Original Article

Citizen participation in resilient society: historical insights and monitoring trends of the EU's policy and institutions

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ABSTRACT: Resilient society and social dialogue are core topics for monitoring citizens' initiative in participatory democracy as an engaged citizen often empowers governance, facilitating active social engagement and democracy. The current research intends to document and monitor the notion of "resilient society" and twenty associated topics in order to provide the latest emerging illustrations of the impact of social media on citizens' initiative and participation levels in the European Union (EU). Based on the Brand24 media monitoring tool, the quantitative and qualitative analysis of the social media reach focuses on one month (June-July 2023), intending to assess a better understanding of the resilient society and citizens' participation. The research results emphasize the role of citizens' engagement and social dialogue for a resilient society by scaling the linkages between the historical, institutional and participative levels. The article shows how policy agenda and decisions, historical facts and social realities influence the social media reach and highlights the outcomes of the sentiment analysis and influence score of the selected topics.
KEYWORDS: resilience, society, citizen, participation, European Union

1. INTRODUCTION

A resilient society implies citizens' participation, social dialogue and engagement as crucial patterns for participatory democracy in institutional analysis (Kiss, Sekulova, Hörschelmann, Salk, Takahashi & Wamsler, 2022). In this context, a recent review of the European Union (EU) budgetary instruments for investing in citizens and consolidating social rights in the period 2021-2027 releases the most important financial contribution reaching almost EUR 99.3 billion for the European Social Fund Plus (ESF+) (Regulation 2021/1057) as the fundamental implementing mechanism for the European Pillar of Social Rights (EPSR) and more than EUR 806.9 billion for the

NextGenerationEU. In line with the EU's latest budgetary commitments to mobilize significant contributions for citizen participation and initiative, the cohesion, resilience and values policy direction marks the top two most important financial appeals within the EU budget for 2023 with EUR 426.7 billion by overlaying the mechanisms to empower and prioritize the citizens' initiative, participation and values (Theocharis & Van Deth, 2018; Fabbrini, 2022).

An essential overview that emerged from the EU historical and institutional analysis is the advance explored by the scientific literature developing: (i) the participatory actors, social sustainability and processes of a resilient society (Ayoko, 2021); (ii) the role of social movements and assessment of behaviour support, citizens' initiative and participation (Battista, 2023: 117-142); (iii) the role of social norms, public policies and social capital occurred at local and urban participatory levels (Christoforou, 2010); (iii) the institutional arrangements geared towards human development, solidarity and social dialogue in multilevel governance (Sørensen, Würtzenfeld & Hansen, 2022). Other recent historical and analytical research trends the ongoing emerging topics associated with participatory democracy and citizens' engagement and personality factors (Hügel & Davies, 2015; Zanbar & Ellison, 2019) retaining the support for four participatory processes of the resilient communities: (1) advocacy of citizen and community-based choices and initiatives (Mini, Nair & Poulose Jacob, 2019); (2) statement of democratic values and citizens' engagement in local government (Ramaswamy, Ramaswamy, Holly, Bartels & Barach, 2023); (3) acknowledgement of digital government, e-participation, e-democracy and political communication (Baranowski, 2022: 145-155; Torres, Pina & Acerete, 2006; Mourao, Rachel, et al. 2015); (4) scaling socialization and social sustainability for citizen empowerment (Beyers, 2005). Most recent articles underscore the essential contribution of the decision-making processes in mobilizing citizens, requiring social sustainability and social progress (Alarabiat & Wahbeh, 2021).

2. MATERIALS AND METHODS

The research framework is explored using both qualitative and quantitative data of twenty topics ("resilient society" "European society", "European values", "social Europe", "public participation", "participatory democracy" "citizen participation", "European citizens", "European citizens' initiative", "European citizenship", "social norms", "European social model", "social sustainability", "social dialogue", "social engagement", "human development", "human dignity", "human values", "Just Transition Fund", "European solidarity", "resilient society"). The keywords are categorical, selected to characterize and typologies the participation of citizens in a resilient society, defining conceptual constructions for the participative culture in the EU, and also for the historical and institutional configuration of the European community in the last six decades. For the selected topics, the common reference category is "participatory democracy", being used and monitored in an analysis that will indicate the potential of reception at the social media level measured with the help of the tools provided by the Brand24 platform: the volume of mentions, the social media reach, the non-social

media reach, the mentions per category, the presence score and sentiment analysis of positive mentions. For each table (Table 1 – Table 3), the study is extended to other research areas, the associated topics being used as independent input factors for the cluster analysis in which each concept represents a structuring and configuration nexus for the research of the citizen's perception and the participatory community attitude during thirty days of social media analysis (9 June 2023-9 July 2023).

Other relevant research areas of the "citizen participation" and "resilient society" are also explored using Brand24 social media monitoring platform (Chrzanowska, 2019; Pasca, De Simone, Ciavolino, et al., 2023). The selected topics are measured for a period of one month, aiming to generate a media monitoring analytical model determining the extent to which the topics of resilient society and citizens' participation are communicated at the public level. The media monitoring analytical framework displays four main insights featured to determine: (i) the volume of mentions (VM); (ii) the social media reach (SMR) and non-social media reach (NSMR); (iii) the mentions per category (e.g. social media platforms, news, videos, podcasts, forums, blogs, and web); (iv) the presence score and sentiment analysis of the positive mentions of the selected topics. In the first part of the research, through the functions provided by Brand24, the study highlights the analysis of media content by monitoring twenty topics in all the social media channels monitored by Brand24.

The analysis explores the dynamics of online content on topics, posts, articles, comments, reactions, online posts that contain or refer to the twenty selected words for a period of thirty days exposing the structuring and evolution for the selected period of the press topics focusing on (i) the numerical summary for VM, social media mentions and non-social mentions, SMR, NSMR and UGC (Table 1); (ii) the presence score and positive mentions (Table 2); (iii) the numerical summary for MpC (Table 3).

2.1. SOCIAL MEDIA MONITORING AND METRICS OBJECTIVES

The social media monitoring research links the discussion on "citizen participation" and "resilient society" to the media agenda advocating and interrelating: (1) the evaluation of the frequency with which the selected topics are analyzed in the context of media monitoring through the graphical analytical modules provided by the Brand 24 work tool entitled "volume of mentions" (VM); (2) the identification of the statistical values of the appearances of the topics in the monitoring period and the degree of engagement through the analysis tool called "social media reach" (SMR) and "non social media reach" (nSMR) in the monitoring period; (3) the analysis of the weights of selected keywords from the total of online content monitored for different categories of online platforms (news, videos, podcasts, forums, blogs, web) using the work tool called "mentions per category" (MpC); (4) the identification of the monitored analytical modules with the aim (a) to check the effects of communication in all types of media monitored by Brand24 for the selected period; (b) to analyze the data provided regarding: (b.1) the involvement and reaction of European citizens to the decisions in the area of the EU legal, social, economic, political governance; (b.2.) the audience of information or decision taken by the EU public authorities in the field of social di-

alogue, resilience and social sustainability, the tone of the decision document and its reception in the public space; (b.3) ranking of top sites and main media vectors. For the analysis of the variables from points (b.1.), (b.2.) and (b.3), the research uses the working tool "most influential sites" (MiS) in terms of visits of internauts, as well as the "user-generated content" (UGC) (Figure 1).
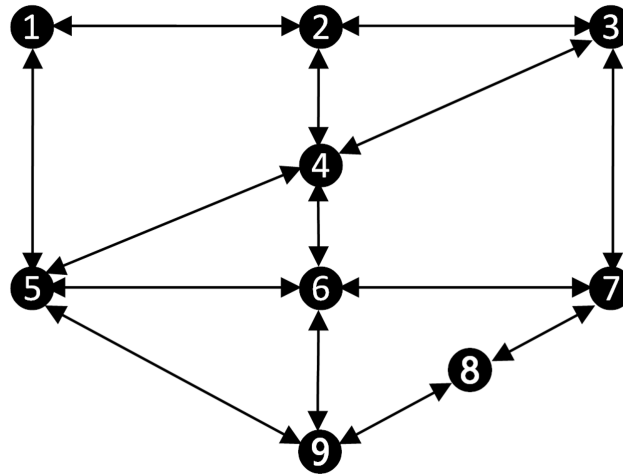

Figure 1. The arrow diagram represents the media monitoring framework for the social media monitoring analysis. 1. Volume of mentions graphs (VM); 2. Social media reach graph (SMR); 3. Mentions per category (MpC); 4. Topic; 5. Most influential sites (MiS); 6. Non-social media reach (nSMRG); 7. Social media platforms, news, videos, podcasts, forums, blogs, web; 8. Positive mentions"; 9. Presence score

Source: Author's own compilation

2.2. COLLECTION OF ANALYSIS DATA

For collecting monitoring data through the Brand24 online platform, individual reports were generated for each topic selected using the analysis tools (VMG, SMRG, nSMRG, MpC and MiS). For the comparative analysis of the five analysis tools mentioned above, our research provides: (1) the integration of the analysis reports for each selected topic in an integrated comparative analysis to achieve a communicational assessment of the influence of political decisions in the area of EU legal governance (Figure 1). In this direction, we consider for the selected period (9 June 2023-9 July 2023) six events held relevant for the field of societal resilience and participation, being the period in which major decisions were adopted for the resilience of society, cooperation and participation of citizens in the EU historical and institutional governance, namely:

(1) the decision to strengthen the interoperability mechanisms of the EU information systems (Council of the EU, 8-9 June 2023) (Council of EU, 2023a);

(2) the option for a joint legislative approach to protect the rights of citizens to participate in EU democratic life, to guarantee public debate and public participation (anti-SLAPP law) (Council of the EU, 8-9 June 2023) (Council of EU, 2023b);

(3) the launch of the EU 2023 Strategic Foresight Report with the role of consolidating citizens' initiative and participation and strengthening democratic life in the EU by safeguarding resilient society and social sustainability (European Commission, 6 July 2023) (European Commission, 2023a);

(4) the EU Commission's response and engagement towards European citizens' initiative (European Commission, 5 July 2023) (European Commission, 2023b);

(5) the adoption of new rules aimed to enforce data subject protection law in cross-border areas (EU Commission, 4 July 2023) (European Commission, 2023c);

(6) the provisional agreement on the "EU Digital Identity Wallet" safeguarding citizens' safety and privacy (EU Commission, 29 June 2023) (European Commission, 2023d).

3. RESULTS AND FINDINGS
3.1. VOLUME OF MENTIONS

In the first period of the research, the topics covered by social media in the period 9 June – 9 July 2023, such as the flow of news and mentions in the online space, demonstrate that resilience and participation have become an emerging but constant theme in social media in the context of challenges of the contemporary society while "resilient society", "citizens' participation", "citizens' initiative" are being the words that dominate the online conversational space (Table 1).

Societal resilience and political and social challenges have left their mark in the social media space in June-July 2023. The research of the updated data of Brand24 reports (Table 1) highlight (i) the reference concepts with the largest volume of mentions, here including "human development" (4178 mentions); "social norms" (3055); "human dignity" (2133); "public participation" (1336); "European society" (1270); "social sustainability" (525); "citizen participation" (481) and (ii) the social media mentions, namely: "social engagement" (266 mentions); "human values" (180); "public participation" (99); "European values" (87); "Just Transition Fund" (68); "European citizens" (60); "European society" (74). Other results reveal higher levels of non-social mentions, associating the increasing use of other concepts targeting "human development" (3858 results); "social norms" (2759); "social engagement" (1426); "public participation" (1237). The clear segmentation of the volume of mentions around the concepts of "human development" and "public participation" reflects the importance of some subjective variables and participatory attitudes during the selected period.

Illustrative for Table 1 is the consistency of the results recorded for the social mention reach (SMR) of the topics: "social engagement", "European citizens", "European society", "social norms", "human dignity" and "human development". However, it should be noted that, in order to estimate the tendency for the use of the selected words, we must identify the two types of systematization of the mentions using the monitoring tool of the "user-generated content" (UGC). The UGC tool represents an important monitoring source, showing the generated content uptake during the selected period. Based on the UGC data counts, the research focused on the increasing

need to generate content reporting 947 results for "social norms", 565 for "social engagement", 396 for "human values", 520 for "human dignity", 776 for "human development", 119 for "European citizens" and 110 for "social progress".

Selected topics and other relevant research areas	VM	Social media mentions	Non-social mentions	SMR	NSMR	UGC
"human development"	4178	331	3858	1.5 M	31 M	776
"social norms"	3055	296	2759	501 K	23 M	947
"human dignity"	2133	250	1883	1.3 M	14 M	520
"public participation"	1336	99	1237	361 K	8.6 M	207
"European society"	1270	74	1196	279 K	8.8 M	175
"human values"	1147	180	968	37 k	9.3 M	396
"social sustainability"	525	40	485	56 K	3.4 M	77
"citizen participation"	481	26	456	37 K	2.4. M	108
"European citizens"	457	60	397	295 K	3.0 M	119
"European values"	367	87	280	53 K	2.8 M	111
"social dialogue"	357	46	311	52 K	1.5 M	56
"participatory democracy"	220	17	203	28 K	964 K	45
"Just Transition Fund"	203	68	135	258 K	704 K	72
"European solidarity"	168	24	144	16 K	2.1. M	36
"resilient society"	167	17	150	12 K	599 K	32
"social Europe"	128	13	115	11 K	709 K	17
"European citizenship"	54	7	47	41	195 k	22
"social engagement"	1692	266	1426	1.2 M	8 M	565
"European citizens' initiative"	49	3	46	10	167 k	8
"European social model"	21	1	20	557	535 K	1
"social progress"	587	1	586	0	5.6 M	110
"European Pillar of Social	52	2	49	226	583 K	2
"social justice"	19	1	18	934	1.0 M	3
"social citizenship"	19	1	18	934	1.0 M	3
"state and citizen"	15	0	15	0	25 K	0

Table 1. Numerical summary for VM, SMR, NSMR and UGC

Source: Author's own compilation based on numerical data retrieved from https://brand24.com/. Date range of the reports 9 June–9 July 2023 reported based on the decreasing values of VM (B=billion; M=million; K=thousand)

The registered data distinguish two emergent perspectives requiring citizen participation by providing (1) the convergent systematization regarding the causal link between European public policies and citizens' participation (here including the increased values of mentions, social media reach and non-social media reach); and (2) the cyclical systematization focused on the serial argument of the social media mentions and non-social media mentions which identifies the thematic interdependence of concepts in the area of development, citizen engagement and social norms (Table 1).

The results of Figure 2 also confirm the essential usage of the topics mobilizing citizen participation and social engagement in European society and reflecting the progressive processes confined to the social and policy of urban governance. Other

preceding interpretations of the results of Table 1 associate two other arrangements in the areas of social-media mentions: (a) the shift from the usage of "social progress" (1 result), "social justice" (1 result), "social citizenship" (1 result) to "social sustainability" (40 results); "social dialogue" (46 results) and "European solidarity" (24 results); (b) the advocacy of the concepts of "social engagement" and "human development" within the context of the increasing usage of the EU public-private decision cycles requiring participation, solidarity, resilience, engagement and sustainability (Table 1 and Figure 2).
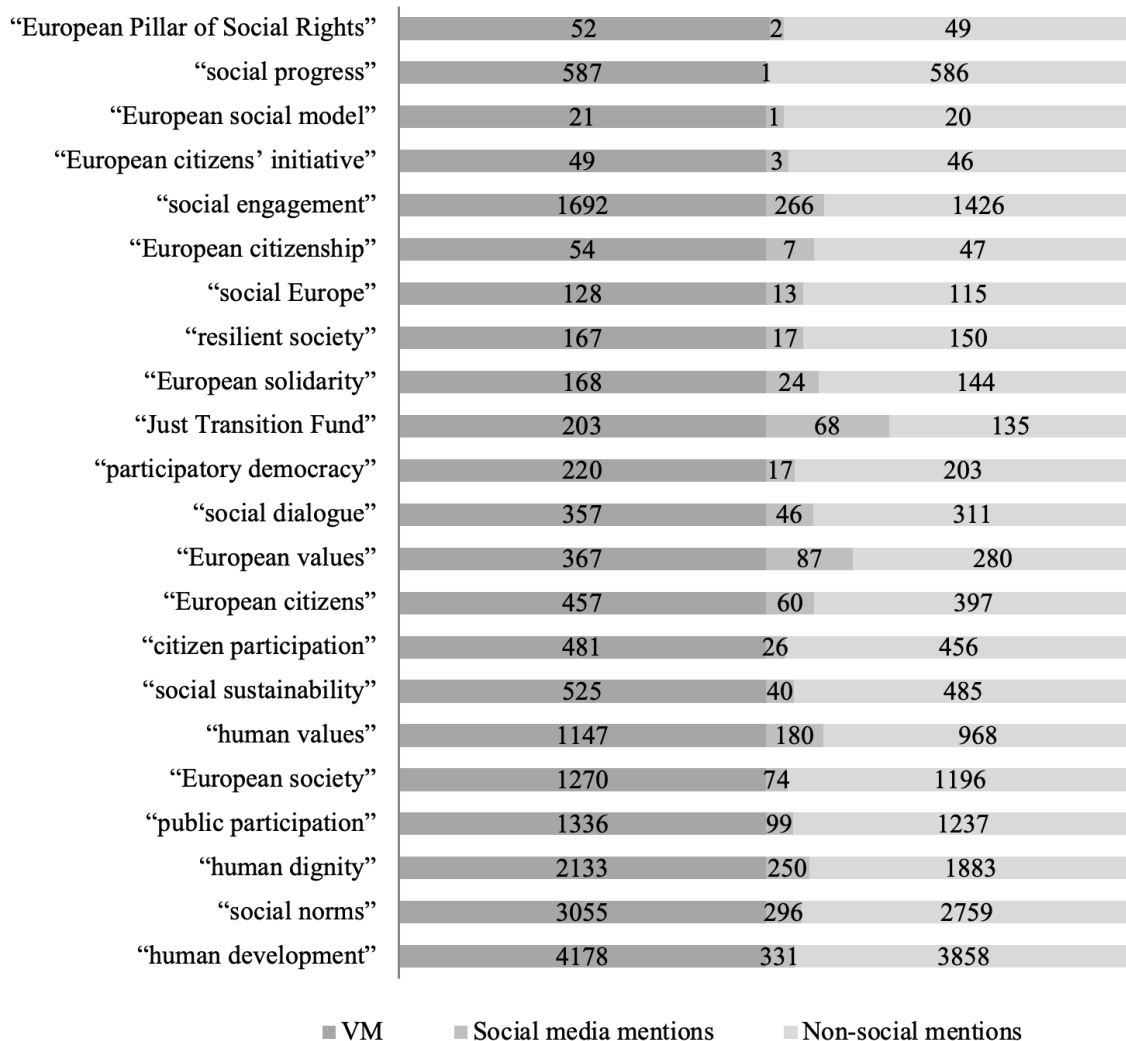
	VM	Social media mentions	Non-social mentions
"European Pillar of Social Rights"	52	2	49
"social progress"	587	1	586
"European social model"	21	1	20
"European citizens' initiative"	49	3	46
"social engagement"	1692	266	1426
"European citizenship"	54	7	47
"social Europe"	128	13	115
"resilient society"	167	17	150
"European solidarity"	168	24	144
"Just Transition Fund"	203	68	135
"participatory democracy"	220	17	203
"social dialogue"	357	46	311
"European values"	367	87	280
"European citizens"	457	60	397
"citizen participation"	481	26	456
"social sustainability"	525	40	485
"human values"	1147	180	968
"European society"	1270	74	1196
"public participation"	1336	99	1237
"human dignity"	2133	250	1883
"social norms"	3055	296	2759
"human development"	4178	331	3858

Figure 2. Comparative graph of the volume of mentions, social media reach, non-social media research
Source: Author's own compilation based on numerical data retrieved from https://brand24.com/. Date range of the reports: 9 June–9 July 2023

3.2. NUMERICAL SUMMARY FOR PRESENCE SCORE (PS) AND POSITIVE MENTIONS

Next, the biggest increases in the audience of the presence score for "social norms", "European society", "public participation", "citizen participation" and "social engagement" with presence scores ranging from 24 to 55, higher than almost 41% of other

topics in the field shows that the dissemination of the decision-making experience of the EU and the community institutional practices are accompanied by the communication processes at the social media level stimulating participation and initiative of the European citizens (Table 2). The registered presence scores describe the citizens' initiative and participation in the process of establishing new forms of participatory action in community life (Table 2).

Selected topics and other relevant research areas	Presence score (value) of the selected topics (lower or higher than other	Positive mentions
"human development"	55, higher than 77%	274
"social norms"	52, higher than 72%	154
"human dignity"	48, higher than 73%	96
"human values"	46, higher than 72%	114
"social engagement"	44, higher than 71%	171
"European society"	43, higher than 70%	28
"public participation"	41, higher than 69%	63
"social sustainability"	36, higher than 66%	41
"citizen participation"	34, higher than 41%	22
"European citizens"	33, higher than 64%	20
"European values"	32, higher than 63%	22
"European solidarity"	29, higher than 61%	12
"social dialogue"	28, higher than 60%	25
"participatory democracy"	27, higher than 60%	17
"Just Transition Fund"	23, higher than 56%	11
"resilient society"	23, higher than 56%	8
"social Europe"	21, higher than 55%	7
"European citizens' initiative"	15, higher than 48%	5
"European Citizenship"	13, higher than 45%	3
"European social model"	11, higher than 43%	3
"social progress"	37, higher than 66%	1470
"social citizenship"	16, higher than 50%	1
"European Social Fund Plus"	12, higher than 44%	1
"state and citizen"	5, higher than 28%	2
"social acquis"	4, higher than 27%	1

Table 2. Presence score and positive mentions

Source: Author's own compilation based on data retrieved from https://brand24.com/. Date range of the reports: 9 June–9 July 2023

Further, the presence score values for "social engagement" (44 results), "European society" (43), "public participation" (41), "social sustainability (36), "European citizens" (33), "European values" (32), "European solidarity" (29), "participatory democracy" (27), "European social model" (11) legitimize the social role of the citizen (Table 2). On the other hand, for the positive mentions, the topic of "human development" is in the top of the topics monitored by Brand24, ranking in the top with 274 positive mentions in the selected period, an increase of over 56% compared to the following topics: "social norms" counting 154 positive mentions, "public participation" (63 positive mentions), citizen participation (22); "social dialogue" (25); "European values" (22), "European citizens" (20), "participatory democracy" (17); "Just Transition Fund" (11) (Table 2). The results of the analysis also confirm that the decisions of the EU

authorities accelerate the shift towards social interaction in the online environment, focusing on the need for information, access and exchange of information from official sources (Sáez Martín, de Rosario, Del Carmen Caba Pérez, 2015). The research reveals the importance of the following institutional and policy initiatives of the EU: "European citizens' initiative", "European social model", "European Social Fund Plus" and "Just Transition Fund" ranging from 12 to 23 positive mentions (Figure 3).
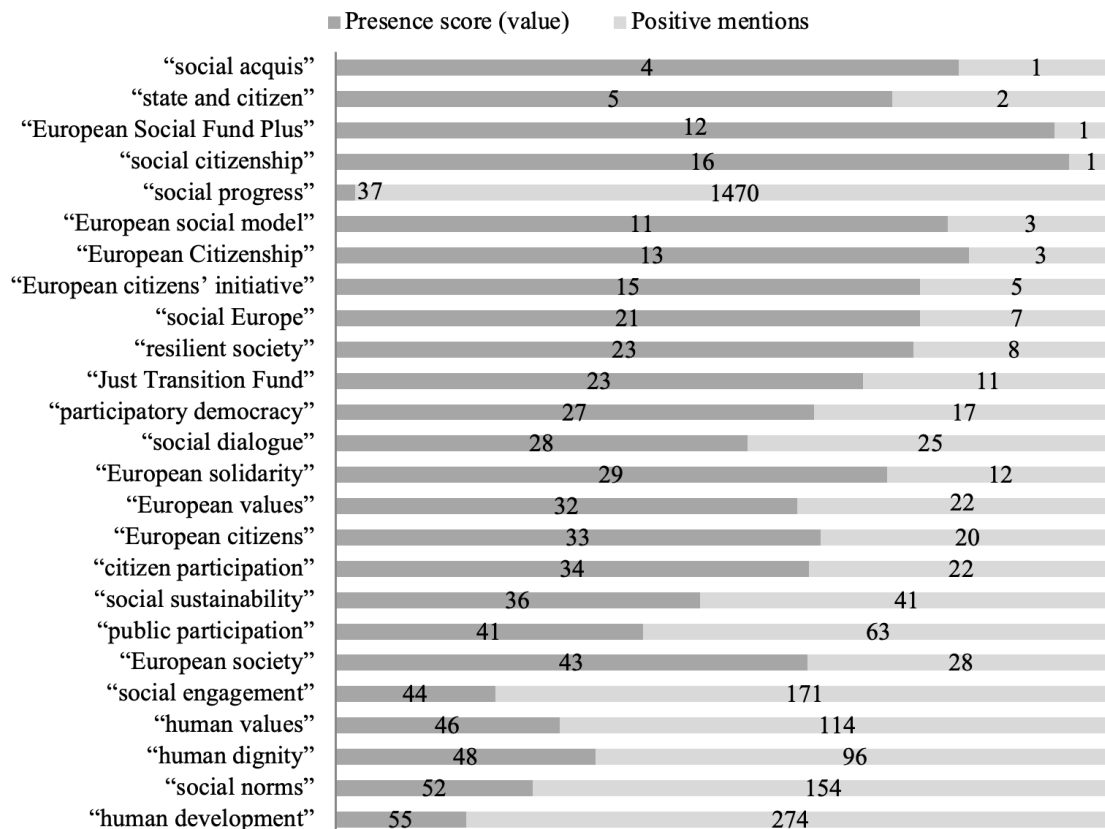

Figure 3. Comparative chart of the presence score and positive mentions

Source: Author's own compilation based on data retrieved from: https://brand24.com/. Date range of the reports 9 June–9 July 2023

It should be noted that in the June-July period, the research areas of "citizens", "social", "resilience" and "Europe" are capitalized in various contexts: "social dialogue", "social Europe", "social acquis" "social sustainability", "citizen participation" registering increasing values given the launch of the EU 2023 Strategic Foresight Report on 9 July 2023 (European Commission, 2023a) and counting an increased presence score (ranging from 4 to 36). Associated topics related to the research combine the focus on "social progress" (presence score of 37 and 147 positive mentions) with reference to citizenship ["social citizenship" (presence score of 16 and 1 positive mentions)], the relationship between communitarian acquis [presence score of 4 and 1 positive mentions] and "European social model" [presence score of 11 and 3 positive mentions]. Secondly, Figure 2 also shows a significant restructuring of the presence score of the

EU mechanisms created to consolidate participatory democracy and guarantee the implementation of policies.

3.3. MENTIONS PER CATEGORY (MPC)

Social media monitoring in the period June 9 - July 9, 2023, also reveals another aspect relevant to the way public opinion receives and reacts to the flow of news and information in the field of strengthening human rights and citizens' participation in EU democratic life (Chung, Seo, Jung & Lee, 2023). In this context, it is noted the growth rate of online news compared to the other categories (videos, podcasts, forums, blogs and web), being recorded in this monitored period for the news categories the following results: 2489 mentions for "human development", 1164 mentions for "social norms", 740 mentions for "public participation", 673 mentions and for "European society" and 257 mentions for "social sustainability". In the videos category, the most used topics registered more than 114 mentions for "human development", 84 mentions for "social norms", 58 mentions for "human values", 43 mentions for "public participation" and 29 mentions for "human dignity".

Topics	News	Videos	Podcasts	Forums	Blogs	Web
"human development"	2489	114	15	151	272	868
"social norms"	1164	84	10	338	318	944
"human dignity"	985	29	3	77	208	628
"public participation"	740	43	4	35	72	389
"European society"	673	25	6	18	79	422
"human values"	489	58	1	91	125	261
"social sustainability"	257	3	1	12	24	191
"citizen participation"	217	2	2	38	41	159
"European citizens"	202	11	2	19	40	136
"European values"	167	10	0	9	16	89
"social dialogue"	184	3	0	4	6	117
"participatory democracy"	102	1	5	10	13	73
"Just Transition Fund"	96	3	0	4	1	35
"European solidarity"	83	4	0	1	11	48
"resilient society"	71	7	1	3	11	64
"social Europe"	61	2	0	0	4	50
"European citizenship"	14	4	1	12	2	18
"social engagement"	22	2	1	0	5	19
"European citizens' initiative"	22	2	1	0	5	19
"European social model"	0	12	0	0	0	8
"social progress"	355	1	0	42	57	93
"social sustainability"	257	3	1	12	24	191

Table 3. Numerical summary for MpC
Source: Author's own compilation based on data retrieved from https://brand24.com/.
The date range of the reports: 9 June–9 July 2023

The possible reasons for the level of the increases in the web category, ranging from 18 to more than 868 results, are related to (i) the challenges for the citizens' participation and engagement environment of the EU and the concentration of the online

communication arena around the mentions of six selective topics for the web category: namely: "social norm" (944 results); "European society" (422 results); "citizen participation" (159 results), "social sustainability" (191 results); "European citizens" (136 results) and "social dialogue" (117 results); (*ii*) the increased mentions of posts and online articles based on news, blogs and web platforms dealing with the subject of citizen participation at the EU level (Table 3).
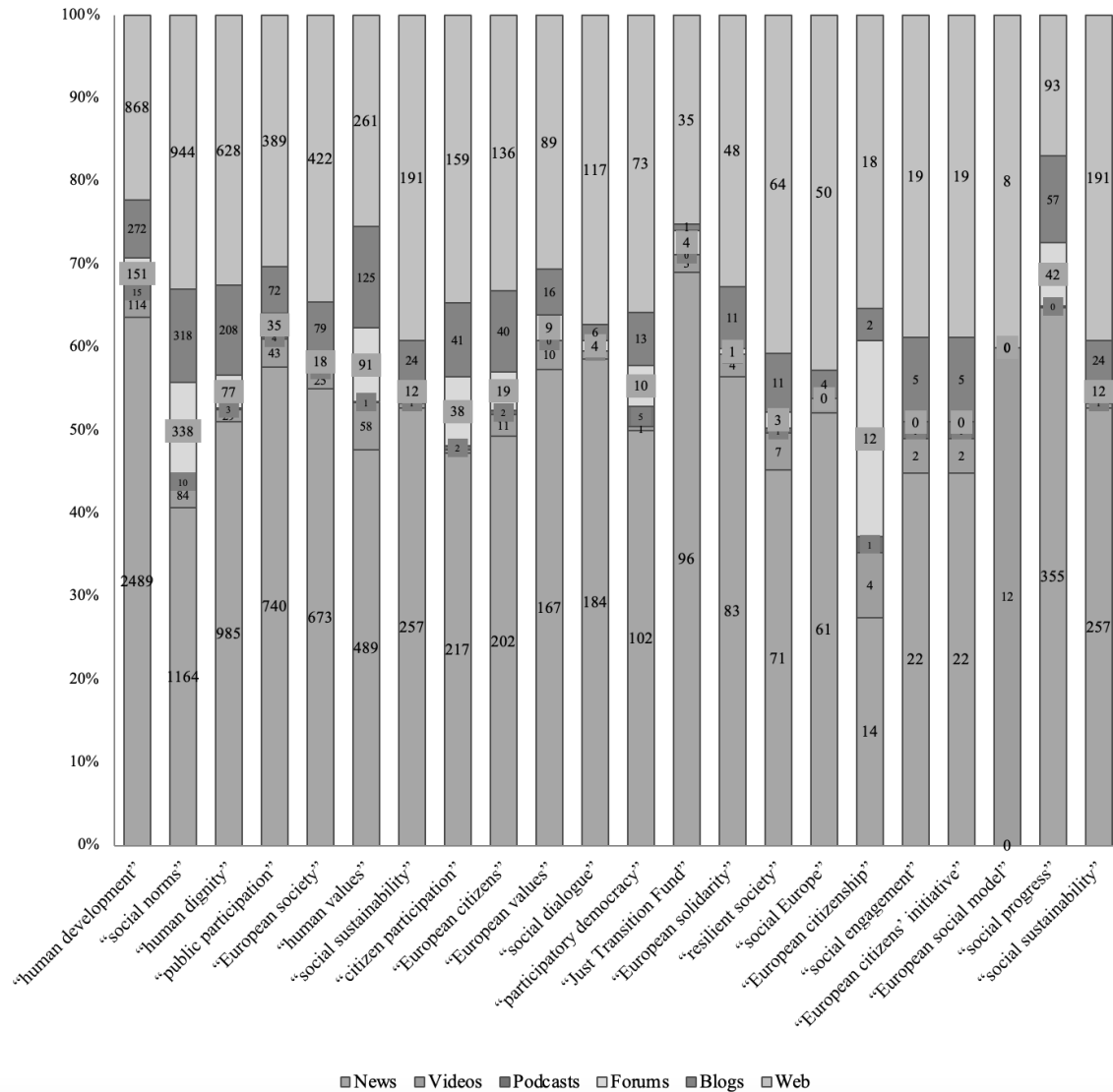

Figure 4. Comparative graph of the mentions per category

Source: Author's own compilation based on data retrieved from https://brand24.com/. Date range of the reports: 9 June–9 July 2023

Table 3 enables a top-down scale of the mentions per category and topics by compartmentalizing three topic arenas of the mentions per category: (a) the human and individual decision-making capacity (b) the normative behaviour and the participatory governance and (c) the social and civic statements. Recently, the podcasts category won the audience in the selected period, scoring a moment of reference capable of generating an innovative lift of interest towards "social norms" (10 mentions), "European society" (6 mentions) and "public participation" (4 mentions). The forums

and blog categories display increased values for "social norms", and "human dignity" (Figure 4). At the source and influential level, news and the web are noteworthy the most accessed and used platforms, being particularly engaged in networking political agenda, media content and citizen interactions, engagement and participation. The two media vectors focus on the interest of users, both official institutional users of the EU and member states, through institutional accounts, but also private users through personal accounts (Figure 4).

4. DISCUSSION

The results of the analysis reflect the public perception of decisions with immediate impact on EU societal resilience as follows:

(1) Once the launch of the anti-SLAPP law (Council of the EU, 9 June 2023), the communication and information flow recorded by Brand24 for this period focuses on two central topics of discussion (a) public participation, free movement of persons and human rights and (b) citizens' participation and EU democratic life. In this context, the legal context is complemented by the 2023 Rule of Law Report launched on July 5, 2023 (European Commission, 2023e), which focuses on respect for family life, the protection of personal data and strengthens the attributes of the rule of law and the protection of citizens. Both legislative measures adopted in the period June-July 2023 benefited from a wide circulation and reflection in the online space for the research areas of society, development, participation and citizens (Table 1, Table 2, Table 3).

(2) the launch of the EU 2023 Strategic Foresight Report (European Commission, 2023a) introducing new governance and institutional arrangements aimed at consolidating citizens' participation and social sustainability and strengthening democratic life in the EU by safeguarding a resilient society and social sustainability. In this context, the reports provided by Brand24 platform for the selected keywords ("human development", "social norms" and "citizen participation") demonstrate significant increases for the period June-July 2023 (Table 1, Table 2 and Table 3). Moreover, Table 2 also confirms the importance of "public participation" and "citizen participation" for a "resilient society" highlighting solidarity and participatory actors (citizen, public, Europe).

(3) the provisional legal text of the agreement on the "EU Digital Identity Wallet" announced by the EU Commission on 29 June 2023 and based on the European Digital Identity represents the common response of Member States to guarantee the right to information and participation of citizens, the right to the security of personal data and new digital identity arrangements and services (European Commission, 2021).

In this context, social media reflects the importance of the decision and engages an increasing information flow for the topics in the field of EU common policies for the use of online services and electronic identification mechanisms. Therefore, most of the mentions related to the decisions in the space of EU political and social govern-

ance contextualize how the communication of the EU authorities and the competent national authorities is broadcasted in the public space, but also the way the new EU digital political allows the employment and citizen participation by ensuring the informational and social environment of the community (Table 1, Table 2, Table 3).

5. CONCLUSIONS

The results of the research confirm the participatory and democratic orientation of the citizens in a resilient society, indicating a significant use in social media of the selected keywords and the associated topics. The research data are relevant to establish that in the case of EU governance, the citizen's participatory attitude, social norms and human values are dominant for societal resilience. On the other hand, there is a significant connection between the topics. Citizen participation is specific for societal resilience, with a participatory orientation favouring democratic participation. In this sense, considerable effects can be observed in the area of human factors ("human development" and "social norms") and cognitive inputs ("citizen participation" and "social dialogue").

The exposed results also express the social and participatory attitude, the set of data recorded by each table for the period June-July 2023 indicating a strong increase in the participatory level of citizens at the EU level, the cycle of citizens' participation being linked to the decision-making, social and political cycle at the community level. Thus, the phenomenon of the growth of indicators in the period June-July 2023 corresponded to the launch of important actions and guidelines at the level of the European institutions regarding the resilience of the European society and citizens' participation, being an expression of the receptivity of political decisions in social media. In conclusion, the involvement and commitment of citizens have a significant role in the resilience of society and the structuring of individual and community perception in social media.

CONFLICT OF INTEREST: The author declares no conflict of interest.

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