



Erasmus+

Erasmus+ Programme, KA2, Vocational, Education and Training - Cooperation for innovation and the exchange of good practices - Strategic Partnerships for vocational education and training

“One Minute may save a Life”

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Parteners:

Zivac Group Central SRL - Romania

Forensics Group - Italy

Universite Europeenne LLP - United Kingdom

Fundația pentru SMURD - Romania

Rivensco Consulting Limited - Cyprus



Erasmus+ Programme – Strategic Partnership Project "Un minut poate salva o viata" CHESTIONARE



FORENSICS GROUP

Criminologia Investigazione Sicurezza

General

	Name questionnaire	Erasmus+ Programme – Strategic Partnership Project "Un minuto può salvare la vita" - QUESTIONARIO
	Autor	Forensics Group – Lecce, Italia
	Language	 Italiana
	URL Questionnaire	http://www.surveio.com/survey/d/U6A0K9K7J7G4V3U9I
	First answer	10/05/2016
	Last answer	10/07/2016
	Time	60 zile

Visits to poll

79

Total views

76

Total completed

0

Unfinished answer

3

Only Responses

96,2 %

General rate of completion

Views history (10/05/2016 - 10/07/2016)

● Total views (79) ● Total completed (76)

Total views

Origin visits

Average time to completion

● Just showing (96,2 %)
● Incompleted (0,0 %)
● Completed (3,8 %)

● Direct Link (100 %)

● 10-30 min. (100 %)

Results

Last name and Name

	Last name	Name
Enter only the initials		

Age

	20/30	30/40	40/50	50/60	+60
Answer	5	31	23	17	0

Profession

	Doctor	NURSE	FF.OO.	VOLUNTARY	OTHER
Answer	14	29	15	12	6

Employment

	118	TRADING ROOM	OTHER
Answer	27	34	15

I am stressed at work

	1	2	3	4	5
Answer	7	19	37	4	9

I feel tired at work

	1	2	3	4	5
Answer	19	23	32	2	0

What I do at work helps society I live in

	1	2	3	4	5
Answer	0	0	13	63	0

I feel that what I do is important

	1	2	3	4	5
Answer	0	0	9	9	58

What I do at work makes me feel good

	1	2	3	4	5
Answer	0	0	11	65	0

I feel like the life of those who call the emergency line , also depends on me

	1	2	3	4	5
Answer	0	0	47	21	8

I believe that the operators who take the emergency calls must be very empathetic people (to understand the caller)

	1	2	3	4	5
Answer	0	0	10	6	60

I think teamwork and collaboration with colleagues is very important

	1	2	3	4	5
Answer	0	0	0	18	58

The most efficient schedule for a emergency dispatcher is in shifts of :

Answer	Answer	Raport
6 hours	16	21,1 %
8 hours	60	78,9 %
12 hours	0	0 %
24 hours	0	0 %

What are the major difficulties at your workplace:

- Incompetent colleagues, working hours
- Stress management for family members

What is the biggest challenge you met at work:

- Colaboration
- Teamwork management

How often are you in difficulty to communicate with callers?

	1	2	3	4	5
Answer	0	0	23	32	21

My work process and organizing needs improvement:

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	0	39	37
--------	---	---	---	----	----

Continuous training of the operators answering the emergency call would be very useful

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	0	49	27
--------	---	---	---	----	----

I think that psychological training for operators who respond to the emergency calls would be necessary

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	0	3	73
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Answering calls should be made:

Answer	Answer	Raport
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After a strict algorithm of questions for the caller	64	84,21 %
--	----	---------

Through open questions adapted by each dispatcher according to the situation	12	15,79 %
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Learning to prioritize emergency calls

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	0	6	70
--------	---	---	---	---	----

To recognize fake calls

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	13	24	39
--------	---	---	----	----	----

Making a caller's profile

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	12	33	15	16
--------	---	----	----	----	----

Learning to ask the suitable questions

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	0	24	52
--------	---	---	---	----	----

To receive information about emergency psychology

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	0	11	65
--------	---	---	---	----	----

To receive information about the psychology of security (eg. protecting the caller / patients of the immediate dangers, securing the area where the incident occurred , managing persons involved or closeby)

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	21	17	20	18
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To receive information about psychotraumatology (psychic injuries as "sorrow", psychological trauma, stress from contact with people who go through dangerous events)

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	53	17	6
--------	---	---	----	----	---

Learning to communicate with the caller

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	27	33	16
--------	---	---	----	----	----

To receive information on ways to assist the caller in providing first aid measures

	1	2	3	4	5
--	---	---	---	---	---

Answer	0	0	0	6	70
--------	---	---	---	---	----

On average, how many times do you receive fake calls in a week?

- 5
- 2

How many calls that turn out to be jokes, do you get in a day?

- 2
- 0-1

How many calls that turn out to be wrong number, do you get in a day?

- 10
- 2

What is the subject of the most frequent calls in a week?

- Unidentified illness
- Chest pain

What is your perception of the accuracy of classification of incoming calls in the cases index?

- Low
- Negative

I believe that continuous electronic monitoring of the ISU – SMURD dispatcher's activity (recording of radio communications, telephone, all actions) is:

	1	2	3
Answer	63	13	0

I believe that the UPU-SMURD dispatcher's activity is more effective in:

Answer	Answer	Report
The presence of a supervisor to make decisions instead of him	72	94,7 %
The absence of a supervisor to make decisions instead of him	4	5,3 %
I don't know	0	0 %

I think I'm ready to interact with people in situations of extreme crisis (eg dead child, people shot, incidents with multiple victims etc.)

	1	2	3
Answer	26	19	31

I think I'm ready to interact with angry people expressing their displeasure to me, although I'm not responsible of this discontent:

	1	2	3
Answer	18	21	37

I am aware that if I take a wrong decision, it could have negative consequences for human life or property:

	1	2	3
Answer	69	0	7

I believe that the emergency dispatcher job gives me satisfaction to help save people's lives and their property:

	1	2	3
Answer	53	0	23

I think that would be useful to know "emergency dispatcher" as a distinct profession in the context of integrated operational emergency dispatchers

	1	2	3
Answer	76	0	0

I think that would be helpful to set up an institution (schools) for training / preparation for the "emergency dispatcher" job:

	1	2	3
Answer	69	0	7

I think that the selection of "emergency dispatchers" must follow established criteria to be included in the job description

	1	2	3
Answer	67	0	9

I consider that in the context of integrated operational emergency dispatchers, "over-specialization" is needed ,depending on the specifics of the various agencies involved in the response to emergencies (eg firefighter dispatcher , medical dispatcher, police dispatcher, the gendarmerie dispatcher etc.):

	1	2	3
Answer	76	0	0










I believe that the emergency dispatcher must be trained to understand, manage and integrate the emergency response of all agencies involved under direct supervision by their representatives (fireman supervisor , doctor supervisor, supervisor policeman, gendarme supervisor etc.)

	1	2	3
Answer	76	1 (50 %)	0

I believe that the main five skills / qualities of "emergency dispatcher" are:

- Readiness, clarity, communication, calm, professional preparation
- Knowledge of operational protocols/ability to act with competence also under stress/ability to communicate with the caller/conciliation skills/leadership skills

Survey preferences

	Question on page	Multiple
	Enable send to many?	✓
	Let go back to previous questions?	✓
	Displays numbers of applications?	
	Random questions?	
	View progress bar?	✓
	Receive email notification of replies?	✓
	Password?	
	IP Restriction?	

Appendix: Questionnaire

Erasmus+ Programme – Strategic Partnership Project "Un minuto può salvare la vita" ● ● QUESTIONARIO

Dear user,
Thank you for visiting us. By filling out this questionnaire, which will only take 5-10 minutes, you'll help us get significant data to help us improve our professionalism.

Last name and Name

Last name

Name

Enter only the initials

Age

Age

Enter your age

Profession

Profession

Enter your profession

Occupation

Occupation

Enter your occupation

JOB PERCEPTION

Please, answer the following questions. Using the scale of values from 1 to 5, please choose the most suitable figure for you, considering 1 as the minimum and 5 as maximum.

- 1- Completely false to me
- 2- More false than true for me
- 3- Neither true nor false (neutral) for me
- 4- More true than false to me
- 5- Completely true for me

I am stressed at work

1

2

3

4

5

Answer

I feel tired at work

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What I do at work helps society I live in

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel that what I do is important

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What I do at work makes me feel good

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel like the life of those who call the emergency line , also depends on me

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I believe that the operators who take the emergency calls must be very empathetic people (to understand the caller)

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I think teamwork and collaboration with colleagues is very important

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The most efficient schedule for a emergency dispatcher is in shifts of:

- 6 hours
- 8 hours
- 12 hours
- 24 hours

Difficulties / Requirements

What are the major difficulties at your workplace:

What is the biggest challenge you met at work:

How often are you in difficulty to communicate with callers?

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

My work process and organizing needs improvement:

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continuous training of the operators answering the emergency call would be very useful

	1	2	3	4	5
Answer	<input type="radio"/>		<input type="radio"/>		<input type="radio"/>

I think that psychological training for operators who respond to the emergency calls would be necessary

	1	2	3	4	5
Answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answering calls should be made:

- After a strict algorithm of questions for the caller
- Through open questions adapted by each dispatcher according to the situation

How useful do you think would be a training that will address the following. Write down a Number from 1 to 5

- 1 Not helpful
- 2 A little helpful
- 3 Neutral
- 4 Pretty useful
- 5 Very useful

Learning to prioritize emergency calls

	1	2	3	4	5

Answer

To recognize fake calls

1 2 3 4 5

Answer

Making a caller's profile

1 2 3 4 5

Answer

Learning to ask the suitable questions

1 2 3 4 5

Answer

To receive information about emergency psychology

1 2 3 4 5

Answer

To receive information about the psychology of security (eg. protecting the caller / patients of the immediate dangers, securing the area where the incident occurred , managing persons involved or closeby)

1 2 3 4 5

Answer

To receive information about psychotraumatology (psychic injuries as "sorrow", psychological trauma, stress from contact with people who go through dangerous events)

1 2 3 4 5

Answer

Learning to communicate with the caller

1 2 3 4 5

Answer

To receive information on ways to assist the caller in providing first aid measures

1 2 3 4 5

Answer

STATISTICS

On average, how many times do you receive fake calls in a week?

How many calls that turn out to be jokes, do you get in a day?

How many calls that turn out to be wrong number, do you get in a day?

What is the subject of the most frequent calls in a week?

What is your perception of the accuracy of classification of incoming calls in the cases index?

SUPERVISION

Atribuirea valorii prin marcarea căsuța corespunzătoare

- 1 Useful
- 2 Useless
- 3 I don't know

I believe that continuous electronic monitoring of the ISU – SMURD dispatcher's activity (recording of radio communications, telephone, all actions) is:

	1	2	3
Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I believe that the emergency dispatcher's activity is more effective in:

- The presence of a supervisor to make decisions instead of him.
- The absence of a supervisor to make decisions instead of him.
- I don't know

STRESS FACTORS

Atribuirea valorii prin marcarea căsuța corespunzătoare

- 1 Useful
- 2 Useless
- 3 I don't know

I think I'm ready to interact with people in situations of extreme crisis (eg dead child, people shot, incidents with multiple victims etc.):

1 2 3

Answer

I think I'm ready to interact with angry people expressing their displeasure to me, although I'm not responsible of this discontent:

1 2 3

Answer

I am aware that if I take a wrong decision, it could have negative consequences for human life or property:

1 2 3

Answer

REWARD

I believe that the ISU-SMURD dispatcher job gives me satisfaction to help save people's lives and their property:

1 2 3

Answer

EMERGENCY DISPATCH - RECOGNITION OF TRADE

I think that would be useful to know "emergency dispatcher" as a distinct profession in the context of integrated operational emergency dispatchers

1 2 3

Answer

I think that would be helpful to set up an institution (schools) for training / preparation for the "emergency dispatcher" job

1 2 3

Answer

I think that the selection of "emergency dispatchers" must follow established criteria to be included in the job description

1 2 3

Answer

I consider that in the context of integrated operational emergency dispatchers, "over-specialization" is needed ,depending on the specifics of the various agencies involved in the response to emergencies (eg firefighter dispatcher , medical dispatcher, police dispatcher, the gendarmerie dispatcher etc.):

1

2

3

Answer

I believe that the emergency dispatcher must be trained to understand, manage and integrate the emergency response of all agencies involved under direct supervision by their representatives (fireman supervisor , doctor supervisor, supervisor policeman, gendarme supervisor etc..)

1

2

3

Answer

I believe that the main five skills / qualities of "emergency dispatcher" are: