

Abstract

The Covid-19 epidemic has brought huge changes in public management. At the same time, it showed enormous gaps in methodical decision-making based on good practice patterns. Many important initiatives were launched and then abandoned, which raises suspicions about the lack of ready management models. However, this should not be the case. The significant professionalization of public administration that has been taking place since the post-communist transformation in the 1990s and the modern possibilities of IT support allow the creation and use of models that will allow for better (faster, more efficient and effective) decision-making and, what is especially important today, better communication of public administration with society.

The first chapter presents the subject and the examined problem in terms of selected management concepts. In particular, the terms "public management" and "crisis management" were analyzed, and crisis events were distinguished and their systematics were made. This chapter also describes the so-called key services, i.e. those that the state should provide at a level satisfactory to citizens in the sense of guaranteeing safety and quality of life. At the same time, it was pointed out that citizens' expectations towards public administration increase, which occurs along with the development of civilization.

The second chapter presents the experience of other countries in the operation of public administration during the Covid-19 epidemic. A key comparison was also made of the reactions and model actions of the analyzed governments. In particular, the approach of the Republic of Taiwan was distinguished, as it used modern technologies in an exemplary manner and communicated very well with its citizens.

The third chapter was devoted to pilot research, in particular the conducted survey, which served to plan the main research process adequate to the title challenge of the dissertation.

The fourth chapter was devoted to main research, which involved conducting in-depth interviews with purposefully selected respondents who were decision-makers in entities involved in key activities related to controlling the COVID epidemic in Poland. These studies were then analyzed for common features and problems.

Chapter five is a proposal of the title model and an analysis of the method of its introduction and use, as well as a proposal of the process of its improvement. Additionally, a number of

measures have been proposed that can be used to evaluate the effectiveness of the model implementation on an ongoing basis.

The sixth chapter describes the research process of model verification. By necessity, the verification analysis is ex-post, but it indicates elements of flexibility that should allow it to be adjusted to the acceptable risk level at a given moment and future situation. The potential for adapting the model using a different risk tolerance and the possibility of deeper use of technology was indicated, which was not fully possible in the current Polish political system, but it is obvious that this progress is changing social and political conditions. In particular, the issue of increasing penetration, collecting and organizing data and creating advanced solutions for their acquisition and use was highlighted.

At the end, the conclusions were systematized and the degree of achievement of the objectives of the dissertation was assessed. Limitations of the conducted research and potential possibilities for future strengthening of the model were also indicated. Problems for further research were also identified.