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Determination of Business Life Characteristics and Expectations of Generation Z Students: The Sample of Ankara University

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ABSTRACT

The concept of generation refers to individuals born in the same years and living the conditions of the same age. There may be differences between generations in the business life characteristics and expectations of individuals who are affected by similar environmental conditions. In the present study, it was aimed to determine the business life characteristics and expectations of generation Z individuals. For this purpose, a questionnaire was applied to the students of Ankara University Health Management Department. In the questionnaire form used, a scale consisting of expressions that will reveal the business life characteristics and expectations of students was employed. The Cronbach’s Alpha reliability coefficient was found to be 0.947 for the 20-item scale used. As a result of the study, it was concluded that Generation Z students mostly preferred to work flexibly, social life is as important as business life, they do not hesitate to use information and communication technologies, do not hesitate to change jobs when necessary, do not like long and tiring working hours and are not inclined to take orders. In line with these results, it has been suggested to make some regulations in educational institutions and workplaces.

### ARTICLE INFO

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### ABSTRACT

Processes are a family of organized events that are systematically linked to each other causally or functionally in accordance with the direction of a program. On the other hand, process management is the way of ordering the production processes in a linear context, providing cost effectiveness, quality and time savings. Due to the specific characteristics of healthcare services, process management applications attain much importance for health industry. This study aims to explain the hospital level of the COVID-19 pandemics with the algorithms of the processes in Turkey. With the developed algorithms, a roadmap was created for the detection, follow-up, treatment and discharge processes of the infection cases. It was observed that the algorithms created with the process management approach contributed functionally to the managers.
Organizational Crisis and its Management: A Research to Determine the Opinions of Ankara University Faculty of Health Sciences Staff

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ABSTRACT

Organizational crisis is an unexpected situation that needs a quick response. Therefore, organizations need a good crisis plan and a team to manage this process well. In crisis management processes, it is important to determine the level of knowledge, perceptions and suggestions of the personnel regarding crisis and crisis management. In this study, it was aimed to determine the viewpoints of the academic and the administrative staff of Ankara University Faculty of Health Sciences on crisis and crisis management. 113 staff working at the faculty constituted the universe of the study, the sample was not selected since the universe is easily accessible, and a total of 81 questionnaires were evaluated. A questionnaire was used to determine the descriptive characteristics of the staff and their viewpoints on certain expressions related to crisis and crisis management. As a result of the study, it was determined that 35.8% of the staff defined the crisis as a special situation that endangered the existence of the institution and required a rapid response, and 67.9% of the staff stated that their motivation decreased during the crisis. It was determined that 55.7% of the staff stated that the crisis strengthened teamwork, 66.7% of the staff stated that the crisis increased internal tensions and conflicts. As a result, from the thoughts of the academic and administrative staff, it has been revealed that they have insufficient knowledge on crisis and crisis management, they do not have knowledge about the crisis management team and the existence of the plan in the institution and the departments they work in, and they have not received any training on crisis management. Accordingly, it is recommended for the institution to organize in-service trainings, to establish a crisis management team and plan in institution and departments.
Demand Forecasting In The Health Sector In Turkey: A Systematic Review

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ARTICLE INFO

Keywords:
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ABSTRACT

This study is a summary of some of the demand forecasting studies conducted on the basis of the health sector and the methods and techniques used in forecasting with an aim of examining the domestic literature. It is also aimed to review the reasons for and the results of the application of demand forecasts in Turkey in health care institutions. Systematic review method was used in the study and it was carried out in accordance with the PRISMA directive. As a result of the literature review, it was observed that there are studies including demand forecasting methods in various sectors such as transport, energy, manufacturing and health. When examined in terms of the techniques used, it was seen that the predictions made with the help of time series analysis and regression analysis, especially moving averages and exponential smoothing are relatively more preferred. The systematic review showed that demand forecasting practices are applied in different subjects for different reasons in the health sector. It can be said that studies mostly focus on predicting patient demand. The research shows the scarcity of researchers focusing on demand forecasting issues in the field of healthcare management. In order to strengthen and develop the field of demand forecasting in the health institutions management literature, it is of great importance to strengthen the number of researchers interested in these issues and the cooperation between these researchers.

Evaluation Of The Work Environment From Employee Perspective: Ankara University Faculty Of Health Sciences Case

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ABSTRACT

The characteristics of the working environment can affect the job performance, motivation and satisfaction level of the employees. It is important how the physical factors of the working environment such as weather conditions, temperature, humidity, lighting and noise are perceived by employees. In this study, it is aimed to determine how the academic and administrative staff of Ankara University Faculty of Health Sciences evaluate the changing work environments by comparing their old and new campuses. Questionnaire form was used as data collection tool in the present study. 113 academic and administrative staff working at the faculty constituted the universe of the study, the sample was not selected because the universe is easily accessible, and a total of 90 questionnaires were evaluated. As a result of the study, it was determined that the staff generally evaluated the new campus (Keçiören) with a higher score compared to the old campus (Dikimevi), and the moving of the workplaces affected their social activities, transportation speed and costs to the workplace. In line with the study findings, suggestions have been made to improve the working environment.