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**FACTORS AFFECTING PUBLIC TRANSPORT MANAGEMENT IN
KIGALI CITY, RWANDA**

BY

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ABSTRACT

The main aim of this Study was to assess the factors affecting public transport management in Kigali City in Rwanda. The study was guided by the following three objectives: (1) to analyze the political and socioeconomic factors affecting public transport in Kigali City; (2) to assess the nature of the existing public transport services system in Kigali City, and (3) to establish possible mechanisms to improve public transport in Kigali City.

The study was conducted using both quantitative and qualitative designs. Data was collected using Questionnaires and Interview guide as well as review of available documents and records. The researcher targeted 12 managers and accountants of three bus companies operating in Kigali City. Three Managing Directors of public bodies in charge of public transport in Rwanda also participated in this research. These were selected using purposive and random sampling techniques. Data was analyzed using the Statistical Package for Social Sciences (SPSS). The study revealed that the majority of the respondents recognized government subsidization, high urban growth rate, design of Kigali City to affect PT system pattern in Kigali City. The study recommends that the increased efforts by the government, different organizations and bodies, communities and well-wishers to be vigilant to invest in public transport in Kigali City to solve the problem of overcrowding at bus stages during peak hours (morning and evening). A big number of managers revealed that they are not sure that the space in the PT Vehicles is adequate for passengers. It was also found that Public safety strategy and survey is needed for the satisfaction of passengers. Therefore, passenger perspective is the area of greatest concern of public transport in Kigali City. Finally, the investigation recommends the cooperation with public transport operators in the development and improvement of the Public transport services.