# Education, Media & Law Practices during the COVID Pandemic

Foreword by:
**Dr. Nand Kishore Garg**



**Ravi Kumar Gupta**
**Sanjay Kumar Mangla**
**Umesh Chandra Pathak**
**Sakshi Gupta**

**Maharaja Agrasen University Publication**

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# *Education, Media & Law Practices during the COVID Pandemic*

Foreword By

## Dr Nand Kishore Garg

Edited By

## Prof. (Dr.) Ravi Kumar Gupta
## Dr. Sanjay Kumar Mangla
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Published By

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# *Preface*

The Covid-19 pandemic has spread with alarming speed, infecting millions and bringing economic activity to a near stand-still as countries imposed tight restrictions on movement to halt the spread of the virus. As the health and human toll grows, the economic damage is already evident and represents the largest economic shock the world has experienced in decades. All the economic activities ranging from agriculture to service have seen a distressing dip causing the ever - highest decline in global gross domestic product (GDP). However, internet-based technology has emerged as a big support to continue with a large stream of activities during these testing times.

Countries across the globe are facing multiple challenges with economies witnessing major sectoral shifts. Governments are working towards shuffling their budgetary planning to settle the upheaval in the economy. Numerous companies are forced to change their business models and management strategies to adopt internet-based mechanism for operations, while individuals are adopting new ways of planning their family budget and expenditure heads. There are paradigm shifts in the political, social and economic structures of the emerging nations. Further, global trade is witnessing new trends and patterns of exchange of goods and services. These world – wide novel circumstances are certainly impacting the economics, commerce, and management of pecuniary activities.

In this background, an International Conference titled "*Global Economic Order in the Post-COVID-19 Era: Challenges, Opportunities and Strategies"* was organized by the Maharaja Agrasen Institute of Management Studies, affiliated to Guru Gobind Singh Indraprastha University, Delhi (India) on July 25, 2020. The focus of the Conference was to present and discuss views and original research outcomes on various sectors and regions being affected by COVID-19.

More than two hundred research papers were presented in the Conference. These were selected through the process of blind referee system. The present Edited Book is a compendium of selected papers out of the total papers presented in the said International Conference. The book contains a total of 35 chapters with collectively 67 authors analyzing various issues and challenges posed by COVID-19, particularly in the areas of Education, Media and Law.

Research papers belonging to the area of education focus upon the challenges faced by the education sector in conducting classes and examinations, curriculum and student anxiety. Papers from the area of journalism cover fake news, mis-information and social media, and role of media. Papers from the legal aspects include migrant workers, online court and mediation, labour laws and other legal

issues during the pandemic. Interestingly, the book covers papers on education sectors on

We would like to thank the authors for their contribution to the present volume. It is expected that this book will be highly useful to academicians, policy makers, research scholar and all other readers. We express our gratitude to Dr. Nand Kishore Garg, Founder and Chief Advisor – Maharaja Agrasen Technical Education Society, New Delhi and Chancellor, Maharaja Agrasen University, Baddi, HP for his blessings and support to organize this Conference and bringing the present Edited Book. We convey our sincere regards to Sh. S. P. Aggarwal, IAS, Executive Chairman, MATES, New Delhi for his blessings and guidance. We also convey our heartfelt thanks to the Managing Committee Members and Advisors of the Maharaja Agrasen Technical Education Society, New Delhi for their everlasting support and guidance. We also pay our sincere thanks to Prof. (Dr.) S. K. Garg, Director General, Maharaja Agrasen Institute of Management Studies, Delhi providing his continuous support and guidance in all our efforts for this output.

We also thank Prof. (Dr.) K. K. Aggarwal, Chairperson, National Board of Accreditation, New Delhi for gracing the Inaugural Session, Dr. Ajit Pathak, National President, Public Relation Society of India for gracing the Valedictory Session, Dr. MohdRaziff Jamaluddin, Senior Faculty, UniversitiTeknologi MARA, Malaysia, and Prof. (Dr.) S. L. Gupta, Dean, Waljat College of Applied Sciences. Muscat for Chairing the technical sessions and Dr. Subhradipta Sarkar, Associate Professor, Faculty of Law, Jamia Millia Islamia, Delhi, and Dr. Urvashi Sharma, Associate Professor, Delhi School of Economics, University of Delhi for Co-Chairing the technical sessions.

We also appreciate the contribution of the Advisory and Organizing Committee of the Conference along with faculty and staff members of MAIMS in successfully organization of this mega event. We are also thankful to Mr. Bhuvnesh Gupta of Shri. B. M. Gupta Graphics, New Delhi and Mr. Amit Kasana of Amit Electrostat, New Delhi for undertaking its publication in an elegant manner.

We are sure that this Edited Book will offer valuable signposts supporting the global economic recovery from COVID-19.

**Ravi Kumar Gupta**
**Sanjay Kumar Mangla**
**New Delhi**        **Umesh Chandra Pathak**
**October 9, 2020**     **Sakshi Gupta**

# Foreword

It is really commendable that Maharaja Agrasen Institute of Management Studies has marked its International Conference on "Global Economic Order in the Post-COVID-19 Era: Challenges, Opportunities and Strategies" as one of those highly acclaimed events among academicians and practitioners in the fields of Economics, Management, Commerce, Journalism and Mass Communication and Law. The aim of the Conference has been to discuss the latest developments arising from COVID-19 and to ponder over the problems lurking in the society and to deliberate on possible solutions. What is admirable is the sheer pro-activeness of the participating researchers in looking into relevant research problems with a scientific temperament rooted in methodological propriety. Besides, the Conference has also provided a valuable platform to young and budding researchers to get a clear insight of research problems facing them and techniques required to handle them.

MAIMS has always believed in the philosophy of documenting and compiling research outcomes for dissemination in the academic and the professional world. This Edited Book titled "Education, Media & Law Practices during the COVID Pandemic" is the outcome of this approach. It comprises 35 research papers on the latest issues posed by the COVID-19 and being faced by the whole world. It is my belief that the book will be a great value addition for all academicians, practitioners and students, and will prompt them to explore the increasing complexities after the pandemic.

Further, this book is the outcome of sincere efforts of Prof. (Dr.) Ravi Kumar Gupta, Dr. Sanjay Kumar Mangla, Dr. Umesh C. Pathak and Ms. Sakshi Gupta with support from the whole organizing team. They have attempted to disseminate this piece of knowledge through their wealthy experience in academic and policy research.

I congratulate the organizers of the Conference and the Editors of this book for their sincere and constructive endeavour.

Dr Nand Kishore Garg

**New Delhi**        **Founder & Chief Advisor, MATES, New Delhi**
**October 9, 2020**    **Chancellor Maharaja Agrasen University, Baddi, HP**

The present work on Education, Media & Law Practices during the COVID Pandemic is a collection of some of the selected papers presented in the International Conference on "Global Economic Order in the Post-COVID-19 Era: Challenges, Opportunities and Strategies" organized by Maharaja Agrasen Institute of Management Studies (Established by Maharaja Agrasen Technical Education Society) affiliated to GGSIP University, Delhi under the aegis of IQAC on July, 25, 2020. The COVID-19 crisis has affected societies and economies around the globe and will permanently reshape our world as it continues to unfold. While the fallout from the crisis is both amplifying familiar risks and creating new ones, change at this scale also creates new openings for managing systemic challenges, and ways to build back better.

This collection of papers of conference draws on the diverse insights of the aftermath of the pandemic to look ahead and across a broad range of issues – education, law, media, mental health, technology to name a few – and consider where the balance of risk and opportunity may come out. It offers decision-makers a comprehensive picture of expected long-term changes, and inspiration to leverage the opportunities this crisis offers to improve the state of the world.

I congratulate the contributors and the organizing team of the conference for disseminating knowledge on one of the most contemporary and important issues i.e. economic growth after the pandemic Covid-19. I am sure that scholars, policy makers, and all members of civil society shall be benefited by the present work.

**New Delhi**　　　　　　　　　　　　　　　　　　　　**Prof. (Dr.) S.K.Garg**
**October 9, 2020**　　　　　　　　　　　　　　　　**Director General, MAIMS**

**Release of the Edited Book**

# Education, Media & Law Practices during the COVID Pandemic

**October 9, 2020**



**Released by:**

***Dr. Nand Kishore Garg***, Founder Chairman & Chief Advisor, Maharaja Agrasen Technical Education Society, & Chancellor, Maharaja Agrasen University, Baddi, HP, India.

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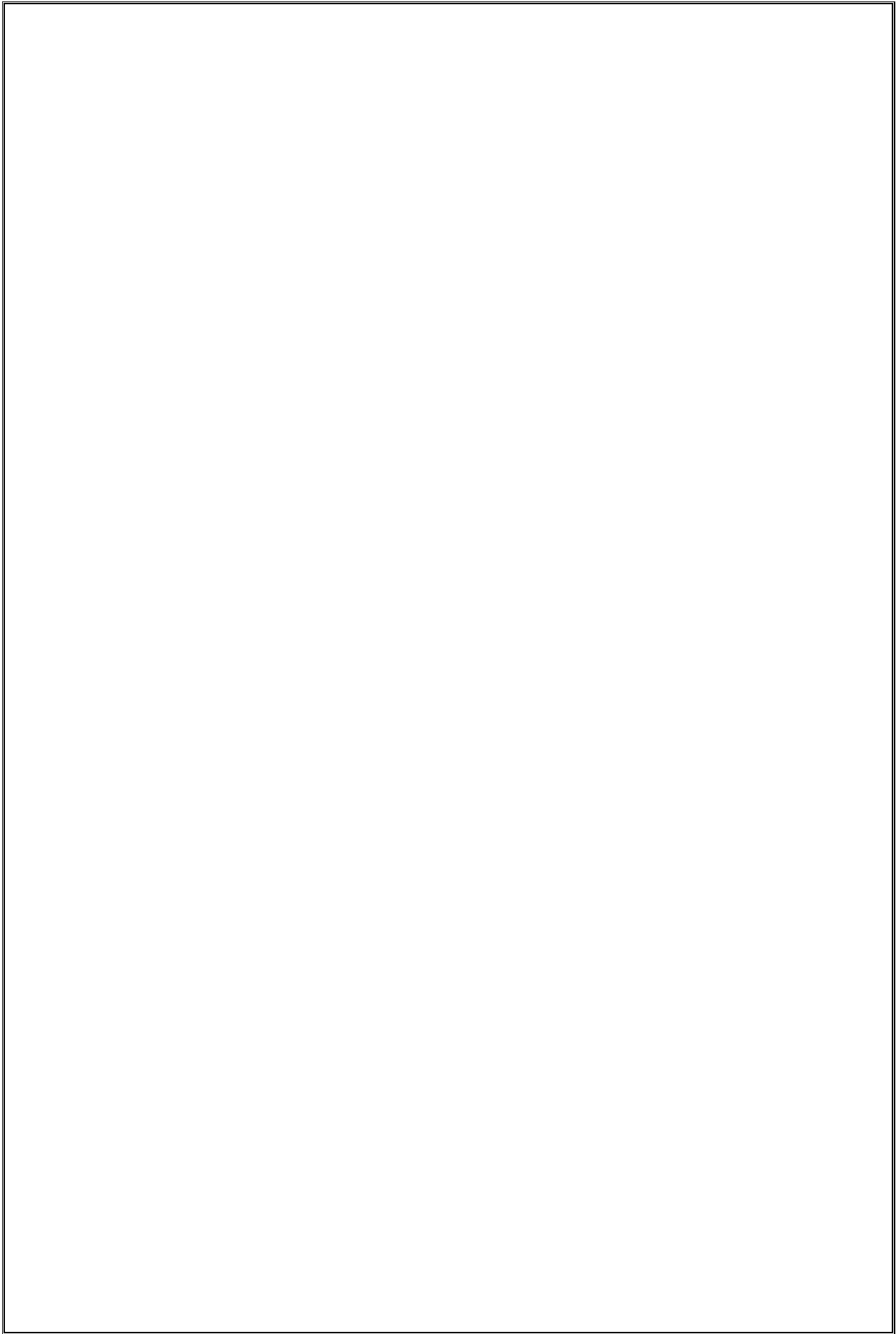
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# Chapter 22

# Impact of Fake News on Human Sentiments: In the Era of Covid-19 with Special Reference to Coronil Launch in India

*Kriti Khurana & Bharti Chaudhary*

**Abstract**

As noted in the introductory section, Social media were alleged of being challenging and ambiguous voices in the pandemic by the public, politicians, and companies. Some politicians, even in liberal democracies, called for legal action to prevent the public from being dangerously misinformed by channels that propagate rumours or lies, which in turn, were feared to fuel the (self) harm of citizens, and indeed, some countries imposed stricter rules and regulations based on these assumptions.

**Background**: Under this study, viewpoints of people from social media regarding fake news. This study shows that how human beings react to fake news. For this CORONIL news has been included. Facebook has been used to disseminate information related to news of the CORONIL launch in India during COVID-19. On June 24, 2020, Patanjali launched CORONIL to treat Coronavirus disease in 2019. This news took significant media attention. How Facebook reviews and sentiment has evolved in the stages of disapproval of the CORONIL by Ayush Ministry, has not been described.

**Objective**: The main motive of this analysis is to inspect the impact of fake news on the sentiments of human beings in this dreadful era of coronavirus pandemic. To understand the reaction and sentiments of Facebook users on CORONIL disapproval.

**Design**: Observational study.

**Setting**: Facebook.

**Participants**: All Facebook users who commented on a message related to the launch of CORONIL from June 24th to 30th, 2020.

**Measurements:** We extracted 358 reviews on the post related to the CORONIL launch and measured the frequency of keywords related to the same. We performed a sentiment analysis to identify the emotional valence of the reviewers about the news. For creating a word cloud and frequency table was Google cloud was used. To identify the most common topical discussion about the news, a monkey-learn application was used.

**Results**: 358 reviews were evaluated to understand the reaction and sentiments of Facebook users about the news. The frequency of racially charged tweets closely paralleled the number of newly diagnosed cases of COVID-19. The economic and political impact of the COVID-19 was the most commonly discussed topic, while public health risk and prevention were among the least discussed.

**Conclusion:** Facebook users had negative sentiment and emotion the incidence of CORONIL launch for the treatment of coronavirus disease. Most of the reviewers discussed negative about the same.

**Keywords**: Coronavirus Pandemic, Human Sentiments, Fake News

## Introduction

The outbreak of the COVID-19 began from the Hunan seafood market in Wuhan city of China. COVID-19 is being described as an international pandemic by the WHO as the number of affected people and fatalities are continuously rising. The whole world has been shaken with the appearance of a novel coronavirus. This global health emergency continues to cause mayhem internationally. This health crisis has not only affected the human health and world economy but also humans' well-being. It has also disrupted the basic life activities and economic growth globally (McKibbin & Fernando, 2020).

The burden on humans is just not financial but emotional as well. Many researchers have found an association between COVID -19 and psychological and behavioral changes. In this pandemic most

reported, psychological changes are depression and psychological distress, worry, anxiety about being infected, subjective well-being, and reduced quality of life (Li, Wang, Xue, Zhao & Zhu, 2020). Dealing with the coronavirus is the biggest challenge for humankind to face. This pandemic has created the situation of global war for mankind where everyone. The hospitals have become battleground and our health workers are our soldiers. The pressure is immense not only on healthy workers but on everyone which is leading to an emotional outburst and mental weakness. Because of all negative psychological consequences, fake news is spreading swiftly than coronavirus. Not only in India but the whole world is suffering from the disinformation about the COVID pandemic. In India, the first case of coronavirus was arrived on 30th January of this year along with

this; the social media had a widespread of fake news like the increase of coronavirus and all its possible remedies [1]. A recent study clarified fake news 'as articles that are purposefully false and are unprovable which could fool readers' (Alcott& Gentzkow, 2017). The advancement in social media played a crucial role whereas the major root of this is that it could produce news quickly when differentiated from Television and Newspaper which are traditional sources of media (Xinyi Zhou & Reza Zafrani). 'Fake News' can be entirely menacing as people suffer to differentiate between the original news & fake news (Allott& Gentzkow, 2017). Researches reveal that 'fake news' is frequently recognized as news that contains bemusing reality and faith (Nielsen & Graves, 2017).

Nowadays, people think that drinking water can cure this virus. Trusting the fake news related to the COVID-19 will only give rise to anxiety, stress & depression [2]. The expansion in fake news could have a consequential negative clash among individuals & society (Kai Shu, Amy Sliva, Suhang Wang, Jiliang Tang, and Huan Liu). For instance, several fake news was generated only to activate people's mistrust and bemuse them [3]. With improper confirmation, fake news can be spread quickly and can influence public opinions [4]. Fake news can lead to great disturbance or riot (Zilong Zhao, Jichang Zhao, Yukie Sano, Orr Levy, 2020). The increase in fake news during the pandemic had spun the heads of fact-checkers to find accurate information about this deadly disease [5]. Concerning COVID-19 during April 2020, Facebook had reported about 50 million flagged contents with a warning that they are providing disinformation; Twitter had marked 1.5+ million users as their contents contained false information whereas 18 million emails were blocked by Google on its platform 'Gmail' as they contained COVID's fake information [6]. Facebook, the most popular social media platform, claims to have more than 2.5 billion daily active users as of April 2020. This started with the idea of sharing personal ideas and information with friends but now it has morphed into a gateway where different types of news and information are exchanged. It was found that 44 % population of the United States get their news from Facebook (Gottfried and Shearer 2016). Social media platforms like Facebook not only have a mass audience but also ease the spread of fake news.

## Literature review

### Coronavirus Pandemic

Coronavirus is expanding swiftly from country to country and the World Health Organisation has declared it a pandemic (Qasim Bukhari, Yusuf Jameel). This pandemic in India is a chunk of the global pandemic of Covid-19 [7]. The available instruments for this are, maintaining social distancing and following proper isolation (Wilder-Smith, D O Freedman). Thus, Stay Home messages are taking all over. This virus has changed the way of being online [8]. In India, an increase in the use of social applications was noticed at the starting phase of countrywide lockdown [9]. Staying at home all day expands the use of social media apps [10]. At times, social media produces fake news (MontherAldwairi, Ali Alwahedi). A recent study on this has confirmed that fake news content from websites is growing (Chris J Vargo, Lei Guo, Michelle A Amazeen).

### Fake News

Fake news has become a buzzword especially in the era of COVID-19. It has been defined as misinformation and forged news (Albright 2016). Media and political institutions have reported extensively about fake news globally (Scott and Eddy 2017). Yet fake news is not a new term. It has a long legacy reaching back centuries, but even in the past decade, it has shifted meaning. The previous researches used fake news have used six types of definition: (1) news satire, (2) news parody, (3) fabrication, (4) manipulation, (5) advertising, and (6) propaganda (Tandoc Jr, Wei Lim & Ling, 2017) In India, fake news is a term that refers to disinformation or misinformation. The expansion of fake news by social media has become serious trouble [11]. People live in a society where various forms of communication including phone applications make the availability of news of every moment easily [12]. Thus, in this Covid-19 era, Patanjali (a well-known company of ayurvedic medicines in India) has launched an ayurvedic Covid-19 medicine called 'CORONIL' which claimed to treat people from Covid-19. Not only this but yoga teacher Baba Ramdev and Patanjali CEO Acharya Balkrishna made a statement at the press conference that 'the medicine has shown a 100% recovery rate within the use of 3 to 7 days.' Along with this, they said that 'they have conducted 2 trials of this medicine in which 280 patients were included and they got

a 100% recovery rate' [13]. But soon after the launch of Coronil, the government demanded Patanjali for stopping the advertisement of their medicine till they inspect it. Later YS Rawat, the licensing officer of Uttarakhand Ayurveda Department said that 'Patanjali didn't mention coronavirus in their application for the license. They only approved the license for cough, immunity booster & fever'. After all this over Patanjali's Coronil medicine, Baba Ramdev has issued a clarification saying that they haven't made any 'Corona Kit'. They also denied it from calling the new medicine which is capable of curing coronavirus [14]. In the situation, where people are looking for a solution to cope with the pandemic, news like CORONIL affected the sentiments of people. This act of Patanjali's Coronil Medicine has affected the sentiments of people. Because of the real consequences of fake news (Goldman 2016; Lopez 2016), the present study focused that how the fake news regarding Coronil medicine as a cure to Covid-19 has impacted the sentiments of humans in these dark times of coronavirus.

**Research Methodology**
**Overview**
With over 2.6 billion monthly active users, the social media platform as of the first quarter of 2020, Facebook is the biggest community's global network. The observational research design used in the study. Researchers analysed Facebook data to understand the sentiments of the Indian society for fake news in the era of COVID-19 outbreak. In subsequent weeks, the coronavirus's rapid spread garnered increasing media coverage and public attention. We hypothesize that analysis of the content and sentiments expressed on Facebook after the launch of CORONIL for the treatment of the coronavirus disease 2019 (COVID-19) pandemic.

**Data Collection**
The study includes data set limited to the case of CORONIL launch news. Facebook settings have been used to collect data. All participants in the research were Facebook users. For analysing the impact of fake news on human sentiments, CORONIL launch news was used. A list was made of the reviews on the news related to CORONIL during a one-week interval from June 24th to 30th, 2020. Researchers extracted a total of 358 out of 12000 using Facebook advanced search application and converted them in plain text. The main themes and frequency of the words were identified to visualize

the reviewer's reaction. Collected data from Facebook was filtered for the analysis based on comment text if the comment had a reply if the comment was a reply (not included in the data), unique comment (replied by so many Facebook users), and the number likes.

## Data processing, transformation, and exploration

To analyse reviews, the researcher extracted the plain text from the original message and deleted the web addresses, Facebook hyperlinks, and punctuations. For content analysis, some common words of little analysis value (e.g., for, the & is) were removed. By using the word cloud on Google cloud, the top words were identified with larger font sizes showing higher frequency in the content. Finally, monkey learns application was used to identify and analyse related topics discussed over time within the corpus of Facebook. Data Collection from June 24th to 30th, 2020, a random sample of Facebook in the English language was extracted using its advanced search. Using a word cloud, we visualized the top 150 words with larger font size representing greater frequency. A subset of keywords was used to identify common topic disused by the reviewer (Table 2: List of Keywords).

## Sentiment Analysis

Emotional valence describes an emotion which means intrinsic attractiveness or aversiveness of a subject like events, objects, or situations [7]. In this study emotional valence of Facebook users towards the CORONIL news has been separately analysed using monkey learn applications.

## Results

Facebook comment frequency, a total of 12,000 comments (out of which, only 484 were reviews about the news) from 484 reviews unique comments were collected during the study period June 24th to 30th, 2020. Word cloud explains that most of the reviewers have shown negative emotions (e.g., fraud, fake, action, approval and save) for the news used in the study (figure 1). There were top 10 words were identified Google cloud based on the frequencies. The most common word analysed was a fraud used maximum times by the reviewers. The other top words in descending order of the frequency were action, baba, money, Patanjali, trust, cure, medicine, ICMR, and approval (Table 1). Fraud related comments were most prevalent followed by Baba Ramdev and money.

Overall emotional valence analysed on monkey learn was negatively expressed by nearly 89.9% of all

comments with the feeling like losing trust to emotional distress and eagerness to know about the action of the government. To analysed the main topic of the comments, plain text was processed on monkey learn the application. The main theme of discussion in all the comments was health and medicine (90.4%). Key areas of concern from the reviewer's point of view were Patanjali, Ayurveda, and the cure of the coronavirus. Word cloud also shows that most of the reviewers are feeling cheated. They have majorly talked about fraud related to CORONIL. Reviewers believe that Patanjali is making money. Trust and the appropriate action by the concerned bodies was the other major concern of the reviewers. Results also show that reviewers have aggression for the Patanjali and Baba Ramdev.

## Discussion

Due to the world health crisis, social media activities are becoming more real-time and entangled. It provides an opportunity for individuals worldwide to directly communicate information related to health. Therefore, there is a need to have effective surveillance systems by monitoring social media globally. To fight with the spread of fake news on social media, more hands-on and responsive public health presence is required. The present study demonstrates significant constant reactions, comments with negative sentiment and emotions, and anger content for the news related to CORONIL at Facebook. Comments predominantly showed negative sentiment and were linked to emotions of anger and fraud. These data may help medical experts of Ayurveda and government officials to identify types of communication that may affect emotion and increase the panic among the individuals. Emotions play a very important role in deciding, thinking, and solving problems in highly complicated situations like pandemic [8]. For the public, governments, and health care officials, understanding public sentiment and reaction to healthcare resources are very important for taking prevention measures. Facebook is one of the social media platforms which allows us access to reactions and emotions of millions of users and permits efficient analysis on important issues like the ongoing pandemic. Sharing Information and distribution on social media have become more important social requirements [9]. Social networking is one of the modernize ways of everyday communication and information sharing [10]

**Limitation**

This study had several limitations. First, a non-comprehensive list of words has been used to search the reviews and comments about the news. Some alternative terminology or misspellings and may have introduced some selection bias in the comments analysed in the study. Only a few 358 comments were analysed out of 1200, which may also lead to some selection bias. Third, only English language comments were included in the study whereas people give valuable comments in Hindi (native language) as well. Therefore, the conclusions of the study cannot be generalized to other settings. Lastly, the study has taken only one news for the reference whereas there are lots of disinformation related cure of COVID-19.

**Conclusions**

As discussed, the social media platform was assumed of being a confusing, and misleading influence in the current pandemic by media, politicians, and the medical industry. This influence has created fear among individuals. The current analysis of the Facebook comments on CORONIL news paints a more nuanced picture of this critical situation. The present study concludes that the comments associated with the news related to CORONIL were negative. It describes that Facebook users had negative sentiment and emotion the news of CORONIL launch for the treatment of coronavirus disease. Comments largely focusing on the issues related to health and medicines. Results also show that reviewers have a feeling of distrust and anger toward Patanjali. These reviews offer novel opportunities to Health agencies to not only understand public reactions for such news but also take the appropriate action based on user interest and emotion. This analysis of Facebook comments covering the important news related to the treatment of coronavirus does not support some of the public fears about an extensive spread of fictional news through social media. Although, there are very little researches describes the association between social media news and risky behaviour during COVID-19. Consequently, this study can contribute to the actual effect of the spread of fake news on individual sentiments.

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Fig 1:  Word cloud of the reviews