

Appendix:

Citizens’ Perceived Information Responsibilities and Information Challenges During the COVID-19 Pandemic

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1 Appendix

1.1 Survey Question and Participants

Table 1: Socio-Demographic Characteristics of Study Participants on Day 1

	%	<i>N</i>		%	<i>N</i>
<i>Gender</i>			<i>Formal Education</i>		
Female	64	30	Certificate of Sec. Edu.	2	1
Male	36	17	General Cert. of Sec. Edu.	6	3
<i>Age (Years)</i>			Vocational Training	15	7
20-24	19	9	Vocational diploma	11	5
25-29	19	9	A levels (“Abitur“)	23	11
30-34	9	4	University Diploma	43	20
35-39	6	3	<i>Children in Household</i>		
40-44	4	2	Yes	19	9
45-49	9	4	No	81	38
50-54	4	2	<i>Personal risk perception</i>		
55-59	11	5	Not at risk at all	2	1
60-64	6	3	Rather not at risk	39	18
65-69	11	5	Neither at risk nor safe	26	12
>75	2	1	Rather at risk	33	15
<i>Urbanization</i>			Very at risk	0	0
<=3k	19	9	<i>Risk perception of close contacts</i>		
3-20k	19	9	None	22	10
20-50k	6	3	1 person at risk	15	7
50-100k	4	2	several persons at risk	63	29
100-300k	36	17			
300-500k	2	1			
>500k	13	6			

Categories	Sub-categories	Codes	Categories	Sub-categories	Codes
INFORMATION	Behavior	<i>Recommendations, Incorrect Behavior, Regulations</i>	HELPFUL	Conversation	<i>Acquaintances, Advice, Discussion</i>
	COVID-19	<i>Illness Characteristics, Health, Statistics</i>		Content	<i>Research Reports, Statistics, How To Sew Mask</i>
	Unsure	<i>Future, Planning</i>		Digital News	<i>News App, News Online, Newsfeed App</i>
	Implications	<i>Economic, International, Local</i>		Traditional News	<i>Radio News, TV News, TV Reports</i>
	Updates	<i>Situation Family, Travel, Update, Work</i>		Helpful Artifacts	<i>Covid App, Podcast</i>
	Deliberation	<i>Deliberation, Political Reaction</i>	RESPONSIBILITY	Loved Ones	<i>Family, Risk Group at Home, Personal Environment, Older Family Members</i>
	(not) Seeking	<i>Seeking, Sufficient, Open Questions, Overflow Negative</i>		Other People	<i>Health Staff, Others, Risk Groups</i>
SOURCE	Agency	<i>Agency, Sufficient, Website</i>		Measures	<i>Compliance, Keep Distance, Stay Home</i>
	Authorities	<i>Experts, Government</i>		Who	<i>Citizens Active</i>
	News Media	<i>News Media, Digital News Media</i>	INFORMED	Follow Measures	<i>Avoid Sanctions, Civic Duty, Correct Behavior, Positive Example</i>
	Social Media	<i>Social Media, Skeptical</i>		Sense-Making	<i>Current Situation, Evaluate, Understand</i>
	Direct	<i>Messenger, Private/Citizen</i>		Implications	<i>Global, Germany, Future</i>
SENDER	Group	<i>Anonymous Group, Group,</i>		Update	<i>Main Topic, Measures, Plans, School Rules</i>
	Close Ones	<i>Acquaintances, Family/Friends</i>		Reduce	<i>Risk Others, Risk Self, Spread</i>
	Participant	<i>Participant</i>	CHALLENGES & COPING	Strategies	<i>Active Seeking, Communication with Acquaintances, Reduced Consume, Reliable Sources</i>
RECIPIENT	Authorities	<i>Agency, Expert</i>		Missing Info	<i>Health, Regulations, Statements</i>
	Group	<i>Group, Anonymous</i>		Sufficient Info	<i>Info Sufficient</i>
	Close Ones	<i>Family, Friends</i>		Problematic	<i>Fake News, Federalism, Missing Research, Social Media Problematic, Biased, Reliability</i>
	Participant	<i>Participant</i>		Emotions	<i>Depression, Feelings</i>
ARTIFACT	App	<i>News App, Warning App</i>		Strategies	<i>Coping, Reducing</i>
	Call	<i>Phone, Video Chat</i>		Adjustments	<i>Adjustments, Different, Different Digital, Similar</i>
	Messaging	<i>Chat, Mail, Messenger, SMS</i>		Ideas	<i>Innovations, Wishes</i>
	Other/New Media	<i>Podcast, Social Media, Websites</i>			
	Traditional Media	<i>Radio, TV</i>			
COMMUNICATION	Direct	<i>Personal / Private Conversation</i>			
	to People	<i>Acquaintances, Group, Solo People</i>			
	Discuss w/ People	<i>Colleagues, Family, Friends, Household</i>			
	how	<i>Digital</i>			

Figure 1: Study Coding Scheme. *Italics: Categories and codes that emerged.*

1.2 Quantitative Results

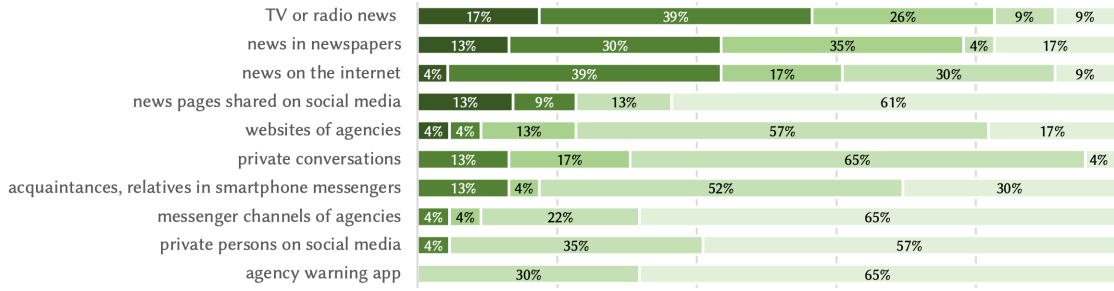


Figure 2: "Which amount of agency information related to COVID-19 regulations and recommendations did you receive via these channels?" (left to right: ■ all, ■ majority, ■ a lot, ■ some, ■ none)

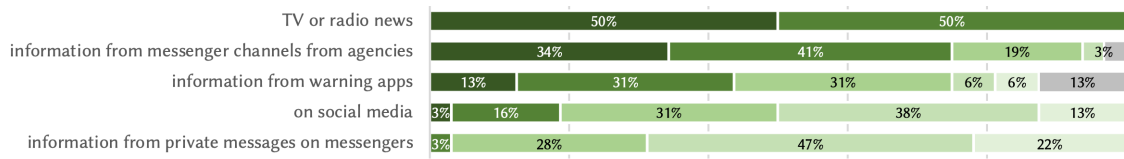


Figure 3: "How do you perceive the information content on different channels, platforms or media?" (left to right: ■ very reliable, ■ rather reliable, ■ neutral, ■ rather unreliable, ■ very unreliable, ■ not answered)

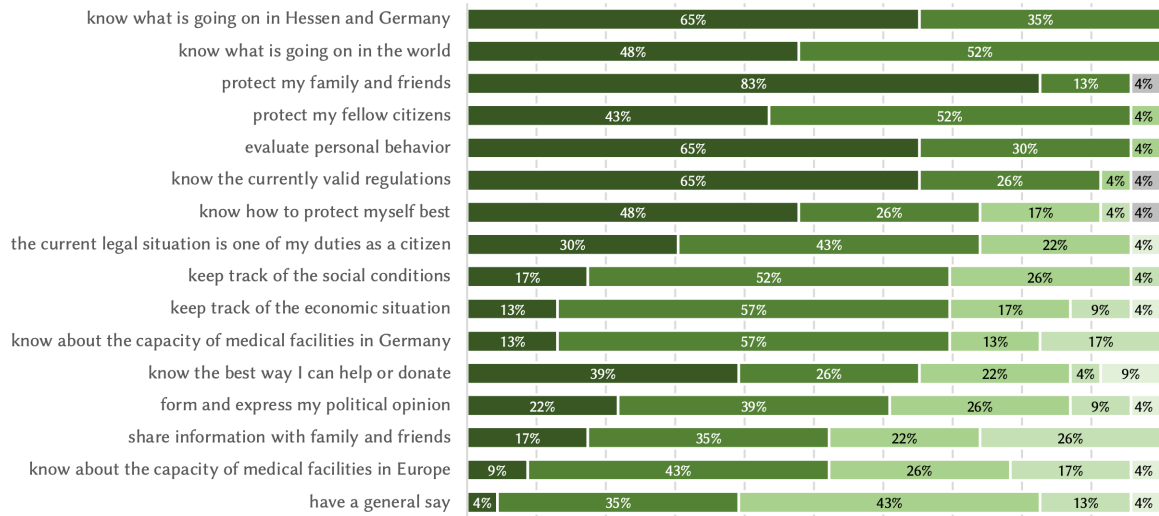


Figure 4: "What have been your primary motivations for gathering information about the COVID-19 pandemic?" Sorting: Very important and important cumulated (left to right: ■ very important, ■ rather important, ■ neutral, ■ rather unimportant, ■ unimportant, ■ no answer)

3. Please describe for us your current experience in **personal or technical communication with friends, family and acquaintances** regarding COVID-19.

o What information did you receive? Did you get the information just like that or after asking for it? Via which platforms, channels, technologies?

o What information did you share? Via which platforms, channels, technologies?

o Why did you share exactly this information with exactly these people?

o Do you think that more information should be shared with your peers? If so, which ones, how, why?

o Does your communication with friends, family and acquaintances differ from normal circumstances? If so, how, why, with what effects?

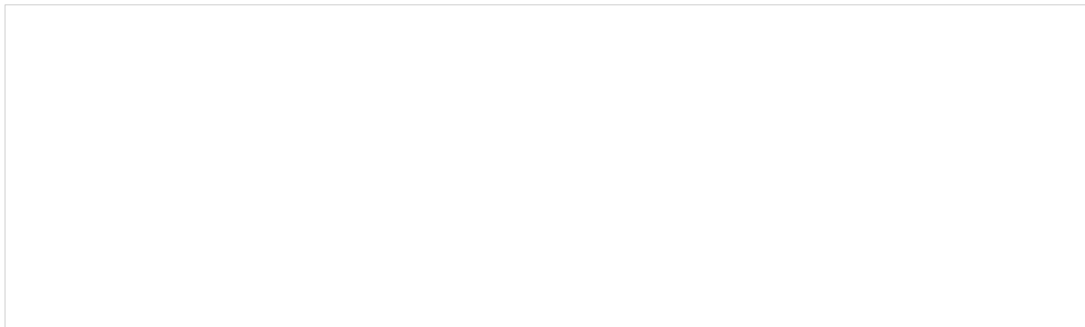


Figure 5: Example questions of the repeated questionnaire (Original language of questionnaires: German)