FEMINIST DIGITAL ETHNOGRAPHY IN A PANDEMIC

Family & Community in the Time of Covid-19 (FACT)

INTERNATIONAL WEBINAR SERIES

FACT-Pakistan Team

Ayesha Khan - Director, Collective for Social Science Research | Principal Investigator

Dr Shama Dossa - Associate Professor, Habib University | Lead researcher

Dr Faiza Mushtaq - Dean, Indus Valley School of Art and Architecture | Lead researcher

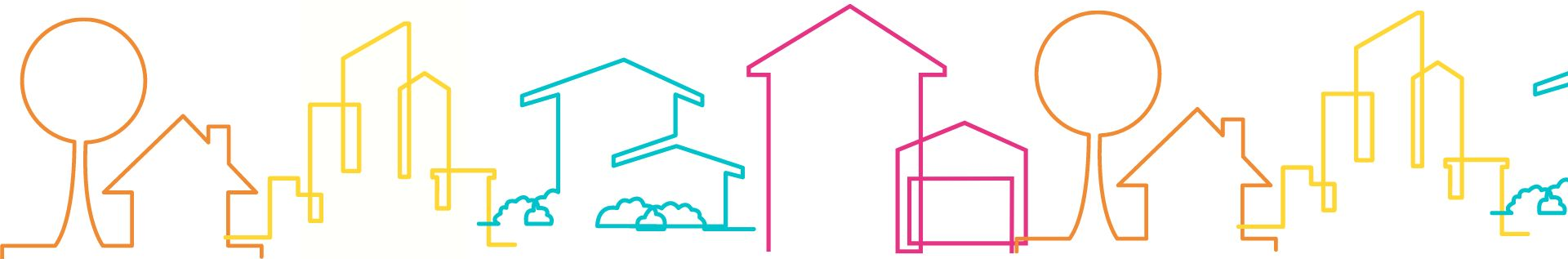**Laila Rajani** - Research Consultant

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Speakers

Sadiyya Haffejee is a Senior Researcher/Practitioner at the University of Johannesburg.
She is part of the FACT South Africa team.

Vineeta Sinha is a Professor and Head of the Department of Sociology, at the National University of Singapore (NUS). She is part of the FACT Singapore team.

Pooja Nair B is a Research Assistant in the Department of Sociology at the National University of Singapore (NUS). She is currently assisting with the COVID-19 research project.

Ayesha Khan is a Senior Researcher at The Collective for Social Science Research. Ayesha acts as the Principal investigator of the FACT Pakistan study.

Dr Shama Dossa is an Associate Professor of Social Development Policy at Habib University. She is part of the FACT Pakistan team.

Laila Rajani is a research and development consultant and works on women's health in Pakistan. She is part of the FACT Pakistan team.

Scope of the Presentation

- FACT Pakistan
- Qualitative Research
- Digital Ethnography
- Feminist Intersectional Lens
- Country Presentations : South Africa; Singapore & Pakistan

FACT- Family and Community in the Time of COVID19

A multi-method longitudinal comparative study spearheaded by University College London

- Aims to understand the impact of Covid-19 on families and communities
- Happening in Pakistan's largest city, Karachi (pop: 17 million)
- Pioneer digital ethnographic qualitative study in the city
- To inform policy and local responses to Covid-19 as it progresses
- To inform multi-disciplinary research on public health, sociology, community development, gender, mental health, education and more in times of crisis.

FACT-Pakistan

- Drawing on feminist intersectional framework, we focus on three themes:
  - Gendered division of labour
  - Youth, health and education
  - Institutions in a time of crisis

Covid-19 Research

Clinical trials and life saving vaccines

Epidemiological Studies

Surveys - Gallup Poll etc

Very few qualitative studies

Why Qualitative Research?

Complexity embraces the idea that a system is more than the sum of its parts

Dynamic network of interactions

Non-linear interactions

Adaptive

Complexity and Understanding

Tidying up Kandinsky's Red Spot II by Ursus Wehrli, 2003

Ethnography

'...iterative-inductive research (that evolves in design through the study) drawing on a family of methods...that acknowledges the role of theory as well as the researcher's own role and that of humans as part object/subject "

(O'Reilly 2005 in Pink et al, p.3)

Emerging Understanding of Digital Ethnography

Gives an insight into people's private lives to understand the complexity and dynamics giving the changing nature of the field - particularly in the context of the pandemic through mediated contact

Draws on different modalities of data making - video; photography; webposts; voice notes; interactive video and phone interviews; social media tools
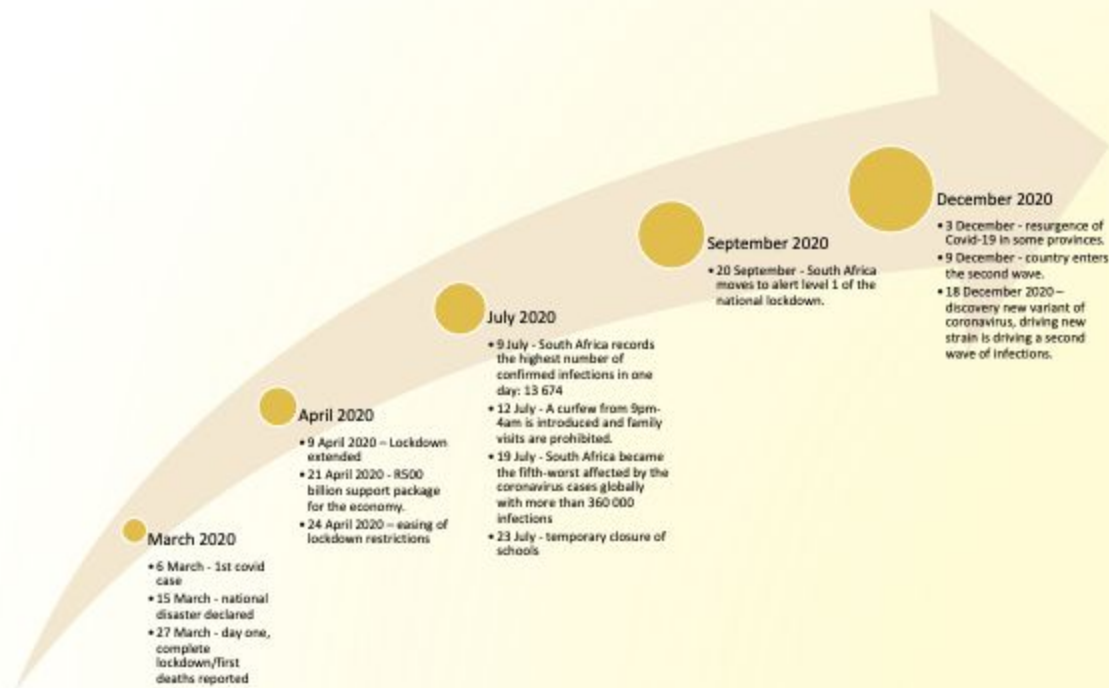
SA Covid-19 Timeline

March 2020
- 6 March - 1st covid case
- 15 March - national disaster declared
- 27 March - day one, complete lockdown/first deaths reported

April 2020
- 9 April 2020 – Lockdown extended
- 21 April 2020 - R500 billion support package for the economy.
- 24 April 2020 – easing of lockdown restrictions

July 2020
- 9 July - South Africa records the highest number of confirmed infections in one day: 13 674
- 12 July - A curfew from 9pm-4am is introduced and family visits are prohibited.
- 19 July - South Africa became the fifth-worst affected by the coronavirus cases globally with more than 360 000 infections
- 23 July - temporary closure of schools

September 2020
- 20 September - South Africa moves to alert level 1 of the national lockdown.

December 2020
- 3 December - resurgence of Covid-19 in some provinces.
- 9 December - country enters the second wave.
- 18 December 2020 – discovery new variant of coronavirus, driving new strain is driving a second wave of infections.

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SA Context

Hunger:

- Increase in child hunger across the country, returning to the highest levels of the 'hard lockdown' in May 2020.

- Strengthening links between hunger and depression

Education:

- Weekly school attendance rates increased significantly from 37% in July 2020 to 98% in November 2020

- Access to free school meals has increased since July 2020 but has still not returned to

Mental Health:

- Rates of worry about learner return during the pandemic have declined significantly.

- Mental health in South Africa is deteriorating.

- Reported mask wearing has increased for all groups over time

Employment:

- Good employment recovery

(Spaull, N., Daniels, R. C et al. (2021) NIDS-CRAM Wave 3 Synthesis Report.)

The Study

Recruitment:

- Data recruitment began mid June 2020.

- We tapped into existing networks and community whatsapp groups.

- Explained details of the study telephonically, sent info sheets & consent forms and collected biographical information.

- 21 families agreed to participate

- To supplement what we had, we conducted 20 qualitative interviews with participants recruited through social networks. The interviews were conducted telephonically.

Data generation

- Whatsapp selected as means of data collection

- Initially weekly prompts sent out – slow response rates meant that this did not happen at the same time for everyone or in fact weekly

- 11 prompts were shared with participants – these covered adherence to safety regulations, understanding of the virus, housework, childcare, education, mental health.

Data Analysis

- Thematic data analysis

Our data consists of:
Diary entries (written and text): 359
Images: 385
Videos: 44

Participants	Race/Ethnicity	Race No	Race/Ethnicity %
21 Families	Black	16	76%
	Coloured	2	9.5%
	White	2	9.5%
	Asian	1	5%
46 Family Members	Black	37	80%
	Coloured	6	14%
	White	2	4%
	Asian	1	2%

Access to Services	Electricity	Cooking	Water	Flushable Toilets
21 Families	18	18	21	19
	86%	86%	100%	90%

Types of Housing	Brick house	RDP	Informal
21 Families	16	3	2
	76%	14%	10%

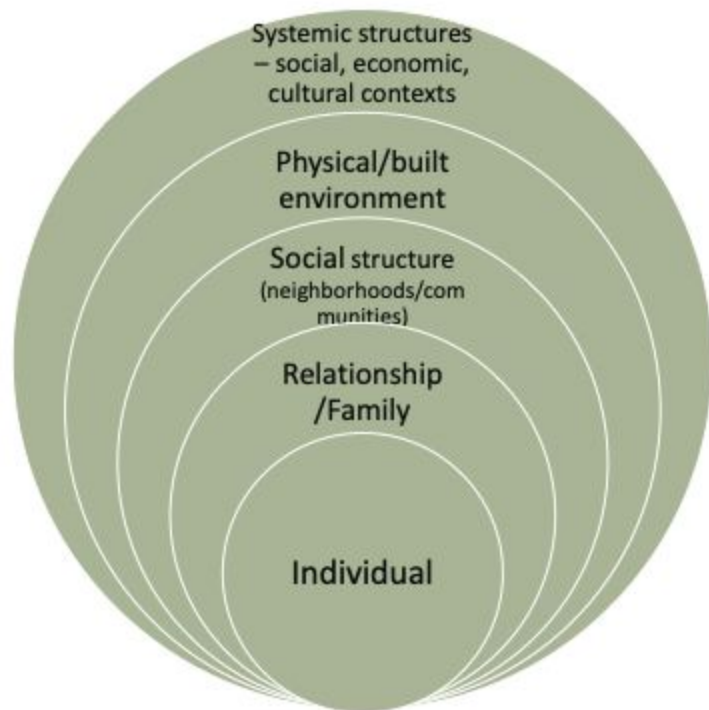| Participants	Male	Female
46 Families	11 (24%)	35 (76%)

Theoretical Framework

A multi-systemic resilience framework.

- Situates the individual within broader systems and contextual factors, acknowledging the interconnectedness between the individual, the family, the community and society.

- Resilience is defined as "the capacity of a dynamic system to adapt success fully to disturbances that threaten system function, viability, or development" (Masten, 2014, p. 10).

- Implies an interaction between nested and co- occurring systems that may help another system do better than expected when **disturbed**.

"multisystemic resilience shifts the focus from breakdown and disorder to deepening our understanding of processes like recovery, adaptation, and transformation that occur before, during, and after exposure to an atypical stressor"

(Ungar, 2020)

Systemic structures – social, economic, cultural contexts

Physical/built environment

Social structure (neighborhoods/communities)

Relationship /Family

Individual

Preliminary Findings

- Risks/Disturbances to the system
  - Economic uncertainty
  - Burden of care vs boredom
  - Concerns re: education/issues of access
  - Emotional/
  - psychological strain
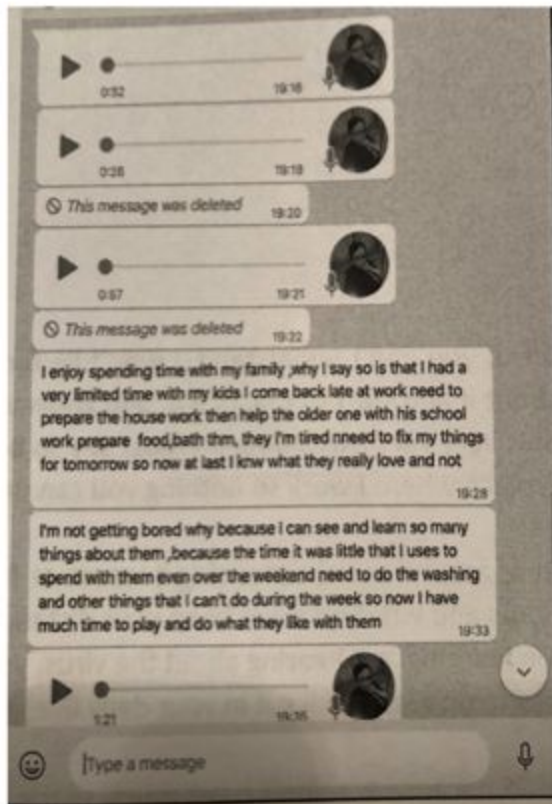
- *'I have been not working, it has been very difficult to ensure everything needed in the house is available, especially when you have young kids who don't understand'.*

- *'I find it more difficult because everything is on me, and the children when they are hungry, they won't go to their father, but they will come to me, so it's making me think that I'm no longer supporting them the way I use to...'*

- *'I am 11 years old. Since the lockdown, we have not been going to school and my mother is also not going to work...'*

- *'I have to do some research, but I don't really understand some things that are going on ...because I don't have teachers to explain.'*

Preliminary Findings

- Adaptation
  - System support (grants/food parcels)
  - Community support
  - Family growth
  - Positive meaning making

- *'it was so challenging you take care of your child daily but good at the same time because you are learning about them'*

- *'I have chosen to make it as positive as possible. I've appreciated the time off, I'm using the time to reconstruct my life'*

2020-07-08 16:37
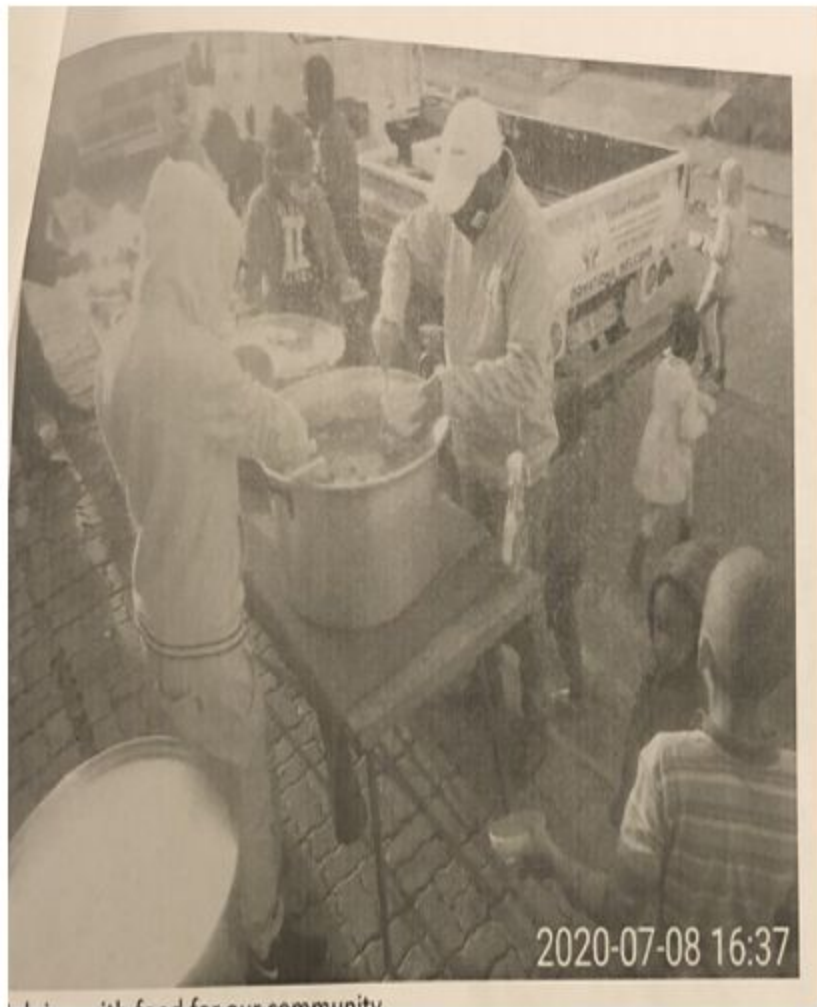
Challenges/Limitations

- Challenges recruiting participants – no compensation allowed

- Similarity of sample - Little variation in experiences- in particular with education, finances etc because of similar biographical backgrounds

- Attrition/duration of engagement (loss of interest, changing in lockdown levels)

- Digital accessibility – electricity constraints, data

- Providing data and monitoring usage

- Text/Audio/Video- where options were given, most preferred text/audio.

- **"blue ticked"**

- **Ethics**

//2020 Having supper around the heat no electricity With family

Opportunities

- Innovative design and approach – a glimpse into family life.

- WhatsApp use for data collection- this application is more affordable to use and widely accessible.

- Building trust- as submissions continued, participants were willing to share more

- Timely, contextually relevant information – tapping into issues that were topical and relevant

Singapore Families & Residents Living in/Through the Covid-19 Pandemic:

Digital Ethnography

NUS
National University of Singapore

Led By:

Prof Vineeta Sinha

Prof Narayanan Ganapathy

Prof Daniel PS Goh

Ms. Pooja Nair B (RA)

Covid-19 in Singapore

COVID-19 Situation Report
TRY OF HEALTH Data Updated as of: 03 Mar 2021
SINGAPORE

Current Situation	Summary Table	Number of Cases	Case Status	Stay Home Notices (SHNs) & Quarantine Orders (QOs)

Total Cases	Active Cases	ICU	General Ward
59979 ▲23	101 ▲16	1 -	17 ▼1

In Isolation	Discharged (Hosp)	Completed Isolation	Demised
83 ▲17	3135 ▲1	56714 ▲6	29 -

Coronavirus Foreign workers
Nearly half of migrant workers in dormitories have had Covid-19

- Over 54,000 of these cases are of migrant workers living in dormitories.
- Implementation of the **Circuit Breaker** (CB) from 7 April– 1 June 2020:
- Re-opening of economy:
- Phase 1
- Phase 2 (Gatherings of up to 5 people allowed)
- Phase 3 (Gatherings of up to 8 people allowed)
- Extensive support/subsidies from the government: Workfare Special Payment, Jobs Support Scheme, Covid-19 Support Grant, Covid-19 Resilience Package etc.
- Wearing of masks still remain compulsory.

Research Framework/Analytical Lens

- Social constitution of family
- Diverse range of families as the key unit of analysis:

– Nuclear families with children, single-parent families, extended, inter-generational families with children, elderly living alone/with caregiver

- Focus on the everyday lives; care work (of children/elderly), and housework
- Broader Research Questions:
- How has the pandemic impacted different types of families? (Which families are more vulnerable? etc.)
- What are the perceptions and experiences of support and do vulnerable members of society who need social support services have access to them?
- How effective are social policies and social services in rendering support to those who need it?
- The emergence of gender as a theme from these points of analysis

Methodologies: Zoom

- Used for initial semi-structured interviews with respondents
- Focused on:

– Basic background details (housing type, no of people in household etc.)

– Impact of pandemic on work, family life, childcare/eldercare, psychological/emotional well-being, relationship with domestic helpers

- **Opportunities**:
- Convenience(account not required to join Zoom meetings)
- Wide usage in Singapore
- Ease of flexibility & scheduling
- Ease of data capture
- Gives participants greater control(virtual backgrounds)
- Nuanced & detailed data generation
- **Limitations**:
- Body language/non-verbal cues may not be as apparent on Zoom
- Very minor internet connectivity lags

Use of virtual backgrounds on Zoom

Methodologies: WhatsApp

1) How do you feel about the fact that Singapore has moved into Phase 3? How has this affected your family and household? Will this lead to less working at home for you and partner? How will this impact child care, elder care and household responsibilities?

2) What are your thoughts and feelings about the vaccine for the virus? Are you likely to take the vaccine? Do you think the availability of the vaccine will allow Singaporeans to resume a 'normal' everyday life?

3) What does the opening of schools mean for you and the family from the point of view of child care - online teaching and keeping children entertained. How are your children feeling about going back to school?

10:13 AM

Sample of Follow-up Questions

Follow-up Responses via Audio Messages
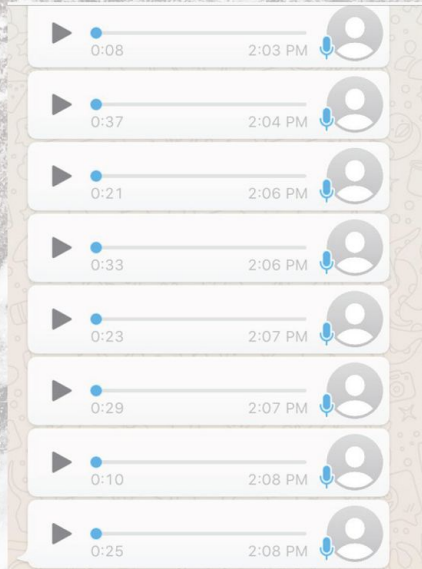
Thanks so much for sharing your thoughts and experiences with

- Used for initial interviews (For respondents who preferred an audio call)
- Used to send out follow-up questions– we received responses via text messages, audio messages & audio calls
- **Opportunities**:
- Effective method of staying in touch with respondents as they are familiar with WhatsApp
- Greater flexibility for respondents by allowing them to decide how they want to respond
- **Limitations**:
- Absence of visual aids to observe respondents when on audio calls
- Delayed responses (up to 3 to 4 weeks)
- Extremely brief responses at times
- "While the instant messaging seemed to produce high-quality data, it may be that it did constrain the level of detail participants would have liked to include." (Gibson, 2020)

Methodologies: Google Survey Form 📋

- Used to obtain additional information about respondents (Age & Highest educational qualification)
- **Opportunities**:
- Prompt responses
- **Limitations**:
- Manually obtaining information from participants who are not as tech-savvy.

Name *

Your answer

Age *

Your answer

What is your highest educational qualification? *

○ Doctoral (PhD)

○ Master's Degree

○ Bachelor's Degree

○ Diploma

○ 'A' Level/IB

○ ITE/Nitec/Higher Nitec

○ Secondary ('O' Level/'N' Level)

○ Below Secondary

○ Other:

Submit

Never submit passwords through Google Forms

NUS
National University
of Singapore

Methodologies: Face-to-face Interviews/Phone Calls

Our 90-year-old respondent, also our oldest respondent, Mdm Epek Kadin

- For the 2 elderly individuals in our study. *safe distancing measures were practiced during in-person sessions.
- Follow-up questions were conducted over regular phone calls instead of WhatsApp.

- Opportunities:
- Elderly respondents felt much more comfortable & at ease sharing their experiences with us in person.
- Greater opportunities for more personalised interactions, for e.g. sharing of photo albums etc.
- Limitations:
- Time and cost of travelling back and forth.

Thank You

References

Gibson, K. (2020) Bridging the digital divide: Reflections on using WhatsApp instant messenger interviews in youth research, Qualitative Research in Psychology, DOI: 10.1080/14780887.2020.1751902

Hanna, P., & Mwale, S. (2017). 'I'm Not with You,
    Yet I Am ...': Virtual Face-to-Face Interviews. In V. Braun, V. Clarke, & D.
    Gray (Eds.), Collecting Qualitative Data: A Practical Guide to
    Textual, Media and Virtual Techniques (pp. 235-255).
    Cambridge: Cambridge University Press. doi:10.1017/9781107295094.013

FACT-PAKISTAN

- Pakistan & Covid-19
- Sample Selection
- Recruitment
- Research Implementation
- Data Analysis Process
- Emerging Findings
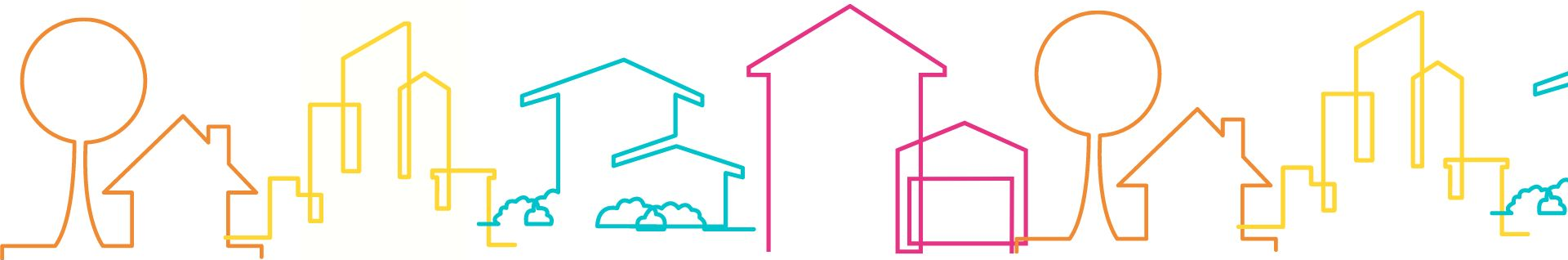
Pakistan and Covid-19

Total number of confirmed cases: 585,435

Total number of deaths: 13,077

Total number of recoveries: 555,242

First case reported on: 26 February, 2020, Karachi, Pakistan (population: 204.65 million)

Total cases reported in Karachi (latest data available 11 Feb, 2021): 173,086

(DAWN March 5, 2021)

Total Currently infected
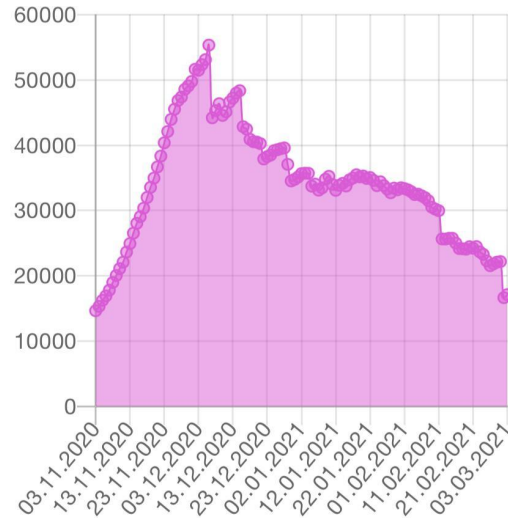
Total Confirmed Cases
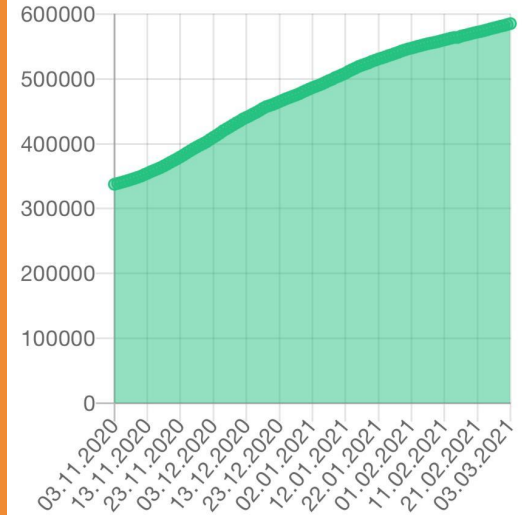
PAKISTAN

Major restrictions lifted (Dawn, 28 Feb, 2021)

Covid cases rise by 30% in a week (Dawn 5 March, 2021)

Only 180,000 Seniors have registered for vaccination (Dawn, 2 March, 2021)

Study Sample

Adolescents (10-19): 20
Children (0-9): 18
Elderly (60+): 8
University students: 18
Women working outside of the home: 18
Women working at home: 25

27 FAMILIES

57 PARTICIPANTS

33

24
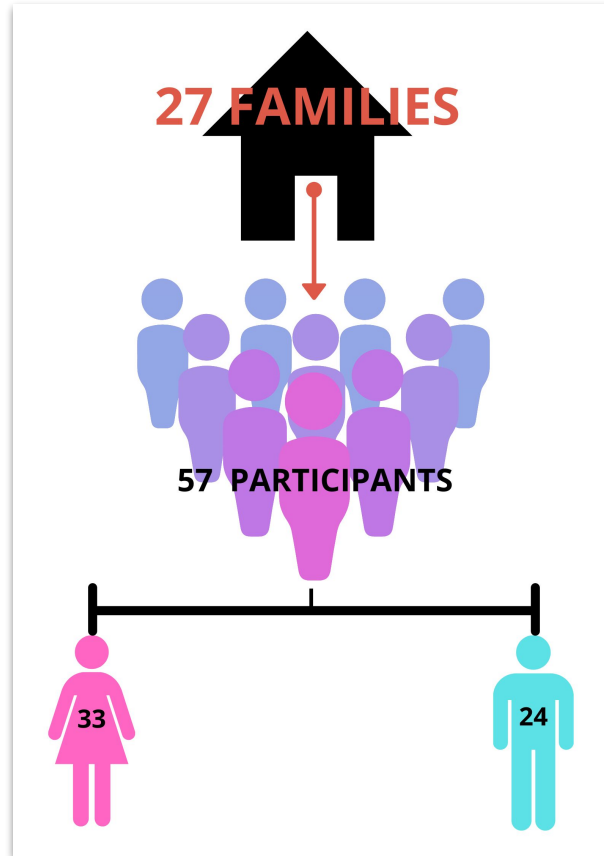
Families: 27
Total #: 154
Male: 70
Female: 84

Recruitment

Locations:

1. Gazdarabad, Saddar
2. Paharganj, North-Nazimabad
3. Defence, phase 8
4. North Karachi (near Allah wali chowk)
5. North Karachi
6. Federal B Area (Block 19)
7. Zamzama
8. Federal B Area (Dastagir Colony)
9. Bath Island
10. Jamshed Road
11. Lyari
12. Clifton (Block 9)
13. Rashid Minhas Road, Gulshan e Iqbal
14. Defence, phase 5
15. Bilawal Chowrangi, Clifton
16. Mistry Shah Mazar, Defence phase 6
17. Gazdarabad, Saddar
18. Gazdarabad, Saddar
19. North Nazimabad
20. Jehangir Road, Jamshed Town
21. Landhi
22. M.A Jinnah Road, Saddar
23. Federal B Area (Block 19)
24. Defence, phase 6
25. Defence, phase 6
26. Bahadurabad
27. Civil Lines

Karachi's population

Total Households

Participating Households

27

2,770,626

16.05 million

KARACHI

KARACHI
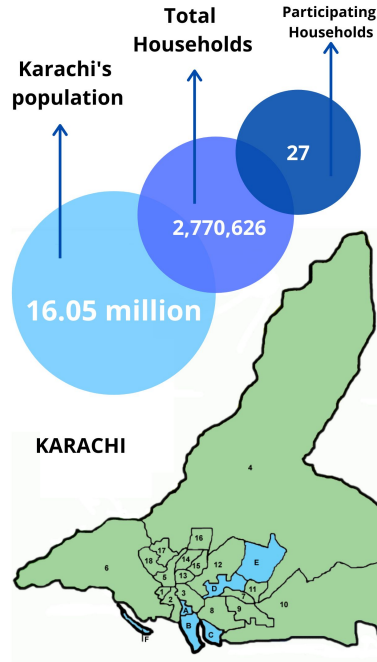
FACT- Pakistan Facebook Recruitment

Poster 1

FACT PAKISTAN

Family and Community in the Time of Covid-19

BE PART OF AN INTERNATIONAL STUDY

1. Fill out the form or contact us to schedule your screening interview
2. Take part in a 5-10 minute long screening process.
3. Wait for our recruitment call!
4. Participate in an introductory in-depth interview.
5. Answer weekly and then monthly prompts through WhatsApp in the coming year.
6. Wrap up the study with a final interview.
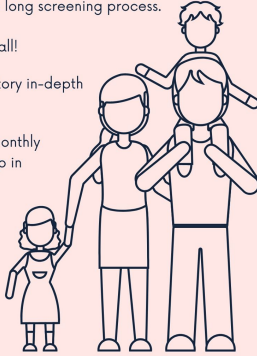
COLLECTIVE FOR SOCIAL SCIENCE RESEARCH — IBA — Habib University shaping futures

Poster 2

FACT PAKISTAN

کرونا کے دوران خاندان اور معاشرہ
بین الاقوامی مطالعے کا حصہ بنیں!

۱۔ اسکریننگ انٹرویو کے لیے دیا گیا فارم بھریں یا پھر ہم سے فون، ای میل یا فیس بک کے ذریعے رابطہ کریں۔

۲۔ پانچ سے دس منٹ لمبا اسکریننگ انٹرویو دیں۔

۳۔ اگر آپ مطالعے کے لیے منتخب ہوئے تو ہم آپ سے رابطہ کریں گے۔

۴۔ ایک ابتدائی تفصیلی گفتگو کا حصہ بنیں۔

۵۔ آئے والے سال میں پہلے ہفتہ وار اور آگے جاکے مہانہ سوالات کے جوابات واٹس ایپ کے ذریعے دیں۔

۶۔ مطالعے کے اختتام پہ ایک اور تفصیلی گفتکو کا حصہ بنیں۔

COLLECTIVE FOR SOCIAL SCIENCE RESEARCH — IBA — Habib University shaping futures

Poster 3

HOW IS COVID-19 IMPACTING YOU AND YOUR FAMILY?

We want to know!

WONDERING HOW YOU CAN TAKE PART IN OUR STUDY?

☑ Is your family living in Karachi since February 2020?

☑ Are there people under the age of 25 living in your household?

☑ Are there women in your household?

☑ Do you and your family members use WhatsApp?

COLLECTIVE FOR SOCIAL SCIENCE RESEARCH — IBA — Habib University shaping futures

Prompts

The government of Pakistan is launching the COVID-19 vaccination drive across the country. How do you feel about this? Will you or will you not take the vaccine when it becomes available to the general public? We would like to know your views. Let us know through a text message, voicenote, or video.

حکومت پاکستان نے اعلان کیا ہے کہ پاکستان میں کووڈ ۱۹ ویکسی نیشن ڈرائیو شروع ہونے والی ہے۔ اس سے متعلق آپ کے کیا خیالات ہیں؟ جب عام عوام کو یہ ویکسین دستیاب کی جائے گی تو آپ اسے حاصل کرنا چاہیں گے یا نہیں؟
ہمیں اپنا جواب میسج، وائس نوٹ یا ویڈیو کے ذریعے بھیجیں

As we are now facing the second wave of Covid-19, what sources of information are you relying upon and why? Let us know through a text message, voicenote, picture or video!

چونکہ کرونا کی دوسری لہرآچکی ہے، آپ کون سی معلومات کے وسائل پر بھروسہ کررہے ہیں اور کیوں؟ ہمیں اپنا جواب میسج، تصویر، وائس نوٹ یا ویڈیو کے ذریعے بھیجیں

Implementation of the Research

- Ethics Clearance
- Transcription
- Storage
- Translation

Hello! This is your second question from FACT Pakistan's study. We hope you will send in your answer by next week.

When did you and your family begin to relax lockdown restrictions? Can you tell us three things that you did differently? Let us know through a text message, voicenote, picture or video!

1:08 PM

Well after we recovered from COVID and after smart lock down was lifted we started getting back to normal routine ..

1. We started visiting my parents ..
2. Ordering in food
3. Going out for walks and cycling ..

1:08 PM

احتیادی تدابیر کیلئے لوگوں میں شعور بیدار کیا اور راہگیر اور علاقہ مکینوں کو تلقین کی کہ احتیاتی تدابیر اختیار کریں ، ہاتھ بار بار دھوئیں اس سلسلے میں سینیٹائزر ڈیٹول اور صابن علاقہ کے مین شاہراہ پر نصب کیے تاکہ راہگیر ہاتھ دھوتے رہیں جس میں علاقہ مکینوں کے ساتھ ساتھ رینجرز سندھ اور سندھ پولیس نے بھی تعاون کیا اور پی ٹی آئی ساوتھ کے جزل سیکریٹری یاسر بلوچ ، یوسی ۱۱ کے پی ٹی آئی کے چیئرمین صفدر شاہ، سماجی و سیاسی شخصیت آفتاب بلوچ ، ہیومن رائٹس ایکٹیوسٹ موہن لال مہیشوری اور دیگر سیاسی و سماجی ورکروں نے ہماری چھوٹی سی کاوش کو سراہہ۔۔۔۔

1:12 PM

0:15   1:14 PM

Data Analysis Process

- Software training
- Collaborative Workshops
- Free coding, ATLAS.ti - nature of the data generated
- Inter/ Intra household analysis
- Exploring analytical frameworks - socio ecological models
- Multimedia data
- Data cleaning
- Design decisions

Illustration by Extinction Rebellion, taken from Global CAD's Facebook page, Sept, 2014

Intersectional Feminist Lens:

Power Relations & Positionality

"**All inequality is not created equal**"

"a prism for seeing the way in which various forms of inequality often operate together and exacerbate each other," (Crenshaw, 1989)

Looking through an intersectional feminist lens, we see how different communities are battling various, interconnected issues, all at once.

Standing in solidarity with one another, questioning power structures, and speaking out against the root causes of inequalities are critical actions for building a future that leaves no one behind.

https://www.unwomen.org/en/news/stories/2020/6/explainer-intersectional-feminism-what-it-means-and-why-it-matters

Emerging Findings

- <u>Gender and Work</u>
  - Gender and SOPs
  - Domestic labour and lockdowns
- <u>Youth and Well-being</u>
  - School closing and attendance policies/exam policies
  - Mental and emotional health
- <u>Institutions</u>
  - Double disaster: pandemic and the rain
  - Coping mechanisms and philanthropy
  - Trust deficit in health messaging