



## **Questionnaire for citizens about the Emergency Services in Morocco**

*Results*

*European Emergency Number Association*

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## **1. Who is EENA**

EENA, the European Emergency Number Association, was set up in 1999 as a non-profit association registered in Belgium to serve as a neutral discussion platform for emergency services, industry and informed citizens with the aim of getting efficient, interoperable and harmonised emergency telecommunications in accordance with citizens' requirements. EENA has been advocating to authorities the issues related to the single European emergency number 112 as there are more and more EU citizens travelling for business or leisure within the European Union. EENA is also promoting the establishment of a general, pan-European, multilingual, simplified, and efficient system for alerting citizens about imminent or developing emergencies.

## **2. EENA approached by citizens**

The European citizens who travel heavily to Northern African countries approached the association several times showing their desire to feel safer during their holidays. A safety that can be assured by an access to a common emergency number that allows them to reach the local authorities and be saved in case of emergency. They were also some questions concerning the multilinguism aspect of emergency calls and localisation of the caller as it is dealt with in some EU member states. This is why EENA wanted to see if the Moroccan citizens share also the same fears or concerns about the quality of emergency services in Morocco. Therefore, EENA conducted a survey to know the level of satisfaction and knowledge of Moroccan citizens about emergency services in Morocco. The main purpose of this questionnaire was to collect point of views of Moroccan citizens of multiple social status and age about emergency services in Morocco. Privacy of the participants was guaranteed as no personal information was published.

## **3. Survey of citizens**

The questionnaire of 9 questions was available online free of charge and took only 5 minutes to be answered to as it was a multiple choice. It was drafted in French as Moroccans are francophone. Due to the lack of resources, EENA could not conduct a survey of high techniques like the Eurobarometre or any other specialised entity in survey and statistics analysis. However, the main role of this questionnaire is to have a general idea on the knowledge of Moroccan citizens about their national emergency numbers, their level of satisfaction, etc...

The questionnaire was launched in October 19th, 2009 and the link to the page was put on EENA's website. The first attempt to get responses was to send an email defining the purpose of the questionnaire and the link to reply to it to a defined mailing list. The mailing list was created from the database of Al Akhawayn University in Morocco where current students, alumni, staff and faculty were contacted and requested to participate in the survey. A total of 1500 emails were sent and only 210 responded. Then the link to the questionnaire was published on several social websites in order to increase the number of participants and this dissemination increased the total number of online participants to 332.

During Christmas and New Year Holidays, a number of Moroccan students volunteered to inform about the questionnaire and gather answers from participants in the streets of Marrakech. Responses were then entered into a database and sent to EENA for analysis. Knowing that during this period, visitors come from all country to spend the holidays in the touristic capital of Morocco. We could not cover all Moroccan territory due to lack of resources and volunteers. Participants were chosen randomly in the street and agreed to respond to the questions. This campaign increased the number of total participants to 610.

#### 4. Results presentation

- *The questions covered the following:*

Age, gender, occupation and nationality of the participant. Information about emergency numbers received lately by the participant, use of emergency services lately and knowledge of the participant about national emergency services numbers. The satisfaction level of the participant about emergency services as well as their will to have the European emergency number 112 available in Morocco.

- *Results were recovered into a CSV format document and charts and figures were created in an excel sheet with the total results per question as follow:*

Concerning the age of participants, the questionnaire was answered by:

- 39% who were 18 to 25 years old
- 11% who were older than 25 and less than 35 years old
- Only 9% of participants were older than 35 and less than 45.
- Moreover, 15% of participants were older than 45 and less than 55
- participants older than 55 and less than 65 were about 14% of the total of responders
- 12% of participant were 65 years old or more.

The questionnaire tried to cover all age ranges of the Moroccan society in order to have a wide representation of point views of different generations (See figure 1).

The questionnaire dealt also with the gender of participants for gender equity. As it can be noticed from the results in figure 2 there were 365 male participants who gave their opinion about emergency services in Morocco and only 245 females who responded to this questionnaire. In other words, 60% of participants were male and about 40% of responders were female.

As for the occupation of participants, there were three main categories: student, employee/ employer and unemployed. In fact the occupation of the participant can tell us more about his or her experience with emergency services. The results of figure 3 show that 227 participants are students which represents about 37,2% , 314 that represent 51,5 % that are working or professionally active and only 69 about 11% that are unemployed or without a job at the moment of the questionnaire. This was very important for the analysis of the survey as to define the socio-economical categories of the participants. It can be noticed from the results that emergency can happen in all cases and the occupation of the participants should not be a barrier to the level of knowledge about emergency services.

EENA's main interest was to gather opinions of Moroccan citizens living in Morocco as these are the most likely ones to have a direct access with emergency services and more often than others. However, we did not limit the questionnaire to Moroccans only thus the question about the citizenship.

As for the question "*Did you receive any information about emergency numbers in Morocco in the last year*", 552 participants said no compared to only 56 participants. Therefore, about 90,5% of Moroccan citizens did not receive any information about emergency services in Morocco in the last year (see figure 4).

To know how well informed are the Moroccan citizens about their national emergency numbers, the questionnaire gave a multiple choice question where the participant has to choose the right set of national emergency numbers. These numbers were those of police both in urban and rural areas, fire-fighters and ambulance. The results show that 66% of the participants are able to recognize



the correct emergency numbers for police, fire-fighters and ambulance. However, 33% of participants could not tell which answer was the right one, thus they picked wrong numbers for calling police, fire-fighters and ambulance in case of emergency in Morocco (see figure 5).

Questions 7 and 8 were parts of one same question. The participant had to answer whether he or she called Moroccan emergency services in last five years and, if yes, to what extent the participant was satisfied with the service. For this question 76% of participant said that they did not contact emergency services in Morocco in the last five years (figure 6a). For the 24% who said yes the level of satisfaction is very low as shown in figure 6b, about 93,8% of citizens are not satisfied with the emergency services in Morocco and only 6,22% seem to be satisfied. In fact, about 51,9 % citizens are not satisfied at all (150 participants) and 41,86% of participants are unsatisfied (121 participants). Only 4,49% and 1,73% said to be satisfied and very satisfied respectively (figure 6b).

The last question dealt with whether participants would like to have access to the 112 European Emergency number in Morocco in addition to national Moroccan emergency numbers. The responses were of 86% of participants who are favourable for the introduction of the European Emergency Number 112 in Morocco (see figure 7).



## **Annex 1:** List of Questions

### Original questions in French

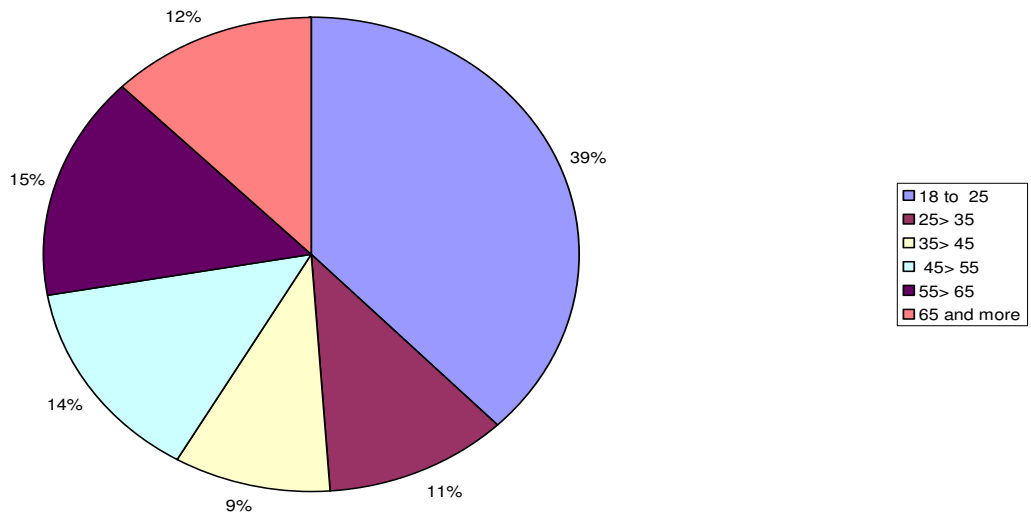
1. Quel est votre âge?
2. Genre
3. Occupation
4. Etes vous Marocain (e)?
5. Avez-vous reçu des informations sur les numéros d'urgence au Maroc cette dernière année ?
6. Quels sont les numéros d'urgence au Maroc ?
7. Avez-vous appelé les services d'urgences Marocains dans les 5 dernières années ?
8. Si vous avez répondu oui à la question 7, êtes-vous satisfaits des services d'urgence au Maroc ?
9. Le Numéro Européen d'Urgence 112 est un numéro d'urgence commun à tous les pays membre de l'union Européenne, aimeriez vous avoir accès à ce numéro d'urgence au Maroc en plus des numéros d'urgence nationaux?

### Translation of questions in English

1. How old are you?
2. Gender
3. Occupation
4. Are you Moroccan?
5. Did you receive any information about emergency numbers in Morocco in the last year ?
6. What are the emergency numbers in Morocco?
7. Did you call the emergency numbers in Morocco in the last five years?
8. If you responded Yes to question 7, are you satisfied with the emergency services in your country?
9. The European Emergency Number 112 is an emergency number common to all member states of the European Union, would you like to have access to this emergency number in your Morocco in addition to national emergency numbers in your country?

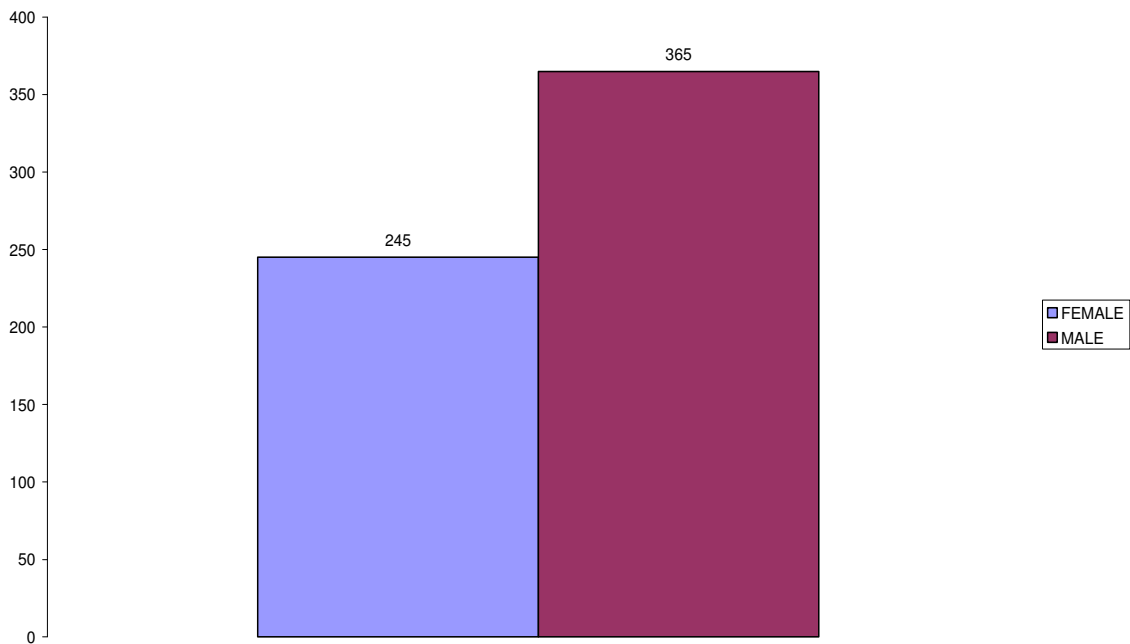
**Annex 2: Figures**

**Age of Participants**



**Figure 1: Age of Participants**

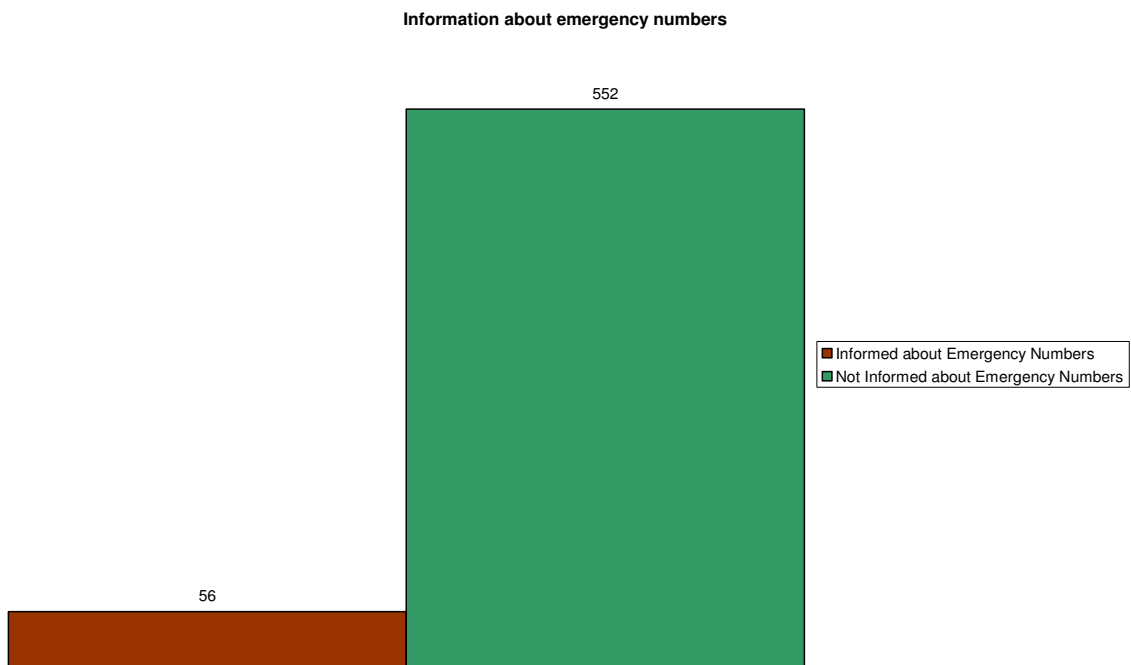
**Gender of Participants**



**Figure 2: Number of participants per gender**

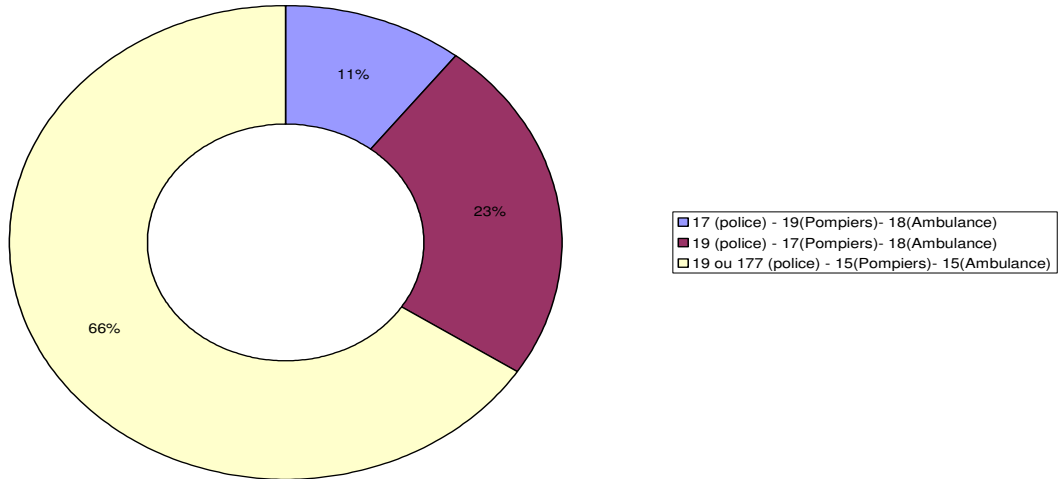


**Figure 3: Number of Participants per occupation**



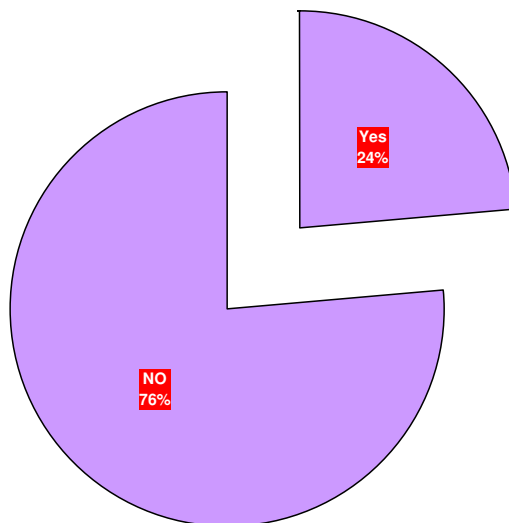
**Figure 4: Number of participants informed about Emergency Numbers in Morocco between 2008 and 2009**

**Knowledge of National Emergency Numbers**



**Figure 5: Percentage of participants aware of national emergency numbers in Morocco**

**Called Emergency Numbers in last 5 years**



**Figure 6a: Number of participants who called Emergency Services in Last 5 years in Morocco**

Level of satisfaction of national emergency numbers

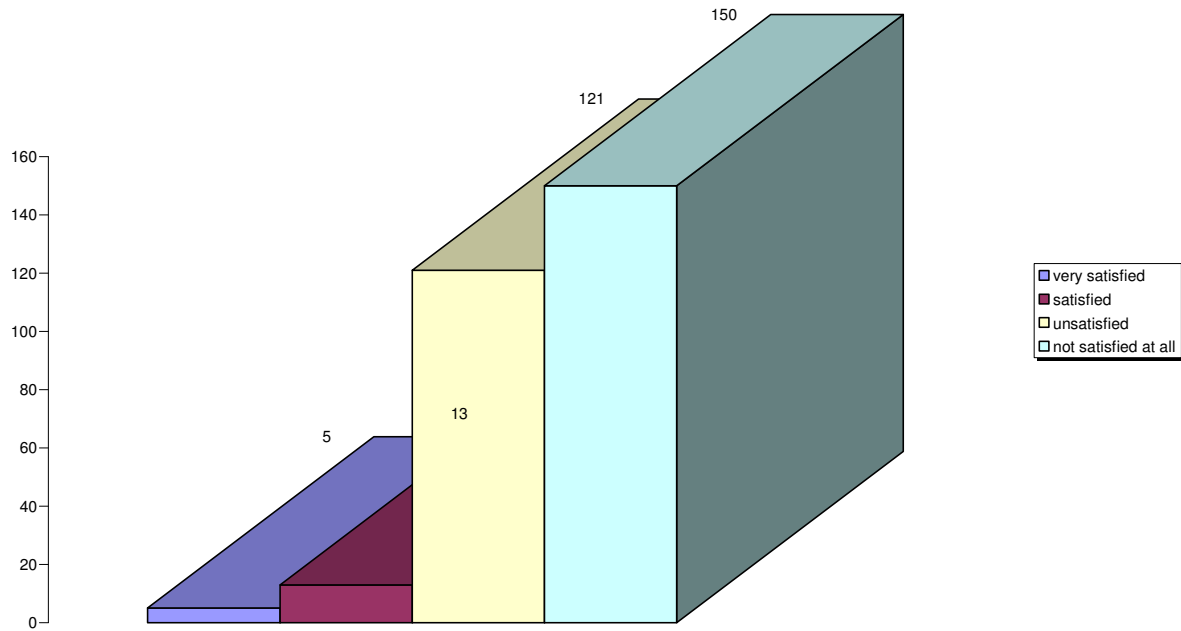


Figure 6b: Number of Participants who called emergency services in last five years and their level of satisfaction of this service

112 Available in Morocco

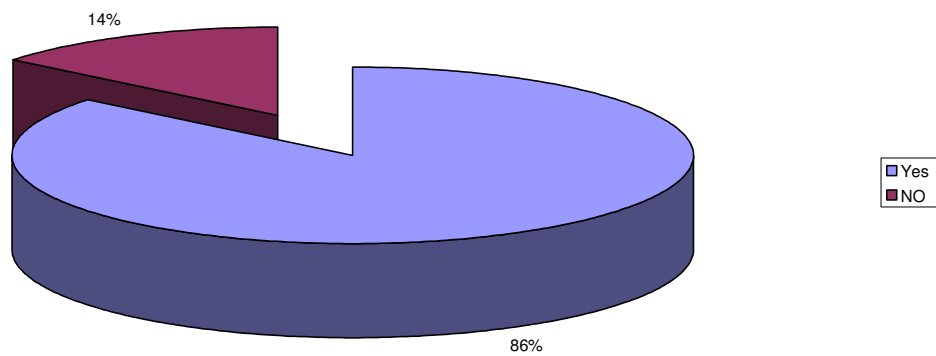


Figure 7: Percentage of participants willing to have 112 number available in Morocco