

## EFFECTS OF SELF-ESTEEM ON JOB SATISFACTION AMONG OPERATIONAL RESCUERS OF RESCUE 1122 DISTRICT PESHAWAR

Alam Zeb Khattak<sup>1</sup>, Muhammad Saif Ullah Qureshi<sup>2</sup> & Muhammad Amin<sup>3</sup>

*Keywords:*

Operational Rescuers,

Self-esteem,

Job satisfaction,

Rescue 1122,

Emergency Rescue Service

*ABSTRACT*

Aim of this study was to check association between self-esteem and job satisfaction. The study was conducted to investigate the effects of self-esteem on job satisfaction among operational Rescuers of Emergency Rescue Service Rescue 1122 District Peshawar, Khyber Pakhtunkhwa. Participants for this study were selected through a specified criterion. Data for the present study was collected from 100 operational Emergency Medical Technicians and Fire Rescuers (Fire Fighters). Age ranges from 26 to 35-year, education ranges from intermediate and professional diploma to master degree. Purposive sampling technique was used. Self-esteem scale (Urdu) by Rifai and Tariq in 1999 and Job Satisfaction Survey (Urdu Version) by Shehzad and Begum (2011) were used. Results of the study report significant positive correlation between self-esteem and job satisfaction. Rescuers with high self-esteem were found more satisfied in their work as compare to low self-esteem rescuers. It was concluded that self-esteem has a positive and direct relationship with job satisfaction. Rescuers with high level of self-esteem were found more satisfied in their job as compared to low self-esteem rescuers.

<sup>1</sup> Affiliation 1 International Islamic University, Islamabad

<sup>2</sup> Affiliation 2 International Islamic University, Islamabad

<sup>3</sup> affiliation 3 Sarhad University Peshawar

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## INTRODUCTION

There are a lot of studies on emergency rescue service workers and fire fighters due to their internal job stress or risky occupation. They are dealing very stressful incidences on daily bases including medical, fire, disasters and flood (Pawłowski, et al, 2018, Popa and Podea, 2013). Therefore, they are also called first responders because they respond different emergencies including fire and medical at first attempt (Khattak, Qureshi and Khan, 2016). These emergencies are included in their routine work (Rowntree, et al 2015). Nowadays most of the countries having their established emergency rescue services by using different names and codes like in United State of America the service is coded as 911 and 1122 in Pakistan. Emergency services include both hospitalization and pre-hospital facilitation. But in many developing countries this field is severely neglected. No system for proper handling of trauma, myocardial infarction, pregnancy and other victims. Most of them become disable for future life due to improper handling of untrained bystanders (Waseem, Naseer and Razzak, 2011).

Some of the rescuers are affected by the internal job environment very much and they are easily depressed and therefore they are requesting for long leave or leave without pay and they are also trying to join other department of low-level stress like education or health. These rescuers are easily affected by daily activities responding dangerous emergencies like bomb blasts, severe road traffic accidents, severe fire emergencies and disasters etc (Rowntree, et al 2015). Emergency rescue services are approximately the most traumatic and life threatening among all services (Pawłowski, et al, 2018). The workers of these services are dealing a lot of such events where innocent peoples are crying and dying on daily basis, these events include sever road traffic accidents, terrorist activities like bomb blasts, remote control and planted bomb blasts building collapse where these emergency rescuers deal victims lying in blood and sometime, they collect only pieces of human bodies. Therefore, the rescuers are working in a very risky environment. Their lives are on a high risk (Amin, Khattak and Khan, 2018). These unexpected and horrific emergencies may cause post-traumatic stress disorder. According Javidi and Yadollahie (2012), armed forces and rescue workers having more prevalence of post-traumatic stress disorder. The range of PTSD in emergency rescue workers was from 6% to 32%.

### Statement of the Problem

According to earlier researches, mostly the researchers are agreed that high self-esteem individuals are doing well in most of their activities. For example, high self-esteem school children are academically well as compare to low self-esteem children. And this type of studies is also conducted for school, colleges and Universities teachers and mostly the researchers are agreed on this that self-esteem have important impacts on life activities. This study was conducted to know the effects of self-esteem on job satisfaction among emergency rescue service rescue 1122 workers of district Peshawar.

### Significance of the study

Emergency Rescue Services are mostly studied due to their risky and stressful job nature. Rescuers are dealing horrific emergencies on daily basis; they are prone to traumatic and stressful conditions. Research studies on self-esteem reported that high self-esteem individuals can respond positively to critical situation this study will help to know the effects of self-esteem on job satisfaction among

operational rescuers. Most the studies are conducted on the rescue services are in the developed countries, where there are a lot of facilities for the rescuers like flexible duty schedules and psychological services etc. The main purpose of this study is to rule out these variables in the rescuers of developing country like Pakistan, where they are working with a limited resources and facilities. Can self-esteem play a role? If yes how we can correlate it with other variables and how the organization can benefit from them.

## LITERATURE REVIEW

### Self-esteem

According to Penguin Dictionary of Psychology ‘ ‘ Self-esteem is the degree to which one values oneself. The word esteem is used for high value while the combined form self-esteem is used for full degree high or low.

The important function of the self-concept is to evaluate the self; this evaluation is called as self-esteem. So, self-esteem is defined differently by different researchers and Psychologists. One of the common definitions of self-esteem as that people place how much value on themselves. This is a sense of identity. People want to know who they are. Mostly self-esteem and self-concept are used interchangeably and they have overlapping. Self-concept is a cognitive structure and ideas about one’s self (Krämer, and Winter, 2008). Things which come under self-concept are like name, nation, race, hobbies, likes, dislikes, beliefs about something, weight, height and their appearance while self-esteem is the evaluative component of the self-concept. The nature of self-concept is hierarchical. According to Ormrod (1999) there are three type of competence involved in self-concept they are cognitive competence, physical competence and social competence. Self-esteem has now become a word of daily use. Self-esteem can be defined as positive or negative evaluation of oneself. Self-esteem and self-concept are both important and play a role in influencing behaviour. This is a general belief that individuals with high self-esteem are loved and more popular in their society (Farid and Akhtar, 2013). Healthy self-esteem has positive correlation with realism, creativity, independence, ability, flexibility, intuitiveness, rationality, cooperativeness and ability to manage change, while poor self-esteem has correlation with blindness to reality, inappropriate conformity, inappropriate rebelliousness, irrationality, defensiveness and fear of hostility and over controlling behaviour (Popa and Podea, 2013). If our self-esteem is more solid so we can cope better with troubles and challenges and we can likely communicate better. Low or poor self-esteem shows lake of generosity or tendency to fear about their ability. Self-esteem low or high tends to be a generator of self-fulfilling prophecies. Without self-esteem we cannot die but we are impaired in our function (Nathaniel, 1995, and Nicholas, 2001).

Self-esteem decreases during adolescence. It is may be due to their body image and other puberty problems. While self-esteem may increase gradually in adulthood and reach to their peak around late 60s. Increase of self-esteem in adult life is because they occupy position, power and status. Some researchers suggest individuals obtain most achievement in the middle life characterized by higher level of consciousness and emotional stability. Self-esteem decreases in old age. Few studies suggest that its self-esteem start to decrease around age 70. This decrease in self-esteem is due to changes occur in old age including retirement, relationship, physical functioning and decrease in socioeconomic status. No gender differences were found in the development of self-esteem in males and females. For both males and females self-esteem increases in childhood, decrease during adolescents again increase in adulthood and decreases in old age. Variation in childhood and old age self-esteem is due to dramatic changes in both the ages. The relation between self-esteem and depressive symptoms were not changed by gender and level of education but level of self-esteem varies with age changes (Orth, Robins, Trzesniewski, Maes and Schmitt, 2009).

## **Job Satisfaction**

Syptak, Marsland and Ulmer (1999) defined job satisfaction as the affective relation of employees to their work role and a perceived relationship between what they want and what is offered by the job. Job satisfaction plays a significant role and it is related to every field of life. It is the result of employee's perception regarding their jobs and how their organizations are beneficial for them. Some of the previous researches support both theoretical and empirically that there is association between self-esteem and job satisfaction (Salman, and Nasreen, 2011). Another study by Armstrong (2006) reported that job satisfaction is the employee feelings and attitude towards their job. When there is favourable situation and the employees having positive attitude, this situation refers to employee's job satisfaction. Sometime the work environment and situation are unfavourable and the employees having negative attitude towards their job this situation refers to employee's job dissatisfaction.

## **Self-esteem and Job satisfaction**

Degree of job satisfaction can range from extreme level of satisfaction to extreme level of dissatisfaction. Employees having different attitudes towards different aspects job like kind of work, behaviour of the boss, pay, promotion, leave, co-workers and subordinates. High level of job satisfaction there will be more benefits to the employer. High job satisfaction there will be low level of absenteeism. Good emotional and mental state represents high level of job satisfaction. The results of a research conducted by Alavi and Askaripur (2003) shows a significant positive relationship between self-esteem and job satisfaction. High self-esteem individuals have greater level of job satisfaction as compare to low self-esteem individuals; most of the researches support this idea (Alavi and Askaripur, 2003).

### **Hypotheses of the study**

- H1:** Emergency rescuers who scores high on self-esteem scale will score high on job satisfaction scale.
- H2:** Self-esteem has significant effects on job satisfaction of emergency rescuers.

## **METHODOLOGY**

### **Sample**

One hundred participants were selected from pool of one hundred and fifty rescuers. forty were dropped due to different reasons including incomplete responses, some refused to participate. All of participants were Pashto speakers but they were also able to speak Urdu and English to some extent. All participants were permanent residence of Khyber Pakhtunkhwa province. Purposive sampling technique was used and those samples were selected who fulfilled the proposed criteria.

To control the extraneous variables those rescuers were selected who fulfilled the proposed criteria. The criteria for participation was that all the participants were from the same basic pay scale 11, operational category, emergency medical technicians and fire rescuers only, age ranges from 26 to 35, all would be male and all would be from the same recruitment group. Due to unavailability of female fire fighters and very few emergency medical technicians they were not added to participate. Therefore age, duration of the service, gender, basic pay scale and category of the job were kept in mind. The selected rescuers were all from 26 to 35 year of age. The required entry level age for fire fighters and emergency medical technicians is 22 year and the required qualification is intermediate/graduate. Therefore, those rescuers whose age was below 26 were not taken. Most of rescuers improved their education while working in this department. All of the participants were from the same

basic pay scale 11 (BPS 11). Female emergency medical technicians and disaster rescuers were also excluded due to their change duty nature, as the female emergency medical technician are limited to the delivery cases emergency only and disaster rescuers are limited to disasters only. Male Emergency medical technicians (EMT) and male fire rescuers (FR) were taken as participants in this study. Some of the officers also requested for participation, instruments were provided to them but their results were not considered due to higher rank.

**Research design**

Cross sectional study design was used in this study. In this design participants of different ages are taken to study at the same time. The advantage of this design is that a wide variety of ages can be studied in a short period. This design also measures all the factors in a quick and easy pattern and the design is also inexpensive. These participants may be divided into different groups. Reliability and validity established scales were used in the current study.

**Variables**

Effect of self-esteem was the independent variable while level of job satisfaction was the dependent variable of the study.

**Instruments**

**Self-esteem Scale (1999)**

This instrument was developed by Farida Rifai and Pervaiz Naeem Tariq. The scale contains four dimensions including self-acceptance, self-competence, social and physical self-acceptance and academic self-competence. The scale having total 29 items, 11 are for self-acceptance. 6 items are for self-competence. 7 items are for social and physical self-acceptance 5 items are for academic self-competence. The scale consists of 17 positive and 12 negative items. Possible Score Range for this scale is 0-116. High scores on the scale indicate high level of self-esteem while low score indicate low level of self-esteem.

**Table 1**

Alpha Reliability Coefficients of Self-esteem Scale (N=100)

Cronbach's Alpha	.83
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**Table 2**

Alpha coefficient for the sub-scales of the instrument of Self-esteem (N=100)

Cronbach's Alpha	.64 to .78
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**Job satisfaction survey (Urdu Version 2011)**

This scale was originally developed by Paul E, Spector in English and was translated into Urdu and psychometric properties were also computed by Salman Shahzad and Nasreen Begum in Pakistan. The scale is used to assess employee attitudes about the job and different aspects of the job. The scale has 36 items and having 9 subscales, each subscale has 4 items but total score is computed from all 36 items. Responses to the positive items should be numbered from 1 representing strongest disagreement to 6 for strongest agreement, while score for negatively worded items should be reversed like 1=6, 2=5, 3=4, 4=3, 5=2, 6=1. Possible scores range from 36 to 216. From 36 to 108 are for dissatisfaction,

108 to 144 for ambivalent and from 144 to 216 for satisfaction (S and Begum, 2011).

**Table 3**

Alpha Reliability Coefficients of Job Satisfaction Survey (N=100)

Cronbach's Alpha	.91
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**Table 4**

Alpha coefficient for the sub-scales of the instrument of Job Satisfaction Survey (N=100)

Cronbach's Alpha	.60 to .82
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## Procedures

All of participants were given option to receive hard copy of the research study scales (questionnaires) or soft copy through mail. But due to unavailability of internet facility in every rescue station only hard copy of questionnaires were distributed.

In the first step permission was taken from District emergency officer of district Peshawar demographic data sheets were distributed in all rescue 1122 stations at Peshawar. Two hundred demographic data sheets were received back and they were analysed and those rescuers were selected who fulfilled the proposed criteria. After selection of the participants they were approached in their offices for data collections. The data collection was started in a step by step pattern starting from rescue station 11, 22 and so on. Data from all rescuers was collected in their respective duty shifts. At the time of data collection in all station the researcher was himself present and the participants were completely free for question about anything related to the study any time during the study. Instructions about every research instrument were made clear to them before start of the entire study. They were assured about confidentiality of data. To decrease pressure and biased answers all seniors staff including Station House In charge, Station Coordinator and Shift In charges were requested not to interrupt during entire data collection. We also tried not to disturb their routine service therefore after instruction the rescuers were divided into two groups. Group one was ready to respond and handle emergencies while data was collected from group two. After completion of data from group one data from group two was collected by repeating the same process. After receiving back all the questionnaires data was entered into SPSS version 16.0 data editor for analyses. First the correlation of self-esteem and job satisfaction was processed and then the correlation of self-esteem and job satisfaction was assessed.

After completion of the data a second visit was made to the rescue stations again to know the views of the station officers about the rescuers who participated in this study. For this purpose, the names of the rescuers were divided into two groups. High self-esteem individuals were also supported by their station officers. Most of the station officers were satisfied from their work. According to their station officers they are regular also. On the other hand, some individuals with low self-esteem their station officers were not satisfied with their work, behaviour and punctuality.

## RESULTS

**Table 5**

Mean, Median and Standard Deviation of Self-esteem and Job Satisfaction

	Self-esteem Score	Level of Job Satisfaction
N	100	100
Missing	0	0
Mean	73.8700	116.3000
Median	71.0000	116.5000
Std. Deviation	15.62739	22.71185

Variables= Self-esteem, job satisfaction (N=100)

The above table indicated central tendencies the Mean, Median, Standard Deviation (SD) and Variance of the whole study including all variables self-esteem, job satisfaction and depression among operational emergency rescuers (Emergency Medical Technicians and Fire Rescuers) of ERS rescue 1122 district Peshawar.

**Table 6**

Correlation between Self-esteem Scale and Job Satisfaction Survey

		Self-esteem	Level of Job Satisfaction
<b>Self-esteem</b>	Pearson Correlation	1	.736**
<b>Level of Job Satisfaction</b>	Pearson Correlation	.736**	1

\*\* Correlation is significant at the 0.01 level (2-tailed)

Variables= Self-esteem, Job satisfaction (N=100)

The above table indicated the correlation between self-esteem and job satisfaction. The results showed a significant positive correlation between self-esteem and job satisfaction among operational emergency rescuers including both emergency medical technicians and fire rescuers. Positive correlation between self-esteem and job satisfaction was also supported by earlier studies. Rescuers having high self-esteem are more satisfy in their work as compare to rescuers with low self-esteem.

## DISCUSSION

Results of this study showed that self-esteem is positively correlated with job satisfaction, so the results means that operational emergency rescuers including both emergency medical technicians and fire rescuers (fire fighters) who have high self-esteem have also high job satisfaction. The emergency rescuers who have high self-esteem are competitive and regular they have also high level of job satisfaction. The results support theory of self-evaluation by Locke and Durham's (1997). This theory suggests that those individuals with high self-esteem are regular and

hard workers as they have high self-concept. These individuals perform better and they mostly achieve their target. In case of failure they think more positively and they have better options to deal the situation.

The results of the study related with job satisfaction were also supported by the views of their station officers. Names of those with high self-esteem and high job satisfaction were discussed with their station officers. Most rescuers with high self-esteem and high job satisfaction were regular and hard worker. They have a smaller number of absentees from their office and less punishment history as compare to those with low self-esteem and low job satisfaction.

According to Korman (1970), self-consistency theory individuals with high self-esteem choose jobs and accusations according to their interests which lead to greater level of job satisfaction. The theory also predicts that individuals with high self-esteem are more vigilant and they work hard to achieve the target and satisfy their self-concept and also get better salary and promotion. Another study conducted by Mozumdar Arifa Ahmad (2012) showed that self-esteem is significantly positively correlated with job satisfaction among teachers of private universities in Bangladesh. According to him high self-esteem will engage in those healthy activities which in turns reinforce their self-concept and positive self-concept help a person to do better and hard work which lead to promotion and high job satisfaction. Individuals with high self-esteem will try to be engaged in more positive activities and they will be more serious to achieve their goals of life and satisfy their self-esteem.

Another study conducted by Ghafari and Samii (2013) on the relationship of job satisfaction and self-esteem among University teachers. According to the results of this study significant difference was found. State teachers of the Aliabad University having both higher self-esteem and job satisfaction as compare to non-state teachers. The effects of job satisfaction are not only limited to the internal organization but it is also related to some environmental and family factors. Personnel relationship plays important role regarding job satisfaction. If the home environment of any employee is not good and problematic it will definitely affect their work environment and their dealings with seniors and colleagues. The results are also support the present study but the only difference is that the present study was conducted on emergency rescuers while the other is on University teachers.

It is my personnel experience that sometime we examine that the rescuers suffering from family conflicts having more problems to deal in the office with their seniors and colleagues. They are feeling more problems and they are more stressful and they are not willingly participating in different emergencies. Their regularity and punctuality were badly affected. Sometimes they may receive punishment due to their family problems. Most of them are requesting for long leave or leave without pay.

According to Yasir iqbal (2012) self-esteem, self-efficacy, locus of control and emotional stability are positive and significant predictor of job satisfaction. He also reported that individuals with high core self-evaluation level were more job satisfied as compare to low level of core self-evaluation. Those individuals with high core self-evaluation are more job satisfied as compare to those with low core self-evaluation. High self-esteem and emotionally stable individuals can cope and compete bitterly because they consider every hurdle is a challenge and target. Therefore, they try hard to achieve. If sometimes they fail, they again try with better response. While those with low core self-evaluation always complaining. They consider that this was our bad luck and we cannot achieve the goal. This study also found significant and positive relationship among all self-esteem, self-efficacy, locus of control and emotional stability.

## Recommendations

Facilities, rules regulation and employee friendly policies are very important to be made and implemented to increase job satisfaction. High self-esteem individuals may be recruited to provide better results to the community. In future researches may be conducted on other related organizations providing their services in the emergencies.

## Limitations

This study was limited to operational rescuers of ERS rescue 1122 district Peshawar only. It was also limited to male rescuers only.

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