

STRATEGIC COMMUNICATION AND SECURITY EDUCATION - USEFUL TOOLS FOR TERRORIST AND PANDEMIC CRISIS MANAGEMENT

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Abstract: *Currently, one of the major psycho-social problems is the understanding of both the terrorism and the aspects of issues determines the public health maintaining, especially in the current pandemic with the virus SARS-COV-2, all in terms of the correct perception of information from various sources. The process of analyzing information produces emotions. Therefore, the misunderstanding of information, easy to find in the multitude of information products, can cause fear and helplessness at the level of citizen interested in understanding his role in a society, all of which aggregate in social panic that will affect security and public health.*

This paper proposes some reforms in education in order to strengthen national and regional security through appropriate strategic communication. Thus, our conclusions and recommendations can support the creation of strategic communication directions with the citizens of a state and also can represent the bases for strong security culture.

Keywords: *fake news, counter-terrorism, psycho-power, SARS-COV-2 virus, information systems.*

INTRODUCTION

Modern man "lives" through information that he extracts with the help of any device connected to a communications network. In fact, competition in communications technology today offers indescribable opportunities for human communication. Almost any information can be found on the internet. It is clear that the evolution of digital technologies and the formation of the contemporary information ecosystem bring consistent support to the cultural revolution. However, we must accept that a great vulnerability of contemporary information systems is the lack of control over the content of information. Some of these can be false or mystified. Accepting all information as credible, out of convenience or

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ignorance, can lead to increased indicators of information power of those who create it, by changing the work agendas of those concerned, by influencing opinions and by cultivating or even aggravating social disputes.

Through information, poles of knowledge can be formed to stabilize or destabilize the natural reality of the evolution of an administrative-geographical region. An example in this sense is the fake news. This topic is intensively analyzed in geostrategic analysis environments, analyzing the effects of some news on the achievement of strategic objectives. Of these, I note the analysis made by R. Buluc (collective) in which it is noted that in a certain context fake news "could legitimize the punctual censorship at one moment" (Buluc, colectiv, 2019, p. 233). In fact, in the recent history of the art of communication there are numerous examples in which the accentuation of some information, later proved to be fake news, have determined ample regional imbalances, with global influences.

Our work is based on the analysis of the emotions generated by people's natural fear in relation to the conservation instinct. We believe that the establishment of criteria for reforming strategic communication and educational programs, through which to learn how to control these emotions, to distinguish between reality and fiction, etc., will lead to the correct understanding of information and the development of a knowledge based on certain information. Clearly, all this will make a key contribution to the development of a positive social climate, strengthen interpersonal relations and develop trust in governance structures, thus providing informed support for the community's efforts to ensure national security.

To study the information power in the case of pandemic management, we adopted the qualitative method of studying relevant papers under a multidisciplinary approach. The conclusions are based on recognized scientific studies and on some discussions in which I participated as a university professor, and can be a benchmark for the management of the culture of security and defense of public health in the front of serious events. In the category of contemporary serious events, we selected activities specific to terrorism and those of viral pandemics, the latest example being the effects of the SARS-COV-2 virus. The social effects generated by this disease still cannot be appreciated in all its social aspects. However, it is observed that the abundance of all kinds information

still creates confusion and generates a number of vulnerabilities in any social security system. In this regard, I would like to present the conclusion formulated by R. Firdous which demonstrates that no matter how much efforts are made to ensure the freedom of information and the integrity of its content, a series of "smart-lockdowns" measures must be identified and applied, while supporting follow-up efforts. and the elimination of fake news sources (Firdous, 2020).

THE PSYCHO-POWER CONCEPT

It is well known that, in principle, people are emotional beings and base their activity on realities established by personal perceptions. Often, the human brain blocks access to information that does not suit the knowledge already formed and does not support ideas already accepted as reality. Therefore, the perception of reality may be different, from individual to individual. What seems right to someone may be wrong to others. Moreover, these aspects produce plus value to knowledge, determining searches for new information, to support societal landmarks or to adapt knowledge to other values for which there is an argument accepted as scientific truth. An idea, demonstrated and accepted as scientific evidence outlines a personal truth. On this your own life experience will be based. In some cases, acceptance as scientific evidence may be facilitated by the repetition of that information by key voices in an area of interest, whether or not they are consistent with their own beliefs.

Terrorism can be considered a phenomenon generated by a social pathology. Those who practice terrorism consider it a form of reactive manifestation to the policies applied by a government system through violence, in order to capture the attention of the social majority to their problems. Therefore, the mislead the population with fake news, controlled images, distorted information etc., its main purpose is to draw the attention of many people as possible to a certain message. Such communication strategies are expected to form streams of favorable opinion to their cause, which will support the politically and socially instability. The result is the undermining of the authority of leaders, the generation of economic and social instability, the amplification of organized crime etc.

The media has an extremely important role to play in the fight against terrorism. Through its journalists, it contributes to the correct transmission of information and to the positive influence of the audience until the terrorist crisis end. Immediate and systematic analysis of the inability of the system or of the intervention time of the designated authorities, for example, for a short period will only cause or amplify the psycho-terror. Jackie Orr's extremely thorough analysis of panic management allowed him to substantiate the concept of psycho-power. Through this, the author established that psycho-power "is the name for technologies of power and techniques of knowledge developed by a normalizing society to regulate the psychological life, health, and disorders of individuals and entire population." (Orr, 2006, p. 11).

Usually, the analysis of a social crisis is done after solving it and not during the intervention, no matter how long it lasts. The information required for the specialized intervention is classified and useful only to the intervention force. Making them available to the audience during an event, for example of terrorist crisis, may lead to a misunderstanding or may disclose elements necessary to capture the destabilizing factors. All information can be analyzed later, and, in the situation of identifying deviations from the legal framework, those who have abused must be tried in court. Therefore, the audience should be educated to trust the authorities and their information system, without trying to develop security measures based on information disseminated by other sources, whose credibility is very low.

Terror can be assimilated to an emotional contamination that forces the social build of the modern collective, based on the spread of panic. In this sense, psycho-power contributes to the management of panic. Panic can be controlled and influenced in a positive or negative way, the result being social calm or disorder amplification, often with disastrous results for a social structure. These theories are not new and form any political power base. Moreover, the techniques of psycho-power are learned. For an analyst it is important to understand the purpose of their use.

In this context, we appreciate that the management of terror makes an essential contribution to supporting security for a given region. It is interdependent with strategic communication and public information techniques. We appreciate that a well-informed and educated population to

trust in authorities will be extremely resistant to any terrorist communication technique. Thus, social security will be maintained, which means discouraging both terrorist activities and other types of panic-generating activities.

We appreciate that the worst situation is when the audience does not trust the authorities. The lack of education to perceive correctly information, cumulated with the lack of interest in learning, can be compensated by an adequate communication strategies, in the first instance, and by the reform of any kind educational programs.

A CRITICAL ANALYSIS OF CONTEMPORARY TERRORISM

Generally, terrorism is closely linked to the political environment. But, some activities specific to organized crime also generate terror, initially at the level of victims, and later at the level of the social or professional environment in which individuals carry out daily activities. Otherwise, it can lead to irrational fears, to general thanatophobia, to anxiety and to panic.

Regardless of the ways in which terrorism is defined, it is recognized that the terror is generated by the dissemination of terrifying information and images, the spread of which transposes people into similar hypothetical situations. Thus, through information, terrorist entities can unpredictably strike the majority of the national and international interests of any society. Viorel Gheorghe justifies the appearance and multiplication of deviant behaviors specific to terrorism and organized crime as activities with "universal character, being ubiquitous in any type of society" (Gheorghe, 2014, p. 76).

The manipulation of information by terrorist organizations are propaganda techniques, being assimilated to the theory of information warfare. Martin Libicki presented, in his work – "What is Information Warfare?", that cyberwarfare represents a broad category of warfare that includes information terrorism, semantic attacks, simula-warfare and war game or Gibson-warfare (Libicki, 1995, p.75). In an extremely brief of the war, L. Freedman pointed out that if, at first, terrorism was "an occasional and particularly irritating nuisance," by evolution, it had "turned into national trauma" (Freedman, 2019, p. 251). Lessons learned from Iraq and

Afghanistan show us that the exclusive use of armed force, without the support of information technology and international diplomacy tools, can turn some terrorist leaders into social landmarks, guys whose decisions support their own insecurity, their lives and organizations. They, through atypical decisions, will generate, at the local level, social division, relative poverty and an unworthy life for the members of the respective local communities.

Warfare subsumed by terrorist activities, if not carefully managed, cannot be considered resolved, they remain latent, any new event being able to restart them, making it almost impossible to restore peace.

In this context, normal the questions are: *In the midst of a technological revolution, based on information and knowledge, which is the direction we are heading? Should we accept a new fear of digital devices, if we understand that terrorists follow the same evolutionary trend?*

The information environment, determined by the contemporary evolution of information systems, is also the area where we estimate that conflicts take place, with new objectives, in which the centers of gravity are predominantly intangible, with information strikes, with immediate or lasting effects. Warfare in cyberspace, the effects of which are mediated and attributed to state or non-state actors, have targeted various objectives, from information fraud to influencing social campaigns, which is why the authorities' responses have been and are extremely different. Military experts combine these analyzes in the configuration of hybrid warfare concept, a model that analyzes most contemporary conflicts, with a focus on Ukraine, the destructurares of ISIS and the fight against international terrorism, in all its ways.

In a hybrid war, information is extremely important for knowing the real situation, at any time, for avoiding surprise and for estimating future warfare developments. Thus, information gathering activities, psychological manipulation or influencing (both of combatants and their supporters or sympathizers), information systems control activities, etc., all aim at obtaining or maintaining information control in order to develop a predictive decisions. It is obvious that the lack of reliable information supports violence or terrorism, as well as any other activity generating insecurity.

Moreover, only with certain information can relevant evidence be obtained for use in courts. This is the only way to justify the correctness or incorrectness of the criminal activities. To this end, more and more national and international systems are drawing up structures for planning, organizing and implementing specific defense and security measures.

With the exponential growth of the role and diversity of the use of information technology in background, the Internet is the largest social phenomenon of which people's lives are daily influenced in various issues, especially in the political, social and economic fields. This phenomenon allows access to a multitude of sites everywhere, which contain a wide variety of information. The Internet is the fastest and most global communication system. In order to ensure the security of this information environment, in addition to the existing intelligence authorities, structures are created more, with responsibilities over cyberspace, such as cyber defense commands, through which new information security policies are implemented. A good example is the European Cybercrime Center, the Cyber Threat Intelligence Integration Center, and so on.

Regarding information systems, one of the biggest contemporary social fears is the one known as cyber terrorism. In retrospect, cyber terrorism in the 1980s represented a convergence of cyberspace with terrorism. The cyber terrorism of the 1990s is almost everything that included a politically motivated attack undertaken by a terrorist group or by hackers who sympathetic an extremist ideology, on information, computer systems, software and of a socio-economic or military data of a country. Such attacks involve the use of technical, computer, communication, information, electronic or other similar technologies, in order to generate panic among the population in a particular sector of activity. These perceptions can lead to free will violations of people's and have as general objectives the achievement of political, economic or religious objectives.

A major border of these methods is determined by the fact that the information used is far too technical mening, the panic occurring in those with a good background in communications and IT knowledge. Other borders are determined by language barriers generated either by professional jargon or even by excessive expression in foreign languages. For example, in a country where the official language is not English, there are people who

do not understand words in that language. Or a citizen without a proper education will not understand the medical jargon or IT professional language.

In our study, not a few of the interviewees were able to correctly explain the point of view of Andrei Avădanei, general manager of Bit Sentinel, namely: “The main reason is related to the forced digitalization of businesses and their adaptation to the teleworking in a very short time. The extension of the perimeter of the IT infrastructure brings with it new communication channels and, implicitly, open doors for potential cyber attackers. Thus, hackers had new opportunities to launch cyber strikes, in principle, of the «ransomware» type”. (the text was translated from Romanian)(Ciutacu, 2021).

We notice that, the inadequate communication and insufficient education on background, the population is not prepared to understand the true valences of a cyber attack and the value of the material or immaterial losses it can cause in any type crisis.

Simply presented, cyber terrorism is a form of terrorist activity that involves information and computer networks for the purpose of cyber espionage, cyber fraud, propaganda, radicalization, education and training, all via the Internet. Weiman identified the following ways of using cyberspace for terrorist purposes as follows (Weiman, 2021):

1. As an instrument of psychological warfare - by disseminating images in order to generate terror among the target population. Until the advent of the Internet, terrorists obtained publicity by attracting the attention on television, radio or in the print media. With the passage of the media on the Internet, terrorists can directly control the content of the message transmitted, the application of appropriate techniques to influence the attention of the target audience, rapidly changing information to change perceptions about their own image and the image of their enemies.

2. As a propaganda tool - terrorist organizations advertise themselves through live media products, anywhere in the world. Such information makes it easier for them to maximize their objections and minimize the understanding of their mistakes. This gives them an aura of legitimacy and will constantly attract the attention of reporters interested in obtaining information.

3. As a financial instrument - this refers to the terrorist groups efforts to raise funds for their activities. The interactive nature of internet communication opens up a huge potential for financial donations. Experts such as Jimmy Gurule point to bitcoin as the right way to provide financial support to a terrorist organization (Stevenson, 2018). In addition, through organized crime, sponsorships of terrorist activity can be ensured if payments in cryptocurrencies.

4. As an terrorist organization on the Internet - refers to the adaptation of structural organization and action planning in a decentralized manner, using the facilities offered by the Internet. Thus, dispersed actors can communicate quickly, can coordinate their efforts, can establish or maintain connections inside and outside the group.

5. As a recruitment tool - the massive distribution, among the population, of images and videos that show the life considered fair of the mujahideen, as well as the success of some actions helps to open recruitment opportunities around the world.

6. As a tool to hide the infrastructure of the terrorist organization - the terrorist group chart can be hidden in networks with false communication stations.

7. As documents store - in the web pages, can find numerous manuals and guides related to the manufacture of explosives, urban combat, guerrilla and survival tactics etc., constituting a virtual library for organization attacks or logistics support activities for terrorists.

Therefore, at present, the fear from terrorism, with a focus on cyberterrorism, is generated by the way of the information are perceived about terrorist activity. These can form or modify work agendas of those who use information technology. And, as technology develops at an exponential rate, understanding that terrorism will follow the same rate. It is normal for the value of fear of terrorism to increase. Without proper communication management, based on strategies and policies, there will be no education of the public on new threats and information risks.

Establishing a strong cyber security culture can be a factor in discouraging the development of this type of terrorism and, on the whole, neutralizing any distorted ideology, the rules of application of which generate fear.

GENERAL PERCEPTION OF SARS-COV-2 PANDEMIC INFORMATION

In our study we analyzed a series of communication strategies adopted in the initial phase of the Coronavirus pandemic (COVID-19) crisis. Thus, the study is based on the analysis of the effects produced by informing the public, through various sources and not the analysis on the medical methods adopted to eradicate this disease. We specify that we do not have the adequate medical training nor the quality to analyze the effort of the specialists in the field of medicine and the solutions implemented for the support of public health.

However, the strategic communication about this event has generated, in some situations, excessive fear among citizens, which has locked them from understanding the correct purpose of applying security measures to control the evolution of the pandemic crisis and limit the spread of the disease.

Thus, the first information about this virus appeared in the media with reference to "*pneumonia of unknown causes*", identified in a group of people selling fish and live animals, in Wuhan Market (China), in December 2019 (Dong, Du, Gardner, pp. 533-534). Since then, many specialists have begun to dedicate themselves to the fight against this virus and to monitoring in real time this epidemic, with real beneficial effects that can be seen today.

From the beginning of the crisis, it was estimated that the spread of the disease would lead to a pandemic, the rate of spread of COVID-19 virus being extremely high. Obviously, the news agencies presented this situation to inform their audience, the discussions being based on statistical data and analyzes of some specialists opinions, the general effort being to prevent the coronavirus pandemic for 2019-2020 and to limit the rate of disease transmission.

Since March 2020, it was found that more and more countries had confirmed that they had sick citizens, which led the World Health Organization to declare that the coronavirus outbreak had become a pandemic (Branswell, Josep, 2020). Since then, everyone's efforts have focused on identifying solutions to this new crisis solve. Information on the huge number of post-traumatic sequelae and human deaths attributed mainly to SARS-COV-2 virus disease, regardless of the cause, has facilitated the

emergence of conspiracy theories, with strong accents of xenophobia and racism (The New York Times, 2020).

More and more governments, in order to limit the spread of the disease, have adopted a series of measures to isolate and quarantine areas where outbreaks of infection have occurred. However, the economic effects of implementing such measures have led to low labor mobility and led to instability in many regions. Some economic operators had to rethink and reconfigure their activity, and the employed staff had to stay in isolation, which led to a substantial decrease in family income. The lack of money also produced other social effects, with strong influences on economic branches such as the tourism and entertainment industry. Social discontent, amid inadequate strategic communication, has encouraged some citizens to overcome the fear of death and disregard basic social hygiene rules in protest of measures taken by national governments. Thus, the pandemic crisis turned into a social crisis.

The hypotheses of our analysis are to identify the answers to the following questions:

1.If, through the measures adopted, governments aimed to aid social health, where exactly did they wrong?

2.Why a virus produces terror?

3.If the information disseminated through mass-media was aimed the general effort to manage the pandemic crisis, then why were citizens who sought or disseminated information without an adequate scientific fundaments?

4.If it is known that the Internet also contains incorrect information why it has not been neglected?

The general theory of information shows that information is created from uncertainty and hesitation. The information is verified by its meaning. A person becomes a information consumer in order to save his existence. Therefore, the information is limited to a sphere of correctness, their interpretation being limited by the moment of their verification.

The meaning of novelty or news depends on the communication strategies and the quality of the content transmitted. In essence, communication is a transfer of meaning for an observed event. Using the model of double information processing described in the paper "*Despre*

informații și sisteme informaționale militare" (in eng. About military information and information systems - Topor, colectiv, 2008), we can observe that the time from the beginning of the information search and the moment of identifying the quality information significantly influence the formation of perceptions about a certain event. We note that the lack of credible sources of information allows the truthful acceptance of any information, even erroneous. At the same time, this critical period does not involve waiting for information from an authority in the field, but analyzing any information found.

In addition, the manner in which the authorities communicate is dependent on predominantly technical data, which is not understood by a poorly educated people. The information itself can conspire to decrease the quality, to widen the level of freedom of opinion and to the formation of complicated multidisciplinary algorithms, a situation that favors the mystification of the final information.

Regardless of the situation, a delayed communication substantially decreases its quality, requiring, in the first phase, the correction of previous misunderstandings. In fact, information confrontations specific to any war are based on ambiguity and deception, methods that have dominated, dominate and will dominate any conflict, with the main purpose of affecting the decision-making process of the enemy. (Vlăduțescu, 2002, pp. 6-20). The whole art of war is based on deception. (Sun Tzu, 1996, p. 11). These theories are valid in any warfare not only in traditional wars for which there are specific legal norms.

On the other hand, resorting to the physical blocking of communication channels is a fundamentally wrong method. The right to freedom of thought, conscience and religion, as well as the right to freedom of expression (including freedom of the press) are protected by the Universal Declaration of Human Rights. (ONU, 1946). Therefore, unauthorized sources of information cannot be shut down pending quality information.

Returning to the analysis of the communication way about the events that generated the pandemic crisis, it is observed that the delay in the dissemination of information from the authorities in the field and, subsequently, the insistence of analyzes on the Internet and other mass-

media, mainly statistical data on cases of disease and deaths that occurred anywhere in the world, generated a state of terror of the population.

In addition, the differentiated application of public hygiene rules by country has allowed pseudo-specialists to propose prevention solutions based strictly on personal experiences, often without a scientific basis. Even if their intentions were good, out of the desire to get involved in the joint effort to do something, the advice spread on the internet where everyone proposed how to improvise a health mask or how to increase immunity to the COVID virus is well known, using excessive treatments with garlic, lemon or odorizing oils, claiming that the virus will not resist the chemical compounds contained (Internet 21, 2021) Their argument was based on the certainty that, up to that point, those prophetic folks had not fallen ill.

If those who supported these ideas were also public figures, their opinions became even stronger. We only mention the case of the former American President Donald Trump (Internet 20, 2021) and of the British Prime Minister Boris Johnson (Internet 19, 2021), who, against the background of distrust, applied the measures of response to the pandemic crisis very late. Subsequently, the intensity of such recommendations decreased, when followers of the "new" methods began to get sick.

In addition, the indiscriminatory application of social isolation measures, regardless of the number of cases of illness, has led to crises in the labor market and forced employees to convert to employment. Those who quickly adopted teleworking survived. However, those whose profession did not involve working on the Internet had to adapt to the new situation. A social imbalance was created, which destabilized many branches of the economy and produced, at the social level, the fear of losing a job, amid the impossibility of quickly finding another alternative. Normally, illegal work has developed and the activities specific to organized crime have intensified, especially in cyberspace. Hackers have developed new phishing methods, suitable for the pandemic crisis (Kelly, 2020).

There are many examples of citizens who have defied the legal rules adopted to limit the effects of pandemics and who, amid legislative irregularities, have developed recipes to defy the vaccination campaign, the only recognized way of infectious diseases eradication. Similar to the self-radicalization of terrorists, it is observed that there are people who have

become followers of conspiracy theories. And, without any scientific basis, they still refuse to be vaccinated.

The assimilation of this measures with modern military tactics, such as misinformation, biological warfare, economic warfare etc., as well as the distortion of the meaning of some information have allowed the support of solutions proposed by pseudo-analysts. It is a strategy similar to the promotion of terrorist ideologies.

Information about biological warfare, for example, is quite numerous and well analyzed in various scientific publications. Moreover, it is estimated that, in the future, "there is a danger of biological weapons, which could lead to the destruction of 98% of the population", stating that the wars not that caused the most loss of life, but the plague and other epidemics (Kaku, 2018, p. 412). Such data, extracted from analyzes and semantically deformed, support the theme that the COVID-19 virus was created and used as a biological weapon, regardless of the positions of specialists, which presents the possibility of using viruses as a weapon by a hypothetical bioterrorist actor (Kortepete, 2020).

We appreciate that raising the level of understanding of information about the SARS-VOC-2 crisis can be achieved through adequate education, in which panic management methods abound, both individually and socially.

CONCLUSIONS AND PROPOSALS

Understanding the role of structures that can form currents of opinion through public communications, it must be understood that the information disseminated must support the morale of citizens and maintain public order. By involving agencies and media partners in reconfiguring information products, all can support the morale of their audience and limit the access of non-professional broadcasters.

On the other hand, authorities in an area of expertise must provide easy-to-understand information about an event. These, at the information-consuming public level, should produce positive emotions that do not generate panic. Such information will increase public health and, implicitly, national security, being a basic informational tool in the fight against terrorism and for management of pandemic crisis.

Every citizen should include disciplines about security aria in his education, with an emphasis on his professional interest. It must be understood that ensuring security is a global goal, which is achieved through the involvement of all members of a society. Moreover, the synchronization of individual interests with common ones is directly dependent on the exchange of information, which takes place in everything that includes the information environment. Even if cyberspace is constantly evolving, other means of communication must not be abandoned. To this end, appropriate strategies should be developed on the basis of which to establish policies and implementing rules.

In this sense, not only the school represents the environment of training and continuous development. There are many forms of education and training. The military has a very good understanding of these requirements and can provide a good educational framework, but this does not mean that education is militarizing, but that it can benefit from the experience gained in the field of information management for security, in forms and methods much more rigorous than those specific to the civil environment. Within the military university programs there are disciplines that approach the presented topic. Also, in scientific conferences and other forms of scientific forums such as round tables, thematic symposia, scientific sessions etc., numerous relevant works are presented.

The adequate information is transmitted not only at this level but also during the courses, starting from the professional training to the career ones. This experience can be a generator of information for knowledge and deepening knowledge through online courses. The online educational offer is extremely varied and diversified. Time and the desire to learn are the only elements of the management of individual education.

The any organization staff must understand these aspects and stimulate learning through its own communication policies. Education must become a fundamental element of any organization, a permanent concern of management structures at any hierarchical level. A distorted or erroneous understanding of contemporary reality by the employee, and not only, will lead to diverse and uncontrollable semantic results at the level of any social organization. The effects of an accumulation of misinformation and,

moreover, the dissemination of products based on erroneous information only lead to social instability, with effects in all economic branches.

Therefore, encouraging specialists in various fields to contribute to the provision of advice and even to the coordination of human resources advisory services only adds value to knowledge throughout society. Increasing the level of security through knowledge will discourage anyone trying to benefit from the speculative effects of misunderstanding an event. This is how separatist, terrorist and more extremist ideologies can be controlled.

On the other hand, the excessive application of security measures diminishes the importance of their role. In the conditions of decreasing the time reserve necessary for learning, the labor force wears out prematurely. This requires a new type of human resource management, which provides adequate advice and guidance in solving social problems, through inter- and intra-governmental coordination. This requires the development of specialized services, capable of developing multidisciplinary and multicriteria forecasts. A special advantage in this regard is given by the use of artificial intelligence.

Education will remain an essential service for any social structure that gives it a high level of security. But it must be flexible and strongly anchored in contemporary realities. Educational programs must be assessed through qualitative metrics, not quantitative ones. Graduates must be able to understand the new challenges of the information environment and identify their role in society. The competencies formed should not be appreciated by the large number of diplomas obtained, but by the way of solving some tasks. Therefore, the variety and diversification of educational programs must ensure predictability and provide the possibility to form multicriteria skills that go beyond the current labor market. We believe that such a program should be created based on forecasts provided by human resources specialists.

The integration of models specific to educational and training models remains a topic of high-level discussion. A society with well-trained citizens can reform both the specializations of contemporary occupations and generate new opportunities for labor development, without destabilizing influences and without panic. Otherwise, an entire social structure will remain captive to an educational Stockholm syndrome, which will erode any

initiative to develop national and regional security. Specifically, every citizen must be concerned with raising their professional training and every structure that ensures the management of an organization must not only assess the professional training of its staff but also stimulate their preparation for social adaptation in the conditions of a rapidly evolving society.

We conclude with the idea that the fear of terrorism, pandemic situations and, perhaps, the implementation of artificial intelligence in the future or any other fear, through an informed education, can be a mobilizing factor in identifying new solutions and developing the level of security of any human society. Certainly, this must be based on a well-founded strategic communication, which supports policies of resilience to events generated by terror and hazard, which are based on an adequate and informed education.



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