# Audio file

[Participant 1.m4a](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

# [Transcript](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Hello. Hi. First and foremost, I'd like to thank you for taking time aside out of midday for this interview. Before we begin the interview, I'd like to thank you and I'd like to explain the nature of this interview and I'm conducting this research, so I'm currently studying for an MPhil degree in strategic communications management at the University of Pretoria and as a communications. Student I'm particularly interested in communication and how it is conducted and received, especially during times of crisis. The nature of my research is based on health crisis communication during the COVID-19 pandemic, seeing as the pandemic affected everyone, I find that everyone has their own opinion. And perceptions of how the COVID-19 health crisis could have been handled. So I want to interview you and understand your perception and implementing those type of communication. I would like you to think of this not merely as an interview, but as a conversation between two people where one educates the other. And in this instance you the educator. Our interview is confidential and for insurance purposes I would like to. I would like your permission to record this conversation, if that's OK.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Yes, that's OK.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[OK, let's begin. How did you respond when you first heard about the COVID-19 pandemic in South Africa?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[What else to follow? The guidelines that we put out by the government? That was my response to it. I wasn't really happy about it, but because a lot was going on in my life and I needed to be outside in between things. But. The way it was portrayed, it was it's a it's a do or die situation and one must play their part in ensuring the safety of themselves and for everyone else in the.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Country, OK. And what is your opinion on the COVID-19 information shared by the South African Government during the pandemic?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[I feel like it started off about, yeah, when it started off, I thought it was good. It was alright, but when I. Look in hindsight, I feel like it's. Yeah, it's it, actually. What? I'm gonna put it. It caused fear in people's minds and yeah.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[And did you find the COVID-19 information shared by the government easy to understand?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Yeah, it was easy to understand most most of the messages I used to see they used to use visual aids as well, so that was nice to.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Yeah.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Read it in that way so.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Did you find the information accurate?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Also accurate because yeah, I didn't. I couldn't verify it from somewhere else. So. Looking as accurate. OK.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[OK. And what social media posts about COVID caught your attention?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Oh. None that I can still remember, so I don't think any of them really caught my attention that much because I stole. I don't remember any of them now.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Hmm. OK. And how did you respond to the COVID-19 messages that you saw during COVID 9 during the pandemic?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Took took it as it was accepted it and if they said it's level 5 and no one is going out then the level 5 I didn't go out. They said you can now do this. I did that so I really didn't question much about what they were saying.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[OK. Can you show me examples of messages that changed how people around you thought about COVID?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Now I've got no example. As I said, I don't remember any of the messages specifically to say this one say blah blah blah. This happened none of the messages were that significant for me to remember them today.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Did did the way COVID-19 was communicated influence how you saw the pandemic and if so, how would that have happened? How?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[You know, I think, yeah, I think the information did shape us. So the the pandemic, but not really from the government that I mean there was, there was a lot of information about COVID, a lot of what kind of put it funny, funny information about COVID and and the fact that that information was. I've I felt like most of the information that like tried to. How can I put it blow COVID out? Of proportion and.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[For instance, this whole thing that COVID is from the devil and stuff like that. COVID is a man made virus and all that stuff. I feel like it was too extreme. It made me not believe in it. I was just like, no, can't be that. So what shape? My perception of the virus. I wouldn't say there's information from the government because if I compare the information.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[From the government and information from those. Unregulated sources, you know those unregulated sources had 10 times more the information than the government, but because it was too extreme for me to agree.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[With it and. Understand it. I was like this. We have to be nonsense. And then I think that's what shaped my perception. So about the about the virus.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Next question, what did you think about the government WhatsApp hotline Slash group for the COVID-19 information?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[I think it was. It was a good idea to reach the masses, thinking that what's up is everyone not let me not say evil, but a lot of people have WhatsApp and WhatsApp is affordable to a lot of people. So I think it was a good use.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[To actually spread the message out to almost everyone, because I think I don't think people in our generation store read newspapers. And stuff like that so.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Hmm. Was it helpful and if so, please explain.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[I I think it was helpful, I think it. Was helpful because you it was information at your. Fingertips, you know it's.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[I don't people chose to read it or not, but I think you know.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[And was it, was it trustworthy?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[So trustworthy. The thing is, I didn't verify it from anyone else because I. Didn't. Know I I would say it was trustworthy because I it never crossed my mind to double check the information I got from the government to to somewhere else or against any other source. You know, whatever they sent over. OK, I trust them. So I guess their information is.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[OK. Do you think people in South in different parts of South Africa perceived COVID-19 differently based on messages they received?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Definitely.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Definitely, not even people as other people, people that I was sharing the same fridge with at home and different understandings of what COVID was, you know. What was going on? So yeah.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[And can you think of any event during the COVID-19 pandemic that made people trust, trust, health authorities more or less?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Now. Yeah, I don't know if I think. About it, will you give me a few? Seconds to think.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[I think one thing that made people kind of like be scared together of the government and trust the government a. Little bit less was. The extension of the what do you call this of the lockdown? You know it. It all started off as something like that. Two weeks. It's closed and then we're back in it. But then boom, we come extends it. We were like, OK, fine. Then he comes again extended. So I think that maybe the people know that what's going on here, why is, like, why does it feel like they're playing games with us? So I think that would have been invited.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Hmm. OK. And what are your thoughts on those on fake news that sprayed during COVID-19?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

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[Yeah, that was wild news. It was wild use I think. And it was it was very. OK, How can I put it . It's I think it. Caused a lot of harm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[And I think it really did cause a lot of it really did mislead a lot of people about COVID was and what was going on in the world. I mean, for an international lockdown that really makes people uneasy. You know it's it was. It was a significant event in people's lives. But then with the new, with the news and everything else just being bombarded, which is totally false, I think that made people put a lot of fear into people's lives and people were just.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Yeah, its called mass hysteria.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[OK. Do you think the spread of false information made people trust health authorities less?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[I think it maybe it it made some people trust health authorities more. As I said in my own case, I listen to yeah, I heard a lot of the news. As I said, I stayed with someone who was into all these conspiracies and whatever was.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[1. Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Going. On so, I also listened to it. I heard a lot of it, but it was too too far fetched for it to be true, and then it pushed me to believe, you know, the health authority saying that I think those guys are not saying that I think so. I think they did push people to actually trust me.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Less or more, more, more. OK. Thank you very much for your meaningful responses and contributions to the study we have. We have come to the end of the interview and I've covered all the questions I intended to ask, is there anything else you'd like to add to our discussion?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Was it? Yeah. No, not at all, I guess.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)

[Thank you for your time and I've learned plenty from you and your experience. Pleasure. Thank you.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s6b8c12a3a1114a5a9d25e082edaf7b97)