



## Technology-use is often country dependent

Furthermore, technology use by citizens was argued by practitioners to reflect their national background, with people from different countries using different communication platforms in some cases: “Chinese people use completely different platform systems” (G1; R - see source document for full reference). However, the practitioners did not mention to what extent they make use of such nationality-dependent communication platforms in order to adapt and reach these groups. One practitioner further stated that communication via social media in more touristic areas was conducted in both English and Italian to ensure that any warnings reached a greater number of citizens: “There are some that are issuing communications in Italian and in English, and mostly in touristic areas in the area of Tuscany by the sea” (G6; R1). However, they did not outline the potential need of more or other languages, adapted to the spread of visiting nationalities in different tourism areas.

### Applicable to:

Stakeholders: [Languages](#), [Communication](#), [Ethnicity](#)

Disaster Phases: [Response](#)

Types of Actors Concerned: [National civil protection body](#), [Local authorities](#), [Non-active citizens](#), [Government](#), [Media](#), [Healthcare and emergency services](#)

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

### Recommendations:

- [Inform citizens about the risk they may face and about possible actions and measures they can take to reduce vulnerability and better prepare themselves](#)
- [Use cultural factors to improve the effectiveness of disaster communication](#)

## Source

[Deliverable D5.11 "Report on Stakeholder Assembly 2 \(Italy\)" \(page 39\)](#)

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