Methods

Data collection

- We chose Beijing, one of the first large Chinese cities to reopen, as our sample size.
- We collected all COVID-19-related continuous Weibo posts with hashtags between December 8th, 2022, and January 7th, 2023.
- A search term used included posts seeking help and those concerned with specific conventional drugs used to combat COVID-19; all of which were already in short supply on the market.

Coding procedure

- A standardized data encoding format was established based on characteristics of help-seeking posts during the selected period.
- The encoded content was divided into four dimensions, represented by 24 items.
- Search terms used included posts seeking help and those concerned with specific conventional drugs used to combat COVID-19; all of which were already in short supply on the market.

Coding analysis framework

- Figure 1 Flow diagram of inclusion and exclusion criteria of Weibo posts
- Figure 2 Flow diagram of inclusion and exclusion criteria of Weibo posts
- Figure 3 Word cloud of most frequent words in Weibo posts
- Figure 4 Number of responses to help-seeking posts across different time periods
- Figure 5 Word cloud of frequent words in Weibo posts
- Figure 6 Number of responses to help-seeking posts across different time periods

Figure 1 Coding analysis framework for Weibo posts

Table 1 Sample characteristics (N=26,973)

<table>
<thead>
<tr>
<th>Region: Beijing, China</th>
<th>Number of posts with following keywords:</th>
</tr>
</thead>
</table>
| Department of Health Policy and Management, School of Public Health, Peking University, Beijing, China |Note: This was used to compare differences between clusters of posts in the study.

<table>
<thead>
<tr>
<th>Differences</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>25,000</td>
<td>93.5%</td>
</tr>
<tr>
<td>Others</td>
<td>4,773</td>
<td>16.5%</td>
</tr>
</tbody>
</table>

Table 2 General features of Weibo posts on four dimensions

- Table 3 Sample characteristics (N=26,973)
- Table 4 General features of Weibo posts on four dimensions

Discussion

- Difficult conditions may lead to communities being unable to receive external aid during the acute phase of a disaster. This highlights the need for communities to leverage existing resources.
- The government needs to conduct advanced assessment of public health emergencies and engage in medical resource storage and education ahead of time.
- The role of NGOs needs to be strengthened.

Limitations

- Not all external self-organized rescue activities are carried out through Weibo. In the case of those who received assistance without posting about this, there is no evidence of each activity in the dataset.
- We investigated only one information source related to community resilience in the context of a health crisis on Weibo. Other social media platforms should be investigated in future research.

Conclusion

- Our study demonstrates the remarkable degree to which community support in the given context has been timely as compared to other contexts. The data and analysis also demonstrate that enhancing community resilience is a critical aspect of responding to public health emergencies.