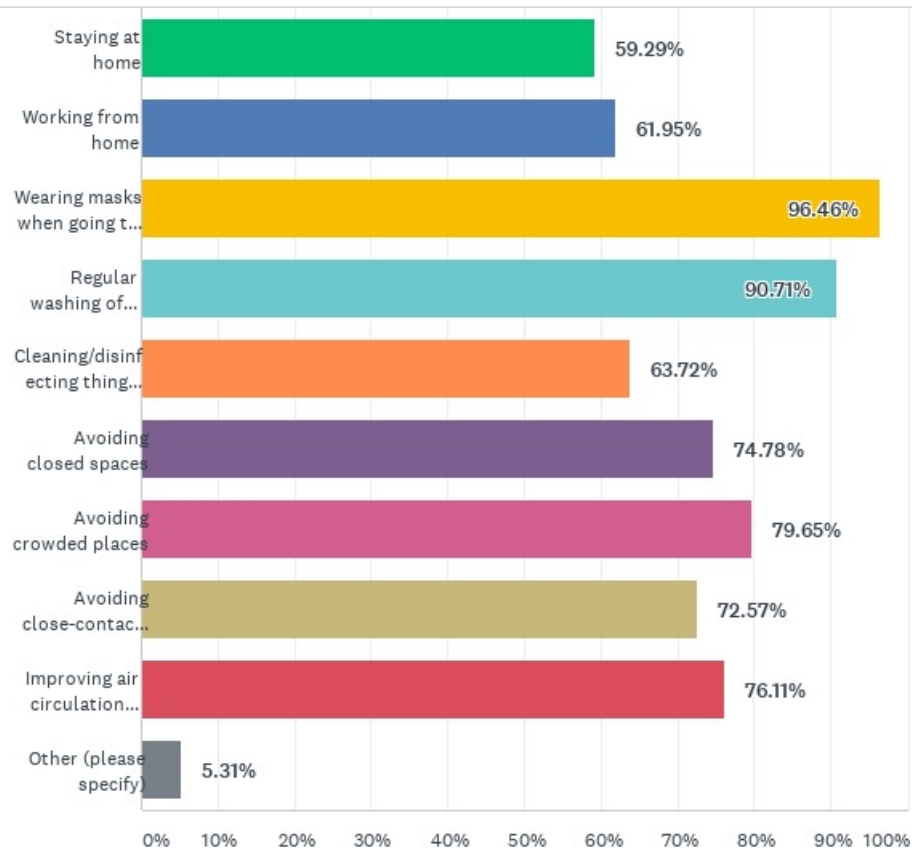
Answered: 224 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes	96.88%	217
No	3.13%	7
TOTAL		224

Q25: Which recommended COVID-19 safety measures do you follow? (Select all options that apply)

Answered: 226 Skipped: 33



Q25: Which recommended COVID-19 safety measures do you follow? (Select all options that apply)

Answered: 226 Skipped: 33

ANSWER CHOICES	RESPONSES	
Staying at home	59.29%	134
Working from home	61.95%	140
Wearing masks when going to public places	96.46%	218
Regular washing of hands	90.71%	205
Cleaning/disinfecting things I touch	63.72%	144
Avoiding closed spaces	74.78%	169
Avoiding crowded places	79.65%	180
Avoiding close-contact settings	72.57%	164
Improving air circulation (opening doors and windows)	76.11%	172
Other (please specify)	5.31%	12
Total Respondents: 226		

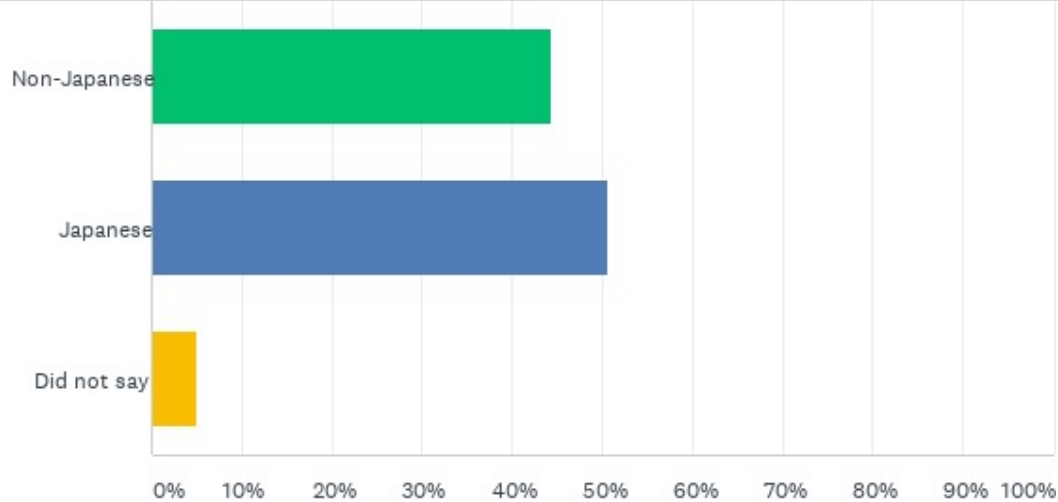
Q26: I seek information about COVID-19 because...

Answered: 223 Skipped: 36

	Not Important		Somewhat Important		Important		Very Important		Not Applicable		Total	Weighted Average
I am concerned about my source of income (ex; job, business).	12.67%	28	19.00%	42	32.58%	72	28.05%	62	7.69%	17	221	2.82
I am concerned about the availability of food and water supply.	25.34%	56	21.72%	48	27.15%	60	15.84%	35	9.95%	22	221	2.37
I am concerned about my health.	7.62%	17	8.97%	20	30.94%	69	50.22%	112	2.24%	5	223	3.27
I am concerned about its impact to the environment (ex: medical waste etc.).	20.36%	45	30.32%	67	27.15%	60	13.12%	29	9.05%	20	221	2.36
I am concerned about my personal matters (ex: education, family, visa status).	5.91%	13	16.36%	36	29.55%	65	43.64%	96	4.55%	10	220	3.16
I am concerned about my neighborhood/community.	16.82%	37	27.27%	60	26.82%	59	20.91%	46	8.18%	18	220	2.56
I am concerned about the political situation/condition (in Japan and/or my country).	11.82%	26	22.27%	49	36.82%	81	23.18%	51	5.91%	13	220	2.76

Q28: Status of Residence

Answered: 259 Skipped: 0



ANSWER CHOICES	RESPONSES	
Non-Japanese	44.40%	115
Japanese	50.58%	131
Did not say	5.02%	13
TOTAL		259

**APPENDIX D: DISAGGREGATED SURVEY RESULTS BETWEEN
JAPANESE AND NON-JAPANESE PARTICIPANTS**

1. Distribution by Status of Residence

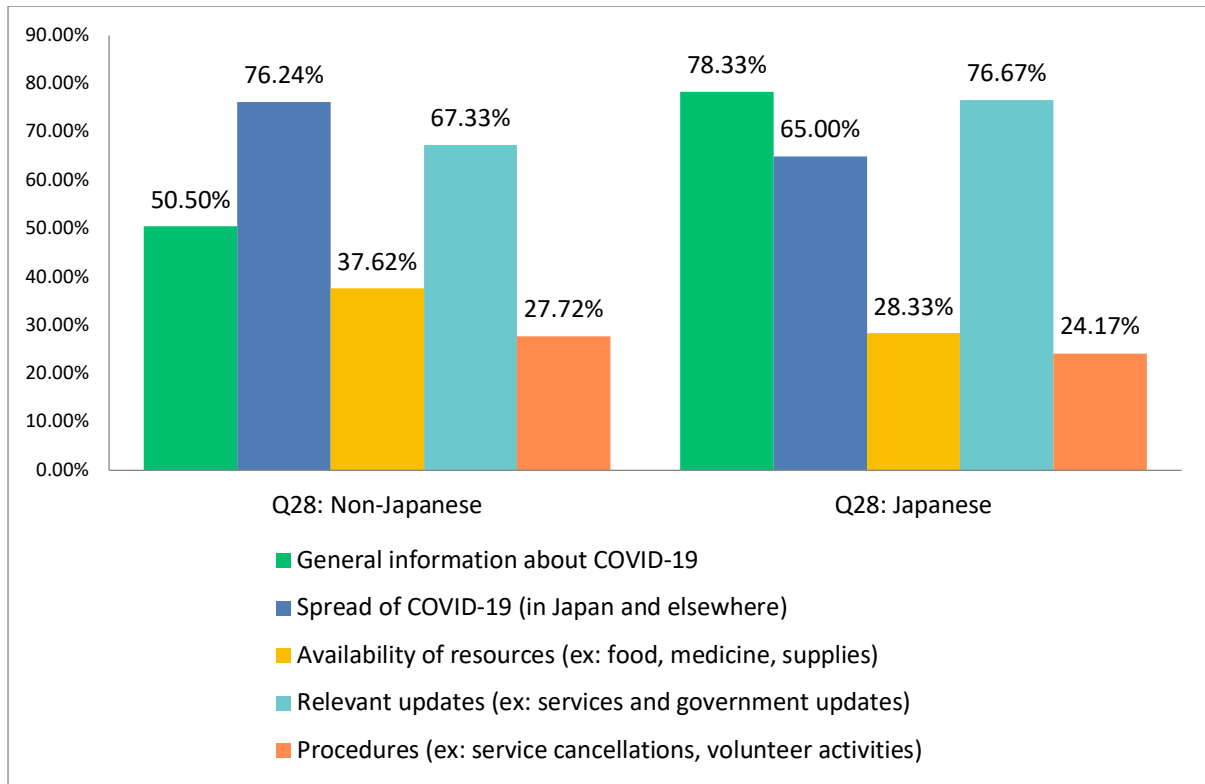
Answer Choices	Responses	
Non-Japanese	44.40%	115
Japanese	50.58%	131
Did not say	5.02%	13
	Answered	259
	Skipped	0

2. From April 2020, which COVID-19 information did you look for? (Select all options that apply)

	Q28: Non- Japanese	Q28: Japanese	Total
Signs and symptoms of COVID-19	84.76% 89	72.73% 88	78.32% 177
Causes of COVID-19	49.52% 52	49.59% 60	49.56% 112
Prevention and control of COVID-19	67.62% 71	67.77% 82	67.70% 153
Spread of COVID-19 in Japan	87.62% 92	82.64% 100	84.96% 192
Spread of COVID-19 around the world	83.81% 88	77.69% 94	80.53% 182
(for foreign residents) Spread of COVID-19 in my home country	82.86% 87	8.26% 10	42.92% 97
Availability of food and water supply	15.24% 16	11.57% 14	13.27% 30
Availability of medicine and/or vaccines	37.14% 39	28.10% 34	32.30% 73
Availability of personal protection equipment (masks, sanitizers, etc.)	51.43% 54	44.63% 54	47.79% 108
Updates and announcements from work	49.52% 52	42.15% 51	45.58% 103
Updates and announcements from school	33.33% 35	24.79% 30	28.76% 65
Updates on available services (hospitals, banks, shops)	24.76% 26	36.36% 44	30.97% 70
Transportation updates (flights, trains, etc.)	44.76% 47	42.15% 51	43.36% 98
Government advices related to COVID-19	60.95% 64	61.98% 75	61.50% 139
Government plans and initiatives after COVID-19	56.19% 59	29.75% 36	42.04% 95
Procedures to get treatment for COVID-19	31.43% 33	38.84% 47	35.40% 80
Procedures to claim support (financial support, insurance, supplies etc.)	45.71% 48	31.40% 38	38.05% 86
Procedures to cancel services and activities (care centers, flights, hotels)	31.43% 33	20.66% 25	25.66% 58
Procedures to join activities (volunteer works and donations)	4.76% 5	8.26% 10	6.64% 15
Total	46.46% 105	53.54% 121	100.00% 226

3. Additional Information Needs

	Q28: Non-Japanese	Q28: Japanese	Total
General information about COVID-19	50.50% 51	78.33% 94	65.61% 145
Spread of COVID-19 (in Japan and elsewhere)	76.24% 77	65.00% 78	70.14% 155
Availability of resources (ex: food, medicine, supplies)	37.62% 38	28.33% 34	32.58% 72
Relevant updates (ex: services and government updates)	67.33% 68	76.67% 92	72.40% 160
Procedures (ex: service cancellations, volunteer activities)	27.72% 28	24.17% 29	25.79% 57
Total	45.70% 101	54.30% 120	100.00% 221



4. Language(s) you get/receive COVID-19 related information? (Select all options that apply)

	Q28: Non-Japanese	Q28: Japanese	Total
日本語	49.04% 51	97.52% 118	75.11% 169
English	90.38% 94	49.59% 60	68.44% 154
Other (please specify)	18.27% 19	3.31% 4	10.22% 23
Total	46.22% 104	53.78% 121	100.00% 225

5. Challenges in Collecting COVID-19 Information

	Q28: Non-Japanese	Q28: Japanese	Total
Lack of clear information	49.49% 49	58.12% 68	54.17% 117
Too many conflicting information	41.41% 41	45.30% 53	43.52% 94
Too much repetitive information from different sources	52.53% 52	30.77% 36	40.74% 88
Too many and too frequent updates	23.23% 23	30.77% 36	27.31% 59
Difficult technical terms/expressions	12.12% 12	8.55% 10	10.19% 22
Limited language comprehension	28.28% 28	1.71% 2	13.89% 30
Information are hard to find	13.13% 13	8.55% 10	10.65% 23
No resources to get regular information (no mobile phone/computerinternet/subscriptions)	3.03% 3	2.56% 3	2.78% 6
Other (please specify)	5.05% 5	16.24% 19	11.11% 24
Total	45.83% 99	54.17% 117	100.00% 216

6. Reason for Seeking COVID-19 Information

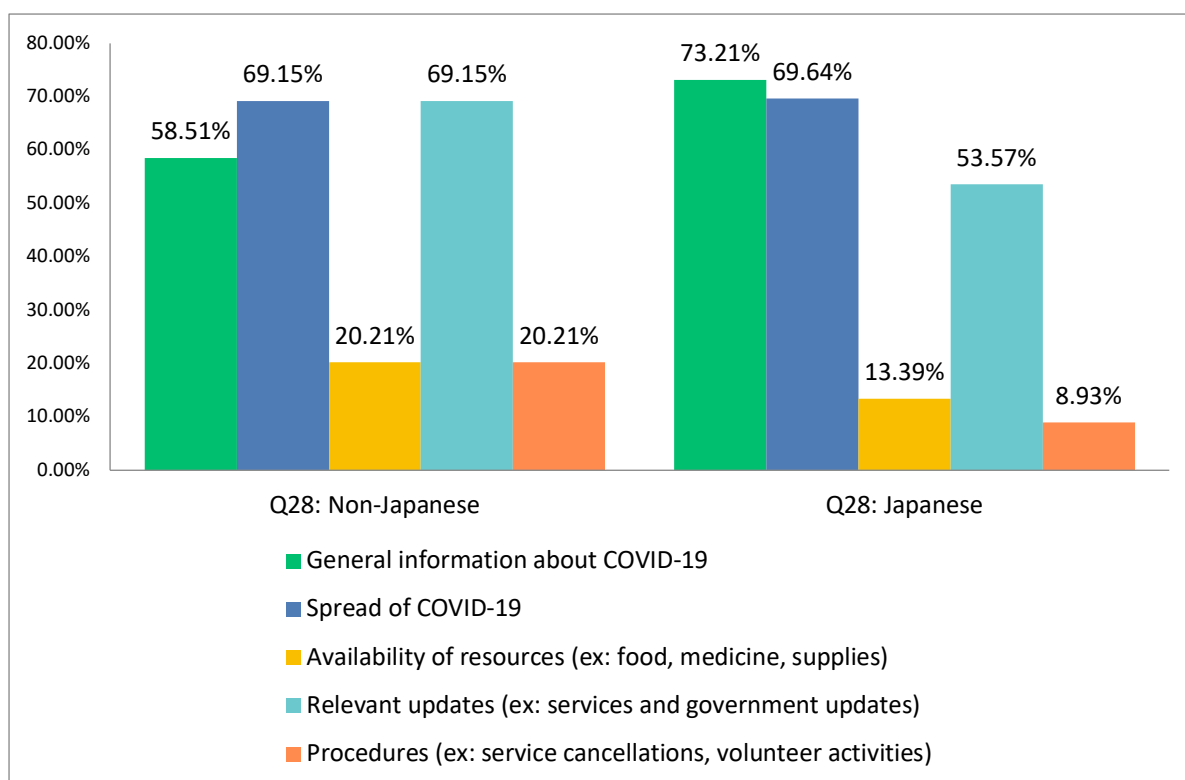
	Q28: Non-Japanese	Q28: Japanese	Total
To understand what is COVID-19 and make the necessary precautionary measures	91.26% 94	87.07% 101	89.04% 195
To get the latest update for my personal use	85.44% 88	53.45% 62	68.49% 150
To help another person looking for information	28.16% 29	17.24% 20	22.37% 49
To prepare related information to distribute to my colleagues	14.56% 15	18.97% 22	16.89% 37
To collect information for academic research	13.59% 14	7.76% 9	10.50% 23
Other (please specify)	2.91% 3	4.31% 5	3.65% 8
Total	47.03% 103	52.97% 116	100.00% 219

7. Frequency of Sharing COVID-19 Information

	Q28: Non- Japanese	Q28: Japanese	Total
More than once a day	3.88% 4	15.52% 18	10.05% 22
Once a day	5.83% 6	11.21% 13	8.68% 19
More than once a week	21.36% 22	26.72% 31	24.20% 53
Once a week	24.27% 25	16.38% 19	20.09% 44
Rarely/Never	44.66% 46	30.17% 35	36.99% 81
Total	47.03% 103	52.97% 116	100.00% 219

8. COVID-19 Information that you share

	Q28: Non-Japanese	Q28: Japanese	Total
General information about COVID-19	58.51% 55	73.21% 82	66.50% 137
Spread of COVID-19	69.15% 65	69.64% 78	69.42% 143
Availability of resources (ex: food, medicine, supplies)	20.21% 19	13.39% 15	16.50% 34
Relevant updates (ex: services and government updates)	69.15% 65	53.57% 60	60.68% 125
Procedures (ex: service cancellations, volunteer activities)	20.21% 19	8.93% 10	14.08% 29
Total	45.63% 94	54.37% 112	100.00% 206



9. People you share information with

	Q28: Non-Japanese	Q28: Japanese	Total
Family	83.51% 81	83.04% 93	83.25% 174
Friends	84.54% 82	44.64% 50	63.16% 132
Colleagues (Classmates and/or Co-workers)	42.27% 41	39.29% 44	40.67% 85
Medical doctor and/or personnel	0.00% 0	4.46% 5	2.39% 5
People from the same club/group	16.49% 16	12.50% 14	14.35% 30
People in your social network (Facebook, Twitter, Line etc.)	30.93% 30	7.14% 8	18.18% 38
Other (please specify)	0.00% 0	1.79% 2	0.96% 2
Total	46.41% 97	53.59% 112	100.00% 209

