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Public Perception towards Punjab Emergency Service (Rescue 1122): A Case Study of District Multan, Punjab, Pakistan

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ABSTRACT

The objective of the present study was to examine the public opinion towards Punjab Emergency Service Rescue 1122 among general community. A total number of 600 respondents including both males and females from six towns of Multan District participated in this study through convenient sampling. Structured interview schedule was used as a tool for data collection from respondents. A 5-point likert type scale very satisfied=1; somewhat satisfied=2; Neither Satisfied nor Dissatisfied=3; somewhat Dissatisfied=4; Dissatisfied=5 was used to gather responses from the general public. Descriptive statistics was used to describe the data in frequency distribution, percentages, mean, and standard deviation. The data was analyzed through Statistical package for social sciences (SPSS) 24 version. Results indicated that majority 95% of the respondent swereaware about the services of Punjab emergency rescue 1122. Mostly 75% of the respondents reported that they were satisfied with the services provided by rescue 1122. The Respondents were satisfied with the behavior and first aid services provided by rescue 1122 department. About 52% respondents expressed that they were satisfied with the way of shifting by the rescue workers. Themajority 61% of the respondents weresatisfied with the free helpline service of Rescue 1122 department. The majority 72% of the respondents fully appreciated the initiative of Punjab Government to establish Rescue services for general public. About 58% respondents showed their interest to adopt Punjab emergency rescue 1122 department as a profession. Overall, people were satisfied by the services of Punjab emergency rescue 1122 department. There is a need to extend its services in other provinces.

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1. Introduction

In the modern era everybody is in great hurry, which in result causes worry and accidents. Sometime these accidents are so much severe even that cause death at the spot. Every country makes efforts to overcome these types of accidents. To overcome these problems the Punjab government launched a service of rescue 1122 that is performing its duties in a well-mannered way. Disaster management after the division of sub-continent was transformed into an autonomous civil government developed disparate divisions in Pakistan. In 1958 Calamity Act dominantly stressed over emergency and developed relief commission at ordinary stage and Emergency Relief Cell in agency secretariat. ERC deals with the post-catastrophe circumstance and other consistent emergency administrations, for instance, Police, Fire Service, Civil Defense Agency, Federal Flood Commission and Metrological office, Crises Management Cell, were the critical establishments for emergency management. The interior Ministry of Pakistan took initiative of 1122 in 2004 (Asif, 2012).

The emergency service plays a vital role to establish a safer community. All over the world, deterrence and communicable awareness are mainly concentrated; consequently the emergency service is the basic necessity of every individual of the country also necessities and it is to make this basic right available. Like other developing states the emergency services is being ignored in Pakistan. The patients are taken to the hospitals by families or by passer sling on private or readily accessible conveyance. The rescue itself is not a short terminology, it is the widespread conception. Rescue is a worldwide program and playing a great contribution for the safety of the people. The European countries took the initiatives of the rescue services (Barid, 2010).

Emergency Service 1122 was started in Lahore in 2004 and Dr. Rizwan Naseer was its founder. In the realm the PESR 1122 signifying the model of integrated emergency service. The PESR 1122 is providing the facility of emergency, water rescue, disaster management, fire rescue, community safety and animal rescue. Moreover it also has introduced the motorbike rescue and primary and secondary health care units. In a short period these all developments took place under the energetic and foresight leadership of Dr. Rizwan Naseer. According to Dr. Rizwan Naseer, the 1122 is largest charitable service in Pakistan. After the effective performance of rescue 1122 in Lahore, it has been launched in all 36 districts of Punjab and also facilitating other provinces with technical assistance (Aslam, 2008).

According to an estimate all 36 districts of Punjab have 90 million populations setting the facilities of emergency services which have rescued disasters through its rescue, fire facilities, emergency ambulance and public emergency retort teams. The rescue team usually takes seven minutes in reaching at the disaster place. In 2006 the Punjab Emergency Service Act was propagated to allow concealment for emergency service development originated in 2004 from Lahore (Express, 2006). District coordination officer also worked as chairman. General operations, was monitoring to make sure consistency and excellence between all districts, staffing and training, research and improvement, all the responsibilities of the director general, are to perform the duty of a Chief Executive of the organization. The main purpose of the "Rescue 1122" is to facilitate the emergency victims by timely emergency care as well as, they have faith in "saving lives and changing minds" (Rescue.gov.pk)

The Government of Punjab launched the PESR 1122 model project in Lahore on 14th October 2004. At that time in Pakistan, the Rescue 1122 accepted the task of establishing an up-to-date disaster emergency and fire service teams. Subsequently, the success of trail project in Lahore provided basis for establishing the service in other districts of Punjab like Multan, Sialkot, Gujranwala, Rawalpindi, Sargodha, Dera Ghazi Khan, Faisalabad, Sahiwal, Rahim Yar Khan, Murree and Bahawalpur. In all cities the

fire and rescue services were established from 2007, which had been required for a long time before. The 1122 is much more trustable service to overcome the incidents. Khatak (2014) found that Rescue 1122 was an extraordinary service that was protected the people without any cost. The Local Government was likewise offering need to Rescue 1122 on justifying grounded arrangement alongside refreshed emergency supplies. Similarly Khatak (2014) found that common government was additionally offering need to emergency amenities in wake of terroristic assaults in the territory (Jillani, 2014).

2. Methods

The current research was conducted in six towns of Multan including (i) Shah Rukan E Alam Town, (ii) Shair Shah Town, (iii) Bosan Town, (iv) Musa Pak Shahed Town, (v) Shujabad Town, and (vi) Jalalpur Pir Wala Town. A total number of 600 respondents including males and females participated through simple random sampling. The researchers used the structured interview schedule for data collection in which demographic information, awareness about the Rescue 1122 service and satisfaction with rescue facilities were retrieved. A 5-point Likert type scale Very Satisfied=1; Somewhat Satisfied=2; Neither Satisfied nor Dissatisfied=3; somewhat Dissatisfied=4; Dissatisfied=5 was used to gather responses from the general public. The interview schedule was discussed with two senior professors having more than 15 years' experience of working at Faculty of Social Sciences, Bahauddin Zakariya University Multan, Pakistan. It was reviewed to combine suggested improvements. Descriptive statistics were used to describe the data in percentages, frequency distribution, mean, and standard deviation. The data were analyzed through Statistical package for social sciences (SPSS) 24 version.

3. Results

Table I. Demographic Information Of The Respondents (N=600)			
VARIABLES	FREQUENCY (%)	VARIABLES	FREQUENCY (%)
Age of the respondents		Language	Frequency (%)
Under 25	395(65.8%)	Saraiki	226(37.7%)
25-40	132(22.0%)	Urdu	201(33.4%)
40-55	60(10.0%)	Punjabi	173(28.8%)
>55 Years	13(2.2%)	Education level of the respondents	
Gender		Informal education	38(6.3%)
Male	339(56.5%)	School level	159(26.5%)
Female	258(43.0%)	College level	193(%)
Residential area of the respondents		University level	205(34.2)
Urban	312(52.1%)		
Rural	288(48.0%)		

Table number 1 showed that there were 600 respondents, 395(65.8%) of the respondents were under 25 year of age while 132(22.0%) of the respondents were aged between 25-40 years. Similarly 60(10.0%) respondents were aged between 40-55 years and 13(2.2%) respondents were greater than 55 years. So majority of the respondents were under 25 years of age. The majority 339(56.5%) were males while 258(43.0%) were females. Out of 600 respondents, majority 312 (52.1%) of the respondents belonged to urban areas while 288(48.0%) belonged to rural areas. In this study majority 226(37.7%) respondents language was Saraiki while 201(33.4%) were Urdu speakers and 173(28.8%) were Punjabi speakers. Out of 600 respondents, 38(6.3%) respondents' education level was informal education while majority 159(26.5%) respondents' level of education was school level, 193() and 205(34.2) respondents' was university level.

TABLE II. DESCRIPTIVE STATISTICS				
Sr.No	Statements	N	Mean	Standard Deviation
1.	Are you satisfied with the performance of Rescue 1122?	600	1.3133	.63442
2.	Are you satisfied with the facilities delivered by Rescue 1122?	600	1.4517	.68199
3.	Are you satisfied with the free service of Rescue 1122?	600	1.4717	.73944
4.	Are you satisfied with Rescue 1122 response time?	600	1.9617	2.40204
5.	Are you satisfied with the behavior of rescue workers?	600	1.8400	1.04061
6.	Are you satisfied with the first aid provided by rescue workers?	600	1.7200	1.11670
7.	Are you satisfied with the way of shifting of Rescue 1122 service?	600	1.7583	1.04806
8.	Are you satisfied with the Toll Free helpline of Rescue 1122?	600	1.6367	1.03106
9.	Are you satisfied with the Rescue 1122 Call response?	600	1.8617	1.30845
10.	Are you satisfied with the code of ethics and sympathetic behavior of Rescue 1122?	600	1.7867	2.41610
11.	Are you satisfied with performance of Rescue 1122 of your own city?	600	1.5733	.96929
12.	Are you satisfied with the speed of rescue 1122 vehicles and there inner calm environment?	600	1.5967	.89367
13.	Have you ever seen the rescue service in narrow streets and roads? By having satisfied with the work?	600	1.7100	.90218
14.	Are you satisfied with the service of Rescue 1122 during various disasters like flood, earthquake	600	1.6367	.86751

	etc?			
15.	Are you satisfied with the mechanism of vehicles of all services of Rescue 1122?	600	1.7033	1.01999
16.	Is the Punjab Emergency Service Rescue 1122 a good initiative?	600	1.2983	.58871
17.	Do you agree that Punjab Emergency Services Rescue 1122 should be extended?	600	1.5017	.78167
18.	Do you agree that there should be an emergency track for Rescue 1122?	600	1.6433	.95620
19.	During driving do you quickly give way to the vehicles of Rescue 1122?	600	1.7950	.97702
20.	Have you ever faced any gender or racial discrimination regarding this service?	600	2.8150	2.56028
21.	Do you feel Punjab Emergency Service Rescue Service 1122 is better than any other emergency services?	600	1.7083	.98398
22.	Do you agree that Rescue 1122 is free from corruption?	600	1.9783	1.16768
23.	Do you agree that young generation should adopt Rescue 1122 as a profession?	600	1.6717	1.02255

Scale= Very Satisfied=1; SomewhatSatisfied=2; Neither Satisfied nor Dissatisfied=3; Somewhat Dissatisfied=4; Dissatisfied=5

The Respondents were asked the multiple questionnairesstatements regarding community perception towards Rescue 1122 Multan. Majority ($\mu=1.3133$)of the respondents were 'Very Satisfied' with Rescue 1122 performance. They were 'Very Satisfied' with the amenitiesdelivered by Rescue 1122 ($\mu=1.4517$).The respondents were 'Very Satisfied from free amenities of Rescue 1122 ($\mu=1.4517$). They were 'Very Satisfied from the response time of Rescue 1122 ($\mu=1.9617$). Theywere 'Very Satisfied' with the first aids provided by Rescue 1122 workers ($\mu=1.7200$). They were 'Very Satisfied' with the response time of Rescue 1122 ($\mu=1.8533$). They were 'Very Satisfied' with the way of shifting of Rescue 1122 ($\mu=1.7583$). Theywere 'Very Satisfied' with the toll free helpline of Rescue 1122 ($\mu=1.6367$). Theywere 'Very Satisfied' with the call response of Rescue 1122 ($\mu=1.8617$). Theywere 'Very Satisfied' with the code of ethics of Rescue 1122 workers ($\mu=1.7867$).Theywere 'Very Satisfied' with the performance of Rescue 1122 workers ($\mu=1.5733$).Theywere 'Very Satisfied' with the speed and inner environment of Rescue 1122 vehicles ($\mu=1.5967$).Theywere 'Very Satisfied' with the work of Rescue 1122 in narrow streets and places ($\mu=1.7100$).Theywere 'Very Satisfied' with the services of Rescue 1122 during disasters ($\mu=1.6367$).Theywere 'Very Satisfied' with the mechanism of vehicles of Rescue 1122 ($\mu=1.7033$).

Theywere 'Very Satisfied' that Rescue 1122 was good initiative of government ($\mu=1.2983$).Theywere 'Very Satisfied' that people did not face any gender or racial discrimination of Rescue workers ($\mu=2.8150$).

4. Discussion

Subsequent to gathering and dissecting the information through SPSS covering all inquiries got some information about the general population impression of Rescue 1122, the specialists discovered after discoveries. The youngers respondents (<25) were more satisfied with the services of 1122 than

the older (26-40). The guys respondents provincial regions had less understanding about the Service, be that as it may, the respondents from urban regions had positive sentiment about working; working with rescue specialists like Rescue 1122. The respondents of provincial and urban regions similarly trusted that exclusive Rescue 1122 could give them crisis restorative care at the critical moment.

The scientists inferred that as the guys regularly invested their energy outside the homes; did work openly and with private establishments, so they might have manufactured their feeling about Rescue 1122. Tuning in to news publicized on TV slots or distributed in daily papers or they may have benefited the fire; rescue and therapeutic administrations in critical moment. Moreover, the respondents aged under 25 lived in urban regions has more encouraging conclusion about Rescue 1122 when contrasted with a similar age aggregate living in rustic zones. The experts presumed that as the young living in city had more stations of data including TV stations; links, articles, ads distributed in daily papers or the news so they may have developed their positive picture of the Rescue 1122 in their attentions and the respondents of similar age living in country zones had least chances of getting data so they couldn't develop their so solid sentiment. **CONCLUSION**

It is a basic right of everyone to know the information and to manufacture his feeling regarding the particular issue. As per Phillips Davison (2014), individuals get data from various sources including assessment pioneers, who give their supposition on various issues and the general population is affected by their feeling. Davison, notwithstanding, expressed that conclusion pioneers were not kept to simply powerful people; rather supposition pioneers can be the people, who are trained by others. This exploration depends on conclusion/impression of the general population about Rescue 1122; notwithstanding from where they have fabricated their sentiment either from assessment pioneers; news or talks appearing on TV slots or distributed in daily papers. Out of the aggregate 600 populace of the review think about underhand, the majority of the participants gave exceptionally encouraging feeling about Rescue 1122. The urban respondents had a positive picture of this Service when contrasted with the respondents living in country regions. Hence, the specialists found the theories for this investigation demonstrated genuinely.

5. Recommendations

- The Rescue 1122 service should functional in rural as well as urban areas throughout the country.
- The Rescue 1122 service ought to use media to make familiarity with this facility between nationals living in provincial territories.
- The Rescue 1122 ought to teach group individuals particularly of rustic zones about working of the Service.
- The Rescue 1122 ought to likewise tactic senior nationals, who frequently assume part of assessment pioneers in provincial regions, and instruct them about reason; objectives and targets of Rescue 1122 and solicit their help with achievement from respectable motivation.

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