

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

**RESEARCH PAPER SUBMITTED TO PARTIAL FULFILLMENT OF
BA DEGREE IN MANAGEMENT**

ADVISED: SEID HUSSEN M(MBA)

BY FATUMA IMAM

**JIMMA UNIVERSITY
COLLEGE OF BUSINESS AND ECONOMICS
DEPARTMENT OF MANAGEMENT**



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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 asses

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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JIMMA UNIVERSITY
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This study is aims to get information about your work life in the organization the gathered information will be kept secret and be used mainly for the researcher academic purpose not evaluation your commitment and take some measure. I hope you will extract your kind cooperation lies 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 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 the 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 give Jimma Town transport authority
2. What there 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 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 and 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.

No	Material Requirement	Unit cost(Birr)	No of unit required	Total cost
1	Pen and pencil	4 and 1.50	4 and 1	17.50
2	Paper	90	1 packet	90
3	Flash	120	1	120
4	Travel cost	50		50
5	Printing cost	200		200
	Total			524.50

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 cases will be completed

No	Activity	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	June
1	Title selection and submission	✓							
2	Literature review								
3	Preparing the proposal								
4									
5	Data editing			✓					
6	Data analysis				✓				
7	Conclusion of the finding					✓			
8	Recommendation						✓		
9	Presentation of the study								✓

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
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This student proposal has been submitted for examination with my

Approver as university advisor.

Name of Advisor	Signature	Date
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