



Tongue, Tears, and Tension: Taming Unruly Behaviours among Commercial Drivers and Passengers in Nigeria

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Abstract

Aims: This paper explored unruly behaviours among drivers and passengers in Nigeria's transport system, examined the causes, consequences, and implications for passenger safety, and proffered solutions through policy formulation, training and retraining of commercial drivers, awareness and advocacy programmes, and a support service system.

Methodology: This is a qualitative study using primary and secondary data from public documents, archival materials, personal experiences, eyewitness accounts, journals, and newspaper reports. Data was analysed using discourse analysis. This method is credible and relevant to the study of unruly behaviour in the Nigerian transport system.

Findings: Using the Frustration-Aggression Theory as a framework for analysis, the paper found that unruly behaviour by drivers and commuters in Nigeria's transport system endangers public safety and drives violence. It also hampers social cohesion in public transport. Addressing unruly behaviour helps us understand that the conflict between drivers and passengers in Nigeria is not only about commuters but also about upholding dignity, respect, and a stable, conflict-free environment.

Keywords: Road Rage; Bus Conductor; social cohesion; frustration; poverty

INTRODUCTION

Nigeria is a country full of cities and towns. Every day, there is a theatre of tension, tongue-wagging, tears welling, and conflict between commercial transporters and commuters. From the noisy bus parks of Lagos to the busy parks at Abuja Junction, and to the chaotic parks across Nigeria, this persistent problem leads to unruly behaviour between commuters and drivers during everyday commutes. This sort of disagreement mostly led to verbal altercations ranging from physical violence and bullying to reckless driving, transport fare disputes, and failure to obey traffic rules. These factors reflect the societal background on which society is built, including weak legislation, poverty and unemployment, and unwritten rules that guide societal behaviour. Unruly behaviour in public transport refers to the improper actions between the passengers and drivers, constituting tension in the parks or on their way, because of misunderstanding of exorbitant transport fares, reckless driving, driver phone calls on the highway, uncomfortable seats, charging extra for passengers' loads, and loss of passengers' goods (Oluwasanmi & Fagbadebo, 2025). These actions cause distractions, violence, compromise safety, disrupt traffic order, violate societal expectations, and sometimes even lead to death. For instance, a disagreement between a passenger and the bus conductor over the N100 balance of transport fare led to a carnage that claimed the lives of the passenger and the

conductor (Olasupo & Erezi, 2018). The conductor decided not to return the balance to the passenger who insisted on collecting his money.

As the argument got heated, the conductor took a knife from the wares of a Hausa man selling hardware by the roadside and stabbed the passenger, who died immediately. Passers-by immediately attacked the conductor in return and set him ablaze. They also burnt the vehicle. The bus driver fled the scene. Trouble doubled along the road after the same passenger-sympathisers took possession of the left side of the road to wreak more havoc on commercial buses (Olasupo & Erezi, 2018).

Such aggressive behaviour that characterises Nigeria's transport system, especially in urban centres, constitutes a security challenge that has claimed more lives and properties. This attitude has created an environment of mutual distrust, fear and tension, thereby compromising the safety and health of commuters (Nwaedozi et al., 2023).

This paper explored unruly behaviours among drivers and passengers in Nigeria's transport system, examined the causes, consequences, and implications for passenger safety, and proffered solutions through policy formulation, training and retraining of commercial drivers, awareness and advocacy programmes, and a support service system. The paper adopted the Frustration-Aggression Theory to explain the causes and patterns of conflict between commercial drivers and passengers, providing a broader perspective on the phenomenon.

LITERATURE REVIEW

The unruly behaviour between commercial drivers and passenger fuel conflicts is shaped by distinct factors, such as the transportation environment, drivers' health, passenger expectations, and urban and rural infrastructure. This literature presents four themes: urban transport structure, driver stress, passenger entitlement, and conflict zones. These reviewed themes explore the complex interplay between commercial drivers and passengers' psychological, social, and infrastructural factors that fuel tension, tears, and tongue-wagging.

Urban Transport in Nigeria

The Nigerian urban transport system is filled and dominated by informal minibus, tricycle, motorcycle, and taxi services. Most of these modes of road transportation operate in unstable, congested environments, with complex, mostly informal regulations. Informal road transport is plagued by mobility problems, including poor planning, weak enforcement of road laws, and poor safety standards. Nwaedozi et al. (2023) describe the *Danfo* Bus in Lagos as a complex mode of transportation characterised by poor planning and safety issues, leaving commuters with no other options. Adebara and Lara-Hernandez (2025) offer cultural-ecological perspectives on Nigeria's transport system, describing it as an arena that accommodates a range of activities. This includes fare negotiations, social interactions among passengers, struggles over buses and cars, and disagreements that lead to conflict and tension among passengers, drivers, and conductors, making it a hotspot for unruly behaviour.

Drivers' Psychology and Stress

Commercial drivers and conductors in Nigeria face different problems that mar their daily activities, from low take-home pay, long working hours, verbal derogatory words, physical assaults, and poor weather conditions (Mogaji et al, 2026). These problems subject them to

psychological imbalance and mental health challenges. As drivers and conductors in Nigeria, they must ensure they are mentally stable to avoid tension and fighting, because the Nigerian situation, directly or indirectly, affects their work, which leads most of them to act wildly on the road, believing that acting mad will help them in their job and carry them through the day. Their aggression and frustration begin on the wheel when they are unable to meet their basic needs, causing conflict, tension, and unruly behaviour among passengers.

Abuse of substances is common among drivers and conductors as they use them to step down their throat before commencing their driving for the day. Akande et al. (2023) describe such events of psychoactive substances among the Umuahia drivers and conductors as a pandemic and epidemic issue, connecting their reaction of hard substance intake to road accidents leading to loss of lives. Egwuatu et al. (2020) contend that drivers taking hard substances cut across the three major ethnic groups in Nigeria, and their study reveals that it cuts across all the cultural lines and not a particular ethnic group. Giwa et al. (2020) revealed that drug use among Kaduna motor park drivers and conductors is on the rise due to peer pressure and inadequate monitoring of the motor parks by regulatory bodies.

Faloore (2020) link the use of hard drugs by the drivers to unruly behaviour leading to passenger injury. These drugs control their mindset and psychological thinking, causing them to drive recklessly and heighten tension between drivers and passengers. Love and Nicolls (2025) provide a psychological view, reviewing the correlates of road rage and aggressive driving. They highlighted that poor coping mechanisms, anger, depression, and anxiety are the components that led to drivers' unruly behaviours.

Commuters' Expectations and Sense of Entitlement

Passengers in Nigerian public transportation travel with the mindset of respect, dignity, transparency, and accommodation from drivers and conductors. This social norm is expected of passengers as a service from drivers and conductors. Faniran et al. (2021) explain that vehicle labels influence passengers' vehicle choice. The short slogans inscribed on trucks, cars and buses reflect drivers' behaviour and show passengers' expectations that drivers be polite, respectful, courteous and accommodating.

However, the informal transportation system is far from reality and often clashes with these ideas. Olapoju (2022) reports that disagreements and dissatisfaction between passengers and drivers stem from unannounced transport fares, verbal abuse, and uncomfortable passenger seats. This misunderstanding of expectations and experience breeds frustration, aggression, and confrontations.

Agyeman and Alimo (2025) examine onboard conflicts in African public transport. The authors explained how passengers in Africa demanded respect, dignity, and authority from the drivers when they were delayed at motor parks, during fare disputes, or when the seats were uncomfortable. These confrontations are not merely accidental or transactional but show deeper tension and conflicts around class, dignity, and authority.

Ye et al. (2023) analyse how cultural expectations shape emotional responses among drivers and passengers in China. Their studies describe how drivers and passengers used anger as a tool to assert control over one another and to define their respective authorities. This expression is also found in Nigeria's transport system, among drivers and passengers.

Conflict Zones

The Nigerian transport system has certain locations where unruly behaviour occurs and where hotspots of conflict among passengers, drivers, and conductors arise. Traffic jams, bus stops, and fare negotiations are common conflict zones in the Nigerian transport system, where stress, miscommunication, and impatience take centre stage. Akande (2021) noted that transportation systems in Lagos and Abuja expose passengers to risks due to congestion, competition for passengers, and the need to meet daily theft contributions, which often lead to aggressive behaviour, verbal assaults, unnecessary manoeuvres, and disobedience of traffic lights. In a similar vein, Love and Nicolls (2025) found that excessive bus seating due to traffic congestion significantly increases the likelihood of aggressive driving. In Nigeria, traffic control is often minimal, alternative routes are limited, and the poor condition of the roads aggravates frustration.

Barau et al. (2025) provide a systematic review of factors that increase negative and unruly driver behaviour towards passengers. Their study highlighted a lack of training, an economic downturn, a lack of accountability, low daily income, engine breakdowns, and police and traffic wardens taking bribes. These factors can be found in high-stress zones, such as bus stops, motor parks, and traffic bottlenecks.

Ulo (2024) explores the police-driver relationship on Nigerian highways, in which drivers pay a fee to the police for immediate release, thereby avoiding unnecessary delays. These acts strain the passenger-driver relationship, as their interactions may be compromised by police bribery. This extortion from the police is found on all linking roads on the highway in Nigeria. Ogwude et al. (2025) explore models of anger and aggression among inter-city drivers, in which prolonged exposure to conflict zones can shape drivers' behaviour and lead to an unruly attitude. Their findings show that conflict is not random, but a pattern shaped by various factors, such as environmental stress and adverse conditions.

Zhang et al. (2022) studied driver-passenger conflicts in Changsha, China. Identify high transport fares and overcrowding as the factors that trigger conflict between drivers and passengers. Their comparative analysis shows that driver-passenger conflict is a global phenomenon, but the local context shapes each factor.

These literatures explore the Nigerian transport system, which is shaped by different factors. Unruly behaviour is not an isolated incident but a component of psychological stress due to systemic inequalities and cultural beliefs and norms in society. Drivers operate under intense pressure to meet basic needs, leading them to use hard substances, and passengers' inability to tolerate insults, traffic jams, fare increases, demands for respect, and entitlements led to conflict zones, especially in traffic jams and bus stops. These confrontations led to wagging tongues, tears welling, and tension among the drivers and passengers.

Addressing unruly behaviour requires a multifaceted approach, including driver and passenger training and retraining, strong enforcement orders, laws to prevent bribery and extortion, mental health support, and empowerment through loans and grants. These will help curb unruly behaviour by drivers and conductors towards passengers, while passengers need to show respect and empathy for the drivers, regardless of their authority.

Understanding unruly behaviours through theory

The study adopted the frustration-aggression theory to explain unruly behaviour in the Nigerian transportation system. This theory explains the systemic inequalities and psychological breakdown that trigger conflicts among drivers and passengers.

Frustration-Aggression Theory

Proponents of the frustration-aggression theory locate aggressive behaviour in frustration (Dollard et al, 2013). In other words, a frustrated environment or situation drives aggressive behaviour in humans. Kruglanski et al (2023, 445) explain it this way.

frustration will elicit hostile aggression proportionately to the extent that the frustrated goal serves the individual's need for significance, the impulse to aggress in response to significance loss will be enhanced in conditions that limit the individual's ability to reflect and engage in extensive information processing (that may bring up alternative, socially condoned means to significance), significance-reducing frustration will elicit hostile aggression unless the impulse to aggress is substituted by a nonaggressive means of significance restoration, apart from significance loss, an opportunity for significance gain can increase the impulse to aggress.

The daily unruly behaviour of commercial drivers has several implications for Nigeria's transport system, including mistrust and a diminished image. Ogwude et al. (2025) emphasise that the aggressive and unruly behaviour of commercial drivers in Nigeria can be linked to poverty, unemployment, weak road legislation, family and relationship stress, bad roads, and mental disability. However, most of these frustrated behaviours are not only individual lapses but are also linked to systemic inequalities. For instance, Boateng et al. (2022) emphasise that the African minibus transport system is used to reach destinations more quickly. However, commercial bus drivers are not patient enough to observe road signs and traffic rules, and are hampered by poor road conditions, thereby posing safety risks.

The conflict that often ensues, therefore, sets commuters against drivers. While commuters seek their safety, drivers are usually concerned about survival amid economic hardship. survive the economic hardship. Shamo-Nir (2023) connects drivers' aggressive and frustrated behaviour to psychological stress when there is no coping mechanism, and the strain keeps compounding, which can lead to a mental breakdown. These play an important role in the transport-related conflict system. In the same vein, Titiloye (2021) identifies the predictor factors leading to violent behaviour among commercial drivers in Ogun State, such as low education, hard substances, economic breakdown, and job insecurity. These factors contributed to the driver's mental breakdown and psychological thinking.

Frustration leads to aggression when certain basic needs are unmet. In relation to Nigerian public transport, stress, perceived disrespect, uncomfortable seats, a hike in transport fares, petrol scarcity, bus breakdowns, extortion by police and traffic warders, unmet daily theft contributions, and traffic congestion cause tension and tears, leading to outbursts by drivers against passengers. Etim and Ukpere (2023) used this theory to explain the social unrest occasioned by public protests against unwholesome government policies and actions. A classic example is the #ENDSARS protest, which sparked public anger and aggression in response to repeated police brutality (Fagbadebo & Oluwalogbon, 2023). This theory is appropriate to

explain the physical and verbal altercation and violence that usually accompany road rage in Nigeria.

Lolai et al. (2025) support these perspectives to identify important factors that cause interpersonal aggression, such as unresolved trauma and frustration. In a similar vein, Imam et al. (2025) noted that passengers and drivers can carry unresolved issues from their families or workplaces into motor parks, leading to tension and the escalation of conflict. Shamo-Nir (2023) noted that individuals or drivers with high anxiety, depression and emotional stress can develop road rage while driving.

Davis et al. (2024) provide a systematic review of passenger hostility in transit, in which passengers who feel less authority, perceive disrespect, and have unmet service expectations show aggressive behaviour toward drivers, using anger as a coping mechanism. These collaborate with the frustration-aggression theory, especially where passengers feel insecure, ignored, and mistreated. Stjernborg (2024) complements these findings, noting that a lack of insecurity and perceived safety for passengers in the public transport environment leads to emotional sensitivity and anger behaviour, especially among young people and youth travellers. This shows how insecurity, emotional and personal breakdown, and environmental stress contribute to unruliness. While the frustration-aggression theory explains the emotional triggers, social disorganisation explains the systemic inequalities that aggravated unruly behaviours.

The frustration-aggression theory explains how individuals react negatively or in an unruly manner. For instance, if drivers suddenly increase transport fares, commuters will be upset, and verbal altercations could degenerate into road rage, with a tendency towards violence. Thus, such behaviour is not random but patterned, driven by emerging interactions between individual stress. This provides deeper insights into the drivers of unruly behaviour and the attendant violence in the Nigerian transport industry.

METHODOLOGY

This is a qualitative study using primary and secondary data from public documents, archival materials, personal experiences, journals, and newspaper reports. Data was analysed using discourse analysis. This method is credible and relevant to the study of unruly behaviour in the Nigerian transport system.

RESULTS AND DISCUSSION

Nature of unruly behaviour

Unruly behaviour in the Nigerian transport system is patterned along psychological stress, systemic inequalities, and cultural expectations. Verbal assault is one of the most common forms of unruly behaviour in the Nigerian transport system. It is an operational language used by both drivers and commuters to ventilate anger and discontentment. Davis et al. (2024) explain that passengers verbally assault drivers when there are poor basic services or reckless driving. Imam et al. (2025) describe hostility between passengers and drivers, especially when they encounter a problem at home, which can transcend into public space and pass aggression to each other, causing verbal abuse. Otera (2025) reported a case of an Ibom Air passenger who was verbally abused and removed from the flight after a disagreement with the hostesses. Though this is air transportation, it has a striking resemblance to road transportation.

Verbal assault most often generates a heated argument, accompanied by physical assault. This is common in congested urban cities like Lagos, characterised by chaotic transport hazards. Physical confrontations occur when commuting becomes a struggle to secure seats, or when disputes arise over fare balances, unexpected delays, or other circumstances that could delay early arrival at the destination. Lolai et al. (2025) connect violence, unresolved trauma, and aggression to the absence of conflict coping management strategies. Altercation not only caused loss of lives but also led to a culture of fear and public distrust in the transport system. Akande (2021) notes that reckless driving, road rage, and speeding can lead to physical altercations and confrontations among other road users.

Economic Pressure

Many commercial drivers struggle to make ends meet at the end of the day or month due to the pressure of meeting their basic daily needs amid rising vehicle maintenance and repair costs. Taiwo et al. (2024) note that economic pressures have led many drivers to engage in unsafe and dangerous driving, resulting in fatalities. According to the Consumer Price Index report by the National Bureau of Statistics (NBS, 2024), transport inflation rose by 30.54% as of November 2024, squeezing drivers and causing unnecessary competition among them in search for passengers to meet their daily targets (Tunji, 2024). These include reckless driving and increased transport fares as a means of economic survival, especially amid fuel price hikes (Kenneth, 2024). Commuters' complaints against such excesses often lead to altercations (Onyema, 2026).

Lack of Respect

Commercial drivers feel ignored, inferior, disrespected, and disorganised when passengers use abusive words on them, especially when asked to follow the boarding protocol or ignore their instructions. Olapoju (2022) asserts that passengers often look down on drivers, leading them to lose self-esteem regardless of age. Most passengers see drivers as irresponsible and rejected by society. Even drivers' children fail to acknowledge their father's job because of mockery and shame in society. Ye et al. (2023) note that passenger anger and driver-passenger conflicts led to greater frustration, with drivers expecting respect and entitlement from passengers. This lack of mutual respect conflicts with peaceful interactions among them. In February 2026, a bus conductor was assaulted by military personnel for no justification (Shara Reporter, 17/02/2026). The aftermath was a public outcry against such unruly behaviour.

Exposure to Danger

Commercial drivers face robbery situations, police harassment, bribery, and extortion, especially in intercity transport, aside from economic stress and verbal threats. Ulo (2024) noted how commercial drivers quickly bribe to avoid unnecessary delay. They believe paying will reduce the need to check their vehicles' particulars, or to check them at all. Sometimes, they advise passengers which loads have been seized by enforcement agencies so passengers can pay a bribe to avoid delays. Sam (2022) criticises the effectiveness of police on highways, noting that they are seen collecting bribes from drivers as a form of exploitation.

For instance, a report by Idiong (2025) shows that female drivers in Lagos State are being extorted by touts (*Agberos*). These show that not only men are being extorted, but women are also being extorted by these *Agberos*; noncompliance may lead to physical altercation, verbal

abuse, and denial to upload passengers at the terminal points. This practice has generated a series of chaotic and violent incidents in the transport system.

Sometimes called “garage boys” or “agberos,” with some of them usually without uniforms, they are scattered across several parks in Lagos. They’re very alert on the roads, wary of being “outsmarted” by drivers who might not want to pay. They are ready, not only to struggle but also to “fight to the finish” until they get what they want from commercial bus drivers (Oloniniran, 2023).

This points to the lawlessness that characterises the transport system, constituting an unchecked public nuisance that festers with impunity.

Coping Mechanisms

Commercial drivers faced challenges in the transport system. Most drivers adopt different coping mechanisms; these may be subtle and constructive, or sometimes harmful or dangerous. Shamo-Nir (2023) stated that anxiety can cause road rage and total withdrawal when there is no proper coping mechanism. Titiloye (2021) identify psychological factors, such as low self-esteem and unstable mental health, as predictors of unruly behaviours among drivers. Ogwude et al. (2025) argue that aggression builds over time in a stressful environment, leading to chaos and conflict.

However, understanding drivers' plight can create a society where peace, empathy, safety, respect, and dignity foster cooperation and unity among drivers and passengers. It is important to note that commercial drivers in Nigeria are not only perpetrators of unruly behaviour but also victims of systemic inequality, economic pressure, lack of respect, exposure to danger, and coping mechanisms that fail to acknowledge their plight in their daily activities.

PASSENGERS’ PERSPECTIVES

In the Nigerian transport system, passengers are seen as active individuals rather than passive agents. Their attitude to issues, especially when inadequate service delivery fuels conflict between them and the drivers, leads to unruly behaviour when service expectations are not met.

Service Expectations

Passengers expect quality service from the transport system, and when these expectations are not met, it leads to verbal abuse and disagreements. Olapoju (2022) similarly noted that passenger complaints included poor service, delays, overcrowding, and uncomfortable seats. Stjernborg (2024) opined that young and active travellers feel insecure and disrespected by drivers because of their age, and that when their expectations are not met, this leads them to unruly behaviour and confrontations. From our personal experience, an altercation between the driver and commuters over the seating arrangement in the bus from Osogbo to Oyo Town in December nearly resulted in physical assaults. The passengers had complained of the discomfort arising from the poor condition of the seats in the bus, but the driver responded with verbal assault, threatening to drop them in the middle of the road. The outrage that followed from other passengers forced a standstill, accompanied by road rage that nearly led to physical injuries, except for the intervention of the police at the nearby checkpoint.

Distrust of Drivers

Passengers have complained that they have no trust in the transportation system, especially when transport fares increase without genuine reasons, drivers are rude, and drivers are manipulated to stop at the agreed location. Faniran et al. (2021) explained that vehicle inscriptions reflect what people value and express discontent and frustration when expectations are not met. Davis et al. (2024) show how passengers' hostile behaviour arises from disloyalty, perceived disrespect, and a lack of transparency, especially when drivers fail to communicate effectively or treat passengers poorly.

Safety Concerns

Ensuring passenger safety is the most crucial step in addressing unruly passenger behaviour. Most passenger complaints stem from speeding, ignoring traffic rules, and overcrowding, which exceeds the vehicle's capacity. These behaviours not only endanger passengers but also affect their mental state of health. Akande (2021) emphasise that the high rates of accidents in Lagos and Abuja can be attributed to excessive speeding, which affects passengers' mental health. Ogwude et al. (2025) establish that poor working conditions and aggression contribute to unsafe driving. In 2025, the Federal Road Safety Corps (FRSC) attributed the high rate of road fatalities to reckless driving (Enietan-Matthews, 2025). This erodes passengers' trust in the driver, thereby heightening the emotional stake of daily commuters.

Response Strategies

The passengers, faced with poor services, choose alternative coping mechanisms. Some passengers confront the drivers about the unmet expectation, leading to verbal abuse; some avoid confrontation; some pay less by bargaining. Most of the time, to avoid confrontations with drivers, some passengers hire private vehicles, while others use their personal vehicles. Passengers often lodge complaints via social media or through the union in the park, but these responses are ineffective because there is no formal regulatory body to address them. Ye et al. (2023) explain how passengers use anger in bus conflicts, using confrontations as a form of resistance. Imam et al. (2025) emphasise that public transport is a setting where accumulated stress is released, leading to emotional instability and outbursts.

Weak Enforcement of Traffic Regulations

One of the institutional problems in Nigeria's transport system is the ineffectiveness of federal and state regulatory bodies. At the federal level, we have the Federal Road Safety Corps, and at the state level, each state has its own local names for its road enforcement agencies. For example, in Lagos, we have the Lagos State Traffic Management Authority (LASMA). Most of these agencies are selective in their enforcement: drivers who violate traffic laws, such as overloading, speeding, or operating without a proper license, face minimal or no consequences, depending on how they manoeuvre their way or on orders from above. Akande (2021) explains how reckless drivers are found in Lagos and Abuja due to improper monitoring and evaluation of road transporters. Corruption and extortion have weakened the effective enforcement of rules. Ulo (2024) agrees that drivers pay unions (Agbero) to avoid conflict or violence despite no meaningful service or accountability rendered to them, and bribe police to avoid delays or unnecessary checks.

Despite the prevalence of unruly behaviour in Nigeria's transport system, there is no policy regulating such behaviour among passengers and drivers. Adebara and Lara-Hernandez (2025) argue that motor parks are informal public spaces where drivers and passengers engage in a range of activities. The transport system is based on individual survival, rather than a policy framework. The absence of a formal transportation guideline system causes tension, tears, and tongue-wagging. However, without addressing these issues, the public transport system will continue the cycle of conflict, tension and unruly behaviour. Addressing this problem will foster empathy, kindness, and dignity in Nigeria's transport system.

CONCLUSIONS

Unruly behaviour among passengers and drivers in the Nigerian transport system is deeply rooted in frustration-aggression and social disorganisation. This is aggravated by the burgeoning governance crisis, which has prompted an aggressive posture among citizens. These unruly behaviours are not isolated incidents but are caused by structural and institutional failures. Both drivers and passengers operate in an unstable environment characterised by systemic inequalities. The quest to meet basic economic needs amid the rising cost of living makes life more competitive, fostering an aggressive attitude toward survival. Given the importance of commuting in the daily economic activities of the informal sector and the hassles of public transport, the transfer of aggression is inevitable. The implication of this is the fostering of insecurity in lives and properties. Altercations between transporters and passengers have in the past been accompanied by violence that claimed lives and property.

Addressing the problem requires a multifaceted approach, including policy reforms, training and sensitisation, infrastructure provision, and a conflict resolution mechanism. Only through effective and coordinated efforts will the Nigerian transport system be conducive, stable, free from conflict, tension, tears, chaos, and aggression. Most importantly, public sector reforms that prioritise promoting good governance and minimise economic burdens are necessary to ease the aggression occasioned by constant competitive tension among citizens.

RECOMMENDATIONS

Addressing Nigeria's transportation system needs a multifaceted approach that tackles psychological, social, cultural, and structural failures. Effective strategies must include education, institutional reforms, and good infrastructure. First, there is a need for traffic safety training and sensitisation. Commercial drivers and passengers in Nigeria need training to ensure quality education. This strategy reduces conflict on both sides and helps to show empathy. Beyond this, establishing a regulatory body for formal complaints can help to reduce tension.

The government should help provide quality roads, as drivers and passengers pay taxes. Their tax money should reflect the quality of service provided. However, physical infrastructure reduces unruly behaviour through well-structured terminals, clear signage, designated loading zones, and improved traffic order, thereby reducing confrontations and conflicts that fuel frustration and aggression. There should be permanent reforms for Nigeria's transport system. Nigeria's road regulatory system focused more on vehicle standards and licensing, overlooking the unruly behaviour that perpetuated violence and conflict among drivers and passengers. However, drivers and passengers must maintain constant adherence to behavioural ethics.

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