

# CHAPTER ONE: INTRODUCTION

## 1.1 Introduction

The trust survey analysis has become increasingly important over the past decade. Especially in emergency situations trust assessment has proven to be a very useful tool for decision making. The level of trust and disaster resilience management will continue to operate below the maximum and in deficiencies when there is still resource imbalance in the society at large (Chang et al, 2011). With recent disaster events around the Nepal, here is now a prompt need for researchers to investigate into the subject of trust which need skillfully develop a mixed strategy that can be applied to make disaster management much more sustainable. This chapter presents a summative structure which includes the aim of this research, the research questions guiding the study followed by the main objectives. The final part of this chapter gives a proposed structure for the chapters and the content that is intended for each one.

People come to each other's' assistance in rebuilding their homes and their lives. There may be short bursts of increased trust in other people. Does this also apply to confidence in government? We don't see long term increases in trust in others, since this form of trust "generalized trust "is learned early in life and does not change much over people's lives (Uslaner, 2002, ch. 6). How do disasters shape trust in government?

Disaster and reconstruction are defined as the concept and practice of reducing disaster risks through systematic efforts to analyse and manage the causal factors of disasters, including through reduced exposure to hazards, lessened vulnerability of people and property, wise management of land and the environment, and improved preparedness for adverse effects. Disaster reduction strategies include, primarily, vulnerability and risk assessment, as well as a number of institutional capacities and operational abilities. The assessment of the vulnerability of critical facilities, social and economic infrastructure, the use of effective early warning systems, and the application of many different types of scientific, technical, and other skilled abilities are essential features of disaster risk reduction

Disasters have always been a result of human interaction with nature, technology and other living entities. Sometimes unpredictable and sudden, sometimes slow and lingering, various types of disasters continually affect the way in which we live our daily lives. Human beings as innovative creatures have sought new ways in which to curb the devastating effects of disasters. However, for years human conduct regarding disasters has been reactive in nature. Communities, sometimes aware of the risks that they face, would wait in anticipation of a disastrous event and then activate plans and procedures. Human social and economic development has further contributed to creating vulnerability.

The overarching aim of this study is to critically evaluate the existence and use of trust gaining principles in the in the society of disaster aftermaths that is practiced across nations of the world, especially developing nations. There is a considerable difference between the levels of the trust gaining and development that is practiced between the developed nations as compared to that of the developing nations (Turner et al, 1999; Swarbrooke, 1999, p.204, p.206). According to Turner et al (1999) both developed and developing nations seem to have one common problem of effectively managing situations as such, however the developed nations seems to travail less when it comes to handling the aftermaths of disasters. The developed countries seem to have procedures in place to absolve this kinds of shock, however the developing nations travail more in situations like this. There seems to be something present in the structure of trust measuring in the society especially in developed nation that is absent in the undeveloped world (Turner, 1999). This study seeks to explore this situation and bring out basic findings that could help to address in the policy level other managerial aspects.

Trust is high for a number of professional institutions, such as schools and hospitals. It is also quite high for local government institutions. Trust in the parliament and the government is much lower. Furthermore, the analysis reveals a weak relationship between institutional trust and identity variables. Demographic and social characteristics of participants, such as caste, and religious and political affiliations, have little significance in explaining the level of citizens' trust in political and public institutions. Such trust primarily depends upon how citizens assess the performance of these institutions. Hence, patterns of institutional trust depend on how

participants evaluate the current macro political situation in Nepal, whether recent political changes are judged to have gone in the right direction.

Citizens' trust in public institutions shows closer relations between the state and the society. Such close proximity can enhance partnership between the citizens and the public institutions working at the central and the local level. Distrust generally occurs from the gap of the failure to deliver services that affect in building public confidence in different public institutions. More trust on public institutions denotes greater effectiveness of the public institutions in discharging their functions. In this context, this paper examines the level of Citizens' Trust and public institutions' rate of performance. This paper also explores the role of people's expectations and civic duties to create Citizens' Trust.

Rothstein and Deietline Stolle (2008) argue that trust is embedded in the structure and characteristics of political institutions. The institutional efficiency and fairness influence the individual agent's perception. They determine the individual's inference from those who are given the responsibility of guarding the public interest of the rest of the society. They shape the observance of the behavior of fellow citizens as institutional fairness sets the tone. They inferred citizens have to get involved to make democracy work and the economy grow. Governmental institutions would be dysfunction due to the lack of social capital.

## **1.2 Statement of Problem**

The importance of community participation in reconstruction after disasters has been recognized by scholars and relevant agencies for several decades. Ever since UNDRO declared that "the key to success ultimately lies in the participation of the local community the survivors in reconstruction" (UNDRO 1982), most governmental and non-governmental agencies define their approaches as participatory. However, as pointed out by Sliwinsky (2010), while participation gives reconstruction projects a morally legitimate theoretical framework, its impact on practice often remains weak.

The community participation in reconstruction remains little more than a slogan as long as decision making power and control over resources remains with the reconstruction agency. This

is potentially the case of a reconstruction approach that a decade ago was successfully tested on a large scale in Gujarat, India and that became known as 'owner-driven reconstruction' (Jha et al., 2010), So that the role of the community is the vital during the reconstruction phase after the disaster.

Japan has had satisfactory governance in general, but is far from a model. The mega earthquake that struck countries with good governance can better prepare for and mitigate the devastating effects of natural disasters. Japan has rated well on governance relative to other countries. Japan among the top 30 countries in the world had on "Government Effectiveness" and "Control of Corruption" and in the top 40 on "Regulatory Quality", So that the trust towards the governance is very important.

The vision of the national reconstruction authority is well planned resilient settlements and a prosperous society. The leadership is very important for completing reconstruction and resettlement with a clear plan maximizing the use of local labor, resources and means, and international support. Similarly the guiding principles are support to people affected by earthquake to be provided in a uniform manner by abiding to an agreed guideline, provide support in a transparent manner by ensuring uniformity in assistance provided by sectors and agencies.

In this context, the researcher tries to examine the level of people's trust to disaster reconstruction phase. That explores sustainable and resiliency from reconstruction for trust gaining among the victims. Under these statements the researcher found the following research question to measure the trust level towards the government during the reconstruction phase.

### **1.3 Research Questions**

This study seeks to enquire about a number of issues which are as follows;

- ) To what extent policy, institutional, resources management and performance help for building public trust in the process on reconstruction phase of disaster aftermaths?
- ) Do community roles play for building trust in reconstructing process?

## **1.4 Objectives**

- ) To examine the level of people's trust to earthquakes reconstruction phase.
- ) To analyze the local level situation on sustainable and resiliency from reconstruction for trust gaining among the victims.

## **1.5 Structures**

This study would fulfill the task of five chapters which excludes the annex and the references. The first chapter contains the introduction, the aims, the research questions, the objectives of the research; the summative note the research methodology and finally the structure. The second chapter of this study reveals a deep and comparative literature review under the subject of trust building and reconstruction after the earthquake and also a little literature to expose the relevancy of earthquake disaster management in this research. This second chapter is the section that basically introduces all the literary tools that would be used in other chapters as the study progresses. It is the section where the research would engraft concepts together, thereby developing a theoretical model for operation. The third chapter presents a statement that in scopes these study such that it has a focus point and a centre upon which it runs. It is the section explaining the kinds of methodologies adapted in the course of the research. This section provides a justification for the different methods that were employed in the course of the research. However theories and procedures are also used to justify the adapted methodology. Chapter four is a section that presents the results, data analysis of findings and interviews that were conducted. In this chapter discussions and facts are drawn and made out of the opinions of the respondents that were gathered. Finally, chapter five is the last chapter which precedes the section of summative conclusion to all the research that was conducted in the course of this study. It puts together a conclusive analysis of all chapters and links them together such that they illustrate that the aims and objectives of this study were met.

## **Variables of the studies**

**Dependent variable:** Public institutional trust during the reconstruction phase in terms of performance.

### **Independent variables:**

Policy/ legal/procedural measures

Institutional coordination

Public support/ community role

Resources management

## **1.6 Limitations**

There are the some limitations of the study which indicates the certain scope and size. The following are the main limitations of the study.

- ) This study covers only 96 household sampling therefore there is limitation generalization. (sampling limitation)
- ) Only limited variables are measured on the study. ( variable limitation)
- ) The particular area is studied. (geographical limitation)
- ) Only earthquake reconstruction is studied. ( content limitation)
- ) The topic is very vague where only the institutional trust is measured ((theoretical limitation)

# CHAPTER TWO: LITERATURE REVIEW

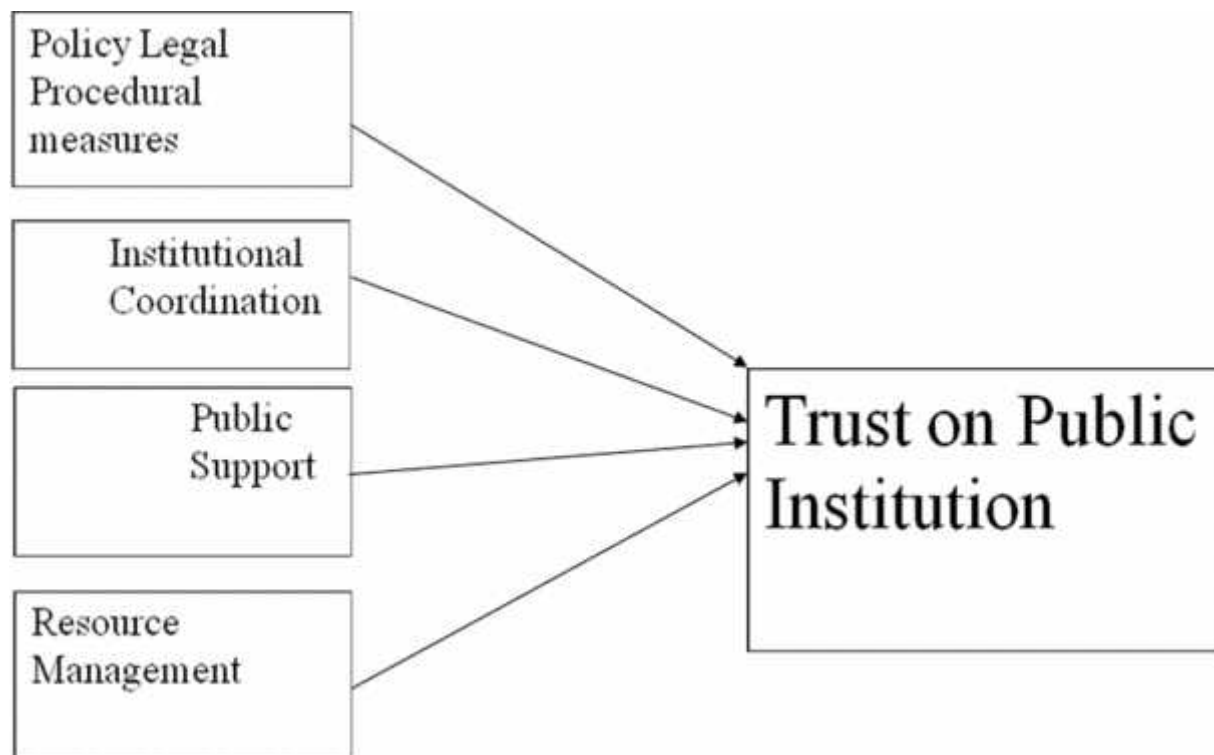
## 2.1 Introduction

This chapter presents the literature review that is of relevance to the citizen trust during the reconstruction. In addition to these, this chapter has examined a number of principles use when implementing the citizen trust on development and also synthesize them with the phrases of disaster management to form a model for this study. It has also explored other existing theories that are relevant to development and good governance. The purpose for this chapter is to define the connectedness and relationship of the subject of discussion in the field of better governance and to also disclose whether there are any empty spaces in theory or literature that needs to be occupied. Governments at all levels have declared their interest in finding better ways to respond to and serve citizens and communities through better designed programs and consultative processes (Advisory Group on the Reform of Australian Government Administration 2010; Bourgon 2011). Such institutions are combined and human actors who generate activities, and people may trust or upon how they perceive them and assess their actions. The kinds of articles include the key public and political institutions, the civil service, the judiciary and the police. When we asked citizens trust these institutions, we presupposed that they conceive ion of people, positions, procedures and processes. Such conceptions and distinct, and they may be more or less anchored in valid information. It is also important to reiterate that success and failure in disaster recovery is almost entirely a matter of public perception rather than objective of reality. Private Citizens cannot be expected to comprehend fully the difficulties and complexities involved in any recovery effort. At the same time, people are naturally absorbed with their own personal problems caused by the disaster. Consequently, individual citizens are likely to view anything short of immediate, direct, comprehensive help as failure. When one takes a broader perspective, virtually all of the governmental relief efforts are successful. This is certainly the case in all the disasters examined. The research has important implications for our understanding of the interactions between mass behavior and the institutions involved in the disaster response process. For one thing, it stresses the significance of communication networks. Traditional standards for behavior are nonexistent, and people search for meaning to structure their environment. This

enables the development of new norms, which are likely to be inconsistent with previously existing social structures (Perry and Nigg, 1985). Natural disasters place enormous and extraordinary burdens on the people who experience them. Individuals and private organizations are often unable to cope with the stresses and strains of events like hurricanes, earthquakes, and floods. Therefore, people turn naturally to government for assistance. However, disasters generate problems that are often difficult to anticipate and handle. As a result, the effectiveness of governmental efforts in this area has been highly variable. In some situations, the government appears to respond with speed and urgency. Humanitarian actors are acutely aware of the inequalities that exist within urban geographies as well as the ways in which these inequities can exacerbate risk and impede sustainable recovery after a crisis. The humanitarian community is also becoming increasingly aware of the contested nature of space and the ways in which the exertion of rights and participation in decision making over reconstruction can enhance people's sense of recovery as well as their ability to shape their future and build stronger accountability between the population, the state, donors and other stakeholders. Actively, distrusting citizens are a risk factor for governments, because their basic attitude towards government is one of distrust, which impacts on their perceptions and possibly also on their behaviors. Such a disposition to distrust generates on governmental communications and actions. Whereas trusting citizens resolve uncertainty in their interaction with government through trust, distrusting people use suspicion as their basic attitude. Finishing one's relationship with the other is the most certain way to eliminate dependence, and this uncertainty. Whereas trust lowers transaction costs, distrust increases them or even makes transactions impossible. Trust helps governments to implement policies, or to find support for policies, a mere lack of trust does not necessarily hinder the implementation. Distrust, however, may make the implementation of certain policies that infringe upon people's lives quasi-impossible. Research on trust in government has revealed effects of low trust on rule compliance, tax paying, voting behavior etc. Most research up to now has tended to focus on more moderate expressions of low trust, such as declining tax discipline or voting for protest parties. The focus is on trust in public institutions; we assume that people may institutionalize (Sztompka, 1999: 41-45). In a situation of distrust, some of these behaviors may become more extreme, eventually even resulting in a withdrawal from the state. Such a withdrawal can be full or partial, and may consist of behaviors such as abstaining from voting,



tax evasion, no take up of public services, refusing to be registered in government databases, or a physical withdrawal. It is therefore crucial to know whether citizens merely display a low level of trust, or are actually actively distrusting. Such extreme disaffection has received little attention in research, partly because deep suspicion makes access to research subjects difficult. Resilience is a new concept for many managers and policy makers. It requires a change in thinking about the goals of preparing for some kinds of risk that might overwhelm all efforts to resist them such as powerful hurricanes, pandemics. The Resilience Alliance has defined resilience as the “capacity of a system to absorb disturbance, undergo change, and still retain essentially the same function, structure, identity, and feedbacks”.



## 2.2 Public Policy and Trust

The policies which are believed to be most effective in these latter respects preparedness and mitigation are politically less salient and therefore unlikely to receive much attention (May and Williams 1986, 3). State policy guided that regarding the conservation, management and use of natural resources. The state shall formulate and pursue a policy of designing a pre warning system, disaster preparedness, rescue, relief works and rehabilitation in order to minimize the

risks of natural disasters (Constitution of Nepal). Nepal has been experiencing natural disaster like earthquakes, flood, landslides and avalanches from time to time. To manage and mitigate the risk of natural disaster, Nepal formulated the Natural Calamity Relief Act (NCRA) 1982 (amended in 1989 & 1992). To find out the citizens' trust level due to performance Nepal's government to manage natural disaster. The performance of government is guided by the policies like act, regulation, periodic etc. It may also be necessary to change certain aspects of the bureaucratic structure itself. Specifically, it may be useful to develop special standard operating procedures that are to be used in unusually severe disaster situations. In such cases, the federal government should take an earlier and more commanding role in the response effort. It is unrealistic to expect that state and local officials will be able to carry out their pre-established duties when there is chaos and extreme disruption permeating the immediate environment.

There is the specified the roles and responsibilities of different governmental organizations to have the effective post disaster management. This responsibility is given to National Reconstruction Authority (NRA, 2072). Formulated and implemented sectoral plans, programs, rules and standards relating to disaster management, regional development plan will have formulated and implemented for new construction and reconstruction and risks of climate changes will have reduced (Plan, 2015/016-017/018). Political determination, sound policy and effective implementation are imperative in carrying out disaster management activities efficiently and effectively. It would be advisable to include a disaster management component in the development plans and programmes of the agencies concerned, for the effective implementation of disaster mitigation measures; considerable funding should be allocated for this purpose (Poudyal & Chhetri, 2000). Post-disaster recovery is a social process that involves policy decisions, institutional capacities and struggles between interest groups. In this process, the participation of local stakeholders should play an important role. Such participation can promote understanding between residents and policy makers. It can also assist them to make democratic choices and encourage the development and the reconstruction of disaster struck area. If stakeholders are excluded from the decision making process, they are highly likely to obstruct or resist the reconstruction plan through noncooperation. The understanding and acceptance of the reconstruction plans and policies by all stakeholders is crucial for successful post disaster reconstruction. Therefore, the reconstruction and redevelopment of a disaster struck

area should be cautiously based on comprehensive and continuous communication with all stakeholders. However, currently, there are few case studies that find evidence of a sufficient participation of stakeholders in post disaster reconstruction although governments have adopted measures to encourage the communication between policy maker and local. Governments primarily focus on policy explanation and opinion collection but often fail to enable residents to truly participate in decision making. During the process of policy execution, the lack of effective participation is usually followed by a slow recovery progress that occurs because of the failure to obtain the understanding and support of local residents.

### **2.3 Build Back Better for Disaster Management**

Build Back Better (BBB) is an important concept which incorporates adopting a holistic approach to improve a community's physical, social, environmental and economic conditions during post disaster reconstruction and recovery activities to create a resilient community. Analysis of key literature on post disaster reconstruction and recovery with suggestions to improve post disaster practices to build back better led to the identification of four key categories and eight principles which depict BBB. The South Asia Disaster Report (DNS and PA, 2005) states that disasters are produced due to the weaknesses and vulnerabilities of communities, countries and structures to withstand encountered hazards. It defines vulnerability as the lack of capacity to anticipate, cope with, resist and recover from the impact of a hazard. 'Build back better' means that transitional settlement and shelter should address root causes of vulnerability and the long term processes and conditions which led to those vulnerabilities. That includes aspects of citizen response to and prevention of disasters (Chen et al., 2006; Flint & Brennan, 2006; Helsloot & Ruitenbergh, 2004; Ogawa et al., 2005). The focus on the shelter products rather than on the processes of settlement and shelter, as noted in the previous section, was another missed opportunity to 'build back better'. These community involvement processes have not suggested that the community should entirely control the decision making. The main concern is that decision making processes are not always representative of the community, especially with respect to women, youth, and ethnic minorities. However, if the decision making process is representative and if 'build back better' is communicated effectively, the community's decision could still be to build modern rather than safer settlements and shelters. These difficulties observed in the field do not imply that safety, security, and livelihoods should have been

balanced perfectly, including consideration of all related topics such as land rights, the environment, personal debt, and reconstruction speed. Instead, admitting and communicating the challenges faced would have facilitated community involvement, indicating the tradeoffs which had to be made and the consequences of selecting any set of tradeoffs. Compromises might then have been more acceptable, such as a slower speed of reconstruction for longer term gain. The overall consequence was difficulty in effectively balancing safety and security with livelihoods, especially fully incorporating environmental considerations. Rather than admitting and communicating this consequence in order to seek the best balance depending on local circumstances, the tendency of building is to facilitate as many dwellings as quickly as possible, irrespective of the harm done to safety, security, and livelihoods. The situation becomes ‘build back faster’ rather than ‘build back better’. Yet dwellings are an integral part of safety, security, livelihoods, and of other sectors including water and sanitation, so wishing to build them quickly is understandable. Balancing these various concerns and tradeoffs is an inherent part in making a decision regarding the appropriate speed for construction. As a result, different aspects of safety, security, and livelihoods will be promoted and other aspects will be inhibited. The theory and practice of ‘build back better’ were witnessed. Focusing on by build back betters examined by safety, security, and livelihoods, post disaster settlement and shelter could have an improved connection with permanent housing and communities, fairness and equity, connecting relief and development by tackling root causes of vulnerability. Based on the field work, addressing these four areas is suggested as how ‘build back better’ could be implemented. Community involvement is essential, but that does not necessarily mean community control. Organizations involved in implementing transitional settlement and shelter need to consider their capacity and links to other sectors. Thinking ahead is necessary by integrating relief and development through long-term planning and disaster risk reduction. Overall, ‘building back safer’ might be a preferable tagline to ‘building back better’ because ‘better’ has multiple interpretations, many of which caused further problems, whereas ‘safer’ provides a clearer goal on which to focus for post-disaster settlement and shelter. Recovery is about development, and building back better is about sustainable development. This is specific in terms of not recreating a risk that existed earlier, and not creating any new risks. The larger picture needs to be seen, with the various

dimensions and activities ranging from plans to the implementation of various programmes coming together seamlessly.

## **2.4 Public Trust and Sustainable**

Kates, Parris and Leiserowitz (2005) viewed sustainability as the process of preparing ahead of a particular situation such that there would be resources in place to effectively combat the situation. This suggests that there is a clear indication that the subject of sustainability can be seen as dialogue; as it appears to be a two way affair. The sustainable development first needs to have been.

Disaster management won't have been necessary; however the redundancies that exist within the practice of sustainability has made it necessary (Cuny, 1993; Klopffer, 2003). The context of sustainable development disaster management is perceived as the process that involves numerous problem analysis and solving phrases. There is another body of scholars that suggested that sustainability has become important since when the human activities have started opposing the regeneration of resources. In the absence of resource regeneration the survival of the planet would be at stake. Sustainable development has been able to create a rapid awareness that useless caution is applied to human activities; there would be continuous increase in disasters (Ogunseitun and Schoenung, 2012). Within the context of sustainable development disaster management is perceived as the process that involves numerous problem analysis and solving phrases. Unfortunately the effect of disasters in this context seems to affect the three various pillars of sustainable development. Disaster management won't have been necessary; however the redundancies that exist within the practice of sustainability has made it necessary (Cuny, 1993; Klopffer, 2003).

According to the Bruntland report under the World Commission on Environment and Development (1987, p.8) sustainable development was defined as the "development that meets the needs of the present without compromising the ability of future generations to meet their own needs". These definition advises that situations that are presently threatening the project environment should be revalued in view of the now and later needs. Although CPs in all the townships we interviewed was adapted to local conditions, township executives had only

ambiguous ideas about the functions of the CPs. Their comments on the impact of CPs implicitly suggested that scenario planning was absent during the design process and that the available CPs were only capable of dealing with ‘normal scale’ disasters, but not catastrophes like the Wenchuan earthquake. All township executives assured that the structure of the CP system was the least complicated at the township level because its structure was solely determined by local demands. There is central coordination; agreement on responsibilities and objectives. Environmental sustainability will be the main focus; this is because the cost of disaster aftermath to the environment has been very devastating. Scholars again uncovered that it is the negative preparations of the people and organisations within an environment that determines how aggressive the disaster would impact the environment. In other words, it is the level of skill that is committed to the maintenance of this aftermath that will determine how sustainable a disaster has been managed. Environmental sustainability refers to the power behind the daily engineering of the organic life and the basic amenities in the environment. So in other words sustainable practice within an environment may be tagged as a conscious arrangement that is made in order to support the natural space that is around us (Khalil, 2011). Accountability has become a key principle in almost every project environment, therefore in relation to the sustainable project management of disasters; social sustainability is one way in which this can be exhibited (Lehman, 2002). Project management is at the verge of migrating into the full use of social responsibility as a competitive tool by medium to there by attain sustainable development. Social sustainability suggests that a project management body should make the basic needs of its operating environment a key priority as it is expected of and essential for them to play an intra personal role in such settings (Chan and Lee, 2008). The economic sustainability is geared at attaining project success and also with the view of maintaining the line of cost effectiveness (Neefjes and Oxfam, 2000). In view of the subject of this research it is directed at reducing the cost that is incurred in the management of disaster aftermath situations. However in the effort to reduce the cost incurred in the course of management, the project manager also continually seeks to attain the highest value in the process of managing the disaster impact. The movement of material needs and the supply chain system becomes a priority with the road map to achieving economic sustainability.

According to McBean (2012) given the present awkward nature of the environment in which we carry out most of our daily projects, Over the past centuries records about terrible disaster events (1864) have shown that it is difficult to ascertain how successfully possible it is to incorporate the culture of sustainable development into the management of disaster. Certain scholars disclosed that although stopping the occurrence of a disaster has been impossible, however it is possible to minimize and management the effect of the disaster phenomenon.

## **2.5 Governance and Trust**

The decline offers tough challenges to politicians, public administrators, and citizens because it implies the loss of public confidence in political and administrative performance as well as dissatisfaction with public sector. The citizen trusts that government will work in our best interests by conducting its work effectively and in accordance with "ethical norms of justice and benevolence" (Kass, cited in Thomas 1998, 171). As Citizen Satisfaction Trust in Government public sector management of information throughout this new era is heavily focused on information dissemination. When trust and distrust are different concepts, this means that trust and distrust can coexist because they are not opposites. "Trust and distrust are separate constructs that may exist simultaneously." (McKnight and Chervany 2001: 29). McKnight and Chervany illustrate this apparent contradiction by giving the World War II collaboration between Stalin and Roosevelt as an example (McKnight and Chervany 2001), where both parties trust each other, yet distrust each other at the same time. Trust and distrust may coexist in a relationship, both referring to a different aspect or quality of the relationship (Six 2005; Liu and Wang 2010). Institutional trust is treated as a dependent variable in our study because we argue that it is democratic capital (modern political institutions, electoral processes, social and economic structural reforms, and accountability) and not social capital (as argued by Putnam 1993) that fosters democratic transition in postcolonial societies`. According to the main argument of social capital, cultural attributes such as trust, civic associations, shared norms and social networks in society trickle up to the political institutional level and make democracy work. Yet in contrast to this, in societies such as Nepal, where caste, religion and linguistic groups remain unchanged, it is the political structure rather than the social structure that is the main driving force behind social change. The same argument is presented in studies on Scandinavian countries namely, that the performance and organization of democratic and bureaucratic

institutions generate trust (Kumlin and Rothstein, 2005: 343; Rothstein, 2004). A similar misconception exists around the relationship between trust and control. More specifically, we argue that those theories that propose that citizen distrust is the rational, appropriate approach to democratic governance appear to assume that trust and control are substitutes and that control is seen as a sign of distrust (Warren 1999a; Krouwel and Abts 2007; Rosanvallon 2008). So as soon as one puts in place controls, one distrusts. Lenard (2008), on the other hand, appears to assume that trust and control may strengthen each other in creating vigilant democratic governance. Recent organization theory supports the perspective that trust and control may complement each other. Control may positively affect and strengthen trust, provided certain conditions are met (Das and Teng 1998, 2001; Weibel 2007; Weibel et al. 2009).

## **2.6 Public Institutions and Trust**

Trust is a complex interpersonal and organizational construct “Trust occurs when parties holding certain favorable perceptions of each other allow this relationship to reach the expected outcomes” A trusting person, group or institution will be “freed from worry and the need to monitor the other party’s behavior, partially or entirely” (Levi and Stoker 2000, 496). In that sense, trust is an efficient means for lowering transaction costs in any social, economic and political relationship (Fukuyama 1995). Trust is also much more than that, it is the underpinning of all human contact and institutional interaction (Tonkiss, Passe, Fenton and Hems 2000, Misztal 1996). Trust comes into play every time a new policy is announced.

Both the organizational and the individual political trust depend on credible policy making. Credibility can be defined as an unquestioned criterion of a good policy. Credibility, in general, is assessed in terms of the different perceptions of performance associated with different policies. A reasonable expectation of improved performance as such is a necessary condition for establishing credibility of a new policy rule. In the political economy literature, the term credibility is mostly used in reference to macroeconomic policy, more particularly the disinflation programs. In fact, the emergence of the notion of credibility itself is associated with the monetary policy actions taken by the central banks of different countries, and how these actions have affected variables such as long term interest rates and other asset prices. Greater credibility has usually been associated with policies that have been successful in keeping the



inflation down, and in garnering support for central bank independence (Blinder 2000). Building political trust towards good governance, by definition, implies the political legitimacy (PL) link between trust and good governance. Legitimacy embodies the consent that citizens accord to the ruling government and/or state institutions. If citizens think that a government rightfully holds and exercises power, then that government enjoys political legitimacy. Among the major determinants of legitimacy are social trust, economic effectiveness and good political governance along with democratic rights (Gilley 2006). Legitimacy is readily achieved if citizens trust in the government and their representatives. As such, political trust leads to good governance by contributing to the building of political legitimacy. Political legitimacy, in turn, further stimulates and extends political trust, thereby contributing to the democratization of governance. “Building Trust through Civic Engagement” will be particularly interesting for those who would like to understand the importance and the impact of social capital and civil society for building trust. Rainey (1997) points out that the public often has wrong information and a biased perception of government performance.

## **2.7 Understanding Disaster Management**

It is observed that the scope of relevant comparative analyses remained limited. They mainly focus on either evaluating changes in the capacities of national level examining similarities and differences specific but varied aspects, such as policy development of disaster management and education, disaster preparation and planning (Yang et al. 2014); emergency responses (Zhang 2015). The overall disaster management capacity on a local level was left unexplored. Contingency plans (CPs), Early warning system and risk analyses, emergency responses, logistics management, social participation, education and training, recovery planning.

Wenchuan(2008), the character of the early warning system and risk analyses in townships remained conventional and haphazard in nature. Despite the presence of periodic risk assessments conducted by professionals sent by upper level governments, the resulting policy changes did not improve much of local situation from threats. The consequence of the lack of independent contingency funding was reflected in the inability of local communities to upgrade their early warning systems with more scientifically sound and customized instruments.

Similarly, township governments were seen incapable of offering an adequate stipend to train and motivate monitoring personnel. As a result, a township level government possesses only limited ability to adapt and implement, in an optimal fashion, policies that were imposed from above under the present institutional arrangement. It is also clear that the failure of township governments to develop a robust external collaborative mechanism with local and social organizations exacerbated their already limited capacity to cope with emergencies. Given the meager resources with which they were provided, collaborating with actors in the larger social environment (domestic and international) is valuable for township governments to cultivate a systematic and sustainable support. As Abarquez and Murshed (2004) noted: the involvement of the most vulnerable is paramount and the support of the least vulnerable is necessary because it enables the generation of community resilience against disasters in a much cost effective fashion. Township executives agreed that there were more collaborative interactions with the social sector during this phase. One noted that “social organizations proactively contacted us. Disaster management is a difficult task. A disaster often happens without warning; the suddenness of a disaster and of the destruction it causes becomes very difficult to manage with a normal administrative set up. In view of this suddenness, and of limited funds and resources, the government faces a number of severe challenges. Disaster management aims to reduce, or avoid, the potential losses from hazards, assure prompt and appropriate assistance to victims of disaster, and achieve rapid and effective recovery (Warfield, 2004).

## **2.8 Citizen’s Trust**

Trust studies are associated with several problematic because of several reasons such as problems with a the definition of trust itself, lack of clarity in relationship between risk and trust, confusion between trust and its antecedents and outcomes, lack of specificity of trust referents leading to confusion in levels of analysis and failure to consider both the trusting party and the party to be trusted (Mayer and Schrooman, 1995).

Uslaner (2000) visualizes trust as a moral world view that develops during early socialization. Trust is deeply ingrained and difficult to change. It depicts trusts as a set of interests existing between individuals that develop through life experience. Trust is easily altered by personal interactions or new social and political conditions.

Rothstein and Stolle (2008) argue that trust is embedded in the structure and characteristics of political institutions. The institutional efficiency and fairness influence the individual agent's perception. Most research on political trust has focused on trust in national government (Miller 1974; Richardson, Houston, and Hadjiharalambous 2001), but some evidence suggests that trust in government is somewhat higher at the state level (Hetherington and Nugent 2001) and highest at the local level (Bowler and Donovan 2002; Rahn and Rudolph 2002). Compared to trust in national government, trust in state and local governments has remained more stable over time.

Askvik, S., Jamil, I., & Dhakal, T.N. (2011) reveal that the dimension of trustworthiness prompt and efficient, friendly and helpful and predictable and reliable are significantly related to trust in civil service in Bangladesh and Nepal barring corruption. The gap between the public's expectations and the government's efforts was quite large. This occurred because the predominant emergent norm was overtly hostile to the governmental response process itself. A final implication of our review is that public sectors need to take distrust seriously as a concept mediating the relationship between citizens and government. Most current government surveys tend to consider trust in government as a normatively superior attitude, and a lack of trust is generally interpreted as a call to action for governments. From such observations of low trust follows a series of "fixes" to remedy low trust. Such an approach has led to an excessive focus on trusting citizens and what makes them trusting, to the detriment of studies focusing on distrusting citizens and what makes them distrustful. It furthermore ignores many of the realities governing political and administrative systems, which are grounded in profound distrust. We need to take away legitimate distrust to enable trust. This may be done by institutionalizing controls that limit the opportunities to benefit from positions of power. Such an approach is a very common feature in the design of democratic systems which are built on a series of checks and balances, including periodic elections, independent courts and rule of law, or law enforcement institutions (Sztompka 1998). These points are especially important in an internationally comparative context. Trust both in institutions and between people tends to be very low in some countries, and very high in others. This means that the interpretation of trust and distrust need to take this context into account. Second, political and administrative systems in some countries are to a larger extent based on an assumption of trust than they are in other countries. These differences are probably attributable to the fact that citizens have more contact

with their local government officials and generally identify more with smaller governments (Box and Musso 2004).

## **2.9 Citizen Trust and Distrust**

An important consequence of our argument is that in public administration and public policy research trust and distrust should be measured using different survey items, and more qualitative research is needed to explore possible differences in antecedents and consequences of trust versus distrust. This will allow a more in depth analysis of the determinants and effects of trust and distrust in institutions. It might for instance be possible that absence of corruption is a factor that reduces distrust in the public sector, but not one that creates active trust. We use recent discussions in organization studies and e-commerce to argue for making a theoretical and empirical distinction between trust and distrust. Theoretical advances have challenged this one dimensional view from the early 1990s on (Sitkin and Roth 1993; Lewicki and Bunker 1996). Trust and distrust are now increasingly being considered as different constructs. It has also been proposed that trust and distrust have different characteristics and determinants (Lewicki et al. 1998). This is especially important for two reasons. One is that the predisposition to trust or distrust is generally correlated with other orientations (Kramer 1999). The frequent finding of correlations of trust (in government) with feelings of insecurity, or with dissatisfaction with one's own life, is good evidence in this respect. There are two broad theoretical approaches that compete to explain political trust in the institutional and the cultural (Mishler and Rose, 2001: 31). The institutional approach is based upon the rational choice perspective. Adherents of this approach argue that political trust is endogenous that it arises from rational responses by individuals to the performance of political institutions. Citizen trust and distrust in government and the public sector are receiving increasing attention. A common motivation for such studies has been the supposed decline in public trust. Notwithstanding limited empirical evidence about low or declining trust (Van de Walle et al. 2008), the same objective situation can lead to a decision to trust or to distrust, through selective use of proofs and clues, instigated by one's basic disposition to trust or distrust. "Trust and distrust are separate constructs that may exist simultaneously." (McKnight and Chervany 2001: 29). Trust and distrust may coexist in a relationship, both referring to a different aspect or quality of the relationship (Six 2005; Liu and

Wang 2010). Measuring trust and distrust separately; exploring differences in determinants of trust and distrust; and exploring differences in the consequences of trust and distrust. One important implication of our, so far conceptual, argument is that researchers should start to measure citizen trust and distrust in government as separate constructs and stop interpreting low scores on trust measures as indications of the presence of active distrust. The effect of the empirical tradition in public trust research is that low trust is treated as high distrust, and high trust as absence of distrust. While the theoretical debate on the difference between trust and distrust (Sitkin and Roth 1993; Lewicki and Bunker 1996), it appears not yet to have fully reached empirical public trust research.

## **2.10 Citizen Trust and Disaster**

The unique case of the crisis and post crisis countries, different perspectives on the relationship between social trust and political trust emerge from the experiences of the developed and the developing world. While increased civic engagement brings enhanced social and political working trust in the industrialized world (Brehm and Rahn, 1997) find a negative relationship between civic engagement and political trust in the developing world. Newton (1999), on the other hand, finds an insignificant one. Espinal and Hartlyn (2006) increased civic engagement decreases political trust since it exposes citizens to the illegitimate and corrupt practices of government institutions on a daily basis. A certain degree of social distrust may generate increased political involvement on the part of some people, under some circumstances, and with respect to some kinds of political activities only. A country based institutionalist perspective fares better in investigating the complex nexus between social and political trust (Levi and Stoker 2000). At the same time, “high dissatisfaction with democracy and extremely low levels of trust almost unequivocally go together” (Norris 1999, 228-33). This implies that while it is healthy for citizens to suspect that their political representatives might not act in line with the wishes of their constituencies, prolonged periods of social and political distrust on the part of the majority of the population can produce deleterious consequences for governments and governance. Citizens’ trust in government is a complex mix of ideologies, experiences, stereotypes and images, comprising but not limited to the specific aspects of public sector organization and functioning. A comparative approach across countries and over time is the only

sound way to study trust and its relation to governance. The share of the cross cutting experiences in a multicultural setting, and compare and contrast the actual and planned institutional innovations towards the creation and strengthening of trust in government. Low government trust creates a climate in which it is difficult for political leaders to succeed (Hetherington 1998). The 7th Global Forum on Reinventing the Government will help leaders to get familiarized with the emerging issues of trust towards good governance in a global world. To our knowledge, no studies to date consider the degree to which societal trust levels are influenced by external forces such as natural disasters. Intuitively, it seems reasonable that the forces of nature could influence cultural identity and psyche. On the one hand, a higher frequency of extreme events might overwhelm to a given society and thus social capital could erode. On the other hand, Ostrom (1999) suggests that social capital appreciates. In this sense, some types of natural disasters may provide an opportunity for individuals to work together to address their collective challenges. Mutual trust is based on interpersonal interaction that is more symmetric than fiduciary trust. Thomas indicates that mutual trust helps create and enhance relationships among individuals and can reinforce the fiduciary trust an individual feels for an institution or organization. Although mutual trust cannot exist between an individual and an organization, it can serve as a basis of support for fiduciary trust. High levels of public trust are regarded as evidence that the government performs effectively, efficiently and democratically. Trust is inevitably important in democratic society, because democracies rely on the voluntary compliance of citizens to authorities' rules (Lenard 2008), it makes trust central. Citizens must trust that government officials have the public interest in mind; and citizens must trust each other to abide by the democratically agreed laws. Citizens must remain vigilant, without this being distrust. This vigilance "is reflected in a set of institutions and active citizenry" (Lenard 2008: 312).

## **2.11 Role of the Community**

There is no doubt that the community role is more important. It should be empowered with proportional participations. The disaster resistant community model is defined as a "means to assist communities in minimizing their vulnerability to natural hazards by maximizing the

application of the principles and techniques of mitigation to their development and/or redevelopment decision making process” (Geis 2000, p. 152 cited McEntire et al. 2002).

Government should formulate necessary act, rules and regulations to guide and monitors holistic. The complexity of transferring experience about community engagement is emphasized here. The culture of volunteerism and the sense of neighborliness drive community engagement in Australia (Buckle 2004). Nancy Roberts (2004) refers to "arenas" of citizen participation to identify the point in the policy process when citizen engagement efforts may occur policy initiation, budgeting, or implementation. The major focus of the Learning and Design Forum, discussed previously, is policy implementation, where the neighborhood council leadership develops joint agreements with city departments in the service provision (Kathi and Cooper 2005).

During the late 2000s the theme of ‘citizen oriented government’ steadily rose to the top of the public management agenda. Governments at all levels have declared their interest in finding better ways to respond to and serve citizens and communities through better designed programs and consultative processes (Advisory Group on the Reform of Australian Government Administration 2010; Bourgon 2011). For many, the theme of ‘putting citizens first’ is a natural extension of the new public management (NPM) initiatives, which sought to better serve citizens as clients and customers, leading to experimentation and institutionalization of integrated service delivery and innovations. For others there are resonances with whole of government, joined up government, and horizontal governance themes (Management Advisory Committee 2004), motivated by outside looking in perspectives.

Many observers point out that democratic governance has always been about better serving and engaging citizens, and institutional reforms, which are informed by the advent of new technologies, can be traced back a hundred years and more. Despite the considerable experimentation and progress made by many governments over the last decade, the expectations about better connecting governments to citizens have increased. The centrality of community approaches in recent post crisis reconstruction efforts points to a recognition of survivors as active agents of recovery, not merely as victims and passive recipients of aid, and the increasing importance of rights, social justice and accountable governance in reconstruction and recovery

efforts. It also underscores again the view that process is more important than product, and that many of the most important outcomes of a successful reconstruction process are not only physical but also social and political.

## **2.12 Community Sensitization**

The disaster in any particular community is low, local officials are least likely to see mitigation as a pressing priority (Wright and Rossi 1981; Cigler 1988). Urban community people, from all walks of life slowly are being touched with disaster information and willing /anxious to learn more on disasters, their effects, and mitigation and preparedness activities. Rural communities still are unknown of DMP activities. Naturally institutions /individuals who are working in the field of disaster management has the greater role in their shoulder to undertake the responsibility of making aware or sensitize people of every corners through DMP activities in Nepal. This concept is, however, mainly about natural disasters and adopts a reactive approach to disasters. The concept of resilience ignores mitigation and preparedness functions, such as community education, planning, training and exercises (McEntire et al. 2002). Other factors related to civic engagement include top down and bottom up initiation, professional and grassroots initiation, and interest group initiation. Cooper, Nownes, and Roberts (2005) found that local level interest groups can be differentiated from national interest groups. Specifically, they report that neighborhood, labor, and faith based groups at the local level have comparatively enhanced their positions with business groups compared to those at the national level. Contingency Plans (CPs) should be adapted to local level township executives had only ambiguous ideas about the functions of the CPs. Their comments on the impact of CPs implicitly suggested that scenario planning was absent during the design process. The CPs were only capable of dealing with “normal scale” disasters, but not catastrophes earthquake. All township executives assured that the structure of the CP system is the least complicated at the township level because its structure was solely determined by local demands. Community driven approaches were also implemented through community mapping and participatory enumeration, as well as through participatory settlement planning. These projects produced hundreds of community maps, which in turn guided aid agencies in planning their assistance to tsunami affected communities, including in shelter reconstruction. The community mapping process was in some places followed up with



‘participatory village asset mapping’ and the development of village level financial management and accountability systems, which allowed village assets and finances to be recorded, reported and discussed in a public and transparent manner. By simultaneously identifying, analyzing, and interrogating forms of power knowledge, illuminating social, cultural and political nuances, and highlighting emergent struggles. It does open up the analytical space to build stronger links between theoretically informed contextual, social and political analysis and the development of policy and operational strategies. This linking could lead to the improvement or formulation of conceptual frameworks, methodologies, and practical tools that place spatially and historically specific understandings of power at the center of their concern.

### **2.13 Post Disaster Need Assessment**

The catastrophic earthquake was followed by more than 300 aftershocks greater than magnitude 6.8 which struck 17 days after the first big one with the epicenter near Mount Everest. To date, there are over 8,790 casualties and 22,493 injuries. It is estimated that the lives of eight million people, almost one third of the population of Nepal, have been impacted by these earthquakes. Thirty one of the country’s 75 districts have been affected, out of which 14 were declared ‘crisis-hit’ for the purpose of prioritizing rescue and relief operations; another 17 neighboring districts are partially affected. The destruction was widespread covering residential and government buildings, heritage sites, schools and health posts, rural roads, bridges, water supply systems, agricultural land, trekking routes, hydro power plants and sports facilities. The geodetic network centers including horizontal and vertical control points have been damaged in a manner that will affect reconstruction planning. Rural areas in the central and western regions were particularly devastated and further isolated due to road damage and obstructions. In the worst hit areas, entire settlements, including popular tourist destinations like Langtang, were swept away by landslides and avalanches triggered by the earthquakes. The Government immediately conceptualized a comprehensive rehabilitation and reconstruction programme which addressed all important concerns that arose from the earthquake starting from immediate relief, economic rehabilitation, livelihood restoration as well as long term capacity building of all stakeholders to fight future disasters. Public awareness is an integral part of the recovery process. This should be embedded

in the school education system. Effective early warning systems save precious lives. Along with government institutional arrangements, strong operational links with NGOs and other organizations makes ground activities more convenient and accepted. (See in Annex II)

## **2.14 Reconstruction and Resources Management**

In comparison with pre event project construction, the post disaster reconstruction environment is chaotic, dynamic, and complex (Berke et al., 1993; Alexander, 2004; Birkland, 2006; Davidson et al., 2007). After a large scale disaster, housing reconstruction projects are susceptible to numerous resource bottlenecks inherent in post disaster circumstances, such as lack of suitable resources and alternatives (Russell, 2005; Zuo and Wilkinson, 2008), disruption of access to available resources (Green et al., 2007) and limited ways of procuring resources (Brunsdon et al., 1996; Oxfam Australia et al., 2007), which significantly impede the reconstruction process in disaster affected countries. If combined with an ineffective resourcing approach (UNDP, 2005; IFRC, 2006) and poor resource management, the resource environment becomes one of project failure and rework ‘Dutch disease’ and ‘cost surge’ which undermines the effectiveness of post disaster reconstruction performance.

Evidence of resource management for disaster recovery probably can be found in previous case studies. The government in impacted areas encouraged the use of environment friendly, low cost and seismically resistant materials by providing relevant preferential policies (Boen, 2006; Barenstein and Pittet, 2007; Steinberg, 2007). Nevertheless, recommendations on new construction methods and materials were not popular or accepted by some local traditions and customs (Schilderman, 2004; Boen and Jigyasu, 2005). A lack of understanding of these advanced products and techniques hindered their wide use and application in affected areas. Conventional measures have been employed in the past practice to address the resourcing problems, such as regulating the market to stem post disaster inflation, importing resources from overseas (Zuo and Wilkinson, 2008), and reallocating funds from existing projects to meet recovery needs (Freeman, 2004). Last minute improvisations at the operational level seem to be unable to perform well to alleviate resource shortages in the long run. (Alexander, 2004; Orabi et al., 2009), To attain a resilient and sustainable post disaster built environment, the first priority

must concern the implications of resource availability on reconstruction effects and potential bottlenecks in the resourcing process. As many recovery problems faced in disaster impacted areas related to housing, resource availability intrinsically links with the specific post disaster context as well as the chronic conditions of vulnerability in existence long before the disaster.

## **2.15 Theoretical Linkage**

Natural Disaster Prevention and Mitigation Program is for development, improvement and sustainability of early warning systems in particular related to scientific and technical infrastructures, systems and capabilities for research, observing, detecting, forecasting and warnings of weather, water and climate related hazards. This process based theory of equal protection finds distinct echoes in explanations of the modern public trust doctrine. Development, improvement and sustainability of systems, methods and tools for recording, analyzing and providing hazard information for risk assessment, sectoral planning and other informed decision making. Development and delivery of warnings, specialized forecasts and other products and services that is timely, understandable to those at risk and driven by requirements of disaster risk reduction decision processes and operations.

The first systemic defect is decision making at an inappropriate level of government, resulting in a lack of consideration of important resource conservation interests' Sax's discussion makes clear that he considers the problem to be decision making at the local a level, with the result that the more broadly distributed benefits of conserving a public use of the resource are undervalued relative to the (usually economic) benefits of alienating there source.

There is no question but that the public trust doctrine has blossomed into an important doctrine in natural resource law. One of the key issues in post disaster reconstruction is the role of the survivors. After the “emergency shelter and recovery” stage of the post-earthquake response, the reconstruction efforts got started at all levels from the local to the national government.

Institutional trust is treated as a dependent variable in our study because we argue that it is democratic capital. Emergency planning and preparedness efforts may face apathy from some and resistance from others (Lindell and Perry 2006). Reasons why support is generally lacking

range from a resistance to thinking about disasters, to reluctance to allocate limited resources, to conflicts among organizations responsible for planning and preparedness activities. Household members who live in fear of crime and struggle daily to get by on low incomes may find it impossible spare time and resources for disaster preparedness, even if they are aware of its importance. More affluent community residents may be too busy juggling their varied responsibilities to pay much attention to a disaster that may or may not happen. Preparedness efforts are quite often difficult to sustain over time. Public officials are educated and become advocates for disaster loss reduction, but then they leave office owing to term limits. Except in very unusual cases, disaster preparedness is typically “a policy without a public” (May and Williams, 1986). Disaster preparedness must always compete with other issues, including those that enjoy more widespread public, corporate, and government support. Trust is high for a number of professional institutions, such as schools and hospitals. is also quite high for local government institutions. Such trust primarily depends upon how citizens assess the performance of these institutions. Hence, patterns of institutional trust depend on how participants evaluate the current macro political situation in Nepal, whether recent political changes are judged to have gone in the right direction. In a more general and comparative perspective findings from Nepal fit with a performance based theory of institutional trust, while, to a large extent, disconfirm identity based explanations. Model which best fits the data is the one that tries to explain institutional trust based on assessments of development toward democracy. The weak relationship between identity variables and institutional trust is to some extent surprising. Positive interaction builds confidence among people in these organizations, which turn foster the development of democratic institutions in Nepal.

## **Mitigation**

Mitigation activities actually eliminate or reduce the probability of disaster occurrence, or reduce the effects of unavoidable disasters. Mitigation measures include building codes; vulnerability analyses updates; zoning and land use management; building use regulations and safety codes; preventive health care; and public education. Mitigation will depend on the incorporation of appropriate measures in national and regional development planning. Its effectiveness will also

depend on the availability of information on hazards, emergency risks, and the counter measures to be taken. The mitigation phase, and indeed the whole disaster management cycle, includes the shaping of public policies and plans that either modify the causes of disasters or mitigate their effects on people, property, and infrastructure. Disasters cause the loss of many lives, directly and indirectly (primarily or secondarily), affect large segments of the population, and cause significant damage to the environment and large scale economic and social harm (Suda, 2000).

The greater the scope, community destruction and personal losses associated with the disaster, the greater the psychosocial effects (Garatwa & Bollin, 2002). Examples: building codes and zoning; vulnerability analyses; public education. Mitigation - Minimizing the effects of disaster.

### **Preparedness**

The goal of emergency preparedness programs is to achieve a satisfactory level of readiness to respond to any emergency situation through programs that strengthen the technical and managerial capacity of governments, organizations and communities. These measures can be described as logistical readiness to deal with disasters and can be enhanced by having response mechanisms and procedures, rehearsals, developing long term and short term strategies, public education and building early warning systems. Preparedness can also take the form of ensuring that strategic reserves of food, equipment, water, medicines and other essentials are maintained in cases of national or local catastrophes. On the contrary for the disaster project manager to operate in this kind of realm it will mean that all the stakeholders that are affected will have to be in support. If the situation is different, it means that the whole exercise will be sham (Syed and Jayant, 2012). The nature of sustainable development is such that it rather focuses more on the future than the present. And this is not always the case in enforcing disaster resilience, as the stakeholders often anticipate the relief of the present leaving out the future consequences. However the nature of sustainable management is to prepare for the future while also handling the present. Here in again does the issue of poverty set in as the work of sustainability in disaster project management require urgent use of resources and within a limited time (Kates, Parris and Leiserowitz, 2005). Today, disaster preparedness is more far reaching and inclusive of all hazards: extreme weather, hazardous materials accidents, natural disaster events, and acts of

terrorism. The public and private sectors have invested heavily in improving threat assessments, plans, training, resource sharing, communications, and stockpiles of critical supplies.

During the preparedness phase, governments, organisations, and individuals develop plans to save lives, minimize disaster damage, and enhance disaster response operations. Preparedness measures include preparedness plans; emergency exercises/training; warning systems; emergency communication systems; evacuations plans and training; resource inventories; emergency personnel/contact lists; mutual aid agreements; and public information/education. As with mitigations efforts, preparedness actions depend on the incorporation of appropriate measures in national and regional development plans. In addition, their effectiveness depends on the availability of information on hazards, emergency risks and the counter measures to be taken, and on the degree to which government agencies, non-governmental organizations and the general public are able to make use of this information.

Preparedness - Planning how to respond. Examples: preparedness plans; emergency exercises/training; warning systems.

## **Response**

The aim of emergency response is to provide immediate assistance to maintain life, improve health and support the morale of the affected population. Such assistance may range from providing specific but limited aid, such as assisting refugees with transport, temporary shelter, and food, to establishing semi permanent settlement in camps and other locations. It also may involve initial repairs to damaged infrastructure. The focus in the response phase is on meeting the basic needs of the people until more permanent and sustainable solutions can be found. Humanitarian organizations are often strongly present in this phase of the disaster management cycle. This stage may vary in its duration but, in general, it is relatively brief, depending on the magnitude of the disaster (Garatwa & Bollin, 2002).

Response - Efforts to minimize the hazards created by a disaster. Examples: search and rescue; emergency relief.

## **Recovery**

As the emergency is brought under control, the affected population is capable of undertaking a growing number of activities aimed at restoring their lives and the infrastructure that supports them. There is no distinct point at which immediate relief changes into recovery and then into long term sustainable development. There will be many opportunities during the recovery period to enhance prevention and increase preparedness, thus reducing vulnerability. Ideally, there should be a smooth transition from recovery to ongoing development. Recovery activities continue until all systems return to normal or better. The reconstruction stage includes activities designed to rearrange the affected physical space and environment, and enable the allocation of resources in accordance with the new social priorities arising from the effects of the disaster (Garatwa & Bollin, 2002). Recovery measures, both short and long term, include returning vital life support systems to minimum operating standards; temporary housing; public information; health and safety education; reconstruction; counseling programmes; and economic impact studies. Information resources and services include data collection related to rebuilding, and documentation of lessons learned.

A serious disruption of the functioning of a community or a society causing wide spread human, material, economic, or environmental losses that exceed the ability of the affected community or society to cope using its own resources (The World Bank, 2006, p. xlix). The scope of devastation caused by events led to an expansion of thinking about recovery, not just the importance of mitigation and longer term recovery but of economic and environmental impacts as well as the social and physical. Low income households are generally located in higher risk areas and in the event of a disaster, these households not only incur proportionately higher losses, including housing damage, but recover more slowly. Infrastructure is vital to community well being. The lifestyles of most people, the success of business organisations and the effective functioning of most communities depend on the availability of power supplies, water supplies, water systems and telecommunications, roads, rail and other transport links. Sewage systems, garbage removal and recycling are also important for health and wellbeing. Externally driven plans do not benefit from local knowledge and may be inconsistent with local values, needs and customs. Rather than facilitating support for government action, a planning process organized

outside the community may have the reverse effect (Berke & Campanella, 2006). y, community action groups pressure government to provide additional resources for recovering from disaster impact, but may oppose candidates' reelections or even seek to recall some politicians from office. The point here is not that disasters produce political behavior that is different from that encountered in normal life. Rather, disaster impacts might only produce a different set of victims and grievances and, therefore, a minor variation on the prevailing political agenda (Morrow and Peacock, 1997). There are three basic components to household recovery. These are housing recovery, economic recovery, and psychological recovery (Bolin and Trainer, 1978). All three of these components require resources to recover, but households must invest time to obtain these resources. This includes time to find and purchase alternate shelter, clothing, food, furniture, and appliances to support daily living (Yelvington, 1997). Time is also needed to file insurance claims, apply for loans and grants, and search for jobs. The time required for these tasks is increased by multiple trips to obtain required documentation and under staffing of providers (Morrow, 1997). Finally, victims need skill and self confidence to cope with the disaster assistance bureaucracy (Morrow, 1997). According to Khalili (2011) by way of project reconstruction a fresh form of sustainable management can be achieved. Under normal circumstances project managers are expected to embed sustainable principles into their construction system, however in most cases it is normally not so. After when a disaster occurs most of this projects often need to be reconstructed, however the reconstruction process is what gives the project manager the open door to reconstruct using experience gained from the recent occurrence to build a better structure. Again Khalil (2012) disclosing that changes are necessary at this stage of reconstruction as reliance on the former structure or model will lead to failure again in the event of another disaster. This suggests that when a disaster project manager is much into reconstruction it is important to ignore the common norms and revise for new models as they may also drive towards defying sustainable reconstruction if adapted. On the contrary for the disaster project manager to operate in this kind of realm it will mean that all the stakeholders that are affected will have to be in support. If the situation is different, it means that the whole exercise will be sham (Syed and Jayant, 2012).

Recovery - Returning the community to normal. Examples: temporary housing; grants; medical care



## **2.16 Earthquake and Socio-Demographic Impact**

On the very day of the earthquake, more than half of the families did not have food and were fearful with psycho physiological stress and appetite loss. Agriculture continued to be the major source of livelihood despite the effects of the earthquake. There have been changes on food security, labor, employment and occupation with variation by social groups, educational status, and place of residence. In order to carry out a Damage and Loss Assessment (DaLA), the Government of Nepal conducted a Post Disaster Needs Assessment (PDNA) in May-June 2015 under the broader concept of building back better. It did not really focus on the socio-demographic impacts of the earthquake, that is, how households and communities had been affected, the level of local resilient social capacity to respond and how recovery and reconstruction efforts could be made more responsive. It was decided to carry out this study in order to assess the socio demographic impacts of the 2015 earthquake, with a focus on cultural diversity pertaining to household settings including caste/ethnicity, population dynamics (fertility, mortality, migration), as well as population size, composition and distribution. It was meant to contribute to more cost effective government policies on population dynamics resulting from the post disaster context.

Recognizing that the earthquakes affected different communities disproportionately due to their different socio economic statuses and geographical locations, take appropriate measures to ensure equity based reconstruction support prevails over blanket interventions. Given that the early responders to the disaster were community members themselves, especially in remote crisis hit areas, build the capacity of communities for disaster preparedness and rescue operations, ensuring the optimum participation of women and youth. Ensure that there are provisions at the community level, particularly in urban centers, for adequate open spaces and community housing and storage facilities where displaced community members can be temporarily housed and relief packages stored respectively as part of preparedness and response during an emergency. Acknowledging the preference expressed by the majority of the affected households in severely hit areas, consider providing a combination of monetary, technical, and skill building support so they can build their houses and communities back better. As far as possible give priority to their original place of residence. Given that the majority of communities across all affected areas

depend on agriculture, strengthen this sector so it provides adequate food security and support micro economic activities as a form of agricultural value chain in order to generate the cash income needed to sustain the daily lives of the affected populations. Considering that the majority of the affected populations belonged to communities that rely on traditional occupations and indigenous skills, conduct an in depth study to assess the impact of community reconstruction and rehabilitation efforts on the preservation of such occupations and skills. Recognizing the fact that girls and women, particularly pregnant women, faced special problems and additional burdens while living in temporary shelters, ensure the provision of child and female friendly spaces and supplies that protect the dignity of girls and women in post disaster situations. Given that a large number of toilets were destroyed by the earthquake, ensure that new houses include toilet facilities. Any future humanitarian response must go beyond the immediate provision of food and shelter. Reproductive health, including family planning and safe motherhood, as well as prevention of and response to gender based violence should be priority issues. It is imperative to protect the dignity of women and girls and focus on empowering them to play a role in rebuilding their lives and communities as well as restoring their physical health and wellbeing.

# CHAPTER THREE: METHODOLOGY

## 3.1 Introduction

This research is founded upon the principles of citizen trust development as it aims at using this chapter to define the reason the researcher used a particular style for data collection. The chapter reveals a number of theoretical tools that are considered in the process of selecting a method for research and it also discloses the reason for adapting the method of collecting data, the style for research design, the procedures for outcome analysis and other ethical issues. The devastation wrought by the two major earthquakes was huge. The death toll of 8,790 people is a somber reminder that quality construction is worth every penny. In addition, over 22,493 people were wounded and somehow among the rubble and wreckage, grief-stricken Nepal has had no choice but to pick itself up again. (PDNA, 2015). It is estimated that the total value of disaster effects caused by the earthquake is NPR 706 billion. It has also severely affected social sectors like housing, human settlement, health, education, heritage etc.

## 3.2 Research Methods

This study is targeted at understanding the ways by which the reconstruction phase of disasters can attain efficiently in developing nations and more efficiency in developed nations. It is clear from the research objective that was stated in chapter one that a part of this research is dedicated to the comparative study. The researcher however needs data from a variety of sources so as to ensure a successful and commendable completion of this study. According to Dawson (2009, p.15) when conducting a research that requires and involves a wide range of study, it is best to employ the qualitative approach to carry out this kind of study. However another research team suggested that when carrying out a comparative study analysis the quantitative approach should be used as it will encourage a synergic input to the study. According to this team the quantitative study allows a researcher directly compare two or more parties together within a study. Again according to Flick (2009) when investigating into certain disciplines, it is the discipline that aids the researcher in determining the kind of method that is best to employ in the course of the research. Flick (2006) suggested that it is reasonable to engage different forms of research

especially when researching around a discipline that has to do with the environment. Krug (2008) however supported Flicks' (2006) previous finding as he suggested that giving the numerous disciplines and practices that there are; it is substantial enough to use a mixed method to approach such studies as the case may be.

### **3.3 Mixed Method of Analysis**

The initial part of this study would carry out a specific review of the practice of trust development. It would look into different concepts embedded within the practice of trust. More so it would look at a few other tools and indicators used within the same sustainable practice. This paper would explore the existing literature and benefits of trustable practice.

After the researcher must have given a sound background understanding of trustable development, there will be another literature on specific subject under disaster management. However the literature that will be explored in this area would be limited to understanding local and international disaster management that surrounds the four phases of disaster management namely; mitigation, preparedness, response and recovery (Coppola, 2007, p.8).

The research would however focus more on every phase among them third and fourth phases of disaster management embedding on trustable practice in them (Coppola, 2007, p.8). This section would also identify the various types of disasters that are in existence; it would however limit discussions to only the natural type of disaster. This research would not look at the history, planning, advantages and integration aspect of disaster management. The situations that surround the practice of trust with sustainability before and after disasters would be explored. This research would also look at way in which the occurrence of natural disasters can be reduced in nations of the world through the application of trustable principles. The ways in which disaster can be managed in a highly trustable and sustainable way would be examined in the course of this study. The latter section of this dissertation would carry out a comparative study and analysis of the level of trustable development with sustainability that is practiced within developed and developing countries Recommendations would also be drawn. Evidence based practice is both a goal and a process, and therefore it could be argued that identifying the state of the evidence base is a fundamental starting point for the research project overall, not just an element of the required

research process. This may be all the more important in this study because of the challenges of ensuring qualitative research is viewed as a valid contribution to theory and to practice Crabtree, B. F., & Miller, W. L. (Eds.). (1992). Thus the process of literature review is aimed at providing something which, on its own, will contribute to the evidence base for practice as well as providing the necessary critical, clinical and theoretical context for the author's own study.

According to Dilanthi et al (2002) the qualitative method of research is that which allows the researcher the opportunity to negotiate with grounded theories which in turn facilitates the redesigning of that particular area in the body of knowledge. Saunders, Lewis and Thornhill (2012) suggested that although there was no single route to carrying out data analysis in research, however the qualitative approach provides the researcher with a working model that is able to act as an insight to other relevant approaches. Dilanthi et al (2002) suggested that given the scope of a research environment, it is permissible to use the qualitative approach to carry out the study similar to these one. The qualitative research approach is flexible in nature as it is able to adapt to the intensity of any subject. This is made possible as the approach harmonizes situations with the method put in use (Flicks, 2009). However from the researcher's point of view the use of mixed approaches would be best for this study and the focus should however be more on the qualitative approach

According to Dawson (2009) the qualitative research is a method of study that anticipates establishing the understanding of a particular subject using the view of a set of respondents that are involved in the study. However, it can also be where a researcher tries to unravel the mystery behind the problem situation that a set of participants are contending with (Creswell, 2009). On the contrary the quantitative research seeks to identify and unravel issue by means of experimentation. It was suggested that when trying to look into the root cause analysis of a predominant situation, it is better to consult the subject using the ethics of quantitative research.

### **3.4 Research Design**

There are a number of ethical issues that have been put in place to guide researchers from deviating when conducting their research. The purpose for computing this section is to clarify in writing the researcher's choice of conducting the research. It is also meant to detail the nature

and kind of study that the researcher intends to carryout. When a researcher is able to develop a good structural design for the research it will endorse a splendid outcome at the latter phase of the research (Robson, 2002). Explanatory research focuses on why questions. For example, it is one thing to describe the crime rate in a country, to examine trends over time or to compare the rates in different countries. It is quite a different thing to develop explanations about why the crime rate is as high as it is, why some types of crime are increasing or why the rate is higher in some countries than in others. The way in which researchers develop research designs is fundamentally affected by whether the research question is descriptive or explanatory. It affects what information is collected. For example, if we want to explain why some people are more likely to be apprehended and convicted of crimes we need to have hunches about why this is so. We may have many possibly incompatible hunches and will need to collect information that enables us to see which hunches work best empirically. Answering the `why' questions involves developing causal explanations. The explanatory study sometime referred to as analytical study. The main aim of explanatory research is to identify any causal links between the factors or variables that pertain to the research problem. Such research is also very structured in nature.

### **3.5 Interviewing**

One of the major criteria's of an interview is for a researcher to formulate the question that will be asked in the process of the interview. Interviewing is a technique that is frequently used in the course of qualitative study as it helps researchers to gather and collect needed data.

The interview questions within this study will take a similar trend as it is the same question that will be forwarded to all respondents in this study. The researcher will not interrupt the personal views of the respondents within this interview. The major influence on this interview will be the key issues within trust development in the context of disaster reconstruction phase. When conducting an interview within a qualitative study, the researcher can decide to conduct interviews in a structured, unstructured and semi structured manner. The structured interview is most resourceful when conducting a research that is logical in nature. This form of interview may however limit the answers to the logical reasoning of the respondents (Leilani 1999).

Alternatively unstructured interview can be used to generate answers that will contribute to the depth of understanding of the trend of the study environment. It is interesting to note that this study give room for the researcher to aid the findings of some of the respondents in the course of the study.

The semi structured interview contains a section of phrased questions that would require a few sentences from the interviewers in response. This particular form of interview allows the researcher to throw more light into the subject area in discussion by the use of knowledge from the answers provided by the respondents. There after subject related questions are also included in the semi structured interview. In addition to this a final set of psychological questions are also included so as to challenge the common idea that is held by the respondents (Delamont and Atkinson, 2011). The interview is likened to a form of first hand information that is retrieved from a respondent which reveals deeper insights as regards a given case study.

### **Questionnaire Preparation:**

The questionnaire was developed on the basis of the quality and trust of public institution during the reconstruction phase. It was also customized with the local respondents. The draft questionnaire was discussed in the group of academic and practitioners. The questionnaire was developed on the basis of the quality and trust of public institution during the reconstruction phase. It was also customized with the local respondents. The draft questionnaire was discussed in the group of academic and practitioners. The final questionnaire was prepared. The questionnaire was designed Nepali language to collect the data and translate into English later on (See Annex I). The questions were asked to different stakeholders. 59 % of the respondents were Brahmins and Chhetri where as 22 % were Dalit and 21% Tamang community was also under my study. Under the religious factors 19 % of my respondents were Buddhist where as 81% of the respondents were Hindu. Our society is male dominated society, same thing was reflected on my study where 13% female were participated in the study whereas 87% were male respondents were presented their view. According to the level of income, only 7% had higher level of income according the given threshold. Whereas only 10% had 5001 to 10000 monthly income rest of others means 83 % respondents had low level of income by evaluating in the given threshold. They had less than 5000 income per month. By the field level observation, the scenario and the

data reflection indicated that the level of trust towards government was poor where as the public expectation also might be higher than the capacity of government. And by the next way, the government couldn't use their mechanism during the reconstruction phase. The reconstruction works weren't smoothly moved ahead.

### **3.6 Data Collection and its Analysis**

According to Rao (2010) the main idea behind the data collection within a case study approach is that a part of it is devoted to exploring the target areas within the case study. There after the next idea is a freedom of movement within the different spaces available within the case study. Another suggestion is that a number of interviews can be conducted. It is important to make important decisions after observation has been conducted on any given case study. However it is permissible to also conduct interviews given the situation at hand. In the case of this research the will be less of one on one interview and more of email interviews. The motive behind the interview questions is to generate a purpose from the views, suggestion and contribution of research participants. Trust refers to the confidence of the citizens towards the public institutions which is treated as a dependent variable.

#### **3.6.1 Data Collection and its Tools**

SPSS is a widely used program for statistical analysis in social science. It is also used by market researchers, health researchers, survey companies, government, education researchers, marketing organizations, data miners, and others. The original SPSS manual has been described as one of "sociology's most influential books" for allowing ordinary researchers to do their own statistical analysis. SPSS is a comprehensive system for analyzing data. This can take data from almost any type of file and use them to generate tabulated reports, charts, and plots of distributions and trends, descriptive statistics, and complex statistical analysis. It is the acronym of Statistical Package for the Social Science. It is also one of the most popular statistical packages which can perform highly complex data manipulation and analysis with simple instructions. It is designed for both interactive and non-interactive (batch) uses. SPSS has scores of statistical and mathematical functions, scores statistical procedures, and a very flexible data handling capability. It can read data in almost any format (e.g., numeric, alphanumeric, binary, dollar,



date, time formats), and version 6 onwards can read files created using spread sheet/data base software. It also has excellent data manipulation utilities. I used the statistics package for social sciences ( spss) as the data analysis tools in this trust research. The data collection is based on the following parameters.

### **3.6.2 Research Method: Selection of Study Area and Regression Analysis**

The regression analysis is a set of statistical processes for estimating the relationships among variables. It includes many techniques for modeling and analyzing several variables, when the focus is on the relationship between a dependent variable and one or more independent variables . More specifically, regression analysis helps one understand how the typical value of the dependent variable changes when any one of the independent variables is varied, while the other independent variables are held fixed. The univariate analysis indicates that the level of citizens' trust on the basic of policy, institutional capacity, resources management. The bivariate regression helps to find out what affects the institutional. The dependent variable is the trust measured by citizens' confidence. The independent variables are the policy and procedural, the public institutions and resources management. The study is built on the assumption that increasing citizens' trust in public institution during the reconstruction phase or not. Trust is a key factor for achieving the result. Creating consensus environment was another important factor for the result. The grievance of public toward the governance should handle to the trust. The trust of public institutions can create the performances of the government more predictable.

Regression, perhaps the most widely used statistical technique, estimates relationships between independent variables and a dependent variable. Regression models can be used to help understand and explain relationships among variables; they can also be used to predict actual outcomes. In this online course, "Regression Analysis" you will learn how multiple linear regression models are derived, use software to implement them, learn what assumptions underlie the models, learn how to test whether your data meet those assumptions and what can be done when those assumptions are not met, and develop strategies for building and understanding useful models.

The questionnaire was developed on the basis of the quality and trust of public institution during the reconstruction phase. It was also customized with the local respondents. The draft questionnaire was discussed in the group of academic and practitioners. The final questionnaire was prepared. The questionnaire was designed Nepali language to collect the data and translate into English later on (See Annex I).

I used systematic sampling method for selecting study area and the respondents. The feature of the respondents reside in same ecological zone but divergent in natures like the age, level of income, gender, ethnicity, education, family size, religious etc.

Mangkha VDC, newly known as Balephi Village Council of ward no 7, of Sindhupalchok district was my research area. There are 330 houses hold of this area which is my unit of analysis. Among them 95 is my sampling. Under the sampling, I have done the following analysis.

### **3.7 Ethical Considerations**

Perry (2002) reinstated the importance of the rule by which a researcher must observe while carrying out an interview with a selected number respondent. One primary aspect of the ethical concern is the researcher's duty to attach prior importance to the establishment of the interviewer right. In other words the researcher has the duty to declare a notice of interview to all the respondents' times before the day of the interview. It is also essential for the researcher to acquire in response if positive the written document that proves the respondent's permission that approves the researchers interview. It has become necessary to take the research ethics seriously. The organizations or people that are involved in the process of contributing to a research are the major stakeholders within the research and it is therefore important for them to protect and preserve their past records and status. It is now impossible to successfully retrieve data from set respondents within a research unless the due procedure of trust and other ethics are declared. Although some scholars have perceived the necessitation of ethical issue as being in one way or the other antagonistic, however the system has been made possible for the good of all parties involved in the research. As a result of the strict ethical issues this study does not include or publish the identity of any of the respondents.

### **3.8 Research Justification**

This research holds the aim of exploring the feasibility of embedding the principles of trust during the reconstruction phase into management of disasters. This research earnestly seeks to help nations of the world to discover a better style of managing disaster as compared to the normal style of management which the research deems to be unsustainable. In the course of this study interviews that are devoid of arm would be conducted. This interview wouldn't have been necessary if not for the fact that the researcher seeks to involve the view of the public that relates to trustable disaster management. However the researcher has specified the qualified set of people that would part take in the interview. And it would be a voluntary interview as it would be stated to the candidates. In cases where organizations involved do not allow disclosure of confidential information; such ethics would be strictly respected and observed. The study would avoid engaging all those who are deemed vulnerable to this area of research. The researcher would avoid referring to interviewed personnel by their names or initials. Other fictional alternatives would be sorted in that case. Ethical issues would be fully explained or detailed on paper as the case may be; before the conduction of any interview.

This research seems to satisfy the program framework relating to the reconstruction phase of devastating earthquake of 2072 context. The research is carried out in the public livelihood that has been affected by the natural disaster. Another part of the research that satisfies framework is the area of stakeholder management. There are some aspects of the trustable practice that refers to the management of stakeholders. However disaster management mainly relates to the management of people and assets that are deeply affected in the event of a natural disturbance.

# CHAPTER FOUR: RESULTS AND DATA ANALYSIS

## 4.1 Introduction

Disaster is traceable to the natural that can be very devastating indeed. This kind of disaster leads to loss of human lives and properties. The trust of government during the reconstruction phase is the critical and analytical aspects. The data analysis is also the unexpected demolition of both major and minor economic infrastructures and the destruction of environmental structures (Chang et al, 2011). Of a truth the cost of the damages disaster causes to a nation's economy cannot be compared to the cost with which it was built. It takes years of hard labour to build an economy, environment or a society. However when this kind of structure experiences a sudden shaken, it can be almost impossible to bear the shocks springing from different channels at the same time (Pope, Annandale and Morrison Saunders, 2004). This study explored the subject of trust measure of public institution and adapted useful variables that were evident to yield in reconstruction phase.

Chang et al (2011) identified a relief aid cycle that four different units namely the government, the donor, the owner and the market; all these units are possible channels of assistance in the case of emergency. Most of the system had no good relief response structure that might be used to attend to the impending earthquake after impact. These essential variables were absent so there was no way that could suddenly manage the reconstruction in a sustainable manner. However one of the cycles of relief variable stated by Chang et al (2011) proved useful as the international aid agencies intervened in their situation. The impact of the earthquake will likely not have been felt at all. According to respondent one which can be located in the appendices file "It is the affected community itself who look after each other. Governments, charities and donors try to have some positive effects when they collaborate with local communities and stakeholders". This implies that the section of the owner chain within the reconstruction process has much role to play in the protection of the community. All that the government and other relief chains can do is to render valuable assistance to the affected communities. However, the affected parties have a major role responsibility to pursue such that things come into order. But then the process was already in shambles before the earthquake struck.

For the study, the target area of my research was Mangkha VDC, newly Balphe Village Council, 7 Chimling. First, selecting the area was high degree of earthquake victims. It is very relevant area for my thesis. There were 330 total households which was my unit of analysis. Among them, the sample size of the study was 95, it was thirty percentage of sample for study. There are univariate analysis and bivariate analysis such as religions, ethnicity, level of income, education, gender etc. The univariate analysis indicates that the level of citizens' trust on the basic of policy, institutional capacity, resources management. The bivariate regression helps to find out what affects the institutional. The dependent variable is the trust measured by citizens' confidence. The independent variables are the policy and procedural, the public institutions and resources management. The study is built on the assumption that increasing citizens' trust in public institution during the reconstruction phase or not. Trust is a key factor for achieving the result. Creating consensus environment was another important factor for the result. The grievance of public toward the governance should handle to the trust. The trust of public institutions can create the performances of the government more predictable.

#### **4.2 The Trust Survey during the Reconstruction Phase**

Trust refers to the confidence of the citizens towards the public institutions which is treated as a dependent variable. The respondents were asked to evaluate the citizen's confidence on public institutions for the recommendation from natural disasters like earthquakes. Likewise, there was a question to evaluate the number of public institution and how much the citizens had confidence on them during the reconstruction. This was followed by the questions to measure public institutions for their readiness to reconstruct and rehabilitate the loss of physical infrastructure due to the earthquake destruction. Trust depends on citizens' own evaluation of their living standers. The prevalence of governance and may foster more trust in public institutions.

The finding of the study reveals that citizens' trust on governmental agencies in the first positions. In the second status is captured by the community. The NGOs are ranked on the third position. The media and the political parties are found to be the least trusted institutions during the reconstruction according to their performance by the citizens' evaluation scale. The government is taken as the highest trusted institution because fifty thousand rupees was

distributed in time as announced. The political forces and media couldn't play the significant role and these institutions flourished only unrealistic rumors.

The citizens' trust level was higher on the possibility of mapping the unitary settlement. The government should play the enthusiastic role during the reconstruction. The planning and mapping should be cleared and justifiable for the shifting area.

### 4.3 Citizen Trust on Public Institutions Analysis

The respondents were asked the question related with necessary services, land use zoning, hazard maps of the disaster prone area, coordinated different agencies involved in disaster management, mobilized the resources, provided the soft loan for the construction and build resilient shelter.

**Table no 1: Citizen Trust on Public Institutions:**

	After natural disaster	Disagree		Agree	
		N	%	N	%
1.	Public institutions made arrangement of drinking water, health service, and other necessary services to victim people.	54	56.3	42	43.8
2.	Public institutions implemented effective land use zoning.	61	64	35	36
3.	Public institutions prepared hazard maps of the disaster prone areas.	64	67	32	33
4.	Public institutions coordinated among different agencies involved in disaster management	39	41	57	59
5.	Public institutions mobilized internal and external resources for rehabilitation and reconstructions	33	34	63	66
6.	Public institutions provided soft loan for constructing collapse houses/land etc.	93	97	3	3
7.	I am confident to build the resilient shelter	10	10	86	90

*Question: Trust on Public Institutions analysis in the reconstruction phase.*

*Source: Field Study, 2017, N= 96*

The question was asked that public institutions made arrangement of drinking water health service and other necessary services to victim people then 56.3 percentage disagreed on this issues but only 42 percentage agreed on that. It indicated that majority of the victim disagree on it. They didn't have trust on this matter. The drinking water, health service, and other necessary services to victim people were difficult to provide as their expectations. The field level situation indicated that, the facilities of these basic needs were difficult to manage them. The scarcity of water was the big issue. The reconstruction process was conducted into slow motion. Still the people believed that the government would reconstruct on the infrastructures with the help of local body which was just formulated.

The next question was asked that public institutions implemented the effective land use zoning then 64 percentages disagree where as 36 percentages accepted on. It indicated that majority of victims didn't believe on the issues. The psychology of people indicated that they didn't trust on the issues. The field level situation indicated that, effective land using and effective utilization were conducting not as people expectation. The poor effective land use zoning was another big issue. The feeling of people was the government could help them to do so.

Similarly, the nest question was that the public institutions prepared hazard maps of the disaster prone area? Then 67 percentage disagree on this matter where as 33 percentage agree on that question. It indicated that the public institution didn't have the well preparation on maps of the disaster prone areas. The issue was raised but the preparation and operation hadn't been conducted. The field level situation indicated that, effective land use zoning. The poor land zoning was the big issue. The mapping process wasn't conducted as people expected. Still the people believed that the government would map on land zoning.

The fourth question was asked about the Public institutions coordinated among different agencies involved in disaster management? Then 41 percentage disagree where as 59 percentage agree on this matter. It means majority of people agree on. During the reconstruction, the different agencies had the coordinated on services. The sentiment of people indicated that these organizations could do better if they did more coordinated manner. Still they didn't do such as the system.

The next question was asked that the public institutions mobilized internal and external resources for rehabilitation and reconstructions effectively than 34 percentages disagree but 66 percentage agree on the matter. It indicated that majority of people accepted the resources could be mobilized well if the governments wanted. The trust on people towards this question was high, means the victims believed the trust level was high in degree.

The next question was that the Public institutions provided soft loan for constructing collapsed houses/ land etc. Then 97 percentage people didn't believe on the issues where as only 3 percentage agree. The field level analysis indicated that least persons had the trust on these issues. The provision of soft loan was very difficult to operate till now. Majority of people built the permanent house by taking the loan so that the soft loan provision could be more helpful. Their demand was also to provide the soft loan provision. The hope of people was high but the working modality of government didn't prove it. Still people had the confusion whether they could get the soft loan or not.

The last question was that the confident to build the resilient shelter then 10 percentage disagree on this matter where as 86 percentage agree. It indicated that most of the victims had the confident to build the resilient house. Similarly they had made the strong shelter by their perception. The trust level of them had high for the reconstruction parameters. We observed the reconstruction houses these houses looked like the simple but the maintained of standard. Those who built houses, their appearances looked smile, fancy and more trustworthy.

#### **4.4 Role of public policy and trust on institutions analysis**

The respondents were asked the question related with unitary settlement, reconstruction within five years, and the reconstruction with sustainable, resilient and justice manner of the settlement.

<b>Table no 2: Trust of Public Institution on the Role of Public Policy</b>			
Variable	B	t	p-value
Constant	0.352	1.633	0.106
There is the possibility of mapping the unitary settlement	0.455	4.922	0.000
There government can reconstruct the destroyed	0.119	1.270	0.207



infrastructure in five years			
The infrastructures made by NRA will be sustainable and resilient ways	0-.021	0-.247	0.805
The policy of NRA helps to promote national interest and provide social justice by proper settlement	0.170	1.840	0.069
R square	0.333		
Durbin Watson	1.788		
F	11.3349		

*Question: Role of public policy and procedural to address the natural disaster in the reconstruction phase. In the given statement 1 refers to completely disagree, 2- partially disagree, 3- neutral, 4- partially agree and 5- completely agree. In these scale 1 is highest of the scale and 5 is the lowest of the scale.*

*Level of significance at 5 percent*

*Source: Field Study, 2017, N= 96*

The question was asked that there is the possibility of mapping the unitary settlement. Then two hypothesis were derived, there is no significant different between the possibility of mapping the unitary settlement and there is the significant different between on this issue. Then by the respondents' answer where as p value indicates that the alternative hypothesis is accepted that during the reconstruction of disaster, there is possible of the provision of unitary settlement so that the government had adopted different policies.

Then the result indicated that R2 value of the model fits in this study suggests that the model explained 33.3 percent of the variance in the dependent variable. The value of F in this model is 11.34, which also is more than 10. Therefore, the model fits. The respondents had high level confidence that the government can make the unitary settlement. There are following policies adopted by government to make the unitary settlement.

Post Disaster Recovery Framework 2016 is the guiding document for the overall recovery and reconstruction process. Nepal Rural Housing Reconstruction Programme Overview and Operations Manual: A short document that provides a very useful overview of the overall rural

housing reconstruction programme and how it will be implemented. It includes a section on the implementation roles and responsibilities, with a diagram outlining how all the different bodies involved interact from national level to district level.

NRA Act 2072, it is the legal framework under which the NRA was established, and which sets out the structure and working procedures of the NRA.

Guidelines are related to land registration of earthquake-affected population, 2072, the document outlines the eligibility and application process for land registration. To address the issues regarding land registration of earthquake-affected population, Land Registration Committee will be formed in each one of the earthquake-affected districts.

The study showed that reconstruction of the damaged houses by the citizens themselves and institutions are highly significant with citizens' trust for the unitary settlement. Prioritization of reconstruction authority is to make the unitary settlement. The organization has been formed with separate law. The national and international commitment for reconstruction was taken as opportunity for to reconstruct new and sustainable.

The next question was asked that the government can reconstruct the destroyed infrastructures in five year. Then, there is the possibility of government can reconstruct the destroyed infrastructure in five years. Then two hypotheses were derived, there is no significant different between the possibility reconstruct the destroyed infrastructure in five years and there is the possibility of building the infrastructure within five years. Then by the respondents' answer where as p value indicates that the null hypothesis is accepted. The people didn't have the trust. The works of constructions can be completed within assigned time.

In addition, the expectation to reconstruct the building damaged by the earthquake has also significant relationship at 5 percent significant level. However, the sustainability and resilient way of construction were negatively remarked. The rest of the activities to be performed by the citizens themselves had positive relationship with citizen's trust and not significant. Many people demanded the services of health, education, clean water etc. Psychologically, the people were hopeful to build the resilient and sustainable houses but the construction isn't built as their expectation. The performance of NRA didn't show the highly appreciated. The efforts of

government were very poor to build the infrastructures for public services. There are the following policies to complete the reconstruction works within five years.

Grievance Management Guideline, 2073, the document provides the guidelines on the types of grievances, its respective addressing mechanism and documents required in the context of housing grants distribution.

Nepal Earthquake 2015, housing reconstruction two years on, a briefing note prepared by HRRP to mark the second anniversary of the 2015 Nepal Earthquake. Summarizes 'successes, challenges, and emerging issues', provides an overview of the reconstruction context across the distinct areas affected, and suggests some 'key ways forward.'

NRA Authority has been formed according to National Reconstruction Authority Act 2015 and will have a normal working tenure of 5 years. There will encouraging help from international donor agencies and neighboring countries to develop unified colonies, and compensate accordingly by law to the victims.

The government should play the enthusiastic role for the reconstruction. The planning and mapping should be cleared and justifiable for the shifting area. For this purposes, the government has made many policies guidelines. Most of the respondents were confident on the opportunity for the settlement of the future plan. This is the best time to address the vulnerable free zone of settlement. The public trust shows the hope of future mapping on servicing that signified the better perspectives. Most of the respondents were disagreed on the reconstruction can be possible with in the five years.

The capacity of NRA isn't strong as to fulfill the demand and desire of public. The main thrust of the NRA is to build the infrastructures by sustainable, resilient and planned manners but the public confident wasn't higher. The public expectation was to have resettled the residential area but the government doesn't have such motivation and ways of working. The settlement style of Nepali society is very scattered forms so that the minimum facilities couldn't be accessed to them. Totally 330 households of my researched area were destroyed. Among them very few households were built. The initiation taken by NRA shows that the sustainable, resilient infrastructure couldn't be built by maintaining standard the confident level of public is poor in

these aspects. Under the social justice the public trust is less. The following policies were made to have the unitary settlement.

The next question was asked that the infrastructures made by NRA will be sustainable and resilient ways. Then by the respondents' answer whereas p value indicates that the null hypothesis is accepted during the reconstruction of disaster, people didn't believe the NRA could build the sustainable and resilient ways during the reconstruction. The NRA has made the following policies to do so.

According to the Policy on NRA to promote national interest and provide social justice by proper settlement whereas gender and social Inclusion, gender equality and social inclusion programming is essential for effective employment and livelihoods support. Targeted employment opportunities, and livelihood support is required to address gender, social group, and geographical location related development gaps. Targeted skills development and trainings for specifically vulnerable groups support an effective recovery and reconstruction process.

A sustainable, resilient and planned manner, and to promote national interest and provide social justice by making resettlement and translocation of the persons and families displaced by the earthquake. By the Act made to provide for Reconstruction of the Earthquake Affected Structure 2072,

According to the fourteen plan, development of planned and safe settlements and better and stronger reconstruction of physical structures and houses and buildings. Promote national interest and deliver social justice through reconstruction of structures destroyed by the earthquake and relocation of risky settlements. To rehabilitate and reinstate the lives of the affected people and communities to the pre earthquake stage by rebuilding the structures damaged by the earthquake, in a sustainable, sage and planned way.

While relocating, appropriate location will be identified based on the socio economic structure of the related affected family. Settlement relocation plan will be formulated and implemented. Additional assistance programme will be implemented for the residents of the settlements that are being relocated. Implement disaster management programs in an integrated manner by coordinating disaster management programs implemented by various agencies. Actions like

integrated information center, emergency operation centers, search and rescue, disaster risk mitigation will be effectively implemented.

The question was asked that the policy of NRA help to promote national interest and provide social justice by proper settlement. Then by the respondents' answer whereas p value indicates that the null hypothesis is accepted during the reconstruction of disaster, people didn't believe the NRA could help to promote national interest and provide social justice by proper settlement. The NRA has made the following policies to do so.

According to gender and social inclusion targeted recovery needs, many women and socially excluded groups, who are disproportionately more dependent on natural resources, have been particularly affected by the earthquake? Forests and conservation areas are key sources of livelihood for local communities, especially for rural women, indigenous peoples, Dalits, poor, and other groups living adjacent to forests. Loss of forests due the earthquakes means loss of livelihood assets for forest based enterprises.

The PDNA states that women have a unique capacity to drive resilience-building of communities and that recovery and reconstruction programmes present an "opportunity to reduce the vulnerability of women and increase gender equality. "Women, vulnerable and marginalized groups also have knowledge, relationships and practical skills and different capabilities that are critical to post-disaster recovery.

By the transforming economies, realizing rights progress of the World's Women 2015 -2016, Substantive equality refers to the results and outcomes of policies and laws: ensuring that they do not maintain, but rather alleviate, the inherent disadvantage that particular groups experience.

## 4.5 Role of Different Professionals during the Reconstruction Phase

The question was asked about the respondents' satisfaction, the role played by the government, the community, NGOs, media and the political parties then by the respondents' answer by the following manners.

### 4.5 Role of different professionals (performance) during the reconstruction phase

The question was asked about the respondents' satisfaction, the role played by the government, the community, NGOs, media and the political parties then by the respondents' answer by the following manners.

**Table no 3: Trust of Public Institution on Role of different professionals (performance)**

**Analysis:**

Variables	B	T	p- value
Constant	0.295	0.857	0.394
The role played by government	0.430	3.577	0.001
The role played by community	0.012	0.112	0.911
The role played by the NGOs	-0.28	-.215	0.830
The role played by the media	0.367	1.593	0.115
The role played by the political parties	0.037	0.130	0.897
R square	0.184		
Durbin Watson	1.533		
F	4.046		

*Question: Role of public policy and procedural to address the natural disaster in the reconstruction phase. In the given statement 1 refers to completely disagree, 2- partially disagree, 3- neutral, 4- partially agree and 5- completely agree. In these scale 1 is highest of the scale and 5 is the lowest of the scale.*

*Level of significance at 5 percent*

*Source: Field Study, 2017, N= 96*

*Level of significance at 5 percent*

*Source: Field Study, 2017, N= 96*

The R2 value of the model fits in this study suggests that the model explained 18.4 percent of the variance in the dependent variable. The value of F in this model is 4.04, which also is less than 10. Therefore, the model doesn't fit. Alternative hypothesis is accepted. The study showed that the professional performance of government during the reconstruction phases were highly no significant with citizens' trust. In addition, the expectation to reconstruct the building damaged by the earthquake has also significant relationship at 5 percent significant level.

The rest of the activities to be performed by the citizens themselves has positive relationship with citizen's trust but not significant. Many people appreciated the effort of government who gave 50 thousand rupee in last September. The government played the effective role during the reconstruction. The people were very hopeful. The NRA has made the following policies to do so.

The next question was asked about the respondents' satisfaction, the role played by the community. Then by the respondents' answer whereas p value indicates that the null hypothesis is accepted during the reconstruction from disaster the community couldn't play the significant role.

According to the fourteen plan, development of planned and safe settlements and better and stronger reconstruction of physical structures and houses and buildings. Promote national interest and deliver social justice through reconstruction of structures destroyed by the earthquake and relocation of risky settlements. To rehabilitate and reinstate the lives of the affected people and communities to the pre earthquake stage by rebuilding the structures damaged by the earthquake, in a sustainable, sage and planned way.

Aid received from national and international donor agencies, ally nations, and private as well as non-governmental organizations will be mobilized. Role and partnership of non-government, private sector and local community will be made further effective with responsibilities according to the sectoral requirements.

Psychologically, the people were hopeful on the community role but they didn't get the cooperated help. It might that whole community was suffering from the disaster so that It couldn't play accordingly,

The question was asked about the respondents' satisfaction, the role played by the NGOs. Then by the respondents' answer whereas p value indicates that the null hypothesis is accepted during the reconstruction from disaster the NGOs couldn't play the significant role. In this context, the government made the following policies to do so.

According to NRA NGO Mobilization Guidelines<sup>2072</sup>, Prepared by the NRA under the Act made to Provide for Reconstruction of Earthquake Affected Structures 2072, these guidelines were developed to "mobilize the assistance to be provided through National/International Non-Governmental Organizations (NGOs/INGOs) for the reconstruction of structures damaged by the April 25, 2015 earthquake and its subsequent aftershocks in a simple, easy, transparent and integrated manner and to make the coordination of such organizations effective"

The level of trust on NGOs wasn't positive because the NGOs provided services on the basic of convenient manner. The elites group got the benefitted from the NGOs services. The people had no significant believe on this institutions.

The next question was asked about the respondents' satisfaction, the role played by the media and the political parties. Then by the respondents' answer whereas p value indicates that the null hypothesis is accepted during the reconstruction from disaster the media and the political parties couldn't play the significant role. The respondents were highly dissatisfied the role of the media and the role of the political parties. They expressed their feeling of disagreements.

The Media and the political parties didn't play the positive role on the reconstruction of the infrastructures. They gave assurances but the services were miracles only. The performance of political party didn't show the highly appreciated.



#### 4.6 Role of the resources management analysis

The question was asked about the respondents' satisfaction, on the basis of resources management. How much did they get money provided by the government? Where they spent these resources and how did they utilize money?

<b>Table no 3: Trust of Public Institutions on Role of the resources management analysis:</b>			
Variables	B	t	p- values
Constant	1.713	4.927	0.000
I am still living in temporary house, because	0.038	0.833	0.407
I got the money provided by government	-.213	-.676	0.501
I used the money provided by government	-.022	-.501	0.617
I am satisfied the work progress in the reconstruction phase	-.040	-.369	0.713
R square	1.351		
Durbin Watson	0.345		
F	0.015		
<i>Level of significance at 5 percent</i>			
<i>Source: Field Study, 2017, N= 96</i>			

The question was asked about the respondents' satisfaction, why they were still living in the temporary houses most of the respondents answered that they didn't have the sufficient money to build houses. Then by the respondents' answer whereas p value indicates that the null hypothesis is accepted during the reconstruction lack of money was the major cause to live in the temporary houses. The government has made the following policies to do so.

There is the provision of settlement in public land and forest areas, are on the list of eligible households, and do not have land anywhere in Nepal will be provided 200,000 NPRs to buy land. This grant is in addition to the 300,000 NPRs housing reconstruction grant.

The government made the guidelines to distribute the money by cabinet decision. The local units provided the money provided by the government.

The study showed that the resources provided by government were quite few to build the houses. Most of the respondents indicate that lack of the money is the prime factor still to live in the temporary houses.

The next question was asked about the respondents' got money provided by the government respondents answered that they got it to build houses. Still by the respondents' answer whereas p value indicates that the null hypothesis is accepted during the reconstruction from disaster then they got money. Some of them had the grievances those who didn't get money but they were eligible. The fifty thousand was provided within assignment time last September.

Almost all victims got money provides by government into the first installment but some of them had grievances that not registered their names for the relief and reconstruction package. The money provided by government during the reconstruction phases was highly no significant with citizens' trust.

The sector plans explain how the priority programmes will be implemented. Almost all the Government Ministries have expressed the need for, as well as budgeted for, project implementation units to manage the delivery of the recovery and reconstruction programme. All sectors have stressed the need for capacity-building and training of existing personnel.

Most of the respondents said that they used the money for land management to build the houses. In addition, the expectation to reconstruct the building damaged by the earthquake has also significant relationship at 5 percent significant level. The rest of the activities to be performed by the citizens themselves has positive relationship with citizen's trust but not significant. Many people appreciated the effort of government who gave 50 thousand rupee in last September.

Psychologically, the people were hopeful to build the infrastructures but they didn't feel that activities are done between governmental and nongovernmental agencies as cooperative manner.

Most of the respondents answered that they lived in the temporary houses because they couldn't build the permanent houses. They didn't have the sufficient money to build. They used the fifty thousand for land management to build the house. Those who built the permanent house they had huge amount of loan. The next problem is water scarcity.

Aid received from national and international donor agencies, ally nations, and private as well as non-governmental organizations will be mobilized. Role and partnership of non-government, private sector and local community will be made further effective with responsibilities according to the sectoral requirements.

The earthquake impacts the sources of water is shifted into dry. The next part is many people built their houses made by self-efforts. Similar, lack of the skill manpower is another major problem. More people got the money provided by the government but a few victims didn't get the money. Their voice of grievances wasn't addressed. They used the money provided by government on construction of the houses. Some of them used money on building the temporary houses where as some of them kept in banks.

The reconstruction is our national priority, which has been formed with separate law, the national and international commitment for reconstruction, opportunity is for reconstruct with sustainable infrastructures, establishment of project offices by mobilizing governmental resources.

The sector plans are a product of the collaborative efforts of key stakeholders in Nepal. Since some sectors span across different Government Ministries and agencies, there is a need for ever stronger coordination and collaboration, while further work is required to fully reflect the role and contribution of the private sector in recovery and reconstruction. While the sector plans are largely a reflection of the Government's reconstruction and recovery efforts, they do include the contributions of many partners. Provision will be made for grant and soft loan to the earthquake affected families for rebuilding their houses.

# **CHAPTER FIVE: SUMMARY, RECOMMENDATION AND CONCLUSION**

## **5.1 Summary**

The finding of the study reveals that citizens' trust on governmental agencies in the first positions. In the second status is captured by the community. The NGOs are ranked on the third position. The media and the political parties are found to be the least trusted institutions during the reconstruction according to their performance by the citizens' evaluation scale. The government was taken as the highest trusted institution because fifty thousand rupees was distributed in time as announced. The political forces and media couldn't play the significant role and these institutions flourished only unrealistic rumors.

The citizens' trust level was higher on the possibility of mapping the unitary settlement. The government should play the enthusiastic role during the reconstruction. The planning and mapping should be cleared and justifiable for the shifting area.

The trust survey analysis has become increasingly important over the past decade. In emergency situations trust assessment has proven to be a very useful tool for decision making. The overarching aim of this study is to critically evaluate the existence and use of trust gaining principles in the in the society of disaster aftermaths. That is practiced across nations of the world, especially developing nations. Post disaster housing reconstruction is definitely a process. This process is affected by legal, bureaucratic, and social factors as well as by economic and technical factors. Consequently, post disaster dwelling is the product of this process of relations and it cannot be evaluated independently from this process. In order to comprehend the achievements or failures in a post disaster housing reconstruction program, the actions in the pre disaster, immediate relief and rehabilitation periods should be appraised as well as the post disaster dwelling itself. After the analysis, we can conclude that the most important period in the post disaster housing reconstruction is the pre disaster period. The main problems in this period could be stated as the deficiency of actions and measures and the lack of an organizational

framework. Although the actions in the post disaster periods were analyzed to be more satisfactory; the implementations following the earthquakes can hardly be called “successful”.

Consequently, we can assume that the analyses and the preparation of an organizational framework are the fundamental actions for a continuous success in the establishment of a national post disaster housing reconstruction policy in the country. However, the focus of the research shifted to the various phases of the process. Among all those valuable analyses, the analysis of the process itself is more significant for defining an organizational framework. Being one of the few examples of such research in the country, this paper significantly centered on the whole process. The analysis defined in this paper is actually a summary of findings. In a more thorough analysis, the process should be evaluated with all of its actions in various time periods and implicating the actors involved in the process. Consequently, this analysis is actually a first step for realizing a more precise framework and organization plan which omits the frequent mistakes for the future implementations.

## **5.2 Further Research and Recommendations**

On the basis of the above discussions, the following suggestions are recommended.

First, it is essential to improve the unitary settlement policy with stakeholder consultations. The consultation helps to build the ownership and acceptance for the successful implementation. The government should give the clear cut vision; the public should participate for the concrete result. It helps on effective land management.

Second, the action plan should be made to reconstruct within five years. The respective line ministries should align with their annual plan and program with NRA. It promotes the resilient shelters.

Third, both governmental and nongovernmental agencies should advocate at the highest level for the strategic approaches. Utilize governmental and nongovernmental resources within integrated manner with developmental priority. The different agencies will be coordinated for their tasks.

Fourth, the culture, social norms, religious aspects, ecological parameters should be considered. The houses and other public services infrastructures should be built for the access and quality of the services. The drinking water, health services and other services can be flourished.

Fifth, the local materials, institutions, manpower should be utilized for building and maintain the houses and other services oriented institutions. Such kinds of provisions will help sustainability and resilient infrastructures.

Sixth, there should give the high priority for handicaps, single women, senior citizens, Dalit, disadvantage or marginalized group. Such provision could help to make the social justices. The efforts of governments, community, NGOs, Medias and political parties should be cooperated for the effective's actions.

Lastly, the rainy season is started so that the victims have the miserable living conditions so that the government should provide the assistance and house loans with in assigned time to build the residents. It can build the public trust level high in reconstruction.

This study in many occasions suggests that there is a strong need to conduct further research that will permit room for a wider scope literature and practical analysis. A wider range of interview will be needed for the future projects so as to formulate a concrete structure for a highly trust development during the reconstruction phase. It will be important in the future research to also spread the interview questions across all disciplines that excites within the scope of disaster management as observed international experiences. It is therefore essential to conduct interviews only after having considered a wider range of disciplines. By so doing the future researchers will have dynamic findings whose impact will outweigh the impact generated by this study. More so in the event of future research it is important to perform thorough analysis of different cases on disaster management studies in reconstruction phases. There is also room to research in accommodate principles of trust development during the reconstruction phase.

### **5.3 Conclusion**

The government should play the enthusiastic role for the reconstruction. The planning and mapping should be cleared and justifiable for the shifting area. For this purposes, the government has made many policies guidelines. Most of the respondents were confident on the opportunity for the settlement of the future plan. This is the best time to address the vulnerable free zone of settlement. The public trust shows the hope of future mapping on servicing that signified the better perspectives. Still most of the respondents were disagreed on the reconstruction could be possible with in the five years.

While relocating, appropriate location will be identified based on the socio economic structure of the related affected family. Settlement relocation plan will be formulated and implemented. Additional assistance programme will be implemented for the residents of the settlements that are being relocated. Disaster management programs in an integrated manner are implemented by various agencies. Actions like integrated information center, emergency operation centers, search and rescue, disaster risk mitigation will be effectively implemented.

Psychologically, the people were hopeful on the community role but they didn't get the cooperated help. It might that whole community was suffering from the disaster so that It couldn't play accordingly,

At the beginning of this study, the main aim was directed at understanding the subject of trust during the reconstruction phase such that specific variables could be understood. The initial drive of the study was to make the disaster management process to become more efficient. The direction the researcher chose to use for embedding efficiency into disaster projects was the channel of trust building during the reconstruction. It was however not certain how to use this subject of sustainable development to make disaster projects work towards maximum success. Anyway the researcher chose explore the environment of sustainable development so as to use them as a foundation stone for the analysis of disaster management scenarios and cases. There was however a need to narrow down the exploration around the subject of sustainability to three chains within the sustainability theory. This chosen chains where however the best as they were indifferent from the major chains in the scope of disaster management. The chains were the

environment, the society and the economy. This research exposed that disaster events had systematic effects on this victim areas. This therefore made the analysis quite interesting and more synergic in nature. In other words the principles of trust development were found to be well fit into the structure of disaster management. The citizens' perception is the satisfaction with reconstruction policy, public institutions, and its performances. The sample size of the survey was 96 respondents selected by systematic sampling. The age, ethnicity, level of income, educational parameters were the research areas.

The researcher intended conducting a strategic analysis using over five different cases of past disasters. However the word limits and time requirement for this study did not permit the researcher to conduct further analysis other than one.

So after a little survey the researcher decided not to go into detail on the four phrases of disaster management as it would mean having to cover a wider range of literature which is not really the aim of this research. Although the literatures were of interest but writing about them would mean partial deviation as the focus was on trust during the reconstruction phase. So the research rather focused on the essential chains that surrounds the period of the after disaster to the finish. This again gives room in the near future for researchers to further explore into the phrases to verify the existence of relevant literature.



## Appendix I: The Public Trust on Governance in Reconstruction Phase in Sindhupalchowk

“Public Institution Survey (2017) on post-earthquake disaster in Nepal 2072”. I would like to request to fill up a questionnaire which would be helpful to enrich the quality of the research work. Please note that you're valuable comments are very **important for knowledge development**; the respondent's identity will be kept **anonymous** and the data will be used for only academic purpose.

### The details of respondents

(Multiple responses questions)

Name	
Age	
Gender	<ul style="list-style-type: none"> <li>a. Male</li> <li>b. Female</li> <li>c. Others</li> </ul>
Ethnicity	<ul style="list-style-type: none"> <li>a. Brahmin &amp; Chhetri</li> <li>b. Ethnicity group</li> <li>c. Dalit</li> <li>d. Others</li> </ul>
Education	<ul style="list-style-type: none"> <li>a. illiterate</li> <li>b. literate</li> <li>c. SLC or below</li> <li>d. + 2</li> <li>e. higher</li> </ul>
level of income (per months)	<ul style="list-style-type: none"> <li>a. less then 5000</li> <li>b. 5001-10000</li> <li>c. 10001-20000</li> <li>d. 20001- above</li> </ul>
Address	
Family Size	<ul style="list-style-type: none"> <li>a. 3 or less</li> <li>b. 4-5</li> <li>c. 6-8</li> <li>d. 9- more</li> </ul>

Religious	a.	Hindu
	b.	Buddhist
	c.	Others

### 1. Role of Public Policy/ Procedural

In the following statement 1 refers to completely disagree, 2- partially disagree, 3- neutral, 4- partially agree and 5- completely agree.

#### (Independent variables related on public institutions related)

S. N.	Statement	Compl etely disagr ee	Parti ally disa gree	Neut ral	Partial ly agree	Comple tely agree
1.	There is the possibility of mapping the unitary settlement	1	2	3	4	5
2	The government can reconstruct the destroyed infrastructures in five years.	1	2	3	4	5
3	The infrastructures made by NRA will be sustainable and resilient ways	1	2	3	4	5
4	The policy of NRA helps to promote national interest and provide social justice by proper settlement	1	2	3	4	5

**If completely disagree and partially disagree, then why.....**

## 2. Trust on Public Institutions

In the following statement 1 is lowest level of agree and 5 is the highest level of agree.

### (Independent variables related on public institutions related)

	<b>After natural disaster</b>	1	2	3	4	5
8.	Public institutions made arrangement of drinking water, health service, and other necessary services to victim people.	1	2	3	4	5
9.	Public institutions implemented effective land use zoning.	1	2	3	4	5
10.	Public institutions prepared hazard maps of the disaster prone areas.	1	2	3	4	5
11.	Public institutions coordinated among different agencies involved in disaster management	1	2	3	4	5
12.	Public institutions mobilized internal and external resources for rehabilitation and reconstructions	1	2	3	4	5
13.	Public institutions provided soft loan for constructing collapse houses/land etc.	1	2	3	4	5
14.	I am confident to build the resilient shelter	1	2	3	4	5

## 3. Role of different Professionals (Performance)

In the following statement 1 refers to completely disagree, 2- partially disagree, 3- neutral, 4- partially agree and 5- completely agree. In these scale 1 is lowest of the scale and 5 is the highest of the scale.

**(Independent variables related on community support related)**

S.N	Statement	1	2	3	4	5
.	I am fully satisfied with....					
1.	The role played by government	1	2	3	4	5
2	The role played by community	1	2	3	4	5
3	The role played by the NGOs	1	2	3	4	5
4	The role played by the Media	1	2	3	4	5
5	The role played by the political parties	1	2	3	4	5

#### **4. Role of Public Policy/ Procedural**

In the following statement, tick on multiple responses questions.

**(Independent variables related on resources management related)**

1. I am still living in temporary house, because.....
  - a. Not sufficient money
  - b. Lack of man power
  - c. Slowly, management is going on
  - d. I already made my home by self-effort.
  - e. If any other

2. I got the money provided by government.
  - a. Yes
  - b. No

If yes- how much..... And when.....

3. I used the money provided by government
  - a. Construction of the house
  - b. Construction of temporary house
  - c. Spending on living cost
  - d. Spending on utilization
  - e. Use for other purposes
4. I'm satisfied the work progress in the reconstruction phase.

**Yes**  
**No**

**If no, why.....**

**Thank you for your cooperation.**

## Annex II: Summary of Disaster Effects

	disaster effects (nPr million)			distribution of disaster effects (nPr million)		losses in personal income (nPr million)
	damages	losses	Total	Private	Public	
<b>social sectors</b>	<b>355,028</b>	<b>53,597</b>	<b>408,625</b>	<b>363,248</b>	<b>45,377</b>	-
housing and human Settlements	303,632	46,908	350,540	350,540	-	-
Health	6,422	1,122	7,544	1,394	6,150	-
Education	28,064	3,254	31,318	2,365	28,953	-
Cultural heritage	16,910	2,313	19,223	8,948	10,274	-
<b>Productive sectors</b>	<b>58,074</b>	<b>120,046</b>	<b>178,121</b>	<b>158,079</b>	<b>20,043</b>	<b>17,124</b>
Agriculture	16,405	11,962	28,366	25,813	2,553	4,603
Irrigation	383	-	383	-	383	
Commerce	9,015	7,938	16,953	16,953	-	2,667
Industry	8,394	10,877	19,271	19,271	-	3,654
Tourism	18,863	62,379	81,242	75,105	6,137	6,200
Finance	5,015	26,890	31,905	20,937	10,969	-
<b>infrastructure sectors</b>	<b>52,460</b>	<b>14,323</b>	<b>66,783</b>	<b>17,281</b>	<b>49,502</b>	
Electricity	17,807	3,435	21,242	15,569	5,673	-
Communications	3,610	5,085	8,695	1,712	6,983	
Community Infrastructure	3,349	-	3,349	-	3,349	-

Transport	17,188	4,930	22,118	-	22,118	
Water and Sanitation	10,506	873	11,379	-	11,379	-
<b>Cross-Cutting issues</b>	<b>51,872</b>	<b>1,061</b>	<b>52,933</b>	<b>1,755</b>	<b>51,178</b>	-
Governance	18,757	-	18,757	-	18,757	-
disaster risk reduction	155	-	155	-	155	-
environment and forestry	32,960	1,061	34,021	1,755	32,267	-
<b>Total</b>	<b>517,434</b>	<b>189,027</b>	<b>706,461</b>	<b>540,362</b>	<b>166,100</b>	<b>17,124</b>
<b>Total (us\$ million)</b>	<b>\$5,174</b>	<b>\$1,890</b>	<b>\$7,065</b>	<b>\$5,404</b>	<b>\$1,661</b>	<b>\$171</b>

*Source: Estimations by PDNA Team*

### **Annex III: Structure of Research Programme**

*The structure for the Research programme* (Source: Crotty, 1998; Hart and Open, 1998)

**Epistemology:** Rationalism

**Methodology:** Mixed Methods (trust dependent variable where earthquake is independent)

**Methods:** Interviews

**Motive of Study:** Summative Evaluation

**Scope:** The level of trust on people during the reconstruction

**Research Design:** Descriptive

**Focus:** Events and Organizations

**Units of Analysis:** House holds

**Type:** Qualitative and quantitate (both)

**Nature of Analysis:** Deductive Approach

**Validation:** Descriptive Theories, Interviews

**Justification:** Development of synergic structure for sustainability and disaster

**Research Ethics:** Attested Consent Forms

**Data Chain:** Interview Records on written form

**Data:** Both Primary and Secondary



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