Methodology

Rumors emerge when people feel left out of the discussion, when their questions cannot be answered by authorities or their doubts are dismissed by official sources. But also, rumors present an opportunity – to understand the questions, concerns and anxieties communities may have about this pandemic.

During the COVID-19 pandemic, Internews has followed its rumour-tracking methodology (/resource/managing-misinformation-humanitarian-context), including social media listening, to identify those rumors that are posing additional risks to the communities, ensuring content is collected from diverse demographic groups.

Internews produces and distributes rumor bulletins through its Rooted in Trust and its H2H (humanitarian-to-humanitarian network) projects. Rooted in Trust (/resource/rooted-trust-global-rumor-bulletin) has collected close to 6,000 rumors from seven countries in 12 languages, and collects data across seven major social media platforms and a wide range of feedback collection channels. H2H (/resource/responding-covid-19-infodemic-lessons-quick-collective-and-localised-action) is a collaboration to support responders at every level by analyzing information gaps and addressing them with evidence-based content in relevant languages, formats, and channels.

Rumor Bulletins

- Global (/resource/rooted-trust-global-rumor-bulletin) – Rooted in Trust
- Colombia (/resource/rooted-trust-colombia-rumor-bulletins) – Rooted in Trust
- Democratic Republic of Congo (/resource/iliyo-semeka-what-was-said-covid-19-bulletin-drc) (DRC)
- Lebanon (/resource/rooted-trust-rumor-bulletins-lebanon) –