

Traffic management of traffic police and their perception towards different drivers and passengers



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TRAFFIC MANAGEMENT OF TRAFFIC POLICE AND THEIR PERCEPTION TOWARDS DIFFERENT DRIVERS AND PASSENGERS



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CERTIFICATE OF APPROVAL

Certificate of Approval

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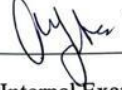
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DEDICATION

This thesis is wholeheartedly dedicated to my Supervisor, Parents, and my friend who is the source of motivation and inspiration at every phase of my life.

DECLARATION

It is declared that this is my original piece of work, except where otherwise acknowledged in text and references. This work has not been submitted in any form for another degree any University and shall not be submitted by me in the future for obtaining any degree from this or any other University

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Abstract

The goal of the proposed qualitative study is to investigate how traffic police officer's handle their interactions with various drivers and passengers. In-depth interviews were used as the main technique of data collection in the study to collect information in order to fully understand the opinions and experiences of traffic police personnel. In order to identify and explain recurrent patterns and themes in the officers' replies, the data gathered from these interviews was analyzed using thematic analysis.

The data from the interviews was then coded and categorized systematically as part of the thematic analysis, with a focus on finding significant themes and patterns connected to the managerial behavior and perception of traffic police personnel. These topics include opinions on various driver characteristics (e.g., age, gender, socioeconomic class), views of driving behavior (e.g., adherence to traffic laws, risk-taking), and the impact of individual experiences and cultural variables on the interactions between the officers.

Overall, this study aims to provide a better understanding of the management behavior and perception of traffic police about different drivers and passengers and might contribute to social justice by promoting fair treatment of all road users.

Keywords: *Management, Perception, Drivers*

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Chapter 1

Introduction

The general police force, which collaborates with the public to build trust and security, includes the traffic police as a key part (Adler et al., 2014). Recently, the popularity of drivers, walkers, non-motorized travelers, and other traffic participants has increased. According to study on traffic behavior analysis usually examine driving behavior, transit behavior for other modes of transportation, and pedestrian crossing behavior (Peng et al., 2015).

Traffic police must use effective traffic management techniques to maintain road safety and law and order. In order to ensure respect to traffic laws and regulations and to manage traffic flow, traffic police officers are crucial (Riyanto et al., 2020).

The study emphasizes that in order to efficiently regulate traffic flow, traffic police personnel must display particular behaviors, such as good communication skills, patience, and clear decision-making ability. To develop their abilities and stay current on new traffic laws and technologies, traffic police officers are required to participate in regular training programs (Farradyne, 2000). Road users are more likely to trust and cooperate with traffic enforcement personnel who behave in an obliging and respectful manner towards them (Tyler & Huo, 2002).

Traffic police in Pakistan manage and regulate traffic flow, enforce laws, and face challenges such as limited resources and corruption. The government is modernizing traffic control systems, but more investment in training and technology is needed to improve capacity and professionalism and address issues such as corruption. In conclusion, this study emphasizes the importance of enhancing traffic management in Pakistan by making investments in anti-corruption initiatives, technology, and

training. By doing this, the nation can work towards a safer and more effective transport system that will benefit both drivers and passengers and encourage a culture of adherence to traffic laws (Tahir Masood, 2011).

According to the World Health Organization's 2021 report, road traffic collisions (RTCs), which are predicted to result in more than 1.3 million annual deaths and up to 50 million disabilities, are a serious public health concern throughout the world. The acts and choices made by traffic police officers and other road workers who are involved in regulating and guiding traffic flow are referred to as traffic management behavior. Managing interactions between drivers, pedestrians, and other vehicles on the road is a crucial part of guaranteeing road safety and order. Tasks including regulating traffic signals, controlling traffic flow during rush hours and special events, and enforcing traffic laws and regulations are common examples of traffic management behavior (Aydogdu et al., 2012).

An essential component of traffic management behavior is how various drivers and passengers perceive the traffic police. Individual drivers' and passengers' actions can affect how other road users see traffic police personnel and how they deal with them (Stanojević et al., 2013).

A study found that the gender, age, socioeconomic status, and race of drivers and passengers had an impact on how traffic police officers perceive them. African American drivers were more likely to be stopped by police and searched than white drivers. They find that Black drivers were 5.7% more likely to have their car stopped by the police after a Trump event. This exemplifies the need for traffic police personnel to be aware of any prejudices or assumptions that can affect how they deal with different motorists and passengers (Grosjean et al., 2022).

Additionally, based on how they behave on the road, traffic police officers might think of various drivers and passengers. Traffic law violators and aggressive drivers, for instance, could be seen more adversely than those who follow the law and treat other road users with respect (Mazengia et al., 2023).

Numerous studies on the impact of rush hour teams on traffic patterns and congestion have been conducted since the agreement's inception in 1998. Over time, the assessment technique was modified and tailored to the unique characteristics of the metrics. The majority of locales seem to benefit from the rush hour teams, which suggests that the teams are likewise reasonably priced. However, it's feasible that the effect will lessen if drivers become accustomed to the rush hour teams. The rush hour crews have satisfied the road user. The road user also claims that the traffic management is well-defined and has a beneficial effect on reducing congestion. The better cooperation between the KLPD and Rijkswaterstaat on all levels (management and operational levels) is undoubtedly an important effect of the rush hour teams, but it was not quantified during the evaluations and is therefore not explored in this study. The replacement of Labor (traffic management measures carried out by the traffic police) for road design measures, such as ex. managing merging lines, extending slip roads, or ramp metering systems, is another significant benefit of the rush hour teams and the collaboration with Rijkswaterstaat. (Twelfth International Conference on Road Transport Information & Control (RTIC 2004), 2004).

Global traffic has grown to be a serious issue. The use of traffic police is one of various strategies for improving traffic safety. Enforcing traffic laws and regulations, minimizing congestion, enhancing accident investigations and analysis, and other related matters are all under the purview of the Traffic Police's responsibilities for traffic management. The goal of traffic police administration is to encourage and

enforce responsible driving among all users of the road. The traffic police can avoid traffic accidents by upholding traffic laws and encouraging road safety (Rezapour Mashhadi et al., 2017).

This study set out to examine the primary factors that contribute to traffic accidents in Nairobi County's Eastland. The research was conducted in Nairobi County's Eastland region, which is divided into three divisions: Kayole, Burn Burn, and Embakasi. The study used a descriptive research approach and included both non-probabilistic (Purposive and Quota) and probabilistic (Simple Random) sampling. Thirty traffic police personnel stationed at the Kayole, Burn Burn, and Embakasi police stations were chosen at random using a simple random sample technique. The 30 police officers were chosen using the traffic police department's nominal roll, which serves as the sampling frame currently in use. Finally, quota sampling was used to sample 105 drivers of PSVs operating on Eastland routes. Questionnaires were used to gather information from PSV drivers as well as traffic police personnel. In order to learn more about the issue, traffic base commanders who were key informants were interviewed. The gathered data were subjected to both qualitative and quantitative analysis. The study discovered that human error elements were the primary causes of traffic accidents. Additionally, the survey discovered that 36.2 percent of reported annual accidents resulted in serious injuries, 27.5 percent in fatalities, and 36.3 percent in minor injuries. This explained all of the accidents, which suggests that none of the reported accidents were non-injury, which is improbable. This raises questions about the reliability of the data and whether the authorities that are involved in accident data reporting ever address the problem of underreporting. Furthermore, the survey found that drivers of PSVs and traffic police personnel had favorable attitudes towards road safety (Karanja, 2012).

Around 50 million injuries and 1.35 million fatalities worldwide are ascribed to traffic accidents each year. In Ethiopia, there are 37 fatalities for every 100,000 people annually as a result of traffic crashes, with unsafe driving practices being the primary cause of 83% of these incidents. The purpose of this study was to investigate how drivers of public transport in Debre Markos City, North West Ethiopia, perceived unsafe driving behavior in 2021. The dates of the general qualitative investigation were August 5, 2021, to September 15, 2021. Using a purposive heterogeneous sample technique, a total of 17 participants 10 drivers, 4 instructors from drivers' training schools, and 3 traffic police officers were chosen. The interview was conducted using an open-ended interview guide, and all conversations were audio recorded. Data that was gathered in the regional tongue was translated into English by means of verbatim transcription. The data was coded using the ATLAS-TI version 7.5 programmed, and then a thematic analysis was carried out. There were four main themes found. The first theme was "Transport safety rule and enforcement problem," which covers both operational and textual flaws in the regulation. "Drivers' training curriculum and application gaps" was the second theme, concentrating on the shortcomings in the curriculum and how it is applied to hiring, training, and testing trainees. "Technical and financial problems" was the third theme. This theme includes concerns about the suitability of transport charges and technical problems with the vehicles. "Passenger and vehicle owners' related problems" was the last theme. This theme focuses on how drivers' risky driving behaviour is influenced by the actions of both passengers and vehicle owners (Mazengia et al., 2023)

Pakistan's Motorway Police System is set up to support law enforcement rather than promote corruption. Because of the resources made accessible and the way SOPs have been created, enforcement action is transparent. It has the best traffic laws in the

world in place. The officers rotate weekly holidays and perform eight-hour shifts. They are highly paid to be able to manage two kitchens, despite living and working near a motorway. Because of this, Pakistani policing has adopted the Motorway Police as a model (Khan, 2012).

A sample of the general driving public and a sample of traffic police officers judged the gravity of twenty-six traffic crimes on an 11-point scale as part of a study on unlawful driving behavior. Although the public and police agreed quite a bit on the relative seriousness assessments, their absolute evaluations painted a quite different image. The public rated most relatively minor offences higher than the police, but the two groups broadly agreed on their average rates for the most serious offences. The results were analyzed in light of several potential causes. Differences in age and gender between the two samples helped to partially explain them, but even so, it appeared that public or police membership nonetheless (Corbett & Simon, 1991).

According to the process-based model of police legitimacy, people will accept police as legitimate authority if they are thought to make just choices and treat people with dignity. In Adana, Turkey, a randomized controlled experiment was conducted to evaluate the effectiveness of a procedural justice policing intervention in comparison to standard police conduct during traffic stops for excessive speeding. Drivers who were pulled over by police for speeding were divided into treatment and control groups at random. While respondents in the control group underwent routine traffic stops, those in the treatment group got the procedural justice policing intervention during those stops. A script that served as a guide for treatment officers' behavior helped to guarantee that all of the essential elements of a procedurally fair encounter were provided. Following the traffic stop, drivers were questioned about their experiences and opinions of traffic police in general. Comparing the experimental analysis to ordinary police

traffic stops, the people' perceptions of the particular interaction are found to be better when procedural justice principles are incorporated into the stops. The general opinion of traffic cops among the public did not, however, much improve as a result of the procedural justice approach (Sahin et al., 2016).

This qualitative study aims to investigate the perception and management behavior of traffic police toward different drivers in Pakistan. The study seeks to explore the attitudes, beliefs, and values of traffic police towards various types of drivers, examine how they interact with drivers on the road, identify the factors that influence their behavior, and generate recommendations for improving traffic management strategies.

Literature Review

Traffic management is essential to maintaining order and safety on the roads. One critical aspect of traffic management is the behavior of traffic police officers and their interactions with different drivers.

The behavior of traffic police officers towards different drivers is a crucial factor ineffective traffic management, as their interactions can significantly impact driver behavior and safety on the roads. Quantitative research was conducted on the role of traffic police in managing traffic accidents. 180 persons made up the sample. Findings showed that the two priorities of traffic management and traffic accident prevention management have received less attention and that traffic losses will decrease in the next years (Kazemi et al.,2021).

Traffic police use a range of tactics and behavior, such as changing penalties, to manage the drivers. Traffic police fines mandate that motorists wear seat belts, drive slowly, carry less weight than is permitted, and respect the speed limits. Many

motorcycle riders are also forced to wear helmets. A similar study examined the impact of traffic ticket fees on lowering the number of car accidents. 115 people were polled for the study's data using a questionnaire. The findings show that upholding traffic regulations reduces accidents and has a favorable impact. In order to learn how to drive, they also compel a lot of individuals to join in driving schools (Haji, 2017).

This study explores how Law Enforcement Officers (LEO) perceive and prevent Road Traffic Injuries (RTI) through qualitative methods. 25 LEOs were sampled for Focus Group Discussions (FGDs), resulting in five major themes and 16 subthemes. Alcohol and drug use, enforcement difficulties, victim support, traffic management, and road safety promotion were important topics. Chinese police officers' perceptions and practices on drunk driving were also examined through semi-structured interviews and a questionnaire, revealing participants' avoidance methods such as rerouting, disobeying police orders, and locking doors and windows to avoid breath testing (Fanai et al., 2021; Jia et al., 2013).

The latest WHO figures show that 28,170 people died in road traffic accidents in Pakistan in 2020, or 1.93% of all fatalities. Pakistan is ranked #95 in the world with an age-adjusted death rate of 15.18 per 100,000 people (Yildizel, 2018).

The relevance of perception and information processing in the context of traffic conditions is discussed in the paper "Perception in Traffic" in *Urban Ecology*. The research emphasizes that while sensory processes alone only have a minimal impact on traffic safety, a driver's ability to integrate information effectively is essential (Riemersma, 1979).

A three-level categorization of the driving job is provided by the author, and criteria for information display are derived based on these levels. The research also

investigates how perception is intertwined with different parts of the driving job and briefly covers how time-varying factors like attention and weariness might affect perception. The author emphasizes the significance of core phases of information processing by pointing out that faults in information processing have a substantial impact on accidents. The low correlation between visual performance and accident likelihood is mentioned in the research, which implies that poor vision may not necessarily have a direct influence on traffic safety. The driving task is categorized into three levels: elementary level, involving course keeping and speed control; maneuvering level, involving tasks like overtaking and curve negotiation; and strategic level, involving route choice and following. The author emphasizes the importance of visually presented information on all three levels and discusses the control of frequency and timing of information in this multitasking environment. Criteria for information presentation are derived based on the complete cycle of information processing, including detection, identification, decision-making, and action. It highlights the lack of understanding regarding the subsequent processing of information, including the role of memory, processing type, motivation, etc. Several examples are provided to illustrate the gaps in knowledge regarding information processing in the driving task (Khan & Lee, 2019).

As an illustration, the efficiency of traffic signs is explored. The usefulness of traffic signs depends on a number of variables, including the information's explicitness, its subjective significance, its comprehensibility, and its ability to affect behavior. The report emphasizes the importance of rigorous research before introducing new traffic signs, taking into account elements including driver vision capabilities, lighting circumstances, sign size and visibility, and usage of retroreflective materials. It has been discovered that familiarity, incentive, and adaptability all affect the speed choice in

curves, indicating that perceptual cues alone cannot reliably predict behavior (Yuan et al., 2015).

The report also briefly examines traffic capacity limits and car-following behavior. It implies that human factors, particularly individual information processing, contribute to traffic congestion and flow disturbances. The study offers insights on the significance of perception in traffic, the complexity of processing visual information, and the difficulties in controlling driver behavior. The idea that drivers are more sensitive to changes in ocular angle while evaluating speed differences with a leading automobile is supported by Janssen et al. (1976).

In the literature review, the vital role that traffic enforcement plays in improving road safety is emphasized. Particular attention is given to the special opportunity that the 13-year police absence in Northern Kosovo has created. Numerous studies have shown a constant relationship between police enforcement and driving behavior, linking more enforcement to improvements in things like decreased speeding, higher use of seat belts, and a decrease in occurrences of drunk driving. In this study, 424 drivers are used to compare two regions: Northern Kosovo without active enforcement and Serbia with it. Based on drivers' riskier behaviors—such as speeding, frequently exceeding speed limits, not wearing seat belts, driving while intoxicated, and committing aggressive traffic offenses the results show the serious consequences of the absence of enforcement of traffic laws in Northern Kosovo. These results highlight the significance of traffic law enforcement in promoting safe driving practices and call for further enforcement actions in areas with little or no vehicle policing. The study notes its limitations and recommends that future research should aim to quantify driving behavior objectively and with bigger sample numbers (Stanojevi, Predrag, Jovanovi, Dragan, & Lajunen, 2013).

The examination of the literature on Pakistan's urban transportation sector identifies a number of difficulties, such as heavy traffic, unsafe travel, excessive dependence on energy from fossil fuels, harm to the environment, insufficient parking, and problems with accessibility and affordability. Increased traffic density on poorly planned roadways results in delays and inefficiencies due to traffic congestion. People's mobility is restricted by the fragmented public transportation system and a lack of reasonably priced transportation options, which primarily affects those with lower means. The necessity to switch to more environmentally friendly modes of transportation, such as hybrid and electric cars, is highlighted by the excessive reliance on petroleum products, which worsens air pollution and environmental harm. In addition, the rising rate of car ownership exacerbates parking-related issues and adds to traffic congestion in general. The literature emphasizes improving Pakistan's urban transportation system by implementing international best practices (Kamran et al., 2019).

The 11 traffic guards of Kolkata. Using a semi-structured questionnaire and the Occupational Stress Index, the researchers found that a sizable percentage (79.4%) of constables were under stress, with the main causes being inadequate sleep, lengthy days at work, pressure from politicians, and public disobedience. Talking with family and friends, working continuously, accepting reality, and engaging in leisure activities were all examples of coping methods. Personnel shortages, negative public perception, a lack of cooperation from authorities in higher positions, and inadequate infrastructure were among the difficulties. Reductions in work hours, hiring more staff, paying more, better communication, getting rid of internal politics, enforcing discipline, and newer cars were among the options put out. The study underlined the significance of traffic constables' physical and mental health in relation to efficient traffic management. The

results highlighted the importance of providing attention and assistance to traffic constables, making significant (Deb et al., 2008).

In an effort to comprehend the reasons behind drivers' risky driving practices and infractions of traffic laws, the literature review looks at studies on the perceived security and safety of irregular transportation in Tunisia. The study looks at how drivers' character attributes, experience, education, quality of vehicle, and traffic situation awareness affect security and safety. The study uses multidimensional statistical methods to draw conclusions from a questionnaire-based survey that included 215 irregular transport drivers and 255 passengers from Tunisia. The results pinpoint important factors influencing safety and show how personal traits have a major impact on how closely informal transport drivers follow traffic laws. The report highlights how local governments, police, and informal drivers are all accountable for the inadequate safety standards of informal transportation. In order to improve the security and safety of unofficial transportation networks, it concludes by highlighting the significance of raising public awareness of traffic laws and their enforcement, supporting improved driver training and compliance, and encouraging cooperative efforts between drivers, law enforcement agencies, and local authorities (Dhibi et al., 2022).

In a significant Guangdong Province city in southern China, pilot research was carried out a year after the law's passing to investigate traffic police officers' opinions of drunk driving and the use of breath alcohol testing (BAT). To fully comprehend the concerns around driving under the influence of alcohol, a survey with a questionnaire and interviews that were semi-structured were used. Six road policemen with a range of job experience, including checkpoint alcoholic breathe evaluation, traffic crash investigation, and police resourcing, were questioned one-on-one. Fifty-five traffic police personnel were recruited for the study. Although the sample sizes were limited,

the results indicate that more funding is required for education, enforcement staff, and equipment. Additionally, imposing more severe sanctions can have unforeseen consequences (Jia et al.,2013).

A rigorous randomized controlled experiment was carried out in Turkey for this dissertation's attempt to determine if applying procedural justice concepts to Turkish National Police stops will change the public's perception of the police. A total of 702 motorists who were pulled over for speeding by the Adana police force were randomized to either the oversight or the treatment group. During these traffic stops, individuals in the group participating in the experiment received the formal justice police intervention, whereas subjects in the control group went through the motions as usual. The findings of this study imply that interactions between police and civilians have an impact on citizens' opinions of police in regard to traffic stop encounters. Drivers who had procedurally equitable traffic contacts displayed greater impressions of the police in relation to the encounters than residents who are subjected to conventional traffic enforcement procedures. The findings of this study could improve interactions between Turkish police and people. The study could also provide practitioners new ideas for interacting with motorists during traffic stops (Sahin, 2014).

Another study used randomized field trial settings to evaluate how attitudes towards drunk driving, perceptions of compliance, and residents' satisfaction with the police were affected by contacts between officers and locals on a daily basis. The 'Queensland Community participation study' (QCET), the first randomized field study ever carried out, operationalized the key components of legal procedure (neutrality, citizen participation, respect, and reliable reasons) in a quick, high-volume police-citizen contact. Its objective was to investigate the results of police interaction with the public. Randomly selecting experimental (procedural fairness) and control (business as

usual) groups from 60 wayside Randomly Breathing Testing (RBT) activities. Driver questionnaires were used to assess opinions on drinking and driving, satisfaction with law enforcement, and perceptions of compliance. The results show the benefits of police using procedural justice principles and show that how officers interact with residents in routine contacts may affect how the public perceives the police. Low response rates and the use of paper-only surveys placed restrictions on the study. They also understand that the experimental environment (RBT road stops) is constrained and does not adequately represent the full range of typical police-citizen interactions. Future studies should replicate our particular implementation of procedural fairness in other police-citizen interactions, employing experimental approaches (Mazerolle et al.,2012).

The study discussed in this paper is primarily concerned with illuminating the direct and moderating effects that information may have on decision-makers' behaviors and perceptions in a situation where many projects are being pursued simultaneously. In order to study these links, they designed and conducted a controlled experiment that mimicked features common to multi-party managing project settings. The findings show that a situation's heightened exposure in this context has the greatest influence on a project manager's behaviors and viewpoints about both other people's behavior and the priority given to his or her duty. The study enhances current information processing theory by developing and studying the ideas of informed rationality and reciprocity, as well as by looking at how information affects post-task sense-making. The study's findings point to a number of behavioral difficulties that ought to be taken into account in the next studies on information processing and project management (Bendoly & Swink, 2007).

The agreement amongst ROP levels will be investigated in order to understand how expectations and strategies are transferred across the business. 19 police officers

from various ROP levels participated in interviews. Many themes and conclusions were discovered. People in higher positions within the traffic police had a clear understanding of the ROP's job, believed that traffic officers understood what was expected of them, were well-trained for their position, and could have very beneficial impact on road safety. Lower in the organizations, these beliefs were less definite since traffic officers felt undertrained, had no grasp of the ROP's purpose or what was expected of them, and thought their peers had little good influence on the roads (Al Mazrui et al.,2015).

Research on the opinions of traffic police officers towards their employment and, in particular, their responsibility for traffic safety involved 36 members of Rio de Janeiro's Municipal Guard out of a total of 41 who worked on Ilha do Governador. This qualitative study aims to contribute to the conversation on the necessity of policies that will increase these professionals' awareness of and dedication to traffic safety and education two essential elements in the attempt to humanize the transportation system and avoid accidents. This study is expected to add to the arsenal of resources used to find ideas for raising the bar of traffic police activity. The current method of integrating this population into the workforce degrades their quality of life, leading to stress and other issues that reflect in the caliber of their job and harm their professional reputation. In addition to this, the Municipal Guard's traffic police labor in risky conditions. The group that was interviewed identified issues with, among other things, compensation, working conditions, professional development, and relationships with the company (Pistilli et al., 2005).

The attitudes of police officers regarding mobile phone use by drivers in urban and rural settings were the subject of a different research. Interviews with a total of 26 police officers from Queensland, Australia were undertaken to achieve these aims (18

with experience in both rural and urban settings, 6 with primarily rural experience, and 2 with only urban experience). Seven themes were produced overall using the data. There are certain distinctions between rural and urban situations with regard to numerous phone-related offences, as well as variances in resources, management, and infrastructure that may impact police enforcement. For instance, it has been suggested that drivers in rural areas are less likely to text or talk on the phone while driving. However, when this behavior does occur, it is more challenging to put this policy into action in rural communities compared to urban ones. The findings indicate that, in addition to providing critical contextual data for studies on using a phone while driving, enforcement strategies for this behavior may need to be revised to account for the more complex characteristics of rural police (Truelove et al.,2023).

Investigate the potential effects of a citizen's sociodemographic profile and location on their assessments of the legitimacy of their interaction with the officer as well as the potential differences in views of police conduct during both traffic stops and street stops of pedestrians. Their multivariate research found that people who are young, African Americans, poor, and inhabitants of major cities are significantly more likely than others to believe that they were handled in a way that deviated from customary police behavior. The likelihood that someone from a racial or ethnic minority, someone who is impoverished, or someone who lives in a city is much higher than the general population. The findings suggest that a sizable percentage of this may be accounted for by changes in police behavior based on the size of the region and across various socioeconomic groups (Carmichael et al., 2021).

Another research examines how Chinese police officers view the citizens they are sworn to protect and serve. Using cross-sectional data collected from 271 police officers at a Chinese police university, this study examines the impact of officers' views

of residents' cooperation, compliance with laws, recognition, and disdain. Chinese police personnel frequently hold divergent views about the general public. Despite their unfavorable impression of locals' levels of cooperation, officers thought that Chinese citizens respected the law and adhered to it. The findings showed a substantial correlation between officers' attitudes, perceptions of their efficacy, and actions. More attitudinal factors, such as officers' personalities, should be considered in the research, which should also look at the relationship over time. The results offer guidance to Chinese policymakers for policing reform with a focus on enhancing citizen-police interactions (Wu et al.,2016).

Similar to this, a study investigates the significance of feeling guilty and experiencing satisfaction for the Regional Traffic Management Centre (RTMC) police and their families (Lived Body). They are employing interpretive phenomenological analysis (IPA) and phenomenology to do qualitative research. Two themes are emerging based on the relational principle: feeling remorse towards the family and enjoying family time. According to the research, police officers at RTMC could work without feeling stressed out and could go home to their families for support. being able to live joyfully, which will reflect in their ability to live calmly. This includes being happy at work and with their family (Wijaya et al., 2020).

Another research examines the method by which traffic police enforce the law and develops models to increase the efficiency of enforcement in light of severe financial and resource limitations. Lean manufacturing and linear programming concepts are included in the formulation. Traffic police personnel, automated equipment, and the back office are modelled after those in a production factory in order to generate citations as a function of quantity and quality, based on a preferential ranking of violation types. The case study uses data from the Israeli traffic police

collected over a six-year period to demonstrate that, with adequate resources, it is feasible to maintain ticket numbers while significantly improving ticket quality, as indicated in the literature on road safety. The case study shows a 24% increase in quality ticket processing when the court summons limitation is taken into account and throughput levels are maintained. This is based on modifications to how tickets are produced, the use of new technologies, and the provision of warnings in some circumstances rather than tickets (Adler et al., 2012).

An investigation into police conduct during traffic stops and street stops was done. Less than 1% of the 241.4 million US citizens aged 16 or older had their most recent encounter with the police involved a street stop in 2011. In street stops in 2011, there were more men (1% of the total) than women (less than 1%). People between the ages of 16 and 24 were more likely to be involved in street stops than people over the age of 35. The percentages of non-Hispanic white, non-Hispanic black, and Hispanic adults (16 and older) who were stopped on the street did not differ (Langton & Durose 2013).

Fairness in the execution of procedures is often considered as the crucial need for police credibility. However, little is known about how treatment and decision-making standards affect how legitimate people see the police. The authors conduct a survey experiment to look at the direct effects of procedural justice components and the moderating effects of driver race on judgements of encounter-specific fairness and legitimacy. The findings show that a better predictor of encounter-specific fairness and legitimacy is treatment quality as opposed to decision-making quality. Simple effects studies also show that whereas driver race affects judgements of encounter-specific fairness, attitudes of legitimacy are unaffected. The results show that while engaging

with the public, police personnel should emphasize treating people with respect (Solomon, 2019).

Similar to this, different research in New South Wales (NSW), Australia, investigated how the outcomes of a practical on-road driving exam and a hazard awareness test influenced a cohort of newly licensed adolescent drivers' likelihood of collisions involving cars. The DRIVE research is a prospective cohort assessment of drivers in NSW between the ages of 17 and 24 who have first-year provisional licenses. Data on traffic crashes reported by the police, the number of tries at a mandatory practical on-road driving exam and risk perception test, and the number of participants were all correlated using extensive baseline questionnaires completed by 20,822 participants. The analysis showed that, even after adjusting for a number of sociodemographic and behavioral variables as well as variables relating to driver learning experiences, those who failed the practical on-road test at least four times had a higher risk of being involved in a traffic accident than those who passed the test the first time. When it came to those who failed the practical on-road test at least four times, women were more likely to crash than men. An automobile collision was more likely to occur in those who failed the risk perception test at least twice than in people who passed it the first time. Males were more likely to crash than females, as were those who failed the danger perception test at least twice (Boufous et al., 2011).

Another study looked at how wearing body-worn cameras (BWCs) during traffic stops affected people's perceptions of the police in general and how satisfied they were with the interaction. Just for the post-test, a two-group, quasi-randomized experimental design was adopted. Drivers in the experimental group saw traffic police officers wearing BWCs and were informed that the encounter was being filmed, whereas drivers in the control group had ordinary traffic stops. The drivers were asked

to complete a survey after the traffic stop. 860 drivers were stopped, and 624 of them participated in the survey, 299 in the experimental group and 325 in the control group. BWCs significantly enhanced people's perceptions of the police and their pleasure with the interaction, according to bivariate and multivariate analyses (Demir & Kule 2022).

Another study used video clips of police car driving to compare the hazard assessments, eye movements, and physiological reactions of police drivers to inexperienced and age-matched control drivers. There were 48 drivers who took part. The videos featured control drives, emergency reactions, and pursuits. Police drivers did not report more risks than the other participants did, but they did exhibit more electrodermal responses when watching videos that contained danger, as well as a higher rate of visual sampling and a wider area of search. The concentration of overt attention during nighttime pursuits, however, resulted in all drivers having a reduced spread of search despite a general police advantage in oculomotor and physiological parameters (Crundall et al., 2003).

Racism and discrimination have left a lasting legacy that is reflected in racial and ethnic inequalities in attitudes towards the police. The research looks at citizen accounts of correct police conduct during traffic stops to better understand how claims of improper behavior are affected by officer-citizen racial and ethnic pairings. The examination of 6,301 public reports of traffic stops interactions with the police collected as part of a unique nationwide survey reveals that African Americans are less likely than whites to report correct police behavior when they come into contact with officers of any race. Furthermore, it seems from citizen reports that interactions between a white police officer and a black or white civilian are substantially less likely than those between a white officer and a white citizen to result in a report of excellent police behavior. According to the findings, there is very little support for the claims that

officer-citizen pairings and citizen race have an impact on how the public views police behavior (Huggins, 2012).

In a randomized field trial format, the study looks at how frequent contacts between police and communities affect attitudes about drunk driving, perceptions of compliance, and public satisfaction with the police. They conducted the first randomized field trial, the "Queensland Community Engagement Trial" (QCET), to evaluate the efficacy of police engaging with citizens by operationalizing the fundamental components of procedural equality (neutrality, citizen engagement, regard, and reliable reasons) in a quick, high-volume police-citizen encounter. Random division into experimental (procedural justice) and control (business as usual) groups resulted in 60 roadside Random Breath Testing (RBT) operations. Driver surveys were used to evaluate the main outcomes, including attitudes about driving after drinking, satisfaction with law enforcement, and perceptions of compliance. According to how the residents interpreted the interaction, the experimental therapy was delivered as planned. They also found significant differences between the experimental and control groups on all crucial outcome measures: drivers who participated in the experimental RBT encounter were 1.24 times more likely to report that their opinions on drinking and driving had changed than the control group; experimental respondents expressed slightly higher levels of compliance and satisfaction with the police during the encounter than did their control group counterparts. The findings highlight the positive effects of police utilizing procedural justice principles and show how officers engaging with residents during ordinary interactions can have an impact on how citizens regard the police (Mazerolle et al., 2012).

According to the principle of procedural justice, when law and legal institutions are treated fairly, people will see them as more legitimate and be more likely to

collaborate and obey them and their agents. Though the basic assumption is supported by research, there are still unanswered questions concerning how race affects this process, particularly in light of numerous recent, widely publicized, and contentious fatal force events involving white officers and black defendants. One of six movies showing a fake traffic stop was shown to 546 participants at random. The videos included two driver racial circumstances (white and African American) as well as three procedural justice situations (positive, negative, and neutral). The results demonstrated that procedural justice enhanced evaluations of police that were particular to an encounter. Additionally, compared to non-black respondents, black respondents had a worse opinion of the police. Additionally, when the driver was white, the beneficial effects of procedural justice were stronger (Johnson et al., 2017).

There has been much research done on the relationship between procedural justice and public perception of the police. Studies show that people are more likely to trust and cooperate with the police when they believe they are acting in a procedurally just way, which includes treating people with respect and dignity and acting impartially and fairly. In a randomized field trial setting, the article examines the direct and indirect consequences of procedural justice policing. They look at how a quick, police-initiated, and procedurally fair traffic stop may alter public opinions of police legitimacy as well as how this specific interaction affects public impressions of police in general. The results show a distinct difference between the experimental and control conditions: Procedure- only traffic stops (the experimental condition) had an effect on people' views of the actual interaction and general attitudes towards the police, in contrast to regular traffic stops in the control group. Our findings support the theorized model, showing that the police stand to gain greatly from treating residents properly, even in brief encounters (Mazerolle et al., 2013).

The study analyses the assumption that citizens' perceptions of injustice are based on normative factors (i.e., perceptions of equality and fairness) rather than instrumental aspects (i.e., the results received) by looking at people's judgements of unfairness during traffic stops by police. In 1999, information was gathered for the Police-Public Contact poll, which was financed by the Bureau of Justice Statistics (BJS). The poll asked Americans about their interactions with the police on a nationwide scale. Multinomial logistic regression is used to examine normative and instrumental perspectives while accounting for citizen characteristics, race-interaction terms, legal, situational, and other control factors. The findings support Tyler's assertion that, in addition to the outcomes of the criminal justice system, individuals are also concerned with questions of fairness. The results also demonstrate considerable racial disparities in residents' views of procedural and distributive injustice. Future research and policy ramifications are investigated (Engel, 2005).

The study investigates respondents' opinions on auto services in Agartala. Through scheduled and in-person interviews, it collected primary data from 200 passengers on the chosen 20 auto routes in Agartala, consisting of 120 men and the remaining women. Several statistical tests, such as the Mann-Whitney test, Pearson's Chi-square test, factor analysis, and principal component analysis, were used to assess the evidence supporting the hypotheses. The validity of the test's sample questions and responses was also looked at. The analysis of the data findings reveals that the majority of respondents believe that while Agartala's traffic regulations are permissive, the auto unions control the services, establish the car tariffs, and take advantage of the passengers in terms of fee and safety even though the frequency of auto service is good. The report also highlights the introduction of rigorous laws, reduction of auto union

control, and prioritization of passenger safety and fare fixing, in addition to mandatory ethical training and dress code for auto drivers in Agartala (Deb, 2014).

The goal of the study was to determine how well the Kenyan traffic police in Nairobi County managed traffic with motor vehicles. Therefore, the purpose of the study was to respond to the following research question: How well do traffic police in Nairobi County control motor vehicle traffic? The following particular goals were to be achieved by the study: to identify the tactics used by the traffic police to control traffic within Nairobi County; to evaluate the efficacy of those tactics; and to ascertain the tactics' implementation. The study used a survey approach. Respondents were asked questions in order to collect primary data. The fourteen police stations that handled traffic-related issues made up the study's population. Data analysis, both quantitative and qualitative, was used in the study (Muriuki & Omwenga, 2022).

The study that presenting data on how procedurally fair interactions with police officers altered public impressions of the police in a brief, police-initiated encounter in Turkey, this study has added to the body of knowledge. The results of the study indicate that while the experience with procedurally just policing had a significant impact on encounter-specific viewpoints and citizen happiness, it had a minimal effect on broader opinions of police. It has been discovered that even a tiny "dose" of procedural justice during a police-citizen interaction might result in favorable attitudes and impressions among the public. Police have the power to alter public perceptions if they view these brief but impactful exchanges as chances to strengthen their bonds with the public. Given the widespread belief that "traffic police" are rude and hostile, traffic police in Turkey ought to seize the opportunity to repair the damage to their reputation (Gau, 2012).

A general qualitative investigation was carried out. Using a purposive heterogeneous sample technique, a total of 17 participants 10 drivers, 4 instructors from drivers' training schools, and 3 traffic police officers were chosen. The interview was conducted using an open-ended interview guide, and all conversations were audio recorded. Data that was gathered in the regional tongue was translated into English by means of verbatim transcription. The data was coded using the ATLAS-TI version 7.5 programmed, and then a thematic analysis was carried out. There were four main themes found. The first theme was "Transport safety rule and enforcement problem," which covers shortcomings in both the regulation's formulation and application. "Drivers' training curriculum and application gaps" was the second theme, concentrating on the shortcomings in the curriculum and how it is applied to hiring, training, and testing trainees. "Technical and financial problems" was the third theme. This theme includes concerns about the suitability of transport charges and technical problems with the vehicles. "Passenger and vehicle owners' related problems" was the last theme. This theme focuses on how drivers' risky driving behavior is influenced by the actions of both passengers and vehicle owners (Mazengia et al., 2023).

The paratransit system in growing Asian cities is very vulnerable to traffic accidents due to reckless driving practices and the use of antiquated, inadequately maintained, overcrowded, and non-conforming vehicles. They investigate how paratransit users' perceptions of traffic risk affect their level of satisfaction and their behavioral intentions. User loyalty and intention to switch to a new (safer and more comfortable) public transport mode were examples of behavioral intents. Structural equation modelling was used to study the effects utilizing data gathered from 484 motorcycle taxi and 272 auto-rickshaw users in Phnom Penh, Cambodia. The findings indicated that, for motorcycle taxi riders, perceptions of traffic risk had a direct

detrimental impact on satisfaction and a favorable impact on user loyalty and perceptions of new public transportation. Although customers were unhappy about the possibility of motorbike taxi services becoming involved in traffic accidents, they accepted the risk and planned to keep using the service. Additionally, when the new public transport option became available, they were more inclined to switch to it. For users of autorickshaws, all effects were not statistically significant. Our findings have practical policy consequences that are examined, along with suggestions to enhance paratransit safety and users' perception of traffic risk (Phun et al., 2018).

The aim of qualitative study is to examine how young people in Barcelona, Spain perceives the progression, severity, causes, and determinants of traffic crashes; to characterize their views regarding road safety laws; and to investigate their recommendations and ideas. Twelve focus groups with a total of 98 participants were held in addition to interviews with 43 key informants. The purpose of the discussion guides was to gather their own suggestions for lowering traffic injuries as well as insights about perceptions of relevance and trends in these injuries, as well as the factors that influence them, laws and enforcement. Teenagers are aware that traffic accidents are a real issue that is getting worse. The primary factors found include driving while intoxicated or under the influence of drugs, exhaustion, driving at night, shoddy infrastructure, the age of the drivers, and a dearth of alternatives for public transportation. Adolescents acknowledge the deterrent effects of penalties, speed cameras, and breathalyzer tests on reckless driving. Better community service than penalties. Their perception of public administrations tasked with preventing road injuries is unfavorable. They want access to information on legislative actions and traffic laws, as well as a significant expansion of public transport on weekends and at

night. By considering the perspectives of the beneficiaries, actions aimed at reducing traffic injuries can be more effective (Ramos et al., 2008).

In many nations throughout the world, automobile accidents are now the main cause of death and disability. Since most societies bear a significant social cost from traffic accidents, controlling them has become a top priority. The causes of traffic accidents on roads are thought to be diverse. Identification and mitigation of these causes to the greatest extent feasible is, therefore, the ultimate goal of all road traffic study and intervention. The purpose of the study was to evaluate passengers' perceptions of safety while using the Nairobi–Nakuru motorway. The study sample consisted of eight key informants whose opinions were deemed pertinent for the study, as well as 120 passengers who were the primary respondents and used the Nairobi-Nakuru Road. Descriptive statistics like percentages and frequencies were used to analyse the data, which were gathered using an interview guide and a standardized questionnaire. The results were displayed as tables, charts, and bar graphs. According to the report, there is a poor perceived level of safety among drivers on the Nairobi-Nakuru Road. The drivers' style of driving, their speed, and the state of the car, among other factors, were used by the passengers to evaluate their safety on the road. According to the survey, passengers protect their safety by avoiding riding in cars operated by intoxicated drivers or in which there are more people than necessary, and by checking the vehicle's condition before boarding. The passengers believed that the transport ministry's measures, such as the prohibition on nighttime travel, the use of the alco-blow, a device that measures a driver's blood alcohol content, and the imposition of harsh penalties and fines for careless drivers, could have been more effective if they had been properly implemented (Kitonde et al., 2019).

Theoretical Framework

Socialization theory suggests that an individual's behavior and perception are influenced by the socialization process they experience within a particular organization. This theory can be applied to the behavior and perception of traffic police officers in traffic management. The socialization process that traffic police officer undergoes within their organization can shape their attitudes toward different drivers and their behavior in enforcing traffic laws. This can impact the effectiveness of traffic management strategies. The theoretical framework for this topic would involve examining the socialization process of traffic police officers and how this influences their behavior and perception towards different drivers in the context of traffic management. The socialization process of traffic police officers involves various elements, such as training, mentoring, and the organizational culture they are exposed to. Through this process, officers develop a set of shared values, norms, and expectations regarding their role and responsibilities in traffic management. These influences can shape their attitudes toward different drivers and their behavior in enforcing traffic laws.

For example, if traffic police officers are socialized in an organization that emphasizes strict enforcement and disciplinary actions, they may develop an authoritative approach and be more inclined to issue tickets or penalties for even minor violations. On the other hand, if they are socialized in an organization that focuses on community engagement and education, they may adopt a more community-oriented approach, seeking to educate and raise awareness among drivers.

Rationale

Studying the interactions between law enforcement and the general population, particularly in relation to traffic control and police contacts, has gained popularity in recent years. To better understand how traffic managers and traffic police are seen by the public as well as by themselves, several studies have been carried out in a number of different nations. However, there is a noteworthy dearth of study in Pakistan that focuses exclusively on how traffic police officers are perceived.

The body of literature now in existence focuses mostly on how individuals perceive procedural justice and related ideas. This emphasis is necessary because public views have a significant impact on people's conceptions of legitimacy, which in turn affect people's desire to collaborate with authorities (Tankebe, 2014, 2009; Tyler & Huo, 2002; Jonathan-Zamir, Mastrofski, & Moyal, 2013). The perceptions of traffic police officers on their encounters with the general public, on the other hand, are not well understood.

It is important to comprehend traffic police officers' viewpoints for a number of reasons. In the beginning, it offers a more thorough comprehension of the interactions between traffic police and motorists, enabling a more comprehensive analysis of the entire traffic management system. Second, it enables a more thorough investigation of the variables that can affect the conduct and judgement of traffic police officers while dealing with motorists.

This study intends to close the research gap and throw light on an understudied part of Pakistan's traffic control system by examining how traffic police officials perceive various types of drivers. Gaining knowledge of the variables that could affect the attitudes and actions of traffic police officers through this inquiry makes it feasible

to possibly enhance training programs, regulations, and overall interactions between traffic police officers and motorists.

The results of this study may also help the traffic management system's procedural justice be improved. The fairness and openness of the procedures used by authorities in their contacts with the public are a key component of procedural justice. Understanding traffic police officers' perspectives makes it feasible to spot potential areas for procedural justice framework development, thereby promoting a more fair and genuine traffic management system.

A considerable lack of study has been done from the perspective of traffic police officers themselves, particularly in the context of Pakistan, despite the fact that many studies have examined how the general public or drivers see traffic police personnel. This study attempts to close that knowledge gap and contribute to a deeper comprehension of the interactions between drivers and traffic police officials. The findings may have an impact on enhancing procedural fairness, policies, and training practices within the traffic management system, which would eventually result in more efficient and equitable interactions between traffic police officers and motorist.

Objectives

1. To examine the management behavior of police officers towards different drivers and passengers.
2. To explore the perception of police officers towards drivers and passengers.
3. To determine the elements that affect how police officers behave and are perceived by various drivers and passengers.

Research Questions

1. What are the management behaviors of police officers towards different drivers and passengers?
2. What are the perceptions of police officers towards drivers and passengers of different ethnicities, genders, and socio-economic backgrounds?
3. What factors influence the management behavior and perception of police officers towards different drivers and passengers?

Chapter 2

Methodology

Research Design

This qualitative study used convenient sampling with in-depth interviews serving as the main mode of data collecting. The purpose of the study's design was to use open-ended questions to gather in-depth, detailed observations.

Ethical Considerations

The research was conducted with the approval of Department of Psychology of the Capital University of Science and Technology and the Traffic Police Office. Written consent was obtained from the participants.

Participants

Convenient sampling was used to pick a broad group of participants for the study, who represented a range of viewpoints pertinent to the research topic. Based on their accessibility and desire to participate, participants were contacted.

Recruitment of Sample

Convenience sampling was used to find traffic police personnel to participate in this study.

Conducting Interviews

Thirty to one hour was allotted for in-depth interviews, some of which took place in person and others over the phone. By allowing participants to fully explore their points of view, open-ended questions helped to ensure a thorough grasp of the research topic.

Data collection

Systematically transcribing interviews into Roman English allowed for the capture of linguistic subtleties. The goal of the coding procedure was to find themes in the data so that the participant responses could be thoroughly analyzed.

During the study, the researcher encountered real world obstacles such as difficulties such as contacting Traffic Police Offices (Chowki). Long wait time for interviews resulted from Traffic Police Officers' busy schedules. Notwithstanding these obstacles. The research persisted in its direction to acquiring important findings from this singular and significant viewpoint.

The researcher conducted in-depth interviews with traffic police officers. Interviews explored police attitudes toward drivers and passengers. The researcher asked open-ended questions such as:

1. Could you explain the various kinds of motorists and passengers you deal with on a regular basis?
2. How do you see various passenger and driver types?
3. How do you conduct yourself with various kinds of drivers and passengers?

Chapter 3

Results

Themes

Themes	Subthemes	Categories
Nature of Job Factors that affect interaction	Stressful, Tense, Unpredictable, Inflation	
Management Behavior	In accordance to Laws/Rules	
	In accordance to Behavior	Behavior of Driver Behavior of Passenger
	In accordance to authority	
	In accordance to Situation	
	In accordance to area	
	No debate	
	No quarrel	
	Awareness Campaigns	
	Effective Leadership	Taking Suggestions Collaboration
	Different Strategies	
Challenges	Special Duties	
	Social Pressure	High ups
		Passengers
		Public
		On-site Job Pressure
	Violation of Signals	
	Overworked	
Manual Traffic Coordination		

	Drunk Drivers		
	Public Transport Fairs		
	Encroachment		
	Lack of Resources	Human Resources	
		Transportation (Lifters)	
		Technology	
		Education <ul style="list-style-type: none"> • Traffic Education • Basic education • Law Education 	
Coordination of Departments			
Road Engineering			
Perception	For betterment of system	Support <ul style="list-style-type: none"> • Senior Officers • Govt Officers 	
		Heavy Fines	
		Working on Resources	
		Better use of Technology	
		Underpasses	
		Inquiry against Encroachment	
		Coordination of Departments <ul style="list-style-type: none"> • Tehsil Municipal Administration (TMA) • Rawalpindi Development Authority (RDA) 	

	Private VS Public Cars	Conductor's behavior
	Communication Matters	
	Awareness Campaigns	
	Background	Behavior Indicates Family
	Urban Planning	Islamabad is better than Pindi
	Lack of respect	High ups
	Public Dependency	
	Psychological Factors	Depression
Responsibilities	To give clearance	Routes/Visits
	Regulates Traffic Flow	
	Guidance	
	Better Services	
	Control Violations	
	Passenger Feedback and Enhancements	Complains
Police Behavior	Forgiving	
	Helpful	
	Guiding	
	Environmental Factors	<ul style="list-style-type: none"> • Horns • Continuous Dealing • People's Mentality • Temperature
	Tolerate	
	Appreciation	Certificates
Shortcomings	Signal Dysfunction	
	Lack of Parking Places	
	Lack of Respect	Public
		Senior Officers
Facilitation	Licensing	
	Safety of Passengers	
	Lack of proper vehicle	

Failure of Technology	registration enforcement	
	Urban Planning	
	Lack of link between army and traffic police	

Description

Nature of Job:

Stressful, tense, unpredictable

Managing traffic-related problems is one of those really demanding and anxious jobs that need regular preparation for a variety of obstacles. Because of the nature of the work, one must not only navigate individual actions but also deal with the details of traffic management. While some people behave politely and respectfully, which promotes a positive exchange, others behave less than idealistically, which calls for legal intervention. People in this line of work must be able to remain composed and react skillfully in unforeseen circumstances. Being able to strike a professional balance between the demands of the job and handling both cooperative and challenging interactions with poise and adherence to legal rules is essential for success in this capacity. The nature of the work highlights the significance of flexibility and resilience in the face of a continuously changing and often stressful environment.

Factors that affect Interaction:

Stress, Tension, Mehangai (inflation)

The statement emphasizes stress, tension, and inflation as three important variables that might affect human interactions (Mehangai). People may experience emotional states like stress and tension, which can have an impact on their behavior,

mood, and interpersonal interactions. A heightened sensitivity and the possibility of tense interactions can be caused by these circumstances. Conversely, mehangai, or inflation, describes the economic phenomenon of growing prices and living expenses. Economic difficulties, like inflation, can affect people's everyday life and cause financial stress. They may also have an impact on how people connect with one another. In conclusion, the theme implies that the dynamics of interpersonal relationships and communication are significantly shaped by emotional states like stress and tension as well as economic variables like inflation. Recognizing and controlling these elements are essential for fostering positive and effective interactions in various social contexts.

آپ کو پتہ ہے کہ اسٹریس کے لوگ ہوتے ہیں، ٹینشن میں ہوتے ہیں، مہنگائی کا دور ہے

Management Behavior

In accordance to the behavior of driver (lawful and unlawful)

The theme revolves around the nuanced approach to regulating driver behavior within the context of road safety. The qualitative exploration reveals a dual-tiered system that acknowledges and reinforces lawful conduct while progressively responding to unlawful behavior. Participants in the study express a commendable attitude toward drivers who adhere to traffic laws, emphasizing the positive impact of such compliance. Simultaneously, the research uncovers a structured disciplinary framework for those in violation, initiating with warnings or minor citations and escalating to more severe measures, such as filing a First Information Report (FIR) and impounding the offender's vehicle for repeated transgressions. This theme underscores the delicate balance between recognition and enforcement, shedding light on the multifaceted strategies employed in the realm of traffic regulation to foster a safer and more compliant driving environment.

جو ڈرائیور قانونی ہیں تو ہم اُس کو ہم اپریشیٹیٹ کرتے ہیں کہ وہ جو ڈرائیور ہے وہ قوانین پر عمل درآمد کرتا ہے اور جو قوانین پر عمل درآمد نہیں کرتا اُن کو تو ہم ایک یا دو دفعہ وارننگ چالان دیتے ہیں "اگر اگلی بار وہ کرتا ہے تو اُس کے خلاف ایف آئی آر یا اُس کی گاڑی بند کروا دیتے ہیں۔"

In accordance to the behavior of passenger

The theme focuses on the adaptable strategy used in reaction to passengers' behaviors, stressing the importance of taking their sentiments into account throughout encounters. The qualitative results point to a customized reaction depending on the disposition and mannerisms of travelers. The study participants emphasize how important it is to comprehend and take into account the various attitudes that passengers display in order to shape the interaction's nature. This subject emphasizes how dynamic passenger relationships are and how a comprehensive grasp of individual attitudes shapes the reaction of people interacting with them. This kind of approach recognizes the diversity of attitudes and encourages a context-specific and responsive service delivery, which leads to a more effective and personalized engagement with passengers.

تو اُن کے رویہ کے مطابق ہم اُن سے ٹیل کرتے ہیں

In accordance to the authority

The theme focuses on the adaptable strategy used in reaction to passengers' behaviors, stressing the importance of taking their sentiments into account throughout encounters. The qualitative results point to a customized reaction depending on the disposition and mannerisms of travelers. The study participants emphasize how important it is to comprehend and take into account the various attitudes that passengers display in order to shape the interaction's nature.

ان کے خلاف ہم قانونی کارروائی (کر سکتے ہیں جو ہمارے اختیارات

In accordance to situation

The identified theme explores the complexities of responding to emergencies, especially those involving accidents involving vehicles. It reveals an orderly and efficient response procedure that places emphasis on the fast relocation of cars and the timely transfer of patients to hospitals. The significance of effective and well-organized administration in the face of unanticipated circumstances is emphasized by this theme. The qualitative data show a clear strategy that prioritizes prompt decision-making and following set protocols to protect all parties concerned. The theme also highlights the need of communication, as demonstrated by the prompt starting of law enforcement calls or the request for medical aid when necessary.

ہم حادثے میں سب سے پہلے گاڑیوں کو جلدی سے جلدی سائیڈ پر کرتے ہیں اور مریضوں کو ہسپتال پہنچاتے ہیں۔

اُس کو پھر ہم سائیڈ کر کے جو بھی لڑائی یا حادثہ ہوتا ہے۔ لڑائی جھگڑا ہوا ہے تو ہم ٹھانوں میں کال کرتے ہیں یا حادثہ ہوا ہے تو ہم انہیں ہسپتال پہنچاتے ہیں۔

In accordance to law/rules

The theme clarifies how laws and regulations are enforced in relation to traffic management, exposing a complex strategy to uphold compliance and order. Notable elements include the possibility of vehicle impoundment for rule infractions (5.2), the commencement of legal measures against offenders (5.3), and the imposition of high penalties (Bhari Jurmana) as a punitive measure (5.1). Severe penalties are also applied to those who are discovered to be in possession of unauthorized licenses; these penalties include license suspension and car repossession (5.4). The qualitative results emphasize the rigorous enforcement of traffic laws (5.5), with particular focus on court procedures like section 279 First Investigation Reports (FIRs) and probable arrests (5.6 and 5.7).

In addition, the theme reveals government directives about the installation of cylinders without authorization, with section 485 (5.8) requiring the filing of FIRs.

5.1. بہاری جرمانہ (بیوی فائن) .

5.2. گاڑی بند ہو سکتی ہے، پھر وہ لائن پہ آ جاتے ہیں .

5.3. اُن کے خلاف ہم قانونی کارروائی کرتے ہیں، میڈم .

5.4. لوگوں کے خلاف ہم جو ہیں نا، اُن کا بائیک ہو یا گاڑی ہو تو ہم اُنہیں 134 یا 550 میں بند کرتے ہیں . اور اُن ڈرائیور کا لائسنس منسلک کر دیتے ہیں

5.5. جو باقائستگی سے ٹریفک رولز کو فالو نہیں کرتے، اُنہیں ہم بند کرتے ہیں ٹھانوں میں، ٹھیک ہے نا .
یا 115 کے تحت اُنہیں فائن کرتے ہیں 113

5.6. ہم ایف آئی آر دیتے ہیں 279 کے تحت

5.7. بندے بھی آریسٹ ہوتے ہیں

5.8. اگر کسی نے سلنڈر وغیرہ انسٹال کیا ہوا ہے تو حکومت کی طرف سے آرڈر ہے کہ جو سلنڈر اُتار کے .
اُس پر ایف آئی آر 485 کرتے ہیں

No debate

The theme revolves upon the dedication to dealing with passengers in a conflict-free manner. Qualitative research indicates a purposeful approach to guaranteeing visitors a peaceful journey, with a focus on avoiding conflicts or arguments. The subject emphasizes the value of personnel using excellent communication, empathy, and conflict resolution strategies when interacting with passengers. In addition to stressing the importance of focusing on giving passengers a smooth, satisfying experience free from conflicts, it highlights the establishment of a good and courteous environment.

This theme highlights the commitment to passenger happiness via conflict-free transactions and captures the subtle tactics used to promote a happy ambiance.

ہم اس طرح ڈیل کرتے ہیں کہ مسافر کے ساتھ کوئی بحث نہ ہو

In accordance to the area

The theme that has been found explores the subtle tactics that are used based on the features of particular regions, namely the unique comprehension needed at each intersection. The qualitative results emphasize the need for area-specific comprehension and point to the need for a customized approach to manage various crossroads or chowks. Study participants clarify how crucial it is to understand the particular dynamics, traffic patterns, and possible difficulties connected to every site. This topic emphasizes the value of context-aware solutions by implying that good management goes beyond broad guidelines and requires an in-depth grasp of the unique characteristics and complexities present in many contexts. The investigation into the qualitative aspects' sheds light on the flexible and situation-specific tactics used to improve traffic management and regulation in various geographical settings.

سٹریٹیجیز ہوتی ہیں مختلف ہر چوک کی اپنی ہیں سمجھنی پڑتی ہیں

No quarrel

The theme that has been identified centers on the necessity of upholding a conflict-free atmosphere at crossings, with a particular emphasis on prohibiting of individual arguments at chowks. The qualitative results highlight how important it is to promote a calm environment where it is clearly forbidden for anyone to argue or fight with others at crosswalks. In order to preserve this idea, study participants stress the significance of good communication, public knowledge, and community cooperation. This topic highlights the dedication to maintaining peaceful coexistence in chowks,

encouraging safety and order by preventing any type of disagreement or altercation between people in this area of public gathering. The qualitative investigation provides information about the tactics and social dynamics of the community targeted at fostering a friendly environment at crossings.

چوک میں ہر بندے کے ساتھ لڑائی نہیں کرنی

According to situation

The recognized theme clarifies the flexible response to different circumstances, especially when a driver breaks the law or the traffic regulations. Qualitative research indicates that when these situations arise, the public faces difficulties in the process of capturing the driver, resulting in a short-term discomfort. But before taking any further action against the driver, the authorities make sure that the passengers are safely transferred to another vehicle in order to lessen the impact on them. This theme emphasizes the subtle tactics used to handle legal actions against drivers who violate traffic laws while putting the comfort and safety of other passengers first. The qualitative investigation sheds light on the complex processes of enforcing traffic rules, highlighting the need to strike a careful balance between preventing public inconvenience and maintaining the requirements of the law.

اگر ڈرائیور قانون کی خلاف ورزی کرتا ہے یا اُس کا اشارہ وغیرہ توڑتا ہے تو ہم جب روکتے ہیں تو عوام تھوڑا سا جو ہے نا کیا نام ہے مشکلات کا سامنا کرنا پڑتا ہے لی اُس عوام کو اگر ہم گاڑی بند کرتے ہیں یا ٹھانے لے کے جاتے ہیں تو اُس سے پہلے ہم سواریوں کو اُتار کے دوسری کسی گاڑی میں بٹھاتے ہیں اُس کے بعد جو ہے نا ہم ڈرائیور کے خلاف قانونی کارروائی کرتے ہیں۔

Awareness Campaigns

The implementation of strategic awareness campaigns is the central issue of this theme, which focuses on a noteworthy project in Punjab. The qualitative results

emphasize the methodical strategy that was used, as demonstrated by the awareness campaign that encourages the use of helmets. The initiative started with the imposition of a 200-rupee fine for non-helmet wearers. This was followed by the installation of prominent awareness boards at strategic crossroads like Sixth Road Chowk. The study's participants emphasized the significance of raising public awareness and teaching people about the vital role that wearing a helmet plays in guaranteeing safety. The campaign's adaptability to varied locales and deliberate attempt to establish beneficial habits as demonstrated by the numerous initiatives to promote helmet use is further highlighted by this theme.

آگاہی چلائی جاتی ہیں جیسے ہمارے پنجاب میں ہم نے اس بات کی آگاہی چلائی تھی کہ پہلے ہمارے ہیلمیٹ کا چالان 200 روپے تھا تو اب ہم آگاہی کا پہلے بورڈ لگائے ہیں کافی چوکوں میں سکسٹھ روڈ چوک ہو گیا جب مختلف شعبوں میں ہم نے آگاہی چلائی ہے کہ لوگ ہیلمیٹ کا استعمال کریں، پڑھ لیں کہ ابھی سے اطلاق نہیں ہوا مہینے بعد اطلاق شروع ہو جائے گا۔ پہلی کے بعد پچھلے ماہ کی بات ہے تو اس طرح کی بھی ہم آگاہی مختلف جگہ پہ لوگوں کے لئے ہیلمیٹ کا استعمال کریں، اس سے آپ کی جان حفاظت میں ہو سکتی ہے۔ اس طرح کی ہماری مہم چلتی رہتی ہیں۔

Effective Leadership

This theme pertains to the observation and analysis of Captain Retired Mazhar Sahab's effective leadership style. Captain Sahab recently took on the role of Chief Traffic Officer (CTO). This theme emphasizes the benefits of leadership style, which entails having one-on-one conversations and personal interactions with field officers to hear their ideas and concerns. This theme gives instances of how these relationships have resulted in the use of practical traffic control techniques, like the elimination of heavy signals and the enhancement of traffic flow on clogged roadways. In order to

achieve good results, the theme stresses how crucial the supervising officer's behavior and adherence to standard operating procedures (SOPs) are.

ہمارے کچھ عرصہ پہلے چیف ٹیکنالوجی آفیسر کرنل (ریٹائرڈ) مظہر صاحب تو ان کا جو طریقہ کار تھا وہ بہت پسند آیا اور وہ فروٹفل بھی ہوتا تھا۔ ان کی چند ایک مثالیں دوں گا تاکہ وہ فیلڈ کے افسرس تیار ہونے والے ڈیلی بیسس پر 4 یا 8 لوگوں کو بلا کر پرسنلی 1 سے 1 مشورے لیتے تھے۔ ان کی شکایات ان کے مسائل سنتے تھے اور ٹریفک کی مینجمنٹ کے حوالے سے خاص طور پر ان کی رائے لیتے تھے۔ جس کے نتیجے طور پر ابھی نے مرئی چوک پر سفر کیا ہے تو آپ نے دیکھا ہو گا کہ پہلے مریر چوک کافی بڑا وہ ایک سگنل جس کی وجہ سے وہ برڈن رہتا تھا اب وہ سگنل فری ہو چکا ہے۔ اسی طرح سے لیاقت بھاگ بہت متاثر وہ جو کنجسٹڈ روڈ تھا اس میں کوئی خاص روڈ انجینئرنگ نہیں کی گئی تھی صرف وہ کچھ ٹیکنیکس یوز کر کے اب اس کو یوٹرنز دے کر ٹوٹل کشمیر ہائیوے کو سگنل فری کر دیا گیا ہے۔ تو یہ زاہر ہے کہ کسی سپروائزری افسر کا بہیویئور اور اس کی جو ایسوسی یے بہت متاثر کرتی ہے اور بہت اہم رول پلے کرتی ہے۔

Different Strategies

The "Different Strategies" theme reveals itself as an engaging investigation of diverse methods intended to tackle the shared problem of unapproved parking in no-parking zones. Examining this issue via a qualitative perspective entails a thorough examination of the various approaches used in various contexts. Through interaction with various stakeholders, including traffic police officers, urban planners, municipal officials, and community people, the research aims to reveal complex viewpoints and experiences related to the initiatives.

یہ تو دوبارہ پھر وہی بات ہو گئی ہے کہ یہ موقع پر ہے، مثال کے طور پر، نو پارکنگ میں گاڑی کھڑی ہے اُسے کیسے ہٹانا ہے، مختلف جگہوں پر مختلف اسٹریٹجیز ہوتی ہیں

Police Behavior:

1. Forgiving Behavior

The theme of "Forgiving Behavior" in police behavior offers a fascinating examination of how law enforcement procedures may incorporate a forgiving and understanding mindset. This subject emphasizes how crucial it is to strike a balance between empathy and strong enforcement, realizing that confronting every person directly could result in an uncontrollable situation. The research looks at real-world situations in an effort to find trends and external elements that influence how the police apply forgiveness. The theme illuminates the potential for conflict between law enforcement and the public and advances a deeper knowledge of their complex dynamics.

درگزر کرنا ہے کہ دیکھیں ہم ہر بندے کے ساتھ لڑنا شروع کریں تو ہزار بندے ہوں گے

2. Helpful behavior

The "Helpful Behaviour" theme in police conduct offers a perceptive examination of circumstances in which officers show kindness by lending a helping hand to people in need. This qualitative theme includes acts of compassion, such helping the elderly cross the street safely and helping people find their way through crossings. Interestingly, the officers offer their friendly aid to riders on motorcycles and passengers who are looking for directions, resulting in a comprehensive approach to community support. The research adds to a thorough knowledge of the substantial influence of police officers acting helpfully, promoting community trust and cooperation, by presenting examples of constructive interaction.

کہیں بزرگ لوگ آ جاتے ہیں، راستہ پار کر وا دیتے ہیں انہیں یہ بھی نیکی ہے۔ مختلف طریقوں سے لوگوں کی امداد کرنا، زیادہ تر میں چوک میں کھڑا ہوتا ہوں۔ کہیں بائیکیاں والے آتے ہیں، راستہ بھٹوں ہوتے ہیں۔ بیچھے بندا بٹھایا ہوتا ہے، وہ پوچھتے ہیں راستہ بھولے ہوتے ہیں اور الحمد للہ آج تک اس طرح نہیں ہوا

جو پتہ ہوتا ہے بتا دیتے ہیں اگر نہیں پتہ تو ان کو کہتے ہیں "ساری، یہ نہ ہو ادھر ہو، میں آپ کو ادھر

بھیج دوں" یہ اچھی

بات نہیں ہوتی اور الحمد للہ ہمارے میں تو یہ ہے

3. Guiding Behavior:

The "Guiding Behavior" theme in police conduct offers a qualitative examination of the vital function that officers play in offering direction and support to people who are looking for information or clarity. Officers actively assist people in following the pertinent processes, providing patient and understandable explanations. The utilization of a qualitative technique facilitates a more intricate comprehension of the viewpoints and encounters of officers, illuminating the external elements that impact their guidance conduct. This theme contributes to a thorough and sympathetic approach to law enforcement tasks by highlighting both the informative side of police and the roles that officers play as community leaders.

کہیں ڈرائیور لوگ بھرت بھی ہمارے سے پوچھنے آتے ہیں کہ ہمارا لائسنس انقضاء ہو گیا ہے، تو یوں بنائیں ہم انہیں بھی اچھے طریقے سے گائیڈ کرتے ہیں۔ پرمٹ کہتے ہیں ہمارا کینسل ہو گیا ہے، کلاسز لگ گئی ہیں پھر ہم نے بھی جتنی ہمارے پاس معلومات ہوتی ہیں ہم بڑھ چڑھ کر ہم انہیں بتاتے ہیں۔ اس کے بعد مسافر لوگ بھی کچھ بھولے آتے ہیں کہ یہ والا راستہ کہاں جا رہا ہے، کیا ہونا چاہئے پھر ہم انہیں مختلف طریقوں سے گائیڈ کرتے ہیں۔ یہی ہماری ڈیوٹی کا حصہ ہے اور فرض بھی۔

کسی کے ساتھ خود پہلے زیادتی نہیں کرتے، کوئی کرے تو پھر اُس کو کرنا پڑتا ہے

4. Environmental factors: horns. Continuous dealing, people's mentality, temperature

A comprehensive examination of the psychological health of law enforcement personnel is required as part of the qualitative study of "High

Mental Level" in relation to environmental conditions and police behavior. The psychological effects of continuous exposure to loud and disruptive noise are explored in relation to the constant presence of horns, a prevalent element in metropolitan policing contexts. Constantly handling a variety of potentially difficult circumstances and interacting with people affects an officer's stress level and mental toughness.

ہمارا مینٹل لیول تھوڑا سا ہائی رہتا ہے اور لوگ یہ سمجھتے ہیں کہ یہ لڑتے ہیں لوگوں کے ساتھ لیکن ہمارا اس طرح کا کچھ رویہ رہتا نہیں ہے لوگوں کا یہ رویہ ہے اور اس میں ہمارا قصور نہیں ہے۔ منتیلیٹی کا اثر ہوتا ہے لوگوں پر ٹھیک ہے۔ شورگل سارا دن ہارن کی آوازیں دماغ میں پڑتی ہیں اور ویسے ہی بندے کی چیخیں نکلتی رہتی ہیں کہ بندہ کہتا ہے کہ بندے کا دماغ ہوا میں ہو گیا ہے۔

5. Tolerate

This theme attempts to reveal the complex dynamics of how police handle and react to disrespectful acts using qualitative research techniques including interviews. Officers are encouraged by the prevalent culture to priorities moderation and tolerance in order to prevent a reciprocal escalation when faced with such situations. The objective of this qualitative method is to document the subtle ways in which officers demonstrate measured reactions to attacks and internalize the value of patience.

اگر وہ بدتمیزی کر رہے ہیں اور ہم بھی بدتمیزی کریں تو اس طرح ہمارے جو بے نہ معاملات حل نہیں ہوتے۔ تو اگر وہ بدتمیزی کر رہے ہیں تو ہمیں یہی سکھایا گیا ہے کہ ہم صبر کا مظاہرہ کریں

6. Appreciation

The qualitative theme of "Appreciation" in the context of police behavior highlights the acknowledgment and praise given to drivers of public service vehicles who have been awarded certificates by the department for their

excellent compliance with regulations. Through the use of qualitative research technique like interviews, this theme seeks to analyse the ways in which law enforcement officials, specifically the Chief Police Officer (CPO) and the Deputy Superintendent of Police (DSP), convey their gratitude to drivers who behave admirably. This theme sheds insight on how appreciation is expressed inside the organization and offers a greater understanding of the culture that appreciates and acknowledges rule adherence.

Challenges

1. Special duties

The qualitative theme of "Challenges in Special Duties" entails a thorough investigation of the challenges encountered by those designated for special responsibilities, especially when faced with prolonged or excessive duty hours. This theme used qualitative research technique interviews, to explore different aspects of the difficulties that arise when people are assigned extra duties on top of their usual shifts.

چیلنجز جیسے خصوصی ڈیوٹی لگ جاتی ہے یا اور ڈیوٹی لگ جاتی ہے، ہم دو تین گھنٹے مزید لگا دیتے ہیں کیونکہ وہ انہیں راضی کرنا پڑتا ہے۔

2. Social Pressure

2.1 Pressure from high ups

In the context of traffic police, the qualitative theme of "Social Pressure" highlights the complex issues brought about by outside forces, particularly the pressure from higher authorities. This theme used qualitative research techniques, such as interviews, to analyze the complex dynamics of societal

pressure that traffic police personnel deal with. The pressure that comes from superiors can take many different forms, including expectations, demands, or orders that can have a big impact on officers' everyday work and decision-making. This issue also includes the challenges traffic cops have in utilizing and incorporating technology. The purpose of the qualitative study is to learn about the officers' viewpoints regarding the lack of technology use and the reliance on traditional labor.

نہیں ہو رہی ٹریفک پولیس میں ٹیکنالوجی نہیں استعمال ہو رہی، صرف مین پاور یوز ہوتی ہے۔

2.2 Passenger's Pressure

In the context of police challenges, the qualitative theme "Social Pressure: Passenger's Pressure" explores the complex dynamics surrounding external pressures coming from passengers, especially when they are directly involved in an accident or when a family member or acquaintance is facing consequences. By employing qualitative research techniques like interviews, this subject aims to highlight the complex facets of social pressure that law enforcement personnel must deal with. Due to passengers' tendency to view police negatively, they frequently support the driver and put pressure on the officers, which can lead to complicated and difficult situations. This theme explores the motivations, interpersonal relationships, and tactics used by passengers to exert pressure or influence over law enforcement. It clarifies the social and psychological aspects of these interactions.

مسافر بھی جو بیچ میں بیٹھے ہوتے ہیں، ان کا چالان ہو گیا یا کسی رشتے دار کا چالان ہوا ہو، وہ پہلے ہی پولیس کے خلاف میں ہوتے ہیں۔ وہ ڈرائیور کے ساتھ مل جاتے ہیں، پھر دباؤ ڈالنے میں مصروف ہوتے

ہیں

2.3 Public Pressure

For public servants, the problem of "public pressure" is a multifaceted interaction between the public's opposition to compliance and the officers' attempts to do their duties. The public frequently interferes with public officials' communication, forcing them to feel pressured to resign from their positions as a result of the outcry from the public. The difficulty increases when others from the public, even those who appear to be acting irrationally, gather at the situation. This includes those who are parked on the side of the road, making it more difficult for the police to enforce the law. This subject highlights a serious social issue, which becomes especially apparent when people from low-income backgrounds, including the poor, join the resistance. This illustrates how difficult it is for the community to understand the reasons behind this.

جب عوامی افسر بات بوتا ہے تو عوام بیچ میں ہوتی ہے، ہماری وجہ سے چھوڑ دین۔ ہم آپ سے وہ کرتے ہیں، ہماری عوام جو ہے نا وہ بے شک آ جاتی ہے بیچ میں بغیر کسی وجہ کے ان کو مطلب اُس کو نہیں ہے، ایون کہ ہماری جو روڈ پہ ہے وہ ریڑھی والا بھی جو سائیڈ پہ کھڑا ہوتا ہے وہ بھی آ جاتا ہے اچھور دینے۔ اسے گریب عدمی ہے تو یہ ہماری قوم کو بڑا سخت المیہ ہے کہ وہ اُس کو جس کو ہم نے روکا ہے

Violation of signals

"Violation of Signals" is a qualitative theme that centers on the ongoing problem of motorcycle riders who consistently disregard traffic signals, especially at crossings. A comprehensive knowledge of the individual, societal, and cultural elements influencing this behavioral pattern is made possible by the qualitative method. The subject seeks to offer comprehensive insights through this study that can guide focused interventions, public awareness campaigns, or legislative actions meant to successfully handle and reduce the problem of motorcycle riders failing to yield signals.

یہ جو موٹرسائیکل والے ہیں، ان کے لئے سارا دن چوک میں کھڑے ہو جائیں، یہ اشاروں کو نہیں مانتے۔

Overworked

When it comes to traffic management at a crossroads, the theme of "Overworked" reveals the qualitative nuances of the experience of the person in charge of supervising and arranging vehicle movement. This theme explores the organizational, physical, and psychological effects of being overworked, delving into the qualitative nuances of the difficulties brought on by the role's demands.

ایک بندا ہوتا ہے چوک میں ٹریفک کو منظم کرنا، گاڑیوں کو بھی منظم کرنا۔

Manual Traffic Coordination

The "Manual Traffic Coordination" theme offers a qualitative investigation of many difficulties involved in manually managing traffic at crossings. This theme entails a thorough examination of the experiences, perspectives, and challenges encountered by those in charge of manually directing traffic flow. The theme seeks to clarify the subjective aspects of the manual coordination process through the use of qualitative research technique like interviews. It explores the psychological and physical effects that manual techniques take on people, evaluates their effectiveness in various traffic situations, and reveals the coping strategies that are used. Furthermore, the topic goes into the contextual elements that impact the choice to utilize manual coordination, highlighting its drawbacks and suggesting possible improvements.

مینوئل چوک چلانا پڑتا ہے

Public Transport Fairs

The "Public Transport Fares" theme looks into the complex issues surrounding transport expenses, with a specific emphasis on the public transport service price

system. The study investigates how fare modifications affect commuters' everyday life, accessibility, and socioeconomic standing. It also explores the viewpoints of commuters and transportation officials, offering a thorough grasp of the fairness and affordability of public transportation costs in the neighborhood. A nuanced study is made possible by the qualitative technique, which also provides insights that can guide activities and policies meant to promote an equitable and accessible transportation system.

کرایہ کا مسئلہ ہوتا ہے

Drunk Drivers

The theme of "Challenges: Drunk Drivers," according to traffic police reports, develops as an in-depth inquiry into the complex problems raised by people who drive while intoxicated and cause problems for other people. The viewpoints and experiences of traffic police officers, who are directly involved in handling and reducing the fallout from drunk driving occurrences, are the main subject of this qualitative study. The study intends to gather the officers' perspectives on the complex issues related to managing instances involving intoxicated drivers through interview. It aims to understand the psychological, emotional, and practical aspects of handling such situations, investigating the ways in which officers view the effects on both public safety and their own professional well.

نشہ آور لوگ ہیں جو پی کر جو لوگوں کے لئے مشکلات بڑھاتے ہیں۔

Conductors in Public service vehicles

According to a traffic police officer, the theme of "Conductors in Public Service Vehicles" is an in-depth analysis of the observed infractions of laws and regulations by conductors who go with drivers in public service vehicles. In order to comprehend the

difficulties encountered in upholding order and ensuring compliance, the study explores the officer's viewpoints on the behavior that was witnessed. The study may also look into the officer's perceptions on how these violations affect traffic control and overall road safety.

پبلک سروس کے ڈرائیور یا ان کے ساتھ کنڈکٹر ہوتے ہیں وہ اصول کو توڑتے ہیں، قوانین کو توڑتے ہیں۔

Encroachment

The "Encroachment" issue in traffic management involves an in-depth analysis of the difficulties traffic authorities have as a result of people invading public areas. This project intends to identify the underlying elements and incentives that lead people to use authorized parking spaces for commercial operations, setting up stalls and items outside their businesses. It did it using interviews. The goal of the study is to comprehend the varying subjective experiences and viewpoints of encroaching traffic authorities and store owners. It explores the nuances of regulatory enforcement, how it affects traffic management, and the possible socioeconomic consequences for both sides.

ٹریفک مینیج کرتے ہوئے ہمارے لئے جو چیلنجز ہیں، جو لوگوں نے اپنی دکانوں کا سارا سامان یہ ہمارے لئے چیلنج ہوتا ہے کہ جو پارکنگ کی جگہ ہوتی ہے وہ لوگوں نے یہ تھیلے وغیرہ لگائے ہوتے ہیں اپنی دکانوں کا سامان باہر رکھا ہوتا ہے۔

Coordination of Departments

The "Coordination of Departments" theme explores the difficulties the traffic department encounters in resolving the problem of improper parking that causes traffic congestion. This study aims to clarify the specifics of the necessity of coordinated efforts among different departments through interviews. When people park on the road because there aren't enough designated spots, traffic flow is disturbed, which makes

things more difficult. In order to pursue legal action against these infractions, the study seeks to understand the viewpoints of traffic officials and investigate possible cooperative methods with agencies like the Tehsil Municipal Administration (TMA) and Rawalpindi Development Authority (RDA).

میڈم، یہ ہماری ٹریفک ہے، جب لوگوں کو پراپر پارکنگ نہیں ملے گی تو لوگ روڈ پر گاڑی کھڑی کریں گے جو لوگ روڈ پر اگر ٹریفک پر چلنے کی تین لائنیں ہیں اور اگر اُس میں دو میں گاڑی پارک کر دی جائے گی تو تھیلے لگا دیئے جائیں گے تو ٹریفک کے چلنے کے بہاؤ میں حلال پیدا ہوتا ہے، اس کی وجہ سے لوگ رش میں زیادہ دیر پھسے رہتے ہیں اور اس کو اگر ہمارے ساتھ دوسرے ڈیپارٹمنٹس مل کر اس کے خلاف قانونی کارروائی کریں، تو اس میں ٹریفک کا بہاؤ بہت بہتر ہو سکتا ہے

Road Engineering

The "Road Engineering Challenges" theme is explored qualitatively, with an emphasis on a traffic police officer's worry about the shortcomings in current road engineering. This study used interviews to explore the complex experiences and advice provided by traffic police officers. The objective is to get insight into the officer's viewpoint regarding possible enhancements that road engineering may require, as well as to comprehend the particular challenges that are faced in the course of everyday duties, such as traffic jams, signaling troubles, or poor road conditions.

ایک تو ہماری جو روڈ انجینئرنگ ہے، وہ ٹھیک نہیں ہے

Resources:

Lack of lifters (Transportation)

The theme of "Resources: Lack of Lifters in Transportation" summarizes the qualitative analysis of difficulties encountered in the face of limited resources as stated by a traffic enforcement officer. Through interviews, this study explores many aspects

of the impact brought about by the shortage of lifters in the transportation industry. The goal of the study is to better understand the experiences of traffic police officers and how their everyday duties which include managing traffic, removing vehicles, and maintaining overall road order are impacted by the lack of suitable lifting equipment. Using a qualitative methodology, this theme offers a thorough grasp of the real-world effects of resource limitations and insightful information about the difficulties faced by field officers.

لمیٹڈ ریسورسز کے اندر رہتے ہوئے ہمیں بھی کافی مشکلات ہوتی ہیں

Lack of Education

Law education

The central focus of "Lack of Education in Law for Drivers" is an in-depth analysis of the difficulties arising from insufficient legal education, specifically with regard to drivers. This study highlights the critical need for thorough legal education for drivers by delving into the viewpoints of traffic enforcement officers using interviews. In order to shed light on how this gap relates to violations and difficulties in the field, the qualitative approach seeks to understand the implications of inadequate legal knowledge for both drivers and law enforcement. Through the clarification of this theme, the study promotes enhanced educational initiatives that provide drivers with fundamental legal knowledge, resulting in a traffic environment that is safer and more compliant.

جو ہمارے ڈرائیور حضرات ہیں، اگر ان کو میرٹ پر ڈرائیونگ لائسنس دیا جاتا ہے تو سب سے پہلے انہیں قانون کے مطابق پڑھانا چاہیے اور ان کے قانون کے مطابق ہر چیز سکھائی جانی چاہیے تاکہ جب یہ فیلڈ میں آ کر ڈرائیونگ وغیرہ کریں تو قوانین و ضوابط کو مد نظر رکھتے ہوئے اگر پولیس افسر نے ان

کے خلاف قراری کر رہا ہے تو اس کو پتہ ہونا چاہیے کہ میں نے یہ واپلیشن کی ہے، میرے خلاف یہ
قراری ہو گی

Dysfunctional signals

A traffic police officer's report highlights the importance of correcting faulty traffic signals, which gives rise to the issue of "Dysfunctional Signals" in the qualitative analysis. This study used interviews to show the complex effects of broken signals on traffic control. The goal of the qualitative method is to clarify the experiences and difficulties that traffic police personnel face when signals malfunction. It explores the effects on traffic flow, any threats to public safety, and the general effectiveness of the traffic control system. Through highlighting this subject, the study promotes timely maintenance and improvements to signal performance, which will ultimately lead to a traffic environment that is safer and more efficient.

مختلف جگہ سگنل کو بھی ٹھیک کروانا چاہئے

مختلف جگہ سگنل کو بھی ٹھیک کروانا چاہیے اور اس طرح ہی ٹریفک کا نظام بہتر ہو سکتا ہے

Lack of Technology

The "Lack of Technology" theme emerges as a qualitative analysis that emphasises the lack of sophisticated technology instruments specifically, speed cameras in Rawalpindi's traffic control procedures. This topic is revealed by qualitative method like interviews, as stated by a traffic police officer. The goal of the research is to determine how this technology divide affects the effectiveness and capacity for law enforcement of the traffic police. The problems and difficulties faced by traffic police personnel as a result of their limited use of technology are highlighted through a qualitative approach. This topic promotes the use of contemporary technology to

improve the department's capacity to enforce traffic laws and provide a safer driving environment, such as speed cameras.

یہ جو کیمرہ وغیرہ ہیں، اسپید پر ہمارا جو ہے، اس سے راولپنڈی شہر کے اندر ہمارا تو اس سے اتنا تجربہ ہے نہیں۔ یہ جو راولپنڈی میں ہیں ہمارے ڈیپارٹمنٹ میں اس کا استعمال نہیں ہے

Perception:

For making the system better:

- Support of senior officers

Within the context of system reform, the "Perception" theme centers on the critical component of senior officers' backing. Notably, senior officers frequently exhibit an organizational culture that encourages them to keep their distance from potentially controversial circumstances or disagreements. Senior officers typically want to take a hands-off approach when it comes to the possibility of sending notifications or enforcing disciplinary actions against subordinates, claiming to be "beyond the reach of inquiries." Because of this impression, younger officers are forced to handle situations on their own, which frequently results in the issuing of apologies or in allowing the accused to leave without conducting a full investigation. Investigated qualitatively, this issue reveals organizational dynamics and emphasizes how senior officers' attitudes affect systematic decision-making processes.

ہمارے افسران بالا پیچھے کھڑے ہونے والے ہیں۔ عاماً ہمارے محکمے میں ایسا ہوتا نہیں ہے کہ اگر آپ کو کسی کے خلاف پرچہ دینا پڑے تو پیچھے افسران بالا خود بھاگ جاتے ہیں، کھڑے نہیں ہوتے کوئی نہیں وہ کہتے ہیں ہم انکوائریاں بھگتے پوٹوباری میں ہم تو یہ کہتے ہیں ہاں جانے انے کا ان کو مشکل ہوتا

ہے پھر وہ بھاگ جاتے ہیں پیچھے سے پھر ہمیں مجبوراً چھوڑنا پڑتا ہے یا معافی نامہ لگا کے تو انہیں
جانے دیا جاتا ہے۔ درگزر کرنا پڑتا ہے۔

Govt Support

The theme emphasizes how important government support is to improve the legal system as a whole. All citizens gain from the rapid and thorough creation of legislation. This issue is important because strong legal protections and political assistance help to protect people's rights. Ensuring that every individual has access to the best rights and opportunities is facilitated by the government's creation of supportive facilities and improvement of legal provisions. This issue is a strong component of qualitative research because it highlights how important progress and government support are to the process of development.

ہر چیز پیچھے سے جو ہے، سرکار جو ہے، وہ بہتر کرے۔ قانون مکمل فوراً پر بنائے ہر بندے کے لیے
ہمارے لیے

Private Cars VS Public Cars

The "Private Cars vs. Public Cars" theme centers on the differences in driving behavior between private car owners and those who are connected to public transportation vehicles. Private vehicle owners are shown as carefully following traffic laws, making sure that all guidelines are followed. Conversely, those who operate public transportation vehicles, such drivers and conductors, are frequently shown as breaking traffic laws and standards. Traffic police officers take enforcement action against them as a result of this disparity. The theme draws attention to the difficulties and disparities in following traffic laws that exist among various car ownership groups, highlighting the necessity of uniform and equitable law enforcement for all groups using the roads.

نجی گاڑیوں کے جو لوگ ہیں وہ تو قوانین کی مکمل پسداری کرتے ہیں۔ یہ جو عوامی سروس کے ڈرائیور یا ان کے ساتھ کنڈکٹر ہوتے ہیں وہ اصول کو توڑتے ہیں، قوانین کو توڑتے ہیں تو ان کے خلاف کارروائی کرتے ہیں۔

Public dependency

People frequently experience a sense of reliance on traffic police personnel in the context of public dependency. The officer indicates that they rely significantly on the police, promising that "they will get my car out." This dependency highlights a relationship of confidence and reliance on law enforcement authorities by reflecting a dynamic where people depend on the assistance or involvement of traffic police for a variety of reasons.

بندے کا ہمارے اوپر بھی انحصار ہوتا ہے، ٹیپینڈ ہوتا ہے، بندہ کہتا ہے کہ یہ میری گاڑی نکالیں گے۔

Communication matters

Communication is vital and essential to the everyday functioning of traffic management. Effective communication and, most importantly, a pleasant attitude are essential when dealing with others. Traffic cops are responsible for controlling traffic and making sure that laws are followed. The strategy is crucial when it comes to catching violators. Starting a conversation with a polite salutation like "AsSalam O Alaikum" establishes a good rapport. After then, it's important to have a pleasant discussion. The way that the cops communicate is very important because it creates awareness and respect in the public when they interact in a courteous and good manner. Being polite and having a nice attitude helps to create a good impression of the department and encourages adherence to the law among the people

بہت بہت زیادہ معاملہ کرتا ہے ، سب سے زیادہ آپ کی ڈیلنگ ہے۔ آپ سارا دن آپ نے ٹریفک کو بہترین کرنا ہے لوگوں کے ساتھ بات چیت بھی کرنی ہے۔ اخلاق سے کہ صب سے چالان وائلٹیٹر کو بھی ہم نے روکنا ہے تو اس کے ساتھ السلام علیکم پہلے کہنا ہے اور پھر اس کے ساتھ پہلے بات چیت کرنی ہے۔

Background

The "Background" theme emphasizes how a person's background has a big influence on their interactions and behavior, especially when it comes to traffic management. This theme highlights how some people may come from illiterate or low-income families, which can cause them to be unaware of and not understand laws and regulations. Individuals from these backgrounds are prone to being impolite or aggressive. Conversely, those with higher levels of education typically follow the law and behave well. The theme emphasizes the relationship that exists between an individual's upbringing, moral principles, and adherence to social norms.

جی جی کو نہیں بہت زیادہ کرتا ہے کچھ لوگ جاہل ہوتے ہیں پیچھے سے ان پڑھ ہوتے ہیں ان کا خاندان جاہل ہوتا ہو وہ بدمعاشی کرتے ہیں اگے سے الٹی باتیں کرتے ہیں تو ان کا بیک گراؤنڈ پتہ چل جاتا ہے نہ جو اخلاق والے بندے ہوتے ہیں وہ اچھی باتیں کرتے ہیں میں بولتا ہوں جو کاغذ ڈر کر کریں جلدی جلدی دے جاتے ہیں وہ اچھے بندے ہوتے ہیں کہتے ہیں جس طرح کریں گے پھر ہم ان کے ساتھ شفقت کا معاملہ اختیار کر لیتے ہیں۔

بہانے بنانا شروع ہو جاتے ہیں، مصرعے، منہ تھلے کرتے ہیں پکڑے جانے پر، اُس کا بات کرنے کا جو سلیقہ ہے وہ کیا نام ہے بہتر نہیں ہوتا وہ انپڑھ اور جاہل ہوتا ہے اُس کا بات کرنے کا انداز ٹھیک نہیں ہوتا وہ جب بات کرے گا تو تو کرے گا۔

Psychological factors

An individual's behavior is greatly influenced by psychological issues, and even well-educated people who may be depressed can attest to this. These people's actions can occasionally be mistaken for those of an ignorant or uneducated person.

Understanding how psychological factors affect behavior is essential for productive interactions and interventions, as the relationship between mental health and behavior is complex and multifaceted.

جو تعلیم یافتہ لوگ ہیں جو ڈپریشن کا شکار ہوتے ہیں، ان کا بہیویر بھی ایک انپڑھ بندے کی طرح جاہل بندے کی طرح ہوتا ہے

Responsibilities:

To give clearance to Visits/Routes

It is vitally important to make sure that visits and routes run well. When it comes to granting the required permissions for different trips and routes, traffic officers are essential. This entails controlling the flow of traffic when VIPs, such the president or prime minister, are moving. Traffic cops make significant contributions to the general security and effectiveness of high-profile movements by carefully organizing and carrying out these clearances.

مختلف طریقے کے وزٹس ہوتے ہیں ان کو بھی ہم نے کلیئر دینا ہوتا ہے۔ روٹلگتا ہے وزیر اعظم کا صدر کا۔

Better Services

Providing exceptional services is a fundamental aspect of traffic police' duties. Through the application of appropriate techniques in traffic control, law enforcement officials can greatly enhance the general experience of drivers. This involves using cutting-edge technology to improve service delivery, responding quickly to crises, and managing traffic efficiently during peak hours.

اچھے سے اچھی سروس مہیا کر سکتے ہیں، لوگوں کو رش میں زیادہ وقت کھڑا ہونے سے بچا سکتے ہیں

Control violation

One of the most important aspects of a traffic officer's job is managing infractions. This entails keeping an eye out for any traffic law infractions from users of the road and taking necessary action, such as issuing citations or warnings. The intention is to discourage people from driving recklessly and foster a culture of compliance.

"ہماری ذمہ داریاں جو ہیں، سب سے پہلے ٹریفک کو ریگولیت رکھنا، وائیولیشنز کو کنٹرول کرنا۔"

Giving directions in protests

Traffic officers are essential in offering directions during protests and public gatherings to guarantee the safety of participants and onlookers. To direct traffic away from the protest site and onto alternate routes, clear and efficient communication is crucial. This proactive strategy guarantees the peaceful movement of protestors and helps avert possible conflicts.

ہدایت یا کبھی کبھی کوئی احتجاج وغیرہ ہو تو اس کے لئے ہم پر اپر ڈائریکشن لوگوں کو بتاتے ہیں۔ صحیح راستہ بتاتے ہیں لوگوں کو، کہ اس سائیڈ سے نہ جائیں، آگے احتجاج ہے، آپ دوسری سائیڈ سے جائیں، آگے پیچھے اپنی ڈیسٹینیشن پر جانے کے لئے

Passenger Feedback and Enhancements

For traffic officers, actively seeking out and responding to passenger input is a beneficial practice. Officers can start remedial action by being open to complaints or concerns about the behavior of drivers, fare issues, or any kind of wrongdoing. The feedback process helps the traffic department feel more accountable while also enhancing the quality of the services provided. Constant improvements driven by user feedback make public transport safer and more dependable.

اگر پیسنجرز کو کوئی شکایت ہو ڈرائیورز کے بارے میں یا کسی نے اوورچارجنگ کر دی یا کوئی ریش ڈرائیونگ کر رہا ہے تو ہم اُن کی اس شکایت کا حل کرتے ہیں۔

Chapter 4

Discussion

A traffic police officer's job is naturally difficult since it involves dealing with tense and unpredictable situations on a daily basis. Complicating matters is the effect of outside variables like inflation, which affects how both drivers and passengers behave. Respect for laws and regulations, as well as appropriate conduct in a variety of situations, are essential for efficient traffic management. Taking suggestions, encouraging teamwork, and putting different plans into practice are all part of management methods.

Traffic police officers deal with a variety of difficulties, from unique tasks to peer pressure from the public, travelers, and superiors. Additional challenges include managing intoxicated drivers, the demands of on-site construction, manual traffic coordination, infractions of traffic signals, public transportation fairs, and encroachments. According to published research, how traffic police personnel act towards certain drivers has a crucial role in traffic management, influencing driver behavior and overall road safety significantly.

Interesting results are obtained from quantitative research on the role of traffic police in handling accidents. The survey, which used a sample size of 180 people, shows those goals including accident prevention and traffic management have not gotten enough attention. According to Kazemi et al. (2021) the results point to a downward trend in traffic losses in the upcoming years. But the lack of resources which includes people, transportation, technology, and education remain a recurring problem.

The urban transport sector in Pakistan is confronted with a number of issues that

have been documented in the literature. These issues include excessive traffic, dangerous travel, environmental harm, inadequate parking, and accessibility issues. The over-reliance on fossil fuels and the need to switch to more ecologically friendly forms of transportation are indicators that these problems need to be addressed

Enhancing the system's perspective of traffic management is essential. Senior officer support, government enforcement, heavy penalties, effective asset use, technology improvements, underpasses, encroachment prevention measures, and agency-to-agency collaboration is all considered necessary actions. Public opinion is further influenced by conductor behavior and the contrast between private and public vehicles.

The responsibilities of traffic police personnel include clearing routes, directing traffic, providing advice, guaranteeing improved services, handling infractions, and listening to customer concerns. It is required of traffic cops to act in an objective, guiding, encouraging, and forgiving manner. High mental stress challenges are highlighted, such as constant human interaction, a variety of environmental elements, and system flaws including malfunctioning signals and a shortage of parking spots.

The literature highlights the important role traffic police officers play in efficient traffic management by highlighting the substantial impact of their behaviour on drivers and passengers. A key factor in forming the framework for improvement is perception. The implementation of underpasses, measures against encroachment, heavy fines, effective asset utilization, technology improvements, public backing, and improved agency coordination is all acknowledged as steps towards enhancing the traffic system.

The responsibilities of traffic police officers, which include clearing routes, managing traffic, issuing instructions, guaranteeing improved services, and handling infractions, have a direct impact on drivers and passengers. The expected conduct of law enforcement officials, which includes being understanding, encouraging, unbiased, and directing, has a direct influence on how drivers and passengers feel while driving.

The study sheds light on the importance of perception in traffic by briefly examining car-following behavior and traffic capacity constraints. The phenomenon of traffic congestion and flow interruptions can be attributed to human factors, namely to individual information processing. Previous research (Janssen et al., 1976) supports drivers' sensitivity to variations in ocular angle while evaluating speed differences with leading autos.

Traffic police officers must have high mental faculties in order to handle a variety of environmental elements, ongoing human contacts, and varying temperatures. In the framework of their work, the value of acceptance, gratitude, and recognition—including certifications are emphasized. There are deficiencies in the system that affect drivers and passengers, like broken signals, a scarcity of parking spaces, and the expectation of public and law enforcement respect. Support, approval, and guaranteeing

Limitations

1. Participants in the study, including traffic police officers, may provide biased responses due to their personal experiences, beliefs, and values. This may affect the validity of the findings.
2. The data analysis process in qualitative research is subjective, and the interpretation of the data may vary between researchers. In order to improve the validity and reliability of the results, techniques like member checking and inter-coder dependability should be applied.

Implications

1. The study's findings may help traffic police agencies design policies and practices that will support treating all drivers and passengers fairly, regardless of their sociodemographic traits.
2. The study may raise awareness among the public and policymakers about the need for fair treatment of all road users, regardless of their socio-demographic characteristics.

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Appendices

A. Inform Consent

B. Interview Guide

Appendix A

This is a Qualitative Study on “Traffic Management of Traffic Police and Traffic Perception towards different drivers and passengers. By signing this form, you agree to participate in this study on entirely voluntary basis. You are free to stop at any moment with no legal, medical, social or any other repercussions. Your responses will be kept confidential and only used for research purposes. If at any moment you distract from this study, you may seek help at following address, sabahat.haqqani@cust.edu.pk

Participant’s Signature: _____

Date: _____

Appendix B

- 1) آپ نئے سالوں سے بویس میں ہیں ؟
- 2) آپ کا ٹریفک کنٹرول اور مینجمنٹ میں کتنا کام ہے ؟
- 3) آپ ان ڈرائیورز کے ساتھ کیسے deal کرتے ہیں جو اصول اور قوانین پر توجہ نہیں دیتے -
- 4) آپ مجھے کچھ ٹریفک کے سیکل سیکل اور سائٹس کے بارے میں بتا سکتے ہیں جو آپ خود فوٹو کرتے ہیں اور سونے سے بھی شروایت ہیں -
- 5) (As a traffic officer) اپنی کچھ ذمہ داریاں یا فریاض بیان کر سکتے ہیں۔
- 6) کیا آپ کو بڑے حادثے یا ٹریفک کیسے دیکھتے ہیں، میں سے آپ کو اندازہ آتا ہے کہ آپ نے کس طرح ٹریفک manage کرنی ہے ؟
- 7) آپ ان ڈرائیورز کو کیسے دیکھتے ہیں جو باقاعدگی سے ٹریفک کے قواعد اور ضوابط کو توڑتے ہیں
- 8) آپ کے تجربے میں وہ کونسے اسے عمل (behaviors) ایسے جو کسی بھی قانون کی یا سڑکی قانون کے خلاف ہیں اور ان میں سے کون سے آپ ان ڈرائیورز سے deal کرتے ہیں جو باقاعدگی سے نظر ناک ڈرائیورنگ کرتے آ رہے ہوتے ہیں
- 9) کیا آپ کو dealing میں کچھ فرق ہے جہاں آپ ایسا کرتے ہیں جہاں سڑک اور ایٹھ نظر ناک ڈرائیورنگ کرنے والے ڈرائیور سے بات چیت کرتے ہیں۔
- 10) آپ ٹریفک سٹاپ پر یا ڈرائیور سے بات چیت کے درمیان مسافروں کے بارے میں کچھ اندازہ لگا سکتے ہیں
- 11) آپ کوئی ایسا تجربہ share کر سکتے ہیں؟ جس میں آپ کو کوئی ایسا مسافر کی وجہ سے آپ کی اور ڈرائیور

- کی بات جیسے اثر ہے۔
- 13) آپ مسافروں کے تحفظ کو سیکھ لینی بنا ہے۔ ٹریفک سٹاپ پر۔
- 14) ٹریفک سٹاپ پر share challenges سیکھ سکتے ہیں جو آپ کو ٹریفک سٹاپ پر manage کرنے پر ہونے سے آگے لے لیں۔
- 15) اس کے بعد challenges آپ کے کام کو متاثر نہیں۔
- 16) آپ اس قسم کے strategies سیکھ سکتے ہیں جن سے آپ مشکل situation اتنی بے ڈرائیو یا مسافروں سے deal کر سکتے ہیں۔
- 17) آپ کو ٹریفک سٹاپ پر Training ملی تھی مشکل situations کو deal کر سکتے ہیں۔
- 18) مختلف ڈرائیو اور مسافروں کے بارے میں آپ اور آپ کے ساتھیوں سے سیکھ سکتے ہیں۔
- 19) کیا آپ کو لگتا ہے کہ آپ اور آپ کے ساتھیوں (Public police) کی strategies کا نہ جیسے ہیں؟
- 20) اس قسم کے بھڑائیوں اور مسافروں کے رویوں کے بارے میں آپ کو آپ کے Supervisor نے اگلا ہٹا دیا تھا۔
- 21) آپ نے سیکھ لیا کہ آپ کے رویے کو سیکھ کر آپ متاثر نہیں۔
- 22) آپ نے اندازہ کیا کہ ٹریفک سٹاپ پر اور ڈرائیو یا مسافروں کی dealing interaction کو سیکھ لینی چاہیے۔
- 23) آپ کو سیکھ لینی چاہیے کہ آپ کے ساتھیوں کی Traffic Procedures میں کیا Management Policies ہیں۔
- 24) آپ کو لگتا ہے کہ ڈرائیو یا مسافروں میں سیکھ لینی چاہیے۔
- 25) آپ ان situations کو سیکھ لیں جن میں ڈرائیو یا مسافر بے ڈرائیو ہیں۔ یا بے ڈرائیو۔

26. آئیے غور میں بات چیت کرنے کا طریقہ کس حد تک
 لہجہ ہے۔ *manage* کو *traffic*
 27. کیا سماجی یا آبادیاتی *factors* وجہ سے
 ڈرائیو رز یا مسافروں کا رویہ اثر انداز ہوتا ہے۔
 28. آئیے اس قسم کی *support* کیسے دینے اور اپنے *management*
 کو بہتر بنانے کے لیے۔ یا اپنے ڈرائیو رز یا مسافروں
 سے روابط بہتر کرنے کے لیے۔
 29. کیا آئیے نے کبھی اسے حالات کا سامنا کیا ہے۔ جہاں
 ڈرائیو رز یا مسافروں کے رویے نے آپ کو تھرا کر دیا
 ہے۔ اگر ہاں تو *share* کریں۔
 30. کیا آئیے کو لگتا ہے۔ کہ عوامی آگاہی میں یہ
 اقدامات ڈرائیو رز یا مسافروں کا
 رویہ پر مثبت اثر ڈالتے ہیں؟
 31. آئیے اسے اس حقیقت کو یقینی بنانے میں کہ ڈرائیو رز
 مسافرت سے جو *Background* سے جو وہ آئیے
dealing کو کھڑا کرتے ہیں اور ڈرائیو رز
dealing منصفانہ یا غیر جانبدارانہ ہے کی
 آئیے نے اسے اپنے *career* کے دوران کوئی اسے *change*
 دیکھے ہیں یا ان کے *Rules* کو ترقی دینے کے
 لیے مشین بنے ہوئے ہیں؟
 کیا آپ کو لگتا ہے کہ ٹیکنالوجی جیسے *(surveillance cameras)*
 ڈرائیو رز کی رفتار یا مسافروں کے رویے پر
 کوئی اثر ڈالتا ہے؟
 کیا لوگوں کی رائے کے مطابق آپ ہمیشہ غصے میں دیکھتے ہیں
 اس پر آپ کو کچھ نہیں لگتا؟