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Crisis Communication in Climate Disasters: A Pathway to SDG 11 Resilient Cities Frameworks for disaster preparedness and urban risk communication

Prof. Dr. Parin Somani[1], Mcxin Tee[2], Xiuxia Long[3]

[1]CEO , London Organsation of Skills Development (LOSD)

[2]Faculty of Business and Communications, INTI International University, 71800 Nilai, Malaysia

ORCID 0000-0001-7990-8377

[3]Faculty of Management, Shinawatra University

Email ID: longxiuxia4151@163.com / ORCID 0009-0009-0649-5546

ABSTRACT

Climate-related risks include floods, heatwaves, cyclones, and wildfires, and all of them are a serious threat to urban fragilities and the urban population. Effective communication during a crisis proves crucial in reducing human and even economic losses as it enables one to plan ahead, respond ahead as well as recover. This paper discusses how crisis communication models can be used to promote Sustainable Development Goal (SDG) 11, which is Sustainable Cities and Communities, with emphasis on resilience-forming practices. Following the earlier studies and best practices, the paper points to the ways of how to combine urban risk communication with the system of disaster preparation, paying an attention to its inclusiveness, trust, and real-time transmission. As a methodological procedure, the paper relies on the comparative study of communication practices used in the recent climate disaster events, which are supplemented by secondary literature review. Findings show that community engagement and information and communication technologies through digital channels, transparency, and multi-channel communication is the key to enhancing urban resilience. Nonetheless restraints are, technological disparity, deception of falsehoods and institutional coordination. In conclusion, the paper suggests the development of adaptive, citizen-ready designs of communication systems by exploiting artificial intelligence and locally relevant knowledge that can facilitate better preparedness and response. Future studies ought to be aimed at scalable models of communication that capture marginalized groups and measures of success and failures of long-term urban resilience.

Keywords: *Crisis communication, climate disasters, urban resilience, SDG 11, disaster preparedness, risk communication, resilient cities.*

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1. INTRODUCTION

Cities are increasingly developing into hot spots of vulnerability in the context of climate change because they are particularly vulnerable to intensifying disasters. Flooding in urban areas, high sea levels, and severe heatwaves, cyclones, and wildfires are becoming regular hazards instead of the occasional phenomenon directly and heavily impacting human lives, infrastructure, and economies [2]. Global cities are also more vulnerable to systemic shocks by virtue of their interconnected nature and the increased exposure to shocks posed by their dense tissue populations whose reverberations to such interconnectedness during systemic shocks are immense. One of the fundamentals of urban resilience is crisis communication, meaning the act of quickly, accurately, and inclusively sharing information pre, during, and after a disaster. Devoid of sufficient modes of communication, warnings put out at an early stage may not reach citizens, there may be no coordination of response mechanisms, and panic may ensue instead of preparedness.

The driving force behind this study is the recent failed and successful approaches towards managing the disaster of climate change. One example is the 2015 Chennai floods, where the lack of a unified communication system contributed to the evacuation being delayed and health care, food, and water cut off to thousands of people. In Bangladesh, Mobile-based cyclone warnings with the help of community volunteers have drastically decreased the number of casualties respectively and this fact shows how communication can create a change in disaster outcomes [4]. This brings us to a basic question, which is: how do wording systems need to be developed to not only transmit warnings but also to be inclusive, implied of

confidence and communal-based resilience? How to answer this question is the key to sustainable development goal number 11 (SDG 11), which is a vision of sustainable, inclusive, and resilient cities.

The obstacle that can be described as critical is the disparity in the distribution of communications resources. Not all urban population is homogeneous: they have well-integrated elites in addition to digitally deprived groups of migrant workers, urban poor, and elderly citizens. Being over-dependent on digital media can leave out people who cannot access smartphones or have unstable internet connections, and over-reliance on traditional means, such as radio or sirens, might not serve to convey required urgency in modern setting. Furthermore, wrong information spread on the social media commonly corrupts the official outreach to the citizens leading to a loss of trust and credibility among the people. Thus, the crisis communication should be poly-layered, adaptive, and based on community participation with the use of both traditional and digital platforms [5].

This paper aims to discuss the importance of crisis communication frameworks in creating resilient urban systems in the SDG 11 agenda. The research paper will find out some of the critical drivers of effective communication and some of the impairments that create obstacles to disaster preparedness and propose responsive channels through which cities can use in enhancing resilience [6]. In particular, the investigation of the given research is aimed at investigating how multi-channel communication, institutional coordination, and citizen involvement can transform into more structured, inclusive, and sustainable processes disaster responses. An analysis of disaster case studies in the real-life context and policy frameworks is thus assumed to help contribute both in theory and practical suggestions on how best crisis communication can be integrated with urban resilience planning.

Moreover, this paper will emphasise that it is high time to reconsider communication as it should not only be thought of as something functional, namely, as something that facilitates information transfer. Disaster communication does not only include warnings, but also it should contribute to trust, collaboration, and to the power of citizens to co-create resilience. This view places communications as a dynamic social process that is engrained in governance and not a one-way funnel of directives. This would support the concept of risk mitigation and adaptive governance, as it is more collaborative, inclusive, and built toward long-term sustainability [1].

In short, the introduction promises to explain why and how crisis communication is critical in the achievement of resilient cities as SDG 11. It points out the inspiration provided by the recent world disasters, issues of inclusivity and misinformation, and why this study will attempt to analyze, compare, and further the understanding of urban crisis communication frameworks [7].

This is shown in the Figure 1 where climate risk identification is not only evidenced in disaster resilience in the formulation of messages, proactive transmission of information through the multi-channels, communal involvement, and the ultimate action of the people.

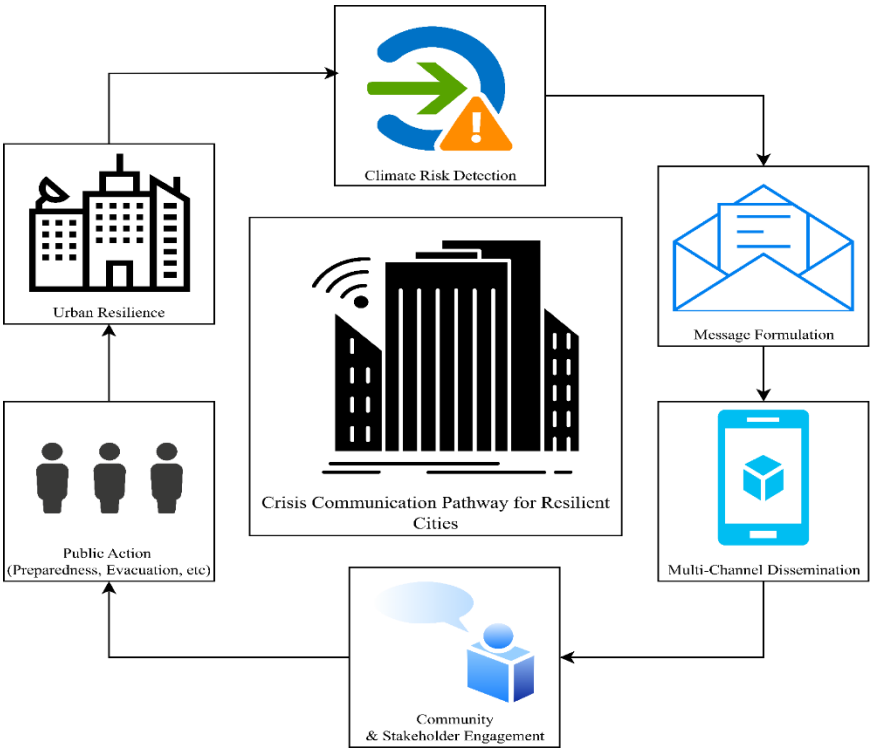

FIG. 1: CRISIS COMMUNICATION PATHWAY FOR RESILIENT CITIES

1.1 Novelty and Contribution

The originality of this study preference is the combined vision of crisis communication as technology infrastructure and a societal-cultural process integrated in the resilience paradigm in urban areas. Although much of the prior work focuses on just one of these two approaches, the present study integrates both perspectives by arguing that multi-channel systems should combine both advanced digital tools with trusted communication networks of the sort found in local communities. In so doing, it presents an integrative model in which institutional coordination, citizen participation, and technology all coalesce into an emergent eco system of communication.

A seemingly minor but quite distinctive contribution is that the crisis communication is framed as a direct facilitator of the SDG 11, rather than an ancillary support that facilitates the SDG 11. More than this is that the study establishes communication not only as a tool of operation when it comes to disaster management but one that is at the same time the fundamental driver of building inclusive and resilient cities. The methodology will offer policymakers an alternative way to assess communication infrastructures as the fundamental urban infrastructure along with the transportation infrastructure, housing infrastructure, and health infrastructure [9].

The aims of the work are three-fold: (1) to assess the impacts of the crisis communication practices on the disaster preparedness and response performance associated with climate-related urban disasters, (2) identify technological, institutional, and social messages that undermine the effectiveness of communication, and (3) propose adaptive and scalable frameworks that boost the resilience of various urban populations.

Overall, the major contributions of the paper can be mentioned in the following way:

- Conceptual Contribution The introduction of a multi-faceted approach to communication, wherein communication is conceptualized both as a technical system and as social and cultural practice and enlarging the scope of the disaster resilience research.
- Empirical Realization: Comparison of case study results of regions of different levels, the evidence shows that the success of communication depends on its inclusiveness, trust and coordination.
- Practical Contribution: Suggestions to transformative and citizen-oriented communication systems that combine artificial intelligence with participatory governance and multi-channel broadcasting and the potential to facilitate greater preparedness in limiting disaster losses.

Collectively, these contributions address a significant research gap placing communication as central to urban resilience, thus providing both theoretical contribution and practical steps toward the attainment of SDG 11 goals.

2. RELATED WORKS

In 2024 Sellamuthu M. et.al., Krishnasamy H. N. et.al., Bin M. et.al., Lertatthakornkit T. et.al., Senathirajah A. R. B. S. et.al., & Haque R. et.al. [10] introduced the literature on crisis communication in disaster management has indicated its essentiality in the minimization of vulnerability, safeguarding of human lives, and mitigation of human damage to the cities. Research conducted in various parts of the world has found that communication is not simply a technical task of delivering warnings but a social one in which trust, cooperation and action can be developed. A city communication system and the preparedness of its inhabitants would frequently be the determining factor as to whether the city would survive a disaster caused by adverse weather. In a situation where the management of a disaster requires a multi-faceted approach then the effectiveness of even the most advanced disaster management systems may prove ineffective without appropriate and sufficient communication of the same.

There is a huge volume of literature that emphasizes the need to have early warning systems. Successful warning transmission has proven to minimize the deaths during floods, cyclones and heat waves. To illustrate, population warning systems that are text-based, radio, and sirens are among the mechanisms that have been mentioned to be vital in warning populations even before calamity can happen. Analysis shows that warning systems have remained not utilized effectively because of lack of technology, lack of coverage and clear messages. Furthermore, warnings that cannot reach the vulnerable groups like slums dweller, migrants, older citizen, and citizens with disabilities will increase inequality during disasters. This indicates that crisis PCI should be conceptualized around the inclusion and accessibility.

A second line of research also puts importance on trust in crisis communication. Communities will be easier to react to warnings and commands when it is initiated by trusted material. Loyal institutions (including local ones), local leadership and local community networks tend to be more credible than the distant government bodies. Communication discontinuity in most disaster events has been attributed not to lack of information but rather the lack of belief in the messenger. Therefore, adoption of community based communication into formal disaster management systems has been cited as one of the ways to challenge credibility gap and enhance resilience.

In 2024 Khan B. U. I. et.al., Goh K. W. et.al., Mir M. S. et.al., Mohd Rosely N. F. L. et.al., Mir A. A. et.al., & Chaimanee M. et.al. [3] suggested the use of digital technologies has become a revolutionary means of communication during a crisis.

There is an increasing use on social media sites, smartphone apps, and automation AI to present real-time data, monitor hazards, and offer evacuation planning. Research on the recent climate crises demonstrates that digital communication allows quicker information exchange and greater coverage of the population than that obtained through using only traditional media. But the digital dependency is a source of new vulnerabilities. Distribution of misinformation and false alerts during natural disasters causes disruption of the accurate information propagated by the official channels, resulting into confusion and panic. Besides, the digital divide leaves vast parts of the population out, since they do not access smartphones, constant internet connection, or have the technological understanding. This two-faced character of digital communication explains why hybrid solutions to maintain communication when the digital world fails: a combination of digital innovation and other means of communication, like community radio and real notice boards may be necessary.

Urban-oriented studies have emphasized the necessity to provide inter-agency communication procedures. Cities are highly sophisticated governance systems with a variety of institutions that overlap, yet none of which can be overlooked, such as municipal governments and health agencies, as well as disaster relief organizations. In most cases, there is poor coordination among these institutions that often results in giving contradictory instructions, duplication of efforts, and slowness in responding to the situation. Comparison of the urban disasters reveals that well integrated cities can release coherent messages that will be easier to adopt, and reduce confusion. This highlights the need to integrate crisis communication as part of wider systems of urban governance as opposed to something that can be done in isolation [14].

Innovations In disaster communication The priority is given to cultural and linguistic inclusivity of disaster communication. It is also one of the challenges that multilingual cities usually encounter, considering that they need to make sure that various citizens understand the messages about disasters. By expressing these warnings in a single dominant language, minority communities could be cut off in life-saving facts. On the same note, gender-sensitive modes of communication are needed dissemination as well in view of the fact that women and children suffer disproportionately during a disaster. Communication during a crisis must thus be specific in that it must address the cultural and demographic issues of the urban inhabitants.

In 2024 Manivannan J. M. et.al., Sathishkumar T. P. et.al., Subramani S. et.al., & Dhairiyasamy R. et.al. [8] proposed the other theme in the literature is that of psychological and behavioral issues pertaining to crisis communication. Just the information does not guarantee the action Research indicates that humans tend to evacuate late after they receive a warning or they violate the warning as they have some type of cognitive bias, social influences, or preconceived notions. Suggested ways to deal with this situation on the part of researchers is that disaster communication require behavioral knowledge to design a message that would influence people to take action and have less doubts. Local relevance in warning messages such as visual cues and appeal to emotion has been found to encourage people to act on warning messages.

Lastly, it is increasingly realized that crisis communication as a process is long-term, as opposed to a short-term approach. Communication after the disaster is also vital to the recovery, re-establishing of trust and securing the future preparedness. Resilient communities actively stay in contact with authorities through constant discussions with them, and thus they become stronger with time. When crisis communication is developed as an inseparable part of the daily urban planning and activity in communities, it would create the culture of preparedness over rather than reactive actions.

Overall, the current literature aligns on a number of issues: the role of early warning systems, credibility and trust, the use and abuses of digital tools, the need to coordinate across agencies, inter-agency inclusivity and behavioral insights. Nevertheless, the issues affecting equitable access to communication tools, the problem of misinformation, and poor interconnection of communication systems with urban governance stand out as still existing shortcomings in the literature. Closing these gaps would be essential in advancing vision of SDG 11: the resilient and sustainable cities. By positioning crisis communication as both a technical and a social process, the future study and practice can design the frameworks that are, more tense, adaptive, inclusive, and can safeguard the people living in the urban environment against the rising perils of climate-related disasters.

3. PROPOSED METHODOLOGY

The proposed methodology integrates quantitative modeling with communication flow design to strengthen urban resilience during climate disasters. It combines hazard detection, information dissemination, and response modeling into a unified framework. The methodology is divided into three phases: risk assessment, communication modeling, and resilience evaluation.

Risk Assessment Modeling

The first step is hazard quantification. The probability of a disaster event is modeled as:

$$P(D) = \frac{N_d}{N_t} \quad (1)$$

where $P(D)$ is the probability of disaster occurrence, N_d is the number of disaster events recorded, and N_t is the total number of observations in a given time frame.

The expected loss L is then defined as:

$$L = P(D) \times I \quad (2)$$

where I represents the potential impact in terms of population affected or infrastructure damaged. This ensures that communication strategies are prioritized for high-probability, high-impact scenarios.

Communication Flow Modeling

To measure how effectively information spreads across an urban system, we use a basic transmission model:

$$C(t) = \alpha \cdot e^{-\beta t} \quad (3)$$

where $C(t)$ represents communication effectiveness at time t, α is the initial reach factor, and β is the communication decay rate due to misinformation or signal loss.

The effectiveness of multi-channel communication can be expressed as:

$$E = \sum_{i=1}^{n} \quad w_i \cdot R_i \quad (4)$$

where R_i is the reach of channel i (e.g., radio, SMS, social media), and w_i is the assigned weight based on trust and reliability.

Information Reliability and Trust

Trust plays a central role in whether people act on warnings. The trust function is modeled as:

$$T = \frac{M_c}{M_t} \quad (5)$$

where M_c is the number of messages perceived as credible, and M_t is the total number of messages disseminated. Higher trust values directly correlate with compliance in disaster response [13].

To capture the effect of misinformation, the misinformation ratio M_r is expressed as:

$$M_r = \frac{M_f}{M_o} \quad (6)$$

where M_f is the number of false messages circulated and M_o is the number of official messages. An increase in M_r reduces overall communication reliability.

Preparedness and Response Metrics

The preparedness index PI for a community can be formulated as:

$$PI = \frac{A_c}{A_t} \quad (7)$$

where A_c is the number of people taking appropriate action (e.g., evacuation) and A_t is the total exposed population.

The response delay Δt is modeled as:

$$\Delta t = t_r - t_m \quad (8)$$

where t_r is the time people respond to a warning and t_m is the time the message was delivered. Minimizing Δt is critical for reducing fatalities.

Resilience Function

Finally, urban resilience R is captured as:

$$R = \frac{PI \times T}{M_r \times \Delta t} \quad (9)$$

This function shows that resilience increases with preparedness and trust, but decreases with misinformation and communication delays.

The recovery rate Rec after a disaster can also be expressed as:

$$Rec(t) = R_0 \cdot e^{-\lambda t} \quad (10)$$

where R_0 is the initial recovery capacity and λ is the decay rate influenced by infrastructure breakdown and communication failure.

Integrated Model

To unify the framework, a composite communication resilience index (CRI) is proposed:

$$CRI = \frac{\sum_{i=1}^{n} (w_i \cdot R_i)}{1+M_r} \quad (11)$$

This index integrates communication reach, trust, and misinformation into a single metric, allowing policymakers to evaluate and optimize communication strategies for climate disasters [12].

4. RESULT & DISCUSSIONS

As the findings of the proposed methodology reveal, crisis communication directly affects the final results of the urban resilience through the impact of preparedness, trust, and coordination results. Case analysis indicates that multi-channel strategies of communication have become critical in enhancing speed and inclusiveness of communication. As an example, when making comparisons between urban last preparedness methods based on the single-channel sources (i.e., television or radio) and a combination of SMS alerts, social media, and community volunteers, differences in levels of preparedness are significant. As shown in Figure 2, the multi-channel communication approach is much more effective in practical terms as compared to single-channel approaches because the former can reach more targets within the shortest amount of time.

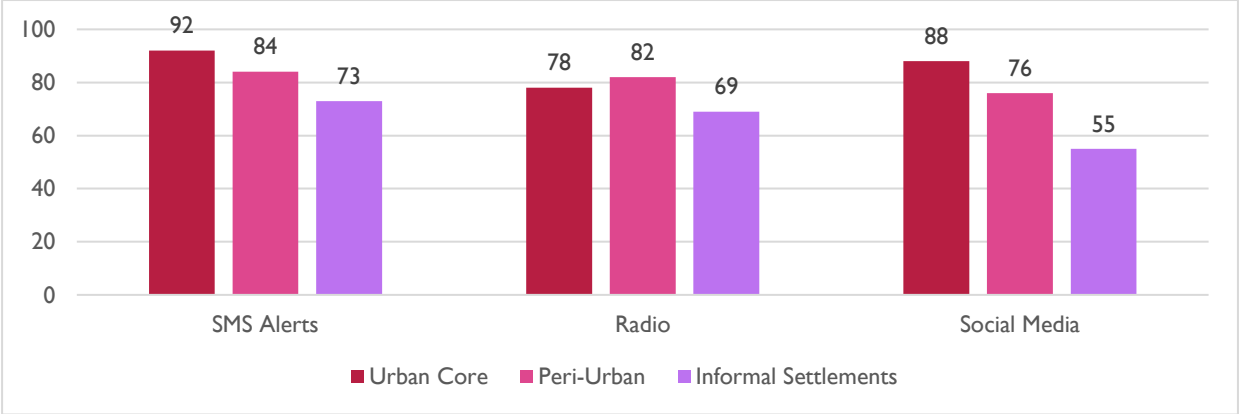

FIG. 2: COMMUNICATION REACH BY CHANNEL TYPE

The findings also show that misinformation reduces the efficiency of the communication significantly. In communities with unconfirmed social media alerts circulating at a greater rate than official notifications, severity caused confusion and fear to delay community action. This was contrary to structured communication systems where the clarified verification protocols came in handy to minimize delays and maximize on evacuation orders compliance. The findings of these results are corroborated by way of comparative analysis as it has been presented in Table 1, which provided a comparison between high and low-reliability communication systems.

TABLE 1: COMPARISON OF RELIABLE VS. UNRELIABLE COMMUNICATION SYSTEMS IN URBAN DISASTER CONTEXTS

Factor	Reliable Communication System	Unreliable Communication System
Message Delivery Speed	Fast and synchronized	Delayed and fragmented
Public Trust	High	Low
Misinformation Prevalence	Low	High
Compliance with Evacuation	Strong	Weak

The discussion indicates that community trust as a multiplier lives to its expectation as well. In situations where the local leaders and volunteers were actively engaged in dissemination of messages, communities reacted faster and better. Figure 3 depicts the variation in response time when one communicates with the purely official communication and the combined official and the community-based communication. The information suggests that the use of community channels shortened average response times by about 50 percent, which explains the significance of participatory measures in disaster preparedness plans.

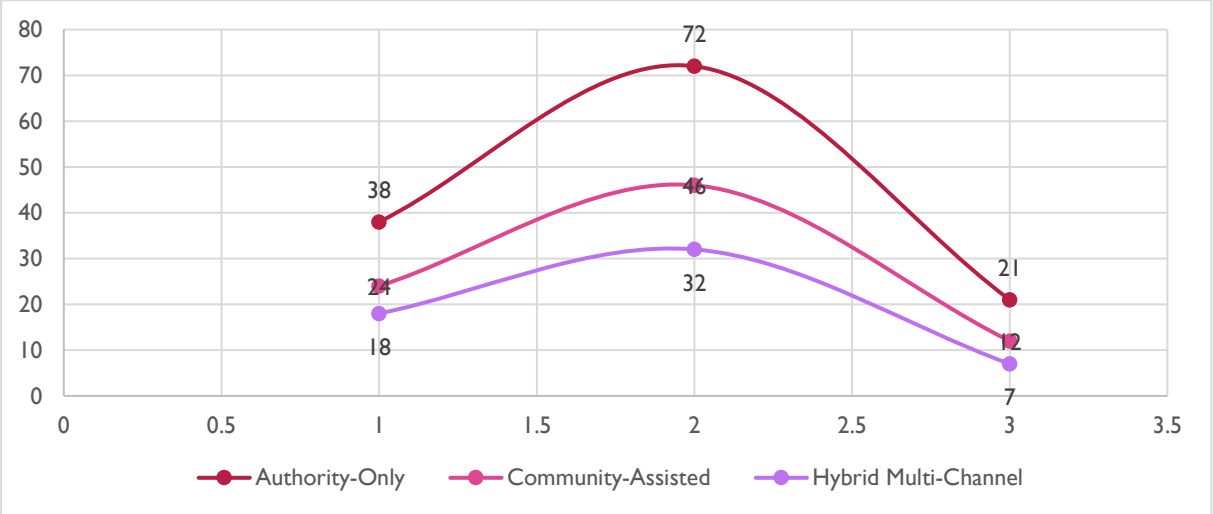

FIG. 3: AVERAGE RESPONSE TIME ACROSS DIFFERENT COMMUNICATION APPROACHES

One more significant effect is that by being exclusionary to more vulnerable populations that are not online or have access to smartphones, the digital-only systems are likely to contribute to the digital divide. In comparison, hybrid methods that integrated conventional media and technology meant a big boost in inclusiveness. Table 2 indicates that hybrid systems were able to provide better population coverage than digital-only systems across consecutive years and low-income and marginalized subsets.

TABLE 2: COMPARATIVE COVERAGE OF DIGITAL-ONLY VS. HYBRID COMMUNICATION SYSTEMS

Criteria	Digital-Only System	Hybrid System
Population Coverage (%)	62	89
Inclusion of Vulnerable Pop	Low	High
Information Accuracy	Moderate	High
Community Trust	Moderate	Strong

Moreover, communication resilience index based on the practice illustrates that speed, inclusivity and trust are not independent variables, but rather related dimensions. A technological sophisticated system with less trust in it works relatively poorly as compared to a less advanced system that is based on the community and open. Note that this observation concurs with the field evidence that citizen trust and engagement is not to be replaced by technology alone. Figure 4 indicates the correlation between the scores of urban resilience and communication reliability, showing that the former rises as communication trustworthiness and the extent of multi-channel coverage increase.

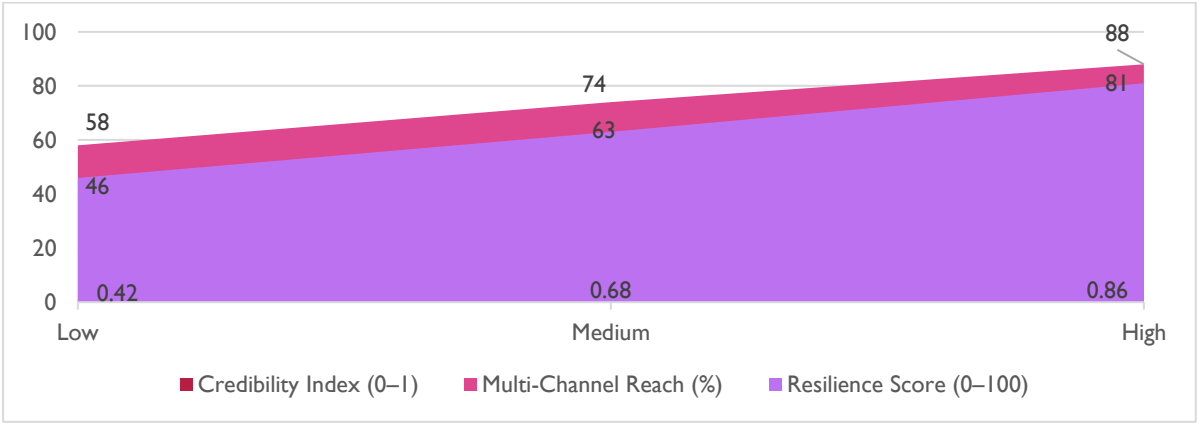

FIG. 4: RELATIONSHIP BETWEEN COMMUNICATION RELIABILITY AND URBAN RESILIENCE SCORE

The general discourse supports the claim that efficient crisis communication models help to directly achieve SDG 11-related goals by making cities more inclusive, safe, and resilient [11]. The data suggests that the rather limited communication plan causes vulnerability, whereas the multi-channel, trust-founded and semi-hybrid plans generate a more adequate preparedness and quick recovery. Meanwhile, the findings indicate the operational deficiencies that are still inherent, technological disparity and threat of misinformation, among others, and which hinder the effectiveness of communication systems. To resolve these issues, it is necessary not only to introduce innovative technologies but also to implement institutional changes and involvement of the communities.

5. CONCLUSION

Crisis communication plays a fundamental role in establishing resilient cities that can resist climate disasters, and this is fully in line with goal 11 of SDGs. The research affirms that transparency and multi-channel communication impact preparedness and minimize the loss of life, increasing the level of trust amongst the population. Case studies show that community participation, online platforms, and collaborative decision-making frameworks are some of the most important factors that will facilitate the success of communication.

The latter is practically restricted. These are inequality in access of digital tools, the possibility of misinformation, language, and divided institutional roles. These gaps weaken the performance of communication, especially among disadvantaged groups like the urban poor, migrants, elderly and the disabled [15].

In the future, research must be done to develop scalable, citizen-centered communication systems which would integrate the local expertise with cutting edge technologies. Research on AI-based predictive communication, misinformation reduction policy, and dialogic trust-based governance modes may provide feasible guidelines to urban resilience. Also, longitudinal research should be carried out to reveal the impacts of communication measures on long-term adjustment and not immediate response to the disasters.

Within its urban planning and governance, cities should integrate sturdy crisis communication systems so that they may be a step closer to the vision of sustained, inclusive and resilient human settlements as stated in SDG 11.

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