# Audio file

Participant 10.m4a

# Transcript

Speaker 1

Hello first and foremost, I'd like to thank you for taking time aside out of your day for this interview. Before we begin the interview, I would like to explain to you the nature of this interview and why I'm conducting this research. So I'm currently studying an infield degree in strategic communications management at the University of Pretoria, and as a communications student, I'm particularly interested in. Communication and how we've conducted and receive received, especially during times of crisis, the nature of my research is based on health crisis communication during the COVID-19 pandemic and seeing as the pandemic affected everyone, I find that everyone has their own opinions and perceptions of how COVID-19. Affected everyone. So and how the health crisis could have been handled? And I want to interview you to understand your perception of of implementing this type of communication. I'd like you to think of this, not Miller as an interview, but as a conversation between two people, where one educates the other, and in this instance you are the educator. Our interview is confidential and for assurance purposes, I would like to ask your permission to record this conversation. That's OK. So how did you respond when you first heard about the COVID-19 pandemic in South Africa?

Speaker 2

So I didn't really take it seriously and I was in first year and I think it was like the second month or the third month of UNI. They really have like any university experience before that and when they announced.

Speaker

Mm-hmm.

Speaker 2

It was like kind of opening and, you know, lockdown is going to start. I was like, yeah, this is crazy. So really. Take it seriously at the start.

Speaker 1

what is your opinion of the COVID-19 shared or COVID-19 information shared by the South African Government during the pandemic?

Speaker 2

I don't think they shared everything

Speaker 1

Hmm.

Speaker 2

All the information 100% better share everything like everything they could have, I think to make sure that people didn't go crazy. Obviously they have to like, keep some information to themselves.

Speaker 1

Did you find the information the COVID-19 information shared by the government easy to understand?

Speaker 2

Yes, and they were very like clear on News 24 like obviously everyone hasInstagram. So I remember Instagram was really like vivid and clear with the information that was shared, yeah.

Speaker

Why?

Speaker 1

Did you find the information accurate?

Speaker 2

Wow, you never know, but I think.

Speaker

Well.

Speaker 2

So.

Speaker 1

Hmm.

Speaker 2

Well, I don't know I. Think it was like I think it. Was accurate. But like let's say for example, I didn't go for COVID, but at some point, I had COVID. So I think there's other people like that as well that didn't go for the test, but had it.

Speaker 1

what social media posts about COVID caught your attention?

Speaker 2

I think it was news24 like they explained, the amounts of people that had Covid or some people that have died of having covered.

Speaker 1

And what made those posts stick in your mind?

Speaker 2

I don't know. I think news 24usually like a user like a redhead like so that's I remember it. I live. Yeah.

Speaker 1

How did you respond to the messages you saw during COVID?

Speaker 2

To be honest, I just scrolled because I did read it, but I think my mom was more intense about. It than ours.

Speaker 1

Can you share any examples of messages that changed how people around you thought about COVID?

Speaker 2

Yeah, I think my mom read an article about, like, the amount of people. That died because. Of COVID umm. And like obviously that also made it a bit more intense. But my dad actually had COVID like, very, very badly. He was on a ventilator. So also because of that we took good luck much. Seriously, then yeah, we thought it was going to be.

Speaker 1

Did the way COVID-19 was communicated influence how you saw the pandemic? How?

Speaker 2

I don't know. I think it's just the. General sense of how it. Was like. Conveyed to people. Obviously that's the kind of idea that you have of COVID then.

Speaker

MHM.

Speaker 2

I don't know.

Speaker 1

What do you think about the government's WhatsApp hotline slash group for COVID-19 information?

Speaker 2

Is there a WhatsApp Hotline?

Speaker 1

Yeah, there was a WhatsApp hotline.

Speaker 2

Hotline guys I didn't even know that. OK, so could you ask the question again?

Speaker 1

Yeah, otherwise. So what do you think about the governments WhatsApp hotline slash group for COVID-19 information?

Speaker 2

Yeah, I don't think a lot of. People know about that, yeah.

Speaker

Oh.

Speaker 2

I think it's a good group to have. Obviously the information there is like necessary to have, but I don't think everyone knows about. The hotline, I don't know if it was really like. Well, just I I don't know.

Speaker 1

OK. Was it helpful?

Speaker 2

The helpline? Not to me, but I'm sure it was helpful for other people, yeah.

Speaker 1

The hotline wasn't helpful. For other people, OK. Do you think people in different parts of South Africa perceived COVID-19 differently based on the messages they received?

Speaker 2

Yes. Like lets say for example, you live in a village, you might not have form of radio or any like sense of communication. So when we know what's going on and it's, for example, someone living in a more like formal area or whatever, they might have other information than. People that might not not care as much as. They do.

Speaker

Eh.

Speaker 2

So I think the information in different areas must have been different.

Speaker 1

Can you think of any events during the COVID during the pandemic that made people trust health authorities less or more?

Speaker 2

No. I don't think there's anything that I can remember. Yeah. Nothing. Yeah.

Speaker 1

what are your thoughts on fake news that spread during the during COVID-19?

Speaker 2

People are, I think, people just want a good story. So fake news is, you know, yes, actually, some people came up with, like remedies now to, like, fight COVID if you drink this, you're gonna be fine. You not gonna get COVID. So fake news.

Speaker 1

Yeah.

Speaker 2

Yeah, I don't think it it. Even though, but yeah.

Speaker 1

Do you think the spread of false information made people trust health authorities less?

Speaker 2

Yes.

Speaker 1

Why?

Speaker 2

I don't know. I think you probably gonna you Katrina on Facebook more. Than. If she says this work for, then some of the authorities, if you feel like. It doesn't work.

Speaker 2

Depends on the person. It depends on the person.

Speaker 1

Ohh yeah

Speaker

Like.

Speaker 1

You you you think that?

Speaker 2

Yeah, the depends on the person. Like if like my parents are really sceptical like that. But some parents are. So I think it depends on the person.

Speaker 1

I'm OK. Thank you very much for your meaningful responses and contributions to the study. We have ended the interview and I've covered all the questions I intended to ask. Is there anything else you would like to add to? Our discussion.

Speaker 2

I think everything was covered.

Speaker 1

Thank you. Thank you so much for your time. I've learned I've learned plenty from you and your experience.

Speaker 2

Thank you.