The Critical Review of Social Sciences Studies

Online ISSN: 3006-7170
Print ISSN: 3006-7162
Volume 3, Number 3, 2025, Pages 1435 – 1451
Journal Home Page
https://thecrsss.com/index.php/Journal/about

A Qualitative Exploration of Psychosocial and Organizational Determinants of Resilience among Rescue 1122 Workers

Misbah Arshad[1], Namra Shahzadi[2], Sarah Mufti[3] & Eshwa Akhtar Butt[4]

[1-3]*PhD, Department of Psychology, University of Gujrat Pakistan*
[4]*BS, Department of Psychology, University of Gujrat Pakistan*

ARTICLE INFO

Article History:

Received:	*June*	*23, 2025*
Revised:	*July*	*18, 2025*
Accepted:	*July*	*27, 2025*
Available Online:	*August*	*11, 2025*

Keywords:

Resilience, Rescue 1122, Emergency responders, Emotional intelligence, stress, Pakistan.

Corresponding Author:
Misbah Arshad
Email:
Misbah.arshad@uog.edu.pk

ABSTRACT

This aim of the current study was to explore the resilience among Rescue 1122 workers in Pakistan focusing on the psychological organizational and operational factors that enable them to perform effectively under extreme stress. Through our qualitative descriptive approach data were collected by in-depth interviews with paramedics, firefighters and rescue technicians across multiple locations. Thematic analysis revealed core themes including emotional regulation, structured decision-making, organizational support, coping strategies and the impact of situational challenges on mental health. Participants highlighted the importance of inclusive training, adaptive communication protocols and teamwork in nurturing resilience. The findings suggested that both individual attributes such as emotional intelligence and self-care and systemic support such as mental health interventions and continuous skill development play essential roles in increasing the resilience of emergency responders. This research according to the understanding of resilience in high stressed professions and offers practical insights for solidifying emergency response frameworks in developing countries.

Introduction

Resilience known as the ability to bounce back swiftly from challenges, is an essential quality for both individuals and organizations. In emergency services, resilience is especially crucial as it put influence on how well these groups can handle crises, adjust to ever changing situations, and maintain operations during stressful situations (Horne & Orr, 1998). Mao et al. (2021) conducted a conceptual analysis to explore psychological resilience among rescue workers during disaster situations. The study emphasized the scathing role of psychological factors in improving responders' ability to cope with crises. Findings presented that resilience significantly influences the effectiveness of disaster response and recovery. The research deduced that psychological

support and training are essential factors for strengthening operational resilience in emergency workers.

In Pakistan, the creation of the Rescue 1122 emergency service was a landmark initiative directed at addressing the inadequacies in the country's emergency response system. Since its inception in 2004, the Punjab Emergency Service (PES) 1122 has developed into a benchmark for emergency management, delivering different services such as medical assistance, firefighting, and rescue operations. It introduced a modern, structured system and training that significantly improved and equipped respondents and volunteer with skills, and protocol for emergency response. The service has also fostered public awareness, communication and a culture of preparedness. Mendonça & Wallace (2015) identified key factors contributing to the resilience of Rescue 1122, including organizational structure, resource distribution, training, and community outreach. It also examines the service's operational strategies that guarantees rapid and effective emergency responses. Focus is put forth on analyzing response protocols, use of technology, and communication programs. Together, these elements increase the efficiency and adaptability of emergency management.

Resilience can be viewed from different perceptions, such as psychological, organizational, and systemic. According to the American Psychological Association (APA), resilience is "the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress." (Agathon, 2003). The ability to adapt to different situation need high resilience. In the context of emergency services, this concept stretched beyond individual psychological strength to encompass organizational readiness, resource management, and community coordination. Such finding by Zhang et al. (2024) explored the resilience of highway transportation systems during emergencies through a network-based analysis, highlighting the importance of structured and systemic evaluation methods for enhancing transportation safety and resilience in public health emergencies.

However, the high-pressure nature of emergency work comes with serious mental health challenges which effect the performance efficiencies and life satisfaction (Ishtiaq Ahmad et al., 2024 and Fatima Cohan et al., 2023). Workers are often unveiled to traumatic events, which can result in emotional distress, anxiety, depression, or post-traumatic stress disorder (PTSD). Studies like those by Xiaorong et al. (2018) and Gayton & Lovell (2011) highlighted the psychological pressure, emergency res-ponders endure and emphasized the necessity of mental health interventions and organizational support. Similarly, Sahrish et al. (2024) discovered that low emotional empathy and avoidance-based coping strategies predict higher psychological distress among Rescue 1122 workers. To deal with psychological distress emotional intelligence with resilience strategies play pivotal role in eradicating the anxiety and stress, affecting work performance (Qayyum et al., 2023 and Malik et al., 2023), moreover mindfulness and burnout interventions also play effective role in reducing stress and psychological load.

Research has shown that versatility isn't just an intrinsic quality however can be created through training, experience, and key preparation (Masten, 2001). The 1122 help this idea by persistently developing its practices and strategies to upgrade its strength expanding requests and complex crises. Rescue 1122 was established in the early 2000s in response to natural and man-made disasters, modeled after international emergency systems like EMS in the U.S. and Europe. Since then, it has handled major incidents including earthquakes, floods, and terrorist attacks. Data from the Punjab Emergency Services demonstrated a steady rise in emergency calls, reflecting public's trust on the service. This trend highlighted both its effectiveness and growing community awareness of timely emergency response.

The objectives of the study carried out are as following:

Explore the Resilience of Rescue 1122 in Crisis Situations

This objective aims to investigate how Rescue 1122 maintains effectiveness and adaptability during emergencies in terms of individual and organizational resilience. It centered on their ability to work continuously under pressure. Mao et al. (2021) emphasized psychological resilience as key factor in disaster response, while Gayton & Lovell (2011) patched resilience to well-being and performance in emergency services.

Identify Key Contributing Factors to Organizational Resilience

The study evaluates how organizational structure, resource distribution, and leadership influence service performance. In consistent with this objective Lars et al. (2022) and Naz et al. (2010) highlighted coping strategies and resources such as leadership, staff collaboration, management strategies and team dynamics as crucial to emergency service resilience.

Examine Psychological Distress Among Rescue 1122 Workers Across Different Roles

This objective centered on assessing the psychological distress experienced by Rescue 1122 personnel—such as paramedics, firefighters, and rescue technicians—due to their continuous exposure to trauma and high-toll stress situations. Similar study by Yasien et al. (2016) discovered that low emotional empathy and reliance on avoidance-focused coping strategies viewed higher psychological distress. The study also evaluated the effect rate of stress-related situations such as anxiety, depression, and burnout.

Assess Personnel Training Programs

A pivotal aim is to analyze the quality and effectiveness of Rescue 1122's training protocols for responders and volunteers. Albin Joseph & Tony Jose (2024) and Shannon (2015) studied that mindfulness training increase decision-making, stress and anxiety management, team-building, and emotional regulation in high-risk situations.

Investigate Operational Strategies and Emergency Protocols

The research examines how Rescue 1122 executes its emergency protocols and manages crisis operations. Focus areas include rapid decision-making, Operational readiness, use of updated technologies, and task delegation. is measured by the speed and precision of response. These strategies are in lined with the study by Mendonça & Wallace (2015) and Smith & Klein, (2017).

Evaluate the Role of Technology and Community Engagement in Emergency Response

This objective explores how Rescue 1122 use technological systems—such as GPS, wireless communication, community outreach efforts and control rooms—to improve coordinative communication and decision-making which is also explored by Patterson et al. (2018) and Oliveira, (2017). The integration of technology and public preparedness together ensures faster, more effective emergency responses as explained by.

Methodology

This study employed a qualitative descriptive research design to examine resilience among Rescue 1122 personnel. This approach allowed for an in-depth understanding of individual coping strategies, motivations, and psychological responses. It was particularly suited to capturing real-world experiences in high-stress emergency service contexts.

Location

Data were collected from multiple Rescue 1122 stations located in Gujrat, Wazirabad, and Kharian. These diverse locations provided broader perspectives on exploration of resilience-related factors and highlighted operational differences across regions.

Sample and Sampling Techniques

Purposive sampling was used to select participants with direct and substantial experience in emergency response. The sample involved paramedics, firefighters, and rescue technicians from Rescue 1122. A total of eight participants were selected.

Their frontline roles and extensive field experience offered insight, depth and relevance into the mental and operational demands of emergency work. This sampling approach ensured the inclusion of individuals with the most relevant perspectives, which was sufficient to achieve data saturation.

Instruments

A demographic questionnaire collected background details such as age, years of service, and job role which provided essential context and supported the thematic interpretation of their narratives during analysis. Followed by a semi-structured interview guide, developed to explore key factors such as stress, motivation, and coping. Open-ended questions encouraged detailed responses while maintaining consistency throughout interviews. This format supported both depth and comparability in participant input.

Procedure

In-Depth Interviews were conducted face-to-face, lasting approximately 30 to 40 minutes each. Participants shared personal experiences, stressors, and strategies related to resilience. All sessions were audio-recorded with consent and later transcribed to ensure analytical accuracy. Before each interview, participants were briefed on the study's objectives, ethical safeguards, and voluntary participation. Private settings were used to ensure confidentiality and openness. Consent was obtained before recording, and all interviews were professionally transcribed.

Data Analysis

Thematic analysis was employed to examine transcribed data. Responses were coded and organized into themes such as stress management, motivation, and organizational support. A coding framework enabled cross-case comparisons and helped identify shared resilience patterns.

Ethical Considerations

The study received ethical approval from the relevant review board. Participants were informed about their rights, confidentiality, and the voluntary nature of participation. Written consent was obtained, and mental health resources were offered due to the sensitive topic.

Results

Theme 1: Understanding Challenges

This theme explores the wide-ranging difficulties faced by Rescue 1122 workers, especially regarding the unpredictability and intensity of their work.

Sub-theme 1: Primary Job Challenges

Rescue 1122 workers experience a high degree of emotional and physical stress, often navigating traumatic situations with limited time and resources. Yet highlighting the significance of training the participant expresses confidence in their ability to handle any situation, crediting their comprehensive training for this preparedness.

"There's no such situation that we aren't prepared. For, since we receive comprehensive training when we join. We're taught to handle all kinds of situations and deal with them effectively" (Muhmmd Hassan, p.3, 89-92)

Participants described that despite their comprehensive training, personal losses such as missing a loved one's final moments are particularly difficult for them and put weight on their self.

"If I tell about the most challenging situation during my duty then it is when my brother was on death bed. I couldn't make it on time, that still aches my heart" (Deputy Officer, p.8, 271-274)

Respondent showed the idea of the emotional impact of rescue work and highlights the need for mental health support systems to assist workers in dealing with their grief and stress. Most importantly the situations where sometimes personal crises align with professional, the weight of that increase stress presence. Participants highlighted that the emotional toll of missing important personal's moments due to professional rules, revealed the human nature of emergency responders (Ishtiaq et al., 2024). These experiences presented that while technical readiness is critical, emotional resilience is equally necessary.

Sub-theme 2: Involvement in High-Stakes Rescues

Respondents recounted about the emotionally pressurized scenarios like fire rescues or suicide attempts, emphasizing the need for composure and rapid intervention.

"There are very serious cases too. Once we responded to an incident where a boy had suicide attempt. He cut his neck arteries with blade. We had to stop the bleeding as soon as possible or it could be fatal. Alhamdulillah with Allah's help I stopped the bleeding on time" (Deputy Officer, p.8, 275-280)

The participant stresses that emergency responders must juggle multiple priorities at once, including saving lives, safeguarding property, and extinguishing the fire, which demands a high degree of skill, coordination, and expertise.

"A fire emergency is difficult to handle. If a fire breaks out inside a building or a house. So there are people inside, so they also have to be saved. They have to protect their belongings and also control the fire" (Amir Ali, p.13, 450-454)

Research on Pakistan's Rescue 1122 highlighted proper training with stress management programs are vital for preparing workers to go through these stressful and dynamic scenarios in effective way. This emphasize that resilience and training both work hand in hand to bring best performance of workers (Ishtiaq et al., 2024). Moreover, participants emphasized how training enhances their senses and situational awareness, sometimes scenario based training practices offer them with the intelligence to solve risky situation with open mind and increase the adaptability of resilience in high stress toll incidents (Smith & Klein, 2017).

Sub-theme 3: Decision-Making in Complex Emergencies

Respondent exclaimed that training supports quick, emotion-regulated decisions, enabling workers to prioritize effectively in emergencies.

"If we talk about the decision making in emergency services, one thing is training. Our training teaches us how to prioritize things. Our first priority is to save lives. So we prioritize to manage our emotions first so that we can handle the situations and save lives either its person, animal or bird." (Deputy Officer, p.8, 281-286)

Participants emphasized the need to control their emotions, which allowed them to remain mindful and focused in critical situations, which ultimately allow them to make vital life-saving decisions, regardless of whether the situation involves people, animals, or wildlife. Programs like mindfulness intervention allow them to reduce occupational stress and make them able to take better decisions being resilient (Joseph & Jose, 2024). Training is deemed to be important such as Comprehensive training which emphasize on coordination and individual skills prepares workers to handle unpredictable, high-stakes situations with emotional control, paired with expertise to make sound decisions (Naz et al., 2010).

Sub-theme 4: Adapting to Rapidly Changing Situations

Adaptability was identified as essential. Workers noted the importance of staying calm and improvising in dynamic scenarios by making swift decisions in response to unpredictable scenarios.

"Flexibility is key. We have to think on our feet and sometimes improvise if the situation demands it. I've learned to stay calm and assess everything before reaction." (Muhammad Faizan, p.1, 16-19)

Simulation-based training is particularly beneficial to ensures that responders can perform well in complex, demanding and rapidly changing emergencies also the research emphasized that flexible thinking help strengthen resilience in the workers which increase operational effectiveness (Smith & Klein, 2017). Research highlighted the important of resilience and its alliance with the coping strategies that help foster positive changes, which help workers to better adapt to the intense situations. It can also help in both individual and organizational essence so that the workers feel adjusted and perform well during critical situations (Ogińska-Bulik & Zadworna-Cieślak, 2018).

Sub-theme 5: Effective Communication with the Team

Participant declared clear communication—both verbal and non-verbal—is critical during chaotic situations, with wireless systems and hand signals facilitating teamwork.

"To communicate with our team workers we have mobile phone and we also have wireless systems in our vehicles through which we can contact the control room and call for backup if needed" (Deputy Officer, p.8, 287-290)

The participant describes their communication setup which enables rapid requests for backup or assistance such that in loud or chaotic environments, verbal communication can be limited, so they use non-verbal signals.

"We saw some signs like when the area becomes noisy and our signs are exchanged with each other. At that moment, we use the body's signs to give signals" (Sarmad Ali, p.11, 398-401)"

Effective communication is essential in emergencies. Participants exclaimed that communication and non-verbal means are both if efficient make their work more effective. Research also has demonstrated that structured communication protocols significantly improve coordination in high-pressure situations. Structured and clear communication minimize the errors and boost efficiency of the team's response during critical incidents (Patterson et al., 2018). This increase the reliance and operational effectiveness.

Theme 2: Organizational Environment

This theme explores the ways in which organizational support contributes to resilience and stress management among Rescue 1122 workers.

Sub-theme 1: Support for Stress Management

Responders acknowledged organizational support like regular debriefings, counseling and recreational activities like games and team engagement sessions help alleviate work-related stress, promote mental well-being and enhance resilience.

"To reduce stress, we organize various activities that foster resilience and team engagement. Stress is a common phenomenon. To reduce pressure, we organize recreational activities and games. Facilities like table tennis and snooker are available for all team members to engage in whenever they want" (Khalid, p.6, 193-199)

Participant has shown how he with his fellow members try to reduce the stress or how the go for recreational activities to make up for the stressed time that they had faced which significantly is a way to let go of the stress and relieve themselves from the worries. Research has suggested also that organizational support and debriefings are proved to be effective in building the Morales of the workers after encountering the stressful situation (Gibbons & McAuley, 2019). These resources enable res-ponders to manage stress better, enhancing their performance and overall resilience. Another research also highlighted the positive aspect of proactive measures like counseling and personnel support in dire need. By fostering such initiatives organization provides workers with better environment which eventually help in relieving stress. It significantly holds the ground that positive strategies enhance mood and resilience (Ishtiaq et al., 2024).

Sub-theme 2: Systems for Managing Trauma

Participants emphasized the need for updated trauma care equipment's, new stretegies and consistent training to maintain effectiveness following both organizational resources and personal support networks.

"More advanced medical equipment, particularly for trauma care, and regular training updates on the latest rescue techniques would be beneficial" (Muhammad Faizan, p.2, 36-38)

Situational stress can hinder performance hence participants recommends upgrading to more sophisticated medical equipment which will allow them to increase the insight and strengthen the wellbeing to perform well. Research presented that organizations can foster and nurture a healthier work environment by addressing the mental health challenges and stressed situations' effects of rescue work (Ishtiaq et al., 2024). The research has also highlighted the fact that resource plays significant role. Resources enhancement and new equipment s as support networks for workers increase their performance and build in them the traits like confidence and spirituality (Naz et al. 2010).

Sub-theme 3: Improving Mental Health Resources

Workers felt that organization can provide formal psychological support, such as therapy sessions and rest periods, it should be available after traumatic events for the workers so that they don't fall to despair.

"In my opinion our department doesn't have any program to release our stress after challenging incidents. As a suggestion I must say that every department dealing emergency situations must have some kind of sessions so that the workers dealing with stress could manage it or the department can also give Off to that person for somedays to get back to work with the same motivation" (Deputy Officer, p.9, 295-303)

The participant voices concern about the lack of stress management support in their department following traumatic events, suggesting for more frequent mental health workshops.

"I think more frequent mental health workshops and accessible counseling services would help. It would also be good if they encouraged more open discussions about stress" (Muhammad Faizan, p.1, 32-35)

Resilience in rescue workers is built through a combination of organizational resources and personal attributes. The recommendation for the advancement do put light on the factors that should be viewed by organization in order to provide res-ponders with best situations. It should be helpful in enhancing the efficacy of the responses during critical situations. Moreover, Personal qualities like self-control, spirituality and self-confidence help reduce stress and maintain effective performance. Research also align with this concept that both organization and personal attributes play efficient role (Naz et al., 2010).

Sub-theme 4: Additional Training and Equipment Needs

Participant expressed the desire for well-equipped ambulances, and the updated skill-based training sessions were seen as essential for improving emergency responses. The interventions were mentioned to be needed for better wellbeing of the responders.

"As many equipment are needed in an ambulance during any emergency, if they are of good quality and quantity, the emergency response can be improved" (Amir Ali, p.13, 476-479)

Responders propose that investing in superior equipment can substantially improve the overall efficiency and effectiveness of emergency care. Frequent health workshops and open discussions were deemed necessary to reduce stigma and improved access toward mental health. Research also explained the point they discussed that there is lack of stress management in department following traumatic events. So, it is recommended to nurture a counseling and supportive environment for workers such as home leaves. These measures enhance motivation and mental well-being, ultimately improving job performance (John, 2023).

Sub-theme 5: Communication Systems and Protocols

Though current communication systems are functional, participants stressed that there is a call for more streamlined protocols during large-scale emergencies so that the communication should be direct and not unstable.

"They work well most of the time, but in very chaotic situations, communication can break down. More streamlined protocols could help (Muhammad Faizan, p.2, 39-41)"

The participant noted that while communication systems typically work well, they can be unreliable in highly chaotic situations making it difficult to gather team work capabilities and it can have burdened the ones and make them stressed.

"In a stressful situation, walkie-talkie is our only means of communication It is a communication device, we use it and thus post, if you have a major disaster, then the communication system you have is mobile, if it gets disconnected and you don't have a landline, so the only thing you have left is a walkie-talkie, The walkie-talkie that is there will be with only one person and the other one who gives the command or the post will have a delay in how many people have been sent" (Usman Safdar, p.16, 557-566)

To address this, they recommend establishing more streamlined and standardized communication protocols to enhance reliability, efficiency, and effectiveness, even in the most critical and unpredictable scenarios. Resilience aligns with this concept in terms of adapting and preparing for the best. Research highlighted the approach of resilience quantification and stakeholder's knowledge to build effective communication system which will eventually help in improving the performance. Such that these measures offer baseline for building a robust communication system and strengthen the adaptive and improved responses during crises (Linkov & Palma-Oliveira, 2017).

Sub-theme 6: Resource and Staffing Limitations

Staff shortages and insufficient medical supplies during major emergencies hinder operational efficiency and would also reduce moral sometimes.

"Yes, we're sometimes short-staffed, and in large-scale emergencies, we don't always have enough personnel or the right equipment" (Muhammad Faizan, p.2, 42-44)

The participant proposed that the initial step should be to enhance resources by thoroughly evaluating each area's emergency response capabilities and plan and strategies the ways which would enhance the effectiveness of performance and adaptive response.

"First of all, the resources should be increased. Every area's department should be checked whether the resources like staff, medically equipped vehicles, ambulances are enough to meet that area's requirement if not, it should be increased" (Deputy Officer, p.9, 311-316)

"And the more resources we get, the better the response will be" (Amir Ali, p.14,474-475)

Addressing these gaps by providing sufficient resources and tailoring strategies ensures that responders are better equipped to manage large-scale emergencies effectively. Research also highlighted a way such as resilience building measures, assessing vulnerabilities, and enhancing resource availability. It showed that staff and equipment resources limitation can hinder the performance of the responders. Hence there is a need to maintain and enhance resource quality which will bring out better and effective responses from the responders in crisis situation (Yasien et al., 2016).

Sub-theme 7: Keeping Skills Up-to-Date

participant explained that the Headquarters-led refresher training programs help staff stay mentally fit and up to date with evolving rescue techniques. The continuous training and skill development is a key factor to develop enhanced skills in workers.

"Our Head Quarters monitors this and summons them to the emergency office for a one to two-week program, where they are taught various techniques" (Khalid, p.6, 215-218)

Participants stressed that continuous training and mental health assessments are vital for enhancing the performance and well-being of rescue workers, which help foster resilience in workers. Participant accounts reveal the active role of management in organizing focused training sessions lasting one to two weeks, which aim to strengthen both mental resilience and technical skills. Research highlighted the need of skills to be updated. It suggested that training programs are vital for both prevention and recovery. Organizational initiatives not only enhance professional capabilities but also reduce stress and burnout. The comprehensive preparation should be done to increase the mental health and organizational effectiveness (Fitzsimons, 2023).

Theme 3: Coping and Resilience

This theme details the personal coping mechanisms Rescue 1122 workers use to manage stress and maintain resilience.

Sub-theme 1: Strategies for Handling Stress

Participant suggested such initiatives like deep breathing, physical activity, and peer support which help manage stress both during and after crises. Participant deemed it important for the mental well-being of themselves and to handle stress.

"During an emergency, I focus on deep breathing and compartmentalizing my thoughts. Afterward, talking to my colleagues and sharing experiences helps. Physical exercise is another way I relieve stress" (Muhmmad Faizan, p.2, 48-52)

The participants further explain that stress management is a self-directed process for them also, as it's embedded in their professional training. Training helps them develop self-regulation strategies to stay calm during crises. They always train themselves to mitigate the negative effects left by stressed incidents.

"We manage our stress ourselves because it is part of our training. We learn to overcome stress as part of the training" (Deputy Officer, p.9, 330-332)"

Moreover, participant explained the reliance of one on each-other, as another way to handle stress, in relieving the stress by communicating among themselves.

"To maintain stress, one needs courage to deal with it. We when get stressed out we discuss what we feel with our co-workers or close ones, a kind of self-catharsis to deal with the stressful situation" (Deputy Officer, p.9, 287-290)

Research suggested that responders of emergency work employ range of coping strategies both before and after a traumatic incident. Techniques such deep breathing, compartmentalizing, reflective discussions, physical activities, and self-directed stress management techniques enable to navigate high pressure situations. Peer support also plays a vital role in building resilience and improving performance under pressure. These strategies collectively foster resilience and enhance their ability to perform under stress (Yousaf et al., 2017).

Sub-theme 2: Recovery after Intense Situations

Participant shared that spending time with family and disconnecting from work allows workers to recharge emotionally. It allows them to escape from the burnout they have gathered and make their health and mental well-being back on track.

"I spend time with my family and try to disconnect from work. Watching movies or going for a walk helps me unwind" (Muhammad Faizan, p.2, 53-55)

Another participant presented the notion of communication and interaction. The participant narrated their approach to relaxation and maintaining a healthy work-life balance.

"To cope with stress, we prioritize social interactions and leisure activities, fostering mental diversion" (Muhammad Hassan, p.4, 121-123)

Research discovered that engaging in leisure activities, walking or watching movies allow workers to recharge emotionally, reducing stress and enhancing resilience. It highlighted that recovery strategies like family outreach, leisure walks, mindfulness activities, movies or waking help mitigate stress. Also by maintaining physical health like exercise allows them to enhance their adaptive capabilities and resilience which increase mental well-being (Madeha et al., 2010).

Sub-theme 3: Emotional Recovery After Trauma

Talking to coworkers, journaling, and professional counseling were narrated by the participant as effective ways to emotionally process through traumatic events which help them to process their emotional stresses more effectively.

"I talk to my coworkers who understand what I've been through, and sometimes I seek counseling. Journaling my thoughts has also helped me process emotion." (Muhammad Faizan, p.2, 56-59)

The participant further stressed that emotional stability is an important part of their job requirements and is essential to deliver effective service, sound judgments, and ultimately, lifesaving. They have to have the emotional intelligence.

"Stability of emotions is the part of our duty. If we don't stable our emotions, we can't do our duties properly and couldn't save lives" (Deputy Officer, p.9, 333-335)

Research highlighted the importance to stability as emotional intelligence is crucial for managing anxiety and improving job performance in rescue roles. Emotional stability with the techniques, like professional counseling, reflective thought processing, and journaling, combines enables them to make sound decisions and remain resilient during high-stress situations. It enables them to cope with the emotional and mental fatigue stemming from their high stress toll roles and challenging works (Muhammad & Iqra, 2023).

Sub-theme 4: Managing and Preventing Burnout

Participant described that regular breaks, time off, and workload boundaries were proactive steps used to avoid burnout. It provides them with the ways to unwind the mental stresses.

"Yes, I have Regular breaks and ensuring I don't take on too much have been my strategies to prevent burnout." (Deputy Officer, p.10, 343-345)

The participant outlines their proactive strategies for preventing burnout. Further continuing this another participant explained that after experiencing burnout and beat-up situations he implements sustainable practices for the recovery and management of his mental well-being.

"Yes, I have. I took some time off when I felt too overwhelmed and spoke to a therapist. Regular breaks and ensuring I don't take on too much have been my strategies to prevent burnout." (Muhammad Faizan, P.2,60-63)

Research suggested that burnout can be alleviated through practices like taking regular breaks, seeking therapy, managing work-stressors and prioritizing self which ultimately guaranties that responders can sustain their performance in challenging environments. It highlighted the importance of such proactive measures which help in preventing from burnout, maintain resilience and enhance productivity of their work (Jonathon et al., 2006).

Sub-theme 5: Staying Positive in the Face of Challenges

Rescuers explained that they found strength in their life-saving mission and team camaraderie's bonding and shared sense of purpose. Moreover, by shifting focus to the lives saved, they carry a positive outlook and counterbalance the emotional stress of loss.

"Focusing on the lives we save rather than the ones we lose helps. Also, staying connected with my team and sharing positivity is important" (Muhammad Faizan, p.2, 64-66)

Sub-theme 6: Learning from Experience

Past operations were treated as learning opportunities and mental growth, by the responder to enhance preparedness and efficiency. It also allowed them to better themselves in the face of adversities and help them broader their mind.

"Other big cases learn what mistakes we make and how we can fix them in the future and because of them we are doing better and better" (Usman Safdar, p.17, 620-622)

Participant recognize the mistakes as opportunities for growth, they analyze and learn from them to drive improvement in their performance. He explained that this reflection builds competence and preparedness.

"Past experiences are very important. Past experience can be positive as well as negative. Sometimes after we deal with a situation we come to know that this technique could have been used to be better and this gives us a helpful experience for future" (Deputy Officer, p.10, 346-351)"

Research highlighted the importance of both setbacks and success, as both provides them with a novel way of learning and mindset, allow them to be reflective toward their actions and enhance resilience and emotional intelligence. By fostering continuous learning from previous cases, responders improve their decision making in future emergencies. This reflective mindset enables responders to analyze their experiences, adapt strategies, and enhance their performance over time, leading to better outcomes in emergency situations (Hunniya et al., 2011).

Theme 4: Personal Strategies and Outlook

This theme explores the individual motivations, self-care practices, and personal growth of Rescue 1122 workers.

Sub-theme 1: Balancing Work and Personal Life

Despite being on call 24/7, participant describes that he attempt to maintain a personal life by spending time with family and engaging in hobbies.

"Of course we have personal life after duty but during that time we are always prepared for if someone calls in emergency" (Deputy Officer, p.10, 352-354)

The participant acknowledged that their professional obligations stretched beyond formal work hours. Participant described how this constant toll often limit their time for personal pursuit due to demanding work.

"Our personal life is almost nonexistent. We're on call 24/7, ready to respond immediately. We can't decline calls; it's our duty. Sometimes, our professional life takes precedence over personal life" (Muhammad Hassan, p.4, 136-140)

Research discovered that emotional intelligence and conflict Resolution as a predictor of Resilience in Rescue Workers it suggested that developing emotional intelligence and conflict resolution skills will allow them to navigate the challenges of their roles, ensuring both personal growth and career satisfaction. The study stresses that emotional intelligence and conflict resolution are vital for managing these challenges and sustaining resilience in this high-stress profession (Malik et al., 2023).

Sub-theme 2: Motivating Factors

Participant describes that for them religious and altruistic motivations were key drivers of morale and purpose. Workers got their strength from faith and purpose.

"Our religion teaches us, 'Whoever saves one life saves humanity.' This motivates us. Saving one life benefits not just that individual but their entire family and those dependent on them" (Muhammad Hassan, p.5, 141-144)

The participant finds motivation in their religious beliefs as a core principle which drives their commitment to life-saving work such that saving one life is saving the whole humanity.

"We have a saying:" The one who saves another person's life by giving their own." This is the kind of courage that inspires us to do our work" (Sarmad Ali, p.12, 432-435)

Research also correlate with this phrase serves as it was a powerful motivator, inspiring them to approach their work with unwavering courage, commitment and dedication through either their religious belief or selfless resilience. Emotional intelligence with the selflessness rooted in purpose, fosters resilience and dedication despite their challenges. Thus it helps in enhancing work capabilities and emotional stability (Qayyum et al., 2023).

Sub-theme 3: Prioritizing Self-Care

Healthy eating, regular exercise, and emotional regulation were emphasized by the participant as necessary to maintain readiness.

"Before taking on any task, prioritize personal care. Taking care of yourself enables you to help others. Otherwise, work pressures may lead to neglecting your well-being. Additionally, incorporate morning walks and a balanced diet into your routine. Make time for self-improvement, allowing you to become a better version of yourself" (Khalid, p.7, 253-259)

The research highlighted that nurturing one's physical and mental health is vital to maintaining the energy and resilience (Farhan & Sumaira, 2024). It connected the self-care with the performance capabilities and helps in maintaining physical and mental health. Furthermore, it emphasized the importance of dedicating time to personal growth and self-improvement, allowing individuals to evolve and reach their full potential. Self-care not only safeguards well-being but also enhances their ability to fulfill their demanding responsibilities effectively.

Sub-theme 4: Growth from Work Experiences

Job-related experiences were seen as personally fulfilling by the participant increasing their resilience and patience through the prolonged engagement and skill enhancement.

"I've completed sixteen years. I'm working with Rescue 1122, gaining experience in the field. As my experience grows, I'm learning a lot" (Khalid, p.8, 260-262)

Moreover, another participant's experience also aligned with this same concept explaining how their job had contributed in their growth throughout their time while working.

"Experiences have improved our skills and positively impacted our physical and mental well-being" (Muhammad Hassan, p.5, 155-157)

Participant also described the experience as emotionally taxing also, underscoring a dual impact on mental well-being. On one hand if they felt satisfaction and acknowledgement on the other hand it sometime could be tiring and exhausted.

"I find this thing very motivating that service to humanity is a great thing because it does not differentiate between rich and poor, our work is equal for all" (Usman Safdar, p.17, 629-632)

Workers experience fulfillment from saving lives but must also oversee the fatigue that comes with exhaustive workloads.

"There's both positive and negative impacts. Positive is that when we serve people and save lives we feel inner satisfaction. And negative is that the workload is too much because of which we can be feel stressed out, fatigued which could put barrier in our performance" (Deputy Officer, p.10, 362-367)

Research suggested that psychological stress increases due to high pressure on the working during stressed situations and incidents. Saving life though bring satisfaction like feelings but due to strenuous work it also causes fatigue and bring high stress toll. Balancing these factors with stable rewards and stress relieved activities is crucial for maintaining well-being and long term performance (Sahrish et al., 2024). Also Huggins and Gould's (2020) study explored that practices such as mindfulness meditation, regular exercise, mental resilience techniques and maintaining self-care routines help workers manage stress and emotions and so it helps them grow during their work.

Sub-theme 5: Learning and Improvement from Debriefings

Participants described that debriefing sessions promoted peer learning, motivation, and recognition of effort of the participants.

"Debriefings give us a chance to discuss what went well and what didn't, so we can all learn from each other's experiences and improve as a team" (Muhammad Faizan, p.3, 84-86)

Participant see this process as a chance to evaluate the collective team effort through open sharing and collaboration so to refine their emotional stability, strategies and performance. He detailed that these sessions build adaptive response, enhance self-awareness and act as tool for resilience.

Research explained that these sessions promote shared learning and individual growth, essential for enhancing team performance and personal well-being. Structured feedback fosters resilience and prepares teams for future challenges (Naz et al., 2010).

Conclusion

This study offers an extensive view of the resilience of Rescue 1122 workers, formed by personal attributes, coping strategies, and organizational help. It highlights on the key parts like how emotional intelligence, teamwork, and training nurture ways to carryout job protocols. However, recurrent challenges like resource scarcity and high workloads threaten their emotional stability and well-being. A holistic approach is essential to improve their resilience and overall effective performance.

Limitation and future direction

This study offers crucial insights into the resilience of Rescue 1122 workers but is limited by its attention on a single region and mere reliance on self-reported data, which may present biasness. Future researches should pay attention on a broad range of emergency services and apply longitudinal approaches to understand changes in resilience over the time. Despite these limitations, the findings emphasize the complex nature of resilience and highlight the importance of addressing individual, organizational, and systemic factors. Practical suggestions and programs are offered to improve the well-being and performance effectivity of emergency respondents.

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