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## Overview

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### Article Title

Trend analysis of consumer issues using PIO-NET

### Authors

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### ●Abstract

This paper presents a trend analysis of topics related to COVID-19 extracted from the consultations registered for the year 2020 on the Practical Living Information Online Network System (PIO-NET), which is operated by the National Consumer Affairs Center. Specifically, a statistical text mining method called topic modeling was used to extract topics and keywords included in the content of consultations on PIO-NET. Furthermore, comparisons for each month were made between newspaper articles and PIO-NET topics regarding topics related to COVID-19. The results showed that consumer affairs consultations increased or decreased in conjunction with increases or decreases in topics in the newspaper articles, and no major trend differences were observed. However, special cash payments (Tokubetsu Teigaku Kyufukin), for which related news reports and measures were announced in late April, appeared as a consumer consultation topic one month later, suggesting that there is a slight time lag between the announcement of a government policy and subsequent consultations related to the policy.