

SUMMARY OF THESIS

Title: Regulation and organization of the emergency services and the civil protection system: design of an asymmetric multifunctional and multifactorial system

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Outstanding rating cum laude

Although civil defense historically has been limited to cases of serious risk or disaster, today's society is subject to a host of risks, both anthropogenic and natural, factors which are necessary to manage and respond to its consequences, once produced the causal fact, which are necessary to manage and respond to its consequences, before, during and after producing the causal fact, which is the incident.

Under the heading of emergency services, today are also included the civil protection, so it is understood that the first concept includes the emergency medical services, prevention services, firefighting and rescue, the maritime rescue and civil protection.

This thesis focuses its object of study in the management of emergency services and provides mainly three aspects: firstly, an adaptation of the general theoretical framework of organizations, to the specific sector of emergencies; and secondly, the asymmetric design of a qualitative method of evaluation of emergency services organizations and, finally, the characterization of a new asymmetric multifunctional and multifactorial management system for emergency services.

The study is mainly structured in five parts: the first, on the subject of study and historical background. The second, which discusses the sociological, organizational, legal, educational and operational framework. In the third, is made an analysis of organizational systems existing in the State's emergency services. To do so, it has been designed a system of qualitative evaluation and analyzed more than 4,000 indicators. In the fourth, becomes a study compared with 20 countries and analyzed more than 500 indicators. In the fifth, a particular system is characterized and is advised

With this new system it will be possible to get a better adaptation to the demands of the user and the evolution of society in this field; it will be more effective, closer and professional, which will mean greater efficiency in management, a greater satisfaction of users and a more sustainable system, socially and economically.

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