

BHA-CEA Building Trust project - Report on qualitative findings

Introduction

Among the main findings of the recent COVID-19 <u>Community</u> <u>Perception Survey, Ecuador - March 2023</u>, and its <u>digital dashboard</u>, the following stand out: i) the existence of rumours that the vaccines are allegedly not safe; and ii) the levels of community mistrust in various actors, including humanitarian personnel.

To understand the nature of these rumours and explain the levels of mistrust detected, Twitter posts by registered users in Ecuador were analysed regarding trust in vaccination and various actors.

Key figures

4,468

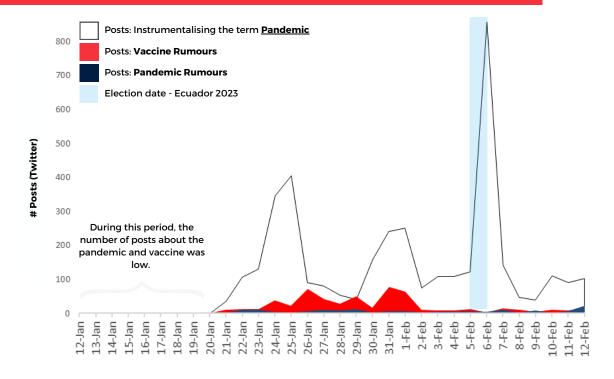
34.1 M

Posts analysed

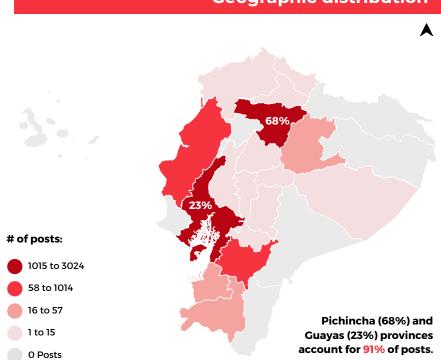
Followers

*Monitoring period: 12/01/23 to 12/02/23

Temporal and thematic distribution



Geographic distribution





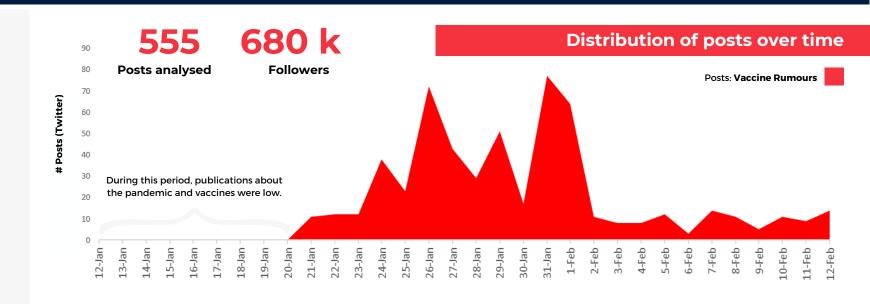
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COVID-19 vaccine rumours

Mistrust towards institutions, organisations or actors with any level of control over information and/or power over individuals was detected in these rumours.

Therefore, promoting trust in vaccination also requires authentic members of local communities to narrate in a familiar language, and through accessible channels, their positive experiences after receiving the COVID-19 vaccine.

It is essential to locally identify the main doubts and fears, in order to correctly select individual experiences to disseminate.



Word cloud

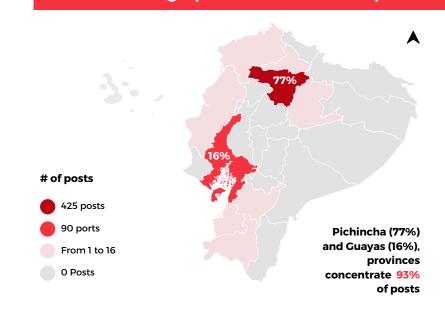


Mutate Effects Video Create Sell Serious Revised Hidden mRNA

Pfizer

Note: The posts that fed the word cloud, originally written in Spanish, were not translated into English. The right-hand column shows the most frequent words based on the Spanish version of the word cloud.

Geographical distribution of posts







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Key highlights

COVID-19 vaccine rumours include:



Alleged cardiac, immune and fertility side effects.

Alleged attribution of deaths to COVID-19 vaccines.

Alleged genetic manipulation of the virus to serve pharmaceutical interests.

COVID-19 pandemic rumours include:



Its alleged non-existence.

Its alleged creation by various actors to serve their interests.

The alleged futility of the measures implemented since 2020.

The intention to **instrumentalise the term <u>Pandemic</u>** and to **bind it with negative emotional or moral connotations** during dynamics of tension between actors, or systems of ideas, **was detected**. The Ecuadorian general elections in February 2023 provided clearer evidence of this trend, via Twitter.

This trend enabled the negative emotional or moral value to extend and influence the perceptions of other users about the pandemic and their vaccination, fostering their mistrust of the different actors.

Methodology

Monitoring period: 12/01/23 to 12/02/23

Platform: TalkWalker Analytics

Monitored on: Twitter

Analytic focus: Perceptions or rumours regarding trust in COVID-19 vaccine.

Geographic focus: Posts from registered users in Ecuador.

Restrictions: Monitors individual posts without the use of bot detection and cleaning mechanisms.

Methodological note: The monitoring period coincides with the second collection phase of the <u>COVID-19 Community</u> <u>Perception Survey, Ecuador - March 2023</u>.

The aim was to have a qualitative input against which to triangulate the quantitative findings derived from the survey.





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COVID-19 vaccine rumours

Examples of posts in the original language, per subject addressed in the rumour (translation below)

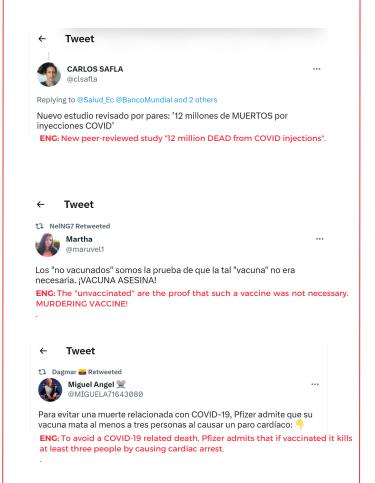
Alleged cardiac, immune and fertility side effects.



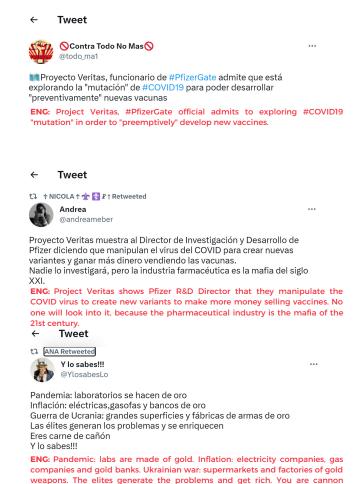
MSP del Ecuador, Dr Ruales ministro, revele los efectos adversos de las vacunas experimentales que impulsan. Todo un secretismo de las múltiples enfermedades que aparecieron en los ecuatorianos después del engaño de esas vacunas covid que no inmunizan, pero si bajan la inmunidad.

ENG: Ecuador's MSP (Ministry of Health), Dr Ruales Minister, reveals the adverse effects of the experimental vaccines being promoted. A whole secrecy of the multiple diseases that appeared in Ecuadorians after the hoax of these covid vaccines that do not immunize, but lower immunity.

Alleged attribution of deaths to COVID-19 vaccines.



Alleged genetic manipulation of the virus to serve pharmaceutical interests.



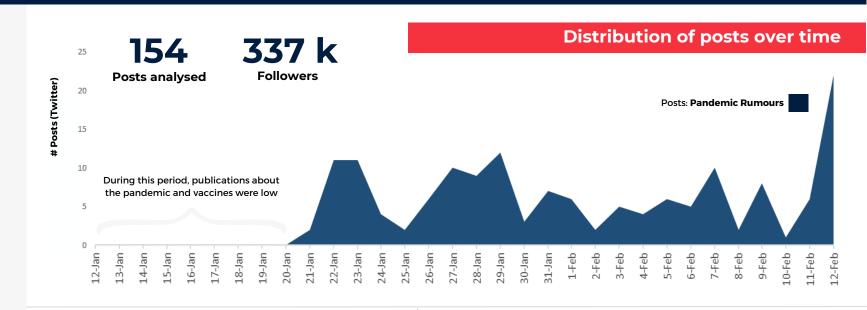
fodder, and you know it!

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Pandemic rumours

This repertoire of rumours show mistrust and dissatisfaction of users in highly sensitive dimensions that may go beyond the health or humanitarian spheres. Consequently, addressing them may involve communication or reputational risks for the National Society or its provincial branches.

It is therefore advisable to narrow key messages to health or humanitarian settings only, and to coordinate the National Society's Community Engagement and Accountability (CEA) strategies with the health guidelines provided by local or national authorities...



Word cloud

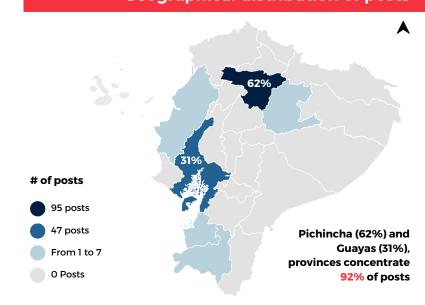
detenido carne
oddenido carne
oddeni

10 most frequently words:

Health
Lie
People
Youth
Think
Sell
How?
Death
Times
Eat

Note: The posts that fed the word cloud, originally written in Spanish, were not translated into English. The right-hand column shows the most frequent words based on the Spanish version of the word cloud.

Geographical distribution of posts





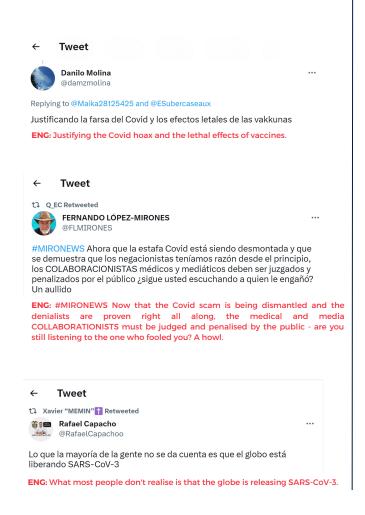


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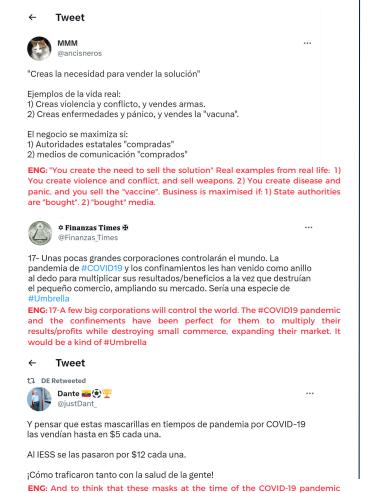
Pandemic rumours

Examples of posts in the original language, per subject addressed in the rumour (Translation below)

Alleged non-existence of the pandemic.



Alleged creation of the pandemic by different actors, to serve their interests.



were sold for up to \$5 each. To the IESS they went for \$12 each. How they

trafficked so much with people's health!

Alleged futility of the measures implemented since 2020.



La ingeniería social fue tan efectiva que lograron poner el falso virus en la mente y difícilmente podrán liberarse. La pandemia está en el subconciente y el miedo es su alimento. Pueden prohibir las mascarillas y seguirán usando. Mentes débiles poco informadas.

@ecuainm_oficial

ENG: The social engineering was so effective that they managed to put the false virus in the mind and they will hardly be able to free themselves. The pandemic is in the subconsciousness and fear is its food. They can ban face masks and they will continue to use them. Weak, uninformed minds.



• Solamente añadir que no hay evidencia de que la vacuna brinde protección más de seis meses.

ENG: *Just to add that there is no evidence that the vaccine provides protection beyond six months.



ENG: Boom. Here's Bill Gates saying: 1- Vaccines don't prevent transmission. 2-They don't work if new variants appear. 3- They don't last for protection. In short, they don't work in any of the 3 definitions of a vaccine. Excess mortality is the only thing that worked well in them.





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Operational Recommendations - Community Engagement and Accountability (CEA)



Encourage **cross-cutting articulation of the CEA approach in the National Society's** strategic, programmatic, operational, logistical, technical and administrative areas.



Strengthen and outline the feedback mechanisms of the various areas of the National Society, particularly those with a national scope, as well as systematisation processes and returning results to communities.



Consolidate the capacities of the National Society's staff and its provincial branches in Social Listening and other qualitative instruments for monitoring social behaviour.



Promote the application of **social listening and qualitative social behaviour monitoring tools** to keep the CEA strategy aligned with people's priorities.



Assess communication and/or reputational risk when addressing rumours detected by social listening.



Delineate the areas and dimensions implicit in the rumours detected by Social Listening, and narrow down the key messages to explicit health and/or humanitarian aspects.



Build trust in vaccination through personal experience narratives provided by members of local communities (peers).

In case of questions, please contact:

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