ESA 227 Term Paper

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**Introduction**

As of late, there have been many complaints about little to no research on disasters in underdeveloped and developing countries. Many scholars have pinpointed about this issue and the concern still persists. As these natural disasters occur, the most important aspect is communication and how it is carried out throughout the process of disaster management (Hunt & Specht, 2019). A lot of proof is present to propose that in numerous nations there has been an expansion in the threat of catastrophic events happening - collective danger hazard - because of environmental and natural deprivation. Data is the most important product amid crises or disasters. Based on this data or information, critical decisions are taken so that necessary or required results are obtained.

**Discussion**

Communication and the data or information communicated is the most important aspect of any organization to make a decision and based on that information, take actions. Data is the fundamental component in any scenario and needs evaluation process and is the reason for coordination and basic leadership in crisis circumstances. It has a ground-breaking sway on how national and universal assets are prepared (Hunt & Specht, 2019). Also, communication on social media and public communication have become essential parts of managing disasters more efficiently. Specialized tasks in exceedingly charged radical and communal circumstances must be joined by great open correspondence and data systems that take all partners into the record. Many agencies do rely on just information to take actions but what they miss is how to convey that information and make its circulation among workers possible. The worker also plays an important role to complete this circulation of information. In this advanced era, communication has become even easier and approachable as news agencies and social media platforms provide all kinds of guidance to people to share information and facts with complete autonomy and freedom. This technology can be utilized by many disaster management agencies in time of dire need where communication is the most important aspect to counter the disaster.

**Haiti Earthquake**

The 2010 Haiti earthquake is one of the biggest and deadliest natural disasters in human history, considering the death toll. There were unparalleled actions taken to establish a proper and strong system to communicate with affected societies of Haiti so that proper help can be provided to them in a timely manner (Dinh & Diesner, 2018). Involvement in past calamity reactions has demonstrated that correspondence with influenced populations is a basic part of operational conveyance, which helps in improving straightforwardness and responsibility. This fact guarantees successful delivery of administration and accomplishing significant support and the conveyance of data as a type of help with its very own privilege.

Humanitarian Accountability Partnership and other such agencies have concluded that the first and foremost important aspect of dealing with any kind of disaster is having meaningful communication with the communities and societies that were affected adversely and aiding and helping agencies are able to accomplish this. The focal finding is that those companies which provided better communication to the affected communities work suitably, specifically those that were depending upon solitary units (Dinh & Diesner, 2018). They were providing 2-way communication service, gave better correspondences support over their associations than the agencies of companies that did not have a proper set up for communication. The majority of these companies additionally had independent interchanges extends and were providing more extensive inquiries of admittance to data, as opposed to simply concentrating on data trade between the office and its recipients. Another important finding was that agencies that were effective in aiding the affected communities were utilizing state of the art communication services and multiple case scenarios. Examples are, holding a meeting with the people that were affected, providing updates and information at all times.

Haiti has a complex and harsh environment was managed carefully and professionally by many agencies so that a proper channel of communication can be established. Huge bases were established that were working day and night to ensure that aid is provided to every single affected family. The International Federation of Red Cross and Red Crescent Societies made a big camp in Haiti considering the complex environment. This international body was able to provide shelter to as many as 900 families and the system of communication IFRC was following provided the basic aid to people (Palen & Hughes, 2018). They also made assessments on who will be suitable for the shelter at the camp, providing assistance on people that were missing, who were deprived of shelter and further ways for people and families on how they can manage to survive if they were not given any aid and shelter. This international organization utilized notice sheets, composed data about the procedure, networking and gatherings, a helpline that was provided to the affected families through a helpline center, correspondence contact, public announcements, and open declarations to dispatch the reserve activity. The methodology tended to the data needs of the adversely affected families, met straightforwardness and responsibility necessities. It also moderated conflict and assembled trust through exchange and providing information whenever deemed important.

Because of these endeavors, base camp inhabitants, who had at first blamed IFRC for striving to deny them of lodging and did not provide them shelter and took steps to hinder development, wounded up steady of the aid that was provided to them by this international body. Amid a visit to the haven, occupants communicated their gratification with the dimension of data they had gotten and their commitment with International Federation of Red Cross and Red Crescent Societies. Families were overwhelmed with the level of professionalism and the type of help that they received and even the people were appreciating their efforts who did not acquire their assistance (Palen & Hughes, 2018). The worker of IFRC that were aiding people and families at the dispatched site also noted that the interchanges support had improved relations with the network, manufacture hope, relieve against conflict and make a domain where venture usage was conceivable. The helpline centers that were built up by IFRC also noted that proper communication service was helpful in providing information and assistance to the affected families. The helpline center service was proven to be very successful as one survey established that the level of satisfaction was 85% while another established that the service provided by the helpline center was 100% as residents were given information and updates whenever they required assistance. The international body (IFRC) was evaluated at one time by an independent and autonomous body which established that 85% of residents were satisfied with the type of help they received during the time of disaster. The workers for IFRC were also satisfied with the type of help and information that was provided to them by the helpline center as workers also required assistance at all steps before taking any sort of action.

IFRC had the option to guide this far-reaching approach incompletely on the grounds that it was one of handful associations to set up a devoted and comprehensive system of communication right at the start in the response of the earthquake. This system simple yet very satisfactory was guided by an expert who was proficient with establishing communication and the whole system was maintained by people of Haiti. Technical support was very much important in this regard as IFRC and certain companies were utilizing the somewhat similar framework to provide satisfactory aid to the residents whereas some agencies were who were not experienced enough were not able to provide strong communication and services to the affected families. A few associations in Haiti attempted commendable endeavors to present straightforwardness and responsibility at an all-around beginning period, employing committed workers and putting this work at the core of their functional area to get positive feedback. Be that as it may, giving duty regarding correspondences work to exhausted staff who were not specialized authorities constrained the adequacy of these projects as a technical specialist was missing (Palen & Hughes, 2018). The local emergency team 9-1-1 was providing assistance as well as the very spot of the earthquake. They built up a camp on the affected zone and reached out to many families that were requiring assistance. This team with the assistance of IFRC was able to build up a big camp where communication service was again given the most importance. Complaint boxes and meetings were held in order to completely circulate information at all time. a worker with more than enough experience of humanitarian accountability was recruited so that with his expertise residents can establish a proper channel of communication. The worker was a local resident of Haiti and with his experience in the field of psychology was able to build up strong communication with affected families. This system was very impressive as the agency was receiving feedback and thus actions were being taken with a positive attitude. A channel of advocacy was also built as a local resident was given this job with priority.

Surveying the effect of this work in Haiti is troublesome as just the same as practically all such activities in Haiti no comprehensive observing, and assessment has been completed; recipients' points of view are especially difficult to examine since time is running short that has passed since the quake. Managing time was also one of the important subjects at that time. A lot of time could not be spent on establishing communication as people were in need of dire aid and there were not many professional and satisfactory agencies at that place. Requested to think about their encounters, a worker said that an increasingly orderly and better-resourced center around correspondences would have improved their system to take actions and work efficiently. Specifically, it was comprehended that, in spite of perceiving the significance of correspondence, the organization did not distinguish a requirement for an authority who was specialized in interchanges and networking to help create viable interchanges procedures until a while after the Haiti tremors (Shittu, Parker & Mock, 2018). This need of a technical worker with expertise in communication was deemed necessary by many agencies and the local worker also termed this important. From this, many agencies were interviewed along with their workers on how they can change their system of work and what did they learn. Many workers were off the view that they and their agencies could have done better and executed their plans much better if only their framework of communication was more professional and efficient. It was decided by many aiding agencies that they would start training their workers on how to establish a strong communication channel with residents and how to manage their queries with a sound mind. The basis of communication was termed most important by all the agencies that were working there.

The significance of specialized help in correspondences was additionally perceived in an interior assessment of the offices and agencies that were working there. This prescribed various specialized enhancements in correspondence, including the improvement and creation of composed resources to go with oral consultations and preparation notes for workers interfacing with site inhabitants (Shittu, Parker & Mock, 2018). It additionally accentuated the requirement for data to be revised and repeated so that the circulation of information was never hindered. Workers were off the view that to manage an affected community on such a vast scale was not easy as just the flow of information was not enough for them to be successful. Survivors of the earthquake were also assisting the workers with more important information. Information from the locals was also important as many agencies were only prioritizing the information only, they had and were completely ignoring what the locals had to say and what the survivors had in their minds about the affected area. Many agencies were lacking the professionalism that was required at the time of need as technical support and 2-way communication was very much vital for executing rescue operations (Shittu, Parker & Mock, 2018). Furthermore, having independent correspondences units or exercises which can give specialized help over an association, as International Federation of Red Cross and Red Crescent Societies and some different offices did, helped increment operational viability. These units along with a strong and active helpline center were appreciated all around by many international and national forums. Some workers for IFRC were off the view that such kind of framework will not be of any help and would be an obstacle in their line of work but after the execution of the plan, these workers were applauding the work of the units and helpline centers.

Giving importance to the local experience residents was also a big step as they knew the local language and could easily advocate for the affected families. This was appreciated on many forums as delegates of WFP said that procuring a nearby representative to clarify sustenance circulation forms was critical to improving the administration of dispersions in an initial couple of weeks after the tremors (Menon, Pathrose & Priya, 2016). Another perception is that the best correspondences techniques in Haiti utilized various channels and accentuated discourse and complete correspondence, instead of just data accumulation or conveyance. A lot of the disaster survivors were off the view that communication was the key of successful operations in the affected zone and to use the locals as the key communicators were even much more appreciated by them as they know how to ask them questions and how to communicate with them with feedbacks and dialogues. Haitians that were rescued and assisted were intensely mindful of which associations had tried to speak with them and had substantially more regard and energy for those that did.

**Conclusion**

The earthquake that hit Haiti was given as much assistance as it could have been by the international and national bodies. International Federation of Red Cross and Red Crescent Societies and other agencies with their professionalism and hard work made it possible to make the rescue operation a success. The Haiti seismic tremor happened in an extremely specific setting, where communal, financial, political and social elements shifted fiercely between those who were influenced (Menon, Pathrose & Priya, 2016). The experience gained from the earthquakes of Haiti affirms that compelling correspondences can upgrade all parts of helpful work, including straightforwardness and responsibility, state-funded training and data and administration conveyance. Make use of experienced technicians and specialists who can make the system of communication efficient and also make sure that the workers of such companies are trained well with all the information an emergency management agency should have. There were many international specialists that were working in Haiti for rescue operation but as seen above, the assistance of a local expert can be very useful in such scenarios as the communication gap can be further eradicated. Since communication is a communal and public procedure worldwide skill alone is probably not going to be adequate.

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