# Audio file

[Participant 5.m4a](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

# [Transcript](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Hello first and foremost, I'd like to thank you for taking your time outside of the day to do this interview. But before we begin the interview, I would like to explain the nature of the interview and. Why I'm conducting this research? So I'm currently studying an MPhil degree in strategic communications management at the University of Pretoria as a communications student, I'm particularly interested in in communication and how it's conducted. And received during times of crisis. The nature of my research is based on health crisis communication during the COVID-19 pandemic. Seeing as I've been affected everyone, I find that everyone has their own. Unique perceptions and understanding of how the code might communicate. I want to interview you to understand your perception of implementing this type of communication like thinking. Of this not. As an interview, place as a conversation between two people, where one educates the other. Our interview is confidential and for assurance purposes I would like to ask your permission to record this conversation .](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[That is OK if me.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Question one so, how did you respond when you first heard about the COVID-19 pandemic in South Africa?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Thank you.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Thought it's just a little scare. They want everyone to. Go back into their own houses, homes, move from the spaces that they're in, just for a little bit.So that they can take control of the world. That makes sense. Yeah, I didn't take it as serious as. It was when I found out.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And what is your opinion of the COVID-19 information shared by the South African Government during the pandemic?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Just repeat the question again.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

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[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[I'm. I think. The information shared was I want to say shared well enough, but because not many people had much of an understanding of what Covid it was. In like in, in a South African country. Understanding. I mean, who knew what it was? So it's almost as though.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Yep.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Whatever information was related to us was. He felt false or fake or. You know, just to deceive the rest of the country , but genuinely, given how serious the case was, I do think it was communicated well, you know, obviously in terms of cases, in terms.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

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[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Of. Whether there is or there isn't. Treatment it's in terms. Of vaccinations. All of those kinds of things, the communication. That point was given the situation good.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Yeah. And did you find the information accurate?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[I did. Some of it.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[What?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[So obviously when you look in terms. Of. How many cases were reported in a day, or how many people were infected or anything of that sort that obviously that kind of information is always distorted, Specifically because you can't it, it is difficult to gather. All the counts in one place at one time and do it simultaneously for different parts of the country. So I did feel, for example, it was accurate readings or whatever that we were given, but not necessarily to the T that makes sense. Because they were, There were things that were happening in the background, you know, where people didn't have access to social media. Access to Internet access all of the things that we would need to receive communication with so.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[So what social media posts about COVID-19 caught your attention?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Yoh, The videos. And just the scenes of what the hospitals were looking like. So I didn't necessarily see, I can't remember too much about seeing the South African hospitals, but just seeing the hospitals in general, how those have changed in terms of.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[What? How a hospital normally receives patients to what priority patients are, you know, or what I see. I see patients are and where and how they should be catching. That was what. Yeah, that's it.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And what made those posts stick in your mind?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Just that. Can our. Or can the health system healthcare system in general worldwide? Is it able to accommodate for crisis issues like that? You know, you had. You obviously had staff. Overworked. And if you think of it in a normal working condition. Basis those people were overworked and underpaid. If you think of it like that, So what measure I was? What? Yeah. What? Stuck to me was how could the hospitals or the healthcare facilities, how did they not have the necessary resources to accommodate to something like that? And that it's I want to. Say the first. In many, many years they've been obviously. I'll bring some stuff. You know, but this one in particular.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And how did you respond to the COVID-19 messages you saw during the pandemic?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Obviously with a bit. Of fear. Because this is a real thing that's happening to a lot of people, but at the same time.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

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[MHM.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[There wasn't much I could do because this is information that was being relayed to us about what's going on. So it's just a matter of taking it and doing what is necessary to protect myself from those. Around me, you know, so for example. They shared, like some people had this list of sentence was like list a other people had List B and you'll find some people had a combination of the two. Lists, so let's. Say list C. Right. And if you were infected or affected or anything of that sort you are, then I want to say a different list from everyone. So having to communicate that this is also what you can expect if you are infected or affected by covid. Yeah.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Can you show any examples of messages that change how people around? You thought about COVID?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Just say again.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Can you share any examples of messages that changed how people around you thought about COVID?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[I think. It's more OK. This goes more into a personal sort of line. Just. About I want to say the. Best about it. Yeah, you know. Yeah, that sort of changed when. Close relatives were obviously. You know, they succumbed to COVID the take on that thing changed. So I don't have anything specific. You know, it's just on that using that as an example.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[So did you find did you find the way that COVID-19 was communicated in? Like, did you find it like it influenced the way that you saw COVID?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Yes and no. Yes, because it made me realize the seriousness of what COVID is. No, because in as much as this is communicated, there isn't actually much I can do. You know, based on the communication.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

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[Hmm. Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[So it did fair wrongfully, taking a bit more seriously. But at the same time. There's like there's only so much seriousness I can do, I. Can. Get to go to the situation.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And what do you think about the governments WhatsApp hotline slash group for COVID-19 information?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[I actually given the fact that at that particular point, the only source of communication for many people was through social media. Through was that through all of? This I do believe. That was a brilliant way to communicate with people. However. Not all people had access to that, which is another problem, you know, so the government is doing all that they can to relay, always doing all that they can to relay the information. But because not everyone had access to how to receive that information, it sort of, it crosses out how, How much of an impact they were trying to make. Yeah.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Was it helpful?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[It was. I did. I did find it helpful.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Yes.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[To what I guess. Was a little bit more relatable to me.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

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[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Yeah, I it was quite helpful.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

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[And as a trustworthy.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Because that was the only source of information we were getting about this, I want to say what it's almost like. It's a certain extent the government had wanted to. Use a monopoly for lack of a better explanation. You know they had all the information access to a lot of the information, and if it wasn't through them, we wouldn't necessarily need to find out facts because whatever government communicated, they were obviously without communicating something completely different to what the government.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[The. Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And it's like so which is which and how do you know which channel of information or which channel of communication to trust? You know if everyone else to say something?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Yeah.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Do you think people in different parts of South Africa perceived COVID differently based on the messages they received?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[So a lot of people obviously thought it was. A lot more serious it. It was an actual thing because they were actually being affected by it. But at the same time, a lot of other people were also thinking that this is just the government's way of. Doing population control, you know. For getting us to think all the conspiracy theories that came about, the communication that we would get from the government, so they're just trying to obviously decrease the population or they're trying to make one. Demographic more or less privileged. Than the other, you know, things like that, that. Yeah.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And can you think of any events during the pandemic that made people trust health authorities more or less?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[The fact that you couldn't go anywhere else if you needed medical attention. But the hospital.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[I think that's what made them trust. More on the healthcare system, a lot more, but also because you had essential workers. Communicating that this is what is actually going on behind the scenes, you need to listen or you need to understand that this is not a joke. You know, we're we're tired.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And what are your thoughts on the fake news? That spread during the COVID-19 pandemic.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Is there anything specific regarding the fake news or just in general in general I mean. My take is that when there is real news, is always fake news. So it just depends on. Who your source of real news is, and how reliable that source is for you to understand that that's really afraid. There obviously are a lot of people or a lot of people that were trying to make themselves seem more official or giving out the actual news. But I think because.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Mm-hmm. Hi.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[In the world that we live in today, you kind of believe, prefer see that you see or the first thing that you. Hear you need to do your research on so.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And do you think the spread of false information made people trust health authorities less?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Yes, it made them trust them less because. The moment you give doubts in. Someone else's particular field, then everyone else chooses to follow the doubt and. Not the facts. You know, so like I said, we obviously got communication from the government, we got communication with health workers and then we got communication from people that were, let's say, infected by the virus in their perspective. So a lot of people made their perspectives and their experiences. Umm. The facts not to say that it's not part of the facts, but they made. That.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[The truth, you know, and tried to persuade all others that were receiving the correct information that this is actually the incorrect information. It's always a good and bad copy in terms of. Yeah, receiving.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[And why do you think that?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Just because people want to believe what they want to. Believe. If, for example, the university tells us we're closing down or campus will be closed for the day, that is official communication from the university, but then you will get people that are in the university where the students where they be lecturers, whether it be staff that communicate something else and based on that communication and the assumption is. The university is closing because they don't have funds, you know, whereas it's it's a completely different reason just based on the hearsays you know.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[OK. Thank you very much for your meaningful responses and contributions to the study. We've 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?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[No, not at the moment. But if I do think of something, then i wil shoot. You a text or something.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Thank you for your time and I've learned plenty from you and your experience.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Thank you for having me. I hope it helps. You.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)

[Thank you.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s048c190fa2b249468f97bce53ae517c1)