

Immigrant Families' Health-Related Information Behaviors on Instant Messaging Platforms



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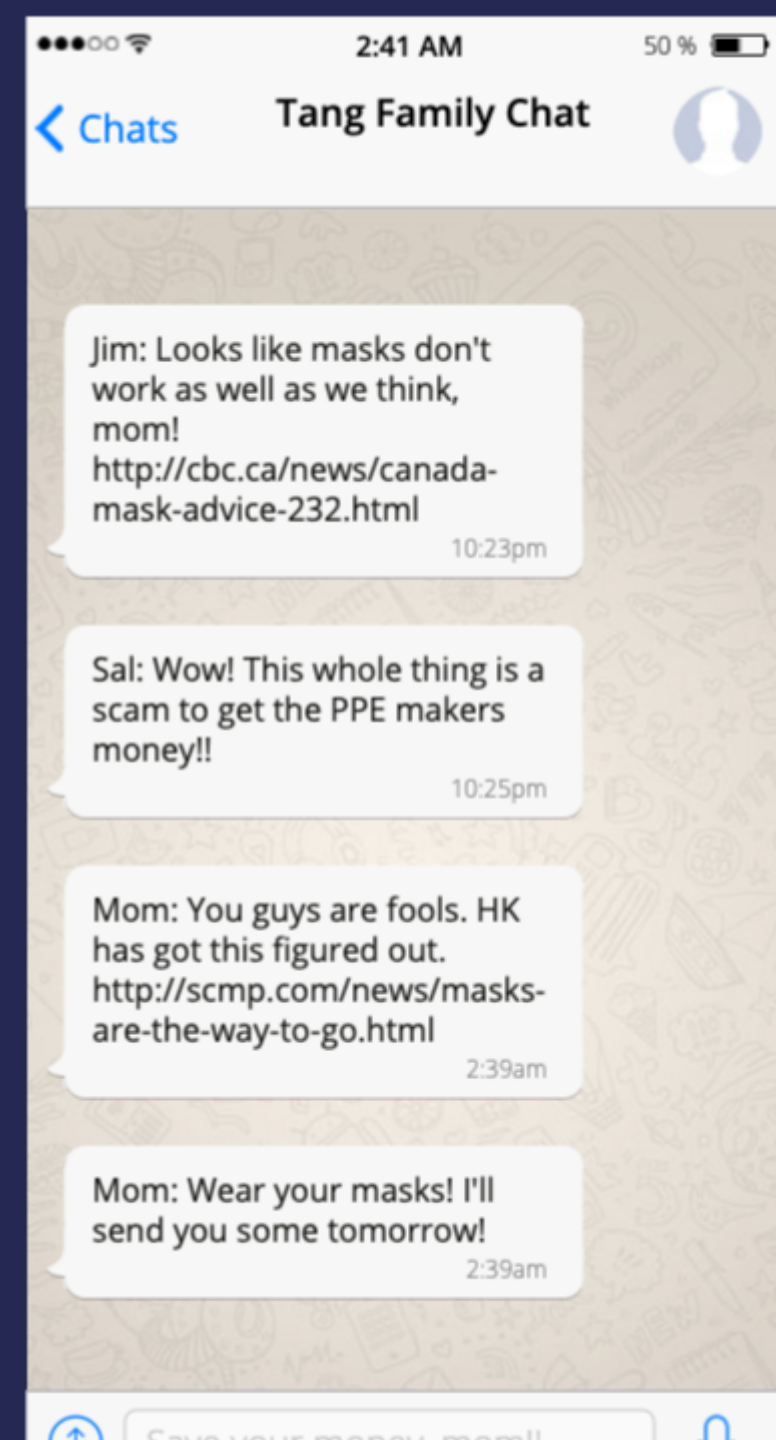
Tony Tang



Message

Members of immigrant families engage in complex, multi-layered health-related information behaviours. These are predicated on uncovering “truth” as much as an interest in expressing love and care.

~ April 25, 2020

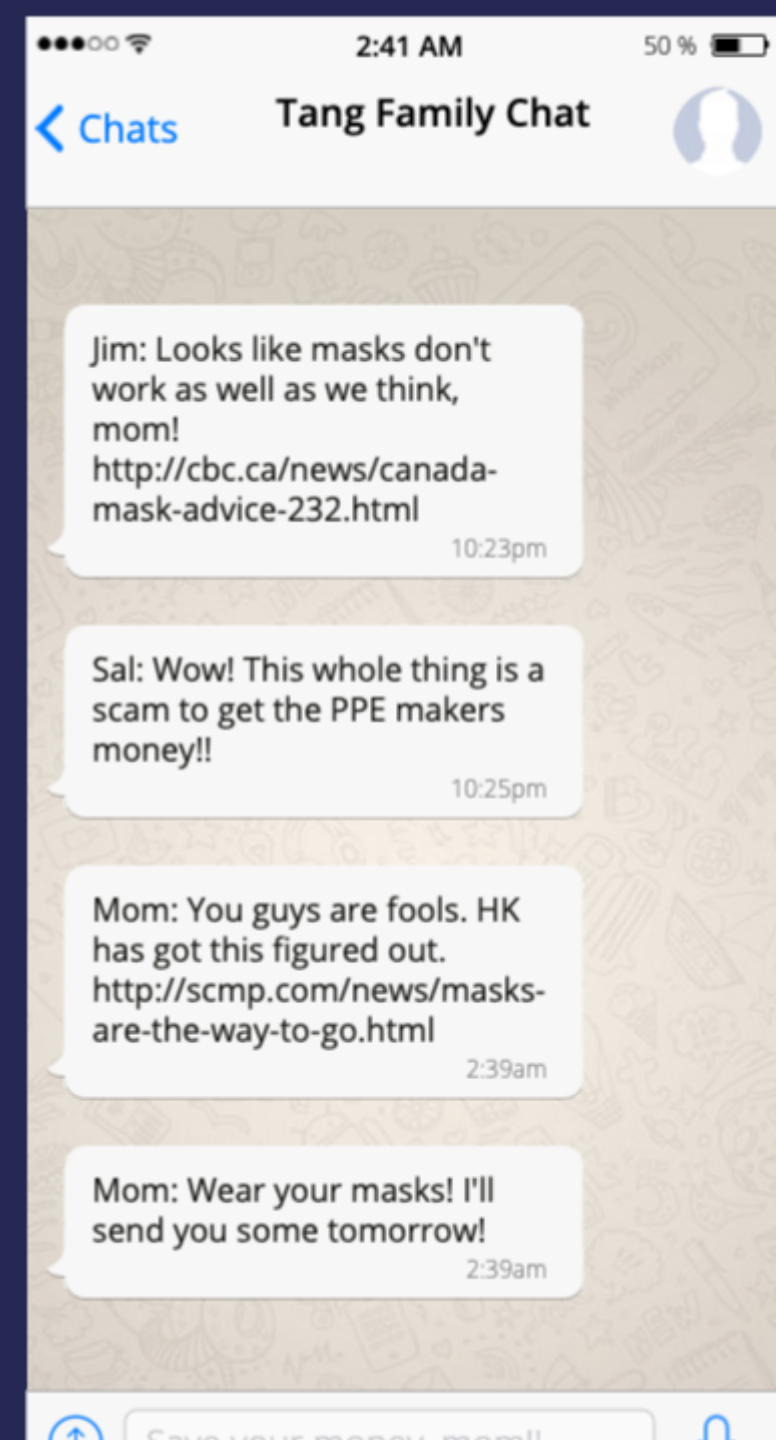


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“Misinformation” had *really* fuzzy boundaries in the face of uncertainty

“Trusted source” is not something we all agreed on (“national news”, “public health” all have nation-level complexities)

I don't think anyone ever clicked the links to read them carefully



Immigrant Family Chats

Typically multi-generational: grandma, grandpa, uncles, aunties, and all my cousins (some that I didn't even know!)

Living in multiple countries, across multiple cities

Information sources are highly variant

Interview Study

6 participants: adult children of immigrant families

Countries of origin: China, Syria, Somalia, Portugal

Questions: sharing, discussion, verifying

Findings

We observed that older adults preferred information from country of origin: this reflects cultural background, generational bias, and who their friends were!

Contributions are often motivated by love and care

Withholding information in WhatsApp was common to avoid conflict

Credibility is a construction (consistency)

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