AN INVESTIGATION INTO WHY THE ATTITUDE OF THE PUBLIC SERVICE VEHICLE DRIVERS CONTINUE TO DETERIORATE: A CASE STUDY OF NAIROBI NISSAN SACCO IN NAIROBI COUNTY, KENYA

BY

CRAIG OWAK NYANJOM

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STUDENT'S DECLARATION

This project proposal is my original work and has not been presented for a degree in any other university.

Signed

Date 3/12/13

Craig Owak Nyanjom

L137/21501/2011.

This project proposal has been submitted for review with my approval as a university supervisor.

Signed

Date 02/12/13

Mr. Simon N. Kiragu

Lecturer,

Department of Extra Mural Studies

University of Nairobi
ABSTRACT

Deterioration of working attitude among the public service drivers has become a common problem in the Nairobi Nissan SACCO. Drivers have become more reluctant in their work thus giving out a weak output.

The study was directed at establishing the issues and problems drivers undergo in their day to day life. It also investigated circumstances that contribute in the deterioration of working attitude in drivers. At the end it recommended necessary or appropriate changes that the public service drivers needed to undergo in order to improve the public image of the transport industry.

The population compromised and targeted the public service drivers of the Nairobi Nissan SACCO.

Questionnaires were the appropriate data collection method that was used to capture the circumstances that lead to deterioration of working attitude in drivers.

Descriptive statistics was used to summarize and analyze the data.