

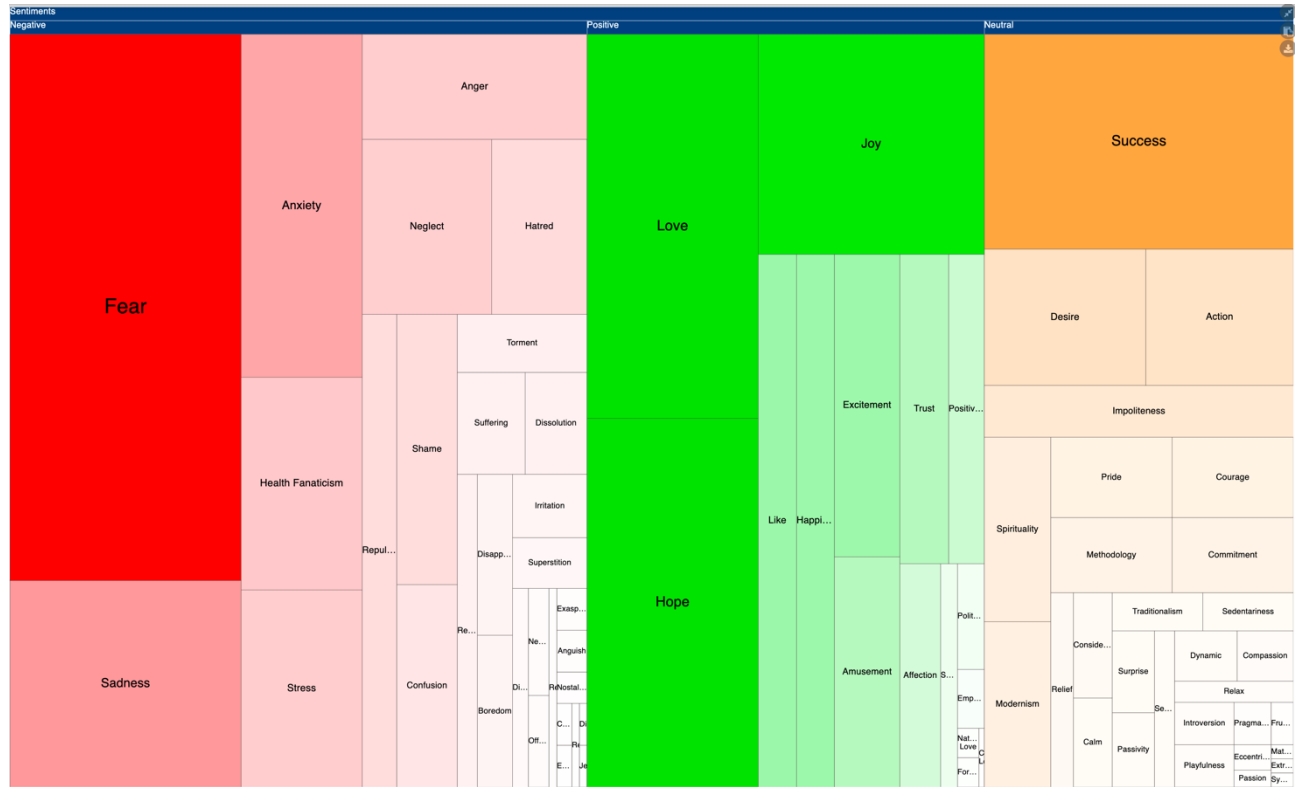
# COVID-19: Insights & Feelings



COVID-19: INSIGHTS & FEELINGS, APRIL 28, 2020

## FEAR IS STILL THE MOST WIDESPREAD EMOTION

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



Source: Expert System and Sociometrica, April 28, 2020

Day 29: 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 46,000 social media posts in English over the last 24 hours, “fear” is still the single most widespread emotion, although negative emotions as a whole have decreased. “Success,” a neutral emotion, takes second place in today’s analysis.

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.

Although “fear” still dominates, for the first time, the second-most widespread emotion is not negative, such as “sadness” or “anxiety,” but a neutral emotion. The growth of “success” implies optimism for finding a cure or treatment, or for the end of the lockdown (also related to “hope”). Other positive emotions are still strong, such as “love” for those working on the front lines of the virus (doctors and nurses), and “hope.” The sense of “health fanaticism” that emerged last week also continues to be strong, although it is not growing in intensity as we saw last week.

All negative feelings have decreased in recent days, from 45.5% to 43.6%; neutral feelings have slightly increased, from 28.1% to 28.5%. Positive emotions are also on the rise, from 26.4% in recent days to 27.9% today.

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