

# Aggression and Survival: A Qualitative Exploration of the Psychological Experiences of Transport Touts (Agbero) in Lagos State, Nigeria

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**Abstract:** Transport touting, locally known as agbero activities, constitutes a prominent feature of the informal transportation sector in Lagos State, Nigeria. Despite its widespread presence, limited empirical attention has been devoted to understanding the behavioural dispositions and lived experiences of individuals engaged in this occupation. This study explored the factors underlying participation in transport touting and the behavioural characteristics associated with the trade. Using a qualitative research design, data were collected through in-depth interviews with 20 transport touts operating in Yaba Motor Park in Lagos. The findings indicate that engagement in touting is largely driven by socioeconomic constraints rather than personal career aspirations. Participants reported that unemployment, financial hardship, poor educational attainment, and limited access to legitimate livelihood opportunities compelled them into the occupation. The study further revealed that low self-esteem, frustration, social marginalization, and aggressive tendencies were prevalent behavioural traits among respondents. These behaviours were perceived as both consequences of their social circumstances and adaptive responses to the demands of the transport environment. The findings underscore the influence of structural inequalities on behavioural outcomes and occupational choices within the informal economy. The study concludes that sustainable solutions to transport touting should extend beyond regulatory enforcement to include targeted social welfare programmes, employment opportunities, vocational training, and psychosocial interventions to address the underlying vulnerabilities that sustain participation in the trade..

**Keywords:** Agbero, transport touting, aggression, low self-esteem, psychosocial vulnerability, occupational behaviour, social exclusion, ..

## INTRODUCTION

Rapid urbanisation in Lagos has intensified challenges associated with unemployment, informal labour, and urban transport governance, creating conditions that sustain the emergence of transport touts, popularly known as agbero. The phenomenon intersects significantly with the United Nations Sustainable Development Goals (SDGs), particularly SDG 8, which advocates decent work and economic growth, and SDG 11, which promotes inclusive, safe, resilient, and sustainable cities. All of these seem like distant aspirations in many cities in Africa, more notably, this menace in populous cities where regulatory agencies seem inefficient. The cities of Lagos, Nigeria and Johannesburg have similar.

features in terms of population and motor park systems. What we predominantly see in motor parks in Lagos, like unsolicited park assistants, hustlers are also seen everywhere in major taxi ranks in Johannesburg, South Africa. In Johannesburg's minibus taxi industry, individuals who perform functions similar to *agbero* are commonly referred to as queue marshals, taxi marshals, or sometimes rank marshals. Their official role is to organize commuter queues, coordinate taxi loading, manage rank activities, and enforce route operations. A major difference is that while Lagos *agbero* are often associated with fare collection, street-level extortion, and motor park control, Johannesburg's taxi marshals are more formally integrated into taxi-rank administration through powerful taxi associations (Ndou & Sapa 2005). Nevertheless, both systems exhibit similarities in terms of informality, economic survival, territorial authority, and occasional use of aggression as a mechanism of control.

However, studies and reports have shown that some operate within highly politicised and sometimes violent taxi association structures that influence transport routes, territorial control, and commuter movement. Persistent socioeconomic inequalities, limited employment opportunities, and weak social protection systems have contributed to the expansion of informal occupations among vulnerable populations. From a political and public administration perspective, studies have shown that *agbero* activities are deeply embedded within urban transport governance and political patronage structures in Lagos, complicating regulatory efforts. Psychologically, experiences of social exclusion, low self-esteem, frustration, and aggression may shape behavioural dispositions among individuals engaged in transport touting. This study therefore explores the psychosocial experiences and behavioural characteristics of transport touts in Lagos State through a qualitative inquiry. Urban transportation systems in Nigeria are characterised by both formal and informal structures. In Lagos, the largest city and commercial hub of the country, the informal sector of road transport is dominated by *transportation touts* (commonly called *Agberos*) who function as intermediaries between drivers, passengers, and transport unions. While touting provides livelihood opportunities for thousands of unemployed youths, it has also become associated with antisocial behaviours such as aggression, extortion, intimidation, and violent confrontation (Umukoro et al 2025).

These behavioural patterns have contributed to traffic congestion, insecurity, and negative public perception of the Lagos transport sector. In recent years, the Lagos State Government has attempted structural reforms in the transport sector through regulation, enforcement, and the introduction of modern bus systems. Effective psychological interventions, such as cognitive-behavioural approaches, anger management training, stress reduction programmes, and pro-social skill development, have been found to be effective in modifying antisocial behaviours in other populations (Bandura, 1997; Beck, 2011). Applying such frameworks to Lagos touts may provide sustainable alternatives to punitive crackdowns and policy reforms that have largely failed.

This study, therefore, situates itself at the intersection of psychology, transport management, and social behaviour, with a focus on exploring the lived experiences of transportation touts in Lagos.

## Statement of the Problem

Despite government interventions in Lagos' transport sector, transportation touting continues to thrive and remains associated with aggressive and disruptive behaviours. Several studies have highlighted the socio-economic drivers of unemployment, including touting, poverty, and lack of education (Atiri et al 2025; Akinwale & Ojakorotu 2025; Akinwale & Ojakorotu 2024). However, relatively little research has systematically examined the psychological dimensions of their behaviour or proposed structured psychological management strategies.

Touts frequently engage in physical and verbal aggression, intimidation of passengers, and violent confrontations with rival groups (Umukoro et al). These behaviours not only undermine commuter safety but also erode trust in the public transportation system and significantly contribute to road rage in Nigeria.

The absence of psychological interventions means touts are often criminalised or marginalised, with little effort towards behavioural rehabilitation. This research essentially provides evidence gap in understanding why some humans have chosen to live in motor parks and will further support a

developmental framework as an alternative approach to managing tout behaviour in Lagos. The main objective of this study is to explore the lived experiences of transportation touts in Lagos Metropolis. Specifically, the study seeks to:

- Explore the reasons why they chose this line of trade
- Explore their personality and common behaviours
- Identify the major psychological challenges faced by transportation touts

## Conceptual Review

### **Transportation Touts (Agberos): Concept and Urban Role**

Transportation touts, locally referred to as *Agberos* in Lagos, are informal actors within Nigeria's urban transport ecosystem who solicit passengers, organise boarding at motor parks and junctions, and collect fees that are often informal or extortionate. Their functions extend beyond mere assistance to drivers and commuters, as they frequently enforce territorial control within motor parks through coercive or violent practices. Rather than existing solely as criminal outsiders, empirical studies have demonstrated that touts are embedded in broader informal governance structures, with their role shaped by political alliances, transport union hierarchies, and the historical evolution of Lagos's urban transport system (Agbibo, 2018; Fourchard, 2023).

The persistence of touting has consistently been linked to deep structural drivers such as unemployment, precarious urban livelihoods, and the lack of access to formal-sector opportunities (Shiyanbade et al 2023; Akinwale & Ojatorotu 2025). Touting often serves as an informal survival strategy for many marginalised youths, providing both daily income and a sense of social belonging, even though it simultaneously contributes to public disorder in transport hubs (Agbibo 2016; Adeyemi 2022). Research from both Lagos and comparable Nigerian cities, such as Ibadan and Abeokuta, shows that weak labour markets, pervasive economic scarcity, and the politicisation of transport unions help sustain the phenomenon of touting as a quasi-institutionalised practice (Agbibo 2016).

The activities of touts have been repeatedly associated with commuter harassment, financial extortion, traffic congestion, and periodic violent clashes, all of which undermine commuter safety and erode public confidence in urban transport systems. These behaviours also create significant barriers to state-led efforts to formalise or regulate motor parks, as touts are often backed by entrenched informal networks that resist external control (Fourchard, 2018; National Institute of Transport Technology, 2021). Reports from both contemporary media and academic sources consistently highlight the limited success of government interventions aimed at sanitising motor parks, due to the embeddedness of touts in Lagos's socio-political and economic landscape (Agbibo, 2018; Fourchard, 2023).

Evidence shows that criminalisation or purely punitive measures against marginalised groups such as touts have limited long-term effectiveness when the underlying drivers of their behaviour include entrenched group identities, maladaptive coping mechanisms and economic deprivation (Agbibo, 2015; Fourchard, 2018). Psychological management addresses the proximate cognitive and affective processes (such as hostile attribution biases, impulsivity and heightened stress responses) that produce aggressive or coercive conduct (Beck, 2011; McGuire, 2018). By complementing structural reforms with psychological strategies, interventions can produce more sustainable outcomes in reducing tout-related aggression and disorder.

## Theoretical Review

The following theories provide robust explanatory frameworks for understanding the behaviour of transportation touts and for designing psychological management strategies to address their conduct. Each is introduced in conceptual terms and then applied to the specific context of Lagos.

### *Social Learning Theory (Albert Bandura)*

Social Learning Theory proposes that individuals acquire behaviours through observation,

imitation and modelling, with reinforcement (whether direct or vicarious) strengthening the learned response (Bandura, 1977; Akers, 2009). This framework emphasises the interplay between personal cognition, observed models and environmental contingencies in shaping both pro-social and antisocial conduct.

In the context of touts, behaviours such as shouting to attract passengers, using intimidation to secure fares, or resolving disputes violently may be learned and transmitted within motor-park peer networks. When aggressive conduct yields tangible rewards (such as money, dominance or perceived respect) reinforcement mechanisms sustain such behaviour (Agbiboa, 2015). Applying this theory to interventions implies the introduction of positive role models, peer mentoring, behavioural rehearsal, and altering reinforcement contingencies by rewarding cooperative conduct. Such measures are both feasible and adaptable within informal motor-park settings.

### *Theory of Planned Behaviour (Ajzen)*

The Theory of Planned Behaviour (TPB), developed by Ajzen (1991), explains intentional behaviour through three determinants: attitudes toward the behaviour, subjective norms (perceived social pressure), and perceived behavioural control (PBC). Together, these shape behavioural intentions and predict actual conduct (Ajzen, 2011).

Applied to tout behaviour, TPB suggests three avenues for intervention: firstly, shifting attitudes by educating touts on the long-term costs of aggression and the benefits of cooperative behaviour; secondly, changing subjective norms by engaging transport union leaders, respected peer figures and commuters to set new expectations for conduct; and thirdly, enhancing perceived behavioural control by equipping touts with conflict-resolution skills, alternative income opportunities and practical non-violent strategies. Evidence indicates that interventions which simultaneously address attitudes, norms and perceived control achieve greater behavioural change than those targeting only one determinant (Fishbein & Ajzen, 2010).

### **Research Questions**

Why do young adults choose transport touts as a line of trade?

What behaviours are commonly exhibited by transport touts?

What are the major psychological challenges faced by transportation touts?

## **RESEARCH METHOD**

This study explored the population of transport touts in Lagos Metropolis of Nigeria. The researchers used interpretivism, which promotes adaptability and the welcoming of discussion to effectively communicate participants' personal experiences as they relate to them and the meanings they ascribed to the stimuli. The central thrust of the study was to understand the personality of transport touts and their demographic trajectories. A qualitative research model was adopted for this study, as it allowed the researcher to explore and learn about the participants' peculiarities in terms of socially constructed meanings. Additionally, it helps comprehend the participants' various experiences as they navigate their developmental milestones without formal education. An explorative research design of this kind deploys a constructivist worldview, which provides an in-depth understanding of how leaving school impacts their development and reveals the challenges they face. This further aided the researcher in coming up with effective measures for the prospective improvements on how to understand its implications on their long-term development.

This study was carried out in the Lagos Mainland Local Government Area of Lagos State, a residential area. A purposive sampling approach was employed, enabling the researchers to select young adults who are transport touts as they could provide firsthand insights into their lived experiences. The inclusion criteria for participants required individuals who lived and survived in motor parks, who had spent a significant number of years in the motor garage. A total of twenty people made up the sample size; this was to allow the researchers to choose a small number of participants to elicit comprehensive information from them. The choice of thematic analysis was also helpful to assist

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in emphasising, pinpointing, examining, and recording their activities and the impacts on their growth and development. This necessitated a proper analysis, which made the researcher understand from the point of view of the participants as well as reach a point of saturation to draw conclusions about the participants and generate trustworthy results. The population of this study consists of all registered and active motor-park touts (commonly known as *Agberos*) in Lagos State. These touts operate across major motor parks and junctions within the state, including but not limited to Oshodi, Yaba, Mushin, among others.

Strict adherence to ethical guidelines was maintained throughout the study. Participants had the freedom to voluntarily participate or withdraw at any time without any form of coercion. Written informed consent was obtained from all participants after they were fully informed about the study's purpose and procedures. To maintain confidentiality and anonymity, participants' identities were safeguarded by using coded labels instead of their real names. Each participant was assigned a unique identifier, such as Participant 1, Participant 2, Participant 3, and so forth. This approach ensured that their identities were kept confidential and would not be revealed at any point during the research.

Prior to data collection, the researcher sought for permission from the leadership of the National Union of Road Transport Workers (NURTW) and relevant motor-park authorities. After obtaining consent, trained research assistants who are fluent in English, Yoruba, and Pidgin English conducted the interview.

### Findings.

This analysis of data on school dropouts in Lagos and how it impacts their development. The study selected 20 (twenty) participants, mainly young adults in Lagos. The interview process was strictly unstructured.

### Biographical information young adults

This table provides biographic information about all participants involved in the study, including details on gender, age, educational qualification, and marital status.

| Participant | Age | Gender | BASIC CLASS ATTENDED LAST | Marital status |
|-------------|-----|--------|---------------------------|----------------|
|             | 27  | Male   | BASIC 9                   | Single         |
|             | 26  | Male   | BASIC 9                   | Separated      |
|             | 29  | Male   | SSCE CERT                 | Separated      |
|             | 24  | Male   | SSCE CERT                 | Married        |
|             | 31  | Male   | BASIC 7                   | Single         |
|             | 37  | Male   | BASIC 9                   | Married        |
|             | 27  | Male   | BASIC 9                   | Married        |
|             | 19  | Male   | BASIC 6                   | Single         |
|             | 27  | Male   | SSCE CERT                 | Single         |
|             | 24  | Male   | BASIC 4                   | Married        |
|             | 21  | Male   | BASIC 6                   | Separated      |
|             | 27  | Male   | BASIC 7                   | Separated      |
|             | 34  | Male   | BASIC 9                   | Married        |
|             | 29  | Male   | BASIC 4                   | Married        |
|             | 34  | Male   | BASIC 4                   | Separated      |

|  |    |      |           |           |
|--|----|------|-----------|-----------|
|  | 31 | Male | BASIC 4   | Separated |
|  | 34 | Male | BASIC 7   | Separated |
|  | 35 | Male | BASIC 7   | Married   |
|  | 34 | Male | BASIC 6   | Single    |
|  | 24 | Male | SSCE CERT | Single    |

This is the tabular presentation of the demographic variables elicited from the participants, which are age, gender, educational qualifications and marital status.

The themes generated are presented below

| Objectives/Themes                                                          | Sub-Themes                                                                                                                                                                                      | Participants                         |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Explore the reasons why they chose this line of trade                      | Psychological distress<br>No education<br>Feeling deprived<br>Learned helplessness<br>Survival<br>Poverty                                                                                       | 1,2,3,6,8,16,11,13,14,16,17,18,20    |
| Explore their personality and common behaviours                            | Substance abuse affects their conduct<br>They often experience frustration and anger<br>Social: Inferiority complex, parental practices, low self esteem<br>Touts exhibit aggressive tendencies | 1,2,3,6,8,16,11,13,14,16,19          |
| What are the major psychological challenges faced by transportation touts? | Stress from daily survival<br>Lack of recognition/respect<br>Stigmatization by society<br>Poor emotional control<br>Unstable family life                                                        | 1,2,3,6,8,16,11,13,14,16,17,18,19,20 |

#### Explore the reasons why they chose this line of trade

Transport touts often experience heightened psychological distress due to limited opportunities, contributing to social instability. In this population sample, the study found that 54.5% of people experienced depression, 50.8% of people experienced anxiety, and 38.9% of people experienced stress.

#### Participant 12

*"I wake up regretting my actions of not going to school because this motor park tout is not easy; one can easily be stabbed or die. The politicians will keep their children in good school, but they will be using us to do bad things for the people."*

The participants express dissatisfaction about how they are living in the parks and categorically state that they would not want to see their children living the same life they are living.

#### Explore their personality and common behaviours

The majority agreed that *impulsivity, aggression, frustration, and substance use* are dominant psychological traits among touts. These results suggest that touting behaviour is influenced by both

emotional instability and coping deficits, aligning with theories of frustration-aggression and social learning.

*"I am omo lile, that is" tough child", you need to know that only the tough ones can actually be eating and surviving through this kind of extortion, it is not easy, we do jagba, forcing money to come out of people's pockets, although we don't steal but ....., let me not talk about other things we do"*

### **What are the major psychological challenges faced by transportation touts?**

Touts in Lagos operate within a complex social and economic environment that exposes them to numerous psychosocial pressures. These challenges shape their behavior, emotional well-being, and interactions with society. Three of the most significant psychosocial challenges are stress, stigma, and lack of emotional control.

*"It is not easy to live and survive in the motor park. Many of us are homeless, and we even sleep inside the bus. I don't have a wife; it is not easy to have a wife and a stable family without money. I drink a lot to forget my problems; in fact, there is no substance I have not taken before. I can't control my emotions, and I just blame myself for everything I am going through"*

### **Interpretation of findings**

The results show that Lagos transportation touts face serious psychological and social challenges, leading to aggression and deviant behaviors commonly observed in motor parks. Consistent with *Bandura's Social Learning Theory*, their behaviors often mirror the aggressive models around them and are reinforced by group dynamics and economic gain.

Findings also reveal that low education, poverty, and social exclusion are significant background factors. Current management approaches remain insufficiently structured, lacking qualified mental health professionals or sustained rehabilitation programs. However, integrating psychological counselling, stress management, and community reintegration could yield improved behavioral outcomes.

All the respondents were male within the 26–40 years age range. This shows that touting is a male-dominated and youth-driven occupation. Also, the majority have low educational attainment, suggesting that limited educational opportunities may contribute to involvement in touting activities. The majority of them agreed that *impulsivity, aggression, frustration, and substance use* are dominant psychological traits among touts. This study suggests that touting behaviour is influenced by both emotional instability and coping deficits, aligning with theories of frustration-aggression and social learning.

The most reported psychological challenges include stress, social rejection, and low emotional control. These issues indicate that touts experience psychosocial marginalization, contributing to antisocial behaviors and aggression in motor parks.

Touting behavior in Lagos is significantly influenced by psychological traits such as impulsivity, aggression, and low self-esteem.

Touts face multiple psychosocial challenges, including stress, stigma, and lack of emotional control.

## **Conclusion**

Touting behavior in Lagos is significantly influenced by psychological traits such as impulsivity, aggression, and low self-esteem. Touting in Lagos characterized by disorderly solicitation of passengers, confrontational interactions, and involvement in informal transport operations is not only a socio-economic phenomenon but also deeply rooted in individual psychological traits. Three major traits that influence touting behaviour are impulsivity, aggression, and low self-esteem:

Impulsivity refers to the tendency to act quickly without adequate thought or consideration of consequences. This is a common behaviour in several of them. Many touts operate in fast-paced, highly competitive environments where rapid action can mean securing customers or missing opportunities. Individuals with high impulsivity may be more prone to: react instantly to provocation from drivers,

passengers, or rival touts, engage in risky behaviors such as jumping into moving vehicles to collect money or secure passengers and make poor decisions regarding conflict, often escalating situations instead of calming them. Impulsivity makes it difficult for them to regulate emotions or plan long-term, thereby reinforcing the chaotic and spontaneous nature of touting.

Aggression is another psychological trait strongly linked to touting behavior. The Lagos transport environment especially in motor parks and busy terminals often rewards assertiveness and dominance. Individuals who naturally display aggressive behaviors may find touting a space where such traits provide advantages. This can manifest in Physical or verbal intimidation of passengers or rivals. Frequent involvement in fights, disputes, or power struggles. The use of force to enforce their authority or secure economic gain. Aggression, therefore, becomes both a coping mechanism in a harsh environment and a behavioral pattern reinforced by peer groups and survival needs.

Low self-esteem contributes significantly to touting behavior by shaping how individuals perceive themselves and their value in society. Many touts come from marginalized backgrounds where educational and economic opportunities are limited. Feelings of inadequacy or societal rejection may push them toward groups where their identity and actions are validated. This often results in overcompensation through aggressive postures or loud behavior. susceptibility to peer pressure, especially in groups where deviant behavior is normalized. Difficulty believing they can succeed in formal employment, leading to continued involvement in touting. Low self-esteem also affects their emotional resilience, making them more reactive to perceived disrespect or threats.

These psychological traits, impulsivity, aggression, and low self-esteem, shape how touts behave, respond to stress, and interact with others in Lagos. They are not the sole causes of touting but significantly contribute to the behaviors commonly associated with it. Understanding these traits is essential for designing effective psychological and social interventions that target both the individual and the broader environment.

Touts in Lagos operate within a complex social and economic environment that exposes them to numerous psychosocial pressures. These challenges shape their behavior, emotional well-being, and interactions with society. Three of the most significant psychosocial challenges are stress, stigma, and lack of emotional control.

Touting is a high-pressure occupation characterized by unpredictability, competition, and constant physical activity. Touts often work long hours in crowded, noisy transport terminals, facing threats from rival groups, law enforcement, and unpredictable passenger behavior. This environment exposes them to chronic stress resulting from: Income is unstable, dependent on daily passenger turnout. Noise, overcrowding, and chaotic traffic contribute to sensory overload. Frequent confrontations, accidents, and risk of injury. No formal employment structure or guaranteed earnings. Over time, this persistent stress can lead to fatigue, irritability, anxiety, and difficulty coping with daily challenges.

Touts experience significant social stigma due to negative public perceptions. They are often viewed as violent, uneducated, unruly, or criminal, which leads to societal rejection and discrimination. This stigma affects various aspects of their lives, including: Many touts are avoided or treated with hostility by the public. Society often labels them as miscreants or troublemakers. Continuous negative judgment can lead them to adopt the very behaviours society expects, reinforcing a cycle of deviance. Employers, community members, and institutions may refuse to engage with or support them. Such stigma can make touts feel alienated, undervalued, or unwanted within their communities.

Many touts struggle with regulating their emotions, especially in high-pressure situations. This lack of emotional control may stem from childhood trauma, poor social support, limited education, or substance abuse. In the context of their daily work, it often presents as: Small disagreements with passengers or colleagues escalate into fights. Difficulty resolving disputes peacefully. Immediate aggressive responses without thinking about consequences. Especially when dealing with competition, police harassment, or financial struggles.

Emotional dysregulation further reinforces negative stereotypes and increases the likelihood of confrontations and risky behaviours.

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The psychosocial challenges faced by touts, such as stress, stigma, and poor emotional regulation, significantly influence their behaviour and quality of life. These challenges can perpetuate a cycle of deviance, marginalization, and psychological distress. Understanding these issues is crucial for developing effective mental health interventions, rehabilitation programs, and social policies that support behavior change and reintegration.

This study explored the lived experiences of *transportation touts in Lagos State*, focusing on the psychological factors influencing their behaviors and how effective interventions can improve their adjustment, productivity, and integration into society. The research aimed to explore the underlying causes of aggressive and antisocial behaviors among touts, evaluate the psychological challenges they face, and assess management strategies that could be applied to improve their well-being and functionality within the transport system.

The study was anchored on relevant psychological theories such as Maslow's Hierarchy of Needs, Behavioral Theory, and Social Learning Theory, which explain how unmet needs, learned behaviors, and environmental influences shape the attitudes and conduct of individuals. A descriptive research design was adopted, and data were collected through questionnaires and interviews administered to selected transport workers, union leaders, and commuters across major motor parks in Lagos, including Oshodi, Yaba, Mile 2, Ojota, Ajah and CMS.

Findings from the analysis revealed that:

Many touts suffer from low self-esteem, poor emotional regulation, and social frustration due to economic hardship and social exclusion.

The lack of formal education and stable employment contributes to the prevalence of aggression, substance abuse, and deviant behavior among them.

Psychological interventions such as counseling, anger management training, behavior modification therapy, and socio-economic empowerment programs can significantly reduce maladaptive behaviors.

The study also found that environmental factors like poor transport regulation, political patronage, and weak enforcement encourage touting and hinder behavioral reform.

Stakeholders including the Lagos State Government, transport unions, and non-governmental organizations (NGOs) have roles to play in implementing sustainable psychological and social management strategies.

## Conclusion

Based on the findings, it can be concluded that the behavioral challenges exhibited by transportation touts in Lagos are deeply rooted in psychological, economic, and social deprivation. Their aggressive and disruptive behaviors are often manifestations of underlying frustration, lack of purpose, and poor emotional coping mechanisms.

The study emphasizes that punitive measures alone cannot effectively manage the problem of touting; rather, psychological management approaches such as counseling, rehabilitation, skills training, and community reintegration are more sustainable and humane strategies.

Thus, addressing touting behavior requires a multidimensional intervention involving psychological reorientation, social empowerment, and policy reform. Effective collaboration between government agencies, transport unions, and mental health professionals is key to achieving lasting behavioural change and reducing public nuisance associated with touts in Lagos.

## Recommendations

Based on the findings and conclusions of this study, the following recommendations are made: The Lagos State Government should establish rehabilitation and counselling centres for touts, focusing on anger management, substance abuse treatment, and social reintegration. Economic empowerment

through vocational training, microcredit schemes, and small business support should be provided to discourage dependence on touting as a livelihood. Public enlightenment campaigns should be conducted to sensitise touts about the negative effects of their behaviour and encourage more positive and socially acceptable means of earning a living. Transport unions should collaborate with the government to regulate the behavior of members and enforce discipline within motor parks. The use of psychological screening and training before recruitment into union leadership should be encouraged. The Lagos State Ministry of Transportation should formulate policies that integrate psychological and social management components into the existing transport regulation system.

### AI Declaration

The author declared using AI, specifically ChatGPT and Grammarly, to simplify complex technical language to make content more accessible for the readers because English is not our first language.

### Author(s) Declaration

This article was personally funded by the authors and has not been submitted anywhere else for consideration of publication...

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