News Consumption and Politics in CEE

**Second Interview Protocol**

**Part 1 Introduction**

Outline the structure of the interview, i.e. three parts. Aim to complete the interview within c. 40 minutes, and do not go over 60 minutes.

The protocol is divided into several section, and in each section, questions are organised in order of priority. Set yourself a schedule for each interview and note how long you want to spend on each part. If you are overrunning, drop some of the questions towards the end of each section, and move on.

**Part 2 General recollections of news consumption during diary period, and the impact of the coronavirus outbreak on news consumption habits.**

1. First, let’s talk about the diary itself … [This section is primarily aimed at establishing the quality of diary data; to what extent are they a true reflection of the participants’ news consumption?]
2. Prvo da porazgovaramo o dnevniku koji ste pisali
   1. Kako vam je pisanje dnevnika izgledalo?
   2. Mislite li da je dovoljno detaljan pregled vasih medijskij navika?
   3. Da li mislite da ste nesto propustili da napisete sto biste sada zeleli da dodate?
   4. Da li biste na isti nacin pratili vesti da nista pisali dnevnik? Da li ste npr vise pratili vesti zbog dnevnika?
   5. Da li ste u prepravljali svoje zapise koji dan kasnije? Da li se secate sta ste menjali?
3. How did news consumption change over the course of the diary period? Kako se menjao vas odnos prema vestima tokom perioda pisanja dnevnika? [First, let the participant answer this open question, and the ask further sub-questions below, if these issues didn’t come up already, or were touched upon only briefly.]
   1. Kako se menjala praksa pisanja dnevnika posto je izbio korona virus? If they don’t mention this, ask about the following:
      1. Da li ste vise pratili vesti ili ste ih izbegvali?
      2. Da li ste koristili razlicite kanale vise nego normalno?

[Check the diary for frequently used sources, and compare them against those highlighted as most important in the card exercise in the first interview. If there is a discrepancy, ask why they started using a particular source more than they would have otherwise.]

* + 1. Да ли сте почели више разговарати о вестима са породицом и / If yes, why do you think that is?
    2. Imate li neki primer razgovora?

[Identify one example yourself in the diary – select one that you find particularly interesting or striking in some way, and ask about that example, if the participant doesn’t mention it spontaneously.]

* 1. Kako se vaš posao i / ili briga o deci promenio zbog epidemije? Kako je to uticalo na potrošnju vesti?
  2. Da li je postojao trenutak kada ste se počeli osećati preopterećen vestima za koronavirus? [Wait for answer.]
     1. Ako je tako, kada otprilike mislite da je to bilo? [Wait for answer. Check the diary beforehand to see whether you can notice any changes yourself, e.g. a reduction in the volume of news on coronavirus mentioned in the diary, and then ask the participant if this change was indeed a result of overload.]
     2. Šta ste uradili kao rezultat ovog preopterećenja – for instance, did you try to limit your news consumption, or looked for news that were not about coronavirus?
  3. For participants who use social media: Da li ste zbog epidemije koronavirusa počeli više ili na drugi način koristiti društvene medije? [If the following don’t come up, ask:]
     1. Da li ste se više angažovali na društvenim medijima, npr. počeo da komentarišeš više objavljivanja? [Check the diary for any examples and refer to that in your question if you find anything. If possible/time permitting, ask for permission to make a copy/screen grab of any interesting examples – explain that it will be anonymised.]
     2. Da li ste promenili sliku svog profila tako da uključuje baner „ostanite kod kuće“ ili slične poruke vezane za epidemiju virusa?
     3. Da li ste namerno pokušali da objavite ažuriranja ili slike koje nisu povezane sa koronavirusom ili ste primili poziv od drugih da objavite takve ispravke i slike (e.g. posting happy photos of children, holidays.)
     4. Da li ste podelili više vesti u bilo kakvim porodičnim / privatnim grupnim četovanjima? Ako da, možete li navesti neke primere? [If possible/time permitting, ask for permission to make a copy/screen grab of any interesting examples – explain that it will be anonymised.]
  4. Da li ste stupili u kontakt sa rodbinom / prijateljima s kojima inače niste u kontaktu? Ako da, kako (koristeći koji medij) ste to uradili?

**Part 3: Finding information about the pandemic**

1. Gde nalazite pouzdane informacije o pandemiji?[If they don’t mention, ask about the following, and ask to elaborate why they find this source of information reliable:]
   1. Da li ste uživo slušali bilo kakve zvanične brifinge? (Only if such briefings are done in your country.)
   2. Zvanična veb stranica vlade
   3. Информације које пружају медицински / здравствени стручњаци
   4. Informacije koje pružaju medicinski / zdravstveni stručnjaci (e.g. information on the official national health website, interviews with health professional, their social media posts, YouTube videos featuring healthcare professionals)
      1. Da li biste rekli da više verujete mišljenju stručnjaka nego li političarima?
   5. Prijatelji i / ili porodica u čije mišljenje verujete
2. Vlada koristi različite kanale kako bi upoznala građane sa informacijama o virusu i merama nametnutim građanima. Da li ste pratili ili naišli na takve zvanične vladine poruke? [Wait for answer first, then ask about individual official channels as appropriate – please adapt the list depending on strategies used in your country, drop any forms of communication not used locally etc. Refer to any examples from the diary, if any.]
   1. Oglasi vlade koje se objavljuju u štampanim medijima, na televiziji / radiju, pop-up oglasima na mreži (Ask about device/medium if not clear}
   2. Sajt vlade
   3. Zive konferrencije za stampu? over television/radio/ preko telefona (Ask about device used to follow such briefings.)
   4. Poruke gradjanima
   5. Pisma gradjanima
   6. Sponzorisane poruke na drustvenim medijima
   7. Nesto drugo? (add any other forms of communication used in your country.)
   8. Koji od ovih kanala službene / vladine komunikacije smatrao ste se najefikasnijim i zašto?
   9. Da li biste rekli da su vas službene informacije učinile sigurnijima ili više da kontrolišete situaciju?
3. Da li ste naišli na bilo kakve informacije o koronavirusu za koje ste sumnjali ili se kasnije ispostavilo da nisu tačne? [Wait for answer.]
   1. If yes, mozete li mi dati primer?
   2. If yes,Sta ste uradili sa tom informacijom?
4. Da li ste preko e-pošte primili bilo kakav sadržaj relevantan za coronavirus
5. Da li ste preko maila dobili nesto u vezi sa koronom? (this could be links to news stories, video, or even something funny? If yes, could you show me? [Ask for permission to record, ask them to forward, explain it will be anonymised.]
   1. Sta ste uradili sa emailom? (E.g. did you reply, forward?)
   2. Obično od te osobe dobijate mailove sa informacijama o političkim / društvenim događajima? If yes, could you show me some examples [Ask for permission to record, ask them to forward, explain it will be anonymised.]
6. Kako biste opisali osećaje izazvane vašim susretima sa vestima o koronavirusu? [If this doesn’t come up:] Da li su se ta osećanja menjala tokom perioda dnevnika?

[Check the diary beforehand for any visible changes in emotional reactions, e.g. from anger and frustration to anxiety, or from no emotion to emotion]

**Part 4: Perceptions of responses to COVID-19 outbreak**

1. Šta oni mislite o merama usvojenim u vašoj zemlji za borbu protiv epidemije?

[Wait for answer.]

Jeste li oduvek tako razmišljali ili se vaše mišljenje o tim merama promenilo tokom poslednjih nekoliko nedelja?

[check diary for any comments on this and use them here, asking whether the participant still thinks that way.]

1. Da li biste uopšte rekli da verujete svojoj vladi i njenom pristupu izbijanju? [Wait for answer.] Zasto?
2. Neki komentatori su tvrdili da neke od mera uvedenih u vašoj zemlji idu predaleko. Da li ste naišli na takve stavove? Da li se slažete?

[If they say no and don’t elaborate, ask whether they instead think that the measures are appropriate or perhaps even that they don’t go far enough.]

* 1. Sta mislite o policijskom casu?

[Please add specific question(s) for your country, about specific measures, such as e.g. the new law in Hungary, changes to electoral legislation in Poland, compulsory earing of masks in Czech Republic etc.]

1. Da li biste rekli da je ta kriza promenila način na koji doživljavate demokratiju? [Wait for answer.] Na primer, da li biste rekli da je demokratija najbolji tip političkog sistema, čak i u krizi, ili biste radije rekli da je u vanrednom stanju u zdravstvu autoritarna vladavina možda bolja?
2. Da li ste u poslednjih nekoliko nedelja naišli na vesti o reakcijama EU na krizu?

[Refer to any instances in the diary, if any, and ask to elaborate.]

1. Kakvi su vaši stavovi o Kini i njenoj ulozi u epidemiji?

[If they start by mentioning positive aspects e.g. help, then ask what they think about the fact that Chinese local authority supressed news about the virus initially. If they start by mentioning negative aspects e.g. China being responsible for the pandemic etc., then ask what they think about Chinese aid.]

* 1. Da li ste naišli na vesti o Kini?

[Alternatively, refer to any such examples in the diary, and ask for further detail on how they came across that piece of news and what they felt about it, if it’s not clear from the diary.]

1. Postoje različite teorije o poreklu virusa. Jeste li čuli za neku takvu teoriju?

Gde ste videli?

[Wait for answer, then ask where they encountered such theories, and if possible, ask them to show you the source, and ask for permission to copy.]

* 1. Isto tako, postoje i različite teorije zašto se virus tako brzo proširio. Jeste li čuli za neku takvu teoriju? Gde ste culi?

[Wait for answer, then ask where they encountered such theories etc.]

**Part 5 Selected diary follow-up items**

Items to focus on:

1. Look for any mentions of news items connected to issues that you know provoke disparate opinions (i.e. polarization) in your country. These will vary from country to country but are likely to include the following:
   * Migration
   * Attitudes to Russia (or maybe also China)
   * EU (also in relation to its response to coronavirus)
   * Etc.

Ask the participant to explain more about the news item, starting with an open question such as “I see that you read/heard/watched a news story about \_\_\_\_\_\_ on \_\_\_\_\_ [date]. Could you tell me a little more about this?” Probe into the following:

(a) practicalities of accessing such items if this isn’t clear (e.g. which source/device did they use, when etc.)

(b) why they felt attracted to this item

(c) what they did with the news (e.g. did they share it further on- or off-line, did they comment – if it is on social media etc.).

(d) If the news item in question is in a form they are likely to still have access to, ask if you can see it (e.g. email or social media post), and then ask for permission to record it (e.g. take a photo with your phone at the end of interview, or ask them to forward if email, or do a screengrab and send to you)

1. Look for any mention of encounter with known sources of disinformation or news sources known for their hyper-partisan reporting (e.g. Parlamentni listy in Czech Republic, Sputnik or Informer in Serbia etc.). Probe into why and how they used this source, what they find attractive about it, whether they think it is reliable (all without mentioning yourself that this is an unreliable source), whether they spoke to somebody else about it or shared with anyone (on or off-line).
   1. If the news item in question is in a form they are likely to still have access to, ask if you can see it (e.g. email or social media post), and then ask for permission to record it (e.g. take a photo with your phone at the end of interview, or ask them to forward if email, or do a screengrab and send to yourself)
2. Look for any instances of comparing news on the same subject from more sources, and ask them to elaborate on the following if its’ not clear from the diary entry:
   1. Why did you compare?
   2. Which source did you agree with more?
   3. Did the comparison challenge your initial views on the topic, or reinforce it?
   4. Why did you choose these particular sources to compare?
   5. Do you often compare several sources, or did you compare more often during the epidemic?

**At the end the of the interview**

Explain how they will receive payment.

**After the interview**

* Insert date and length of interview into the Excel spreadsheet listing all participants.
* Also add a column to the Excel sheet listing who transcribed the interviews (for each interview separately.)
* File interview recordings using the following file name format: [countrycode]-Interview2Recording\_Participant[insert number].
* Collate and file all transcripts using the following file name format: [countrycode]-Interview2Transcript\_Participant[insert number].
* Upload recordings to One Drive ready for transcription, liaise with transcribers/translators as necessary
* Upload scanned receipts/pdfs of bank transfers or similar to OneDrive