Leveraging WhatsApp to Address Misinformation in Areas Affected by Conflict and Violence

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Measuring Development: Crisis Preparedness and Response
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WhatsApp During Crisis Response

- Mexico earthquakes
- India floods
Principles

Fast
Simple
Reliable
Private & Secure
Integrity on WhatsApp
Addressing Misinformation on WhatsApp

- Internal Research and Product Design
- Digital literacy trainings
- Fact-checking organization
- Academic Research Awards
Rumors to Rampage: When misinformation lead to mob violence in Indonesia

**Investigators:** Ihsan Ali-Fauzi, Ph.D., PUSAD Paramadina; Dyah Ayu Kartika, M.A., PUSAD Paramadina; Husni Mubarok, PUSAD Paramadina; M. Irsyad Rafsyadi, PUSAD Paramadina; Sana Jaffrey, M.A., PUSAD Paramadina; Siswo Mulyartono, PUSAD Paramadina

**Countries:** Indonesia

**Goals:**
- This study examines the socio-economic conditions that increase the likelihood of mob violence in response to misinformation through social media. Specifically, it investigates the off-line interactions that ensue in a community after problematic content is received through digital applications like WhatsApp.

**Methods:**
- Sub-national statistical analysis of violence data in Indonesia
- Combined with qualitative data from particular cases of mob attacks
WhatsApp Vigilantes? WhatsApp messages and mob violence in India

**Investigators:** Shakuntala Banaji, Ph.D., London School of Economics and Political Science; Anushi Agrawal, Maraa; Nihal Passanha, Maraa; Ramnath Bhat, M.Sc., London School of Economics and Political Science

**Countries:** India

**Goals:** This research examines the ways in which WhatsApp users understand and imagine solutions to the spate of ‘WhatsApp lynchings’ that occurred earlier this year.

**Methods:**
- Literature review
- Survey data
- Analysis of WhatsApp-based misinformation
- Focus groups and interviews with ordinary recipients of and targets of WhatsApp-based misinformation in four large Indian states, and
- Expert interviews with key technological and sociopolitical stakeholders in India
Misinformation in Diverse Societies, Political Behavior & Good Governance

Investigators: Robert A. Johns, Ph.D., University of Essex; Sayan Banerjee, Ph.D., University of Essex; Srinjoy Bose, Ph.D., University of New South Wales

Countries: India, Afghanistan

Goals:
- Establish causal relationship between misinformation spread through social networks and public opinion on ethnic relations and public policy choices.
- Investigate contrasting effects between positive and negative misinformation on attitudes toward public policy.

Methods:
- Field experiment with WhatsApp
- Multi-wave survey experiments on the ground in India and Afghanistan
Use and Misuse WhatsApp Among Indonesian Campaigners and Users

**Investigators:** Kunto Adi Wibowo, Ph.D., Universitas Padjadjaran; Elizabeth Stoycheff, Ph.D., Wayne State University (Co-PI); Detta Rahmawan, M.A., Universitas Padjadjaran; Justito Adiprasetio, Universitas Padjadjaran

**Countries:** Indonesia

**Goals:**
- This study will critically assess how misinformation arose during the 2018 West Java gubernatorial election campaign and the public’s interactions with it and the implications it has on potential voters in the lead up to Indonesia’s 2019 presidential election.

**Methods:**
- The study employs face-to-face interviews that will capture the actual behaviors of both election campaign teams and a large sample of West Java WhatsApp users.
How WhatsApp Users and Their Networks Coevolve in Misinformation Diffusion

**Investigators:** Narisong Huhe, Ph.D., University of Strathclyde; Mark Shephard, Ph.D., University of Strathclyde

**Countries:** United Kingdom

**Goals:** This study examines whether platforms like WhatsApp reinforce sociopolitical polarization by focusing on everyday use of different internet communication platforms and how individuals interact with each other.

**Methods:**
- The study combines time-series complete network surveys with experimental methods that facilitates mapping and tracking both the changing networks of our respondents on different ICTs and their political attitudes and behaviors over time.
Research using WhatsApp

- User data privacy first

- Established social science research methods
  - Design
  - Sampling

- Explicit informed consent from each participants whose data is being collected

- Joining and collecting data from group conversations is strictly against our policy
THANK YOU!