

# SURVEY OF CITIZENS' AND PUBLIC SECTOR AWARENESS

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## List of abbreviations

HEI	Higher Education Institution
KPA	Academy of Criminalistics and Police Studies
NatRisk	Development of master curricula for natural disasters risk management in Western Balkan countries
NDRM	Natural Disasters Risk Management
TCASU	Technical College of Applied Sciences Urosevac with temporary seat in Leposavic
UNI	University of Nis
UNID	University of Defence in Belgrade
UNSA	University of Sarajevo
UPKM	University of Pristina in KosovskaMitrovica
VSUP	Republic of Srpska - Ministry of Interior, Police College, Department for police education
WB	Western Balkan

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## 1. Introduction

In order to accomplish the basic goal of the project *Development of master curricula for natural disasters risk management in Western Balkan countries (NatRisk)*, the University of Defence in Belgrade (UNID), in cooperation with the higher education institutions (HEIs) in the region of Western Balkans (UNI, KPA, UNSA, VSUP, UPKM and TCASU), has created a questionnaire and made a survey with total number of 3059 persons relating presence of awareness, readiness and resistance of a social community to effects of natural disasters.

The survey has been performed on three levels:

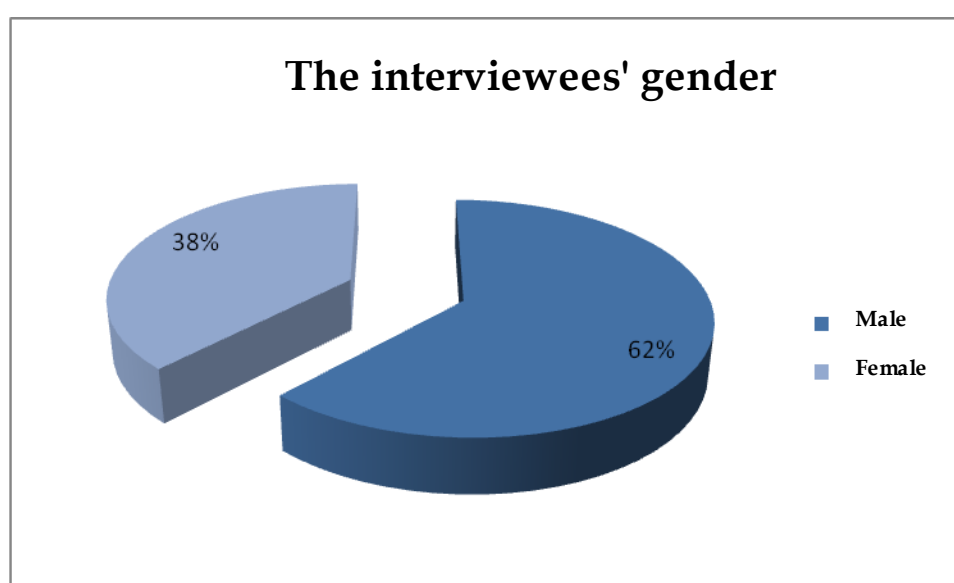
1. Political level (level of local government unit),
2. Level of commercial companies, public companies and other legal entities and
3. Level of an individual.

Survey has been performed on all three levels, and structure of the surveyed (interviewed) persons relating their level of education has been given in Table 1.

**Table 1** Structure of the interviewees according to level of their education

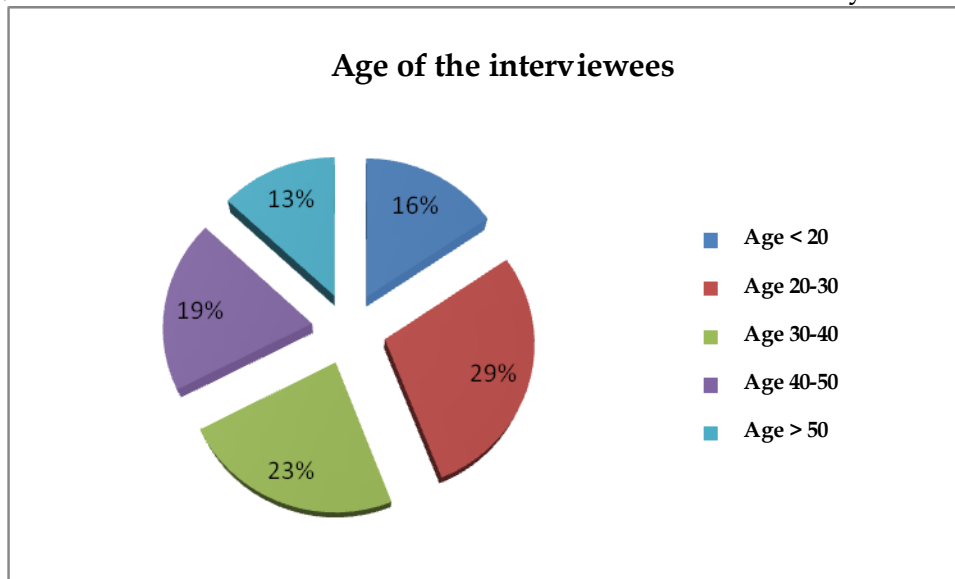
Level of the interviewees' education						
University			Secondary school		Elementary school	
University	MA/master	PhD	Student	Secondary school	Elementary school	Pupil
34,26%	7,91%	4,66%	23,81%	28,61%	0,33%	0,42%
46,82%			52,42%		0,75%	

Chart 1 shows participation of the interviewees by their gender.



**Chart 1** Structure of the interviewees by their gender

As for the age, it can be seen that 45% of the interviewees are less than 30 years old (Chart 2).



**Chart 2** Structure of the interviewees by their age

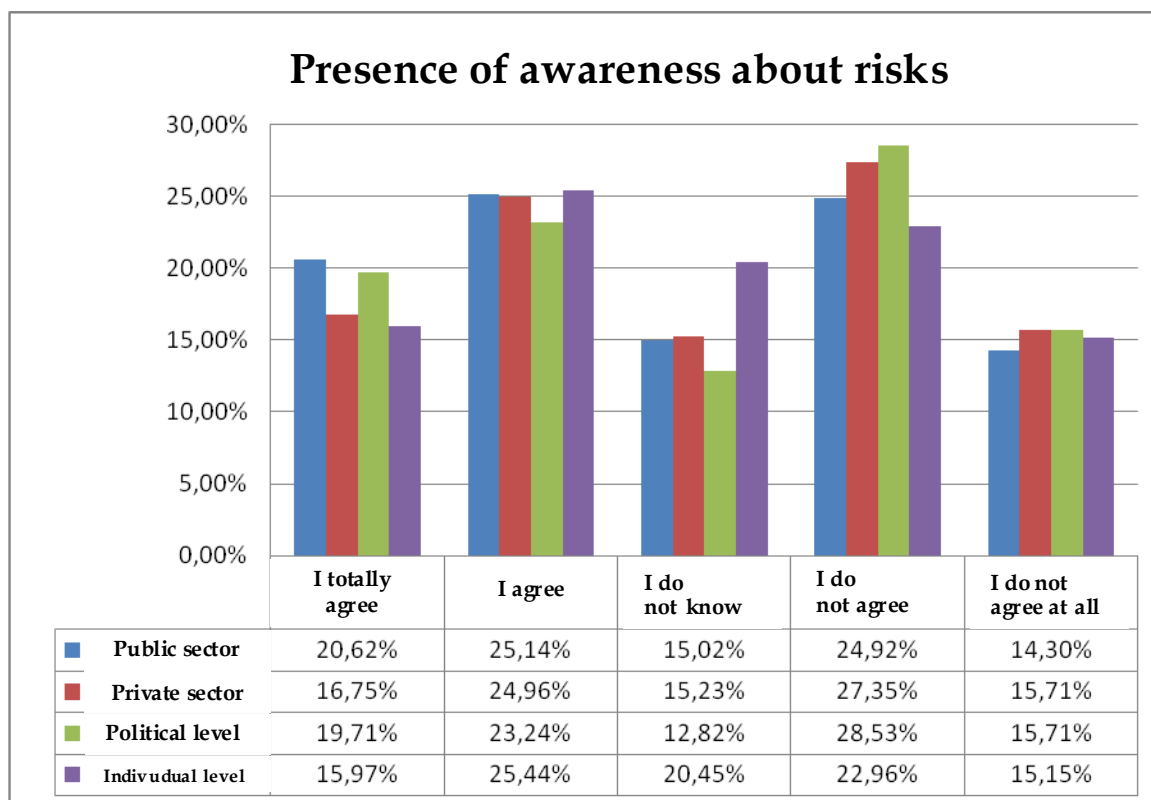
The aim of the survey has been to provide opinion of the abovementioned levels of the social community about:

1. Prevention and understanding of the natural disasters risk,
2. Protection and rescue system,
3. Resistance of social community to natural disasters and
4. Capacities for renovation of social community after natural disasters.

The survey results show the attitudes and opinions of the interviewees about the level of awareness of all subjects of the protection and rescue system on the level of local government units, about level of development and organization of the protection and rescue system, resistance of the social community to natural disasters etc.

## 2. Prevention and understanding of natural disasters risk

Presence of awareness about natural disasters risk is one of the basic preconditions for danger prevention. The analysis results show that there are different opinions about the level of awareness on different levels (Chart 3).



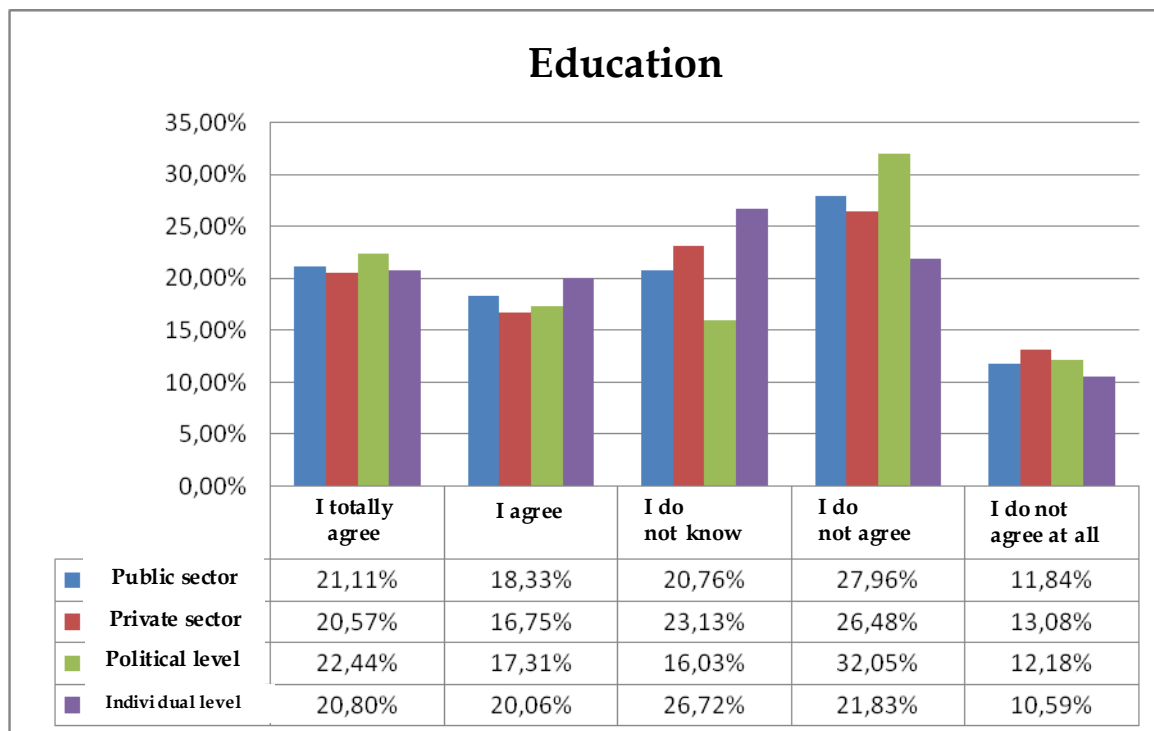
**Chart 3** The results relating presence of awareness about dangers of natural disasters

Based on the shown opinions, it can be concluded that the attitudes are equable when presence of the necessary level of awareness is concerned. Namely, the reality shows that certain measures are really taken: legal regulations, permanent insisting of the competent agencies about necessity of prevention etc. Having that fact in mind, the opinion of approximately half of the total number of the interviewees that there is developed awareness of natural disasters risk is justified. On the other hand, there is small number of the cases which have been applied in practice in form of measures taken in order to increase resistance of community, and that is what the other half of the interviewees emphasized. The results point to the fact that all the interviewees are aware of the risk, but there is not a systematic and sufficiently clear and precise projection of the legal solutions in practice.

The presented opinion on the level of education about natural disasters risks (Chart 4) definitely contributes to justification of the opinions in their answers since about 50% of the interviewees think that the education system relating the risks is not adequate. The interviewees also agree that it is necessary to improve the existing education system and to harmonize it with new approaches and scientific achievements. The interviewees agree that it is necessary to specially educate the persons who are professionally involved in protection and rescue activities, but that

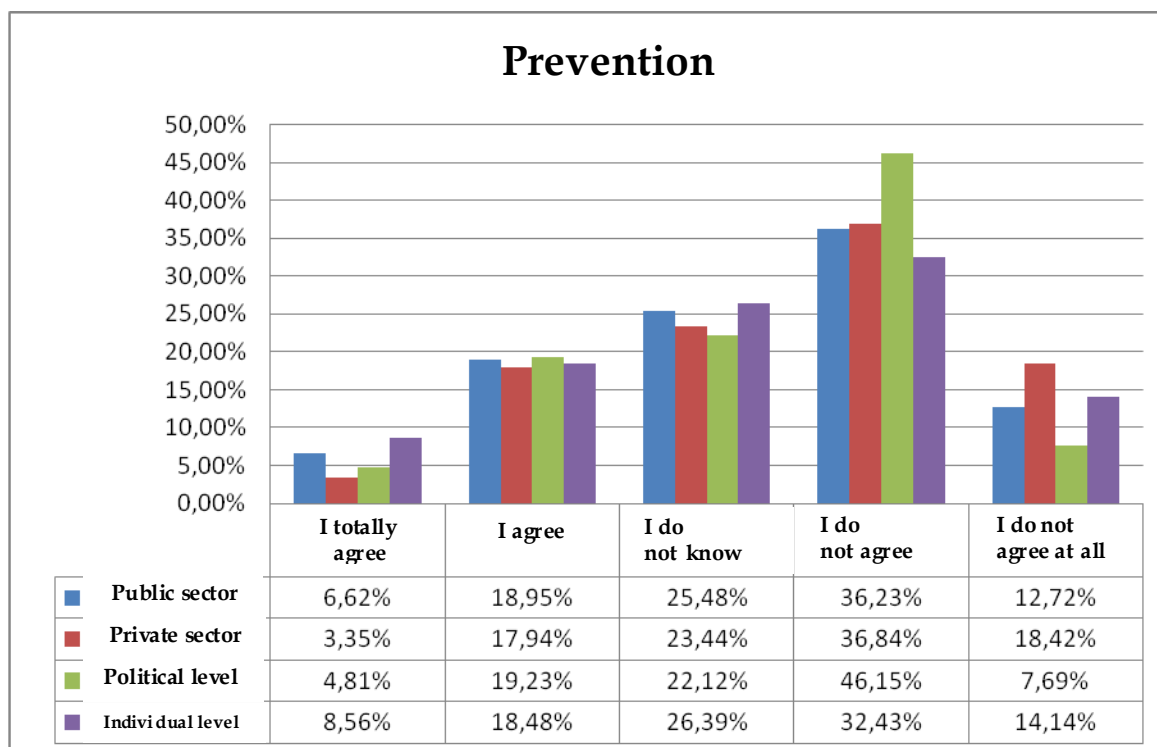


it is also necessary to provide education for all persons in local community in accordance with the needs of the protection and rescue system.



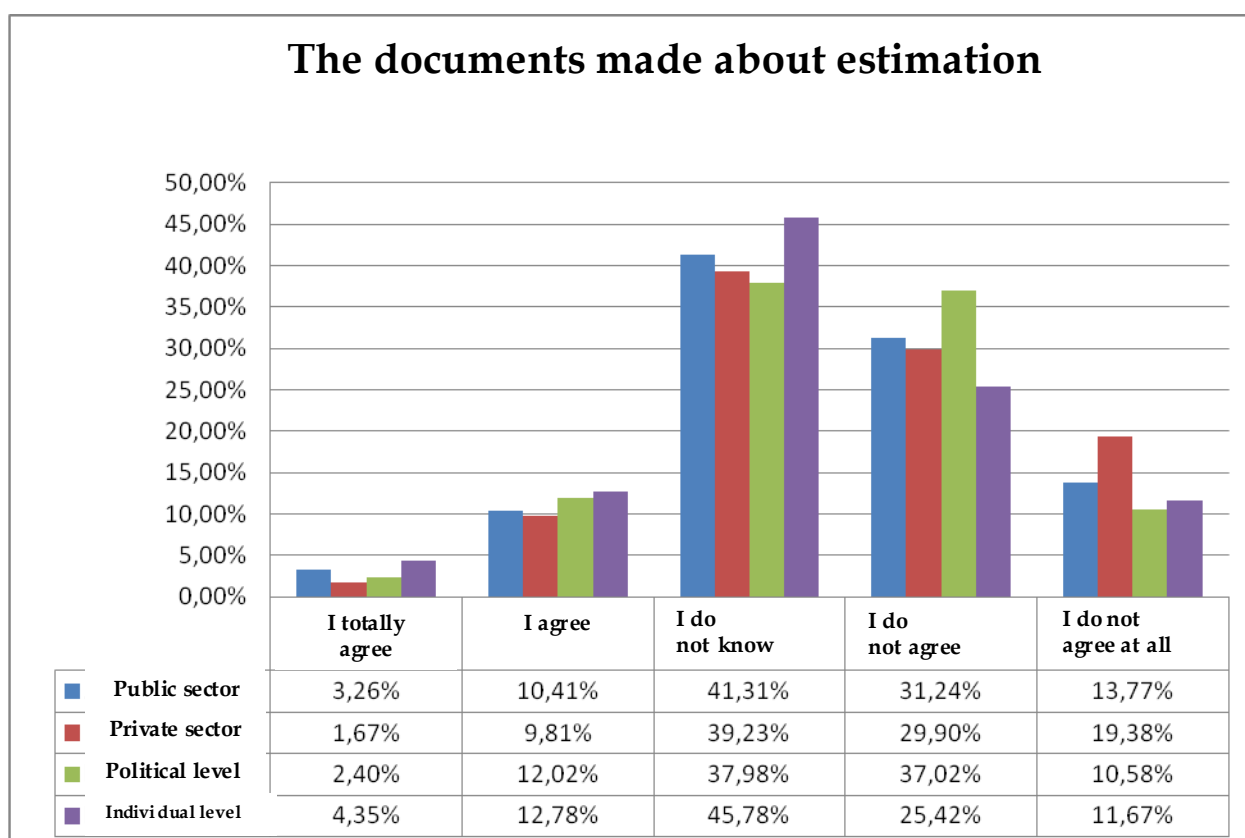
**Chart 4** The results relating level of education about natural disasters risks

Practical prevention in practice is on a low level (Chart 5) and that has been emphasized by 45% of the interviewees. It is indicative that smaller number of the interviewees, about 20%, thinks that prevention is implemented. This percentage relates the part of the interviewees who have been working with the local government units or public companies, schools etc. and who are more familiar with the measures implemented by the official institutions on the normative level. Prevention is not seen as priority of a social community, but it is considered more as something that has declarative character.



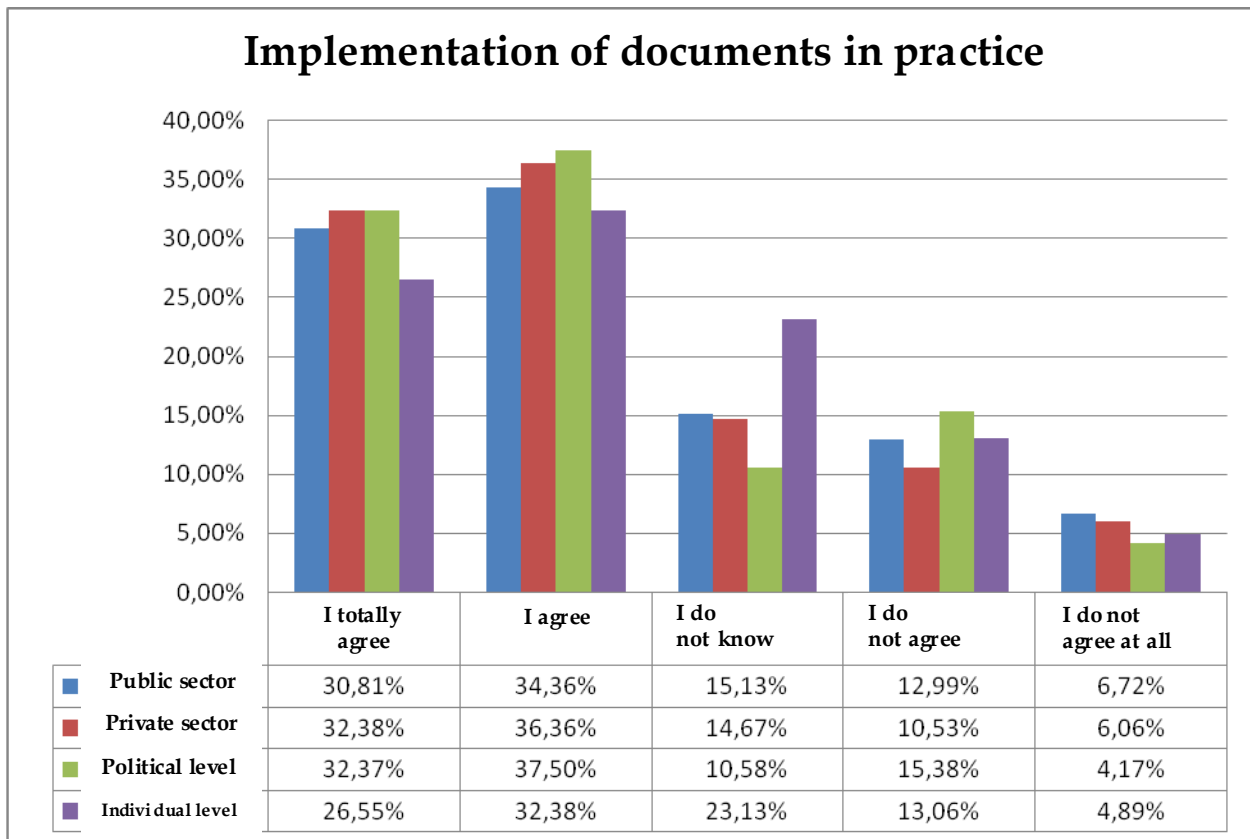
**Chart 5** The results relating opinion of the interviewees about state of prevention

The interviewees – about 80% of them, have stated that the state of the normative regulations (Chart 6) regulating the field of protection and rescue against natural disasters is on low level.

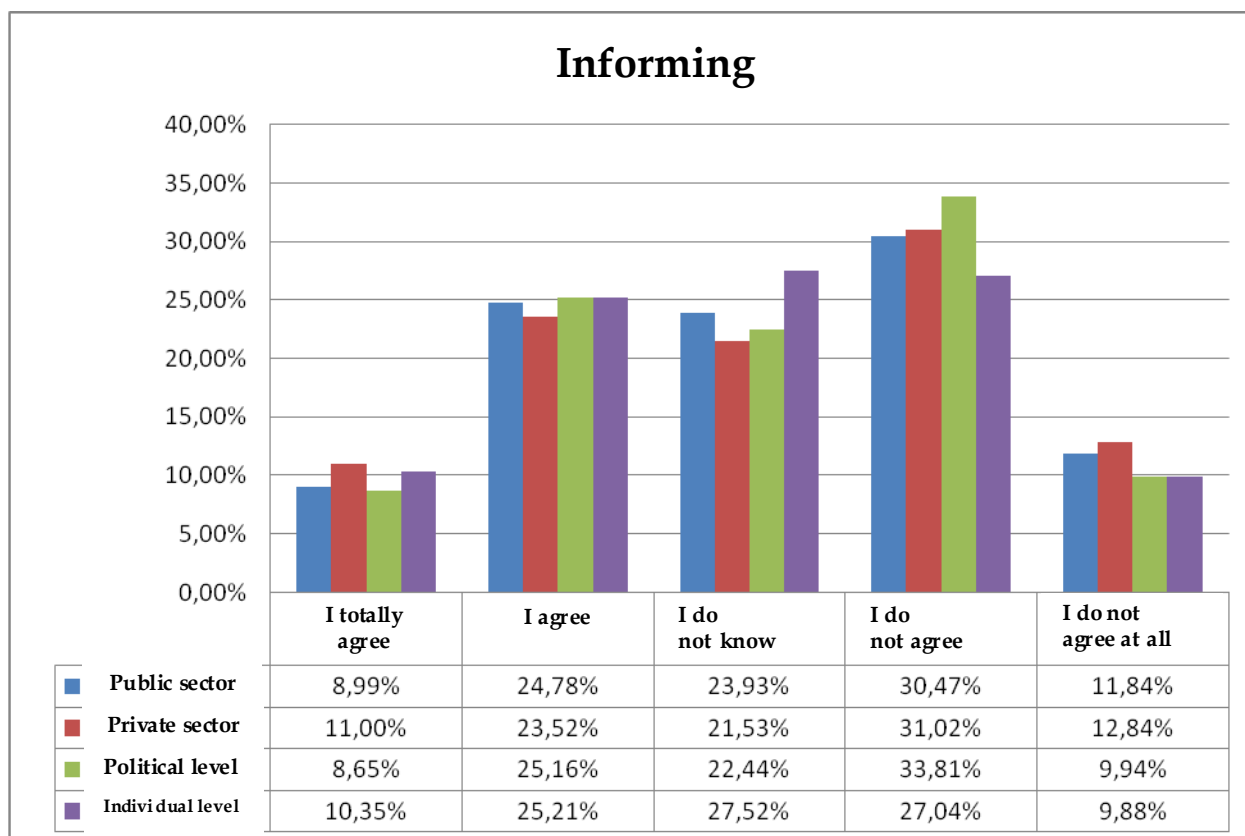


**Chart 6** The results of the interviewees' opinion about making of the planning documentation

It is interesting that about 65% of the interviewees think that there is implementation in practice (Chart 7). These results emphasize the fact which is very important for the state of social community state of awareness from the aspect of prevention. Namely, through making and implementation of planning documentation, a direct contact is established with the subjects of the system and the information is transferred to individuals.



**Chart 7** The results of the interviewees' opinion about the level of implementation of the planning documentation



**Chart 8** The results of the interviewees' opinion about being informed about natural disasters

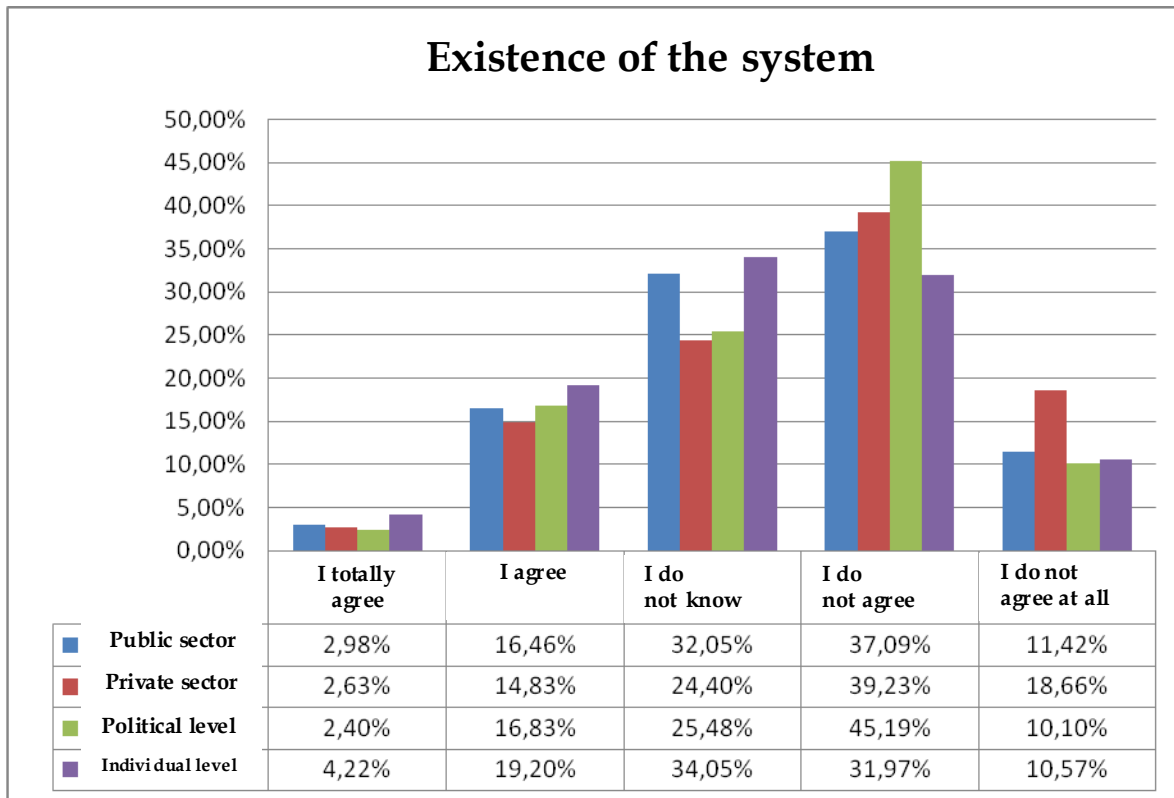
Informing of the citizens is a very important activity for circulation of the information as well as for permanent rising of awareness of the risk and necessity to take precautions. According to the survey results, about 70% of the interviewees think that informing is not on a satisfying level (Chart 8). About 30 % of the interviewees think that informing is adequate, but they are from the organizations which participate in making of planning documentation. The results are shown in Chart 8.

It can be concluded that most of the interviewees think that level of awareness about presence of natural disasters and other accidents risk is not on necessary level. The elements which create preconditions for high level of awareness such as: prevention, making of planning documentation, informing etc. are not present in sufficient amount and in an adequate way. Most of the interviewees think that it is necessary to organize specialized education of the persons who professionally deal with protection and rescue activities, i.e. all the subjects of protection and rescue system.

### 3. Protection and rescue system

Protection and rescue system represents materialization of protection and rescue policy as well as the reached level of normative regulations.

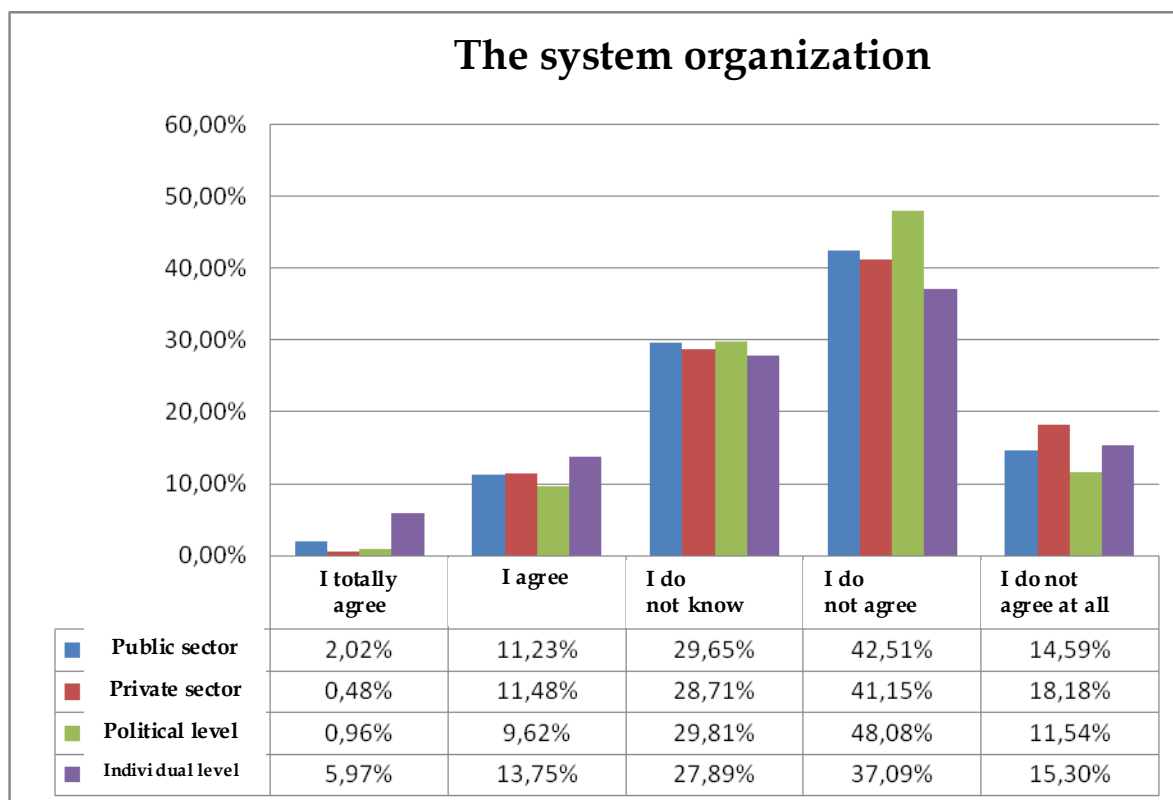
According to opinion of more than 80% of the interviewees, the existing protection and rescue system does not have adequate capacities for prevention and response in case of natural disasters risks (Chart 9).



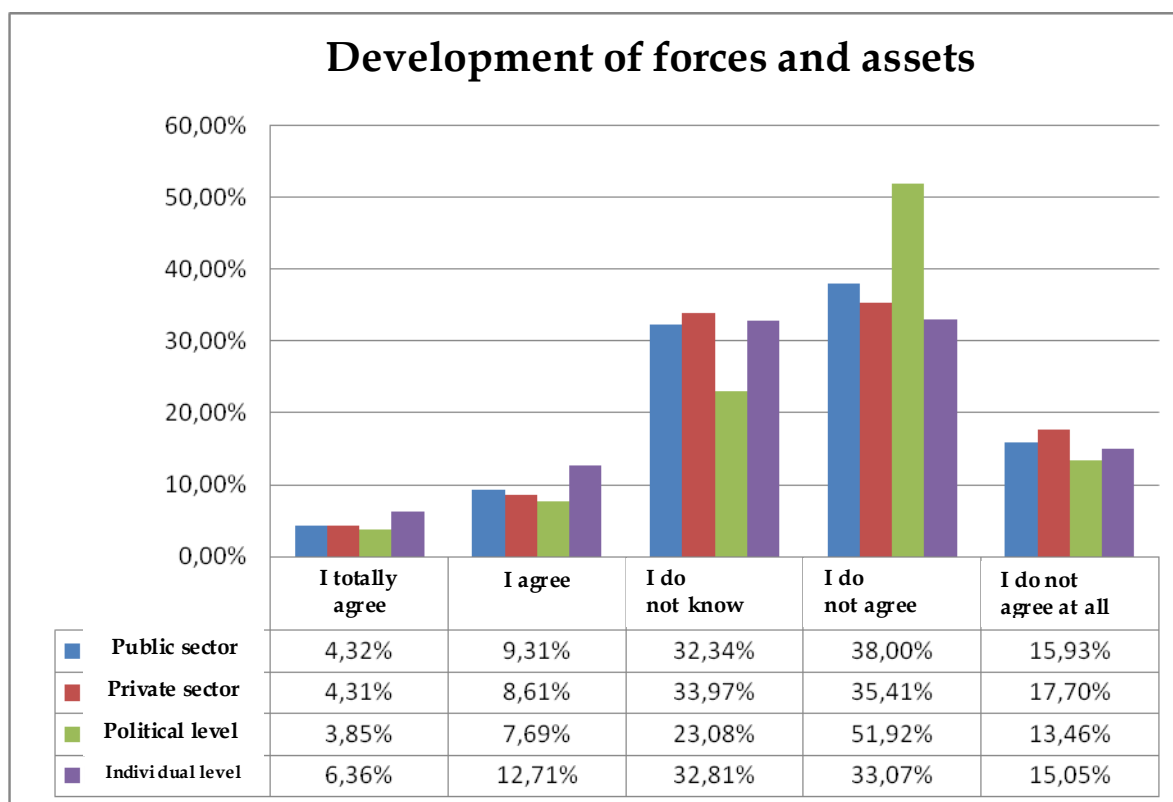
**Chart 9** The interviewees' opinion about existence of an adequate protection and rescue system

About 85% of the interviewees think that level of the system organization does not meet the needs of social community (Chart 10).

The same percentage of the interviewees think that development of protection and rescue system is not adequate and that it is not in accordance with social community needs (Chart 11). The interviewees agree that it is necessary to constantly and systematically invest into protection and rescue system in order to build and maintain the capacities for protection and rescue.

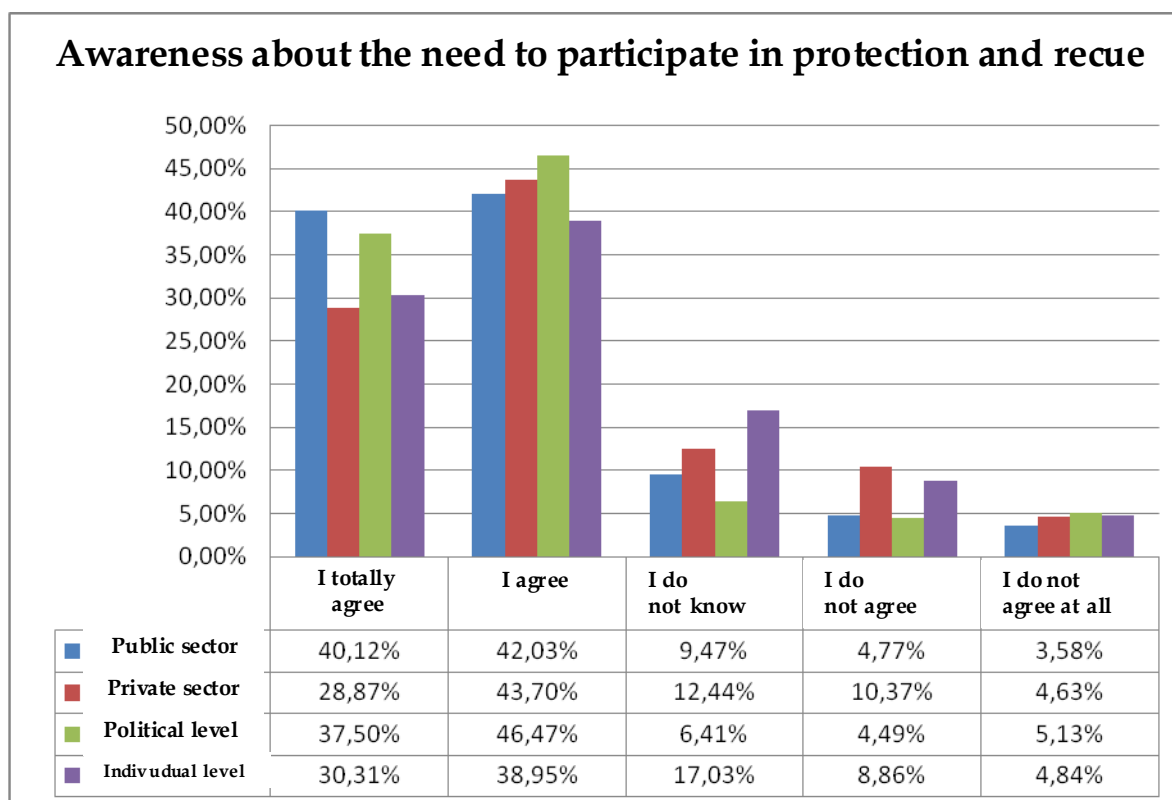


**Chart 10** The interviewees' opinion about organization of protection and rescue system



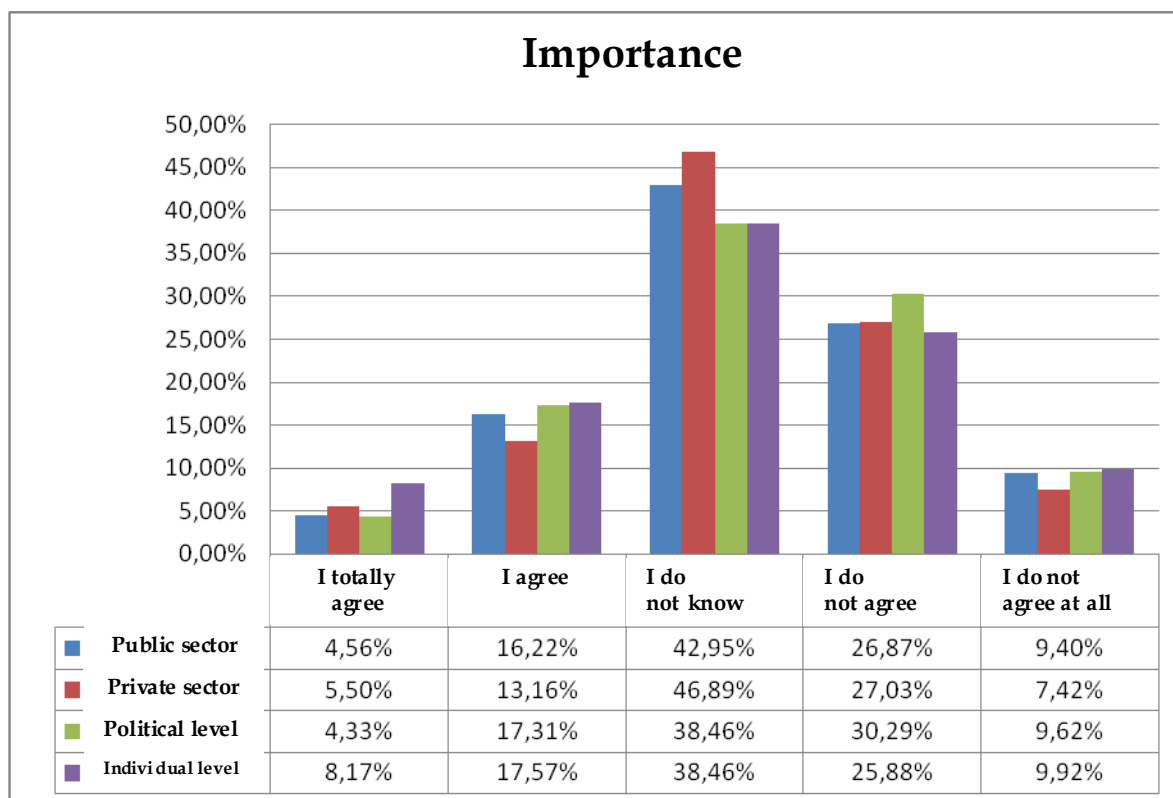
**Chart 11** The interviewees' opinion about development of the forces and assets for protection and rescue

Contrary to the fact that the interviewees think that the existing protection and rescue system does not meet the needs of society, they have shown high level of awareness of necessity of participation in the protection and rescue system activities, in accordance with decisions made by competent institutions (Chart 12). More than 80% of the interviewees think that participation of all the forces and assets in protection and rescue is necessary.

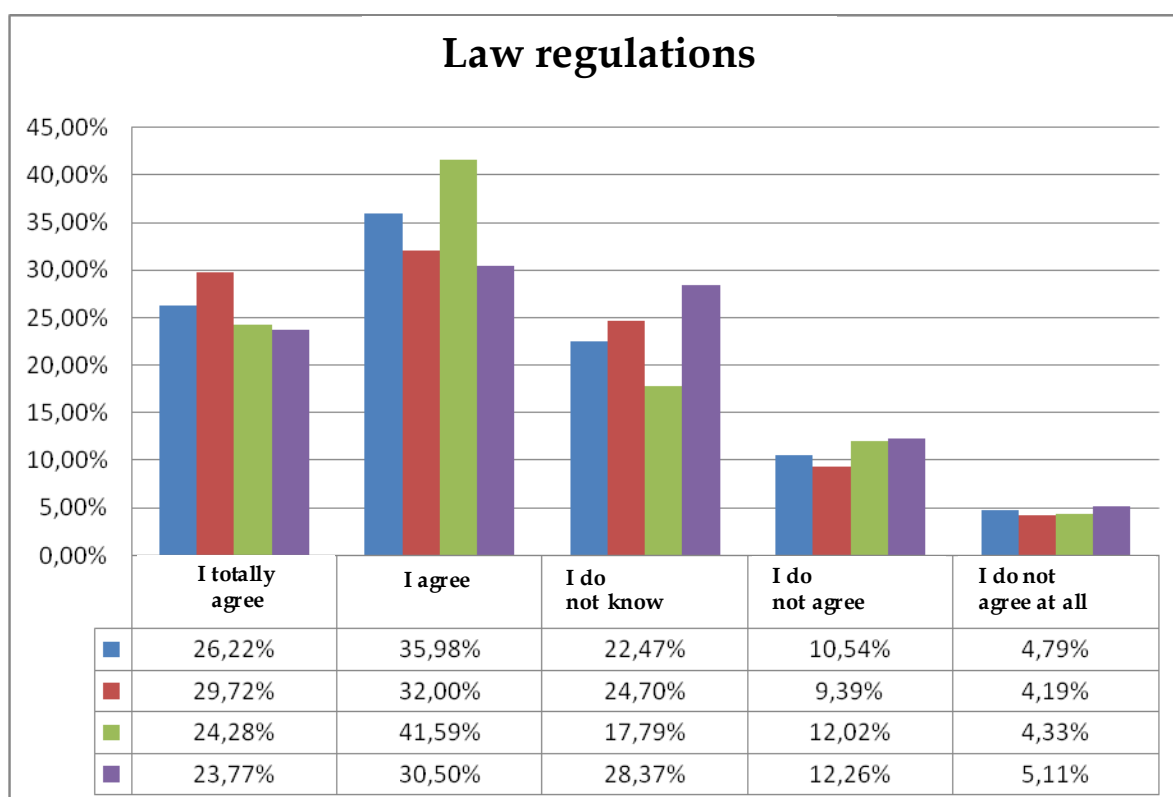


**Chart 12** The interviewees' opinion about participation in protection and rescue

More than 75% of the interviewees think that protection and rescue system does not have adequate importance in social community (Chart 13) and that the existing system is in harmony with the existing legal solutions (Chart 14). These opinions show partial attitudes relating the issues of financing, since the necessity of adequate financing of the system by the local government units is something that the competent institutions mention in the analysis of protection and rescue system. The attitudes about harmonization with the laws are disputable as well, since an adequate inspection control relating these activities has not been completely done.



**Chart 13** The interviewees' opinion about importance of protection and rescue



**Chart 14** The interviewees' opinion about harmonization of current situation with law regulations

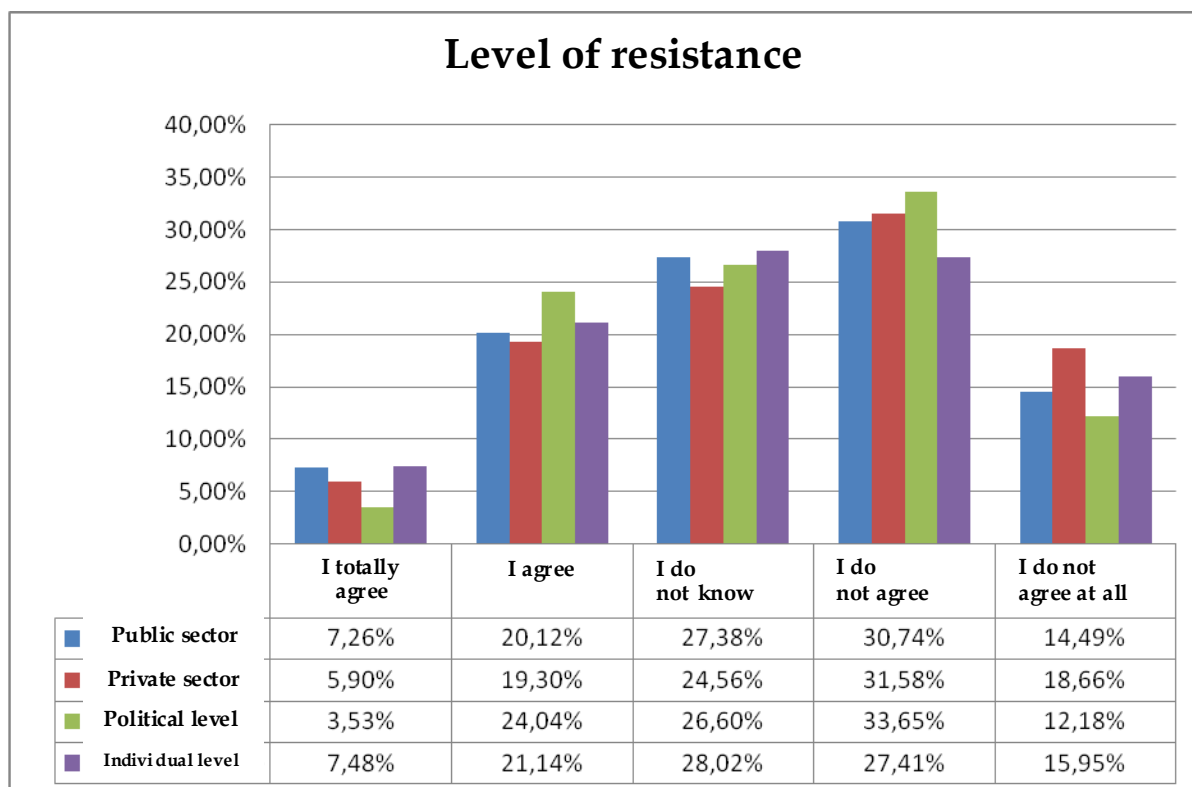


It can be concluded that the current protection and rescue system is not adequate enough and harmonized with the needs relating protection against natural disasters. Organization of protection and rescue system does not correspond the needs of social community resistance. The interviewees point to the fact that they trust the competent institutions and that they are ready to act when invited to participate in protection and rescue. Most of the interviewees (75%) think that the current protection and rescue system is harmonized with the positive laws and directed towards protection of the critical infrastructure.

## 4. Resistance of social community to natural disasters

Total result of integration of awareness level with building of protection and rescue system represents resistance of social community to natural disasters.

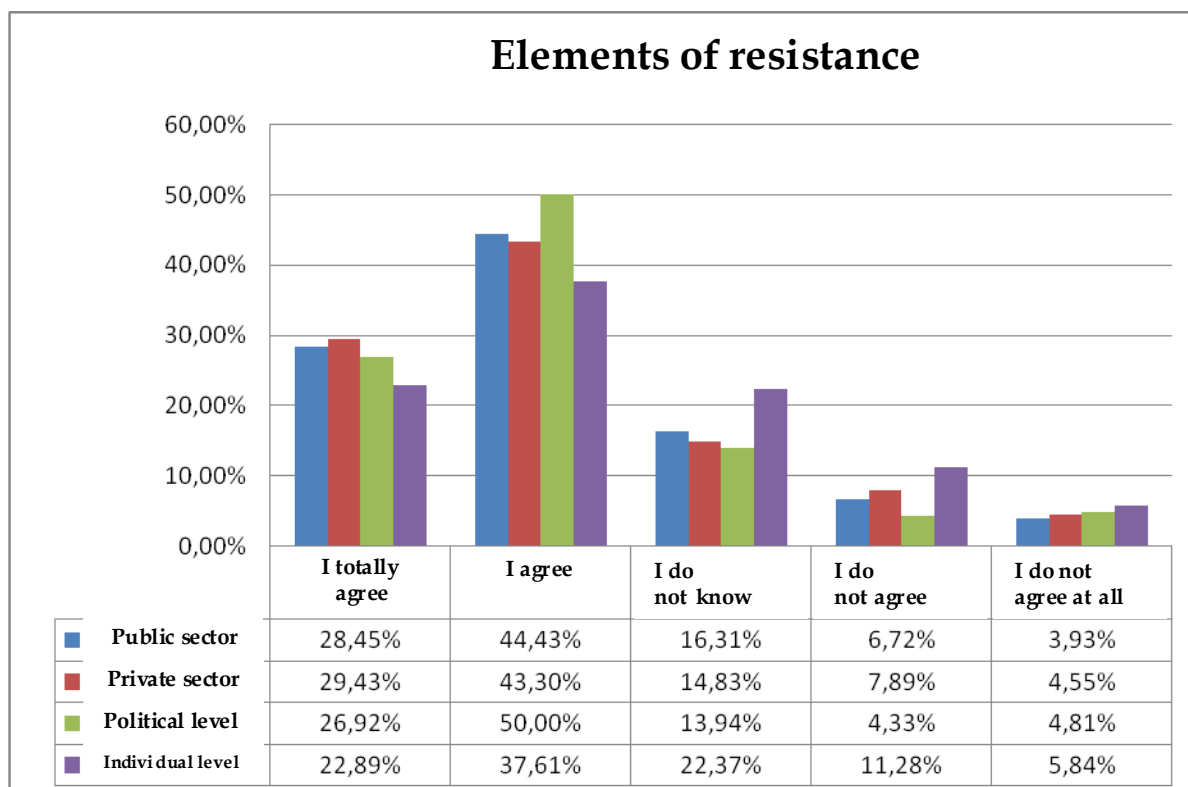
More than 90% of the interviewees think that social community has not developed necessary resistance to natural disasters in current conditions (Chart 15).



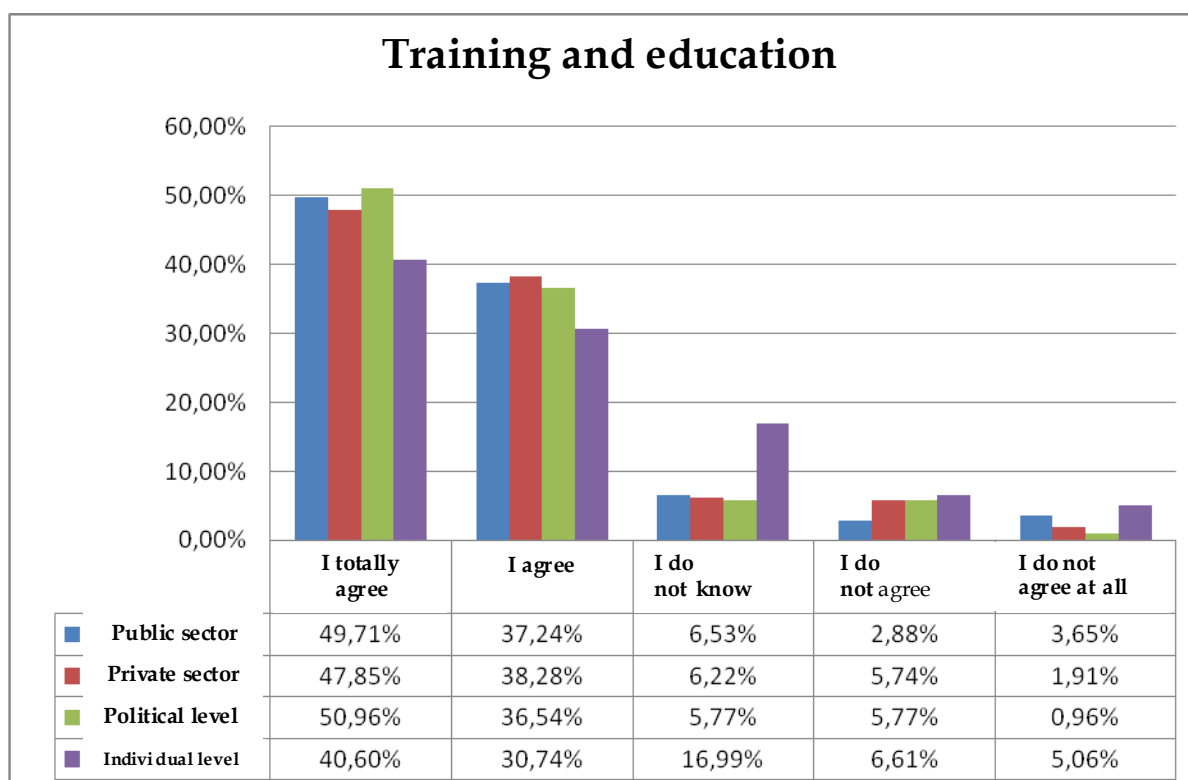
**Chart 15** The interviewees' opinion about level of resistance

More than 70% of the interviewees also thinks that the resistance elements are not in accordance with social community needs and that they are not sufficient for a high-quality prevention and response in case of danger (Chart 16).

As for training and education, about 90% of the interviewees think that there is not sufficient amount of attention which should be paid to this segment and they think that it is very important (Chart 17).

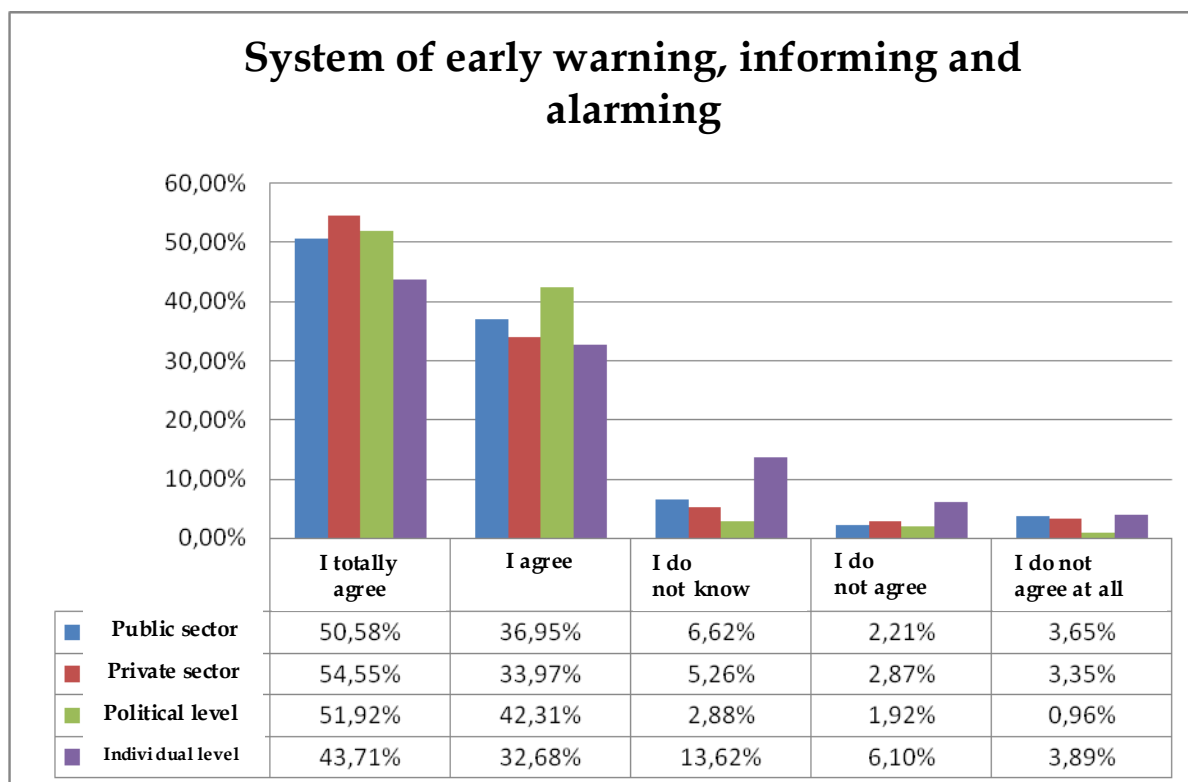


**Chart 16** The interviewees' opinion on elements of resistance



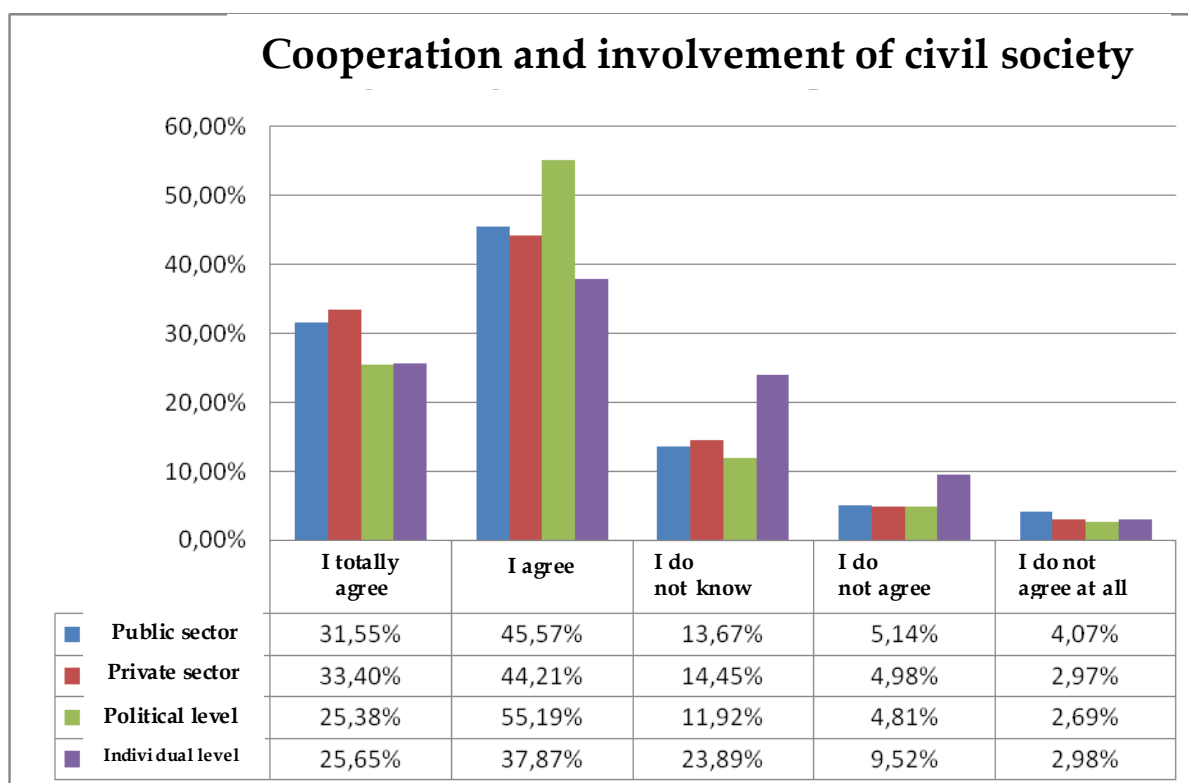
**Chart 17** The interviewees' opinion on presence of training and education

As for early warning, informing and alarming system, more than 90% of the interviewees think that it is not adequate and adapted to the needs (Chart 18).



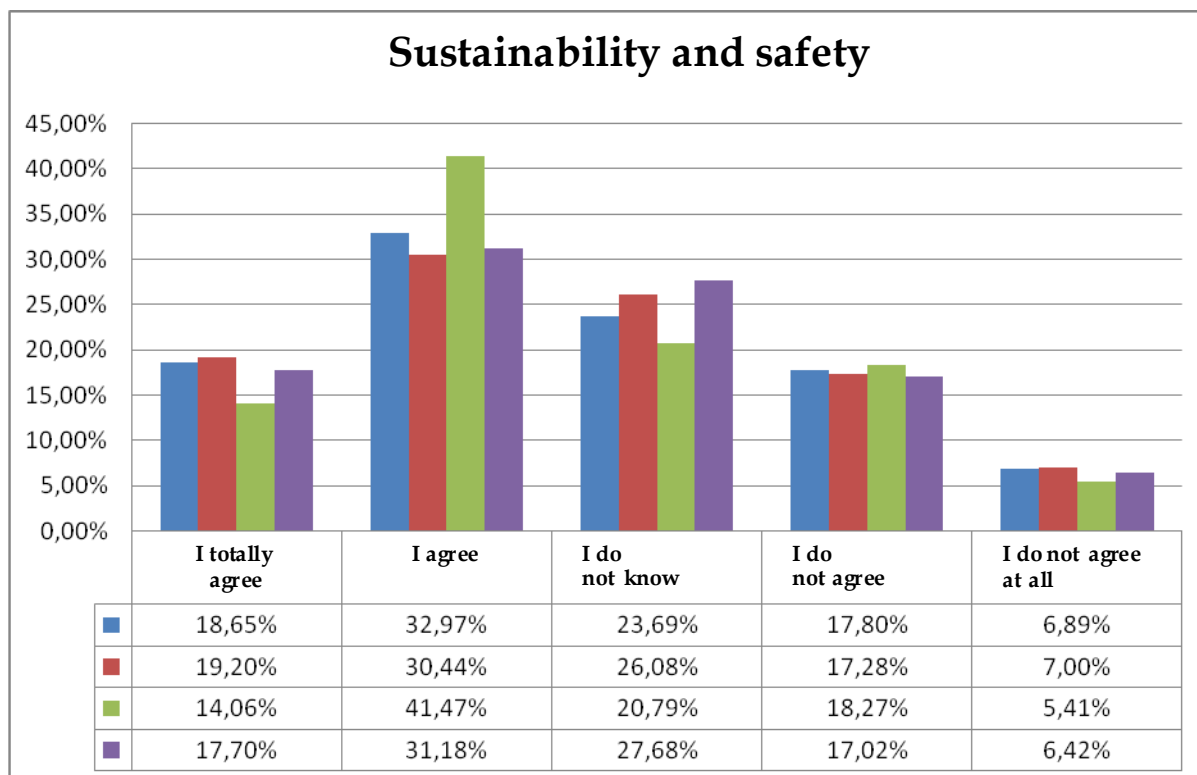
**Chart 18** The interviewees' opinion on adequacy of early warning, informing and alarming system

As far as involvement of civil society in protection and rescue system is concerned, more than 90% of the interviewees think that it is not adequate and that there are many resources of civil society organizations whose capacities can be used for protection and rescue (Chart 19).



**Chart 19** The opinions about involvement of civil society in protection and rescue

In total, more than 75% of the interviewees think that the current elements of resistance of social community do not provide sufficient level of safety and sustainability of protection and rescue system (Chart 20).



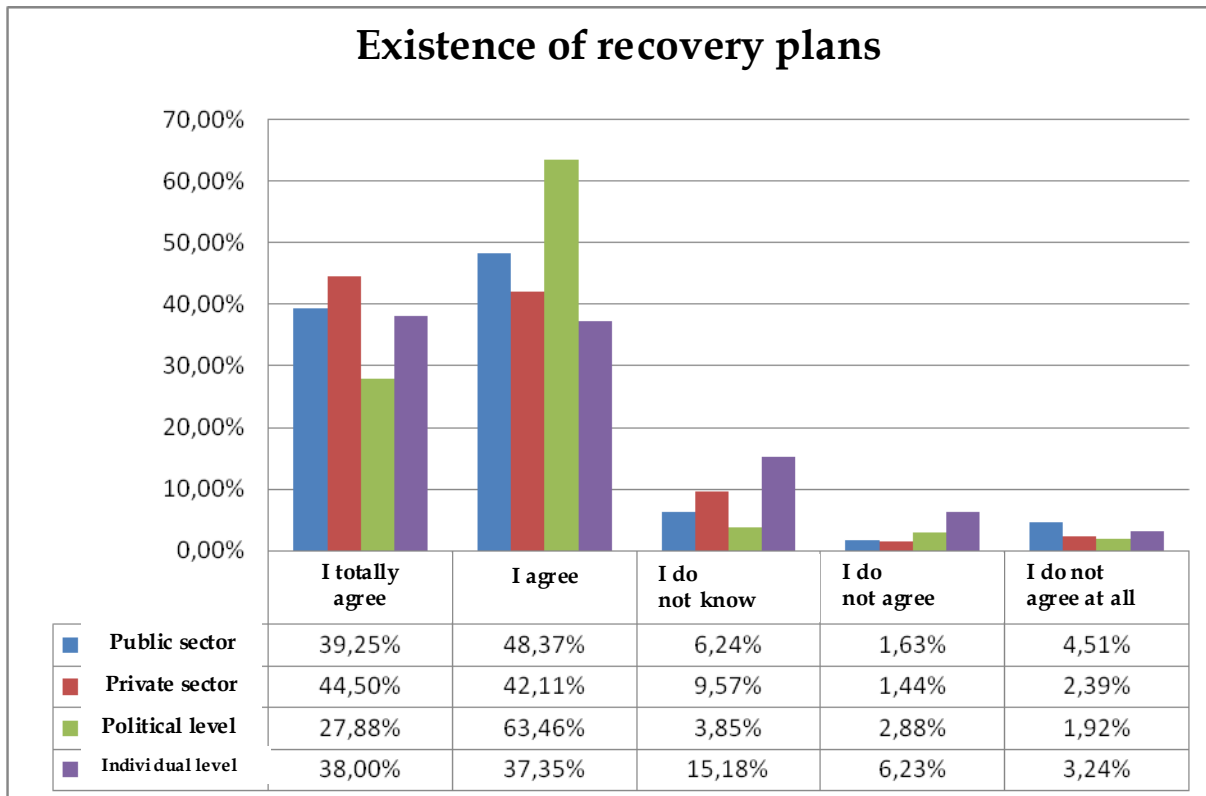
**Chart 20** The interviewees' opinion about safety and sustainability level

Based on the abovementioned facts, it can be concluded that the interviewees think that the current level of resistance of social community is not on required level. The elements of the system should be improved, developed and harmonized with real needs. Safety of social community and sustainability of total development are not supported through the existing protection and rescue system.

## 5. Renovation of social community after natural disasters

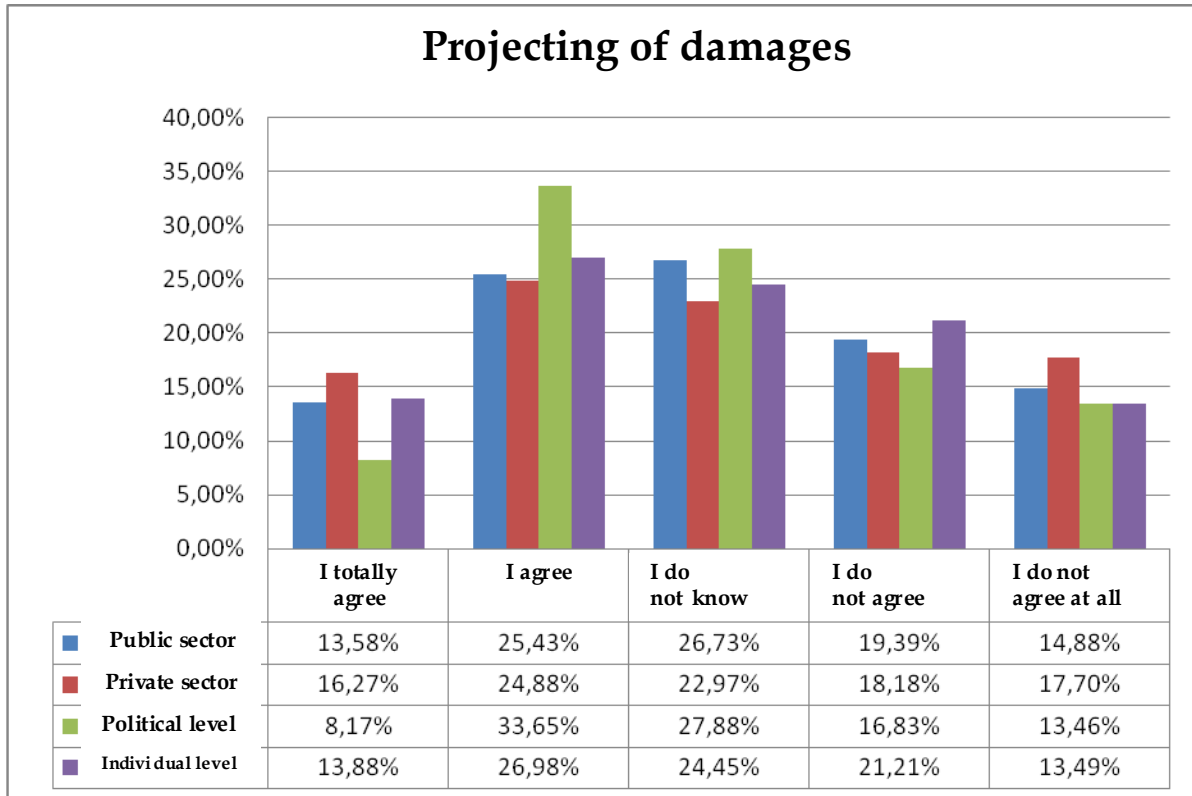
Consequences suffered by social community are the effects of natural disasters. Bringing of the critical infrastructure and issues which are important for help to the suffering citizens back into their functions must be priority of protection and rescue system.

More that 90% of the interviewees think that it is necessary to make recovery plans during the period of preparation and prevention in case of natural disasters (Chart 21).



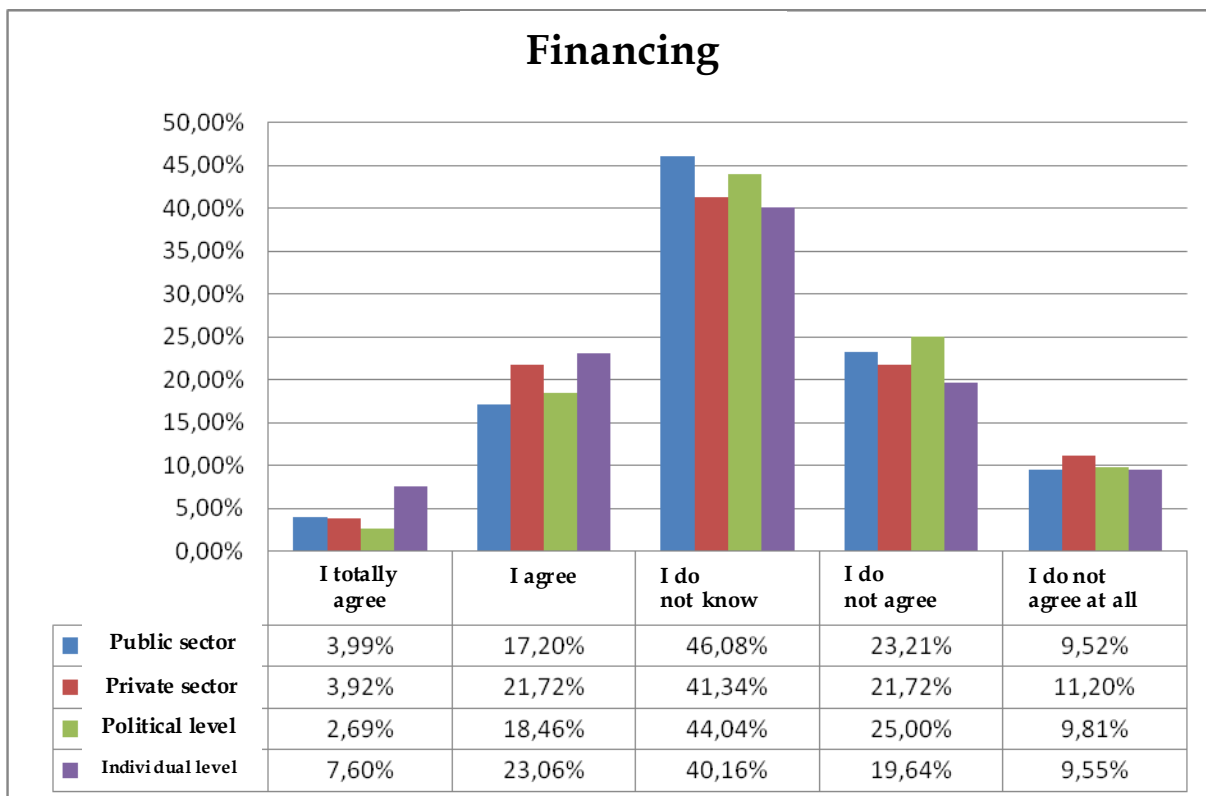
**Chart 21** The interviewees' opinion on necessity of recovery plans making

The basis for recovery plans making should be various estimations and projections of potential damages (Chart 22).



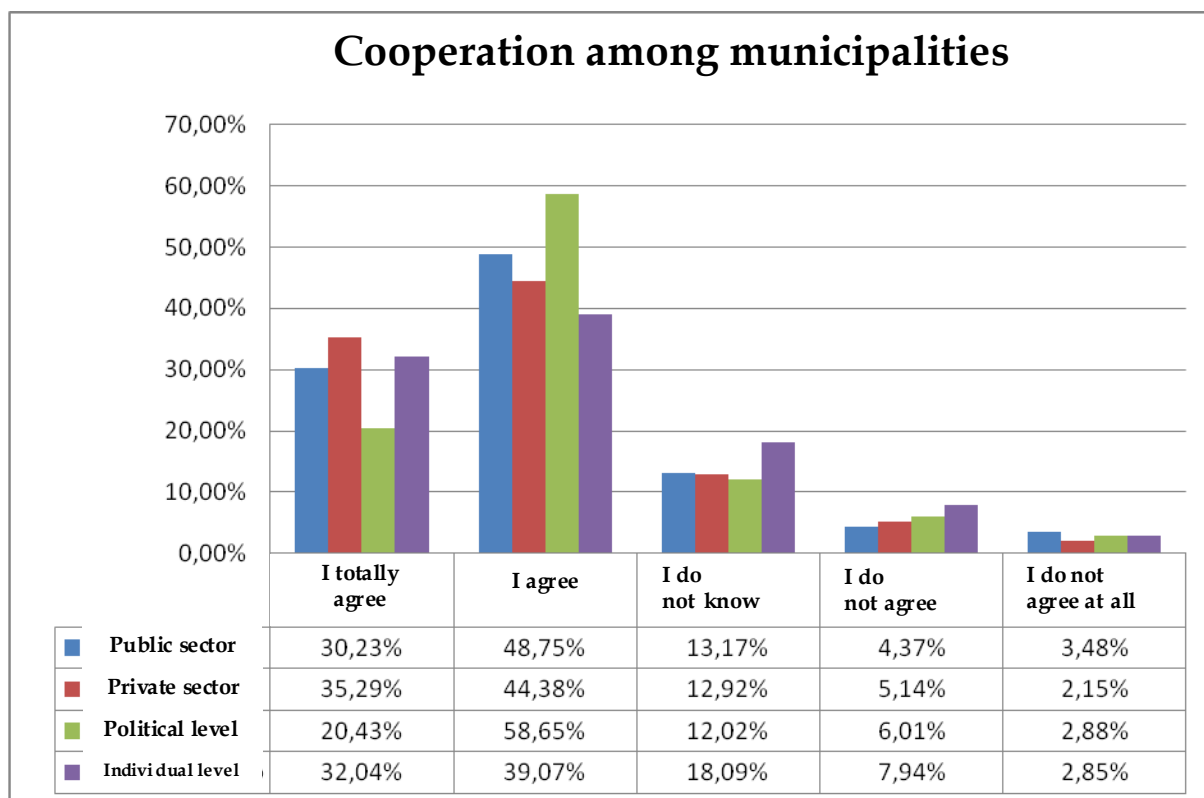
**Chart 22** The interviewees' opinion about the necessity of damages projecting

About 50% of the interviewees are not sure about proper approach to providing of the finances for recovery plans (Chart 23).



**Chart 23** The interviewees' opinions about necessity of providing financial assets for recovery plans

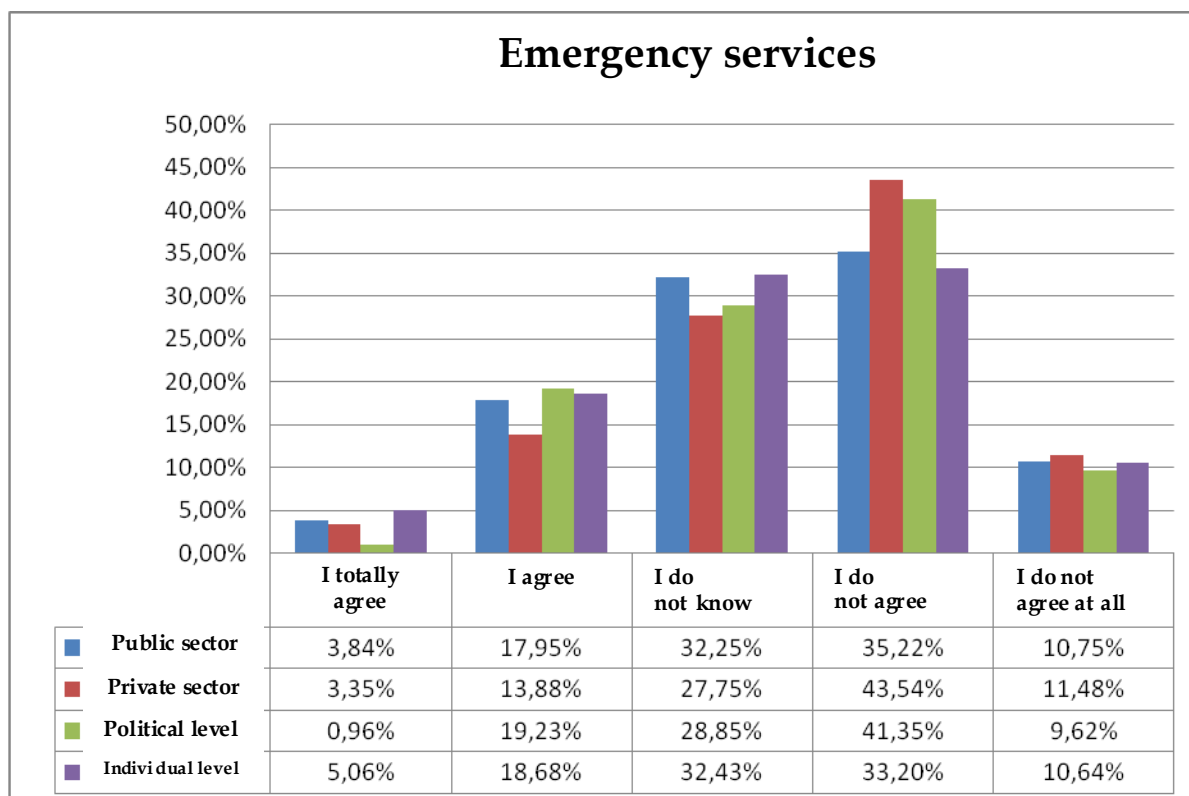
Cooperation among municipalities is necessary for successful recovery, and about 80% of the interviewees agree about that (Chart 24).



**Chart 24** Opinions relating cooperation among municipalities

They have the same opinion about other levels of cooperation. 60% of the interviewees think that emergency services are not harmonized with the real needs on territory of social community (Chart 25).





**Chart 25** Opinions about state of emergency services

It can be concluded that preparedness of social community for recovery after the danger is over is not on satisfying level. The interviewees think that it is necessary to define cooperation plans among municipalities and, through integration of the capacities, to contribute to resistance of social community. The interviewees also think that it is necessary to optimally project emergency services in accordance with the needs on certain territory.

## 6. Final considerations

The following can be concluded on the basis of the analysis of certain fields of protection and rescue:

1. There is awareness of natural disasters risk among most of the interviewees and the awareness has been created in various conditions of perception;
2. Level of education (training) of the persons who deal with the protection and rescue activities is not on the required level, but it is necessary to organize special education (training) which keeps pace with contemporary standards and scientific achievements in this field;
3. Prevention is present in communication about natural disasters, but in practice it has primarily declarative character;
4. Informing of citizens and all the subjects is very important, but it is not present enough;
5. The existing protection and rescue system is not appropriate for the real needs of social community and it is necessary to design it in accordance with the risk estimation;
6. Citizens are willing to answer the call of the competent institutions to perform the activities relating protection and rescue, but there is not appropriate communication between the competent institutions and citizens;
7. The existing legal framework provides possibilities for organizing of protection and rescue system, but has not been fully implemented;
8. Social community treats the critical infrastructure as the most important issue in protection and rescue, but the appropriate measures for its protection have not been taken;
9. Resistance of social community is not on satisfying level and it is necessary to raise the elements of resistance to higher level;
10. Development of social community resistance should be directed to the principles of sustainability;
11. It is necessary to make the recovery plans as the basis for recovery in accordance with the types of risk (danger);
12. Emergency services should be projected in accordance with the risk estimation;
13. Estimation of risk relating certain territory should be the basis for dimensioning of protection and rescue system;
14. The persons who have specific and contemporary knowledge and skills are those who should deal with the protection and rescue system activities.

## 7. Recommendations

Having in mind the abovementioned facts, it can be concluded without any doubts that the survey results point to necessity of development of specialized university study programs for the persons from various social life fields.

The study (education) program should meet the following requirements:

- Obtaining of expert knowledge relating the fields which deal with every risk (danger) from the natural disasters group that threatens national and neighbour geo-space;
- Obtaining of knowledge and skills in the field of natural disasters risk management;
- Obtaining of organization-planning knowledge and skills in the field of protection and rescue measures;
- Obtaining of analytic knowledge and skills in the area of operation research and geo-information technologies which are necessary for support in the process of decision making when solving practical problems in protection and rescue systems in case of natural disasters.

## Annexes

Annex 1 Questionnaire

Annex 2 Directions for the questionnaire completion

## Annex 1. Questionnaire

Dear,

Natural disasters have become source of permanent threats to the human community and the environment as a whole. The damages caused by them exceed all the acceptable limits. We are eyewitnesses of the fact that the exposure to the impact of natural disasters (floods, earthquakes, landslides etc.) has been increased predominantly due to insufficient knowledge about the causes, mechanism of action and way of protection. In order to educate the personnel trained to make the threats of the natural disasters less dangerous through the protection and rescue system, NatRisk project number 573806-EPP-1-2016-1-RS-EPPKA2-CBHE-JP (Development of Master Curricula for Natural Disaster Risk Management in Western Balkans Countries) has been launched within Erasmus + Programme.

Purpose of this questionnaire is for the group of scientists and experts for development of the master programme to get realistic indicators of the level of consciousness of the citizens, economic and public sectors on the current facts relating natural disasters in accordance with the experiences, attitude towards the environment, understanding of the danger and its influence upon the citizens, economic and public sector. Master programme Natural Disaster Risk Management will be developed on the basis of the obtained results.

We would like to kindly ask you to read all the questions very carefully and to express your attitudes by choosing the appropriate answer.

The survey is anonymous and all the data from this questionnaire will be used exclusively for the scientific analysis.

Participation in the survey is on a voluntary basis.

**HAVE IN YOUR MIND THE FACT THAT OPINION  
OF EACH AND EVERY INDIVIDUAL AND ORGANIZATION IS VERY IMPORTANT  
WHEN THE DANGEROUS OF THE NATURAL DISASTERS ARE CONCERNED.  
THANKS FOR YOUR COOPERATION**

### QUESTIONNAIRE

Sex:

---

Age:

---

Level of education:

---

Sector of employment:

---

Employer (institution):

---

Work place (job):

---

Date of the questionnaire completion:

---

Extra comments:

**Field: Prevention and understanding of the natural disasters risk**

(I do not agree at all = 1; I do not agree = 2; I do not know = 3; I agree = 4; I totally agree = 5)

No	Question	Answer
1.	There is awareness of permanent danger of natural disasters	
2.	I know what natural disasters are	
3.	Level of knowledge about natural disasters is sufficient on all level of social life	
4.	I have had personal experience of severe material damage caused by natural disaster at least once in my lifetime	
5.	Consequences of natural disasters anywhere in the world affect me personally	
6.	Level of education relating natural disasters has been developed to sufficient level in the social community	
7.	Current education systems relating natural disasters are in line with the needs of the time and society	
8.	It is necessary to improve the current education system and develop new approaches	
9.	The social community has sufficient number of people trained for identification and actions to be taken relating natural disasters	
10.	The social community is oriented towards prevention and protection against natural disasters	
11.	Prevention of natural disasters is one of priorities of a social community development	
12.	Prevention of natural disasters is a clearly emphasized priority objective	
13.	Planning for natural disaster situations is a regular activity in the social community	
14.	Majority of the social community members is familiar with the actions to be taken in case of natural disasters	
15.	Plan documents are made regularly and completely	
16.	All plan and operation documents are available to all social community members	
17.	The social community leadership should be best informed about the situation relating natural disasters	
18.	The social community leadership is the best informed about the situation relating natural disasters	
19.	It is necessary to especially educate the management structure members of the social community for the activities in case of natural disasters	
20.	Population is regularly informed on the situation relating natural disasters on the social community territory	
21.	There is sufficient information about the possible dangers coming from the territory of neighbour social communities	
22.	Everybody can understand the distributed information	
23.	The information is distributed in a way which is accessible to everybody	
24.	It is necessary to provide more information material in written form	
25.	It is sufficient to use only internet for distribution of the information about natural disasters	

**Field: Protection and rescue system**

(I do not agree at all = 1; I do not agree = 2; I do not know = 3; I agree = 4; I totally agree = 5)

No	Question	Answer
1.	There is an appropriate protection and rescue system in the social community	
2.	Way of work, capacities and obligations in the protection and rescue system are transparent and easily accessible	
3.	The protection and rescue system is completely arranged and organized	
4.	It is necessary to increase the level of knowledge of all the subjects in order to increase quality of protection and rescue system	
5.	Every subject in protection and rescue system in a society precisely knows their rights and obligations	
6.	There are sufficient capacities and means for protection and rescue	
7.	I understand the need to be member of protection and rescue forces	
8.	I understand the need to make available the means for protection and rescue demanded by the competent authorities	
9.	It is very important to act in accordance with the instructions given by the competent authorities in emergencies	
10.	I have confidence in protection and rescue system	
11.	Protection and rescue forces members should be recognizable by their unique uniforms	
12.	Protection and rescue system shows its value in practice	
13.	Response of the subjects in the protection and rescue system to mobilization signal is excellent	
14.	Education system completely covers staffing needs of protection and rescue system	
15.	Attitude towards natural disasters is regulated by the law in an understandable way	
16.	Protection and rescue system in the social community is developed in accordance with the needs arising from the risk assessment	
17.	The needs arising from the risk assessment are distributed to all protection and rescue subjects	
18.	The basic function of the system is protection and rescue of people and critical infrastructure	
19.	Protection and rescue system must pay special attention to inter-municipal and international cooperation	
20.	International cooperation is important because of exchange of knowledge and experiences	
21.	Protection and rescue system should have primarily preventive function	
22.	Operational function of the system is very important from the aspect of response to natural disasters	
23.	Special attention should be paid to the critical groups in the social community	
24.	Protection and rescue system should be capable of following contemporary trends in theory and practice of responding to natural disasters	
25.	It is necessary to permanently and systematically invest in development of protection and rescue system	

**Field: Resistance of the social community to natural disasters**

(I do not agree at all = 1; I do not agree = 2; I do not know = 3; I agree = 4; I totally agree = 5)

No	Question	Answer
1.	The social community I live in is resistant to natural disasters	
2.	The social community I live in is completely capable of responding to natural disasters risks	
3.	Development of resistance is the primary task of the authorities on its territory	
4.	A formed protection and rescue system is an important element of resistance	
5.	High level of training of protection and rescue forces is very important element of resistance	
6.	Systematic financing of protection against natural disasters in order to sustain the system is an important element of resistance	
7.	Existence of strategic documents of protection and rescue is an important element of the social community resistance	
8.	Existence of the laws that are consistently implemented is an important element of resistance	
9.	High-quality education and training are very important elements of the social community resistance	
10.	Modern and efficient early warning system is very important	
11.	Inter-municipal cooperation significantly contributes to reducing of natural disasters risk	
12.	Interagency cooperation significantly contributes to reducing of natural disasters risk	
13.	International cooperation significantly contributes to reducing of natural disasters risk	
14.	Civilian community is not sufficiently involved in the activities relating development of protection and rescue system	
15.	Uneven development of the state territory significantly influences upon the social community resistance	
16.	Protection and rescue system should have investment potential and character	
17.	Current level of development of protection and rescue system enables complete safety when natural disasters are concerned	
18.	The education system should be the pillar of development of the social community resistance to natural disasters	
19.	Current education system is capable of providing the staff educated for the needs of protection and rescue system	
20.	Private sector is sufficiently involved in protection and rescue system	
21.	Scientific institutions are sufficiently involved in protection and rescue system	
22.	Science is the basic pillar of protection and rescue system development in the social community I am member of	
23.	Permanent education and training of all the community members is the best way to prevent the consequences of natural disasters	
24.	Low level of professionalism in protection and rescue system is a source of vulnerability in the social community	
25.	Natural disasters risk is a big source of the population uncertainty	



**Field: Renovation of the social community after natural disasters**

(I do not agree at all = 1; I do not agree = 2; I do not know = 3; I agree = 4; I totally agree = 5)

No	Question	Answer
1.	Damage caused by natural disasters can be significantly reduced by taking systematic measures	
2.	The social community always compensate actual amount of the damage after some natural disaster	
3.	Fear that the damage would not be completely compensated causes distrust towards the official authorities	
4.	Citizens and legal entities are aware of advantages of insurance against natural disasters	
5.	Majority of the facilities and economic assets is insured against natural disasters	
6.	There is publicly available document according to which the damage caused by natural disasters is to be assessed	
7.	There are the plans for repairing damages caused by natural disasters	
8.	There are damage compensation funds	
9.	There is sufficient number of emergency services and they are appropriately placed through the territory	
10.	Financing of the activities on reduction of the damage caused by natural disasters is a permanent activity	
11.	The social community has already prepared plans for continuation of the business activities in case of natural disasters	
12.	The indemnities for usage of the means belonging to private sector for the social needs in case of natural disaster are paid regularly.	
13.	The activities relating repairing the damage are public and transparent.	
14.	After every natural disaster, the authorities take the measures by means of which everybody can access the lessons learned from natural disaster.	
15.	The same attention is paid to all affected facilities in the damage repairing phase.	
16.	Priority should be given to critical infrastructure in the damage repairing.	
17.	Inter-municipal assistance is an important element of the damage repairing.	
18.	Interstate assistance is an important element of the damage repairing.	
19.	The assistance provided after a natural disaster has to be directed towards creation of a better system.	
20.	When repairing the damage, the critical groups should be prioritized.	

## Possible answers

Level of education	Sex	Sector of employment	Answer	
Pupil	Male	Public sector	I do not agree at all	1
Student	Female	Economic sector	I do not agree	2
Elementary qualifications		Private sector	I am not sure	3
High school education		Unemployed	I agree	4
College education		Studying	I totally agree	5
University degree				
MA/Master				
PhD				

## Annex 2. Directions for the questionnaire completion

This questionnaire consists of 6 pages (Sheets). The first 5 sheets are to be completed. The sixth page contains possible answers and it should not be completed.

### The first page (QUESTIONNAIRE):

- 1 Column **SEX** – click on one of two options offered in the drop-down menu.
- 2 Column **AGE** – write age.
- 3 Column **LEVEL OF EDUCATION** - click on one of eight options offered in the drop-down menu.
- 4 Column **SECTOR OF EMPLOYMENT** - click on one of five options offered in the drop-down menu.
- 5 Column **EMPLOYER (INSTITUTION)** – write name of the institution.
- 6 Column **WORK PLACE (JOB)** – write the duty/function you perform.
- 7 Column **DATE OF THE QUESTIONNAIRE COMPLETION** – write the date of the questionnaire completion.
- 8 Column **EXTRA COMMENTS** – you can write any comment that can be useful for this survey.

### The second, third, fourth and fifth page (ANSWERS):

For each question, one of 5 offered options in the drop-down menu in the column ANSWERS is to be clicked on ((I do not agree at all = 1; I do not agree = 2; I do not know= 3; I agree = 4; I totally agree = 5).

**After the questionnaire completion, it is necessary to save the file as: QUESTIONNAIRE Erasmus - Institution - Ordinal number of the person who completed the questionnaire.**