

Abstract

reality of crisis management in public sector hospitals operating in the West Bank and strategies dealt with from the perspective of workers

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This research aims at identifying workers tendencies towards the availability of a system for crisis management in its different phases (alone and collective) in public sector hospitals operating in the West Bank and strategies dealt with from the perspective of managers and heads of departments, divisions and administrative assistants in these hospitals.

Also the research aims at showing the effect of the demographic factors (job sectors, age, years of service, sex, educational qualification) on the individual opinions of the sample round the mobility of the crisis management system in the mentioned hospitals.

Also this research explored the level of availability of the essential elements for successful crisis management process in mentioned hospitals.

The data were collected from (216) questionnaires with a response rate (100%) from convenience sample.

The results of this research showed that there is a crisis management system with a medium degree of different stages in these hospitals. As well as the strategies followed to deal with the crisis with medium degree. And there was no statistically significant differences between the views of members of the sample towards the availability of a system for crisis management in public sector hospitals due to (sex, educational qualification) .but there was statistically significant differences between the views of members of the sample towards the availability of a system for crisis management in public

sector hospitals due to (length of service, age, job title) and there are obstacles that hinder the crisis management effort in these hospitals.

Finally, the researcher reveals a set of recommendations which were concluded in the light of the results achieved by this study.