

# **Management of Fleets and Services in Public Buses of KIVU Belt Tours Ltd**

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## **Abstract**

Throughout the years, many economies worldwide have depended on privately owned vehicles to drive significant economic growth, generate employment, reduce poverty, and enhance the Gross Domestic Product (GDP) of nations while promoting equitable and sustainable development. Within the Organization for Economic Co-operation and Development (OECD) region, State-Owned Enterprises (SOEs) contribute up to 10% of economic activity. In the People's Republic of China (PRC), SOEs represent approximately 30% of GDP, while in Viet Nam it's about 38%, followed by 25% in both India and Thailand, around 15% in Malaysia and Singapore, over 50% in Tajikistan, Turkmenistan, and Uzbekistan, and between 20% and 40% in other Central Asian nations. This study primarily aimed to investigate how vehicle fleet management practices impact service delivery at KIVU Belt Tours in Rwanda. Adopting a pragmatic research philosophy and a mixed-method research approach, the study involved distributing structured questionnaires to 344 participants selected from 86 SOEs using stratified and purposive sampling techniques. Descriptive statistics were analyzed using Statistical Package for the Social Science (SPSS) version 20, while exploratory factor analysis (EFA) was conducted on all study items. Research hypotheses were evaluated utilizing Structural Equation Modelling (SEM) in AMOS version 21. The findings indicated that factors such as vehicle maintenance, fuel management, driver management, and vehicle replacement have a positive effect on service delivery. Furthermore, the study highlighted that Information and Communication Technologies (ICTs) play a moderating role in the relationship between vehicle fleet management practices and service delivery. It was recommended that regular training for drivers and the implementation of vehicle programs, including electronic spare part tracking, are essential.

**Keywords:** fleet management, public buses, service delivery