

2020

**Basic Research on Effective Information Dissemination
and Collection for Foreign Residents in Tokyo Report**

March 2021

Commissioned by: Brainworks, Inc.

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1. Survey Summary

I. Objectives of the survey

Information on the novel coronavirus infections will be disseminated to foreigners living in Tokyo (hereinafter referred to as foreigners).

In addition, it has been pointed out that there is still a lack of dissemination of information in languages other than Japanese to foreigners living in Tokyo (referred to as "foreigners living in Tokyo"). In addition, when clusters starting from foreign residents in Tokyo occur, it is assumed that active epidemiological surveys conducted by public health centers under their jurisdiction will not be able to fully achieve their objectives due to linguistic and cultural barriers. In light of the above, we conducted a questionnaire survey of foreign residents in Tokyo to find out the details of the information they need and the methods of effective information dissemination and collection, with the aim of obtaining information that can be used as reference for future countermeasures against novel coronavirus infections.

II. Survey target, survey method, etc.

Survey groups.

Chinese, Korean, Vietnamese, Nepalese, and Filipino residents in Tokyo

1,129 people aged 20 years and older were surveyed.

See below for survey targets by nationality.

Chinese	– 316
Koreans	– 204
Vietnamese	– 204
Nepalese	– 202
Filipinos	– 203

Survey Methodology

Questionnaire based on access to the website

Survey period.

March 5, 2013 to March 28, 2013

Main survey items

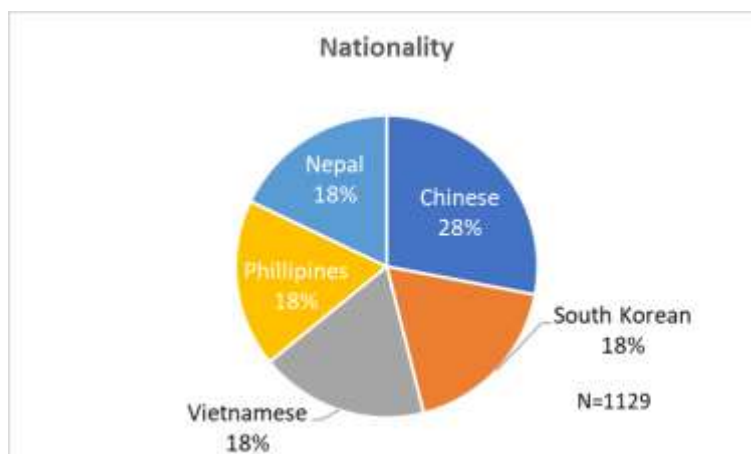
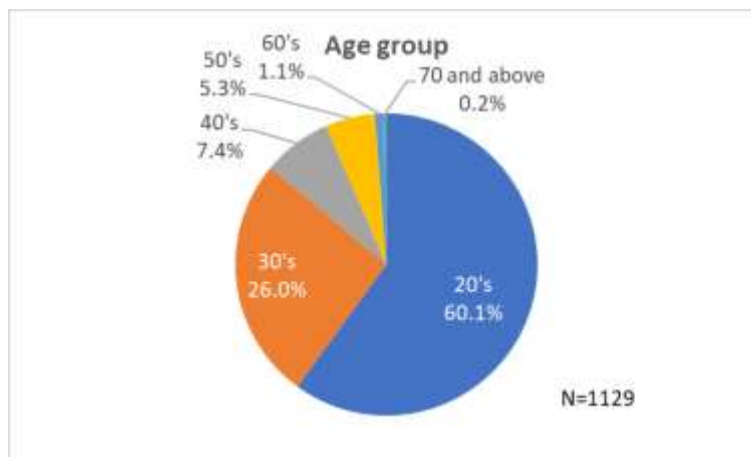
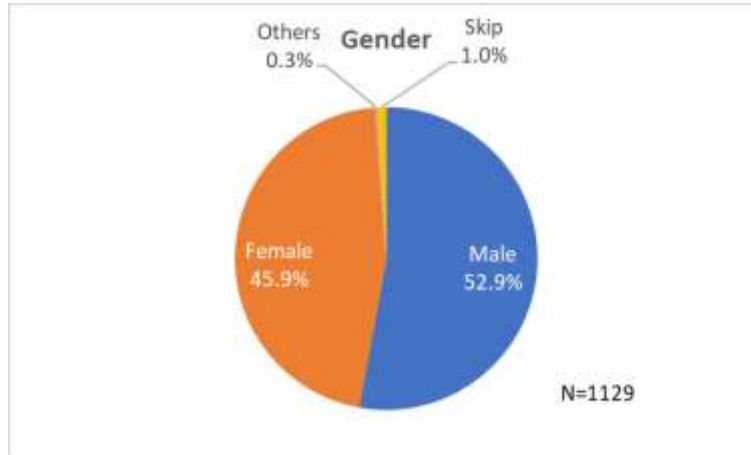
Basic information such as the respondent's nationality and occupation

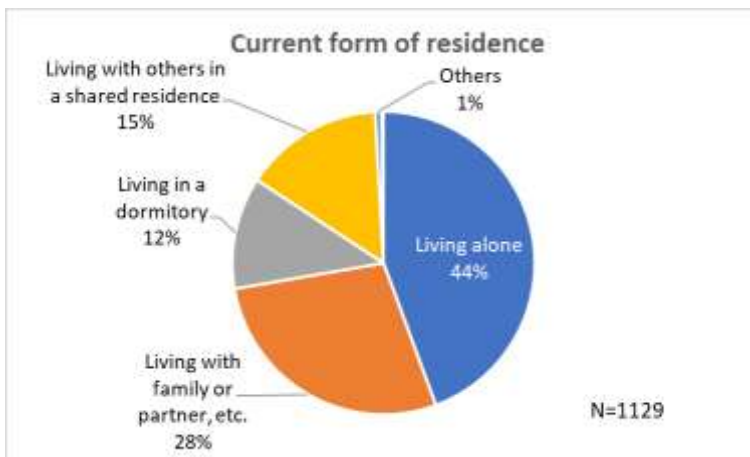
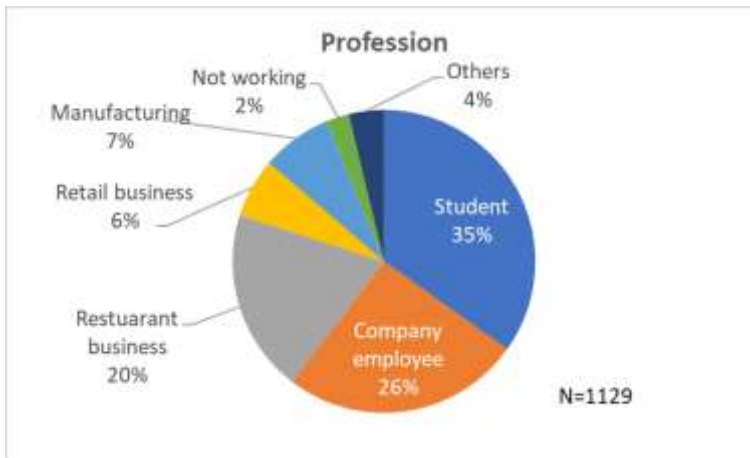
Information on countermeasures against novel coronavirus infections

2. Overall Aggregate Results

I. Basic Information of the Survey Respondents

Breakdown of Respondents

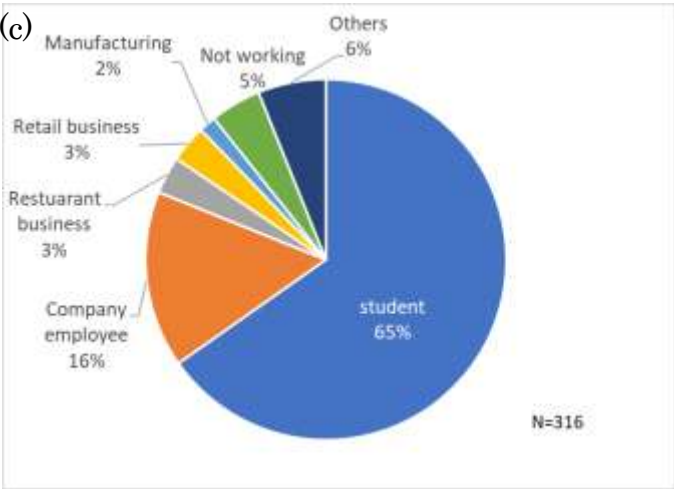
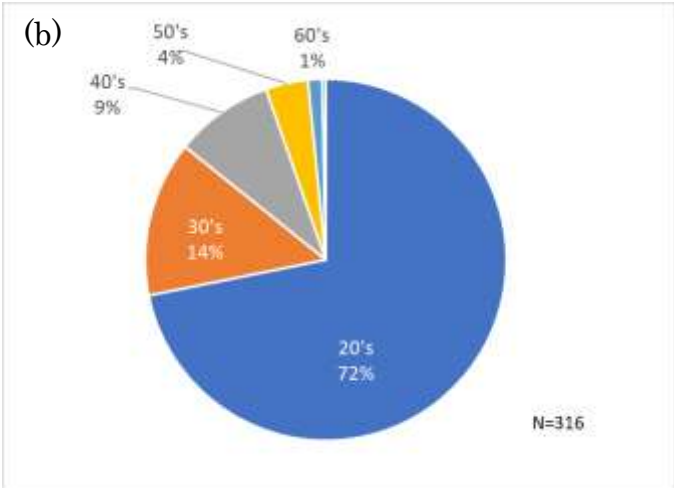
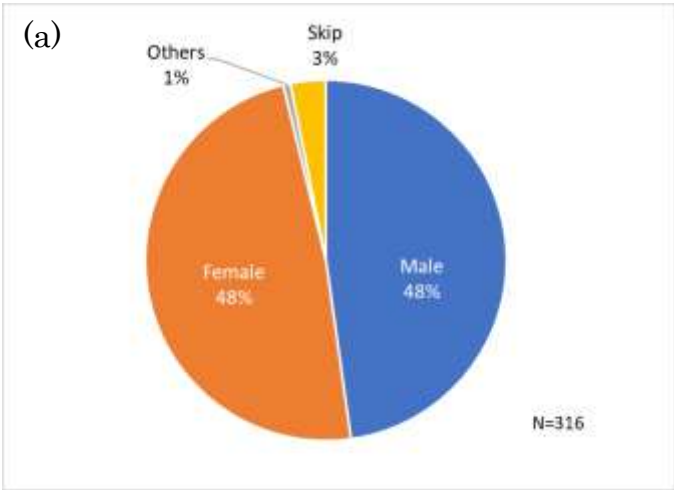




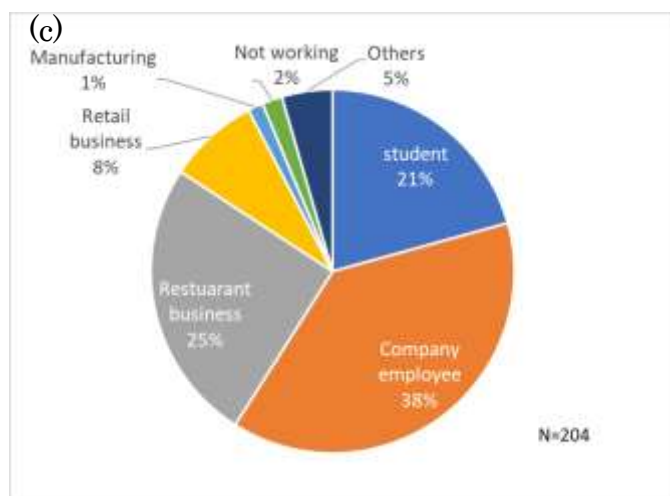
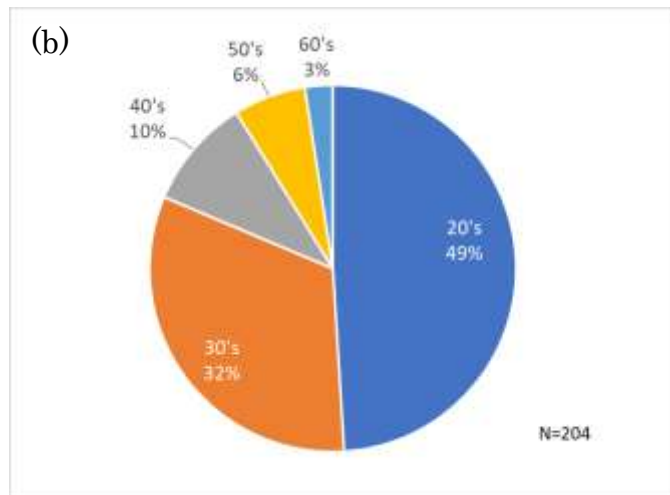
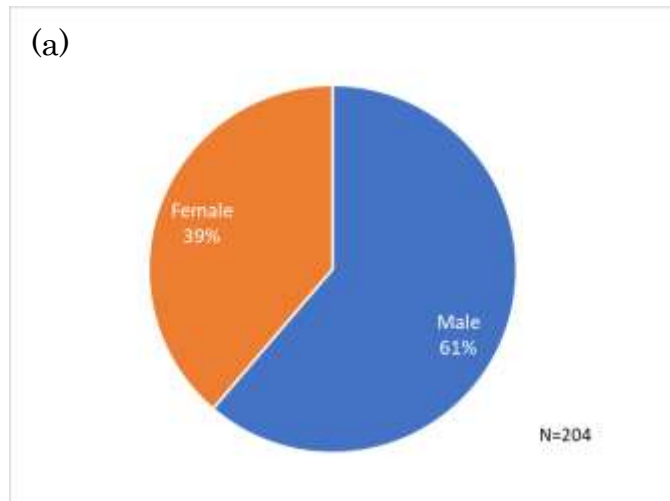
Other profession	Number of people
IT	1
uber eats driver	1
Service industry	2
designer	1
housekeeping	4
Freelance	3
Hotel reception	1
Cosmetics industry	1
Architecture	5
Sole proprietorship	1
Civil servant	1
self employed	6
Unemployed	1
President	1
Manufacturing	1
teacher	4
housewife	3
Interpreter	2
Beauty industry	3
Hospital related	1
International student	1
Unrelated answer	1
Total	45

By country (a) gender, (b) age group, and (c) profession:

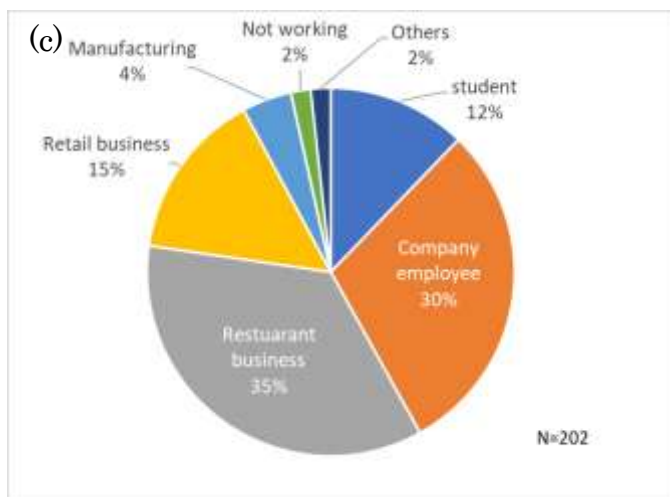
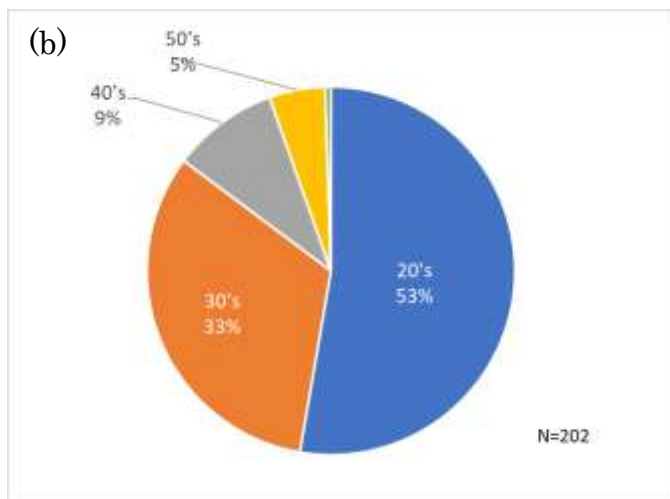
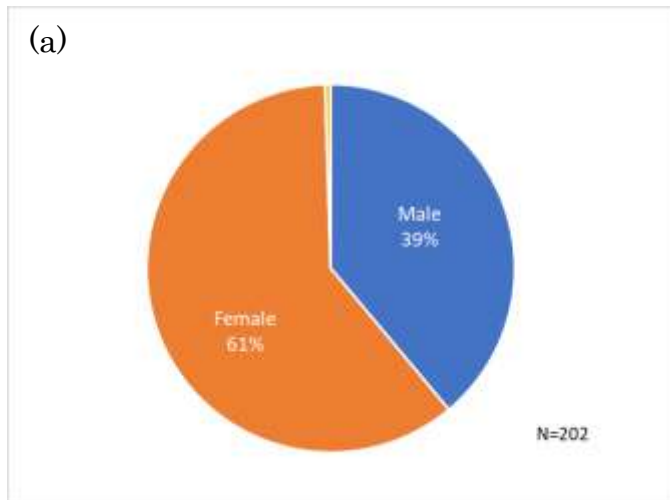
China



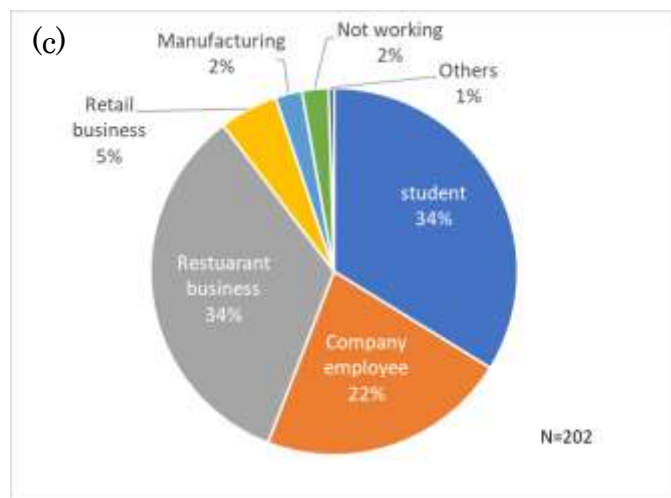
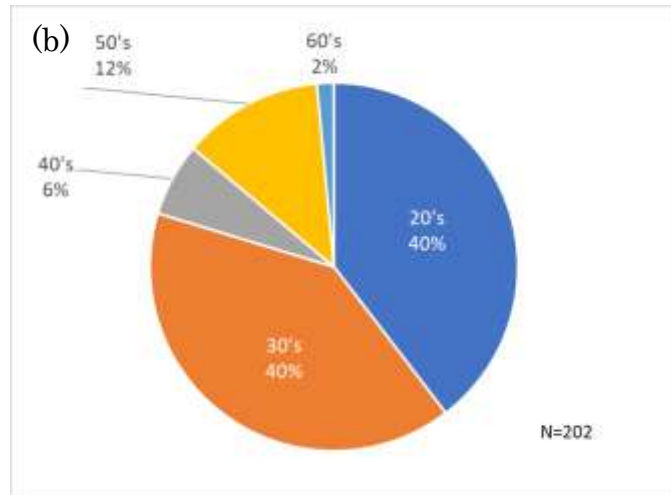
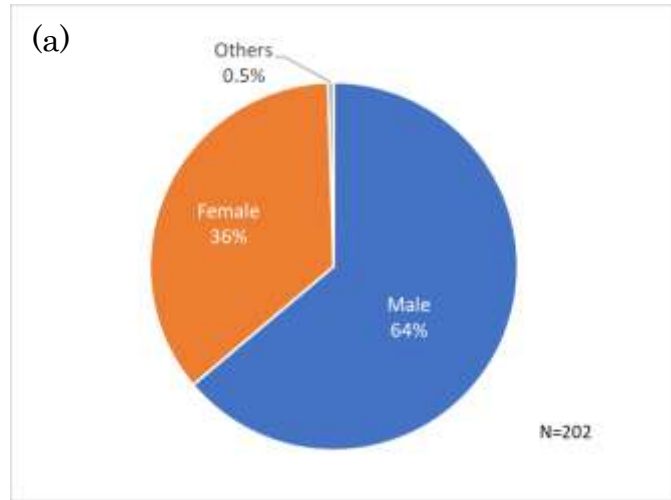
Korea



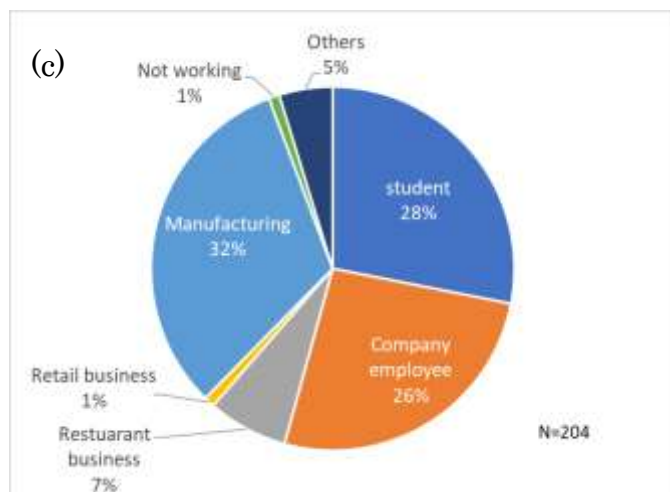
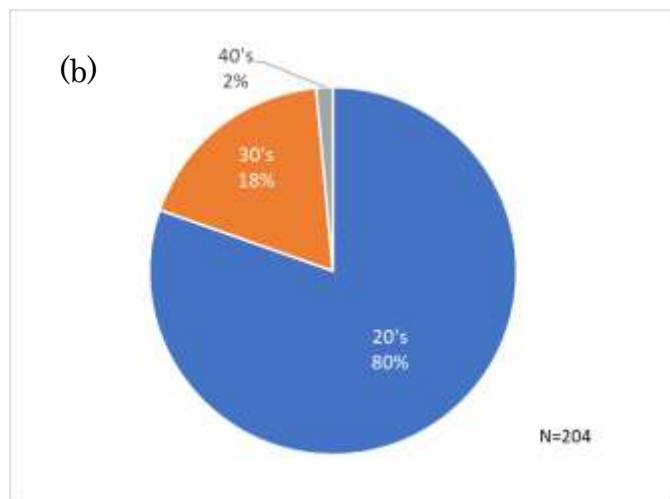
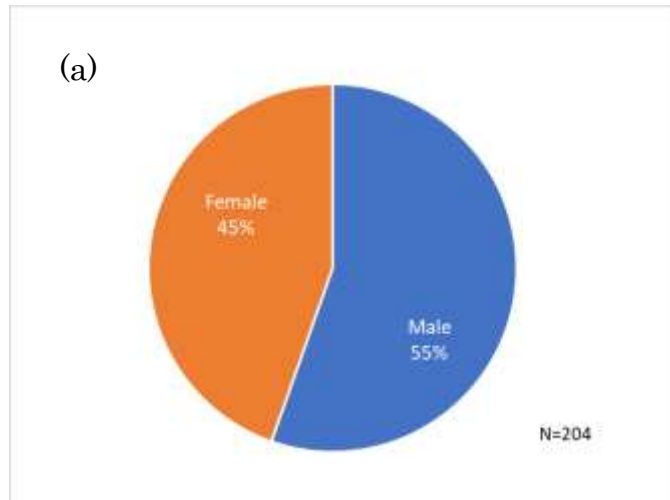
Philippines



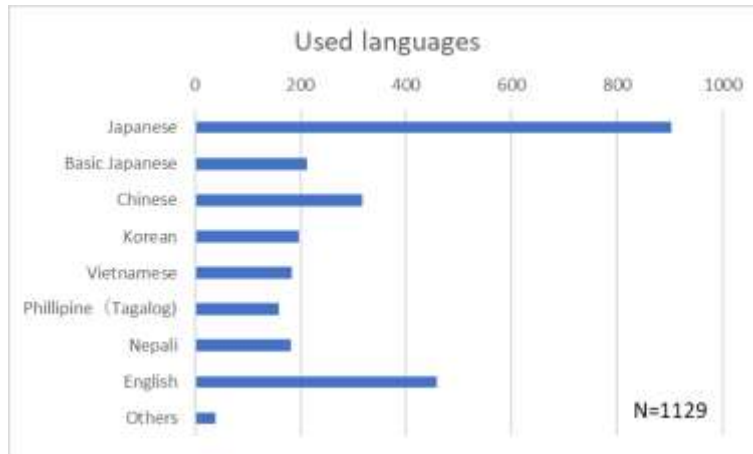
Nepal



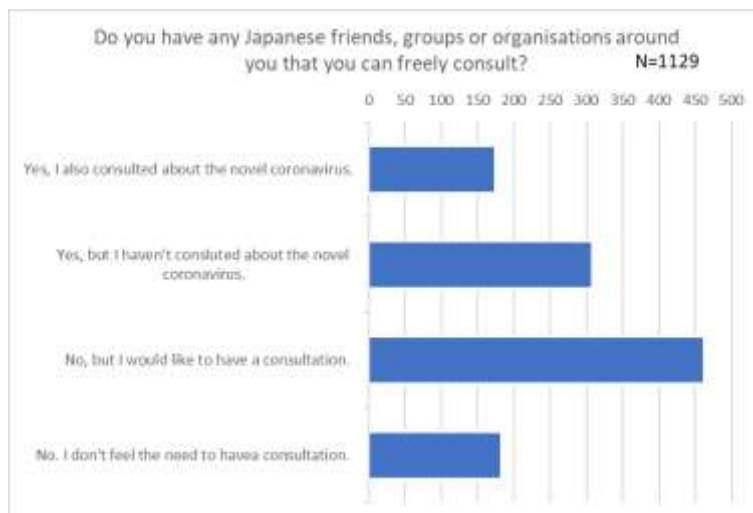
Vietnam



About the language

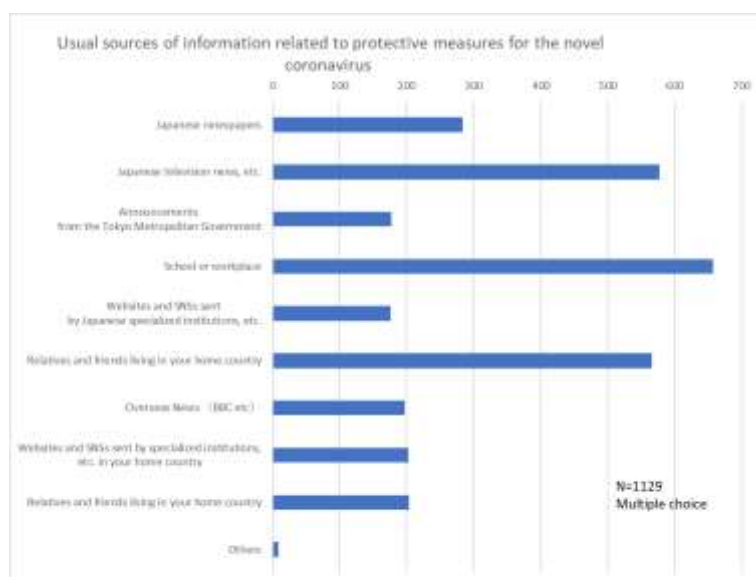


About the groups or organizations



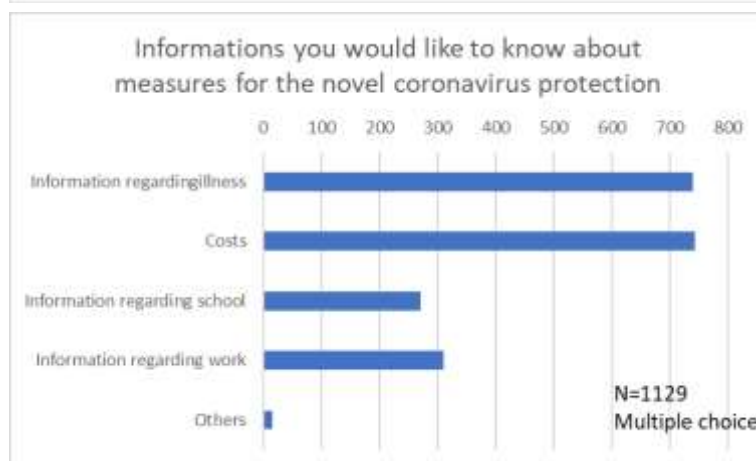
II. Information on countermeasures against novel coronavirus infections

About Information



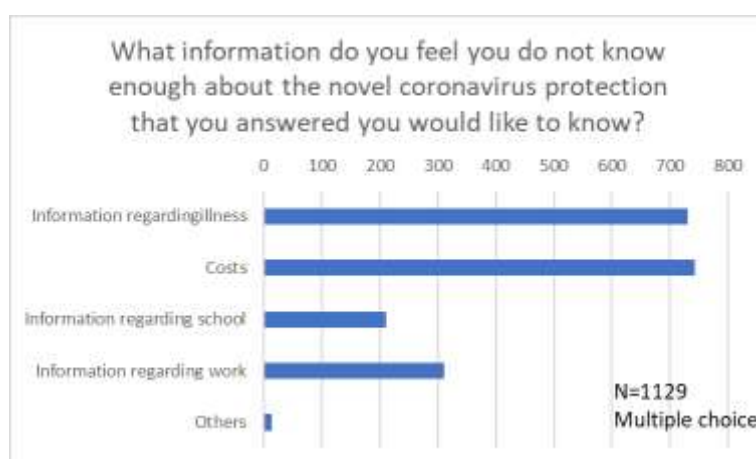
Other

Other sources of information	Number of people
APP	1
Facebook group	1
LINE	1
NHK	1
tiktok, facebook	1
Weibo	3
Total	8



Other

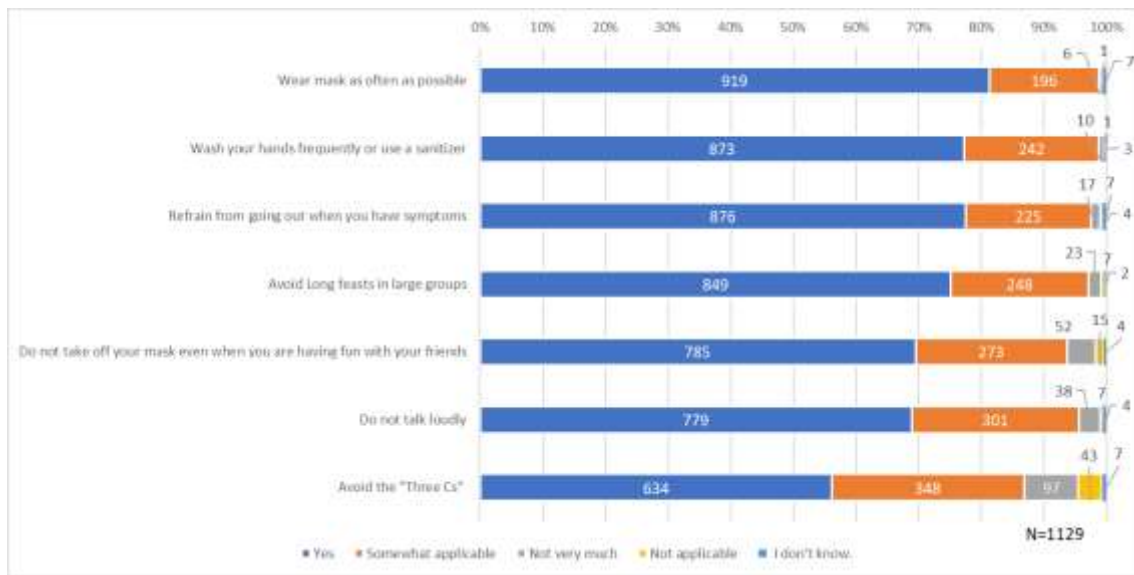
Information you want to know about infectious disease control	Number of people
I already know	4
About vaccination	4
Information on the location of the outbreak to avoid infection	1
Infection history	1
Treatment process	1
unnecessary	2
Contact	2
Travel	1
Total	16



Other

Information that you feel are not getting enough	Number of people
No need to know (I already know)	1
More specific information about places with a high risk	1
About vaccination	2
Infection history	1
Tourism	1
Basically understand	1
Infection prevention measures when there are people during the incubation period	1
unnecessary	2
Inadequate media coverage	1
Contact information	2
Total	13

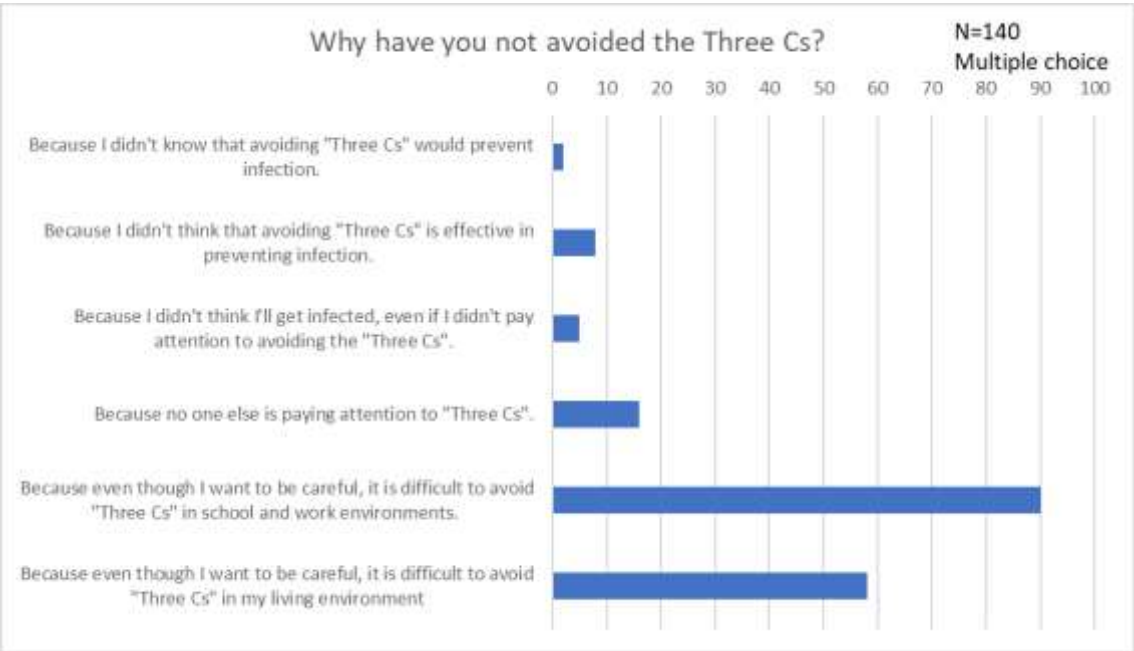
What you pay attention to in your daily life to prevent infection



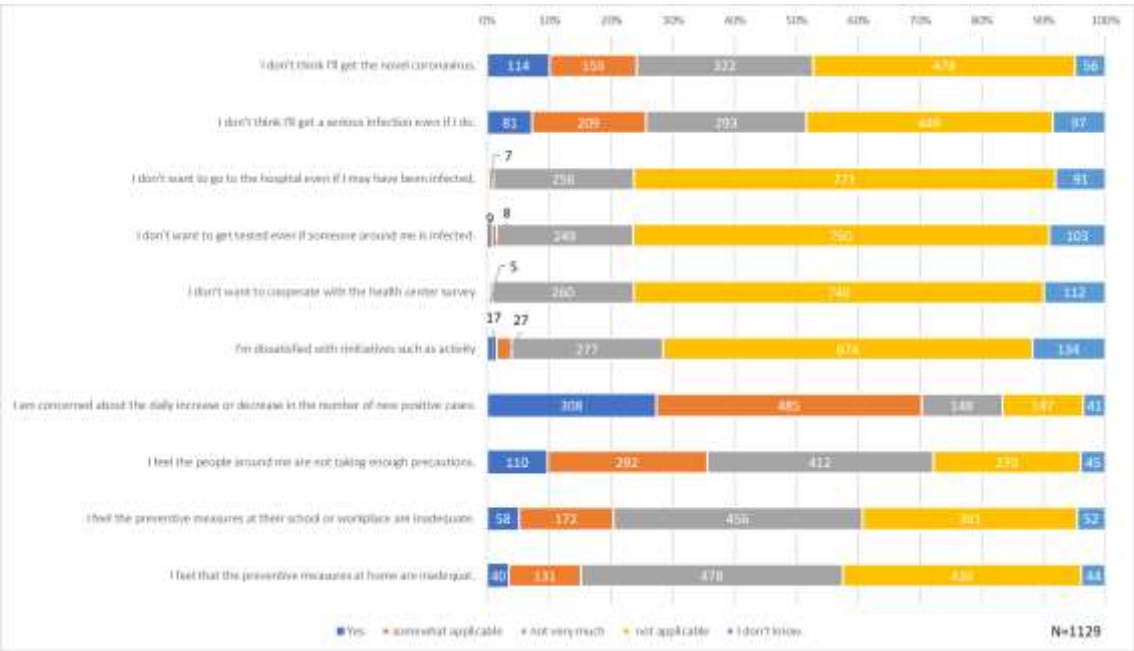
Reasons for not wearing masks among those who answered "not very much" or "not applicable" to the question "Wear mask as often as possible".



Reasons for not avoiding densification for those who answered "not very much" or "not applicable" to the question about "Avoid the Three Cs".



How do you feel about the novel coronavirus?

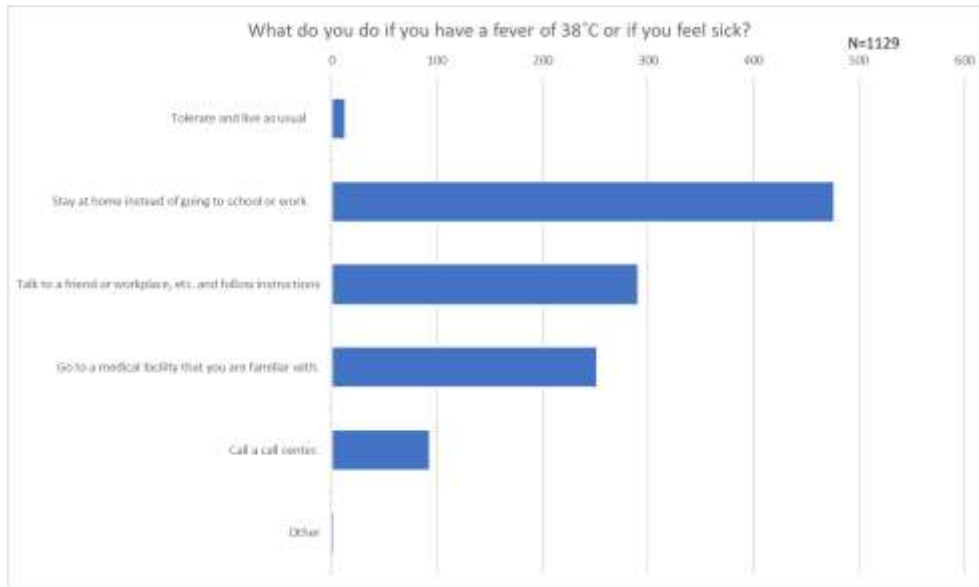


Reason why I don't want to see a doctor even if I think it's a corona	Number of people
very busy	1
I don't like hospitals and I don't want to be alone in such a place	1
I don't know if I'm infected	1
Inspection	1
I have to take a break from work	2
Because people around me are worried	1
I don't want to contact other patients	1
I think hospitals are more dangerous unless they are very serious	1
Unrelated answer	2
Total	11

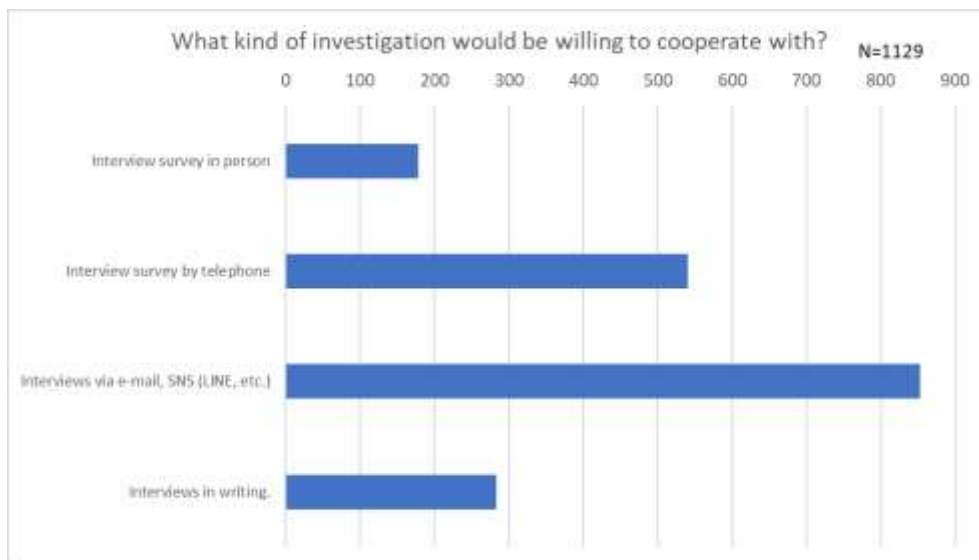
Reason why you don't want to cooperate with a health center survey	Number of people
I don't have time	1
I don't understand Japanese	1
Troublesome	3
Contact	1
Unrelated answer	2
Total	8

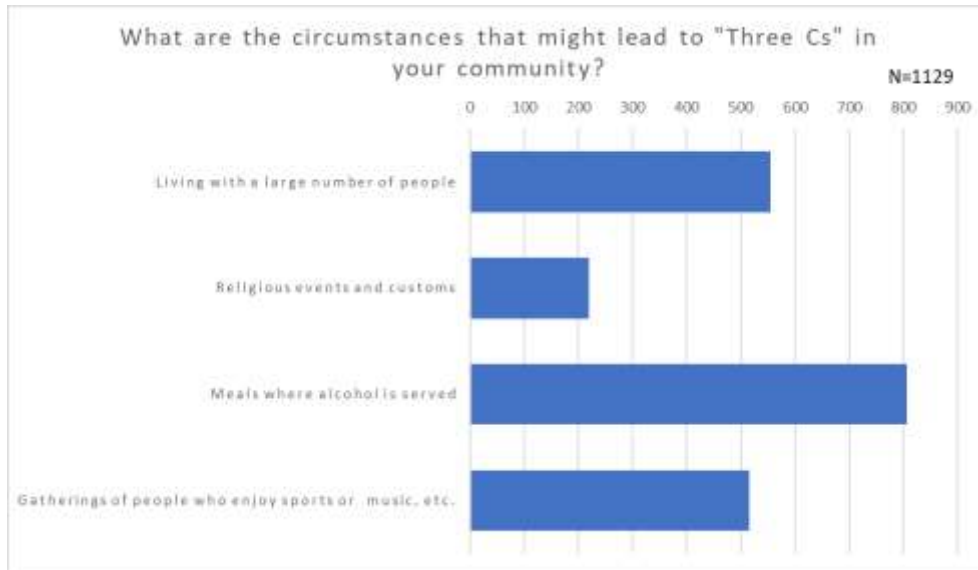
Reason why you don't want to be tested even if there are infected people around you	Number of people
It costs money	1
I eat curry every day so there is no problem	1
Leave it to luck	1
There is a fear of airborne infection	1
There is a possibility of being infected during the test	3
I have to take a break from work	4
They might be a possibility of being disliked by others	1
Testing without symptoms is a bit cumbersome and I don't know how to do it	1
I don't understand Japanese	1
Troublesome	1
Unrelated answer	2
Total	17

Dissatisfied with activity restrictions, business restrictions, and calls for self-restraint	Number of people
Meaningless, ineffective	4
It is better to increase vaccination sooner than to continue quarantine	1
Disgusted by the government, which only requests without compensation for individuals	1
We need stricter control measures than now.	1
I can't work, I have to take a rest	8
Because I have less work	4
I'll lose my job	1
I can't work part-time	3
Unemployed	2
Due to the large impact on the business, it is necessary to identify the appropriate target area for the spread of the infection, rather than closing all the offices in the prefecture.	1
My self-awareness is not high	1
The self-restraint period is too long and I am tired.	1
I think that restaurants, including myself, are taking sufficient measures against corona, so it will be a little difficult to open restaurants until 20:00. I want you to extend it by 1 hour if possible	1
I do not have any money	1
I have no income and cannot live.	1
Life is hard	1
I don't think anyone sees it and it doesn't work	1
Short-term restrictions can have a negative impact on lifestyle	1
It's more than necessary.	1
I can't play at night	1
I can't eat out with my friends	1
I'm about to graduate, so I want to party with my friends	1
The restaurant is ridiculous until 20:00. Everyone rushes into the store around 6 pm and eats, so it will be 3 crowds	1
The epidemic is not over yet and there is still a risk of it spreading.	1
Unrelated answer	4
Total	44



Cooperation in epidemiological surveys in the event of an outbreak of a novel coronavirus infection





Other

Scenes / situation where the community becomes "Three Cs" .	Number of people
None	8
Want to know what's going on	1
School	3
Crowded place	1
Make a contact when going out	1
Workplace	4
Workplace, customer visit	1
Subway, Supermarket	1
Commuting	2
Train	5
Shopping	4
Meeting friends	1
Home	1
Invalid answer	19
Total	40

3. Considerations

I. On considerations

Cross tabulation was conducted by "nationality," "gender," "age group," and "occupation" for questions related to the following items. In addition, we discussed the trends in each item.

- Publicize the consultation service
- Information gathering
- Prevention of infection in daily life
- Visit a medical institution
- Active cooperation in epidemiological studies

II. Informing the public about the consultation service

Cross tabulation was conducted for the following related questions.

8. Do you have any Japanese friends, groups or organizations around you that you can freely consult (or rely on in case of emergency)?

14 What do you do if you have a fever of 38°C or if you feel sick?

As a result of the cross tabulation, the following trends can be read:

- Chinese, Koreans, and Nepalese respondents said they had a friend, group, or organization nearby that they could consult with. On the other hand, Filipinos and Vietnamese have no such groups or organizations. The percentage of respondents who answered "No" was high.
- In terms of age, the older the respondents are, the more likely they are to have acquaintances, groups, or organizations around them that they can consult. The percentage of respondents who answered "yes" increased.
- By occupation, Nepalese students had the highest rate of actually consulting with groups and organizations. On the other hand, Filipinos in all professions rarely consult with groups or organizations.
- In the question “14. What do you do if you have a fever of 38°C or if you feel sick?”, the percentage of respondents who answered "call the call center" was low in each country.

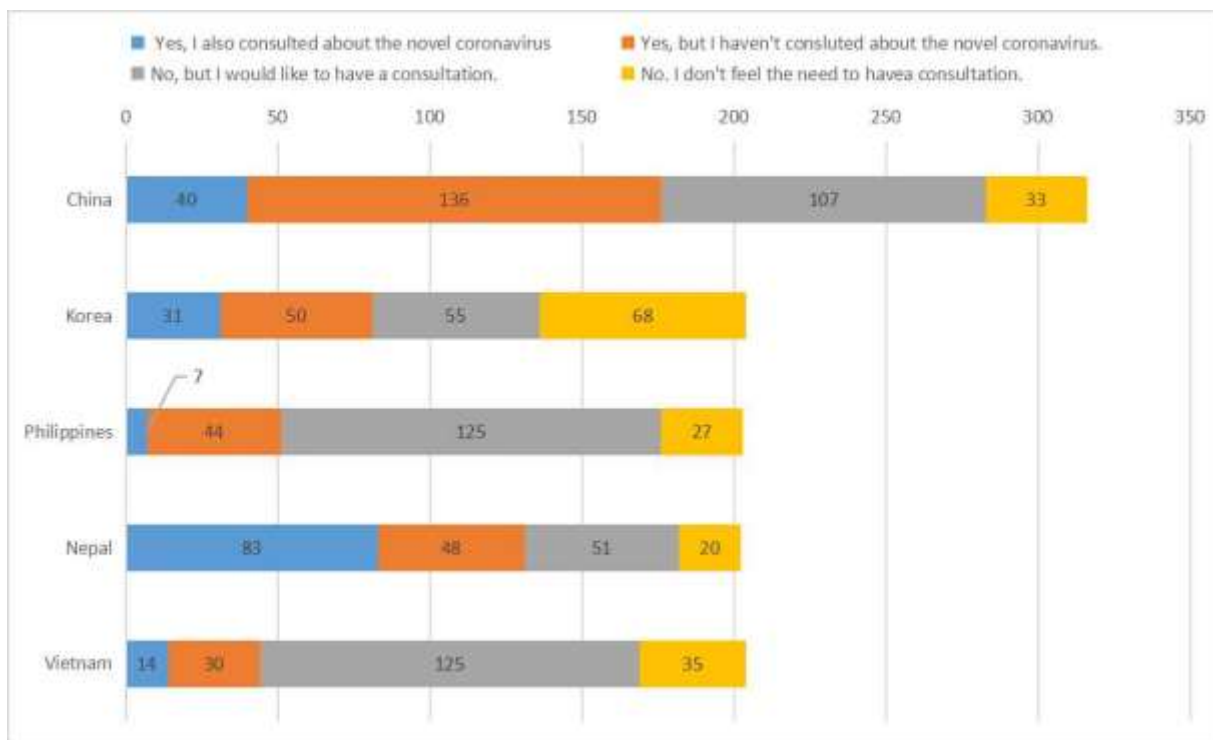
Results of the study

The percentage of respondents who said that they have acquaintances, groups, and organizations close by that they can consult with is high among Chinese, Koreans, and Nepalese, and the percentage increases as the age of the respondents increases. It can be assumed that many of the respondents have deepened their relationships with their hometowns and the Japanese community by living in Japan for a long time. However, it can also be seen that the percentage of those who actually consulted about the novel coronavirus

is small. In addition, regarding question "1What do you do if you have a fever of 38°C or if you feel sick?" Very few people in each country chose "call the call center". It can be inferred that the existence of call centers is not well known to foreigners living in Tokyo.

< Results >

Do you have any Japanese friends, groups or organizations around you that you can freely consult (or rely on in case of emergency)?



III. Information Gathering

Cross tabulation was conducted for the following related questions.

9. What are your usual sources of information related to protective measures for the novel coronavirus?

10. What information would you like to know about measures for the novel coronavirus protection?

11. What information do you feel you do not know enough about the novel coronavirus protection that you answered you would like to know?

As a result of the cross tabulation, the following trends can be read.

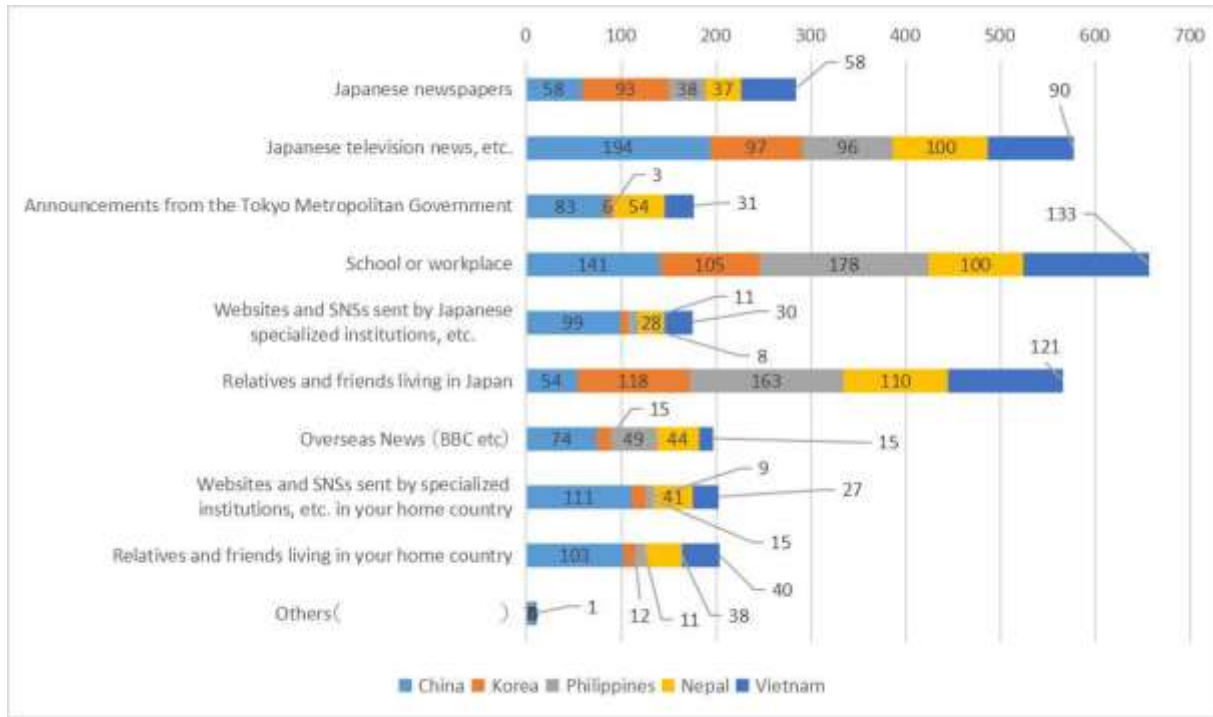
- The most common sources of information on novel coronavirus infections in each country were "news on Japanese TV", "school or workplace", and "relatives or acquaintances living in Japan".
- The percentage of Chinese, Nepalese, and Vietnamese who use "Tokyo Metropolitan Government's announcements" as their source of information is very high.
- In the question "10. What information would you like to know about measures for the novel coronavirus protection?", by country, the response rates for "illness" and "cost" were high.
- In the question "10 What information would you like to know about measures for the novel coronavirus protection?", it shows that Filipinos want information about "cost".
- In the question "11. What information do you feel you do not know enough about the novel coronavirus protection that you answered you would like to know?", the response rates for "illness" and "cost" were high.

Results of the study

In the question "9. What are your usual sources of information related to protective measures for the novel coronavirus?" "news on Japanese TV," "school or workplace," and "relatives or acquaintances living in Japan" received the highest response rates in each country. It can be seen that newspapers are not often selected, especially by students. Although Chinese, Nepalese, and Vietnamese respondents used "Tokyo Metropolitan Government's announcements" as a source of information at a relatively high rate, it is not a mainstream source of information as a whole. In both "10. What information would you like to know about measures for the novel coronavirus protection?" and "11. What information do you feel you do not know enough about the novel coronavirus protection that you answered you would like to know?", the answers to the questions "What do you want to know" and "What do you need to know" were concentrated on "illness" and "cost". This indicates that the information they want to know is not sufficiently available, and really shows what kind of information foreigners living in Japan are currently seeking.

<Results>

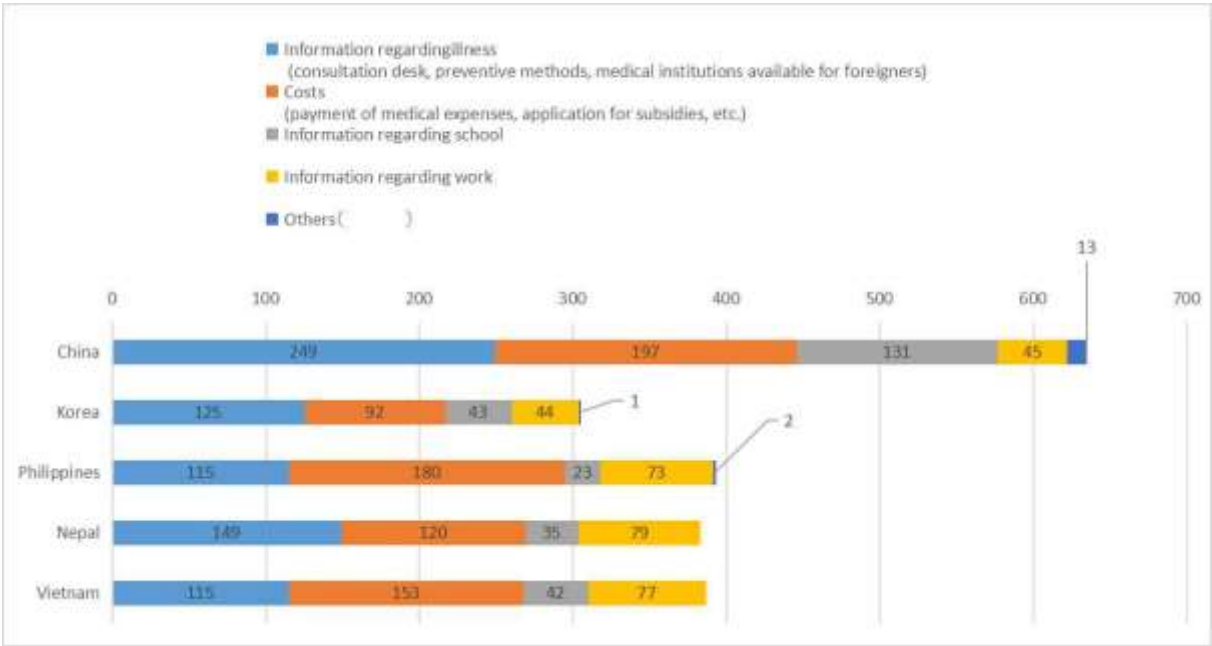
What are your usual sources of information related to protective measures for the novel coronavirus?



※Other answers

China	Philippines	Vietnam
APP	Facebook group	tiktok, facebook
Facebook group		
LINE		
NHK		
tiktok, facebook		
Weibo		

What information would you like to know about measures for the novel coronavirus protection?



※Other answers

China	South korea	Philippines
I already know	Treatment process	About vaccination
About vaccination		
Information on the location of the outbreak to avoid infection		
Infection history		
unnecessary		
Contact		
Travel		

IV. Prevention of Infection in Daily Life

Cross tabulation was conducted for the following related questions.

12-1. Wear mask as much as possible

12-2. Wash your hands frequently or use a sanitizer

12-3. Refrain from going out when you have symptoms

12-4. Avoid Long feasts in large groups

12-5. Do not take off your mask even when you are having fun with your friends

12-6. Do not talk loudly

12-7. Avoid the "Three Cs" (closed spaces, crowded places, close contact settings)

14 What do you do if you have a fever of 38°C or if you feel sick?

As a result of the cross tabulation, the following trends can be read.

- Awareness of infection prevention in daily life is high regardless of nationality, gender, age, or occupation.
- There are differences in "12-7 Avoid the Three Cs" by nationality, age, and occupation.
- In the "12-7 Avoid the three Cs ", nearly 20% of both male and female Vietnamese answered " not very much" or "not applicable".
- 28.9% of Filipinos in their 20s answered " not very much" or "not applicable" to the question "12-7 Avoid the three Cs"
- 38% of Korean restaurant workers answered " not very much" or "not applicable" to the question "12-7 Avoid the three Cs".
- 34% of Filipinos in the restaurant business answered "not very much" or "not applicable" to "12-7 Avoid the three Cs".
- 34% of Vietnamese manufacturers answered "not very much" or "not applicable" to "12-7 Avoid the three Cs".
- 34% of Vietnamese who work in the manufacturing industry answered "not very much" or

"not applicable" in "12-7 Avoid the three Cs" (18% of all Vietnamese and 20% of those who work in the restaurant business answered the same).

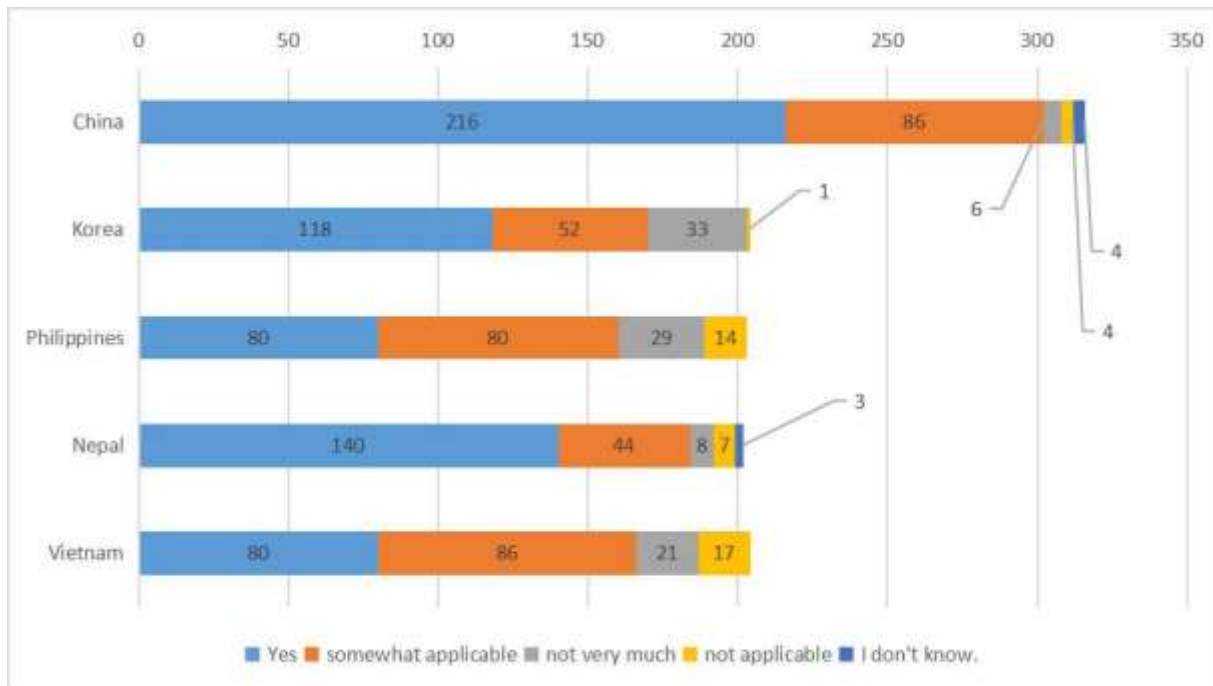
- Chinese and Nepalese respondents were more likely to visit their family doctor when asked "14. What do you do if you have a fever of 38°C or if you feel sick?".
- In the "14. What do you do if you have a fever of 38°C or if you feel sick?", the percentage of Chinese and Nepalese who consult a medical facility that they are familiar with is high.
- In the "14 What do you do if you have a fever of 38 degrees or feel sick?", the rate of consultation with a medical facility that they are familiar with increases with age among Chinese, Koreans, and Vietnamese.
- In the "14. What do you do if you have a fever of 38°C or if you feel sick?", the proportion of Nepalese who would consult their medical institution was higher among younger age groups.

Results of the study

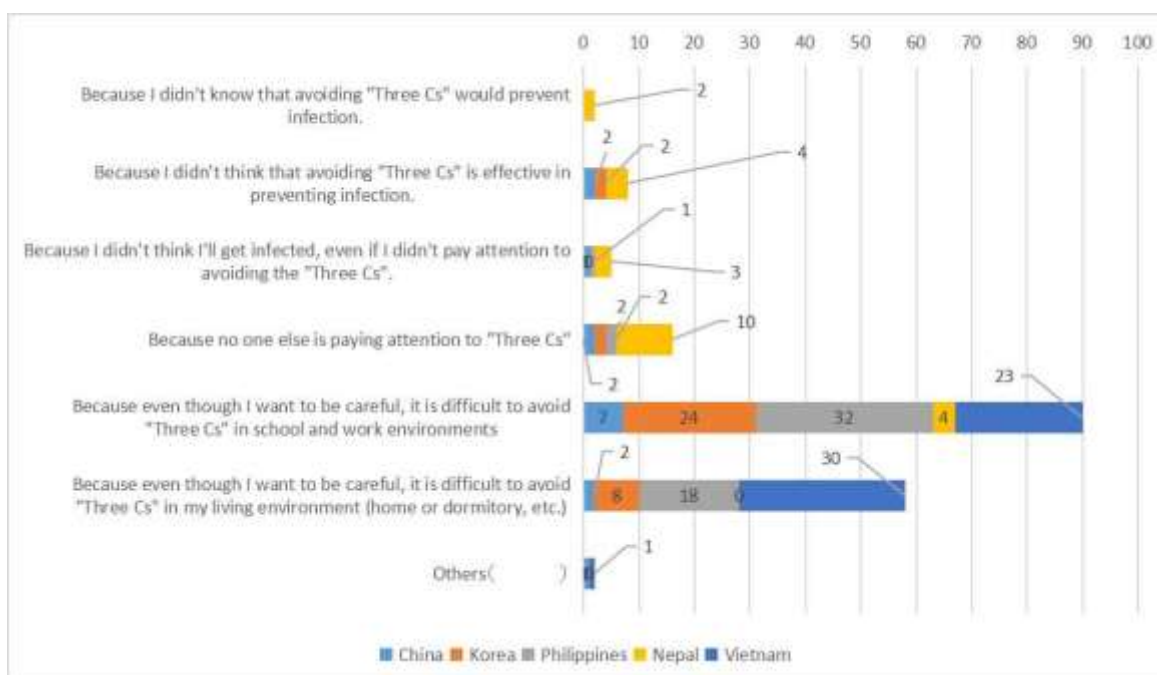
As for the prevention of infection in daily life, the results of the questionnaire show that the respondents by country and occupation are highly aware of the importance of infection control measures. However, there was a slight difference in the trend for the question "12-7 Avoid the three Cs". One of the differences is that Koreans and Filipinos, especially those in restaurant business, are often placed in an environment where three Cs are unavoidable due to their occupation. Similarly, the high response rate for Vietnamese in the manufacturing industry indicates that technical intern trainees are prone to be placed in three Cs at the work and living environments. In the question "14. What do you do if you have a fever of 38°C or if you feel sick?", the percentage of respondents who would go to a medical facility that they are familiar with was low except for Chinese and Nepalese, highlighting the fact that they do not have a medical institution where they can consult.

< Results >

Avoid the Three Cs (closed spaces, crowded places, close contact settings)



Reasons for not avoiding densification for those who answered "not very much" or "not applicable" to the question about "Avoid the Three Cs".



V. Seeing a medical institution

Cross tabulation was conducted for the following related questions.

13-3. I don't want to go to the hospital even if I may have been infected.

13-4. I don't want to get tested even if someone around me is infected.

13-5. I don't want to cooperate with the health center survey

As a result of the cross tabulation, the following trends can be read.

- In the question "13-3 I don't want to go to the hospital even if I may have been infected.", the percentage of respondents who answered " not very much " or "not applicable" was very high.
- The percentage of respondents who answered "not very much" and "not applicable" was high for the question "13-4 I don't want to get tested even if someone around me is infected." In addition, the percentage of "I don't know" increased among Chinese, Nepalese, Filipinos and Vietnamese. Especially in these four countries, about 10% of the respondents in their 20s and 30s answered "I don't know.
- In the “13-5 I don't want to cooperate with the health center survey,” as in the ”13-4 I don't want to get tested even if someone around me is infected.”, the majority of respondents answered "not really" or "not really," while the percentage of "don't know" responses also increased.
- The percentage of respondents who answered "don't know" was higher among Chinese, Nepalese, Filipinos and Vietnamese, especially among those in their 20s.

Results of the study

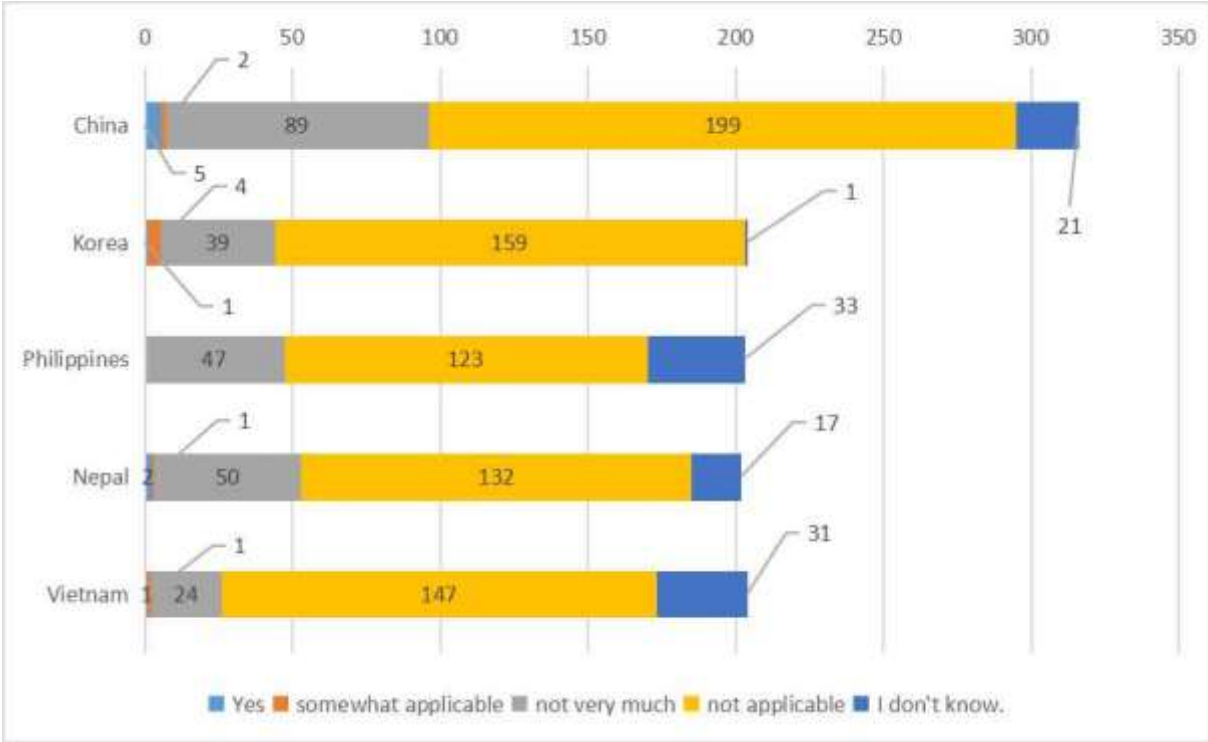
The answers to “13-3. I don't want to go to the hospital even if I may have been infected.”,”13-4. I don't want to get tested even if someone around me is infected.” And “13-5. I don't want to cooperate with the health center survey” show that people in all countries are

willing to be examined and tested. However, the survey results show that there are some cases of hesitation, such as when there is an infected person around. For example, we thought that the number of "I don't know" responses would be relatively high among restaurant workers, but there was no significant difference among all occupations.

Similarly, with regard to cooperation with the health authorities, it can be seen that there is a subtle psychological difference between the respondents' own infection, the infection of those around them and their cooperation with the health authorities. Paradoxically, this indicates that it is important for medical institutions and health centers to provide information and approaches that remove psychological barriers.

< Results >

I don't want to get tested even if someone around me is infected.



Reasons for answering "Yes" or "Somewhat applicable"

China	South korea	Nepal	Vietnam
May get infected during the test	I have to take a break from work	Danger of airborne infection	Correct
It costs money	I don't understand Japanese	I eat curry every day so there is no problem	High risk of infection
Testing in the absence of symptoms is a bit cumbersome and I don't know how to do it		Disliked by others	
Troublesome			

VI. Cooperation in Active Epidemiological Studies

Cross tabulation was conducted for the following related questions.

15 If you or someone around you is diagnosed with a novel coronavirus, the health center staff will investigate to determine the route of infection. What kind of investigation would be willing to cooperate with?

As a result of the cross tabulation, the following trends can be read.

- The response rate for "Interviews via e-mail, SNS (LINE, etc.)" was high throughout the survey. The response rate was particularly high among Koreans, Filipinos and Vietnamese.
- Chinese and Nepalese respondents also showed a high response rate for "Interview by telephone".
- By age group, respondents in their 20s in each country answered "Interview via e-mail, SNS (LINE, etc.)" at a high rate. The percentage of respondents who answered "Interview survey by telephone" and "Interview survey in person" was relatively high among those in their 30s to 50s.
- By occupation, the response rate was the same as for the age group, but the response rate for "listening by e-mail, SNS (LINE, etc.)" was the highest among students.

Results of the study

Social networking services (SNS) are spreading among foreigners as much as or more than in Japan, and the response rate of "interview via e-mail, SNS (LINE, etc.)" is the highest in the survey method of the desired health center.

In particular, by occupation, students responded overwhelmingly to "Interview via e-mail, SNS (LINE, etc.)" and it can be said that it is one of the most important options as a communication tool.

However, the percentage of respondents in their 30s to 50s who chose "Interview survey by

telephone" was also high, indicating that they have lived in Japan for a longer period of time and are more fluent in Japanese as they get older.

< Results >

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