

Survey Conducted by the Risk Communication Team, Tokyo Center for Infectious Disease Prevention and Control, On Foreign Residents of Tokyo (June 2023)

13 July 2023

- **Survey method:** Online survey
- **Survey subjects:** Foreign residents in their 20s to 70s who live in Tokyo
- **Survey conducted in 14 languages:** Bengali, Burmese, Chinese (Simplified), Chinese (Traditional), English, Filipino, French, Hindi, Indonesian, Korean, Nepalese, Thai, Vietnamese, Simple Japanese*
 **Simple Japanese,” or “Plain Japanese,” is a version of Japanese designed to be more easily understood by non-native Japanese speakers and others. It was conceived after the 1995 Great Hanshin-Awaji Earthquake, in which many foreign nationals also suffered damage, for quick transmission of accurate information. Its importance was reaffirmed during the 2011 Great East Japan Earthquake.
- **Valid responses:** **2,000**
- **Sampling method:** Proportionate quota sampling based on Tokyo’s foreign resident population distribution by nationality and region of origin (see the table below for quotas)

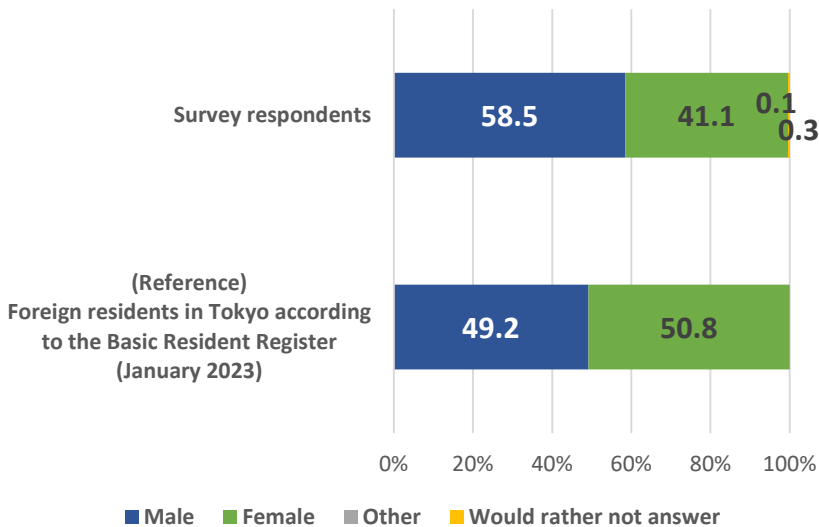
Nationality and region of origin	Total	China	Korea	Vietnam	Philippines	Nepal	USA	Taiwan	India	Myanmar	Thailand	Indonesia	France	UK	Bangladesh	Other
Number of responses	2,000	793	295	127	116	97	67	67	55	48	28	25	24	23	18	217
Breakdown	100.0%	39.7%	14.8%	6.4%	5.8%	4.9%	3.4%	3.4%	2.8%	2.4%	1.4%	1.3%	1.2%	1.2%	0.9%	10.9%

- **Survey period:** Thursday, June 1 to Wednesday, June 21, 2023 (3 weeks)
- **Survey topics:**
 - Basic COVID-19 infection prevention actions
 - Sources of information on COVID-19, language used to collect information, and difficulties faced accessing information
 - Evaluation of measures taken by the Tokyo Metropolitan Government... etc.

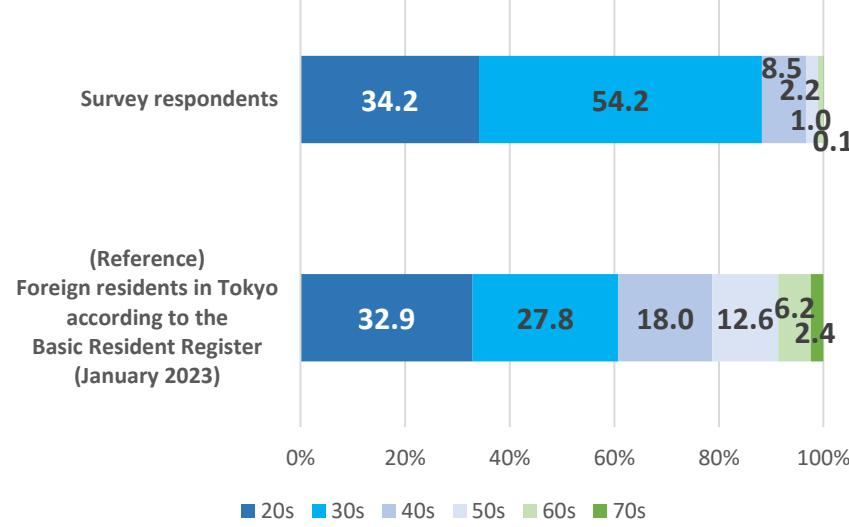
Basic attributes of valid responses

Valid responses n = 2,000

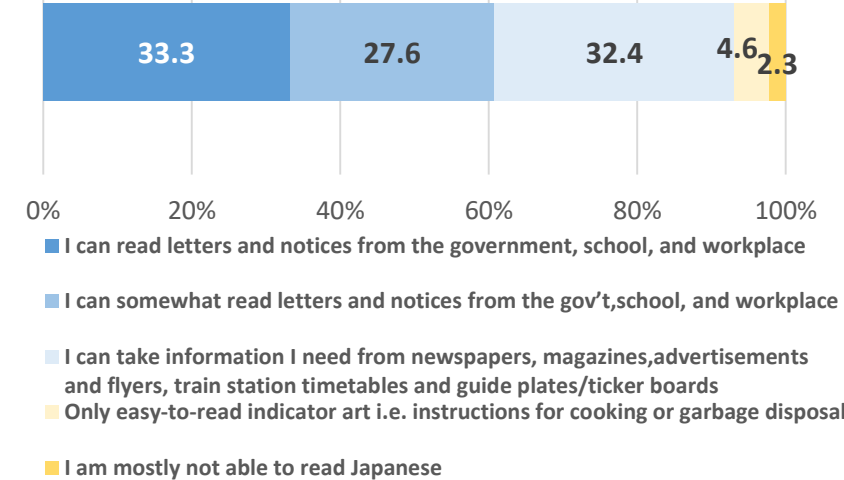
Respondents' gender



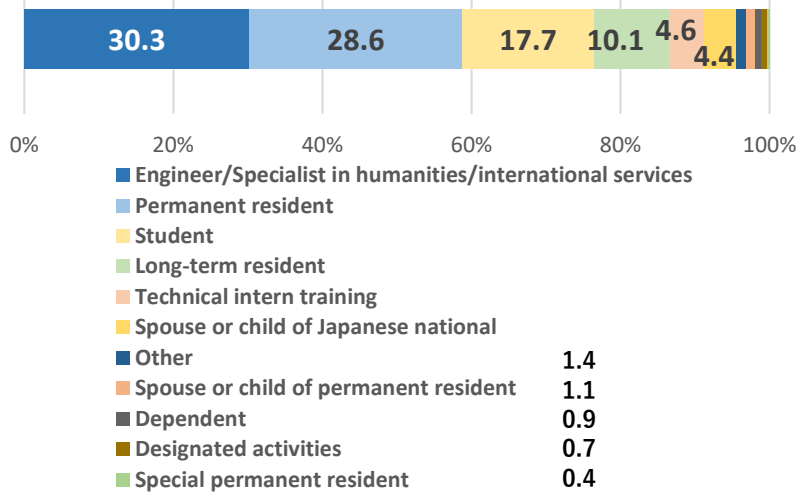
Respondents' age



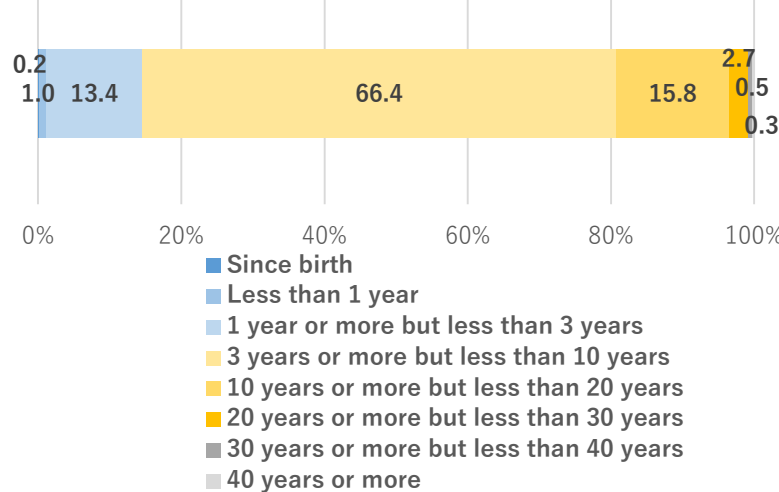
Respondents' Japanese-language ability (reading)



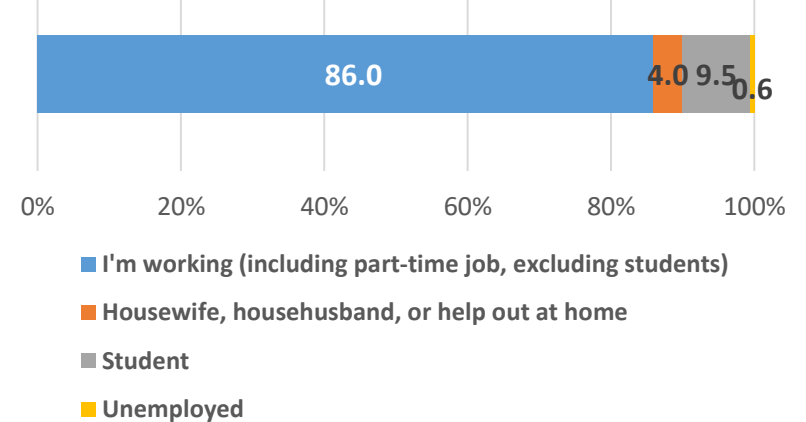
Respondents' status of residence



Respondents' period of residence



Respondents' employment status

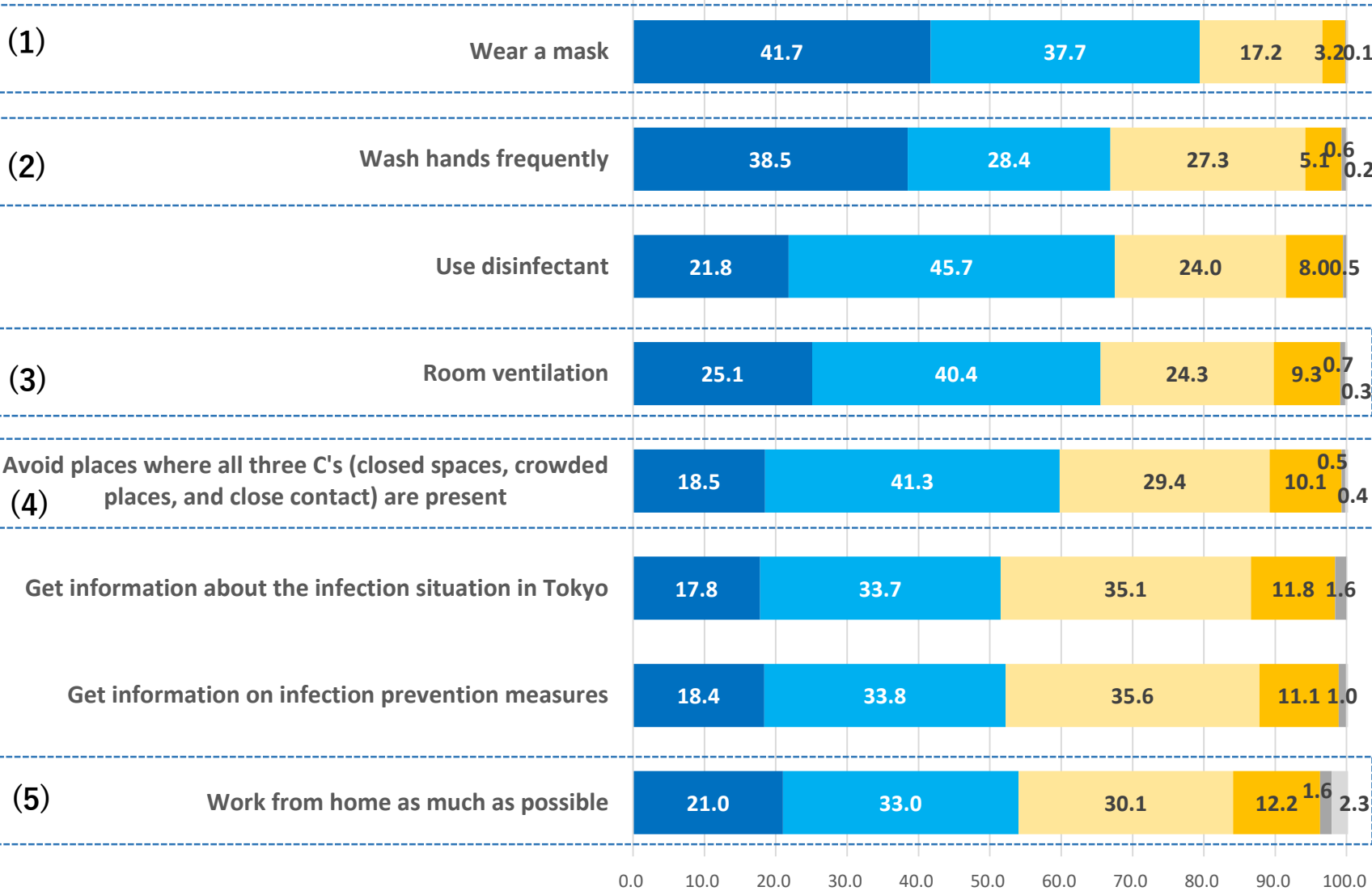


*The breakdowns of the survey results have been rounded to one decimal place, so the figures may not always add up to 100.

*The survey results shown are collations of the responses obtained, so please note that the number of responses for some questions may be limited, and that gender, age, and status of residence may differ from the actual breakdown of Tokyo's foreign population.

Please select one answer for each of the following that applies to you as of February this year regarding the measures you have been taking against COVID-19.

(n=2,000) (%)



■ Have always been careful about
 ■ Have been somewhat careful about
 ■ Have not been very careful about
■ Have rarely been careful about
 ■ Don't know
 ■ Would rather not answer

Regarding measures taken against COVID-19 as of February this year, for all surveyed items, at least half of respondents answered that they “Have always been or have been somewhat careful about” measures to prevent infection.

(1) Regarding “Wear a mask,” about 80% of the respondents “Have always been/have been somewhat careful about” this.

(2) Regarding “Wash hands frequently,” about 65% of the respondents “Have always been/have been somewhat careful about” this.

(3) Regarding “Room ventilation,” about 65% of the respondents “Have always been/have been somewhat careful about” this.

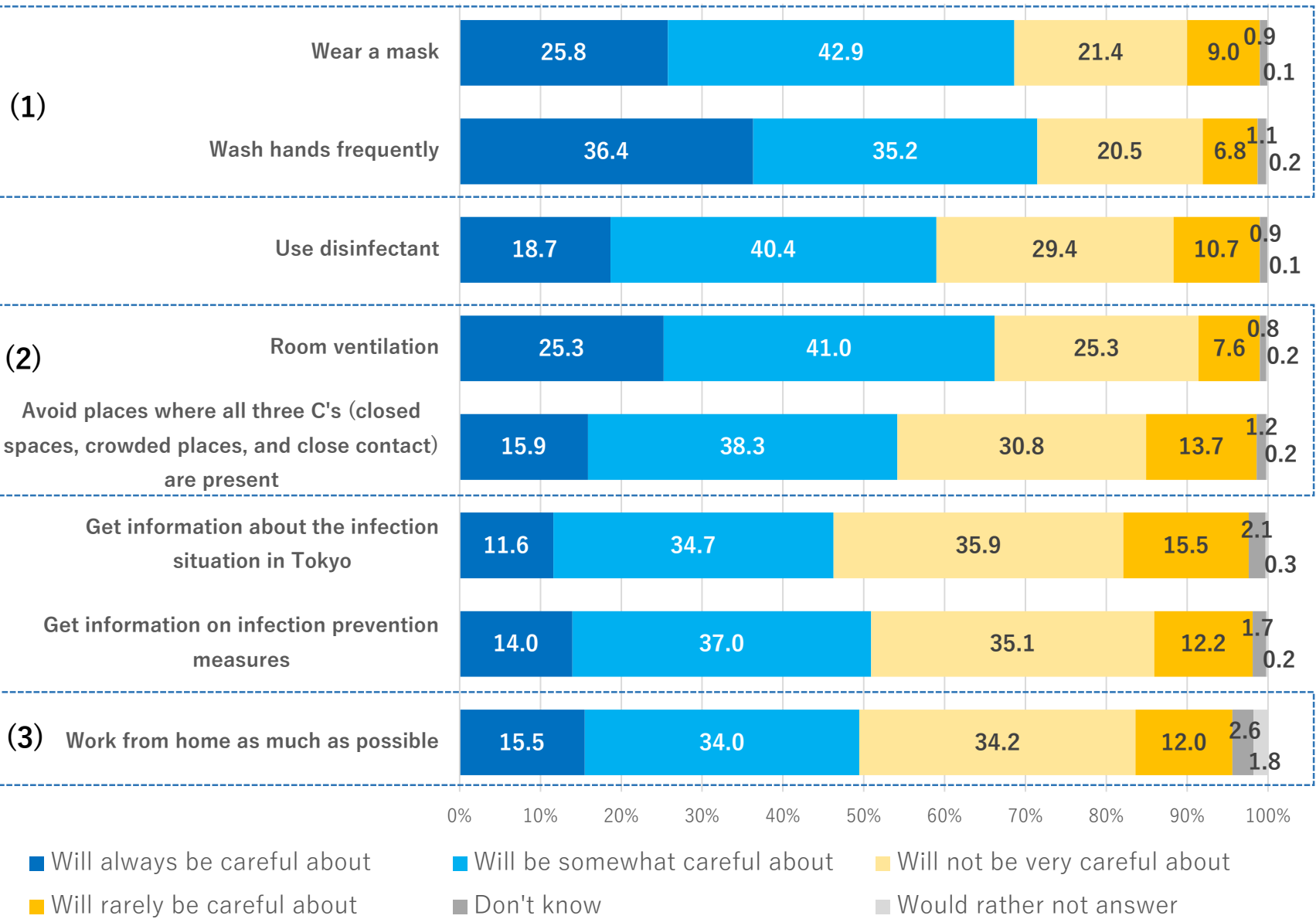
(4) Regarding “Avoid places where all three C's are present,” about 60% of the respondents “Have always been/have been somewhat careful about” this.

(5) Regarding “Work from home as much as possible,” about 55% of the respondents “Have always been/have been somewhat careful about” this.

Please indicate which measures you plan to continue to take against COVID-19.

(n=2,000)

(%)



About at least half of the respondents answered that they “Will always be/will be somewhat careful about” measures against COVID-19, indicating that they intend to continue taking basic precautions against infection.

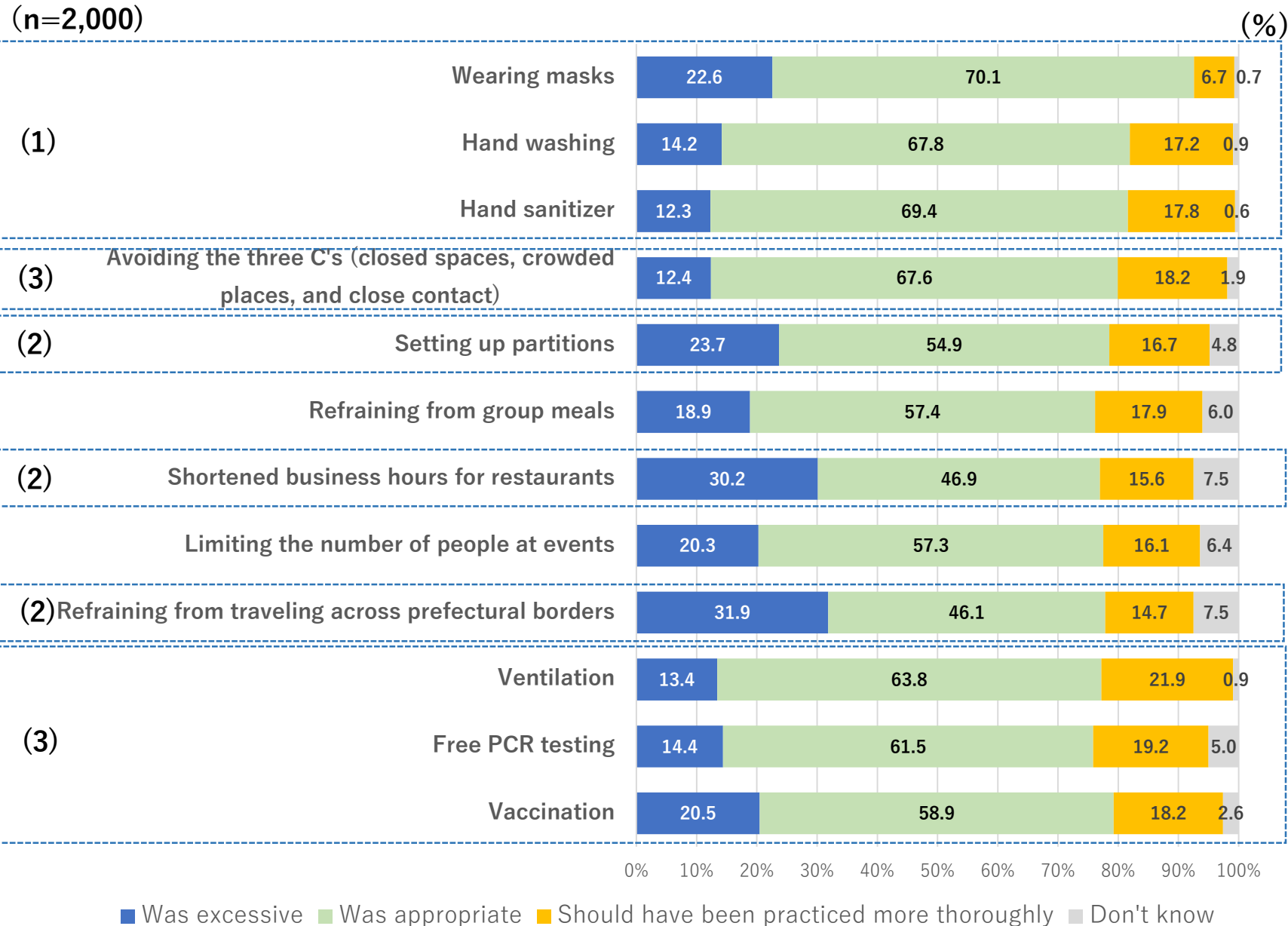
(1) Regarding “Wear a mask“ and “Wash hands frequently,” about 70% of respondents “Will always be/will be somewhat careful about” these two points.

(2) Regarding “Room ventilation” and “Avoiding places where all three C’s are present,” about 65% and 55%, respectively, of respondents “Will always be/will be somewhat careful about” these two points.

(3) Regarding “Work from home as much as possible,” about 50% of respondents “Will always be/will be somewhat careful about” this.

For each of the following, please choose the one answer that best describes your thoughts and feelings about the COVID-19 infection prevention measures taken thus far.

(n=2,000)



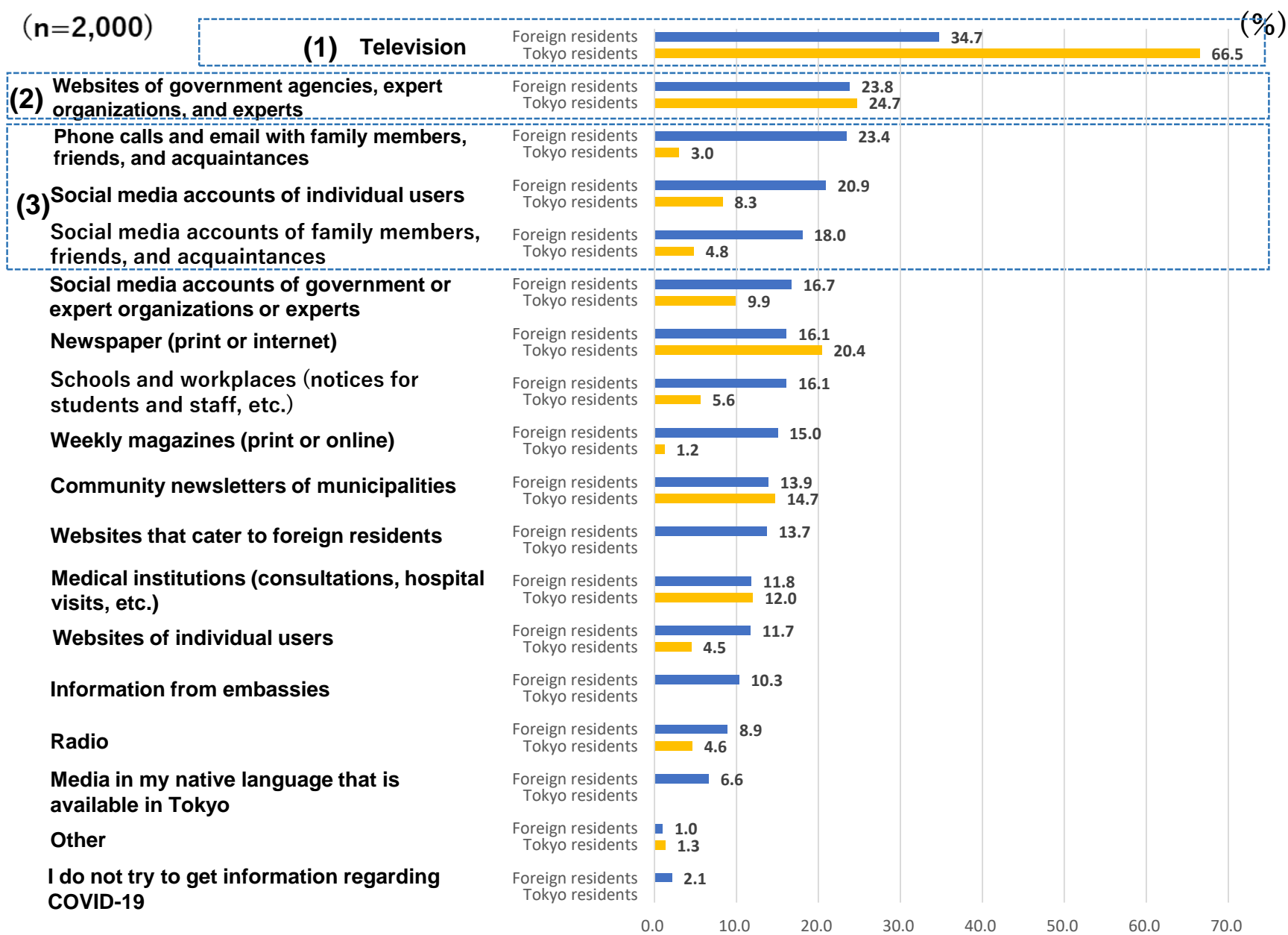
Regarding COVID-19 infection prevention measures taken thus far, **response that the measure “Was appropriate”** was the highest for all items surveyed.

(1) **“Was appropriate”** was the highest for **“Wearing masks,”** followed by **“Hand sanitizer“** and **Hand washing,”** with **about 70%** of the respondents believing so for each item.

(2) **Over 30%** of the respondents answered that **“Shortened business hours for restaurants”** and **“Refraining from traveling across prefectural borders,”** respectively, **“Was excessive,”** which was followed by **about 25%** believing so for **“Setting up partitions.”**

(3) **“Should have been practiced more thoroughly”** was the highest for **“Ventilation,”** followed by **“Free PCR testing,”** **“Avoiding the three C’s,”** and **“Vaccination,”** with **about 20%** of the respondents believing so for each item.

Which information sources do you use to obtain information about COVID-19? Please select a maximum of three that you use most often.



When the results of this survey are compared to that of the survey conducted on Tokyo residents this February, some different trends are observed in the media used to source information about COVID-19.

(1) Respondents answering “Television” was the highest at about 35%. However, this was lower than the 65% of Tokyo residents.

(2) About 25% of the respondents answered “Websites of government agencies, expert organizations, and experts,” which was similar to the response of Tokyo residents.

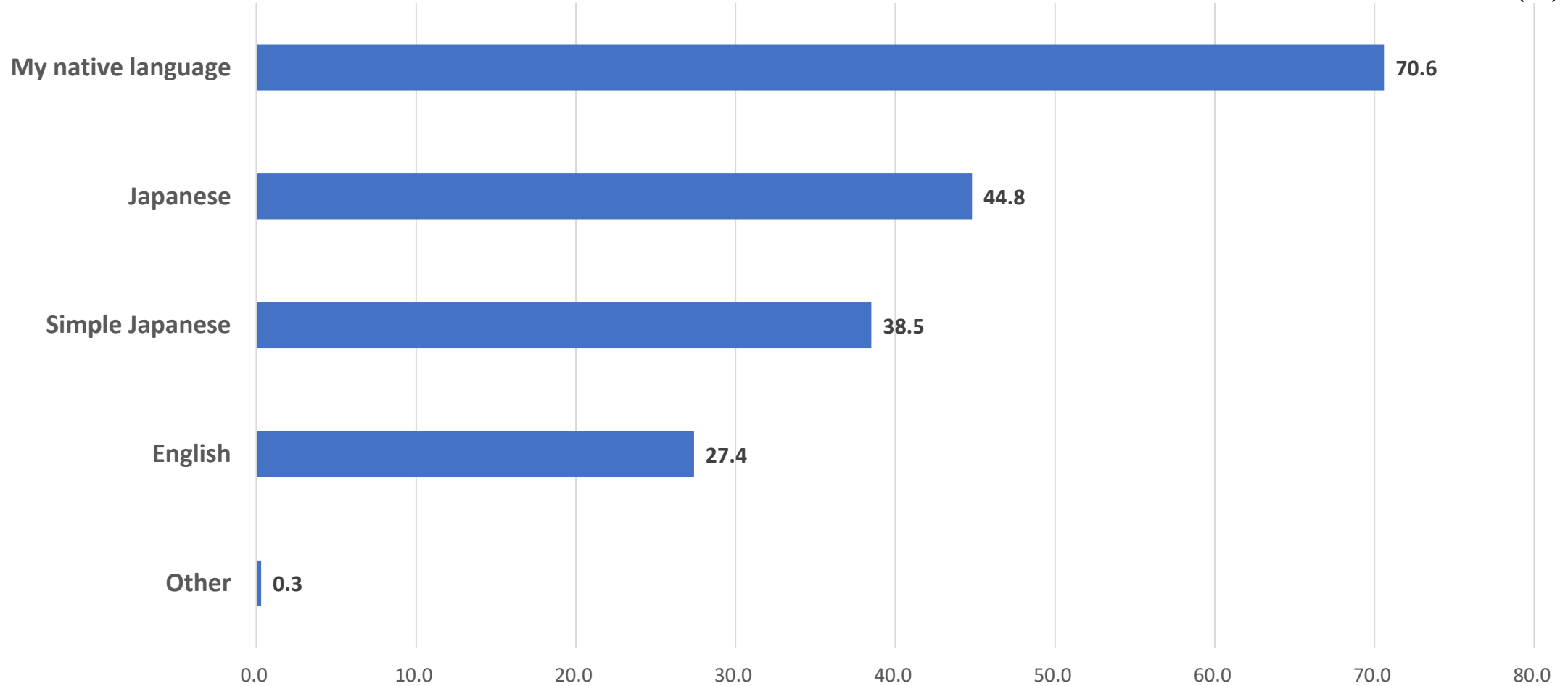
(3) “Phone calls and email with family members, friends, and acquaintances,” “Social media accounts of Individual users,” and “Social media accounts of family members, friends, and acquaintances,” were each cited by about 20% of the respondents, with these being higher than for Tokyo residents.

*Figures for “Tokyo residents” in the table are from the results of a survey conducted on Tokyo residents in February 2023

What language(s) do you use to gather information about COVID-19 in Japan? (As many as apply)

(n=2,000)

(%)

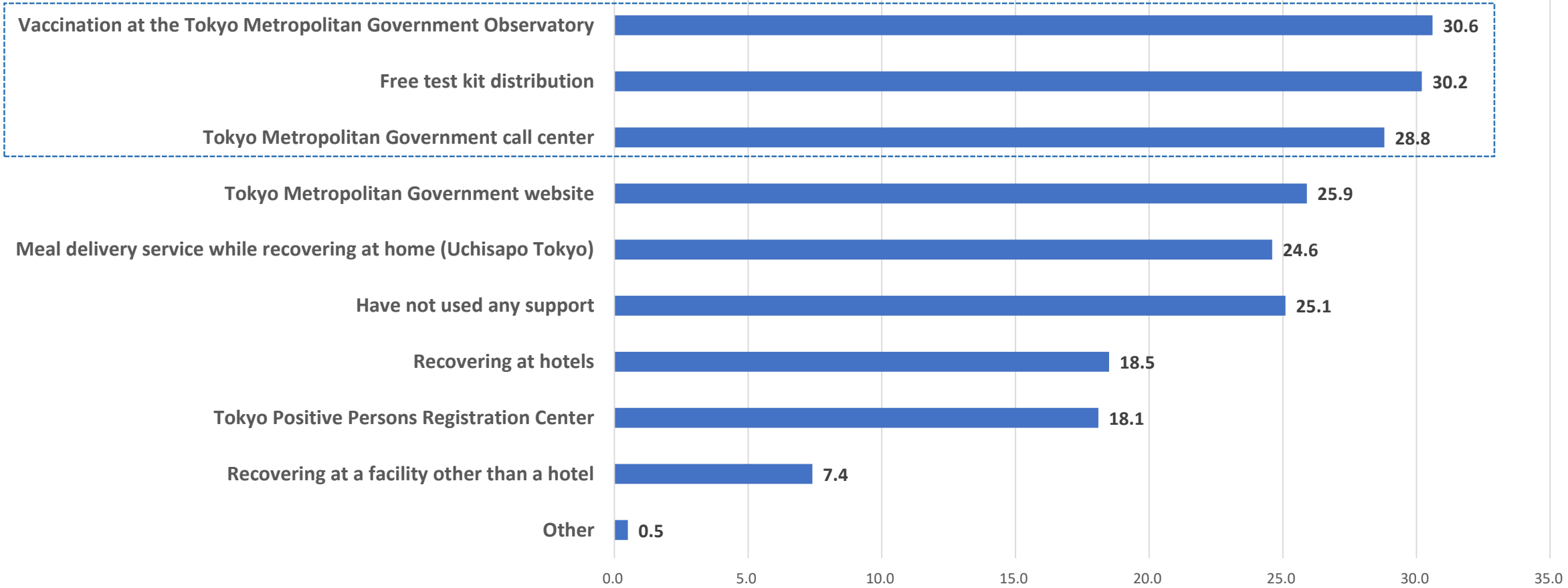


◆ About 70% of respondents used "My native language" to gather information, about 45% used "Japanese," about 40% used "Simple Japanese," and about 30% used "English."

Have you ever used the Tokyo Metropolitan Government's consultation or support system for COVID-19 to assist you or your family/friends? Please indicate which foreign language support systems you have used. (As many as apply)

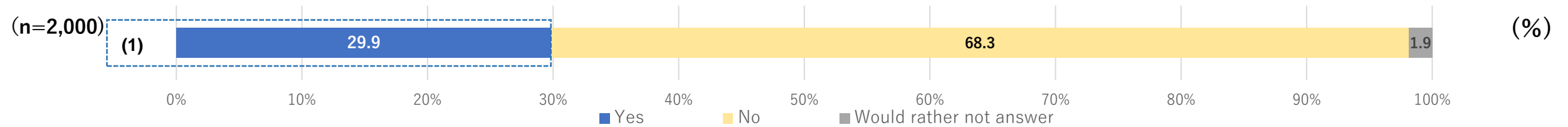
(n=2,000)

(%)

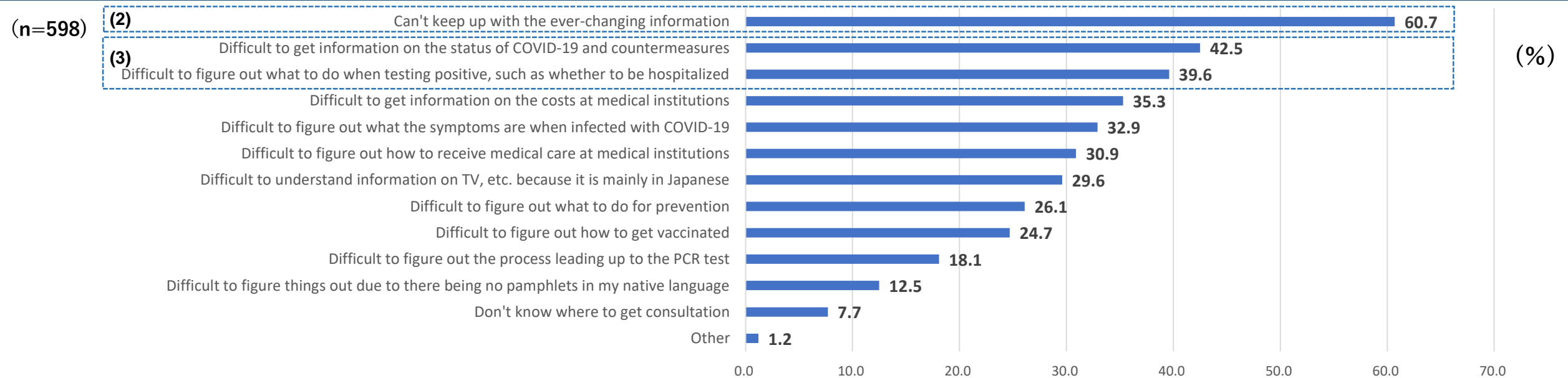


◆ Regarding whether the respondent had ever used a foreign language-supported Tokyo Metropolitan Government COVID consultation or support system for themselves or their family or friends, this was as high as **about 30%** for **“Vaccination at the Tokyo Metropolitan Government Observatory,” “Free test kit distribution,”** and **“Tokyo Metropolitan Government call center.”**

Have you ever had any difficulties in obtaining information about COVID-19?



If you answered the previous question that you have had difficulties in obtaining information about COVID-19, please answer the following question. Please select all answers that describe problems that you have had.

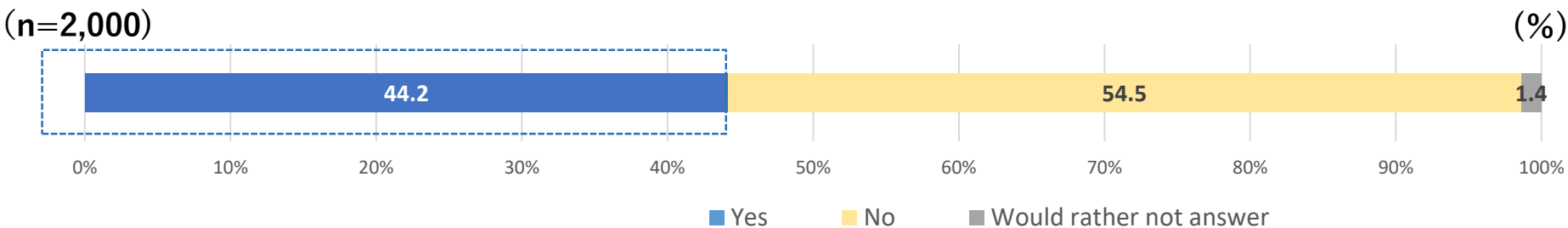


(1) **About 30%** of the respondents have had **“difficulties”** in obtaining information about COVID-19.

(2) The **most common difficulty** was **“Can't keep up with the ever-changing information,”** with this selected by **about 60%** of the respondents who have had difficulties.

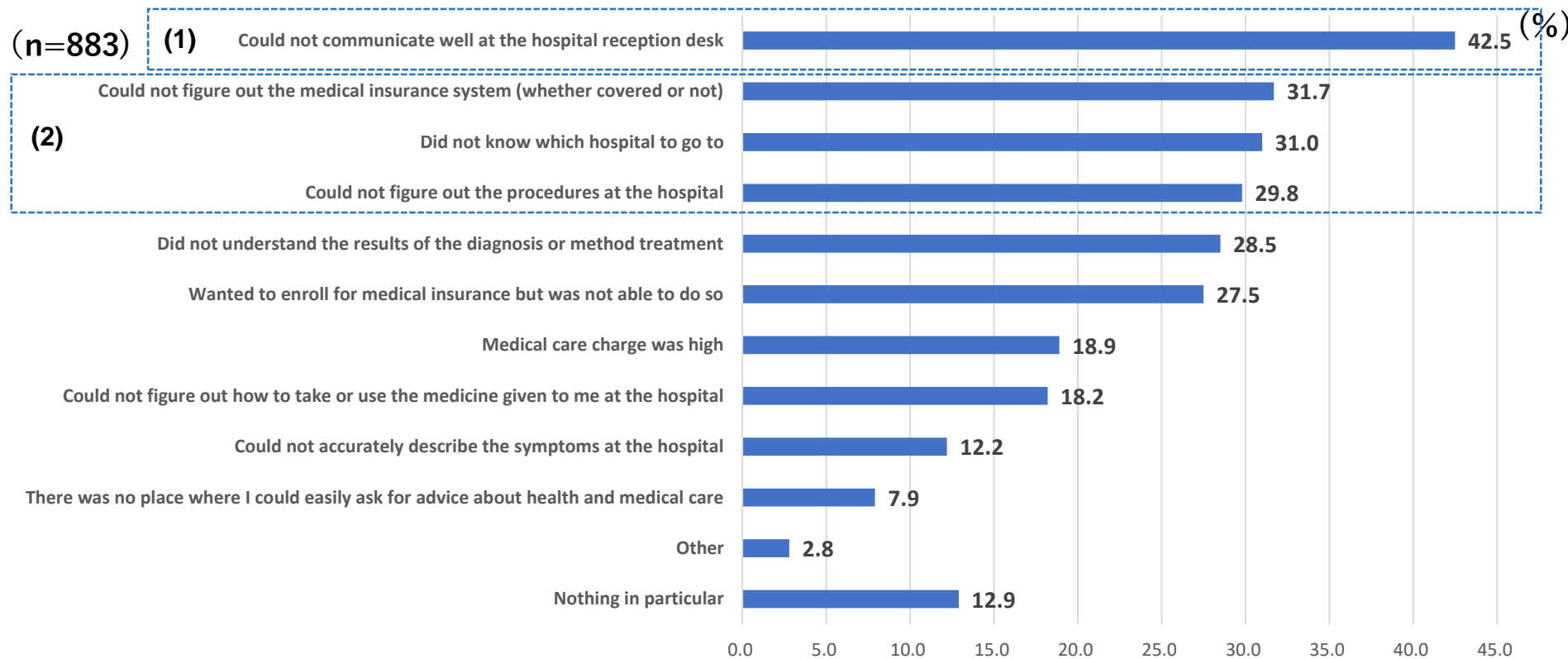
(3) Following this were **“Difficult to get information on the status of COVID-19 and countermeasures”** and **“Difficult to figure out what to do when testing positive, such as whether to be hospitalized,”** with each cited by **about 40%** of the respondents.

Have you ever needed to go to a hospital for examination, consultation, or treatment because you suspected you were infected with COVID-19?



◆ **About 45%** of respondents had needed to go to a hospital for examination, consultation, or treatment because they suspected they were infected with COVID-19.

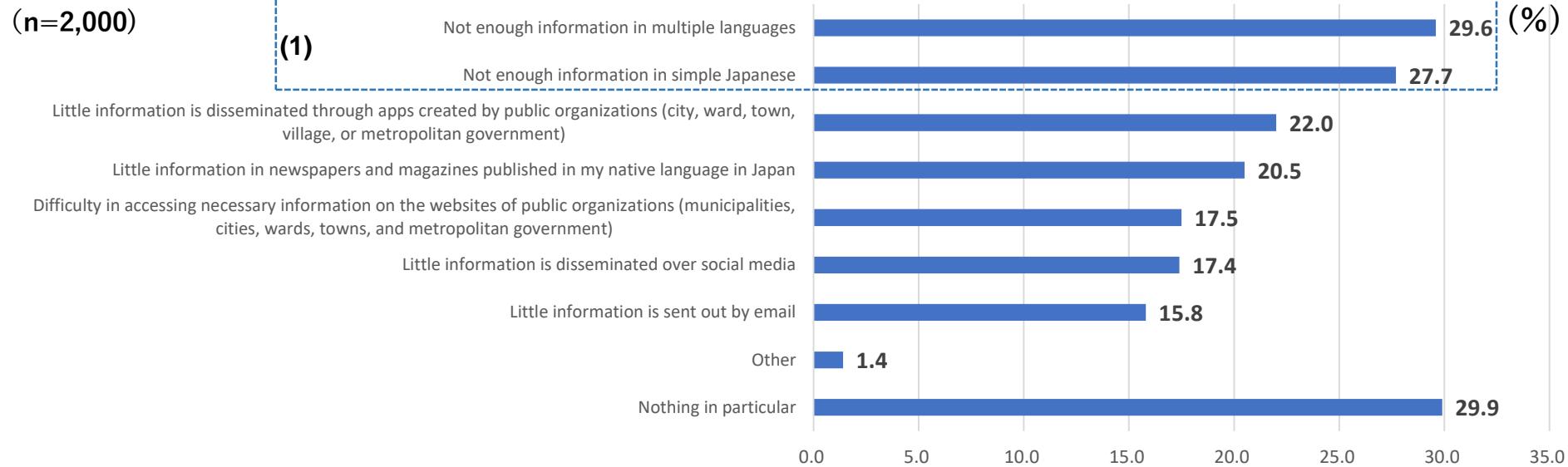
This question is to people who answered in the previous question that you have “needed to go to a hospital for examination, consultation, or treatment because you suspected you were infected with COVID-19.” Please tell us what difficulties you faced in that situation. (As many as apply)



(1) **About 40%** of respondents cited “**Could not communicate well at the hospital reception desk**” as a difficulty faced when they went to the hospital for examination, consultation, or treatment.

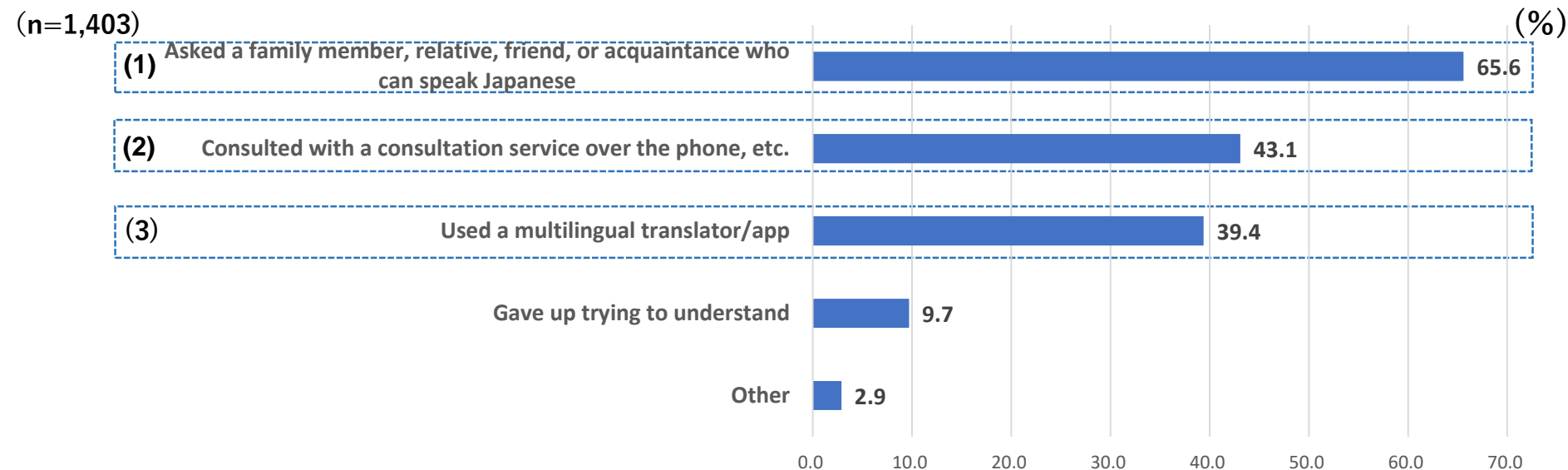
(2) “**Could not figure out the medical insurance system (whether covered or not)**,” “**Did not know which hospital to go to**,” and “**Could not figure out the procedures at the hospital**” were each cited by **about 30%** of the respondents.

Please indicate what kind of difficulties you normally encounter when trying to obtain information from public institutions (municipalities, Tokyo Metropolitan Government). (As many as apply)



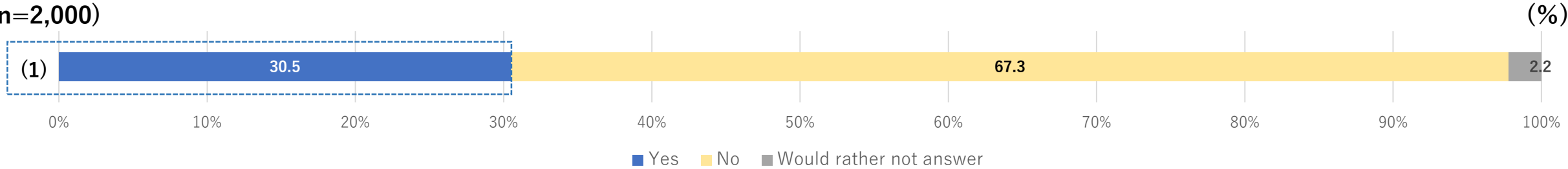
(1) A high proportion of respondents, **about 30% each**, cited “**Not enough information in multiple languages**” and “**Not enough information in simple Japanese**” as the difficulties they encounter when trying to obtain information from public institutions (municipalities, Tokyo Metropolitan Government).

This is a question about the difficulties you have had in obtaining information that you answered about in a previous question. How did you deal with the difficulties in obtaining information? (As many as apply)

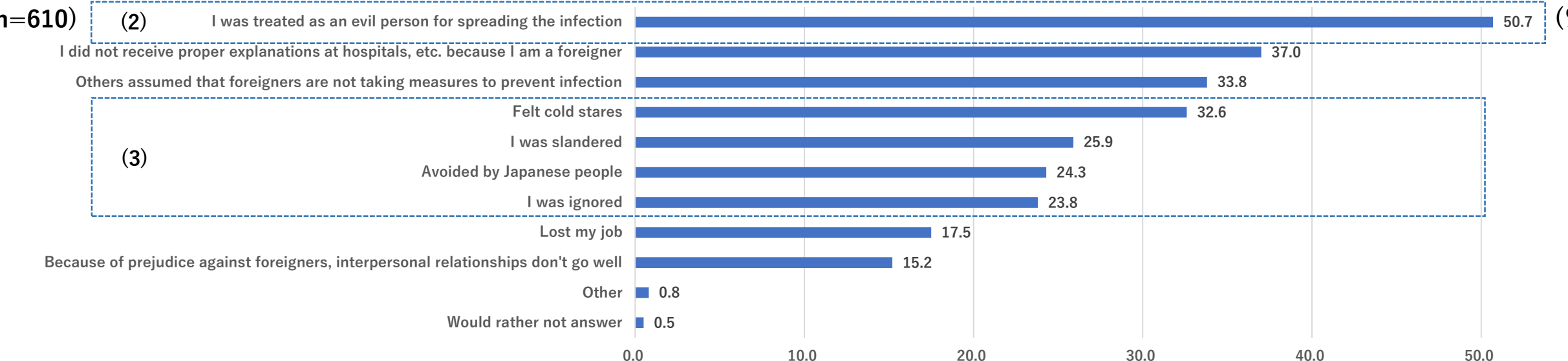


(1) **About 65%** of the respondents who encountered difficulties “**Asked a family member, relative, friend, or acquaintance who can speak Japanese**” for help.
 (2) **About 45%** “**Consulted with a consultation service over the phone, etc.**”
 (3) **About 40%** “**Used a multilingual translator/app.**”

Have you experienced prejudice or discrimination from others related to you getting COVID-19?



If you answered yes to the previous question, please answer the following. What specific discrimination have you experienced in relation to COVID-19? (As many as apply)



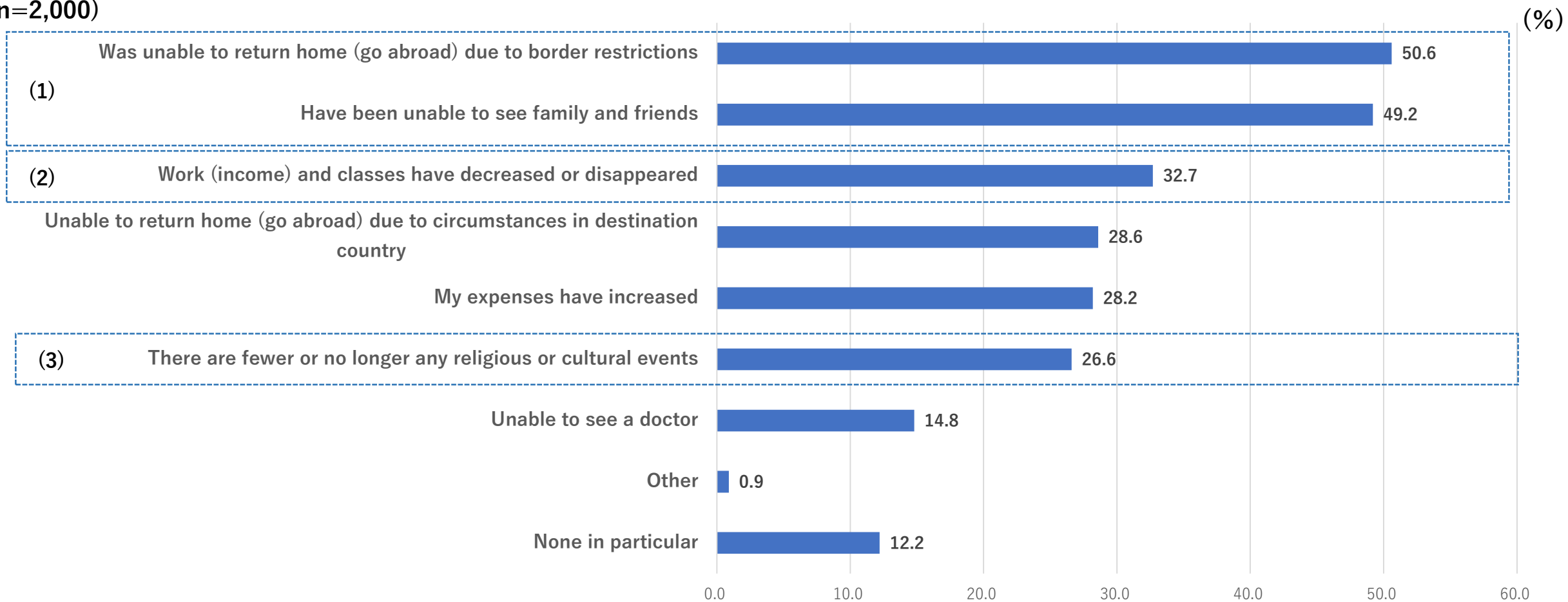
(1) **About 30%** of respondents indicated that they have experienced prejudice or discrimination from others with respect to COVID-19. This percentage is higher than the 4.2% for the same question in the survey conducted on Tokyo residents this February.

(2) **About 50%** of respondents who experienced this indicated, **“I was treated as an evil person for spreading the infection.”**

(3) **About 30%** **“felt cold stares.”** **“I was slandered,”** I was **“avoided by Japanese people,”** and **“I was ignored”** were each selected by **about 25%** of the respondents.

Please select all answers that describe how your life has been affected by COVID-19. (As many as apply)

(n=2,000)



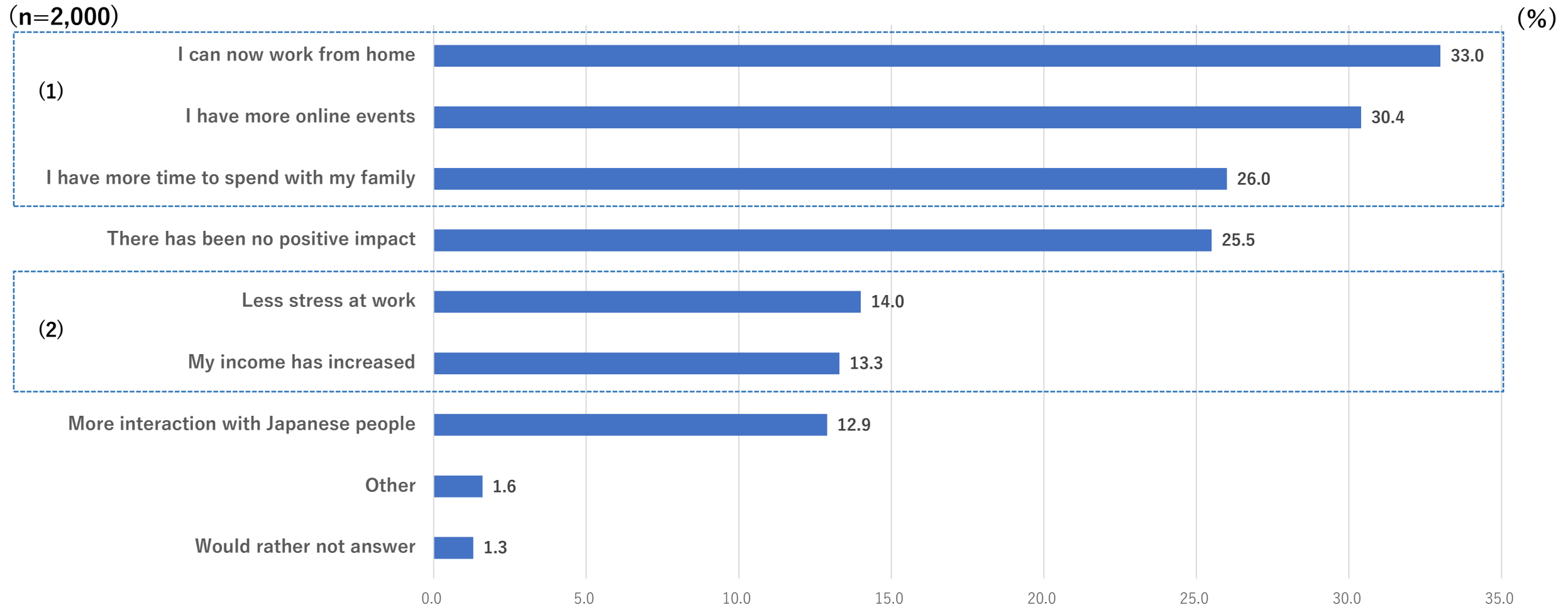
(1) Regarding how their lives were affected by COVID-19, **“Was unable to return home (go abroad) due to border restrictions”** and **“Have been unable to see family and friends”** were each cited by **about 50%** of the respondents.

(2) **About 30%** answered **“Work (income) and classes have decreased or disappeared.”**

(3) **About 25%** indicated **“There are fewer or no longer any religious or cultural events.”**

Has the outbreak of COVID-19 had a positive impact on you in the past three years?

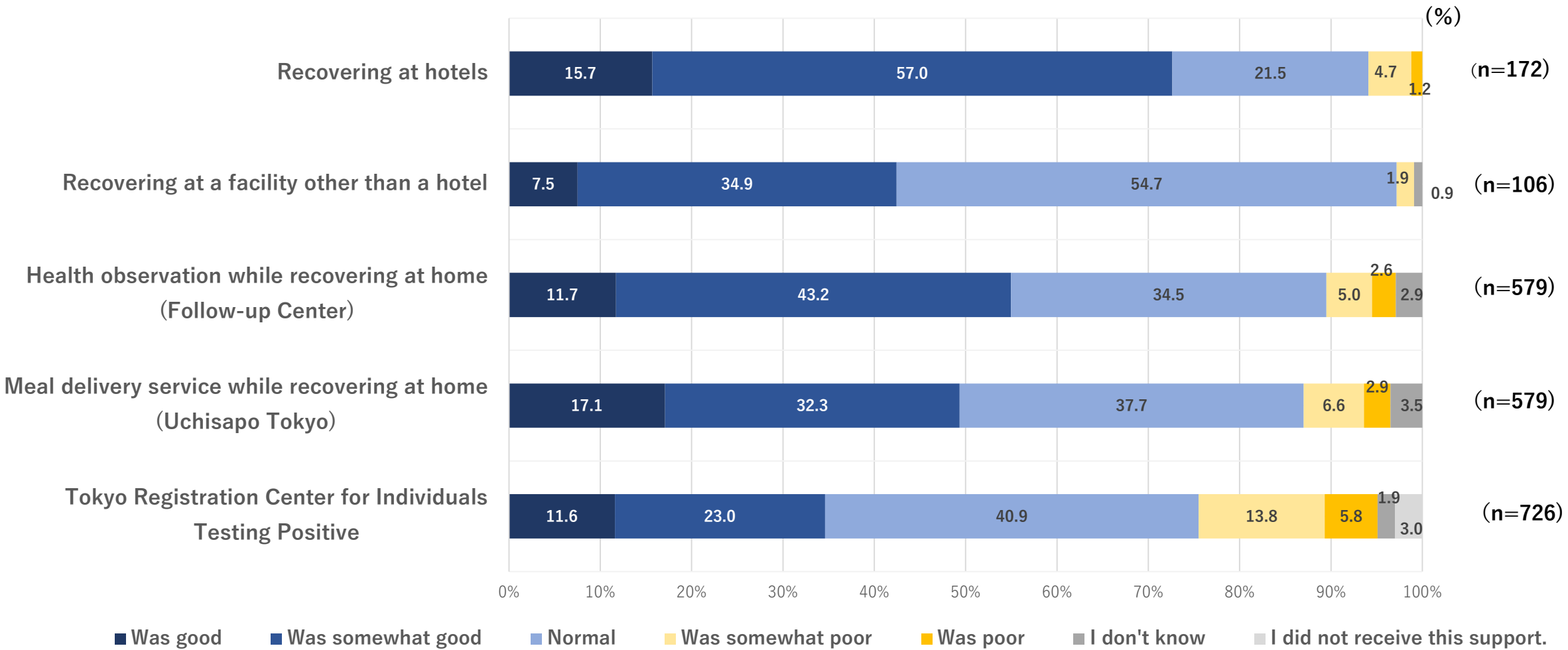
Please select all answers that apply.



(1) Regarding positive impacts of COVID-19 over the past three years, “I can now work from home,” “I have more online events,” and “I have more time to spend with my family” were each cited by **about 30%** of the respondents.

(2) “Less stress at work” and “My income has increased” were each selected by **about 15%** of the respondents.

This is a question for those who received administrative support when contracting COVID-19. Please indicate your evaluation of the support you received.

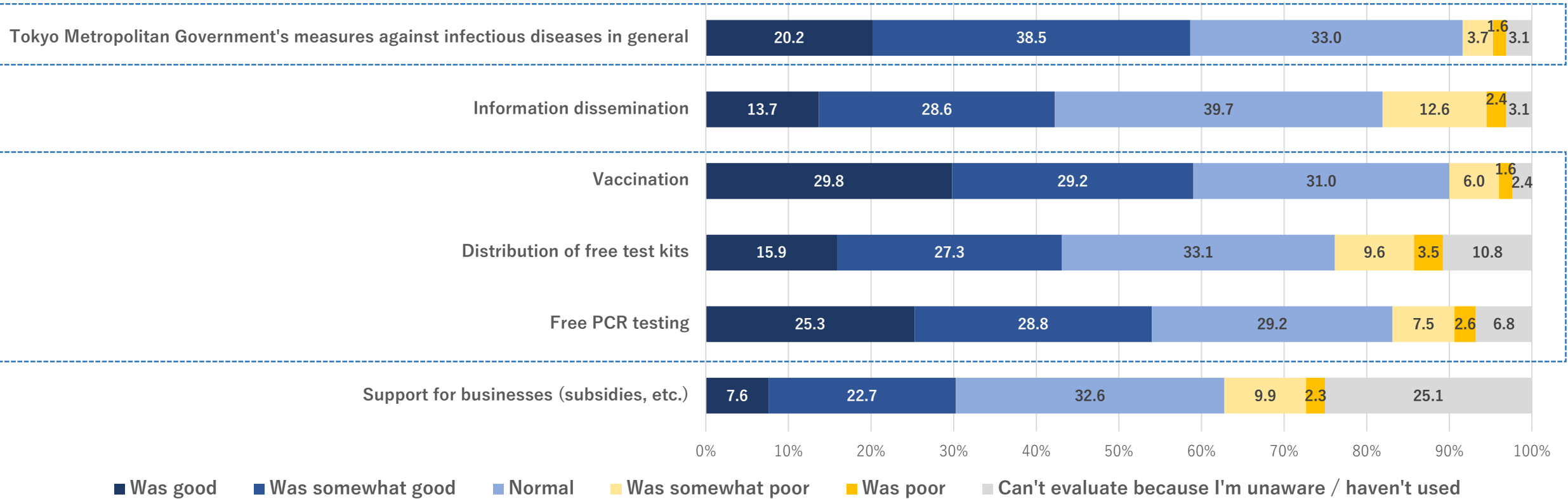


◆ Regarding “**Recovering at a hotel,**” **about 70%** of respondents evaluated the administrative support received when they became infected with COVID-19 as “**Was good/Was somewhat good.**” In addition, **about 55%** responded “**Was good/Was somewhat good**” for “**Health observation while recovering at home**” and **about 50%** responded this way for “**Meal delivery service while recovering at home (Uchisapo Tokyo)**”

Please indicate your evaluation of the Tokyo Metropolitan Government's following COVID-19 control measures so far.

(n=2,000)

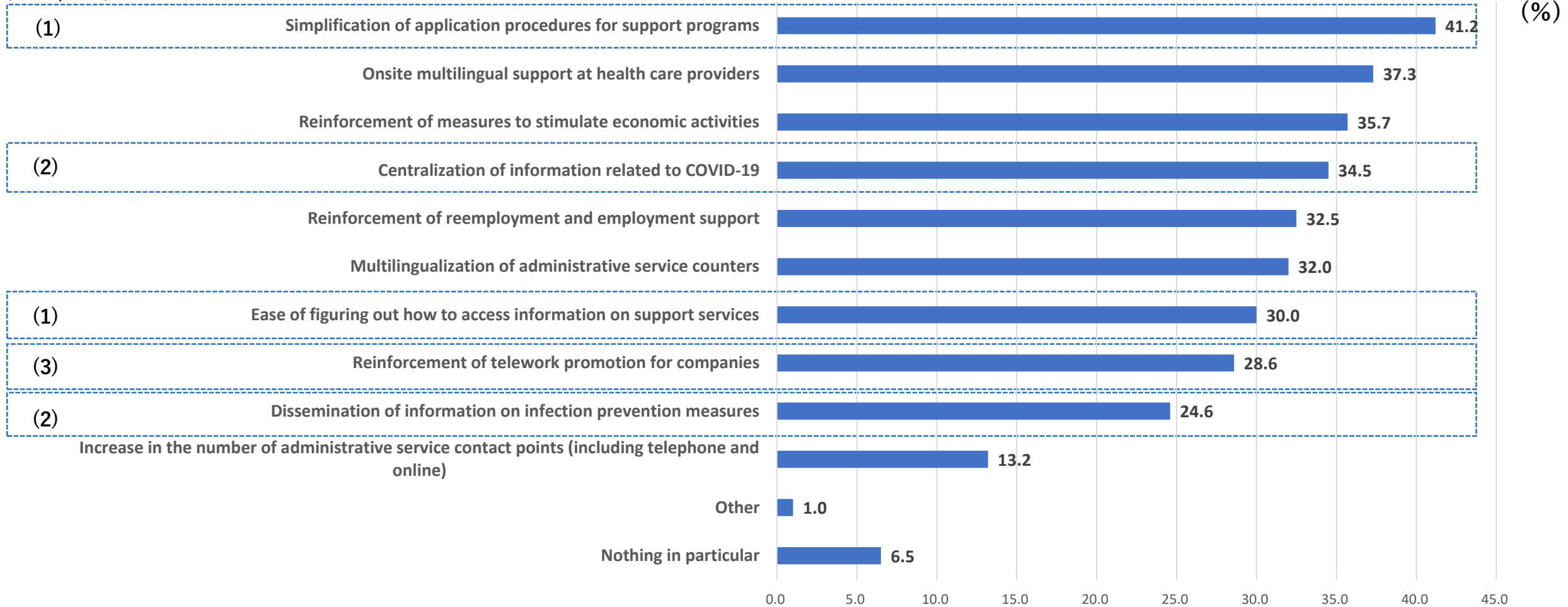
(%)



- ◆ The Tokyo Metropolitan Government's measures against infectious diseases in general **received favorable evaluations from many**, with **about 60%** of the respondents indicating that the response "Was good/Was somewhat good."
- ◆ With regard to individual measures, the percentage of respondents replying "Was good/Was somewhat good" was **about 60%** for "Vaccination," **about 55%** for "Free PCR testing," and **about 45%** for "Distribution of free test kits."

Please indicate what you want from the government in relation to COVID-19 infection. (As many as apply)

(n=2,000)



(1) Regarding what respondents want from the government in relation to COVID-19 infection, **about 40%** indicated “**Simplification of application procedures for support programs**” and **about 30%** wished for “**Ease of figuring out how to access information on support services.**”

(2) **About 35%** wanted “**Centralization of information related to COVID-19**” and **about 25%** wished for “**Dissemination of information on infection prevention measures.**”

(3) **About 30%** answered “**Reinforcement of telework promotion for companies.**”

Please write freely about your opinions regarding problems related to COVID-19, etc. and the measures taken by the Tokyo Metropolitan Government.

Opinions about the measures taken by the Tokyo Metropolitan Government and problems faced

- The multilingual COVID-19 infection information and guidance provided by the Tokyo Metropolitan Government are extremely important for foreign residents to gain deeper understanding of the situation and respond accordingly. (Male/30s)
- I believe that language barriers exist and information is lacking in the Tokyo Metropolitan Government's provision of information to foreign residents about infectious diseases. (Male/30s)
- I would like further information provision and support from the Tokyo Metropolitan Government as foreign residents may not be able to return home or reunite with family. (Male/30s)
- I believe that decisions should be made and preventive measures taken based on the advice of scientists and medical professionals. (Male/30s)
- This is not just limited to COVID, but there is too much real paperwork involved in all the procedures. The information infrastructure (signing, stamping, verifying ID, etc.) should be improved. (Male/20s)
- When my child's daycare suddenly closed due to a cluster of cases, I was forced to take leave from work at short notice. After this happened a few times, my colleagues began treating me coldly, urging me to quit my job. My income decreased, and I looked into subsidy systems but the application process was complicated. (Female/40s)
- I want an end to discrimination against foreign nationals. Messages should be sent out, such as that there are foreign residents working in Japan who pay taxes properly and contribute to Japan's development. I look forward to the day when the concept takes root that we should all live good lives that are safe and secure, regardless of nationality or other differences. (Male/20s)

Evaluations

- I think that Tokyo actively took measures, kept the capital functioning, and played its role as Japan's leading international city. (Male/30s)
- I am very grateful for Governor Koike's multilingual speeches, including in Tagalog. It conveys to us that she is thinking about Tokyo's foreign residents. (Female/30s)
- I think that foreign residents will evaluate the Tokyo Metropolitan Government's active promotion of vaccination highly, as it is an important measure against infection. (Male/30s)
- I liked the three C's, as they were easy to understand and remember. (Male/30s)
- I was so grateful for the free vaccinations. (Male/20s)
- I was glad to be able to get information daily about COVID-19 on TV or via the internet. (Female/40s)
- The Tokyo Metropolitan Government did not provide enough mental health support or counseling that suited foreign residents' needs during the COVID-19 pandemic. (Male/30s)

Please write freely about what you would like to communicate to your peers in terms of your experiences in the last three years when COVID-19 was prevalent.

- It was tough living in Japan as a foreigner during the COVID-19 pandemic. It was stressful, but there were people who worried about us and supported us. That's why I think that connections with the local community are necessary while in Japan. (Female/30s)
- Through the support of family, friends and colleagues, and creating a community where people cared for each other, I believe that we were able to overcome difficult times together. (Male/30s)
- Things always get better. For a while, it was hard to be positive about the future, but my peers and I overcame the difficulties together! (Male/50s)
- Through new technologies, knowledge, and understanding gained from this pandemic, I hope we will overcome difficulties together and support each other. (Female/20s)
- I think that building communities through connections and communication is particularly important at a time like this. (Male/30s)
- I couldn't go back to my home country for 2.5 years due to COVID-19. I couldn't meet with friends and was working from home, which made it a tough time mentally. You should build a network of friends who can support you when you need it. (Female/30s)
- There are many people around us struggling with COVID-19, so let's look out for each other a little! (Male/30s)
- Even if you get infected, it's important to not lose hope, and always ask for help if you feel desperate. (Male/30s)
- We must continue to have hope. (Male/20s)
- We should get through this if we pay a little more attention to hygiene. You shouldn't worry too much. It's important to take care of not just your physical health, but mental health as well. (Male/30s)
- Make hygiene a part of your everyday life. (Female/30s)
- It's great to be able to live without a mask. (Female/20s)
- Personally, I was very lonely, and became worried about my plans for work and studies. Everyone in my generation experienced the same. (Female/20s)
- The COVID-19 pandemic brought issues such as social inequality into the open. (Male/20s)
- My trust in Japan's health care system and public health infrastructure increased. (Male/20s)
- I am grateful to the health care professionals who are working so hard. (Female/20s)
- COVID-19 is still spreading, but I believe it's important to look back on this experience and make the most of the lessons learned. (Female/20s)

Summary

- During the COVID-19 pandemic, **a high proportion of foreign residents took actions to prevent infection.**
- Many respondents felt that COVID-19 **infection prevention measures** were “**appropriate.**” Many also responded that the **Tokyo Metropolitan Government's measures against infectious diseases in general** and **support received when contracting COVID-19** were “**good.**”
- On the other hand, **issues facing foreign nationals in their daily lives in Japan, which are not unique to COVID-19**, such as difficulties arising in receiving medical care, were also indicated.
- Tokyo’s foreign residents **overcame the COVID-19 pandemic together** with us as residents of Tokyo. Keeping this in mind, it will be necessary to include the **perspective of social cohesion** even more in future promotion of infectious disease response and other measures.