

TITLE PAGE

**PUBLIC PERCEPTION OF THE PERFORMANCE OF FEDERAL
ROAD SAFETY CORPS (FRSC)**

BY

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The participant has accordingly being directed to submit Three (3) copies of the research work to the department.

MR. O.O. LADIPO
(SUPERVISOR)

DATE

DEDICATION

To the Lord God Almighty for saving and sustaining me to

Be what I am today

And

To my Dearly Beloved & Ever cherished Parents and

Sweet Daughter, of Blessed Memory:

Mr. Bako Sherah and Mrs Pheobe Bako

(Beloved Parents)

And

Miss Jenom Priscilla Audu

(Wonderful Princess)

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ABSTRACT

The research project looked at the Public Perception of the Performance of the Federal Road Safety Corps (FRSC) with particular emphasis on the Plateau State Sector Command, Jos. Is the Corps actually performing its mandate to the expectations of the public? Is there any need for improvement in its activities? If there is, what area should it look at and what suggestions are available towards this? These and many other questions towards improving the Corps performance need to be answered.

The source of data for the study was through structured questionnaires administered on one hundred (100) respondents but only ninety (90) copies were retrieved forming a response rate of ninety percent (90%).

From the responses received, it revealed that the public is aware of FRSC and its activities and it is performing its roles to the best of its ability despite challenges of inadequate funding, logistics issues and problems arising from inadequate patrol vehicles, ambulances, tow-trucks, delay in the removal of accident vehicles/obstructions from the highways, improper handling of crashed victims, inadequate training, incivility and harassment of marshals by motoring public among others.

Recommendation were made which include adequate funding, provision of necessary logistics, civility on the job, training and retraining as well as motivating the staff for greater efficiency.

If the recommendations are well implemented, it will transcend to better productivity thereby leading to effectiveness in the Corps performances.

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CHAPTER ONE

1.0

INTRODUCTION

Road safety activities commenced as soon as motor vehicles were introduced into the Nigerian roads in the 19th century. However, it was when the number of vehicles continued to increase and consequently the accident rate soared that the issue of having a comprehensive legislation came to lime light.

By independence, the number of vehicles nearly doubled with the resultant effect of sharp increase in the number of people involved in road traffic crashes.

Road transportation is the most readily available mode of movement of goods and human resources from one point to the other. It is however not without its challenges.

The traffic situation before the establishment of the Federal Road Safety Commission in Nigeria could best be described as chaotic, unpredictable and indeed dangerous as it was characterized by unprecedented wave of road traffic crashes with attendant colossal human and material losses. Within this era, public awareness and interest in Road Safety was minimal. There was uncoordinated and haphazard licensing of drivers and vehicles as well as absence of good driving culture. Deliberate policies and concerted effort at enforcing regulations was lacking.

As a specific response to the Road Safety questions with the challenges and obvious crash incidences, loss of lives that accompanied the overall utilization of the available facilities and infrastructures, pushed the Federal Government of Nigeria to

take a decisive step by establishing the Federal Road Safety Corps in 1988 vide Decree 45 of 1988, as amended by Decree 35 of 1992 which was later codified as CAP 141, Laws of the Federal Republic of Nigeria 1990 and has now been repealed and replaced by FRSC Establishment Act, 2007.

The Corps is saddled with the following responsibilities among other things to:

- Preventing and minimizing of Road Traffic Crashes;
- Clearing of obstructions on highways;
- Educating drivers, motorists and other members of the public on the proper use of the highways;
- Providing prompt attention and care to victims of Road Traffic Crashes;
- Conducting researches into causes of Road Traffic Crashes;
- Determining and enforcing speed limits for all categories of roads and vehicles;
- Cooperating with bodies, agencies and other relevant bodies engaged in road safety activities.

The Federal Road Safety Corps is also charged with the responsibilities for policy making, organization and administration of road safety in Nigeria.

To ensure that it is able to carry out its mandate, the Corps operates a three tier system that consist of

- i. Regular Marshals, who are on FRSC payroll;
- ii. Special Marshals, usually volunteer members of the society with proven integrity and known means of livelihood; and
- iii. Road Safety Club, comprising of the National Youth Service Corps and Students of secondary schools.

A. First Tier (Regular Marshals)

These uniformed men and women are in the employment of the Federal Road Safety Commission. They perform all duties assigned to them by the Corps including, and most especially, the reduction of road traffic crashes in Nigeria. They are the strongest and most visible arm of the Corps and are called Regular Marshals.

B. Second Tier (Special Marshals)

These are volunteers of proven integrity who have considerable interest and expertise in road safety. They do not wear uniforms but are empowered, like the Regular Marshals to arrest and prosecute traffic offenders, give lectures, offer research services and advise in their areas of professional competence. Called the Special Marshals, they primarily assist the Regular Marshals.

C. Third Tier (Road Safety Club)

Youths in schools and colleges are organized into road safety clubs at the primary, secondary, tertiary and National Youth Service Corps (one year compulsory service after university graduation) levels. Unlike the Regular and the Special Marshals, they

do not patrol the highways. Rather, they are encouraged to imbibe road safety culture from an early age and demonstrate these in their school activities.

The Corps is headed by the Corp Marshal and Chief Executive (COMACE) at the National Headquarters. For the Corps to effectively carry out its mandate, it is made up of Eight (8) Departments and Eleven (11) Corps offices.

The Eight (8) Departments are as follows:

- Operations;
- Training, Standards and Certification;
- Finance and Accounts;
- Administration and Human Resources;
- Policy, Research and Statistics;
- Special Marshal and Partnership;
- Safety Engineering; and
- Motor Vehicle Administration.

The Eleven (11) Corps Offices are:

- | | |
|-----------------|--------------------|
| • Legal; | • Corps Secretary; |
| • Intelligence; | • Provost; |
| • Protocol; | • Audit; |

- Corps Rescue and Medical Service;
- Procurement;
- Corps Transport Standardization
Office
- Planning;
- Logistics

In the field, there are Twelve (12) Zonal Commands, Thirty-seven (37) Sector Commands (one in each of the Thirty-six (36) states and the Federal Capital Territory), and One Hundred and Seventy (170) Unit Commands at the Local Government level.

It has also established Eighteen (18) Roadside Clinics located at very strategic points on routes considered crash prone areas.

1.1 Background to the Study

The Federal Road Safety Corps was established following the increasing rates of crashes and wanton loss of lives and properties. The Corp in its effort to further bring about sanity on our highways, have come up with schemes and programmes such as National Uniform Licensing Scheme (NULS), Road Transport Safety Standardization Scheme (RTSSS), Driving School Standardization Scheme (DSSP) and many more.

1.2 Statement of the Problem

There has been relative improvement in the financing of Corps activities. The Corps presently enjoys both National and International recognition based on how it has been able to portray itself through its activities.

However, some people have been left wondering whether the Corps has really performed to attract the kind of attention it is presently enjoying. The questions therefore itching for answers are:

- i. What is the general perception of the general public about the Corps performance as regards its mandate?
- ii. Are road traffic crashes on the decrease or increase?

- iii. If there is the need for improvement in its activities, what area should it look at?
and
- iv. What are some suggestions available to the Corps?

1.3 Hypotheses

A Hypothesis can be defined as a conjectural statement postulate or a proposition about an assumed relationship between two or more variables.

Hypotheses are particularly necessary in instances where causal relationships need to be tested, established, rejected or understood. Therefore, without hypothesis, an index of relationship tells nothing about a cause and effect.

The following hypothesis is to be tested in relation to the study with the aim of establishing or coming up with a statement showing how the monitoring public rates the performance of the Federal Road Safety Corps.

Null hypothesis (H_0): That FRSC has not significantly carried out its mandate;

Alternative hypothesis (H_1): That FRSC has significantly carried out its mandate.

1.4 Objectives of the Study

The objectives of this study are to:

- a) Assess public opinion on the performance of FRSC;
- b) Examine what FRSC staff thinks about the Corps performance;
- c) Identify critical areas where the Corps needs to duel more on; and

- d) Proffer appropriate recommendations that will enhance the growth and actualization of the Corps mandate.

1.5 Scope of the Study and Limitations

The study examined how the FRSC is rated by the general public in terms of reduction of road traffic crashes, education of the motorists and the general public on the proper use of the highways, giving prompt attention to road crashes victims, clearing of obstruction on the highways etc. The study shall take sample from the public in Jos, the Plateau State capital and from staff of FRSC Plateau State Sector Command.

The study is limited by the fact that there is scanty literature on the activities of the Federal Road Safety Corps. The reliability of the conclusion can also be affected considering the size of the sample population.

1.6 Significance of the Study

Aside from the fundamental aim to the general knowledge on Road Safety activities in Nigeria, the study shall provide relevant information that will lead to a better focus in making valuable decisions.

It will also provide information that will help other decision and policy makers at arriving at better policies.

Most importantly, the study would serve as base for further studies into the activities of FRSC and other similar organizations in the country.

1.7 Definition of Terms

Command: Federal Road Safety Corps operational area.

Commission: The entire FRSC organization that include the governing council as policy makers and its corps as the operational arm.

Corps: Consist of uniformed and non-uniformed members.

Marshal: A non-commissioned staff of the Federal Road Safety Corps.

Officer: A commissioned staff of the Federal Road Safety Corps.

Operational problems: Constraints that militate against smooth operations.

Patrol: Monitoring of the roads with a patrol vehicle with a view of cautioning, apprehending and sanctioning road traffic violators.

Road Traffic Crash: This is a situation where a vehicle usually on motion crashes alone or with other vehicles.

Sector Command: Federal Road Safety Corps operational areas at the state level.

Sector Commander: An officer heading a Sector Command.

Transport/Transportation: “Means” of conveyance or travel from one place to another.

Unit Command: Federal Road Safety Corps operational areas at the Local Government levels.

Unit Commander: An officer heading a Unit Command.

Zonal Command: Federal Road Safety Corps Operational areas comprising of two or more states.

Zonal Commanding Officer: An officer heading a Zonal Command.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

Earlier in the century, the regions which now constitute the geopolitical Nigeria and indeed Africa hardly experienced the enormous losses of human and material resources resulting from automobile and traffic related accidents. Apparently, this was due to the fact that national and cross-country mobility was undertaken through pathways on animals (Horses, Donkeys and Camels) and through the rivers in Canoes. No doubt, these means of transportation had their own set-backs in term of convenience. Nevertheless, there was no recorded instance of road traffic accident related tragedies.

With the onset of Western Civilization, African's perspective has been broadened in adopting and putting into use modern technologies for utility services. One of the major breakthroughs for humanity is the automobile industry, the conception of which has since unburdened the task of mobility, a rare necessity for mans economic and socio-cultural well being. Further to the industrialization and urbanization in Africa, the numerical strength of vehicles and motor-able roads increased tremendously. The inter-relationship of vehicular traffic and improved economic activity often resulted to gruesome road traffic crashes.

Road Traffic Injuries: A Global Epidemic

Every 6 seconds, someone is killed or seriously injured on the world's roads. With 1.3 million road deaths each year, this is a global epidemic comparable to Malaria or Tuberculosis. And like those killer diseases, road crashes prey on the young, the poor

and the vulnerable yet by comparison to other global killers, road injury is utterly neglected, (<http://www.makeroadsafe.org>).

Road crashes are the leading global cause of death for young people aged 10 -24 and by 2015, are predicted to be the leading cause of premature death and disability for children in developing countries aged five and above. Already, according to UNICEF and the WHO, 260,000 children die and another 10 million are injured in road crashes every year.

A Neglected Issue

Global road safety is largely ignored and neglected by politicians. This neglect means the developing countries are unable to receive the financial support and technical advice they need to improve road safety in their countries. While road deaths in the rich world are falling, deaths in the developing world are rising fast.

“Vaccines” for Roads

The “vaccines” for the road injury epidemic are available. We now know how to reduce road deaths. In most industrialized countries, road deaths have been cut at least by half over the past 30 years, even as the number of vehicle has increased dramatically. Improved road design and a focus on pedestrian safety; safer vehicles; motorcycle helmet; seat belts; action on drunk driving; driver training and licensing; and tackling speed. This is how road deaths can be reduced. The missing ingredient is political commitment to take action.

Road Traffic Crashes: The Nigeria Perspective

Pat Utomi (2001) noted that the collapse of the Nigeria railway system, the prohibitive cost of air travel and the incomplete accessibility to sea transport has discharged into

the road sector, excess load and responsibility that have remained unprecedented in the history of developing economies.

According to Oyeyemi (2003), What this translates into is that since the management of the Road Transport Sector has been caught napping, occasioned by this excessive workload, serious crashes, tragedies and mishaps may continue to characterize road use in Nigeria.

Initially, little significance was accorded to road safety matters because of the apathy resulting from the belief that accidents were an integral part of human fate and therefore, could not be prevented. However, education and information gained from empirical research evidence revealed the need for a conscientious individual and collective effort in order to curb the menace of the road traffic accident syndrome.

As a result of this development, Nigerian Government adopted a strategy of awareness campaign and strict enforcement of the road safety laws and regulations through its organ viz: The Federal Road Safety Corps (then known as the Federal Road Safety Commission) which was established in 1988.

Nigerians in their multi-complex constitution reacted severally to the birth of the new scheme. Some people saw it as a grand onslaught against traditional freedom of reckless driving, rapacious transporters interpreted the intention as a move to curb their enviable turnovers, some cynics and detractors misinformed the public that FRSC was a child of necessity born of the need to settle cantankerous government critics, while other sectors of the traffic law enforcement agencies viewed the development as a threat to their survival.

However, the consequences of inadequate support and interest in road safety and accident prevention programmes in the country manifested itself in the ugly circumstantial evidence as proven from the road accident statistical data in three decades. For instance, between 1960 and 1969, 151,237 cases of accidents were recorded. Out of this, 18,748 people were killed while 104,825 were injured with a total number of 123,578 as casualties.

And between 1970 and 1979, 285,700 reported cases of accident confirmed 57,136 people dead, 209,088 people injured with total of 26,622 people as casualties. Also between 1980 and 1988, 254,492 people were killed, 208,600 people were injured and a total of 287,383 people as casualties. And so in three decades, out of the gross 691,429 reported cases of accidents, 154,667 people were killed, 522,513 people were injured with 677,180 as casualties. (Meshach, 1999).

STATISTICS OF ROAD TRAFFIC CRASHES FROM 1990 – 2005

Statistics of RTCs in Nigeria has threatened to wipe out the entire population of Nigeria with some people killed while some are permanently maimed or injured.

Year	Total Cases reported	Fatal Cases	Serious Cases	Minor Cases	Persons Killed	Persons Injured
1990	21683	6140	8796	6998	8154	22786
1991	22498	6719	8982	6845	9525	24508
1992	22909	6986	9324	6554	9620	25759
1993	21,412	6735	8443	6281	9454	24146
1994	18218	5407	7522	5275	7440	17938
1995	17000	4701	7276	5053	6647	14561
1996	16795	4798	6964	4688	6364	15690
1997	17500	4800	7701	4987	6500	17822
1998	16046	4757	7081	4300	6538	17341
1999	15873	4621	6888	4356	6795	17471
2000	16348	5287	6820	4499	8473	19070

2001	20530	6966	8185	5379	9946	22309
2002	14544	4029	7190	3325	7407	22112
2003	14363	3910	7881	2572	6452	18116
2004	14279	3275	6948	4051	5351	16897
2005	8962	2299	4043	2620	4519	15779

Source: FRSC Department of PRS, RSHQ Abuja

This has also indicated a dangerous trend bordering on a supersonic decimation of scarce human and material resources. Thus, the enabling decree which established the Federal Road Safety Corps aimed at checking the rising trend of road crashes has become “a pivot Joint” upon which road traffic administration rotates in Nigeria (Nkwonta, 2001).

Figures derived from the data of Nigeria Police Record were quite alarming giving the belief that road users of all categories in the country were in great danger. The need therefore arose to accord road safety a deserving attention. Earlier attempts by Nigeria towards reducing the rate of road accidents and its related tragedies was manifested in the evolution of road traffic safety programmes initiated by Shell Development Company Nigeria Limited between 1960 and 1965; as well as the Nigerian Army Safety Week programme which was an annual campaign aimed at the re-orientation of drivers towards road traffic safety.

Between 1974 and 1977, efforts were made to create an enabling environment towards ensuring road traffic safety without significant success. However, the attempt by Oyo State Road Safety Corps inspired a genuine concern towards a national response to the road safety question. And so, by 18th February 1988, the Federal Government established the Federal Road Safety Commission, which was charged with responsibility of creating a healthy traffic environment in the country.

Initially, pioneer works have been undertaken by General Ibrahim Babangida, who established the Federal Road Safety Corps (FRSC), Professor Wole Soyinka as well as Dr. Olu Agunloye both of whom laid the foundation for the development of Road Safety in Nigeria.

The Corps gives enough attention to public education through child-orientation by road safety clubs as well as public orientation through motor park rallies, seminar/workshops, radio/television programmes, bill board advertisement, traffic alert and public awareness-oriented shock-treatment. The Corps operational strategies include the strict enforcement of traffic laws and regulations by which traffic offenders are penalized through fines. Through these means, more people have achieved the necessary awareness towards traffic safety education. Other measures adopted by the FRSC towards the realization of its goals include the four-point approach designed with the understanding of the Nigerian road users. This approach explores the element of enlightenment/education, persuasion, subtle force and full enforcement. Through these measures, the public is made amenable to the corps's efforts as striving towards the improvement of their social lot rather than being negatively interpreted as yet another oppressive government agent.

With these, the Corps started initiating and executing its programmes which reduced the spate and fatality rate of road traffic accidents in Nigeria by considerable degree, (Meshach, 1999).

Road Safety Programmes, Activities and Strategies in Public Education

The bulk of the road safety programmes as initiated by the Corps which is the regulatory body on traffic safety and accident prevention in the country constitute the crux of road

safety programmes as strengthened from the background of its enabling decree. This is because all programmes are initiated and developed with a view to satisfying its statutory mandate.

The Corps usually adopts persuasion, enlightenment, education, re-orientation, subtle force and enforcement/prosecution as skeletal concepts upon which the fleshes of the programmes are evolved. It therefore means that persuasion which involves enlightenment comes under the public education programme, while subtle force and prosecution constitute the core of its enforcement operations.

The basic thrust of the public education programmes is based on the discovery that about eighty percent of drivers in Nigeria are semi-literate or outright illiterate. The programmes are therefore designed to reach out to these drivers. Motor park rallies are conducted to educate commercial vehicle drivers on various subjects on safety. This ranges from defensive driving techniques, overtaking drills, demerits of overloading, and rescue (first aid) lessons on basic vehicle parts and their functions.

Rallies are also conducted for special targets like the motorcyclists who are taught the merits of using safety helmets, reflective jackets and riding boots, and the truck and trailer drivers whose psychologies are moulded to respect smaller vehicles and on the necessity of carrying vehicle safety paraphernalia like fire extinguishers and triangular caution signs. At rallies, leaflets and handbills carrying special messages are distributed to motorists and the general public. The messages are usually couched in catchy and witty phrases. Examples of these include:

“Drive to stay Alive”

“Do not be a road accident statistic”

“Do not claim right of way”

“Do not overtake unless the road ahead is clear” etc.

During festive periods the messages blend to catch the mood of the season for example

“It is better to be “LATE” than to be “THE LATE”

“Someone needs you to get home safely”

“Remember that only the Living celebrates”

“Choose where you want to celebrate, at home or at the cemetery”.

These messages are usually carried on the background of gory pictures of accident scenes and victims.

Serene pictures of the homestead contrasting with the grotesque and eerie atmosphere of the graveyard; crippled and disabled victims against the healthy and vibrant accidents-free family. This therefore gives a kind of shock treatment effect on the gloating and complacent driver who is suddenly sensitized on the dangers and the hazards of the road and on the need to exercise more care.

Public education is also achieved through the use of drama sketches, which are performed by local artists and staffers to dramatize the causes and effects of road traffic crashes. This method is most favoured where the targets are known to be apathetic to road safety ideals. The aim is to psyche their conscience through the medium of entertainment which is also used for information and re-orientation.

Public education programmes extend to driver training in various organizations and institutions. Seminars and workshops are often used as fora to brainstorm on issues of road safety and accident prevention. Useful deliberations and suggestions emanating

from such are encapsulated in communiqués, which are used to formulate and implement policies on traffic management and precautionary safety measures.

The Federal Road Safety Corps also undertakes literacy campaign to the primary and secondary schools through Road Safety Clubs where the youth are taught the basic rudiments in safety and accident prevention.

Oftentimes, the public education strategies employed during the yuletide, favour the bill board advert of the traffic alert. This is meant to conscientize the road users about the probable change in traffic volume and expectant negative consequences. Thus, premonition of traffic danger serves as warning to potential travellers at such times.

In expedient cases of festive occasions, the Pastors and Imams in the churches and the mosques are approached to sensitize the congregation on road safety ideals to avoid the imminent carnage that trails the yuletide. Road safety education programmes are sponsored on radio and television stations in order to reach a wide area target including motorists, pedestrians and the general public.

The newspapers and news magazines have regular columns on road safety and developments in the transport industry. All these approaches are based on the recognition of the importance of communications. To this effect therefore, local dialects are usually adopted to achieve the desired results. Other special safety education programmes highlight the value and relevance of the Highway Code as a highway safety guide and an international reference document. In fact, the Revised Nigeria Highway Code has been translated into five major Nigerian languages and Arabic.

In November 2009, the 1st Global Ministerial Conference was held in Moscow to take a critical look at the issue on Road Safety globally which is becoming a serious concern to

Governments. A few resolutions were taken including calling on the UN General Assembly to call for a Decade of Action on Road Safety, 2011-2020. This decade would see dedicated interventions targeted to reduce the rate of fatalities of Road traffic crashes by 50%. In February 2010, the UN General Assembly adopted the Decade of Action and gave a set of indicators for Nations to follow.

On the 19th April 2010, Nigeria became the 1st country to activate its plans for the UN Decade of Action through holding stakeholders forum, (www.makeroadsafe.org).

Approaches to Enforcement on Road Safety

Persuasion and education precede punishment and enforcement which are carried out through the highway patrol to enforce the various traffic laws and regulations. The enforcement of traffic regulation is without prejudice to the public education programmes. Thus, it applies the common idiom in law, "Ignorance of the law is no excuse from guilt".

The patrols on the highways are diversified to meet needs of surveillance, rescue and enforcement. Surveillance on the road for black spots is carried out after which recommendations are made to appropriate government agency for rectification.

The rescue operations occurs when member of the Corps are informed about an accident. They usually rush to the crash scene. The crashed victims are quickly evacuated to the hospitals for medical attention while first aid is given to other less serious cases. In 1992, members of the Corps on rescue mission recovered ₦4.2 million from the Ovia River after a ghastly J5 bus accident. Operations by these rescue operatives have been extended to sites of air crash disasters with remarkable results.

Federal Road Safety Corps is thus involved in Search and Rescue Ops on the highway and in other areas.

The enforcement aspect of the operations varies depending on the traffic violations committed by the traffic offenders. In other words, the traffic offender is penalized in accordance with the offence committed and its penalty as set out in the Notice of Offence Sheet which is given to the offender.

As a buffer to its operations and in order to have criteria for judgement, FRSC enacted speed limits for all categories of vehicles and roads. It also abolished the use of high decibel horns and high-voltage music amplifiers in all vehicles.

Other additional functions constitute a corollary of the initial efforts to reduce road traffic crashes through proper control of the operation and the mechanism. The result of this focus was the redirection of motor vehicle administration through the standardization and harmonization of the following procedures:

- National Driver's License Scheme
- National Vehicle License Scheme
- National Vehicle Identification Scheme
- National Standard Vehicle Inspection Scheme

And also the introduction of the Road Transport Safety Standardization Scheme (RTSSS) and the Driving School Standardization Programme (DSSP).

Concept of Performance

After citing and reviewing some important aspect on the institutional functions and relevance of the Federal Road Safety Corps, its accountability to the public it serves

through its performance, what then is the Public perception on the performance of the Federal Road Safety Corps?

Performance is the accomplishment of a given task measured against present known standards of accuracy, completeness, cost and speed, (www.wisegeek.com)

Philips (1985) defined performance as a multidimensional phenomenon with several interrelated aspects which include effectiveness, efficiency, economy, productivity, attitude and quality.

Ginsbery et al (1959) also opined that the study of performance requires a broad approach to evaluate the capacities of individuals, the organizational policies and procedures under which they work including the larger environments to which they must respond. There are three important factors that affect performance. These include

- Personality factor
- Organizational policies
- Environmental pressure and supports

The emphasis of this study is on the public as an organization and the public, assessing the performance of another organization like the Federal Road Safety Corps.

The public does not possess certain instrument in measuring the performance of such institutions optimally, but with increasing literacy and information awareness coupled with legal right awareness, the public uses such parameters like institutional policies, individual credibility when performing their legitimate duties, the environmental complementation and shortcomings.

The FRSC has been in existence for the past twenty-four (24) years. How has it fared so far? How does the public perceive its activities? Has it performed to the expectations of Nigerians?

Public Perception

The social phenomenon known as public perception can be seen as the difference between an absolute truth based on facts and virtual truth shaped by popular opinion, media coverage and/or reputation. Celebrities, politicians and corporations all face the same scrutiny by the public they serve. And it can be very difficult to overcome a negative public perception.

For example, the public perception of the tobacco industry is generally negative. From published reports on the hazards of cigarette smoke to televised images of Tobacco Company executives facing congressional scrutiny, public perception suggests that tobacco company owners favour profits over public safety, and they would be unwilling to stop producing such hazardous products. This public perception may be based on an absolutely accurate assessment of the industry, or it may be based on biased media reports and faulty scientific studies. The bottom line is that a negative public perception would make it more difficult for individual tobacco company to improve their image or make substantial changes.

Political figures must also consider public perception while campaigning for office. During the 2008 US presidential election campaign, for example, both candidates faced difficult public perception issues. The Republican candidate, John McCain, was often portrayed by media outlets as being too old for the position or too moderate politically to represent his entire political party. Democratic candidate, Barack Obama, also had

difficulties with public perception, often portrayed as an Ivy League elitist or ineffectual commander-in-chief. Both men used public speeches and media interviews to overcome much of the negative public perceptions.

Some situations can be compounded by their negative effect on public perception. For example, the revelation that a number of professional baseball players had used illegal performance-enhancement substances angered many fans, but also challenged the public perception of baseball as relatively drug-free sport. Public perception of a given situation can be unrealistically positive or negative, which can become problematic whenever the true facts emerge and corrective action must be taken. This is why many people feel very conflicted when a perceived good person is accused of a crime or a perceived bad industry is not penalized for its actions (<http://www.wisegeek.com>).

Public perception is not necessarily inaccurate or based on something other than the truth. The public at large can often receive enough factual information in order to form a general opinion about a public figure, celebrity or industry without relying on innuendo or unfounded rumours. There can be instances, however when public perception of a situation is affected by other issues, such as cultural bias or prejudice. A defendant accused of a heinous criminal act may or may not be guilty of the actual crime, but public perception of that type of crime can be difficult for a jury to ignore while deliberating.

CHAPTER THREE

CONCEPTUAL FRAMEWORK AND RESEARCH METHODOLOGY

3.1 Conceptual Framework

The Federal Road Safety Corp has its Vision Statement as to eradicate Road Traffic Crashes and create safe motoring environment in Nigeria by regulating, enforcing and coordinating all road traffic and safety management activities through its Mission Statement as follows:

- Sustained public enlightenment/education
- Effective patrol operations;
- Prompt rescue services;
- Improved motor vehicle administration;
- Robust data management; and
- Promotion of stakeholder's cooperation.

As an institution charged with the role of ensuring safety on Nigerian roads, the participation of the populace in one form or the other will not only stimulate complimentary efforts of the populace but will go a long way in attracting public opinions and perceptions on the activities of the Federal Road Safety Corps as a whole. This will further increase safety consciousness and resource mobilization that will lead to road safety transformation towards improved service delivery.

3.2 Research Methodology

Research methodology is defined as that method or technique applied by researchers in investigating a phenomenon by means of gathering information from primary and secondary sources. It can also be seen as the researcher's ability to reach those

directly concerned with the process to be investigated so as to find out from them what their views, ideas, thoughts and feelings are on the research topic or study being carried out.

3.3 Research Design

This is aimed at identifying relevant variables and their relationship to one another. This will also form the framework of eliciting data that will enable the researcher test formulated hypothesis and answer research questions.

3.4 Sample Size/Population

The FRSC staff of the Plateau State Sector Command Jos and its components Units Commands formed the first group while the general public within Jos metropolis formed the second group of the research population. The components Unit Commands are Bukuru, Hawan Kibo, Pankshin and Langtang.

The sample population is made up of One Hundred (100) members from the public and Fifty (50) members from the staff of FRSC.

3.5 Method of Data Collection

Data collection for this study was through primary source with structured questions and obtaining vital information from books as its secondary source. Interviews were conducted for those who could not read and write in English language. The questionnaires had mainly close ended questions and were randomly distributed.

3.6 Data Collection Components

The study adopted a tripartite arrangement as follows:

- (a) Introductory Part: This contains the reason for the questionnaire and how the researcher wants the information to be completed.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

This chapter deals with the presentation and analysis of data obtained from the administration of questionnaire to respondents. It is basically aimed at finding out the perception of the public on Federal Road Safety Corps (FRSC) performance.

4.1 Development and Administration of Questionnaire

The technique used in designing the questionnaire is a close-ended one which enable the respondents to choose from available alternatives. The questionnaires were developed into two parts A and B with fourteen (14) questions.

Part A: Question 1 – 4 (Demographic profile of Respondents)

Part B: Question 5 – 14 (General questions)

The questionnaires were in two forms viz: the one for the FRSC Staff of the Plateau State Sector Command Jos and the other for the general public.

The researcher thought it wise to first of all find out the views of her colleagues as regards how well they carry out their roles by providing meaningful service to the public. This is the reason why FRSC staff was taken as population sample I with fifty (50) respondents. A saying goes thus “Charity Begins at Home”.

4.2 Data from Analytical Survey Method

A total of one hundred (100) copies of questionnaire were administered to the general public randomly. Out of these, only ninety (90) were retrieved giving a response rate of 90%. In addition, Fifty (50) copies of questionnaires were administered to FRSC staff. It is worthy to note that the fifty questionnaires were retrieved giving a response rate of 100%.

4.3 Classification of Data

After the collection of the raw data, they were processed and placed into different categories under different headings as presented in the questionnaires. The approach adopted for data analysis is the quantitative method which presents the responses in figures and further expressed in percentages. The presentation and analysis of the data were done with the primary objective of testing the stated hypotheses.

4.3.1 Population I (FRSC Staff): Demographic Representation

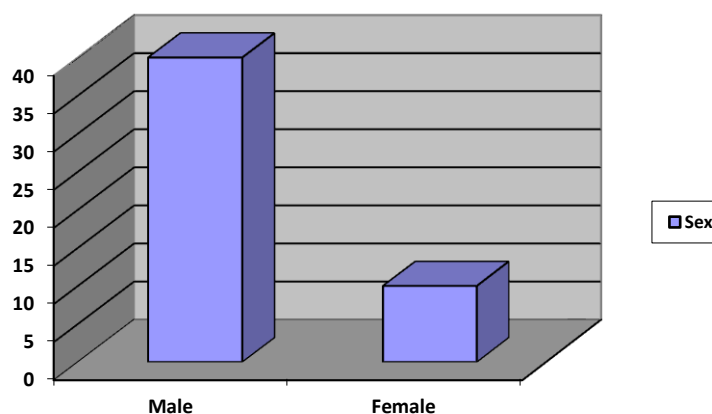
Table I: Distribution of Respondents by Age

Age	Number of Respondents	Percentage (%)
Below 18	2	4
18 – 29	11	22
30 – 39	19	38
40 – 49	15	30
50 – 59	3	6
60 and Above	Nil	0
Total	50	100

From the table of distribution of respondents by age, it can be seen that nineteen (19) respondents representing 38% of the sample population constitute the bulk of the population and falls between the ages 30yrs and 39yrs. This is followed by fifteen (15) respondents representing 30% of the populations are within the age bracket of 40 – 49. The next is the age bracket of 18 – 29 with eleven (11) respondents representing 22%. Three (3) respondents with a percentage of 6% and age bracket of 50 – 59 was next and this was closely followed by the age bracket of below 18 recording only two (2) respondents representing 4% of the population. There was however no respondent for the age bracket of 60 and above as 60 years is the retirement age.

Table II: Distribution of Respondents by Sex

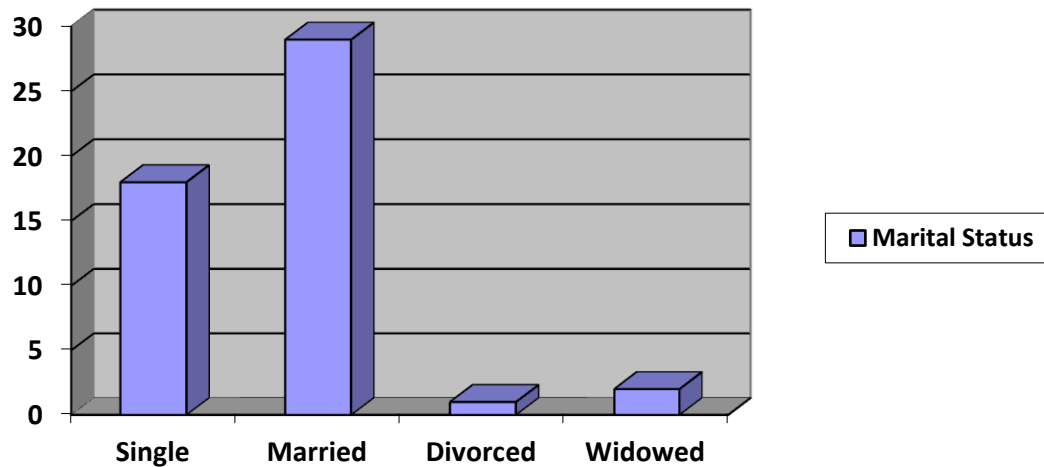
Sex	Number of Respondents	Percentage (%)
Male	40	80
Female	10	20
Total	50	100



The table above shows the sex distribution of respondents with forty (40) respondents representing 80% as male and ten (10) respondents representing 20% as female. The male therefore constitute the larger group of the research population.

Table III: Distribution of Respondents by Marital Status

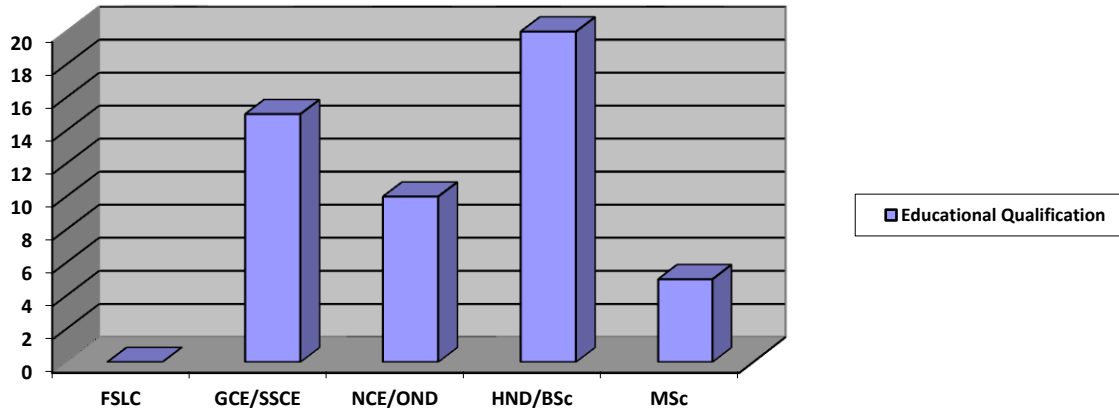
Marital Status	Number of Respondents	Percentage (%)
Single	18	36
Married	29	58
Divorced	1	2
Widowed	2	4
Total	50	100



From the table above, twenty-nine (29) respondents representing 58% of the population are married, eighteen (18) respondents representing 36% are single, two (2) respondents representing 4% are widowed, while one (1) representing 2% is divorced. The bulk of the sample two research groups are therefore married.

Table IV: Distribution of Respondents by Educational Qualification

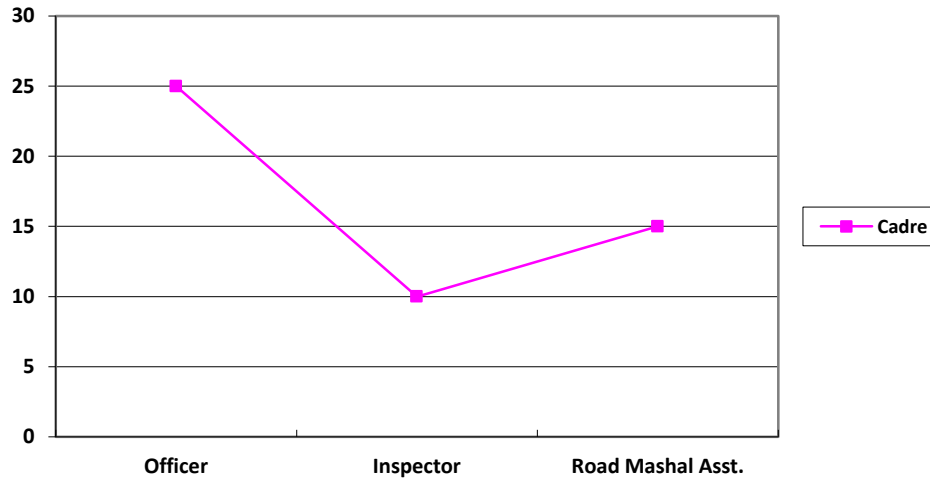
Educational Qualification	Number of Respondents	Percentage
FSLC	Nil	0
GCE/SSCE	15	24
NCE/OND	10	16
HND/BSc	20	50
MSc	5	10
Total	50	100



Twenty (20) respondents representing 50% of the population possess HND/B.Sc, this is closely followed by GCE/SSCE holders with Fifteen (15) respondents which represent 24% of the population. OND/NCE holders with Ten (10) respondents representing 24%, while Five (5) respondents representing 10% of the population are holders of MSc. Those with First School Leaving Certificate (FSLC) were not represented at all which goes to show that all the respondents have reasonable educational qualification.

Table V: Distribution of Respondents by Cadre

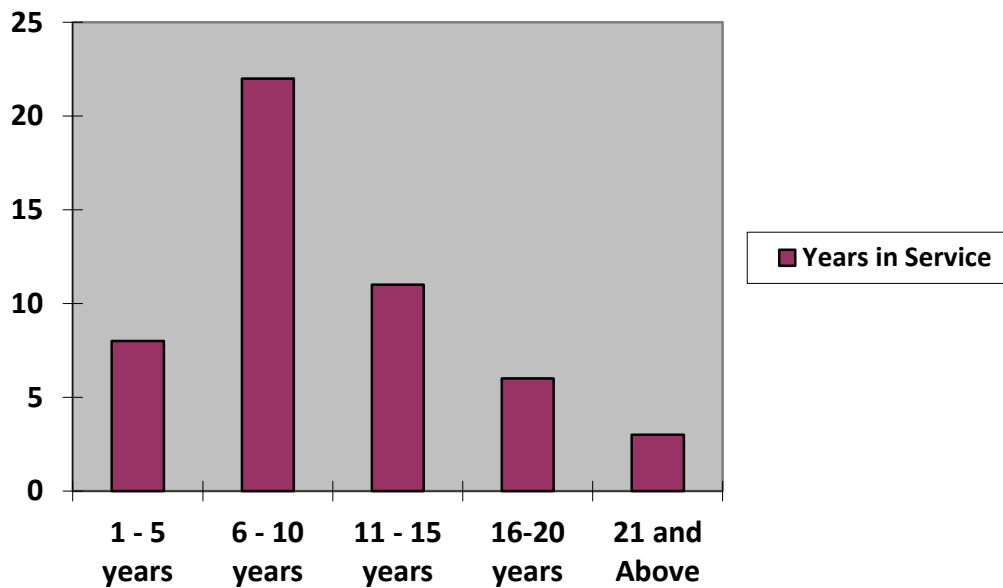
Cadre	Number of Respondents	Percentage (%)
Officer	25	50
Inspector	10	20
Road Marshal Asst.	15	30
Total	50	100



From the table above, twenty-five (25) respondents which represent 50% of the population II (FRSC Staff) belong to the Officer cadre; ten (10) respondents representing 20% belong to the Inspector cadre while fifteen (15) respondents representing 30% belong to the Road Marshal Assistant Cadre.

Table VI: Distribution according to Years in Service

Years in Service	Number of Respondents	Percentage (%)
1 – 5	8	16
6 – 10	22	44
11 – 15	11	22
16 – 20	6	12
21 and above	3	6
Total	50	100

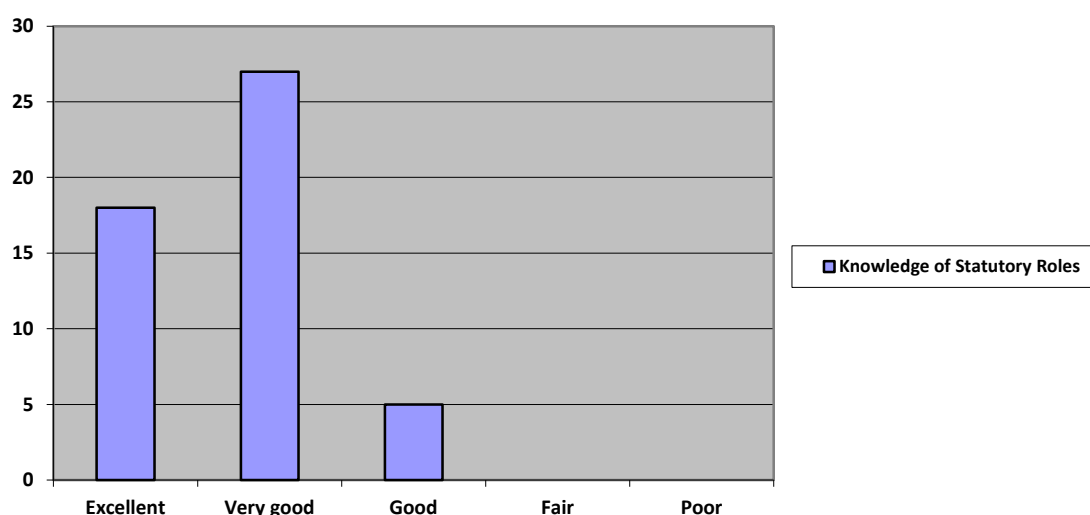


The table above shows that twenty-two (22) respondents representing 44% of the population form the bulk of the sample population and have spent between 6 and 10 years in service. This is closely followed by those who have spent between 11 and 15 years in service with eleven (11) respondents representing 22% of the population.

The next are those that have spent between 1 and 5 years in service with eight (8) respondents and represents 16% of the sample population. Six (6) respondents representing 12% of the population falls within the bracket of 16 and 20 years in service and finally, those who have stayed for 21 years and above in service are three (3) respondents which represent 6% of the population.

Table VII: Distribution of Respondents According to Their Knowledge of Their Statutory Roles

Knowledge of Statutory Roles	Number of Respondents	Percentage (%)
Excellent	18	36
Very good	27	54
Good	5	10
Fair	Nil	0
Poor	Nil	0
Total	50	100



The table shows that twenty-seven (27) respondents representing 54% of the sample population have very good knowledge of their statutory roles, eighteen (18) representing 36% of the population have an excellent knowledge of their statutory roles while five (5) representing 10% of the population have good knowledge of the roles.

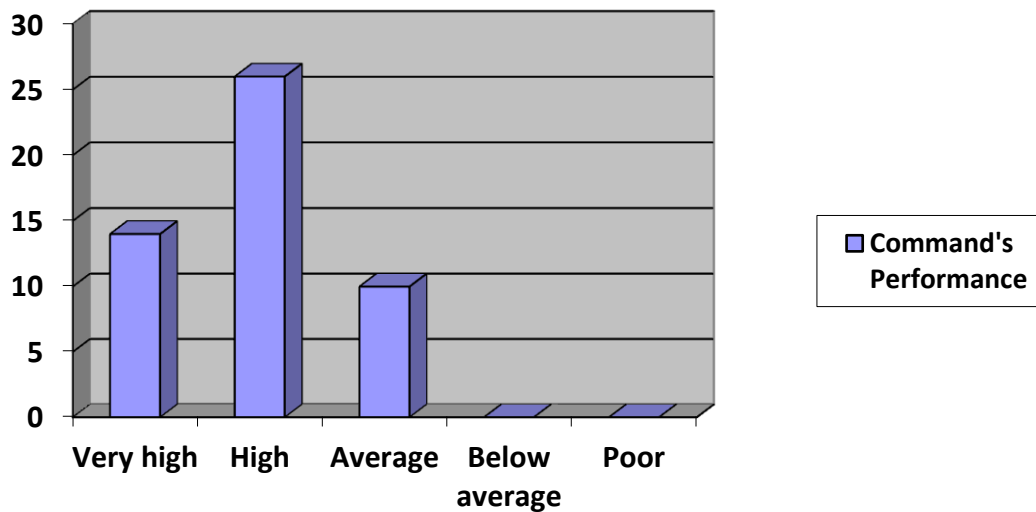
The next question which asked for listing of any five of FRSC statutory roles, over 90% mentioned these roles. Majority of the respondents enjoy educating the public on how best to use the roads as this can bring about reduction in road traffic crashes as a well informed.

The next role they enjoy performing most is Rescue which involves giving of first aid moving the accident victims to hospitals for better management thereby saving lives that would have perished. On the problems encountered in the performance of such roles, they include:

- Lack of cooperation on the part of most of the motoring public.
- Lack of tow-trucks to immediately remove accidented vehicle that obstruct the highways.
- Harassment from highly placed individuals of the society.

Table VIII: Distribution According to the Command’s Performance of its Statutory Roles

Factor Rated	Number of Respondents	Percentage (%)
Very high	14	28
High	26	52
Average	10	20
Below average	Nil	0
Poor	Nil	0
Total	50	100



It is obvious from the table above that twenty-six (26) respondents representing 50% of the population rated the command high in the discharge of its statutory roles, while fourteen (14) respondents representing 28% rated the command very high. Meanwhile ten (10) respondents representing 20% of the population rated the command as average in the discharge of its functions. It can therefore be adjudged that the command is doing well in the performance of its statutory roles.

In summarizing the views gathered from the FRSC staff of the Plateau State Sector Command, Jos, it was worthwhile as they first gave “kudos” to the Federal Government for establishing such an agency that is charged with ensuring safety on the Nigerian roads and also rated the command high in the performance of its statutory roles despite the shortcomings in issues of logistics, funding and their welfare. There is however room for improvement to further move the agency to greater heights.

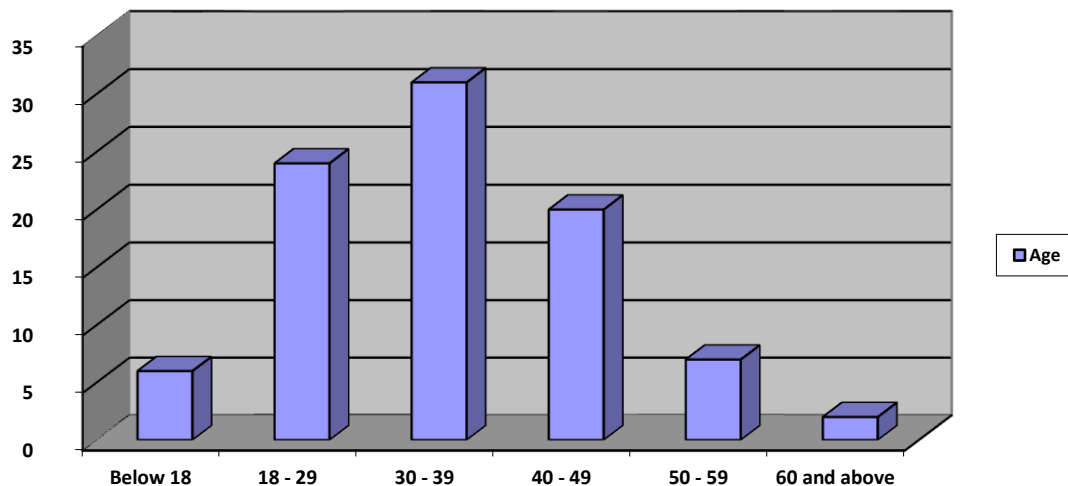
4.3.2 Questionnaire for the Public (Population II)

A total of one hundred (100) questionnaires were distributed but only ninety (90) were retrieved.

Demographic Representation

Table IX: Distribution According to Age

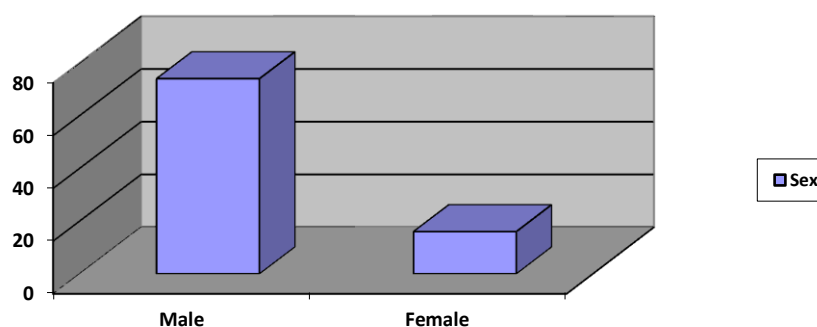
Age	Number of Respondents	Percentage (%)
Below 18	6	7
18 – 29	24	27
30 – 39	31	34
49 – 49	20	22
50 – 59	7	8
60 and Above	2	2
Total	90	100



From the table thirty-one (31) respondents which represent 34% fall between the age bracket of 30 – 39 formed the bulk of the population sample. This is followed by age 18 – 29 with twenty-four (24) respondents representing 27% of the sample population. Age bracket of 40 – 49 was next with twenty (20) respondents representing 22%. Seven (7) respondents representing 8% and age bracket of below 18 years came next, then lastly, two (2) respondents representing 2% within the age bracket of 60 years and above.

Table X: Distribution According to Sex

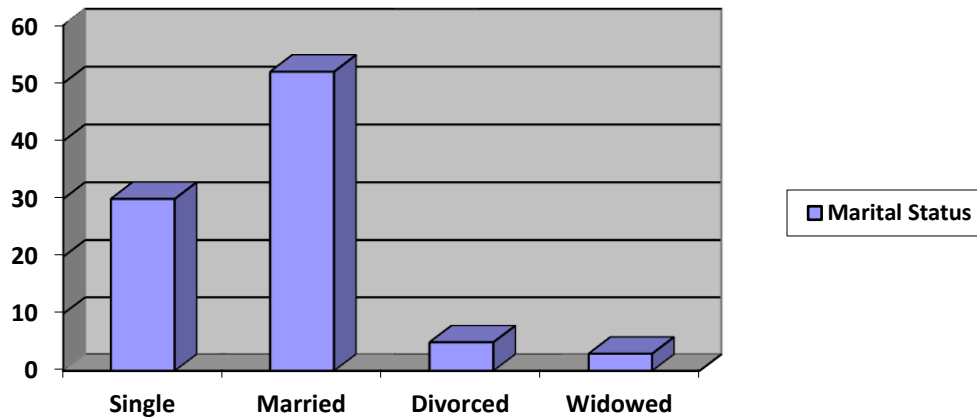
Sex	Number of Respondents	Percentage (%)
Male	74	82
Female	16	18
Total	90	100



According to the table above, seventy-four (74) respondents representing 82% of the population form the bulk of the population one (I) sample. The female respondents are however sixteen (16) representing 18% of the sample population.

Table XI: Distribution According to Marital Status

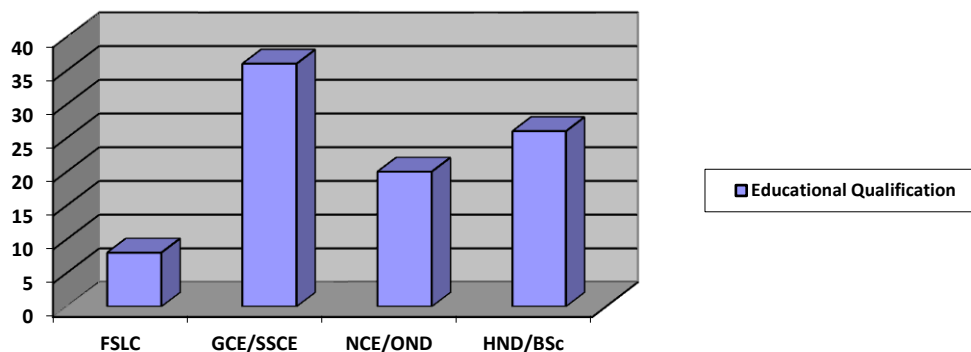
Marital Status	Number of Respondents	Percentage (%)
Single	30	33
Married	52	58
Divorced	5	6
Widowed	3	3
Total	90	100



The table shows fifty-two (52) respondents representing 58% of the sample population are married, thirty (30) respondents which represent 33% of the population are singles, five (5) respondents representing 6% of the population are divorced, while three (3) respondents representing 3% of the population are widowed.

Table XII: Distribution According to Educational Qualification

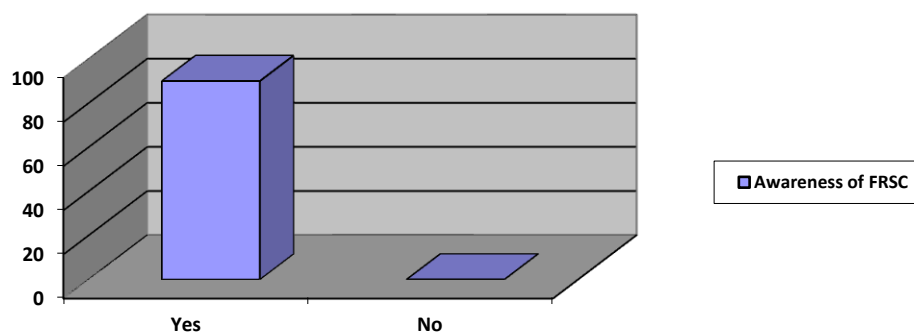
Educational Qualification	Number of Respondents	Percentage
FSLC	8	9
GCE/SSCE	36	40
NCE/OND	20	22
HND/BSc	26	28
Total	90	100



Thirty-six (36) respondents representing 40% of the sample population have GCE/SSCE and form the bulk of the population. This is followed by HND/Degree holders with twenty-six (26) respondents representing 28% of the population, twenty (20) respondents representing 22% of the population possess NCE/Diploma, while eight (8) respondents representing 9% of the population have First School Leaving Certificate.

Table XIII: Distribution According to Awareness of FRSC and its Activities

Awareness	Number of respondents	Percentage (%)
Yes	90	100
No	Nil	0
Total	90	100

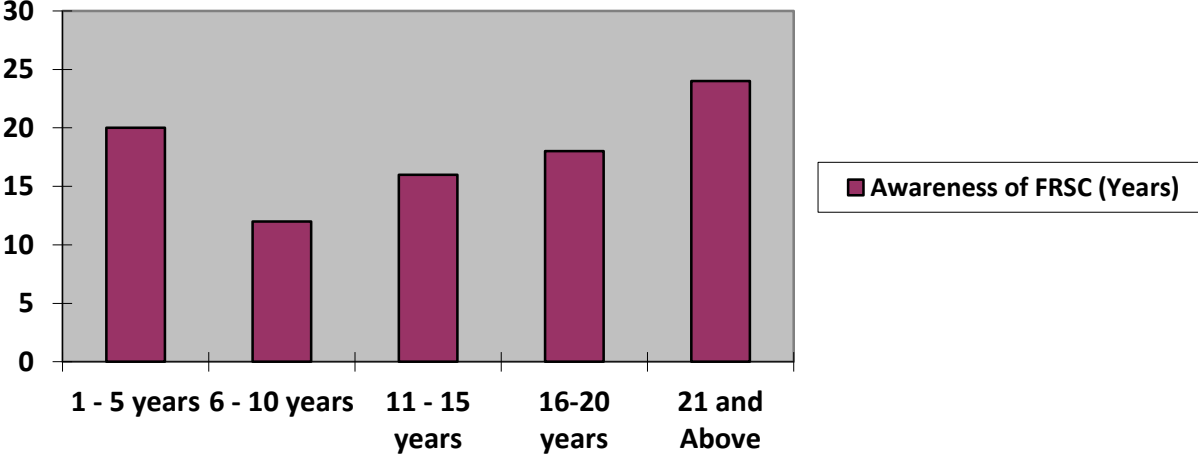


All the respondents agreed to the fact that they are aware of the existence of the Federal Road safety Corps and its activities and this is wonderful.

Table XIV: Distribution According to how long they are Aware of FRSC and its Activities

No of Years	Number of Respondents	Percentage (%)
1 – 5	20	22
6 – 10	12	13
11 – 15	16	18
16 – 20	18	20

21 and above	24	27
Total	90	100



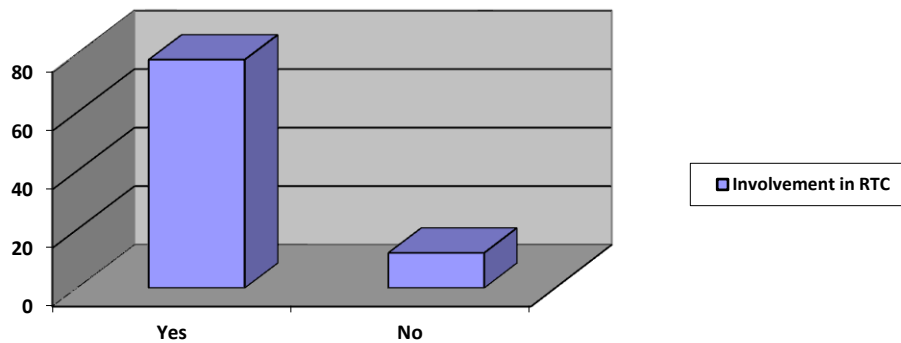
From the table above, twenty-four (24) respondents representing 27% of the entire population responded that they have been aware of the FRSC and its activities for over 21 years and above, twenty (20) respondents representing 22% of the sample population responded that they been aware of the Corps and its activities for between 1 and 5 years. Awareness of between 16 – 20 years with eighteen (18) respondents representing 20% was next. Sixteen (16) respondents representing 18% of the sample population have been aware of the Corps and its activities for between 11 and 15 years, finally, twelve (12) respondents representing 13% have been aware of the FRSC and its activities for between 6 and 10 years.

FRSC has been in existence for the past twenty-four (24) years i.e. (1988 – 2012). It is worthy of note to say that out of the ninety (90) respondents that constitute the sample population (II), fifty-eight (58) respondents representing 65% of the population have been aware of the existence of FRSC and its activities it carries the past eleven (11) years and above, while the remaining thirty-two (32) respondents representing 35%

have known about it for between 1 and 10 years. It can therefore be deduced that majority of the public are aware of FRSC and its activities which is a great and an added advantage.

Table XV: Distribution According to Involvement/knowledge of someone involved in a Road Traffic Crash (RTC)

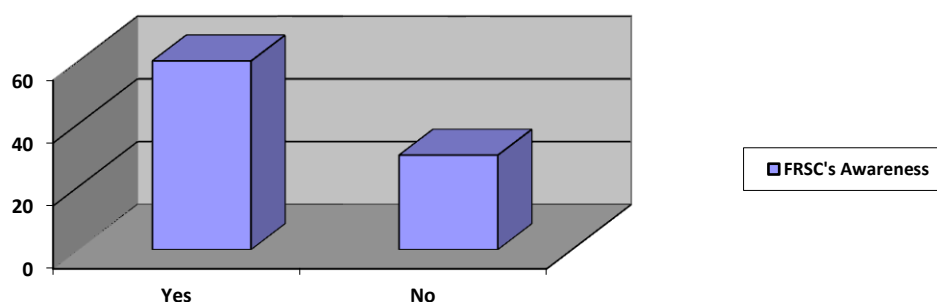
Response	Number of respondents	Percentage (%)
Yes	78	87
No	12	13
Total	90	100



This table shows the involvement in a Road Traffic Crash by the respondents or the respondents having knowledge of someone involved in a Road Traffic Crash. From the responses for those that have either been involved or know someone that has been involved in a road traffic crash shows that seventy-eight (78) respondents representing 87% of the sample population said yes, while twelve (12) respondents representing 13% have neither being involved in a road traffic crash nor known someone that has been involved.

Table XVI: Distribution according to whether FRSC was Aware of the Crash

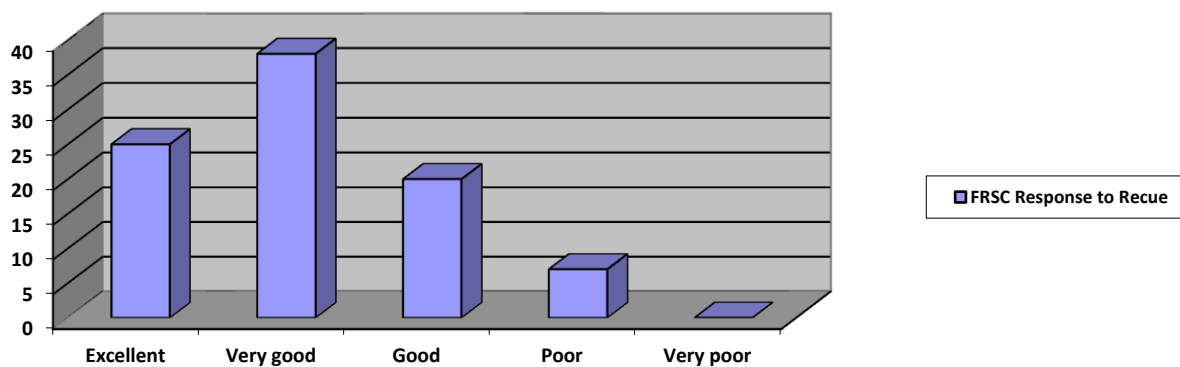
FRSC's Awareness	Number of Respondents	Percentage (%)
Yes	60	67
No	30	33
Total	90	100



From the table, sixty (60) respondents representing 67% of the total population responded that FRSC was aware of the crash and in one way or the other, carried out some rescue activities. Thirty (30) respondents representing 33% of the sample population however said that the FRSC was not aware or was never called so they could not have given them first aid nor carried out any rescue activity.

Table XVII: Distribution according to Response to Rescue Call

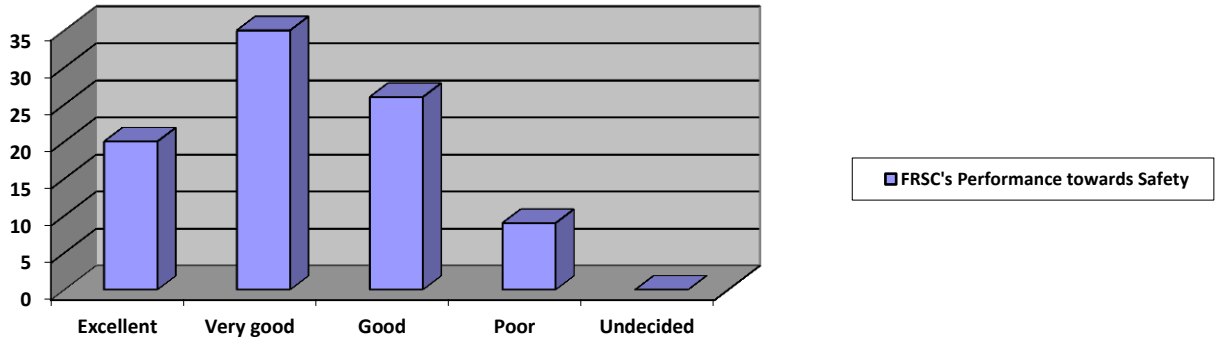
Response to rescue	Number of Respondents	Percentage (%)
Excellent	25	28
Very Good	38	42
Good	20	22
Poor	7	8
Very poor	Nil	0
Total	90	100



Based on the responses from the above table, i.e. how fast the FRSC officials were able to get to the crash scene and also carry out the rescue activities, thirty-eight (38) respondents representing 42% rated them high, while twenty-five (25) respondents representing 28% rated them as excellent. Twenty (20) respondents representing 22% rated them as good while seven (7) respondents representing 8% of the population rated them as poor which is negligible when compared to the whole population sample.

Table XVIII: Distribution according to Performance towards Safety

Rate of Performance	Number of Respondents	Percentages
Excellent	20	22
Very good	35	39
Good	26	29
Poor	9	10
Undecided	Nil	0
Total	90	100



From the table above, thirty-five (35) respondents representing 39% of the population rated the FRSC as being very good in their performance towards achieving safety on the highways, twenty-six (26) respondents representing 29% of the population rated the FRSC as being good , while twenty (20) respondents representing 22% rated the performance towards ensuring safety on highways as excellent.

Nine (9) respondents representing 10% of the population however rated it as being poor which is negligible when compared to eighty (80) respondents representing 90% of the population who rated FRSC as either excellent, very good or good.

Table XIX: Distribution of Rating of Plateau State Sector Command in the Performance of its Statutory Roles

Factor Rated	Excellent		Very Good		Good		Fair		Poor	
	No of respondents	%	No respondents	%	No respondents	%	No respondents	%	No respondents	%
Rescue	10	11	27	30	35	39	15	17	3	3
Public enlightenment	15	17	32	36	24	27	11	12	8	9
Removal of obstruction	14	16	22	24	36	40	12	13	6	9
Traffic management	5	6	16	18	24	27	34	38	10	11
Enforcement/patrol activities	12	13	23	26	30	33	33	20	05	6

RESCUE

From the table above, under Rescue, thirty-five (35) respondents representing 39% rated the Plateau State Sector Command as being good in the general performance of their statutory roles/mandate. This is closely followed by twenty-seven (27) respondents representing 30% of the population rated it as being very good. Fifteen (15) respondents representing 17% rated it as fair while ten (10) respondents representing 11% rated it as being excellent. Three (3) respondents representing 3% rated it as being poor.

PUBLIC ENLIGHTENMENT

The next factor is public education; thirty-two (32) respondents representing 36% rated the command as being very good, twenty-four (24) respondents representing 27% rated the command as being good while fifteen (15) respondents representing 17% rated the command as being excellent in the performance of their statutory roles in public education. Eleven (11) respondents which represent 12% also rated the command as fair while eight (8) respondents representing 9% rated the command poorly.

REMOVAL OF OBSTRUCTION

Thirty-six (36) respondents which represent 40% of the population rated the command good in the removal of obstruction from the highways. This was closely followed by twenty-two (22) respondents representing 24% who rated the command as being very good. Fourteen (14) respondents representing 16% was next and rated the command as being excellent on the discharge of the said function. Twelve (12) respondents representing 13% of the population rated the command fair and six (6) respondents which represent 9% rated the command as poor.

TRAFFIC MANAGEMENT

On traffic management, thirty-four (34) respondents representing 38% rated the command fairly while twenty-four (24) respondents representing 27% rated the command as being good. Sixteen (16) respondents representing 18% rated the command as being very good. Ten (10) respondents representing 11% rated the command poorly in that regard while five (5) respondents representing 6% rated the command as being excellent.

ENFORCEMENT ACTIVITIES

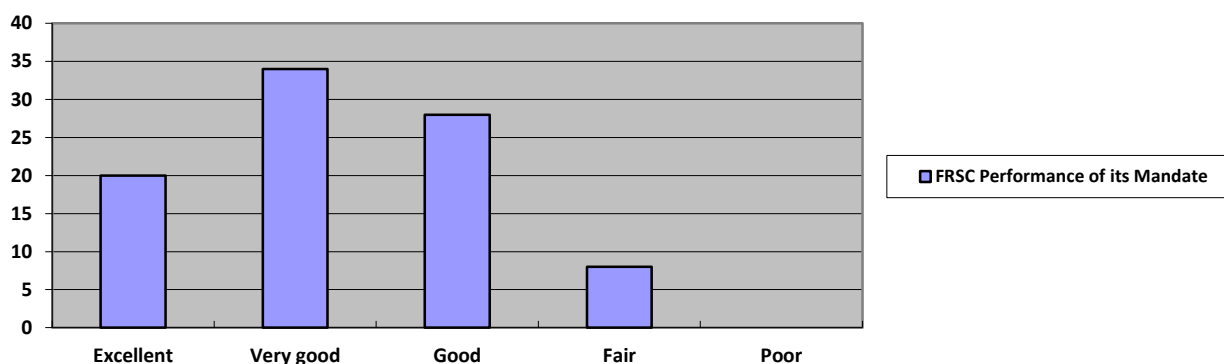
On enforcement (patrol activities), thirty (30) respondents representing 33% of the population rated the command as good, twenty-three (23) respondents representing 26% of the population rated the command as being very good, while twenty (20) representing 22% rated the command fairly in enforcements generally. Twelve (12) respondent representing 13% was next and rated the command as being excellent, while five (5) respondents representing 6% rated the command poorly.

From the responses gathered, it was revealed that majority of the respondents believed that all the activities indicators ranging from Rescue, Public education, Removal of obstruction ,traffic management, enforcement/patrol activities etc. were being performed by officers and men of the federal Road safety Corps at various times.

It could be inferred that these performance indicators differ in the degree at which they were carried out. The responses have moreover helped in establishing the fact that officers and men of the Corps did perform their legitimate roles at various areas of jurisdiction and were actually noticed by the public.

Table XX: Distribution according to FRSC Performance of its Mandate in General

Responses	Number of Respondents	Percentage (%)
Excellent	20	22
Very good	34	38
Good	28	31
Fair	8	9
Poor	Nil	0
Total	90	100



From the table above, thirty-four (34) respondents equivalent to 38% of the entire population of sample one (I), which is ninety (90) rated the FRSC as being very good in the performance of its mandate. Twenty-eight (28) respondents which represent 31% rated the FRSC as being good, while twenty (20) respondents representing 22% of the sample population rated the FRSC as being excellent in the performance of its mandate, meanwhile, eight (8) respondents representing 9% of the population however rated the Corps fairly.

From the above table, it can be said that a greater proportion of the respondents from the general public affirmed that the FRSC is duly performing its role as enshrined in the FRSC Establishment Act and the impact is also felt by the public. Officers and men of the FRSC were seen to be embarking on rescue operations, motor-park rallies (public education), patrol/enforcement and removal of obstructions from the highways. All these

are geared towards achieving sanity on our roads and thereby reducing carnages on our roads.

4.4 Use of Statistical Analysis for Testing Hypotheses

Since data obtained from questionnaires have been analyzed, attempts will be made based on the responses obtained to validate or reject the hypotheses. The statistical technique used is the Chi-square (X^2) test.

The test is used in two situations:

- a. Testing the difference between sets of observed frequencies and expected pattern of the frequencies; and
- b. For testing the Null hypothesis, whether there is any association between one set of variable and another in a contingency table

The formula is:

$$X^2 = \sum \frac{(O - E)^2}{E}$$

Where X^2 = Chi-square

\sum = Summation

O = Observed frequency

E = Expected frequency

df = Degree of freedom (df = n – 1)

n = number of items given

Note: value of d.f is read from a conventional table

Critical region: An area in sample space with specified probability set up for rejection of a Null hypothesis.

Steps:

- (i) The Null hypothesis (H_0): that FRSC have not significantly carried out its mandate.
- (ii) Alternative hypothesis (H_1): that FRSC have significantly carried out its mandate.
- (iii) Draw a contingency table.
- (iv) Obtain degree of freedom from table at 5% significance level.
- (v) Compare result from graph for reference.
- (vi) Deduction/conclusion.

Table XXI: FRSC Rating on Performance of its Mandate

	Variable	Frequency	Percentage (%)
A	Excellent	20	22
B	Very good	34	38
C	Good	28	31
D	Fair	8	9
E	Poor	Nil	0
	Total	90	100

Null Hypothesis (H_0) – That FRSC have not significantly carried out its mandate.

Alternative Hypothesis (H_1) – That FRSC have significantly carried out its mandate.

Therefore the expected frequencies (E) for:

- A) Excellent = $90/5 = 18$
- B) Very good = $90/5 = 18$
- C) Good = $90/5 = 18$
- D) Fair = $90/5 = 18$

E) Poor = $90/5 = 18$

Contingency Table 1:

O	E	O - E	$(O - E)^2$	$\frac{\sum (O - E)^2}{E}$
20	18	2	4	0.222
34	18	16	256	14.222
28	18	10	100	5.555
8	18	-10	100	5.555
0	18	-18	324	18.000

$\Sigma = 43.555$

Applying formula

$$X^2 = \frac{\sum (O - E)^2}{E}$$

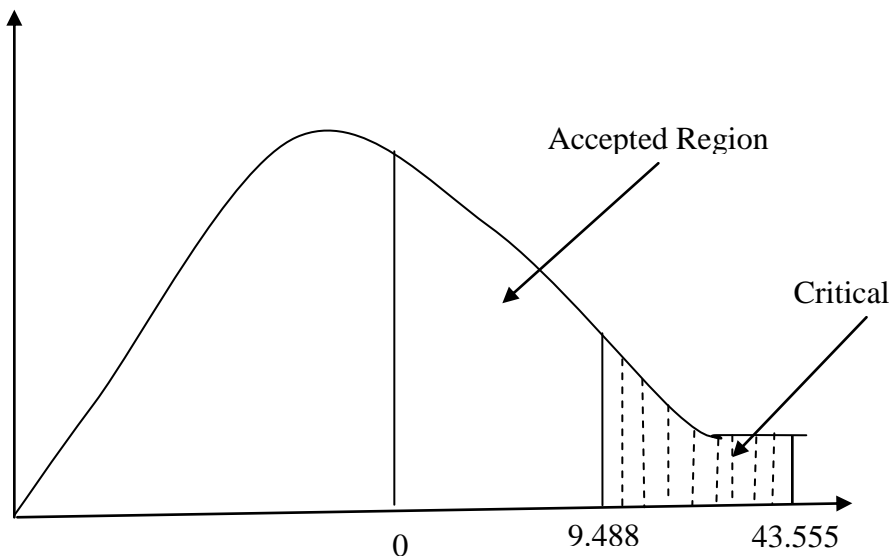
$X^2 = 43.555$ (from contingency table)

d.f (degree of freedom) $n - 1 = 5 - 1 = 4$

The table value of X^2 ($\alpha = 0.05$, $df = 4$) is 9.488, hence the calculated value is 43.555

and the table value is 9.488.

Graphical Representation:



Observation and Conclusion

Since the calculated value (43.555) is greater than the table value (9.488), the Null hypothesis H_0 is rejected. We therefore accept the alternative hypothesis H_1 which states that FRSC have significantly carried out its mandate.

CHAPTER FIVE

FINDINGS, RECOMMENDATIONS AND CONCLUSION

This chapter presents the:

- (i) Summary of findings which include shortcomings observed militating against the Federal Road Safety Corps performance;
- (ii) Recommendations; and
- (iii) Conclusion

5.1 Findings

Having analyzed the responses of the respondents from the structured questionnaires, frequency distribution and contingency tables, matched with the hypotheses earlier stated in chapter one and tested in chapter four which agreed to the validity of the Alternative hypotheses rather than the Null hypotheses using the chi-square (X^2) method, the researcher asserts thus:

That the performance of officers and men of the Federal Road Safety Corps (FRSC) has been acknowledged and thereby adjudged as effective based on the various roles/activities they observed being played at different occasions and time. Some of these roles include:

- (i) Making the highway safe for motorists and other road users through traffic management.
- (ii) Clearing of obstructions on the highways.
- (iii) Giving prompt attention and care to victims of road traffic crashes.

- (iv) Educating drivers, motorists and other members of the public generally on the proper use of the highways (by way of rally, catchy messages on billboards as well as jingles on television and radio).
- (v) Conducting researches into causes of motor accidents and methods of preventing them and putting into use the results of such researches.
- (vi) Co-operating with stakeholders engaged in road safety activities.

However, some few respondents saw their operations as basically unimpressive in their areas. These could be attributed to some shortcomings observed in the performance of such roles as listed below:

- (i) Inadequate funding.
- (ii) Logistics problems – arising from inadequate patrol vehicles, ambulances, tow trucks of different grades.
- (iii) Lack of communication equipment/gadget.
- (iv) Delay in the removal of accidented vehicles/obstructions from the highways.
- (v) Improper handling of crashed victims.
- (vi) Inadequate presence of officers and men on the roads.
- (vii) Harassment of patrol men in the course of their duties.
- (viii) Inadequate training.
- (ix) Bribery and corruption.
- (x) Incivility.

5.2 Recommendations

Based on the general observations and findings of this study, the following solutions/recommendations are therefore proffered towards the improvement of the Federal Road Safety Corps (FRSC) performances.

- 1) Improved funding: The Corps need to be adequately funded so that it can provide better and efficient service to the motoring public. In this regard, funds are required for the purchase of Patrol vehicles, ambulances, tow trucks, recovery vehicles (light and heavy duty) and more funds to be made available for fuelling of such operational vehicles.
- 2) Due to logistic problems, the effectiveness of the Corps performance is hindered. Adequate logistics should therefore be provided for improved performance and impact.
- 3) Provision of communication gadgets/equipment: Most communication gadgets such as the public address system, sirens and flasher, light bar, air horn etc. are lacking or non-functional in the patrol vehicles. There is the need for these to be provided as the effectiveness and efficiency at which these routine activities are carried depends on how well-equipped the Corps is in terms of communication. Therefore, it becomes imperative that the patrol vehicles/ambulances be well-equipped if the best is to be expected. It is worthy to note that some of these gadgets are used to fore-warn erring motorists of imminent dangers/or advised to exercise caution while on transit.

- 4) Most of the delay in the removal of obstructions from the highways is due largely to lack of tow trucks/recovery vehicles especially if it involves articulated vehicles. It is recommended that these trucks are made available in every command for easy access. Secondly, they could also liaise with private organizations or individuals who own such recovery vehicles at a subsidized rate. And lastly, public spirited individuals could also be approached/encouraged to purchase and donate such facilities to the Corps as part of their Corporate Social Responsibility (CSR). By so doing lives of those who could have become victims of Road Traffic Crashes (RTCs) would have been saved.
- 5) Victims of Road Traffic Crashes (RTCs) are sometimes not handled properly, thereby worsening their conditions. There is therefore the need for professionalism. In the interim, Marshals in the paramedics could form part of the patrol/rescue team while other officers and men could go for training in batches.
- 6) Presence of officers and men at most times on the highways need to be seen and felt as this will send signals to the motoring public where they exercise some caution while driving. Nigerians on the other hand, due to their nature can within a few minutes cause a chaotic traffic situation and if they are within reach, will be called upon to control the traffic thereby making the roads free for motorist to ply. In the same vein, more Unit Commands should be created in the Local Government Areas (LGAs) that do not have commands as this will further lead to the increased presence of staff on the highways. Consideration should also be given to commands that are short of staff during postings. Distribution of staff

based on rank should be considered, as some commands are seen to have officers and men of some particular ranks while such ranks are lacking in others.

- 7) FRSC staff do suffer undue harassment in the course of their duty. In view of these, a law should be promulgated so that any member of the society that unduly harasses/assaults the patrol men will face the wrath of the law. This will go a long way to serve as a deterrent to others.
- 8) Continuous training is very important as this improves ones skills, attitude and knowledge to perform better. Training also is motivational as a well motivated staff will put in his/her best in the job thereby improving efficiency.
- 9) Officers and men tend to have compromised their standard/integrity by collecting “tolls” on the highways while on active service/duty. This should be stopped as it is giving the corps a very bad name and image despite the act of saving lives that it is performing. An efficient, effective and more concise surveillance method should be put in place to curb such excesses. Meanwhile, issues of staff welfare in the form of promotions and incentives should be improved upon as this will go a long way in giving staff some form of satisfaction thereby boosting their morale.
- 10) Courtesy demands that officers and men should treat the motoring public with civility at all times and also be respectful while performing their roles as Road Safety Officers. If this is done, better cooperation and support will be gotten from the public thereby making especially enforcement (patrol activities) easier and more interesting. It will also lead to less or no “mob” action. They should always be guided by the keyword (The 3Fs), that is, Be Friendly, Fair, but Firm.

11) Though the Corps has been trying in its Public Education activities, there is still room for improvement in order to move the Corps to a greater height. Aggressive education/enlightenment and enough time must be given before any new policy/programme is started. The “Fire Brigade Approach” should be avoided. If this is done, the public will be well informed and thereby able to embrace the policy/programmes with ease as a “well informed person is better for it”.

12) There should be improvement in collaborative efforts amongst the stakeholders involved in improving safety or sanity on our highways.

5.3 Conclusion

FRSC has indeed impacted positively on the psyche of an average road user. There is improved awareness about the need to be road safety conscious. The Corps also has the challenge as the lead agency in Road Traffic Management in Nigeria and the West African sub-region to find sustainable solutions to one of our country’s most intractable problems which is Road Traffic Crashes (RTCs). This daunting task indeed is one that demands the alignment and integration of our activities with the global best practices towards achieving the desired goals and mandate.

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**ADMINISTRATIVE STAFF COLLEGE OF NIGERIA (ASCON)
TOPO- BADAGRY, LAGOS.
PUBLIC ADMINISTRATION PROGRAMMES (PAP)**

Dear respondent,

I am conducting a research on Public Perception of the performance of Federal Road Safety Corps (FRSC) in partial fulfilment for the award of a Post Graduate Diploma in Public Administration (PGDPA).

I would be grateful if you could provide appropriate information on the questions asked. Your responses will be treated in confidence and used for academic purposes only.

Thank You.

.....
AUDU GIBE GIVEN (MRS.)
PGDPA 32 PARTICIPANT

PART A: BIODATA

Please tick the boxes provided as appropriate.

1. Age:

Below 18 30 - 39 50 - 59

18 - 29 40 - 49 60 and Above

2. Sex: Male Female

3. Marital Status:

Single Married Divorced Widowed

4. Educational Qualification:

FSLC NCE/OND MSc

GCE/SSCE HND/BSc

PART B: (Instruction: For FRSC staff only)

5. What Cadre do you belong to?

Officer

Inspector

Road Marshal Assistant

6. How many years have you been in service?

1 - 5yrs 6 - 10yrs 11 - 15yrs

16 - 20yrs 21yrs and Above

7. As a staff of FRSC, how well do you know your statutory roles?

5 - Excellent

4 - Very Good

3 - Good

2 - Fair

1 - Poor

8. Can you list any five (5) of these statutory roles?

i.

ii.

iii.

iv.

v.

9. Which of these roles do you enjoy performing most?

.....
.....

10. Give reasons to your comment in Question number (9)

.....
.....

11. What are the problems encountered in the performance of such roles?

.....
.....
.....

12. How would you rate your Command in the performance of its statutory functions?

Very High	<input type="checkbox"/>	Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>
High	<input type="checkbox"/>	Below Average	<input type="checkbox"/>		

13. In your opinion, what areas does FRSC need to improve upon?

.....
.....
.....
.....

14. What advises/suggestions would you proffer for greater efficiency of the corps performance?

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.....
.....

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PART A: BIODATA

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18 - 29 40 - 49 60 and Above

2. Sex: Male Female

3. Marital Status:

Single Married Divorced Widowed

4. Educational Qualification:

FSLC NCE/OND MSc

GCE/SSCE HND/BSc

PART B: (Instruction: For the general public)

5. Are you aware of FRSC and its activities?

Yes No

6. If your answer to Question (5) is Yes, for how long?

1 - 5yrs

6 - 10yrs

11 - 15yrs

16 - 20yrs

21yrs and Above

7. Have you been involved/or known any one that has been involved in a Road Traffic Crash (RTC)?

Yes No

8. Was FRSC aware of that crash?

Yes No

9. If your answer to Question number (7) is Yes, what was their response like in terms of rescue?

Excellent Very Good Good Poor Very Poor

10. What other activities/programme of FRSC do you know other than rescue?

.....

11. What can you say about FRSC's performance towards safety on the high ways?

Excellent Very Good Good Poor Undecided

12. How would you rate Plateau State Sector Command in the performance of its statutory roles? (Please tick as appropriate).

Factor Rated	Excellent	Very Good	Good	Fair	Poor
Rescue					
Public Education					
Removal of obstruction from Highways					
Traffic Management					
Enforcement (Patrol activities)					

13. How would you rate FRSC in general in the performance of its mandate?

Excellent Very Good Good Fair Poor

14 (a) Kindly list the short comings you have noticed in the performance of FRSC in your area?

.....
.....
.....

(b) Suggest areas you think FRSC need to improve upon in the performance of its duty to the motoring public?

.....
.....
.....
.....