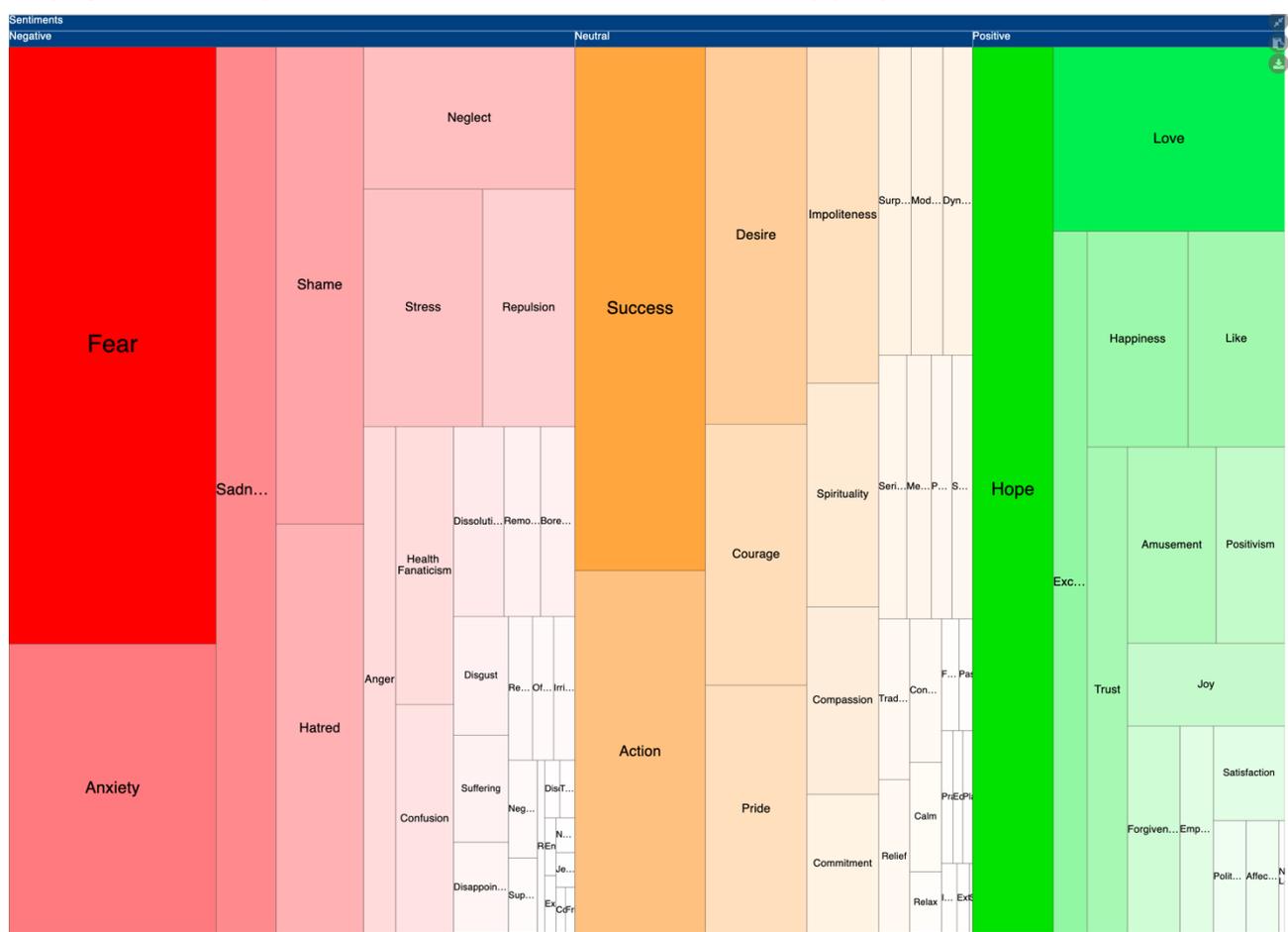


COVID-19: Insights & Feelings

COVID-19: INSIGHTS & FEELINGS, APRIL 17, 2020

ANXIETY IS ON THE RISE AS THE COVID-19 LOCKDOWN CONTINUES

Map of emotions expressed about COVID-19 on social media by people in the US and the UK



Source: Expert System and Sociometrica, April 17, 2020

Day 17: Expert System and Sociometrica are monitoring the emotions and general sentiment around the COVID-19 pandemic expressed by people in the US and UK across social media.

Based on an analysis of around 63,000 social media posts in English over the last 24 hours, “fear,” is still the single most widespread emotion, even if the overall sentiment is slightly more positive than yesterday.

The map above represents the emotions derived from the semantic analysis of social media content over a 24-hour period. Expert System’s artificial intelligence technology extracts the emotions, which are then analyzed and interpreted by Sociometrica.

Yesterday, the feeling of “shame “was on the rise because of the delays in organizing the virus response and the insufficient ability, even today, to cope with the emergency, especially in terms of health. Today, the feeling that is on the rise, in terms of growth, is “anxiety,” because of the uncertainty around what is happening, how they are supposed to act as citizens and which drugs or remedies are safe or suitable to combat the disease. “Anxiety” is also related to the political conflict and difference of views around when to reopen the country and the looming uncertainty for the coming weeks. In terms of positive feelings, “hope” and “love” are expressed towards health care personnel.

Over yesterday, all negative feelings have decreased, from 43.5% to 42.5%; neutral feelings have also decreased over the last 24 hours, from 34.9% to 33.6%. Meanwhile, positive emotions have increased from 21.6% yesterday to 23.9% today.

Contact us on Twitter:

Andrea Melegari: @Expert_System

Antonio N. Preiti: @apreiti

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