

Relationship Between Consciousness The Society With Services Crescent Red Saudi And The Rate Response For Calls Emergency

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Abstract:

This study aims to identify the relationship between community awareness of the Saudi Red Crescent Authority's services and the response rate to emergency calls. The study was conducted on a sample of 400 participants from different age groups and educational levels, using a descriptive analytical approach and a questionnaire that included eight basic items measuring community awareness of Red Crescent services and its impact on the speed of response. The results showed that the arithmetic means tended toward agreeing on the importance of community awareness in improving the speed of communication with ambulance teams, clarifying reports, and increasing the effectiveness of using electronic applications. T-test and ANOVA tests also showed no statistically significant differences between genders or between education levels in participants' responses, indicating that these perceptions are common across different groups. The study recommends increasing community awareness campaigns and intensifying training on the use of Red Crescent electronic applications to enhance the efficiency of emergency response.

Keywords: Saudi Red Crescent - Community Awareness - Rapid Response - Emergencies - Electronic Applications - Awareness Campaigns.

Introduction:

The Saudi Red Crescent Authority plays a vital role in the health emergency system in the Kingdom of Saudi Arabia, and is a key partner. The Ministry of Health and other relevant authorities, and the role of the Authority is focused on providing first aid and emergency services before cases reach the hospital, in addition to humanitarian missions and extensive awareness activities. One of the most important roles of the Saudi Red Crescent in health emergencies is providing field ambulance services, as the ambulance service is one of the most important tasks of the Saudi Red Crescent. The Authority receives emergency reports and responds to them with trained ambulance teams equipped with the latest equipment to reach the site of the accident or medical case, and the field teams provide the necessary first aid. The patient is safely transported to the nearest appropriate healthcare facility. The Saudi Red Crescent system possesses a variety of advanced ambulances and vehicles equipped to handle various types of accidents, including mass casualty incidents and natural disasters 1,2

also plays a major role in educating the community about the importance of first aid. The Authority offers various training courses and programs for individuals, as well as government and private entities to teach them how to act in emergency situations. The Saudi Red Crescent also provides its services extensively during major events in the Kingdom, such as the Hajj and Umrah seasons, where fully equipped first aid teams are deployed at the holy sites to serve the guests of God and provide urgent healthcare 2,5

Discussion

is one of the cornerstones of any integrated health system. It plays an important role in protecting the lives of individuals and society as a whole. Its importance goes beyond providing first aid, but rather includes a wide range of services that contribute to achieving health security and social stability . The primary importance of emergency care lies in its ability to save lives in many cases, such as accidents , heart attacks strokes, or serious injuries. Every minute is crucial, starting with the rapid arrival of trained medical teams , to provide the necessary interventions that can determine the difference between life and death . In addition emergency care helps reduce permanent disabilities that may result from injuries or illnesses if they are , not treated promptly 5,9

also shows its great importance during natural disasters such as earthquakes and floods or public health .crises such as epidemics. At these times, regular hospitals and health centers are under tremendous pressure Here, the importance of organized emergency systems that can deal with large numbers of injured people with high efficiency and the extent of the ability to coordinate relief efforts between different parties becomes clear. The presence of an effective emergency care system also gives the community a sense of It promotes safety and health security by letting people know that help is available and quick in the event of a health emergency. This reduces anxiety and contributes to building public confidence in the health system. This confidence is essential to encourage people to seek help in a timely manner rather than delaying it, which may exacerbate the problem 8,9

.Therefore, emergency care is not just a separate service , but rather an integral part of the healthcare system Emergency services act as a primary gateway to hospitals, through which emergency cases are quickly examined and assessed to determine treatment priorities and direct patients to appropriate specialized departments. This reduces pressure on other departments and ensures more effective allocation of resources Emergency care is not a luxury , but a vital necessity for every society that seeks to preserve the health . ,and safety of its members. It requires continuous investment in staff training infrastructure development and modernization of tools to ensure the highest levels of quality are provided under the most difficult circumstances 9,3

Role Crescent red Saudi in system Emergency Health

the Saudi Red Crescent is the first line of defense in the health emergency system . Provides immediate and rapid care in the field and is also supportive. To support the efforts of other health authorities, and contributes to building a more aware society that is more able to respond to crises 1,2

concept consciousness the society With services Emergency

refers to the extent to which community members know and understand how to act properly in emergency situations, whether health , security, or natural disasters . This awareness is not limited to knowing emergency numbers, but goes beyond that to include... A set of necessary skills and knowledge that contribute to saving lives and reducing damage. The elements of community awareness of emergency services can be explained as follows 5,6

The beginning is to know the emergency numbers and the responsible authorities . Individuals must be fully aware of the unified emergency numbers and know which authority to contact for each type of emergency, whether ambulance , fire department , or police . The second element is the ability to provide accurate information. When contacting emergency services, the person must be able to provide clear and accurate information about the location of the accident , the type of injuries or condition, and the number of injured . This information helps emergency response teams to arrive quickly and prepare the appropriate equipment 8,9

Community awareness is important in saving lives. Community awareness is the first line of defense in any emergency. Often, individuals at the scene are the first responders, and their ability to act properly can save the lives of those injured before specialized assistance arrives . It also helps reduce the burden on emergency systems . When the community is aware, unnecessary contacts are avoided. Reports become

more accurate, allowing emergency teams to allocate their resources more effectively to the cases they need. Communities with high awareness are more resilient in the face of crises, as their members cooperate in an organized and effective manner. Which reduces chaos and contributes to a faster return to normal life 1,10

Therefore, community awareness of emergency services is an investment in health and social security and a shared responsibility that falls on individuals, educational institutions, the media, and healthcare providers in general

concept Response For calls Emergency

The functional definition of emergency response is a series of organized procedures that begin with receiving the caller's emergency report and include triage and classification of the case, directing the nearest qualified field team to the accident site, and providing initial instructions to the caller. The goal is to achieve a quick and effective response to save lives and reduce potential damage. The operational definition of emergency response can be explained as follows: It is an integrated process that relies on speed and accuracy and consists of four main steps: receiving the call and gathering information, analyzing triaging, and classifying the case, dispatching and directing the appropriate team, and providing first aid, instructions over the phone. These steps form the basis for providing assistance in the critical first minutes of an accident 10

,Accordingly, the concept can be defined Response For calls Emergency more comprehensively as follows it is a vital system that is considered the first line of defense in the emergency system, as it links the affected individual with specialized resources. Such as ambulances, police, and firefighters, it ensures flexible coordination between all concerned parties to ensure the arrival of appropriate assistance as quickly as possible, which contributes to enhancing health security and reducing human and material losses 11

The importance of effectiveness is due to the fact that every minute in emergency situations is valuable. A rapid response reduces the rate of deaths and permanent disabilities. An accurate assessment of the situation ensures that resources are not wasted on non-emergency cases and ensures that appropriate assistance arrives in a timely manner. An effective response also requires flexible coordination between emergency centers, field teams, and hospitals, which ensures continuity of care 9

Limitations relationship between awareness Community And speed Response

There is a strong relationship and mutual influence between community awareness and the speed of response to emergency calls. This relationship is not a simple linear one, but is governed by several determinants that directly or indirectly affect the efficiency of the entire emergency system 8

Accuracy of information when society is aware Individuals have the ability to provide accurate and clear information to the reporting officer. They know the importance of mentioning the exact location. The type of accident and the number of injured, as accurate information reduces the time spent by the emergency team searching for the site, allowing them to reach the scene of the accident faster. On the contrary incorrect or incomplete information leads to a significant delay that may lead to loss of life, as well as the ability to provide first aid. Community awareness encourages learning basic first aid skills Trained individuals can initiate cardiopulmonary resuscitation (CPR) or stop bleeding in the critical first minutes before the ambulance arrives. These initial measures not only speed up the treatment process but also directly contribute to improving the chances of survival and reducing complications. Even if there is a slight delay in the arrival of the emergency team, confidence in the emergency response system is important. When the community sees that the emergency system responds efficiently, its confidence in this system increases. This confidence encourages individuals to call in a timely manner without hesitation 2,8

Origin And development Crescent red Saudi

is one of the oldest and most important humanitarian organizations in the Kingdom of Saudi Arabia. It has gone through several stages of establishment and development to reach its current level of efficiency and comprehensiveness in its services . These stages can be explained as follows

idea of establishing a relief entity in the Kingdom began during the reign of King Abdulaziz Al Saud may God have mercy on him - specifically in the year 1353 AH (1934 AD). In this year, a royal decree was issued to form the“ Charity Relief Society” to be the first official government organization concerned with providing emergency services. The idea of establishing it came as a reaction to the circumstances of the Saudi-Yemeni war, as there was an urgent need to provide medical care to wounded soldiers. The society continued its humanitarian work even after the end of the war to serve citizens residents, and pilgrims to the House of God^{7,1}

On 16 Muharram 1383 AH (June 8, 1963 AD), Royal Decree No. (1) was issued, establishing the“ Saudi Red Crescent Society” as an independent entity with a legal personality. This date is considered the true official beginning of the organization. This establishment came to be in line with the international agreements and principles of the International Red Cross and Red Crescent Movement. At this stage, the Society began to expand the scope of its work, develop its ambulance fleet, and open branches in various regions of the Kingdom . The year 1429 AH (2008 AD) is a milestone in the history of the organization, as a decision was issued by the Council of Ministers to change the name “Saudi Red Crescent Society” to“ Saudi Red Crescent Authority.” This change was not just a change in name, but It is a qualitative shift in the role and powers of the Authority, as it has become a public authority with administrative and financial independence, which has allowed it to expand its services and tasks to include more advanced areas, such as developing rapid response systems and using modern technologies in emergency work. Such as the Asafni“” application expanding training and community awareness programs, and developing air and sea , ambulance services ^{1,6}

has not stopped developing, but has continued to update its systems and expand its services. The Saudi Red Crescent Authority is considered one of the most important humanitarian institutions in the region and contributes effectively to the health emergency system in the Kingdom of Saudi Arabia. It provides its services to millions of people annually, especially during the Hajj and Umrah seasons, and operates according to the latest international standards in the field of emergency and first aid ^{2,8}

Services that Presented by in Cases Emergency

The Saudi Red Crescent Authority provides a wide and integrated range of services in emergency situations These services go beyond merely transporting the injured . These services are designed to ensure a rapid . :and effective response to any health or humanitarian emergency. These services include

,Ground ambulance services , including immediate response, are the most important and prominent service ”,as the Authority receives reports via the unified number or through smart applications such as “As’afni and directs the nearest fully equipped ambulance team to the accident site . Ground ambulance has a huge and diverse fleet of modern ambulances, the equipment of which varies according to the type of accident or condition. To ensure the provision of necessary medical care in the field , and to use smart technology services , which is the “Help Me” application , this application provides users with the ability to request emergency assistance easily, while sending the exact geographical location to field teams, which reduces response time and The "Responder" application connects anyone facing a medical emergency with the nearest available first responders, who may be volunteers trained by the Authority to provide basic first aid, as well as support and awareness services ^{5,4}

The Authority provides intensive training courses for the community, including individuals and the public and private sectors, to teach them how to act in emergency situations and provide basic first aid. The Authority also implements ongoing awareness campaigns and programs to raise health awareness in the ,community and encourage them to learn emergency response skills. In cases of disasters or major accidents

the Authority provides psychological and humanitarian support to the injured and their families, helping them overcome the trauma 3,8

Therefore, the Saudi Red Crescent is more than just an ambulance service . It is an integrated system that aims to protect lives and provide support in the most difficult circumstances through trained personnel advanced equipment, and the use of modern and sophisticated technical systems 1,6

1. Challenges that facing him in Response For calls

faces a set of complex challenges in responding to emergency calls that directly affect the efficiency and speed of service provision . One of the most important of these challenges is the dispersion and inaccuracy ,of addresses. Paramedics face great difficulty in accurately identifying the locations of emergency cases especially in rural areas or old neighborhoods that do not have a clear addressing system. This increases the time required to reach the injured, which may lead to a deterioration in their health condition. In addition The large number of false or non-emergency calls constitutes a huge burden on the Authority 's operations centers, as these calls consume the time and effort of the staff and occupy communication lines that may be required for actual critical situations . In addition, there is a challenge Another problem is that some callers are not aware of how to provide accurate information and are unable to clearly describe the situation or location, which puts the reporting officer in a position that requires him to exert extra effort to extract vital information. Limited community awareness of first aid is another challenge . The lack of basic skills among first responders at the scene of an accident leads to the aggravation of injuries before the arrival of emergency teams 5,8

In addition, the difficulty of reaching some locations during peak times or due to traffic congestion poses a major challenge , especially in major cities, which hinders the speed of response. Despite efforts to develop infrastructure, some roads remain unsuitable for ambulances to pass quickly. This requires continued work on developing the emergency infrastructure and educating drivers about the importance of giving way to emergency vehicles. These challenges are key points. A pivotal issue that requires comprehensive solutions that include awareness and technology development Improving the infrastructure to ensure a faster and more effective response 1,9

Levels awareness And its dimensions

indicate the extent to which society understands and appreciates the role of the organization and its various services, and how to benefit from them effectively. This awareness can be divided into levels and :dimensions to clarify how it interacts with the emergency system, as follows

Levels of awareness are divided into: Basic awareness (knowledge), which is the first and simplest level and is related to the basic information that the individual has about the body. This level includes knowledge of the following: The name of the authority and knowing that the authority responsible for ambulance services 1,9

in the Kingdom is the Saudi Red Crescent Authority , knowing the emergency number and memorizing the direct contact number for the ambulance service, which is 997 and realizing that the primary role of , the authority is to provide ambulance services in emergency situations . The second level of awareness is functional awareness, and this level goes beyond mere theoretical knowledge to practical understanding of .how the system works . This level includes how to submit an accurate report and Understanding the importance of accurately identifying the location, mentioning the number and type of injuries, and clearly describing the condition, and being aware that the reporting officer may ask the caller to perform urgent first aid procedures such as chest compressions or stopping bleeding until the arrival of the emergency teams, as well as knowing how to direct paramedics and facilitate their access to the scene of the accident The third level of awareness is advanced awareness, which is the highest level of awareness where the . individual moves from being a mere beneficiary to an active partner in the emergency system 1

This level includes the ability to provide first aid. The individual must possess basic skills such as cardiopulmonary resuscitation (CPR) dealing with choking cases and minor injuries, and contributing to awareness and participate in spreading health and first aid awareness among family, friends, and the community, and also benefit from the Authority's smart applications, such as the "As'afni" application which speeds up the reporting process and determines the location.

The dimensions of awareness can be explained as follows:

The cognitive dimension, which is related to collecting information and facts about the Authority and its services. This dimension increases through awareness campaigns and the media. The emotional dimension which is related to trust in the Authority's services and the individuals' feeling of security thanks to its presence. This dimension is affected by the individuals' personal experiences and the experiences of those around them. The behavioral dimension, which is related to the tangible actions that the individual performs based on his awareness, such as memorizing the emergency number. And train in first aid and cooperate with ambulance teams.

Therefore, the integration of these levels and dimensions leads to building a more aware society and one capable of responding effectively to emergencies. Which contributes to saving more lives and reducing potential damage.

factors Influential in consciousness Society (education, Media, experience character)

Community awareness is a highly complex issue that is shaped and influenced by a set of interconnected factors that work together to build or destroy individuals' understanding of various issues. The most prominent of these factors are education, media, and personal experience, each of which has an important influence, which can be explained as follows 1,9

is the cornerstone of instilling awareness. It provides individuals with the knowledge and skills necessary to understand the world around them in a systematic way. Through curricula and the inclusion of subjects such as health and civic education, students can learn the importance of emergency services, how to act in crises, and the basics of first aid. Education is not just a process of transferring information, but rather building the ability to think critically and analyze, which enables the individual to evaluate the information presented to him correctly. When schools are an active part in training students to deal with emergencies. It creates a more prepared and aware generation 9,2

On the other hand, the media plays a powerful role in shaping collective awareness, as media coverage of emergency events, whether accidents or disasters, can raise public awareness and highlight the importance of rapid response. Awareness campaigns implemented by official bodies through television, radio, and social media play an important role in spreading knowledge, such as emergency numbers and how to use smart applications. However, the media may also contribute to the dissemination of inaccurate or exaggerated information, which may lead to a state of fear or apathy.

Therefore, the quality and credibility of media content has a direct impact on the effectiveness of community awareness.

Personal experience is the most powerful factor influencing the formation of awareness: Nothing compares to the impact of an individual's direct or indirect experience with an emergency situation. A person who witnessed an accident or had to request emergency assistance from the ambulance system becomes more aware of the importance of the service and the need to know the correct procedures. These experiences, whether positive or negative, work to consolidate information in memory and affect future behavior. For example, when there is a positive experience with professional paramedics, it may increase the individual's confidence in the system, while a negative experience may reduce his confidence and make him hesitant. In seeking help later, personal experience cannot be separated from the role of education and media, but is the result of the interaction of all these factors 1,6

2. role Campaigns Awareness in Strengthening awareness With services ambulance

Awareness campaigns play an important role in enhancing community awareness of ambulance services. They are the most effective tool for conveying necessary information from the relevant authorities to citizens. These campaigns go beyond simply providing emergency phone numbers, but extend far beyond that to encompass all aspects of emergency response through various media outlets, such as television, radio, social media, and even street billboards. These campaigns seek to educate individuals about the importance of time in saving lives [3,7]

One of the most important tasks of these campaigns is to correct common misconceptions such as hesitation to seek help or the belief that simple cases do not merit calling the emergency services. It also works to educate citizens on the importance of providing accurate information when contacting emergency response officers, which significantly reduces response time. In addition, these awareness campaigns provide simple practical instructions that anyone can follow, such as how to accurately locate an accident, how to evacuate the area safely, or even how to provide initial assistance to the injured until emergency teams arrive [4,2]

Awareness campaigns are not limited to the theoretical aspect, but often include interactive workshops and practical demonstrations of first aid, giving individuals the opportunity to practice life-saving skills directly. This type of interaction enhances individuals' confidence and makes them more prepared to act effectively in emergency situations. Therefore, awareness campaigns are a long-term investment in building a safe and responsive society capable of dealing with crises consciously and efficiently, which reduces the number of human losses and contributes to enhancing the comprehensive health security of individuals [5]

Study Field (Hilal) Red Saudi

This study focuses on the relationship between community awareness of Saudi Red Crescent Authority services and response rate to emergency calls. The study was implemented in the Saudi Red Crescent Authority, where the sample included 400 participants from different demographic backgrounds (age, gender, educational level, place of residence).

Methodology Search And Its Tools

The study relied on the descriptive analytical approach as it is the most appropriate for describing the current reality and analyzing the relationship between community awareness and the speed of emergency response. This approach allowed the researcher to collect data, analyze it statistically, and interpret the results objectively.

The primary research tool was a standardized questionnaire, designed in two sections:

Basic information: age, gender, educational level, and place of residence.

Questionnaire paragraphs: Eight items related to community awareness of Red Crescent services and its impact on response speed.

Responses were measured using a three-point Likert scale (disagree = 1, neutral = 2, agree = 3).

Analysis Results

Table (1) Mean, Median and Std. Deviation

Item	Mean	Median	Std. Deviation
I have sufficient knowledge of the Saudi Red Crescent's services and its role in emergency response	2.24	2.0	0.81

I continuously follow the awareness campaigns provided by the Saudi Red Crescent	2.33	3.0	0.79
I believe that community awareness of Red Crescent services contributes to rapid communication with ambulance teams in emergency situations	2.33	2.0	0.75
The more community awareness of available services increases, the faster the Red Crescent will respond to calls	2.30	2.5	0.79
I believe that lack of community awareness of Red Crescent services may lead to delays in seeking emergency medical assistance	2.33	3.0	0.78
I believe that continuous community education enhances the efficiency of utilizing Red Crescent services	2.26	2.0	0.77
I've noticed that the speed at which ambulances arrive is partly related to how clear the caller's report is	2.29	2.0	0.81
I believe that increasing awareness of the use of Red Crescent electronic applications improves the speed of response to emergencies	2.27	2.0	0.77

The table indicates that the sample response averages were close to (2.2–2.3) with a relatively low standard deviation (0.75–0.81), reflecting an average degree of community awareness of the Saudi Red Crescent services and its role in emergency response, with limited awareness of the importance of awareness campaigns and electronic applications in improving the speed of response.

Table (2) T-test Results

Item	Male Mean	Female Mean	T-value	Sig. (p)
I have sufficient knowledge of the Saudi Red Crescent's services and its role in emergency response	2.22	2.26	-0.78	0.437
I continuously follow the awareness campaigns provided by the Saudi Red Crescent	2.31	2.35	-0.95	0.342
I believe that community awareness of Red Crescent services contributes to rapid communication with ambulance teams in emergency situations	2.30	2.36	-1.12	0.263
The more community awareness of available services increases, the faster the Red Crescent will respond to calls	2.28	2.32	-0.84	0.402
I believe that lack of community awareness of Red Crescent services may lead to delays in seeking emergency medical assistance	2.31	2.35	-0.67	0.503
I believe that continuous community education enhances the efficiency of utilizing Red Crescent services	2.25	2.27	-0.42	0.674
I've noticed that the speed at which ambulances arrive is partly related to how clear the caller's report is	2.28	2.30	-0.55	0.582
I believe that increasing awareness of the use of Red Crescent electronic applications improves the speed of response to emergencies	2.26	2.29	-0.71	0.478

The results of the table indicate that the average responses of males and females are very close in all items, as the differences between them ranged between (0.02-0.06) only, and the (T) values are low and the statistical significances (Sig) are all greater than (0.05), which indicates that there are no statistically

significant differences between males and females regarding the degree of awareness of the Saudi Red Crescent services and its role in emergency response.

Table (3) ANOVA Results

Item	Sum of Squares (Between)	df (Between)	Mean Square (Between)	Sum of Squares (Within)	df (Within)	Mean Square (Within)	F-value	Sig. (p)
I have sufficient knowledge of the Saudi Red Crescent's services and its role in emergency response	2.45	2	1.23	258.70	397	0.65	1.89	0.152
I continuously follow the awareness campaigns provided by the Saudi Red Crescent	3.12	2	1.56	260.85	397	0.66	2.35	0.097
I believe that community awareness of Red Crescent services contributes to rapid communication with ambulance teams in emergency situations	2.88	2	1.44	261.40	397	0.66	2.17	0.115
The more community awareness of available services increases, the faster the Red Crescent will respond to calls	2.33	2	1.17	261.20	397	0.66	1.76	0.173
I believe that lack of community awareness of Red Crescent services may lead to delays in seeking emergency medical assistance	2.65	2	1.33	260.10	397	0.65	2.05	0.131
I believe that continuous community education enhances the efficiency of utilizing Red Crescent services	2.20	2	1.10	259.90	397	0.65	1.69	0.185
I've noticed that the speed at which ambulances arrive is partly related to how clear the caller's report is	2.75	2	1.38	260.40	397	0.66	2.09	0.127
I believe that increasing awareness of the use of Red Crescent electronic applications improves the speed of response to emergencies	2.40	2	1.20	259.80	397	0.65	1.84	0.160

It is clear from the results of the ANOVA test in the table that the (Sig.) values for all items are greater than (0.05), which means that there are no statistically significant differences between the groups in the level of awareness of the Saudi Red Crescent services or in following up on awareness campaigns or in the belief in the importance of community awareness in accelerating emergency response. This indicates that participants' opinions are similar regardless of their demographic variables.

Conclusion:

3. Indicators speed Response And its quality

The speed and quality of response to emergencies are among the most important measures of the efficiency of any emergency system. They are determined by a set of precise indicators and standards that allow for an objective evaluation of performance. These indicators are not limited to the arrival time of the emergency teams only, but extend to include multiple aspects of the entire response process. One of the most important of these indicators is the response time, which is usually defined as the period of time from the moment the operations center receives the report until the arrival of the first emergency team to the accident site. This time is divided into several sub-stages, such as the reception time, the team preparation time, and the driving time to the site. The shorter these times are, the higher the efficiency. The arrival time is considered ... An important and decisive indicator, especially in critical cases such as heart attacks or strokes, where the first minutes are crucial in saving the patient's life

, We find that the quality of response is no less important than speed, and is measured by other indicators including the efficiency of the cadres, the extent of the paramedics' training and experience in dealing with various types of injuries and medical conditions, and the quality of care provided in the field and The quality of first aid and medical interventions provided to the injured before they are transported to the hospital, the number of cases saved or improved thanks to rapid and effective intervention, the flexibility of cooperation between the Red Crescent, hospitals, police, and civil defense, and the extent to which citizens and residents evaluate the service provided, which is an important indicator of the quality of performance

All of these indicators are used to evaluate the performance of ambulance teams, identify strengths and weaknesses, and develop the necessary plans to continuously improve the service

The effectiveness of emergency response depends on an integrated set of factors that interact with each other to achieve the fastest and best possible service. These factors are primarily technology, human resources, and infrastructure, each of which represents an essential and indispensable pillar. These can be explained as follows

Technology plays a significant role in accelerating the response process. Modern communication systems such as smart emergency applications that accurately determine location, contribute to reducing reception, and transmission time. Advanced operating rooms that use digital maps and GPS systems help direct the nearest available ambulance team and avoid congested routes. In addition, the use of technology to record case data and send it directly to the hospital ensures that the hospital's medical teams are fully prepared to receive the injured, which saves time

Human resources are the heart of the response system, as even the best technologies cannot operate efficiently without qualified and professional teams. Paramedics, dispatchers, and supervisors must be highly trained to handle all types of emergencies, whether traffic accidents, heart attacks, or natural disasters. The ability to make quick and correct decisions under pressure and the skill to provide advanced first aid are essential factors in saving lives

is also the lifeblood of the response process. This includes a sound road network, smart traffic lights that facilitate the passage of emergency vehicles, and hospitals equipped to receive critical cases Geographically distributed ambulance centers reduce the time it takes to reach any point. Although technology and training can reduce the impact of weak infrastructure, unpaved roads or heavy traffic jams can undermine all other efforts. Therefore, investing in improving infrastructure is a key factor in ensuring a rapid and effective response

4. Reflections Response Fast on quality care And rescue spirits

speed of response to emergencies is the essential element that positively reflects on the quality of health care and the opportunities to save lives directly. The faster the response, the greater the likelihood of

avoiding serious complications and permanent disabilities, which reduces the material and psychological burden on the individual and society . In critical moments, such as heart attacks or strokes, where brain and heart cells die quickly, the arrival of emergency teams in the first minutes can determine the difference between life and death and significantly improve treatment outcomes . The speed of arrival also allows paramedics to provide cardiopulmonary resuscitation(CPR) which are vital procedures that can restart a , stopped heart. In addition, a rapid response enables paramedics to stabilize the injured person in the field provide oxygen or necessary medications, and deal with cases of severe bleeding, all of which prevent the condition from deteriorating before reaching the hospital

not limited to the medical aspect only , but extends to the quality of psychological care, as the rapid arrival of assistance gives the injured person and his family a sense of security and reassurance. It reduces the fear and anxiety that accompany accidents and health crises . This early psychological support is an integral part of the recovery process . A rapid response also reduces the time the patient spends in the hospital and facilitates their recovery, which reduces the pressure on the entire healthcare system. Therefore, a rapid response is a vital indicator of the efficiency of the healthcare system , as it reflects its commitment to ensuring the highest levels of care are provided to every individual in society

Results

The results showed that the arithmetic means ranged between (2.2 - 2.3), indicating a general trend toward approval of the role of community awareness in improving response speed.

Participants emphasized that clarity of the report and familiarity with the use of electronic applications enhance the speed of arrival of ambulance teams.

There were no statistically significant differences between genders or between education levels in participants' responses ($p > 0.05$).

Recommendations

Intensify community awareness campaigns about Saudi Red Crescent services.

Train individuals on the optimal use of the Red Crescent's electronic applications.

Strengthening partnerships with schools and universities to include first aid and emergency awareness programs.

Continue to spread the culture of rapid communication with ambulance teams through the media and social media platforms.

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