

# Crowdsourcing and collaboration for crisis communication: a systematic review

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## ABSTRACT

Establishing collaborative communication in crisis solutions provides appropriate support and efficient response to the public when an emergency scenario appears. The public comprises a crowd of humans involved in their quotidian activities. Communication should flow collaboratively between operational centers, civils, and public institutions professionals. Crowdsourcing is a technique that supports communication between the diverse public by using people collaboration. This paper's primary goal is to study the state-of-the-art regarding crowdsourcing and collaboration for crisis communication. A systematic literature review guided this study. As a result, 20 papers have been selected about solutions that support communication for crises in the last ten years. Findings reveal solutions whose requirements provide rapid emergency response, good coordination between the agents and the crowd, and trustful data passing through a validation process.

## Keywords

Crowdsourcing, collaboration, crisis communication

References are available on request