PERSPECTIVE AND CHALLENGES OF TRANSPORTATION SERVICES DELIVERY IN CASE OF JIMMA TOWN AUTHORITY

RESEARCH PAPER SUBMITTED TO PARTIAL FULFILLMENT OF BA DEGREE IN MANAGEMENT

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COLLEGE OF BUSINESS AND ECONOMICS
DEPARTMENT OF MANAGEMENT

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JIMMA UNIVERSITY
Acknowledgement

First of all I would like to thank the almightily Allha who created the heaven and the earth sustaining of whole universe without his will nothing could happen.

Next and for most & would like to express my deep gratitude and appreciation to my advisors Sied Hussen, for his close supervision and helpful advise, comment and suggestion in carrying out his research proposal.

Thirdly I would like to thank my family for their contribution in financially and always striving for my success and survival in this world next to Allha.

Finally I would like to give special thanks to my secretary Kidist Belete.
Abstract

This study was conducted on perspective and challenges of transportation services delivery in the case of Jimma Town Authority. The main objective of the study was to assess the perspective challenges of transportation service delivery assuming management position and this study was conducted by using both primary and secondary data.

The primary data have gathered from employees of the organization by means of questionnaires with the concern of challenges that faced on women in management position.

The researcher takes 65 respondent who are the total worker of the organization. Those career development problems. Problem on performance appraisal lack of support form finally the researcher put possible solution for these findings.
Acronym

PPP  private public partnership
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This study is aimed to get information about your work life in the organization. The gathered information will be kept secret and be used mainly for the researcher's academic purpose not for evaluation your commitment and take some measure. I hope you will extract your kind cooperation with frankly to this questionnaire.

Instruction

Please

- To maintain confidentiality, please do not write your name or sign any where in the questionnaire
- Give your response to all the statement found in questionnaire
- Kindly do not consult others while responding.
- Please choose among the alternative and make ‘x’ sign on it like this: you select B

A ☐ B ☐ C ☐ D ☐

1. sex of respondent
   1. male ☐ 2. female ☐

2. Age of respondent
   1. Below 8  2. 25 between 12  3. between 10  4. above 4

3. Work experience
   1. 13 year___________________________
   2. 11 year___________________________
   3. 10 year___________________________
   14. end above_______________________

4. Educational level
   1. Diploma ☐ 2. BA Degree ☐ 3. MSc ☐ 4. PHD ☐
5. Are you satisfied with work?  
   1. Yes_____________  
   2. No____________

6. Do you provide fair and equal treatment for all customers?  
   1. Yes_____________  
   2. No____________

7. Are you satisfied with a set of instruction available to treat customer?  
   1. Satisfied  
   2. Neutral  
   3. dissatisfied

8. Are you satisfied in organizational policy?  
   1. Yes__________  
   2. No____________

9. Is there any freedom for employee to possess what they think?  
   1. Yes__________  
   2. No____________

10. Is say yes for the above question explain how

11. What is the level of supervisors support?  
    1. High__________  
    2. Moderate________  
    3. Low____________

12. What is the degree of respect and concern do you receive from customer?  
    1. High____________  
    2. Moderate____________  
    3. Low____________

13. Do you get technological support  
    1. Yes__________  
    2. No____________

    If you say yes what types__________________________________

14. Do you get training in customers handling?  
    1. Yes__________  
    2. No____________

15. Is three effective team sprit your co-workers?  
    1. Yes__________  
    2. No____________

16. What are the external bodies affecting the day activities of Jimma Town transport authority________________________________________________________

17. What are the basic challenges that hinder applying a conductive policy of transport service________________________________________________________

18. What are the ways of getting a feedback from customer?________________________________________________________
Interview Questions

1. What are the qualities of service given Jimma Town transport authority?
2. What is the fear of being pocket picked? If so, where?
3. What are the contributions of customers to get quality service? For the drivers?
4. What are the requirements to be drivers?
5. What are the weaknesses of Jimma Town transport authority service?
4.2. Cost Budget

To complete the study the source of money will be financed from Jimma university end by contribution of researcher.

The money will be collected based on different requirements for the study to be complete. The detail of allocation of the found to each of material needed is as follows.

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CHAPTER FOUR

Time Budget and Cost Budget

4.1. Time Budget

This study will cover time duration from November up to June 2015/2016. The table below explains when the study is expected to carry out when of the important cased will be completed.

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DECLARATION
I undersigned declare that this student proposal is my original work and has not been presented for a degree in any other university, and all the materials user of this study have been duly, acknowledge.

____________________       ____________       _____________________
Name of Student             Signature                                      Date

This student proposal has been submitted for examination with my
Approver as university advisor.

______________________         __________________       _______________
Name of Advisor                             Signature                           Date