



Job Performance of Federal Road Safety Corps (FRSC) in Ogun State: A Perception of Commercial Drivers

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Abstract. Road traffic accidents have been a menace worldwide than any other form of epidemic diseases and its occurrence is still trending till date. The measures and means to reduce and curb this surge are to knowledge of road traffic safety consciousness within the society and this has not received adequate attention in transport research. Hence, this study aimed the perception of the commercial drivers on the job performance of FRSC personnel with the challenges confronting the FRSC personnel, attitude of commercial drivers towards the compliance of FRSC rules. The study observed that, the responses of the FRSC personnel on Lack of adequate funding were as follow 72%, the overall percentage of lack of adequate man power showed that 64% of the personnel affirmed with this assertion that the Agency lacks adequate manpower. Drivers' attitude towards traffic safety reflected that, 22.9% of the drivers do routine check on the vehicles before embarking on any journey while 77.1%, 69.2% of the drivers from proportion don't observe traffic regulations during course of operation, 77.2% do not fasten seatbelt when driving. In conclusion, despite effort made by Nigeria government in reducing rate of crashes on our roads, the law enforcement agents failed to achieve their purpose of establishment according to drivers' perception. But the trend of crashes between 2011 – 2020 dwindling negates the claim of drivers. Therefore, study recommended that, government at all level in the state speed up actions on traffic engineering exercise and legislate law to develop and improve existing safety education techniques in the state in general.

Keywords: Job Performance, Perception, Commercial drivers, Road safety, Road accident

1. Introduction

Transportation plays a gigantic role in human life, serving as a basic component of economic, environmental and social interactions. Generally defined, transportation refers to the physical movement of people, goods, and even services from one geographic location to another. It enhances mobility, connectivity, and pivots to different sectors, not excluding trade, commerce, and daily life.

Road mode of transportation has a well-established historical background and remains an important mode of mobility due to its door-to-door service and capability to provide accessibility for all categories of people. This adaptability contributes meaningfully to Nigeria economic development by fostering trade and social interactions. In Nigeria, road transportation is the majorly use mode of transport, consist different of vehicles such as bicycles, motorbikes, tricycles, cars, buses, lorries, trailers, and tankers, which are used to move people, goods, and services to their destinations with ease (Anyanwu, 1997). Despite the good roles, road transport is still associated with risks, which include death, injuries, and property damage. The alarming reoccurrence of road traffic accidents in Nigeria necessitated the establishment of the Federal Road Safety Commission (FRSC) in 1988, mandated to oversee road safety and implementing measures to curb frequent accidents and enhance road user safety (FRSC, 2007).

Road safety activities in Nigeria began with the introduction of motor vehicles in the 19th century. By independence, the number of vehicles had nearly doubled, leading to a significant rise in the number of people involved in road traffic crashes. Road transportation is predominantly due to its accessibility and widely utilized mode for the movement of goods and people across the country. Since its establishment, the FRSC has performed its function in accordance with worldwide practices, contributing to the cut down of frequency road accidents and severe fatalities. This has been achieved through comprehensive public awareness on road usage, first aid response services, obstruction removal, and effective patrol operations. A continuous process through which employees contribute to the growth and improvement of an organization is referring to as Job performance. This is apparently connected to employee productivity, as higher productivity leads to better performance for the attainment of organizational assigned goals. Productivity consists both effectiveness and efficiency, which is intertwined factors influencing overall job performance. In an organizational context, job performance mirrors the outcome to which employees achieved assigned goals.

One of the major challenges delaying progress in effective road safety awareness is the lack of systematic evaluation of road safety education programs (Okafor et al., 2014). A well-structured evaluation framework is crucial to assess whether educational programs effectively influence attitudes, behaviours, and skills, and to identify whether modifications are required or not due to negative consequences, such as bad behaviour or increased risk exposure. The societal value of driver training and road safety education may not be to eliminate crashes and casualties but rather in fostering a safety-conscious culture and providing mechanisms that ultimately contribute to reducing road traffic risks. Omosun (2014) says drivers who are to be controlled have different views to the ways they are performing their jobs; most of the commercial drivers have the thought that the FRSC personnel are being too excessive in performing their jobs. Corruption and misconduct among law enforcement officers undermine their ability to enforce traffic regulations appropriately. Traffic law enforcement officers involved in such unethical behaviour accept bribes from motorists, enabling them to operate overloaded and poorly maintained vehicles, as well as commit other traffic violations without consequence (Owoeye, 2011). Most of the research made did not consider what commercial drivers think on the job performance of the FRSC personnel. Therefore, the present study

aims at filling the gap by investigating the commercial drivers' opinion on the job performances of FRSC personnel in Ogun State.

2. Literature Review

Jacobs and Sayer (1983) pointed out the essential function of traffic law enforcement; he further said that a lack of awareness of traffic rules/regulations is a major factor contributing to poor road-user attitude in developing countries. O'Neill and Mohan (2002) advocated for the strict enforcement of traffic safety laws to regulate road user attitude effectively and recommended the establishment of national and regional road safety agencies to improve road safety management.

Mohan et al. (2008) observed that road safety policies often place insufficient emphasis on the protection of vulnerable road users, including pedestrians, cyclists, and two-wheeler operators. To address this gap, they proposed the development of comprehensive road traffic policies, such as the creation of pedestrian-friendly pathways, dedicated lanes for different vehicle categories, and stricter enforcement of traffic laws. This concern was echoed by Maduagwu (1998), who noted that many Nigerian drivers disregard traffic rules and regulations, frequently violating speed limits, ignoring road signs, engaging in reckless overtaking, and parking indiscriminately without considering other road users. The traffic situation was described as chaotic and unpredictable, with limited public interest in road safety issues and an absence of sustained policy interventions to address these concerns (FRSC, 2007).

Schroer and Peyton (2011) opined that drivers who willingly agreed to undergone vehicle inspections had lesser accident rates compare to those who did not. This finding was attributed to their level awareness of road safety issues rather than the inherent safety of their vehicles. Additionally, the study found that vehicles that failed to return for subsequent inspections had accident rates comparable to uninspected vehicles, implying that drivers who neglected their vehicles were more likely to operate defective automobiles that contributed to accidents. White (2010) further observed that many drivers do not take personal responsibility for the roadworthiness of their vehicles, relying instead on mandatory inspections. However, a limitation of random roadside inspections is their inability to detect all vehicle defects due to technical constraints.

Highlighting the need for traffic law enforcement, Jacobs and Sayer (1983) have pointed out that lack of

awareness of traffic rules is one of the major factors of low standard of road-user behavior in the developing world. O'Neill and Mohan (2002) have advocated for strict enforcement of traffic safety laws for challenging road user behavior and establishment of national and regional road safety agencies for improvement in road safety.

Mohan et al. (2008) have pointed out that there is less emphasis on the safety of vulnerable road users-pedestrians, bicyclists and two-wheeler drivers. They have suggested formulation of road traffic policies viz. pedestrian – friendly paths, separate lanes for heavy and light motor vehicles and strict implementation of traffic rules and regulations to enhance road safety. Maduagwu (1998) corroborated this when he states that most Nigerian drivers have no regard whatsoever to traffic rules and regulations. They do not observe speed limits or traffic signs on highways, many drivers overtake anywhere and anyhow on roads and highways, while some park their vehicles anyhow on the roads with no thought of other road users. The traffic situation then was described as chaotic and unpredictable, public interest on road safety matters was minimal and there was no concrete and sustained policy action to address road safety questions (FRSC, 2007).

3. Methodology

Ogun State is between latitude 6.3N and 7.8N and longitude 3.0E and 5.0E. The state is located in the south western part of Nigeria and it is bounded in the west by Benin Republic, in the south by Lagos State, in the north both by Oyo and Osun States and in the East by Ondo State. The state is approximately 17,542 square kilometers land area with the approximate population of 5,375,001 million (OSRP, 2018). Ogun state is made of four (4) regions which are: Remo, Ijebu, Iyewa and Egba.

The population of this study comprises of drivers and FRSC which made of eight hundred and twenty (820). Taro Yamane formula was employed to determine sample size which was four hundred (400) respondents. Cluster sampling technique was employed to select four (4) major motor parks (clusters) each in those regions as sample sites for this

survey. A random sampling technique was used to administer questionnaires to the respondents in each cluster.

4.0 Results and Discussion

This section discussed the responses of the respondents and presents the results of the data analysis. Also, descriptive and inferential statistics were employed to analyze the data gotten through data collection instrument (questionnaire).

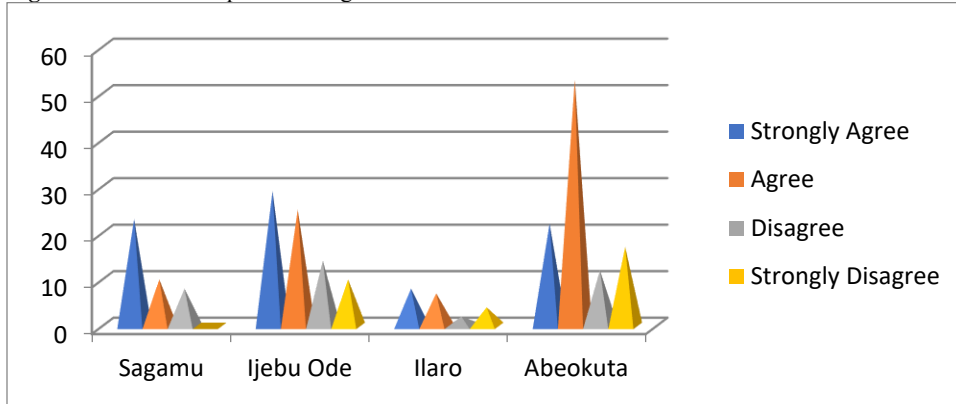
Challenges faced by FRSC personnel in the study area

The Challenges faced by FRSC personnel in general in the study area on certain aspect of safety such as lack of adequate funding, lack of Adequate Manpower, Assault and Harassment Cases, Corruption, Lack of inter-Agency Cooperation, Lack of Suitable Modern Traffic Infrastructures, were equally rated on a 4-liker scale of Strongly Agree, Agree, Strongly Disagree, Disagree. The first two attributes indicating YES to such parameters posing threat to FRSC personnel while the remaining two indices indicated NO to identified parameters.

3.1 Lack of adequate funding

Funding the Agency is done by the Federal government in which is used in purchasing equipment's and other necessary expenses. Less than adequate funding through annual budgetary releases to FRSC have not been enough to execute capital projects and cater for overhead costs. Right now, it is said that about 95% of residential and office accommodation in the Crops are rented. A lot of money is paid on maintenance of patrol vehicles, ambulances, motor bikes and rent leaving little or nothing for other projects like purchase of more heavy-duty tow vehicles for removal of obstructions on the highways and other services. The study observed that, the responses of the commercial drivers and FRSC personnel on Lack of adequate funding were as follow, 72% agreed while 28% disagreed. With the high proportion of the personnel in the study area, it shows that they lack adequate funding to discharge their duties. In all, 72% of all the personnel agreed that lack of adequate funding is a serious challenge to the Agency.

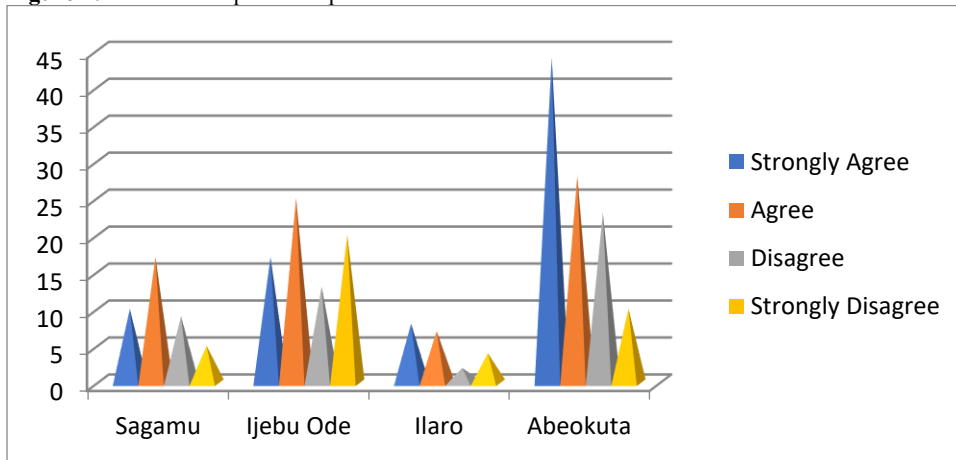
Figure 1: Lack of adequate funding



3.2 Lack of Adequate Manpower

The need to have officers and men well trained in related field like law to prepare them for prosecution of traffic offenders cannot be overemphasized. Other areas are rescue and emergency services, ICT and human resource development among others. This would build more confidence in staff to discharge their duties more firmly. Lack of adequate man power is a problem with the Agency and its personnel. The study observed that the overall percentage of lack of adequate man power showed that 64% of the personnel affirmed with this assertion that the Agency lacks adequate manpower.

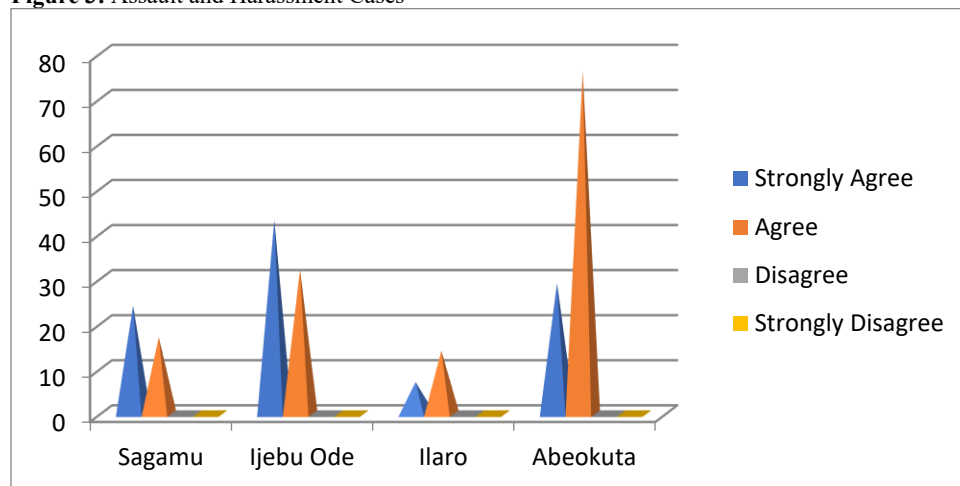
Figure 2: Lack of Adequate Manpower



3.3 Assault and Harassment Cases

Harassment and assault cases was observed to have been the most threatening challenges the personnel have been facing over the years as the proportion of the respondents agreeing to this, is on the high side with an overall average of 98%. Violent traffic offenders have physically assaulted Road Marshals on duty several times simply because these offenders see FRSC staffs as defenseless since members of the Crops are not armed.

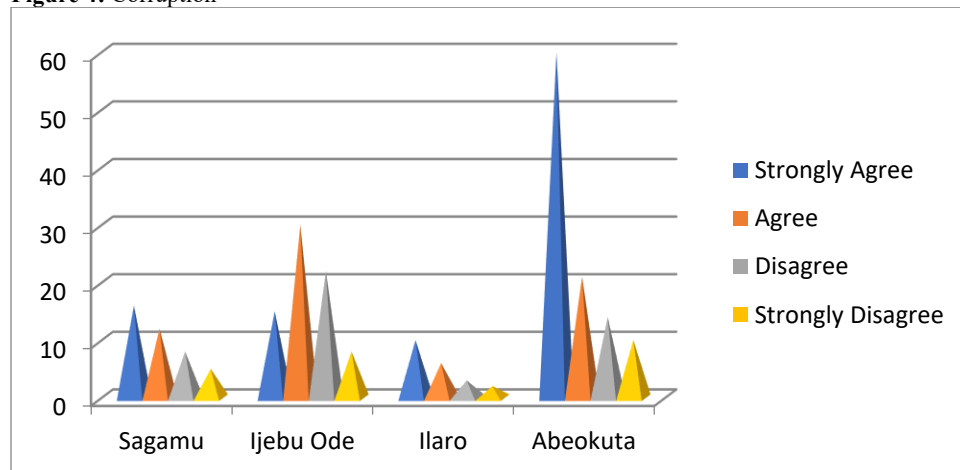
Figure 3: Assault and Harassment Cases



3.4 Corruption

The level of corruption of the personnel is on the high side. Corruption and misconduct on the part of law enforcement officers make them to compromise as observed in the study. Such officers collect bribes from motorists and allow them to ply the highways with overloaded and rickety vehicles among other traffic offences. This is why serials traffic offenders continue to violate traffic rules and regulation with impunity. The study observed the overall proportion of the FRSC agreed that corruption is a challenge with 72% agreeing to this.

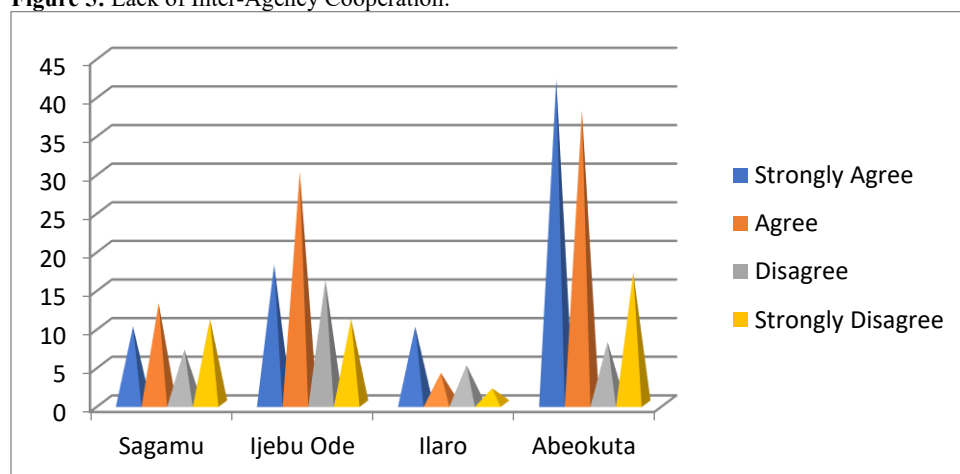
Figure 4: Corruption



3.5: Lack of Inter-Agency Cooperation:

The role and responsibilities of Traffic management Agencies such as FRSC, TRACE, Policemen, VIS, and so on; seem to be overlapped hence causing conflicts among the agencies. The study thus revealed that huge proportion of 75% of the FRSC personnel affirmed with this while 25% disagreed.

Figure 5: Lack of Inter-Agency Cooperation:



3.6: Perception of Commercial drivers on the effectiveness and performance of the FRSC

The performance of Road Traffic Safety Agencies in general in the study area on certain aspect of safety such as traffic control, enforcement of traffic rules as well as rescue and response services were equally rated on a 4 likert-scale of Strongly Agree, Agree, Strongly Disagree, Disagree. All the strongly agree and agree responses were lumped together under Agree while all the strongly disagree and Disagree were also lumped together under Disagree.

Traffic Control: Road traffic control involves directing vehicular and pedestrian traffic on the road, around a construction zone, accident or other disruption, thus ensuring the safety of the general public. The study observed that the combined performance of the safety agency as rated by the drivers in the study area showed a high proportion of 70% of the FRSC personnel to have helped maintain traffic discipline on the roads, 78% showed that they make sure they clear obstructions on any part of the highway. A high proportion of 78% of the respondent also shows that they are effective in reducing accidents on highways.

Enforcement of Traffic Rules: the enforcement of road traffic rules should be aimed primarily at causing general deterrence and not for the law enforcement officers to catch and punish road users but for them to encourage obeying traffic rules and regulations. The combined performance of the agency on the aspect of enforcement of traffic rules was seen to be working well enough. A small proportion of 18% disagree with standardization of highway traffic codes while a high proportion of 82% agreed to this, 65% disagreed that the Agency is not cooperating with other bodies or agencies in road safety activities or in prevention of accidents on the highways like the VIS, Police and so on, 76% shows they perform well by enforcing speed limits for all categories of roads and vehicles and controlling the use of speed limiting devices, 62% shows that they design and produce the driver's license to be used by various categories of vehicle operators and they are fast about it.

Rescue and Response Services: Rescue and response services of the agencies have to do with the prompt arrival of the officers when called upon and the arrival at the scene of accident/event to prevent more damages that might result from the aftermath effect of the scene. The performance of the agencies revealed a 67% in the proportion gives prompt attention and care to victims of road accident, thou 60% from the sampled respondent disagreed that the agency don't give timely announcement on medias for drivers to take alternative route when necessary, 66% also disagreed that the agency are not providing roadside and mobile clinics for the treatment of accident victims free of charge, while 63% of the respondents say they are punctual and fast to respond when called upon.

Table 1: Perception of Commercial Drivers on the effectiveness and performance of FRSC.

S/N	Statement	Agree	%	Disagree	%
1	FRSC officers are effective in reducing accidents	188	78%	54	22%
2	FRSC officers have actually helped to maintain traffic discipline on the roads.	174	70%	68	30%
3	As a driver that ply these roads daily, you know little of traffic rules and regulations	152	63%	90	37%
4	FRSC officers have been able to help reduce the rate of accidents.	128	53%	114	47%

5	Giving prompt attention and care to victims of accidents	162	67%	80	33%
6	Clearing obstructions on any part of the highways	188	78%	54	22%
7	Designing and producing the driver's license to be used by various categories of vehicle operators.	151	62%	91	38%
8	The standardization of highway traffic codes.	205	82%	37	18%
9	Educating Drivers on the proper use of highway	187	77%	55	23%
10	Timely announcement on medias for drivers to take alternative route when necessary	96	40%	146	60%
11	Providing roadside and mobile clinics for the treatment of accident victims free of charge.	81	34%	161	66%
12	Cooperating with bodies or agencies or groups in road safety activities or in prevention of accidents on the highways	82	35%	160	65%
13	Determining and enforcing speed limits for all categories of roads and vehicles and controlling the use of speed limiting devices	186	76%	56	24%
14	Punctuality when called upon	152	63%	90	37%

Source: Authors' Field Work, 2024

4. Conclusion and Recommendations

Despite effort made by Nigeria government in reducing rate of crashes on our roads, the law enforcement agents failed to achieve their purpose of establishment according to drivers' perception. The rate of crashes has been reducing gradually in Nigeria due to FRSC awareness but cannot be eliminated or eradicated as expected by drivers. It recommended that Traffic management agencies should drop the idea of raising money prioritize safety. FRSC should return to its core mandate and diligently patrol and enforce laws on Federal Highway while its personnel should be better trained, better equipped and where necessary, properly oriented for quality professional highway.

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