

PUBLIC OPINION AND SOCIAL MEDIA

Potential and Pitfalls

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Abstract

- Social media are a promising new data source for surveying public opinion.
- Despite clear advantages, analyses of social media data face some challenges.
- We seek to elucidate these challenges and draw relevant lessons from more traditional survey techniques.
- We argue that social media studies should carefully consider elements of study design
 - We plan to focus on issues of research validity:
 - Internal validity (present a pilot study here)
 - External validity
 - Construct validity
 - Statistical conclusion validity
 - Examples throughout relate to vaccine hesitancy and refusal
- Common pitfalls and techniques to avoid these are discussed.

Introduction, Background

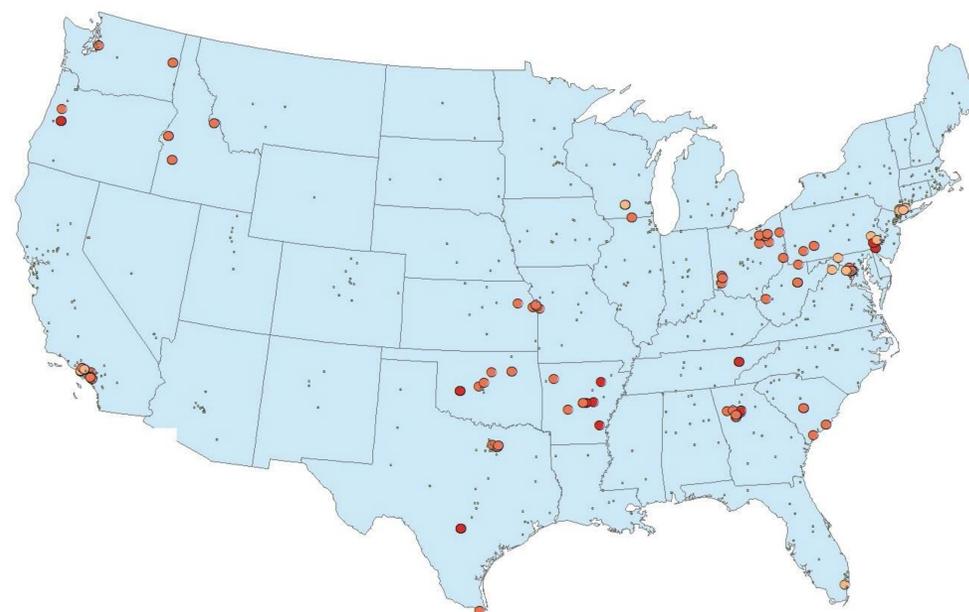
- Social Media are a promising source of data for surveillance of public opinion
 - e.g., disaster response, public health, political views [1, 2, 3]
- **Advantages:** breadth, depth, lack of response bias, access to minority viewpoints
- **Disadvantages:** should be addressed if we are to leverage potential
- Framework of internal, external, construct, and statistical conclusion validity [4]
 - Organic data strong in external validity, vulnerable to other three types
 - Structure research: compare through these lenses
- Draw lessons from traditional surveys in context of validity structure
 - To strengthen social media's and surveys' synergy for measuring opinion

Pilot Study - Methods

- Pilot study leverages internal validity:
- Aim to understand nuance of vaccine-related conversations
 - Do not claim representativeness, rather study specific construct(s)
 - Collected and classified vaccine-related Twitter messages [5] starting from the Disneyland measles outbreak, 12/8/14-3/2/15
 - Keyword filters: 50 vaccine-related keywords
 - Geolocation classified [6]
 - Topics from LDA and public health experts' interpretations
 - Geospatial analysis: Getis-Ord G_i^* statistical hotspots [7] by topic

Pilot Study Results

- Maps of statistical spatial hotspots, indicating spatially varying conversations about vaccines
- Indications of areas for promising future work by spatial nuance
- Leverage internal validity to understand nuances of a specific group or idea



- Above: map of discussions of California gov't bill about personal exemptions
- Suggests interesting future work: why Cleveland? Why Appalachia?
- Nonprobability sampling powerful to study nuances
 - Compare: probability sampling to leverage representativeness

Dissertation Directions

- Evaluating and exemplifying
 - construct validity
 - Response bias
 - Measurement bias
 - statistical conclusion validity
 - Sampling error
 - Nonresponse bias
 - external validity
- Studies replicating and augmenting surveys on vaccine behavior, e.g.:
 - Vaccine exemptions
 - Demography/topic/geography
 - Perceived risk
- Broader implications:
 - Engineering successful data triangulation
 - Actionable public health implications
 - Synergistic contributions to public opinion via validity framework for both data sources

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