# Audio file

Participant 6.m4a

# Transcript

Speaker 1

Hello first and foremost, I'd like to thank you for taking your time aside to for this interview. Before we begin with the interview, I would like to explain the nature of the interview and I'm conducting the research, so I'm currently a student studying an MPhil degree in strategic communications management at the University of Pretoria and as a communications student, I'm particularly interested in communications and how it is conducted, and especially during times of crisis. The nature of my research is based on the health crisis communication during COVID-19 ,seeing as the pandemic affected everyone I find that everyone has their own opinions and perceptions on how the health crisis could have been handled. I want to interview you to understand your perception of implementing this type of communication. I'd like you to think of this not merely as an interview, but as a conversation between two people where one educate the other, and in this instance you are the educator. So our interview is confidential and for assurance purposes, I would like your permission to record this conversation, if that's Ok?

Speaker 2

OK.

Speaker 1

How do you respond when you first heard about the COVID-19 pandemic in South Africa?

Speaker 2

I honestly didn't think it was gonna be as big as it. Real as it was. I thought it was just going to. Be. Like something that only a few people would be affected and you? Kind of go away.

Speaker 1

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

Speaker 2

Well, it's only got 1000 Grade 9. During grade nine grade thing. So I don't really look at that like I would just wait for. My parents told me. I'm just like, OK, but they look at that. But I just remember there was lots of misinformation going around like and that was just getting.

Speaker 1

Yeah. Yeah.

Speaker

Hmm.

Speaker 2

I don't know, fortunately.

Speaker 1

And did you find the information shared by the government easy to understand?

Speaker 2

Yeah, I guess some of my parents say like, yeah, I don't really. It was kind of just 40 points, yeah.

Speaker

Hmm.

Speaker 1

And did you find the information accurate maps?

Speaker 2

I wouldn't have learned the voice. I could have not.

Speaker 1

Yeah, true, true, true. And what social media posts caught your attention. And what COVID-19?

Speaker 2

I don't know. There was nothing. Like mean pages, they would post about it and it's like it's it's a meme page. Obviously it's really not true. But then I heard a like going around a lot. So I don't know if it was actually true.

Speaker 1

No. And what made those posts stick in your mind?

Speaker 2

Because those of everyone I was looking at if. I'm being honest. Umm, you know, because it was only what? I saw on like Instagram or Twitter. We even checked out at.

Speaker

The time so. Let's say.

Speaker 1

So how did you respond to the messages that you saw during the pandemic?

Speaker 2

And I just ignored. Them I tried to take everything with a grain of salt because I don't know. What to believe? I don't know what to believe.

Speaker

Hmm.

Speaker 2

I think my parents also told me that what if I see on social media it might not always be true. So always trust, then use more but also how trustworthy is then use that? Anyways, I didn't really know if anybody was like.

Speaker 1

Yeah. Can you share any examples of messages that change how people around? You thought about Kobe?

Speaker 2

Me. Sorry, can you say that question again?

Speaker 1

So can you share any examples of messages that change how people around you thought about government?

Speaker 2

I can't even go anything.

Speaker 1

OK, no problem. And do you find the way COVID was communicated influenced, how you saw the pandemic?

Speaker 2

Yeah. It's.

Speaker 1

Awesome.

Speaker 2

I think it. Just made me feel very nervous to be outside. Yeah. And I was just very cautious of where I would be, who I would be with, like, my environments. And so my hygiene, like, if my hands are clean, if I'm clean. So I think it just made me more aware of that kind of stuff.

Speaker

Hmm. Yeah.

Speaker 1

And what do you think about the government WhatsApp hotline? About the night information.

Speaker 2

Sorry, can you say that again?

Speaker 1

What do you think about the? Government's WhatsApp hotline or WhatsApp group for COVID-19 information.

Speaker 2

Haven't you been down here in the last because of things?

Speaker 1

So, so so they had a they had a WhatsApp group during Code 19 whereby they would share information about COVID and the different people want different people from the country.

Speaker 2

Yeah. Could anyone post? On the group.

Speaker 1

No. So you have had water and information and all that. So I just wanted to keep. You full on it. Who?

Speaker 2

I think if. It was just coming from one source and the source is reliable. Then it would be kind of informational because then they could. Send it to. Other people. So it's another way of communicating. Like if you don't watch the news or anything like that. So I guess it could have been beneficial.

Speaker

Mm-hmm.

Speaker 1

So was it trust, Willy?

Speaker 2

If it's coming from the government, you would hope it to be trustworthy, but you have no way of telling if it. Is, so you kind of. Just hope that it is.

Speaker 1

Trustworthy. And do you think people in different parts of South Africa perceived COVID-19 differently based on the messages they received?

Speaker 2

Yes, because I think different areas would have gotten different local news of like who's been hospitalized in that area, like the statistics of that area. So that wouldn't affect another view because some people would at least only a few people, you know, it's not that they more populated, it's up there. With lots of people, so there's been more cases of it so.

Speaker 1

And can you think of any events during the pandemic that make people trust health authorities more or less?

Speaker 2

They made the vaccines a lot more accessible, so they weren't just in hospitals. And also the COVID-19 tests because I didn't go to hospital for either of those and, you know, asked unfolds.

Speaker 1

Hmm. So that made them trust.

Speaker 2

Yeah, I feel like it just because they tried to make it a. Little bit easier.

Speaker 1

And what are your thoughts on use that spread during COVID-19?

Speaker 2

Taking. I feel like there was a lot of fake news and it's just very difficult. Who to believe. That's why I just try not to believe anything. Yeah. Well, just. Be careful the way you hear it. From. That kind of thing because like. In fact, it could be true. But if you really want to know if it's true or not, then. You're gonna have to double check it.

Speaker 1

And do you, do you think the spread of false information make people trust health authorities less?

Speaker 2

Yeah, we would have put a negative view on certain things and then the only people who could deal with it were the medical.

Speaker

Why is that?

Speaker 2

Start of hospitals and.

Speaker 1

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 that I intended to ask. Is there anything else I would I would you that you would like to add to our discussion. Nothing. Thank you for your time and I've learned plenty from you and your experience.

Speaker 2

Thank you.