

COVID-19 Pandemic and Citizen Life

The World Health Organization (WHO) has declared the COVID-19 as a global pandemic. In this situation, the EARN (Europe Asia Research Network) international survey team would like to ask you some questions related to your experience of this problem. You are randomly chosen out of the panel citizens of 20 global cities in the world. Your answer will be treated with the strictest of confidence and will be used only for academic purpose as statistical data. Our survey team will deeply appreciate your kind cooperation.

May 2020

SQ1. In which city are you living now?

- | | | | |
|---|--|---|---|
| ☐ 1. Tokyo | ☐ 2. Osaka | ☐ 3. Taipei | ☐ 4. Hong Kong |
| ☐ 5. Singapore | ☐ 6. New York | ☐ 7. Los Angeles | ☐ 8. Toronto |
| ☐ 9. London | ☐ 10. Berlin | ☐ 11. Paris | ☐ 12. Vienna |
| ☐ 13. Madrid | ☐ 14. Rome | ☐ 15. Lisbon | ☐ 16. Cape Town |
| ☐ 17. Stockholm | ☐ 18. Oslo | ☐ 19. Moscow | ☐ 20. Sidney |
| ☐ 21. Wellington | ☐ 22. Manila | ☐ 23. Sao Paulo | ☐ 24. Buenos Aires |
| ☐ 25. Santiago | ☐ 26. Mexico City | ☐ 27. New Delhi | ☐ 28. Jakarta |

SQ2. What is your gender?

- ☐ 1. Male
- ☐ 2. Female

SQ3. Which age group do you belong to?

- ☐ 1. 18 or below -> terminate
- ☐ 2. 19-29
- ☐ 3. 30-39
- ☐ 4. 40-49
- ☐ 5. 50-59
- ☐ 6. 60 or above

SQ4. What is the highest certificate or degree that you have completed?

- ☐ 1. Less than high school diploma or its equivalent
- ☐ 2. High school diploma or a high school equivalency certificate
- ☐ 3. College certificate below the bachelor's level
- ☐ 4. Bachelor's degree (e.g. B.A., B.S., LL.B.)
- ☐ 5. MA degree (graduate school certificate)

I
First, we want to ask about your everyday life

I-1 All things considered, how satisfied are you with your life these days? Using a scale from 1 to 10 in which “1” means you are “completely dissatisfied” and “10” means you are “completely satisfied,” where would you rate your satisfaction as a whole? Please tick your answer.

Completely dissatisfied			middle				Completely satisfied		
1	2	3	4	5	6	7	8	9	10

I-2 How much effort have you put into preventing infection of the Coronavirus (COVID-19) by doing the following actions?

	Maximum effort	A lot	So-so	A little	None at all
1. Washing your hands more often	①	②	③	④	⑤
2. Using alcohol-based hand sanitizer more often	①	②	③	④	⑤
3. Wearing a face mask	①	②	③	④	⑤
4. Avoiding social events (e.g., parties, family gatherings)	①	②	③	④	⑤
5. Avoiding public transit	①	②	③	④	⑤
6. Eating out less at restaurants	①	②	③	④	⑤
7. Touching your face less	①	②	③	④	⑤
8. Shopping for groceries less often	①	②	③	④	⑤

I-3 Have you ever had, or thought you might have, the Coronavirus (COVID-19)?

- ☐ 1. Yes
☐ 2. No
☐ 3. Unsure

I-4 If you were actually infected, how would you rate your anxiety about the following?

	Very high	Relatively high	So-so	Relatively low	Very low
1. The treatment that I received	①	②	③	④	⑤
2. Any impact on my family	①	②	③	④	⑤
3. Any impact on friends or colleagues who have recently been in contact with me	①	②	③	④	⑤

I-5 Imagine that you found out you had interacted with someone who had the Coronavirus (COVID-19) and were told by your physician to isolate yourself at home for 14 days. Do you agree or disagree with the following statements?

	Most likely	Quite likely	So-so	Quite unlikely	Very unlikely
1. I would worry about losing my job if I couldn't go to work for 14 days	①	②	③	④	⑤
2. I would have money problems during these 14 days, such as difficulty paying my bills, affording groceries, or paying rent	①	②	③	④	⑤

I-6 Continue to imagine that you were told to isolate yourself at home for 14 days. In your estimation, how much of your income would you lose during that time?

- ☐ 1. I wouldn't lose any income
☐ 2. I would lose some, but less than half of my income
☐ 3. I would lose more than half, but not all of my income
☐ 4. I would lose all of my income

I-7 In the past three months, have you experienced any of the following situations due to the Coronavirus (COVID-19) outbreak?

	Yes	No
1. My workplace has been closed	①	②
2. My child's school/day care has been closed	①	②
3. I've had difficulty booking a medical appointment	①	②
4. I've canceled a trip within my country	①	②
5. I've canceled an international trip	①	②

II

We would like to ask you how you see the role of the government and citizens in fighting against the COVID-19 pandemic.

II-1 When faced with risks threatening the security of citizens' lives, some claim that citizens should follow the government's decisions, since the government represents an official authority, whereas others claim that the government should respect citizens' judgments and develop appropriate policies, because it is the citizens who must actually face the risks. If there was a significant gap between these two, which opinion do you feel is more correct?

Government's decision				Middle				Citizen's judgement	
1	2	3	4	5	6	7	8	9	10

II-2-1 It is the duty of a democratic state to protect the lives and health of the public and to ensure the fundamental freedoms of all citizens. In the current situation, what do you think is the most urgent task set before the government of your country?

Overcoming a disaster to protect public health is the top priority				Middle				Ensuring basic civil rights is the top priority	
1	2	3	4	5	6	7	8	9	10

II-2-2 Extending further, in the current situation, what do you think is more urgent task set before your country between social distancing for public health and returning to normal life for economic recovery?

Social distancing for public health.				Middle				Returning to normal life for economic recovery.	
1	2	3	4	5	6	7	8	9	10

II-3 The options below show two divergent opinions about how to respond to the recent state of emergency. On a scale from 1-10, please identify the point you feel most closely matches your opinion.

1. Discretionary power during a state of emergency is always justifiable, regardless of the law.				Middle				Discretionary power is only justifiable within the procedure and confines of the law.	
1	2	3	4	5	6	7	8	9	10

2. The Government's strong leadership is the main key to recover from a disaster.				Middle				The citizens' active trust and cooperation is the main key to recover from a disaster.	
1	2	3	4	5	6	7	8	9	10

3. The Government is the main actor in the prevention of an epidemic.				Middle				The citizens are the main actors in the prevention of an epidemic.	
1	2	3	4	5	6	7	8	9	10

4. Revealing movement history of infected people in detail is essential for the safety of society.				Middle				It is completely wrong to treat infected people like public enemies.	
1	2	3	4	5	6	7	8	9	10

II-4 If it is necessary to carry out the following measures, what would be the most desirable way of making such decisions? Would it be good enough to implement the policy as the government decides, or should we first ensure citizens' will to cooperate? Please identify the point you feel most closely matches your opinion.

	Entirely following government decision	Largely following government decision	Largely obtaining citizens' cooperation	Entirely obtaining citizens' cooperation
1. Banning religious gatherings	①	②	③	④
2. Suspension of shops, restaurants	①	②	③	④
3. Closure of crowd facilities (gyms, etc.)	①	②	③	④
4. Delays of large-scale sport events	①	②	③	④

II-5 How satisfied are you with your government's performance regarding the following COVID-19 related things?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
1. Providing information on testing and the prevention of the epidemic	①	②	③	④	⑤	⑥
2. Providing medical care assurance for patients	①	②	③	④	⑤	⑥
3. Preventing the spread of infectious diseases	①	②	③	④	⑤	⑥
4. Ensuring the emotional stability of the public	①	②	③	④	⑤	⑥
5. Ensuring medical staff safety	①	②	③	④	⑤	⑥

II-6 Looking back at human history, medical technology for disease control has been constantly evolving. However, at the same time, viruses have mutated into new forms that are more powerful, resulting in pandemic diseases. In this section, we would like to ask you about the future. Using a scale from 1-10, please identify the point you feel most closely matches your opinion.

1. The future can be predicted.	Middle				The future cannot be predicted.				
1	2	3	4	5	6	7	8	9	10

2. The life will be more stable in the future.	Middle				The life will be more unstable in the future.				
1	2	3	4	5	6	7	8	9	10

3. Desirable for our future life is to trust science and technology.	Middle				Desirable for our future life is to realize the fundamental uncertainty of life.				
1	2	3	4	5	6	7	8	9	10

4. Health policies should be solely based on the opinions of the medical professions.	Middle				Health policies should be based on public deliberation by citizens and medical experts.				
1	2	3	4	5	6	7	8	9	10

II-7-1 While fighting against a global pandemic like COVID-19, a country may begin to follow either a state-centric and chauvinist path, or a democratic path based on citizen participation, in terms of different policies and trends. What direction do you expect the following policies/trends to take? Using a scale from 1-10, with “1” signifying “very State-centric” and “10” signifying “very Democratic”.

1. Transparent information sharing on testing and disinfection.

State-centric/chauvinistic				Middle		Democratic/Participatory Citizenship			
1	2	3	4	5	6	7	8	9	10

2. Banning entry of foreign nationals.

State-centric/chauvinistic				Middle		Democratic/Participatory Citizenship			
1	2	3	4	5	6	7	8	9	10

3. The closure of cities, regions, and borders to international travellers

State-centric/chauvinistic				Middle		Democratic/Participatory Citizenship			
1	2	3	4	5	6	7	8	9	10

4. Equitable distribution of face masks

State-centric/chauvinistic				Middle		Democratic/Participatory Citizenship			
1	2	3	4	5	6	7	8	9	10

5. Providing scientific information about diseases

State-centric/chauvinistic				Middle		Democratic/Participatory Citizenship			
1	2	3	4	5	6	7	8	9	10

6. Public loathing of any patients who test positive

State-centric/chauvinistic				Middle		Democratic/Participatory Citizenship			
1	2	3	4	5	6	7	8	9	10

II-7-2 Considering all these policies/trends referred to above conclusively, to which direction do you think your country is likely to move these days?

State-centric/chauvinistic				Middle		Democratic/Participatory Citizenship			
1	2	3	4	5	6	7	8	9	10

III

We now ask you how you evaluate the consequences of the COVID-19 policies taken by your country.

III-1 How much would you agree or disagree with the following government decisions?

	Strongly oppose	Somewhat oppose	Somewhat agree	Strongly agree
1. Closing schools	①	②	③	④
2. Closing places of worship	①	②	③	④
3. Canceling public events like sports games and festivals	①	②	③	④
4. Banning the entry of foreign nationals	①	②	③	④
5. Banning citizens from moving to other regions/areas	①	②	③	④
6. Strong economic support for people who are suffering from the economic fallout from COVID-19	①	②	③	④

III-2 How democratically do you think your country is being governed during the COVID-19 pandemic? Using a scale from 1 to 10, where 1 means that it is “not at all democratic” and 10 means that it is “completely democratic,” please identify the point you feel most closely matches your opinion.

Not at all democratic				Middle		Completely democratic			
1	2	3	4	5	6	7	8	9	10

III-3 How much are you satisfied or dissatisfied with the way democracy is developing in your country while struggling with COVID-19 pandemic?

- ☐ 1. Very satisfied
☐ 2. Somewhat satisfied
☐ 3. Somewhat dissatisfied
☐ 4. Very dissatisfied

III-4 How much respect is there for individual human rights during your government’s response to the COVID-19 pandemic?

- ☐ 1. A great deal of respect for individual human rights
☐ 2. Some respect
☐ 3. Not much respect
☐ 4. No respect at all

III-5 Please evaluate the extent of the negative impact of the COVID-19 pandemic on your country with regard to the following aspects.

	No negative impact	Some negative impact	Quite large negative impact	Severe negative impact
1. Country’s economy	①	②	③	④
2. Country’s social trust	①	②	③	④
3. The people’s standard of living	①	②	③	④
4. The quality of democracy	①	②	③	④

III-6 Today, all of the countries in the world are trying to deal with the COVID-19 pandemic and the resulting economic crises. Do you think that your government's policies are effective in your country, or do they have no effect on the present situation? Using a scale from 1 to 10, where "1" means that you consider national policies totally ineffective, and "10" means that they contribute a lot to overcoming the crisis.

Totally ineffective			Middle			Contribute a lot to overcoming the crisis			
1	2	3	4	5	6	7	8	9	10

III-7 Please evaluate how competent the government of the following countries is in dealing with the COVID-19 pandemic?

	Very Competent	Somewhat Competent	Neutral	Somewhat Incompetent	Very Incompetent	N/A
1. Japan	①	②	③	④	⑤	⑥
2. South Korea (Republic of Korea)	①	②	③	④	⑤	⑥
3. China	①	②	③	④	⑤	⑥
4. Taiwan	①	②	③	④	⑤	⑥
5. Hong Kong	①	②	③	④	⑤	⑥
6. Singapore	①	②	③	④	⑤	⑥
7. USA	①	②	③	④	⑤	⑥
8. Canada	①	②	③	④	⑤	⑥
9. England (United Kingdom)	①	②	③	④	⑤	⑥
10. Germany	①	②	③	④	⑤	⑥
11. France	①	②	③	④	⑤	⑥
12. Austria	①	②	③	④	⑤	⑥
13. Spain	①	②	③	④	⑤	⑥
14. Italy	①	②	③	④	⑤	⑥
15. Portugal	①	②	③	④	⑤	⑥
16. South Africa (Republic of South Africa)	①	②	③	④	⑤	⑥
17. Sweden	①	②	③	④	⑤	⑥
18. Norway	①	②	③	④	⑤	⑥
19. Russia	①	②	③	④	⑤	⑥
20. Australia	①	②	③	④	⑤	⑥
21. New Zealand	①	②	③	④	⑤	⑥
22. Philippines	①	②	③	④	⑤	⑥
23. Brazil	①	②	③	④	⑤	⑥
24. Argentina	①	②	③	④	⑤	⑥
25. Chile	①	②	③	④	⑤	⑥
26. Mexico	①	②	③	④	⑤	⑥
27. India	①	②	③	④	⑤	⑥
28. Indonesia	①	②	③	④	⑤	⑥

III-8 Compared to other countries, how would you evaluate the overall performance of your government in regard to the COVID-19 pandemic?

- ☐ 1. Superior to all other countries
- ☐ 2. Better than most other the countries
- ☐ 3. About the same as other countries
- ☐ 4. Worse than most other the countries
- ☐ 5. Worse than all other countries

IV

Next, we would like to ask you about some issues related to trust and risk communication.

IV-1 What do you think about mass media coverage (newspapers, radio broadcasts, news channels, etc.) on the current coronavirus pandemic? Using a scale from 1-10, please identify the point you feel most closely matches your opinion.

1.	It is realistic.				Middle					It is overdramatic.
	1	2	3	4	5	6	7	8	9	10

2.	It is interesting and fresh.				Middle					It is boring because it is a repetition of the same story.
	1	2	3	4	5	6	7	8	9	10

3.	It makes people feel calm				Middle					It unsettles people.
	1	2	3	4	5	6	7	8	9	10

4.	It shows a high interest in patients' human rights.				Middle					It shows no interest in patients' human rights.
	1	2	3	4	5	6	7	8	9	10

5.	Its critique is objective.				Middle					Its critique is political.
	1	2	3	4	5	6	7	8	9	10

6.	Its reports bring society together.				Middle					Its reports divide society.
	1	2	3	4	5	6	7	8	9	10

IV-2 How much do you trust each of the following groups of people?

	Strongly Trust	Somewhat Trust	Somewhat Distrust	Strongly Distrust
1. People in your family	①	②	③	④
2. People in your neighbourhood	①	②	③	④
3. People you work with or go to school with	①	②	③	④
4. People from the same region	①	②	③	④
5. Strangers	①	②	③	④
6. Immigrants	①	②	③	④
7. Medical doctors	①	②	③	④
8. Scientists	①	②	③	④

IV-3 How much do you trust the information offered by the following groups?

	Strongly Trust	Somewhat Trust	Somewhat Distrust	Strongly Distrust
1. Central government	①	②	③	④
2. Local government	①	②	③	④
3. Medical profession	①	②	③	④
4. Local mass media	①	②	③	④
5. Overseas mass media	①	②	③	④
6. Social media	①	②	③	④

V
**We would like to move on further to ask about your value orientations
and community life.**

V-1 The following statements show diverging attitudes over risk communication related to the COVID-19 pandemic. Using a scale from 1-10, please identify the point you feel most closely matches your opinion.

1. The public should tolerate the mistakes by the government because dealing with the epidemic is very complicated and difficult. The government should be held accountable for any mistakes made regarding the pandemic.
- Middle

1	2	3	4	5	6	7	8	9	10
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2. The government should release all information about the epidemic timely and transparently The government should selectively release information to prevent social panic.
- Middle

1	2	3	4	5	6	7	8	9	10
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3. In times of emergency, the media should spread more positive energy. In times of emergency, the media should dig into more hidden problems.
- Middle

1	2	3	4	5	6	7	8	9	10
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4. The information of people who tested positive should be released in detail on the Internet. The information of people who tested positive is too personal to reveal in detail online.
- Middle

1	2	3	4	5	6	7	8	9	10
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V-2 Next, we would like to ask you about your feelings in everyday life. Please kindly tell us how often you have felt the following uneasiness during the past week as a result of COVID-19 or self-quarantine.

	Never	Rarely	Sometimes	Often
1. I had trouble keeping my mind on what I was doing	①	②	③	④
2. I felt depressed	①	②	③	④
3. I felt hopeful about the future	①	②	③	④
4. My sleep was restless	①	②	③	④
5. I felt lonely	①	②	③	④

V-3 How do you feel when you bump into someone not wearing a mask?

- ____ 1. Very anxious
____ 2. A little anxious
____ 3. Not very anxious
____ 4. Not anxious at all

V-4 Would you be willing to apply for a volunteer job if recruited in your community to help out with COVID-19 patients?

- ☐ 1. Already get involved
☐ 2. Haven't participated yet, but intend to join in
☐ 3. Haven't participated and have no intention to join in
☐ 4. Unsure/undecided

V-5 If the government and the public have different perspectives on a policy for overcoming COVID-19, which side would you more likely support? Using a scale from 1-10, please identify the point you feel most closely matches your choice.

Government's perspective				Middle				Public opinion	
1	2	3	4	5	6	7	8	9	10

V-6 In political matters, people talk of “progressive” and “conservative.” How would you rate your views on this scale, generally speaking?

Progressive				Middle				Conservative	
1	2	3	4	5	6	7	8	9	10

V-7 According to your perception, how fair or unfair do you think your country is with regard to the following aspects?

1. Income distribution

Extremely fair				Middle				Extremely unfair	
1	2	3	4	5	6	7	8	9	10

2. Educational opportunity

Extremely fair				Middle				Extremely unfair	
1	2	3	4	5	6	7	8	9	10

3. Gender relationship

Extremely fair				Middle				Extremely unfair	
1	2	3	4	5	6	7	8	9	10

4. Political participation

Extremely fair				Middle				Extremely unfair	
1	2	3	4	5	6	7	8	9	10

5. Minority rights

Extremely fair				Middle				Extremely unfair	
1	2	3	4	5	6	7	8	9	10

V-8 According to your perception, how vibrant or stagnating your country is in terms of public discussion?

Highly vibrant				Middle				Very stagnating	
1	2	3	4	5	6	7	8	9	10

V-9 To what extent do you feel that the political parties in your country represent the citizens like you?

Fully representing

Middle

Not representing at all

1	2	3	4	5	6	7	8	9	10
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V-10 Social distancing reduces physical contact among people. Compared to the past, how often do you communicate with the following people, either in person or online [ie: via video calling or messaging]?

	Much Less	Less	About the Same	More	Much More
1. Company co-workers & business customers.	①	②	③	④	⑤
2. Family	①	②	③	④	⑤
3. Neighbors	①	②	③	④	⑤

V-11 How often do you use the following instruments when you communicate with friends and family?

	Often	Sometimes	Rarely	Never
1. Telephone or cell phone	①	②	③	④
2. Online or on social media [e.g., Facebook, Instagram, e-mail, etc]	①	②	③	④
3. Messaging applications [e.g., Whatsapp, Viber, Line, KakaoTalk, Facebook Messenger, etc]	①	②	③	④
4. Video calling [e.g., Skype, FaceTime, Zoom, etc]	①	②	③	④

V-12 How often do you talk about the following subjects when you communicate?

	Often	Sometimes	Rarely	Never
1. Family news and current events	①	②	③	④
2. Information related to COVID-19	①	②	③	④
3. Medical knowledge and health advice	①	②	③	④
4. Opinions about how the world is doing	①	②	③	④

V-13 Social distancing tends to reinforce individualization while weakening community life. Do you agree or disagree about the following statements related to the relation of individual and community?

	Strongly agree	Quite agree	Quite disagree	Strongly disagree
1. individual freedom and community is incompatible	①	②	③	④
2. Community is doomed to lose its function.	①	②	③	④
3. Individual freedom without community ethic produces self-centered egoism	①	②	③	④
4. We should reconstruct healthy community incorporating individual freedom	①	②	③	④
5. We don't need community. Individual freedom is enough	①	②	③	④

V-14 Who do you live with?

- ☐ (a) I live alone
- ☐ (b) I live with my children
- ☐ (c) I live with a spouse or partner
- ☐ (d) I live with my parents
- ☐ (e) I live with other family members (e.g., aunt or uncle, siblings, grandparents)
- ☐ (f) I live with non-family members (e.g., roommate, friend)

V-15 People sometimes describe themselves as belonging to the lower, middle, or upper class. Where would you identify yourself?

- ☐ 1. Upper
- ☐ 2. Upper middle
- ☐ 3. Middle
- ☐ 4. Low middle
- ☐ 5. Low

V-16 Which of the followings best describes your current work or employment status?

- ☐ 1. Working in a paid, full-time regular job
- ☐ 2. Working in a paid, full-time irregular job
- ☐ 3. Working in a paid temporary or seasonable job
- ☐ 4. Employer including self-employed
- ☐ 5. Retired
- ☐ 6. Housewife
- ☐ 7. Student
- ☐ 8. Unemployed

V-17 How many paid jobs do you normally work?

- ☐ 1. Working in one paid job
- ☐ 2. Working in more than one paid job
- ☐ 3. Others

V-18 Is this job normally full-time or part-time?

- ☐ 1. Full-time job
- ☐ 2. Part-time job
- ☐ 3. Others