



## **A Case Study on the Perceived Performance of City Traffic Police Rawalpindi from 2007 to 2017**

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### **Abstract**

City Traffic Police (CTP) was launched as a new department in Rawalpindi in 2007 to improve the overall traffic situation in Rawalpindi city as the old traffic police system proved futile to work efficiently. This research analyze the performance of CTP from the year 2007 to 2017 through surveys in which the commuters from the diverse socio-economic background, who travel on regular basis in Rawalpindi. Moreover, in depth interviews from senior police officers regarding performance of the traffic police of Rawalpindi are also included in the research. The citizens of Rawalpindi are not so much happier and satisfied with the performance of CTP so this paper not only analyzed the performance of Rawalpindi Traffic Police but also dig out the factors that are affecting the performance of traffic police. The study found that because of outdated infrastructure, improper chain of command and non-professional attitude, CTP couldn't fulfill the expectations of the public of Rawalpindi.

**Keywords:** Performance, Abilities, infrastructure, Awareness, Attitude, Behavior.