

# The Reliability of Organizations that Issue Health Crisis Information and Methods by which the General Citizenry Conveys Information : Current State of the General Citizenry, which is both a Receiver and a Dispatcher of Information regarding Health Crisis Information

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**Abstract :** There have been no fact – finding surveys of the general citizenry related to types of information sources from which the local populace will obtain the information it needs, organizations that will confirm the credibility of the information obtained, and methods by which the general citizenry can convey information. The purpose of this study was to survey and evaluate the information sources and methods of conveying information related to how the general citizenry obtains and confirms health crisis information. We conducted an Internet – based survey of the general citizenry. The survey asked respondents from what organizations and parties they would obtain information in the event of a health crisis, to whom they would convey the information they have obtained, and what organizations and parties they would use to confirm the credibility of such information. Over 80% of respondents answered they would use television as a source to obtain necessary information about a health crisis. Television received a high rating in terms of speed, reliability, and volume of information. Magazines were admitted as an untrustworthy source of information. Opinion was mixed regarding the reliability of the Internet. Approximately 50% of respondents answered they do not make use of governmental agencies, including public health centers, municipal offices, prefectural government offices, or the Ministry of Health, Labor and Welfare, as sources to obtain information. However, many respondents cited governmental agencies and medical institutions as organizations they would use to confirm the accuracy and reliability of the health crisis information being disseminated, thus indicating a high degree of confidence in them.

**Key words :** Reliability, Health crisis, General citizenry, Receiver, Dispatcher