

عنوان مقاله:

Evaluation of the Disaster-related Information Process from the Perspective of Managers in the Iranian Red Crescent Society

محل انتشار:

فصلنامه امداد و نجات، دوره 12، شماره 4 (سال: 1399)

تعداد صفحات اصل مقاله: 7

نویسندگان:

Arezoo Ghasemi Siani - *Department of Library and Medical Information, School of Management and Medical Information, Iran University of Medical Sciences, Tehran, Iran*

Mohammad Reza Alibeik - *Department of Medical Library and Information, School of Management and Medical Information, Iran University of Medical Sciences, Tehran, Iran*

Hesam Seyedin - *Department of Health in Disasters and Emergencies, School of Management and Medical Information, Iran University of Medical Sciences, Tehran, Iran*

Milad Ahmadi Marzaleh - *Applied Science Higher Education Institute, Red Crescent Society of the Islamic Republic of Iran, Tehran, Iran* ۱- *Research Center for Health Management in Mass Gathering, Iranian Red Crescent Society, Tehran, Iran* ۲- *Health in Disasters and Emergencies*

Ahmad Soltani - *Research Center for Emergency and Disaster Resilience, Iranian Red Crescent Society, Tehran, Iran* *Applied Science Higher Education Institute, Red Crescent Society of the Islamic Republic of Iran, Tehran, Iran*

خلاصه مقاله:

INTRODUCTION: Information is known as the main source of power over others. In this respect, the use of correct, accurate, and timely information in decision-making, planning, and other related issues can be effective in the outcome of activities and services provided by organizations. In times of crisis and disaster incidence, information plays a key and crucial role and affects various disaster response processes. This study was conducted to investigate the communication and information processes and information analysis in the Iranian Red Crescent Society at the time of disasters in 2019. **METHODS:** This qualitative study with a content analysis design was carried out on 17 experts and managers in the Iranian Red Crescent Society. The necessary data regarding the existing information processes were collected through performing interviews with the participants. The collected data from conducting and implementing the interviews were then coded in MAXQDA software using qualitative analysis method and subjected to analysis. **FINDINGS:** Based on the findings, the majority of the activities of this organization were carried out by holding meetings to make the necessary arrangements. Measures, such as public education and reports to journalists, media, and social networks were provided in the form of written instructions and protocols. It was revealed that such communication means as media, newspapers, 112 emergency SMS system, and Thuraya satellite network were used for information. The tool utilized in the information process in the Iranian Red Crescent Society was the Disaster Management Information System to record information and the history of crises. This system was located and used in the Control and Coordination Center, and recorded all documents related to the events, including photos, videos, and reports and information of rescuers. **CONCLUSION:** The most significant problems that crisis

management is consistently confronting are the delays in realizing the dimensions of a crisis, lack of information needed to make decisions, and commencement of recovery activities. In addition, it is highly important to have accurate information to be able to respond properly. The acquisition, storage, retrieval, and analysis of information .can be the most prominent factors in the success of crisis management

کلمات کلیدی:

Crisis, Disasters, Information Process, Iran, Red Crescent., Crisis, Disasters, Information Process, Iran, Red Crescent

لینک ثابت مقاله در پایگاه سیویلیکا:

<https://civilica.com/doc/1165831>

