Information Governance during Pandemic: Experiences in Managing Fake News

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Background

- WHO has put infodemics as similar threat as the Covid-19 itself
  - Infodemics: information about pandemics
- Infodemics threat medical workers in doing their jobs and possibly affects government in managing pandemics
- Controlling information about pandemics is crucial to save lifes

Aim

- Study aim:
  - Getting to know on how government handle misinformation and disinformation
  - Compare various countries experiences in handling misinformation and disinformation during Covid-19
  - Get more insight on misinformation/disinformation handling in Taiwan and Indonesia

Stages

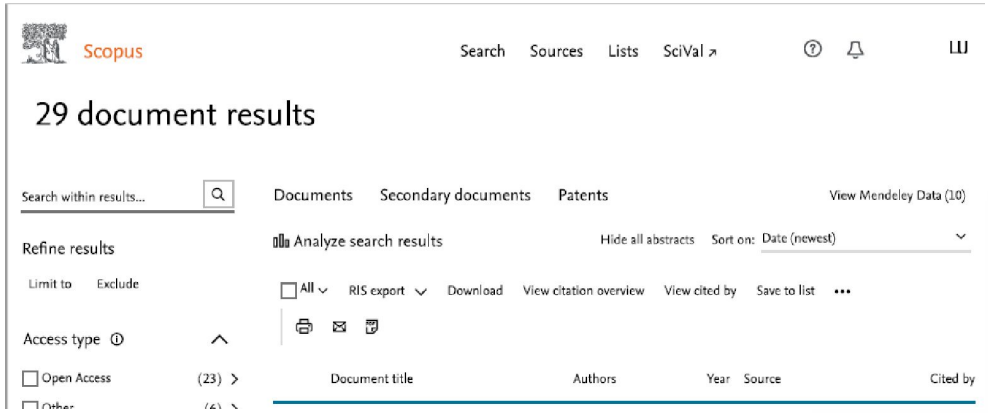
- Stage 1:
  - Systematic Literature Review
  - Preferred Reporting Items for Systematic Reviews and Meta-Analysis (PRISMA)
- Stage 2:
  - Content Analysis
  - Analyzing web on Covid-19 issues
- Stage 3
  - Thematic analysis
  - Key Informants Interview

STAGE 1

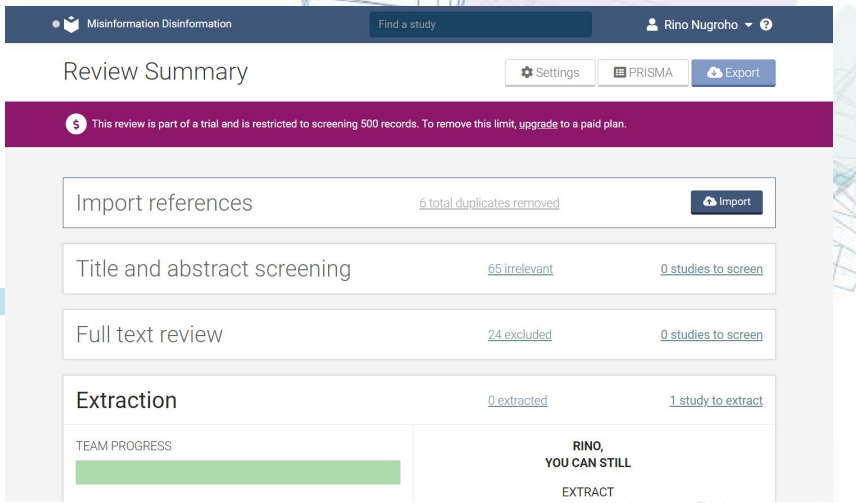
- Systematic Literature Review
- PRISMA

Methods

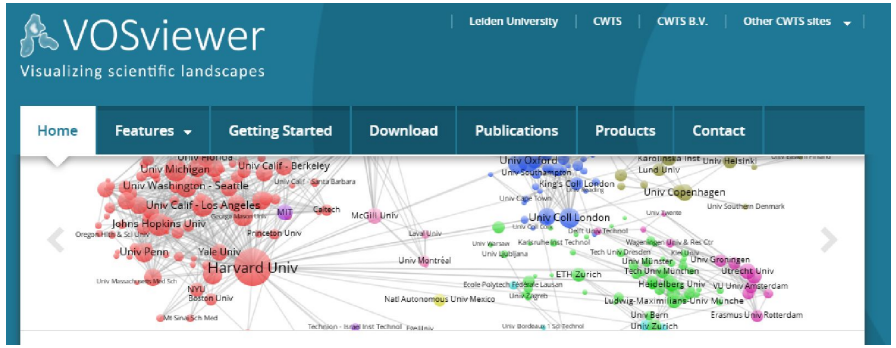
- Data Collection
  - Data collected from Scopus Indexing Database
  - Keywords:
    - Covid-19 AND Misinformation AND Disinformation,
    - Covid-19 AND “Fake News”



Methods: Data Analysis



- Data visualization
  - Vosviewers software used to depicts the result for easier interpretation
- Systematic literature review using PRISMA procedure
  - Covidence software used to mapping the systematic literature procedure

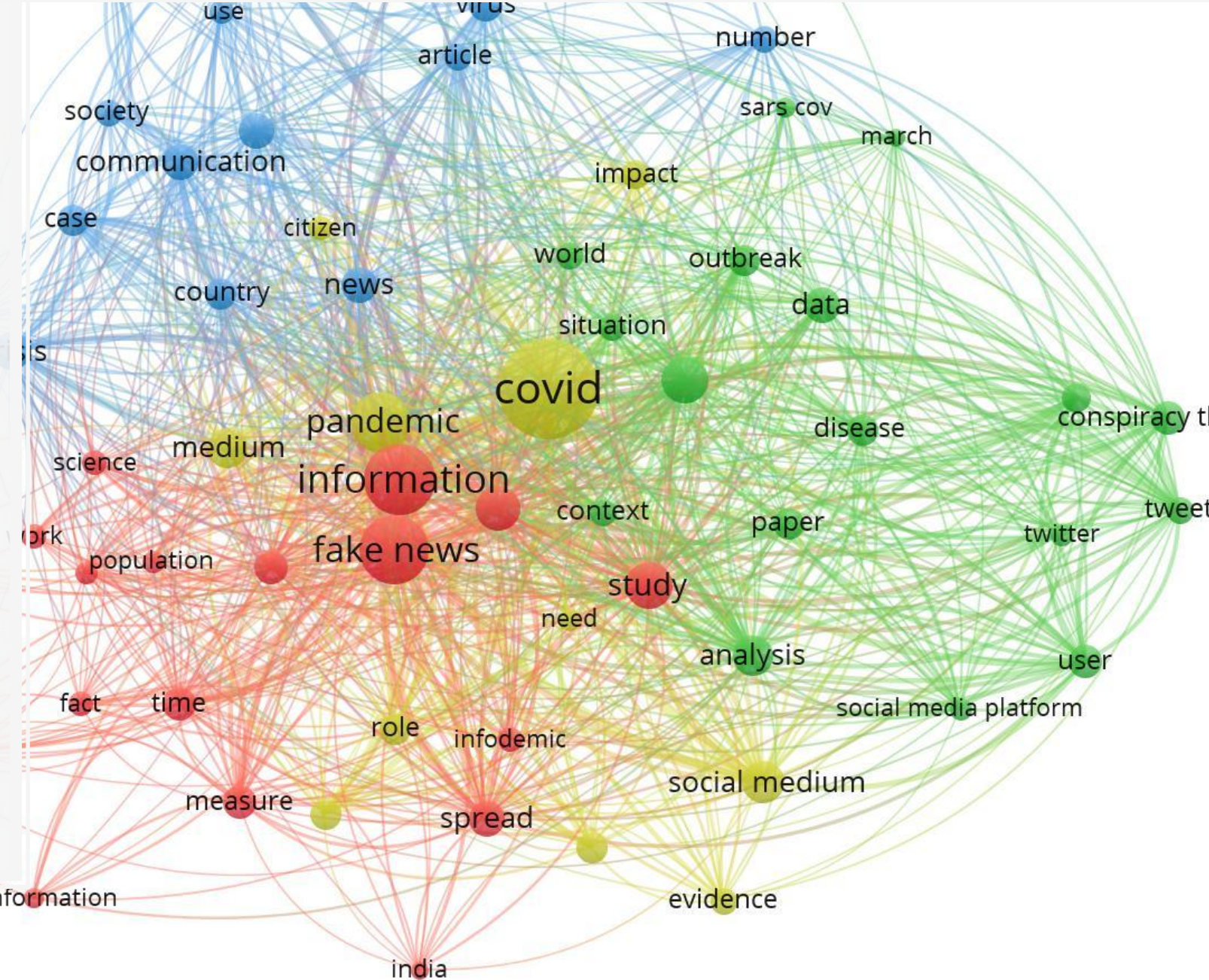


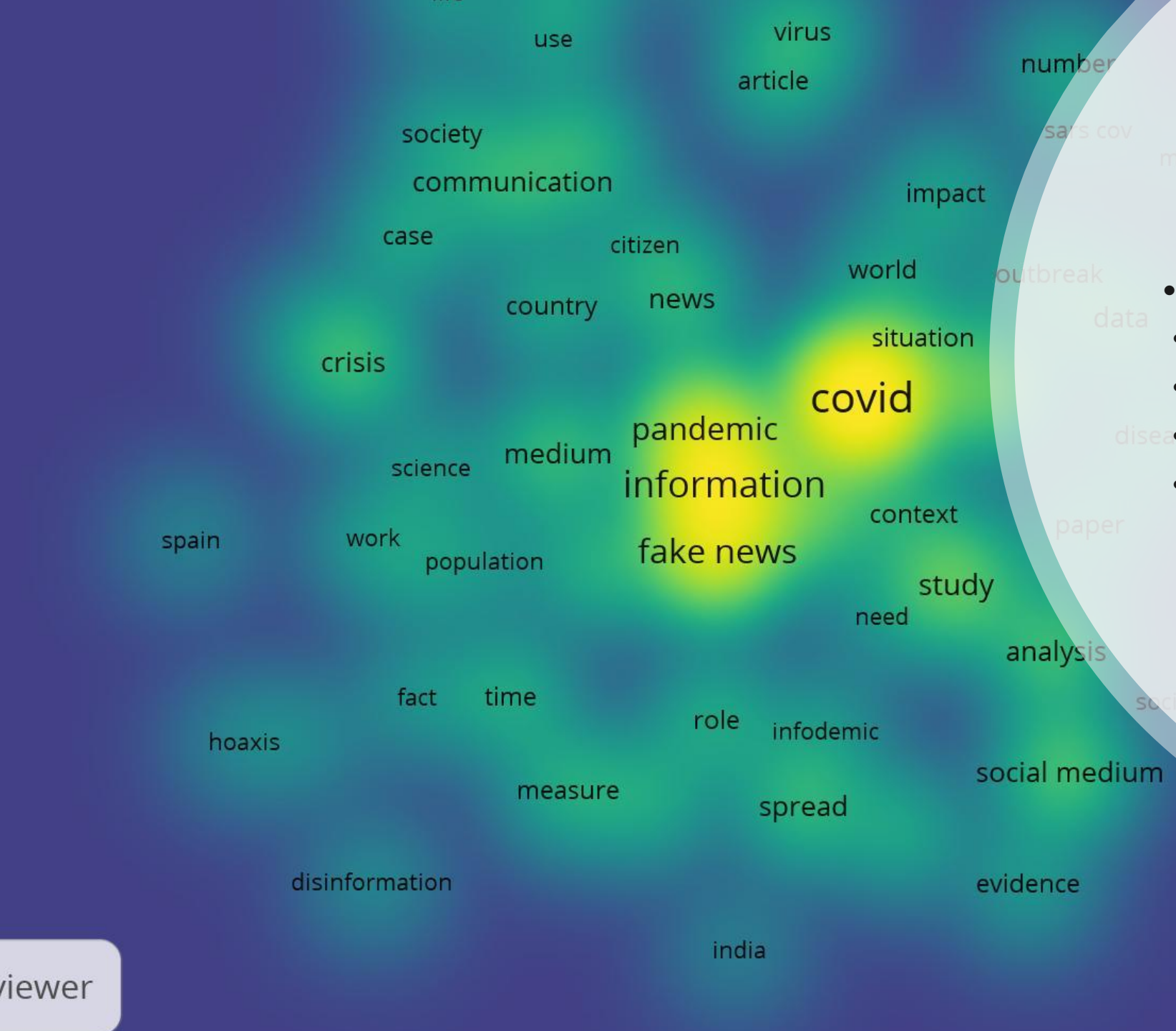
Result – Network Visualization

281 literature were analyzed using vosviewers:

Key Networks:

- Covid
- Pandemic
- Information
- Fake news





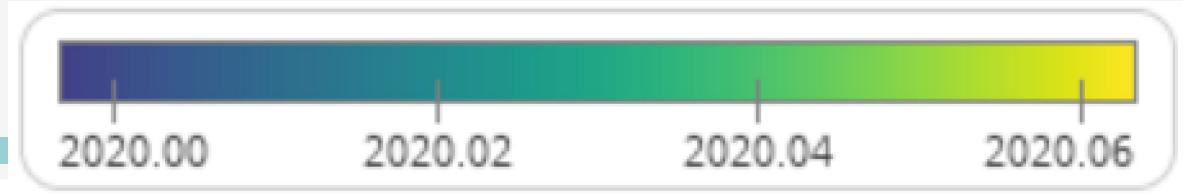
Result – Density Visualization

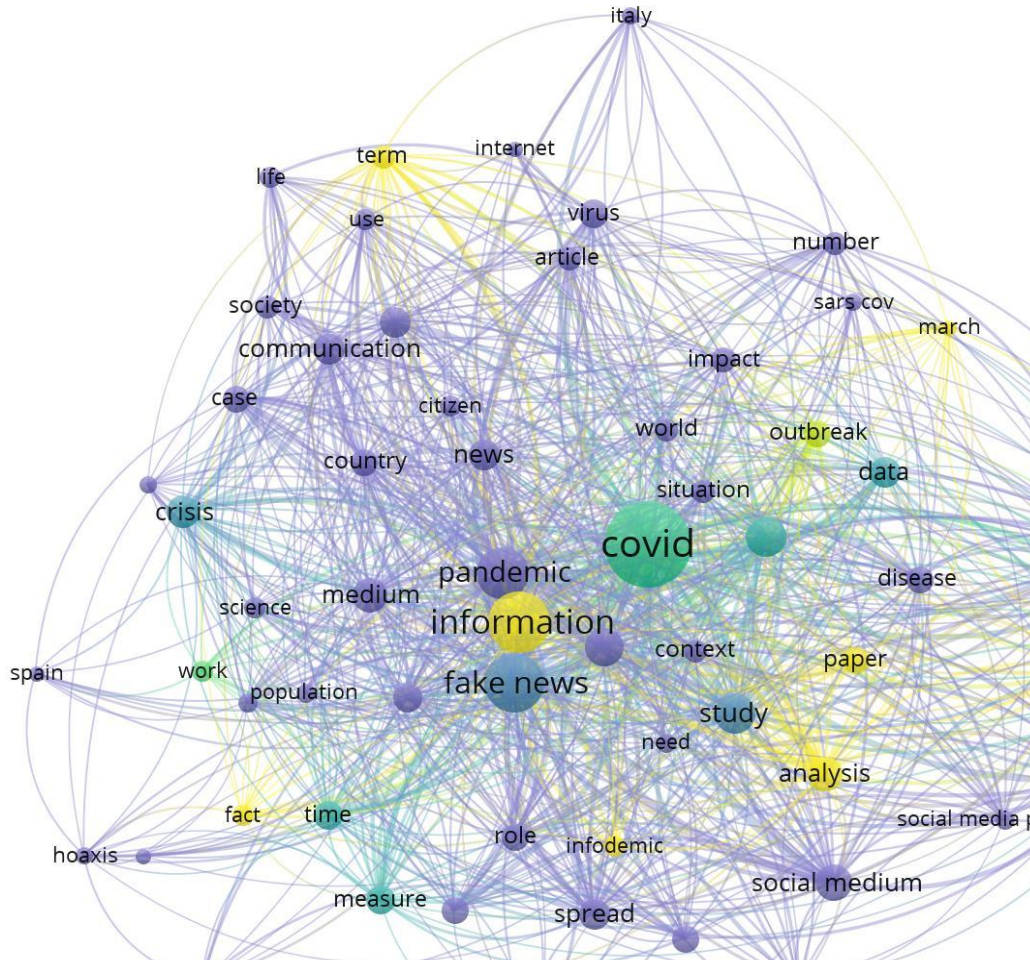
- **Dense Terms:**
  - Covid
  - Pandemic
  - Information
  - Fake news

Result – Overlay Visualization

Research issue

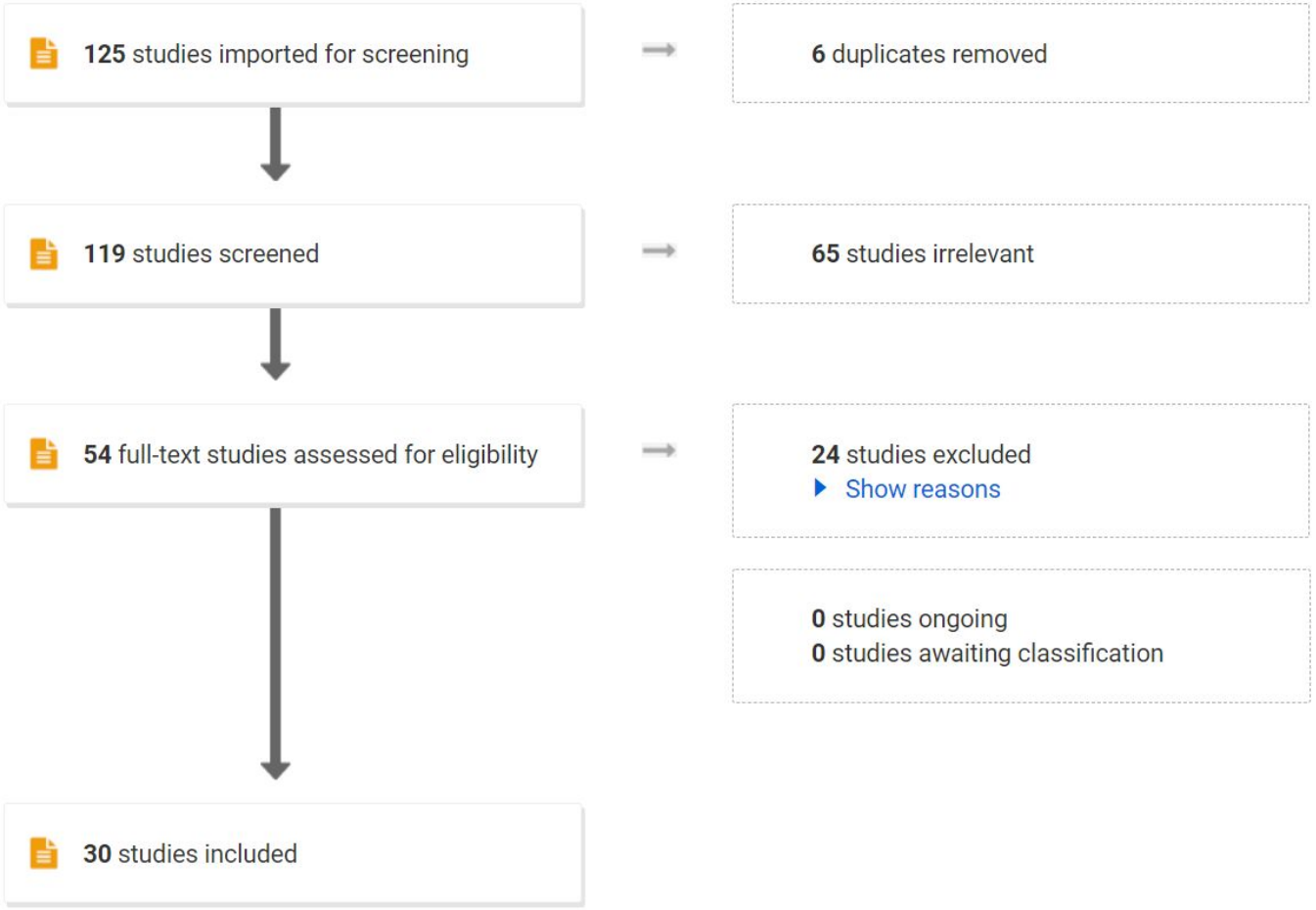
- Early 2020: pandemic
- 02. 2020: fake news
- 04. 2020 covid
- 06.2020: misinformation





Result - Systematic Literature Review

1. 125 references imported for screening as 125 studies
   - 6 duplicates removed
2. 119 studies screened against title and abstract
   - 65 studies excluded
3. 54 studies assessed for full-text eligibility
   - 24 studies excluded
     - 8 No Government Policy/Action
     - 5 No emphasis on infodemics or information
     - 5 Non Government Policy/Action
     - 2 Covid-19 only act as time frame / catalyst
   - 30 studies included



Result – Thematic analysis

Theme	Amount
Urging the importance of government policy	16
Government Policy in practice	5
Other party than government should regulate	2
Government Misinformation	1
Not relevant (fake news description only, etc)	6

Result – Thematic analysis

- Variety of government policy for controlling infodemics are:

1. Strict policy: put in jail (ex: Peru)
2. Use counter issue strategy using coordinated tweets
3. Partnership between government sector, private sector, citizen, academics

STAGE 2

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- Content Analysis
- Analyzing web on Covid-19 issues

Active!

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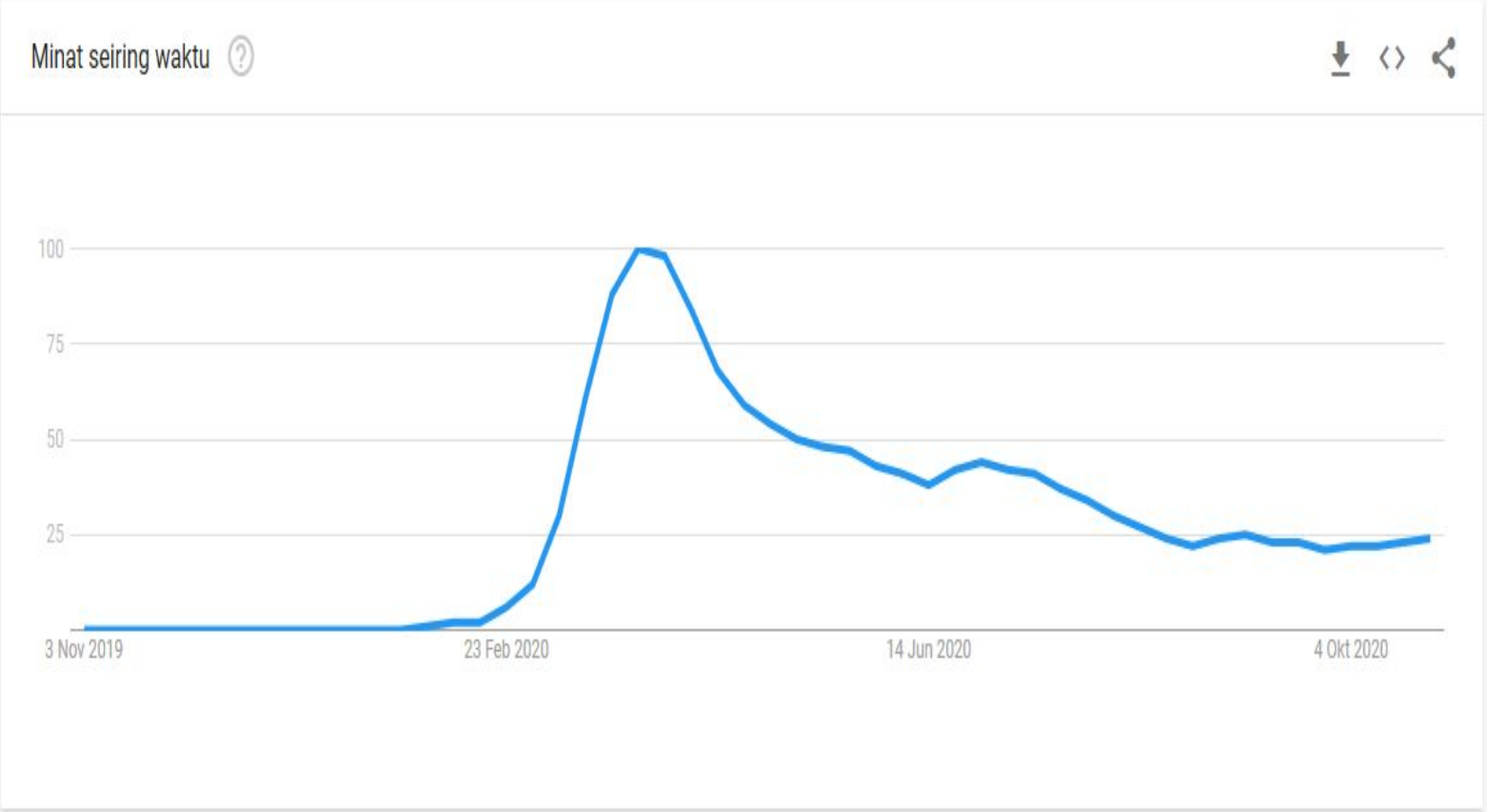
Data Collection



- Website: Worldometer
- Google trends check
- Keyword: Worldometer Coronavirus

Data Analysis

- Fourty nine (49) from Asian Countries websites were analysed using content analysis approach

- Only three (3) countries that have “hoax busters/ fact checker”:
  - Indonesia,
  - Bahrain,
  - Lebanon

Further Discussion

Country	Social/Political Context
Indonesia	diverse society (ethnics, religion, tribes)
Lebanon	segregated society (based on religion)
Bahrain	minority domination (Sunni royal family over Shia majority)

STAGE 3

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- Thematic analysis
- Key Informants Interview

Active!

Data Collection

- Interview with key informants
- Location: Indonesia (RI) and Taiwan (R.O.C)
- Respondents two (2) policy makers and two (2) scholars
- Medium:
  - R.O.C:
    - Direct interview, semi-structured questionnaire,
    - Conducted 8 – 9 Dec 2020
  - RI:
    - Zoom interview, semi-structured questionnaire
    - Conducted 29 Nov 2020 and 10 Dec 2020

Respondent description

Respondent Code	Description
PMT-1	Policy maker in Digital Ministry of R.O.C Taiwan, have responsibility in policy and action equally in politics and administration
PMI-1	Policy maker in Ministry of Communication and Information of Republic of Indonesia, have responsibility in policy and action mostly in administration
ST-1	Scholars in R.O.C Taiwan that oftentimes oppose government policy.
SI-1	Scholars in Republic of Indonesia that actively educate people about fake news by providing social network analysis on social media to counter fake news.

Fieldnote

- PMT-1
  - Word using to describe fake news is **disinformation**
  - No special agency provided by government to tackle disinformation
  - Taiwan Fact Check, MyGoPen as a member of IFCN (International Fact Check Network)
  - Government emphasize on using social innovation to counter disinformation example: humour over rumour
  - Protecting democracy by using third party in countering disinformation

Fieldnote

- PMI-1
  - Word using to describe fake news is **hoax**
  - Ministry of Communication and Information tackle hoax
  - Government emphasize on using law to combat hoax spreading
  - Protecting democracy is vital but regulation should be enacted to preserve social order \
  - “echo chambers phenomenon”

Fieldnote

- ST-1
  - Using term fake news
  - Government has a special agency in combating fake news
  - Admit that government has succeed in combating infodemics but short in other issues
  - Misinformation might be issued by government or agency that has strong bond with government

Fieldnote

- SI-1
  - Using hoax as terminology
  - Indonesia have fact check that is self-funded
  - Political contestation (政治論争) in 2014 and 2019 trigger all of hoax circulation
  - Person tends to believe information that is spread by his/her political clicks including Covid-19

Conclusion

- Infodemics have worsened the Covid-19 pandemics
- Different issues have been introduced along the year 2020
- Less studies discuss about the information governance during pandemic
- Information Governance has treated differently in managing misinformation/disinformation on Covid-19

Post Presentation

- After seeing this presentation, please fill in this online questionnaire
  - https://bit.ly/3nfEB5u

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Acknowledgement

MOFA Taiwan Fellowship 2020

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