



Sociology of Education

Identifying the Dimensions and Components of Organizational Resilience of Crisis management in the University Centers to Face with Natural Hazards (A Case Study of University Centers of Karaj City)

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Research Paper

Abstract

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Purpose: To face with natural hazards needed to crisis management and organizational resilience in this field. Therefore, the aim of this study was to identifying the dimensions and components of organizational resilience of crisis management in the university centers to face with natural hazards.

Methodology: This study in terms of purpose was applied and in terms of implementation method was exploratory from type of qualitative. The population of this study were all faculty members of university centers of Karaj city, which according to the principle of theoretical saturation number of 12 people of them were selected as a sample with using the purposive sampling method. The research tool was a semi-structured interview, which its validity was confirmed by the triangulation method and its reliability was obtained by the agreement coefficient method between two coders 0.89. Data were analyzed by thematic analysis method in MAXQDA software.

Findings: The findings showed that for the organizational resilience of crisis management in the university centers to face with natural hazards were identified 12 minor categories, 12 sub categories and 3 main categories. In this study, the main categories were include the individual dimension (with 2 sub categories of the psychological component of resilience and creativity and innovation), the structural dimension (with 6 sub categories of the resilience planning component, adaptive component, commitment and management, crisis culture, learning culture and leadership and decision-making), and the operational dimension (with 4 sub categories of knowledge use, communication, public effective participation and operational cognition of resources and equipment). In the end, the pattern of dimensions and components of organizational resilience of crisis management in the university centers to face with natural hazards were drawn.

Conclusion: According to the results of the present research about the dimensions and components of organizational resilience of crisis management in the university centers to face with natural hazards can prepare the ground for the realization of the identified categories to improve the organizational resilience of crisis management to face with natural hazards.



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Detailed abstract

Purpose: In the past years, the world has seen many natural hazards that were mostly unpredictable. Although some predictive tools are used, but the reality is that future natural hazards cannot be predicted based on evidence. Natural hazards should be considered to include any event that originates from nature, and Iran has always been exposed to disasters and natural hazards such as floods, earthquakes and droughts; So that Iran is in the list of the first 10 countries where disasters and natural hazards occur. The hazards often endanger people's health by destroying economic resources and welfare and biological facilities, and they are always considered a serious risk for development, especially in developing countries, and to deal with them, there are two strategies including foresight and resilience, which foresight is done to face with hazards and resilience is done to deal with them. These hazards are associated with creating a wide disturbance in daily activities and breaking the conventional ideas of life, which causes functional imbalance and irregularity. Due to the importance of reducing the risk of natural hazards and increasing the ability to respond to disasters, crisis optimal management to reduce the risk of natural hazards is a global challenge. Crises alone do not determine the amount of damage, but the way officials respond to the crisis determines the amount of damage. As a result, due to the unpredictability of crises, if crises are not properly managed, the destructive economic, social, environmental and infrastructural effects of the crisis will be much more intense. Natural hazards have the potential to turn into horrible accidents and events if there is no crisis management and no risk reduction systems. Crisis is defined as a situation which in sudden or uncontrollable events occur as a result of human and natural events and actions and cause hardship and difficulty for a society and crisis management is the process of planning and action, which seeks to find a tool to reduce the effects of crisis by systematically and organized observation of crisis cases and their analysis. Crisis management is a complex issue that requires to the cognition of dangerous phenomena, occurrence processes and analysis of its roots, and this concept requires the possession of knowledge, tools, skills and various factors that crisis management officials must master on them. Crisis management is a set of executive activities and managerial and political decisions related to different stages and all levels of the crisis to rescue, reduce damages, prevent interruption of life, production and services, maintain communications, preserve the environment, and repair and rebuild damage. In the other words, crisis management includes a set of actions that are carried out in a safe and effective way to return to the normal situation and minimize the destructive effects of crises. The expansion of the urban population to more than two-thirds of the world's population until 2050 year on the one hand, and the prediction of the growth of the risk of natural hazards in the future on the other hand, make it necessary for managers, planners and policymakers to pay attention to the issue of greater resilience of societies in crisis management in the face of natural hazards. Cognition the concepts and approaches of resilience in the field of natural hazards can have an impact on informing managers and communities about the relationship natural hazards and the resilience of the environment and living space. Organizational resilience is the capacity of an organization or system to respond to a created disturbance and in the resilient systems or organizations after disruption and tension occur the structure and performance of the organization or system does not change. Also, resilience is understood as the meaning of enduring shocks, endurance, maintaining agency over time, tolerance, adaptation and stability against the body, mind, society or natural environment. Organizational resilience is defined as the ability of an organization to adapt to the conditions of the surrounding environment and the ability to create redevelopment capabilities to absorb and manage environmental changes. To face with natural hazards needed to crisis management and organizational resilience in this field. Therefore, the aim of this study was to identifying the dimensions and components of organizational resilience of crisis management in the university centers to face with natural hazards.

Methodology: This study in terms of purpose was applied and in terms of implementation method was exploratory from type of qualitative. The population of this study were all faculty members of university centers of Karaj city, which according to the principle of theoretical saturation number of 12 people of them were selected as a sample with using the purposeful sampling method. In the purposeful sampling method, the samples were selected according to the criteria, which include having a PhD degree, being a faculty member of university centers

of Karaj city, having at least 10 years of work experience, having research documents and participating in related seminars. Also, according to the principle of theoretical saturation, sampling and interviewing with them continued until the new samples recounted the same content as the previous samples. The research tool was a semi-structured interview, which its validity was confirmed by the triangulation method and its reliability was obtained by the agreement coefficient method between two coders 0.89. It should be noted that the interviews were conducted individually at a predetermined time and place and the average duration of the interview with each interviewee was 45 to 60 minutes. The data obtained from the implementation of a semi-structured interview were analyzed by thematic analysis method in MAXQDA software.

Findings: The findings showed that for the organizational resilience of crisis management in the university centers to face with natural hazards were identified 12 minor categories, 12 sub categories and 3 main categories. In this study, the main categories were include the individual dimension (with 2 sub categories of the psychological component of resilience and creativity and innovation), the structural dimension (with 6 sub categories of the resilience planning component, adaptive component, commitment and management, crisis culture, learning culture and leadership and decision-making), and the operational dimension (with 4 sub categories of knowledge use, communication, public effective participation and operational cognition of resources and equipment). In the end, the pattern of dimensions and components of organizational resilience of crisis management in the university centers to face with natural hazards were drawn.

Conclusion: According to the results of the present research about the dimensions and components of organizational resilience of crisis management in the university centers to face with natural hazards can prepare the ground for the realization of the identified categories to improve the organizational resilience of crisis management to face with natural hazards.