

PROJECT

SYSTEMATIC ANALYSIS OF COMMUNICATION IN SOCIAL MEDIA FOR THE PREPARATION OF PSYCHOSOCIAL SITUATION REPORTS IN CRISES AND DISASTERS (#sosmap)

Since August 1st 2022, the Federal Office of Civil Protection and Disaster Assistance has been funding and supporting the „Systematic analysis of communication in social media for the preparation of psychosocial situation reports in crises and disasters (#sosmap)“ as part of the announcement „Evaluation of social media with regard to psychosocial needs of the population in crises and disasters“ (number 0013).

PROJECT OBJECTIVES

#1

Categorization grid for assessing and evaluating psychosocial needs and resources of the population

#2

Social science-based framework recommendations for national crisis management on evaluation strategies for social media with regard to psychosocial needs and resources of the population in crisis and disaster

COORDINATION

Prof. Dr.-Ing. Frank Fiedrich
University of Wuppertal
Institute for Public Safety and
Emergency Management

Phone: +49 202 439-5600
Fax: +49 202 439-5601
E-mail: buk@uni-wuppertal.de



CONTACT

Francesca Müller, M.Sc.
Phone: +49 202 439-5608
E-mail: framueller@uni-wuppertal.de



PROJECT PARTNERS

The institute receives support from the University of Greifswald and the Federal University of Applied Administrative Sciences. Associated with the project are various organizations relevant to the project work: Virtual Operations Support Teams, authorities and organizations with security tasks, actors of psychosocial emergency care as well as other governmental and non-governmental institutions.

UNIVERSITÄT GREIFSWALD
Wissen lockt. Seit 1456



Hochschule des Bundes
für öffentliche
Verwaltung

FUNDING



Bundesamt
für Bevölkerungsschutz
und Katastrophenhilfe

 **sosmap**

www.sosmap.info

Systematic analysis of
communication in social
media for the preparation
of psychosocial situation
reports in crises and disasters

BACKGROUND

THE EXPERIENCES OF PAST CRISES AND CATASTROPHES SHOW A CHANGING COMMUNICATION CULTURE TOWARDS AN INTERACTIVE COMMUNICATION.

The posting of various psychosocial and other needs and resources by the population on social media allows decision makers to gain knowledge that can be used for crisis management.

Communication increasingly takes place in private conversations or chat groups. Data analyses of individual platforms with publicly available information (such as Twitter), which were sufficient in the past, are no longer representative of the population as a whole.

In addition, the large and diverse amount of data on the various platforms makes manual monitoring difficult. This increasingly limits the systematic collection of data and the presentation of information to complete a psychosocial picture of the situation.

As a result, a growing number of digital volunteers are organizing into Virtual Operations Support Teams (VOST) to extract, analyze, visualize, and communicate situational awareness data from social media to decision makers.

The project **#sosmap** aims to sustainably improve disaster management by integrating social media data in a psychosocial situation report. Therefore, requirements of decision-makers and existing methods for data analysis should be captured and combined.

WORK PACKAGES

#1

SCOPING REVIEW AND DOCUMENT ANALYSIS



#2

OBSERVATIONS AND FOCUS GROUPS WITH VOST



#3

DELPHI SURVEY AND INTERVIEWS WITH EXPERTS



#4

CONSOLIDATION OF RESULTS, WORKSHOP AND DEVELOPMENT OF A DEMONSTRATOR



#5

PUBLIC COMMUNICATION AND TRANSFER TO PRACTICE



RESEARCH

CHANGING COMMUNICATION CULTURES INCREASINGLY CHALLENGE CIVIL PROTECTION ACTORS IN RECOGNIZING PSYCHOSOCIAL NEEDS, RESPONDING WITH ADEQUATE OFFERS OF HELP AND IDENTIFYING SELF-HELP RESOURCES OF THE POPULATION.

In order to gain insights into this challenging development, the following questions will be addressed in an interdisciplinary perspective.

- 1 In which regard do decision-makers and the public use social media in crises and disasters?
- 2 Which methods do VOST use to analyze and visualize social media data with the goal of supporting psychosocial situational reports?
- 3 How to categorize and assess psychosocial needs and resources present in social media?
- 4 What are the requirements of authorities and organizations with security tasks regarding the integration of data from social media in psychosocial situation reports?