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Peoples' Perception and Satisfaction About The Services Provided By The Traffic Police

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Abstract

The role of law enforcement agencies is the paramarily important to maintain peace stability and social order for the peaceful living of the people. Traffic police is also very important to maintain the order in relation to the matter for the smooth functioning of the traffic and for the safety and security of the people. The study is planned to investigate the objectives such as to study socio-economic and demographic characteristics of the respondents. Examine the nature of services provided by the traffic police to the people and explore the satisfaction level of the people about the services provided by the traffic police. Suggest suitable policy measures to improve the satisfaction level of the respondents. Quantitative research was used in the research. The universe is the hypothetical and speculative accumulation of all objects or human beings from an enormous crowd of people or objects under observation in a study. This research conducted in Faisalabad Punjab Pakistan with the purpose of assessing the satisfaction of people about the services of traffic police in District Faisalabad. So, all the residents of Faisalabad district were the target population in this study. However, the respondents recruited according to the inclusion and exclusion criteria. Multistage sampling technique was used to collect data. At first out of 6 tehsils (Faisalabad, Faisalabad Saddar, Chak Jhurma, Samundri, Jaranwala and Tandlianwala), one tehsil (tehsil Faisalabad) was selected randomly. At second, from the selected tehsil four localities (Madina Town, Peoples Colony, Jinnah Colony and Gulistan Colony) were selected randomly. At last, 200 respondents (50 from each locality) were selected randomly. It was found that a massive proportion of the participants (77.0%) of the participants any kind of vehicle such as a motorcycle, car etc. However, more than a half (59.5%) of the participants were traffic license holder. The majority of the participants knew the nature of services provided by the traffic police. An enormous part of participants (47.5%) observed that the behaviour of the traffic police with the public was positive. One-quarter of the participants (25%) were completely impressed, 41.0% were only somewhat satisfied with the way that the traffic police interacted with the public. It can be concluded that the majority of participants agreed with the assertion that members of the traffic police maintain an aggressive attitude and are professional in their work. They were flexible in their opinions and maintain a safe environment for traffic. The outcomes of the study indicated that the majority of participants had the impression that the traffic police were polite, impatient, and that they

properly dealt with the public. The officer spoke in a way that was easy to comprehend and they were efficient in their job. However, sometimes police officers showed aggressive and rude attitudes toward the public. Based on the study findings, it can be concluded that the majority of the participants were always satisfied with the tasks provided by traffic police, such as ensuring smooth and secure traffic movement, effective enforcement of traffic regulations and inculcate a sense of discipline amongst road user & educate the public including school children and road safety. According to the findings of the study, the vast majority of the participants reported that the public's non-helpful attitude, low level of participation, political pressure or interference, and lack of coordination with traffic police were factors that affected the job performance of the city traffic police attitude.

Keywords: Traffic police, attitude, behaviour, services and duties.

Introduction

The police have a special role in the general public. The traffic police will have a more pressing role to play in the future because of enormous evolution in the number of cars and street use. Skilled and successful operation management in the metropolitan area during peak hours and major events is a huge test for the police union. The Police of Punjab was inaugurated through the Police Rules of 1934, Police Order 2002. The Central Police Office (CPO) holds the division functions that include development, research, training, finance, operations and welfare. Inspector General of Police is reported for the function of divisions. Traffic police is the main instrument for control of traffic and for maintaining safety and order on the roads. Traffic wardens are performing traffic management and regulation functions not only in Lahore, Faisalabad, Multan and Gujranwala, they operate in all the other cities and districts as well (Agha & Khatoon, 2005).

The operational control is under the CPO, the Chief Traffic Officer (CTO), who is an SSP ranked officer, is in charge of the Traffic Police Punjab. The SP holds 9 regions of Punjab for supervision of traffic. In a district, the district traffic police are under ASP/DSP. Traffic Management on 12 provincial Highways is executed through Highway Patrol under Addl. I.G. National Highway & Motorways Police is being supervised by IGP PHP from Attock to Sadiqabad. Punjab Safe City Authority (PSCA) is established under Ordinance 2015. It is the Punjab Police Integrated Command, Control and Communication (PPIC3) program throughout the province. All the traffic enforcement agencies are collaborating to include and use technology to control and organize traffic as well as traffic signals. They are now moving away from manual challan system to E-challan system in collaboration with the Punjab Safe City Authority. They are using new skills and modern ways and means to control traffic in the metropolitan cities (Abbasi et al., 2014).

Efficient work and transparency in any central executive institution is imperative for effective governance. An increase in population means increase in automobiles that will in turn result in traffic congestion. Pakistan's population is over 207 million according to the latest census conducted in 2017. Fatalities from car accidents are around 5565 per year. There are more than 30 accidents per 10,000 with registered vehicles. As Lahore is the most populated city of Pakistan, the number of accidents will increase where people break traffic rules which cannot be uncontrolled if there is no implementation of law on

the road. It is challenging for the traffic police to control traffic all over with just Police Wardens (Khan et al., 2011).

The extensive history of the subcontinent, which was later partitioned into the countries of India, Bangladesh, and Pakistan, provides context for understanding the development of Pakistan's current policing structure as well as the significant contributions that police officers have made to the communities they serve at various points in time. In Mughal India, the 'Zamindars' who owned the land were responsible for maintaining order and law and order in their own villages. Kotwals were required to supervise municipal administration and revenue collection in addition to other police functions. They were responsible for performing administrative and other policing functions in towns with large populations. Kotwals were responsible for administrative and other policing functions. This system transitioned to professional policing when British militarism arrived in the subcontinent. At first, some locals were paid to fulfil police responsibilities; but, as time went on, they were supplanted by men employed by the British military. The establishment of many committees led to the regulation of the police services throughout the course of time. The Punjab Police Rules of 1934 were the most significant of these committees since they contributed to the documentation and efficient functioning of police procedures and practises. This laid the foundation for all administrative and disciplinary duties, which are still in use today not just for the Punjab Police, but also for police in other provinces of Pakistan. This is the case since this established the framework for all of these activities (Govt. of Punjab, 2011). Throughout the refugee crisis of 1947–1948 and during the 1950s and 1960s, when the Pakistani community was dealing with difficulties to its ability to survive, the Punjab Police played a significant part in resolving these issues. As part of the Devolution of Power Plan, the position of District Magistrate was done away with, and in 2002, a number of new laws pertaining to the police were enacted. These laws provided the police with important new functions to fulfil in the service of their respective communities, such as the Public Safety Commission, the Police Complaints Authority, increased authority for the Inspector General of Police, and crime investigation (Akhtar et al., 2012).

Massive growth in the number of vehicles on the road, together with the ever-present challenge of keeping traffic moving. Therefore, the Traffic Wardens Force was established with the primary purpose of organising and enforcing compliance with traffic safety regulations on the highways. In 2006, the establishment of a force that is very zealous, extremely well-trained, public-friendly, and service-oriented was begun. This force is dedicated to the achievement of excellence in the management of traffic, as well as the highest standards of honesty and decency. With a force of approximately 3,000 traffic wardens, the City Traffic Police of Lahore has taken on the responsibility of policing a city with a population of 12 million people. They do this by fulfilling a variety of roles related to public safety, law enforcement, traffic management, counter-terrorism, and emergency response (City Traffic Police, 2022).

Structure of Traffic Police

According to the present organisational framework, the Traffic Police in Punjab consists of two primary branches. It has been informed that the Punjab Traffic Warden Service would be providing traffic control in the five city districts of Lahore, Rawalpindi,

Faisalabad, Multan, and Gujranwala. The traffic wardens will be wearing uniforms that are a greyish blue colour. In the remaining 31 districts, officers from the Traffic Police Punjab are wearing white shirts and blue pants while they do their jobs. In the city districts of Rawalpindi, Faisalabad, Multan, and Gujranwala, an officer of SSP rank known as the Chief Traffic Officer (CTO) is in charge of the Traffic Police. These districts are under the operational control of their respective CPOs, but in Lahore, the CCPO Lahore is in charge of both the administrative and operational aspects of the Traffic Police. In the remaining nine regions of the province of Punjab, one Superintendent of Police (SP) is in charge of traffic supervision in each region and is known as the SP Traffic Region. On the other hand, an Assistant Superintendent of Police (ASP) or a District Superintendent of Police (DSP) is assigned to each district as the Incharge Traffic District. This individual is administratively responsible to the respective SP Traffic Region but is under the operational control of the DPO concerned. Under the direction of the Additional Inspector General of Police for Traffic, who is based at the Traffic Headquarters in Qurban Lines in Lahore, the DIG of Police for Traffic in Punjab is in charge of managing the operational aspects of the province's several traffic regions. In addition, the Punjab Highway Patrol, which is under the command of the Additional Inspector General of Police for the Punjab, is responsible for managing traffic on 12 selected provincial highways, while the NH & Motorways Police is in charge of managing traffic on the portion of the N-5 that passes through the province of Punjab, specifically from Attock to Sadiqabad. The prevention of traffic accidents is the primary aim of all entities that are responsible for traffic enforcement. The examination of accident data is the foundation of traffic policing, and enforcement efforts are concentrated on the roadways and places with the highest accident rates. Training for the traffic police is intended to provide a specialised force of traffic police officers who are proficient in the use of contemporary enforcement technology, methods, and tactics. The primary objectives are to control and direct traffic, to ensure compliance with traffic rules, to issue driving licences, and to provide assistance to drivers and those who have been injured in traffic accidents. In addition to the enforcement of traffic regulations, the primary focus of the traffic police is on traffic education, inculcation of traffic laws, and education of the general public about road safety (Punjab Police, 2022).

Issues of Traffic Police

The City Traffic Police have many responsibilities on the roads, some of which include the following: enforcing laws and regulations; reducing the number of casualties; countering terrorism; lowering the risk of accidents; preventing criminals from using the roads; reassuring the public through high-visibility patrolling of the road network; providing the public with information, handouts, and displays to encourage safe driving and usage of the roads; and observing and reporting damage to the roadways.

Access to pollution free condition is the foal topic of human rights. In this way, it ought to everyone's assignment to keep surrounding condition characteristic and spotless however much as could reasonably be expected. Pollution is disposed of unlikable and irritating sound of such term, power or other quality that can make any sort of physiological mischief human wellbeing or other living things. Traffic pollution is a wellspring of disturbance. It is impeding to the soundness of each third individual (Golmohammadi et al. 2010).

In Pakistan, road traffic collisions (RTCs) are a serious public health concern. The enforcement of traffic rules is one of the most essential responsibilities that the traffic police are tasked with in the field of traffic road safety. This duty is preventative in nature and encompasses any and all activities that are made to guarantee that traffic regulations are followed. PSV drivers break traffic restrictions for the most part for economic reasons, which may lead to RTCs since there is no strong and powerful traffic enforcement system. Different studies (Kayani *et al.*, 2014 and Batool *et al.*, 2012) cite a number of obstacles as the primary cause of ineffective traffic law enforcement. These obstacles include a lack of inter-agency cooperation, capacity difficulties of enforcement agencies, pervasive corruption and bribery in police, patronage culture in public transport, inadequate use of technology in traffic law enforcement, procedural unfairness, and fatalistic views among PSV drivers and the general masses, among other things.

Cardiovascular impacts because of traffic clamor introduction are a significant region of research in natural they study of disease transmission. Unfriendly wellbeing impacts of clamore like circulatory strain and hypertension were considered. Clamore level and circulatory strain relationship found in the two kids and grown-ups was conflicting. Or maybe, increasingly reliable outcomes have been acquired in the event of hypertension, with airplane commotion just as street traffic clamor. Connection between introduction to traffic clamor and hearing impedance, ischemic coronary illness, hypertension, inconvenience and rest aggravation was built up. In the ongoing years the reason connection between traffic clamor and cardiovascular hazard has been expanded. Effects on clamor contamination incorporates yet not restricted to the disability of brain harmony, interior harmony, weakness of hearing and the physiological effects. Commission contamination could impede physiological and mental parts of human wellbeing. The impacts of long-haul introduction are not surely known. Long haul impacts are connected to hypertension and heart sickness (Azeem and Akhtar, 2014).

Traffic superintendents in the urban communities are for the most part named on the traffic surge intersections of the streets to manage the traffic. In this way, they are presented to raised commotion levels. Long haul physio-mental impacts of traffic clamor on traffic superintendents and impacts connection with presentation time has not been assessed at this point. In this way, this investigation was embraced with these targets. Next to that noise levels were likewise estimated at three superintendent's check posts arranged along the grand truck road (Khan & Tehreem, 2012).

To decrease hazards and enhance road safety, it is critical to consider the roadside traffic accidents from the human aspects with special reference to the society of Pakistan. So, the understanding of traffic psychology will play a role. The psychology of traffic focuses on various elements (Lenne *et al.*, 2004) in order to explain driver behaviour, which may be summarised as, individual differences, social psychology of driving, the level of education, the training of the drivers, awareness campaigns, designs of road and vehicles, rehabilitation and improvement of drivers, and traffic rules enforcement.

Despite the fact that the majority of organisations in the public sector, including the police, have not established a positive reputation in the eyes of the public, the Pakistan Motorway Police (PMP) has managed to change its image and gain confidence in the eyes of the public due to its exceptional performance in a relatively short amount of time. There

has been a significant shift away from the traditional, pessimistic view of police in Pakistan, and the PMP has emerged as a model for other public sector organisations. Many people feel, and some studies have even shown, that the Motorway Police are the product of a cultural shift in policing and have brought about a new police culture in Pakistan. This notion is supported by a body of research (Kausar, 2005).

It's astonishing to learn that more than 90% of individuals who complain about the police have never really dealt with them in any capacity in their lives. The majority of individuals get their knowledge of police misconduct, brutality, and other unfavourable aspects via the news media. The Pakistani media and Western media present the police in quite different light when it comes to how they are portrayed in this regard. The media is the primary source of unfavourable information about the police in western countries; for instance, when a young black man is slain by the police. On the other hand, television and movies tend to provide an image of law enforcement that is more objective or favourable. The Indian film industry has also developed a favourable narrative about the police, presumably in an effort to persuade police personnel to be better policemen and the general population to cooperate with the police more. This was Mr. Parkash Jha's response to the criticism that was levelled against him by a TV anchor who claimed that he had portrayed the police in his movie Gangajal in a too positive light. In the news media, on television, and in the movies of Pakistan, the Pakistani police are often portrayed in an unfavourable manner. This pattern has received further fuel from the proliferation of social media. This explains why 90 percent of people who have lived their whole lives without ever having a single interaction with the police have such a bad image of them (Rustam, 2020).

Now, just a few words regarding those who utilise the road. The unfortunate reality is that the vast majority of people who utilise our roads are not aware of proper road discipline. They are not familiar with the rules of the road, and even those among them who are familiar with the law do not obey it. Students in western nations get lessons about traffic safety, however this is not something that is prioritised in Pakistan in any way. In this context, I would like to suggest to the Ministry of Education that they make studying traffic education a required topic at the secondary and intermediate levels. The system of traffic wardens is in its infancy and will need some time to mature into its full potential. It is in desperate need of the assistance of the media, which should support wardens in fulfilling their jobs and should also create a platform for debate and traffic education of the public (Dawn, 2008).

Along with other government agencies, the presence of corruption in the police department has led to a variety of societal evils and, as a consequence, the loss of the faith of the general populace. There is a division within the police department that is responsible for dealing with issues pertaining to road traffic, and there is another division within the police department that is responsible for controlling crimes, maintaining peace and order, and other related issues. It is the responsibility of the traffic police to ensure the safety of lives and to enforce the laws and regulations pertaining to traffic. Several administrations, each with its own set of priorities, made a number of efforts to reorganise the police force along contemporary lines. The transition occurred when the government established a new system of traffic police, which included Motorway Police. Because of the exceptional performance of the Motorway Police, the decision makers decided to implement similar

changes in the other branches of the police force. In this respect, the Federal Government and the Punjab Government came to the conclusion that it was necessary to establish a New Traffic Police in the Capital Territory and a Traffic Warden System in a select number of the province's most important cities. The Federal Government of Pakistan established the New Traffic Enforcement, also known as the Islamabad Traffic Police, in 2006 as a model traffic police force that would operate under the Capital Territory Police. Fresh Police System was adopted to create a new and healthy change in the traffic system in the capital city of Islamabad, while at the same time in 2008, Traffic Warden System was launched in City Rawalpindi and also implemented throughout the district covering regions of Kahuta, Mandra, Rawat, Gujar Khan and Kallar Syedan by the Government of the Punjab (Abbasi et al., 2014).

They need to build a tight interaction with the community in addition to improving in the areas that were discussed above. They need to assist the public and include them in the day-to-day operations of the police department in an atmosphere that is open and honest. The general people, on the other hand, has to be made aware of the fact that policing is intrinsically contentious and that whether you like the police or detest them, they are necessary for the protection and security of our daily lives. So, keeping in view the importance of traffic safety laws and their enforcement, the present study is designed to investigate the behavior of public from city traffic police constables' perspectives.

Significance of the study

The potency and effectiveness of the city traffic wardens is judged by its ability to provide for conditions of safe and smooth movement of citizens in the city. The responsibility of the traffic wardens is to ensure law and order and across-the-board public service delivery in the city. Traffic police is a vital part of the police force entrusted with the responsibility of public safety and security. Therefore, this study is designed to assess the people satisfaction about the services provided by traffic police in district Faisalabad. The finding will be helpful to improve the services of traffic police as well as the satisfaction of the public towards the services being provided by the traffic wardens.

Objectives

1. To study socio-economic and demographic characteristics of the respondents.
2. To examine the nature of services provided by the traffic police to the people.
3. To explore the satisfaction level of the people about the services provided by the traffic police.
4. To suggest suitable policy measures to improve the satisfaction level of the respondents.

Research Design

The research design is a blueprint and overarching plan that specifies which technique and process will be utilized for data gathering and interpreting the information gathered from the data (Creswell, 2003). The process of collecting, researching, and deducing evidence in order to make logical conclusions is referred to as the research design. It is a process that involves the causal relationship among the variables that are the subject of the inquiry, such as the dependent and the independent, and it gives the domain for generalization.

In this study, a descriptive survey research method was used to investigate how municipal traffic wardens perceive the conduct of the general public. The study has been conducted in Faisalabad city to interview 200 peoples to know their perceptions and satisfaction about the services provided by the traffic police. Descriptive statistics were used to analyze the collected data for the exploration of research objectives. The goal of descriptive research is to provide a detailed account of the events, qualities, and attributes associated with a person, organization, or circumstance. Not only did this design provide descriptions and explanations, but it also found and predicted correlations within and between the variables of the research. The purpose of the design is to identify the elements that are connected with certain events, outcomes, and behavioral states (Kothari, 2006). Burns and Grove (2003) state that the purpose of descriptive research "is to present a picture of a situation as it naturally occurs." It may be used to defend present behaviour and make judgement and also to build hypotheses. The descriptive study design is one that is used extensively in the fields of education, nutrition, epidemiology, and the behavioural sciences. It is predicated on the premise that issues may be addressed by the observation of, analysis of, and description of the phenomenon in question. The design was suitable for the people living in the area where the research was conducted, as well as for the constraints imposed by the study in terms of both time and resources.

Results and Discussion

Table 1: Age wise classification of the traffic wardens.

Age (in years)	Frequency	Percentage
Up to 35	51	25.5
36-50	101	50.5
50 +	48	24.0
Total	200	100.0

According to Table 1, almost one-fourth (25.5) percent of the participants had up to 35 years of age, about 50.5 percent of the traffic wardens were between the ages of 36 and 50 years old, and 24.0 percent were above 50 years old. This indicates that most of the participants belonged to middle age group. Govt. of Pakistan (2022) estimates that 29 percent of the Pakistani population is between the ages of 15 and 29.

Table 2: Education level of the participants.

Education level	Frequency	Percentage
Illiterate	28	14.0
Primary-Middle	39	19.5
Matric	60	30.0
Above matric	73	36.5
Total	200	100.0

Table 2 reflects that 14.0 percent of the participants were illiterate, while almost one-fifth (19.5%) had primary-middle level education. However, thirty percent of the participants were matriculated and 36.5 percent had above matric level education. On the other hand, according to the Govt. of Pakistan (2022), the literacy rate in Pakistan is 62.8%.

Table 3: Classification of the participants concerning to their occupation.

Occupation	Frequency	Percentage
Business	58	29.0
Govt. Job	29	14.5
Pvt. Job	40	20.0
Shopkeeper	15	7.5
Labour	32	16.0
Farmers	11	5.5
Any other (students, unemployed etc.)	15	7.5
Total	200	100.0

The participants' jobs are outlined in Table 3. It was discovered that 29.0 percent of the participants were employed in some kind of commercial enterprise (businessmen). However, 14.5 percent of those people worked for the government, while 20.0 percent worked in the private sector. It was discovered that 5.5 percent of the participants worked in agriculture, 16.0 percent worked as labourers, and 7.5 percent of the participants were shopkeepers. The remaining 7.5 percent of the participants belonged to any other sorts of employment.

Table 4: Classification of the participants concerning to their type of vehicle.

Type of vehicle	Frequency	Percentage
Motorcycle	105	52.5
Car	22	11.0
Tractor	17	8.5
Any others (Rakshawa, Wagon etc.)	10	5.0
No	46	23.0
Total	200	100.0

According to the data shown in table 4, slightly more than half of the participants owned a motorbike, 11% of the participants owned cars, and 8.5% of the participants owned tractors. Nevertheless, just 5% of the respondents had any other kind of vehicle, such as a rickshaw, waggon, or anything similar.

According to FBS (2019), the number of privately owned vehicles in Pakistan has increased dramatically over the course of the last four years. Since 2015, the percentage of households that possess a car has increased from 6% to over 9%. The percentage of households that own a motorcycle has increased from 41% in 2015 to 53% presently.

Table 5: Classification of the participants to know the nature of services provided by the traffic police.

Services	Yes		No	
	<i>f</i>	%	<i>f</i>	%
Traffic control	181	90.5	19	9.5
Learner Permit	152	76.0	48	24.0
Regular Driving License	150	75.0	50	25.0
Duplicate Driving License	150	75.0	50	25.0
Renewal of Driving License	150	75.0	50	25.0
Driving license verification (DLMIS)	151	75.5	49	24.5
Driving schools	131	65.5	69	34.5
Traffic Violation Ticket Payment	120	60.0	80	40.0
Traffic education unit	120	60.0	80	40.0
Duties/responsibilities				
Pay role in preventing and reducing road accidents	172	86.0	28	14.0
Effective enforcement of traffic regulations.	163	81.5	37	18.5
Providing a sense of discipline among road users and educating the public including school children and road safety.	90	45.0	110	55.0
Ensuring smooth and secure traffic movement	181	90.5	19	9.5
Routine security duties	94	47.0	106	53.0
Protocols to high ups	127	63.5	73	36.5

Table 5 represents the respondents' knowledge about the services provided by the traffic police. In the light of findings, the majority of the participants knew the nature of services provided by the traffic policy such as Traffic control (90.5%), Learner Permit (76.0%), Regular Driving License (75.0%), Duplicate Driving License (75.0%), Renewal of Driving License (75.0%), Driving license verification (DLMIS) (75.5%), Driving schools (65.5%), Traffic Violation Ticket Payment (60.0%) and Traffic education unit (60.0%).

Table 6: Participants' views on the public perception about traffic police.

Behaviour of police	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Mean	Rank
	%	%	%	%	%		
They show an aggressive attitude	3.5	10.5	18.0	27.5	40.5	3.91	1
They are professional in their job	5.0	12.5	20.0	25.0	37.5	3.78	2
They are flexible in their opinions	6.5	15.0	23.5	27.5	27.5	3.55	3
The police maintain a safe environment	6.5	17.0	27.5	14.0	35.0	3.54	4

The traffic police are fair to the general public	9.0	20.0	13.5	30.0	27.5	3.47	5
They are strictly following the rules	7.5	16.5	28.5	28.5	19.0	3.35	6
They are efficient in their job	10.0	18.0	30.0	22.5	19.5	3.24	7
They are mature and can understand any situation	13.0	16.5	32.0	14.0	24.5	3.21	8
They behave badly while dealing with public	12.0	19.5	27.5	21.0	20.0	3.18	9
The traffic police resolve citizens' problem	13.5	15.0	30.0	23.0	18.5	3.18	10
Traffic police are knowledgeable about the rules	11.5	18.0	27.0	29.5	14.0	3.17	11
They show a sympathetic attitude	12.0	20.0	32.5	25.0	10.5	3.02	12
They show a courteous attitude while dealing with the public	19.0	23.0	19.5	35.0	3.5	2.81	13
They are frightening the public	15.0	30.0	18.5	34.0	2.5	2.79	14

The above table represents the participants' views on the public perception about traffic police. It was discovered that the majority of the participants were in agreement with the assertion that traffic police displayed an aggressive attitude (mean = 3.91), despite the fact that they were professional in their work (mean = 3.78), they were flexible in their opinions (mean = 3.55), and the police kept the environment safe (mean = 3.54). The mean values for these statements ranged from "neutral" to "agree," with a greater emphasis placed on receiving a "agree" response. These statements were ranked 1st to 4th, respectively.

Table 7: Participants' perception of the negative qualities of city traffic police.

Negative Qualities	Never		Sometimes		Always		Mean	Rank
	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%		
They show an aggressive attitude.	32	16.0	68	34.0	100	50.0	2.34	1
The traffic officer was rude.	36	18.0	72	36.0	92	46.0	2.28	2
They behave badly while dealing with the public.	47	23.5	97	48.5	56	28.0	2.05	3
They are frightening the public.	70	35.0	99	49.5	31	15.5	1.81	4

Above table represents the participants' perception of the negative qualities of city traffic police. It was found that the majority of the participants reported that the traffic police sometimes show an aggressive attitude (mean = 2.34) and had a rude attitude toward public (mean = 2.28). However, They behaved badly while dealing with the public

(mean = 2.05) and they were frightening the public (mean = 1.81). The mean values of all the above-discussed negative qualities were close to 'sometime' category. Overall results declared that the police officers sometimes showed aggressive and rude attitudes with the public. According to Paul (2014). At this point in time, the public's perception of the police force in the United States is more important than at any other point in recent history. The leadership of the police department needs to take a step back, assess these and other potential causes that contribute to an unfavourable image of the police, and determine whether or not the officers themselves are an intrinsic part of the problem. When a division of the government appears to have strayed off course, it is easy for anyone to see.

Table 8: Participants' opinions about the behavior of the public affected city traffic police about their job.

Statements	Not at all		To little extent		To large extent		Mean	Rank
	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%		
Non helpful attitude	8	4.0	25	12.5	167	83.5	2.80	1
Low level of participation from the public	10	5.0	27	13.5	163	81.5	2.77	2
Political pressure/interference	13	6.5	38	19.0	149	74.5	2.68	3
Lack of coordination	15	7.5	40	20.0	145	72.5	2.65	4
Long and exhaustive hours of work	19	9.5	37	18.5	144	72.0	2.63	5
Rude attitude	20	10.0	42	21.0	138	69.0	2.59	6
Excessive workload	20	10.0	43	21.5	137	68.5	2.59	7
Unlawful public	15	7.5	55	27.5	130	65.0	2.58	8
Lack of modern technology	22	11.0	45	22.5	133	66.5	2.56	9
Pressure from higher authorities	21	10.5	67	33.5	112	56.0	2.46	10
The approach of an influential person in the locality	30	15.0	94	47.0	76	38.0	2.23	11
Financial issues	36	18.0	90	45.0	74	37.0	2.19	12

Table 8 represents the participants' opinions about the behavior of the public affected city traffic police about their job. The majority of the participants agreed that a non-helpful attitude (mean = 2.80), low level of participation from the public (mean = 2.77) and political pressure/interference (mean = 2.68) affected the job of traffic police. The mean values of these statements were close to the category 'to great extent' and these statements were ranked 1st to 3rd, respectively.

However, lack of coordination (mean = 2.65), long and exhaustive hours of work (mean = 2.63), rude attitude (mean = 2.59), excessive workload (mean = 2.59), unlawful public (mean = 2.58) and lack of modern technology (mean = 2.56) were ranked 4th to 9th, respectively. The mean values also tended more towards the 'great extent' category.

Nevertheless, Pressure from higher authorities (mean = 2.46), The approach of an influential person in the locality (mean = 2.23) and financial issues (mean = 2.19) were ranked 10th to 12th, respectively.

According to the findings of the study, the vast majority of the participants reported that the public's non-helpful attitude, low level of participation, political pressure or interference, and lack of coordination with traffic police were factors that affected the job performance of the city traffic police attitude. According to Agarwal (2001), the progression of policing on a national level may teach us valuable lessons that can be used to the enhancement of relations between the police and the people. The influence of politics was also significant in the evolution of the interaction between the police and the general people. Because the police are the most powerful arm of a state, the structure of a state has a significant influence on the interaction between the police and the general people.

Conclusions

It was found that a massive proportion of the participants had any kind of vehicle such as a motorcycle, car etc. However, more than half of the participants were traffic license holders. The majority of the participants knew the nature of services provided by the traffic police. An enormous part of the participants observed that the behavior of the traffic police toward the public was positive. One-quarter of the participants were completely impressed with the way that the traffic police interacted with the public. It was observed that the majority of participants agreed with the assertion that members of the traffic police maintain an aggressive attitude and are professional in their work. They were flexible in their opinions and maintain a safe environment for traffic. The outcomes of the study indicated that the majority of participants had the impression that the traffic police were polite, impatient and that they properly dealt with the public. The officer spoke in a way that was easy to comprehend and they were efficient in their job. However, sometimes police officers showed aggressive and rude attitudes toward the public.

Based on the study findings, it can be concluded that the majority of the participants were always satisfied with the tasks provided by traffic police, such as ensuring smooth and secure traffic movement, effective enforcement of traffic regulations and inculcating a sense of discipline amongst road user & educate the public including school children and road safety.

According to the findings of the study, the vast majority of the participants reported that the public's non-helpful attitude, low level of participation, political pressure or interference, and lack of coordination with traffic police were factors that affected the job performance of the city traffic police attitude.

Recommendations

1. It has been noted that a relatively small percentage of people in Pakistan hold valid licenses. Govt. should begin offering a free bundle in order to make new licenses.
2. Negative attitudes from the traffic police were reported by almost one-third of the participants. Therefore, the police who direct traffic should be friendly.
3. A little less than half of the participants reported that the general people had very little support for the behaviour of traffic police. Therefore, there is an urgent need to persuade the general people to back the efforts of the traffic police.

4. The people perceived the police officers working the traffic to have an aggressive attitude. Therefore, members of the traffic police force ought to maintain a cordial demeanour with the general public.
5. The public observed an aggressive attitude from traffic police. So, traffic police should be polite and friendly with the public.
6. The public's attitude toward the police can be improved through the use of electronic media. Therefore, these kinds of programmes ought to be broadcast via electronic media.

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