# Audio file

[Participant 4.m4a](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

# [Transcript](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Hello first and foremost, I'd like to thank you for taking your time aside for the study and to do this interview before we begin, I would like to explain to you the nature of this interview and why 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 communication student, and particularly interested in communications 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 and seeing as the pandemic affected everyone, I find that everyone has their own opinions and perceptions of how the COVID-19 health crisis communication could have been handled. I want to interview you to understand your perception of implementing this type of communication. I would like you to think of this, not really as an interview, but as a conversation between two people where one educates the other and you are educator in this sense. Our interview is confidential and for assurance purposes, I'd like to ask your permission to record this conversation, if that's OK.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[That is OK.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[OK, 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!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[I didn't take it as seriously. I didn't think It wouldn't last that long. Like all the other pandemics that hit South Africa. So I didn't. I didn't really, though. It's just time for vacation. Short vacation.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Yeah. Hmm. OK. And what 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!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[I think a lot was held back.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[With them trying to mitigate the situation and trying to make sure that people don't panic, but I think they should have shared a whole lot more information about the pandemic itself and it would have helped. With a lot of cases, but they didn't so.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Hmm. Did you find the COVID-19 information shared by the government easy to understand?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[It was fairly easy to understand, but they were like loopholes in it, so it's like a it was pretty vague.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Those vague information, vague information is easy to understand, but it's like OK, but.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[And why? Why do you say that?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[I mean the details like they they just for example when they told us about the lockdown and how long it's going to be they. You said. This is how long it's going to be, 21 weeks didn't say it might change depending they just say 21 weeks and that's why people were willing to be off of their work for that 21 weeks instead of saying it's on a sliding scale. Depending on how it worse or you know such such information.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Did you find the information accurate?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[No, but actually because we ended up being on lockdown out for a whole year. Firstly, we ended up being locked up for an entire year. Information shared about how COVID can be spread wasn't as accurate as it should have been like the respiratory.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[All right. Uh.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[UM. There's virtually impact that it has post COVID as well, but I assume that's because they also probably didn't know what was happening and and the extent of the virus, if you look at the precautions that they told us to take, taking those precautions didn't merely mean that you wouldn't get the virus at all. So yeah, I don't think it was accurate, but I think it wasn't accurate because they it was the first time they were dealing with the situation as well.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[So what social media posts about COVID-19 caught your attention?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[I don't think I remember. I don't think I remember any social media posts for covid. It was. It was just the jokes that South Africans were making online. That's literally it.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[And what made those posts stick in your mind?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[I don't know. They were funny. I can't also pinpoint it to which one exactly I remember, but I do remember there was a whole lot of jokes about it, jokes about it being similar to what was it lysterioso this you know, stuff like that, that, that they're just funny.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Yeah. So how how did you respond to the messages you saw during the pandemic?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[I hadn’t taken it that seriously because it hadn't hit home and because I hadn't gotten the COVID. So like I didn't. I didn't really take it that seriously. So every time I read a notification and I was like, oh damn. And that was it. Nothing like, oh, I have to do this. I didn't take much precaution. I think I remember the only precaution I took was wearing a mask.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[In. Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[That was the truth is other than that because I think. Oh. Oh, how I responded. So, yeah, I took it as a joke until I got it. And then I felt like I was dying. And I was like, OK, this is actually serious.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Hmm. And can you share any examples of messages that change how people around you thought about COVID?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Messages. Crazy. No. No.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[And did you find the way COVID-19 was communicated? Like, did you did it influence in some somehow?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[What do you mean?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[You mean the way it was communicated, like throughout the nation? And somehow influence you like everything that you will see in terms of communication.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[The.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[about the virus.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Not really. I don't think it influenced me. I can't say it influenced me. Because most of the time the communication was the speeches by Cyril. Which are also taken as well. I took it as a joke. I honestly took the whole thing as a joke, but no, I don't think it influenced me. It it obviously the It affected me, it didn’t influenced me.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[So.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[OK, So what did you think about the governments WhatsApp hotline slash group for COVID-19 information?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[I think that was that that helped quite a bit considering that the information managed to reach a a lot more people that don't have access to, let's say, TV's and radios and WhatsApp, everyone's on WhatsApp. So that whole messaging system. Helped the few to well. Numbers to actually start taking precautions and wear their masks, at least at the very least, the communication about the vaccines as well. So I think that was a great help throughout the pandemic and also just realising that the information was literally at the tip of the fingers just. To text and respond.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Was a trustworthy.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[I mean, we have to trust that our government is giving us the correct information. So I'd like to think that it was.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Hmm.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[And do you think people in different parts of South Africa perceived COVID-19 differently based on the messages they received?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Yes, I'd like to think so. Some people were completely freaked out by COVID-19 and that's purely because of messages and communication that was given around them. Others because of experiences. So yes, I'd like to think so.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[And can you think of any events during the pandemic that made people trust health authorities more this?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[I think the event of the hospital building situation that made everyone trust our health authorities and way less the whole PPT’s.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Personal protection, whatever.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Yeah, that that whole situation where the PPT's weren't, they weren't available on time. I remember people had to start school. They weren't available on time.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Yeah.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[So yeah, I think from the COVID from, COVID people just started trusting our health system way less.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

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[Than more because.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Feels like they weren't really on hand.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[And what are your thoughts on fake news that spread during the COVID-19 pandemic?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[The fake news about COVID-19 being a planned virus and all of that, the conspiracy theories. I think because there will always be fake news, they will always, no matter what happens, there will always be fake news. It's just a matter of you being able to. Comprehend everything and your level of comprehension of everything. It also depends on people's personal beliefs so.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Do you think the spread of false news or false information made people trust health authorities less?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Definitely because people didn't even trust the vaccines because of false information. The authorities are injecting us with things that we don't know or serums that might kill us in two years' time. So yeah, it definitely did way less for me. I don't trust the health authorities.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Yeah. Why?](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Just don't trust it. I feel like our health people are are pretty incomplete. Especially looking at government hospitals and situation with that and what they say they'll do and what they don't do.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 1](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[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'd like to add? To our discussion. Thank you for your time and I've learned plenty from you and your experience.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Speaker 2](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)

[Welcome.](https://onedrive.live.com?cid=dbfda8e17aa92267&id=DBFDA8E17AA92267!s987519bb921445acb9aa29b1f3a0cf8c)