

Research Interview Participation Guide

Dear Interview Participant,

Greetings and respect. We sincerely thank you for allocating your valuable time to this research study. The objective of this interview is to gather your experiences regarding inter-organizational collaboration among relief agencies during major traffic accidents in Iran, and to explore strategies for its enhancement.

This study has been granted ethical approval (Code: IR.USWR.REC.1402.211) by the Ethics Committee of the University of Social Welfare and Rehabilitation Sciences.

In this research, we aim to meticulously investigate and analyze the processes, challenges, and influential factors affecting collaboration between relief agencies (such as Emergency Medical Services, Fire Department, Police, and the Red Crescent) in major traffic incidents. Our goal is not to judge individuals or organizations, but rather to utilize your valuable, first-hand experiences to gain a deeper understanding of this complex phenomenon. Ultimately, we intend to develop an operational model that can contribute to improved coordination in the future.

Your participation in this study is entirely voluntary. You have the right to withdraw from the interview at any stage, without providing any explanation. Your personal information (such as your name, contact number, etc.) will remain strictly confidential. At the beginning of the interview, you will be asked to sign an informed consent form. In the final report, a code will be used to represent you, and no identifying information will be published.

With your permission, the interview will be audio-recorded to ensure we accurately capture and understand your perspectives. These audio files will be deleted following transcription and the completion of the research analysis.

The theories and solutions we develop will emerge directly from your accounts and experiences. We will listen to your narrative with an open mind, free from

predetermined assumptions. This interview is intended to resemble an in-depth, free-flowing conversation rather than a structured questionnaire with fixed options. Please feel free to discuss your experiences in as much detail as possible.

Below are sample questions that will guide our discussion. Please note that the direction of our conversation may evolve based on your responses, allowing us to thoroughly explore various dimensions of the phenomenon. (These questions are for guidance only, and the dialogue can follow the path your experiences dictate.)

1. Please describe one major traffic accident you attended, narrating the events from the initial alert until the mission was concluded.
2. During that incident, how was the coordination and communication with other organizations (e.g., the Fire Department or Police)? Can you recall one strength and one challenge in that collaboration?
3. Could you describe an example of the most effective collaboration you have experienced with another organization? What factors contributed to its success?
4. Please describe an instance of collaboration that faced significant challenges. In your opinion, what were the underlying causes of those difficulties?
5. Based on your frontline experience, what specific recommendations do you have for improving this inter-organizational coordination?

Please also be reminded that at the outset of the interview, your written consent will be obtained using the qualitative interview consent form approved by the university's Ethics Committee.

We hope that with your valuable contribution, we can take an effective step towards improving the performance of rescue teams and, ultimately, saving more lives.

We sincerely appreciate the time you are dedicating to us.

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