

GLOBAL SURVEY

Conducted in June 2020



Joongmin



Foundation

COVID-19 & CITIZEN LIFE IN 30 GLOBAL CITIES: (April 2021)

ROME

This report is based on a survey conducted in June 2020 and published in April 2021 by the Joongmin Foundation. We offer 30 national reports showing the diverse experiences of the COVID-19 pandemic, human life, and democracy. For the other reports, please refer to the EARN website (www.earnglobal.org).

Established in 2011 and based in Seoul, Korea since then, the Joongmin Foundation has been represented by Dr. Sang-Jin Han, Professor Emeritus of Sociology at Seoul National University.

The foundation is dedicated to academic research and citizen campaigns to promote participatory governance and a resilient welfare society in the age of global risks under the leadership of **Joongmin** (中民), which we translate as '**In-Between People**' united against polarizing worlds.

Table of Contents

I.	Introduction.....	1
II.	Survey Results	2
1.	Individual Quarantine and Impacts of the Pandemic on Individual Lives.....	2
-	Individual Quarantine.....	2
-	Economic Consequences.....	3
-	Social Impacts	3
2.	Anxiety and Hope	4
-	Anxiety over Families and Friends	4
-	Fear of Those Without Face Masks	5
-	Negative Emotions During the COVID-19 Pandemic	6
-	Hope for the Future	7
3.	Citizens' Evaluation of Government COVID-19 Policies	8
-	Overall Assessment	8
-	International Comparison.....	9
-	Citizens' Satisfaction with COVID-19 Management Policies	10
-	The Degrees of Consent to Government Stringency Measures	11
4.	Democracy or Authoritarianism?.....	12
-	The Current State of Democracy and Human Rights.....	12
-	Emergency Actions and Their Consequences	13
-	Citizens' Attitudes Towards COVID-19 Management.....	15
-	Citizens' Attitudes Towards Exceptional Rules	16
5.	Priorities of Quarantine Governance	17
-	Overcoming the Disaster vs. Civil Liberties	17
-	Social Distancing vs. Normal Economic Life	18
-	Government Leadership vs. Cooperation with Citizens.....	19
6.	Impacts of the Pandemic at the National Level	20
-	On the National Economy	20
-	On Social Trust.....	21

- On Living Standards.....	22
- On the Quality of Democracy	23
7. Trust	24
- Trust in People.....	24
- Trust in Information Provided by Various Institutions.....	25
8. Fairness and Representativeness of Political Parties	26
9. Communications	28
- Communication Frequency	28
- Frequency of Using Online Communication Tools.....	29
- Frequency of Communication About COVID-19	29
10. Human Life After COVID-19	30
- Community vs. Individual Empowerment	30
- Life Uncertainty After the Pandemic	31

Executive Summary

This report deals with various issues regarding the “post-COVID-19 era,” coined as such on account of its social, political, and economic impacts. The world is changing in a new direction, which signifies a metamorphosis of the global society. This report draws on the World COVID-19 Pandemic and Citizen Life Survey conducted between the 23rd of April and the 5th of June 2020 with 15,312 respondents. The sample was collected via a Computer Assisted Web Interview (CAWI) applying the stratified sampling method. As a global survey, this report outlines the responses of citizens from 30 cities, and the questions focus on their responses to COVID-19, their varying behavior in the course of the pandemic, their confidence in authorities, their support and/or opposition for stringency measures, and their political attitudes. In this particular file, the case of Rome will be presented.

Review of COVID-19 Pandemic

- Of a list of individual disease prevention measures, Rome respondents reported being significantly less involved in all items than the global average.
- When asked about the economic consequences of the pandemic, 27% of the Rome respondents said they would lose more than half of their income if they were to experience a 14-day-quarantine. The global average for this figure was 30%.
- The Rome respondents experienced a different degree of the following social impacts: medical appointment difficulties (52%), school closings (61%), workplace closings (54%).

Anxiety and Hope

- If they were infected, the Rome citizens surveyed would feel less anxious about the impacts on their families (1.92/5) than the world average (3.46/5) and feel less worried about the impact on their friends (2.45/5) than the global average (3.38/5). Compared to other cities, it was characteristic that Rome respondents would have very low concerns and anxiety about their family and friends, if they were infected.
- A large proportion of Rome respondents (39.6%) said they would feel “Not Very Anxious” or “Not Anxious at all” if they bumped into someone not wearing a face mask. The global average for the same figure is 29%.
- Rome respondents reported feeling depressed (2.55/4), restless with their sleep (2.38/4), and lonely (2.59/4) at this time during the pandemic. The respective global average scores were 2.62, 2.50, and 2.70.
- In regard to their sense of hope about the future, 9.41% of the Rome respondents said they have “Never” felt hopeful about the future during the pandemic. In comparison, 11.25% of the global

citizens answered the same way.

Citizen's evaluation of government COVID-19 policies

- Rome respondents on average gave their own government's COVID-19 management performance a score of 3.6 points out of 5. The global average was 3.43.
- When asked to give a score to each government, the Rome respondents gave South Korea the highest score of 3.57 out of 5 and Brazil the lowest score of 2.03 out of 5.
- On a scale of 1 to 5 with higher scores indicating more satisfaction, the Rome respondents' average scores of satisfactions with COVID-19 management policies were as follows: providing information on testing and the prevention of the epidemic (3.24), providing medical care assurance for patients (3.47), preventing the spread of infectious diseases (3.39), ensuring the emotional stability of the public (2.98), and ensuring medical staff safety (2.98).
- In general, the Rome respondents were more likely to agree with school closings and an internal moving ban than the global average.
- Among the four stringency measures (school closings, closing of worship places, an entry ban of foreigners, and an internal moving ban), Rome respondents agreed with an internal moving ban the least (3.13/4).

Democracy or Authoritarianism

- On a scale of 1 to 4 with higher scores indicating a higher degree of satisfaction with their government, the Rome respondents on average rated their satisfaction level 2.85 for human rights and 2.71 for democracy.
- We then asked Rome citizens their opinions about emergency measures. On a scale of 1 to 10 with higher scores indicating a stronger belief that emergency measures will move the society more toward a democratic society, Rome respondents scored 5.63 out of 10, while global citizens scored 5.52 out of 10.
- Regarding COVID-19 risk management, the Rome respondents were on average in favor of government decisions over citizens' judgments.
- Meanwhile, the Rome respondents supported rule of law more than supported rule by order.

Priorities of Quarantine Governance

- Rome respondents' level of support for prioritizing basic civil rights in COVID-19 management was 5.24 out of 10 on average, while the world average was 4.45.
- Rome respondents' level of agreement that economic recovery is more important than social distancing was 4.76 out of 10. The world average was 4.65.

Impacts of the Global Pandemic on National Level Consequences

- Regarding the national economy, 87.6% of the Rome respondents said the COVID-19 pandemic has had a “Quite large negative impact” or a “Severe negative impact.” In comparison, the global average for this figure was 76.7%.
- As for social trust, 67.8% said the pandemic has had a “Quite large negative impact” or a “Severe negative impact.” The global average for this figure was 56.1%.
- In the case of living standards, 79.2% said the pandemic has had a “Quite large negative impact” or a “Severe negative impact.” The global average for this figure was 65.4%.
- On the quality of democracy, 44.7% said that the pandemic has had a “Quite large negative impact” or a “Severe negative impact.” The global average for this figure was 45.5%.

Trust

- The Rome respondents reported trusting their family members (3.5/4) the most, followed by their colleagues (2.63/4), their neighbors (2.51/4), and immigrants (1.93/4).
- On average, the Rome respondents reported trusting neighbors, colleagues, and immigrants less than the global average.
- Of the various institutions providing COVID-19 information, the Rome respondents reported trusting medical experts (3.2/4) the most and social media (2.02/4) the least.

Fairness and Representation

- When considering the fairness of income distribution, Rome respondents ranked 23rd place out of 28 cities with a fairness perception score of 4.32 out of 10.
- When considering the fairness of educational opportunity, Rome respondents ranked 23rd place with a fairness perception score of 5.25.
- When considering the fairness of gender relations, Rome respondents ranked 24th place with a fairness perception score of 5.1.
- When considering the fairness of political participation, Rome respondents ranked 22nd place with a fairness perception score of 5.18.
- When considering the fairness of minority rights, Rome respondents ranked 13th place with a fairness perception score of 5.75.
- When considering the fairness of public debate, Rome respondents ranked 23rd place with a fairness perception score of 4.84.
- When considering the fairness of representation of political parties, Rome respondents ranked 18th place with a fairness perception score of 4.46.

Communications

- On a scale of 1 to 5 with higher scores indicating a higher frequency of communication with their acquaintances (family members, colleagues/customers, neighbors), the Rome respondents on average scored the frequency 3.38 with family members, 2.78 with colleagues/customers, and 2.68 with neighbors. The respective world average scores were 3.21, 2.59, and 2.57.
- Rome respondents' level of frequency of using SNS to communicate was 3.29 out of 4 and level of frequency of using messengers to communicate was 3.61 out of 4. In comparison, the respective world average scores were 3.34 and 3.38.
- We then asked how often global citizens discussed about COVID-19. We provided a 4-point scale with higher scores indicating higher frequency. Rome respondents scored 3.27. In comparison, the global average was 3.21.

Human Life after COVID-19

- On a scale of 1 to 4 with higher scores indicating more agreement that the “community is doomed to lose its function,” Rome respondents scored 2.35. As for the statement “We don't need community. Individual freedom is enough,” Rome respondent scored 2.1. The respective global averages were 2.54 and 2.29.
- Rome respondents' average degrees of agreement to the following statements predicting what the future will be like after the pandemic, “The future cannot be predicted,” “The life will be more unstable,” and “We should realize the fundamental uncertainty of life,” were 6.51/10, 6.55/10, and 4.8/10. The respective global averages were 6.95, 6.28, and 5.26.

I. Introduction

As the post-COVID-19 era has become a new normal way of life, it is necessary to examine how governments and individuals have responded to the novel coronavirus. Also, it is of significance to review its impacts on people's social and political attitudes. This report is based on the results of the World COVID-19 Pandemic and Citizen Life Survey conducted by the EARN (Europe Asia Research Network) international survey team. As part of an international comparative study of COVID-19 management and responses funded by the Korea Research Foundation the survey was conducted in 30 different cities. The questions from the survey included in the report were carefully selected to present a concise profile of the social responses to risk management practices in each country, practices that have been unprecedented in human history.

The World Health Organization (WHO) declared the novel coronavirus outbreak a global pandemic on March 11, 2020¹. Following its initial outbreak, sever local clusters of infection were found in China, South Korea, and Italy, causing 80921, 7755, and 12462 cases, respectively². Panic buying was found to have occurred in many different places, and crisis management had been implemented in many countries, including lockdown policies mandating people not to leave their homes as there were no effective therapeutics and vaccines for the virus at the time. In this particular file, case of Rome will be presented. Further analysis of the results including findings from other countries and comparative analysis are available on our website www.earnglobal.org.

The World COVID-19 Pandemic and Citizen Life Survey includes 15,312 records from adults of 30 different major cities in 27 countries and has a sampling error of $\pm 4.4\%$ p at the 95% CI. The data collection of the survey was carried out in two different phases. The Korean data were collected between the 23rd of April and the 5th of May in 2020, and the rest were collected between the 22nd of May and the 5th of June that same year. The survey utilized a stratified sampling strategy in which the number of samples was made proportional to the age and sex groups of the population, and a Computer Assisted Web Interview (CAWI) technique was adopted. The Rome data consisted of a sample size of 510, which included 261 male respondents and 249 female respondents.

¹ World Health Organization. WHO Director-General's opening remarks at the media briefing on COVID-19. 11 March 2020. <https://www.who.int/director-general/speeches/detail/who-director-general-s-opening-remarks-at-the-media-briefing-on-covid-19---11-march-2020>

² Johns Hopkins coronavirus resource center. <https://coronavirus.jhu.edu/map.html>

II. Survey Results

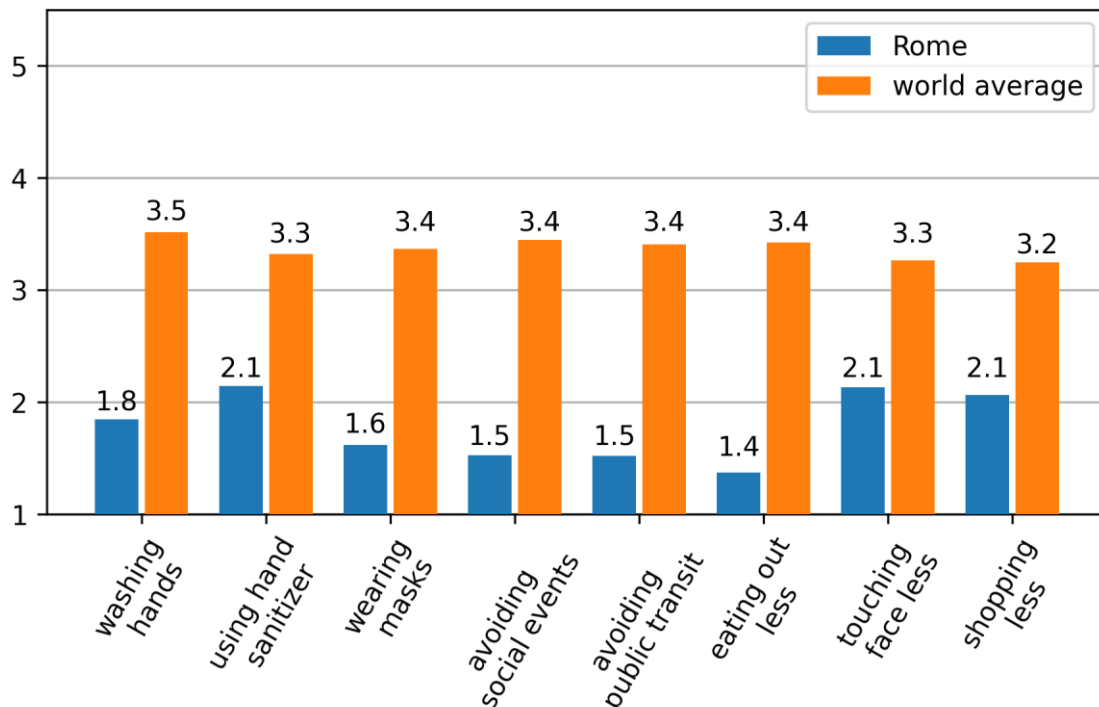
1. Individual Quarantine and Impacts of the Pandemic on Individual Lives

The sudden impact of COVID-19 has forced individuals to adapt to a new lifestyle, including enhanced personal hygiene, lowered income, and so-called social distancing (or safe distancing) procedures.

- Individual Quarantine

To measure the degree to which individuals have made efforts to adopt a new lifestyle, we provided 5-point scale responses, with higher scores indicating more active participation in personal quarantining measures and lower scores representing less sincere efforts to prevent the disease. The average scores of each city were calculated in order to compare each city's averages with the global average.

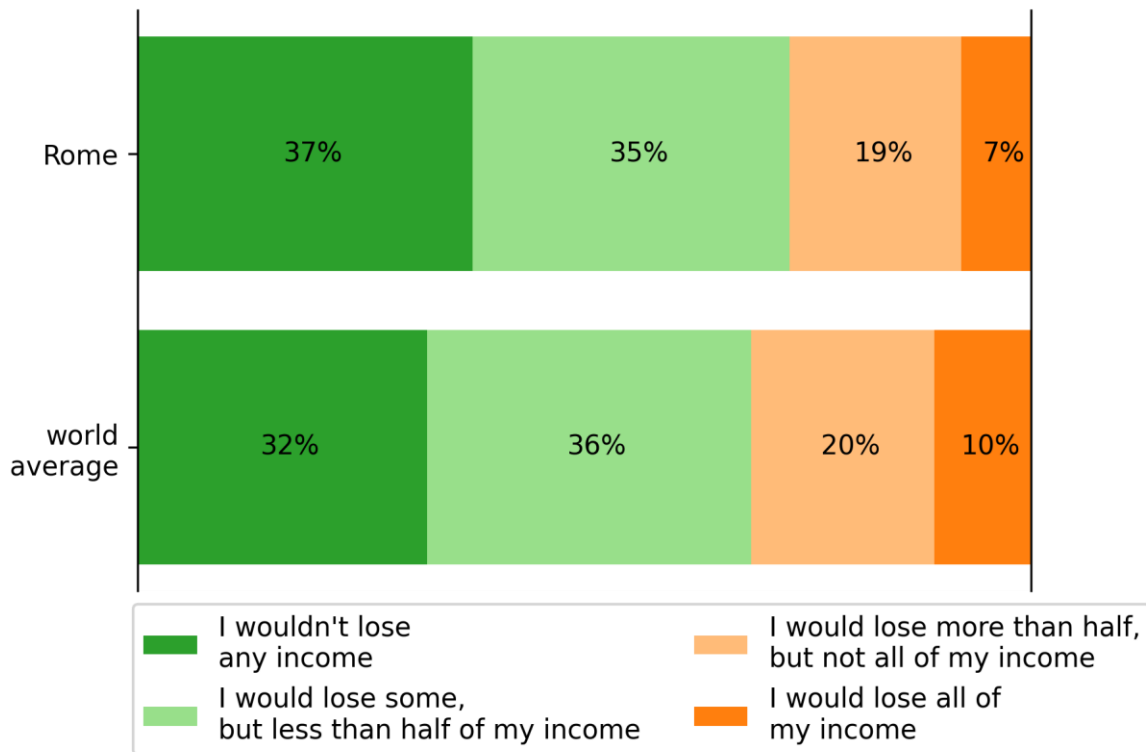
The survey results show that respondents in Rome were less active in participating in personal quarantining measures than the global average. The average scores of each measure were as follows: washing hands (1.85), using hand sanitizer (2.15), wearing masks (1.62), avoiding social events (1.53), avoiding public transit (1.52), eating out less (1.37), touching one's face less (2.13), and shopping less (2.07). The orange bars indicate the global average scores.



<Figure 1.1> Average Individual Quarantine Scores in Rome
Q1. How much effort have you put into preventing infection of COVID-19?

- Economic Consequences

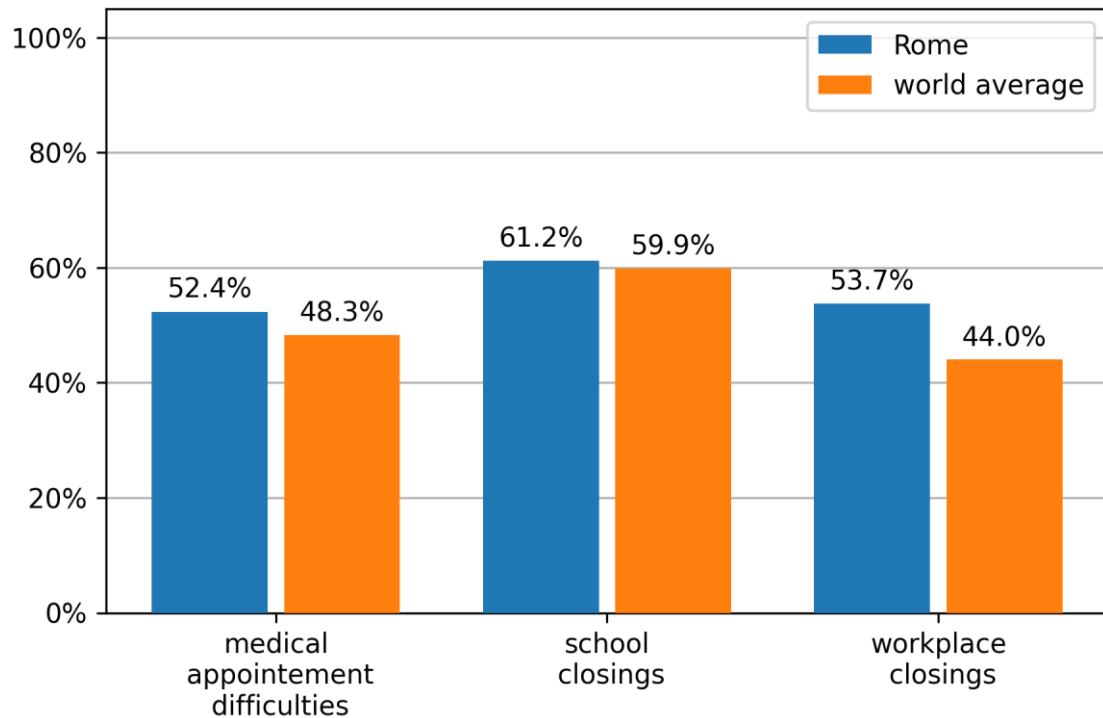
The survey asked respondents, “How much of your income would you lose during a 14-day quarantine?” A plurality of Rome respondents answered, “I wouldn't lose any income” (37.45%), followed by “I would lose some, but less than half of my income” (35.49%), “I would lose more than half, but not all of my income” (19.22%), and “I would lose all of my income” (7.84%).



<Figure 1.2> Fear of Wage Cuts During a 14-Day Quarantine
Q2. How much of your income would you lose during a 14-day quarantine?

- Social Impacts

In terms of the social impacts of the pandemic, the Rome respondents have experienced school closings (61%), workplace closings (54%), and medical appointment difficulties (52%).



<Figure 1.3> Social Impacts of COVID-19 in Rome
 Q3. Have you experienced the following situations due to COVID-19?

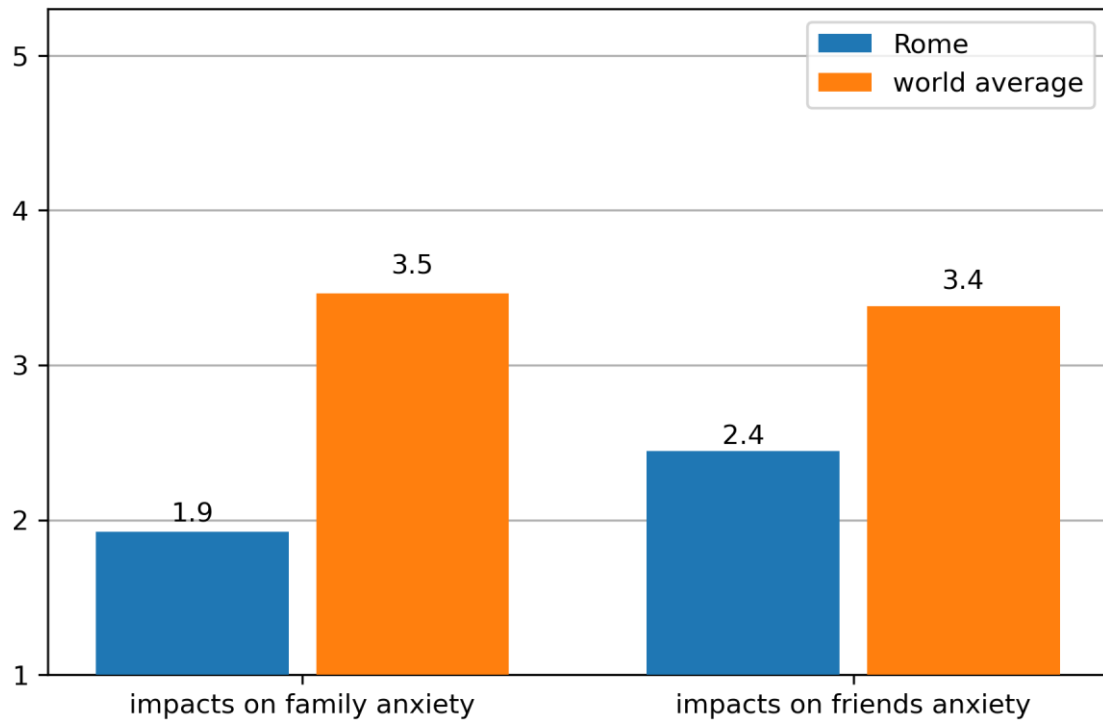
2. Anxiety and Hope

The social and economic impacts of the novel coronavirus disease have psychologically influenced citizens of countries all over the world. We surveyed people’s sense of anxiety and hope during the COVID-19 pandemic.

- Anxiety over Families and Friends

In order to measure the degree of anxiety caused by a possible infection, respondents were asked how anxious they were. We provided 5-point scale responses, with higher scores indicating more anxiety about their families and friends and lower scores representing less concern about the adverse impact on their families and friends.

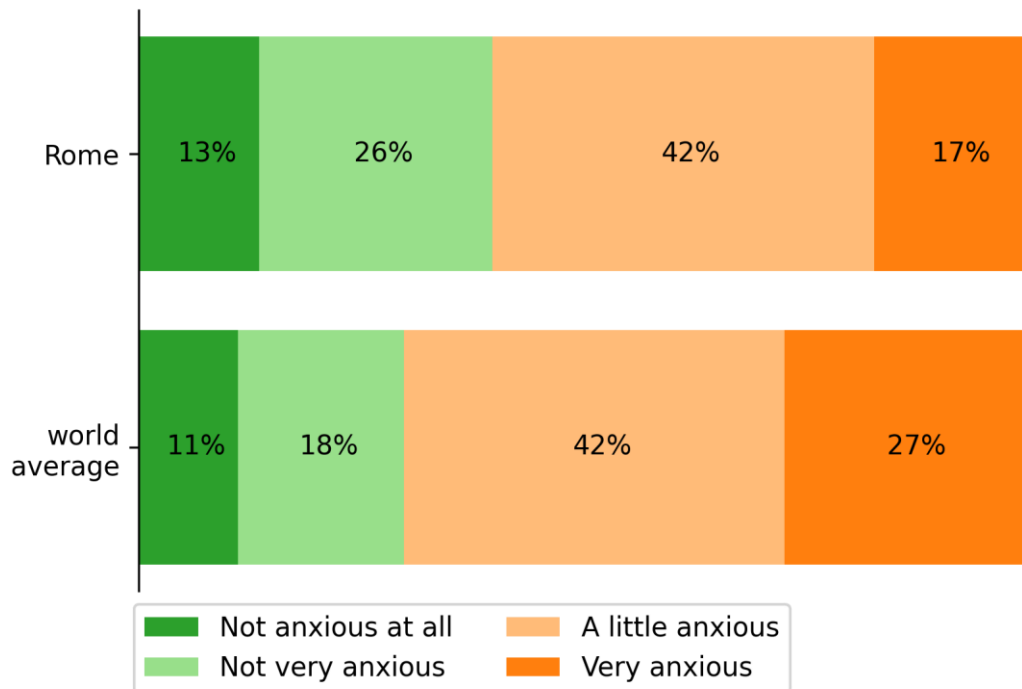
Rome’s average COVID-19 Impacts on Family Anxiety Score was 1.92, and its average COVID-19 Impacts on Friends Anxiety Score was 2.45. Compared to other cities, it was characteristic that Rome respondents would have very low concerns and anxiety about their family and friends, if they were infected.



<Figure 2.1> COVID-19 Anxiety Scores
 Q4. If you were actually infected, how would you rate your anxiety?

- Fear of Those Without Face Masks

The survey asked respondents, “How do you feel when you bump into someone not wearing a mask?” A large number of Rome respondents answered, “A little anxious” (42.75%), followed by “Not very anxious” (26.08%), “Very anxious” (17.65%), and “Not anxious at all” (13.53%).

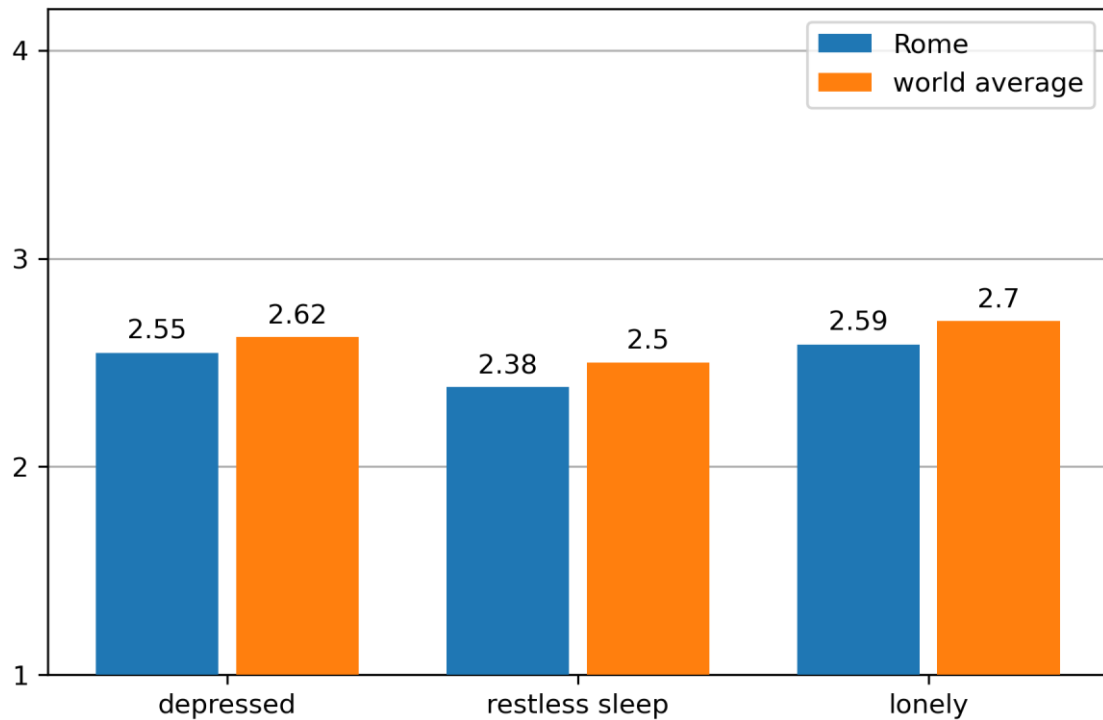


<Figure 2.2> Fear of Those Without Face Masks
 Q5. How do you feel when you bump into someone not wearing a mask?

- Negative Emotions During the COVID-19 Pandemic

In order to measure the degree of negative emotion caused by the coronavirus, our survey measured how often respondents have felt depression, restless sleep, and loneliness. We provided 4-point scale responses, with higher scores indicating more negative emotions arising from COVID-19 and lower scores representing fewer negative emotions evoked from the pandemic.

The respondents of Rome surveyed reported feeling depressed (2.55), their sleep restless (2.38), and lonely (2.59) during the COVID-19 pandemic or self-quarantine. The orange bars represent the global average scores.

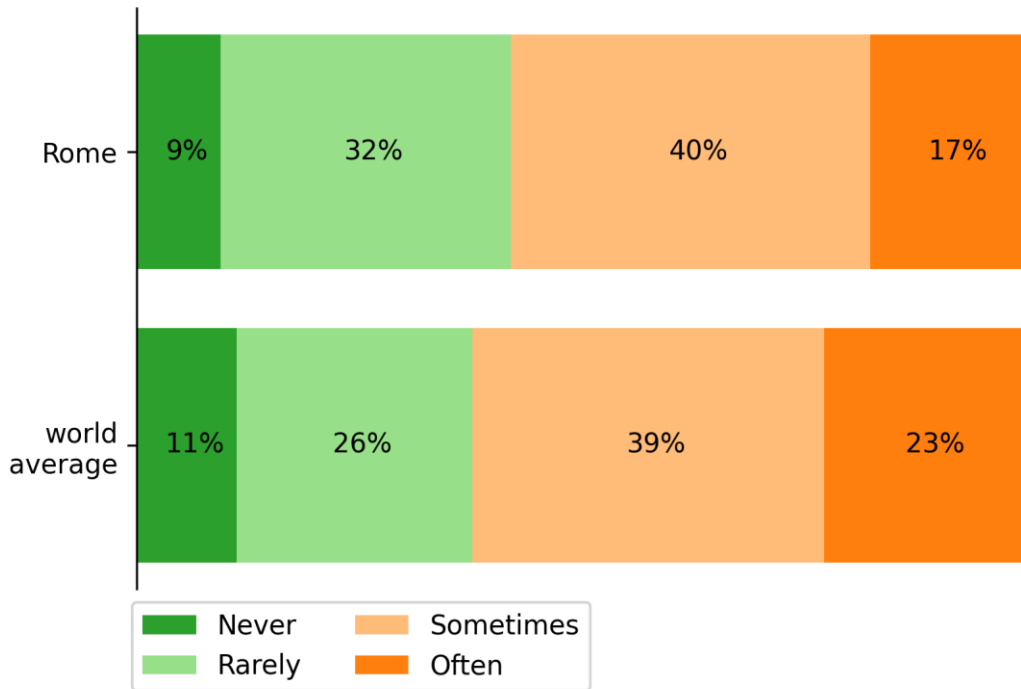


<Figure 2.3> COVID-19 Negative Emotion Scores

Q6. How often have you felt uneasiness as a result of the COVID-19 or self-quarantine?

- Hope for the Future

The survey asked respondents, “How often have you felt hope about the future during COVID-19 or self-quarantine?” 40.20% of the Rome respondents answered: “Sometimes,” followed by “Rarely” (32.55%), “Often” (17.84%), and “Never” (9.41%).



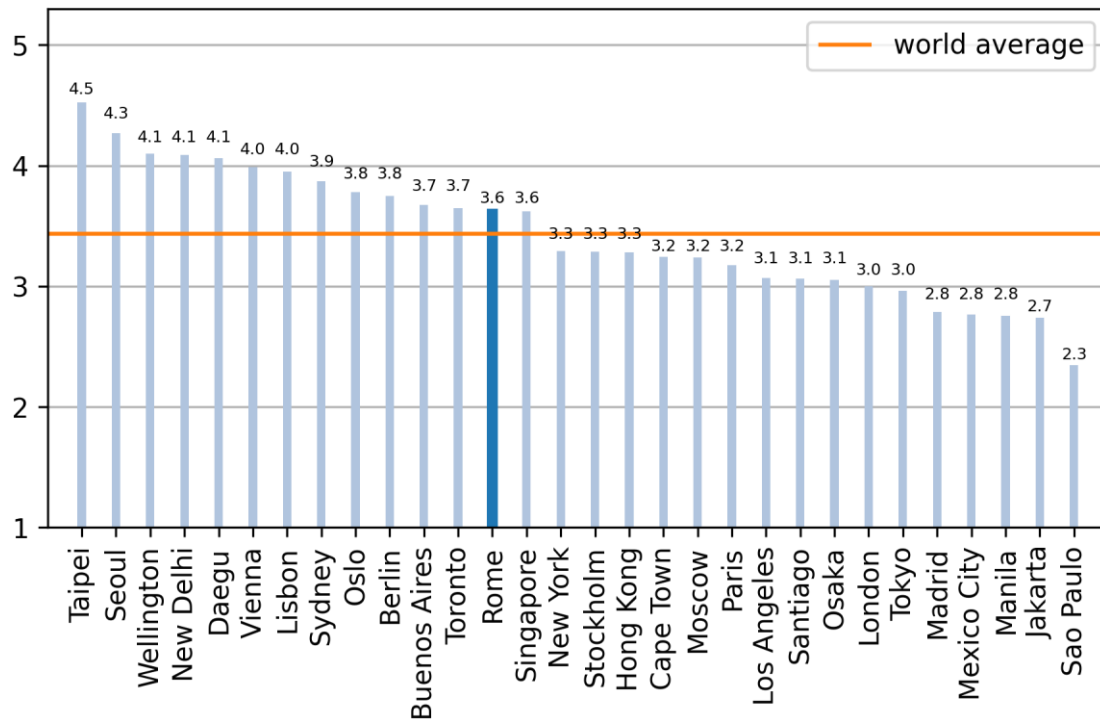
<Figure 2.4> Hope About the Future During COVID-19
 Q7. How often have you felt hopefulness during the COVID-19 pandemic or self-quarantine?

3. Citizens’ Evaluation of Government COVID-19 Policies

We surveyed global citizens’ evaluation of their governments’ performance in responding to the pandemics and their satisfaction with the pandemic management policies.

- Overall Assessment

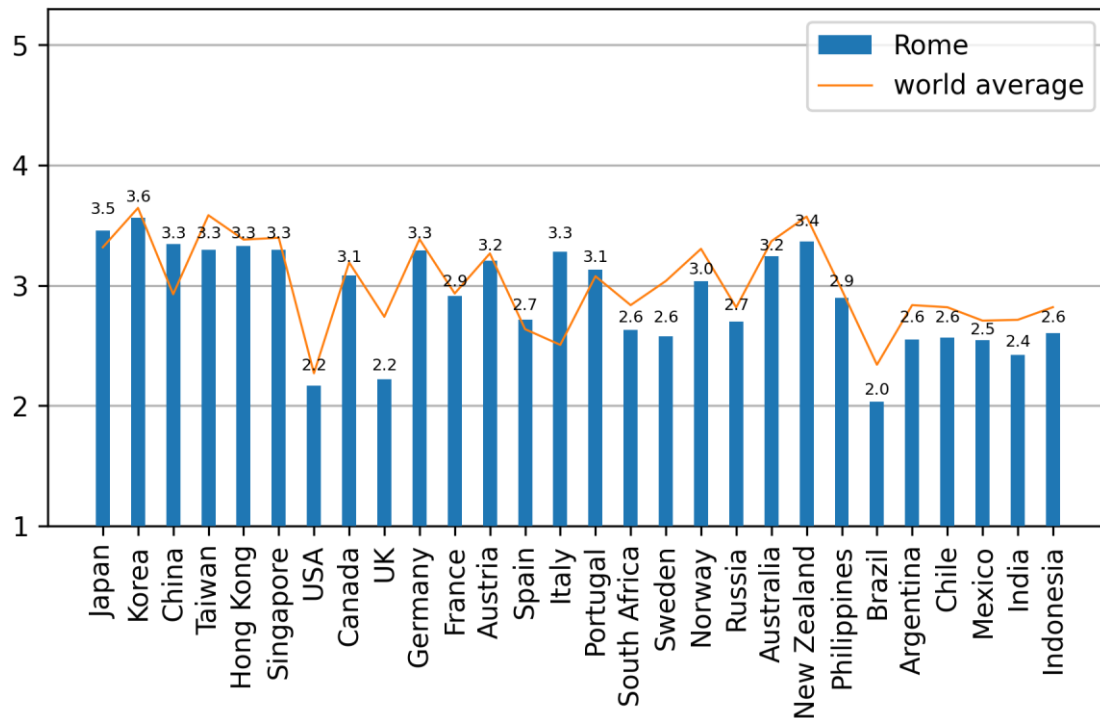
The survey requested the respondents to score their governments’ COVID-19 management performance compared to other countries. Rome respondents gave their government a score of 3.6 out of 5 for its performance during the COVID-19 pandemic. The orange line represents the world average, which was 3.43.



<Figure 3.1> Evaluation of Their Own Government Regarding COVID-19
 Q8. Compared to other countries, how would you evaluate the overall performance of your government in regard to the COVID-19 pandemic?

- International Comparison

Rome respondents were asked “How competent are the following governments in dealing with COVID-19?” South Korea scored the highest (3.57) and Brazil scored the lowest (2.03) regarding their governments’ COVID-10 performance. The orange line represents the global citizens’ average.

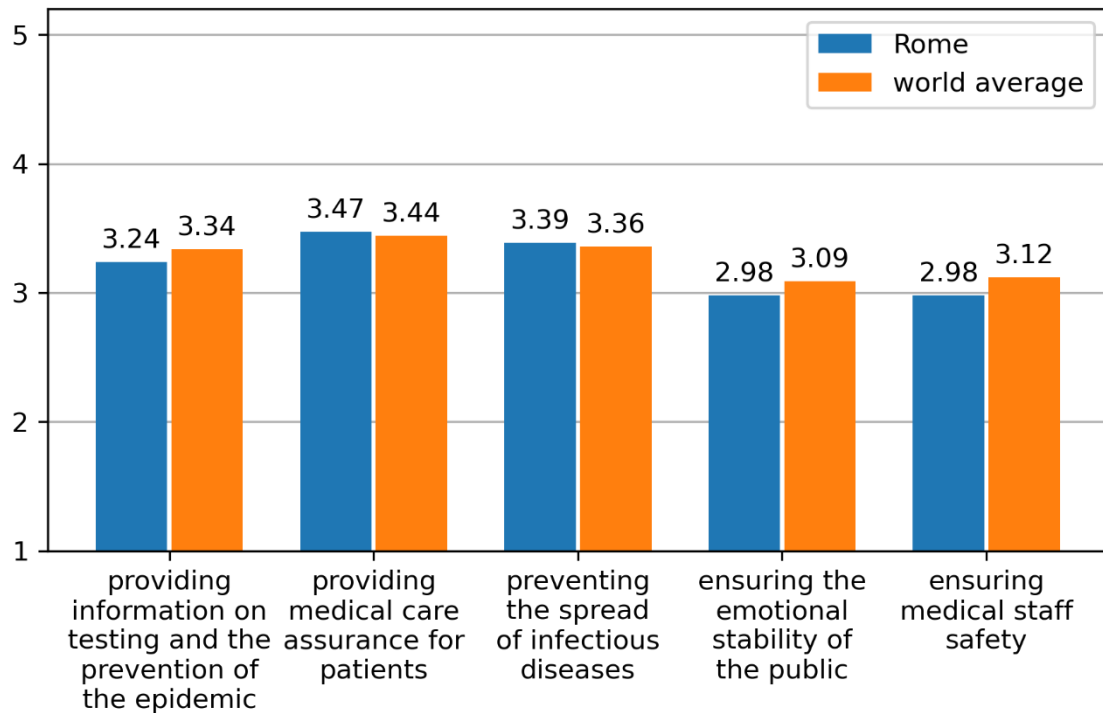


<Figure 3.2> Rome Citizens' Evaluation of 28 Countries' Government Performance During COVID-19
 Q9. How competent are the following governments in dealing with COVID-19?

- Citizens' Satisfaction with COVID-19 Management Policies

In order to measure the degree of satisfaction with COVID-19 management policies, our survey asked respondents how satisfied they were with the following policies: providing information on testing and the prevention of the epidemic, providing medical care assurance for patients, preventing the spread of the infectious disease, ensuring the emotional stability of the public, and ensuring medical staff safety. We provided 5-point scale responses, with higher scores indicating higher satisfaction with management policies and lower scores representing lower satisfaction with management policies.

Respondents in Rome had average degrees of satisfaction with different aspects of COVID-19 management policies as follows: providing information on testing and the prevention of the epidemic (3.24), providing medical care assurance for patients (3.47), preventing the spread of infectious diseases (3.39), ensuring the emotional stability of the public (2.98), and ensuring medical staff safety (2.98). The orange bars represent the global average.

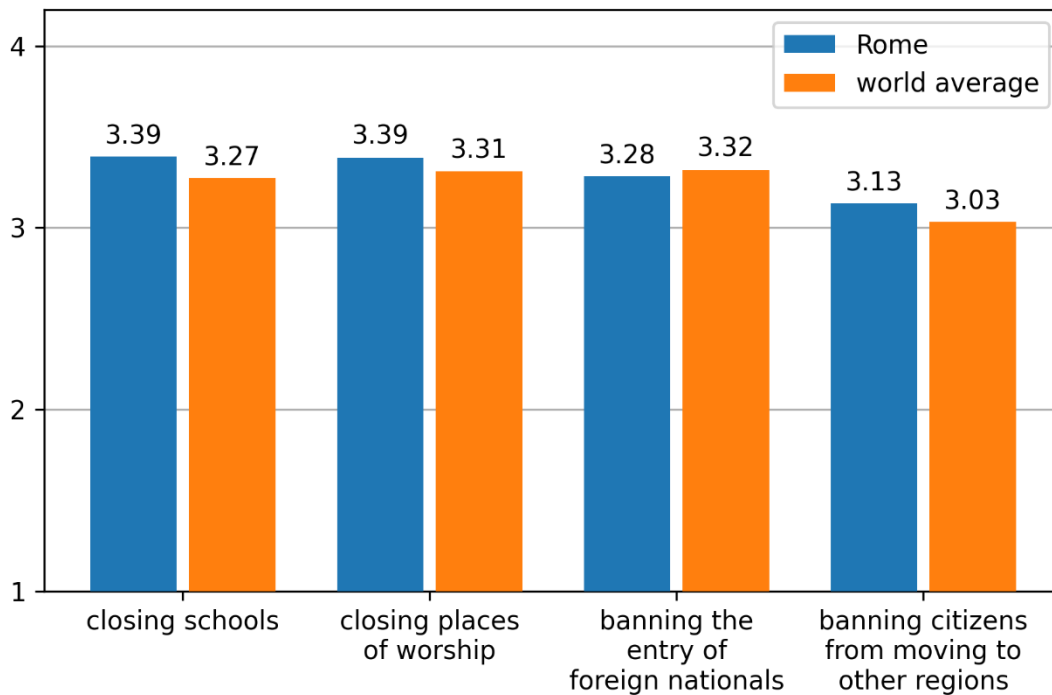


<Figure 3.3> Satisfaction with COVID-19 Management Policies
 Q10. How satisfied are you with your government’s performance regarding COVID-19 Management?

- The Degrees of Consent to Government Stringency Measures

In order to measure the degree of agreement with stringency COVID-19 measures, such as closing schools, closing workplaces, banning the entry of foreign nationals, and banning citizens from moving to other regions, we asked respondents how much they would agree with the above policies. We provided 4-point scale responses, with higher scores indicating more agreement with stringency measures and lower scores representing less agreement with those measures during the COVID-19 pandemic.

Respondents in Rome on average had a different degree of agreement with the following stringency measures: closing schools (3.39), closing places of worship (3.39), banning the entry of foreign nationals (3.28), and banning citizens from moving to other regions (3.13). The orange bars show the global average.



<Figure 3.4> Agreement with COVID-19 Stringency Measures
Q11. How much would you agree with the following government decisions?

4. Democracy or Authoritarianism?

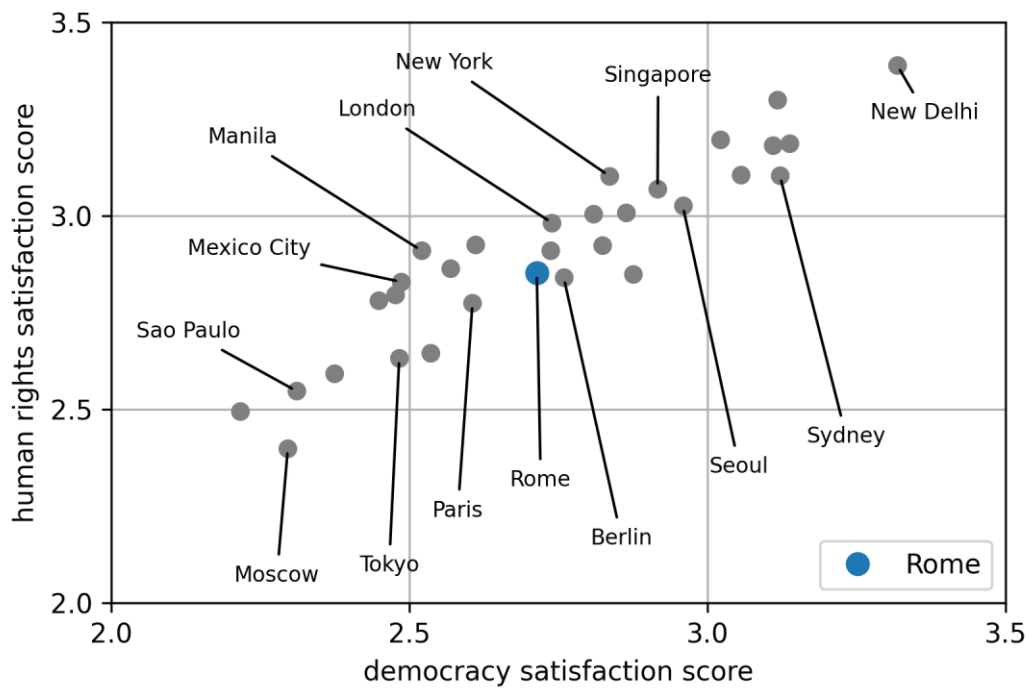
During the pandemic crisis, a government is supposed to expand its role and actively engage in social life to protect public health and social sustainability; however, there could be a disproportionate use of force and excessive exercise of governmental authority. For years, the rule of law has been regarded as the founding principle of democracy. It is foundational to ensuring people’s access to public services, curbing corruption, restraining the abuse of power, and establishing a social contract between people and the state. Also, the rule of law is a core element of humanitarian and human rights agendas³. However, the unprecedented COVID-19 pandemic has involved the potential for abuse of the unstable situation, potentially having a negative impact on the rule of law. In the following analyses, we will focus on whether or not respondents support their government to have discretionary power during an abnormal time.

- The Current State of Democracy and Human Rights

We asked respondents, “How much are you satisfied with the way democracy is developing in your country while struggling with COVID-19?” and “How much have individual rights been respected

³ UN, “What is the Rule of Law”, <https://www.un.org/ruleoflaw/what-is-the-rule-of-law/>

during your government’s responses to COVID-19?” We provided a 4-point scale with a higher score indicating an individual is more dissatisfied; however, a reverse scaling was used for a reader’s convenience. Scores higher than 2.5 indicate that respondents are satisfied with their governments’ performance in human rights or democracy, and vice versa. <Figure 4.1> shows that the respondents in Rome had a democracy satisfaction score of 2.71 and a human rights satisfaction score of 2.85.



<Figure 4.1> Scatter Plot of Global Citizens’ Satisfaction with Their Countries’ Democracy and Human Rights

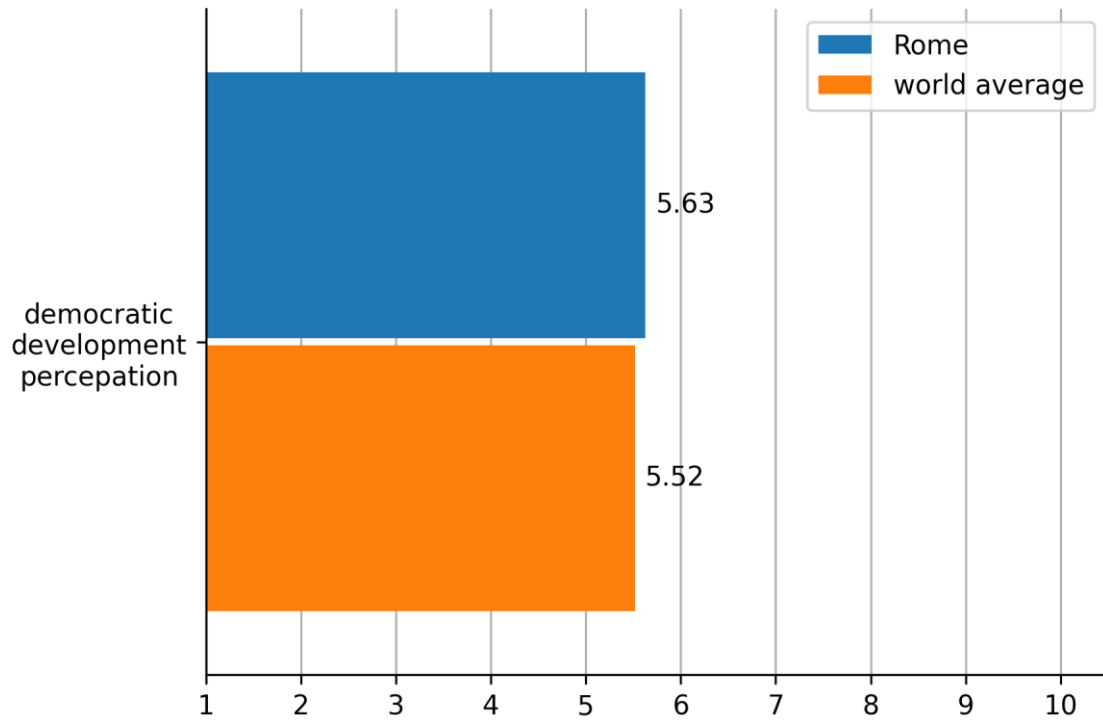
Q12. How much are you satisfied or dissatisfied with the way democracy is developing in your country while struggling with the COVID-19 pandemic?

Q13. How much respect there is for individual human rights during your government’s response to the COVID-19 pandemic?

- Emergency Actions and Their Consequences

We asked respondents, “Considering all the policies regarding the pandemic, in which direction do you think your country is likely to move these days?” We provided a 10-point scale with higher scores indicating a citizen’s belief that the COVID-19 management policies will lead a society to the democratic and participatory citizenry and lower scores representing a citizen’s consideration that the policies will lead to a state-centric and chauvinistic society. The threshold between the two is 5.5.

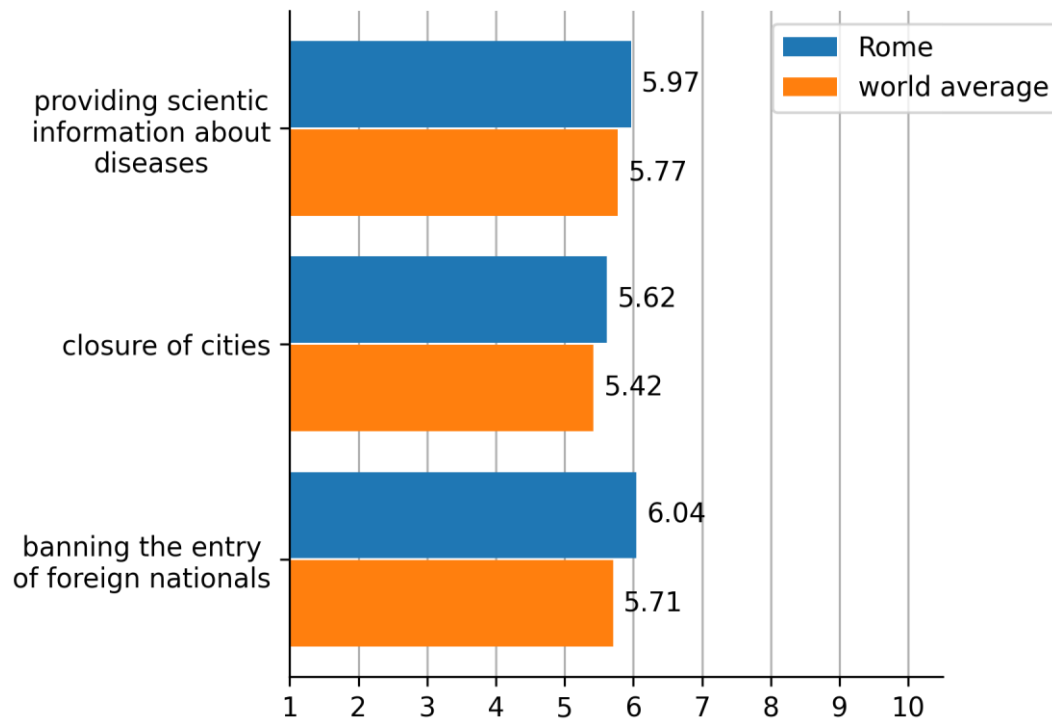
With an average score of 5.63, the Rome respondents were more likely to think that the emergency measures would lead to a democratic and participatory citizenry.



<Figure 4.2> Directions of Democratic Development in Italy

Q14. Considering all these policies/trends referred to above, which direction do you think your country is likely to move these days, state-centric/chauvinistic or democratic/participatory citizenry?

Specifically, the Rome respondents believed that banning the entry of foreign nationals would lead to a democratic and participatory citizenry the most with an average score of 6.04, followed by providing scientific information about diseases (5.97) and the closure of cities (5.62).

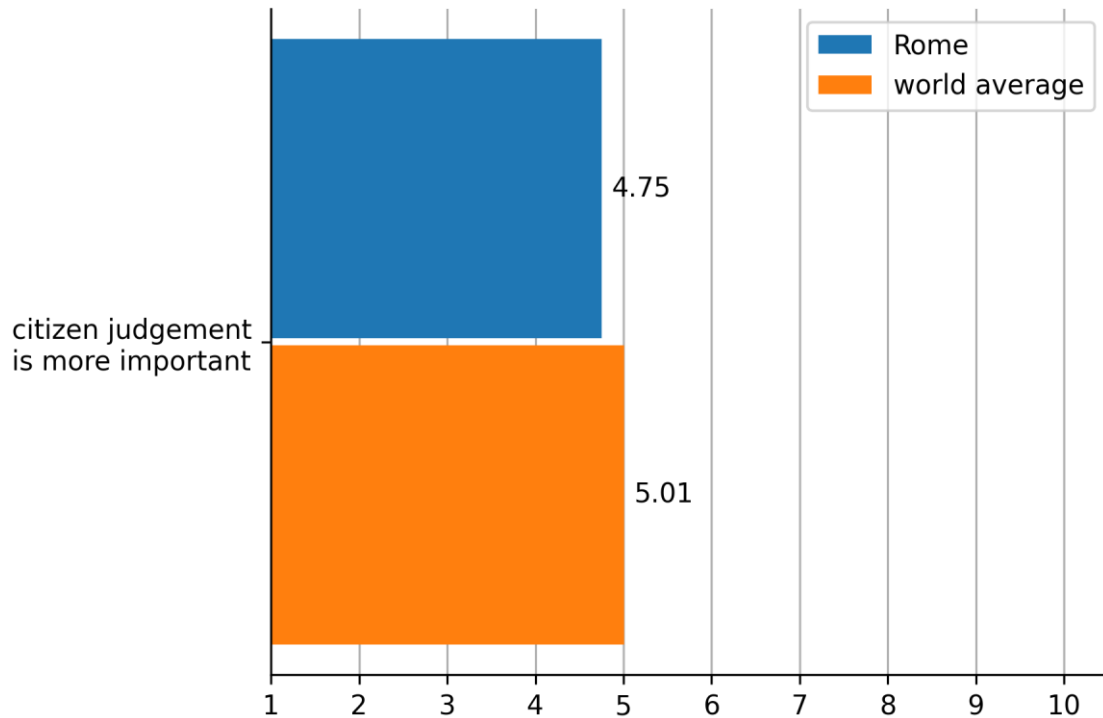


<Figure 4.3> Expected Effects of Each Lockdown Measure on Democracy or Chauvinism Q15. While fighting against a global pandemic, what direction do you expect the following policies/trends to take, state-centric/chauvinistic or democratic/participatory citizenry?

- Citizens' Attitudes Towards COVID-19 Management

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 actually face the risks. The survey provided a 10-point scale with higher scores indicating placing importance on citizen judgments, and lower scores indicating emphasizing the role of government decisions. The threshold between the two is 5.5.

The Rome respondents answered that government decisions were more important than citizen judgment (4.75) in dealing with the crisis.

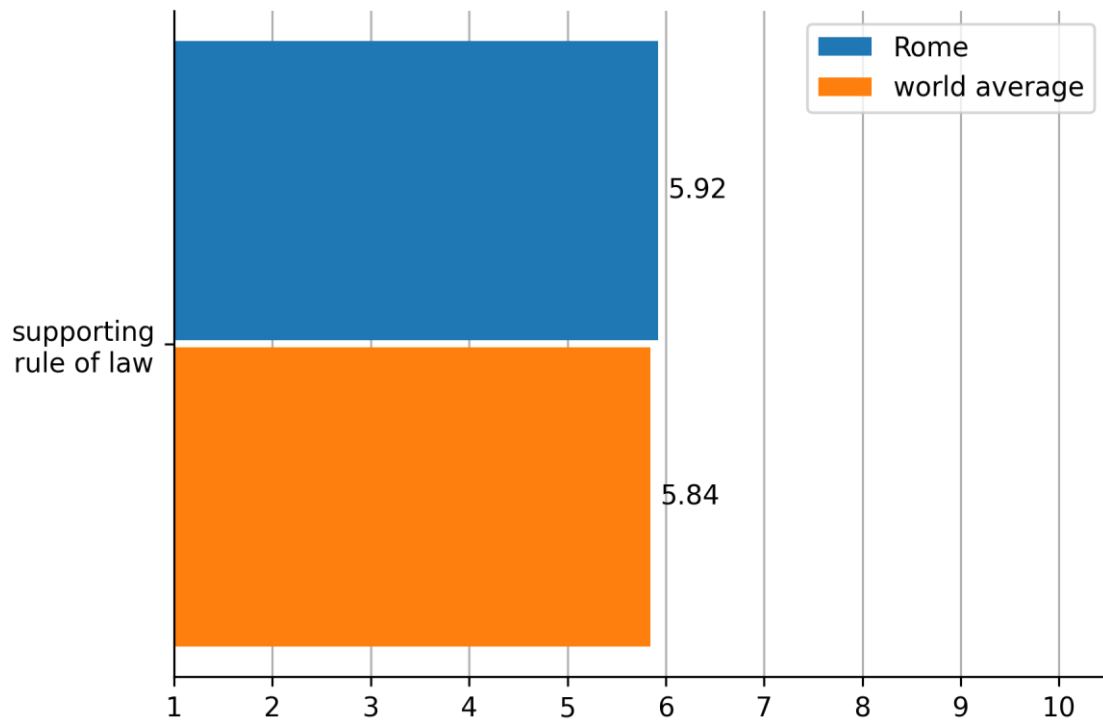


<Figure 4.4> Government Decisions vs. Citizen Judgment During COVID-19
 Q16. Should citizens follow the decisions of the government, or should the government respect the judgments of citizens?

- Citizens' Attitudes Towards Exceptional Rules

As "Rule by Order" refers to the tolerance of the government taking discretionary power in the context of an emergency and "Rule of Law" refers to keeping that discretionary power confined to the law, we asked respondents their attitudes about the two. We provided a 10-point scale with higher scores indicating supporting "Rule of Law" and lower scores indicating supporting "Rule by Order". The threshold between the two is 5.5.

The Rome respondents were more supportive of "Rule of Law" with an average score of 5.92. The orange bar shows the global average which was 5.84.



<Figure 4.5> Supporting Rule of Law Score During the COVID-19 pandemic
 Q17. Discretionary power during a state of emergency is always justifiable regardless of the law, or discretionary power is only justifiable within the law?

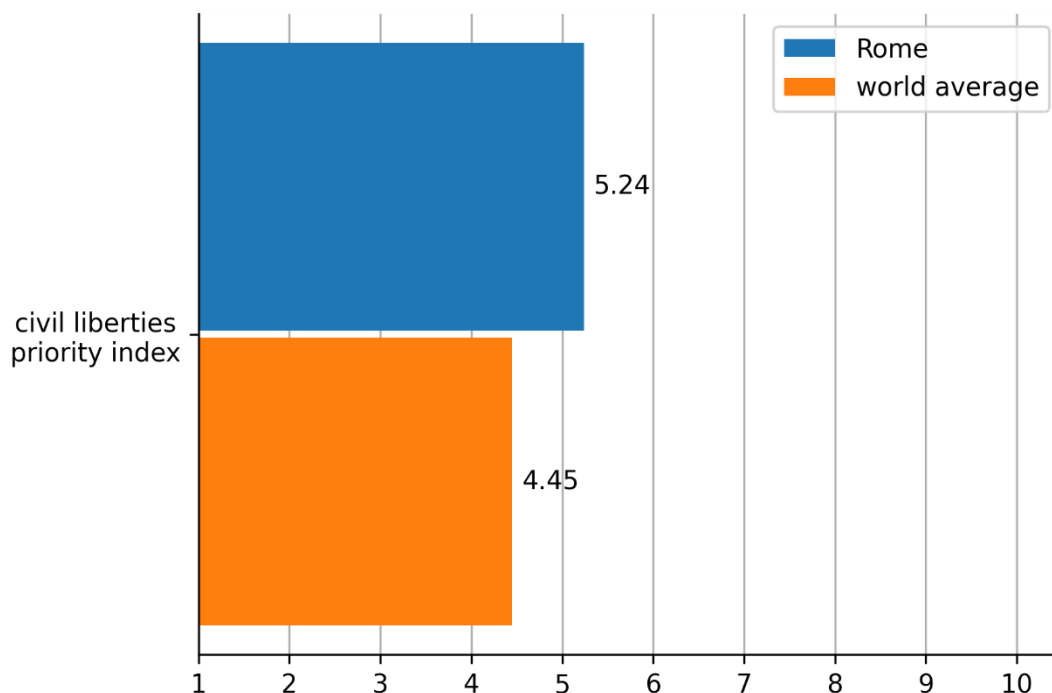
5. Priorities of Quarantine Governance

At the time of COVID-19, choosing between compulsory regulations for testing, wearing masks, and quarantining on the one hand and voluntary acceptance on the other is not easy. Advised voluntary isolation and monitoring are superb options since the measures could buttress civil rights in fighting against the disease; however, if citizens do not adhere to the recommendations, the consequences of not making these measurements compulsory could be catastrophic. In the case of the COVID-19 pandemic, sacrificing some civil rights is unavoidable, and the government ought to balance public safety and individual rights to satisfy the public. That is why we seek to discover global citizens' preferences regarding issues of civil liberties vs. compulsory measures for social distancing.

- Overcoming the Disaster vs. Civil Liberties

It is the duty of a democratic state to both protect the lives and health of the public and to ensure the fundamental freedom of all citizens. We asked respondents "In the current situation, which do you think is the more urgent task, ensuring basic civil rights or overcoming the disaster?" We provided a 10-point scale with higher scores indicating support for ensuring basic civil rights is the top priority and lower scores representing the view that overcoming a disaster to protect public health is the top priority. The threshold between the two is 5.5.

The Rome respondents had an average score of 5.24. By contrast, the world average was 4.45.

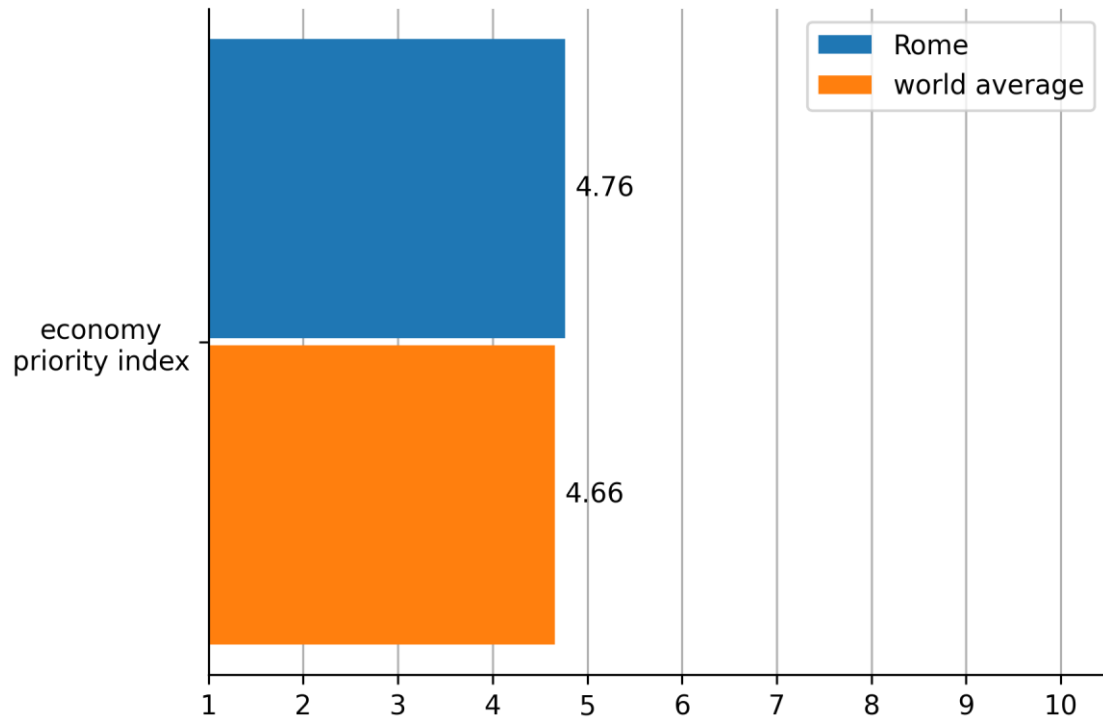


<Figure 5.1> Civil Liberties Priority Index
Q18. In the current situation, is ensuring basic civil rights the top priority?

- Social Distancing vs. Normal Economic Life

In this 10-point scale responses, higher scores indicated a stronger belief that returning to everyday life for economic recovery was important, whereas lower scores represented more of an emphasis on social distancing. The threshold between the two is 5.5.

The Rome respondents had an average score of 4.76. By contrast, the world average was 4.66.

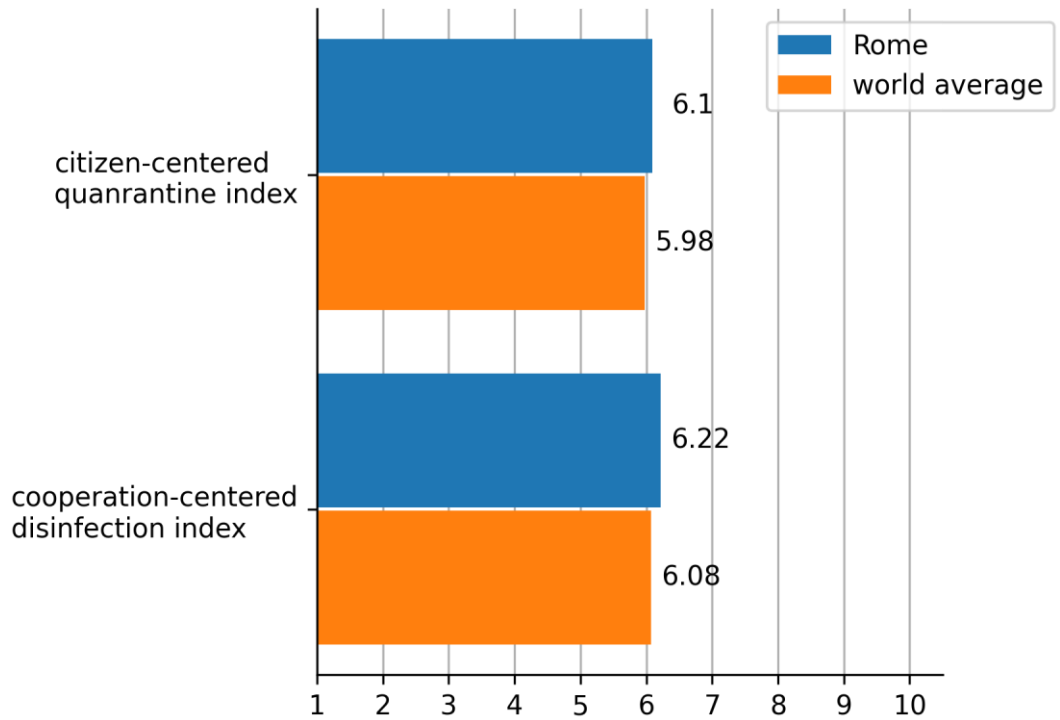


<Figure 5.2> Economic Recovery Priority Index

Q19. In the current situation, is returning to normal life for economic recovery more important than social distancing for public health?

- Government Leadership vs. Cooperation with Citizens

Our survey measured how much respondents underscored the role of citizens in preventing the spread of the novel coronavirus. We provided 10-point scale responses, with bigger scores indicating that respondents emphasized the role of citizens and lower scores indicating that respondents asserted the government's role and leadership. The Rome respondents and the average global citizen had an average citizen-centered quarantine index score of 6.1 and 5.98, respectively, and a cooperation-centered disinfection index of 6.22 and 6.08, respectively.



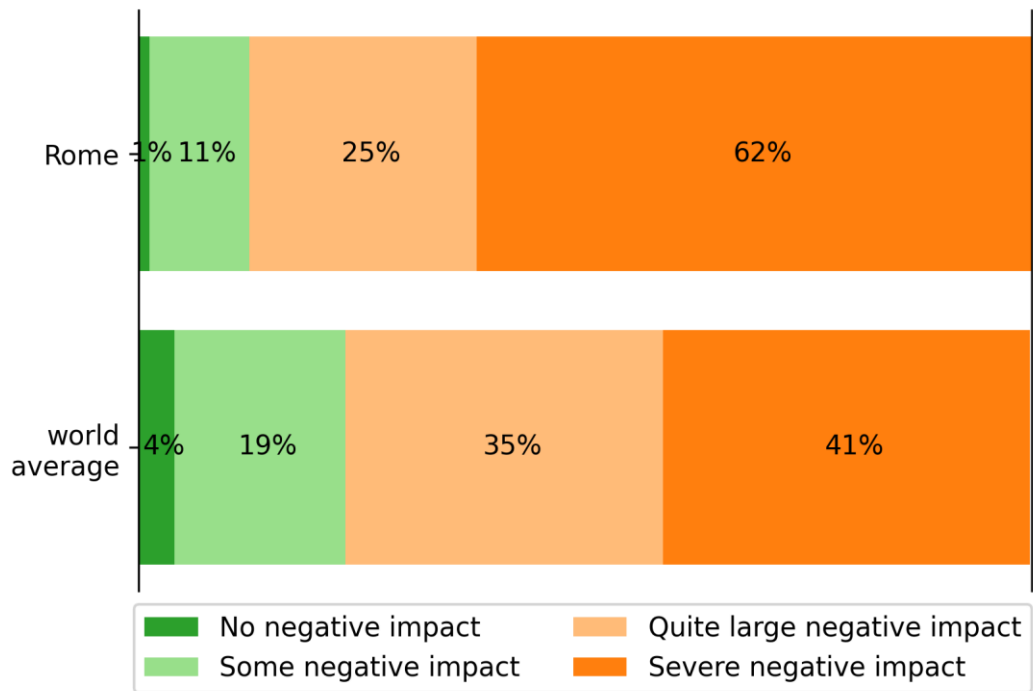
<Figure 5.3> Citizen-centered Quarantine Index and Cooperation-centered Disinfection Index Q20. The citizens are the main actors in the prevention of an epidemic. Q21. The citizens’ active trust and cooperation is the main key to recover from the disaster.

6. Impacts of the Pandemic at the National Level

The unprecedented global crisis has had a significant impact on everyday life, including the national economy, social trust, living standards, and the quality of democracy. The section examines citizens’ perceptions of the impact of COVID-19 by evaluating the extent of that negative impact on several aspects at the national level.

- On the National Economy

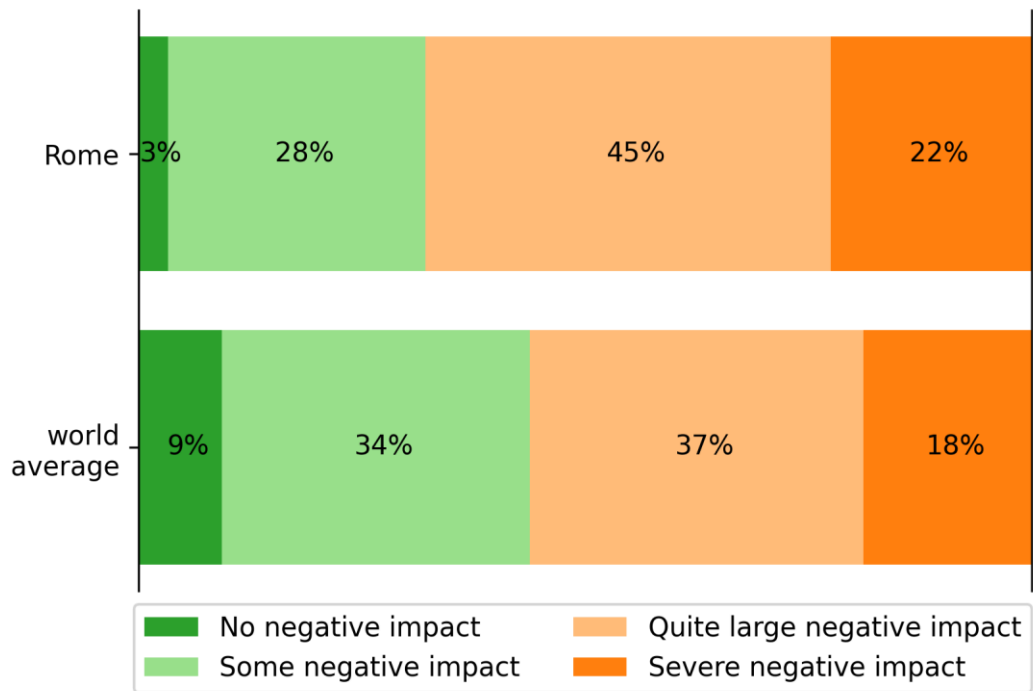
62.16% respondents in Rome perceived that COVID-19 as having a "Severe negative impact" on the national economy, followed by a "Quite large negative impact" (25.49%), "Some negative impact" (11.18%), and "No negative impact" (1.18%).



<Figure 6.1> Citizens' Perception of the Impact of COVID-19 on the National Economy Q22. Please evaluate the extent of the negative impact of the COVID-19 pandemic on the national economy.

- On Social Trust

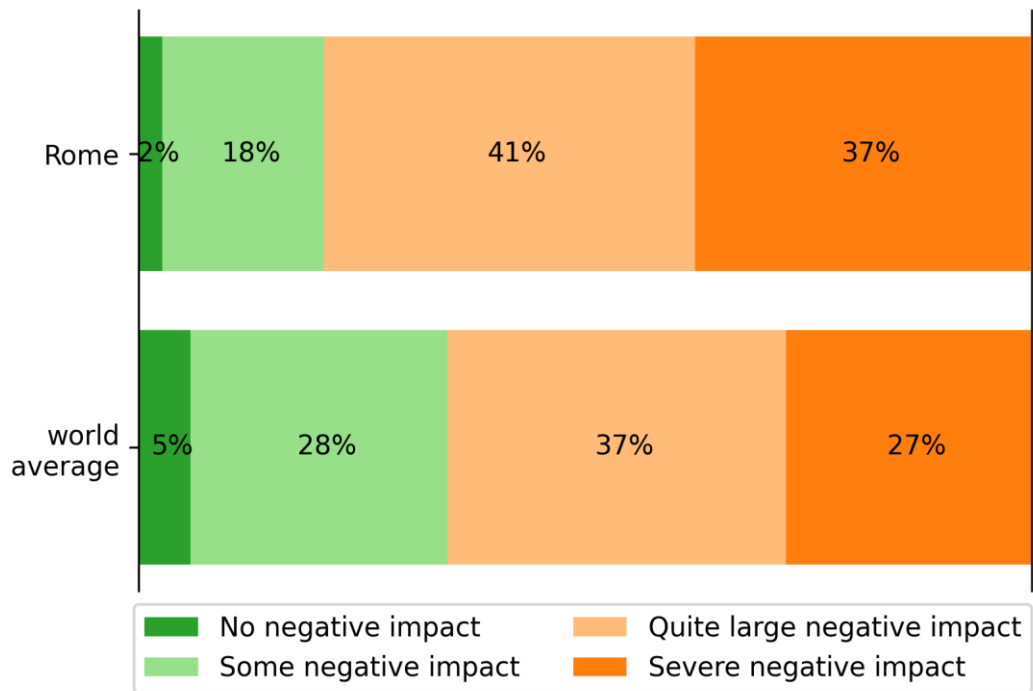
A plurality of Rome respondents perceived that the pandemic has had a "Quite large negative impact" (45.29%) on social trust, followed by "Some negative impact" (28.82%), a "Severe negative impact" (22.55%), and "No negative impact" (3.33%).



<Figure 6.2> Citizens' Perception of the Impact of COVID-19 on Social Trust
 Q23. Please evaluate the extent of the negative impact of the COVID-19 pandemic on social trust.

- On Living Standards

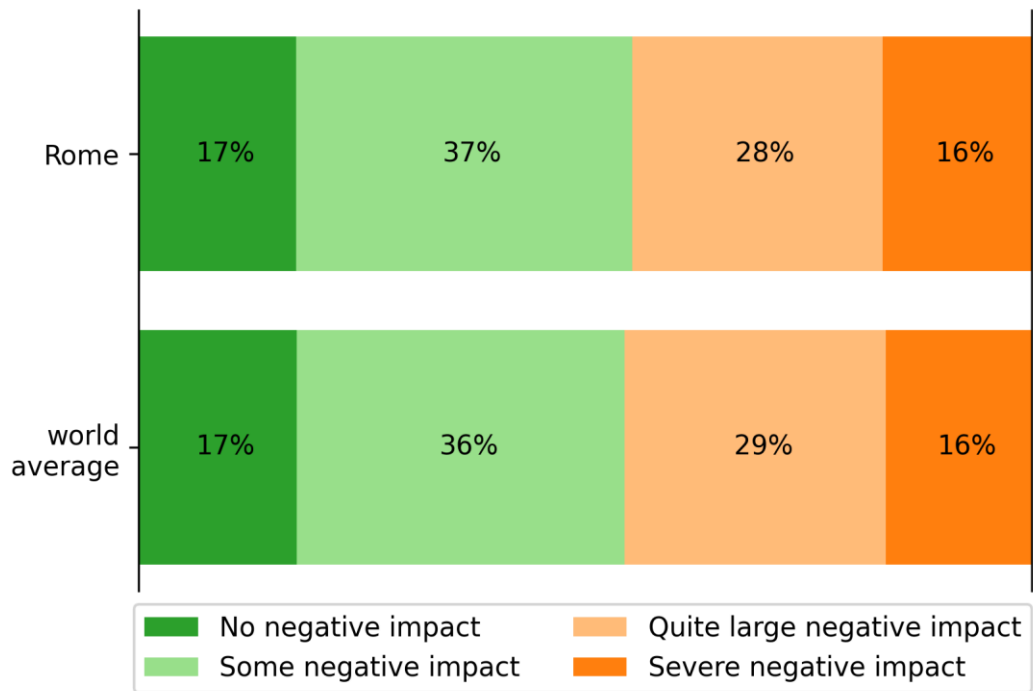
41.57% respondents in Rome believed that the pandemic has had a "Quite large negative impact" on living standards, followed by a "Severe negative impact" (37.65%), "Some negative impact" (18.04%), and "No negative impact" (2.75%).



<Figure 6.3> Citizens' Perception of the impact of COVID-19 on Living Standards Q24. Please evaluate the extent of the negative impact of the COVID-19 pandemic on living standards.

- On the Quality of Democracy

A large number of respondents in Rome believed that the pandemic has had "Some negative impact" (37.65%) on the quality of democracy, followed by a "Quite large negative impact" (28.04%), "No negative impact" (17.65%), and a "Severe negative impact" (16.67%).



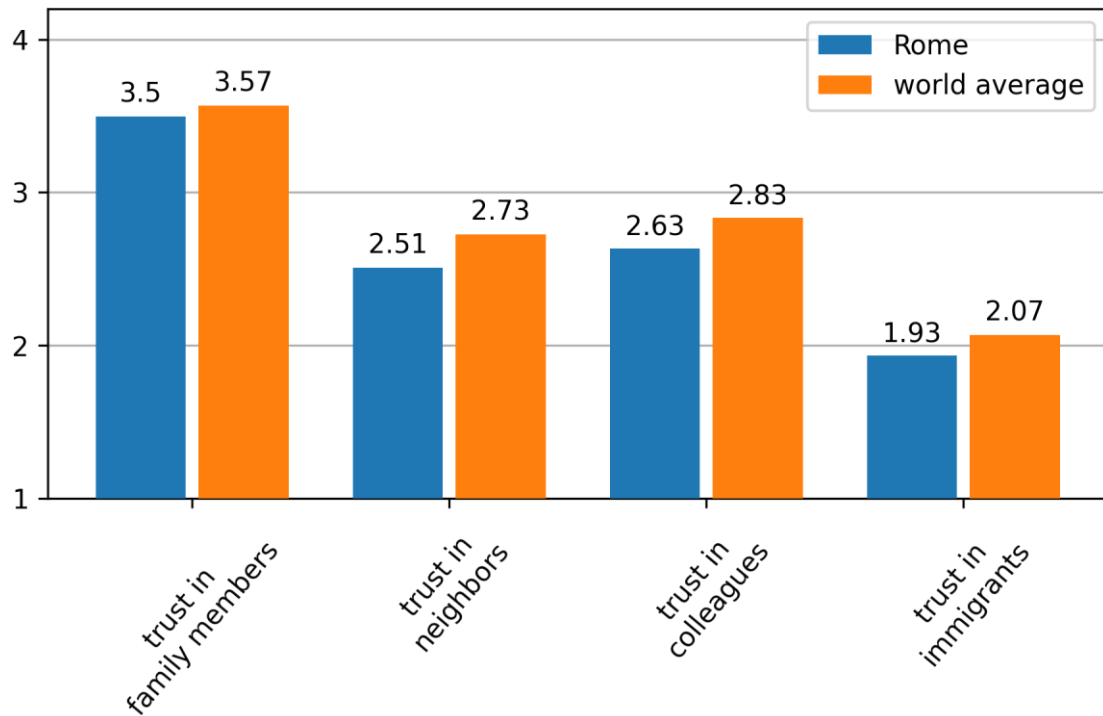
<Figure 6.4> Citizens' Perception of the Impact of COVID-19 on the Quality of Democracy Q25. Please evaluate the extent of the negative impact of the COVID-19 pandemic on the quality of democracy.

7. Trust

In order to measure trust during the pandemic, we asked about the reliability of information provided by various organizations and the trust of different groups of people. We provided a 4-point scale with a higher number indicating a higher level of distrust; however, reverse scaling was used for the reader's convenience. Therefore, higher scores demonstrate a higher level of trust during the COVID-19 pandemic.

- Trust in People

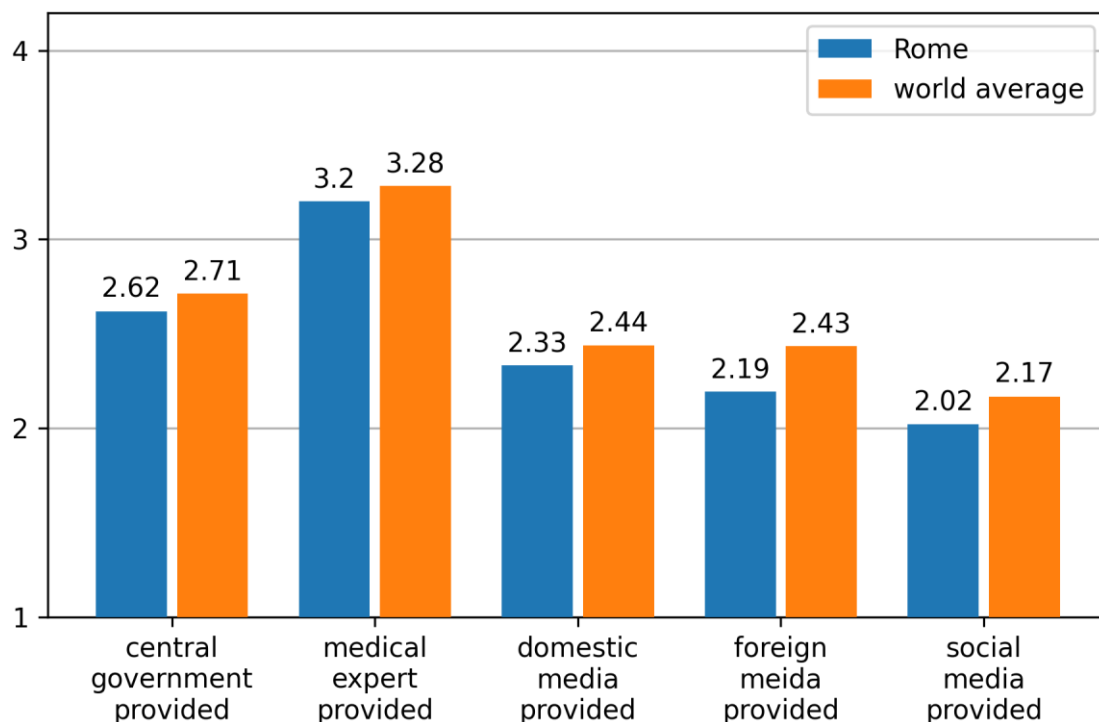
The Rome respondents reported trusting their family members (3.5) the most, followed by their colleagues (2.63), their neighbors (2.51), and immigrants (1.93). The orange bars indicate the global average scores.



<Figure 7.1> Trust in Different Groups of People
 Q26. How much do you trust each of the following groups of people?

- Trust in Information Provided by Various Institutions

Of the various institutions Rome respondents were asked about, they reported trusting the information provided by medical experts (3.2) the most, followed by the government (2.62), the domestic media (2.33), the foreign media (2.19), and social media (2.02). The orange bars represent the global average scores.



<Figure 7.2> Trust in Information Provided by Various Institutions
 Q27. How much do you trust the information offered by the following groups?

8. Fairness and Representativeness of Political Parties

This section reviews the degree to which global citizens perceive their countries having fairness on income distribution, educational opportunities, gender equality, political participation, minority rights, public debate, and political party representativeness. The survey asked respondents, “According to your perception, how fair or unfair do you think your country is with regard to the following aspects?” We provided a 10-point scale, and with a reverse scaling, higher scores indicating a citizen regarding a particular area as fairer.

	Cities	Income Distribution	Educational Opportunity	Gender Equality	Political Participation	Minority Rights	Public Debate	Political Party Representativeness
1	Tokyo	4.9 (11)	5.6 (15)	4.9 (25)	5.4 (16)	5 (24)	4.3 (28)	4 (25)
2	Osaka	4.7 (14)	5.7 (12)	5.2 (23)	5.5 (14)	5.2 (20)	4.4 (27)	4.2 (23)
3	Taipei	4.7 (14)	6.5 (2)	6.4 (1)	6.3 (1)	6.2 (2)	6.9 (1)	5.7 (6)
4	HK	4.3 (23)	5.6 (17)	5.7 (19)	4.4 (28)	5 (23)	5.7 (4)	4.3 (20)
5	Singapore	5.4 (4)	6.7 (1)	6.4 (2)	5.6 (12)	6.2 (4)	5.5 (14)	5.6 (9)
6	Manila	4.4 (19)	5.4 (20)	5.9 (13)	5.1 (23)	5.2 (19)	5.6 (13)	4.8 (15)

7	New Delhi	5.4 (4)	5.8 (9)	5.9 (12)	5.4 (15)	5.9 (8)	5.8 (2)	5.7 (4)
8	Jakarta	5.1 (8)	5.6 (16)	5.9 (10)	5.3 (21)	5.1 (22)	5.4 (15)	4.3 (22)
9	NYC	5.1 (8)	5.7 (10)	5.8 (16)	5.8 (10)	5.5 (16)	5.7 (8)	5.6 (8)
10	LA	4.8 (13)	5.3 (22)	5.5 (20)	5.3 (19)	5.1 (21)	5.2 (19)	5.2 (13)
11	Toronto	5.3 (6)	5.9 (7)	6.1 (5)	6.2 (3)	6.2 (3)	5.7 (3)	5.7 (5)
12	Paris	4.6 (16)	5.6 (14)	5.3 (22)	5.4 (17)	5.5 (17)	5.3 (17)	4.8 (16)
13	Vienna	4.9 (11)	6.2 (4)	5.7 (18)	6 (5)	5.9 (7)	5.7 (7)	5.5 (11)
14	Berlin	4.4 (19)	5.4 (21)	5.5 (21)	5.7 (11)	5.8 (11)	5.3 (16)	5.3 (12)
15	London	5 (10)	5.5 (18)	6.1 (7)	5.8 (9)	5.8 (10)	5.7 (6)	5.5 (10)
16	Sydney	5.2 (7)	5.9 (8)	5.9 (11)	5.9 (7)	5.8 (12)	5.7 (5)	5.7 (3)
17	Wellington	5.5 (2)	6 (6)	6.1 (6)	6 (6)	5.9 (6)	5.6 (10)	6 (1)
18	Madrid	4.6 (16)	5.6 (13)	5.8 (17)	5.3 (18)	5.4 (18)	5.2 (20)	4.4 (19)
19	Rome	4.3 (23)	5.2 (23)	5.1 (24)	5.2 (22)	5.8 (13)	4.8 (23)	4.5 (18)
20	Lisbon	4.6 (16)	5.5 (19)	5.9 (15)	5.8 (8)	5.7 (14)	5.7 (9)	5 (14)
21	Stockholm	5.6 (1)	6.3 (3)	6.4 (3)	6.2 (2)	6.3 (1)	5.6 (11)	5.6 (7)
22	Oslo	5.5 (2)	6 (5)	6.1 (8)	6.1 (4)	6 (5)	5.6 (12)	5.9 (2)
23	Sao Paulo	3.8 (27)	4 (27)	4.7 (28)	4.5 (27)	4 (28)	4.5 (25)	3.5 (27)
24	Buenos Aires	4.4 (19)	5.7 (11)	6.2 (4)	5.5 (13)	5.5 (15)	5 (22)	4.2 (24)
25	Santiago	3.3 (28)	3.6 (28)	4.7 (27)	4.8 (25)	4.3 (27)	4.7 (24)	3.4 (28)
26	Mexico City	3.9 (25)	4.8 (26)	4.7 (26)	4.8 (26)	4.4 (26)	4.4 (26)	3.8 (26)
27	Cape Town	4.4 (19)	4.9 (25)	5.9 (14)	5.3 (20)	4.9 (25)	5.2 (18)	4.5 (17)
28	Moscow	3.9 (25)	5 (24)	6 (9)	4.9 (24)	5.8 (9)	5.1 (21)	4.3 (21)
* we provided a 10-point scale answer, the number in the column is the rank.								

<Figure 8> Fairness Perception Scores

Q28. According to your perception, how fair or unfair do you think of your country's income distribution/ educational opportunity/ gender relations/ political participation/ minority rights/ vitality of public debate/ political party representativeness?

On income distribution fairness perception, Rome (Italy) ranked 23rd place out of 28 cities with a score of 4.32.

On education opportunity fairness perception, Rome (Italy) ranked 23rd place out of 28 cities with a score of 5.25.

On gender equality perception, Rome (Italy) ranked 24th place out of 28 cities with a score of 5.1.

On political participation fairness perception, Rome (Italy) ranked 22nd place out of 28 cities with a score of 5.18.

On minority rights fairness perception, Rome (Italy) ranked 13th place out of 28 cities with a score of 5.75.

On public debate fairness perception, Rome (Italy) ranked 23rd place out of 28 cities with a score of 4.84.

On political party representativeness perception, Rome (Italy) ranked 18th place out of 28 cities with a score of 4.46.

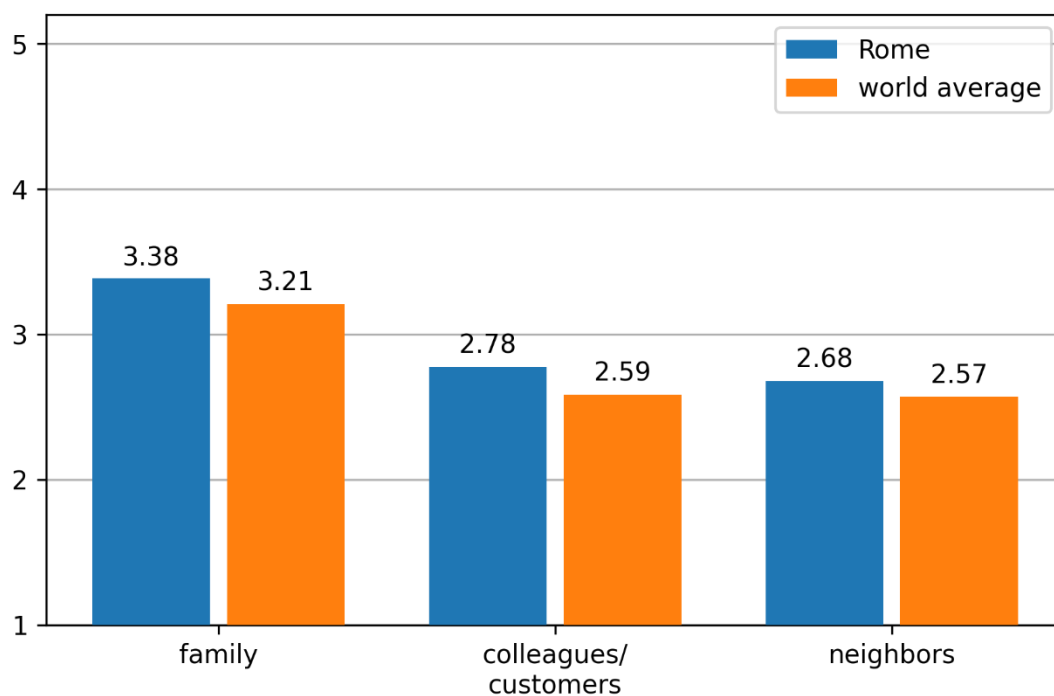
9. Communications

Social distancing has reduced physical contact among people to a significant degree. This section examines how the COVID-19 has had an influence on communication practices in everyday life.

- Communication Frequency

Our survey asked respondents, “Compared to the past, how often do you communicate with colleagues/customers, families, and neighbors?” We provided a 5-point scale, with higher scores indicating an individual having more conversations after the pandemic began.

The survey results show that respondents in Rome reduced their talks with neighbors (2.68) the most, followed by colleagues/customers (2.78), and families (3.38).



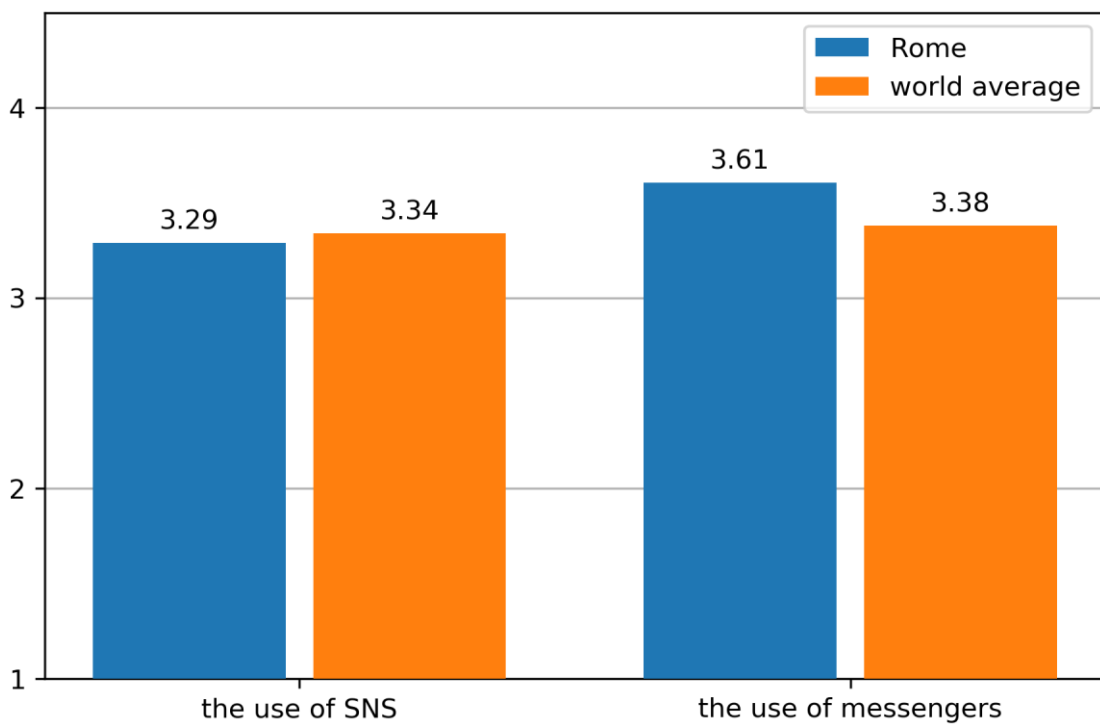
<Figure 9.1> Communication Frequency During COVID-19
Q35. Compared to the past, how often do you communicate with the following people, either in

person or online?

- Frequency of Using Online Communication Tools

We surveyed respondents in Rome how often they used SNS and messengers to communicate with their friends and families. Higher scores indicate that they used such instruments more often, and lower scores represent that they used them less. The threshold between the two is 2.5.

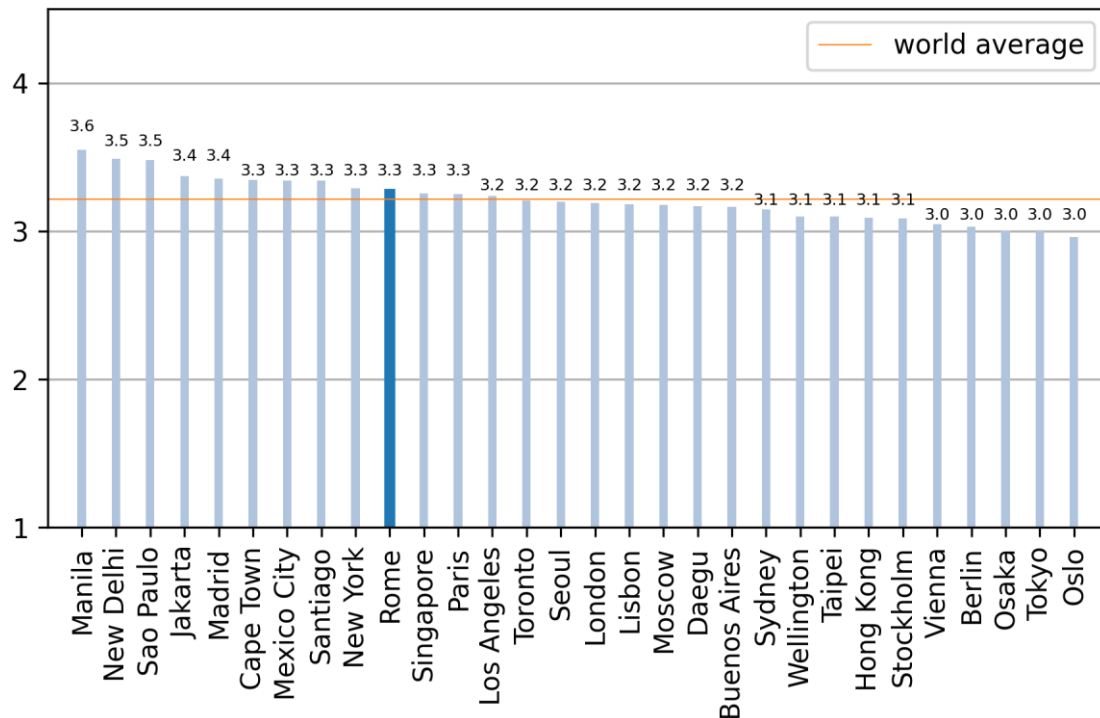
The survey results reveal that respondents in Rome used SNS (3.29) and messengers (3.61) frequently. The orange bars indicate the global average scores.



<Figure 9.2> Frequency of Using Online Communication Tools During COVID-19
Q36. How often do you use the following instruments when you communicate with your friends and family?

- Frequency of Communication About COVID-19

Similarly, we provided a 4-point scale with higher scores here indicating that respondents discussed COVID-19 more often. As seen in the figure, respondents in Rome talk about the coronavirus with a frequency level of 3.27. The orange line represents the world average, which was 3.21.



<Figure 9.3> Frequency of Communication Topics Related to COVID-19
Q37. How often do you talk about information related to COVID-19?

10. Human Life After COVID-19

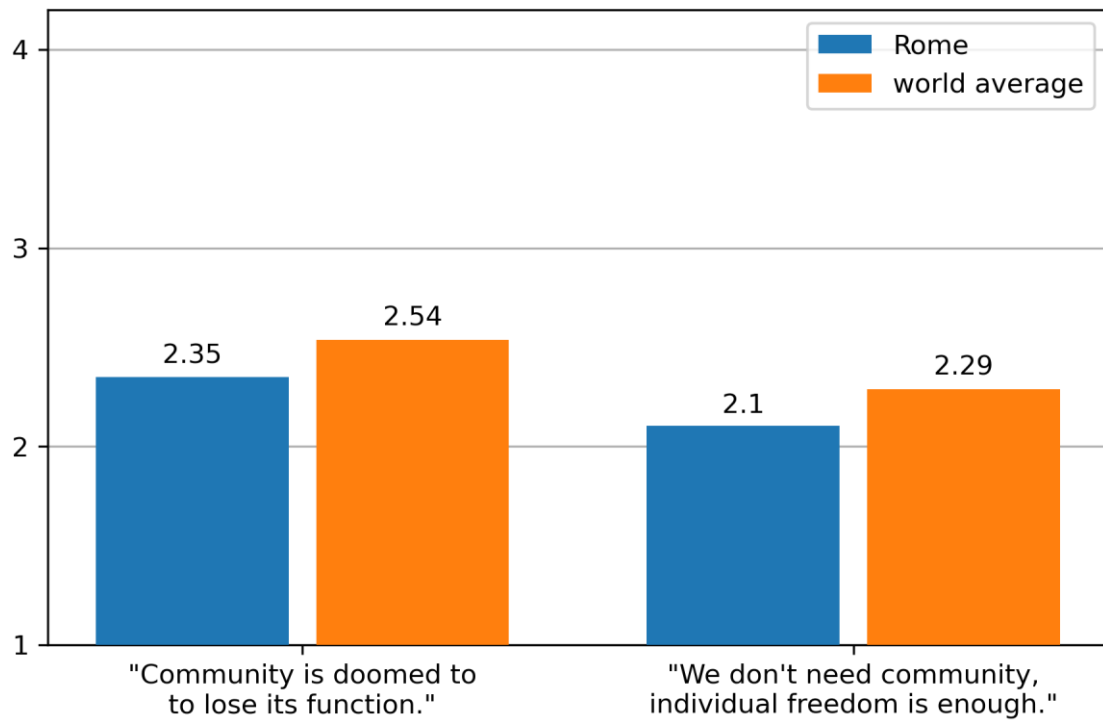
The COVID-19 pandemic has influenced every single facet of human life to a great degree. The rapid spread of the virus locked people in their homes and changed the way they worked and rested. Social gatherings became the main adversary to public health. Additionally, we have tended to believe that scientific development can modify nature for the sake of human beings; however, this epidemic has given us an unforgettable lesson, namely that people cannot ignore or destroy the mighty power of nature. This section analyzes how respondents believe the pandemic will impact their society after the COVID-19 pandemic is over.

- Community vs. Individual Empowerment

In this survey question, higher scores indicate that respondents agree more with the following statements: “The community is doomed to lose its function,” and “We don’t need community. Individual freedom is enough.” That is higher scores indicate that respondents believed that the COVID-19 experience would weaken the social community, and lower scores represent that the respondents surmised that the community would remain strong even after COVID-19. We provided a 4-point scale. The threshold between the two is 2.5.

The Rome respondents disagreed (2.35) that the community would lose its function and disagreed (2.1)

that we do not need community on average.

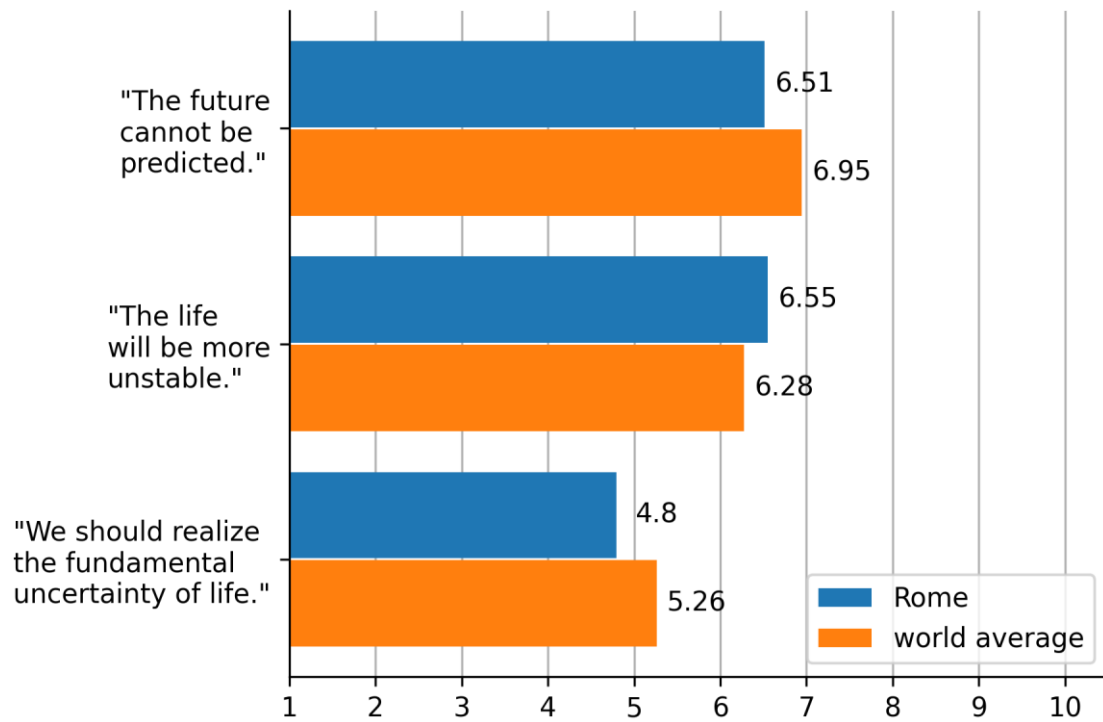


<Figure 10.1> Community Perception After COVID-19

Q28. Do you agree or disagree with the following statements about the relationship between the individual and the economy?

- Life Uncertainty After the Pandemic

Regarding life uncertainty after the pandemic, we provided a 10-point scale, with higher scores indicating more agreement with the following statements: “The future cannot be predicted,” “Life will be more unstable,” and “We should realize the fundamental uncertainty of life.” The survey results reveal that respondents in Rome agreed with the unforeseeable future statement with an average of 6.51. The average score for the unstable future statement was 6.55, and the average score for the fundamental uncertainty of life statement was 4.8. The orange bars indicate the global average.



<Figure 10.2> Perception of Life Uncertainty After COVID-19
 Q39. We would like to ask you about the future.