

Study on the restriction of civil rights and its guarantee mechanism in response to major public health emergencies--Based on public questionnaires during the epidemic

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Abstract: *As a major public health emergency in the public crisis has serious harm to the development of society, for the modernization of our country and the development of national governance capacity, governance system put forward a great challenge, the need for all social parties to take effective measures to actively deal with. Different from the long-term response mode of full government responsibility, citizens, as the recipients of influence, are subject to certain restrictions on their rights. At the same time, the government should also provide reasonable protection for citizens' rights and maintain social harmony and stability. Based on the analysis of the public questionnaire on COVID-19, this paper discusses the rights restrictions of citizens in response to major public health emergencies and the corresponding rights protection mechanism of the government. These contents are of great significance for the prevention of public crises and how to solve the crisis after it occurs.*

Keywords: *public health events, Limitation of rights, guarantee mechanism*

1. Research background and significance

1.1. Research background

Under normal circumstances, the so-called public health emergency mainly refers to the event that occurs without any warning, has or may cause damage to the health of citizens and other infectious diseases, occurs in groups, and it is difficult or impossible to identify the cause, and causes important damage to the health of citizens. Such events can be subdivided according to their properties, specific hazards, and scope of impact, including especially significant (Class I), significant (Class II), large (Class III), and general (Class IV). Looking at the management and response of health emergencies in the modern world, it is clear that the key to controlling the negative effects is whether effective measures can be taken and whether governments and citizens can cooperate. Citizens' rights are limited in emergencies. The government should provide certain compensation and safeguard measures for the restriction of citizens' rights, and the two sides should work together to address the challenges brought by major health emergencies. Among them, what are the limits on the rights of the public, and how do the public feel and react to these limits? And in reality, how does the government protect the rights of citizens in the governance of emergencies? And so on, we need to seriously think about, a reasonable solution. Based on this, the author puts forward a study on the protection mechanism of citizens' obligations and rights in response to major public health emergencies.

1.2. Research significance

1.2.1. Theoretical significance

The research is to improve the theory of public crisis management, also known as disaster risk management or emergency management. That is, how to manage the public authority in the face of crisis, the main purpose is to improve its ability to predict and effectively deal with the crisis, so that the society can restore to a stable state, including the restoration of public trust. In China, such sudden events are usually referred to as public crises, such as the Emergency Response Law. In most cases, public crisis management is described as the response to emergencies. Civil rights in the public emergency restrictions and security problems, help from the aspect of theory study out of pure

individual research of the basic research pattern, will be within the combination of various elements and external environment, and build the corresponding support system.

1.2.2. Practical significance

On the one hand, it is conducive to improving the country's governance capacity and continuously improving China's governance system. In the face of the rapid spread of major public health emergencies across regions and the severity of the infectious and destructive power of the epidemic, it is of greater practical significance for the state to mobilize and integrate national forces, effectively coordinate with the international community, and thoroughly implement the modernization of national governance. Civil rights are restricted in the major health emergency, the government should make corresponding security, feedback, this can not only make the modernization of national governance requirements to find the corresponding point in the theory and practice but also can improve the citizens in the process of crisis management in identity and participation, to realize coordination and interaction with the government, to realize the resolve of public emergency and the recovery of the social order and stability. On the other hand, it plays an important and positive role in improving citizens' sense of basic responsibility and ability and improves the practical effect of citizen education. The study, can promote the basic education idea transformation, to build a more perfect civil society, can help us more clear for civic education should uphold the principle as well as the ultimate goal, to the specific content of the current education and means shall be further optimized, raise education applied in practice.

2. Literature Review

2.1. Study on the main body of response to major sudden public health events

The purpose of the research by the scholars (Holroyd Ta, Oloko OK, Salmon Da, Omer Sb, Limaye RJ, 2020) was to explore the importance of trust and understanding of the exchange of information from public health authorities in enhancing compliance with public health recommendations, and how this exchange of information can be improved to develop and maintain public trust, especially in the context of public health emergencies. The study found that source of transmission and dissemination of transparency, such as the timeliness, completeness, and clarity of information, is the key to the public health authorities in spread trust, at the same time, the researchers also found that many of the participants misunderstand the public health authorities to the news media flows of information, don't know during public health emergencies of public health authorities to provide the most reliable source of health information and advice. To ensure compliance with public health recommendations, the public needs to be confident that public health authorities are providing accurate, used, and prudent advice. Based on these results, some suggestions were provided for the development and optimization of communication between public health authorities^[1].

2.1.2. Study on the factors and mechanisms affecting citizens' participation in major public health emergencies

Faced with the frequent occurrence of public emergencies, scholar Zhang Chengfu (2003) pointed out that it is necessary to establish a comprehensive and integrated crisis management system, which mainly includes political commitment, political leadership and support, crisis management, developing way, whole process and comprehensive risk and crisis management integration and so on eight aspects, and puts forward the corresponding proposal, these studies is a frontier and enlightenment^[2]. Also, some scholars (Zheng Qin, 2017) from the Angle of information disclosure, analyze citizen participation in public crisis management and think in the event of a sudden major crisis, authority for information of the public is a low degree of time, not in time. The paper puts forwards the system, consciousness, and network these three levels of the path^[3]. It is also one of the important contents of emergency management of public health emergencies to establish a sound management system of emergency reserve materials for public health emergencies. Scholars (Xu Wang, Xiaoxi Zhang, Jiangjiang He, 2020) made a comparison between the SARS epidemic in 2003 and the SARS-CoV-2 outbreak in 2020 and noticed that the emergency reserve supply plan has not been effectively implemented, and there are types and quantities of defects. Based on international experience and global epidemic control, scholars emphasize the improvement of emergency medical supplies stockpiling system and public health emergency response system. It should promote the establishment of national cooperation projects to jointly respond to future public health emergencies of international concern^[4].

2.1.3. Study on the extended response to major public health emergencies

Some scholars (Yuzhen Xu, Chaoqun Sun, 2019) from the perspective of public crisis after the time of social trust, believe in the public crisis undermined the public trust of society and government, make the public sense of well-being and security have dropped, it was largely late to challenge the practice of how to implement trust repair^[5]. Some scholars (Zhifei He, 2020) sought to gain advanced experience by comparing and studying foreign ways of dealing with public health emergencies: the American emergency management system generally consists of four operating systems (decision-making, information, execution, and guarantee). Japan has improved the response body based on the original all-around and comprehensive emergency management system, and formed a linkage model with the joint participation of the government, the market, and the "third sector". The response systems of these countries, to a certain extent, provide some reference for China's emergency management of public health emergencies.

2.1.4. Research review and future research prospects

Domestic and foreign scholars have discussed public crisis events, especially major health emergencies, from multiple perspectives and aspects, and put forward constructive suggestions on the crisis early warning mechanism of the government, the ways and approaches of non-governmental organizations to participate in governance, and the operation of relevant response systems. At the same time, under the change of big data and informatization, the dynamic management of crisis response and the management of information and public opinion are also discussed, which put forward the direction of efforts for the improvement of China's response to major health emergencies, and the level and ability of crisis management have been improved. However, the role-playing of citizens in public crisis events is mostly limited to the analysis of the ways and means of public participation and psychological feelings, while the discussion of citizens' rights and obligations in response and management is insufficient. As the government is the main body of the response, the existing research is mostly limited to the analysis of its crisis response mechanism, and the protection and compensation of citizens are rarely involved, which have an important impact on the effect of public crisis response and the recovery in the later stage, and should be paid more attention to in the later research.

3. Civil rights in response to three major public health emergencies

3.1. Restrictions on the main rights involved

3.1.1. Restriction on the right to personal liberty

During the epidemic period, they disturbed public order, went out at random during special times, and did not obey orders. Such a practice is no doubt distrust and contempt to the country and the government is not respect for their health and the health of others. Citizens' right to life and health is potentially threatened by the outbreak of the epidemic. In the face of highly contagious pneumonia, travel restriction is not only a measure to reduce the possibility of being infected but also a manifestation of responsibility to others. Restrictions on personal freedom of citizens are mainly in some serious areas, to a certain extent, the daily travel of citizens are restricted, and traffic control is carried out; Personnel from other regions are not allowed to travel between them; No citizen may leave his or her domicile without authorization; If there is resistance to enforcement, coercive measures can be taken. In the questionnaire survey related to this epidemic, we can intuitively see the government's restrictions on citizens' rights. According to the questionnaire, 94% of residents live in communities or villages that are semi-closed or closed, and almost everyone goes out no more than once a month. The discovery of COVID-19 during the Spring Festival also greatly restricted the interaction of relatives and friends, the vast majority of people did not visit relatives and friends.

3.1.2. Restrictions on certain property rights

Worldwide under the condition of the limit, most claims shall have the right for citizens during the period of public emergency response to partial property right limits or requisition, such as temporary or collected is directly to requisition, in accordance with the provisions of the law for some individual citizens property possession or use of, so the government in accordance with the relevant procedures of the outbreaks of some key areas of the hotel, the necessary requisition of the campus and dormitory. It is also clearly stated in China's legal provisions that in the event of an outbreak or epidemic of infectious disease, the State Council may allocate materials or personnel throughout the country and temporarily requisition houses, various means of transportation, and other facilities in accordance with

the situation and needs of epidemic control.

The questionnaire showed that almost everyone had suffered some degree of economic loss. Due to travel restrictions during the epidemic, the government forced the closure of factories and enterprises, leading to the shutdown of many industries, resulting in the loss of a large number of employees. During the COVID-19 outbreak, the government expropriated a large number of factory-made surgical masks to be used on the front lines of the fight against the epidemic. This is also a restriction on the property rights of citizens, but in this time of national crisis, we should all be united and prepared to make the necessary sacrifices.

3.1.3. Restrictions on the right to engage in professional management

When public emergencies occur, most occupations are restricted to varying degrees. Restrictions on occupational rights are largely driven by safety concerns. According to Evergrande institute "the outbreak of China's economic impact analysis and policy recommendations is expected, the outbreak caused a loss of catering and retail, within 7 days to reach 500 billion yuan, because of the outbreak, let all people must minimize out of their homes, as a result, during the Spring Festival is the whole scene appeared in the vast majority of domestic cities. The overall closure of the tertiary industry, namely the service industry, made the public feel the most deeply. Many operators engaged in entertainment professions had to "shut down", almost all entertainment activities were canceled, and the film festival season was directly reduced to zero. At present, many industries are restricted mainly in the following aspects: the resumption of work of enterprises needs to go through multiple checks and approval at multiple levels, and even is finally rejected; Access is restricted in many places, and some who want to return to work have to stay at home.

3.2. Rights

3.2.1. Protection of the right to life and health

Because of the special danger and sudden of the public health crisis, the first and most important work of the government is to protect citizens' right to life and health when faced with the public health crisis. The National Medical and Health Rescue Emergency Plan for Public Health Emergencies stipulates that after the occurrence of public health emergencies, medical treatment must be carried out in a timely and efficient manner, and treatment should be carried out in the fastest time, to reduce the death of citizens and damage to health as far as possible, and maintain social order and stable operation. At the same time, there is a need not only to ensure patient safety as much as possible but also to protect the health and lives of health care workers.

Our country has always put the interests of the people in the most important position, no matter what time, people's life and health are in the first place. The treatment and prevention of the COVID-19 once again proved this truth. To protect the health of citizens, the state temporarily sacrificed its economic interests. During the COVID-19, China put the safety of its citizens in the first place to fully protect people's life and health, that is, it puts medical treatment in the first place to improve the cure rate and reduce the death rate. In the study of citizen satisfaction, among the surveyed personnel, 97.3% of them are satisfied with the government's treatment work, while the number of people who are not satisfied accounts for a small proportion. Secondly, the national finance bears all the medical expenses of people, to provide people with complete security. At the same time, to protect citizens' health, comprehensive disinfection of crowded places, health monitoring of residents, and management of close contacts have been carried out. The public's satisfaction with these measures is 92.1%, 91.9%, and 97% respectively, indicating a high satisfaction index. From the data, people are generally satisfied with the relevant measures taken by the government, and people approve of them. One of the reasons why the Chinese government's measures to fight against COVID-19 won the general sympathy and support of the society including the National Public Health Organization (NPHO) and was able to control the epidemic quickly is that the government put social assistance and people's lives and health in the first place.

When there is a public crisis, the priority is to protect the life and health of citizens. Citizens' right to life and health should be paid more attention to, and both rescue workers and injured people should be fully guaranteed.

3.2.2. Guarantee of the basic right to subsistence

The so-called right to subsistence mainly refers to the right that citizens have to maintain basic living conditions under a certain historical environment and social relations. In case of emergencies,

citizens' basic right to subsistence should be fully guaranteed and people's needs for living materials and materials for prevention and control should be guaranteed. In this "COVID-19" epidemic, when people's travel is restricted and most people are isolated at home, the supply of living materials and prevention and control materials plays an extremely important role in ensuring people's basic life and doing a good job of self-protection.

The survey found that 55.2% of people about masks, food, and other supplies timely delivery and anxiety, for the vast majority of isolation at home, some of the government to ensure the supply of materials for the life, the people through to the supermarket, in electricity, the government to send way, in the way, is the primary way people get their life supplies to the supermarket to buy, the proportion reached 88.7%. For a control such as masks, alcohol, disinfectant supplies, 85.6% of people think that access to prevention and control materials is difficult, and 99% of people think is essential to increase materials reserves, 99.8% of people think it is necessary to ensure that daily necessities, price stability is, and, most people think that to guarantee supplies and prevent and control the supply of goods is very necessary. It is found from the survey that the government's support for people's living materials and prevention and control materials does not meet people's needs, and the government's guarantee of people's basic right to survival is not complete. In this "new coronavirus" epidemic, citizens have more urgent needs for living materials and prevention and control materials, but the government's guarantee for them is also insufficient. The reasons are, on the one hand, the sudden occurrence of public health crises makes it difficult for the government to meet the greater demand. On the other hand, the early warning measures taken by the government are not particularly adequate, and they can not fully respond to emergencies.

Therefore, in the face of public crisis to protect people's basic right to survival, we should focus on ensuring people's needs for living materials and prevention and control materials. The government should fully meet people's needs for basic goods and materials, and the relevant departments should focus on the price hikes that do not meet the market needs and take timely measures to stop them. For people whose travel is restricted, they can obtain the necessary living materials through e-commerce service platforms such as delivery to the door. For prevention and control materials, such as masks, alcoholic disinfectant, etc., shall, first of all, to satisfy the public crisis serious area, secondly shall organize assault prevention and control of development and production of goods and materials, increase production lines, enlarge the production of materials for the prevention and control, to basic safeguard the normal demand of people, and the government shall, in the usual keeps on prevention and control materials reserves, at the same time, the government should actively control the behavior of the material is not according to the requirements of prevention and control of price, to keep the price within the normal range. In a word, the supply of living materials and prevention and control materials should be increased, the price should be stabilized, the order should be optimized, and the key points should be maintained, to fully guarantee the basic right to survival of citizens in the event of public crisis.

3.2.3. Guarantee of the right to education

The right to education is originally recognized by the Constitution. One of the basic rights of citizens mainly refers to the right of citizens to receive education in accordance with the law in order to obtain relatively equal opportunities for development and the right to survival. Due to the interference of the epidemic, in order to ensure the safety of students, schools have postponed the opening of the school for a certain period. However, in order to ensure the normal progress of students in school, they can attend classes normally. Therefore, high expectations have been placed on online courses. And in the case of online teaching, according to the Xi 'an Jiaotong University "New Urbanization and Sustainable Development Course" team, during the period of the outbreak, network class participation of primary and middle school students is higher, but forty percent of students think online teaching effect is better than normal online teaching effect, at the same time, the network class teaching situation of rural and urban there are differences, the proportion of rural students of network course of 85.97%, the city reached 96.9%, rural schools of network course rate compared to the city, had a 10% lower, second, Rural students are more likely to have a bad class due to network equipment and noisy family environment than urban students. It also showed that people's health had not changed much. To ensure that all students have the equal right to education, the government collects the information of the students who cannot take online classes normally, provides them with mobile phones, sets up networks, and provides subsidies. At the same time, due to the high requirement of the mobile Internet network class, to ensure the normal and orderly online classes, telecommunications company technical personnel to solve the problem of slow speed, weak signal, online first solve the problem of network education teaching, help students better to accept education, makes every student

can have equal accept online teaching conditions, guarantee citizens' right to receive an education.

In the face of public crisis, we should also fully protect the citizens' right to education. Every student should be guaranteed the equal right to receive an education. Secondly, besides studying at home, the quality of teaching should be guaranteed, and the study status should be investigated. Moreover, when students receive education, their health should be guaranteed.

3.2.4. Guarantee of the right to know

The survey found that the top three main channels for respondents to obtain information during the epidemic period were central official media, social media or "We Media" and commercial media, accounting for 85.7%, 80%, and 50.2% of the total number of people respectively. 80.5% of respondents said they read and watched information about the epidemic for less than an hour every day, while 16.5% read and watched information about the epidemic for 1-3 hours. The results showed that during the outbreak of the epidemic, on the one hand, the government maintained the citizens' right to know and implemented the disclosure of all kinds of information. On the other hand, the public has shown great concern for information related to the epidemic, which reflects a certain sense of social responsibility and civic awareness of Chinese citizens.

When asked if they had provided information or suggestions to the government during the epidemic, 72.9% said they had not made suggestions to the government, and 27.1% had made suggestions to the government through various channels. Among the people who have made suggestions, the main channels they used included contacting government departments through telephone, government microblog, or using WeChat "State Council Internet + Supervision" mini-program to make suggestions. This shows that, on the one hand, although Chinese people have a certain sense of citizenship and the ability to participate, lack of action, there is a disconnect between consciousness and behavior in social life. On the other hand, it shows that although in emergencies, the government has built a relatively complete system for information disclosure and maintained the right to know. However, there are still deficiencies in information feedback, making it difficult for the public to find appropriate feedback channels. At the same time, there is also a lack of incentive mechanism, which leads to the lack of motivation for citizens to participate, and ultimately leads to the lack of interaction between the public and the government.

3.2.5. Protection of property rights and the right to remedy

According to the survey, 79.8% of people believe that their family's economic situation has been damaged or affected to some extent during the epidemic. Among them, 48.4% said the losses were minor, 23.4% said the losses were heavy and 7.4% said the losses were serious. The findings suggest that the majority of the population has suffered some economic losses as a result of the outbreak. In the face of the huge impact of the epidemic on China's economy and society, the government has also made corresponding measures and safeguard mechanisms. In order to protect people's property rights, on the one hand, the Chinese government has accelerated the orderly resumption of production and work of small and medium-sized enterprises (SMEs) that were greatly affected by the epidemic while ensuring social stability. A series of targeted fiscal and tax policies and financial support policies have been introduced to help SMEs tide over the difficulties. On the other hand, the government has increased transfer payments for the areas severely affected by the epidemic to ensure the normal operation of the local economy and the normal life of the local people. Finally, in response to the market failure during the epidemic, the government has strengthened market supervision and punished those who deliberately raise prices.

3.2.6. Guarantee of the right to participate

In the Opinions on Comprehensively Strengthening Emergency Management, it is necessary to carry out emergency management within the scope of the whole society. To strengthen the management, we need to rely on the strength of the masses and actively mobilize the participation of the whole society. This shows that the realization of the right to participate is attached great importance in this crisis event.

When asked if there are official channels for volunteers in their area, 36 percent said yes, 13.2 % said no, and 50.9% said they do not know. While there are some areas where there are clear channels for ordinary people to participate voluntarily, in most areas there is no such opportunity or the public is not aware of it. The results show that on the one hand, during the epidemic period, citizens' participation rights were not fully guaranteed, which made it difficult for some people to find official channels even if they wanted to contribute to society. In this regard, the government should improve

the channels of citizen participation, strengthen the interaction and communication with citizens, and give full play to the role of citizens. On the other hand, the number of people who know and don't know is the same, which proves that the participation consciousness of Chinese people needs to be improved. In this regard, firstly, the government can carry out propaganda and education to raise citizens' awareness; Second, the government can promote citizens' participation through active social mobilization and the means of Party members leading the masses. Finally, an incentive system can be constructed to give positive feedback and material incentives to the active participants, to drive people's enthusiasm for participation.

4. Research on the safeguard mechanism in the response to five major public health emergencies

4.1. Information transmission mechanism

In major public health emergencies, the interactive communication of information from all parties is a necessary prerequisite for the cooperative participation of various parties in crisis management, and also runs through the whole process of public health crisis prevention and control. Therefore, to ensure the effective fulfillment of citizens' obligations and safeguard citizens' legitimate rights in the prevention and control process, it is necessary to establish a sound and effective information transmission mechanism from the following aspects.

4.1.1. Ensure the efficiency of information release

To be specific, efficiency requires the government to release information truthfully, timely, and comprehensively to ensure that the transmission of information can achieve positive and effective effects. Based on the characteristics of sudden public health events, the release of information first faces the problem of "degree". On the one hand, the public has the right to request timely and effective information. If the government information is not released properly, it may lead to public panic and suspicion, and even affect the overall social order. On the other hand, not communicating all information based on event handling can also be counterproductive. Therefore, to ensure the optimal efficiency of information release, it is necessary to have a good grasp of the scale, timely release the information related to the overall interests of citizens to prevent information blocking, and carefully consider the information that has not yet been grasped according to the reality to avoid unnecessary panic. Furthermore, efficiency also requires clarity and accurate interpretation of information in the process of information transmission, to ensure the accuracy of the information and avoid deterioration in information transmission. In addition, the relevant departments should be able to accurately distinguish the true and false information, and timely dispose of false and untrue information to ensure the overall efficiency of information.

4.1.2. Good information feedback and tracking

On the one hand, the public in the dominant position of a sudden public health crisis means that the transmission direction of information not only confined to the top-down communication, including more feedback from bottom to top, only the accurate and timely understanding of the citizen's comprehensive information, but they can also better protect the legitimate rights and interests of citizens, supervision of the execution of public duty. On the other hand, information transmission should not be slacked from the beginning to the end, that is, no matter what stage the sudden public health crisis develops to, information should be continuously tracked, to better achieve the summary and experience accumulation of various stages such as pre-prevention, in-process control, post-event relief, and summary.

4.1.3. Improve the means of releasing information

Now, the goal of information transmission in our country has been achieved, that is, it is announced by specialized agencies, announced in time, and announced through different channels. It is important to note, however, there is no uniform way leading to other ways to communicate, the news of the parts of our country there are still accepted the situation of the relative lag, so be based on multi-channel communication, using a variety of media, with a modern platform and a variety of software, etc., shall be full penetration, such as through a variety of software to be publicity, using an unmanned aerial vehicle (UAV) to convey information, and so on. In addition, the processing of messages should be more simple, direct, and clear to ensure the most efficient transmission of information.

4.2. Psychological adjustment mechanism

Such sudden events have the characteristics of suddenness, uncertainty, and great risk, which will undoubtedly create a certain sense of social panic, and even cause citizens' fear and pressure in psychological aspects. Therefore, the timely intervention of psychological adjustment is particularly important^[6].

For one thing, in the public health crisis, authority can pass all kinds of media, the positive characters of a crisis event, heroic deeds, the touching screen is broadcast and the energy content of publicity, to promote the public's excitement, improve the overall confidence of the society, encourage public participation in helping others to achieve self-satisfaction in the process of against public health crisis caused by the depression and panic. For another, the characteristics of sudden public crisis events determine that the rights of the public will be limited to a certain extent, such as the restrictions on free travel and medical security. At this time, the government needs to exert its ability to provide psychological counseling and help to citizens, and at the same time, take a coordinated and balanced approach to alleviate the existing conflicts and contradictions, such as the setting of community goods purchasers and the policy of mask lottery, etc. The tension of the citizens will be eased and normal order will be maintained.

4.3. Compensation guarantee mechanism

The starting point and foothold of the management of sudden public health events should be the public interest. In the process of public health crisis management, the rights of the public are inevitably limited to a certain extent, and their rights and interests are likely to be affected. From the perspective of "people-oriented", the construction of compensation and guarantee mechanism during and after doing good things should be carried out.

4.3.1. Compensation for official duties

For fighting in a public health crisis management first-line medical personnel and administrative personnel and so on, must give timely and fairly public benefits, it is not only the positive response and pay the necessary compensation, but also contribute to its encouragement and affirmation, can protect the basic rights and interests of disease such as public health personnel, also can promote the social message of positive energy.

4.3.2. Guarantee mechanism

To prevent the adverse consequences caused by inappropriate emergency measures, protect the public interest, and implement administrative compensation for the damage to the legitimate rights and interests of citizens caused by various administrative acts, such as compulsory testing, compulsory isolation, commercial control, etc. For example, enterprises and institutions that are greatly affected by compulsory measures of the state should be compensated appropriately according to the law. In addition, it is necessary to compensate to a certain extent for the damage caused by some mandatory behaviors of sudden public health crises, such as left-behind children and the elderly, to maintain their normal life needs as far as possible.

4.4. Crisis management education mechanism

4.4.1. Cultivation of civic spirit

First of all, we should cultivate citizens' initiative. Influenced by the thought of Chinese traditional civil people, citizens passively accept all kinds of arrangements and usually do not take the initiative to participate in things that are not related to their interests. As a result, it is normal for the public to wait for instructions when an emergency occurs. Therefore, it is necessary to strengthen publicity and education to make the public aware of their dominant position, break away from the traditional concept of subjects and actively participate in it. At the same time, it is necessary to strengthen citizens' sense of responsibility and public awareness. Actively through media publicity and other means, let citizens realize the close relationship between their interests, government responsibilities, and social and public interests, enhance the sense of urgency for public health emergencies, correctly recognize their responsibilities in the crisis management process, and understand the importance and necessity of conscious participation.

4.4.2. Multi-agent education and training

As far as the government is concerned, it should pay attention to the change of its administrative concept and strengthen the cultivation of responsibility. First, a series of education should be conducted to make government officials correctly realize the diversity of the main body in the treatment of sudden public health crisis, to actively absorb the strength of all sectors of society, and emphasize the dominant position of citizens. In addition, the application of multiple governance modes should be emphasized to make administrative officials realize that the governance model of a public health crisis is not rigid from top to bottom, but should pay attention to the network cooperative governance mode among multiple subjects, to ensure the effective implementation of multi-subject governance. On the other hand, strengthen the responsibility consciousness of government officials and the cultivation of public consciousness. Let the government assume its due responsibility as the dominant player and leader, and do a good job in supervising, mobilizing, and coordinating the work.

For citizens, on the one hand, it is necessary to pay attention to the popularization of legal knowledge to ensure that citizens can correctly understand the correctness of their behavior in public health emergencies and avoid the occurrence of improper behaviors. At the same time, it is necessary to clarify their own rights restrictions and obligations, and responsibilities to ensure the effectiveness of crisis management. On the other hand, it is necessary to publicize relevant security governance skills through various channels and encourage the public to take the initiative to learn to enhance citizens' self-protection and self-protection capabilities.

4.5. Government accountability and oversight mechanisms

4.5.1. Improve the construction of government accountability system

In major public health emergencies, the construction of a government accountability mechanism is an effective way to improve the administrative efficiency of various departments in this period. The establishment and improvement of the relevant rigorous accountability mechanism can not only arouse the enthusiasm of the public to participate, but also realize the effective supervision and supervision of the public for the government's administrative work. To improve the construction of an accountability mechanism, the first step is to clearly define the responsibilities of various departments, institutions, and personnel in public health emergencies. On this basis, further, improve and simplify the construction of accountability procedures, and promote the diversification and modernization of accountability channels; Finally, we should attach importance to the feedback and system update of government accountability. Since the legal construction of accountability in public health crisis management should develop together with The Times, only by giving timely feedback, quickly explaining to the public, and constantly adjusting relevant accountability regulations can we better adapt to the process of crisis management, to ensure more effective public health crisis management.

4.5.2. Strengthen the supervision of coordinated mobilization

The management of an emergent public health crisis is a very complex and arduous task. Its inherent emergent and urgent nature determine that the decision-making and implementation of leading organizations must be accurate, timely, and decisive. However, it is difficult for the decision-making of public health crisis to be completely scientific and effectively implemented, and it is far from enough and time-sensitive to rely only on the supervision of the national professional departments. Therefore, we need to motivate the participation of citizens, various groups and media as well as supervision, implementation main body, more diversified, three-dimensional and comprehensive coordinated supervision and management, try to avoid public health crisis management and the absence of execution, the policy in the process of teams maximum extent, put an end to government blame, safeguard public health crisis management work.

5. Conclusion

The purpose of the research by the scholars (Holroyd Ta, Oloko OK, Salmon Da, Omer Sb, Limaye RJ, 2020) was to explore the importance of trust and understanding of the exchange of information from public health authorities in enhancing compliance with public health recommendations, and how this exchange of information can be improved to develop and maintain public trust, especially in the context of public health emergencies^[7]. The study found that source of transmission and dissemination of transparency, such as the timeliness, completeness, and clarity of information, is the key to the public health authorities in spread trust, at the same time, the researchers also found that many of the

participants misunderstand the public health authorities to the news media flows of information, don't know during public health emergencies of public health authorities to provide the most reliable source of health information and advice. To ensure compliance with public health recommendations, the public needs to be confident that public health authorities are providing accurate, used, and prudent advice. Based on these results, some suggestions were provided for the development and optimization of communication between public health authorities.

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