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SERVICE QUALITY AND PERFORMANCE OF TRANSPORT COMPANIES IN YENAGOA, BAYELSA STATE

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ABSTRACT
The study aims to examine service quality and performance of transport companies in Yenagoa because public transportation plays a vital role in the global economy. The dimensions of the study are responsiveness, service quality with its measures are reliability and customer satisfaction. Quasi-experimental research design was adopted with a total general population of 900 sourced from Bayelsa State Ministry of Transport. Taro Yamane's formula was adopted as a sample size to derive 400 as a required population. It found that there is no significant relationship effect of fuel price fluctuation and transportation system in Bayelsa State. There is significant influence of government policies and tax on fuel price fluctuation. Based on the findings we therefore conclude that fuel price fluctuation had negative and positive effect on transportation. We recommend that there is a need to put in place measures to caution the effect of fuel price fluctuation on transportation in the state. Government should device a way to caution the effect of fuel price increase so as to boost the transportation sector by building more refineries.

Keywords**: **Responsiveness and Reliability

INTRODUCTION
The public road transportation sector plays a vital role in the global economy, facilitating the movement of goods and people across various regions. It encompasses public buses, taxis, and other forms of road-based public transportation. According to the Association of American Public Transportation Officials (2019), the public road transportation sector contributes significantly to economic growth by providing essential mobility services. As the global population continues to rise [8 billion people as of 2023], the need for mobility surges significantly, thereby fueling the emergence of several public road transportation companies (Johnson & Lewis, 2023). However, for public road transportation companies to effectively compete with other alternative transportation systems like air, sea and rail, scholars believe that quality service delivery has a role to play (Adewale & Ogunleye, 2022; Akinwande & Osagie, 2023; Kumar & Sharma, 2022). Gupta and Patel (2023) state that in the context of public road transportation, service quality includes a number of elements that enhance the customer experience, including dependability, safety, comfort, effectiveness, cleanliness, and response to requests.. By consistently delivering high-quality services, public road transportation companies can effectively improve passengers' satisfaction, inspire repeat patronage and ultimately gain their loyalty (Anderson & Smith, 2022; Johnson & Davis, 2023; Ahmed & Khan, 2022; Hussain & Ali, 2023).
In Yenagoa, issues such as inconsistent service delivery, vehicle maintenance problems, and customer dissatisfaction are prevalent (Nwachukwu, 2018). These challenges not only disrupt daily commutes but also impact the broader economic activities of the region (Iwu et al., 2020). Despite the importance of this sector, there is a paucity of research specifically focused on the

performance and service quality of transport companies in Yenagoa. Addressing this gap is essential for understanding how well these companies meet customer expectations and adhere to industry standards.

The aim of this study is to evaluate the service quality and performance of transport companies in Yenagoa by analyzing factors such as punctuality, vehicle condition, and customer service. This research seeks to provide insights into the operational strengths and weaknesses of local transport services and to propose recommendations for improvement. The findings will offer valuable information for policymakers, transport operators, and stakeholders committed to enhancing transportation infrastructure in Yenagoa (Adebayo et al., 2019).

According to a report by the International Air Transport Association (IATA), the global air transport industry has experienced significant growth in passenger demand, with a 6.2% increase in 2016 compared to the previous year (IATA, 2017). However, this growth has also led to increased congestion and delays, which can negatively impact service quality. This study aims to build on existing research by investigating the service quality of transport companies using indexes from 2016 to 2024. The study will analyze the trends and patterns in service quality and identify areas for improvement. According to Ojo (2016), the Nigerian transportation sector is characterized by poor infrastructure, inadequate regulations, and low service quality. Similarly, Adeyinka (2017) noted that the sector is plagued by inefficiencies, corruption, and lack of customer focus.

In 2018, the Nigerian government launched the National Transportation Policy, which aimed to improve the quality of transportation services in the country (Federal Ministry of Transportation, 2018). However, the policy's implementation has been slow, and service quality remains a challenge. Scholars such as Oluwatobi (2019) and Ajayi (2020) have examined the service quality of land transport companies in Nigeria, using various frameworks and models. Oluwatobi (2019) used the SERVQUAL model to assess the service quality of a major land transport company in Nigeria, while Ajayi (2020) used the Importance-Performance Analysis (IPA) to evaluate the service quality of another company. Other scholars, such as Akinbode (2016) and Oke (2017), have investigated the impact of service quality on customer satisfaction and loyalty in the Nigerian transportation sector. Akinbode (2016) found a positive relationship between service quality and customer satisfaction, while Oke (2017) discovered that service quality is a key determinant of customer loyalty.

This study aims to build on existing research by examining the service quality of land transport companies in Nigeria, using a comprehensive framework that incorporates various dimensions of service quality.

Statement of Problem

In Yenagoa, Bayelsa State, transport services are essential for daily commuting and economic activities. However, the quality and performance of these services are increasingly questioned due to several persistent issues. Observations and anecdotal evidence suggest that transport companies in the region often struggle with inconsistent service delivery, inadequate vehicle maintenance, and poor customer service. These problems lead to frequent delays, unreliable transportation options, and general dissatisfaction among users.

The lack of a systematic assessment of service quality and performance hinders efforts to address these issues effectively. There is limited empirical data on how well transport companies in Yenagoa meet customer expectations and operational standards. This gap in knowledge affects the ability of stakeholders, including policymakers and transport operators, to make informed decisions aimed at improving the sector.

Thus, the primary problem this study seeks to address is the inadequate understanding of the current state of service quality and performance of transport companies in Yenagoa. Without a comprehensive evaluation, it is challenging to identify specific areas of weakness and to implement targeted improvements. This study aims to fill this gap by providing a detailed analysis of service quality metrics, performance indicators, and customer satisfaction levels, thereby offering actionable insights for enhancing transport services in Yenagoa.

"The transportation sector in Yenagoa, Bayelsa State, faces significant challenges in terms of service quality and performance, leading to: Frequent delays and cancellations of trips, Inadequate maintenance of vehicles, resulting in breakdowns and accidents, Poor customer service and handling of complaints, Inefficient route management and scheduling, High fares and exploitative pricing. These issues lead to decreased customer satisfaction, loss of business, and negative impacts on the local economy. This study aims to investigate the causes and. consequences of these problems and identify solutions to improve the service quality and performance of transport companies in Yenagoa, Bayelsa State."

Objectives of the Study

The main objective of this study is to investigate service quality and performance of transport companies in Yenagoa Bayelsa State

i. Examines the relationship between responsiveness and performance of transport companies in Yenagoa, Bayelsa State.

ii. Examines the relationship between reliability and the performance of transport companies in Yenagoa, Bayelsa State.

Research Questions

This study is guided by the following research questions;

1. What is the relationship between Responsiveness and Performance of transport companies in Yenagoa, Bayelsa State?
2. What is the relationship between Reliability and Performance of transport companies in Yenagoa, Bayelsa State?

Hypotheses

Ho1: There is no significant relationship between Responsiveness and Performance of transport companies in Yenagoa, Bayelsa State

Ho2: There is no significant relationship between Reliability and Performance of transport companies in Yenagoa, Bayelsa State.

Scope of the Study

The scope of the study covers the content scope, geographical scope and level/unit of scope.

The content scope; is meant to focus on the literature bordering on the effect of fuel price fluctuation on transportation system in Yenagoa, Bayelsa State.

The geographical scope; is based on research and data gathering in five transport companies in Yenagoa Local Government of Bayelsa State, Nigeria.

Level/Unit Scope: The study adopted Macro-Level Analysis which means that the management of the five Transport Companies will serve as Respondents. The responses will be demanded from the senior staff and other stake holders of the five registered transport companies in Yenagoa Local Government, Bayelsa State.

Significance of the Study

The study of service quality and performance of transport companies in Yenagoa, Bayelsa State, holds considerable significance for various stakeholders. Its implications span across operational, economic, social, and policy dimensions, making it a vital area of research.

The significance of studying service quality and performance of transport companies in Yenagoa, Bayelsa State, lies in its potential to drive improvements in operational efficiency, customer satisfaction, economic development, policy formulation, and social well-being. By addressing the identified issues and leveraging opportunities for enhancement, stakeholders can contribute to a more effective and customer-centric transport sector in the region.

REVIEW OF RELATED LITERATURE

Conceptual Framework

Service Quality

Generally speaking, service quality is the evaluation of how well a service meets the expectations of the client. The concept has been associated with authors like Gronroos (1982, 1984), Lehtinen and Lehtinen (1982), Parasuraman et al. (1985) and Sasser et al. (1978). Although the precise meaning of service quality is up for debate, many definitions demonstrate that it is a multifaceted concept. Parasuraman et al. (1985, p.41) noted that quality is an elusive and indistinct construct. The word quality has been used to connote many ideas, including a fit between service/product and customer needs [Levitt, (1972), p.76]; match between what customers expect and what they experience [Ballantyne et al., (1994), p.1]; conformance to requirement (Crosby, 1984); a reflection of how well customers' requirements are satisfied [van der Wal et al., 2002, p.345]; the result of a service delivery evaluation procedure [Gronroos, (1984), p.37]; and inherent excellence or a precise or quantifiable variable [Garvin, (1984), p.25]. Kamakoty et al. (2015) identified the factors that influence service quality in education from the viewpoint of academicians and provided significant insights from a range of stakeholders about what and how an educational institution's service quality may be improved. Service quality is the perceived value of the service delivered relative to the expectations of customers. It reflects how well the service meets customer needs and standards (Parasuraman, Zeithaml, & Berry, 1985). High service quality is crucial for customer satisfaction, loyalty, and competitive advantage. It can lead to increased customer retention, positive word-of-mouth, and improved financial performance (Zeithaml, Parasuraman, & Berry, 1990).

Responsiveness

In 2016, Adeyinka's concept of responsiveness in the context of service quality focuses on the ability of service providers to promptly and effectively address customer needs and issues. Adeyinka conceptualized responsiveness as a critical dimension of service quality, emphasizing that it involves not only the speed with which service requests or complaints are handled but also the effectiveness and efficiency of these responses. Adeyinka's concept underscores that high levels of responsiveness can lead to increased customer satisfaction and loyalty, as customers value prompt and effective service. This concept is essential for service-oriented industries, including transport companies, where timely and efficient service is crucial for maintaining customer trust and satisfaction.

In 2017, Oluwatobi's concept of responsiveness builds on the foundational ideas of service quality and highlights its specific importance in enhancing customer satisfaction and organizational performance. Oluwatobi's concept of responsiveness underlines its crucial role in service quality by focusing on both the speed and effectiveness of responses, as well as the proactive and customer-focused strategies that can enhance service experiences. This

concept is particularly relevant in industries such as transportation, where timely and effective responses are vital for maintaining customer trust and satisfaction.
In 2018, Ajayi's concept of responsiveness in service quality introduces a nuanced understanding of how service providers can enhance customer satisfaction through effective and timely interactions. Ajayi's concept of responsiveness includes several critical components: Promptness, Efficiency, Accuracy, Empathy and Attentiveness, Continuous Improvement. Ajayi's concept of responsiveness stresses a holistic approach where speed, efficiency, accuracy, and empathy work together to enhance the overall customer experience. By focusing on these dimensions, service providers can improve customer satisfaction and loyalty, which is essential for maintaining a competitive edge in the market.. Adeniji's concept of responsiveness in 2019 provides a nuanced framework for understanding how service quality can be enhanced through effective and timely interactions between service providers and customers.

Reliability
Parasuraman, Zeithaml, and Berry: In their seminal work, they describe reliability as "the ability to perform the promised service dependably and accurately" (Parasuraman, Zeithaml, & Berry, 1988). This definition highlights that reliability involves consistently meeting service promises and maintaining accuracy in service delivery.
Cronin and Taylor: They expanded on the SERVQUAL model and emphasized that reliability is crucial for establishing service quality. Cronin and Taylor argue that reliability reflects the extent to which a service is performed correctly and consistently, which is essential for customer satisfaction (Cronin & Taylor, 1992).
Zeithaml, Bitner, and Gremler (2016): These scholars reaffirm the importance of reliability in their updated work on service quality. They define reliability as the "ability to perform the promised service dependably and accurately," emphasizing that reliability remains a critical dimension for customer satisfaction and trust (Zeithaml, Bitner, & Gremler, 2016).
2016-2017: Digital Transformation Businesses began integrating digital technologies to enhance reliability. Cloud computing and data analytics improved the predictability of service delivery (Chen, 2016). Automation tools also helped standardize processes, leading to more consistent service outcomes (Kumar et al., 2017).
2020-2021: Pandemic Impact The COVID-19 pandemic underscored the importance of reliability under crisis conditions. Organizations had to quickly adapt their service models to ensure continuity amidst disruptions, emphasizing the need for operational resilience (Lankford & Van Scoy, 2020). This period highlighted the role of reliable digital infrastructure in maintaining service quality (Baines & Langfield-Smith, 2020).
2022-2023: AI and Automation The adoption of AI and automation enhanced service reliability by providing real-time insights and improving operational efficiency. AI-driven analytics helped in predicting and mitigating potential service failures (Brynjolfsson & McElheran, 2019). Automated systems also contributed to consistency in service delivery (Huang & Rust, 2021).
2024: Focus on Personalization and Ethics The emphasis shifted towards integrating personalization with reliability. Companies aimed to balance tailored services with dependable performance while addressing ethical concerns related to AI use (Grewal et al., 2022).

Related Theories
Expectancy Disconfirmation theory
Disconfirmation Theory, introduced by Richard L. Oliver in 1980, posits that satisfaction or dissatisfaction arises from the discrepancy between expectations and actual performance. This

theory is grounded in the idea that consumers form expectations about a product or service and then evaluate the performance based on these expectations.
The Expectancy Disconfirmation Theory offers important insights into how the discrepancy between expectations and performance shapes customer satisfaction. Businesses may increase customer satisfaction and forge closer bonds with their clients by concentrating on controlling consumer expectations and enhancing performance. Despite its limitations, EDT remains a fundamental concept in understanding consumer behavior.
A strong foundation for comprehending how the discrepancy between expectations and actual performance shapes and influences customer happiness is offered by disconfirmation theory. It highlights the importance of managing customer expectations and continuously improving performance to ensure customer satisfaction. Despite its limitations, it remains a valuable tool in service quality research and practice.

Disconfirmation Theory
This hypothesis, which is frequently linked to Anderson and Sullivan's (1993) research, highlights how performance and expectations influence customer happiness.. It implies that the gap between expected and actual performance determines pleasure, with happy experiences resulting in contentment and unhappy ones resulting in discontent. Understanding how effectively service delivery satisfies customer expectations helps direct efforts to enhance service quality and match performance with customer demands in the context of Yenagoa's transport businesses (Anderson & Sullivan, 1993).

SERVQUAL Model Theory
In the late 1980s, Parasuraman, Zeithaml, and Berry developed the SERVQUAL model, a popular framework for assessing and improving service quality. The approach is designed to measure the gap between customer expectations and service perceptions in order to identify areas that need improvement.
The SERVQUAL model provides a comprehensive framework for assessing and improving service quality by identifying differences between customer expectations and perceptions. Notwithstanding its shortcomings, it is nevertheless a helpful tool for companies trying to raise customer satisfaction and service standards.

Empirical Literature
Iwu et al., (2020) The condition of roads significantly affects transport quality. In Yenagoa, poor road infrastructure, including potholes and uneven surfaces, can lead to vehicle damage and longer travel times. Inadequate road maintenance exacerbates these issues, making travel uncomfortable and potentially hazardous. Poor road conditions and inadequate maintenance refer to the deteriorated state of road infrastructure and the insufficient upkeep that exacerbates transportation challenges. This issue affects the efficiency, safety, and overall quality of transport services
Nwachukwu, (2018) Safety is a major issue in transport services. Frequent accidents can be attributed to factors such as reckless driving, poor road conditions, and inadequate vehicle maintenance. Safety concerns also include the lack of proper safety measures and protocols, putting passengers and drivers at risk. Frequent accidents can be attributed to various factors such as poor road conditions, inadequate vehicle maintenance, and reckless driving. Nwachukwu (2018) highlights that high accident rates undermine the safety of passengers and drivers, leading to injuries and fatalities. Raising awareness about road safety and the importance of responsible driving can help change public attitudes and behaviors. Nwachukwu

(2018) underscores the need for educational campaigns to promote safer driving practices.
Adebayo et al., (2019) Passengers often face discomfort due to poorly maintained vehicles that lack basic amenities such as air conditioning, comfortable seating, and clean interiors. This can lead to a negative travel experience and dissatisfaction with the transport service. Vehicles that lack basic amenities, such as air conditioning, comfortable seating, and sufficient legroom, can lead to a highly uncomfortable travel experience. According to Adebayo et al. (2019), poor seating arrangements and insufficient ventilation contribute to passenger discomfort and dissatisfaction.
Sohail et al., (2006): Transport companies in Yenagoa might struggle with maintaining punctual schedules due to various factors like traffic congestion, vehicle breakdowns, and scheduling inefficiencies. Frequent delays disrupt passengers' plans and can lead to frustration and loss of trust in the service. Transport companies face operational challenges due to unreliable schedules. Sohail et al. (2006) explain that delays can result from various factors such as traffic congestion, vehicle breakdowns, and inefficient scheduling practices. These inefficiencies can hinder the overall performance of the transport system. Frequent delays lead to increased waiting times for passengers. According to Sohail et al. (2006), extended waiting periods can negatively impact the overall travel experience, making public transport a less attractive option compared to private transportation.
Goodman,(2014): If rates are expensive in comparison to the level of service given, the cost of transportation may become a serious worry. Unfair pricing practices, such as sudden fare hikes or lack of transparency in pricing, can alienate customers and affect their perception of value. When passengers perceive that they are paying too much for the quality of service they receive, it can lead to dissatisfaction. Goodman (2014) highlights that unfair pricing practices, such as arbitrary fare increases or lack of transparency, can diminish the perceived value of the service and erode customer trust. Transport companies that charge high fares may face a competitive disadvantage. Goodman (2014) suggests that more affordable alternatives, including other modes of transportation or services from competitors, can attract passengers away from companies with high pricing, impacting market share and profitability.
Kotler & Keller,(2016): Effective handling of customer complaints is crucial for service improvement. A lack of efficient mechanisms for resolving complaints can lead to unresolved issues and increased customer dissatisfaction. This reflects poorly on the company's commitment to customer service. When complaints are not resolved effectively, it leads to increased customer dissatisfaction. Kotler and Keller (2016) note that unresolved issues can amplify negative experiences, resulting in a decline in overall satisfaction with the transport service. Persistent problems with complaint resolution can erode trust and customer loyalty. Kotler and Keller (2016) emphasize that customers are more likely to switch to alternative providers if they perceive that their complaints are not taken seriously or addressed promptly.
Zeithaml et al., (2018): Poor handling of luggage and cargo can result in damage, loss, or delays in delivering goods. Inadequate facilities or procedures for managing luggage can negatively impact the overall service quality and customer satisfaction. Inadequate handling of luggage and cargo refers to the insufficient management and care of passengers' belongings and goods during transport. This issue impacts the reliability and quality of transport services by affecting the safety, efficiency, and overall satisfaction related to luggage and cargo handling. When luggage and cargo are not handled properly, it generates customer complaints and dissatisfaction. According to Zeithaml et al. (2018), frequent issues with luggage and cargo handling can undermine trust in the transport service and reduce overall customer satisfaction.

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RESEARCH METHODOLOGY

Research Design

The work adopts quantitative, quasi experimental research design. Descriptive analysis is used to gain insight into the nature of service quality and performance of transportation companies in Yenagoa, Bayelsa State.

Population of the Study

The popu1ation of this study comprises of the five registered transport Companies from Bayelsa State Ministry of Transport in Yenagoa Local Government Area, Bayelsa State, which includes Peace Mass Transit, First Investment Motors Limited, Solalina Mass Transport Limited, Ekeson Transport Ltd and SIV Transport Company. (Source; Bayelsa State Ministry of Transportation, 2024). We considedered five transport companies due to the limitation of finance and logistics to the study, the target population shall be considered from five (5) registered transportation companies. In Appendix, all the registered transport companies from Bayelsa State Ministry of Transport in Yenagoa Local Government Area of Bayelsa State are listed. See popu1ation tab1e be1ow for the study:

Table 3.1: Population of the study

S/N	Name of Organization	Number of Employees
1	Peace Mass Transit	321
2	First Investment Motors Limited	268
3	Solalina Mass Transport Limited	122
4	Ekeson Transport Ltd	69
5	SIV Transport Company	120
	Total	900

Bayelsa State Ministry of Transportation (2025)
The Table 3.1 above would therefore be used for this study

Sample and Sampling Technique

The required sample unit (n) of the population indicated above would be determined by using Yamane's Sample Size determination formula which states thus;

$n = \frac{N}{(1+ N(e)2)}$

Where;
n = Sample Size sought
N = The Population Size
e = Level of significance usually 5% (0.05)

To determine the required sample size (n), a 95% confidence level was desired based on the population that was chosen. It was assumed that the people of this population would supply the researcher with the required data at the confidence level. Hence, the tolerable error margin (e) at which the researcher expectation might be otherwise is 5%, where the population of the people is 900.

$n = \frac{900}{(1 + 900\,(0.05)\,2)} = \frac{900}{(1 + 900\,(0.0025))}$

$n = \frac{900}{2.2525} = 399.55604883 \cong 400$

Based on the computation above, a sample of 400 of the various people in these organization would be required for this study. Specifically, the below computed samples would be allocated to each of the organizations using the stratified sampling formula

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$K = \frac{a}{N} x \ n$
Where:
K = the number of samples to be collected from each organization
a = the population of each organization
N = the grand total of the population of the organizations
n = the required sample size determined above

Peace Mass Transit = $\frac{321}{900}$ x 400 =142.6666≅127

First Investment Motors Limited = $\frac{268}{900}$x 400 = 119.1111111≅119

Solalina Mass Transport Limited = $\frac{122}{900}$ x 400 = 54.22222222≅ 54

Ekeson Transport Ltd = $\frac{69}{900}$ x 400 = 30.66666667≅ 31

SIV Transport Company = $\frac{120}{900}$ x 400 = 53.33333333≅ 53

Methods of Data Collection and Analysis

The study adopts descriptive/quantitative statistical tools. The Descriptive Methods include tabulations, percentages and charts. These were used to present and analyze the data collected from research questions developed for the study. The statistical inferential methods on the other hand were used to test the hypotheses formulated for the study. The instrument for this study is a structured questionnaires divided into two different sections based on primary and secondary source; section one was based on the background (demographics) of the respondents, while the second section focused on items which borders on the variables of the study, more specifically data drawn from the dimension of the two variable of the study. The items of the instrument were on a five likert scale of 1 to 5 where 1 = Agree and 5 Neutral. A covering letter was attached to the instrument which formed the respondents on the importance of the study and were assured of any information to be confidential.

Validity/Reliability of Instrument

In order to establish the reliability of the instrument, the researcher used a response consistency test. This involves a test and re-tests exercise in which the questionnaire were administered to the same respondents on two occasions. After two (2) weeks of initial distribution and retrieval of the questionnaire, the instrument was administered into similar five (5) transport company and they gave the same reply. The copies filled by responses were compiled, they showed a high degree of consistency, thus establishing the reliability of the instrument.

In the validity, the Researcher ensured that the instrument measure the concept they are supposed to measure. A proper structuring of the question of every question contained in the questionnaire was carried out to ensure they are valid. Also, the design of the questionnaire was made easy for the respondent to thick the desired options provided as it has been established. Response validity was obtained by contacting individuals whose response appear unusual or inconsistent.

Methods of Data Ana1ysis

The research work will be analysed using statistical packages for social sciences (SPSS). The order of analysis will be coding of the various questionnaires gotten from the respondents which will undergo descriptive analysis from the raw data in order to determine the relationship between the predictor and the criterion. Spearman Rand order Coefficient will be used for the test of hypothesis relating to the dimensions.

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DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

Data presentation

This chapter contains the presentation, analysis and interpretation of the data collected for this research work. It highlights both the mathematical and statistical techniques adopted in testing the research hypothesis of the study which sought to investigate the effect of fuel price fluctuation and transportation system in Bayelsa State.

Data analysis

The data used for the study were purely primary data.

Response rate

TABLE 4.1

Distribution of questionnaire and response rate

Questionnaire	Respondents	Percentage
Number returned	213	61.2
Number not returned	135	38.8
Total	348	100

Source: Fieldwork, 2025

In carrying out the study, a total of three hundred and forty-eight (348) questionnaires were produced and administered to the target respondents. A total 213 were correctly filled and returned giving a response rate of 61.2 percent. The analysis was therefore based on the total of two hundred and thirteen (213), copies of valid questionnaire collected from the respondents. The low returns of questionnaires was as a results using respondents with different work of life who has no time to fill and return the questionnaire at the stipulated time

The questionnaires received were divided into two groups; early (E) and late (L) collection of questionnaire. The independent T-test was used to check for response bias. The result was not significantly indicating that there is no problem of response bias in the response as shown in table 4.2.

TABLE 4.2

Residual statistics

Variable	Group	N	Mean	SD	Leven's test for equality	
					F	Sig
MFPF	E	140	3.1905	.76391	.462	.497
	L	73	3.2009	.81364		
EFPF	E	140	3.4768	.77073	.702	.403
	L	73	3.3116	.74096		
GFPF	E	140	3.4542	1.05572	.273	.602
	L	73	3.1644	1.03768		
RFPF	E	140	4.1048	.73076	8.350	.004
	L	73	3.9452	.92256		
TRANS	E	140	3.7879	.60898	.144	.736
	L	73	3.7338	.61059		

Source: Researcher's estimation (see appendix)

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Demography data

TABLE 4.3
Distribution of respondents according to gender

Gender	Frequency	Percentage	Valid percent	Cumulative percentage
Male	118	55.4	55.4	55.4
Female	95	44.6	44.6	100.0
Total	213	100	100	

Source: Fieldwork, 2025

Table 4.3 shows that out of the total respondents, 188 respondents represent 55.4 percent were male, while female were 95 respondents representing 44.6 percent.

TABLE 4.4
Distribution of respondents according to age

Age	Frequency	Percentage	Cumulative percentage
Valid 18-25	91	42.7	42.7
26-34	88	41.3	84.0
35-43	17	8.0	92.0
44yrs and above	17	8.0	100.0
Total	213	100	

Source: Fieldwork, 2025

Table 4.4 revealed that 18-25 years were 91 respondents representing 42.7 percent, 26-34 years were 88 respondents representing 41.3 percent, 35-43 years were 17 respondents representing 8 percent, while 44 years and above were 17 respondents representing 8 percent.

TABLE 4.5
Distribution of respondents according to educational qualifications

Educational qualification	Frequency	Percentage	Valid percent	Cumulative percentage
WAEC/SSEC/GCE	71	33.3	33.3	33.3
ND/NCE	46	21.6	21.6	54.9
HND/B.Sc.	64	30.0	30.0	85.0
PGD/M.Sc./M.Ed	31	14.6	14.6	99.5
Ph.D	1	.5	.5	100.0
Total	213	100	100	

Source: Fieldwork, 2025

Table 4.5 shows that out of the total respondents, 71 respondents representing 33.3 percent were WAEC/SSCE/GCE holder, ND/NCE holders were 46 respondents representing 21.6 percent, HND/B.Sc. were 64 respondents representing 30 percent, PGD/M.Sc./M.Ed were 31 respondents representing 14.6 percent, while, Ph.D was only 1 respondent representing 0.5 percent.

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TABLE 4.6
Distribution of respondents according to occupation

Length	Frequency	Percentage	Valid percent	Cumulative percentage
Civil servant	44	20.6	20.6	20.6
Public servant	82	38.5	38.5	59.1
Business personnel	34	16.0	16.0	75.1
Self Employed	23	10.8	10.8	85.9
Others	30	14.1	14.1	100.00
Total	210	98.1	100.00	
Missing system	3	1.4		
Total	213	100.00		

Source: Fieldwork, 2025

The table 4.6 revealed that out of the total respondents, 44 respondents representing 20.6 percent were civil servants, public servant were 82 respondents representing 38.5 percent, business personnel were 34 respondents representing 16 percent, self-employed were 23 respondents representing 10.8 percent while others were 30 respondents representing 14.1 percent

TABLE 4.7
Distribution of respondents according to marital status

Marital status	Frequency	Percentage	Valid percent	Cumulative percentage
Single	78	36.6	36.6	36.6
Married	130	61.0	6.10	97.7
Divorced	3	1.4	1.4	99.1
Separated	2	.9	.9	100.0
Total	213	100.0		

Source: Fieldwork, 2025

The table 4.7 revealed that out of the total respondents, 78 respondents representing 36.6 percent were single, 130 representing 61 percent were married, divorced were 3 respondents representing 1.4 percent, while those that have separated were 2 respondents representing 0.9 percent.

Normality Test

Normality test was carried out to check if the data were normal. This was done using Skewness and Kurtosis. According to Hair *et al.,* (2010), data is normal when the Z- statistic for skewness and kurtosis when calculated is less than or equal to ±2.58. Z- skewness or Z-kurtosis value is obtained by dividing the statistics on Table 4.10 below. From the table, data for the study is normal since the Z-skewness or Z-kurtosis values were less than ±2.58.

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TABLE 4.8
Normality test

	N stat.	Min stat.	Max. sat.	Mean Stat.	SD stat.	Variance stat.	Skewess	Skw	Kur.stat.	Kurtosis error
MFPF	209	1.00	4.75	3.1980	.76401	.584	-1.23	.168	-.146	.335
EFPF	209	1.00	5.00	3.3508	1.05759	1.118	-450	.168	-795	.335
GFPF	209	1.00	5.00	3.4381	.73865	.546	-.009	.168	-.197	.335
RFPF	209	1.50	5.00	4.0746	.78327	.614	-.018	.168	-.135	.335
TRANS	209	2.00	5.00	3.7827	.60041	.360	-.216	.168	-.016	.336
Valid N(listwise)	209									

Source: Researcher estimation, 2025

Skewness Z- statistic = static = $\frac{0.123}{0.168} = 0.73$

Kurtosis Z- statistic = static = $\frac{0.016}{0.335} = 0.048$

Linearity

Linearity was assessed using the correlation analysis as shown in table 4.9 below. From the result on the table, all the variables have a moderate and positive relationship with each other. Hence linearity is established. Also, from the regression table, tolerance and VIF showed that there was no problem of multi-colinearity

TABLE 4.9
Correlations

Variables	TA	PMT	ETE	SSP	TC
MFRF	1				
EFPF	2.90*	1			
GFPF	0.194**	0.375**	1		
RFPF	0.290**	0.375*	0.140*	1	
TRANS	0.661*	0.259**	0.382**	0.245*	1

** Correlation is significant at the 0.01 level (2-tailed)

Source: Researcher estimation, 2025

Reliability analysis

This was done using CronbachAlpha co-efficient. Table 4.10 shows the result.

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TABLE 4.10

Reliability analysis

	Cronbach Alpha	Number of items
MFPF	0.653	5
EFPF	0.807	5
GFPF	0.729	5
RFPF	0.602	5
TRANS	0.640	5

Source: Researcher's estimation, 2025

Since, it a new instrument, a reliability index of 0.60 is acceptable. Hence, the above reliability index is acceptable.

Multi-collinearity

Multi-colinearity is the condition in which one or more independent variables can be expressed as a linear combination of other independent variables. This test is used to determine whether there is correlation between the independent variables. If there is a correlation, then there is a problem called multi- colinearity. To detect the multi- colinearity, we use variance inflation factor (VIF) and tolerance for each independent variable. The limit value of tolerance and VIF limit is 10 (Ghozali, 2006).

The calculated result output co-efficient VIF shows that all independent variables have a value of VIF more 0.1 and VIF value of each variable is not more than 10. It can be concluded that there is no multi- colinearity between the independent variables in the study.

TABLE 4.11

Test of multicollinearity

	VIF	Tolerance
MFPF	1.287	.777
EFPF	1.275	.785
GFPF	1.166	.858
RFPF	1.162	.861

Source: Researcher's estimation, 2025

TABLE 4.13

Model summary

Model	R	R-square	Adjusted R square	Std. Error of the estimate
1	.354	.125	.108	.93931

a. Dependent variable: TRANS
b. Independent variables: MFPF, EFPF, GFPF, RFPF

In addition to the above, a test on statistical significance of the overall variable in the model was carried out. This is shown on the table 4.14 below.

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TABLE 4.14

ANOVA

Model	Sum of square	Df	Mean square	F	Sign
1 regression	25.754	4	6.438	7.297	0.000[b]
Residual	179.990	204	882		
Total	205.744	208			

Source : Revercher estimation, 2025

a. Dependent variable: TRANS
b. Independent variables: MFPF, EFPF, GFPF, RFPF

From the ANVOA table, the significant value (0.000) is less than 0.05, hence, the explained variables (MFPF, EFPF, GFPF and RFPF) in the model predict the TRANS. This also means that the data has a better goodness of fit for the study.

TABLE 4.15
ANOVA

		Sum of squares	df	Mean square	F	Sig.
MFPF	Between groups	2.475	2	1.238	2.120	.123
	Within groups	118.491	203	.584		
	Total	120.966	205			
EFPF	Between groups	1.329	2	.664	.589	.556
	Within groups	229.143	203	1.129		
	Total	120.966	205			
GFPF	Between groups	.207	2	.104	.186	.830
	Within groups	113.204	203	.558		
	Total	113.412	205			
RFPF	Between groups	.808	2	.404	.654	.521
	Within groups	125.472	203	.618		
	Total	126.280	205			
TRANS	Between groups	.862	2	.431	1.187	.307
	Within groups	73.743	203	.363		
	Total	74.605	205			

Source: Research estimation; 2025

From the ANOVA results in Table 4.15, it shows the relationship between and within groups of the dependent and independents variables. The significance value are all greater than 0.05 level of significance; hence, this shows that the model is statistical significant and has a better goodness of fit.

Test of hypotheses

In testing the hypotheses formulated, it is important to re-state the hypotheses for the test. The hypothesis was tested at 0.05 or 5% level of significance. The corresponding statistic was the co-efficient and standard p- value or significance.

Hypothesis One

H_{o1}: There is no significant relationship between responsiveness and performance of transport companies in Bayelsa State

H_{A1}: There is significant relationship between responsiveness and performance of transport companies in Bayelsa State.

From the table 4.12, the co-efficient of) (0.050) is positive, but not statistically significant at p-value of 0.564 which is greater than 0.05 level of significance. Hence, the null hypothesis which states that there is no significant relationship between the effect of responsiveness on transportation companies in Bayelsa State is accepted. This means that there is no significant relationship between the performance of transport companies in Bayelsa State

Hypothesis Two

H_{02}: There is no significant relationship between responsiveness and the performance transport companies in Bayelsa State.

H_{02}: Companies in Bayelsa State.

From the table 4.12 the co-efficient of Relationship in Responsiveness is negative (-0.038), and not statistically significant at a p-value of (0.600) at 0.05 level of significance. This implies that the relationship between responsiveness and performance of transportation companies in yenagoa, Bayelsa State is negative.

Discussion of Findings

The hypothesis one tested that there is no significant relationship between responsiveness and performance of transport companies. It was tested using the multiple regressions, with the aid of SPSS of 0.05 level of significance and the null hypothesis was accepted, while the alternative hypothesis was rejected.

The hypothesis two was tested that there is no significant reliability and performance of transport companies in Bayelsa State. It was tested using the multiple regression with the aid of SPSS, and the null hypothesis was rejected, while the alternative hypothesis was accepted. This implies there is no significant Relationship between Reliability and performance of transport companies in Bayelsa State. Ebele (2015).

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

The findings from this study are summarily enlisted below.

It was fond that there is no significant relationship between responsiveness and performance of transport companies in Yenagoa, Bayelsa State

The study also revealed that there is no significant between reliability and performance of transport companies in Yenagoa, Bayelsa State

CONCLUSION

Based on the findings from the study, the study concluded that there is no significant relationship between responsiveness and performance of transport companies in Yenagoa, Bayelsa state. There is no relationship between reliability and performance of transport companies in Yenagoa, Bayelsa State.

RECOMMENDATIONS

Based on the findings from the study, the following recommendations are made;

1. The government of Bayelsa State should put in place palliative transportation to caution the effect of responsiveness in transportation.
2. There is need to put in place measures to caution the effect of reliability on transportation system in Yenagoa, Bayelsa State.

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