

## **Community view to Punjab Emergency Service Rescue 1122: Achievements and Challenges.**

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### **Abstract**

*The study based about community point of view regarding Punjab Emergency services (Rescue 1122). The main objective of the study is to examine the Punjab services Rescue 1122 and also analyze round about 500 target population accomplishments of Punjab Emergency Services Rescue 1122 to evaluate through SPSS which challenges faced by the Rescue. It showed that the Rescue 1122 performance for the Development of Punjab Emergency service community program (PESCP) by manufactures public emergency reply sides. However, its unique pilot project has been extended at SAARC countries to utilize facilities/expertise from the Pakistani experts Rescue 1122. Structured interview schedule was used as a tool for data collection from respondents. A 5-point likert type scale strongly disagree=1; somewhat disagree=2; No opinion=3; somewhat Agreed=4; Strongly disagreed=5 was used to gather responses from the public/employees opinion. Descriptive statistics was used to describe the data in frequency distribution, percentages and cumulative percentage. The data was analyzed through Statistical package for social sciences (SPSS). Results indicated that majority 88.2% agreed Public of Punjab think that the purpose of image building through different types of tools finished communication of the Punjab emergency Service rescue 1122. Mostly 88.2 percent of the respondent were have had no opinion that Rescue 1122 should also tactic oldest people, who*

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*often play role of view leaders in rustic areas, and instruct them around determination; objectives and goals of Rescue 1122 and request their helper in achievement of honorable reason. The majority 76.4 percent of the respondents out of five hundred were needs rescue service 1122 expand in other provinces of Pakistan. Majority 76.2% of the respondents were agreed that increasing population also develop trial since lack of capitals which includes through terrestrial admission to the losses and scarcity of life redeemable medications. The majority 76.2% of the respondents agreed that assertion of the rescue workers are 6-10 years of experience. It needs to extend its services to other unites of Pakistan.*

## **1.1 Introduction**

At the first time the Government of Punjab (Pakistan) had launched a pre-hospital emergency service Rescue 1122 to provide initial ambulance service to the people of Lahore since 2004. Lateron, it has extended other districts of Punjab Province (Pakistan). This pilot project is unique of the greatest distinctive model & prominent emergency services of SAARC (South Asian Association for Regional Cooperation). Whereas, remaining provinces are interested to gain technical assistance to launch this rescue service. However currently the Sindh government has be able to purchase 288 ambulances and World Bank sanctioned 70\$ million dollar for rescue services quickly response every 10-km on emergencies. (Anwar, 2022). It is further mentioned here that about maintainable disaster service, Afghan D.G. Disaster Administration Consultant also interested for help from Pakistan to tackle natural disaster to manage in Afghanistan (Jam Sajjad Hussain, Ahsan Akhter Niaz, 2015). The Rescue 1122 also provides other services water rescue, firefighting etc. within 7-minutes. This organization also introduced motorbike ambulance service for rescue of road accident and streets (rescuegov.pk, 2019).

In Pakistan although the government had taken several steps to develop emergency management system one of the most is that civil defense was extended to embark on defensive measures against natural disaster like earth quick and floods losses.

Regrettably the effective measures did not sustain emergency management system for a long time. However, Dr. Rizwan Naseer is the pioneer of rescue 1122 had taken several initially steps prior to commence of rescue 1122 to renew already functioning emergency organizations like municipal fire brigades and public defense ambulance facilities by govt. and Pvt. Sector. The patrolling police and helpline police 15 and patrolling police improve to organize catastrophes in different metropolitan area. Whole processes were supported by UN development program (Dr. Rizwan Naseer, D.S., 2020).

Due to extra ordinary performance of rescue 1122, the health department handover all its ambulance to rescue 1122 since 1<sup>st</sup> February 2017 for the purpose of transfer critical patients from primary and secondary healthcare facilities for health care. Further need to improvement and assure uniformity at International standards of emergency services among SAARC countries. An other help line i.e. 1192 which is flung May 2019, specific in lieu of reunite lost victims of misfortunes, tragedies and emergencies. In October 2019 Pakistan rescue team of emergency services academy declared her qualified 1st among the rescue lineup in South Asia (Waseem, 2011).

## **1.2 Statement of Problem**

The Management of Punjab Emergency Services Rescue 1122 faced administrative and social challenges during performing their duties. Discover the effects on socio-Political and Administratively tasks faced by the Rescue 1122 given that in services. Which, factors that applied the Rescue 1122 official/officer to work normalize and prominent to job anxiety.

## **1.3 Hypothesis**

Absence of job gratification is making the challenges for fronted by the Rescue 1122 employees.

## **1.4 Objective of the study**

The key objective of the research study is mentioned on the following manner:-

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1. This research has designed to analyze attainments of Punjab Emergency Services Rescue 1122 evaluating through SPSS which challenges faced by the Rescue
2. After showing that the Rescue 1122 suggestive performance for the Development of Punjab Emergency service community program (PESCP) by manufactures public emergency reply sides.
3. Punjab Emergency Service Rescue 1122 to give recommendations as well as for extra federal unites of Pakistan.

### **1.5 Research Questions**

1. Either legitimate or implement the rules prescribed in Punjab Emergency Service Act 2006, and also essential to indicate challenges faced by Rescue 1122.
2. Whichever it is authoritative toward define attainments received through Rescue 1122 in this study?

### **1.6 Method of Research**

This research is conducted to identify challenges of Rescue 1122 (or Public) during services faced by employees in the arena where they were going rescue included administrative structure as well. Inventively the target of population of the study research is 500 employees and public around Rescue 1122 those are involved during delivering services to the face the public directly. However, sample size of target population selected by the stratified sampling approach and permission from the executive should be getting as soon as possible. Descriptive statistics is to be utilized to define the percentages of facts, standard deviation and occurrence distribution mean. Data will be examined through Statistical Package for Social Sciences (SPSS).

### **1.7 Literature Review**

(Dr. Kamran Ishfaq, Muhammad Imran & Zahid Zulfiqar, 2020), pointed out in research article entitled public opinion regarding

Punjab Emergency Service Rescue 1122. Regarding this article the writers conducted a survey study on 5-point likert scale through questionnaire, which is based on both male and females from Multan district. After collection facts and figures the records analyzed through SPSS (Statistical Package for Social Sciences). Generally majority of the respondents 72% out of 600 were satisfied with the health facilitation of the department of Punjab Emergency Rescue 1122. This services is to be extended other parts of Pakistan.

(JAMSHIDI, 2019) put a light for coordination on humanitarian ground between Rescue 1122 (pre-hospital medical emergency services) and Hospital. The writer further mentioned in his article to make mechanism exchange services responsibility from one to another department. Without any hurdle two major community services interchange their job description that can possible when both are in order to give emergency response for every patient. Target study to fill-up gape between pre-medical health facility and hospital.

(Amber Mehmood, 2018) He has conducted a research for accountability of deficiency in organization regarding this writer used tool for assessment after that fix the responsibility for streamline the standardization of health policy. This method also provides flexibility in health system for making policies and monitor growth. Mr. Hussain told that if any patient take up initially medical assessment

(Farrukh, 2018), argued that Rescue 1122 responded roundabout 3.2 billion last 5-years in Punjab and rescued 3.7 million as per official data 2013-2017. It showed that the road accident increase day by day.

(Mohammad Sorni, 2018), the study showed that the pre-hospital emergency services faced crucial emergencies in case of disaster management and also other cycle of disaster management confronted several challenges during role of performing in the filed as well as management. Regarding this a qualitative analysis were arranged after recognition some following challenges in the filed: communal, infrastructural, distribution system and information collection challenges included

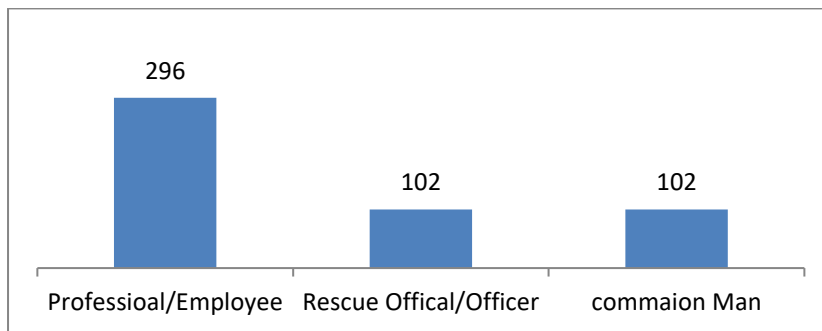
premedical care. It required advancement in the infrastructure, workshops arrangement for training to the staff and publicity for awareness to the public.

### 1.7 Data Analysis

This descriptive study based on qualitative statement survey in the logic of public opinion which is categorized in Professional/Employee, Rescue Official/Officers and common man. Therefore the following percentage has been shown after analyzing the data through Statistical Package for Social Sciences (SPSS), the target population is 500.

#### Frequency Distribution of Respondents in respect of Occupation

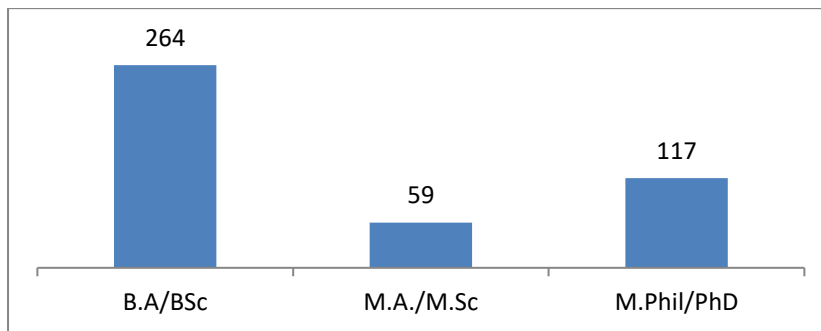
Public	Frequency	Valid Percent	Cumulative Percent
Professional/Employee	296	58.7	59.5
Rescue official/officer	102	20.2	79.8
common man	102	20.2	100.0
Total	500	100.0	



The data anticipated in this figure and table out of the 500 defendants common of the respondents 296 (58.7%) were going to employee, whereas 102(20.2%) related to Rescue Officer/official only 102(20.2%) remained to common man. So majority 58.7 percent of the respondents were Professional/Employee.

**Frequency Distribution of Respondents in respect of Education**

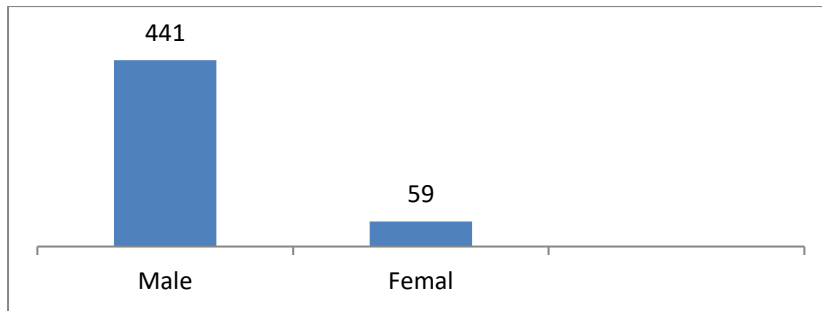
<b>Program</b>	<b>Frequency</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
B.A./B.Sc	264	52.4	53.2
M.A./M.Sc	59	11.7	64.9
M.Phil/PH.D	177	35.1	100.0
Total	500	100.0	



The data showed in above table and Figure available of the 500 plaintiffs common of the defendants 264 (52.4%) were going to BA/BSC, though 59(11.7%) were have to be placed Rescue Officer/ official and 177 (35.1%) were going to common man. Thus 52.4 percent majority of the respondents were BA/B.Sc level.

**Frequency Distribution of Respondents in respect of Gender**

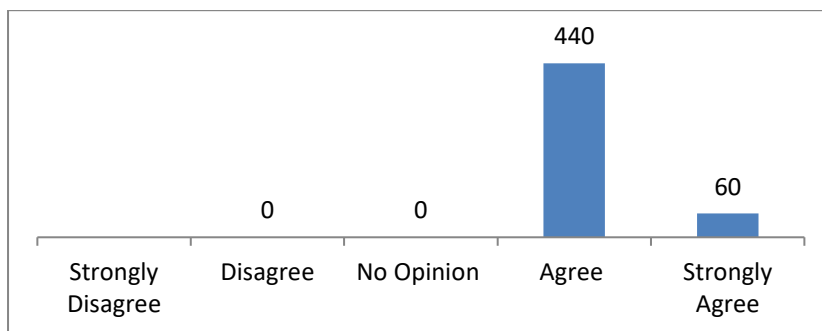
<b>Gender</b>	<b>Frequency</b>	<b>Valid %</b>	<b>Cumulative Percent</b>
Male	441	88.2	88.2
Female	59	11.8	100.0
Total	500	100.0	



The above mentioned table and figure prescribed obtainable of the 500 mainstream of the defendants 441 (87.5%) remained to sex characteristics Male folder, but only 59 (11.7%) remained to Female file programme. So mainstream of the defendants 88.2 percent male.

**Frequency Distribution of Respondents with respect the (PES) Rescue 1122 should focus on rural areas for its image building through different tools of communication.**

Scale	Frequency	Valid Percent	Cumulative Percent
Agree	440	88.0	88.0
Strongly Agree	60	12.0	100.0
Total	500	100.0	



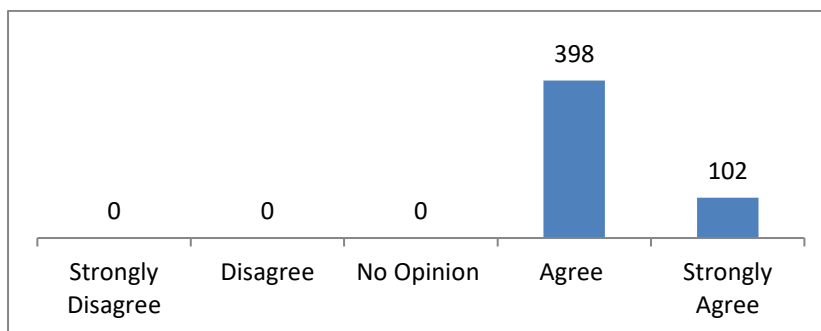
The data showed in table and figure for the Purpose of this question to get opinion of the public, professional, Rescue 1122 Officer/Official throughout Punjab that Rescue 1122 focused on



Rural Area for their image structure with dissimilar gears of statement. Five scales were given public as already mentioned above, out of five options one option was given them 440 (88.0%) respondents 'agreed', while 60 (11.9%) respondents strongly agreed it means public of Punjab think that the purpose of image building through different types of tools finished communication of the Punjab emergency Service rescue 1122, hindered percent agreed.

**Frequency Distribution of Respondents with respect to the E.S. of (Rescue 1122) should educate community members especially of rural areas about functioning of the service**

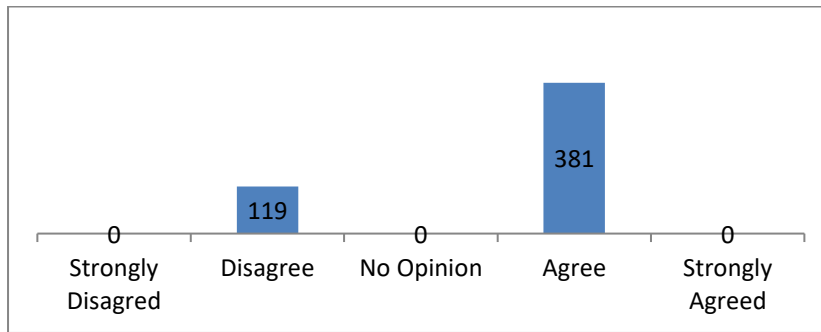
Scale	Frequency	Valid %	Cumulative %
Agree	398	79.6	79.6
Strongly Agree	102	20.4	100.0
Total	500	100.0	



After analyzing the data the table and figure indicated that 398 (79.6%) respondents out of 500 agreed that the rescue 1122 emergency services should be educated especially in rural areas where they exercise their services. On the other hand only 102 (20.4%) respondents strongly agreed to educate Rescue 1122 workers as if they functions their duties in rural areas. However no any single respondents to have opinion the above mention statement. The majority 79.6% defendants agreed that the E.S. Rescue 1122 educate public followers especially of rustic parts operative of the facility.

**Frequency Distribution of Respondents in respect of the Rescue 1122 should utilized media to create awareness of this service among citizens living in rural areas.**

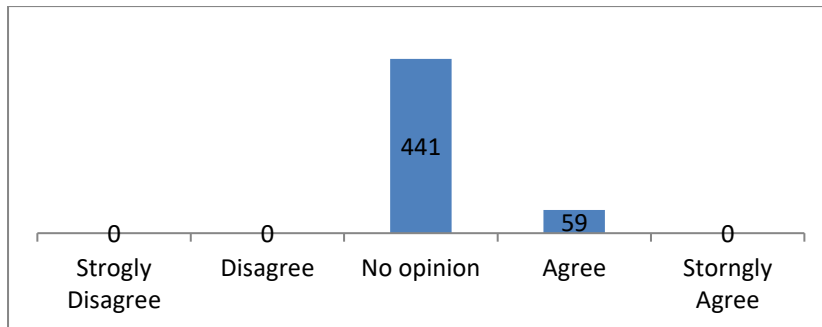
Scale	Frequency	Valid%	Cumulative%
Disagree	119	23.8	23.8
Agree	381	76.2	100.0
Total	500	100.0	



The above mentioned table and figure showed that 23.8 % plaintiffs disagreed and 76.2% plaintiffs rarely agreed. 76.2 % defendants agreed that Rescue 1122 should use broadcasting to make consciousness of facility amongst populations living in rural areas.

**Frequency Distribution of Respondents in respect of the Rescue 1122 should also approach senior citizens, who often play role of opinion leaders in rural areas, and educate them about purpose; goals and objectives of Rescue 1122 and ask their assistance in accomplishment of noble cause**

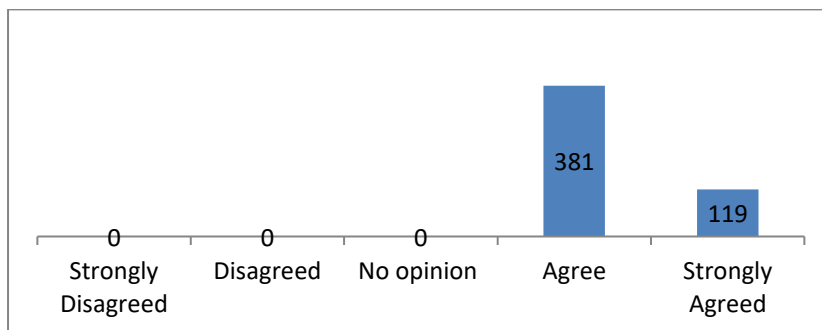
Scale		Frequency	Valid Percent	Cumulative Percent
Valid	No Opinion	441	88.2	88.2
	Agree	59	11.8	100.0
	Total	500	100	



The table and figure showed that 88.2% of the defendants have no opinion & 11.8% of the plaintiffs agreed while other options had shown zero percent. The majority 88.2 percent of the respondents were no opinion that 1122 should also method elder inhabitants, who often play role of opinion leaders in rural areas, and educate them about purpose; goals and objectives of Org. 1122 and ask their assistance in accomplishment of noble cause.

**Frequency Distribution Respondents in respect of most of the rescue worker are 6-10 years of experience**

Scale	Frequency	Valid %	Cumulative %
Agree	381	76.2	76.2
Strongly Agree	119	23.8	100.0
Total	500	100.0	



The above table and figure shows that 76.2 % of the defendants agreed & 23.8% of the offenders agreed while remaining options like strongly disagreed, disagreed n opinion have had shown zero

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percent. The majority 76.2% of the plaintiff agreed by the declaration that most of rescue workers are 6-10 years of experience.

**Frequency Distribution of Respondents in respect of rescue workers different qualification and skills as per required their jobs description**

Scale	Frequency	Valid Percent	Cumulative Percent
Strongly Disagree	60	12.0	12.0
Disagree	59	11.8	23.8
Agree	381	76.2	100.0
Total	500	100.0	

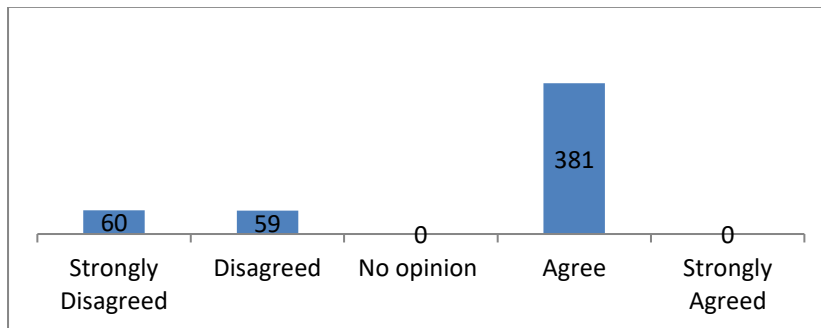
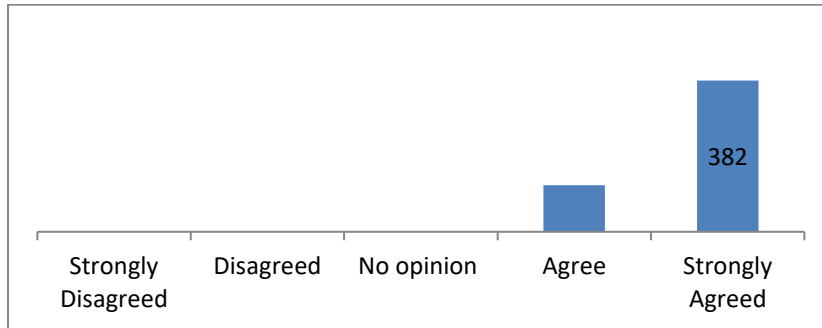


Table and figure data showed that 76.2% of the defendants agreed & 12% of the plaintiffs strongly disagreed, while other options had shown 11.8 percent. However the other remaining options data shows zero percent response. The majority 76.2 percent of the respondents were agreed with the statement that rescue workers different qualification and skills as per required their jobs description.

**Frequency Distribution of Respondents in respect of Rescue service stills needs to expand in other provinces of Pakistan**

Scale	Frequency	Valid%	Cumulative%
Agree	118	23.6	23.6
Total	500	100.0	



The data shows in table and figure that 23.6 percent were agreed and 76.4 percent of the respondents were strongly agreed that Rescue service stills needs to expand in other provinces of Pakistan then and there others were shown response zero percent. The majority 76.4 percent of the respondents out of five hundred were needs rescue service 1122 expand in other provinces of Pakistan.

**Frequency Distribution of Respondents with respect to Extreme traffic and single roads become challenge for rescue workers in timely response to victim**

Scale	Frequency	Valid %	Cumulative %
Strongly Disagree	60	12.0	12.0
Disagree	59	11.8	23.8
Agree	59	11.8	35.6
Strongly Agree	322	64.4	100.0
Total	500	100.0	

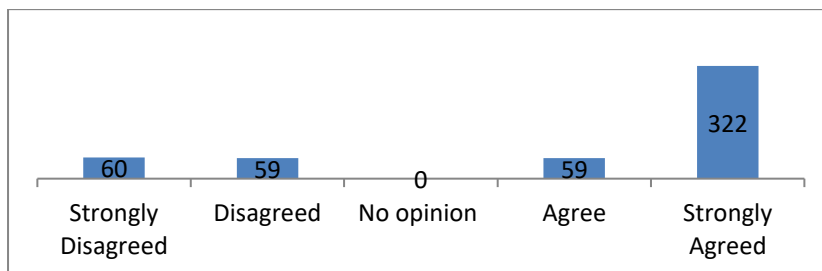


Table and Figure indicate that 12.0 percent plaintiff strongly disagree & 11.8% plaintiffs disagreed and 11.8 percent respondents were agreed while 64.4 of the respondents were strongly agreed the extreme traffic plus one way road become challenge for 1122 workers that is hurdle to quick response to victim. Third option had shown zero percent response. The majority 64.4 percent of the respondents were strongly agreed Dangerous road traffic and lone ways develop trial for rescue employees in appropriate reply to prey.

**Frequency Distribution of Respondents with respect rescue workers provides the pre-medical care service without any discrimination of color cast or religion**

Scale	Frequency	Valid %	Cumulative%
No Opinion	59	11.8	11.8
Agree	381	76.2	88.0
Strongly Agree	60	12.0	100.0
Total	500	100.0	

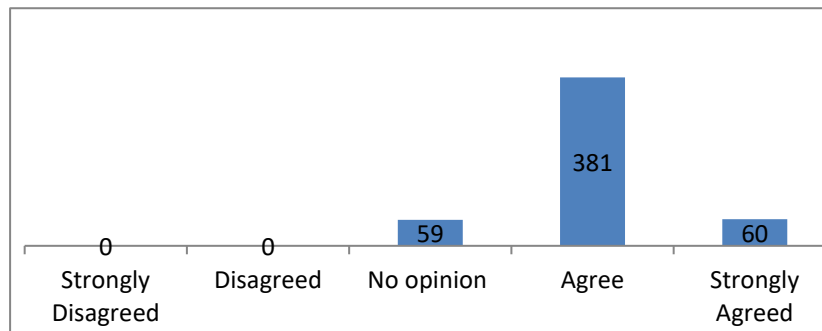


Table and Figure indicate that 12.0 percent replied strongly disagree & 11.8% of the respondents disagreed then 11.8% respondents were agreed while 64.4% of the respondents were strongly agreed the extreme traffic plus one way road become challenge for 1122 workers that is hurdle to quick response to victim. Third option had shown zero percent response. The

majority 64.4 percent of the respondents strongly agreed the above mentioned statement.

**Frequency Distribution of Respondents with respect increasing population also become challenge because of lack of resources which includes by land access to the victims and shortage of life saving medicines**

Scale	Frequency	Valid %	Cumulative %
Strongly Disagree	60	12.0	12.0
Agree	381	76.2	88.2
Strongly Agree	59	11.8	100.0
Total	500	100.0	

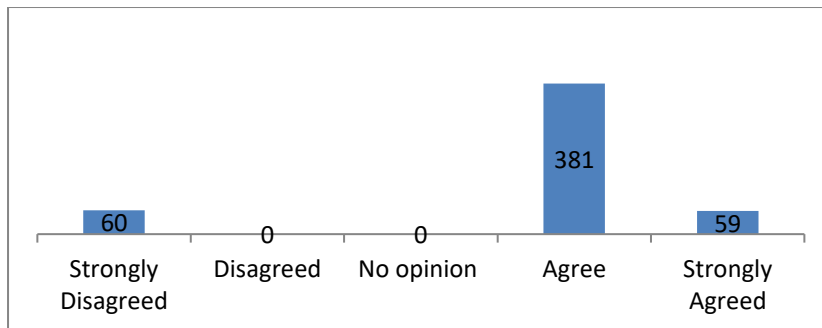
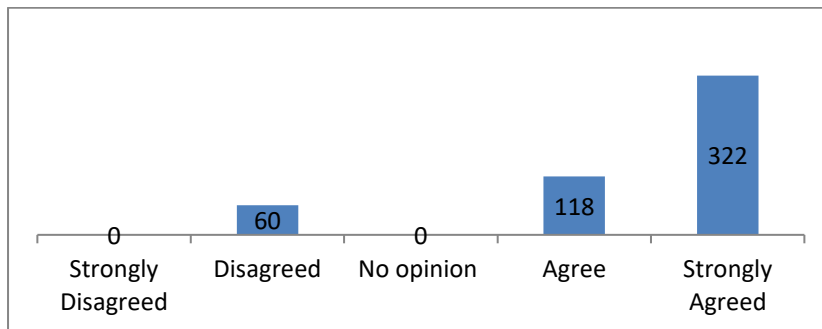


Table and Figure indicate that 12.0 percent respondents were strongly disagree and 76.2 percent of the respondents were agreed that increasing population also develop test as of absence of incomes which includes in terrestrial admission to the losses and lack of life saving drugs while 11.8 percent respondents were strongly agreed. However, the remaining options showed zero percent response. The majority 76.2 percent of the respondents were agreed to increase populace also become challenge because of lack of resources which includes by land fee to the victims and scarcity of life saving medications.

**Frequency Distribution of Respondents with respect disasters become challenge because of lack of resources which includes by land access to the victims and shortage of life saving medicines**

Scale	Frequency	Valid %	Cumulative %
Disagree	60	12.0	12.0
Agree	118	23.6	35.6
Strongly Agree	322	64.4	100.0
Total	500	100.0	



The data showed in table and figure 12.0 percent respondents were disagree and 23.6% of the plaintiffs agreed although 64.4% defendant strongly agreed ruins developed trial as absence of capitals which comprises in land contact to the losses and lack of life redeemable drugs. But, other remaining options showed zero percent response. The majority 64.4 percent of the respondents strongly agreed the overhead declaration.

### Conclusion

For the last 5 decades Pakistan improving, Health facility slowly, slowly, while the subject matter was supervised by the federal government before 18<sup>th</sup> amendment in the 1973 constitution of Pakistan. Now this is the province subject. The pre-medical concept is not a new it's very old but it moderate technologically as per availability of income as well as its needs the government took strong steps like civil defense act modification, establishment of Punjab Emergency and ambulance service, emergency service academy and introduced Punjab Emergency service Act in 2006, initiation of Motorbike service, United Nation INSSARAG classification of Pakistan Team, initiating



facilities to tribal areas and beginning facility 12 main metropolises of Punjab etc. Extra ordinary performance, the Health Department handed over whole ambulances to rescue 1122 to facilitate public by giving quick response accordingly. The matter also discussed at SAARC plate forum to expand it member's countries.

### **Finding**

1. Majority 58.7 percent of the respondents were Professional/Employee.
2. Thus 52.4 percent majority of the respondents were BA/B.Sc level.
3. The mainstream of the respondents 88.2% were male.
4. The popular of the defendants 88.2% agreed Public of Punjab think that the purpose of image building through different types of tools finished communication of the Punjab emergency Service rescue 1122.
5. The majority 79.6% plaintiffs were agreed that department of Rescue 1122 should teach public followers particularly of rustic parts about working of the provision.
6. The mainstream 76.2% of the defendants agreed by declaration that Rescue 1122 should use broadcasting to make consciousness of this facility amongst citizens living in rustic parts.
7. Majority 88.2 percent of the respondent were have had no opinion that Rescue 1122 should also tactic oldest people, who often play role of view leaders in rustic areas, and instruct them around determination; objectives and goals of Rescue 1122 and request their helper in achievement of honorable reason
8. The majority 76.2% of the defendants agreed that declaration of the rescue workers are 6-10 years of experience.
9. The majority 76.2 percent of the respondents were agreed with the statement that rescue workers different qualification and skills as per required their jobs description.
10. The majority 76.4 percent of the respondents out of five hundred were needs rescue service 1122 expand in other provinces of Pakistan.

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11. The majority 64.4 percent of the respondents strongly agreed the Risky road traffic and singular infrastructures become test for rescue workforces in appropriate reply to victim.
12. Majority 76.2% of the respondents were agreed that increasing population also develop trial since lack of capitals which includes through terrestrial admission to the losses and scarcity of life redeemable medications.
13. Majority 64.4% respondents were strongly agreed that tragedies convert test as lack of capitals which comprises via land admission to the fatalities and lack of life redeemable drugs.

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