

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**  
**FACULTY OF SOCIAL SCIENCES AND HUMANITIES**  
**DEPARTMENT OF PEACE AND GOVERNANCE**



**EFFECTIVENESS OF GOVERNMENT POLICIES IN ADDRESSING  
TRANSPORT CRISIS IN URBAN AREAS: CASE STUDY  
CHITUNGWIZA RESIDENTS WORKING IN HARARE**

**BY**

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**A DISSERTATION SUBMITTED TO THE DEPARTMENT OF PEACE AND  
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## **ABSTRACT**

The purpose of the study was to investigate the effectiveness of government policies in addressing transport crisis in urban areas with the focus being on Chitungwiza residents working in Harare. The study used a case study research design as a popular method in social science research that involves an in-depth examination of a single case or a group of cases. Questionnaire and semi-structured interviews are two data collection methods that enable the researcher to acquire information directly from participants and ask follow-up questions for clarification. The study also used liberalism theory and also explores causes of transport crisis in urban areas, strategies that have been used to address the transport crisis and challenges faced by the government in addressing this phenomenon affecting Chitungwiza residents. The study provides a comprehensive analysis of the transport crisis in urban areas, highlighting the need for sustainable and integrated transport solutions.

**DECLARATION**

I Makuwe Michelle (B210415B) hereby declare that this dissertation for the Bachelor of Science Honours Degree in Peace and Governance at Bindura University of Science Education has not previously been submitted for a degree at this or another institution and that this is my own work in design and execution.

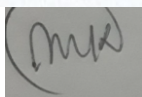
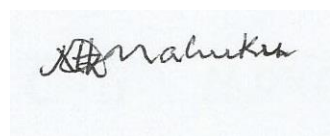
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**DEDICATION**

I dedicate this dissertation to the pillars of my life, my parents, Mr and Mrs Makuwe who have shaped me into who I am today. Thank you for the unconditional love, support and the guidance you have given and I thank you for all your sacrifices, encouragement and your constant prayers. Without your support this whole academic year was never going to be a success and I am so blessed to have you in my life.

## **LIST OF ABBREVIATIONS AND ACRONYMS**

ADB - African Development Bank

CBD - Central Business District

CoH - City of Harare

ESAP - Economic Structural Adjustment Programme

Kombi - Commuter Omnibus

MOTID - Ministry of Transport and Infrastructural Development

NTP - National Transport Policy

NTP - National Transport Policy

NRZ - National Railways of Zimbabwe

PSC- Public Service Commission

RTA - Road Traffic Act

SADC -Southern African Development Community

VID - Vehicle Inspection Department

ZINARA - Zimbabwe National Road Administration

ZUPCO - Zimbabwe United Passenger Company

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## **CHAPTER ONE**

### **BACKGROUND OF THE STUDY**

This study, researches on how transportation issues and government policies affect chitungwiza residents commuting on a daily basis to Harare for work. Quick expansion of cities and growth in the number of people have contributed to higher demand for transportation services resulting in congestion and strain on existing road networks (Muzondo, 2014). This rapid urbanization has led to increased demand for transportation services, resulting in congestion, pollution, and safety concerns (Gwilliam, 2017). Inadequate public transportation systems dominated by informal modes such as minibus taxis exacerbate these issues (Khayesi, 2016). In Nigeria, the largest city, Lagos faces significant transport challenges including congestion and safety concerns (Ogunlesi, 2019). In East Africa, cities like Nairobi and Dar es Salaam face similar challenges, including inadequate public transportation systems (Mbara, 2017). It affects productivity, increases travel times and contributes to air pollution. According to Hummels (2017) the need to draw in internationally movable investment, the industrialization agenda, and the need to adapt to the rapidly evolving global economy and globalization all fuelled the desire for innovation in the transportation sector. According to Khayesi (2016), inadequate public transit systems that are dominated by unofficial means like minibus taxis make matters worse. In addition to being vital to daily life, transportation is also crucial to sustainable development. Access to work, business, education, healthcare and social connection are all made possible by it. There are economic, social, cultural, political, environmental and financial aspects to transportation sustainability.

In Africa, transport crises are compounded by inadequate road infrastructure, limited public transport options and rapid population growth. The African Development Bank (AfDB,(2018) highlights that urban areas in Africa are experiencing unprecedented growth, with projections indicating that by 2050, over half of the continent's population will reside in urban areas (AfDB, 2018). This rapid urbanization has led to increased congestion, pollution and road traffic accidents, particularly in megacities like Lagos and Nairobi (World Bank, 2019). In Southern Africa, urban transport crises manifest through a combination of rapid urbanization and increasing number of vehicles, which outpace the development of public transport systems. Mwanza et al (2020) emphasizes the importance of integrated transport planning that considers the unique socio-economic contexts of African cities, advocating for investments in sustainable public transport systems and non-motorized transport options to alleviate the transport crises. According to UN-Habitat (2020) the need for regional cooperation and policy frameworks that support sustainable urban mobility is also critical in addressing these challenges effectively.

Since Zimbabwe gained its independence in 1980, the country has seen higher rates of urbanization due to a mix of urban pull and rural push influences (Chirisa et al., 2014). The city's narrow streets are currently unable to accommodate the growing demand for transportation due to the inadequate development of the modes' transportation networks, resulting in major traffic jams accompanied by a number of detrimental repercussions. Decrease of official public transportation services has resulted in an excessive dependence on unofficial means such shared buses and taxis which frequently jeopardize dependability and safety (Mupambwa, 2021). According to the Zimbabwe National Statistics Agency (2022), urban dwellers must contend with longer commutes and higher transportation expenses, which exacerbates inequality.

Hence the need for a study to examine the measures taken by government in addressing transport crisis for sustainable transportation.

Chitungwiza, a satellite town located approximately 30 kilometres from Harare, Zimbabwe's capital and as a growing urban centre, many residents of Chitungwiza commute daily to the Central Business District (CBD) of Harare for employment opportunities. This study explores one of the most pressing issues for Chitungwiza residents which is transportation. Zimbabwe's system for moving people via public means is marked by deficiency of dependable and effective services, which causes commuters to experience delays and longer travel times (Mhlanga & Chikozho, 2020). Many residents report spending several hours a day traveling, which has an adverse effect on their mental health and productivity (Chigora & Mavhunga, 2020). Chivanga and Chitiga (2021) assert that poor roads and transportation infrastructure hinder economic progress and reduce the quality of life for residents. People in the area may be deterred from seeking employment that requires them to travel during off-peak hours because they are concerned about their personal safety throughout their commute (Mavhunga & Musiyiwa, 2021). As a result, Chitungwiza residents who work in Harare will be utilized as a case study to investigate how well government policies handle the urban transportation challenge.

## **1.2 PURPOSE OF THE STUDY**

To examine the effectiveness of government policies in addressing transport crisis in urban areas using Chitungwiza residents as a case study.

## **1.3 STATEMENT OF THE PROBLEM**

Residents of Chitungwiza face significant challenges in commuting to Harare's Central Business District (CBD) primarily due to inadequate public transport infrastructure, high commuting costs, and safety concerns. The existing transport

options are often overcrowded, unreliable and financially burdensome, exacerbated by frequent traffic congestion that prolongs travel times. Additionally, issues of safety, including the risk of theft and harassment, further deter residents from utilizing available services, leading to a stressful commuting experience. These challenges hinder the ability of commuters to reach their workplaces efficiently and safely, impacting their overall quality of life and economic productivity.

#### **1.4 OBJECTIVES OF THE STUDY**

1. To discuss the causes of transport crisis in urban areas.
2. To examine the strategies being used government in addressing transport crisis to Chitungwiza residents working in Harare city.
3. To identify challenges faced by government to address the transport crisis faced by Chitungwiza residents working in Harare.

#### **1.5 RESEARCH QUESTIONS**

1. What are the causes of transport crisis in urban areas?
2. What are the strategies being used by government in addressing transport crisis to Chitungwiza residents working in Harare city?
3. What challenges faced by government to address the transport crisis faced by Chitungwiza residents working in Harare.

#### **1.6 ASSUMPTIONS**

The research assumed that:

- ❖ The transport crisis in Chitungwiza is primarily caused by inadequate transportation services.

- ❖ The government implements some strategies to address the transport crisis but these strategies are inadequate.
- ❖ The government faces significant challenges in addressing the transport crisis including limited financial resources.
- ❖ Alternative transportation solutions such as bus rapid transit (BRT) systems or non-motorized transportation infrastructure can be effective in alleviating the transport crisis in Chitungwiza.

## **1.7 SIGNIFICANCE OF THE STUDY**

The study may be of significance to:

### **❖ GOVERNMENT AND POLICYMAKERS**

Urban planners and policymakers stand to gain significantly from the study on transport crises in urban areas. The insights derived from the study can inform the development of transportation policies that are responsive to the unique challenges posed by urban mobility. For instance, understanding traffic patterns, congestion hotspots, and the needs of diverse populations can help planners design integrated transportation systems that prioritize accessibility and efficiency. Ultimately, the study assists urban planners in planning effectively and policymakers with the necessary tools to foster sustainable urban development that meets the demands of growing populations.

### **❖ PUBLIC TRANSPORT OPERATORS**

Public transport operators are directly affected by patterns of demand and the effectiveness of their services. The findings of the study can provide essential insights into commuter behaviour, helping operators understand where improvements are needed. Furthermore, understanding the challenges faced by commuters allows

operators to implement measures that improve the overall experience, such as better scheduling, more reliable service and improved facilities at transit hubs. The study equips public transport operators with the information needed to adapt and thrive in a competitive urban landscape.

#### ❖ ACADEMIC RESEARCHERS

The study provides a foundation for further investigation into various aspects of urban mobility, including the socio-economic impacts of transportation access, the effectiveness of different transport modes, and the interaction between transportation systems and urban design. Scholars can utilize the data to conduct comparative studies across different cities or to explore innovative solutions, such as the integration of smart technologies in public transport. By expanding on the study's insights, researchers can contribute to the development of sustainable and equitable transportation solutions that address the complexities of urban environments.

#### ❖ CHITUNGWIZA RESIDENTS

Improved transportation systems directly enhance the daily lives of residents, leading to reduced travel times, lower transportation costs, and increased safety. The study's findings can inform initiatives aimed at making public transport more efficient and accessible. Furthermore, by advocating for policies informed by the study, residents can play a proactive role in shaping their urban environments. The study aims to create a more sustainable, equitable, and efficient transportation landscape that benefits everyone in the community.

#### ❖ LOCAL AUTHORITIES (CHITUNGWIZA MUNICIPALITY).

Local governments are crucial in implementing transportation strategies and infrastructure improvements at the municipal level. The findings from the study can

guide local authorities in making informed decisions about where to allocate resources and investments. By identifying areas most affected by transport crises, municipalities can prioritize their infrastructure projects to enhance public transport systems and improve road safety. In essence, the study serves as a roadmap for local governments to enhance the quality of life for their residents through improved transportation service

### **1.8 DELIMITATIONS OF THE STUDY**

The study is confined to Chitungwiza and Harare, specifically examining the transport routes that link these two areas and this geographic delimitation allows for an in-depth analysis of the commuting experience between these two urban centres, which are closely intertwined economically and socially. The primary focus of the study is on residents of Chitungwiza who commute to Harare for work and this distinction means that the experiences of non-commuting residents, those who work within Chitungwiza, or individuals commuting from other areas are excluded from the analysis. This temporal delimitation is crucial for capturing the immediacy of the transport crisis and its effects on daily commuting patterns, without delving into historical transport issues that may complicate the analysis.

### **1.9 LIMITATIONS OF THE STUDY**

The study's reliance on mixed methodology has the challenge of integrating qualitative and quantitative data which may lead to inconsistencies and difficulties in drawing meaningful conclusions. The transport crisis in Chitungwiza may reflect broader urban transport issues in Zimbabwe and other developing countries. However, the unique socio-economic and political context of Zimbabwe means that findings may not be easily transferable to other locations or situations, reducing the study's generalizability.



## **1.10 DEFINITIONS OF KEY TERMS**

### **TRANSPORT**

According to Mbara (2015) transportation is a vital component of daily life and is necessary to sustainable development.

### **POLICY**

Policy is a set of general principles or rules that guide decision making and behaviour (Dye, 2017).

### **STATE**

According to Heywood (2019), a state is essentially a political entity that sets up sovereign authority within specific territorial boundaries and wields power through a network of established institutions.

### **URBANISATION**

Tacoli (2018) notes that urbanisation as the growth of urban areas resulting from both natural population growth and rural to urban migration influenced by livelihood opportunities.

### **PLANNING**

According to Litman (2014) planning is a collaborative process that incorporates the inputs of many stakeholders such as government agencies, the public and private businesses.

## **1.10 CHAPTER OUTLINE**

The dissertation is comprised of five chapters as indicated below:

Chapter one presents objectives, problem statement, research questions, assumptions of the study, delimitations, limitations, and essential definitions are also discussed. Additionally, this chapter emphasized the importance of doing the study. In addition, chapter two presents this study's theoretical foundations examined in the literature review and theoretical framework. It also attempts to give a review of the pertinent literature that is currently accessible, emphasizing any gaps. Also chapter three highlights research approach and design aim to showcase the research design while outlining the study's approach. Additionally, it gives detail to the tools and procedures to be used for gathering field data. Furthermore, on chapter four presentation of data, analysis of findings, and discussion of findings that present the findings, analyse them and then discuss them. The new data discoveries is also be presented, with an attempt to link the existing literature. A discussion of how the newly discovered data results have attempted to fill in the gaps. Chapter five include a summary, inferences, suggestions and areas in order to determine whether the study was successful in producing the needed solutions, the next research will aim to synthesize the entire investigation and offer conclusions. Additionally, it also offers some suggestions and areas for additional study.

## **CHAPTER TWO**

### **2.0 LITERATURE REVIEW AND THEORETICAL FRAMEWORK**

#### **2.1. INTRODUCTION**

This chapter presents the literature review and theoretical framework to be used in the study. This chapter contains literature and text that are related to the effectiveness of government policies in addressing transport crisis in urban areas.

#### **2.2. THEORETICAL FRAMEWORK**

The research utilized Liberalism approach which was advocated by several philosophers and politicians including John Locke, Adam Smith and John Rawls. The philosophical and political doctrine known as liberalism theory places a strong emphasis on social justice, equality and individual freedom (Rawls, 1971). Williams (2020) asserts that the Western culture's strong emphasis on an individual's rights and circumstances is the foundation of liberalism. This theory holds that social justice and the needs of underserved populations should be the top priorities of government programs (Nozick, 1974). According to liberalism theory, government policies should support accessible and reasonably priced transportation options and give priority to the demands of vulnerable groups, such as low-income citizens (Harvey, 2010). The theory offers a framework for examining how the government advances social justice and safeguards the welfare of its people.

According to classical liberal thinkers like Locke, absolute liberty is the capacity to govern one's acts according to one's own judgment independent of the will of others (Belloni, 2021). Best (2019) came to the conclusion that, whilst promoting the greatest amount of human freedom, liberalism respects and acknowledges authority

while placing high standards on it to ensure that it is as equitable as possible for each individual.

The strategy of looking at how government offices manage money and public matters to make sure they respect people's rights, follow the law, avoid misuse of funds and do not abuse their power (Best, 2019). This is known as good governance. Therefore, liberalism is concerned with the governance process to ensure that the ideals and self-interest of the people who comprise society are aligned with the way authorities wield their authority and influence. Molde (2019) pointed out that some of the divisive problems surrounding liberalism and good governance have to do with how much taxation people are required to pay and how public monies are allocated to ensure the greatest possible benefit to all members of society.

In Zimbabwe, the government plays a crucial part in the governance process not only because they are mandated by the constitution to administer public policy, but also because they are the guardians of their people's values, which allow the governing process to be closely examined. The study will apply liberalism theory to comprehend how the government use their position of authority and clout within the transport system to impact people's lives and the community.

### **2.3 STRATEGIES USED BY GOVERNMENT IN ADDRESSING TRANSPORT CRISIS TO CHITUNGWIZA RESIDENTS**

To make public transport easier the Zimbabwe United Passenger Company was resurrected in 2019. In the same way that the government acquired a controlling stake in the Zimbabwe United Passenger Company (ZUPCO) and urban transport policy was considered a crucial economic sector. Langa (2020) asserts that the government created the ZUPCO program to try to protect commuters from excessive transportation

expenses, but the government has been losing a lot of money because of the subsidized rates. The nation's economic slump over the past 20 years has caused a dramatic increase in the expense of providing public transportation which has resulted in fare increases for commuters. Anon (2020) notes fuel shortages and accompanying price increases have increased the cost of operations for public transportation companies which has resulted in higher tickets. During ZUPCO's revival, the public sector and private sector collaborated to offer subsidized public transit. The private sector would supply its roadworthy buses or kombis in exchange for a stimulus change and fuel allowances from the government (Anon, 2020). There is some hope in the public transport industry with the resuscitation of ZUPCO.

A key player in the broad concerns surrounding urban passenger transport is the Ministry of Transport and Infrastructure Development one of the ministries that make up the transit system. The ministry's goal is to facilitate, provide, and manage transportation infrastructure networks, along with logistics and services for all transportation users. By 2030, it hopes to be a regional hub for excellent transportation networks, logistics and services (Anon, 2020). National Transport Policy (NTP) of 2012, the most recent policy document produced by Ministry of Transport and Infrastructure Development acts as the governing law that authorizes the operation of the public transport industry. The first transportation policy since independence to govern the whole transportation industry was the National Transport Policy of 2012. Socioeconomic growth is advised, regulated, and encouraged by the policy (The Ministry of Transport and Infrastructure Development, 2012). The Ministry of Transport and Infrastructure Development, 2012 notes that the objectives of the policy with regards to public transportation include the assurance of available and efficient

lower fare prices, increase system dependability and guarantee service delivery to the most affected population.

The development of a National Transport Master Plan aims to rectify plan shortcomings. The city authorities have the power to oversee the public utilities under their control but they are also constrained by the National Transport Policy and the ministry may expand its duties into the city's authorities so there is a dynamic relationship with the city of Harare (AFDB, 2019). According to Duranton (2015), automated transportation systems that use cutting-edge technology are becoming more and more reliable and performing better while also having lower operational expenses.

The Civil Service Buses Transport Fund introduced by government to carry workers to and from their work was also a measure taken by the government to address challenges affecting the transport sector. The government is refocusing the National Transport Policy in an effort to address the challenges facing the country's transportation sector, according to the Herald (2020). This is demonstrated by another program in which the government introduced buses for the general public to use, as well as the pursuit of new strategies to expedite ongoing transportation infrastructure development projects. According to Herald (2022) President Mnangagwa contends that the provision of reasonably priced transportation is one of several measures meant to guarantee civil servants a respectable standard of living through an ongoing assessment of their working conditions. According to The Herald (2020), Vincent Hungwe, the chairman of the Public Service Commission (PSC), stated that the buses will offer civil servants in cities, villages, and rural areas an economical and sustainable means of transportation. Hence travelling becomes conducive for Chitungwiza residents working in Harare CBD.

## **2.4 IMPORTANCE OF MAINTAINING TRANSPORT SYSTEM IN URBAN AREAS: UNITED KINGDOM**

The upkeep of transportation networks is essential to a nation's development and economic effectiveness. According to Tirole (2018) effective transportation systems production, cut down on traffic and shorten travel times. Transport inefficiencies in the UK could cost the economy some \$23 billion a year, according to a 2019 analysis by the Confederation of British Industry (CBI). These inefficiencies are particularly common in metropolitan regions where traffic can cause significant delays. Graham & Gibbons (2019) asserts that by supporting businesses and promoting commerce, maintaining transportation infrastructure guarantees that communities can operate at their best. According to Cohen (2020) the introduction of smart traffic management systems in cities like Los Angeles has demonstrated that timely maintenance and upgrades can significantly reduce congestion and improve overall economic performance.

Social equity is another critical aspect of transport network maintenance. As highlighted by Lucas (2012), access to reliable transport is essential for marginalized communities to engage with economic and social opportunities. The disparities in transport access can reinforce social inequalities, particularly in urban areas. The case of London illustrates this point, where investments in public transport have been aimed at improving access for disenfranchised groups (Transport for London, 2018). Studies by Buehler & Pucher (2011) show that cities with well-maintained public transport systems see higher levels of social mobility and community engagement.

## **2.5 DEVELOPMENT ON SOUTH AFRICA'S TRANSPORT SYSTEM**

Transportation is an essential part of the development of any country. Aropet (2017) asserts that in South Africa, the public transport industry comprises of three

main forms of transport the traditional commuter train service and the newly Gautrain a high speed rail link connecting Johannesburg, Tshwane and the Oliver Tambo International Airport. Additionally both government supported and privately run commuter buses operate such as the two-bus rapid (BRT) system in Johannesburg and Cape Town along with a growing industry of 16 seater minibus taxis. (S.A, 2014) data from the 2013 National Household Travel Survey (statistics SA, 2014) shows that 68.8% of South African households use taxi services everyday with commuter buses used 21.1% and trains by 9.9% .

## **2.6 THE CHALLENGES FACED BY TRANSPORTERS TO SOUTH AFRICA**

Despite the numerous mobility options, South Africa nevertheless faces a number of challenges in rural locations which include lack of access to public transit, inequity and traffic jam. Walters (2014) states that the transportation sector in South Africa is currently receiving significant attention and analysis due to lack of alternatives consumers must contend with unsafe, costly and unpredictable. Public transport infrastructure that is safe, accessible, and affordable is crucial for the socioeconomic growth of the South African population, according to Aropet (2017). It also possesses the capacity to provide competitive compensation and favourable working conditions for individuals employed in the industry, as well as for other sectors that depend on it for the demand of their products. Social isolation, along with a significantly skewed division of individuals from their workplaces and the essential social services required for leading productive lives, are lingering consequences of South Africa's apartheid regime, as noted by Walters (2014). The scholar asserts that the challenge in the post-apartheid era has been to transform these geographical disparities characterized by restricted access and inequality, and to establish a more efficient public transportation system.



South Africa's aspirations for effective, reasonably priced, and integrated public transportation systems are still on hold, according to Mthimkhulu (2017), because of the problems that have arisen over the years due to inadequately designed but widely backed transport systems, territorial separation and various facilities related shortcomings. In response, major policy reforms have sought to restructure public transport infrastructure provision. Central to these efforts are strategic initiatives including the Moving South Africa (MSA) strategy, the Public Transport Strategy (PTS) along with its Action Plan, and more recently, the Integrated Public Transport Network (IPTN) plans (Walters, 2014). Despite these efforts, the country's public transport modes continue to encounter numerous operational and structural issues.

In 2014, the NHTS reported that in overall, 42% the number of train users exceeded (37%) who expressed happiness with rail transport. According to NHTS (2014), commuters prioritize factors such as train security, station distance, crowding, and punctuality before utilizing the available transportation options. Frequently, trains often lack adequate security presence and commonly operate beyond their passenger capacity. But a major concern is that Metrorail trains always had insufficient timetable system that has caused shortcomings. NHTS (2014) found that although its website provides a timetable, 37.8% of rail users said it was unavailable, and the trains do not arrive.

There are a lot of low capacity vehicles in South Africa, such as 16-seater minibus taxis, which offer many commuters flexibility and personalised transport service. This transportation model is more accessible than trains due to its adaptable routes and system (NHTS, 2018). Individuals commuting who are affected by the violence connected to this mode of transportation have complained about the fact that a number of minibus taxis operate without licenses and are occasionally operated by

unlicensed drivers (Mtizi, 2017). Taxi drivers frequently exhibit irresponsible driving behaviour by consistently violating traffic regulations, and taxi fares vary based on weather conditions and peak hours. Alongside the elevated incidence of traffic infractions, there are numerous accounts of sexual harassment perpetrated by taxi drivers. Consequently, to effectively enforce the law, it is imperative that law enforcement agencies are held to a higher standard of accountability at roadblocks (Mtizi, 2017). To obtain funds from drivers, law enforcement officials often set up unlawful roadblocks. Additionally, the government is confronted with the increasing number of traffic violators who are caught through corrupt practices. This has led to a widespread practice of slack enforcement of driving laws, vehicle inspections and driver conduct and in various urban centers in Africa.

According to Mtizi (2017) one of the main challenges facing the bus service is its inconsistent operation during off-peak hours. Walters & Manamela (2016) also observe that certain routes lack coverage, compelling commuters to walk considerable distances to arrive at their destinations. While buses are typically regarded as a safer alternative in comparison to other transportation methods, these issues result in extended travel durations and substantially elevate commuting expenses. Additionally, obtaining comprehensive and dependable travel information regarding the diverse transport options in South Africa continues to pose a significant challenge.

Therefore, there is an urgent demand for stronger regulation in the public transport sector driven by ongoing complaints from commuters and the lack of clear policies and standardized guidelines to facilitate efficient communication among essential stakeholders (NHTS, 2014). Numerous transport options in South Africa suffer from poor maintenance and aging facilities creating effects for public safety and

the environment. Mtizi (2017) asserts that although buses usually run within set speed limits and operate for long hours at slower speeds, minibus taxi drivers frequently cause noise pollution by loudly calling out and honking to attract passengers.

In South Africa, fuel supply and cost pose a serious threat to public transportation. Access to reasonably priced gasoline is a critical component of transportation and is highly vulnerable to political factors, according to Mtizi (2017). According to Starkey (2016), fuel expenses often make up 10–40% of total vehicle operating costs. Fuel determines the cost of the transportation service and, when changed, mostly impacts the passengers. According to Mtizi (2017) gasoline charges and money paid to the government are important because they help for fixing and improving roads which also changes the cost of fuel.

Insufficient access to transportation and mobility resources impedes women's advancement and solidifies current gender disparities. Women begin at a lower level in all of these areas, even though men and women both suffer from poor education, limited social engagement, and inadequate access to healthcare as a result of transportation poverty. The direction of policy to empower women and girls is undermined by this (Jennings & Arogundale 2021). Policies pertaining to gender-related concerns in transportation are not very specific. In its post-1994 transport policy approach, South Africa pledges to address inequality and give consideration to the requirements of transport users. According to DoT (2022) there is no reference to the gendered dimension of the sector's difficulties in the recently released White Paper on National Transport Policy 2021.

## **2.7 SOLUTIONS TO ADDRESS THE PROBLEMS AFFECTING SOUTH AFRICA'S TRANSPORT SECTOR**

Affordable transport services enable people to travel to and from various destinations for purposes such as work, business and other reasons smoothly without delays. The inequities in transport accessibility for those who are in the lower income range of earners represent a significant problem necessitating serious policy intervention. Mthimkhulu (2017) highlights the significance of tackling public transport challenges in South Africa, considering the 21 years that have passed since the new era, along with the suggested solutions detailed below.

There is a need for comprehensive transport planning that enhances accessibility and promotes a unified system, especially for individuals living in rural communities.

In these isolated regions, fewer motorized transportation alternatives are more appropriate, emphasizing the strategic importance of investing in sustainable, low-emission transportation methods.

According to Mtimkhulu (2017) promoting the use of bicycles can improve mobility for rural populations and he adds that cycling is both affordable requiring minimal infrastructure and nature friendly, making it a valuable alternative.

Regarding South Africa's minibus taxi sector, strict regulations should be enforced. Mtimkhulu (2017) suggests the establishment of a driver registry to verify valid licenses and driving condition suitability and also recommends training for drivers in safe driving techniques and primary medical assistance. Most road crashes are caused by drivers' actions, drivers must be prepared to safeguard commuter safety and be held responsible for their conduct. Furthermore, should

mandate the installation of vehicle tracking systems in taxis to track speed and monitor driver behavior.

Mbara (2018) emphasizes that it is the duty of local governments to deliver infrastructure and services in urban areas. The positioning of physical structures has a direct impact on transportation expenses. Advancements should align with existing infrastructure as this approach can minimize the need for high financial input typically required for constructing new transport facilities.

## **2.8 TRANSPORT SYSTEM IN ZIMBABWE**

Zimbabwe's transportation system is constrained by a number of internal and external environmental factors. In the era of pandemics and their aftermath, public transportation requires balancing resilience, efficiency, and efficacy (Tirachini & Cats, 2020). Zimbabwe's transportation system suffered as a result of the country's expanding population and the decline of conventional public transit. In addition, the transportation sector has historically been characterized by chaos, inefficiency, and deteriorating infrastructure. Furthermore, this opinion was supported by (Mbara & Pisa, 2019). Therefore, the COVID-19 pandemic prompted the Zimbabwean government, like many other countries, to devise innovative ways to counteract the changing needs of the environment by implementing transportation regulations that are applicable to this day. When it comes to public transportation, the Zimbabwe United Passenger Company (ZUPCO), the sole option, is unreliable and lacks the ability to convey passengers to and from their locations (Zvaraya, 2020). Zimbabwe is currently falling behind, and much work needs to be done to implement a creative transportation policy that is relevant during pandemics and people-centric.

## **2.9 THE DEVELOPMENT OF TRANSPORT SYSTEMS IN ZIMBABWE**

Zimbabwe's transport system has a rich and complex history that dates back to the colonial era. During this period, the transport system was developed primarily to serve the interests of the colonial powers, with little consideration for the needs of the local population. One of the earliest developments in Zimbabwe's transport system was the construction of the railway line from Bulawayo to Salisbury now Harare in the late 19th century (Mbara, 2016). In the 1990s, ZUPCO, the state-owned Harare urban formal public transportation system, was decimated, leaving a massive gap in transportation services. As a result, the Informal Public Transport (IPT) sector quickly filled the void (Mtizi, 2017). The new service providers' methods were typified by a surge in young drivers, gridlock, and ineffective, unskilled public transportation workers (such as touts, rank marshals, and conductors). The activities were erratic and untrustworthy. According to Bandaiko (2017), the Harare public transportation system is mostly linked to urban ills including traffic jams and gridlock, which have an adverse effect on the standard of the urban environment. This chaotic environment presented urban mobility challenges for Chitungwiza residents.

## **2.10 FACTORS THAT LED TO THE DECLINE OF TRANSPORT SYSTEM IN ZIMBABWE**

Since approximately late 1999, public transportation services in urban areas of Zimbabwe have been deteriorating. The majority of the vehicles bought during the time when transport rules were relaxed had become too old and needed replacement. However, efforts to bring in new vehicles were affected by serious economic problems, including extreme inflation and a difficult business climate. On top of that fuel was often hard to find. Sikonye (2012) and others observed that the commuter transport

sector is now mostly made up of small family-run businesses. They noted that many of these businesses fail because there's no proper plan for who will run them in the future. In some cases, family members do not want to continue with the same kind of business or the family's failure to choose a suitable successor prior to the founder's death results in the business shutting down. A key element of the succession issue is to identify and groom potential candidates ahead of time.

In addition another major challenges was inadequate investment in transport facilities particularly in rural areas (Mbara, 2016). This lack of investment resulted in the development of a transport system that was biased towards the needs of the colonial powers, with little consideration for the needs of the local population.

The transport system in Zimbabwe has been in a state of collapse for several decades. Mbara (2016) asserts that the country's transport infrastructure including roads, railways and airports has deteriorated significantly, leading to a decline in the quality and efficiency of transport services. According to Mbara (2016), the Zimbabwean government has failed to invest adequately in the maintenance and upgrading of transport infrastructure, leading to a decline in the quality and efficiency of transport services.

Corruption and bad leadership have also been major factors in Zimbabwe's transport system's downfall. The quality and efficiency of transportation services have declined as a result of corruption and poor management, which have diverted funds meant for the development of transportation infrastructure (Makochekanwa, 2017). Many politicians and officials in Zimbabwe's transportation industry engage in unethical practices such nepotism, embezzlement, and bribery. Furthermore, Zimbabwe's transport system failure has also been attributed to bad governance. Transparency and accountability are lacking as a result of the government's inability to

enact efficient laws and rules to control the transportation industry (Chitiga-Mabugu, 2018). As a result, corruption and poor management are now more likely to flourish.

Zimbabwe's economic decline and international sanctions have also contributed to the collapse of the transport system. According to Chitiga-Mabugu (2018), the economic decline and sanctions have led to a decline in government revenue, resulting in reduced investment in transport infrastructure. Zimbabwe's economic downturn has caused the GDP to drop significantly, which has decreased government revenue (Makochehanwa, 2017). Due to budgetary constraints brought on by economic sanctions imposed by various Western nations, the Ministry has also had to deal with funding issues when it comes to public transportation policy (Anon, 2020). Additionally, Zimbabwe's transportation system failure has been exacerbated by international sanctions. Foreign investment has decreased as a result of the sanctions, which has reduced the supply of foreign currency and spare parts and other necessary inputs. The road network has suffered from years of neglect and underinvestment, resulting in potholes, poor signage, and dangerous driving conditions (Moyo, 2023). This has led to increased accidents, higher transportation costs, and hindered economic activity.

Lack of competent personnel and brain drain have also played a role in Zimbabwe's transportation system's collapse. Kadhani (2019) claims that the brain drain has caused a lack of skilled workers in the transportation industry, which has decreased the calibre and effectiveness of transportation services. There is a severe lack of public transit in urban areas, especially in Harare and Bulawayo. According to Moyo (2023) commuters frequently depend on unofficial transportation providers, like minibuses and commuter omnibuses, which are frequently packed, badly maintained, and prone to accidents, according to.



Zimbabwe has experienced recurrent fuel shortages, which have crippled the transport sector. Long queues at petrol stations are common, and fuel prices are highly volatile, further increasing transportation costs and hindering economic activity (Moyo, 2023). In addition, the majority of vehicles on Zimbabwe's roads are old and poorly maintained and this contributes to increased emissions, higher maintenance costs and road accidents.

## **2.12 CHAPTER OUTLINE**

Liberalism is the theoretical framework that was discussed in this chapter, along with how the theory contributes to our understanding of the field. Importance of maintaining transport networks in urban areas and challenges faced were also covered in this chapter and the connection was made. To determine the existing knowledge on the subject under investigation, literature related to transport system in Zimbabwe was also showcased and deliberated

## **CHAPTER THREE**

### **3.0. RESEARCH DESIGN AND METHODOLOGY**

#### **3.1 INTRODUCTION**

The research methods and strategy for data collection are presented in this chapter. Both the utilization of qualitative research methodologies and the explanation and justification of the research instruments employed are provided. Also provided is the study population and sample strategy.

#### **3.2 RESEARCH METHODOLOGY**

Chetty (2016) emphasizes that the research methodology serves as a framework and process that advances from broad theories to specific techniques for gathering, processing, and assessing data. This section highlights the research method utilized to conduct the study. The study also highlights on the method used by the researcher to obtain data on the topic being studied. The researcher made use of a mixed methodology, combining quantitative and qualitative methods this allowed the researcher to understand complicated topics in different situations by not using one method.

#### **3.3 RESEARCH DESIGN**

According to McCombes (2019), a study design is a strategy for addressing a variety of issues. It outlines how the main research issue will be examined by the investigator. Because it stands out as popular and recognized forms of qualitative research methodologies in the social sciences, the researcher decided to utilize a case study research design (Bloomberg & Volpe, 2022). According to Yin (2018), the case study design is the recommended research technique when the researcher is interested

in the how, why, and what questions. A case is bounded when it is identified, meaning that the focus of the research can be described or limited within specific areas (Creswell & Poth, 2018). Case studies include a thorough examination of an event or issue in its real life context resulting in a detailed summary of that specific situation (Gall et al. 2015). Carolan, Forbat, & Smith (2016) suggest that it has been recently proposed that the boundaries between case study and mixed methods research are adaptable.

### **3.4 TARGET POPULATION**

The target population is a smaller group within the larger population under study identified by certain characteristics important to the research question (Alvi, 2016). Recognizing the target population allows researchers to better focus their goals and sampling methods to match with the purpose of the study (Alvi, 2016). More significantly, the researcher must ensure that the population is accurately defined when conducting qualitative research since this helps to determine the sample that is used to gather data. In this case, the Chitungwiza residents who commute to Harare for work, representatives of ministry responsible for transport and infrastructure constitute target population.

### **3.5 SAMPLING**

#### **3.5.1. SAMPLING TECHNIQUES**

The researcher employed a non-probability sampling method known as purposive sampling. According to Kothari (2017) sampling is a method involves selecting a group in advance before collecting any data to choose participants from a specific population. Carter (2021) points out that based on the objectives of the investigation, non-probability sampling allowed the researcher to maintain significant control over the kinds of people the study employed. Dunn (2020) notes that one benefit

of sampling is that it can yield rich data by focusing the area of interest on a small, representative population.

### **3.5.2. PURPOSIVE SAMPLING**

According to Yin (2018), researchers use purposive sampling to deliberately choose study participants based on their evaluation of who possesses the information required to respond to the research questions. This study used purposive sampling since it allowed for a focus on specific and important demographic characteristics. In order to identify participants who are knowledgeable about the Ministry of Transportation and the policies implemented to address the transportation problem, this study will use purposive sampling. Four representatives of the ministry of transportation and twenty inhabitants of Chitungwiza were chosen to form a representative sample. Thus, the total number of samples is twenty-four.

## **3.6 DATA COLLECTION METHODS**

### **3.6.1 QUESTIONNAIRE**

A questionnaire is a typical tool used to gather data. It is a form or instrument that consists of a series of questions designed to elicit responses from members of a certain group. It is possible to collect both qualitative and quantitative data with questionnaires. Kabir (2016) contends that distinct factors, including facts, preferences and behaviours, may be measured with a questionnaire. Hence it makes data collection easier for many people.

However, there are also a number of drawbacks that are not insignificant. Kabir (2016) observes that researchers might face various challenges when utilizing questionnaires. These challenges include difficulties in assessing the reliability of the responses, the possibility of misunderstandings that could cloud the answers, and the influence of human beliefs on the responses of participants in specific contexts. This is

particularly relevant as a standard topic may be perceived positively by one group while being viewed negatively by another. In addition, Taherdoost (2021) contends they may also encounter challenges when participants require clarifications for specific questions in impersonal administrations, and they may neglect to answer those questions. Pandey & Pandey (2015) state that low response rates if respondents' low interests cannot be addressed to the possibility of illegible answers, and finally, the prevalence of useless and incorrect answers.

### **3.6.2 SEMI- STRUCTURED INTERVIEWS**

Efrat (2015) asserts that interviews enable the researchers benefit from face to face interaction with people who are frequently on the move or difficult to reach. Semi-structured interviews help build personal link that supports open communication between the interviewer and the participant who takes the on the role of both the subject and collaborator in the research (Allès et al. 2016). According to Kaufmann (2016) a semi-structured interview's quality is mostly dependent on the interviewer's empathetic and attentive listening style, which will allow him or her to use the grid of questions in the best possible way for the circumstances. Pin & Barone (2021) states that in the contemporary context of developing quantitative impact evaluations, semi-structured interviews can find a place in the scope of research using a mixed approach.

## **3.7 VALIDITY AND RELIABILITY**

Validity and reliability are essential aspects of research that relate to how accurate and trustworthy the collected data is. According to Birt et al. (2016), it is essential to convey the results to the participants of the study through a technique referred to as member checking, respondent validation, or participant validation. This approach aids in verifying the findings, thereby enhancing the credibility of the report

or study. Middleton & Carcar (2019) observe that the level of reliability can serve as a metric for quantifying reliability.

### **3.8 ETHICAL CONSIDERATION**

Ethical considerations in research involve evaluating the morality of actions distinguishing between right and wrong or good and bad using this judgment to make responsible decisions throughout the research process (Jones, 2014). Researchers are expected to uphold key ethical principles such as confidentiality, privacy, fairness, informed consent, protection of human subjects, respect for intellectual property and integrity in reporting (Braddock, 2018). Transparency is also essential researchers must clearly communicate the purpose of the study and how both quantitative and qualitative data will be utilized and shared with relevant stakeholders (Greenwood, 2016). According to Berg (2014), ethics aids researchers in resolving moral quandaries that arise while conducting their research.

### **3.10 CHAPTER OUTLINE**

This chapter addressed the research methodology that was used in the study. It provides the research design, the target population and sampling methods used. The chapter also includes the data collection tools and the procedure for data collection. Ethical issues such as informed consent, confidentiality, anonymity, right to privacy and avoidance of harm were discussed in this chapter.

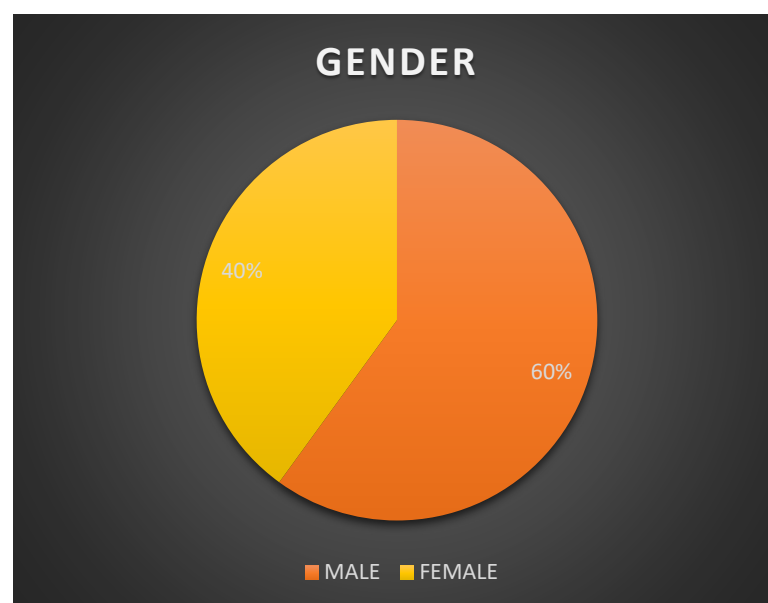
## CHAPTER FOUR

### 4.0 DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

#### 4.1 INTRODUCTION

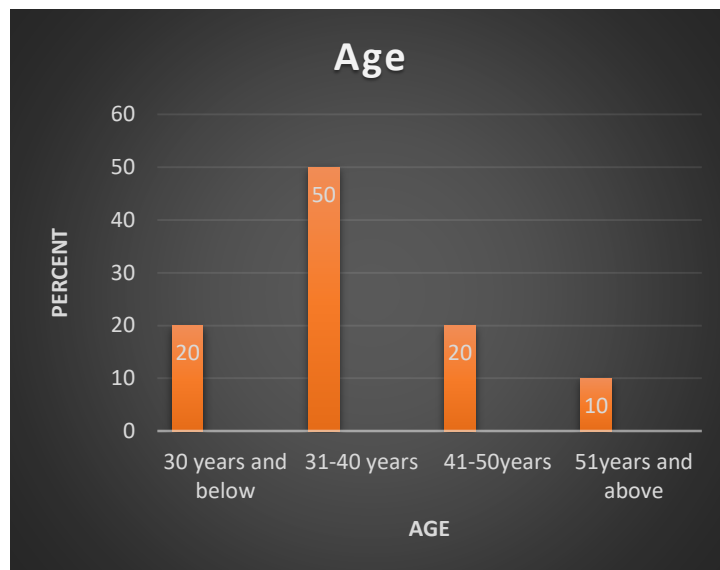
This chapter analyses the researcher's data analysis, presentation and discussion of findings gained on Chitungwiza residents and Ministry of Transport and Infrastructural Development. Feedbacks from the discussion were used to present the findings.

#### 4.2 BIOGRAPHICAL DATA OF PARTICIPANTS



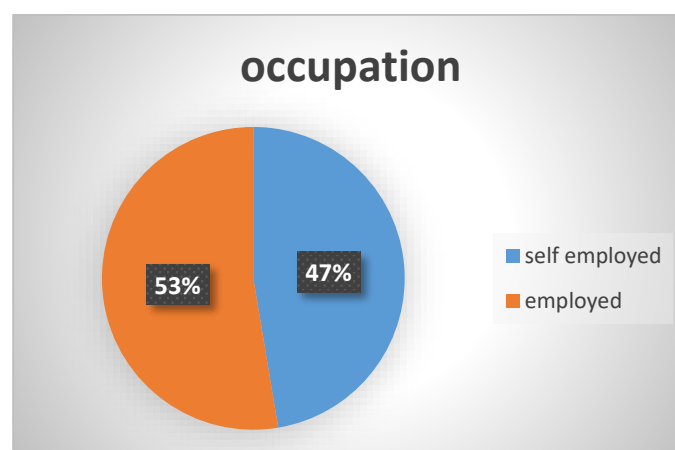
*Fig: 4.1 Gender*

*The gender analysis indicates that male respondents constituted 60%, while female respondents made up 40%. This disparity suggests that men frequently serve as the primary earners and are more inclined to commute to and from their places of employment.*



*Fig: 4.2 Age of participants*

The graph illustrates that the predominant age group of respondents, specifically those aged between 31 and 40 years, accounts for 50% of the analysis, while the age group of 51 years and older represents the lowest percentage at 10%. From the research it shows that 31-40 years is the most affected by transport crisis as they commute to and from work and the fact that only 10% of 51 years and above shows that chances of experiencing transport challenges are very low possibly because most of them are retired.





*Fig: 4.3 occupation of respondents*

The binary between employed and self- employed individuals in this sample is quite fascinating. The fact that 53% of respondents identified as employed and 47 as self- employed shows that transport crisis is having a disproportionate impact on both formal and informal sector workers. This finding highlights the need for a comprehensive and inclusive approach to addressing the transport crisis to Chitungwiza residents working in Harare CBD.

#### **4.3 CAUSES OF TRANSPORT CRISIS IN CHITUNGWIZA**

	<b>CAUSE</b>	<b>FREQUENCY</b>	<b>PERCENTAGE%</b>
1.	Rapid urbanization	9	45
2.	Inadequate transport	5	25
3.	Congestion and traffic management	3	15
4.	High costs	3	15
	<b>Total</b>	<b>20</b>	<b>100</b>

*Fig4.4: transport causes in CHITUNGWIZA*

The results indicate that rapid urbanization is the most significant challenge facing Chitungwiza with 45% of respondents identifying it as a major concern, followed by inadequate transport with 25% of respondents citing it as a major concern and lastly congestion and high costs are also significant challenges facing Chitungwiza residents with 15% of respondents identifying each as a major concern. Hence from the research it shows that there is need to adopt a comprehensive and integrated approach to urban planning and development. The findings were consistent with the literature review

which highlights the importance of adequate public transportation, well maintained road infrastructure and efficient management in preventing transport crisis. (World Bank, 2019). Rapid urbanization has led to increased demand for transportation services, resulting in congestion, pollution and safety concerns (Gwilliam, 2017). Inadequate public transportation systems dominated by informal modes such as minibus taxis exacerbate these issues (Khayesi, 2016). According to Munzwa & Jonga (2014) the government lacks a reliable transport system and commuter buses are scarce and pricey.

#### **4.4 STRATEGIES USED TO ADDRESS TRANSPORT CRISIS IN CHITUNGWIZA**

The government employs various strategies in addressing transport crisis in urban areas. The main strategies they use to make them an effective system in addressing transport crisis includes introduction of Zimbabwe united passenger company (ZUPCO) buses and introduction of the civil service buses transport fund in 2019, implementation national transport policy in 2012 and road infrastructure development in 2019. They also collaborate with other stakeholders including transport operators and local authorities discussing ways to put an end to transport crisis and deliberate on issues that enhances transport situation better. The information presented below under sub themes was obtained from the participants by the researcher on the measures being used by the government in addressing transport crisis.

#### **4.5 NATIONAL TRANSPORT POLICY**

The information that the researcher attain through interviews clearly shows that the participants had cited that policies are implemented as measures in addressing transport crisis in Chitungwiza. One of the participants expressed this by saying:

*The ministry of transport and infrastructural development increase compliance from the operators so as to increase efficient transport service delivery. Also reviewing of policies that already exist and implementing other policies that goes in line with what is happening in the transport industry.*

The participants highlighted that the government implementation of the national transport strategy includes ensuring that public transport are available, aiming to create a more accessible, reliable and affordable transport prices that caters for all citizens.

In support of the above assertion one of the ministry official added that:

*The national transport policy has provided a clear direction for the development of transport sector in Zimbabwe. The ministry is focusing on improving traffic management and promoting non-motorized transport.*

*The ministry has implemented various measures to promote efficient 8th transport system by recognition of transport association and continuous engagements with the stakeholders and transport operators. To add on various meetings and workshops are on-going.*

The research shows that the government is refocusing the National Transport Policy as part of efforts to address challenge facing national transport. Mbara (2018) explains that effective land use planning policies which combine residential areas with work places can greatly help resolve some public transport issues and transport infrastructure is generally developed after the area itself has been established. Consequently, the difficulties encountered by the transport sector are emphasized in the policies, as new strategies are being implemented to accelerate the progress of current transport infrastructure development projects.

#### 4.6 INTRODUCTION OF ZUPCO

To facilitate public travel, the Zimbabwe United Passenger Company (ZUPCO) was reestablished in 2019. The ZUPCO program was created by the government to help commuters who were paying excessive transportation costs, however the government has been losing a lot of money because of the discounted fees. The shortage of fuel and the subsequent rise in prices have escalated operational costs for public transportation companies, leading to an increase in ticket prices.

One respondent said that:

*ZUPCO have been a game changer for me. I used to spend hours waiting for private cars but now I can get to work on time. However, the buses are often overcrowded and uncomfortable.*

The responses from participants highlight the mixed feelings that people have towards the government's strategies to address the transport crisis. While some people appreciate the introduction of ZUPCO buses and others are critical of the government's efforts therefore the researcher thinks it is clear that the government needs more to address the transport crisis such as community engagement and participation in the planning and implementation of transport solutions. Another official of the transport ministry contends that:

*ZUPCO buses are a good initiative but they need to improve their services because they need to increase their routes and frequency because ZUPCO drivers are always late and I end up switching to private transport as I could not rely on buses.*

To ensure the longevity of the buses and maintain reliable service One of the member from the ministry asserts that:

*The government is committed to ensuring the safety of passengers and other road users. We have implemented regulatory measures to ensure that ZUPCO buses operate safely and we will continue to monitor and enforce these regulations*

Form the research the researcher notes that the government objective is to create a public transport system that will fit into vision 2030. This idea is also goes in line the liberalism theory. Best (2019) came to the conclusion that, whilst promoting the greatest amount of human freedom, liberalism respects and acknowledges authority while placing high standards on it to ensure that it is as equitable as possible for each individual. Langa (2020) notes that to alleviate the burden of high transport costs on commuters' government restored the ZUPCO initiative offering reduced fares however the program placed strain on the government's finance . The Herald (2020) claims that the government is redirecting its attention towards the National Transport Policy in an effort to tackle the challenges confronting the national transport sector. Concurrently, new strategies are being implemented to accelerate the progress of ongoing transport infrastructure development projects. This is exemplified by another initiative in which the government introduced buses to cater to the needs of the general public.

#### **4.7 INTRODUCTION OF THE CIVIL SERVICE BUSES TRANSPORT FUND**

The Civil Service Buses Transport Fund introduced by government to ferry civil servants to and from their work was also a measure taken by the government to address challenges affecting the transport sector. One of the ministry of transport clarified during an interview session that:

*While the ministry appreciates the efforts made by PSC of introducing buses to ferry civil servants, it is worth noting that there is need for the complementary fleet of buses for Chitungwiza residents so as to meet demand.*

Public service commission (PSC) buses have been a welcome addition to the transport system. They are comfortable and reliable and the drivers are courteous. The Herald (2020) government is refocusing the National Transport Policy as part of efforts to address challenge facing national transport sector while new strategies are being pursued to speed up ongoing transport infrastructural development projects and this is evidenced by another programme where the government brought in buses to serve the general

#### **4.8 REHABILITATION OF THE CHITUNGWIZA ROAD.**

The residents of Chitungwiza has always been in a state of bother as the transport system has been affecting their safety. During an interview a transport official stated;

*The government has made significant strides in addressing transport crisis in Chitungwiza by upgrading the transport infrastructure including the rehabilitation of Mbudzi roundabout and Chitungwiza- Hwedza highway. The implementation of national transport policy has been a game changer as it provides a comprehensive framework for the development of a sustainable and efficient transport system.*

The aforementioned comments shows that the ministry is addressing the concerns raised by motorists and residents particularly those residing in Chitungwiza who had pay high costs for and reach very late at work places because of low traffic flow. Another official stated that:

*We understand the concerns about safety on Chitungwiza Road particularly regarding high number of accidents and congestion. The rehabilitation project includes the installation of new safety measures such as roundabout, improved lighting and guardrails to reduce the risk of accidents and ensure safe driving experience.*

The opinions stated above shows that the road rehabilitation is a large initiative to modernise Zimbabwe road infrastructure, improve traffic management and ease the financial burden on residents travelling to Harare CBD for work. The research findings also go in line the work of Tirole (2018) who contends that the effective transport systems reduce congestion, lower travel times and enhance productivity. As highlighted by Lucas (2012), access to reliable transport is essential for marginalized communities to engage with economic and social opportunities. Furthermore, Cohen (2020) asserts that the introduction of smart traffic management system has demonstrated that timely maintenance and upgrades can significantly reduce congestion and improve overall economic performance. Hence this proves that government policies are prioritizing the needs of citizens such as Chitungwiza residents as it promotes affordable and accessible transport services protecting the well- being of its citizens.

#### **4.9 CHALLENGES FACED BY GOVERNMENT IN ADDRESSING TRANSPORT CRISIS.**

The government aim to address transport challenges that affect Chitungwiza residents which is seen by government effort to increase ZUPCO buses, introduce PSC buses and implementation of national transport policy. However, in as much the government tries to curb this crisis it also faces some challenges which includes lack of cooperation from key stakeholders, poor adherence to policies that have been put in place and corruption.

One respondent from the ministry of transport stated that:

*Poor adherence to policies and not adhering to all policies that have been put to place by the transport operators in the sense that drivers driving public vehicles without*

*proper documentation for example driver's license, defensive driving license and operator's license.*

Another respondent also noted that:

*The government is facing corruption from traffic police officers manning road blocks who take bribes from commuter omnibuses, illegal taxis and forgery of documents by public operators. In addition the council has not expanded or constructed other ranking facilities to accommodate transport operators.*

In relation to the above opinions another official notes that:

*Unregistered commuter omnibus (Mushikashika) taking business from those registered operators thereby causing chaos and accidents in Harare. Also some unregistered vehicles (Mushikashika) pretend to be genuine providers of transport yet they are robbers and gangsters who will turn to rob their victims.*

According to the opinions stated above the government is facing corruption, inadequate cooperation and non-adherence to policies. The researcher discovered that failure to address these challenges has prompted the government to ignore the distraction that unregistered operators are causing and allowing unsustainable behaviours is not good governance. The challenges faced by government is also supported with literature by Mbara (2016) who contends that the Zimbabwean government has failed to invest adequately in the maintenance and upgrading of transport infrastructure, leading to a decline in the quality and efficiency of transport services. According to Makochehanwa (2017) corruption and mismanagement have led to the diversion of funds intended for transport infrastructure development, resulting in a decline in the quality and efficiency of transport services. In addition, Mtizi (2017) notes that numerous minibuses operate illegally without licenses often driven by



unqualified drivers leading to concerns from passengers who face risks due to the violent nature of this transport sector.

#### **4.10 CHAPTER OUTLINE**

It emerged from the study that the causes of transport crisis in urban areas. According to the research, rapid urbanization, inadequate transport, congestion and traffic and high costs. The second goal looked at the strategies used by government to address transport crisis affecting Chitungwiza residents working in Harare. The government implement the National Transport Policy, introduced the ZUPCO buses, the Public Service Buses and rehabilitation of roads. Lastly the challenges faced by government in addressing transport challenges which includes poor adherence to policies to policies that have been put in place, corruption, and lack of cooperation from key stakeholders.

## **CHAPTER FIVE**

### **5.0 SUMMARY, CONCLUSIONS, RECOMMENDATIONS AND AREAS FOR FUTURE RESEARCH**

#### **5.1 INTRODUCTION**

Some of the main conclusions of the study are presented in this chapter. Following the presentations of the results, conclusions will be drawn from the data as well as additional observations gathered throughout the investigation. The conclusions and findings are then used to formulate recommendations

#### **5.2 SUMMARY**

The research was categorized into five chapters:

The initial chapter of this research served as the introduction, presenting the notion of transport crisis along with its underlying causes and consequences. It delineated the problem statement, outlined the research objectives, posed the research questions, and articulated the purpose and significance of the study. In Zimbabwe, the government is committed to guaranteeing that its citizens maintain satisfactory living standards by consistently evaluating their service conditions. The research sought to analyse the causes of transport crisis in urban areas.

Chapter two focused on the literature review and text and other materials related to the transport system in Zimbabwe. Liberalism is the theoretical framework that was discussed in this chapter, along with how the theory contributes to our understanding of the field. Importance of maintaining transport system was also covered in this chapter, and the connection was made. To determine the existing knowledge on the subject under investigation, literature related to transport system in Zimbabwe was also showcased and deliberated.

Chapter three focused on the research's methodology and research strategy. The findings were analysed using the both qualitative and quantitative in the research. The research design was a case study of Chitungwiza residents working in Harare and the study employed mixed research methodologies. The general respondents were chosen using purposive sampling approach.

Chapter four focused on the causes of transport crisis in urban in Chitungwiza which are rapid urbanization, inadequate transport, congestion and traffic and high costs. It also looked at the strategies used by government to address transport crisis affecting Chitungwiza residents working in Harare. The government implement the National Transport Policy, introduced the ZUPCO buses, the Public Service Buses and rehabilitation of roads. Lastly the chapter emphasized on the challenges faced by government in addressing transport challenges which includes poor adherence to policies to policies that have been put in place, corruption, and lack of cooperation from key stakeholders.

Chapter five emphasis were on the summary, findings, recommendations and areas for further research. The study discovered that transport crisis hinders production in industries or organisation because workers are always late and tired when they reach their work places. The study suggested that in order to create an efficient, dependable, and cost-effective transportation system for the populace, the government ought to integrate technological advancements, enhance public transport, develop infrastructure, involve the private sector, and engage in urban planning.

### **5.3 CONCLUSIONS**

The conclusions are presented for each specific research objective.

The transport crisis in urban areas particularly Zimbabwe is a multifaceted issue that requires a comprehensive understanding of its causes, effects and potential solutions. This chapter examined the transport underlying factors contributing to transport crisis inducing by rapid urbanization, inadequate transport and high costs. The swift urbanization and rising population in metropolitan regions have caused a heightened demand for transportation services, leading to congestion, overcrowding, insufficient public transport, and elevated costs. Furthermore, lack of investment in transportation infrastructure and inefficient public transportation systems have exacerbated the crisis. The absence of a comprehensive public transportation system that integrates buses, trains and other modes of transport has led to reliance on personal vehicles and informal transport operators (mushikashika) resulting in increased congestion and pollution as some vehicles are not roadworthy. Addressing these underlying causes is crucial to resolving the transport crisis in urban areas.

The government's effort to address the transport crisis have been highlighted including road infrastructure, introduction of ZUPCO buses, Public Service Commission buses and regulation of private transport operators. Government employed various strategies to address transport to Chitungwiza residents working in Harare city. One of the key strategies has been to invest in public transportation such as buses as evidenced by ZUPCO buses and Public Service Commission buses.

Despite various strategies used by government initiated by government to address the transport crisis in urban areas, various problems remain. One of the key challenges is lack of cooperation and integration between different government agencies and stakeholders. In addition, corruption from law enforcements manning roadblocks and forgery of driver's particulars. The government faces challenges in regulating the informal transport sector as many operators in Chitungwiza operate

outside the law making it difficult for government to monitor their activities and ensure they operate in adherence to government policies. Lastly the government is struggling to keep pace with the growing demand for transport services of Chitungwiza urban which puts a strain on the transport infrastructure and services. Hence

#### **5.4 RECOMMENDATIONS**

The study makes the following recommendations to the Ministry of transport and infrastructural development and Chitungwiza residents to improve transport system.

#### **I.MINISTRY OF TRANSPORT AND INFRASTRUCTURAL DEVELOPMENT**

- ❖ The Ministry of Transport has a critical role to play in addressing the transport crisis in Chitungwiza this includes upgrading and expanding bus terminals, roads and pedestrian walkways.
- ❖ The Ministry ought to enhance public transportation services by augmenting the frequency and dependability of buses and commuter trains, investing in new buses and trains, and also by improving the maintenance of the current fleet of vehicles.
- ❖ The Ministry ought to promote non-motorized transportation methods, including cycling and walking, to highlight the advantages associated with these modes of transport.
- ❖ Furthermore, the Ministry should improve traffic management through the adoption of intelligent transportation systems aimed at optimizing traffic flow and alleviating congestion.

#### **II. CHITUNGWIZA RESIDENTS**

- ❖ Residents of Chitungwiza are encouraged to utilize public transportation options, such as buses and licensed commuter omnibuses that are in good condition, in order to lessen their dependence on private vehicles, alleviate traffic congestion, and foster a more sustainable transportation framework.
- ❖ Reporting unlicensed operators to the authorities and promoting the use of licensed operators to ensure that informal transport operators operate safely and efficiently.
- ❖ Residents should also participate in transport planning by engaging with local authorities and transport planners to ensure that transport infrastructure and services meet their needs.
- ❖ The residents should report transport-related issues to the authorities, such as potholes or inadequate public transport services.

## **5.5 AREAS OF FURTHER RESEARCH**

An area for further research may be on the relationship between transportation and urban planning.

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## ANNEXURES

### **INTERVIEW GUIDE WITH THE MINISTRY OF TRANSPORT AND INFRASTRUCTURAL DEPARTMENT OFFICIAL**

My name is Michelle Makuwe registration number is B210415B. I am a final year student at Bindura University of Science Education (BUSE). I am carrying out research on the **effectiveness of government policies in addressing transport crisis in urban areas: case study of Chitungwiza residents working in Harare** as part of the fulfilment of the Bachelor of Science Honours Degree in Peace and Governance. The study is purely for academic purposes and the information obtained will be treated with outmost confidentiality. Your participation is greatly appreciated.

1. How long have you been serving in the ministry of transport and infrastructural department?
2. What are the effects of transport crisis in urban areas?
3. What strategies is the Ministry employing to engage with stakeholders, including transport operators, and local authorities?
4. What are the Ministry's long-term plans for improving transport infrastructure and services in Chitungwiza and Harare?
5. What are the challenges faced by the government in addressing transport crisis faced by chitungwiza residents?

My name is Michelle Makuwe registration number is B210415B. I am a final year student at Bindura University of Science Education (BUSE). I am carrying out research on the **Effectiveness of government policies in addressing transport crisis in urban areas: case study of Chitungwiza residents working in Harare** as part of the fulfilment of the Bachelor of Science Honours Degree in Peace and Governance. The study is purely for academic purposes and the information obtained will be treated with outmost confidentiality. Your participation is greatly appreciated.

### **Demographic Details**

1. What is your gender?

Female ☐

Male ☐

2. Please indicate your age group

Below 30 years ☐

30 – 40years ☐

41 – 50years ☐

51years and above ☐

3. What is your occupation?

Employed ☐

Self- employed ☐

### **Transportation experience**

1. How do you usually travel to Harare CBD?

Bus ☐

Commuter omnibus (kombi) ☐

Private car ☐

Taxi ☐

Walking ☐

2. How often do you experience transportation problems when travelling to Harare?

- 1- Rarely, 2- Occasionally, 3- sometimes, 4- frequently, 5- almost always

	1	2	3	4	5
Delays					
Overcrowding					
Lack of transport options					

3. How much do you spend on transportation to and from Harare per day?

**Perceptions of transportation services**

1. How satisfied are you with the current transportation services from Chitungwiza to Harare?

- 1- very dissatisfied, 2- dissatisfied, 3- neutral, 4- satisfied, 5- very satisfied

	1	2	3	4	5
Satisfied					
dissatisfied					

2. What do you think are the causes of transport crisis in urban areas?

Rapid Urbanization [ ]

Inadequate Public Transport [ ]

Congestion and Traffic Management [ ]

High costs [ ]

3. Have you ever experienced any safety concerns while using transportation services from Chitungwiza to Harare?

Yes [ ]

No [ ]

**Suggestion for improvement**

1. What do you think improve transportation services from chitungwiza to Harare?

Increased frequency of buses/ kombis [ ]

Improved road infrastructure [ ]

Lower costs [ ]

More reliable services ☐

2. Would you support the introduction of a bus rapid transit (BRT) system in Chitungwiza and Harare?

Yes ☐

No ☐

3. What role do you think the private sector can play in improving transportation services in chitungwiza to Harare?

# BINDURA UNIVERSITY OF SCIENCE EDUCATION

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## DEPARTMENT OF PEACE AND GOVERNANCE

28 November 2024

TO WHOM IT MAY CONCERN

RE: REQUEST TO UNDERTAKE RESEARCH IN YOUR ORGANISATION

This serves to introduce the bearer, Makuwe Michelle, Student Registration Number 82104158, who is a HBSC PEACE AND GOVERNANCE student at Bindura University of Science Education and is carrying out a research project in your area/institution.

May you please assist the student to access data relevant to the study, and where possible, conduct interviews as part of a data collection process.

Yours respectfully

J. KUREBWA (DR)  
Acting Chairperson





B210415B- MAKUWE MICHELLE PROJECT 2.docx

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