EFFECTIVENESS OF THE MANAGEMENT SYSTEMS ON THE PERFORMANCE OF ROAD TRANSPORT COMPANIES IN RWANDA

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Abstract
The purpose of this paper is to assess the management systems and establish the extent to which they are effective in enhancing the performance of the road passenger transport companies in Rwanda. Three hundred thirty four (334) respondents were randomly and purposively selected from three transport companies. The data was analyzed using SPSS and MS Excel for windows statistical software and frequencies, pie charts, frequency tables and chi-square ($X^2$) tests of relationships were conducted to determine the pattern among the study variables. The results showed a statistically significant relationship in the vehicle management systems among the three road transport companies ($p=0.000<0.05$). Findings of both private and public companies indicated that all were moderately effective using scientific accepted formats. Finally, the research recommends that the government owned ONATRACOM Company should put more effort in cost management because the findings revealed that cost management is given less attention by the management. Private transport companies should consider implementing briefing, pre-journey and en-route information as some of the important passenger management systems.

Keywords: Effectiveness, Management system, Performance

Introduction
Management systems are an important aspect in the performance of any company; be it public or private. Management systems are considered the framework of processes and procedures used to ensure that an organization can fulfill all tasks required to achieve its objectives (Publicly Available Specification, 2006). They are considered a means to achieve the business objectives and increase understanding of the current business operations. The transportation system is also one of the basic components of an urban areas social, economic and physical structure. Transport is a major sector of any nation’s economy (Hillman, 1992). The significant place it holds reflects the fact that cars are generally seen as the most attractive means of travelling comfortably, quickly,