

## عنوان مقاله:

The relationship between personality traits, self-efficacy and problem-solving styles with resilience in emergency response center operators ۱۱۲

## محل انتشار:

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## خلاصه مقاله:

**Introduction:** The emergency line operator ۱۱۲ is a voluntary activity in Red Crescent society which has lots of psychological pressure due to crisis and stress. Stressful jobs needs to identify behavioral and personality characteristics. Therefore, this study aims to investigate the relationship between personality traits, self-efficacy and problem solving styles with resiliency in emergency response center operators in Red Crescent society. **Method:** In this cross-sectional correlation study, all operator men (۲۴۸) in emergency line ۱۱۲ were studied in ۲۰۱۴. Then, ۱۰۳ operators were selected by using convenience sampling and questionnaire of demographic data, self-efficacy and problem solving styles with resiliency. It is worth mentioning that about ۹۳ persons completed the questionnaire. Finally, data was analyzed by using SPSS, variance and multiple regression. **Findings:** The results are as follows: the personality traits of extraversion and conscious have a positive relationship with resilience; conscious and self-efficacy are able to predict the operators' resiliency; the approach style has a significant relationship with resilience about ۰/۰۵. ( $r=0/209$ ). Also, the relationship of psychological resiliency with trust style, creative style and efficient style are meaningful  $r=0/281$ ,  $r=0/442$  and  $r=0/402$  respectively. However, the copying creative style can predict ۱۸/۶% of resilience changes. **Conclusion:** Long-term exposure to stress factors regardless of the operators' needs such as time and place of rest, long working hours and little time between calls in order to evacuate the excitement of news events can impact on both operators' problem-solving styles and their resilience and have adverse effect on mental health and job performance. Therefore, psychosocial support of operators can facilitate the goals achievements of Red Crescent society. In addition, based on the findings of this study, further researches should be made in order to evaluate this group of relief workers with more detailed psychological needs.

## کلمات کلیدی:

resilience, self-efficacy, problem-solving st, personality traits, emergency line operator ۱۱۲

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