FACTOR THAT AFFECT PERFORMANCE OF MATATU SECTOR IN NAIROBI
(CASE STUDY OF NAIROBI SOUTH B ROUTE)

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DECLARATION

This research project has not been submitted for the award of Diploma or Degree in any other university.

Candidate’s names: [Signature]

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Date: 10/07/12

This research project has been submitted for examination by my approval as the university supervisor.

Supervisor: [Signature]

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Date: 10/07/12
ABSTRACT

The aim of the study is to identify the factors that affect the performance of Matatu sector in Nairobi and recommendations for improvements. With era increasing populations, migration to urban areas in search for jobs and better opportunities, demands for public transport will continue to increase. Studies in the mode of transport used in Kenya revealed that Matatu is central in the movement of people, goods and services in rural and urban areas. This sector commands almost 50% of share of the public transport market in Nairobi.

The main method in data collection of the study is through questionnaire where Matatu owners were given questionnaire forms to answer questions seeking to investigate the problem that lead to failure of Matatu business in Nairobi.

Data was analysed both qualitatively and quantitatively, qualitative analysis of data consists of data examination, identifying categories, themes and patterns using codes.