

THE EFFICIENCY OF THE TRAFFIC MAN IN IRAQ STUDY IN THE GEOGRAPHY OF TRANSPORT

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ABSTRACT:

The study dealt with an important segment of the employees of the state who are the most common people and contact with citizens of all ages, races and nationalities, namely the traffic man, which is today the first axis in the organization of the movement of vehicles and people, which is no substitute, especially at intersections and squares in the important city of Baghdad and There are heavy traffic congestion and congestion especially peak times.

The study showed that the rules and criteria according to which the volunteers are accepted by the General Traffic Directorate are classic conditions and criteria and are used for admission to the government departments in all its facilities, including the Ministry of the Interior, which is no more than papers and documents proving the identity of the volunteer. And then undergo a medical examination and physical fitness and once passed these tests is acceptable in the General Directorate of Traffic and then enter in a training course does not exceed (45 days) and then graduated an associate of this Directorate and begin to practice works.

The field study conducted by the researcher proved that most of the members of the traffic men did not engage in training courses to develop their scientific abilities and raise their professional qualifications and training them to use modern technology since they were accepted until now. The study proved that the traffic man in Baghdad is still using the whistle Vehicles and manually, especially at intersections, which is the alternative to the signal for the disabled, despite the existence but not work at the time we see the acceleration of events and the development of technologies and the discovery of modern devices in all fields of life and global development that hit the sector Rour from reviewing the modern programs and the use of mechanisms and plans to avoid congestion and traffic jams, and rehabilitation of the traffic man through the inclusion of annual courses raise the capacity of scientific and professional through which to deal wisely with the situation he lives on a daily basis of the problems of work and develop appropriate solutions to them in a manner and I teach the language Help other than Arabic, such as English, Persian or Kurdish, especially that Baghdad is witnessing a great momentum of various nationalities, especially in the seasons of visits and religious events and tourist groups from different countries of the world.

The study concludes with a number of conclusions and recommendations that the researcher sees as treatments and suggestions for the problems that affect the work of the traffic departments in all the joints of the state.

INTRODUCTION:

Traffic man is the main axis in the process of organizing the movement of vehicles in the city of Baghdad after having been dispensed with all the signs of light that was in place before before 2003 in addition to other tasks, including administrative, including field and technical and technical, does not stop at this point, but deals with Traffic accidents in the spirit of humanity, where the evacuation of the injured and communication with the Red Crescent and facilitate the passage of emergency vehicles and dismantle traffic jams and absorption of traffic momentum and congestion through his accumulated experience in the knowledge of peak times and times of traffic momentum, especially intersections and treat them wisely And to apply the rules and regulations, the traffic law, the monitoring of traffic violations and the accounting or punishment of violators, so as to continue the night with the day and summer with the winter does not know fatigue or boredom under the weather conditions somewhat difficult from the heat of the sun in summer and cold winter cold or rain in winter or dust storms Which is constantly repeated these days as he stands on his feet at the crossroads or intersections or points of the aisles watching the road and regulates the movement of vehicles.

Therefore, the functional performance of the Traffic Directorate is an important function of the society because of its direct contact with the lives of citizens and their daily work through the business trip of the trips back and forth to perform their functions, depending on the type of work done by the doctor, engineer and university professor administrative officer and the owner of markets and shops Workers and other work of the residents of the city, which requires access to the workplace within the specified time, and this effort and a burden and a great responsibility falls on the traffic man because any failure or negligence or failure in the performance of the job will lead to the Bottlenecks and traffic congestion, and this in turn causes delay in all these professions to reach their work places on time, waste, and loss of time and confusion in the course of the movement of vehicles.

Therefore, there should be bases and criteria for choosing the traffic men. The most important of these are the academic achievement, the languages that he is fluent in, the educational, psychological, and scientific courses he has acquired, the patience, the virtuous ethics, the promotion of virtue and the prevention of evil. Special needs, qualifying courses to raise their level of scientific and annual tests repeated for traffic men, including training on public safety to maintain the safety of others of the road users, especially pedestrians and first aid needed by the injured in the event of an accident and how to treat the wounded and speed For the injured to hospitals to receive the necessary treatment and how to deal with fire and fire in vehicles, especially in the summer and quickly extinguished and isolated from the rest of the vehicles to get the least losses, and apply the principles of public safety for road users .

FIRST / PROBLEM:

Determining the problem of research requires identifying the main and sub-points of the problem as well as determining the main factors that led the researchers to choose the problem¹.

What are the criteria adopted by the General Directorate of Traffic in the city of Baghdad in selecting the appropriate efficient elements in the points of traffic controls, intersections, divisions and their departments and the departments of granting licenses to drive vehicles ?

SECOND / HYPOTHESIS :

As a result of the rapid urban growth in the city of Baghdad and the increase in the entry of large numbers of vehicles, especially after 2003, we find that the network of roads and streets in the city remained unchanged without any growth or expansion or increase to accommodate the increase in the number of vehicles, causing chaos and paralysis In the traffic of vehicles, especially intersections of the internal streets, which was operating system of traffic signals before 2003, but now has been replaced by the man of traffic so that he became the focus of the process in the organization of the movement of vehicles on these intersections and other streets so there must be international standards and features on the light Select the product Insisted efficient in regulating the flow of vehicle dismantling bottlenecks and congestion, and most of these criteria do not fit in choosing a man traffic in the general directorates of traffic starting from the recruitment stage in the selection of a traffic process and through the courses rehabilitation exercises that rely even referred to the retirement after reaching the legal age or length of service.

THIRD / OBJECTIVES :

The research aims to reach a number of concepts including :

1. Determining criteria in light of which to choose the efficiency of the traffic man and qualify him to perform the tasks entrusted to him.
2. Achieve the highest flow of vehicles through the use of administrative, regulatory and legal rules, procedures and procedures to facilitate the ease, speed and smooth movement of vehicles without obstacles.
3. Disclosure of the most important reasons and obstacles that prevent the upgrading of the man of traffic and the advancement of his functions and the development of his own abilities.

FOURTHLY / JUSTIFICATIONS :

1. Lack of studies that included standards in the quality of the performance of the traffic man as an important element in the entire transport system.
2. Most of the performance of the traffic man in the city of Baghdad is done on the personal effort and manual work in the control and control of roads and vehicles, especially the main

intersections at a time when the technology and modern technology to the finest details in the joints of other life.

3. Note the great effort and tiredness and fatigue of the traffic man to perform his job as required, carrying the harsh weather conditions of high temperatures in the summer and is standing to perform its work in the peak time of the afternoon as the heat of the sun over his head and the heat of the hot tiling body that is standing, Generates a kind of emotion, intolerance and psychological discomfort, which is reflected negatively on the performance of the tasks of his work.
4. Proposing ideal conditions for the street traffic man and providing a comfortable environment for him to become more efficient.

FIFTHLY / TRAFFIC POLICE CONCEPT :

Traffic policeman is a police officer who is responsible for monitoring the traffic and traffic of vehicles and pedestrians in roads and public squares, organizing traffic in congestion situations and ensuring their flow. He also computes vehicles and persons violating traffic rules to ensure the safety of the drivers and safety of their passengers and pedestrians.

SIXTHLY / TRAFFIC MAN JOBS :

The traffic policeman should do the following²:

1. Examination of vehicles that are believed to be harmful to the environment and society or to be official papers that are not fundamental and contrary to the Traffic Law.
2. Immediate and direct intervention in the event of any traffic accident on the road in order to resolve the dispute between the drivers through the detection of the cause of the accident and the situation of the motorcycle.
3. Lift the idle vehicles and remove them from the road to open the road and make it traffic to the movement of vehicles to prevent traffic congestion and congestion.
4. Maintain the road of excess weights that cause damage to the body of the road by monitoring vehicle loads and remove excess weights and accounting violators.
5. Inspection of vehicles through the establishment of temporary detachments on the roads through the emphasis on safety and safety, such as the presence of the wheel of the vehicle (Spear) and the phosphorus triangle and extinguished fire and light bulb and ensure the presence of front and rear signals and the integrity of its work correctly and check the lamps of the front and back lighting and The vehicle's identity papers are in the name of the driver of the vehicle and the driver's license, where these measures enhance public safety in general and the safety of the driver and his passengers in particular.

SEVENTH / POWERS OF THE TRAFFIC MAN 3 :

1. The Traffic Man is authorized to hold and punish the drivers and pedestrians who have been proven to be in breach of the traffic law or instructions. The penalty varies according to the type of offense. Each offense has a penalty commensurate with its size. There is an immediate penalty by forcing the driver to pay a fine, Or a link confirming the type of violation and the value of the fine. These irregularities include:

- A. If the driver does not have a license to drive the vehicle or has not reached the age of majority.
- B. If the vehicle does not carry registration plates or its identity papers are incorrect or do not meet the requirements of durability and safety.
- C. Violation of the law or violation of the instructions of the traffic man and non-compliance with his orders, especially at intersections.
- D. Drive the vehicle recklessly and use high speeds in crowded inner streets.
- E. Driving the vehicle under the influence of alcohol or drugs and lack of awareness of the driver.
- F. Escape and not stop when a traffic accident, especially that the accident resulted in bodily injury or death or so.
- G. Failure to comply with the warning and guidance signals and to exceed the speed assigned to the road as each road speed assigned by the type of road and wrong crossing from the right and stand in prohibited places.

2. The presence of a traffic man on the road cancels and cancels all regulations, instructions, signals and landlines. These instructions and instructions are invalid and his instructions are correct and must be taken and taken into account, especially in cases of emergency, such as an accident on the road, changing the direction of vehicles in the opposite direction, And use the opposite direction of use to reduce the momentum of vehicles and empty the intersection of vehicles to achieve a higher flow, or close the road and open another road and make it two-way the same way and so where the traffic man in this case is the source of legislation for orders and instructions and drivers and Infantry compliance and introduction because it is the man who can regulate the traffic and the dismantling of traffic jams because of his experience accumulated by the service of this wire.

3. Carrying out the administrative tasks required by the citizens in the general traffic directorates such as registration of vehicle plates, transfer of ownership or issuance of driving licenses and other matters that the citizen needs from the general traffic directorates.

EIGHTH / DUTIES APPLICABLE TO THE SELECTION OF TRAFFIC MAN:

The criteria required for selecting a traffic policeman varies from state to state. There are general rules that are reliable and these are mostly shared among countries, especially the Arab countries, so that they are the best choice.

These conditions and criteria are chosen by the traffic policeman to carry out his duties and hard work, which are linked to hard work and direct contact with the citizens, in addition to the hours of hard work that require him to stand in the street for long hours, carrying the harsh weather conditions of high temperatures in summer and low winter as well About rain.

Since the traffic policeman is the person responsible for public safety and the dismantling of bottlenecks and congestion traffic and regulate the movement of vehicles and monitoring traffic violations and accounting for the defaulters. This means that choosing the right man leads to his success in performing and carrying out the duties assigned to him.

In most of the Arab countries and Iraq, one of them is to choose the traffic policeman by opening the door for candidacy before the public after setting certain conditions such as age, academic achievement, nationality, physical fitness, permanent disability, and not be sentenced to political or dishonorable honor. After counting the required number, the candidates are subject to another test, which is usually done through the formation of special committees from the General Traffic Directorate, in light of which the candidates are interviewed and tested orally by asking some questions to them and in light of which the efficient elements that would be involved in this To perform the tasks entrusted to it.

NINTH / CONDITIONS FOR APPLYING FOR ADMISSION 4 :

- (A) be Iraqi (from Iraqi parents)
- (B) not less than 17 years and not more than 35 years.
- (C) To be honest, good reputation and conduct.
- (D) To be in compliance with the requirements of physical fitness and safety.
- (E)Not be sentenced to a misdemeanor or a non-political crime.
- (F)To be graduates of primary, middle and middle school.

To complete these procedures, the following should be:

1. The electronic form prepared for this purpose in the application process must be submitted via the website (www.moi-jobs.iq). The applicant must complete the form and send it electronically to the address mentioned during the declaration period.

2. Those who meet the terms and conditions of appointment shall be notified of the location and date of the review for the purpose of conducting the prescribed tests (medical examination, fitness, interview) by their telephone numbers.
3. Applicants in case of an inquiry or complaint must submit their application via the Complaints Administration Directorate's email (info@moi-jobs.iq) within one month from the date of submission.
4. The information entered in the form must be matched with the supporting documents, and if it is different, the application will be neglected.
5. Required documents at review:
 - A-The school document certified by the school and the Directorate of Education. (Original and photo)
 - B- The civil status of the applicant and his parents. (Original and photo)
 - C - Certificate of Iraqi nationality to the applicant and his parents. (Original and photo)
 - D - Housing card. (Original and photo)
 - E - Photos number (15)
 - F- The applicants of the martyrs must submit what is supported by the Martyrs Foundation .

TENTH / WHAT ARE THE BEHAVIORS THAT WE WANT FROM THE TRAFFIC MAN :

There are some behaviors, duties, tasks and morals that must be demonstrated by the traffic man during the performance of his duties, which distinguish him from others on the basis of ethics and the honor of the profession that he exercises it must be characterized by ethics because it deals with different segments of society and different nationalities and both sexes and these behaviors are :

A / The duties and duties of the traffic man ⁵ :

1. He cares about his clothes, his elegance, his overall appearance and his uniform by wearing the official uniform of the man of traffic. He is clean, neat, stylish and good looking.
2. He cares about his behavior and his ethics, which reflect the image of the traffic man through dealing with all segments of society using the good word, advice and guidance.
3. He has full knowledge of all laws and decisions pertaining to traffic and traffic laws.
4. Has experience in the field of his work in general and special specialization in particular.

5. Careful of the property of the state through the maintenance of road furniture and the accounting and punishment of people who tamper with or cause the destruction or theft, such as lamps, fences, fences and warning and warning.

B / The duties and duties of the General Traffic Directorate towards the Traffic Man:

The General Traffic Directorate has a responsibility to increase attention to the development of traffic devices and to train the traffic man in proportion to the responsibility he bears in the performance of his duty to preserve the lives and property of the people through the movement of vehicles. The most important of these duties ⁶ .

1. Train the traffic men and prepare them well in proportion to the amount of responsibility they bear.

2. The establishment of training, training and training courses to raise their abilities, skills and scientific and cognitive competencies to be able to carry out their tasks in the right way through knowledge of dealing with all the latest developments and circumstances that are exposed to them during the performance of duty.

3. Annual evaluation of the performance of the traffic man through a series of procedures by which to know the quality of the career performance of the traffic man and reward the distinguished and encourage them and encourage them to be a good example and a good example of the rest.

4. Focusing on the positive aspects of the traffic man, developing, encouraging, disseminating and disseminating them to the rest of the other elements, limiting the negative phenomena and taking into account their seriousness and impact on the environment and society.

5. Activating the role of the print, audio and video media and the allocation of special programs that highlight the traffic men and their role in society through holding conferences, seminars and meetings to uncover the role played by the traffic man to facilitate the smooth movement of vehicles, which leads to interaction in a positive and continuous manner between the citizen and the traffic man

6. Setting up a media and publicity campaign that shows the importance of the traffic man by issuing posters, posters and photographs and publishing them at intersections and public roads to clarify the role of the traffic man in the application of the law and maintain the regularity of traffic and facilitate the smooth movement of vehicles and passengers to overcome the difficulties and open the prospect of cooperation between him and the citizens to comply with the instructions Laws and non-violation of public interest.

7. Activate the role of electronic governance by opening websites and means of direct communication between the citizen and the official and facilitating the procedures of completing the transactions of the Directorate General Traffic such as the transfer of vehicles and the issuance of paintings and the completion and issuance of driving licenses for vehicles to reduce traffic

congestion and reduce traffic jams and break the old classic routine in the review of the State Departments .

C / Duties of the citizen towards the traffic man:

1. Adhering to the regulations and instructions and legislations laws and respect of the traffic man and considering him with a civilized outlook through cooperation and dealing with him in a positive manner.
2. Comply respect and abide by traffic man's signs because he is the man in charge of traffic regulation and pedestrian traffic.

ELEVEN / RELATIONSHIP OF TRAFFIC MAN WITH TOTAL QUALITY:

The researchers know the overall quality of the traffic man as the necessary criteria to know and determine the extent to which the traffic man can be accepted, qualified and prepared in proportion to the size of the job assigned to him, in order to improve the results of his professional performance and his ability and ability to keep abreast of the global development witnessed by developed countries within the field of traffic, International quality standards in the performance of traffic man.

It is known in the American Oxford Dictionary ⁷ as a degree or level of excellence ⁷ .

And also defined by the British Institute of Standards as the integrated qualities and features of a specific product or service that has the capacity to satisfy apparent and implicit desires and needs ⁸ .

As described by Omar Wasfi al-Aqili⁹ , In the broad sense that it is the production of a good or service at a high level of quality excellence can be able to satisfy the needs and desires of customers in a manner consistent with their expectations and satisfaction and happiness .

The concept of the International Organization for Standardization (ISO) considers quality as the degree to which the apparent and implicit needs and expectations are satisfied by a set of key characteristics identified earlier ¹⁰ .

Davis believes that, above all, it is an idea to defend the profession, as well as a weapon of competition, and it is used to develop new markets and increase market share ¹¹ .

TWELVE / DETERMINATION OF PERFORMANCE MEASUREMENT INDICATORS :

It can be divided into four main groups ¹² :

1. Indicators related to the effectiveness of achieving the objectives that the government agencies are working to develop, and that group of indicators depends on the nature of the activity and objectives of each unit.

2. Indicators related to the efficiency of the use of the resources used in each government agency. This group includes the ratio of the total costs to some of the specific outputs provided by the Authority. This is mainly reflected in the cost of service provided by this equipment.
3. Indicators related to the productivity of government units. This is done through the relative relationship between institutional performance as an input to development and development in the Arab world
4. Output and input of these units, and this is consistent with both the total productivity and partial productivity of the elements.

THIRTEEN / TOTAL QUALITY SYSTEM AND ITS RELATIONSHIP WITH THE MAN OF TRAFFIC :

The comprehensive quality system today is one of the most important criteria according to which the efficiency and efficiency of the institutions operating in the country are measured so that it enters all the joints of the state and its service institutions, through which the performance index is determined and measured for each element of the state including the traffic man through a number of standards and standards (60%) of the total indicators for each associate to be within the minimum of the index.

First / Policy and Strategy ¹³ :

1. Determine the general policy of management and dissemination to all dealers.
2. The commitment of the Department and its employees to implement Dubai Municipality's specific strategic objectives and objectives and to adhere to their implementation.
3. To find a mechanism to ensure the benefit of the results of customer surveys.
4. Taking advantage of the results of the performance indicators and taking them into account when preparing or updating the management policy and strategy.
5. Adoption of the principle of self-evaluation of organizational units in the management of municipal centers and management leaders.
6. Review the best practices, standards and international comparisons in the main operations of the management of municipal centers.
7. Develop plans and programs for the implementation of management objectives emanating from the strategic plan of the Municipality of Dubai and the policy of the management of municipal centers.
8. The obligation of the management of the municipal centers and their organizational units to prepare periodic reports on their activities and operations.

9. The management of the municipal centers should prepare their pages on the Department's website and the need to highlight the first strategic document of the Department, its policy and strategy emanating from the strategic plan of the Municipality of Dubai.

Formation of a team of planning and development of human resources at the level of the management of municipal centers.

Second / partnership and resources¹⁴ :

1. Assigning the Quality and Support Division to prepare and develop an up-to-date database on all employee data in the management of municipal centers, including training courses for staff.

2. Preparation of the policy of the rotation of staff in the management of municipal centers, including supervisors.

3. Adopting a mechanism to encourage workers to complete their educational studies and to reward those who work.

4. Encourage employees to conduct seminars and management courses or other departments.

5. Urging management staff to conduct reciprocal visits between the various organizational units in the administration in particular and the department in general.

6. Involve the largest possible number of employees in the process of achieving the goals and objectives of the administration.

7. Adoption of the principle of self-evaluation of all workers in the management of municipal centers.

8. Ensuring the issuance of decisions and circulars necessary to enable the staff and assign them responsibility. Especially in the absence of a direct official.

9. Adoption of the list of delegation of powers to manage municipal centers and work to update them.

10. Dependence on the methodology of the task forces to achieve the objectives of management.

11. Adoption of the honoring program by the management of municipal centers.

12. Encourage staff to make creative suggestions and assign quality and support to the Division to prepare an updated base.

13. Activate communication between leadership and human resources through direct meetings or electronic means of communication.

14. Conduct cultural competitions by e-mail to all employees of the municipal centers management.

15. Adoption of the management staff review program periodically.
16. Identify key management partners (internal and external).

SEARCH RESULTS :

The study concluded that the criteria and the criteria according to which the traffic man is selected in the General Traffic Directorate are the same as the rules and standards adopted by the Ministry of Interior when opening the doors of volunteering and admirable admission (Internal Security Forces, Directorate of Civil Defense and General Traffic Directorate) Identification of the identity of the associate, such as the presentation of official documents and identity (nationality and certificate of Iraqi nationality and housing card and ration card) in addition to the graduation document and a number of pictures of the volunteer. The medical examination and fitness test is then performed. After admission, the associate is subject to physical training and rehabilitation courses that enable him to qualify to perform his duties after the completion of the course. In most cases, the duration of the course is 45 days. After completion of the course he is involved in state institutions to carry out his duties and duties.

This routine procedure has been in place since the fifties of the last century and continues to this day, except for some of the additions that have taken place and this is a backward system and lacks to be reviewed in proportion to the status reached by the traffic man in the performance of the duties and tasks entrusted to him in Dealing with this huge number of vehicles to provide the highest flow of traffic at a time we still find the traffic man is an alternative to traffic lights in the intersections of the capital Baghdad so that it is the vehicles manually by using the whistle in the absence of traffic devices from the global development in the use of Modern techniques in the movement and flow of vehicles, such as the use of the Global Position System (GPS), the central system, enhanced with cameras and radio transmission to guide vehicles and inform them of the places of traffic congestion to avoid and other alternative ways to create a higher flow and this is applicable in the United Arab Emirates .

This is in addition to the lack of experience and general culture that must be enjoyed by the traffic man, especially speaking the languages and most important language English, Persian and Kurdish so that he can understand and deal with the citizens coming to visit Iraq, especially the groups of tourists, especially religious tourism and visitors to the holy sites that come to Iraq from various nationalities This is reflected negatively on the performance, where we find most of the traffic men of the members and officers and mattresses are only proficient in the Arabic language and most of the volunteers who organize the movement of vehicles in the roads are primary certificate holders .

SUGGESTIONS :

1. There is an urgent need to use the criteria used by the developed countries to establish educational, educational and psychological courses to upgrade and promote the elements to the level where they are able to withstand the harsh weather conditions and how to deal with the old

man or the old woman or child or tourist or visitors from foreign countries They do not speak Arabic well.

2. The use of modern techniques of road accessories and furnishing, especially intersections of roads, which provides the man of traffic the appropriate place in the presence of techniques for monitoring the road and monitoring the offenders, saving time and effort.

3. There is an urgent need to introduce the men of traffic in educational, tactical and rehabilitation courses in learning the quality system and respect for human rights and learn some other languages, especially the English language, to learn how to deal with other nationalities coming to Baghdad from foreign countries.

4. Keeping abreast of the global developments in the traffic of vehicles and the use of modern techniques in monitoring offenders and laying the foundations and standards for public safety conditions.

5. Raising cultural awareness and public safety by directing special programs that are broadcast through the media in all types of reading, audio and visual means of social communication to broadcast the correct traffic rules and conditions of public safety and broadcasting traffic culture for road users of motor vehicles and pedestrians.

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