Administrative control and its relationship to crisis management from the point of view of employees in the Palestinian Ministry of Interior and National Security - Central Governorate in the Gaza Strip

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Abstract:

The study aimed to identify the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security - Central Governorate in the Gaza Strip. We can see the importance of the study where the study is decreasing the ability of the employees for understanding and know for the two delimitations, administrative control and crisis management, Moreover it highlights the abilities of the ministry and its results would clearly help with future management for crisis.   The real study population is represented in the employees working in the Ministry of Interior and National Security in the central governorate, whose number is (3000) individuals. The questionnaire was applied to a simple random sample consisting of (100) employees who work in the Ministry of Interior and National Security, and the total sample represented 3.33% of the study population, and the study (found) a statistically significant relationship between administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security, which was at a rate of (90.1%). Where it was found that the reality of the application of administrative control came with a relative weight of (71.32), which is a (large) degree of agreement. And that the level of crisis management came with a relative weight (73,429), which is a (great) degree of approval. As for After the "organizational structure", it came with a relative weight of

(72.35), which is a degree of approval (great), and there is a statistically significant relationship with management, which was (77.4%). as mentioned After "controlling tools and means" with a relative weight of (74.42), which is a (large) degree of agreement., and that his Statistically significant relationship with crisis management, which was (73.6%). As for the "requirements to achieve the effectiveness of control", it came with a relative weight of (75.37), which is a degree of approval (great), and there is also a statistically significant relationship with crisis management, which was at a rate of (86.6%). The results showed that there were no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members about administrative control and its relationship to crisis management due to the variables (gender, age), while there are differences due to the variable (number of years of service), which came in favor of the category that served in the ministry (from 5- less than 10 years). The study came out with a number of recommendations, the most important of which was to give sufficient powers to the workers to carry out their work, provided that the tasks correspond to the requirements of the job, through the distribution of tasks and jobs among the employees of the Ministry of Interior. It also recommended the need to focus on the use of personal observation and administrative supervision as a control tool, through the practical application of the principles and theories of successful management control. She recommended the necessity of a comprehensive survey of the ministry's work environment to identify indicators of the possibility of crises, from daily studies of the course of events and facts around the ministry. Although the study recommended to do more future researches to inform about different variable as strategic management ,or administrative information management ,or technology and its relationship to crisis management at the ministry of interior and national security.

Keywords: administrative control, crisis management

INTRODUCTION:

Management science is one of the sciences that has a direct relationship to organizing and managing the affairs of societies and

people alike. One of the important situations that societies are exposed to are times of crises and disasters that occur to society during successive periods of time. Which requires wise and effective management to confront these crises and develop solutions to them. These disasters, with their various names, are considered a threat to the work of the organization and threaten its ability to compete. The organization's ability and efficiency are measured by the extent to which it is able to deal with crises effectively during the different stages of the crisis. And the scientific method in crisis management is the most sure way to control and direct it in the interest of the entity or the crisis community, and the discretionary or enthusiastic methods alone have become insufficient to deal with modern crises due to their complexity and intertwining (Ibrahim, 2020: 53). Which requires careful practice of particularly administrative process operations administrative control, which seeks to identify the strengths and weaknesses in the work of institutions and the conformity of their actual performance with what is planned. And from here administrative control is considered an effective administrative system for the success of the work of the institution and increasing its productivity, because it monitors the performance of the institution in times of crises and disasters, within the institution in which the employees work. This was confirmed by (Salwar and Mahmoud, 2019: 112), where he explained that the administrative control is represented in: The activity you do Administration In the organization to ensure that the work is going in accordance with the policies and plans established to achieve the goal and to disclose distractions in the organization and work on fix it. Noting that the contemporary control processes monitor any indicators that may lead to subsequent crises and work to prevent the crisis before it occurs.

The study Problem: He suffers Processes that help in ensuring the readiness of the administrative components in dealing with the crises that the society suffers from. In light of what was mentioned, the study problem can be formulated in the following main question: What is the relationship of administrative control with crisis management from the point of view of workers in the Palestinian

Ministry of Interior and National Security - the central governorate in the Gaza Strip? In order to answer this question, it was necessary to answer the following sub-questions:

What is the reality of administrative control from the point of view of employees of the Ministry of Interior and National Security?

What is the reality of crisis management from the point of view of workers in the Ministry of Interior and National Security?

Is there a statistically significant relationship at the significance level ($\alpha \leq 0.05$) between administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security?

Are there differences in the responses of the sample members towards the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security, according to the variables (age, gender, years of service)?

Study hypotheses:

The first main premise: There is no statistically significant relationship at the level of significance ($\alpha \leq 0.05$) between administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security. In order to verify this hypothesis, it was necessary to verify the following sub-hypotheses:

There is no statistically significant relationship at the level of significance ($\alpha \leq 0.05$) between the organizational structure and crisis management from the point of view of workers in the Ministry of Interior and National Security.

There is no statistically significant relationship at the level of significance ($\alpha \leq 0.05$) between the tools and means of control and crisis management from the point of view of workers in the Ministry of Interior and National Security.

There is no statistically significant relationship at the level of significance ($\alpha \leq 0.05$) between the requirements to achieve the effectiveness of control and crisis management from the point of view of workers in the Ministry of Interior and National Security.

The second main premise: There are no statistically significant differences at the level ofα≤0.05) in the responses of the sample members towards the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security, according to the variables (age, gender, years of service).

Objectives of the study: The study aimed to identify the reality of the application of administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security. And exploring the relationship between administrative control and crisis management, as well as identifying the existence of differences in the responses of the sample members towards the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security according to the variables (age, gender, years of service).

The importance of the study: The importance of the scientific study lies in the fact that it sheds light on one of the modern and important topics, and thus this study represents an enrichment for the Arabic library. It also contributes to increasing the awareness and awareness of workers of the content of my variables, and generalizing its results to the rest of the organizations helps in identifying how to deal with different crises effectively and efficiently, and it may open new horizons for more diverse future studies for researchers on this subject. The practical importance of the study is that it shows the practical capabilities and capabilities of service institutions such as the Ministry of Interior and National Security in order to confront crises. And its results will help officials in the ministry to develop plans for managing the expected crises.

Study Variables: The independent variable is administrative control, whose dimensions were determined after referring to a number of previous studies, and the researchers note that most of them focused on the dimensions under research in this study, while the dependent variable is crisis management.

The limits of the study: The objective of the study is to explore the relationship between administrative control and crisis management. Where the study vocabulary was applied in the summer semester of the academic year 2020/2021. The study tool was distributed to employees of the Ministry of Interior and National Security in the central governorate of the Gaza Strip.

TERMINOLOGY OF STUDY:

Administrative control: know it (navigational, 2016: 13) as it is The procedures and methods followed by the levels and the supervisory authorities to follow up the progress of administrative operations and to ensure their implementation with the established plans, regulations and laws governing work, and enable those in charge of it to take the necessary corrective measures to address errors and abuses, evaluate shortcomings and weaknesses, and establish and develop the rules of organized institutional work. **The researchers know it procedurally** It is "the organizational plan and the means and procedures established by the institution to assist in achieving its objectives, and to ensure the safety and efficiency of the implementation of the institution's work, through modern means that ensure the monitoring of the performance of employees to reach the highest levels."

Crisis Management: know her (Singh & Chahal, 2015:5) as represented in All efforts and capabilities that are employed in the organization for the purpose of facing changing circumstances and ward off its dangers and contain them in a way that serves the interests and directions of the organization future, which is Certified Management System On the stand, includes dizzy and clear responsibilities Operations related to the organizational requirements of the organization. **The researchers know it procedurally** It is the ability and efficiency of the Ministry's administration to deal with crises and disasters in a scientific and thoughtful manner to reduce and overcome them and provide feedback to them to take advantage of their negatives and positives.

Previous studies:

First: Studies related to the independent variable "administrative control" :(Al-Farra and Shaheen, 2020) Study aimed to get to know you on the reality of administrative control in NGOs in the Gaza Strip, by identifying the availability of their components, and measuring the extent to which the applied control systems within NGOs in the Gaza Strip achieve their objectives. Initial information was collected through a questionnaire designed specifically for this study. The comprehensive inventory in the study of the phenomenon, and the study sample consisted of (126) organizations, and the study concluded that the Palestinian NGOs operating in the Gaza Strip have the elements of administrative control at an appropriate level, which helps these organizations to enhance transparency and achieve their goals. The elements of successful communication are also available, the appropriate organizational structure is present, and the control systems applied in the associations achieve their goals, and the performance evaluation process is carried out in a proper manner; Where the various control methods used. The role of administrative control and improving the level of administrative performance in the Palestinian police force, which is a positive and direct relationship. And that the workers participate in preparing the job description card to a small degree with a relative weight of 51.42%. In the same context, (Amira, 2020) conducted a study aimed at identifying on the role of administrative control in the field of preparation and reconstruction, and the study tool was a questionnaire, and the study sample consisted of (87) governmental organizations. The homogeneous provision of facilities and housing of all kinds, the harmony of buildings in terms of their appearance and size, and the protection of agricultural lands. This oversight in the field of urbanization is embodied through the development of tribal oversight mechanisms represented in the preparation and reconstruction tools, and dimensional control mechanisms that appear during and after the construction of the building. In the field of banking, he performed (Hildani and Al-Ghabban,**2010)**A study aimed at clarifying the role of Administrative control in light of the electronic accounting information system as an

applied study on a sample of banks in the Kurdistan region - Iraq, where a field study was conducted that included ten banks by means of a questionnaire, and the number of the sample amounted to (122) employees, and the researchers relied on the descriptive analytical approach, and one of its most important results It showed the need for effective internal control that keeps pace with developments in the information technology environment and in a way that facilitates the possibilities of its integration with the administrative and financial information systems. As for work in the public sector, it was conducted (Diachenko& Buha: 2021) A study aimed at demonstrating The role of local self-government bodies in ensuring planning and management processes land, and the administrative control system for regional development. having food studying The main functions of local government at the level regional, and The role of local governments, public authorities and the private sector in the implementation of regional management policy and implementation of the control system for the adoption and effective implementation of management decisions on development regional And she was The practical significance of the results obtained in studying It defines the role of local governments in the regional development system. This is necessary to build a clear hierarchical system of territorial management at the entity level local, and regions, and the country as a whole, which the system will allow the distribution of management functions. As for the role of administrative control in the face of the Corona crisis, its role is to define a set of determinants and standards that must be adhered to by citizens.2021: Hilat & Hammouri) I aimed to address the measures taken to limit the spread of the Corona virus epidemic. By the administrative control authorities and the extent of their success in combating this epidemic. And the extent of judicial oversight over the actions of these authorities during the pandemic. And Due to the spread of the virus Corona, the competent public authorities have taken a number of preventive measures to limit its spread and combat it, these measures varied between restricting some freedoms, especially freedom of movement and assembly, economic freedom and the organization of public facilities. In order to adapt to the situation and limit the spread of the epidemic. One of the most important measures taken by the administrative control authorities is

the closure of some activities commercial, and disable Transportation, and the stone household, and obligating disassociation societal, while following these and other procedures, with administrative and penal sanctions until the respected.

Second. Studies related to the dependent variable "crisis management": where he performed **(Abu Salut, 2021)** study aimed the study shows the relationship between intellectual capital and health crisis management in the Palestinian Ministry of Health. The two researchers relied on the descriptive analytical approach, and the study population consisted of employees in the highest ranks of the ministry, and the study sample was stratified random, represented by the employees of public administrations and units most affected by crises in the Palestinian Ministry of Health, totaling 274 employees. The researchers collected the data through the questionnaire study tool. Where the results proved the existence of a relationship between the opinion of intellectual capital and the crisis management in the Palestinian Ministry of Health, where the intellectual capital came with a relative weight (62.2%), which is a good degree. And that the total degree of the field of crisis management came with a relative weight (61.8%), which is a medium degree. As for (Mkhaimer, 2021), a study was conducted aimed at identifying the role of public relations in crisis management in Palestinian governmental institutions. They work in public relations in the Palestinian Ministry of Health in Gaza. The results proved that there is a role for public relations in the early warning signs detection phase by 68.5%, the preparedness and prevention phase by 85.8%, the damage containment phase by 80.5%, the recovery phase by 82.5%, and the learning phase by 77.7%. in crisis management. And that there is a high role of public relations. In the Palestinian Ministry of Health in Gaza in crisis planning, the average total score was 4.08, with a relative weight of 81.6%. As for crisis management in the general public, it has been conducted 5%, and in the learning stage, 77.7%. in crisis management. And that there is a high role of public relations. In the Palestinian Ministry of Health in Gaza in crisis planning, the average total score was 4.08, with a relative weight of 81.6%. As for crisis management in the general public, it has been conducted 5%, and in the learning stage,

77.7%. in crisis management. And that there is a high role of public relations. In the Palestinian Ministry of Health in Gaza in crisis planning, the average total score was 4.08, with a relative weight of 81.6%. As for the crisis management in the general public, it was conducted **(Michael, 2021)** A study aimed at clarifying the role of social awareness in facing environmental crises and disasters as a field study of the role of social awareness in facing the environmental pollution crisis in the city of Minya. search the method of random sampling in the systematic way as a method for withdrawing the study sample. The researchers identified the sample of heads of households in three neighborhoods in the city of Minya, with (68) families for each neighborhood, and thus the total sample amounted to (204) individuals. The results proved that the main reason for the occurrence of the environmental pollution crisis in the study community is the weak social awareness among the sample members despite the high percentage of their knowledge of it on the theoretical level, while it was found on the practical level that their participation in addressing it was low, and that the majority of them believed that people had no role In the aggravation of the environmental pollution crisis, and that this is the responsibility of the government alone. and in framework Contemporary and follow-up to what has reached crisis management systems and plans, conducted (Mao: 2021Study the study aimed to demonstrate the impact of institutions politics on crisis management, by comparing responses to COVID-19 in China and Korea southern, where is this study discussed? Effect different political institutions in a Countries' response to crises by forming a state capacity. The study suggests A crisis management framework driven by state capacity, including four kinds of abilities (The ability to the information, decision-making and the ability to implementation, and coercion The study also contributes in a clarification Establishing links between the different forms of state capabilities and the type of regime. and surely groups of state capacity It differs in democracies and authoritarian regimes, Because the capabilities of the state are shaped by two different types in an Institutional arrangement: relations between central and local government and relations between state and society. In addition to that, then the study shows the impact of political institutions on crisis

management through different state capabilities It depends on scenarios such as the different phases of the crisis. In terms of gender classification when facing crises, it was conducted (Alvinius& at all: 2020) which aimed to Examine, explain and interpret gender concepts in relation to information management, communication during crises and cooperation within the framework of communication tasks (crisis). Because the field of crisis management is coded for males and the profession of communications is coded for female, there is a reason to gain more knowledge about how they relate to each other some. The total of nineteen participants joined the study. All interviews were processed according to the guidelines for the objective analysis method. The analysis showed that there are three main axes for understanding the role of contacts in the crisis management system. Namely: Etisalat Crises as a temporary organization, and imposed requirements and expectations for the role of the individual, and regulation greed, where the results are discussed theoretically from a gender perspective social, Practical implications are presented as well as suggestions for further studies.

THEORETICAL FRAMEWORK

First: The concept of administrative control:

Between (Amer, 2020: 100) that the general concept of control as an administrative function includes carrying out all the necessary activities and procedures at a level to ensure that the objectives are achieved according to the desired levels, and then identifying deviations and starting the process of addressing and correcting them appropriately. As for (Nasser, 2018: 85), he defined it as the systematic effort that compares performance with plans by business management, and the functions of administrative control are of key importance in achieving goals, and the complexity of the organization requires an increase in the volume of administrative control. He also defined it (Al-Salmi, et al., 2017: 209) as the management's means to follow up the implementation and verify that the activities are carried out in accordance with the objective plans, and that the decisions are properly implemented. and that the desired goals will be achieved.

Management control is the management skill that is used to ensure effective use and achievement of objectives.

And knows her (Alghamdi& Alshamasi, 2021: 5) as a process by which an organization deals with an unexpected event in normal circumstances and involves threats that may lead to harm to the organization or society as a whole.

Previously Management control can be defined as the organizational plan and the means and procedures established by the institution to assist in achieving its objectives, and to ensure the safety and efficiency of the implementation of the institution's work, using modern means that ensure the monitoring of the performance of employees to reach the highest levels.

Characteristics of a good management control system: (Mahmoud, 2018, 331-333) explained that a good administrative control system is characterized by many characteristics, including:

Convenience: That is, if the administrative control system followed in the facility is appropriate to the nature of the facility's work. The large-sized establishments need a system that differs from the system used in small-sized enterprises, where an easy control system can be applied in small-sized enterprises.

Balance costs with returns: That is, the returns of the applied administrative control system are more than the costs of implementing that system.

Clarity That is, if the administrative control system followed and its methods are clear to the various employees of the organization.

Flexibility That is, that the systems and control methods used are subject to modification and change in line with the change in the situation.

Effectiveness That is, if the administrative control system achieves the purpose for which it is created.

It is clear through the characteristics of a good administrative control system that it is appropriate in the sense that every institution or organization has an administrative system that differs from the other organization in terms of large size or working mechanisms, as well as clarity in the methods and laws used, flexibility in the sense of modification and change according to the

requirements of the situation, and effectiveness, which is one of the most important Objectives of an effective supervisory system.

Components of an administrative control system: select

(Omran, 2017: 28) A number of the main components of the administrative control system, which were as follows:

- Efficient organizational structure
- Availability of qualified staff
- A set of policies and procedures for asset protection
- Internal Audit Department

Second, the concept of crisis management:

Show (Ahmed, 2019: 35) that the management of Crises are a purposeful activity based on research and obtaining the necessary information that enables management to predict the locations and trends of the expected crisis, and create the appropriate climate to deal with it, by taking measures to control and eliminate the expected crisis or change its course for the benefit of the organization. Ama (Al-Araji, 2018: 777). He defined it as a distinct administrative process because it is exposed to a sudden event, and because it requires quick decisive actions in line with the developments of the crisis, and thus crisis management has the lead in leading, influencing and directing events according to the exigencies of things. In the same context, (Tawfiq, 2016: 18) defined crisis management as dealing with crises in order to avoid their occurrence through planning for situations that can be avoided, and making preparations for crises that can be predicted within the framework of a system that is applied with these emergency cases when they occur for the purpose of controlling results or reduce their destructive effects.

Previously Crisis management can be defined as the ability and efficiency of the Ministry's administration to deal with crises and disasters in a scientific and thoughtful manner to reduce and overcome them and provide feedback to them to take advantage of their negatives and positives.

Stages of crisis management: Their number (Ezz El-Din, 2018: 40) is in the following order:

1. **phase Before the crisis** It is the stage that foretells the occurrence of the crisis, and it is often a stage in which a problem crystallizes and escalates until the crisis results from it.
2. **phase Dealing with the crisis** This stage is the main focus of the concept of crisis management, where the crisis team uses the powers granted to it, and implements the plans developed.
3. **phase Post-crisis** It is the stage in which the resulting effects are contained when the crisis occurs, and the treatment of these effects is an important part of the crisis management process.

As for (Aliwa, 2018: 251), he divided it into four stages, which were as follows:
1. **stage warning** the importance of this stage lies in the leadership's ability to anticipate and explore all possibilities and variables that may result in a crisis.
2. **phase the emergence of the crisis**: If the decision maker fails to anticipate the occurrence of a crisis, the variables of this stage will quickly grow and expand, and the danger will increase.
3. **phase Crisis Explosion**: This stage appears when the decision maker fails to deal with the factors that moved the crisis or was unable to control its accelerating variables so that they reach this degree of pervasiveness.
4. **phase the crisis recedes** at this stage, the factors causing the crisis vanish so that things return to the stage of natural equilibrium before the crisis occurs.

METHODOLOGY STUDY PROCEDURES

Study Approach: The study adopted the descriptive analytical approach, which is useful in a better and more accurate understanding of the aspects and dimensions of the phenomenon under study, as it describes it accurately, and expresses it qualitatively and quantitatively.

Study community: The total population of the study represents all employees working in the Ministry of Interior and National Security in Palestine. Their number is (19000) individuals. As for the real

community of the study, it was represented in the employees of the Ministry of Interior and National Security in the central governorate of the Gaza Strip. Their number is (3000) individuals, and their percentage is 15.78% of the total community (.https://moi.gov.ps/).

The study sample: A simple random sample of (100) employees was selected from the employees of the Ministry of Interior and National Security - the central governorate, which was distributed to the following institutions: Deir al-Balah Center and 25 female members were selected, the governorate leadership and 25 female employees, and the Investigation Department and 15 female employees were selected. And the women's police, 15 women were selected, and finally the camps center, 20 women were selected, and the total sample represented (3.33%) of the study population, and they are distributed according to the following tables:

Table (1): Distribution of study sample members by gender

percentage %	the number	Personal data	
85	85	Male	
15th	15th	feminine	sex
100%	**100**	**Total**	

Through the previous table, it is clear that the number of males exceeds the number of females, due to the hard and complex work of the employees of the Ministry of Interior and National Security in dealing with crime and security matters, and this primarily requires the male component.

Table (2): Distribution of study sample members according to age

percentage %	the number	Personal data	
17	17	less than 25	
50	50	25-36	Age
33	33	37-and above	
100%	**100**	**Total**	

Through the previous table, it is clear that the age period from 25 to 36 years is the most frequent, because the work of security men requires young and young ages who can perform their duties to the fullest.

Table (3): Distribution of the study sample members according to the number of years of service

percentage %	the number	Personal data	
22	22	less than 5 years	
61	61	From 5- Less than 16 years old	Number of years of service
17	17	17 years old - and up	
100%	**100**	**Total**	

From the previous table, it is clear that the number of years of service from 5 to less than 16 years is the most frequent, because the work of security men requires long experience in security work from 5 years to less than 16 years

Study tool and statistical test:

A questionnaire comprising five axes was used, and the axes consisted of a set of paragraphs, and the statistical criterion was based on showing the degree of approval through (very large, large, medium, few, very few), and the values were determined (5, 4, 3, 2, 1) To match the previous estimates for each paragraph of the questionnaire. The degrees of approval were calculated according to a five-step scale, which was adopted in determining the degrees of each of the paragraphs and axes of the questionnaire, as shown in the following table:

Table (4): five-step scale

relative weight		SMA		Degree
to me	From	to me	from	approval
less than 36.00	20.00	less than 1.80	1.00	**Very few**
less than 52.00	36.00	less than 2.60	1.80	**few**
less than 68.00	52.00	less than 3.40	2.60	**medium**
less than 84.00	68.00	less than 4.20	3.40	**big**
100.00	84.00	5.00	4.20	**Very large**

The validity of the study tool: By the validity of the study tool, we mean that the tool measures what it was designed to measure, and the validity of the questionnaire was confirmed through the following methods:

1. **Honesty from the point of view of the arbitrators:** The questionnaire was presented by specialized arbitrators, in order to ensure the integrity of the linguistic formulation of the questionnaire, the clarity of the questionnaire's instructions, the affiliation of the paragraphs to the dimensions of the questionnaire, and the validity of this tool to measure the objectives associated with this study, and thus the validity of the questionnaire was confirmed from the point of view of the arbitrators.

2. **Internal consistency validity:** The internal consistency validity was calculated by finding the correlation coefficients for the resolution axes, as shown in the following table:

Table (5): Correlation coefficients for the resolution axes

indication	Values "Sig."	correlation coefficient	the hub	NS
function at 0.01	0.000	0.825	Organizational Chart	1
function at 0.01	0.000	0.785	**Control tools and tools**	2
function at 0.01	0.000	0.701	Requirements to achieve effective control	3
function at 0.01	0.000	0.890	**Crisis Management**	4

The table shows that the axes of the questionnaire have statistically significant correlation coefficients, and they meet the purposes of the study.

Stability of the study instrument: We mean by the stability of the study tool, that the tool gives almost the same results if it is applied again on the same group of individuals, that is, the results do not change, and the stability of the questionnaire was confirmed through the following methods:

1. **Stability using Cronbach's alpha equation:** The stability of the study tool was confirmed by calculating the value of the correlation coefficients using Cronbach's alpha equation for the resolution axes, as shown in the following table:

Table (6): Correlation coefficients using Cronbach's alpha equation for resolution axes

correlation coefficient	the hub	NS
0.931	Organizational Chart	1
0.820	**Control tools and tools**	2
0.766	Requirements to achieve effective control	3
0.907	**Crisis Management**	4
0.829	**The resolution as a whole**	

It is clear from the previous table that the correlation coefficients using Cronbach's alpha equation for the resolution axes are statistically significant coefficients, and they meet the purposes of the study.

2. **Stability by split-half method:** The stability of the study tool was confirmed by calculating the correlation coefficients by the split-half method for the axes of the questionnaire, as shown in the following table:

Table (7): Correlation coefficients by the split-half method for the resolution axes

correlation coefficient		the hub	
After modification	Before the amendment		
0.833	0.720	Organizational Chart	1
0.860	0.730	Control tools and tools	2
0.800	0.601	Requirements to achieve effective control	3
0.860	0.651	**Crisis Management**	4
0.839	**0.703**	**The resolution as a whole**	

It is clear from the previous table that the correlation coefficients by the split-half method of the resolution axes are statistically significant coefficients, and they meet the purposes of the study.

Data distribution test:

The Kolmgorov-Smirnov test was used KS) Kolmogorov-Smirnov Test to test whether the data follow a normal distribution or not, and the results are as shown in the following table:

Table (8): Testing the normal distribution of resolution axes

Values "Sig."	the hub	NS
0.231	Organizational Chart	1
0.148	Control tools and tools	2
0.059	Requirements to achieve effective control	3
0.031	**Crisis Management**	4

It can be seen from the previous table that the value of Sig." For all axes of the questionnaire is greater than the significance level (0.05), and this indicates that the data follow a normal distribution, and thus parametric tests can be used.

RESULTS:

First: The results of the first question: What is the reality of administrative control from the point of view of employees of the Ministry of Interior and National Security? This question was answered using a test. "T" for one sample, and the degree of approval was approved through Table No. (4), which was clarified in Chapter Four, through which the statistical test was clarified, as shown in the following tables:

Table (9): Analysis of the administrative control axes

Degree approval	ranking	the weight relative	Values "Sig."	Values "T"	deviation normative	average Arithmetic	the hub	NS
big	3	72.35	0.000	5.594	0.720	3.61	Organizational Chart	2
big	2	74.42	0.000	7.172	0.623	3.720	**Control tools and tools**	3
big	1	75.37	0.000	6.159	0.705	3.368	Requirements to achieve effective control	4
big	——	**71.32**	**0.000**	**6.657**	**0.664**	**3.566**	**Administrative Oversight**	**5**

It was found from the previous table that the reality of the application of administrative control from the point of view of workers in the Ministry of Interior and National Security came with a relative weight of (71.32), which is a (large) degree of approval. And that after the organizational structure came with a relative weight (72.35), which is a (great) degree of approval. And that the dimension of the control tools and means came with a relative weight (74.42), which is a (large) degree of approval. And that after the requirements to achieve the effectiveness of the control, it came with a relative weight (75.37), which is a (large) degree of approval. This result is due to the fact that the officials in the ministry are aware of the importance of administrative control at work and are interested in it, especially since the concept of administrative control is one of the modern concepts in management science and it focuses on benefiting from modern concepts of management and the quality services it provides.

Table (10): Analysis of the paragraphs of the axis 'After the organizational structure'

Degree approval	ranking	the weight relative	Values "Sig."	Values "T"	deviation normative	average Arithmetic	Paragraph	NS
big	2	.75,521	0.000	6.939	1.016	3.77	The organizational structure of the Ministry of Interior and National Security is clear and flexible.	1
big	1	80,542	0.000	4.546	1.157	4.027	The organizational structure shows the mechanism of work flow.	2
big	3	70,000	0.000	4.053	1.032	3.5	The organizational structure shows the limits of authority and responsibility.	3
medium	5	66.857	0.009	2.702	1.062	3.342	Workers participate in preparing the job description card.	4
big	4	68,874	0.018	2.426	1.084	3.443	The job description card explains the responsibilities and duties of employees in the Ministry of Interior and National Security.	5
medium	6	64,251	0.000	3.025	1.032	3.213	Subordinates are easily supervised.	6
medium	8	60.341	0.009	2.045	1.061	3.017	The powers granted to employees are sufficient to carry out their duties.	7
medium	7	63,254	0.015	2.032	1.083	3.162	Employees perform all duties that are at the core of their work	8
big	—	**72.35**	**0.000**	**3.871**	**0.814**	**3.61**	**axis as a whole**	

It was found from the previous table that the dimension of the organizational structure came with a relative weight (72.35), which is a (large) degree of approval. Levels will equal ranks and tasks will overlap. And that the highest paragraph was No. (2), which is (the organizational structure explains the work flow mechanism.), and it came with a relative weight (80.542), which is a (great) degree of agreement. This result is due to the fact that every job has clear boundaries. of the tasks that it performs, and that the nature of the existing organizational structure allows the flow of required tasks according to the rank and according to the job position in the ministry. The lowest paragraph was No. (7), which is (the powers granted to workers are sufficient to carry out their work.), and it came with a relative weight (60.341), which is a (medium) degree of approval. This result indicates the increase in control and sensitivity of the work carried out by the ministry and the low level of delegation in it. Each individual works according to the tasks assigned to him.

Table (11): Analysis of axis paragraphs after the tools and controls

Degree approval	ranking	the weight relative	Values "Sig."	Values "T"	deviation normative	average Arithmetic	Paragraph	NS
big	2	.75,984	0.000	5.712	1.109	3.799	Budgeting is used as a control tool	1
big	5	70.857	0.000	4.596	0.988	3.542	The budget is a true digital translation of the organization's plan	2
big	4	73.714	0.000	5.500	1.043	3.685	Written management reports are used as a control tool	3
big	3	74.286	0.000	5.839	1.024	3.714	The budget regulates the aspects of spending and revenue	4
big	1	77,254	0.000	6,837	0.961	3.862	Personal observation improves performance	5
big	6	70.245	0.000	5.712	1.109	3.512	Commitment to disburse the monthly budget allocations on time	6
big	7	69.514	0.000	4.596	0.988	3.475	Personal observation and management supervision are used as a control tool	7
big	8	69.215	0.000	5.500	1.043	3.460	The staff looks at the personal observation style with satisfaction	8
big	—	**74.42**	**0.000**	**6.594**	**0.766**	**3.720**	**axis as a whole**	

It was found from the previous table that the dimension of the control tools and means came with a relative weight of (74.42), which is a (large) degree of approval. Its practice, and it was found that the highest paragraph was No. (5), which is (personal observation leads to improving performance.), and it came with a relative weight (77.254), which is a degree of approval (great). The ministry is the method of observation, especially since most of its work is in the field, and the monitoring process is carried out by the official to the subordinate in the field. And the lowest paragraph was No. (8), which is (the employees look at the method of personal observation with satisfaction.), and it came with a relative weight (69.215), which is a (great) degree of approval. This is due to the fact that the interaction between the superior and the subordinate is often in the field, and the superior evaluates the subordinate according to what he presents to him in the field.

Table (12): Analysis of the paragraphs of the requirements for achieving effective control

Degree approval	ranking	the weight relative	Values "Sig."	Values "T"	deviation normative	average Arithmetic	Paragraph	NS
big	3	.75,631	0.000	7.957	0.856	3.781	The Ministry's management is aware of the importance of having an integrated control system.	1
big	2	778,542	0.000	7.527	0.842	3.92	Oversight is characterized by lightening the burden on those responsible.	2
big	1	79.514	0.000	4.739	0.958	3.97	Control provides the timely information needed to make decisions.	3
big	4	72,540	0.000	3.932	1.003	3.627	Oversight is carried out by conscientious elements characterized by honesty and integrity.	4
big	5	70.654	0.001	3.391	1.057	3.53	Facilitates communication between the control authorities and the different administrative levels.	5
big	8	69.015	0.000	3.739	0.962	3.450	The control system provides accurate and clear results.	6
big	7	69.025	0.000	4.930	1.004	3.451	The regulatory procedures are flexible.	7
big	6	70.125	0.001	4.394	1.050	3.506	Oversight includes the most appropriate way to deal with deviations in the ministry.	8
big	**–**	**75.37**	**0.000**	**6.172**	**0.654**	**3.768**	**axis as a whole**	

It was found from the previous table that after the requirements for achieving the effectiveness of control, it came with a relative weight of (75.37), which is a (large) degree of approval. The highest paragraph was No. (3), which is (control provides the necessary information in a timely manner to make decisions), and it came with a relative weight (79,514), which is a (large) degree of agreement. This result is attributed to the importance of the information circulated between the head and subordinate in the ministry when carrying out the required tasks, especially since the most obvious nature taken from the ministry's work is that it works in the security field. The lowest paragraph, No. (6), (the control system provides accurate and clear results), came with a relative weight (69,015), which is an agreement (significant). This result is due to the fact that the control system available in the ministry needs to be further strengthened in order to achieve the highest percentage of the examinees' approval. Despite the obtained percentage, the results provided by the control system are important and can be used in the various fields of work in the ministry.

Second: The results of the second question: What is the reality of crisis management from the point of view of workers in the Ministry of Interior and National Security? This question was answered using a test."T" for one sample, as shown in the following table:

Table (13): Analysis of the paragraphs of the crisis management axis

Degree approval	ranking	the weight relative	Values "Sig."	Values "T"	deviation normative	average Arithmetic	Paragraph	NS
big	2	80,000	0.000	11.274	0.742	4.000	In times of crisis, the Ministry's administration maintains that the necessary measures are taken to continue work without any delay.	1
big	6	75.143	0.000	7.104	0.892	3.757	The Ministry's administration determines the necessary needs for the various sites affected by the crises.	2
big	4	76.000	0.000	7.107	0.942	3.800	The Ministry's administration is working to take all necessary measures to mitigate the effects of crises.	3
big	3	76.571	0.000	7.990	0.868	3.829	The Ministry's administration initiates media campaigns on the damage caused by crises.	4
big	4	76.000	0.000	6.023	1.111	3.800	Available The Ministry has a special section, one of its tasks is to monitor indicators of crises.	5
big	1	80.286	0.000	8.882	0.955	4.014	took over The senior management in the ministry pays attention and support to monitoring indicators of crises.	6
big	10	71.429	0.000	4.206	1.137	3.571	Complete A comprehensive survey of the ministry's work environment to identify indicators of the possibility of crises.	7
big	7	.72,571	0.000	5.284	0.995	3.629	Complete Survey the work environment of the Ministry on a regular basis to identify indicators of the possibility of crises.	8
big	9	71.714	0.000	4.765	1.028	3.586	Complete Regularly surveying the external work environment of the ministry to identify indicators of the possibility of crises	9
big	8	72,000	0.000	4.476	1.122	3.600	The Ministry's management is concerned with the processes of classifying and classifying indicators of the occurrence of crises	10
big		**73,429**	**0.000**	**8.517**	**0.660**	**3.671**	**axis as a whole**	

It has been shown from the previous table that the level of crisis management came with a relative weight (73,429), which is a (large) degree of approval. This result is due to the accumulation of experiences obtained by the workers in the ministry as a result of the successive crises that the Gaza Strip has been exposed to in recent

years. The Ministry of Interior and National Security played a major role in dealing with these crises, despite the large percentage as a result, there is a margin of (26.571) as well as to enhance the reality of crisis management in the ministry. The highest paragraph No. (6), which is (the top management in the ministry pays attention and support to monitoring indicators of crises), had a relative weight of (80,286), which is a (large) degree of approval. It will trigger events inside the country because the ministry itself is responsible for stabilizing security and achieving safety for all. The lowest paragraph No. (7), which is (the ministry's work environment is comprehensively surveyed to identify indicators of the possibility of crises), came with a relative weight (71.

The results of the third question: Is there a statistically significant relationship at the significance level (α≤0.05) between administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security? To answer this question, the following hypothesis was formulated: There is no statistically significant relationship at the level of significance (**α≤0.05) between administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security.**
This hypothesis was validated by finding the correlation coefficient, as shown in the following table:

Table (14) Pearson's correlation coefficient between administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security

Indication level	Values "Sig."	correlation coefficient
function at 0.01	0.000	0.901

It was found from the previous table that the correlation coefficient between administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security is statistically significant, and this indicates the existence of a statistically significant relationship at the level of (α≤0.05) between administrative control and crisis management from the point of view

of workers in the Ministry of Interior and National Security. This result is due to the fact that the crisis management process requires effective administrative oversight in terms of ensuring the extent to which plans and strategies are implemented when managing crises and how to deal with them properly, and that the presence of court administrative oversight would enhance good work and correct mistakes constantly made, which would help officials when managing crises. Follow it carefully.

The following sub-hypotheses are derived from the previous main hypothesis:

1. **There is no statistically significant relationship at the level of significance ($\alpha \leq 0.05$) between the organizational structure and crisis management from the point of view of workers in the Ministry of Interior and National Security.** This hypothesis was verified by finding the correlation coefficient, as shown in the following table:

Table (15) Pearson's correlation coefficient between organizational structure and crisis management from the point of view of workers in the Ministry of Interior and National Security.

Indication level	Values "Sig."	correlation coefficient
function at 0.01	0.000	0.774

It has been shown from the previous table that the correlation coefficient between the organizational structure and crisis management from the point of view of workers in the Ministry of Interior and National Security. Statistically significant, and this indicates that there is a statistically significant relationship at the level of ($\alpha \leq 0.05$) between the organizational structure and crisis management from the point of view of workers in the Ministry of Interior and National Security. This result is attributed to the importance of building a sound organizational structure, which is necessary to suit crisis management in terms of the availability of the number of administrative levels and the communication and communication mechanisms between them, and in terms of defining the field of specialization in business and the limits of each job and the tasks required to be implemented.

2. **There is no statistically significant relationship at the level of significance (α≤0.05) between the tools and means of control and crisis management from the point of view of workers in the Ministry of Interior and National Security.** This hypothesis was verified by finding the correlation coefficient, as shown in the following table:

Table (16) Pearson's correlation coefficient between the tools and means of control and crisis management from the point of view of workers in the Ministry of Interior and National Security

Indication level	Values "Sig."	correlation coefficient
function at 0.01	0.000	0.736

It was found from the previous table that the correlation coefficient between the tools and means of control and crisis management from the point of view of workers in the Ministry of Interior and National Security is statistically significant, and this indicates the existence of a statistically significant relationship at the level of (α≤0.05) between the tools and means of control and crisis management from the point of view of workers in the Ministry of Interior and National Security. This result is attributed to the control tools and means, which are considered among the basics of effective and sound control work, through which it is possible to monitor the progress of crisis management operations effectively.

3. **There is no statistically significant relationship at the level of significance (α≤0.05) between the requirements to achieve the effectiveness of control and crisis management from the point of view of workers in the Ministry of Interior and National Security**. This hypothesis was verified by finding the correlation coefficient, as shown in the following table:

Table (17) Pearson's correlation coefficient between the requirements to achieve the effectiveness of control and crisis management from the point of view of workers in the Ministry of Interior and National Security

Indication level	Values "Sig."	correlation coefficient
function at 0.01	0.000	0.866

It was found from the previous table that the correlation coefficient between the requirements to achieve the effectiveness of control and crisis management from the point of view of workers in the Ministry of Interior and National Security is statistically significant, and this indicates the existence of a statistically significant relationship at the level of (α≤0.05) between the requirements to achieve the effectiveness of control and crisis management from the point of view of workers in the Ministry of Interior and National Security. This result is attributed to the importance of achieving the requirements for the effectiveness of control, which is considered one of the postulates and basics of sound control work, which is concerned with the environment and procedures of the control work, risk assessment, information and communications applied, and attention to all the internal details of the work. This will be reflected in the ministry's ability to effectively manage crises.

Fifth: The results of the fourth question: Are there statistically significant differences at the level of significance (α≤0.05) in the responses of the sample members towards the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security - Central Governorate in the Gaza Strip according to the variables (gender, age, years of service)? To answer this question, the following hypothesis was formulated:

There are no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members towards the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security - Central Governorate in the Gaza Strip due to the

variables: (gender, age, number of years of service). The following sub-hypotheses are derived from the previous main hypothesis:

1. **There are no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members towards the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security - Central Governorate in the Gaza Strip due to the gender variable.** This hypothesis was validated by. test T-Test, as shown in the following table:

Table (18): differences in relation to the gender variable

indication	Values Sig."	Values "T"	deviation normative	average Arithmetic	the number	sex	the hub
nonfunction	0.538	-0.619	0.618	3.480	85	Male	Administrative Oversight
			0.707	3.578	15th	feminine	
nonfunction	0.840	0.202	0.641	3.687	85	Male	Crisis Management
			0.688	3,655	15th	feminine	

* Values "T" tabular at the degree of freedom (98) and at the level of significance (0.05) = (2,000)

It has been shown from the previous table that the value of The calculated T" is less than the tabular "T" value in the administrative control axis, and this indicates that there are no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members about administrative control due to the gender variable. And that the calculated "T" value is less than the tabular "T" value in the crisis management axis, and this indicates that there are no statistically significant differences at the level of significance (α≤0.05) among the responses of the study sample members towards crisis management due to the gender variable. This result is attributed to the gender variable that does not affect security work, as the requirements of many aspects of security work in the Ministry of Interior and National Security are based on the same principles and foundations for both genders in terms of tasks and duties.

2. **There are no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members towards the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security - Central Governorate in the Gaza Strip due to the age variable**. This hypothesis was validated by. test One-Way ANOVA, as shown in the following table:

Table (19): differences in relation to the age variable

level indication	Values Sig."	Values "F"	deviation normative	average Arithmetic	the number	Age	the hub
nonfunction	0.077	2,665	0.704	3.466	17	less than 25	Administrative Oversight
			0.610	3.614	50	25-36	
			0.199	2.578	33	37-and above	
nonfunction	0.076	2,685	0.677	3.575	17	less than 25	Crisis Management
			0.630	3.777	50	25-36	
			0.094	2.800	33	37-and above	

* Values "F" tabular at the degree of freedom (2, 97) and at the level of significance (0.05) = (3.130)

It has been shown from the previous table that the value of The calculated F is less than the tabular F value in the administrative control axis, and this indicates that there are no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members about administrative control due to the age variable. This result is due to the fact that the tasks in the field of work of the Ministry of Interior are specialized tasks, and the workers in each field in it have been appointed according to the requirements of the job, which determines the ages of those affiliated with this work as a job requirement upon appointment, and accordingly, any task that is required to be carried out by these specialized workers is subject to For specialized administrative control and does not differentiate between age groups. How much was the calculated "F" value less than the tabular "F" value in the crisis management axis, and this indicates that there are no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members about crisis management due to the age variable. This result is due to the fact that when the crisis

occurs, the ministry needs all its employees and without differentiating their ages, above which there is the need for everyone to contribute to controlling and eliminating the crisis.

3. **There are no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members towards the relationship of administrative control with crisis management from the point of view of workers in the Palestinian Ministry of Interior and National Security - Central Governorate in the Gaza Strip due to the variable number of years of service.** This hypothesis was validated by. test One-Way ANOVA, as shown in the following table:

Table (20): the differences in relation to the variable number of years of service

level indication	Values Sig."	Values "F"	deviation normative	average Arithmetic	the number	Number of years of service	the hub
function	0.004	4.952	0.613	3.888	22	less than 5 years	Administrative Oversight
			0.577	3.348	61	From 5- Less than 16 years old	
			0.694	3.228	17	17 years old - and up	
function	0.015	3.740	0.643	3.962	22	less than 5 years	Crisis Management
			0.596	3.564	61	From 5- Less than 16 years old	
			0.679	3.297	17	17 years old - and up	

* Values "F" tabular at the degree of freedom (2, 97) and at the level of significance (0.05) = (2.740)

It has been shown from the previous table that the value of The calculated F is greater than the tabular F value in the administrative control axis, and this indicates the presence of statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members about administrative control as well as about crisis management due to the variable number of years of service, came in favor of those whose number of years of service (from 5- less than 10 years). This result is due to the fact that the workers in this period have realized and become acquainted with the existing systems, labor laws and control systems, as well as the ways, capabilities and methods of dealing with the crises that occur, especially since after this period of work they have known the limits of their powers and their dealings with events, and their affiliation with the Ministry has already The matter increased, which prompted them

to comply with the oversight bodies in them and to deal and solve any of the crises that occurred.

RESULTS:

The reality of the application of administrative control from the point of view of the employees of the Ministry of Interior and National Security came with a relative weight of (71.32), which is a (large) degree of approval.

The degree of approval of the sample members towards the dimension of the organizational structure came with a relative weight of (72.35), which is a (significant) degree of approval.

The degree of approval of the sample members towards the dimension of the control tools and means came with a relative weight of (74.42), which is a (significant) degree of approval.

The degree of approval of the sample members towards the dimension of the requirements to achieve the effectiveness of the control came with a relative weight of (75.37), which is a (significant) degree of approval.

There is a statistically significant relationship between administrative control and crisis management from the point of view of workers in the Ministry of Interior and National Security, where the correlation coefficient was (90.1%).

There is a statistically significant relationship between the organizational structure and crisis management from the point of view of workers in the Ministry of Interior and National Security, where the correlation coefficient was (77.4%).

There is a statistically significant relationship between the tools and means of control and crisis management from the point of view of workers in the Ministry of Interior and National Security, where the correlation coefficient was (73.6%).

There is a statistically significant relationship between the requirements to achieve the effectiveness of control and crisis management from the point of view of workers in the Ministry of Interior and National Security, where the correlation coefficient was (86.6%).

There are no statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members about administrative control and its relationship to crisis management from the point of view of workers in the Ministry of Interior and National Security due to the variables: (gender, age).

There are statistically significant differences at the level of significance (α≤0.05) between the responses of the study sample members about administrative control and its relationship to crisis management from the point of view of workers in the Ministry of Interior and National Security due to the variables: (number of years of service). And in favor of those whose number of years of service (from 5 to less than 10 years).

STUDY RECOMMENDATIONS:

Giving sufficient powers to employees to carry out their work, provided that the tasks comply with the requirements of the job, through the distribution of tasks and jobs among the employees of the Ministry of Interior.

The need to focus on the use of personal observation and administrative supervision as a control tool, through the practical application of the principles and theories of successful management control.

The control procedures should be flexible, and include the most appropriate ways to address deviations in the ministry, by educating employees about the importance of supervisory work.

Necessity A comprehensive survey of the ministry's work environment to identify indicators of the possibility of crises, from daily studies of the course of events and facts around the ministry.

The need for the Ministry's management to be concerned with the processes of classifying and classifying the indicators of the occurrence of crises, by storing information on a daily basis in computers and a practical study of all crises that occur.

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