



ISSN Print: 2394-7500
ISSN Online: 2394-5869
Impact Factor: 8.4
IJAR 2021; 7(5): 295-304
www.allresearchjournal.com
Received: 03-03-2021
Accepted: 06-04-2021

Sayak Pal
Research Scholar,
Symbiosis School of Media and
Communication, Symbiosis
International (Deemed
University), Maharashtra,
India

G Nikita
Assistant Professor,
Symbiosis School of Media and
Communication, Symbiosis
International (Deemed
University), Maharashtra,
India

Corresponding Author:
Sayak Pal
Research Scholar,
Symbiosis School of Media and
Communication, Symbiosis
International (Deemed
University), Maharashtra,
India

Audience perspectives of COVID-19 information centre on Facebook

Sayak Pal and G Nikita

DOI: <https://doi.org/10.22271/allresearch.2021.v7.i5e.8582>

Abstract

COVID-19 pandemic has forced the most intelligent animal on the earth to get into a quarantined state by maintaining social distance among them to prevent the spread of this deadly virus. Human civilization had faced similar kinds of pandemics in the past, but virtual networking was not prevalent, unlike today. While the global crisis forced everyone to remain indoor, social media platforms, especially Facebook, came in to rescue the homebound people to continue fulfilling their social needs. Facebook had even gone a step further to stop spreading fake and unauthorized information by opening up a forum linked with internationally recognized health and welfare organizations to communicate and disseminate authentic information through the 'Coronavirus (COVID-19) information centre' on Facebook. The research attempts to emphasize the features and the process of gratification users have towards the 'Coronavirus (COVID-19) information centre' to analyse the impact of Facebook on spreading awareness about COVID-19. It will also highlight how various audiences are reciprocating the newly added feature and whether 'Coronavirus (COVID-19) Information Centre' on Facebook is considered as a valuable information source during the pandemic. Further, the study attempts to find out whether the information on Facebook on COVID-19 is motivating people to take positive actions in favour of preventing the spread of the virus and also encourage people to stay quarantined to prevent further contamination.

The study aims to help social media practitioners in improving their communication during a global crisis to their audience. It also explores the audience's perspective towards information available on social media for communication experts to verify and deliver information effectively.

Keywords: Audience perspectives, coronavirus, COVID-19 information, Facebook promotion, lockdown phase, pandemic

Abbreviations

COVID-19: Novel Corona Virus
SARS-CoV: Severe Acute Respiratory Syndrome-associated coronavirus
MERS-CoV: Middle East Respiratory Syndrome-associated coronavirus
WHO: World Health Organization
UNICEF: United Nations International Children's Education Fund
CDC: Centres for Disease Control and Prevention
UNF: United Nation Foundation
H1N1: A "human respiratory infection" caused by an influenza strain originated from Pigs.

Introduction

The existence of the human race is at great risk while all of us are facing this rapidly spreading novel Coronavirus (COVID-19) pandemic worldwide. Late in December 2019, when the mass pneumonia from Wuhan, China was reported to the health department followed by an action on 31 December 2019, a rapid response team from Chinese Centre for Disease Control and Prevention was sent to Wuhan to examine the source of the disease spreading rapidly across the mass. While the team started excluding the possible causes one after another, the outbreak point was identified as the Wuhan, South China Seafood Market, which was closed and disinfected. The World Health Organization (WHO) was informed about the spreading of the disease on January 3, 2020, while the virus was identified on January 7, 2020, through 'genetic sequencing and development methods'.

It was then the name

COVID-19 was given by WHO, which had proximity with SARS-CoV and MERS-CoV. On January 20, 2020, COVID-19 was added as the class B infectious virus by the National Health and Health Commission. Soon after the announcement, on January 23, 2020, all the public transports were suspended in Wuhan by Wuhan City Epidemic Prevention and Control to stop further contamination (Novel, 2020) [8].

The second meeting held by an emergency committee convened by WHO director-general regarding the outbreak of the Novel Coronavirus in the People's Republic of China, with explorations to many other countries provided public health advice on 30 January 2020. The report presented by the representative from the Ministry of Health of the People's Republic of China claimed 7711 confirmed cases and 12167 suspected COVID-19 cases throughout the country. Cases from other countries were also being presented with mere 83 cases in 18 countries worldwide, while death followed by illness was not reported by then. The committee advised investigating the sources of the outbreak from animals and strict control over the virus outbreak while proceeding with further investigation. The committee also suggested strengthening surveillance on the area outside Hubei, to understand the transmission cycle, as well as providing intensive support to all possible vulnerable countries that were at risk of massive contamination. While putting no restrictions on travel or trade, it sent out strong messages to the People's Republic China and Other countries to strengthen their resilience of healthcare and health workers, keeping a watchful eye on the infected (especially in People's Republic China) as well as sharing accurate and relevant data on the infected cases. The Committee urged the global community to continue demonstrating the solidity and cooperation to identify the source of COVID-19 while researching for tentative treatments. They also ensured to support the low and middle-income countries with diagnosis, potential vaccines and therapeutics which were unable to provide a favourable response in this crisis (Statement on the second meeting of the International Health Regulations (2005) [12] Emergency Committee regarding the outbreak of novel Coronavirus (2019-nCoV, 2020)).

Previous cases of pandemic

A global pandemic is nothing new to humankind and has shattered civilizations in many ways, sometimes even forcing humans to change the course of their lives. Some of the documented pandemics are prehistoric and some of them are recent but always came to certain times with little warnings. The oldest recorded mass pandemic was found nearly five thousand years back in an ancient Chinese establishment where the bodies were left inside houses and later on burned down to ashes to be never inhabited again. Another evidence of a similar pandemic was found in Athens not long after a war started between Athens and Sparta, which killed nearly a hundred thousand people while people with good health started getting attacked by violent heats followed by inflammation in their eyes, throats and started emitting fetid breath. Many scholars debated on the source of the pandemic and the possibilities of 'Typhoid fever,' and 'Ebola' was also put forward while the probable reason was identified as the overcrowding caused due to the war. There are several instances of plagues over the ages which caused many thousands to fall and even in some

cases, almost eradicating a lion's share of the nation's population. Between 165 –180 A.D., the Roman Empire faced a pandemic that almost killed five million people which was probably smallpox brought to the empire from the foreign land by the campaign soldiers. Another recorded case of Plague was found during the 541 – 542 A.D. in the Byzantine Empire which caused the fall of the empire killing almost ten percent of the world's population. The 'black death' ravaged and spread from Asia to Europe for seven years starting in 1346 caused by the bacterium 'Yersinia pestis' killed almost half of Europe's population. In the 16th century Plague that was brought to America by the European explorers nearly killed 90 percent of the indigenous population of the Western Hemisphere. While in 1770, Russia faced the devastation of the Plague which killed almost a hundred thousand people, Philadelphia, United States saw the wrath of 'Yellow fever' which was a disease transmitted through mosquitoes that killed more than five thousand people. In late 1800, the advanced transportation system accelerated the spread of flu from St. Petersburg which then infected the population of the entire globe and ended up killing nearly 1 million people. The Spanish Flu continued its killings for two years from 1918, savaged nearly 500 million people worldwide, pushing some indigenous communities to the brink of extinction, followed by the Asian Flu pandemic in 1957 rooted in China with a death toll of more than 1.1 million people across the globe. In the current millennium, H1N1 Swine Flu originated in 2009 from Mexico and infected almost 1.4 billion people, and ended up killing nearly five hundred thousand people worldwide (Jerus, 2020) [6].

Coronavirus (COVID-19) information centre at Facebook

Billions of users log in to their Facebook accounts at least once every month while almost 2.5 billion contents are being uploaded daily. While Facebook focuses on improving its abilities based on speed and growth which is continually monitored and improvised by hundreds of software designers, it aims for perpetual growth of the platform to enable its users a flawless communication channel (Dror G. Feitelson, 2013) [5]. Facebook being in an advantageous position has extended its help from 2017 to facilitate anyone to help out one another in the aftermath of any natural or man-made disaster. On Facebook, various categories of help, ranging from transport, supplies, or food can be chosen as per the requirement of the users directly from the COVID-19 Information Center. Users are advised to follow the essential guideline to avoid further contaminations mandated by regulatory organizations such as World Health Organization or Centers for Disease Control in favour of preserving public health (Porter, 2020) [10]. It is for the first time that a platform such as Facebook is being used to send out community help across the globe to a massive scale. Though the kind of health pandemic the world is facing has claimed millions of lives in past centuries as per the recorded history of human civilization, social media communication services were not available to maintain a strong channel of communication to support human lives while in quarantine. One of the many ethnological marvels enabled the usage of social media platforms to send out outcries and also to reach out to people in need through the features like Help Map, introduced by Neighbourhood Social network. While most

of such features have been created to become useful in this crisis, Facebook's 'Community Help Hub' strengthens the brand's effort to be a crucial point of support in more than 30 countries helping the global health authorities to share the news feeds among hundred million users. It is also helping organizations like UNF to raise millions of dollars in support of the WHO to fight this unforeseen battle (Perez, 2020) [9]. The initiative from Facebook does not only stop itself from sharing the information on this rapidly spreading virus but also asking people to follow it by putting the campaigns at the top of the feeds (Southern, 2020) [11]. The brand is generously expanding its programs to help in sharing its data for the researchers to understand the pattern of spread for COVID-19 while keeping track of the quarantine status across the regions (Newton, 2020) [7]. Facebook's 'data for good' program is collaborated with many humanitarian organizations and universities to process satellite imagery and census data freely available on the public domain to help researchers as well as non-profit organizations (dataforgood.fb.com, 2020) [4].

Coronavirus (COVID-19) information hub for media

Facebook app and website already has the 'COVID-19 Information Center' where global confirmed cases of virus infection, death victims, and recoveries are being updated regularly along with the major media updates around the world. It also aiding the users with innovative contents and visuals to make quarantine days as much enjoyable and productive as possible by sharing contents on exercise, meditation, goal settings, relationship bonding and even asking users to take a break from the spontaneous information flow on the virus outbreak to pacify the fear of getting affected. It is also hosting the pages of leading recognized health organizations like the Ministry of Health and Family Welfare, UNICEF and WHO, letting the users follow their Facebook pages as well as their websites to verify and the information from varied sources (Coronavirus (COVID-19) Information Centre, 2020). Coronavirus (COVID-19) information Hub for Media is another initiative hosted by Facebook.com itself as a part of their 'Facebook for media' initiative where they are not only sharing the information from the recognized health organizations but also encouraging people to participate in the fundraising activities hosted to support public health agencies, supplying essential medical equipment, increasing the testing lab capacities, strengthening volunteers. While being in quarantine and maintaining social distancing worldwide, Facebook is encouraging people to use facilities like Facebook live to go online and meet people virtually which implies entertaining interactions without risking contaminations (COVID-19 Resources, 2020) [3].

Research objectives

This paper is in a quest to find out how Facebook users from different age groups from the city of Kolkata are receiving and responding to the information on Facebook on COVID-19. It also aims to find out whether 'Coronavirus (COVID-19) Information Centre' is considered a valuable and reliable source of information during the pandemic for

Facebook users. The study again tries to find out whether the information on Facebook on COVID-19 is motivating people to take positive actions in favour of preventing further contamination and also encourage people to stay quarantined to prevent further contamination. Overall the study tries to determine the effect of information shared over the 'Coronavirus (COVID-19) Information Centre' on the people of Kolkata.

Research questions

Q.1. Does Facebook plays a positive role in spreading awareness on COVID-19 outbreak through 'Coronavirus (COVID-19) Information Center' among users?

Q.2. Is Facebook motivating people to maintain social distances by staying quarantined until the contamination is controlled?

Q.3. Can Facebook be considered as a reliable source of information on COVID-19 to monitor the activities worldwide?

Research methodology

This research implied mixed methods to analyse and establish the research objectives as both the qualitative and quantitative researches complete each other. Qualitative research allows researchers to collect and evaluate information to study social and cultural phenomena. This stream of research also helps in interpreting and revealing the concepts and meaning rather than generalizing the accidental concepts (Abbas Toloie-Eshlaghy, 2011) [1]. Hence, this research executes a detailed content analysis of two main subjects namely the 'Coronavirus (COVID-19) information center at Facebook' and 'Coronavirus (COVID-19) Information Hub for Media' to establish the objectives more prominently. The study had chosen secondary tools to collect data on 'Coronavirus (COVID-19) Information Center' at Facebook to analyse their impacts on users. For the quantitative study, a conclusive research technique is used to collect the responses from the 54 participants of different age groups based in Kolkata, India, who are active on Facebook. This helps to understand the perspective of users exposed to this information. The users were contacted personally to participate in an online survey barring physical meet at the present state of quarantine while mandating on one condition to be an active user of Facebook. The questionnaire used for multiple-choice questions are closed-ended questions and applied the nominal scale for most of the answers except the ordinal scale for one and five-point Likert scale for two of the responses.

Sampling framework

The sample for this study consists of 54 participants, out of which 23 men and 31 women were identified as respondents for the research through a convenient sampling method across active Facebook users in Kolkata. This consisted of people of different age groups from 18-25, 26-33, 34-41 and 42 above to understand the perspective of these users across different ages. As the age group was diverse, the sample consists of students, working professionals, and self-employed as well as unemployed individuals.

Analysis

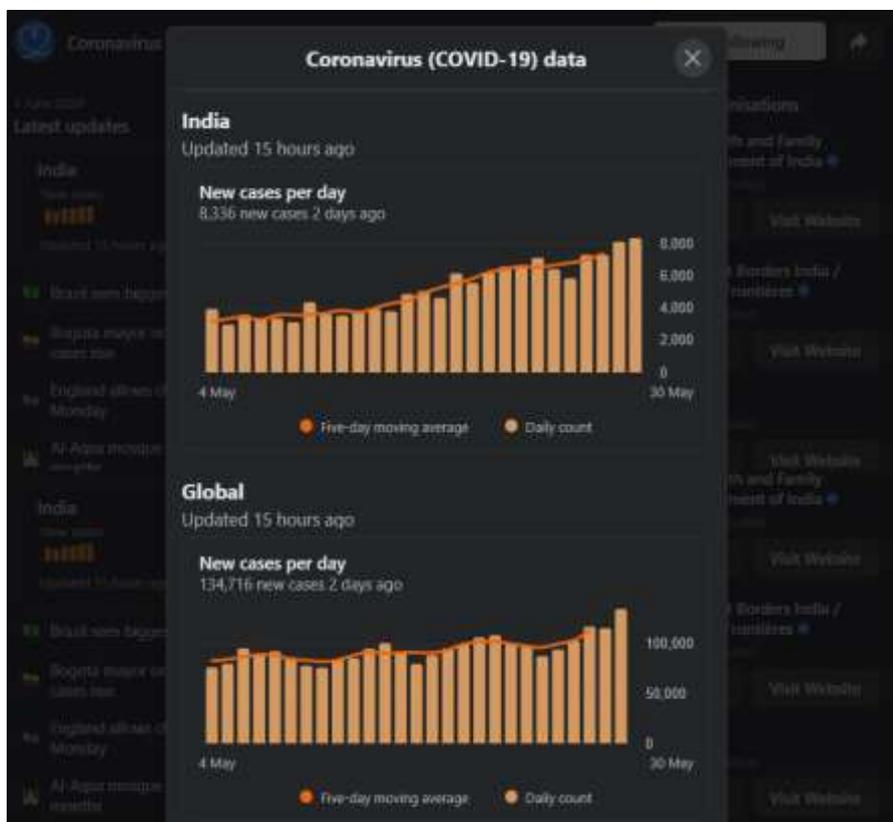


[https://www.facebook.com/coronavirus_info?page_source = notif_coronavirus_updates¬if_id = 1590834855506272¬if_t = coronavirus_update&ref = notif](https://www.facebook.com/coronavirus_info?page_source=notif_coronavirus_updates¬if_id=1590834855506272¬if_t=coronavirus_update&ref=notif)

Fig 1: Facebook.com. Coronavirus (COVID-19) information center

The ‘Coronavirus (COVID-19) Information Centre’ on Facebook was launched by the leading social media company Facebook, Inc. to eradicate the misinformation on this global pandemic and to ensure the free flow of authentic information to its users. The platform is free to use for all Facebook account holders and includes the latest updates on the Coronavirus spread across the world. Any Facebook user can access the information or share the updated information on the page by simply following the page. The

page only allows selective and authorized members to post content to maintain its authenticity instead of randomizing the content sharing. While the cover picture represents the continuous contributions of the medical professionals for fighting this global pandemic, the platform allows showcasing information and related community pages bearing relevant and essential information on the COVID-19 outbreak.

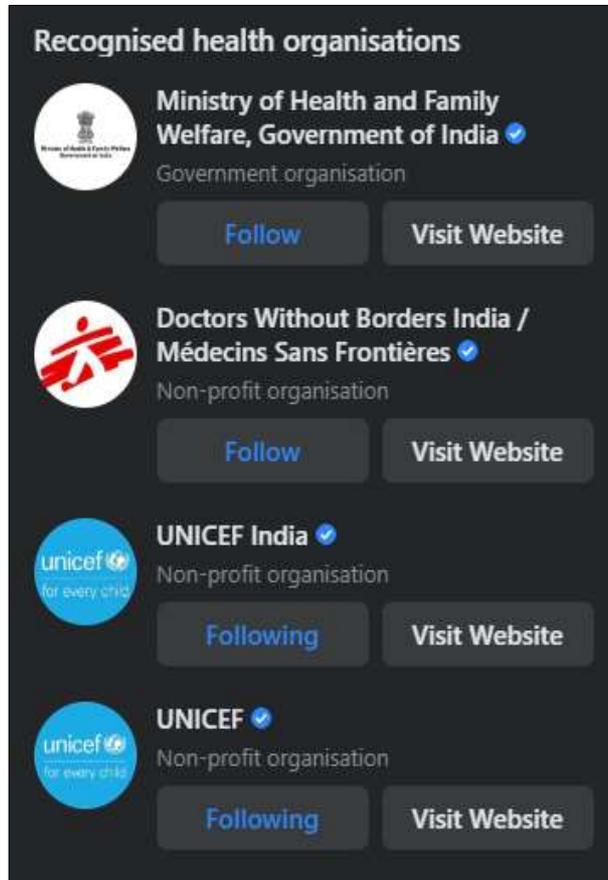


[https://www.facebook.com/coronavirus_info?page_source = notif_coronavirus_updates¬if_id = 1590834855506272¬if_t = coronavirus_update&ref = notif](https://www.facebook.com/coronavirus_info?page_source=notif_coronavirus_updates¬if_id=1590834855506272¬if_t=coronavirus_update&ref=notif)

Fig 2: Facebook.com. Coronavirus (COVID-19) information center. Coronavirus (COVID-19) data. Indian and global status report.

Coronavirus Information Centre on Facebook provides Indian as well as a global status report on the Coronavirus outbreak through the graphical format in two different parameters, ‘five-day moving average’ and ‘Daily count’. The information is collected from the ‘Johns Hopkins University (JHU)’ who in turn gathers the pandemic data from WHO, The European Centres for Disease Prevention and Control as well as from the local health organizations to present it in a collated and structured format in favour of the

users. The data synchronizes three major components, the total number of confirmed cases, deaths, and new cases to help in creating an assumption about the current scenario. Monitoring the data and its progress at regular intervals will certainly help in creating predictions for upcoming days, which is one of the prime intentions to launch this ‘Centre’ to aware people of the present situation and provide caution on the upcoming circumstances.



https://www.facebook.com/coronavirus_info/

Fig 3: Facebook.com. Coronavirus (COVID-19) information center. Recognized health organizations.

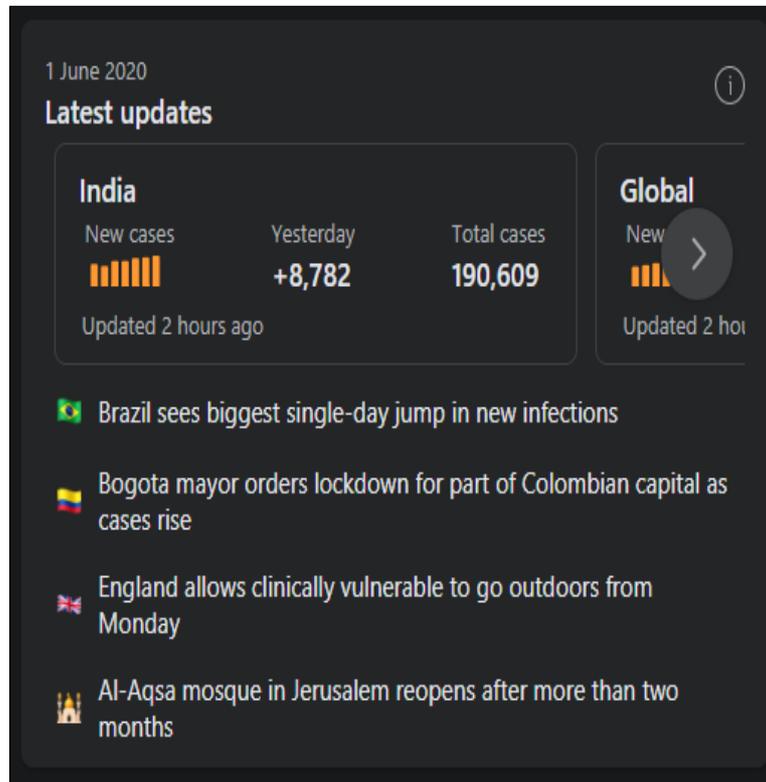
Coronavirus (COVID-19) Information Center also displays the recognized and registered international health organization communities among its top priorities to provide further support to its users and also allows these registered authorities to share information on the wall. The

government, as well as non-profits organizations, are also listed in the group, who are highly trusted and followed by millions of people around the globe with an estimate of the following.

Table 1: The details of the “Registered health organizations” listed on the Coronavirus (COVID-19) information centre, Facebook

Community name	Ministry of health and family welfare, government of India	Doctors without borders India/ Médecins Sans Frontières	UNICEF India	UNICEF
Types	Government Organization	Non-profit Organization	Non-profit Organization	Non-profit Organization
Likes	700, 801	444, 136	889, 721	9, 332, 216
Follows	4, 021, 307	702, 709	1, 681, 277	23, 885, 930
Website	www.mohfw.nic.in	www.msfindia.in	www.unicef.org/india	www.unicef.org

Note: Details including the no. of likes and followers of the “Registered health organizations” listed on the Coronavirus (COVID-19) information centre. Facebook. June 1, 2020.

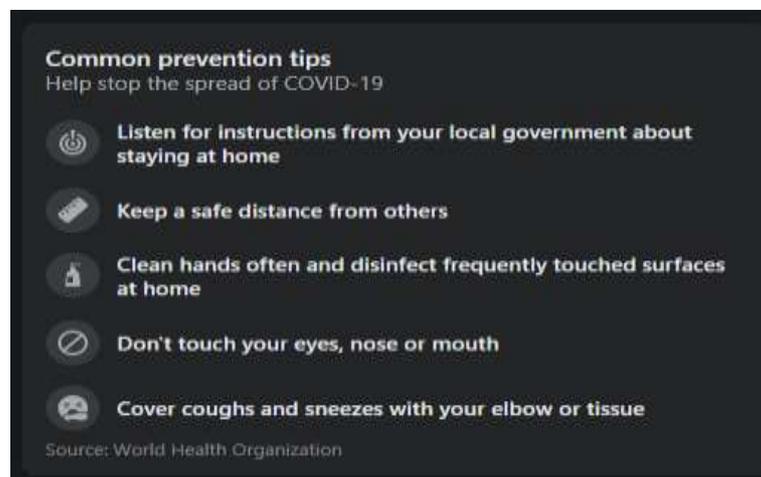


https://www.facebook.com/coronavirus_info/

Fig 4: Facebook.com. Coronavirus (COVID-19) information center. Latest updates.

'Coronavirus Information Centre' on Facebook also displays some of the important updates in a brief format that are relevant to the global pandemic. The updates are related to the major decisions or steps taken up by the government, new data on the infection spread, lockdowns or extension of

the existing lockdown or opening declaration, and many more from the whole world. The news is often marked with the nation's flag or small symbol to make the related nation easily identifiable to the viewers.



https://www.facebook.com/coronavirus_info/

Fig 5: Facebook.com. Coronavirus (COVID-19) information center. Common prevention tips updates.

Prevention has the potentiality to restrict the spread of this deadly Coronavirus and 'Coronavirus (COVID-19) Information Center' on Facebook took this pledge to spread awareness through informing the followers about the necessary steps needed to be taken to stop the spread of COVID-19. The directives are ranging from obeying the local government instructions to general safety

recommendations to stop the virus from spreading further among the population. While Facebook is informing the users about the recent development in COVID-19 outbreak, it is also asking its followers to maintain the necessary restrictions mandated by WHO through the Coronavirus Information Center.

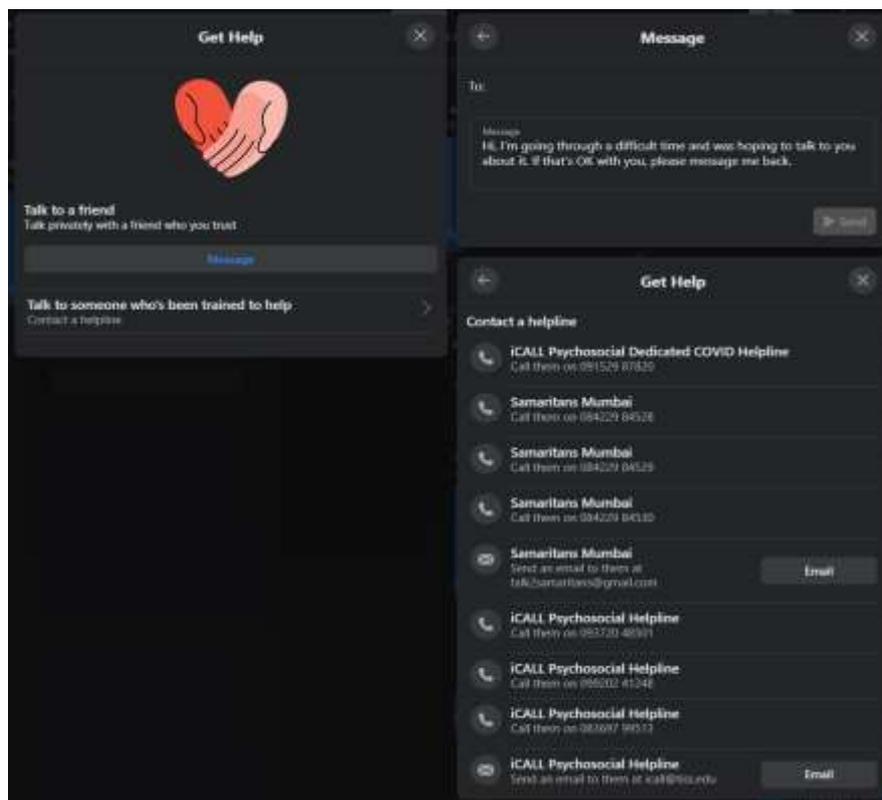


https://www.facebook.com/coronavirus_info/

Fig 6: Facebook.com. Coronavirus (COVID-19) information center. Ways to take care of your emotional health

Staying home in quarantined is tuff tusk and one might encounter several psychical and mental stress during this period, hence ‘Coronavirus (COVID-19) Information Center’ on Facebook came to the rescue with tips and recommendations for the followers. The counsel comes in the form of small and easy to understand instructions

ranging from planning the daily routine, engaging in activities for relaxing the body and mind, chatting with friends to exercise, healthy eating, 6 to 8 hours of sleeping and even taking a break from checking coronavirus related information on regular intervals.

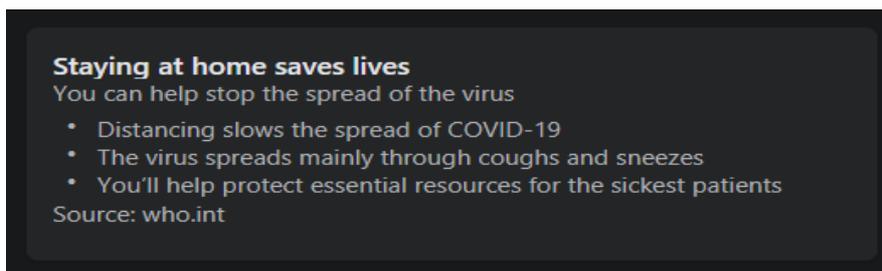


https://www.facebook.com/coronavirus_info/

Fig 7: Facebook.com. Coronavirus (COVID-19) information center. Get help.

The help center also extends its services to reach the users who are going through difficult times and might need friendly or professional support to deal with their situation.

The option allows users to reach out to any trustable friend or a professional with helpline numbers and mail IDs.

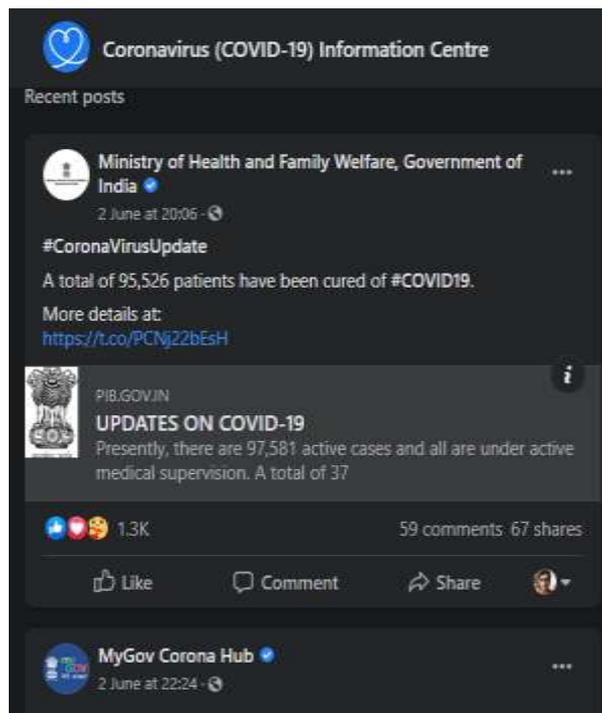


https://www.facebook.com/coronavirus_info/

Fig 8: Facebook.com. Coronavirus (COVID-19) information center. Staying at home saves lives.

The stagnant section in the ‘Coronavirus Information Center’ with a highlighted tagline, ‘Staying at home saves lives’ encourages the users and viewers to stay at home to

restrict the spread of the deadly virus. The area provides the benefits of being quarantined not only for healthy people as well as for the diseases once for a speedy recovery.

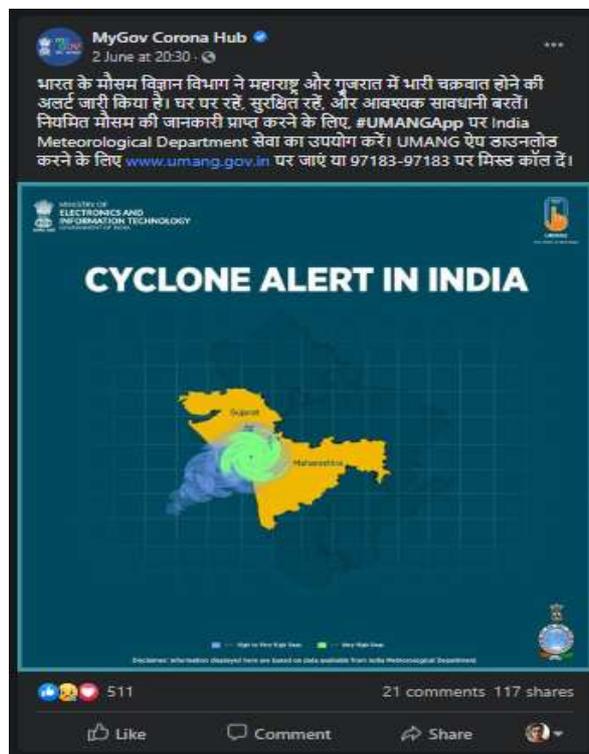


https://www.facebook.com/coronavirus_info/

Fig 9: Facebook.com. Coronavirus (COVID-19) information center. Recent posts.

Facebook makes sure only the refined and authentic information passes through the ‘Coronavirus Information Center’ to avoid spreading chaos and misunderstanding among the mass. There are restrictive and authorized organizations and communities who are given access to

share information related to COVID-19, like ‘Ministry of Health and Family Welfare, Government of India’, ‘MyGovCorona Hub’, ‘UNICEF’, ‘Doctors Without Borders India/ Médecins Sans Frontières’ and ‘WHO’.



https://www.facebook.com/coronavirus_info/

Fig 10: Facebook.com. Coronavirus (COVID-19) information center. Recent posts.

The 'Coronavirus Information Center' on Facebook became an uninterrupted medium of sending information to the mass and the authorized communities are using the platform to inform subscribers not only about the Coronavirus outbreak but also on other natural calamities. Figure 10 shows the screenshot taken from the "Coronavirus Information Center" alerting people on the upcoming cyclone in India. There are instances on the page where the subject of the posts deviates from the Coronavirus to other parameters.

Analysis for questionnaire survey

Most of the participant for this research survey were from the age group of 18-25 (70%) i.e. 38 people of the sample, 9 respondents (16.6%) were from the age group of 26-33, 6 people wherein the age bracket of 34-41 (11.1%) and remaining one respondent was above 42 years. Most of the participants were students (33) followed by 17 full-time employees, 2 business owners, 1 part-time employed, and 1 unemployed person.

All 54 participants were aware of the Corona Virus (COVID-19) global pandemic. Whereas, it was observed that 39 respondents were in quarantine and the remaining 15 people were not quarantined.

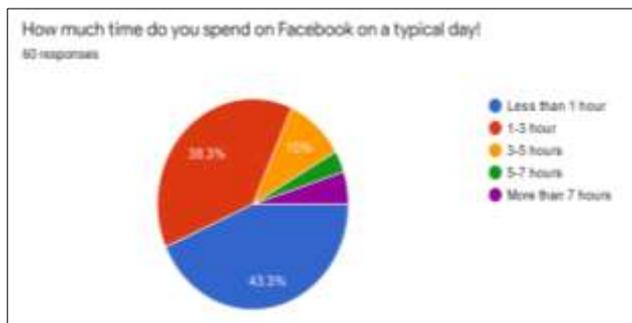


Fig 11: Time spent on Facebook by users every day

Digital environment experience on Facebook

Out of the 54 Facebook users, most of them (23 respondents) 43.3% used Facebook for around less than one hour, followed by (20 respondents) 38.3% used the platform for 1-3 hours a day and others (6 respondents) 10% used Facebook for 3-5 hours, (2 people) 3.3% invested 5-7 hours a day and 5% i.e. 3 confirmed to have spent more than 7 hours on the platform. Despite most of the users spending less than an hour on Facebook, most of them (27 respondents) frequently checked Facebook, 11 participants used occasionally, 8 were frequent users, 6 rarely used and 2 very rarely claimed to have used the platform.

Most of them (31 participants) 57.4% also reported having spent more time on Facebook during the lockdown phase and (6 people) 11.1% claiming that maybe they spent more time on the platform. Whereas, (17 people) 31.4% do not seem to have any impact of time spent on this social media.

Knowledge about the content published on Facebook

81.4% (44 participants) used Facebook to get updates on Covid-19 and only 18.5% (10 respondents) did not use the platform for any updates. On the same lines, 68.5% (37 people) were aware of the Facebook Covid-19 Information Centre while only 11.1% (6 people) were unaware of it.

Confidence in data published by Facebook

62.9% (34 respondents) believed in information posted in

Facebook Covid-19 Information Centre and only 3.7% (2 respondents) did not believe in the updates. Also, 14.8% (8 respondents) were unaware of this feature on Facebook. Similarly, 31 people (57.4%) believed that Facebook can help monitor Covid-19 activities worldwide, followed by 21 people (38.8%) who slightly agree with the same and 2 who disagreed with it.

Exception by Facebook users to improved content

Most of them (48 people) 88.8% were motivated to stay quarantined to fight the global pandemic and 5 people i.e., 9.25% were slightly motivated, followed by 1 who was not very convinced by the idea. The reason to have been motivated might not have been just Facebook, but this could have other extraneous variables. This can be proved based on the factor mentioned below.

Influenced by others to like, comment and share content on Facebook

92.5% (50 respondents) were unwilling to share any information on Covid-19 on Facebook and only 7.4% (4 respondents) were willing to share such content.

Results and Discussion

Based on the analysis, it can be stated that Facebook is playing a positive role in spreading awareness on COVID-19 outbreak through 'Coronavirus (COVID-19) Information Center' among people of different age groups as 81.4% (44 participants) used Facebook to get updates on Covid-19. Also, most of them (48 people) 88.8% were motivated to stay quarantined to fight the global pandemic and Facebook was successful in motivating people to maintain social distance. It was also noted that Facebook is considered as a reliable source of information on COVID-19 to monitor the activities as 62.9% (34 respondents) believed in information posted in Facebook Covid-19 Information Centre.

Limitations and future scope

As the study consisted of mostly closed-ended questions, it can be sent across the participants on Facebook data verification. The sample size is limited to 54 while the area was restricted to Kolkata because of the pandemic, hence this can only be generalized to a limited geographical area. The study can be further taken up to larger audiences across India from different regions to get a better perspective as this will help social media platforms to improve their information centers during any global crisis.

Conclusion

The Facebook COVID-19 Information Centre has been a good source of information for its users during the pandemic. The information centre also organized a Q & A with doctors from the World Health Organization recently, which seems to be a good initiative by Facebook for its users. Based on the study it can be noted that the information hub has been very clear in giving out updates on COVID-19 along with tips from global and local health organizations. Keeping people safe and informed has been the motto of this initiative. While a content analysis describes the information centre in various aspects of the information presented to be authentic from WHO and Ministry of Health and Family Welfare from Government of India, it repetitively used taglines such as, 'Staying at home saves lives' encourages the users and viewers to stay at

home to restrict the spread of this deadly virus. The questionnaire survey, on the other hand, gives us an insight into the user's perspective on the information centre. Most of the participants were motivated to stay quarantined to fight the global pandemic and maintain social distancing. Facebook is considered as a reliable source of information on COVID-19 to monitor the activities as users believed in information posted in Facebook Covid-19 Information Centre.

room/detail/30-01-2020-statement-on-the-second-meeting-of-the-international-health-regulations-(2005)-emergency-committee-regarding-the-outbreak-of-novel-coronavirus-(2019-ncov)

References

1. Abbas Toloie-Eshlaghy SC. A Classification of Qualitative Research Methods. *Research Journal of International Studies* 2011;20(20):106-123. https://www.researchgate.net/profile/Shahrzad_Chitsaz/publication/265206600_A_Classification_of_Qualitative_Research_Methods/links/540488550cf2c48563b0a905/A-Classification-of-Qualitative-Research-Methods.pdf
2. Coronavirus (COVID-19) Information Centre 2020. https://www.facebook.com/coronavirus_info/?page_source=bookmark
3. COVID-19 Resources 2020. <https://www.facebook.com/facebookmedia/solutions/coronavirus-resources>
4. dataforgood.fb.com 2020. <https://dataforgood.fb.com/approach/>
5. Dror Feitelson G, EF. Development and Deployment at Facebook. *IEEE Internet Computing* 2013, 8-17.
6. Jerus O. Worst epidemics and pandemics in history. *Live science* 2020. <https://www.livescience.com/worst-epidemics-and-pandemics-in-history.html>
7. Newton C. Facebook begins sharing more location data with COVID-19 researchers and asks users to self-report symptoms 2020. *theverge.com*: <https://www.theverge.com/facebook/2020/4/6/21209733/facebook-disease-prevention-maps-covid-19-symptom-reports-privacy>
8. Novel CP. The epidemiological characteristics of an outbreak of 2019 novel coronavirus diseases (COVID-19) in China. *Zhonghua liu xing bing xue za zhi = Zhonghua liuxingbingxue zazhi* 2020, 145.
9. Perez S. Facebook launches a global version of its Community Help feature in response to the COVID-19 pandemic 2020. *techcrunch.com*: <https://techcrunch.com/2020/03/31/facebook-launches-a-global-version-of-its-community-help-feature-in-response-to-the-covid-19-pandemic/>
10. Porter J. Facebook has a new way for communities to help each other through COVID-19 2020. *theverge.com*: <https://www.theverge.com/2020/4/1/21202580/facebook-community-help-coronavirus-covid-19-request-offer-help-neighbors>
11. Southern M. Facebook Puts COVID-19 Information on Top of Users' News Feeds 2020. *searchenginejournal.com*: <https://www.searchenginejournal.com/facebook-puts-covid-19-information-on-top-of-users-news-feeds/356008/#close>
12. Statement on the second meeting of the International Health Regulations (2005). Emergency Committee regarding the outbreak of novel coronavirus (2019-nCoV) 2020. *www.who.int*: <https://www.who.int/news->