

Results of the Tokyo-iCDC Risk Communication Team's Survey on Residents

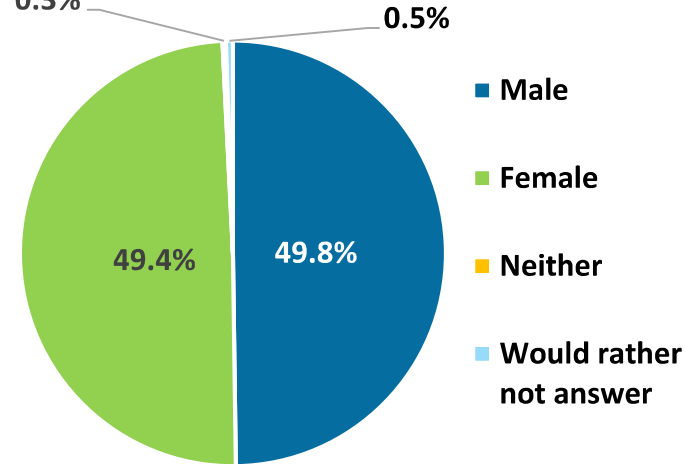
March 22, 2024

- **Survey Method:** Internet survey
- **Target Audience:** Residents of Tokyo in their 20s to 70s
- **Sampling Method and Sample Size:**
 - Quota sampling based on gender, age and location composition proportional to the population ratio of Tokyo
 - **10,531 samples**
- **Survey Period:** Friday, February 9 to Monday, February 19, 2024 (11 days)
- **Survey Items:**
 - Experience with COVID-19/Long COVID
 - When looking back on COVID-19, particular troubles and difficulties experienced
 - Feelings about COVID-19 ○ Current infection control measures and measures that should be retained in the future
 - Sources of information on infectious diseases ○ Thoughts and preparations for new pandemic ...etc.

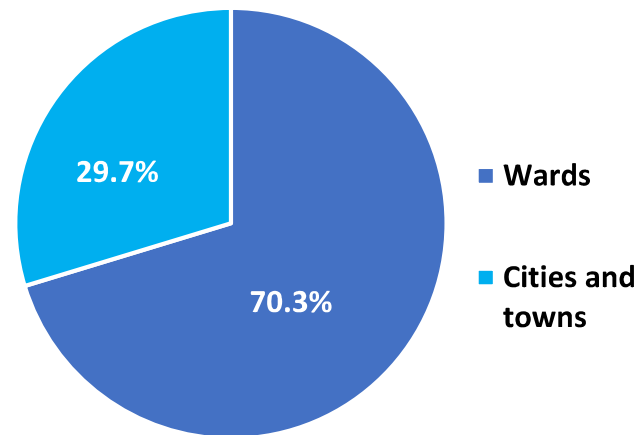
Basic Attributes of Valid Responses

Number of Valid Responses: n=10,531

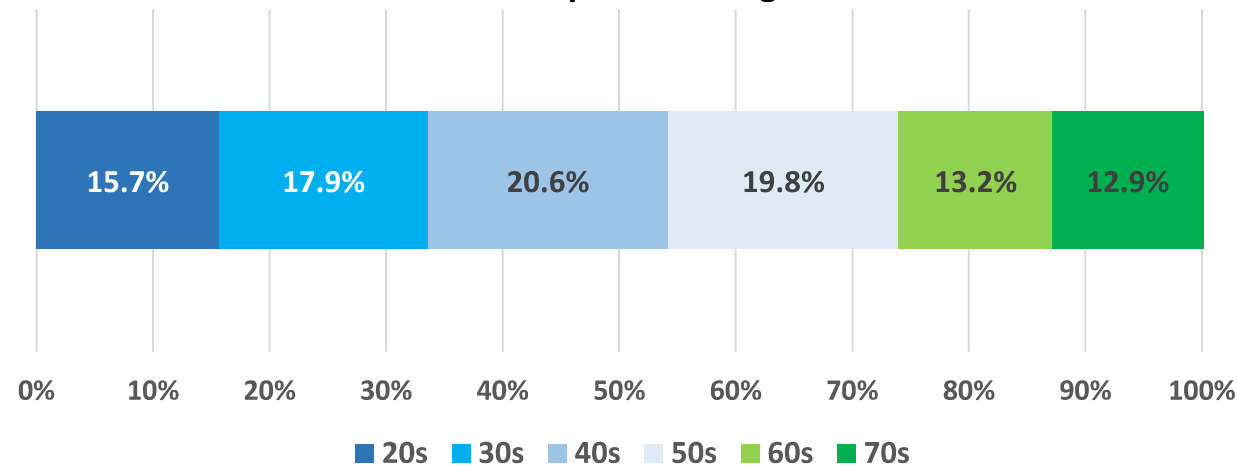
Respondents' Gender



Respondents' Location



Respondents' Age



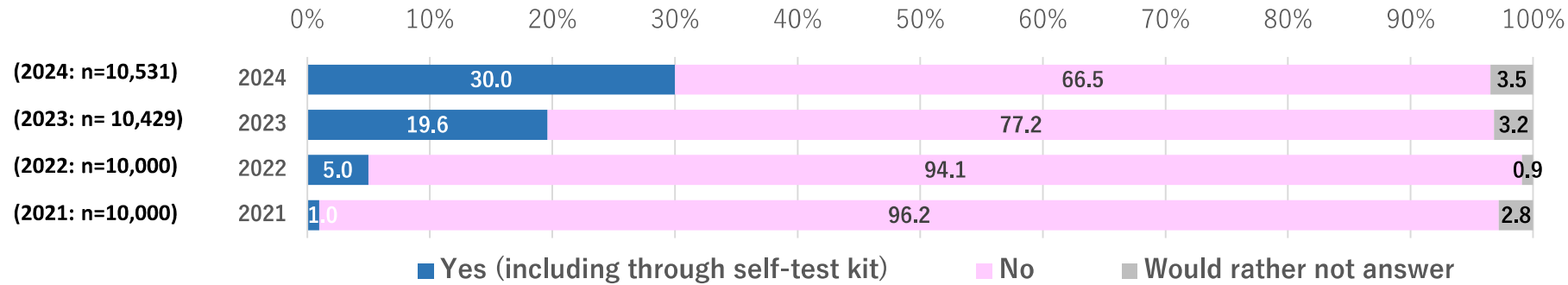
Respondents' Career

(Unit: %)

Managers	8.5
Professional/technical workers	13.6
Clerical workers	18.9
Sales workers	3.8
Service workers	11.1
Security workers	0.6
Agriculture, forestry, and fisheries workers	0.1
Production process workers	1.8
Transport and machinery operators	0.7
Construction and mining workers	1.0
Transportation, cleaning, and packaging workers	1.9
Occupation not classifiable	3.5
Homemaker/Househusband	13.3
Student	2.1
Unemployed	13.7
Would rather not answer	5.4
Overall	100.0

※The composition ratios of this survey results are rounded to the second decimal place, so the total may not necessarily equal 100.

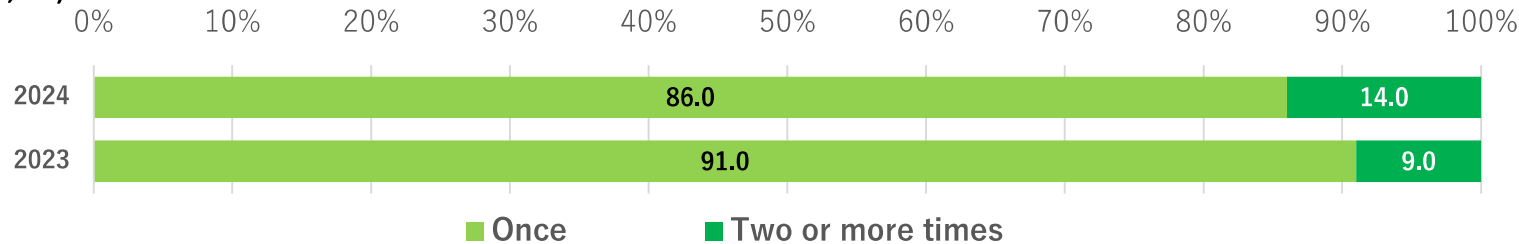
Have you ever been tested positive for COVID-19? Please select one answer that applies.



◆ **30%** of respondents have **experienced testing positive for COVID-19** (n = 3,158). (The proportion of those who tested positive has been increasing year by year since the February 2021 survey)

To those who have tested positive for COVID-19: How many times did you test positive for COVID-19?

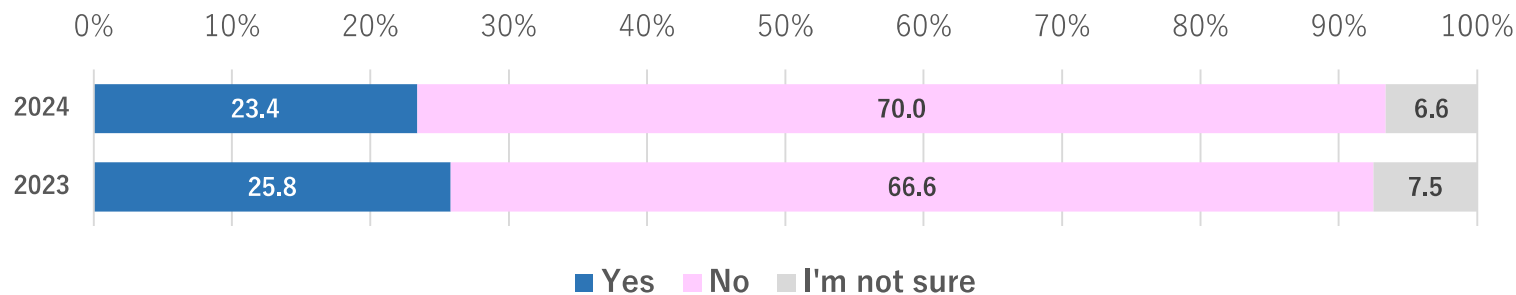
(2024: n=3,158, 2023: n=2,040)



◆ **14%** of respondents answered that they tested positive **“two or more times.”** (5% increase from the February 2023 survey)

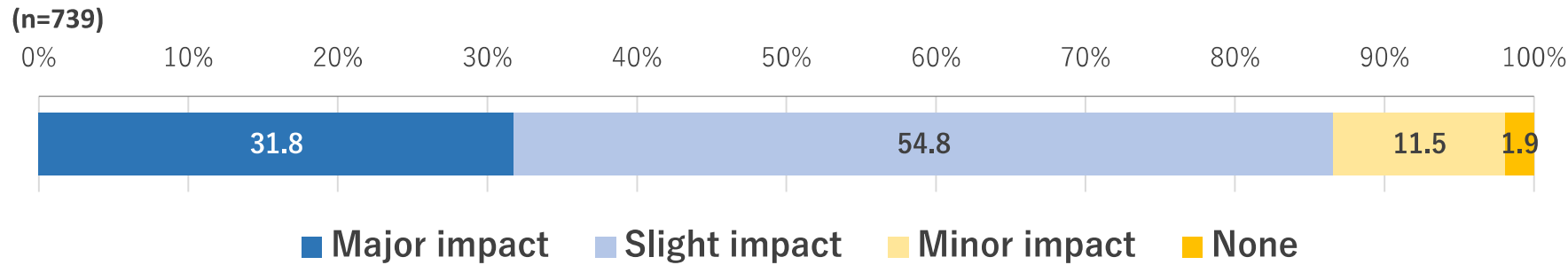
To those who have tested positive for COVID-19: Have you had symptoms for two or more months after being infected with COVID-19 that made you suspect long COVID?

(2024: n=3,158, 2023: n=2,040)



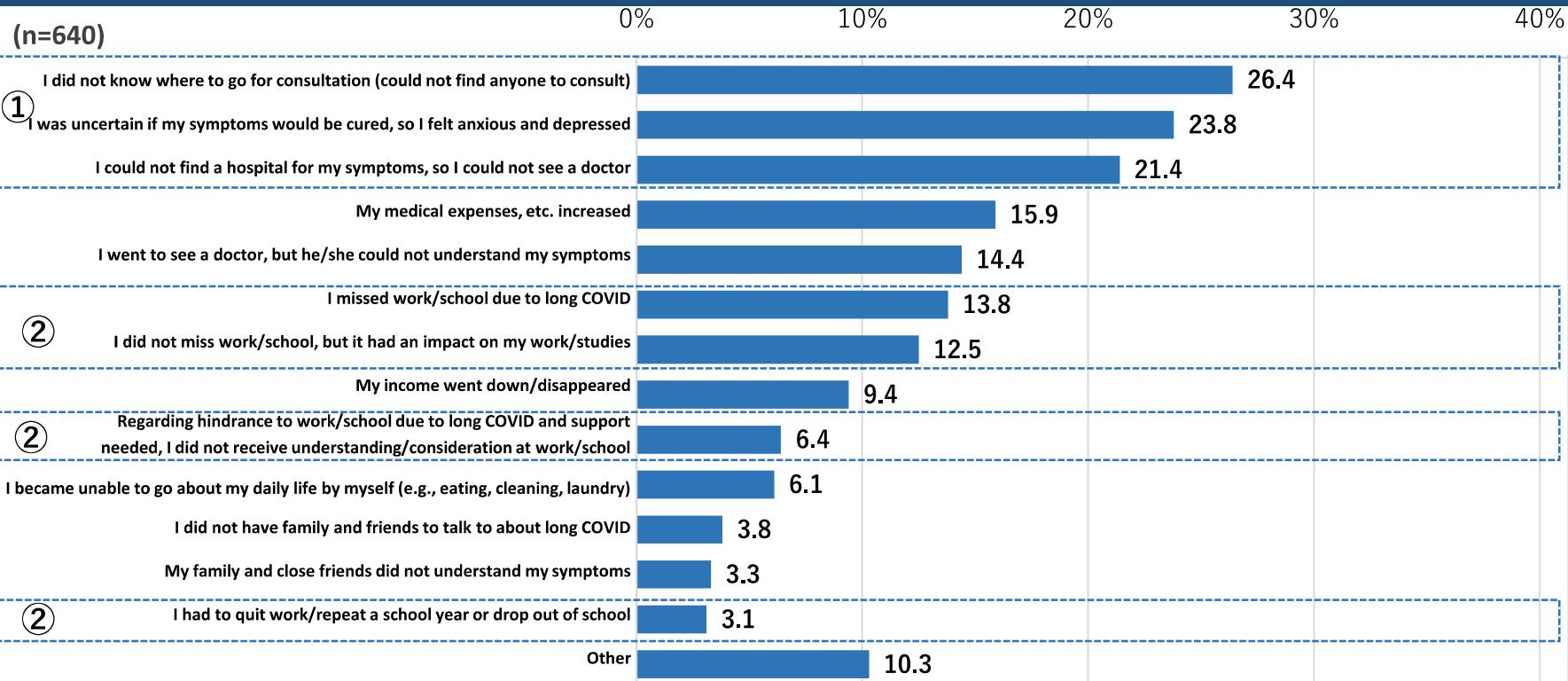
◆ **About 25%** of those who tested positive **“had symptoms for two or more months after being infected that made them suspect long COVID.”** (Same level as the February 2023 survey)

How much did the long COVID symptoms interfere with your daily life?



◆ Among those who answered they had symptoms that made them suspect long COVID, **about 85%** answered that the symptoms had a "major impact/slight impact" on their daily life.

To those who answered that the symptoms of long COVID had a "major impact/slight impact" their daily life: What difficulties and impact did you experience in your daily life when you had long COVID?



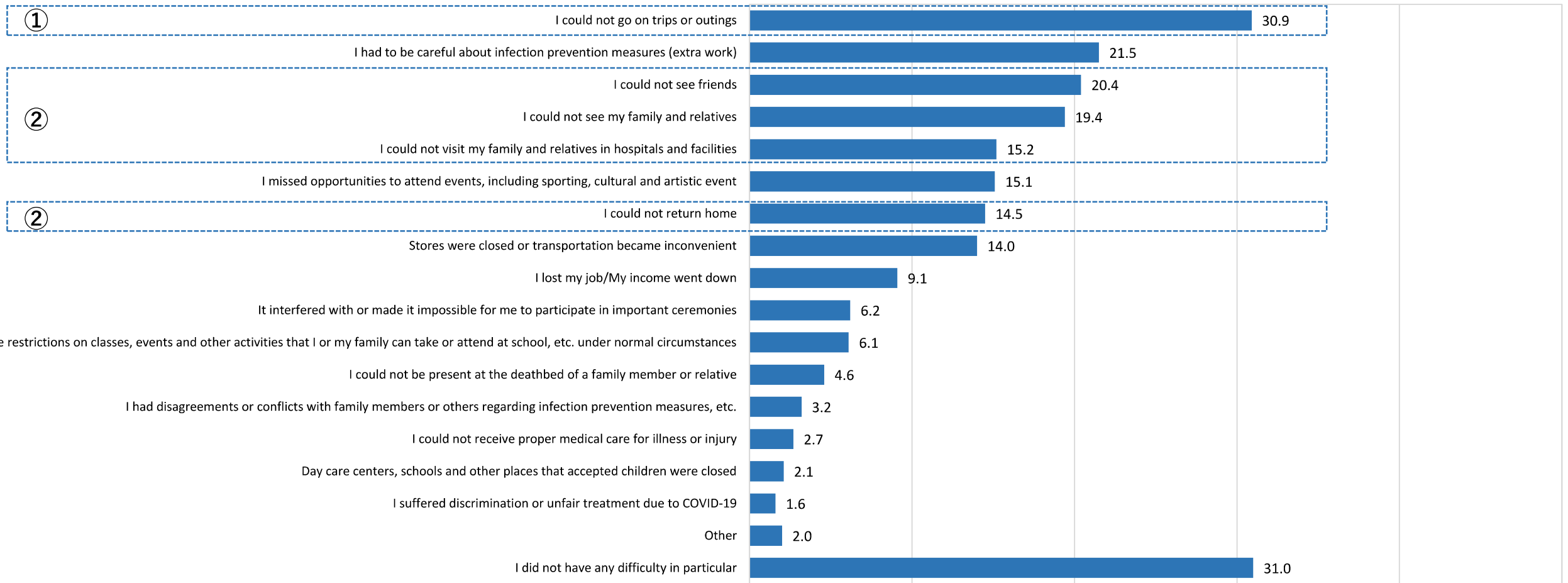
① The top responses were, in order: "I did not know where to go for consultation" (26.4%), "I was uncertain if my symptoms would be cured, so I felt anxious and depressed," (23.8%) and "I could not find a hospital for my symptoms, so I could not see a doctor" (21.4%).

② Regarding impact on work/school, the answers were: "I missed work/school due to long COVID" (13.8%), "I did not miss work/school, but it had an impact on my work/studies" (12.5%), and so forth.

When you look back on the COVID-19 pandemic, what was particularly troubling and difficult for you then? Please select all answers that apply.

(n=10,531)

0% 10% 20% 30% 40% 50%

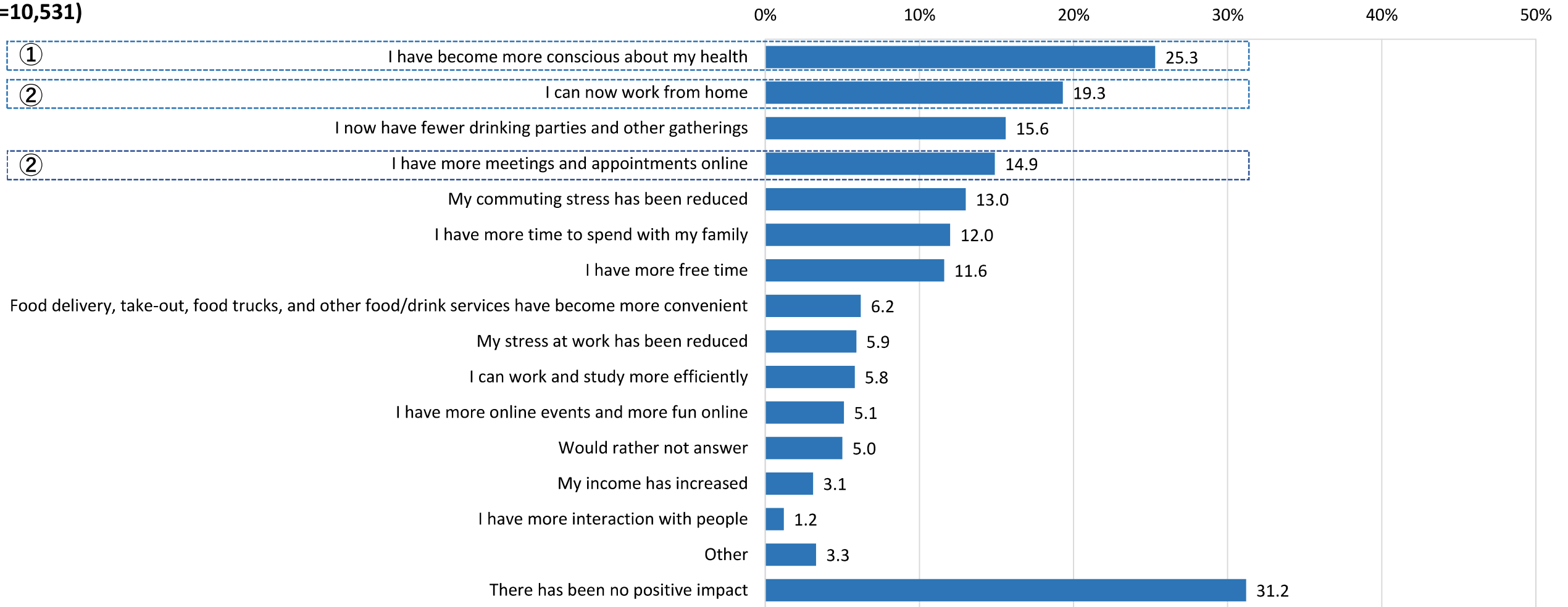


When respondents looked back on the COVID-19 pandemic, they were **particularly troubled and had difficulty** as follows:

- ① The **largest proportion** of respondents answered that they “**could not go on trips or outings**” (**30.9%**).
- ② Many also cited that they were unable to see their families, relatives and friends, as they answered: “**I could not see friends**” (**20.4%**), “**I could not see my family or relatives**” (**19.4%**), “**I could not visit family and relatives in hospitals and facilities**” (**15.2%**), and “**I could not return home**” (**14.5%**).

Has the COVID-19 pandemic in the last three years have any positive impact on you? Please select all answers that apply.

(n=10,531)

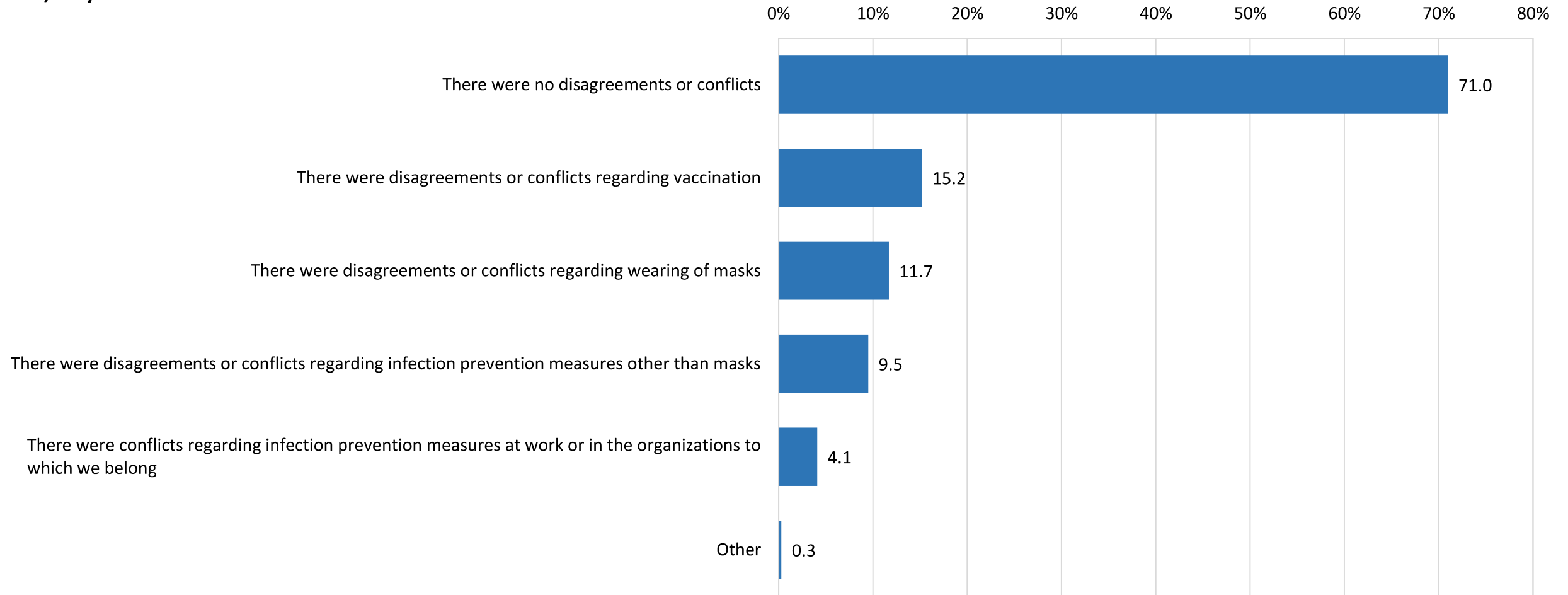


Regarding the **positive impact since the outbreak** of COVID-19:

- ① The **largest proportion of respondents** answered “**I have become more conscious about my health**” (**25.3%**).
- ② The proportion of responses related to changes in work style due to the use and spread of online tools was also high, with respondents answering, “**I can now work from home**” (**19.3%**), “**I have more meetings and appointments online**” (**14.9%**), and so on.

Were there disagreements or conflicts in your family or people around you because of COVID-19? Please select all answers that apply.

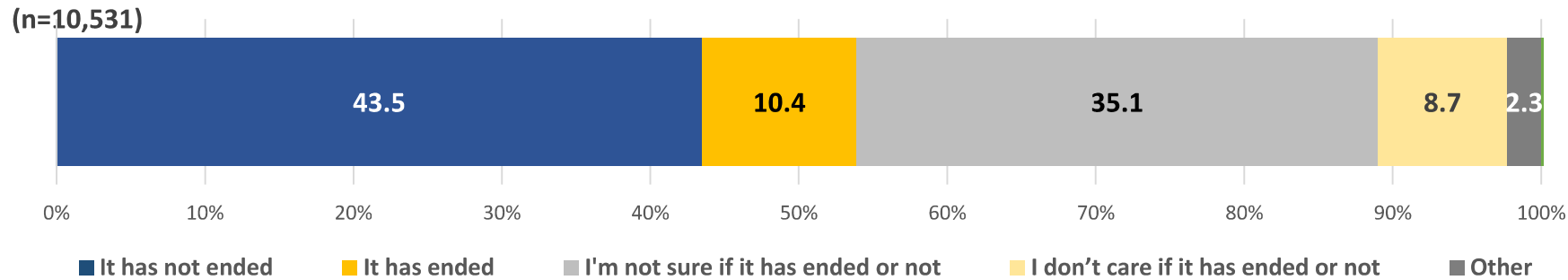
(n=10,531)



Regarding **disagreements or conflicts** because of COVID-19:

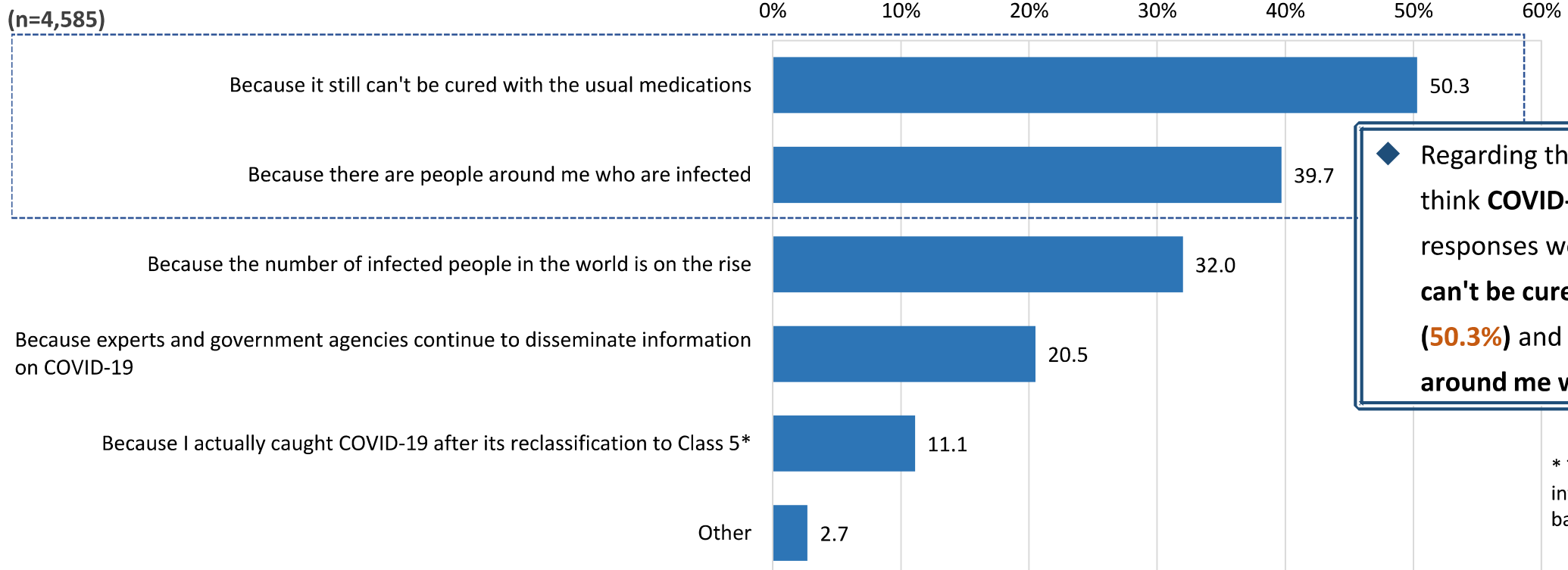
- ◆ The **largest proportion of respondents** answered **“There were no disagreements or conflicts” (71.0%)**.
- ◆ As for what the disagreements or conflicts were about, the respondents answered **“Opinions regarding vaccination” (15.2%)** and **“Opinions regarding wearing of masks” (11.7%)**.

Please select one answer that applies to your feelings regarding the end of COVID-19.



- ◆ **About 45%** of respondents answered “It has not ended,” while **about 10%** answered “It has ended.”
- ◆ **About 35%** of respondents answered “I’m not sure if it has ended or not.”

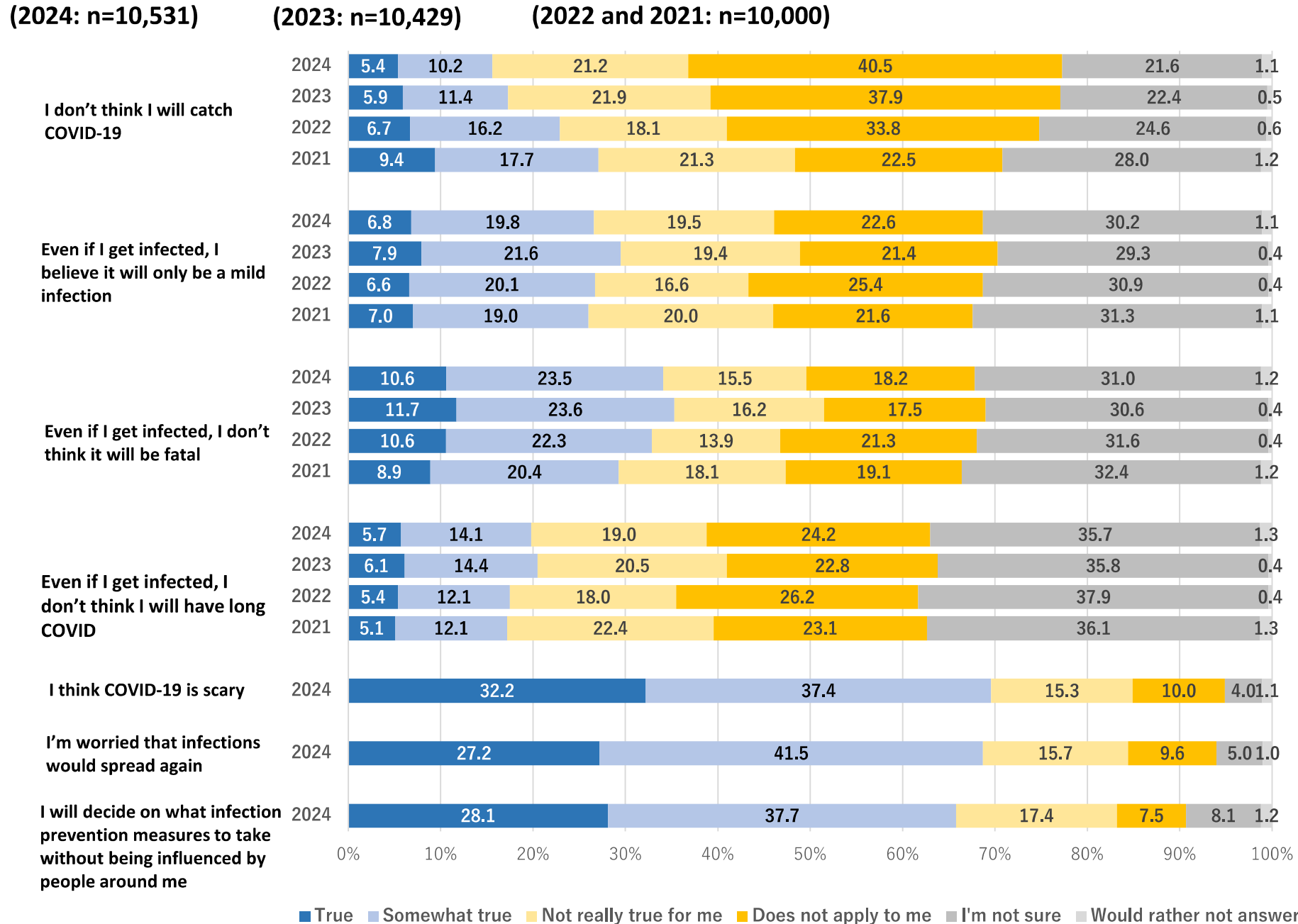
To those who answered “It has not ended” in the previous question: Please select all answers that apply regarding the reason for your answer.



- ◆ Regarding the reason why the respondents think **COVID-19 has not ended**, the top responses were, in order: “**Because it still can't be cured with the usual medications**” (**50.3%**) and “**Because there are people around me who are infected**” (**39.7%**).

* The Infectious Diseases Control Law classifies infectious diseases into Class 1 through 5 based on their infectiousness and severity.

Please select each answer that applies to your feelings regarding COVID-19.

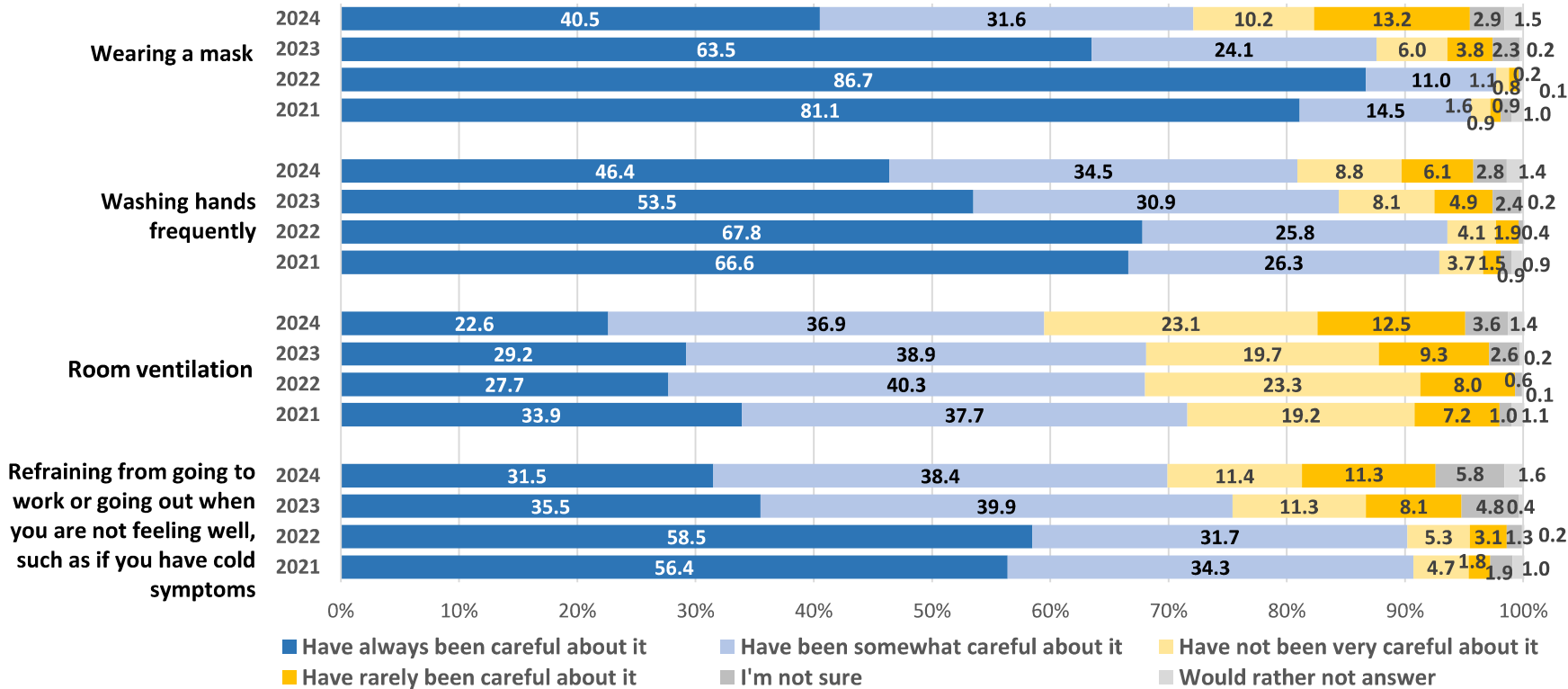


Regarding the awareness of respondents about the possibility of getting infected with COVID-19 themselves or becoming seriously ill if they get infected, there is **no significant decline in their awareness from 2021 to 2024.**

- ◆ **About 15%** answered “True/Somewhat true” to “I don't think I will catch COVID-19.” **The proportion has decreased year by year since the February 2021 survey results.**
- ◆ The proportions of respondents who answered “True/Somewhat true” to “Even if I get infected, I believe it will only be a mild infection,” “Even if I get infected, I don't think it will be fatal,” and “Even if I get infected, I don't think I will have long COVID” **have not changed significantly from the February 2021 survey results.**
- ◆ **About 70%** answered “True/Somewhat true” to “COVID-19 is scary” and “I'm worried that infections would spread again.”
- ◆ **About 65%** answered “I will decide on what infection prevention measures to take without being influenced by people around me.”

Please select one answer for each of the following that applies to you as February 2024 regarding measures you have been taking against COVID-19 and other infectious diseases.

(2024: n=10,531) (2023: n=10,429) (2022 and 2021: n=10,000)



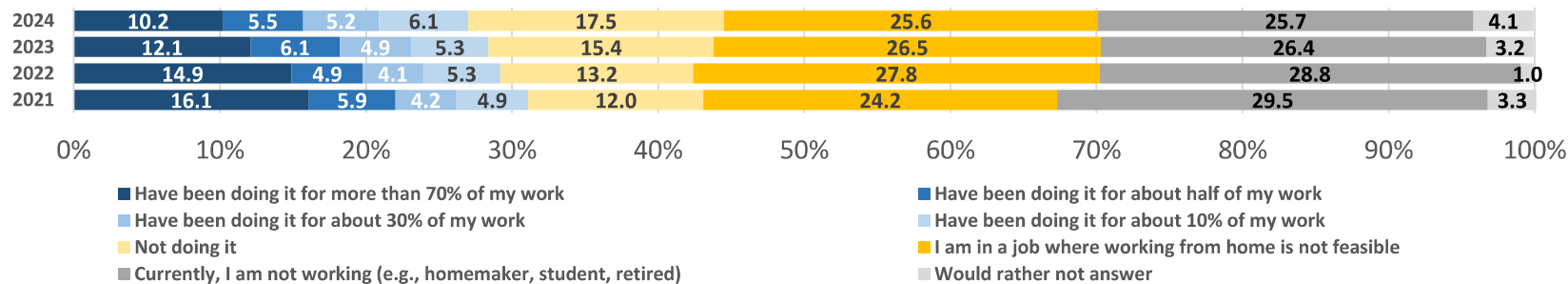
※ The surveys from 2021 through 2023 specifically asked about "measures against COVID-19," but the 2024 survey asked about "infectious diseases in general, including COVID-19".
 ※ The surveys in 2021 and 2022 used "Washing hands often or using sanitizer" as an option.

With regard to the changes over the years from 2021 to 2024, **more than 60% of respondents were still implementing basic infection prevention measures** as of February 2024, even though the proportion of those implementing these measures has been dropping year by year.

- ◆ **About 70%** of the respondents answered "Have always been careful about it/Have been somewhat careful about it" regarding "Wearing a mask."
- ◆ **About 80%** answered "Have always been careful about it/Have been somewhat careful about it" regarding "Washing hands frequently."
- ◆ **About 60%** answered "Have always been careful about it/Have been somewhat careful about it" regarding "Room ventilation."
- ◆ **About 70%** answered "Have always been careful about it/Have been somewhat careful about it" regarding "Refraining from going to work or going out when you are not feeling well."

In the past month, how much have you practiced teleworking?

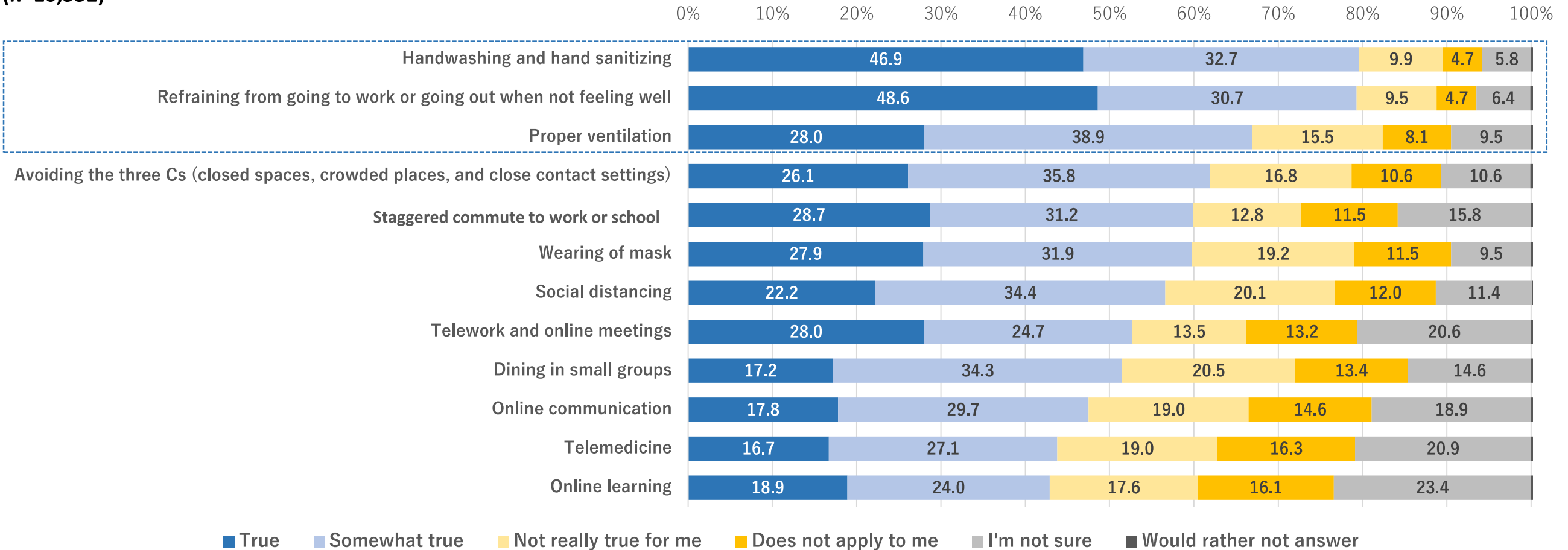
(2024: n=10,531) (2023: n=10,429) (2022 and 2021: n=10,000)



◆ **About 30%** of respondents practiced teleworking, same level as the results of the February 2023 survey. (The proportion is **about 60%** if the answers "I am in a job where working from home is not feasible" and "Currently, I am not working" are not included.)

Do you want the following measures to continue regardless of the COVID-19 situation? Please select each answer that applies.

(n=10,531)



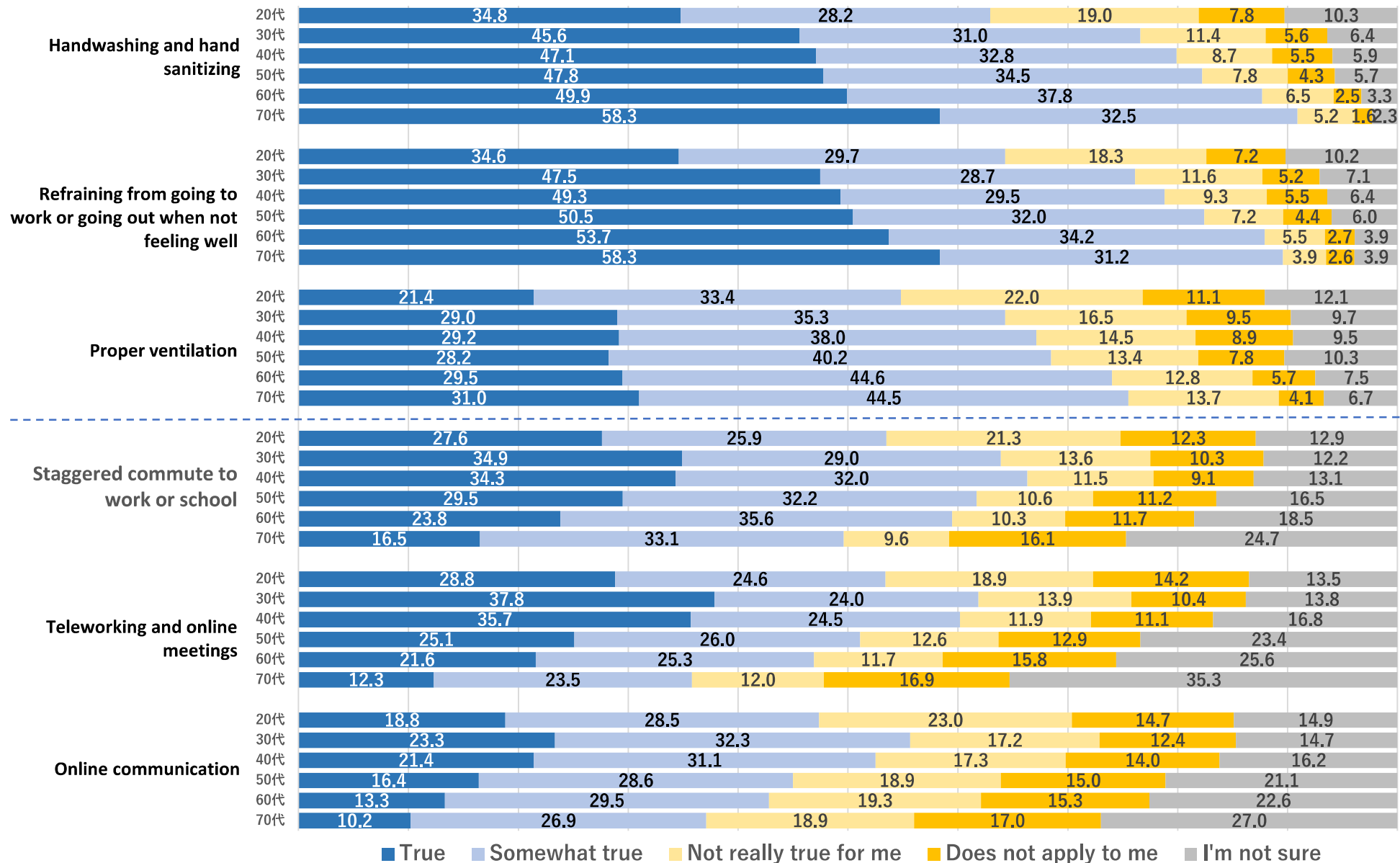
Regarding the measures respondents **want to continue in the future** regardless of the COVID-19 situation:

◆ **About 80%** of the respondents answered “**True/Somewhat true**” to “**Handwashing and hand sanitizing**” and “**Refraining from going to work or going out when not feeling well,**” while **about 65%** answered the same to “**Proper ventilation.**”

Do you want the following measures to continue regardless of the COVID-19 situation? Please select each answer that applies. (By age)

(20s: n=1,651 30s: n=1,886 40s: n=2,168 50s: n=2,084 60s: n=1,388 70s: n=1,354)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

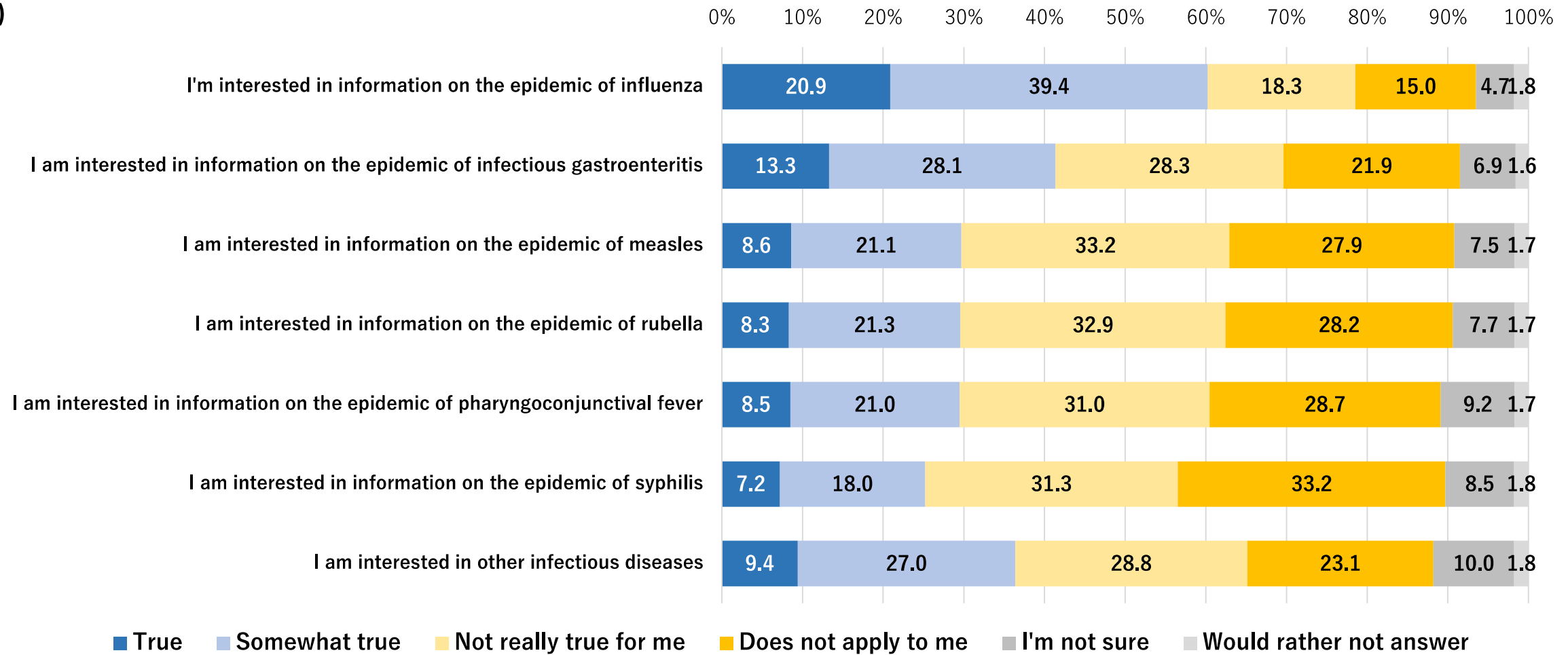


◆ The proportion of respondents who answered “True/Somewhat true” to basic infection prevention measures such as “Handwashing and hand sanitizing” and “Proper ventilation” increased with age.

◆ The proportion of respondents who answered “True/Somewhat true” to “Staggered commute to work or school” and “Online-related measures” was high for respondents in their 30s and 40s, and then decreased with age.

Please select one of each that applies to your feelings and actions regarding infectious diseases other than COVID-19.

(n=10,531)

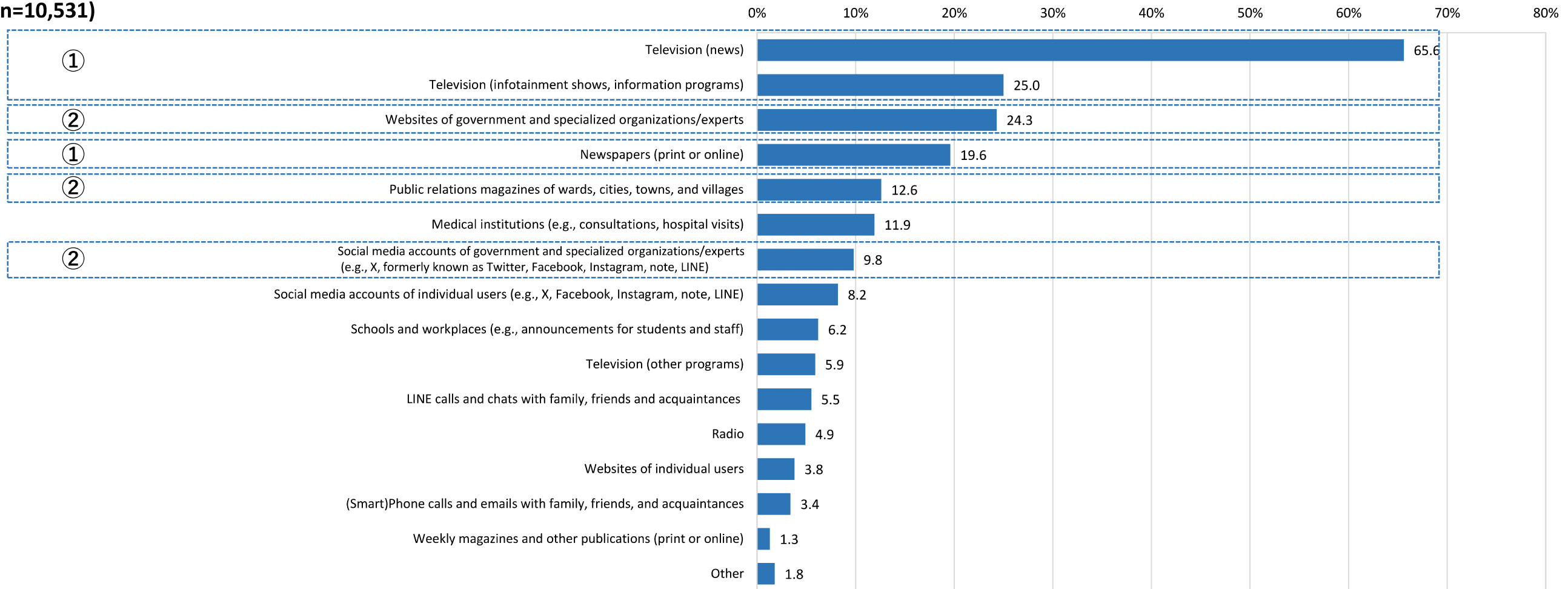


As of February 2024, after experiencing the COVID-19 pandemic, a certain level of interest in influenza and other infectious diseases was evident in the respondents.

- ◆ About 60% of the respondents answered “I am interested in information on the epidemic of influenza.”
- ◆ About 25-40% of the respondents answered “I am interested in information on epidemics” pertaining to infectious diseases other than influenza.

Which information sources do you use to get information about COVID-19 and other infectious diseases? Please select a maximum of three that you use often.

(n=10,531)

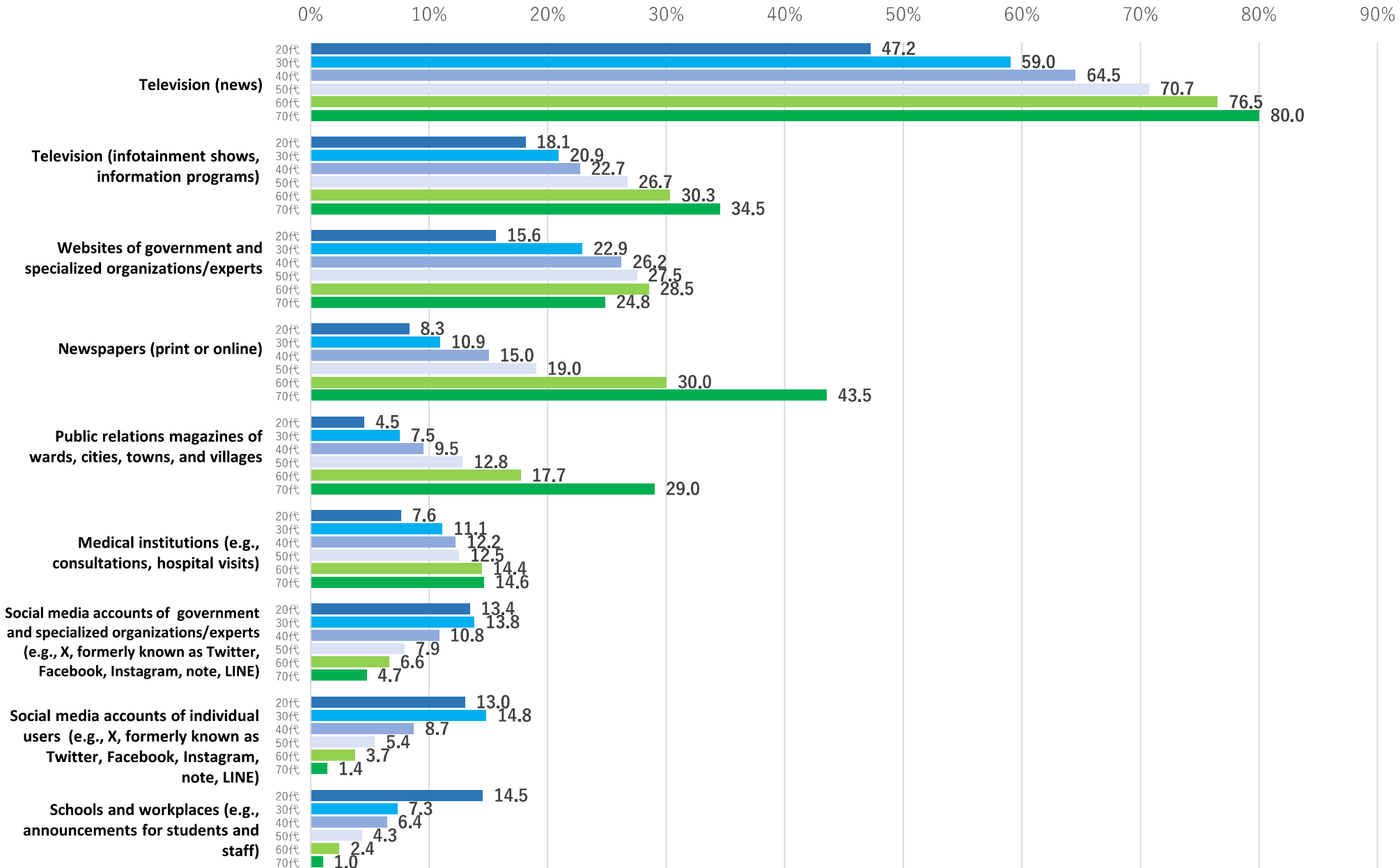


Regarding information sources on COVID-19 and other infectious diseases:

- ① Existing mass media occupied the top spots, with **about 65%** of the respondents, accounting for the **largest proportion**, answering **“Television (news),” 25.0%** answering **“Television (infotainment shows and information programs)”** and **19.6%** citing **“Newspapers (print or online).”**
- ② As for information from the **government and experts**, respondents answered **“Websites” (24.3%), “Public relations magazines of wards, cities, towns, and villages” (12.6%),** and **“Social media” (9.8%).**

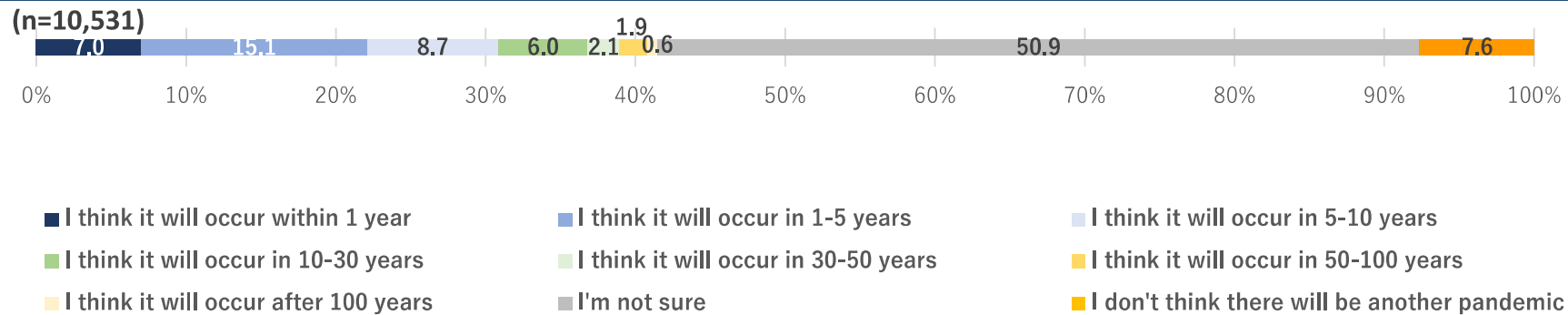
Which information sources do you use to get information about COVID-19 and other infectious diseases? Please select a maximum of three that you use often. (By age)

(20s: n=1,651 30s: n=1,886 40s: n=2,168 50s: n=2,084 60s: n=1,388 70s: n=1,354)



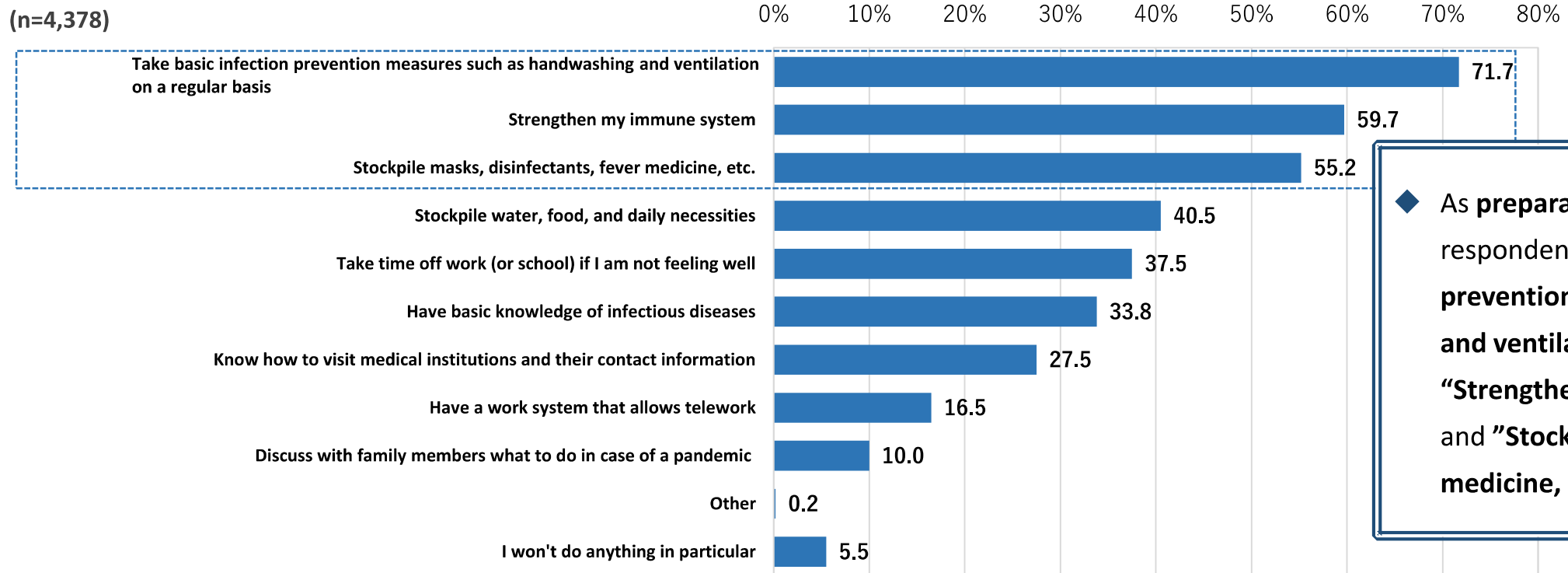
- ◆ The proportion of respondents who answered "Television (news)," "Television (infotainment shows, information programs)," and "Newspapers" increased with age.
- ◆ The proportions of respondents who answered "Social media accounts of government and specialized organizations/experts," "Social media accounts of individual users" and "Schools and workplaces" were high for those in their 20s and 30s, and then decreased with age.

Do you think pandemics like COVID-19 are likely to occur in the future? Please select one answer that applies.



◆ Regarding **pandemics occurring** in the future, **about 50% of the respondents** answered “I’m not sure” and **about 40%** answered “I think it will occur.”

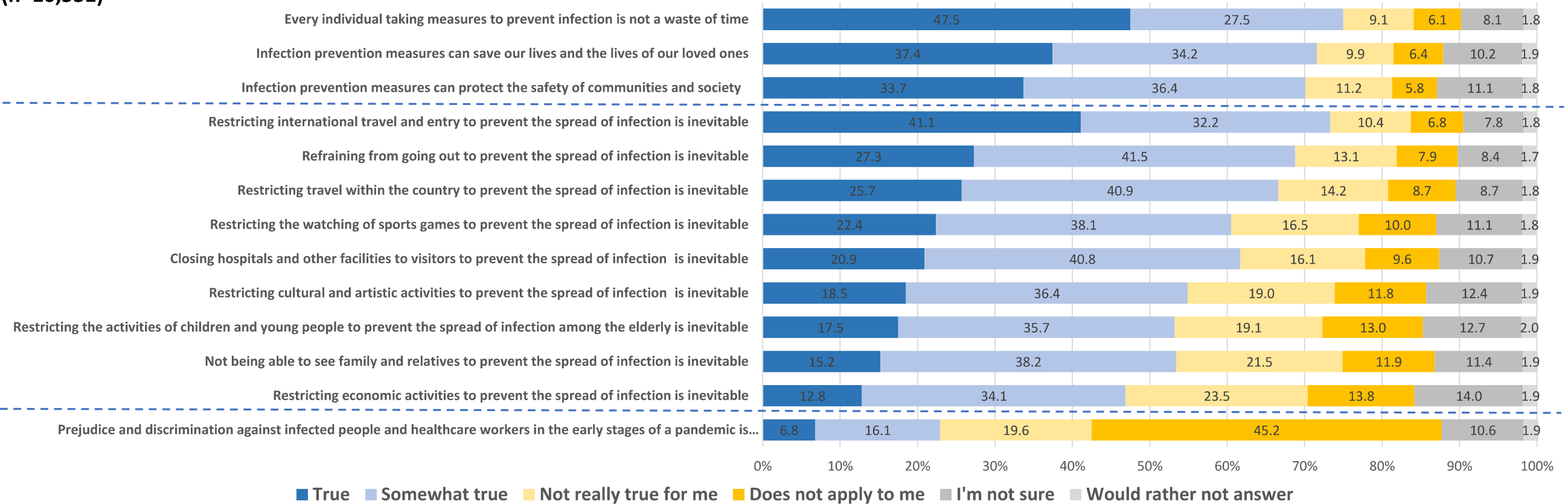
To those who answered “I think it will occur in ___ years” in the previous question: What are you doing or planning to do to prepare for pandemics? Please select all answers that apply.



◆ As **preparation for pandemics** in the future, respondents answered “**Take basic infection prevention measures such as handwashing and ventilation on a regular basis**” (71.7%), “**Strengthen my immune system**” (59.7%) and “**Stockpile masks, disinfectants, fever medicine, etc.**” (55.2%).

Please select one answer each that applies to how you feel about responding when a new pandemic (infectious disease pandemic) occurs in the future.

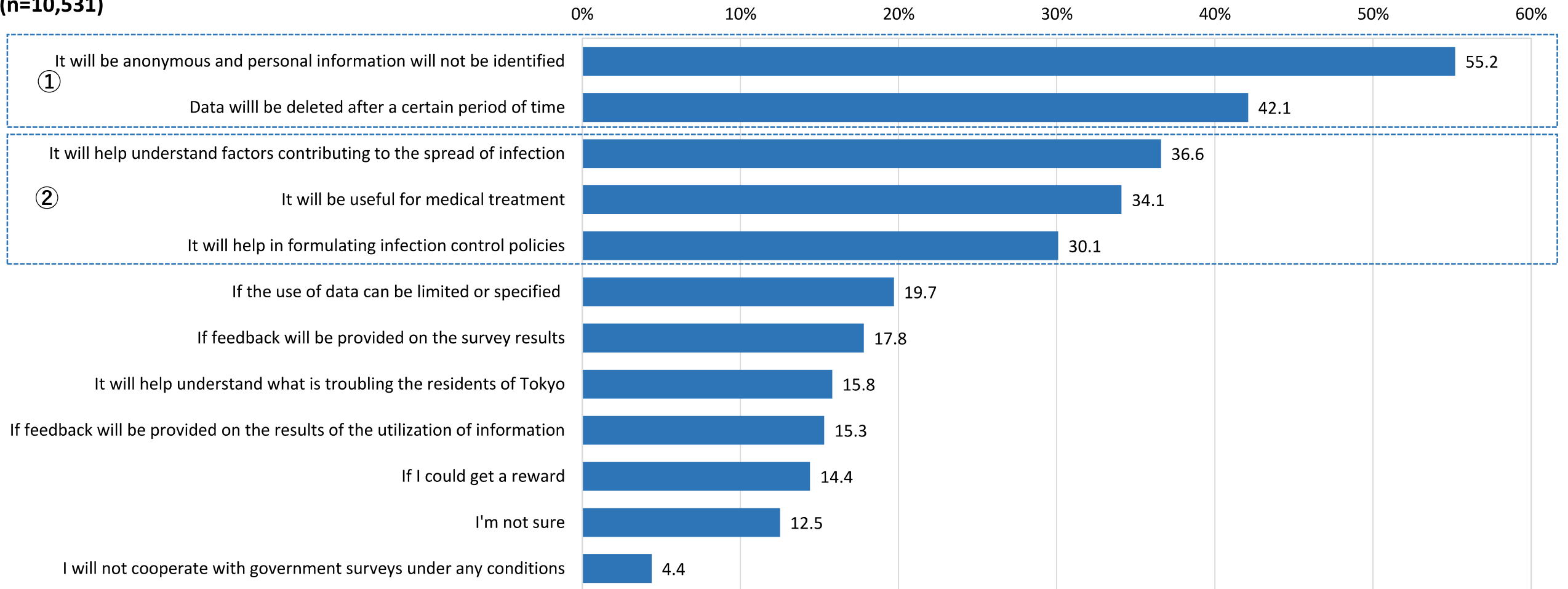
(n=10,531)



- ◆ A large proportion of respondents answered “True/Somewhat true” to “Every individual taking measures to prevent infection is not a waste of time” (75.0%) and other items, **indicating that many people are aware of the significance and effectiveness of the infection prevention measures they take.**
- ◆ A large proportion of respondents answered “True/Somewhat true” to “Restricting international travel and entry to prevent infection is inevitable” (73.3%), “Refraining from going out to prevent the spread of infection is inevitable” (68.8%) and other options related to restricting movement or travel.
- ◆ Many respondents answered “Not really true for me/Does not apply to me” to “Prejudice and discrimination against infected people and healthcare workers is inevitable” (64.8%).

In the event of a pandemic, the government may ask you to provide personal information to understand the infection situation and to help in infection control. Under what conditions would you be willing to cooperate? Please select all answers that apply.

(n=10,531)



Regarding the **conditions that will make the respondents cooperate in providing personal information to the government** in the event of a pandemic:

① The largest proportion of respondents answered **“It will be anonymous and personal information will not be identified”** at **about 55%**, followed by **“Data will be deleted after a certain period of time” (42.1%)**.

② **More than 30%** of the respondents answered that they might cooperate for the following purposes: **“It will help understand factors contributing to the spread of infection” (36.6%)**, **“It will be useful for medical treatment” (34.1%)**, and **“It will help in formulating infection control policies” (30.1%)**.

Please write freely what you think about future pandemics.

Main Keywords	Responses (Content, Gender, Age) ※Excerpts of main views
It will inevitably occur/It will occur someday/It could occur at any time	<p>"I believe there is an infinite number of new viruses, not just COVID-19, so I am sure some sort of pandemic will occur." (Female, 70s)</p> <p>"With many inbound tourists visiting from overseas, I wouldn't be surprised if a pandemic occurs in Japan tomorrow, to put it in extreme terms." (Male, 40s)</p>
I don't want it to occur/I hope it doesn't occur/I've had enough of it already	<p>"Having actually experienced a pandemic, I don't want another pandemic like it to occur in the future." (Female, 40s)</p> <p>"I hope it doesn't occur because I have had enough of it." (Male, 50s)</p>
I am scared/I am anxious/I don't know what to do	<p>"I am scared because I don't know when or what kind of pandemic will occur." (Male, 30s)</p> <p>"I don't know what to do. I don't want to be overly nervous like I was in this pandemic." (Female, 40s)</p>
I will prepare now/Every one of us must be careful/I will take proper infection prevention measures	<p>"I think we need to prepare for a pandemic. I would like the stockpiling of masks and food/drinks, and checking of my actions to be a part of my daily life." (Male, 30s)</p> <p>"I hope we will cooperate with each other to prevent a pandemic. Every one of us must do everything we can so we don't contract the disease." (Female, 70s)</p>
I will deal with it calmly/I won't make a big fuss/I hope the media does not stir things up	<p>"I want to stay calm and not be oversensitive about it. I want to be careful about getting the correct information." (Female, 30s)</p> <p>"Accurate information should be disclosed quickly, and measures should be taken to prevent speculation and misinformation from spreading. The media should restrain themselves from arousing fear." (Male, 60s)</p>
I hope the government and administration will use their experience with the COVID-19 pandemic to deal with it	<p>"I hope that the government, legislative bodies, and medical personnel will make use of their experience with COVID-19. I think the public should also act based on their experience and be conscious." (Male, 70s)</p> <p>"I believe individuals, organizations, local governments, and the government should make efforts to control the spread of infection and the risk of infection while making use of the experience and knowledge they have gained so far." (Female, 40s)</p>
Initial response is crucial/Entry from abroad should be restricted	<p>"Initial response is crucial. In the fight against infectious diseases, it is inevitable to enforce all kinds of restrictions to protect society rather than individual rights." (Female, 60s)</p> <p>"I hope the flow of people to and from Japan will be stopped, such as banning the entry of people into Japan at an early stage, except in case of emergency or unavoidable circumstances." (Female, 50s)</p>
I hope the government, administration, and media will disseminate correct information	<p>"The government should take the initiative in disseminating the correct information. Information should always be available on computers, smartphones and so on, especially information when there is a pandemic or disaster." (Male, 40s)</p> <p>"I think that if correct information is shared quickly, the spread of the disease can be prevented to some extent. So, I believe that public institutions should not be too considerate of the public, and issue strict instructions when necessary." (Male, 50s)</p>
There is no sense in worrying/Things will take their own course	<p>"To some extent, there's nothing we can do about what happens, so I just do what I can." (Male, 20s)</p> <p>"Even if you worry about the future, things will take their own course. I try to enjoy the present and not worry about the future." (Female, 70s)</p>

- ◆ Regarding future pandemics, while some respondents answered that they are **"scared/anxious,"** there are also those who answered **"I will prepare now/I will deal with it calmly."**
- ◆ Many respondents answered **"I hope they use their experience with the COVID-19 pandemic in the future,"** and the related keywords were **"Initial response is crucial/Dissemination of correct information."**

<Summary>

- Since the outbreak of COVID-19, Tokyo residents have **lived with various impacts on their health and lifestyle.**
- It has been four years since the outbreak and the perception of Tokyo residents that **COVID-19 is close to home has not changed significantly.** More than 60% of the respondents are still implementing the basic infection prevention measures.
- Many Tokyo residents **recognize the significance and effectiveness of every individual's infection prevention measures** against future pandemics. They are trying to make concrete preparations and **intend to calmly respond** if a pandemic occurs.
- The Tokyo Metropolitan Government has made efforts to disseminate information on COVID-19 according to the attributes of people, including age. Similarly, in preparation for the next infectious disease pandemic, it is **necessary to implement thorough information dissemination and infectious disease countermeasures while taking into account the attributes of Tokyo residents and other factors.**