



CITIZENS AND INSTITUTIONS IN THE TIME OF COVID-19

Scenario,
new cleavages, implications

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SCENARIO

1

Trust in the institutions

- Trust in the national government has grown constantly during the first phase of the emergency
- Trust in the national health system, hospitals and medical personnel is high and keeps growing
- Also trust in the WHO is high, although decreasing slightly
- Bad times for international cooperation and solidarity. Italians do not trust much the capability of Western governments to cope with the emergency
- Solidarity pays: after the arrival of medical staff and aids, trust in the Chinese government reaches high levels



The approval on the measures adopted

Italians think the measures taken by the government are effective



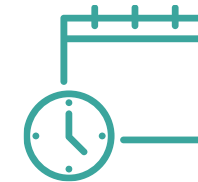
Also, the evaluation of the work of the regional governments is positive
Particularly for Veneto and Campania regions



The fact that Italy has been hit earlier and stronger from the Covid-19 is not considered by the majority as a consequence of the supposed weakness of the Italian Health System.
It is considered to be due to the higher intensity of health tests in Italy or simply due to chance.

Politics in the time of the crisis

- The judgment of the political system has been positive during the first phase of the emergency. Prime Minister Conte has been appreciated by the majority of the Italians, and the trust in his work and that in the parties of the coalition government has kept growing in March and April. During the first weeks, Italians have also appreciated the attempt made by the other political actors to cooperate in the management of the crisis. Rising conflicts in the latest weeks are penalizing opposition parties.
- The government has been also criticised for the delays in adopting the first measures in February and March. Later, Conte and his government have been accused of being not clear enough in communicating the restrictive measures adopted.
- The assessment of the work of the European institutions is definitely poor, particularly the ECB and the Commission. Their work has been judged negatively by more than 2/3 of the Italians.



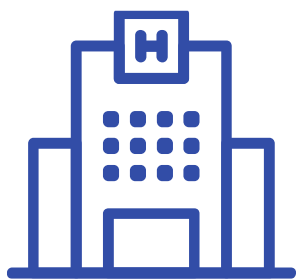
CLEAVAGES

2

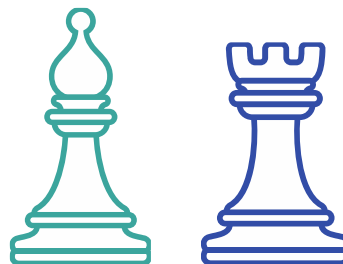
1. Health Vs. Economy

Lockdown, closures, economic crisis

FIGHTING THE VIRUS OR THE ECONOMIC CRISIS?

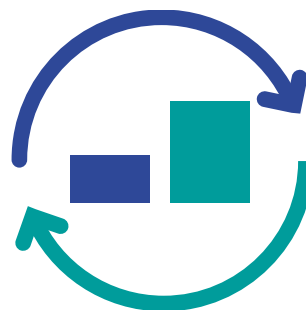


Health emergency



Economic crisis

Until mid-April
Italians were much more worried
about the health emergency



**In the last weeks this balance has
been reversed**

The willingness to get back to
normality prevails.

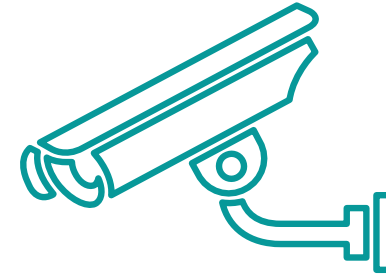
2. Freedom Vs. Control

Freedom of movement, privacy, tracking.

ARE WE WILLING TO BE TRACKED?



Freedom



Control



Throughout the «phase 1» a vast majority of Italians have accepted the restrictive measures, have claimed to comply and to be willing to accept even stricter limitations if needed.

The start of the «phase 2» poses the question of individual rights and privacy, which worries many when tracking tools (like the «Immuni» app) are at stake.

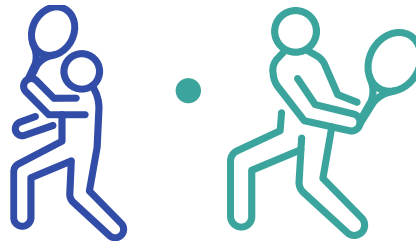
3. Centre Vs. Periphery

Health governance, shared competences, regional best practices.

NATIONAL OR REGIONAL HEALTH?



State



Regions

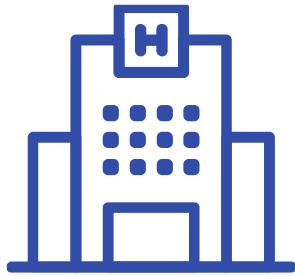
Many Italians remain convinced that the best balance on Public Health management would be some sort of cooperation between the two levels of government.

However, the balance between these has been significantly moved towards a call for stronger coordination role by the central government, with regional authorities only responsible for a limited, administrative role.

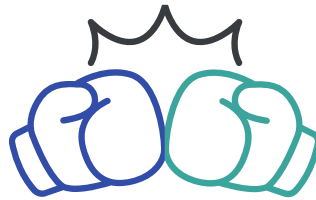
4. Public Vs. Private

Competitive/cooperative models and the citizens' trust.

PUBLIC OR PRIVATE HEALTH?



Public



Private

The Covid-19 crisis has not changed dramatically the pre-existing balance in Italians' preferences about public and private health.

However, it highlights in a clearer manner the need for protecting and ensuring adequate funding to the universalistic Italian health model, based on the role of the public sector.

5. Autonomous workers Vs. Employees

Smart working, lay-off schemes, one-time subsidies.

Who is suffering more?



Autonomous workers



Employees



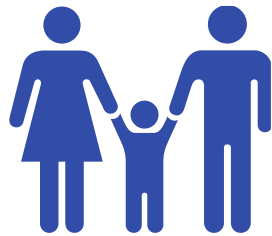
The opinion that the autonomous workers will be the most disadvantaged category is strong.

Among employees, those working in SMEs are considered more in danger for the economic consequences of the Covid-19 crisis.

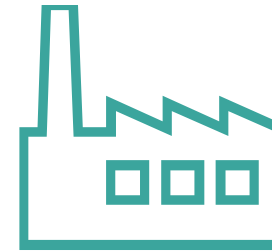
6. Families Vs. Businesses

Income support, grants, government's risk shield.

HOW TO INCENTIVE THE ECONOMIC RECOVER?



Families



Businesses

Italians are strongly in favour of the idea that the economic recovery must start from the support of families' income. This would help consumptions and the overall recover.

IMPLICATIONS

3

Monitor, assess, decide

- 6 trends to be monitored carefully to understand how the ongoing emergency is affecting the relationship between citizens and institutions
- The gradual recovery from the crisis will leave permanent effects on the model of society and democracy we are all familiar with: «nothing will ever be the same».
- Having strategic information about the current trends is key to foresee the change and take the best solutions

Fresh, reliable data, continuous monitoring, analysis and insight generation are fundamental tools to disentangle the complexity, today more than ever



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