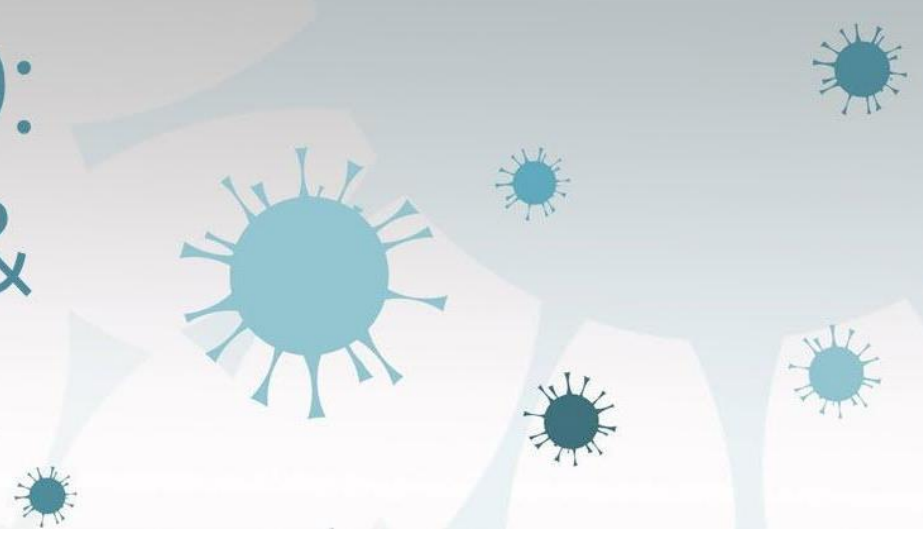


# COVID-19: Insights & Feelings



COVID-19: INSIGHTS & FEELINGS, APRIL 6, 2020

## FEAR DECREASES, PEOPLE INVENT NEW WAYS TO EXPRESS FEELINGS

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



Source: Expert System and Sociometrica, April 6, 2020

Day 5: 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 65,000 social media posts in English over the last 24 hours, "fear," and "anxiety" were the most widespread emotions, with negative feelings declining from 43.7% yesterday, to 42.1% today.

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.

Compared to the previous day, all negative feelings as well as neutral feelings expressed on social media, have all decreased over the last 24 hours. The percentage of neutral emotions is down from 31.1% yesterday to 30.1% today. Positive emotions expressed have risen slightly from 25.2% to 27.8%.

Since we started this analysis, this is the first time that negative emotions have decreased, even though they remain the predominant emotion. In the positive part of the emotional map, in addition to "hope," which has always been present, emotions such as "like" and "excitement" appear with more intensity, referring to how people are responding to the pandemic in daily life, discovering new things to do at home, inventing new ways to stay connected and sharing their feelings with others.

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