

INTELLECTUAL OUTPUT
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Interpretation of the Questionnaires

1



In this document has been summarized key elements in the interpretation of the questionnaire. The questionnaire has been translated from Romanian in English language and administered to 76 participants.

The first area investigated is the Job Perception. In this section of the questionnaire, the participants showed a medium level of commitment toward the profession of dispatcher, in fact most people (at least 50% of the sample) positioned themselves in a score 2 or 3 for commitment items ("what I do at work helps society I live in", "I feel that what I do is important", "What I do at work makes me feel good", "I feel like the life of those who call the emergency line, also depend on me"). It should be noted that the scale ranged from 1 to 5 and, 4 and 5 represent a high level.

A second important issue raised for the questionnaire is the importance of empathy (76,9% scored 5 on "I believe that the operators who take the emergency calls must be very empathetic people") and the importance of the social cohesion (76,9% scored 5 on the item "I think teamwork and collaboration with colleagues is very important"). This topic is also raised in another section of the questionnaire called "Difficulties/Requirements". Many participants indicates that the "major difficulties at the workplace" are: incompetent colleagues, working hours, stress management for family members. The participants indicated as "biggest challenges" the following aspects: staff motivation, teamwork management.

Most participants (78,9%) believe that the best shift is 8 hours.

Participants showed a high level of difficulty in the communication with the caller area (42,3%) and high need for trainings (62,3% scored 4) and psychological support need (94,6% scored 5). Approximately 1 participants on 3 (15,79%) believe that the best is to use open question and adapt the communication respect to the situation, while 84,21% believe that using the algorithm is the best method.

Participant stated on that training is very important for them, in the third section of the questionnaire, some area of training are discussed. Coherently with previous answers most participants declared that each area is very important (always more than 50% scored 5 on these scales). So I decided in this interpretation document to rank topics from the higher perception of importance to to lower perception of importance

1. Learning to prioritize emergency calls (89,3%)
2. Emergency Psychology (82,1%)
3. Communication with the caller (80,8%)
4. Psychotraumatology (73,1%)
5. How to do questions (69,2%)
6. Recognize fake calls (67,9%)
7. How to provide first aid measures (65,4%)
8. Psychology of Security (61,5%)
9. Caller's profile (61,5%)

The topic of false calls is very variable between dispatchers, in fact the number of false calls ranged from 2 times per week to 5 times per week

The topic of jokes during emergency call has a broader range (zero per week to 2 per week)

There is a lower incidence for wrong number calls. The dispatcher who declared the higher number of wrong number calls stated 10.

The answer to the question regarding the accuracy of classification of incoming calls showed that dispatcher are not sure about the level of accuracy.

The sample showed that supervision is highly recommended (94,7%) and believe in the recognition and the definition of a job description for the profession of dispatcher (89,6%) and 92,4% believe in a system of "over-specialization" for the 112 dispatcher.

The questionnaire showed that the 112 dispatchers recognize the importance of psychological training and support. The specific topics of the training needed are the same proposed into the project One Minute May Save a life. This new profession needs also a job description and a plan for the over-specialization. The participants in the sample showed high commitment to the profession, but they also recognize that stress affect the quality of the professional task performed.

