



## Visibility of how authorities work during disaster situations can instil trust in same

Other participants outlined the “visibility” of some authorities – “we see how they work. In case of natural disasters, everybody sees Civil Protection, the fire brigade, soldiers” (G1-P1) – and positive media coverage appeared not only to incur trust but, in some cases, also instil national pride: “From what I see in the internet, TV, newspapers, etc., I think that especially fire fighters and Civil Protection are two Italian realities that are totally able to manage these events. I don’t know if in other countries they have the Civil Protection – I think it’s an Italian peculiarity – and I think they are efficient” (G9-P7).

### Applicable to:

Stakeholders: [Norms/values](#), [Attitudes toward the media](#), [Attitudes toward authorities](#)

Disaster Phases: [Response](#)

Types of Actors Concerned: [National civil protection body](#), [Local authorities](#), [Media](#), [Government](#), [Red Cross](#), [NGOs](#), [Military](#), [Law enforcement agencies](#), [Healthcare and emergency services](#)

Hazards: [Natural hazards](#), [Man-made non-intentional hazards or emergency situations](#), [Man-made intentional hazards](#)

### Recommendations:

- [Engage in activities and develop strategies aiming to improve trust between citizens and authorities](#)

### Source

[Deliverable D5.5 "Report on citizens' reactions and opinions: Citizen Summit 3 \(Italy\)" \(page 21\)](#)

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