

A Comparative Study Evaluating Performance of Old Traffic Police (OTP) & New Traffic Police (NTP) in Twin Cities (Rawalpindi & Islamabad)

Saif-ur-Rehman Saif Abbasi

International Islamic University, Islamabad.

Latafat Aziz

Quaid-i-Azam University, Islamabad.

Asim Muneeb Khan

International Islamic University, Islamabad.

Abstract

The effectiveness of the law enforcement agencies is quite essential for provision of good public services to masses and ensuring law and order. Traffic Police is an important component of policing that secures lives through proper implementation of traffic laws. A study was conducted in twin cities Rawalpindi and Islamabad to explore the effectiveness of the new Traffic Police system and to judge how it performed comparatively better than that of old traffic police. A Random sample of 266 respondents who possessed driving licenses and driving vehicles was drawn from public and private sector institutions and from general public. This included university faculty, drivers in the university departments, taxi and bus drivers and general public driving their personal vehicles. A pre designed questionnaire was used to collect data through field surveys. The study reported that NTP are fair in their dealings with public, have good attitudes in terms of traffic regulation. They provide safety to all road users without discrimination and ensure rule of law through equal application. They strictly follow rules, are having courteous attitude, have mature dealing with public and arrive timely in case of the accident. It was concluded that such type of cultural change needs to be planned in general police especially those working in police stations.

Key words: Old Traffic Police, New Traffic Police, Attitude, Behavior

Introduction

In the modern times, legislature, judiciary, executive and media are considered as the main pillars of a sovereign state; while army and bureaucracy as state apparatus. In Pakistan, police department comes under administration which works under the interior ministry at central as well as provincial level. Even after independence, Pakistan followed more than eighty years' old police system introduced by the British in Indo-Pak.(Suddle, 2001). The overwhelming consideration before those who designed the police organization in 1861 was to establish a tool in the hands of the colonial government. The purpose was to control the

South Asian Studies 29 (1)

masses and it presented an outlook of British government to safeguard and back the interests of the rulers instead of fair and transparent enforcement of law (Griffiths, 1971).

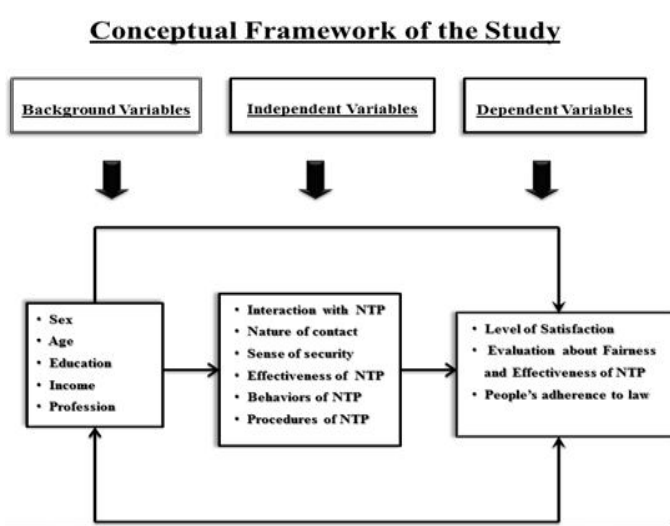
Like other departments prevalence of corruption in police department has resulted in many social ills and consequently losing the trust of masses. One wing of police department is responsible to deal with matters concerning road traffic and there is other wing which controls crimes, maintains law and order and other such matters. The job of traffic police includes ensuring life security and implementation of traffic rules and regulations. Several attempts were made by different governments to reform the police department as per modern lines. The change took place when the government initiated a new system of the traffic police including Motorway Police. The extra ordinary performance of Motorway Police made decision makers introduce such reforms in other wings of police. In this regard, both Federal and the Punjab Governments decided to introduce New Traffic Police in Capital Territory and Traffic Warden System in few major cities of the Punjab Province. New Traffic Police (Islamabad Traffic Police) is a model traffic police force which is formed under the Capital Territory Police in 2006 by the Federal Government. New Police System was introduced to bring a new and healthy change in the traffic system in the capital city of Islamabad while by the same token in 2008, Traffic Warden System (TWS) was introduced in Rawalpindi City and also implemented across the district including areas of Mandra, Kahuta, Kallar Syedan, Rawat, and Gujar Khan by the Government of the Punjab.

Although most of the public sector organizations including police has not earned a good image in the public eyes yet Pakistan Motorway Police (PMP) has changed image and got confidence in the eyes of public due to exceptional performance within a short span of time. PMP has really changed the negative perception about policing in Pakistan and become role model for other public sector organizations. It is commonly believed and even revealed by studies that the Motorway Police is proved to be a result of cultural transformation in policing and has introduced a new police culture in Pakistan (Kausar, 2005). New Traffic Police in Islamabad and Warden System in Rawalpindi, both represent a complete new outlook of police culture in Pakistan that was ever introduced.

Research Objectives

The primary objective of present study was to explore and analyze empirically, the citizens' perceptions about effectiveness, performance and their evaluations of New Traffic Police system in twin cities. Moreover, to explore the factors responsible for strengthening police-public relations and to suggest suitable policy assurances for improvement in New Traffic Police system for the benefit of general public and state.

Figure.1 Conceptual Framework of the Study



Literature Review on Police – Public Relations

In an ideal society, police at all times is perceived to be the servants of the people. The society perceives them as custodians of law and management of order. However, the earlier studies revealed that the police often has a conflict with a significant percentage of the population around the globe (Alemika, 1999; Reiner, 2000; Alemika and Chukwuma, 2000). The main factors of this conflict may vary from region to region under specific laws, cultures and social conditions. Economic condition of the society also plays a significant role in the crime rate but this is not the only factor, as the crime rate in the rich countries has been very high throughout the history. Therefore, every society has its own culture, environment and issues which provoke the people to commit crimes. An efficient police system can control and reduce crime rate in society.

Although the modern technology has helped a lot to ensure the neutrality of the police, as in England, cameras and recorders report the conversation of the police officials. But most of the societies, particularly, the third world countries are still working on traditional lines. In such societies, police does not enjoy a prestigious image because of the biased attitude. The enforcement for the rule of law, maintenance of peace and social order are backed by the interests of the rulers (Alemika, 1999).

Policing is now heightening a well-recognized and inspected exploration within social sciences (Ostrom and Whitaker, 1973). However, social scientists' curiosity and enthusiasm in police studies has been due to the consequences of practical policy concerns and application of sociological and political theories. Positively, these issues involve the interaction of the police with the general public on various fronts. Walker and Richardson (1974: 1) weighed the police-public relations under the shade of sociological and political perspective and reported that

South Asian Studies 29 (1)

Public bureaucrats are often lost from the public's view, locked in rooms filled with typewriters and anonymity; policemen are out in the world. They are on the sidewalks, and in the streets, in the schoolyard, and in the shopping mall, cruising, strolling, and watching, as both state protectors and state repressors.

Perrot and Taylor (1995) indicated that those police officers who are socialized and characterized into police culture give great importance to law enforcement and stay focused on their duties. Citizens' satisfaction and confidence on police performance is a significant concern of public managers because police performance is crucial to citizens, and matters for a large share of urban budgets. A significant part of literature on police claimed that people who experienced that they had been handled fairly and courteously expressed favorable opinions about the police and in turn extended better cooperation (Weitzer and Tuch, 1999). On the other hand, the segments of society who did not receive procedural justice from the police or experienced rude behavior developed quite negative attitudes about law enforcement agencies (Bordua and Tiftt, 1971).

Radelet and Carter (1994) argue, by far, the biggest conflict between the police and the public occurs in the enforcement of traffic laws. Encounters between police officers and citizens in traffic situations provide a major source of citizens' hostility toward the police (Wilson, 1964). Tos et al. explored that personal experience with the police is a key factor in determining how citizens perceive the police as an organization and this supposition was also confirmed by several serial studies conducted in Slovenia from 2002 to 2004.

Material and Methods

The present study was conducted in twin cities namely, Rawalpindi and Islamabad. The former is included in the Punjab province while latter is capital of Pakistan. Multistage sampling technique was used to draw sample of 266 respondents from Rawalpindi and Islamabad. At the first stage of sampling, four universities were selected randomly from the universities located in Rawalpindi & Islamabad. Similarly, two localities, each from both cities and four offices (Government and Private sectors) from each city, were selected randomly from both cities to draw samples. University teachers and employees, drivers from public and private sector, and general public from the selected localities who drive vehicles formed to the illegible respondents for the study. A questionnaire comprised of open and close ended questions was designed and pretested to obtain data from the respondents. It consisted of three sections: Socioeconomic characteristics, Information from respondents about Traffic Police and Actual or personal experience of respondents concerning New Traffic Police.

Results and Discussion

Analysis and interpretation of data are the most crucial steps involved in scientific research. Without these steps, generalization level and prediction cannot be achieved. The data collected for this study enabled an examination of socio-economic characteristics of respondents, their perceptions about effectiveness and execution of New Traffic Police

Force. Moreover, performance in terms of their behavior and personal characteristics towards commuters were also emphasized. Each of these mentioned themes has been discussed in the following

Table 1: Types of the Respondents

Sr. No	Respondents	Frequency	Percentage
i.	Taxi and Bus Drivers	62	23.3
ii.	University Teachers and Employees	54	20.3
iii.	Office Employees	47	17.7
iv.	General Public	63	23.7
v.	Drivers Working in Public Sector	40	15.0
Total		266	100.0

Table1 shows the distribution of respondents and indicates that 24 percent of respondents fall in general public and 23 percent in taxi and bus drivers’ categories. The table also reflects that 20 percent of sample comprised of university teachers & employees. The public is the consumer and receiver of police services so it is important to assess the public opinion about the New Police Force. When we talk about the opinion about Traffic Police and their effectiveness, the researcher couldn’t ignore the Taxi and Bus Drivers because they are frequently in contact with the Traffic Police. In this regard their perceptions and opinion can effectively help to better portray the real image of Traffic Police of any area. Similarly university teachers’ and employees’ views about effectiveness of New Traffic Police were taken because they can better describe the services provided by NTP as this segment of society is considered as keen observers due to have better education. The remaining 32.7 percent of respondents encompasses office employees and drivers working in public and private sectors in twin cities. The table under discussion reveals that an effort has been made to include all major categories of people who remain in direct contact with Traffic Police during commuting.

Table2:Socioeconomic Characteristics of the Respondents

Sex of the Respondents			
Sr. No	Categories	Frequency	Percentage
i.	Male	201	75.6
ii.	Female	65	24.4
Total		266	100.0
Age of the Respondents (in completed years)			
i.	19 –25	35	13.5
ii.	26 –30	81	30.4
iii.	31– 35	61	22.6
iv.	36 –40	41	15.5
v.	Above 40	48	18.0
Total		266	100.0
Education of the Respondents			
i.	Under Matriculation	45	16.9

South Asian Studies 29 (1)

ii.	Matriculation	40	14.3
iii.	College	36	14.3
iv.	University	145	54.5
Total		266	100.0
Profession of the Respondents			
i.	Govt. Job	143	53.8
ii.	Private Job	69	25.9
iii.	Business	12	4.5
iv.	Self employed	38	14.4
v.	Skilled worker	4	1.6
Total		266	100.0
Monthly Family Income			
i.	Up to 10,000	10	3.8
ii.	10,001 – 20,000	73	27.4
iii.	20,001 – 30,000	77	28.9
iv.	30,001 – 40,000	47	17.7
v.	Above 40,000	59	22.2
Total		266	100.0

Table 2 reveals the socio-economic characteristics of respondents. The Table indicates that majority (76 percent) of the respondents was male and the remaining 24 percent were females. Although there is no legal restriction on driving for women yet due to male domination women are not encouraged to drive. Despite this bias attitude a considerable number of female drive cars to fulfill their day to day obligations.

Age of the respondents is also specified under the socio-economic characteristics of respondents and it shows that majority (43.9 percent) of the respondents falls in the age bracket of 19-30 whereas 38.4% were 31-40 years old. The remaining 18 percent were above 40 years. This shows that less than half of the respondents were young. In Pakistan the driving license is issued to the applicants of at least 18 years old. The current study has captured the experience of all the three categories of the respondents i.e. young, middle aged and those who are more than 40 years old.

The table under discussion also emulates the educational attainment of respondents. It highlighted that majority of the respondents were highly educated. It also shows that literacy rate of Pakistan is on increasing trend which is recognized as an important element in the sustainable development and progress of any nation. It also reflects that most of the drivers were educated and a large portion was highly educated, consequently, driving culture is backed by the education. The educated driver can easily acquire basic knowledge of driving and better abide the traffic rules and regulations. Seventeen percent of the respondents were under matriculate, 14.3 percent of the respondents fall in the Matric and Intermediate categories respectively.

As regard the profession, majority (54 percent) of the respondents had government jobs, 25.9 percent falls in private job category while remaining 4.5 percent of the respondents were involved in business and 14.3 percent of the respondents were self-employed. It shows that mostly people preferred government jobs on other professions as it is considered as safe and secure mean of earning because government jobs are permanent in nature and accompanied by a range of other benefits. Regarding monthly family income of respondents 28.9 percent falls in the category ranging from Rs.20,001–30,000, 27.4 percent were earning monthly income of Rs.10,000–20,000, 17.7 and 22.2 percent respondents

reported income category ranging from 30,001–40,000 and above Rs.40,000, respectively and there were still 3.8percent of the respondents who were earning up to Rs.10,000 monthly family income.

Table3:Interaction with NTP, Nature of Contact and Opinion of Respondents about NTP and Fairness of New Traffic Police while dealing with Public

Interaction with the NTP's Officer while driving			
Sr. No	Categories	Frequency	Percentage
i	Yes	266	100
Nature of contact with the NTP's Officer			
i.	Was a victim of crime	8	3.0
ii.	To get solution of a problem	78	29.3
iii.	Was stopped by an officer	39	14.7
iv.	Had any accident	20	7.5
v.	To report a problem	5	1.9
vi.	Violate traffic rules	116	43.6
Total		266	100.0
Fairness of NTP while dealing with Public			
i.	Yes	236	88.7
ii.	No	30	11.3
Total		266	100.0

Table3 reflects the contact of the respondents dealt with the New Traffic Police during driving. It shows that all of the respondents interacted with the New Traffic Police while being on road.

The second part of the table indicates the respondents' nature of contact with the NTP. Forty four percent of the respondents stated that they had a contact with NTP as they violated traffic rules and it is indirectly indicated that New Traffic Police is effectively engaged in tracing traffic violations and NTP strictly focuses on implementation of traffic rules in twin cities. It has tried to amend driving culture and create awareness among drivers about importance of traffic rules and regulation. Twenty nine percent of the respondents said that they were assisted by NTP when they encountered problems during their traveling such as tyre burst, technical fault in vehicle, and shortage of fuel etc. This behavior of NTP reflects that it's trying to achieve its core values of professionalism, integrity; service oriented, and people friendly policing. Only 7.5 percent of respondents contacted NTP while they had any accident during driving. 2 percent of them contacted the NTP when they had to report any problem such as over wheeling by youngsters, over speeding by teenagers on main roads in the absence of Traffic Constables on duty while remaining 3 percent of the respondents contacted New Traffic Police when they became victim of any crime such as mobile snatching, robbery, car lifting etc. In order to facilitate general public and to take immediate action against traffic violators, NTP has established 1915 helpline. On receipt of a complaint about violation, the helpline immediately conveys it to the respective police officer and also informs the complainant about the possible action taken by officer to trace

South Asian Studies 29 (1)

that violation in shortest possible time. It is realized that “procedural justice” that is, fair, respectable and equal treatment of citizens by police, has a great influence in formulating citizens’ views about the police. The study survey also reported that people who experienced that they have been dealt fairly and courteously expressed favorable opinions about the police and showed their willingness to extend better cooperation with officers. On the other hand those who did not receive procedural justice from the police or experienced rude behavior or observed unfair treatment at the hands of police developed quite negative attitudes for these law enforcement agencies.

Furthermore, public is the consumer and receiver of police services and it is imperative to evaluate what is the public perception and opinion about the New Police force. The table also exhibits that majority (88 percent) of the respondents agreed that they found New Traffic Police fair in their dealings with the public which means that New Traffic Police is on the way of success in winning trust of the general public while remaining 11 percent of the respondents showed negative response in this regard. It shows that still there is room for improvement and people expect 100 percent fairness from the New Police Force in their dealing with the public.

The study had tried to judge the NTP by seeking opinion of the respondents through various aspects of human behavior, especially when they have some kind of authority. The opinions of the respondents have been presented in table 4. In this regard a different type of matrix questions comprised of different statements were asked from respondents to explore the behavior of the NTP Officers such as, NTP’s adherence to law, efficiency in their job, sympathetic and courteous attitude while dealing with the public, maturity and understanding, professional dealing, flexibility in the opinions, aggressive attitude, frightening, bad attitude with public. The five response categories included strongly agree, agree, no opinion, disagree and strongly disagree.

Majority (95 percent) of the respondents reported that NTP Officers were strictly following rules and 86 percent of the respondents’ opinions were positive about efficiency of NTP as people’s opinion about any law enforcement agencies depends on their extent of following rules. Sixty five percent of the respondents indicated that NTP had displayed

Behavior of the New Traffic Police Officers Scale		% (Frequency)					
Sr. No	Statements	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Total
i.	They are strictly following the rules.	36.5(97)	58.6(156)	1.1 (3)	3.0 (8)	0.8 (2)	100.0(266)
ii.	They are efficient in their job.	17.3(46)	68.4(182)	10.5(28)	3.0 (8)	0.8 (2)	100.0(266)
iii.	They show sympathetic attitude.	12.0(32)	53.4(142)	24.5(65)	9.0 (24)	1.1 (3)	100.0(266)
iv.	They show courteous attitude while dealing with public.	14.7 (39)	70.7(188)	9.0(24)	4.5(12)	1.1 (3)	100.0(266)
v.	They are mature and can understand any situation.	12.4 (33)	56.8(151)	24.4(65)	5.6 (15)	0.8 (2)	100.0(266)
vi.	They are professional in their job.	27.8 (74)	60.2(160)	7.9 (21)	3.7 (10)	0.4(1)	100.0(266)
vii.	They are flexible in their opinions.	7.1 (19)	30.5 (81)	41.0(109)	19.5(52)	1.9 (5)	100.0(266)
viii.	They show aggressive attitude.	1.9 (5)	8.7 (23)	24.4 (65)	57.9(154)	7.1 (19)	100.0(266)
ix.	They are frightening the public.	1.1(3)	6.4 (17)	32.3 (86)	50.8(135)	9.4 (25)	100.0(266)
x.	They behave badly while dealing with public.	1.1 (3)	6.1 (16)	13.5 (36)	59.4(158)	19.9 (53)	100.0(266)

sympathetic behavior while dealing with the public at all levels. Majority (85 percent) of the respondents reflected that NTP Officers exhibited courteous attitude which is indispensable in achieving target of Friendly Policing. Majority (69 percent) of them were of the view that NTP officers are mature and have proper understanding about the public demands and complexities in traffic engagement and situation.

Majority (88 percent) of the respondents marked NTP with the professional title while eight percent of them viewed them flexible in their opinions and suggestion while dealing with public during traffic stop encounter. Majority (65&60 percent) of the respondents rated that NTP Officers were not aggressive and frightening by their behavior respectively. Whereas 74% of the respondents reported that NTP Officers didn't demonstrate bad behavior while dealing with the public.

The results shed light on the general behavior of the NTP and respondents' perceptions about the New Traffic System under approval of NTP's success in achieving its Core values of professionalism, service oriented, integrity upholding, and people friendly policing

Personal Characteristics of the New Traffic Police Officers during Traffic Stop Encounters% (Frequency)							
Sr. No	Statements						Total
		Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	
i.	The police officer treated you properly.	33.1 (88)	58.6 (156)	2.3 (6)	6.0 (16)	-	100.0 (266)
ii.	The officer was polite.	19.6 (52)	68.1 (181)	3.8 (10)	8.6 (23)	-	100.0 (266)
iii.	The officer was rude.	1.9 (5)	12.8 (34)	21.8 (58)	57.6 (153)	6.0 (166)	100.0 (266)
iv.	The officer was impatient.	1.9 (5)	17.4 (46)	25.2 (67)	47.4 (126)	8.3 (22)	100.0 (266)
v.	The officer talked in an understandable manner.	16.9 (45)	56.0 (149)	12.0 (32)	14.7 (39)	0.4 (1)	100.0 (266)
vi.	The duration of the procedure was reasonable.	12.8 (34)	45.5 (121)	30.1 (80)	10.5 (28)	1.1 (3)	100.0 (266)
vii.	The police officer made inappropriate remarks about your behavior.	15.0 (40)	60.2 (160)	17.7 (47)	6.0 (16)	1.1 (3)	100.0 (266)
viii.	I was advised suitably about appropriate traffic behavior.	1.9 (5)	13.9 (37)	44.4 (118)	34.2 (91)	5.6 (15)	100.0 (266)
ix.	The presence of the police has a positive effect on traffic safety.	54.6 (145)	35.3 (94)	7.5 (20)	1.2 (3)	1.5 (4)	100.0 (266)
x.	My punishment was justified.	13.8 (37)	53.3 (142)	18.8 (50)	11.7 (31)	2.3 (6)	100.0 (266)
xi.	Instructions given by the police officer were easy to understand.	21.4 (57)	56.4 (150)	11.7 (31)	9.4 (25)	1.1 (3)	100.0 (266)

through a well-organized way.

Table 5 throws light on the opinions of the respondents about the behavior of NTP Officers during traffic stop encounters. Different statements were included in matrix questions and these were related to officers' treatment, their behavior, duration of the procedure, reservations about the inappropriate behavior of drivers, positive effect of that

South Asian Studies 29 (1)

Police Officer on the traffic safety, and general instructions or awareness given by an officer about appropriate traffic behavior.

Majority (92 percent) of the respondents agreed that they were treated properly by NTP officer while 6 percent disagreed. Eighty eight percent of the respondents rated them as polite by nature while 9 percent were disagreed about their polite behavior. Sixty four and fifty six percent of the respondents disagreed with the statement that police officer was rude and was impatient respectively. 22 and 25 percent reported no opinion. Seventy three percent of the respondents were of the opinion that officer talked to them in an understandable manner and whatever was conveyed to them, was easy to grasp and respond to. Ninety percent of the respondents strongly agreed that the presence of the police officer had a positive effect on the rest of the traffic as it is a common observation that when somebody is stopped by police officer, it indirectly sends a message to other road users to strictly observe traffic laws or adopt appropriate traffic behavior otherwise they may face fine or warning by NTP on account of any traffic law's violation.

Sixty seven percent of the respondents were of the opinion that their punishment was justified and they agreed to the legal proceedings such as challan or warnings while only fourteen percent disagreed to the penalty given by officer. Nineteen percent of the respondents had no opinion on this aspect.

Table6:A Comparative Account of Old and New Traffic Police Behavior

Traffic Police Performing the following actions			
	Performing Actions	Old Traffic Police	New Traffic Police
		Percentage	Percentage
	Rude Behavior	30.1 (80)	5.6 (9)
	Unfair Means	24.4 (65)	2.6 (7)
	Physical maltreatment	6.0(16)	-
	No Opinion	13.9 (37)	53.1 (141)
	None of them	0.4 (1)	38.7 (103)
	Above all	25.2 (67)	
	Total	100.0 (266)	100.0 (266)

(Figures in parenthesis are frequencies)

Table 6 provides a comparative account of Old and New Traffic Police's behavior with public under the shade of following actions which has been ascertained by respondents. These actions were categorized under three main headings such as rude behavior, unfair means and physical maltreatment.

Thirty percent of the respondents were of the opinion that they heard about Old Traffic Police's rude behavior while dealing with public and by the same token 5.6 percent of the respondents were of the opinion that they heard of the New Traffic Police engaged in rude behavior. So, it shows that Old Traffic Police was very rude by behavior while dealing with the public. Twenty four percent of the respondents were under the notion that they heard about the corruption attached with the Old Traffic Police while 3 percent of the respondents

reported the same case. Six percent of the respondents reported physical maltreatment cases while comparatively zero opinion was found in New Traffic Police Case.

Majority (91 percent) of the respondents were of the opinion that they had never heard about the following actions done by New Traffic Police while 14.3 percent of the respondents claimed that they had never heard about the following actions performed by Old Traffic Police. Twenty five percent of the respondents notified that they had heard about all actions committed by Old Traffic Police.

Results on various elements of behavior such as rudeness, usage of unfair means and physical maltreatment validates that comparatively New Traffic Police is considered as more accomplished and dexterous than the Old Traffic Police.

Table 7:Opinion of the Respondents about the Role of Police Officer
(Figures in parenthesis are frequencies)

Sr. no	Statements	Old Traffic Police New Traffic Police					
		Yes	No	Total	Yes	No	Total
i.	They sometimes violate traffic laws.	81.6 (217)	18.4 (49)	100.0 (266)	20.7 (55)	79.3 (211)	100.0 (266)
ii.	They blame drivers for nothing.	69.9 (186)	30.1 (80)	100.0 (266)	11.7 (31)	88.3 (235)	100.0 (266)
iii.s	There is no point in trying to reason with a police officer who has stopped your car.	43.2 (115)	56.8 (151)	100.0 (266)	22.6 (60)	77.4 (106)	100.0 (266)
iv.	They enforce traffic laws to do their job properly.	33.1 (88)	67.0 (178)	100.0 (266)	80.5 (214)	19.5 (52)	100.0 (266)
v.	They do not stop drivers without any crime/traffic offence.	18.4 (49)	81.6 (217)	100.0 (266)	60.5 (161)	39.5 (105)	100.0 (266)
vi.	Those officers who enforce traffic laws usually behave decently.	22.2 (59)	77.8 (207)	100.0 (266)	89.1 (237)	10.9 (29)	100.0 (266)

Table7highlights the opinions about roles of Old and New Traffic Police. It shows that majority (82 percent) of the respondents perceived Old Traffic Police sometimes violated traffic rules while on the other hand majority (79 percent) of the respondents were of the view that New Traffic Police Officers do not violate rules. Majority (70 percent) of the respondents claimed that Old Traffic Police Officers blamed drivers for nothing while 88 percent of the respondents said that the New Traffic Police Officers were not involved in this kind of activity. Forty three percent of the respondents were of the view if Old Traffic Police Officer had stopped your car and you argued with him or explained your own point of view he/she will not accept while opposite case is observed at NTP Officer’s role as 78 percent of the respondents disagreed with that statement. Majority (67 percent) of the respondents disagreed with the statement that OTP “Officers do their job properly to enforce laws” while 96 percent of the respondents were of the opinion that NTP Officers do their job properly to enforce traffic laws.

More than half of the respondents (52 percent) reported about OTP Officers that they stop drivers without any reason while 61 percent of the respondents were of the view that NTP officer didn’t stop drivers without any crime/traffic offence. Sixty four percent of the respondents were of the view that OTP Officers didn’t observe decent manner while

South Asian Studies 29 (1)

enforcing laws while 89 percent of the respondents said that those NTP Officers who enforce traffic laws usually behave decently.

Table 8: Characteristics of Traffic Police Procedures during Traffic Stop Encounters
(Figures in parenthesis are frequencies)

Table 8 reflects the comparison between Old and New Traffic Police's procedures

Sr. no	Statements	Old Traffic Police		New Traffic Police			
		Yes	No	Total % (Frequency)	Yes	No	Total % (Frequency)
i.	You were stopped at a safe spot.	33.1 (88)	66.9 (178)	100.0 (266)	82.0 (218)	18.0 (48)	100.0 (266)
ii.	The officer told you why she/he had stopped you.	41.4 (110)	58.6 (156)	100.0 (266)	95.1 (253)	4.9 (13)	100.0 (266)
iii.	The officer informed you of your rights and obligations.	16.2 (43)	83.8 (223)	100.0 (266)	65.4 (174)	34.6 (92)	100.0 (266)
iv.	The officer informed you of the penalty.	64.7 (172)	35.3 (94)	100.0 (266)	85.7 (228)	14.3 (38)	100.0 (266)
v.	The officer accepted and listened your arguments	16.5 (44)	83.5 (222)	100.0 (266)	59.4 (158)	40.6 (108)	100.0 (266)
vi.	The officer informed you of further police procedures.	30.8 (82)	69.2 (184)	100.0 (266)	67.3 (179)	32.7 (87)	100.0 (266)
vii.	At the end of the police procedure, the officer helped you re-enter traffic.	18.8 (50)	81.2 (216)	100.0 (266)	65.4 (174)	34.5 (92)	100.0 (266)
viii.	I did not agree with the officer, so I filed a complaint against the penalty given.	19.9 (53)	80.1 (213)	100.0 (266)	6.8 (18)	93.2 (248)	100.0 (266)

during traffic stop encounters. Thirty three percent of the respondents reported that they were stopped by Old Traffic Police at safe spot during traffic encounter while 82 percent of the respondents were of the opinion that they were being stopped by New Traffic Police at safe spot. Forty one percent of the respondents rated that OTP officer told them about the reason of being stopped while in case of more than twice i.e. 95 percent reported their positive role. Majority (86 percent) of the respondents indicated that they were informed about their penalty when they were stopped by New Traffic Police while in comparison with the Old Traffic Police 65 percent of the respondents were satisfied with the penalty given by Old Traffic Police. Majority (83 percent) of the respondents were of opinion that Old Traffic Police Officers did not listen to or accepted their arguments while in contrast 60 percent of the respondents indicated that New Traffic Police Officer had welcomed their arguments.

Fifty one percent of the respondents thought that they were not informed or guided about proper channels associated with the procedures of traffic stop encounters while in comparison 67 percent of the respondent encompasses the opinion that they were properly guided towards further police procedures associated with the traffic encounter. Majority (65 percent) of the respondents pointed out that at the end of the police procedure New Traffic Police Officer helped them to re-enter into the traffic while 81 percent of the respondents claimed that they were not assisted by Old Traffic Police Officer after the traffic stop encounter.

Categorically, it became evident from above results and discussion that NTP is quite professional and well- organized in its procedures at various divisions of the traffic management contrast to Old Traffic Police.

Conclusion

The study explored important insights, not only into citizens' confidence in the police but also into the correlates of their confidence about NTP since the police is the most discernable and presumptuous symbol of state machinery. What people comprehend about police work and the attitudes they reckon toward police behavior is centrally important, doubtlessly, may well serve as a cogent social indicator of the political verdure of the society. The study proclaimed that changes instituted in the traffic police on the line of Motorway police has resulted very fecund results. This determined better performance of New Traffic Police (NTP) as compared to Old Traffic Police (OTP). Better training, evaluation, higher rewards, and incentives further motivated the NTP for better performance. It is suggested that such type of cultural change needs to be planned in general police, especially, those working in police stations. This is further compounded by the fact that overall New Traffic Police (NTP) has observed, delivered and insured concept of Friendly Policing in Pakistan. Simultaneously, NTP proved to be professional and well-organized in its agenda at various divisions of the traffic management while in contrast Old Traffic Police system could not achieve the desired targets and disorganized in all the major fields.

Recommendations

7.1 Friendly-Policing

There is need to promote concept of 'Friendly-Policing' in police department. In this regard, by the involvement of media and educational institutions a sense of awareness may be created for sensitizing community members for their role and for educating police officials through short trainings about this modern system of policing. Mass-Media and educational institutions can also be used for creating and promoting awareness about good traffic sense among citizens and especially in the young generation.

7.2 Periodic Evaluation

In order to promote the concept of 'Friendly-Policing', there is need to develop a mechanism for periodic evaluations of the traffic police department. In this regard, a committee comprised of officers from police, opinion leaders from general public, and media experts may be constituted to conduct periodic evaluations by involving social scientists or by collecting public responses through drop boxes placed at accessible places.

7.3 System of Reward and Punishment

A system of reward and punishment should be built on strong basis. Those police officers who perform well should be given incentives in the form of additional increment and medal and in case of exemplary performance accelerated promotion. Similarly, those who are

proved to be the individual with poor performance should be sidelined for a reasonable duration of time and only be given slot of public dealing provided a noticeable improvement in their behavior and attitudes.

References

- Alemika E. E. O., (1999) *Police-Community Relations in Nigeria: What Went Wrong? Policing a Democracy*, Lagos: Centre for Law Enforcement Education.
- Alemika E. and Chukwuma I., (2000) *Police-Community Violence in Nigeria*, Lagos: Centre for Law Enforcement Education.
- Bordua, D., & Tift, L. (1971). *Citizen interviews, organizational feedback, and police-community relations decisions*. *Law and Society Review*, 6, 155–182.
- Griffiths, Sir P., (1971) *To Guard My People: The History of the Indian Police* (London: Benn).
- Kirkham, J.L. and Wollan, L.A., (1980) *Introduction to Law Enforcement*, Harper & Row, New York, NY.
- Nickoloff EL, Alderson PO (2001) *Radiation exposures to patients from CT: reality, public perception, and policy*. *Am J Roentgenol* 177:285-287
- Ostrom, E. and G. P. Whitaker (1973) *Does local community control of police make a difference: some preliminary findings*, *Amer. J. of Pol. Sci.* 17: 48-76.
- Police Act of 1861*
- Police Committee Report*, (1985) (Islamabad: Government of Pakistan)
- Police Reforms Implementation Committee Report*, (1990) (Islamabad: Government of Pakistan)
- Radelet, L.A. and Carter, D.L., (1994) *The Police and the Community*, Macmillan College Publishing Company, New York, NY
- Schafer, J., (2000) *The challenges of implementing successful organizational change: a study of community policing*, unpublished PhD dissertation, Michigan State University, East Lansing, MI.
- Shinar, D. and McKnight, A.J., (1986) *The effects of enforcement and public information on compliance*, in Evans, L. and Schwing, R.C. (Eds), *Human Behavior and Traffic Safety*, Plenum Books, New York, NY.
- Suddle, S. (2001) *Reforming Pakistan Police: An Overview*, Asia and Far East Institute for the Prevention of Crime and the Treatment of Offenders, ed. Kunihiro Sakai (UNAFEI: 2001).
- Stephen B. Perrott, Donald M. Taylor, (1995) *Crime fighting: law enforcement and service provider role orientations in community-based police officers*, *American Journal of Police*, Vol. 14 Issue: 3/4, pp.173 - 195
- Tos, N., Uhan, S., Kurdija, S., Bester Falle, R., Vovk, T. and Kecman, I., (2004) *Public Opinion about Police*, Institute of Social Sciences, Public Opinion and Mass Communication Research Centre (CPOMC), Faculty of Social Sciences, University of Ljubljana, Ljubljana.
- Walker, N. D. and R. J. Richardson (1974) *Public Attitudes toward the Police*. Chapel Hill, NC: Institute for Research in Social Science.
- Weitzer, R. and S.A. Tuch, (1999) *Race, class and perceptions of discrimination by the police*. Plenum Books, New York, NY.
- Wilson, J. Q. (1968) *Varieties of Police Behavior*. Cambridge, MA: Harvard Univ. Press.

Biographical Note

Dr. Saif-ur-Rehman Saif Abbasi is Chairman, Department of Sociology, International Islamic University, Islamabad-Pakistan.

Latafat Aziz is Associated with Department of Anthropology and Sociology, Quaid-i- Azam University, Islamabad-Pakistan.

Asim Muneeb Khan is Associated with Sociology Department at International Islamic University, Islamabad-Pakistan.
