From staying away to working together:

A systematic review of communication practices in emergency response

Sayaka Hinata, Dr Hannah Rohde and Dr Anne Templeton
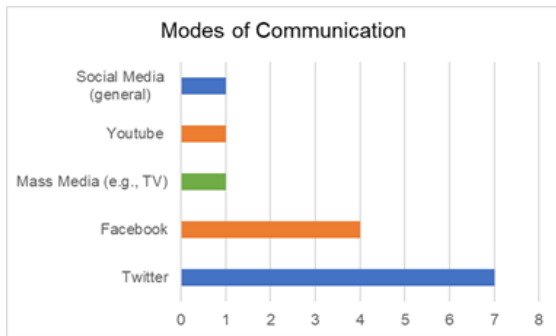
INTRO

Despite research showing the benefits of public involvement in emergency response, how well is this applied in practice[1]?

METHODS

Pre-registered systematic review[2] extracted 26 papers from 2084 (e.g., Interactions between emergency responders and the public)

RESULTS

Modes of Communication

DISCUSSION

Twitter is a primary channel for public dialogue with emergency responders, fostering information sharing and utilizing the public as zero-responders for enhanced safety

Emergency Responders

Information

The Public

Why don't more emergency responders use two-way interactive communication?

- Distrust in the public (e.g., concerns release of misinformation on social media)

- Organisational constraints on using the information from the public (e.g., challenging to manage information from multiple sources)

Future research

What practical and operational strategies do emergency responders use when sharing information with the public in emergencies?

Emergency response communication rarely uses trust and collaboration

Command and Control (15 papers)	Emergency responders believe the public tend to behave irrationally and lose control in emergencies
Uncertainty and Management (9 papers)	Emergency responders consider/think the public tend to behave passively in emergencies - they can behave rationally, but only if emergency responders instruct the public
Trust and Collaboration (2 papers)	Emergency responders believe the public behave rationally, and actively contribute solutions

SPSP 2024
annual convention
FEB 8 – 10 · SAN DIEGO, CA

1. Carter H, Drury J, Rubin GJ, Williams R, Amlôt R. Public experiences of mass casualty decontamination. Biosecur Bioterror. (2012) 10:280–9.doi: 10.1089/bsp.2012.001.
2. Page, M. J., McKenzie, J. E., Bossuyt, P. M., Boutron, I., Hoffmann, T. C., Mulrow, C. D., ... & Moher, D. (2021). The PRISMA 2020 statement: an updated guideline for reporting systematic reviews. International journal of surgery, 88, 105906.
3. Boholm, Å. (2019). Risk communication as government agency organizational practice. Risk analysis, 39(8), 1695-1707.
4. Schmidt, A. (2019). Tensions and dilemmas in crisis governance: Responding to citizen volunteers. Administration & Society, 51(7), 1171-1195.
5. Boman, C. D., Valiavska, A., Bramlett, J. C., & Cameron, G. T. (2021). Exploring the US Coast Guard's stance agility on Twitter during Hurricane Harvey. Journal of Contingencies and Crisis Management, 29(1), 47-53.