Errata

Errata k diplomové práci na téma „Limity monitoringu sociální sítí v humanitárních krizích", kterou jsem obhájil 5. září 2022.

K obhájené práci přidávám chybějící položku do seznamu literatury a přílohu s kompletním zněním dotazníku.

Jan Böhm, 19. 9. 2022

Doplnění do seznamu literatury:

Meier, P. (2015). Digital Humanitarians: How Big Data Is Changing the Face of Humanitarian Response (1st ed.). Routledge.

Níže uvádím vyplněné dotazníky z mého výzkumu. Obsah jsem nijak neupravoval, řazení odpovědí je od nejdříve zaslaných až po ty zaslané nejpozději.

V dotazníku byla pro respondenty ještě jedna otázka – mohli v ní nechat svůj e-mail v případě zájmu o nasdílení výsledků výzkumu. Tuto informaci zde z důvodu ochrany soukromí respondentů neuvádím.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

UNICEF

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Social Media Editor

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

CrowdTangle, Tweetdeck, Emplefi, Talkwalker

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Democratic Republic of Congo, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	2 - I encounter it moderately often
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	1 - I rarely come across it
The data we get from social network monitoring does not correspond to what social networks are	0 - I've never encountered it

actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	8
Facebook - posts by pages and public groups	4
Facebook - posts by individual users	8
Instagram	8
TikTok	3
Youtube	2
LinkedIn	2
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	1
Websites	1

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels? (1 – Does not correspond at all, 4 – Corresponds absolutely)

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

3

Do you think this is an issue?

No

Can you explain your previous question?

N/a

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

UNICEF

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Communication Planning Monitoring and Evaluation Officer

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

Talkwalker

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Central African Republic, Democratic Republic of Congo, Iraq, Nigeria, South Sudan, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	2 - I encounter it moderately often
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	1 - I rarely come across it
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	1 - I rarely come across it
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	2 - I encounter it moderately often

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	9
Facebook - posts by pages and public groups	9
Facebook - posts by individual users	9
Instagram	9
TikTok	1
Youtube	9
LinkedIn	9
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	1
Websites	9

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels? (1 – Does not correspond at all, 4 – Corresponds absolutely)

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

3

Do you think this is an issue?

No

Can you explain your previous question?

I'm not sure I understood the previous question. To my knowledge COs minitor more or less the same channels as HQ

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

UNICEF

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Digital Specialist

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

Talkwalker, Emplify, CrowdTangle, and native tools such as Twitter, LinkedIn, Instagram, Facebook, TikTok and YouTube.

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Central African Republic, Democratic Republic of Congo, Iraq, Nigeria, South Sudan, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	0 - I've never encountered it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	0 - I've never encountered it
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	1 - I rarely come across it
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	1 - I rarely come across it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	5
Facebook - posts by pages and public groups	9
Facebook - posts by individual users	9
Instagram	9
TikTok	3
Youtube	5
LinkedIn	2
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	1
Websites	9

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

No

Can you explain your previous question?

For new platforms like TikTok, and monitoring capability is limited. This isn't yet an issue, as TikTok isn't yet a main communication channel for UNICEF, though it could be in future.

I think this survey could be improved by adding a 'Do Not Know' option to 7 and 8. You might also be focusing on key countries, but it would also be good to add 'other' to question 5.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

UNICEF

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Social listening consultant

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Social media monitoring with tools we developed ourselves

If you monitor social networks, what tools do you use to do so?

TalkWalker, CrowdTangle and internal tools

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Central African Republic, Democratic Republic of Congo, Iraq, Nigeria, South Sudan, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	0 - I've never encountered it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	0 - I've never encountered it
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	0 - I've never encountered it
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	2 - I encounter it moderately often

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	9
Facebook - posts by pages and public groups	9
Facebook - posts by individual users	1
Instagram	9
TikTok	5
Youtube	9
LinkedIn	1
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	5
Websites	5

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

3

Do you think this is an issue?

No

Can you explain your previous question?

We always tailor monitoring capabilities with the local context. We do the best with what we have. We also adapt the research methodologies to various channels to reflect the objectives of the project.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

MSF

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

International Digital Project Manager

How do you monitor information about events in the countries where your organisation operates?

Social media monitoring with commercially available tools

If you monitor social networks, what tools do you use to do so?

TalkWalker, TweetDeck, CrowdTangle

In which of the following countries have you monitored social networks in the last year?

Democratic Republic of Congo, South Sudan

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	0 - I've never encountered it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	2 - I encounter it moderately often
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	0 - I've never encountered it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	7
Facebook - posts by pages and public groups	1
Facebook - posts by individual users	3
Instagram	4
TikTok	1
Youtube	4
LinkedIn	1
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	3
Websites	6

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

Yes

Can you explain your previous question?

Yes, in the sense that most of the results are not geolocalized and you oftern have the feeling most of the results are posts from people not living in the area you are monitoring, but belonging to the diaspora, activists, organisations, etc...This is of course not always a problem, but it might be

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

World Health Organization

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Infodemic Management Officer

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Social media monitoring with tools we developed ourselves, Gathering information through the organisation's on-site team, Fact-checking organizations

If you monitor social networks, what tools do you use to do so?

CrowdTangle, Spike, TweetDeck, MeltWater, EARS

In which of the following countries have you monitored social networks in the last year?

Central African Republic, Democratic Republic of Congo, Nigeria, South Sudan

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	1 - I rarely come across it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	1 - I rarely come across it
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	1 - I rarely come across it
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	1 - I rarely come across it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	8
Facebook - posts by pages and public groups	8
Facebook - posts by individual users	9
Instagram	7
TikTok	7
Youtube	7
LinkedIn	2
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	8
Websites	6

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

Yes

Can you explain your previous question?

The biggest challenge is the difficulty to monitor how information circulates in encrypted exchange messaging platforms like WhatsApp, Telegram, etc.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

ICRC

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Data and analytics manager

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Social media monitoring with tools we developed ourselves, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

Sprinklr, Brandwatch, and many others

In which of the following countries have you monitored social networks in the last year?

Democratic Republic of Congo, Iraq, Nigeria, South Sudan, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	0 - I've never encountered it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	2 - I encounter it moderately often
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	0 - I've never encountered it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	7
Facebook - posts by pages and public groups	5
Facebook - posts by individual users	7
Instagram	5
TikTok	5
Youtube	5
LinkedIn	1
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	2
Websites	5

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

No

Can you explain your previous question?

We typically dedicate similar space to each of the networks, usage of the network does effect space dedicated to it, but not necessarily

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Doctors Without Borders/Medecins Sans Frontieres

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Disinformation Adviser

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

Talkwalker, Crowdtangle, Spike, Manual search (at times it's the most efficient system)

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	1 - I rarely come across it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	3 - I encounter it very often
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	2 - I encounter it moderately often

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	8
Facebook - posts by pages and public groups	7
Facebook - posts by individual users	5
Instagram	4
TikTok	4
Youtube	6
LinkedIn	1
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	1
Websites	7

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

Yes

Can you explain your previous question?

There is an issue with the limitations these monitoring tools face in terms of monitoring relevant content in correspondence to its use in the country. For almost every platform, one needs a different tool. Also, not all accounts are public.
It leads to additional costs, extra time and effort.

Talkwalker fails to effectively monitor platforms other than Twitter, YouTube and websites (media & non-media)

Crowdtangle is most effective for Facebook.

Also, these tools fail to efficiently monitor posts in languages other than 4-5 major ones (English of course). That's why often I have to resort to manual search for not so famous topics.

And tracking private messaging apps is a different ball game all together. The most successful disinformation campaigns have been found on WhatsApp. And there is no mechanism to track it.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

MSF

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Digital Strategist

How do you monitor information about events in the countries where your organisation operates?

Social media monitoring with commercially available tools, Gathering information through the organisation's on-site team, Collecting information from local communities and 'social media ambassadors', a group of non-comms people based in the projects that are closer to the realities, fears and narratives of the community

If you monitor social networks, what tools do you use to do so?

Talkwalker, crowdtangle, tweetdeck, google alerts, emplifi, Facebook search, twitter search, tiktok search

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Democratic Republic of Congo, Iraq, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	3 - I encounter it very often
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	2 - I encounter it moderately often
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	0 - I've never encountered it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	4
Facebook - posts by pages and public groups	8
Facebook - posts by individual users	9
Instagram	3
TikTok	3
Youtube	2
LinkedIn	2
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	6
Websites	5

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

Yes

Can you explain your previous question?

We do not have the knowledge and the tools to monitor channels that are extremely popular in some of those countries. For example, my main concerns are instant messengers and TikTok. I feel we are completely blind on those areas and the key conversations might be happening there.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

MSF

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Digital Advisor for operational Comms

How do you monitor information about events in the countries where your organisation operates?

Social media monitoring with commercially available tools

If you monitor social networks, what tools do you use to do so?

Crowdtangle, Talkwalker, Tweetdeck

In which of the following countries have you monitored social networks in the last year?

Nigeria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	2 - I encounter it moderately often
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	3 - I encounter it very often
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	2 - I encounter it moderately often

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	9
Facebook - posts by pages and public groups	5
Facebook - posts by individual users	1
Instagram	3
TikTok	1
Youtube	2
LinkedIn	4
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	1
Websites	9

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

Yes

Can you explain your previous question?

We dont have any clue of the real impact of huge platforms as TikTok, YouTube and private profiles in Facebook, while we might overreacting to things in Twitter

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

My organization delivers humanitarian aid in the context of war , conflicts and armed violence.

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Digital Content Manager in Spanish and Portuguese

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

Sprinklr

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Central African Republic, Democratic Republic of Congo, Iraq, Nigeria, South Sudan, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	3 - I encounter it very often
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	3 - I encounter it very often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	3 - I encounter it very often
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	3 - I encounter it very often

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	7
Facebook - posts by pages and public groups	4
Facebook - posts by individual users	4
Instagram	5
TikTok	2
Youtube	2
LinkedIn	2
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	1
Websites	1

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

Yes

Can you explain your previous question?

I think social monitoring tools are still very imperfect

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

ICRC

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Digital Marketing Officer

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Social media monitoring with tools we developed ourselves, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

Sprinklr, own tools

In which of the following countries have you monitored social networks in the last year?

Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	1 - I rarely come across it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	1 - I rarely come across it
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	1 - I rarely come across it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	9
Facebook - posts by pages and public groups	10
Facebook - posts by individual users	10
Instagram	10
TikTok	8
Youtube	7
LinkedIn	4
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	4
Websites	10

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

3

Do you think this is an issue?

Yes

Can you explain your previous question?

The data would not represent the dominant behavior of users in the country.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

ICRC

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Social listening Officer

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Social media monitoring with tools we developed ourselves, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

Mainly Sprinklr, and Brand Analytics

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Central African Republic, Democratic Republic of Congo, Iraq, Nigeria, South Sudan, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	1 - I rarely come across it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	0 - I've never encountered it
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	1 - I rarely come across it
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	1 - I rarely come across it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	9
Facebook - posts by pages and public groups	7
Facebook - posts by individual users	7
Instagram	5
TikTok	1
Youtube	4
LinkedIn	1
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	4
Websites	6

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

No

Can you explain your previous question?

Results we get on channels we're monitoring are sufficient to identify and dig into trends

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

World Food Programme (WFP)

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Communications Lead for Innovation and Technology in Eastern Africa

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools

If you monitor social networks, what tools do you use to do so?

We use BrandWatch

In which of the following countries have you monitored social networks in the last year?

South Sudan

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	2 - I encounter it moderately often
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	1 - I rarely come across it
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	1 - I rarely come across it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	9
Facebook - posts by pages and public groups	7
Facebook - posts by individual users	2
Instagram	3
TikTok	1
Youtube	8
LinkedIn	7
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	1
Websites	9

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

3

Do you think this is an issue?

No

Can you explain your previous question?

WhatsApp (93.5%), Facebook (89.6%), Instagram (69.4%), TikTok (60.8%) and Twitter (60.0%) are the most used social media platforms in the country (Digital 2022, 2022). While monitoring often doesn't include results from WhatsApp due to privacy designs, the other platforms, especially Facebook often yields results in monitoring, though Tiktok is hardly ever included. Monitoring results will often bring up content on Facebook, Instagram, Twitter and YouTube but hardly Tiktok, despite having such a large user base. So there is a disconnect there.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Danish Refugee Council

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Communication Specialist

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with tools we developed ourselves

If you monitor social networks, what tools do you use to do so?

Facebook, YouTube, Linkedinn

In which of the following countries have you monitored social networks in the last year?

Bangladesh

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	0 - I've never encountered it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	1 - I rarely come across it
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	1 - I rarely come across it
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	1 - I rarely come across it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	1
Facebook - posts by pages and public groups	10
Facebook - posts by individual users	7
Instagram	6
TikTok	5
Youtube	8
LinkedIn	8
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	8
Websites	10

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

3

Do you think this is an issue?

No

Can you explain your previous question?

N/A

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

ICRC

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Head of Communication Analytics

How do you monitor information about events in the countries where your organisation operates?

Media monitoring, Social media monitoring with commercially available tools, Social media monitoring with tools we developed ourselves, Gathering information through the organisation's on-site team

If you monitor social networks, what tools do you use to do so?

Primarily Sprnklr

In which of the following countries have you monitored social networks in the last year?

Bangladesh, Nigeria, Syria, Yemen

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	1 - I rarely come across it
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	2 - I encounter it moderately often
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	2 - I encounter it moderately often
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	1 - I rarely come across it

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	9
Facebook - posts by pages and public groups	3
Facebook - posts by individual users	3
Instagram	3
TikTok	3
Youtube	5
LinkedIn	1
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	3
Websites	5

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

2

Do you think this is an issue?

Yes

Can you explain your previous question?

The reason is often more access to the data than the will to monitor - FB for example.

What organisation do you work for?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Člověk v tísni

What is your position in this organisation?

I need this information to be able to say how representative my research is and whether there are multiple answers from one organisation. I will not present your responses together with the organisation you work for or your position.

Digital strategist

How do you monitor information about events in the countries where your organisation operates?

we have it set up differently in each country program

If you monitor social networks, what tools do you use to do so?

Monitora, Emplifi

In which of the following countries have you monitored social networks in the last year?

Democratic Republic of Congo, Iraq

How often do you encounter the following limitations when monitoring social networks?

I don't have the capacity to monitor social networks at all, I have to prioritize other activities.	2 - I encounter it moderately often
Social media monitoring provides me with so much data that it's not easy for me to quickly find what's relevant.	1 - I rarely come across it
We have relevant information from social media monitoring, but it's hard to translate it into practice quickly enough (e.g. to get the information to field teams so they can respond to the need)	2 - I encounter it moderately often
The data we get from social network monitoring does not correspond to what social networks are actually used locally (rather, it corresponds to what social networks are technically possible to monitor)	2 - I encounter it moderately often

How are the following channels usually represented in your monitoring results when you follow events in one of the countries in question 5? (1 - Doesn't appear in the results at all, 10 - Makes up the majority of the results)

Twitter	8

Facebook - posts by pages and public groups	5
Facebook - posts by individual users	4
Instagram	4
TikTok	4
Youtube	4
LinkedIn	6
Instant Messengers (WhatsApp, Telegram, Messenger, etc.)	7
Websites	5

Does the representation of channels in the monitoring results in the previous question correspond to how people in the country use these channels?

(E.g.: if TikTok hardly appears in the monitoring results even though it is the dominant communication channel in a given country, this means that its representation in the monitoring results does not correspond to the level of use)

3

Do you think this is an issue?

No

Can you explain your previous question?

We don't think that topics and discussions have been going on somewhere and we're not aware of it at all.