

Abstract

The aim of the dissertation was to develop a model for effective organisation of activities in crisis management. This work relates to public management theory. The dissertation uses a triangulation of research methods and the findings are based on a multi-stage study that combines qualitative and quantitative analyses. The complexity of the subject matter under study required qualitative preliminary research with representatives of the Crisis Management Centres of 12 Voivodeship Offices and representatives of 14 Voivodeship Headquarters of the State Fire Service. Subsequently, 45 municipal/poviat fire brigade headquarters of the State Fire Service in the Silesian and Lesser Poland Voivodeships participated in the basic quantitative research. For the next stage of the research - expert interviews - 19 experts were invited: professors and practitioners in the field of crisis management.

The author's own research carried out led to the identification of factors of effective organisation of activities in crisis management, and statistical analyses made it possible to identify the most important ones, which were used to build the model. Thanks to this, a research gap was filled to some extent, which referred to insufficient research on the factors determining effective organisation of activities in crisis management in Poland.

The author's model for effective organisation of activities in crisis management in Poland emphasises the importance of relationship management, proper planning and preparation of activities, and the appropriate use of resources and technologies that ensure the proper implementation of rescue activities. At each stage of the research, relationship aspects are emphasised. Work on building partnership relations is an important direction in the context of improving the effectiveness of organising activities in crisis management.

Keywords: crisis management, emergencies, threats, security, effectiveness, public sector