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Investigating the role of citizens' trust during and after emergencies

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During and after catastrophes it is important to investigate the role played by key governmental institutions and scientific community in vehiculating correct information to the whole population on how to manage the consequences of disasters in order to minimize losses and avoid other possible cascading effects. Indeed, messages spread out by policy makers and scientific community get positive effects, only if they are trusted by citizens.

The European project entitled “*s*cience and human factOr for Resilient society” (H2020 CORE) considers trust as a key factor for the individuals' risk perception, their behavioural response and disaster preparedness. Within this scenario, a survey is promoted by means of an online questionnaire including scales and indicators related to risk perception and trust by controlling for geographical context, socio-demographic and economic backgrounds together with direct and indirect individual experiences. The aim of the survey is twofold: on one hand, it permits to consider the effects on citizens' behaviors by analysing different hazards, such as earthquakes, tsunami, wildfire, industrial accident, terrorist attack, flash flood and COVID-19 pandemic; on the other one, it allows to underline best practices adopted by institutions during emergencies in different countries by also investigating the role of fake news.

The final aim is to release guidelines devoted to the policy makers and scientific community experts in order to understand what they can do to be trusted by communities.

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