

The Impact of COVID-19 Crisis Management Practices on Performance of Jordanian

Health Sector

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Abstract

This study aimed to measure the impact of Covid-19 crisis management practices (crisis strategic planning, crisis leadership, crisis resources and crisis communication) on the performance of the Jordanian Health Sector (JHS) (control of Covid-19, continuous service providing, employee satisfaction and enhancement of system). The study applied the descriptive analytical methodology. The researcher developed a questionnaire which retrieved from a random sample contains 400 employees in JHS. The questionnaire consisted three sections,(demographic characteristics , crisis management practices and performance of the JHS) . The main result of the study indicates that statistically significant impact of the Covid-19 crisis management practices (strategic planning, leadership, resources, communication) at significance level ($\alpha \leq 0.05$) on the performance of the JHS (control of Covid-19, continuous service, employee satisfaction, enhancement of system). In addition, it was found that the crisis management practices explained 53.6% of the variance of the performance in the JHS. The study recommended improving the practice of crisis strategic planning and crisis resources management to get a better impact on the performance of JHS.

Keywords: COVID-19, Crisis Management, Crisis Leadership, Crisis Resources, Crisis Communication, Performance, Health Sector.