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An analysis of different views and ideas about crisis management

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Abstract

The occurrence of natural disasters causes changes in environmental conditions, changes that disrupt people's lives, leave destructive effects on settlements, and impose extensive economic, social and environmental damages on societies. The important point in this regard is to adopt measures and strategies to reduce possible damages. Urban crisis management is a combination of management issues and urban planning, the purpose of which is to create coordination between planning and control of urban plans and programs. In such a way that these programs are formulated and implemented in a favorable manner. The knowledge of urban crisis management, relying on geographic data, can implement the necessary management principles to reduce the vulnerability of cities against these incidents. There are two main points of view to deal with the crisis situation: the traditional point of view, the new point of view. In the first point of view; Crisis management is only viewed on a case-by-case basis. In the second view; An attempt is made to predict and prevent unexpected events with the help of past experiences and accurate knowledge of natural and environmental phenomena in order to reduce the damages caused by them to the minimum possible. Among other things, the fan-oriented paradigm, the developmental approach to accidents, accidents and sustainable development have been introduced and reviewed

Keywords: crisis management, resilience, technology-oriented paradigm, developmental approach to accidents, disasters and sustainable development

Introduction

A crisis is a high-risk event that affects people and property. A major natural disaster such as; Floods, earthquakes, tornadoes, landslides, etc., which lead to the complete or partial stoppage of society's activities with loss of life, financial losses, and extensive environmental damage (Bi Roudian, 1385:17-18). And it causes different damages to the environment in which it occurs (Roshandel Arbatani and Salvatian, 1389:90). Every crisis has the following stages (Mirzaei, 2013): 1- Sense of danger 2- Changing the mindset of public opinion regarding the bigness and smallness of real or false news can create a crisis. 3- The consequences of any unpredictable phenomenon, although disastrous, always causes damage in terms of cost. Also, crises have the following characteristics (Coombs, 2007):

1- The crisis is generally not predictable.

2- Crises have destructive effects and people who did not need help before the crisis, need help as soon as the crisis occurs.

3- Decision making is done under difficult conditions and in a short time.

4- Lack of information

Parsons describes three types of crisis, which are:

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- Urgent crises: these crises do not have any previous warning signs and organizations are not able to research them and plan for their disposal.

- Crises that appear gradually: these crises are created slowly. They can be stopped or limited through organizational measures.

- Continuous crises: these crises last for weeks, months or even years. The strategies to face these crises in different situations depend on the time pressure, extent of control and the magnitude of these events. Three criteria of threat level, time pressure, and severity of events can be used in the classification and identification of crises and In this way, it is possible to show managers when a phenomenon or a problem can become a crisis. "Brent" using these three criteria and also the criterion of the number of reaction or response options, created a matrix. For the classification of crises, he suggested that there are 16 houses. The threat level is considered in high and low levels, the number of reaction options in low and high levels, time pressure in low and extreme levels, and the degree of control in high and low levels. The phenomena in these 16 houses are classified into four levels. Level one is when the threat level is low, the number of response options is high, time pressure is low, and the degree of control is high. Level 4 is when the level of threats is high, the number of response options is low or high, the time pressure is severe, and the degree of control is low or high. "Burnett" says that as the level of the phenomenon or problem approaches from level one to level four, the probability of turning that problem or phenomenon into a crisis increases: Parnell and et al., 1997 (9-10). This issue has a special relationship with urban planning, urban management and geography (Hill and Jones, 1995: 43). Therefore, urban crisis management is a combination of management issues and urban planning, the purpose of which is to create coordination between the planning and control of urban plans and programs in such a way that the formulation and implementation of these plans in a manner (Nateghi, 1998: 2) In relation to crisis management and how to respond to it, there are various theories that we will introduce, discuss and examine these theories.

Perspectives on crisis management

The types of actions and decisions taken by the crisis managers in order to deal with the crisis situation are related to their attitude towards the crisis and there are two main views in this regard.

1-Traditional view

This point of view considers the crisis as an undesirable negative phenomenon and situation that should be avoided in any way. In this perspective of crisis management, only the issue of rescue and relief is looked at on a case-by-case basis. In this view; Because of the type of incident, special equipment, organization and training to deal with the incident, web forecasting has not been implemented in time. Until the moment of the arrival of the rescue teams and the aid sent, many symbolic injuries and human losses are brought to the affected society. In the traditional view, aid organizations are passive. Waiting for disasters to occur, he does not think about anything else except

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the basic relief and support arrangements and the storage of the essential needs of the victims and receiving donations and voluntary help from the people. In this view, most of the relevant officials are not interested in reflecting on the crisis and after the crisis, They forget everything and wait for the next accidents and crises (Meyers and Holusha, 1988).

2- New perspective

Using all scientific theories and technical advances, the new attitude excludes the issue of surprise and unpreparedness in crisis situations and welcomes it with readiness before any crisis occurs. In this view, the issue of aid is only a small part of the crisis management cycle, and instead of waiting, he prepares himself in every way for effective prevention. In this perspective, an attempt is made to predict and prevent unexpected events with the help of past experiences and accurate knowledge of natural and environmental phenomena, so that the damages caused by them can be reduced to the minimum possible (Abdullahi, 2014).

Theories of crisis management

Fan-oriented paradigm

This point of view is focused on the physical nature of the risk, the method of deploying exposed to it and its consequences for the unit at risk in terms of the degree of damage tolerance and the ideas of physical loss (Stonich, 2000). It is placed technologically (Bankof, 2001).

In addition, planning solutions have been considered as the underlying factors of some limiting criteria in land development, which are evaluated by weighting indicators such as the severity and repetition of risk and the vulnerability of structures (un, 2004).

- A developmental approach to the accident

Vulnerability is the result of change and the potential product of all the activities and actions of the society. Vulnerability is the product of a set of common causes in which accidents may happen. With the development of a planned change process, it provides common conditions and contexts for people's life and participation. And it creates a framework within which planned and unplanned activities take place. From the point of view of Lewis (1999), vulnerability must be resolved not only through the action response after the disaster, but also through the continuous management of change, and this change is called development (Lewis, 1999).

Disasters, like other social or economic crises, have a life cycle; This cycle begins with the pre-accident situation where the structural conditions for the accident are available. Then the accident enters the beginning period, that is, when a natural hazard such as a flood occurs and as a result of those conditions, the accident develops; Subsequent community responses during what are known as disaster management, relief, rehabilitation, and reconstruction phases. Lewis believes that the management stages of the accident have been arranged in the opinions of experts under the title of periods before, during and after the accident. In the same way, accident, reconstruction and development have been contractually administered and have appeared in a linear

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form. In any case, their occurrence is simultaneous, and each stage overlaps with other stages in nearby places or in the same place, and in response to a specific accident or different accidents, they have been responded to in the same or different ways by organizations (Cuny, 1983).

- Biography and sustainable development

Sustainable development contains a value burden that reflects justice and equality, Mani and Clemes have paid attention to the necessity of education to avoid accidents and have considered the need for family planning and social organization as important issues of sustainable development (Gani and Clemes, 2003). Another important factor in the discussion of sustainability is rights, capitals, ethnic and racial behaviors and good governance, which government institutions should provide the grounds for their realization in an obvious way in their political processes (Prasad, 2003). The occurrence of natural disasters causes changes in environmental conditions, changes that disrupt people's lives, leave destructive effects on settlements, and impose extensive economic, social and environmental damages on societies. The important point in this regard is to adopt measures and strategies to reduce possible damages. According to Weichselgartner, the accident happens inside the society, not inside the environment, and it is considered as an obstacle to development (Weichselgartner, 2001). From a theoretical point of view, a stable society has the ability to withstand severe geophysical processes and recover quickly after its occurrence. Therefore, the ability of sustainability relies on the planning and accurate organization of the community's capacities, which helps both to correct and improve the effects of disasters and to facilitate the recovery processes after that. A comprehensive planning approach should pay attention to mitigation strategies to reduce risk and exposure, post-disaster plans to promote short-term and long-term recovery, and a detailed examination of structural and cognitive factors affecting the effectiveness of programs (Tobin, 1999). From Tuim's point of view, in order to fully understand the vulnerability of society against natural disasters, more attention should be paid to factors affecting development such as economic, social, cultural, institutional, political and even psychological factors (Trim, 2004). Destruction of people's income sources, living facilities and their activity centers leads to an increase in their economic and physical damages. In addition, natural disasters by destroying the infrastructure and public property of the society directly put pressure on the social welfare and disrupt the normal functions of the society (Yodmani, 2000).

- Resilience against disasters

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Translation results

Translation result

The scientific community of the world has tried to integrate the concept of resilience in the executive field of urban management in

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the face of the increasing trend of urbanization and the possible consequences of the phenomenon of climate change. Resilience was once a revolutionary concept, but today it has become a key word in the field of urban crisis management. However, it is quite difficult to transform the concept of resilience into a coherent tool that stakeholders can accept and apply. (Charlotte et al., 2020) Flood resilience is one of the expanding concepts to deal with harsh weather conditions and minimize its adverse consequences. There is a big scientific gap among the studies conducted on resilience concepts, assessment platforms, measures and management strategies. (Guangtao et al., 2020). The rapid process of urbanization along with climate change will most likely lead to bigger floods than in the past. The complexity of the urban development process and the uncertainty factor of weather are the most important challenges facing urban planners in building safe and less vulnerable cities. Traditional flood management that depends on flood control measures cannot adapt to new floods. In this context, the concept of resilience as a relatively new approach for urban areas has received much attention. (Zulkifli et al., 2021) In the past few decades, the problem of estimating urban flood resilience has been the focus of researchers, however, the number of researches that have sought to quantitatively measure urban flood resilience using multi-criteria decision making (MCDM) is very small. In addition, the results obtained from various MCDM methods have significant differences in some cases. Achieving a comprehensive procedure of these methods is quite difficult. (zhu and liu, 2020) Resilience in relation to flood risk management (FRM) is not a new concept, however, some of those involved in FRM still hesitate to use it. Resilience is often proposed as a new flood management approach. However, this novelty is still a matter of debate, because from the point of view of some

Experts, the current FRM process itself contains all aspects of resilience. The correctness of this view depends on how resilience is defined and implemented. If we present resilience in the form of adaptability, flexibility and capability, then there is nothing new in it. Nevertheless, if we propose resilience in support of non-linear relationships, dynamic states of stability and perspective, then it will be new. disciplinary or trans-disciplinary view. A small number of social scientists have clearly expressed their views in this field that resilience is more than a conceptual redefinition and is the foundation of change and even requires more social-political interactions to realize a social proposition. However, the request to integrate social processes into risk processes is not new in itself. Earlier, several decades ago, the systems theory went beyond returning to the views of the process of the current situation and emphasized the application of the spiral development approach instead of the cyclical development. On the other hand, the greater integration of actors or disciplines is not a new perspective. Stakeholders who should play a role in FRM strategies include urban planners, homeowners and landowners. Various actors and disciplines have different definitions of the concept of resilience,

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which has made resilience a controversial term, while some believe that these conditions prevent resilience from becoming resilient. It does not become commonplace, but the more the discussion about its definition increases, the more the motivation to talk about it increases. What had become a term in the past needs to be re-evaluated, and now the concept of capacity development is also under review in the shadow of resilience. Nevertheless, new alternative concepts have also been proposed, one of which is called Devartar, and in its description, it is said that it not only applies integration to neglected individuals and social groups, but also based on the role of a general idea about multilateral role-making. plays (fekete et al, 2020). The entry of the word resilience into crisis and disaster management can be seen as the birth of a new culture in crisis management (Kazemi, 2015:12). Douglas and Vidavsky (1982) defined resilience from the perspective of They define crisis as follows: the capacity to use crisis to better cope with unknown conditions, learning to return to the past, and they emphasize that resilience relies on diversity (Ainuddin and Routray, 2012:5). Resilient society; It is a society that, in addition to the ability to withstand the shocks and blows of disasters, has the ability to return to normal during and after the disaster, as well as the possibility and opportunity to change and adapt after the disaster (Rezaii et al., 2015:4). Resilience is a process in biological and engineering sciences that in the last decade, this concept has been very popular in urban and regional sciences (Shinichiro et al., 2017:383). Resilience as the ability of a region to record economic success along with social cohesion, to protect the environment. and the ability to overcome shock (iordan et al., 2015:627-628). The concept of resilience comes from ecological or environmental systems (abunasr, 2013:18). Resilience has this capacity in the cycle of natural disaster management. , during and after the disaster (Anderson and Cardona, 2013: 1). In urban studies, resilience has mainly referred to the capacity to recover from natural disasters (Stehr, 2006: 2). Urban resilience is the ability of an urban system and network. including social, environmental, social, and technical networks for stability in temporal and spatial scales when faced with disturbances, to quickly recover their functions, to adapt to changes and also to quickly change the state of the system according to capacity limitations (Meerow, 2016: 38-49, Newell and Newell, 2016: 38-49). The study of studies on urban resilience shows the fact that resilience can be examined from various angles, and each study takes into account the attitude and perspective from which it is viewed. deals with the topic, has provided definitions of resilience, for example, Lichenko believes that resilience is a positive characteristic that widely leads to sustainability (lichenko, 2011, 66). It can be seen as the birth of a new culture to respond to disasters. Usually, expressions such as "sustainability and resilient societies, resilient livelihoods and creating social resilience are available in articles, documents and programs. Although some consider it as a model (McEntire et al., 2002: 267). And some others consider it as something more than a phrase that explains

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the use of other disaster states such as vulnerability or the possibility of reducing risk. The theoretical basis of disaster resilience has been focused on a range of studies. Tobin (1999) provides a sustainable hybrid framework and analysis for communities in hazardous environments (Paton, 2001: 270). Karmkintash et al. (2002) presented the complete history of disaster models for comprehensive disaster management through disaster-resilient society, disaster-resilient communities, sustainable development and sustainable risk reduction, and invulnerable development for comprehensive vulnerability management without considering the passage of time. They are tracking. Here, the purpose is not to discuss the features of the model, but the resilience model is a floating model and is not guaranteed like a document. The concept of resilience has been accepted in the absence of philosophical dimensions and lack of clarity in understanding, definition, nature, and most importantly, its applicability in disaster management, theory, experience, and sustainable development (Manyena, 2006: 345). The main dimensions that affect vulnerability and resilience are: physical, social, political, economic, organizational and ecological components (cutter, 2014:69).

Conclusion

In this article, various views and theories about crisis management have been examined. The results are as follows. The traditional view; He considers the crisis to be basically an undesirable negative phenomenon and situation that should be avoided in any way. In this perspective of crisis management, only the issue of rescue and relief is looked at on a case-by-case basis. But in the new perspective; An attempt is made to predict and prevent unexpected events with the help of past experiences, accurate knowledge of natural and environmental phenomena, so that the damages caused by them can be reduced to the minimum possible. In the fan-centered paradigm; Planning solutions have been considered as the underlying factors of some limiting criteria in the development of the land, which are evaluated by weighting indicators such as The intensity and repetition of the risk and the vulnerability of the structures are done. In the past few decades, the problem of estimating urban flood resilience has been the focus of researchers, however, the number of researches that have sought to quantitatively measure urban flood resilience using multi-criteria decision making (MCDM) is very high. It is little. In addition, the results obtained from various MCDM methods have significant differences in some cases. It is quite difficult to achieve a comprehensive procedure of these methods. Resilience is often proposed as a new flood management approach. However, this novelty is still a matter of debate because from the point of view of some experts, the current FRM process contains all aspects of resilience. The main dimensions that affect vulnerability and resilience are: physical, social, political, economic, organizational and ecological components.

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