

irrational and counterproductive behaviors. The Italian evolution of tweets indicate since the first day of cluster report, a clear escalation of fear, that suggests timely corrective actions to facilitate the disease control.

Key messages:

- With the twitter monitoring we demonstrate that since 21th February an infodemic is spreading in Italy.
- The twitter follow up can be used to timely evidence a public alarm, motivate corrective interventions and. evaluate the efficacy of them.

Twitter monitoring evidence of Covid-19 infodemic in Italy

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Background:

Risk communication is essential for risk management, especially during alarming events, in order to create a balanced risk perception. The tweets follow up can be useful to timely evidence “media storms” or “infodemics” thus suggesting corrective interventions. The spread of Covid-19 has been the occasion to observe the evolution of tweets about this topic, with the aim of evidence peaks of fear

Methods:

On 30th January 2020 we started a large collection of Italian and English tweets containing the following keywords: “coronavirus”, “2019-nCov”, “CoronavirusOutbreak”, “CoronavirusWho”, “WuhanCoronavirus”, “coronavirus-china”, “coronavirusitalia”, “virus cina”, “virus cinese”, “virus mascherine”, “virus paura”, “virus polmonite” and “virus vaccine”. “Covid-19” and “SARS-CoV-2” were added later. For the data collection Twitter Streaming API was used.

Results:

The total number of tweets collected till 26th February was approximately 20M, 2M in Italian and 18M in English. The trend of the volume of tweets gathered shows a first small peak between Jan 30th and Feb 1st, but a second, higher, peak is visible after the 21st February, following the report of the Covid-19 clusters in Italy. Italian tweets account for 6% of the first peak and for 22% of the second. The Italian word “paura” firstly appeared on Feb 5th, with a peak after Feb 21th.

Conclusions:

“infodemics” or “media storms”, are situations of uncontrolled diffusion of news and opinion, frequently leading to