Coping with COVID-19 in Comparative Perspective

@eszter

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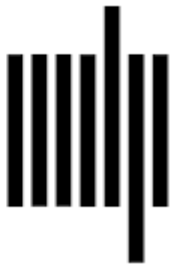
MIT Press



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Dobransky, K. & Hargittai, E. (2021). Piercing the Pandemic Social Bubble: Disability and Social Media Use About Covid-19. *American Behavioral Scientist.*

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Hargittai, E., Nguyen, M.H., Fuchs, J., Gruber, J., Marler, W., Hunsaker, A., & Karaoglu, G. (2020). From Zero to a National Data Set in Two Weeks: Reflections on a COVID-19 Collaborative Survey Project. *Social Media + Society.*

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Redmiles, E., Kaptchuk, G. & Hargittai, E. The Success of Contact Tracing Doesn't Just Depend on Privacy. *Wired.* May 23.

Hargittai, E. & Thouvenin, F. 2020. Tracking-App: Die Chancen stehen gut *Neue Zürcher Zeitung.* May 2.

Hargittai, E. & Redmiles, E. 2020. Will Americans Be Willing to Install COVID-19 Tracking Apps? *Scientific American.* April 28.

Working Papers

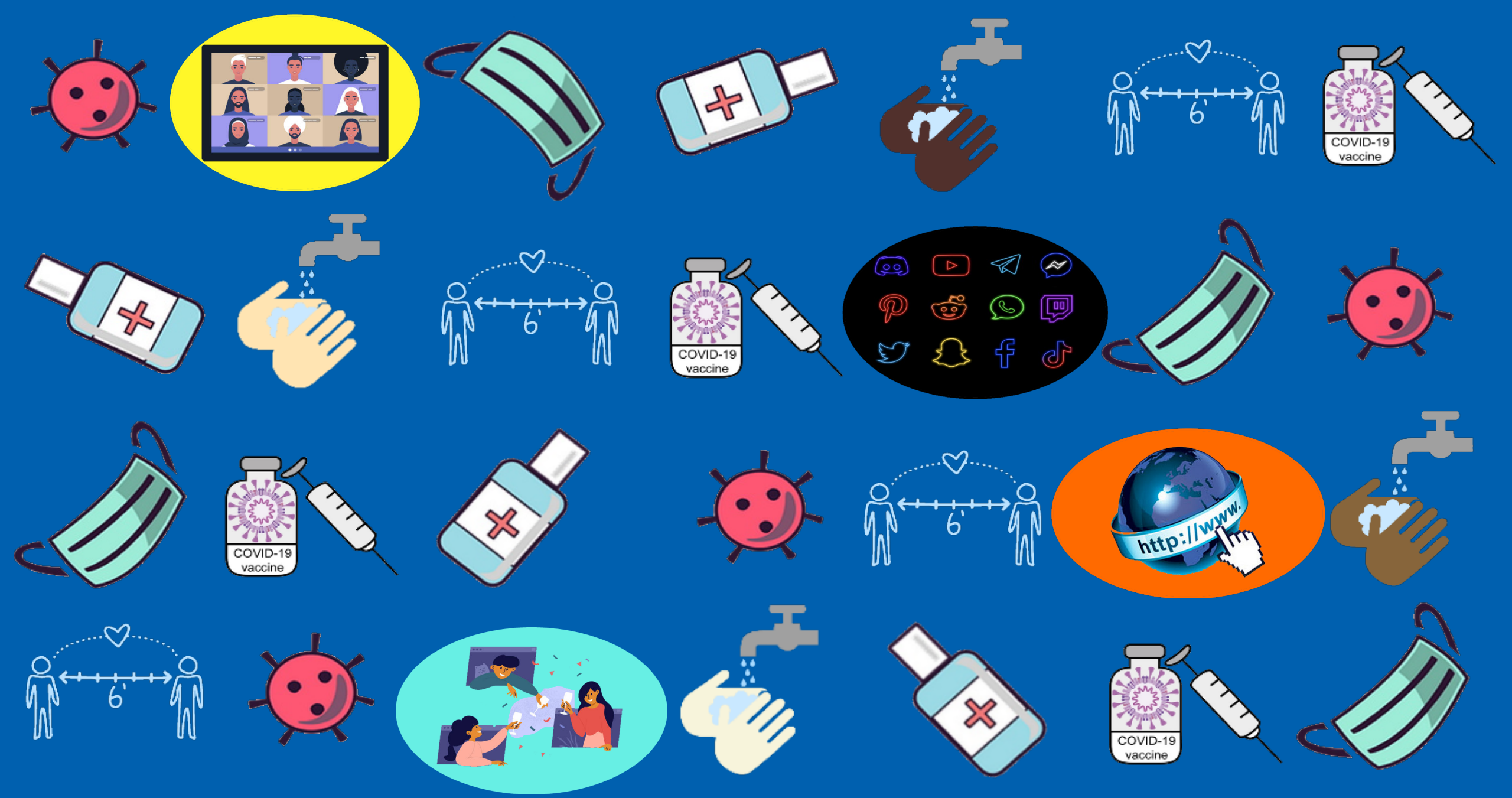
Hunsaker, A., & Hargittai, E. (2020). Age-Related Differences in Home Experiences and Worries During COVID-19. December 5.

Who is most likely to benefit
from their digital media uses
and who is most likely to be left behind?

Digital divide

Digital inequality

Mere connectivity ≠
Effective, efficient, informed uses



Hargittai et al. (2020). From Zero to a National Data Set in Two Weeks: Reflections on a COVID-19 Collaborative Survey Project. *Social Media + Society*.

Methods: national surveys

Cint

Online survey

Quota-sampled on age, gender, education, region

USA

April 4-8, 2020: N=1374

Sample descriptives

USA - N=1374	
Age	45.6 (15.9; 18-82)
Women	53.9%
Race/ethnicity	
White	64.7%
Black	12.7%
Asian Am.	5.0%
Native Am.	2.1%
Hispanic	15.1%
Education	
=<High school	49.1%
Some college	21.4%
=<College	29.5%
Household income	$59K ($52K)
Rural	16.2%
Suburban	38.4%
Urban	45.5%
Disabled	15.6%

Italy - N=983	
Age	49.7 (15.5; 18-81)
Women	51.0%
Education	
=<High school	60.6%
Some college	14.5%
=<College	24.9%
Household income	€61K (€52K)
Rural	13.3%
Suburban	8.9%
Urban	77.8%
Disabled	10.0%

Switzerland - N=1350	
Age	46.4 (15.5; 18-85)
Women	49.8%
Education	
=<High school	46.2%
Some college	14.7%
=<College	39.2%
Household income	CHF79K (CHF48K)
Rural	40.6%
Suburban	23.1%
Urban	36.3%
Disabled	14.4%

Weights

Weights applied based on April 2020
US Current Population Survey
age (3) x gender (2) x education (3)

Weights range: 0.51-1.7

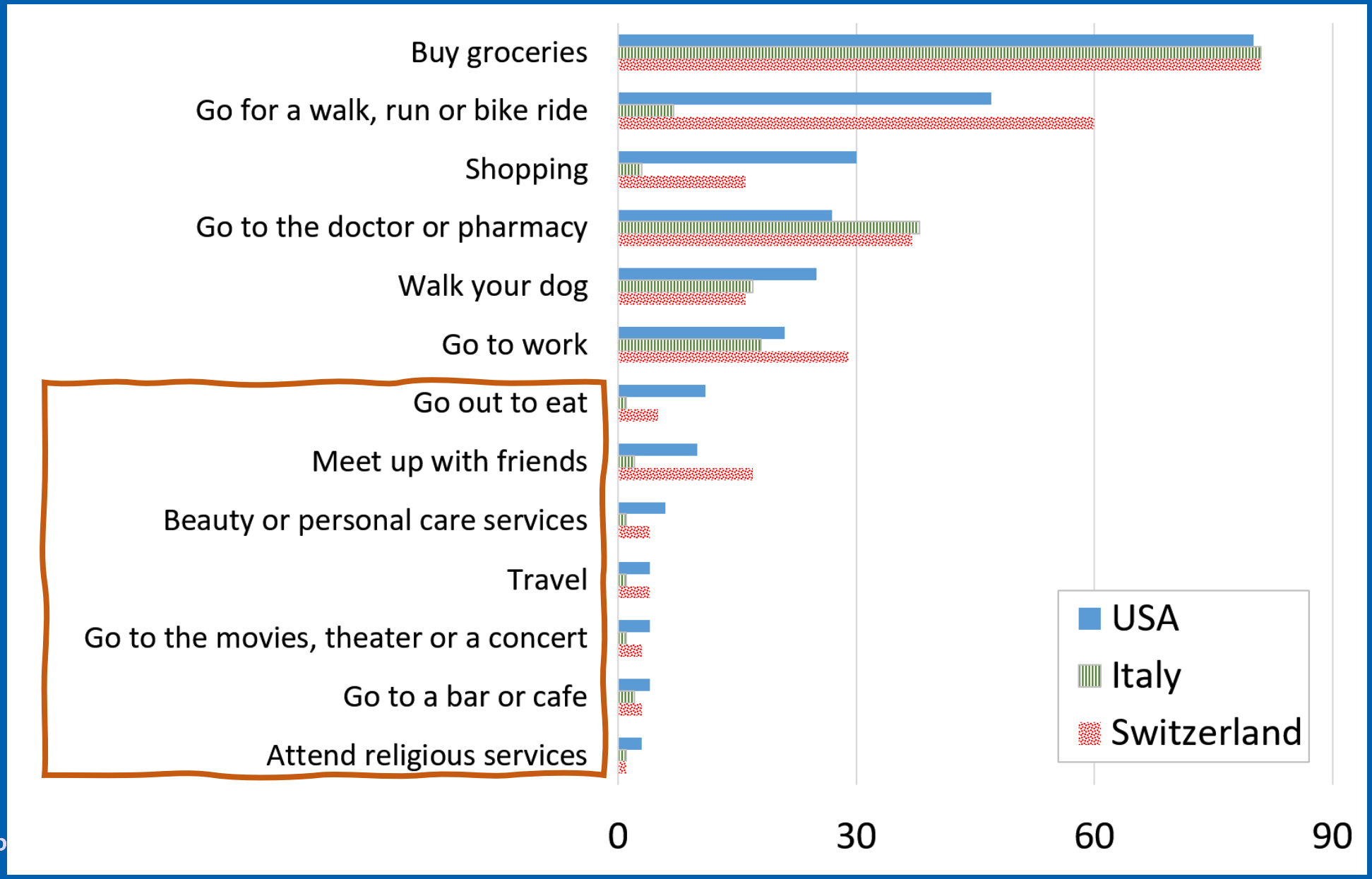
Weights applied based on 2018
Italian National Institute of Statistics
age (3) x gender (2) x education (2)

Weights range: 0.42-1.6

Weights applied based on 2018
European Social Survey
age (3) x gender (2) x education (3)

Weights range: 0.27-4.46

Reasons for leaving home in past two weeks



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Covid-19 knowledge

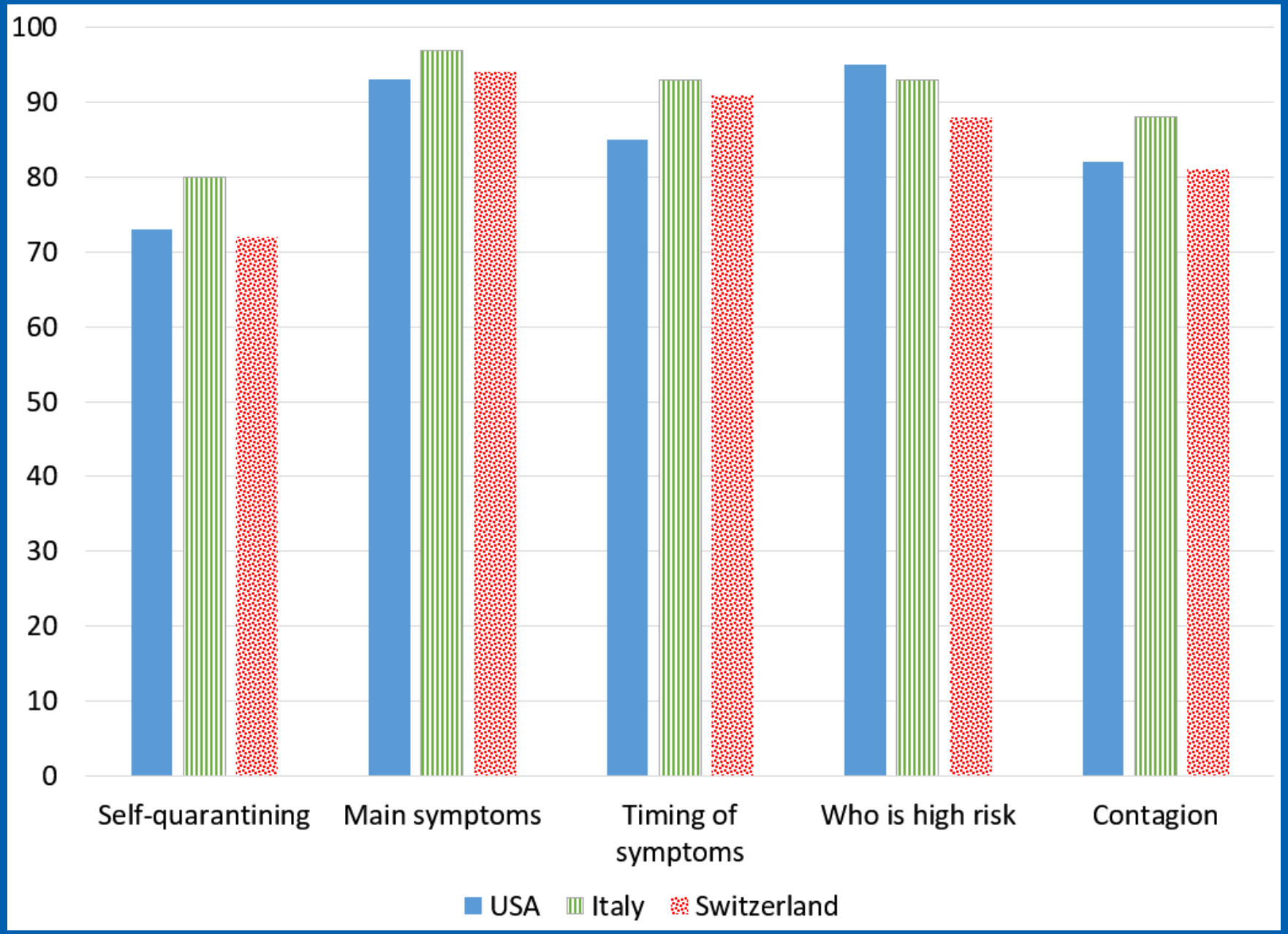
How long does it take between catching Coronavirus and beginning to have symptoms?

- A few minutes
- One day
- Up to two weeks
- Up to two months

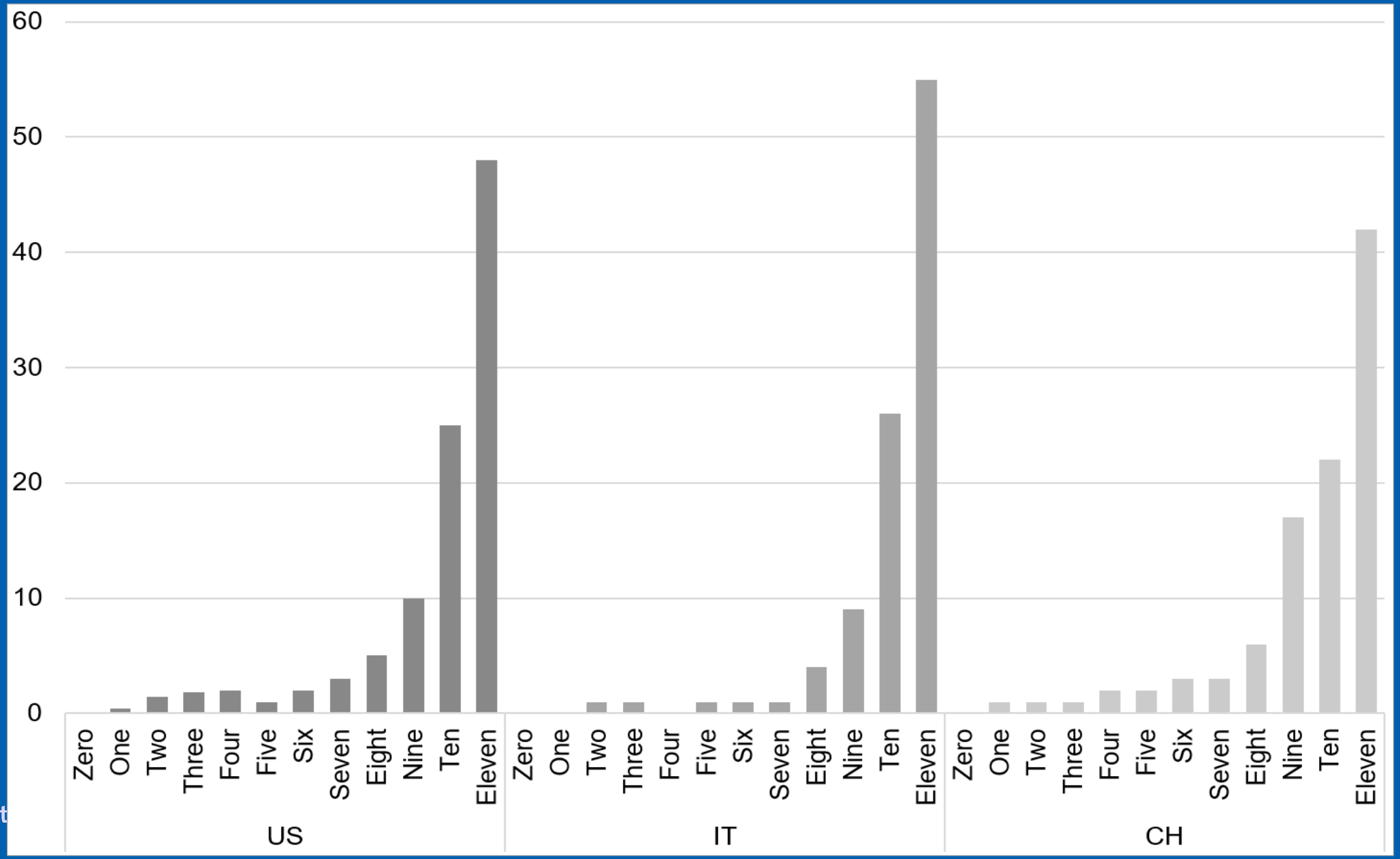
What can be said about people who have been tested positive for COVID-19 but are in good health?

- They are not contagious until they show clear symptoms
- They are definitely going to show symptoms within a few days
- They are contagious regardless of whether they show symptoms
- They are already immunized and can go out in public

Covid-19 knowledge



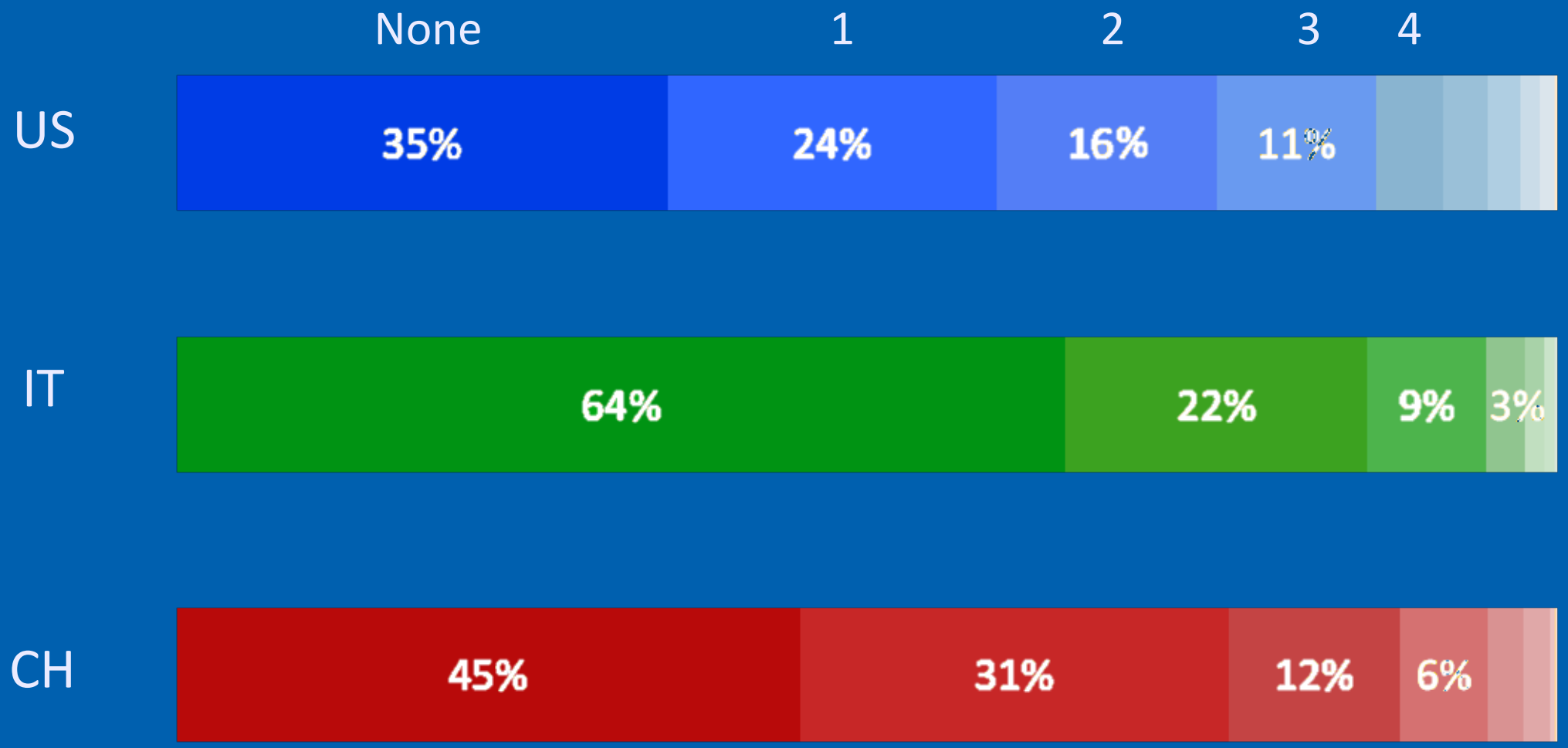
Covid-19 knowledge



Belief in Covid-19 misinformation

	US	IT	CH
Take vitamin C	36	13	20
Drink hot fluids	21	4	9
Take hot baths	16	4	4
Frequently rinse your nose with saline (salty water)	12	8	5
Eat freshly boiled garlic	6	2	5
Avoid buying products made in China	22	3	9
Avoid receiving packages from the postal service	17	4	8
Avoid physical contact with pets and other animals	16	3	9
Avoid taking anti-inflammatory drugs	13	14	21
Avoid consumption of meat products	5	2	3
Avoid consumption of dairy products	5	1	2

Belief in Covid-19 misinformation

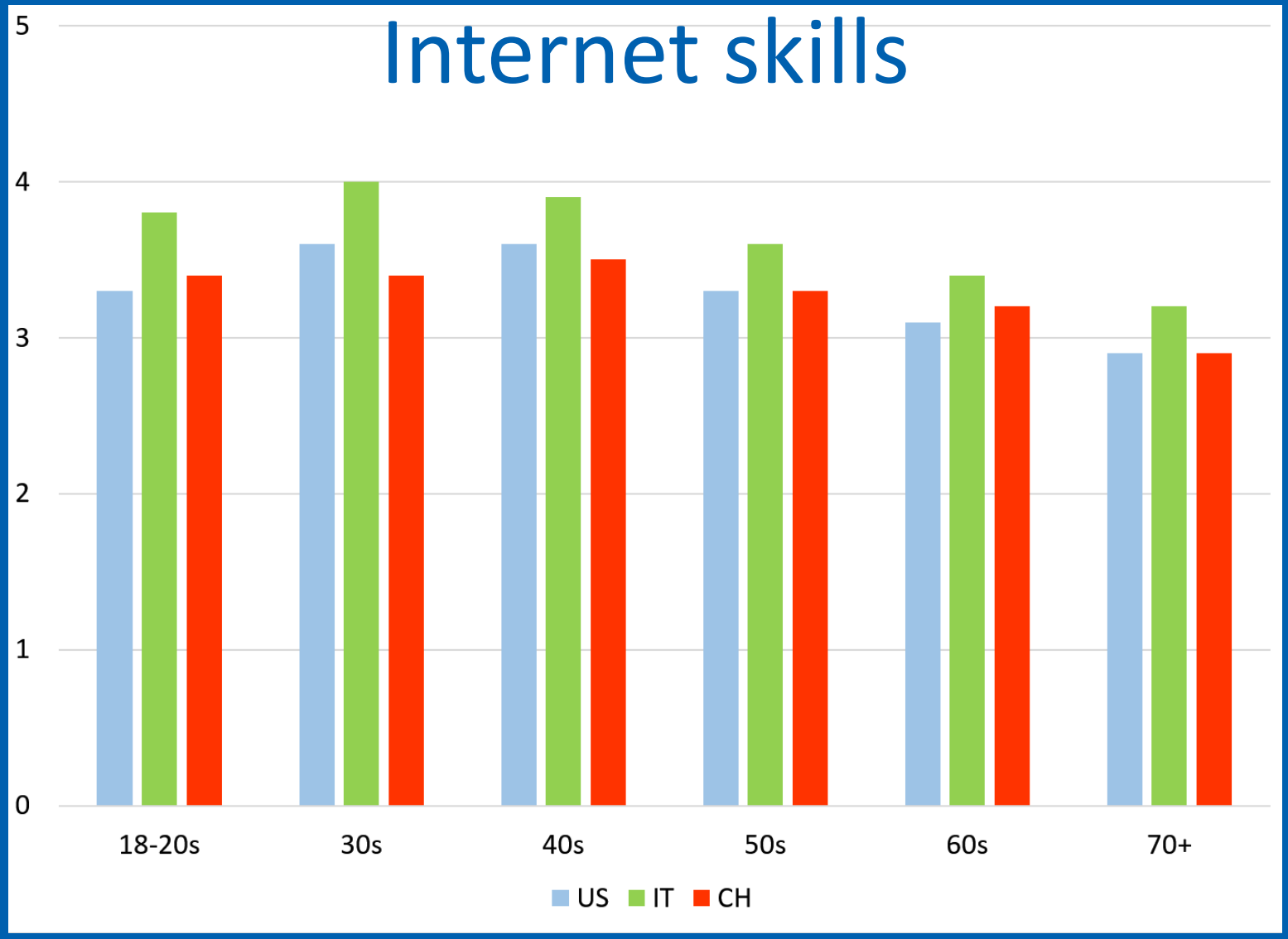


Digital context

Only one home Internet access point

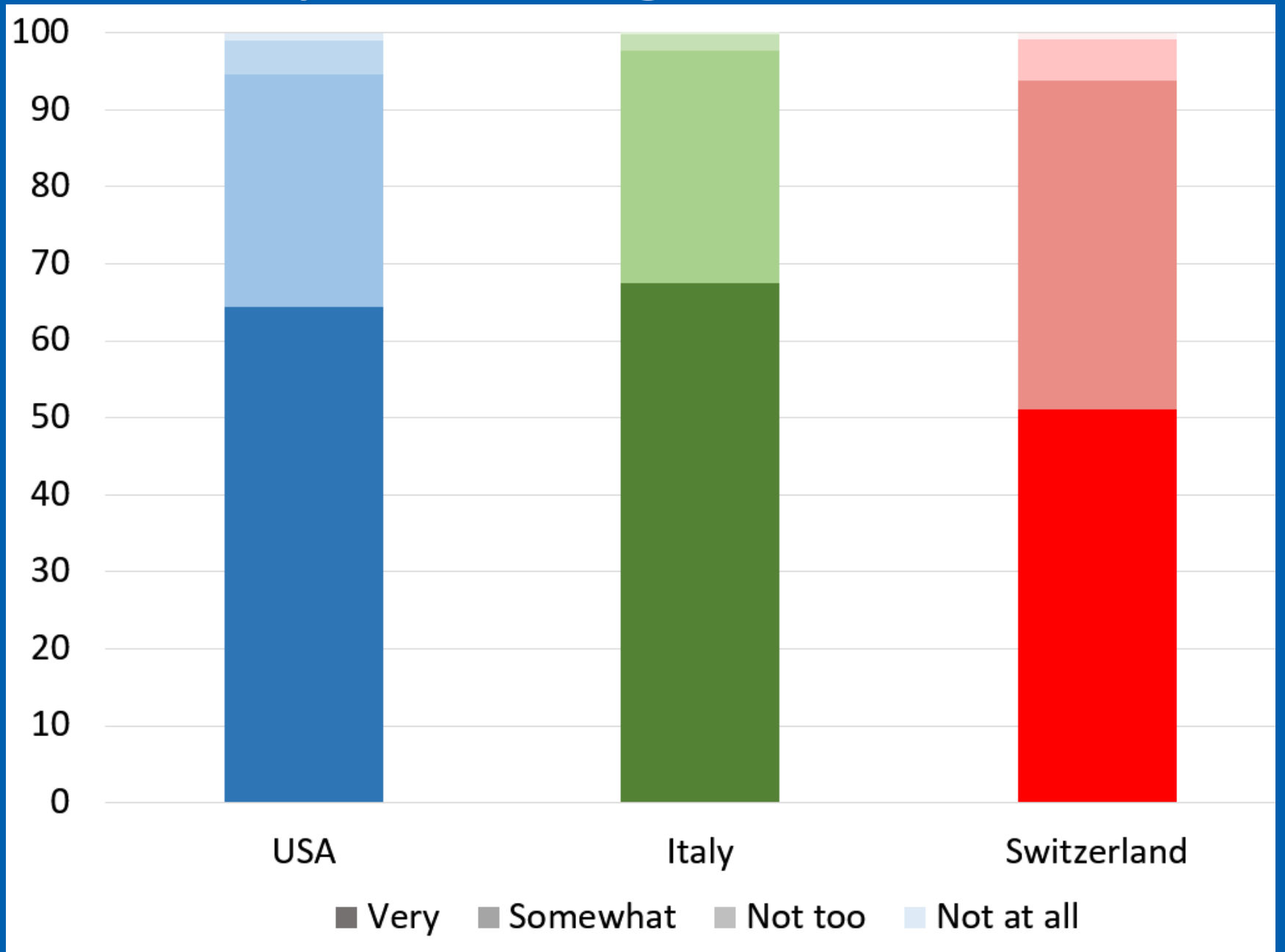
COVID-19 knowledge

Internet skills

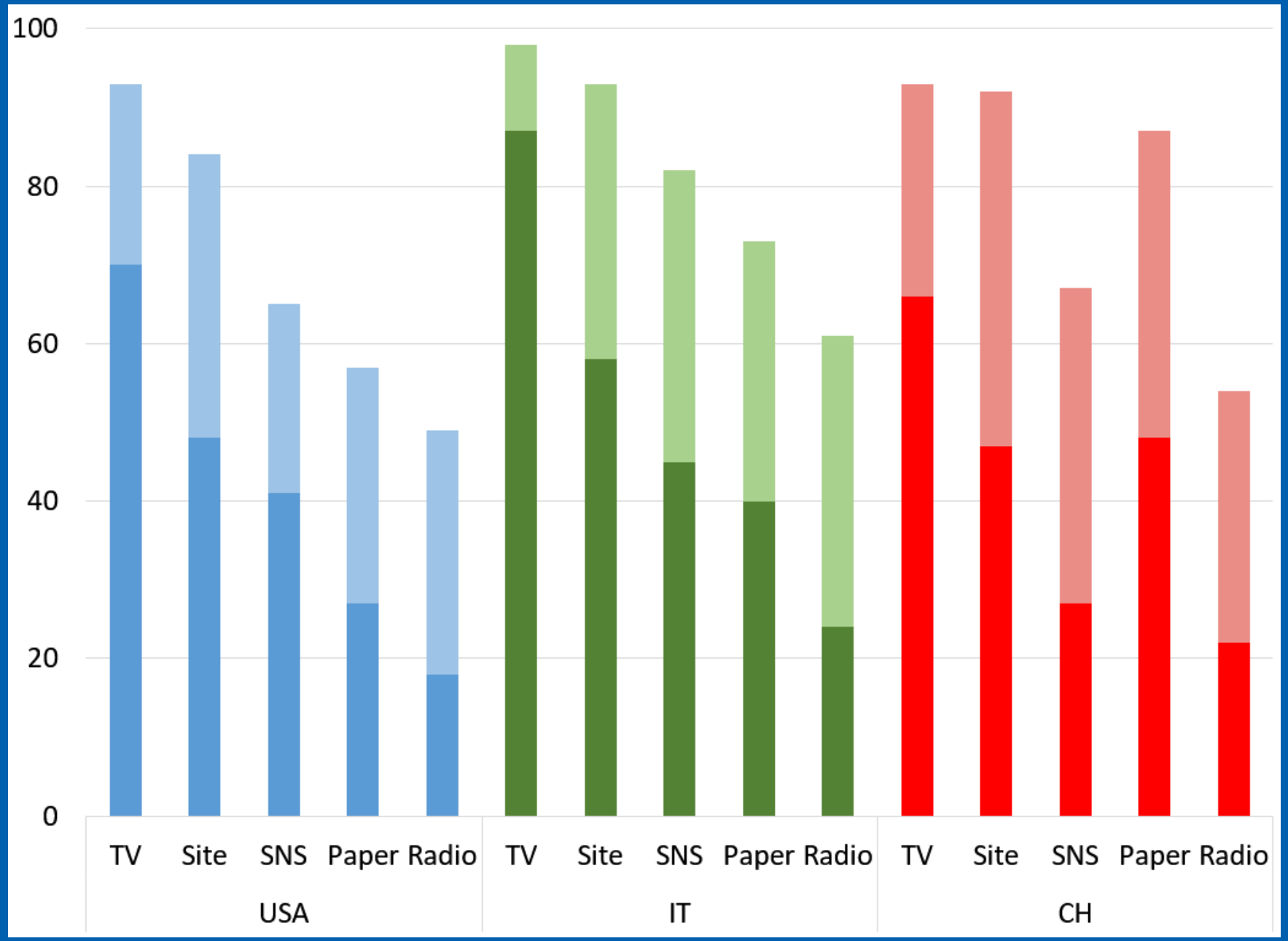


COVID-19 knowledge

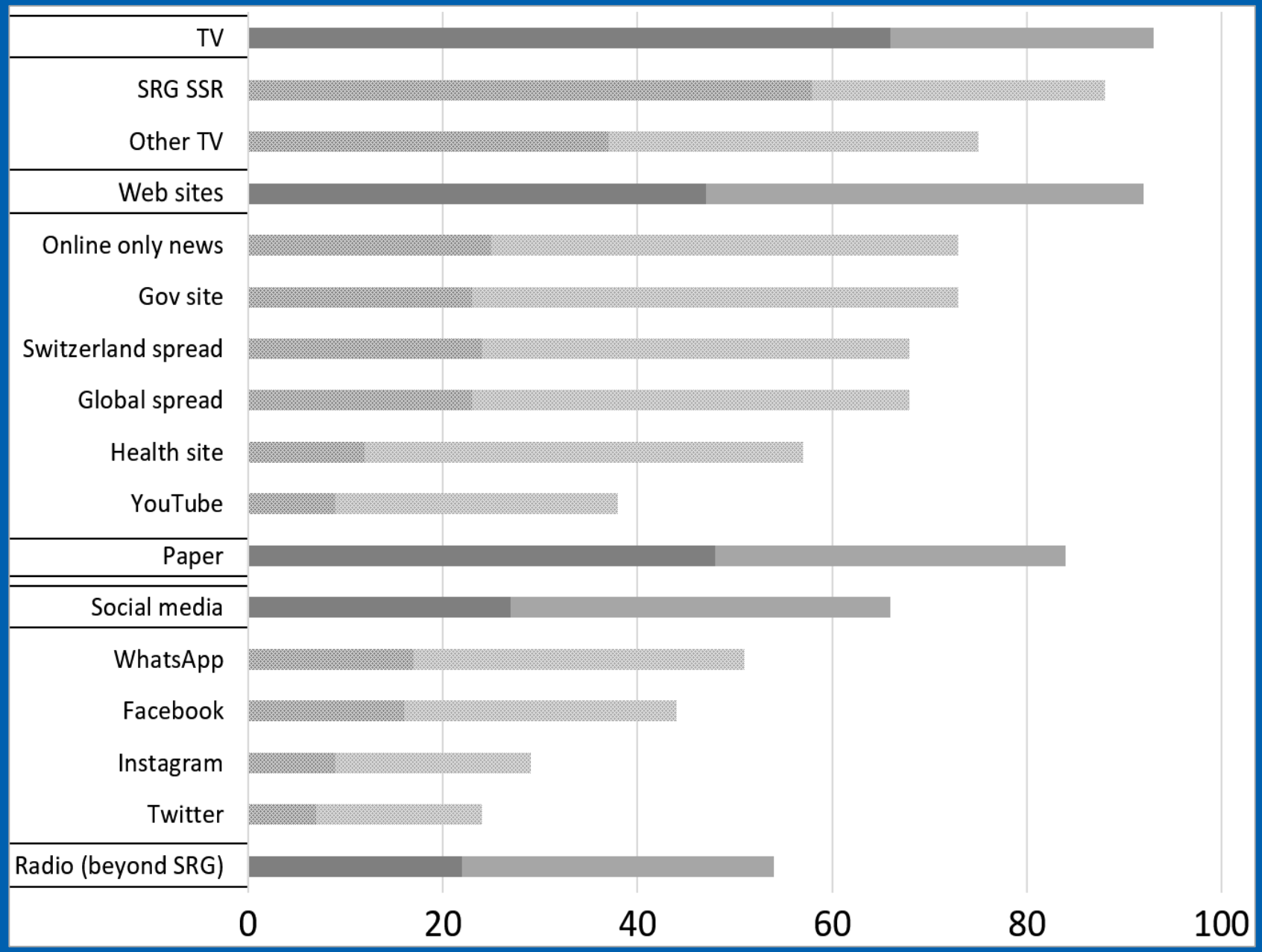
Closely following Covid-19 news



Information sources about Covid-19



Information sources about Covid-19 (CH)



Reasons for leaving home for optional activities in the past two weeks

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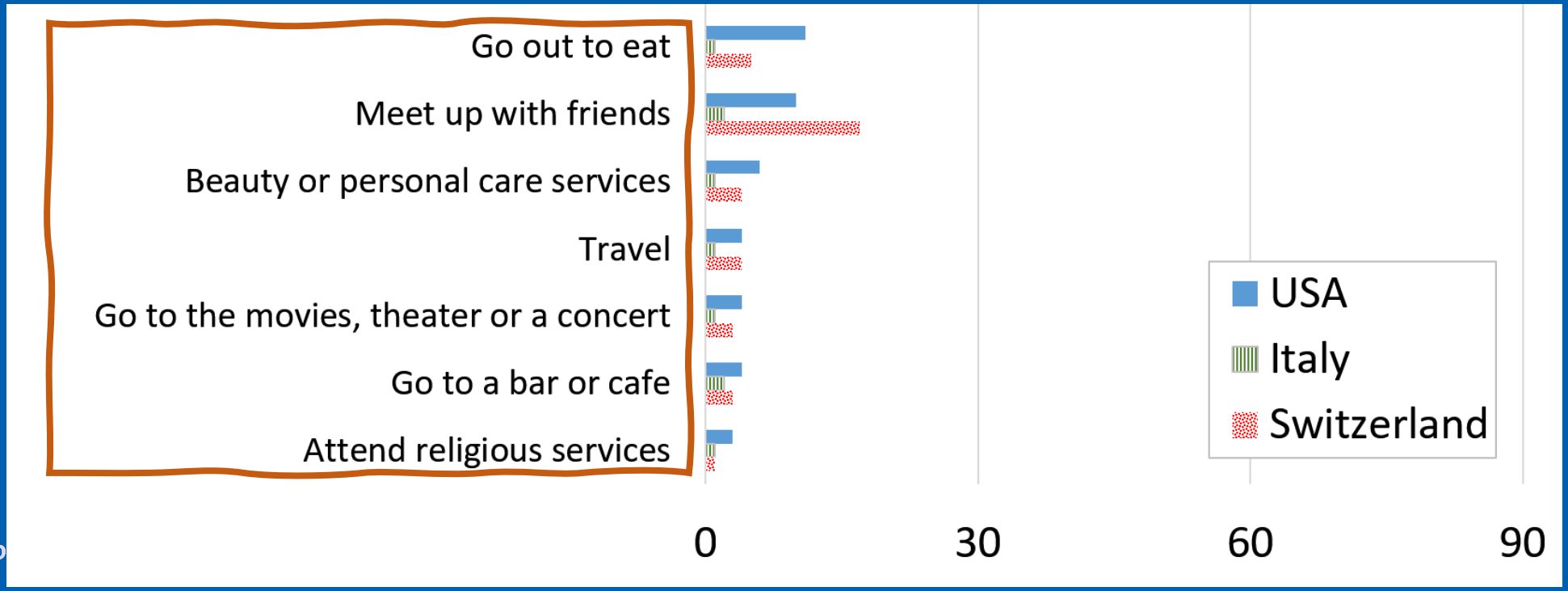
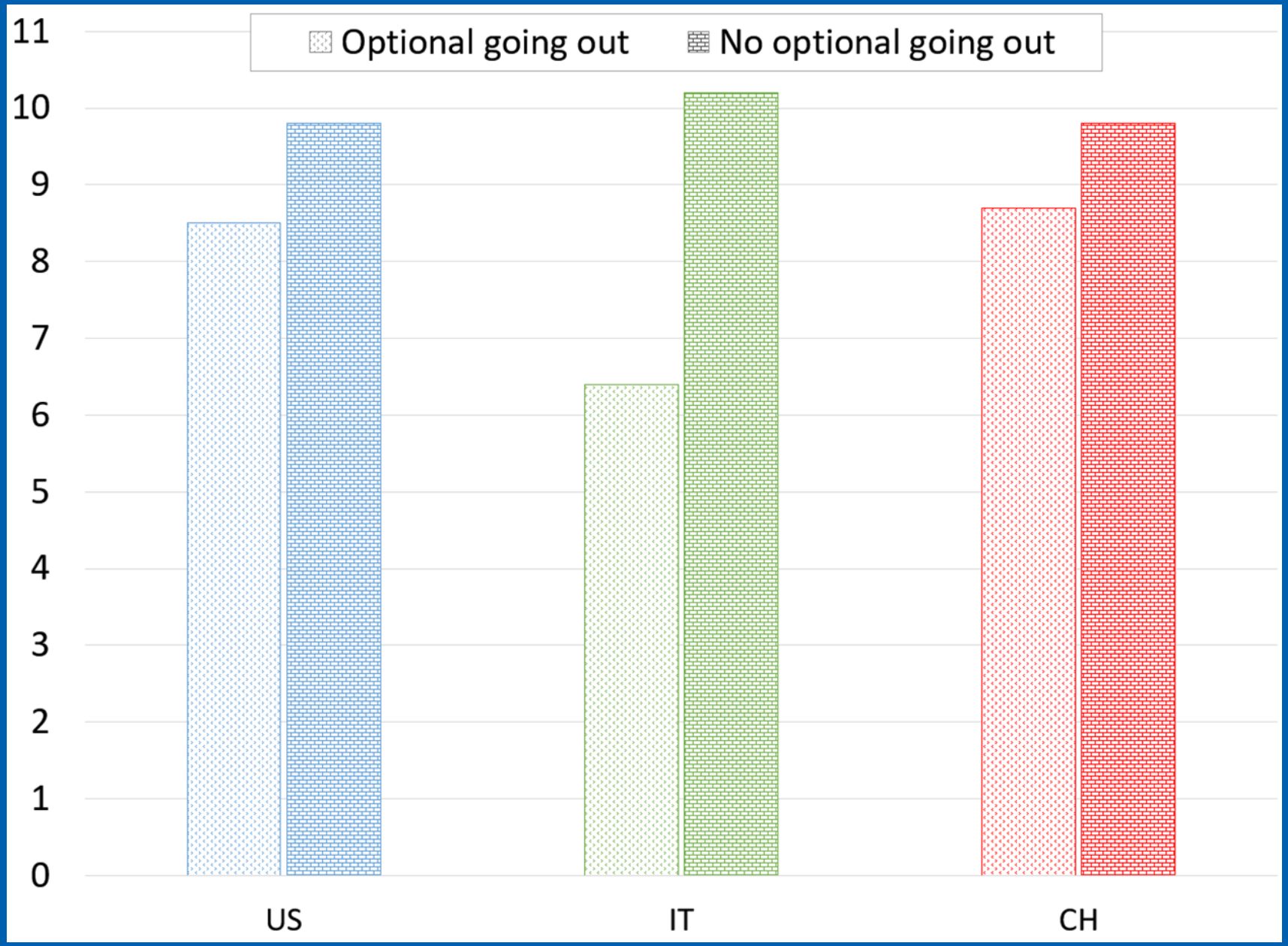


Covid-19 knowledge & safe behaviors



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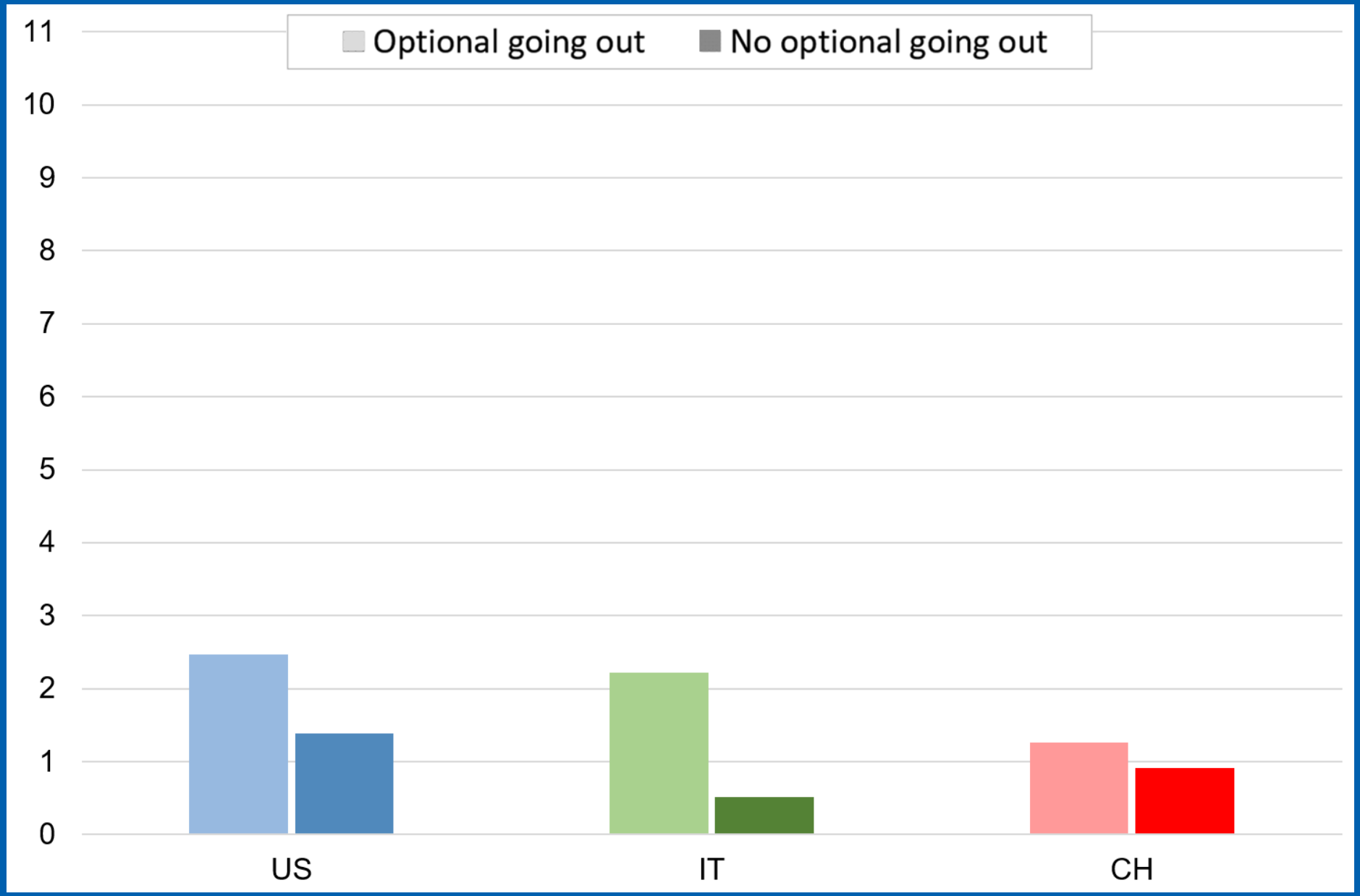
Covid-19 misbeliefs & safe behaviors



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Concluding remarks

- People's digital media uses during Covid-19 vary by socio-demographics & their digital contexts (autonomy, skills)
- Better digital context links to more COVID-19 knowledge
- Mainstream TV (not cable) most linked to COVID-19 knowledge
- SRF as info source linked to fewer misbeliefs
- Knowing more relates to fewer risky behaviors

Thanks to team members & UZH


Dr. Minh Hao Nguyen


Jaelle Fuchs


Jonathan Gruber


Dr. Will Marler


Gökçe Karaoglu


Dr. Amanda Hunsaker

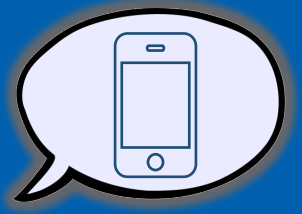

Teodora Djukaric

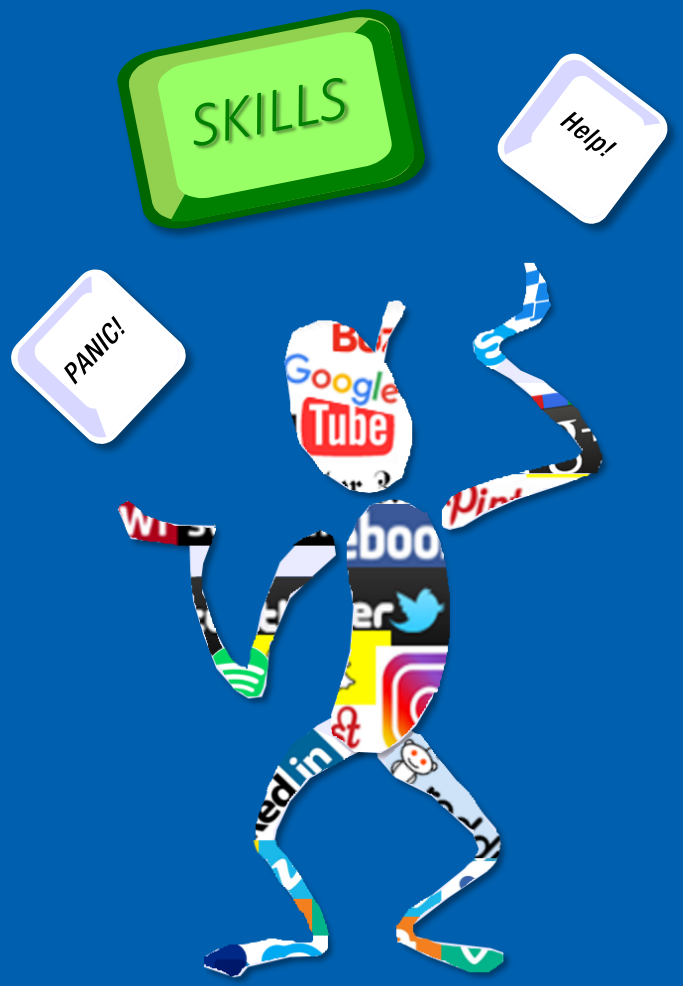
webuse.org/covid

Thank you!

Access more about the Covid study here

Access academic papers here





Internet skills

- Awareness of what is possible and how systems work
- Interpersonal communication
- Information seeking and evaluation
- Active participation
- Managing privacy and security

Why is it helpful to focus on skills?

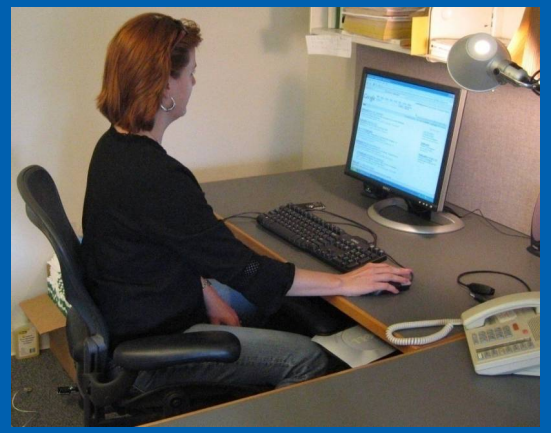
Hargittai, E. & Micheli, M. (2019). Internet Skills and Why They Matter. In Society and the Internet. Edited by William Dutton and Mark Graham. Oxford University Press.

How can we measure Internet skills?

How familiar are you with the following computer and Internet-related items? Please choose a number between 1 and 5 where 1 represents "no understanding" and 5 represents "full understanding" of the item.

	1 - None	2	3	4	5 - Full
Advanced search	○	○	○	○	○
PDF	○	○	○	○	○
Spyware	○	○	○	○	○
Wiki	○	○	○	○	○
Cache	○	○	○	○	○
Phishing	○	○	○	○	○

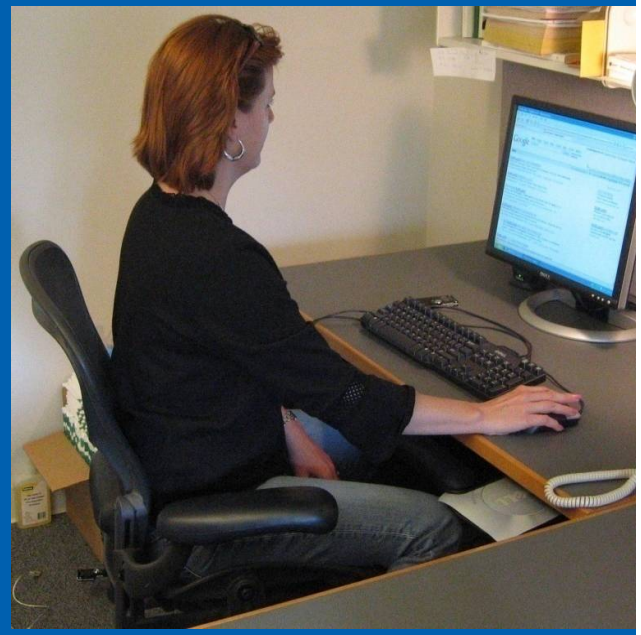
How can we measure Internet skills?

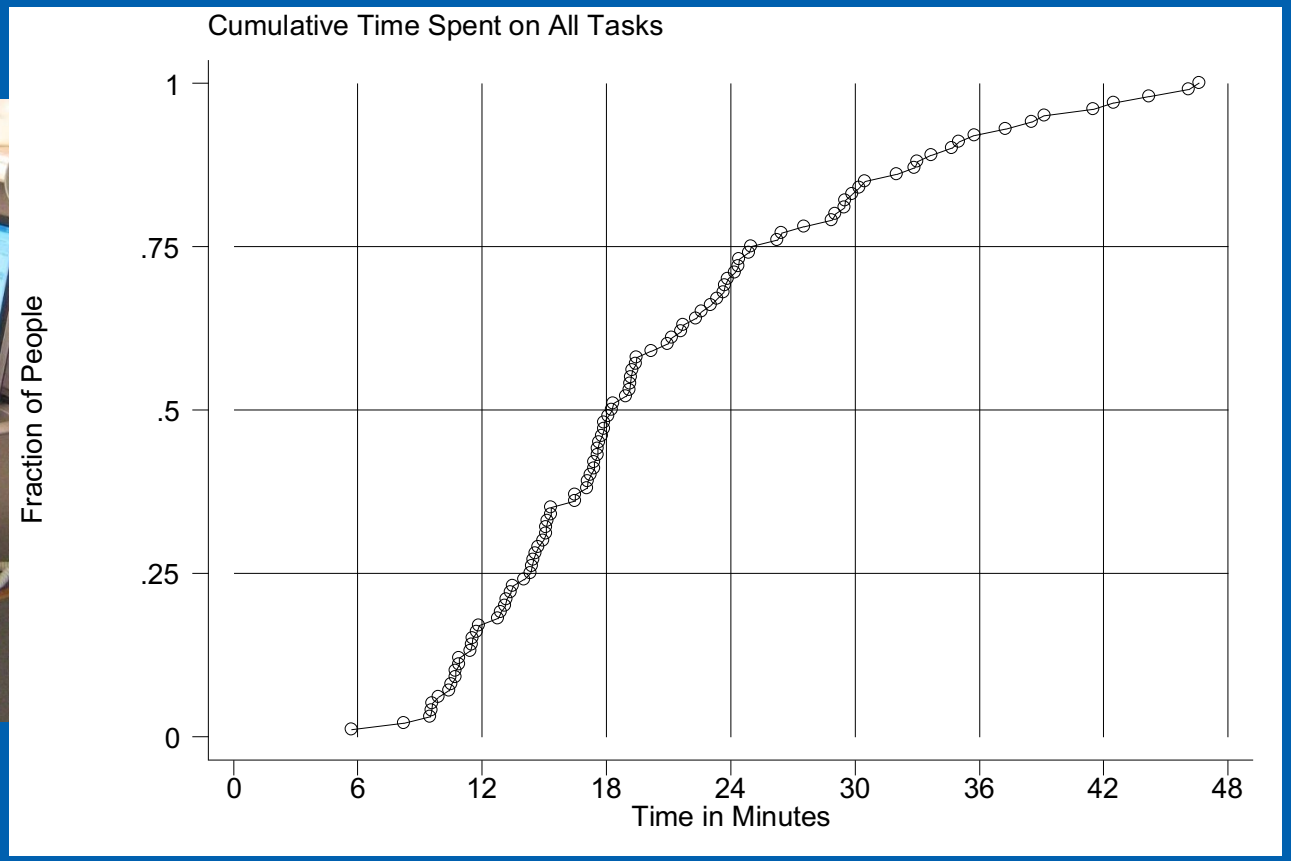


In-person observations and interviews

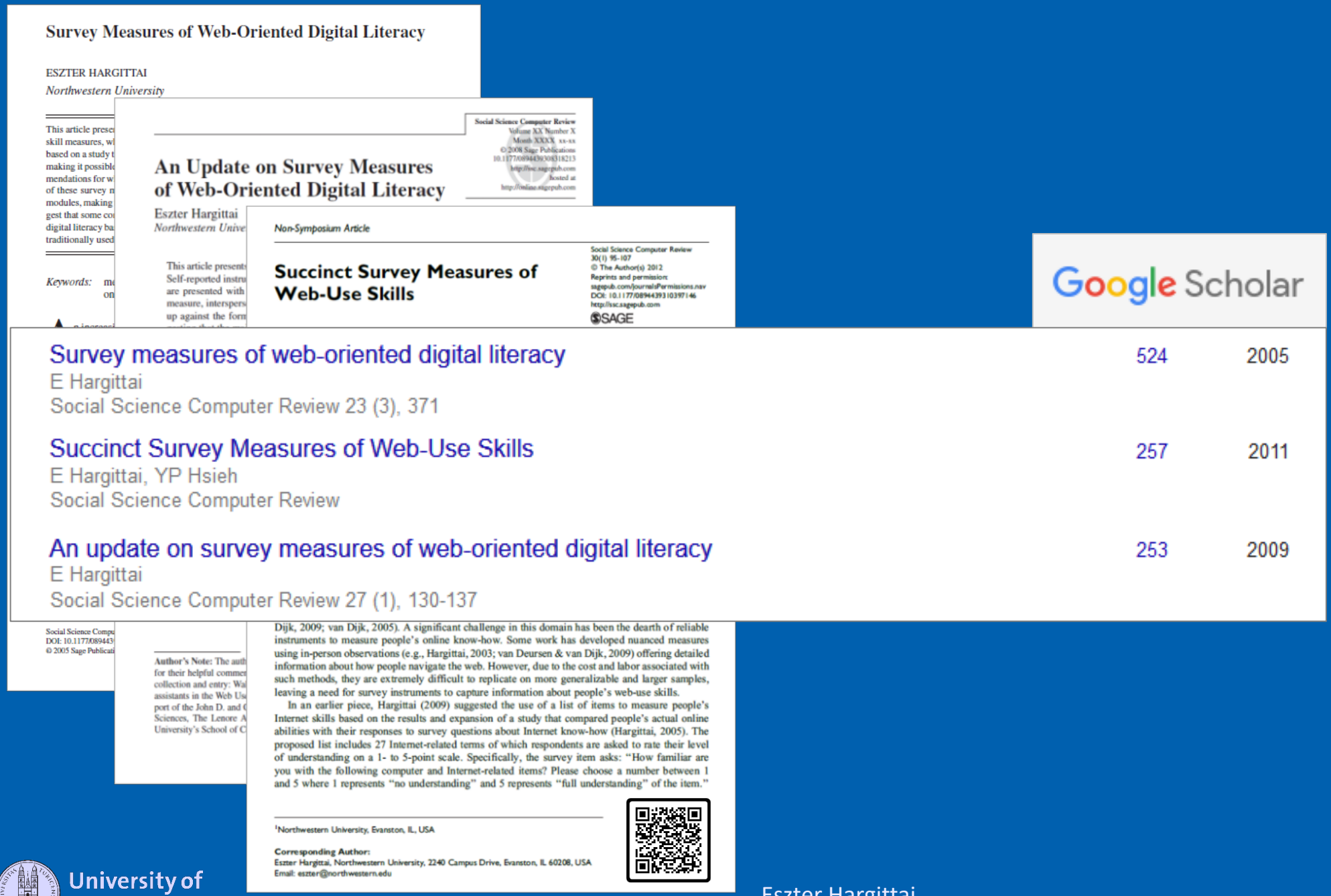
Surveys

Observations of information seeking





Measures of actual skill → survey instruments


Survey Measures of Web-Oriented Digital Literacy
ESZTER HARGITTAI
Northwestern University
An Update on Survey Measures of Web-Oriented Digital Literacy
Eszter Hargittai
Social Science Computer Review
Volume XX Number X
Month XXXX xx-xx
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Non-Symposium Article
Succinct Survey Measures of Web-Use Skills
Social Science Computer Review
30(1) 95-107
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SAGE
Google Scholar
Survey measures of web-oriented digital literacy
E Hargittai
Social Science Computer Review 23 (3), 371
524
2005
Succinct Survey Measures of Web-Use Skills
E Hargittai, YP Hsieh
Social Science Computer Review
257
2011
An update on survey measures of web-oriented digital literacy
E Hargittai
Social Science Computer Review 27 (1), 130-137
253
2009
Dijk, 2009; van Dijk, 2005). A significant challenge in this domain has been the dearth of reliable instruments to measure people's online know-how. Some work has developed nuanced measures using in-person observations (e.g., Hargittai, 2003; van Deursen & van Dijk, 2009) offering detailed information about how people navigate the web. However, due to the cost and labor associated with such methods, they are extremely difficult to replicate on more generalizable and larger samples, leaving a need for survey instruments to capture information about people's web-use skills.
In an earlier piece, Hargittai (2009) suggested the use of a list of items to measure people's Internet skills based on the results and expansion of a study that compared people's actual online abilities with their responses to survey questions about Internet know-how (Hargittai, 2005). The proposed list includes 27 Internet-related terms of which respondents are asked to rate their level of understanding on a 1- to 5-point scale. Specifically, the survey item asks: "How familiar are you with the following computer and Internet-related items? Please choose a number between 1 and 5 where 1 represents "no understanding" and 5 represents "full understanding" of the item."
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Corresponding Author:
Eszter Hargittai, Northwestern University, 2240 Campus Drive, Evanston, IL 60208, USA
Email: eszter@northwestern.edu

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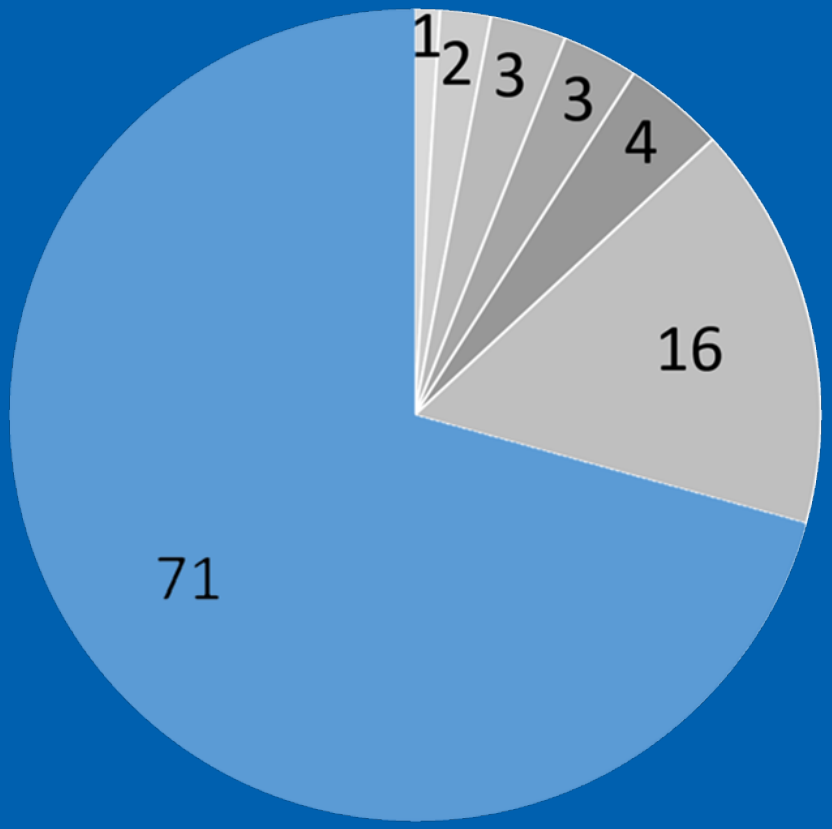
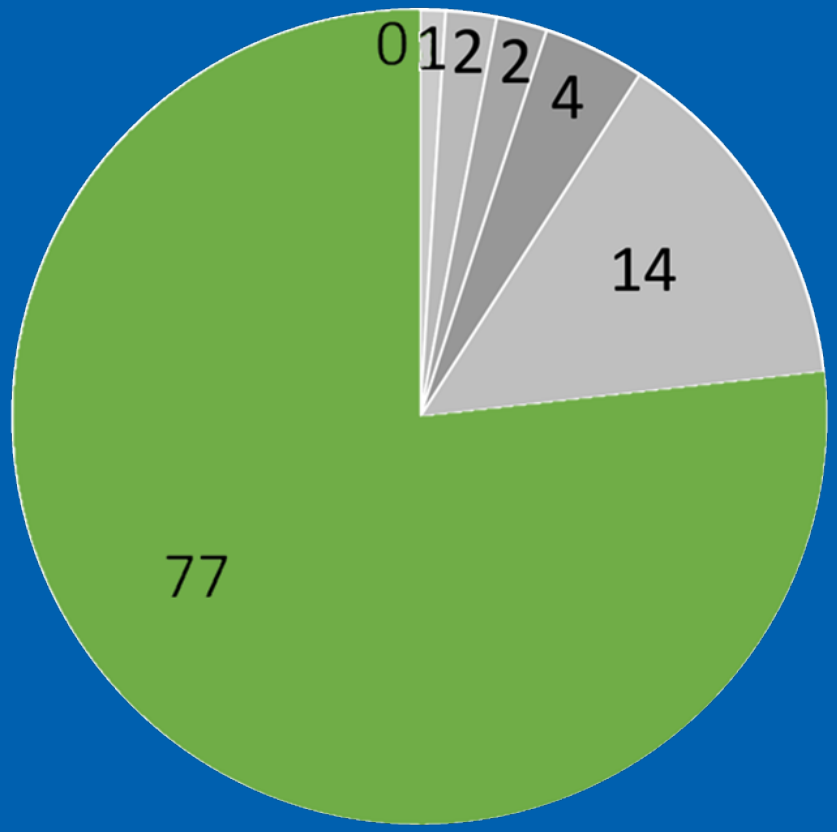
Spyware	○	○	○	○	○
Wiki	○	○	○	○	○
Cache	○	○	○	○	○
Phishing	○	○	○	○	○

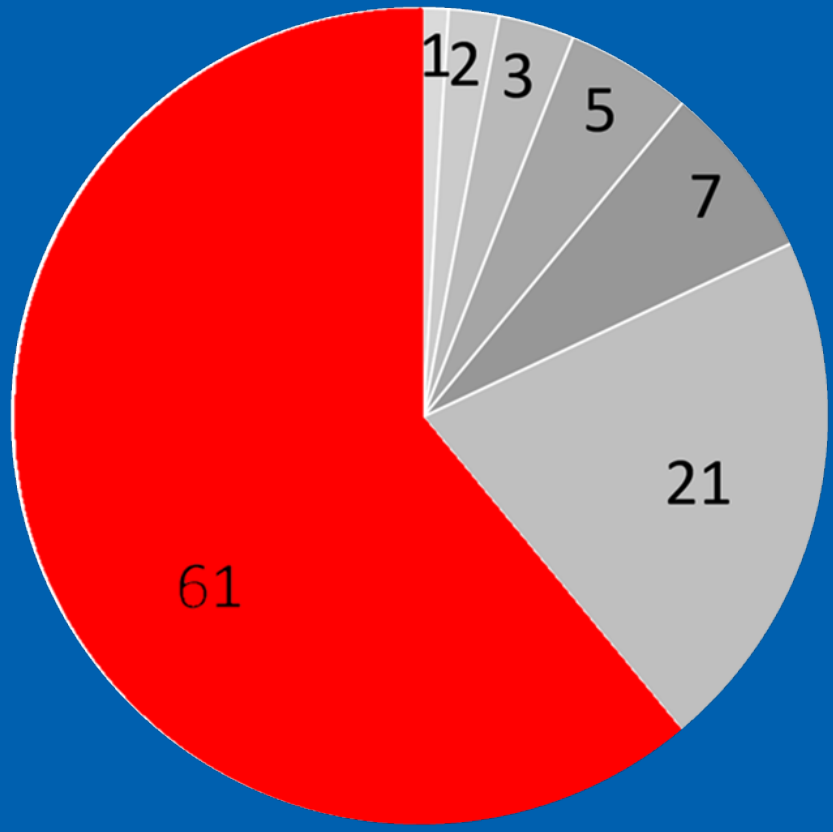
Covid-19 knowledge



USA



Italy



Switzerland