

Abstract
**The Role Of Information Technology In Crisis Management Belongs To
The Employee In The Operation Room Of The Palestinian Interior
Ministry**

This study has been done in the years (2008 -2010) to recognise the role of information technology in managing crises for those who work in the security services which belong to the Palestinian ministry of interior. this study foxed on two sides ;the administration side represented in managing crises .and the second side concerns with information technology and its most important applications in general represented as information system ,and the computer science with its hardware and software ,decision support systems, Expert systems, computer simulations, polecies, telecommunications, networks, and artificial intelligence.

The study sample represented the staff of security services whose work in operations rooms in south areas as (Ramallah, Jerusalem, Beithlehem, and Hebron), deals with information technology and management information systems, in addition to the staff at the Palestinian Ministry Of Interior whose work deal with security. The study aimed to recognise the understanding of crises and managing them using the scientific methodology in the administration in addition to recognition of the situation of information technology in the ministry of interior and its security services and to know the role of the team works in managing the crises to prevent it and to reduce its effects and understanding decision support systems ,using the intelligent (expert) systems as an advanced science to faced crises , computer simulations and its used , and how these systems manage crises and affect on it in all its stages. Then have outcomes which support the role of information technology in managing crises.

For this reason, the researcher used the descriptive analytical approach, he worked on developing a questionnaire, after making sure of the validity and the reliability of the questionnaire, the researcher returned back a number of the questionnaires which have been distributed on the study sample (278) questionnaires .then he excluded (23) questionnaires because they were not suitable for statistical analysis, the number of questionnaires which have been tested is (255) questionnaires. Then the researcher collected the information and examined the hypotheses and he analysed and processed the

outcomes of the questionnaire statistically using the statistical package for the social sciences program (SPSS) .

The study showed a number of results ;the highest percentage of the study sample confirmed that the MIS has a relation with crises management in the side of transaction and automation quality , as concerned on the most important elements of MIS in the daily operations of the system which has a real role on crises management ; the results proved that there are differences between the dimensions of monitoring , organising and communicating , and crises management ,which means that those dimensions have small affected according to the intelligence management rather than information system ; the results proved that the strategic planning affects on crises management in order to know how to manage crises ; the study also proved that there are differences in the dimension (the factors which hinder the activity of the information systems) according to the level of the staff . managers of offices , departments were better . but there are no differences in the role of information technology in managing crises whether in the total degree or in other dimensions .

The study has a number of recommendations ; the most important ones are :to benefit from geographic information system (GIS) ;the need to provide a supportive work environment such as ; the attention to physical and moral motivation . open direct channels of communication between the crises management team and the ministry of information would be responsible for coordination between the efforts of the security services and the ministry of information and putting informational plans for the citizens to follow safety and security preventive measures before the crises and how to act after the crises . and saving training opportunities for the security staff and sponsor qualified and specialized staff to advanced countries to specialize in crises management and information technology .to have a highly benefits from the internet networks by entering this science in the security services, and benefit from the results of confronting the previous crises in order to have a moral and avoid any failure .