

## 1. The Scientific Advisor

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### Personal Situation and Social Context

- Female, ca. 30 years old
- Lives in Berlin, Germany
- Works as a scientific advisor in digital education with a background in psychology and social sciences
- Does not come into contact with science critics much
- Her brother is also in science, her parents are engineers

### Bridging

- 'I actually have the knowledge [...] that I could completely debunk everything that is being said there by one Google Scholar search'. 'I have the feeling that I actually have a responsibility, as a scientist, to somehow position myself and to do something for [...] the side of science.'
- 'I know that the public opinion is often different from the scientific consensus'; 'But it really went in a conspiracy direction [...] and as soon as I notice that someone talks such nonsense then I have to say ok, sorry, that doesn't work for me'; 'It makes me so emotionally tired.'
- 'I only had contact with people who think like me'; 'There was this sense of apocalypse. But besides that, there was a focus on the self, which made my everyday life easier, not to interact with strangers on the street every day, but to just keep a distance and have time for myself. It really felt like calming down'; 'It gave me a lot of strength. It was like a gasp of relief and like finding myself again and having a calm anchor in life again.'; 'From conversations I know that many others feel like this.'

### Outcomes

- 'My personal conclusion is that I need to have enough resources, to work on it professionally, to not let it break you, it makes me feel upset and helpless that I feel paralyzed by it at times. In my private life - as silly as it sounds - I must not deal so much with people who have those opinions. I consciously turned off Instagram and Twitter and said not today.'
- 'I didn't have the impression that I, as a person, can make a difference, nor that our institute can do much, because to reach 20.000 people, who are also set in their beliefs and channels, is an immense challenge. So, I think it is important to educate the next generation in the scientific method [...] It reassured me in my work.'
- 'If there are people who have those opinions, I cannot convince them otherwise.'
- 'There are so many of these things that I would like to keep forever. That it's not so crowded and loud and extensive [...] We need to rethink as a society. To let go of the consumption and to get away from the wheel that never stops spinning.'

### Gaps

- She observed riots on social and official media: 'I see myself caught in a dilemma, what should I do? How much energy can I invest to convince people who think totally different?'; 'For whom do we do our job? What is our responsibility?'
- Her friend invited her to a protest but others who would be there were critical of science: 'Should I still go and support my friend?'
- What can we learn from the first shutdown?

### Sources and Relevances

- Traditional news, social media, scientific publications
- Respectful and educative information
- Sheds light on all involved perspectives
- Scientific reliability

## 2. The Concerned Mother

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### Personal Situation and Social Context

- Female, middle-aged
- Works in the field of art and culture in Warsaw, Poland
- Has a 5-year-old son who has health problems, coronavirus is a danger for him
- Spent part of the lockdown in Warsaw with family, then left with her husband and son to her parents near Warsaw

### Bridging

- 'I started looking for information about how long we have to be at home, what distance we have to keep, information I had no knowledge about, we both started looking for what the chance of infection is.'
- 'At that time, I needed expert knowledge, I searched on websites, not only popular websites in Poland, but I searched for authorities, scientists who talk about specifics in order to know how much I am panicing and how much I have actually created a threat to my family. It was in a situation where we were under terrible stress, I was frustrated. This was a nightmare.'

### Outcomes

- With regards to visiting parents: 'we waited further, but only for a week, not so long. I went through the information then, most probably within five days the virus breaks out, so we waited for seven safe days and we felt so mentally tired that we had to leave, but we did not feel that this was a rational decision, but we had a very big need.'
- 'My husband did not go out at all, sometimes for bread, but I sometimes bought supplies for a week and froze them. Today I think of it as absurd, I have the impression that we got used to this reality'
- 'I no longer rely on anything. I have the feeling that the only thing I am basing myself on is that I wash my hands non-stop, disinfect them [...], I wear a mask, and I try to keep a distance and I have the feeling that these things are there and that's the end of it.'
- 'The relief came only when we stopped analyzing it and let it go, but this first phase and the feeling of helplessness was very burdensome.'

### Gaps

- How long do I need to quarantine myself before I can visit loved ones without putting them at risk?
- How risky is it that my sister is still hugging my parents?
- How long can the virus survive on surfaces?
- She opened up the door for a courier, without a face mask, and simply let him in and 'forgot what kind of reality she was living in'. Should I panic about this?
- 'Masks were not good and suddenly they became good and needed'

### Sources and Relevances

- Looks for authoritative information and multiple sources
- 'I searched on the basis of the following principle: since the four articles gave the same information, I started to believe it.'
- 'When I saw that this is a science portal, it is a doctor and not a celebrity, that served my need for credibility.'

## 3. The Skeptical Student

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### Personal Situation and Social Context

- Male 23 years old
- Lives in Niš, Serbia
- Electrical engineering student
- Regularly exercises in the gym and plays football, eats healthy and takes vitamins and supplements
- Helps grandfather living 30 km away. When public transportation stopped, he could not help him anymore

### Bridging

- Believing that experts are serving political interests.
- Actively doing research and getting informed online
- Believes that rhetoric and politics play an important role in communication about the pandemic
- Media are one-sided

### Outcomes

- Alarmism about COVID-19 is propaganda.
- The coronavirus is made in a laboratory.
- 'Lifting the lockdown and quarantine measures, and the rest of it, was a political election campaign. Everyone was living as normal, working. There was no talk of the ill, the dead. Once the election passed, suddenly the infection rate increased dramatically. Suddenly, the entire nation came down with COVID-19, and that is politics once again.'
- 'I think that doctors also change their views, to avoid losing their jobs, say what is expected of them, and I also think that the emergency response team in Serbia serves political interests.'
- The Covid-19 crisis is part of a bigger story of how globalists create a problem and then offer to fix it
- 'I believe that newer vaccines are more harmful and intended to destroy humanity. I often read the Bible. It does not say we need to vaccinate ourselves.'
- Because of their one-sidedness, I cannot trust the media

### Gaps

- 'I think it is dangerous, like other genetically-modified viruses. Serious work is being done in that area. We are in the midst of a biological war. I do not know who exactly the target group is.'
- 'As one Croatian politician said, you wear a mask - now you are part of the game. In my view, that is part of a bigger story: what is the bigger story?'
- 'The same is true of the lockdown, which included a curfew here in Serbia, a total movement ban. It is all part of an imposed ideology which holds that we have to act as we are told': what ideology?

### Sources and Relevances

- Try to ascertain the truth by viewing it from multiple angles
- The internet is a neutral tool, that you can use to cut tomatoes and peppers, or you can kill someone with it
- Point of concern is that media outlets support liberal ideology
- 'The mainstream media, national broadcasters and such are all voices of politicians and political PR entities.'
- 'Personally, I do not trust anyone who benefits from the government budget, and receives a salary from the government.'