



Citizen trust in authorities is a two way street

Finally, and as outlined by disaster management practitioners during the second Stakeholder Assembly, citizens' trust in authorities may also be influenced by their belief to what extent local authorities and/or emergency services trust citizens in disaster preparedness and disaster response. The results show that just over one out of eight participants believe that local authorities trust citizens or trust citizens a lot that they are appropriately prepared in case of a disaster, and as few (13%) believe that citizens are trusted to be able to respond appropriately, whereas almost half of the participants (45%) believed that citizens are distrusted, or distrusted a lot, to be able to respond appropriately in a disaster situation. However, no significant correlations could be found between these results and the participants' responses regarding their trust in the different authorities, contradicting any hypotheses that citizens may distrust, or trust authorities, because they feel that they themselves are distrusted or trusted.

Applicable to:

Stakeholders: [Attitudes toward authorities](#)

Disaster Phases: [Preparedness](#), [Response](#)

Types of Actors Concerned: [National civil protection body](#), [Local authorities](#), [Non-active citizens](#), [Government](#), [NGOs](#), [Red Cross](#), [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 \(Italy\)" \(page 19\)](#)

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