

# Crisis Management in Public Administration: Lessons from COVID-19

Avery Jackson  
PhD  
Sapienza University of Rome  
Piazzale Aldo Moro, 5, 00185 Roma RM, Italy

Nico Roberts  
PhD  
University of Cape Town  
Rondebosch, Cape Town, 7700, South Africa

Chris Rodriguez  
PhD  
University of Tokyo  
7 Chome-3-1 Hongo, Bunkyo City, Tokyo 113-8654, Japan

**Abstract.** This article investigates the crisis management strategies adopted by public administrations during the COVID-19 pandemic. By analyzing responses from various countries, it identifies effective practices and areas for improvement. The study examines the role of leadership, resource allocation, and inter-agency collaboration in managing public health crises. It highlights the importance of adaptive governance and agile decision-making in unprecedented situations. The research contributes to the field by offering a framework for future preparedness and resilience in public management. The findings underscore the need for continuous evaluation and adaptation of crisis management protocols to enhance public sector responsiveness.

**Keywords:** Crisis Management, COVID-19, Public Administration, Leadership, Resilience

## Introduction

The COVID-19 pandemic has posed unprecedented challenges to public administrations worldwide, necessitating robust crisis management strategies. This paper explores the approaches adopted by various governments in response to the pandemic, focusing on lessons learned and potential areas for improvement. Through an analysis of global responses, the study identifies key factors such as leadership, resource allocation, and inter-agency collaboration that influence crisis management effectiveness. The research emphasizes the importance of adaptive governance and agile decision-making in navigating public health crises. By offering a comprehensive framework for future preparedness, this paper aims to enhance resilience and responsiveness in public management. The findings contribute to the ongoing discourse on effective crisis management, highlighting the need for continuous evaluation and adaptation of protocols.

**This is a preliminary version. To read the full version of the article, please purchase a subscription.**

## References

1. Дідик, О. (2024). Особистий бренд та роль Мохаммеда бін Салмана у контексті формування сучасного політичного ландшафту Саудівської Аравії. Науково-теоретичний альманах Грані, 27(4), 109-121.
2. Balliu, H., Xhixho, E., Abdurkarimova, N., Adylova, N., & Abbasov, N. (2025). Problems and Prospects of Digitalisation in the Field of Jurisprudence to Ensure Cyber Protection of Information. Law, State and Telecommunications Review, 17(2), 34-55.