

**CHALLENGES FACING MARITIME PASSENGERS ON SERVICE
PROVISION AT MALINDI PORT, ZANZIBAR**

HAJI ALI ZUBEIR

**A DISSERTATION SUBMITTED IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE DEGREE OF MASTER OF BUSINESS
ADMINISTRATION IN TRANSPORT AND LOGISTICS MANAGEMENT
OF THE OPEN UNIVERSITY OF TANZANIA**

2018

CERTIFICATION

The undersigned certifies that he has read and hereby recommends for acceptance by the Open University of Tanzania a dissertation titled; "Challenges Facing Maritime Passengers on Service Provision at Malindi Port, Zanzibar" in partial fulfilment of the requirements for degree of Master in Business Administration in Transport and Logistics Management.

í í í í í í í í í í í í í í í .

Dr. Saganga Kapaya
(Supervisor)

í í í í í í í í í í í í í

Date

DECLARATION

I, Haji Ali Zubeir, do hereby declare that this dissertation is my own original work and that it has not been presented and will not be presented to any other University for a similar or any other degree award.

.....í í í í í í

Signature

.....

Date

COPYRIGHT

No part of this Research may be reproduced or transmitted in any form by means of mechanical, including photocopying, recording or any information storage or retrieval system without permission in writing from the author or Open University of Tanzania on my behalf.

DEDICATION

This work is dedicated to all those who supported me in realising my dreams of putting in place this report. Praise is to Allah who has brought me this stage. It is also dedicated to my family Dear wife Asia Imamu Juma and Naima Mussa, also my Son Munir Haji Ali and Khadija Haji Ali.

ACKNOWLEDGEMENT

I would like to express my sincere gratitude to all their helpful hand and minds which enabled me to do this research. I am deeply in appreciation to my supervisor Dr. Saganga Mussa Kapaya who tirelessly gave me excellent advice and constructive criticisms rights from the initial preparation of the research proposal to the final completion of this research report.

ABSTRACT

Maritime transport is now recognised as one of the most important means of facilitating movement of people and goods in the country. Improvement in maritime service provision, removal of restriction in the importation of goods and services, the elimination of entry barriers have provide an incentive for private sector involvement in the marine transport market. However there is arising a challenge to improve quality of services they providing in order to win the maritime passengers. The way that private sector handling passengersø problems including how they give personal attention to them visual appealing facilities and willingness to help passengers are the areas need to be improved. The general objective of the study was to assess the challenges facing maritime passengers on service provision, taking Malind port as case study and method used in collecting required information for the study was questionnaire. The data was analyzed using descriptive statistics, the study revealed that there were absence of enough space for arrival passengers ,despite of available of cargo /luggage devices for discharging but unsafe for people who operate it ,Most of ship owners are against of rules and regulations, in adequate of proper skills and knowledge to some stakeholders, Port allows unauthorized people to inter in the port Crowd of people during embarkation and disembarkation, Everyone pretend as having enough awareness on maritime issues compare to the others. Purchasing of boat ticket, loading and unloading passenger, responsiveness and assurance proved to have significant effect on passengerø satisfaction. The finding indicates that maritime passengers are satisfied with maritime service provided at Malind port.

TABLE OF CONTENTS

CERTIFICATION	ii
DECLARATION	iii
COPYRIGHT	iv
DEDICATION	v
ACKNOWLEDGEMENT	vi
ABSTRACT	vii
TABLE OF CONTENTS	viii
LIST OF TABLES	xii
LIST OF FIGURE	xiv
LIST OF ABBREVIATIONS	xv
CHAPTER ONE	1
1.0 GENERAL INQUIRY OVERVIEW	1
1.1 Background Information	1
1.3 Statement of Problem	3
1.4 Research Objectives	4
1.4.1 General Objective	4
1.4.2 Specific Objectives.....	5
1.5 Research Question.....	5
1.6 Significance of the Study.....	5
1.7 Organization of the Report	6
CHAPTER TWO	7
2.0 LITERATURE REVIEW	7
2.1 Chapter Overview	7

2.2.	Conceptual Definitions.....	7
2.2.1	Transport Mode.....	7
2.3	Theoretical Literature Review	9
2.3.1	Theory of Transportation.....	9
2.4	Empirical Review.....	11
2.4.1	The Concept of Passenger Ships Safety	11
2.4.2	Essential of Passenger Ships Safety and Security.....	12
2.4.3	The Co-Operated Parties Required for Maintaining Passenger Ships Safety and Security	12
2.4.4	Companies and Operators.....	12
2.4.5	Passenger Ships.....	13
2.4.6	Administrations and Maritime Authorities.....	14
2.4.7	Technological Development in Ships and Ports	15
2.4.8	Ship Technology	16
2.4.9	Navigational Technology	16
2.4.10	Communication and Information Technology.....	16
2.5	Research Gap	17
	CHAPTER THREE.....	20
	3.0 RESEARCH METHODOLOGY	20
3.1.	Chapter Overview	20
3.2.	Area and Study Population	20
3.3	Research Paradigms	20
3.3.1	Research Design.....	21
3.4	Sampling Design.....	22

3.5	Research Data	22
3.5.1	Primary Data	22
3.5.2	Secondary Data	23
3.5.3	Data Sources	23
3.5.4	Data Collection Techniques.....	23
3.5.5	Interview Guide	23
3.5.6	Questionnaire and Checklist.....	23
3.5.7	Desk Review	24
3.6	Inclusion Criteria.....	24
3.7	Exclusion Criteria	24
3.8	Reliability and Validity	24
3.9	Data Processing, Analysis and Presentation.....	25
3.9.1	Data Processing.....	25
3.9.2	Data Analysis.....	25
3.9.3	Presentation.....	25
3.10	Units of Analysis.....	25
	CHAPTER FOUR.....	28
	4.0 PRESENTATION OF STUDY FINDINGS.....	28
4.1	Discussion and Analysis of Data Presentation	28
4.2	Descriptive Statistics	28
4.2.1	How Maritime Passengers evaluate the Service Provided at Malindi Port Zanzibar	28
4.3	Passengers Travel through Malindi Sea Port.....	29
4.3.1	Maritime passengers Satisfaction	29

4.3.2	Safety and Security of Customers.....	31
4.3.3	Sufficient of Service Provision.....	32
4.4	Profile of the Maritime Passengers Stakeholder and Education Levels	33
4.4.1	Challenges are Facing Maritime Passengers Using Malindi Port.....	35
4.5	Interview with Institute Responsible in Management of Maritime Transportation.....	36
4.5.1	Regulations Exist to Govern Maritime Passengers Transport are Adequate.....	36
4.5.2	Port Facilities Available and the Measures to be Taken to Overcome Maritime Passenger Accidents in Zanzibar Port.....	37
CHAPTER FIVE		39
5.0 SUMMARY, CONCLUSION AND RECOMMENDATIONS		39
5.1	Summary.....	39
5.2	Conclusion	40
5.3	Recommendation	40
REFERENCES		42
APPENDICES.....		45

LIST OF TABLES

Table 2.1: Summary of the Empirical Studies	17
Table 3.1: Distribution of the Respondents.....	21
Table 4.1: Passengers Evaluation on the Service Provided at Malindi Port.....	29
Table 4.2: Percentage of Respondent Satisfying or not Satisfying with the Embarkation Area of Passenger Terminal Exists at Malindi port.....	29
Table 4.3: Percentage of Respondent Satisfying/not Satisfying with Service	30
Table 4.4: Percentage of Respondents Said Yes on Types of Services Provided to Maritime Passengers at Malindi Port Obstacle to Passengers	30
Table 4.5: Percentage of Respondents Safety/ No Safety and Security of Passengers at Terminal and on Board Considered	31
Table 4.6: Number of Respondents Safety/ No Safety and Security of Passengers at Terminal and on Board Considered by Types of Vessels Used for Maritime Transportation.....	31
Table 4.7: Percentage of Respondents Said Yes or No on the Lifesaving Equipment Arranged in Proper Condition	32
Table 4.8: Percentage of Respondents Said Yes or No on the Service Provided is Sufficient	33
Table 4.9: The Number of Respondents Said No on the Service Provided is Sufficient.....	33
Table 4.10: The Percentage of Respondents by level of Education	34
Table 4.11: The Percentage of Respondents by Level of Education and Sex	34
Table 4.12: The Number of Respondents by Types of Maritime Professional and Sex and Adequate Port Facilities Available at the Malindi port	35

Table 4.13: The Percentage of Respondents Said Yes or No on the Regulations Exist to Govern Maritime Passengers Transport are Adequate	36
Table 4.14: The Percentage of Respondents Said Yes or No on the Regulations Satisfy the Need	36
Table 4.15: The Percentage of Respondents Said Yes or No on the Port Facilities Available at Malindi Port Are Adequate	37
Table 4.16: The Percentage of Respondents by the Measures to be Taken to Overcome Maritime Passenger Accidents in Zanzibar Port.....	37
Table 4.17: Number of Respondents by the Measures to be Taken to Overcome Maritime Passenger Accidents in Zanzibar Port and Introduce Maritime Transport Policy Regulations Satisfy the Need.....	38
Table 4.18: Number of Respondents Said Yes any Policy(s) that Govern Maritime Passengers Transport and Mention Policy who Known.....	38

LIST OF FIGURE

Figure 2.1: Conceptual Framework on Factors of Maritime Passengers

Transport Problem..... 18

LIST OF ABBREVIATIONS

ZGoZ	Revolutionary Government of Zanzibar
ZMA	Zanzibar Maritime Authority
ZPC	Zanzibar Port Co-operation
IMO	International Maritime Organization
SPSS	Statistical Package for Social Science
LJE	Life Jacket Equipment
PSC	Port State Control
SAR	Search and Rescue
ICT	Information Communication Technology
AAKIA	Amani Abeid Karume International Airport

CHAPTER ONE

1.0 GENERAL INQUIRY OVERVIEW

1.1 Background Information

In domestic sea transportation Zanzibar islands have three main ports which are useful for coastlines vessel to and from Unguja and Pemba. These ports are Zanzibar port (Malindi passenger ferry) found at Unguja Island, Mkoani and Wete which are in Pemba Island. There are other Small ports such as Mkokotoni found North West of Unguja and Weshu situated at Chake chake town in Pemba respectively.

A vessel travelling to Malindi port uses either of the two main channels, one is situated in the north that is known as ENGLISH PASS used for vessels entering from north part of Unguja. Another one is known as SOUTHERN PASS which allow vessels from south regions such as Dar es Salam and neighbouring areas, it has a minimum depth of about 16meters, with minimum width of about 1,000 meters. All large foreign liners berth in Zanzibar port are using nether part (Abdalla, Juma).

Malindi port used for berthing both passengers and cargo ships which create complexity in handling the two types of ships at the same berthing area, the ZGoZ received so many claims from passengers using the Malindi port arguing the risk they faces while using the Malindi port. Zanzibar establishes port amendments by preparing new sea passengers terminal building for the purpose of demarcating the cargo ships and the passengersø vessels. In 2013 the new terminal with adequate pax flows and security for passengers inaugurated, the passenger ferry located south part beneath the Malindi Cargo Port.

Despite the introduction of new passenger terminal the large ships like tourist ships continue embarkation and disembarkation of passengers on the old terminal (Malindi port) whereas the fisheries boats and dhows use the same wharf. Speed boats are using the new terminal building for loading and offloading of passengers. In year 2016 Malindi port handled 1,056,186 passengers who used both old and new terminal building, this create challenge for the regulatory authorities to provide adequate service that satisfy the customer demand and ensure the safety of passengers.

Although Zanzibar is partner country of the united republic of Tanzania it has its own rules and regulations governing the port operations that are stipulated in Zanzibar constitution. Port operations are under the two RGoZ bodies which are Zanzibar Maritime Authority (ZMA) and Zanzibar Port co-operation (ZPC). ZMA responsible with the controlling of passenger ship registration (domestic and International), issuing licence of sea Ferrier's, ship inspection and safety of maritime passengers, and monitoring passenger fare. Zanzibar port corporation responsible for holding communication of vessels entering the port, mooring the vessels berthing of ships, provide pilot age for the foreign ships.

In Zanzibar maritime Passenger transport is driven by customer demands because it is the main mode of transport between two main Islands. The demand for passenger transport increasing by time that create challenges required to introduce more reliable and more trusted passenger ship operators, worth vessels, and effective rules and procedures to cater the available and anticipated demand.

1.3 Statement of Problem

Due to its geographical condition Zanzibar Island has no hinterland connectivity and mostly depends on sea and air mode of transportation for transporting various goods and services. Thus marine transport is the principal pass for the low income people moving into and out of Zanzibar Islands. Malindi port is the main port that receive the vessel from different parts of the world, a number of ships landed in the same port, the government of Zanzibar (2006), postulate main challenges of the maritime transport describing Malindi port dual used for ferry boats and cruise ships, the sharing the same wharf space that is used for handling general cargo and container ships as well as passenger ships tend to have limited storage facilities at the port area and limited mooring and berth capacity and run down infrastructure and equipment which lead to higher port handling charges compared with neighbouring ports which is dangerous to passengers and reduce the efficiency of the cargo handling services (Abdalla, 2007).

In recent years Malindi port become the common port of marine incidents in marine transportation across east Africa countries in which the passengers using the Malindi port becomes nervous on their safety while travelling through it, passengers judging the ability of the port in service delivery, technical skills of staffs and the rescue services available, thus Malindi port pronounced as having many challenges compare with neighbouring ports like Dar Es Salam, Tanga and Mombasa.

Lessons learned from the recent three accidents that were sank of MV FATIH (May 2009), MV SPICE ISLANDER (September 2011) and MV SKAGIT (July 2012), in all these three accidents peoples died, others injured and properties damaged while

others lost. The RGoZ took several efforts to improve Malindi port services and facilities significant to stimulate Zanzibar economy; Malindi port is facing numerous problems in maritime passenger transport that affect its capacity, productivity and efficiency. In Zanzibar shows that there is inadequate enforcement of maritime safety standards as well as poor search and rescue services and facilities. Security risk in terms of pilferage is another significant problem facing maritime passengers at Zanzibar port. Large ships do not call Zanzibar port due to limited port capacity and facilities and lack of regular dredging of the channel (Abdalla, 2007). Berthing of large ship like tourist ship prevent other ship anchorage thus create delay of the ship and charges due to taking more time at a single port.

Therefore this study intends to examine the problems associated with maritime passenger transport on service provision in Zanzibar, it ensures good provision of services to the people by emphasize on conducive working environment, avoiding risk of maritime passengers and uncertainty related to inland as well as marine disaster, checking the fatality. It also observe the challenges facing the passengers if their number has a long-term, positive equilibrium relationship with the fare price executed by the transport operators their flexibility an sustainability in day to day basis. Conflict of fare is a challenge that disturbs maritime passengers using Malindi port.

1.4 Research Objectives

1.4.1 General Objective

The main objective of this study was to find out the challenges facing maritime passengers on service provision at Malindi Port, Zanzibar.

1.4.2 Specific Objectives

- i. To assess the adequacy of services and facilities provided to maritime passengers at Malindi Port, Zanzibar.
- ii. To examine the adequacy of Skills associated with maritime transport personnel/staffs at Malindi port- Zanzibar.
- iii. To suggest possible measures to be taken of overcome the challenges associated with maritime passenger at Malindi Port Zanzibar.

1.5 Research Question

This study was guided by the following research questions

- i. What are the services the facilities provided to maritime passenger are adequate in Malindi port, Zanzibar?
- ii. What are the staffs of Zanzibar port co-operation and maritime authority have adequate knowledge on service provision to maritime passengers Malindi port, Zanzibar?
- iii. What are measures to be taken to overcome/avoid the challenges facing Zanzibar maritime passenger transport at Malindi port?

1.6 Significance of the Study

This study was contributed knowledge on understanding problems facing maritime passengers in Zanzibar port while travelling when they are approaching the port, at the Port lounge, on the board of the ship and when they depart from the ship. The findings and recommendations of the study was help to understand the ability and knowledge of regulatory Authorities (ZPC and ZMA) staffs in provision of service as well as the facilities available at the Zanzibar Port and the ship environment if

both satisfactory to handle the challenges when happen to the maritime passengers. Indeed the Study was help to propose the possible measures to be taken so as to avoid the challenges and problem to improve port safety and efficiency.

1.7 Organization of the Report

The research was base on the challenges facing maritime passengers on service provision at Malindi port. The study was consist of five chapters which are chapter one, chapter two and chapter three, chapter four and chapter five .Chapter one (introduction of the study) gives the background information, statement of the problem, Research objectives, Significance of the study, Scope of the study, Limitation/Delimitation of the study and organization of the report.

Chapter two (literature review) consists of conceptual definitions, theoretical literature review, empirical literature review, research gap and conceptual and theoretical framework. Chapter three consists methodology of the research, chapter four consists data processing, analysis and presentation and chapter five consists conclusion and recommendation.

CHAPTER TWO

2.0 LITERATURE REVIEW

2.1 Chapter Overview

This chapter consists of conceptual definitions, theoretical literature review, and empirical literature review, research gap and conceptual and theoretical framework.

2.2. Conceptual Definitions

These are the terms that will be used in the research study. These are the terms that describe the technical aspect in the transport industry, these including transport mode, water transport, inland water transport, maritime transport, port and harbour.

2.2.1 Transport Mode

Is a term used to distinguish substantially different ways to perform transportation, it explains the way in which the goods and passengers may be conveyed from one location to another. The dominant Modes of transport are air, water, land transport which includes rail and road and the pipe line Transport mode. The added values rely on the quality of system for processing and transmit of passengers and goods.

2.2.2. Water Transport

Is a movement of goods or passengers by means of a watercraft such as a barge, boat, ship or sailboat over a body of water, such as a sea, ocean, lake, canal or river. Water transport can be inland or ocean/maritime transport.

2.2.3 Inland Water Transport

It involves the transportation of goods and passengers by rivers, canals and lakes. Inland water transport mostly used in land locked countries in which water body

such as lakes and large river developed within the large piece of land that create the gap for the people to reach another area of the counties.

2.2.4 Maritime Transport

Maritime transport is the shipment of goods (cargo) and people by sea and other waterways. Maritime transport is the carriage of goods/ passengers by a by a person for commercial purposes either in return for payment that is for hire and reward (Vince, 2003).

2.2.5 Ports

A plate form where the ship/vessel embarking and disembarking of passengers or place where ship Loading and offloading of goods and passengers. The port usually located inside the harbour. The Organization of vessel calls and of the pre or post transport must be conducted with attention to quality and efficiency interfaces between the different modes of transport.

2.2.6 Ferry

Merriam-Webster defines ferry as the commercial service with terminals and boats for transport persons, automotive etc across a rivers or other comparatively small body of water. The service offered by using ferryboats or run on run off vessels that move to a particular route between two places.

2.2.7 Harbor

A harbor is a place on the coast where ships, boats and barges can seek shelter from a stormy weather or is a place that is situated on the coast where ships, boats, barges,

etc. can be moored safely. The purpose of a harbor is to provide shelter for vessels from the weather conditions such as storm, heavy wind etc.

2.3 Theoretical Literature Review

Various researches finding project work shop, case study, books, internet and other references will be used to accomplish the study finding in helping to explain the various views on the problems facing maritime passengers transport in Zanzibar.

2.3.1 Theory of Transportation

2.3.1.1 Mechanical and Geometric Notion

Transportation is not movement of things-masses of any sort from one place to another; transportation is the best which accomplishes the movement of things with the least force and the shortest time. Speed is the fundamental test, while the economy of force translates in the light of actual conditions increases cheapness. Speed and the cheapness never cease in the most complex test of its efficiency.

Although the water present none of those permanent inequalities of surface that are such important elements in all movement by land, it yet offer natural diversity which result in the obstacle and facilities of another sort, currents, weather caused by the regular flow of rivers, tides, waves, rocks, shallows, isthmuses, island etc, lack of foods, water and other supplies at sea and the difficulty of guidance, wind and currents may be converted into facilities under favourable circumstances, rocks, shallow and other projections of the land into the water always however remain hindrances to water movement except in so far as they may help to form harbour. According to (Cool, 1894) objective of transportation not only the movement of

people and goods from one location to another but also passengers should acquire satisfaction of the service offered and goods should satisfy the value, ie goods should maintain its nature, status and texture.

2.3.1.2 Transportation and the Organised Society

The character of transportation as a whole and detail at any particular time and throughout its history is altogether determined by its interrelation with physical and social forces and condition. To understand transportation means supply to analyse these interrelations. So far attention has been fixed as much as possible on the simple and more obvious conditions the physical. The need for the movement of the things and person underlies very sort of social organisations, every situation whatever it equally necessary to that economic organisation which supply society with food and other materials goods, and to those practical organisation, the church, education, research, and the alike which through the idea in their aims require materials instrument.

The transfer of books of scientific instrument and above all often charged with multifarious society function is a necessary to society in its way as the transfer of gross materials substances. Precisely transportations underlie social development it is in turn determined by the development. It is a tool of the economic, *political*, the military organisation and the character of the tools vary with their needs. The most permanent condition of its progress is the natural obstacle. It has to overcome and the natural forces it employs but even these in their practices bearing are relative to social development. The scientific sailing converts contrary wind from an obstacle into an assisting force.

2.4 Empirical Review

Various empirical studies are reviewed by the researcher so as to consider how others have obtained so as to get the knowledge gap.

2.4.1 The Concept of Passenger Ships Safety

The maritime community at the beginning has introduced the culture of compliance by setting up rules, regulations, guidelines and codes relating to the construction of ships and the safety equipment to be carried on board ships (IMO Resolution A.741 (18)). It is not fortunate enough to reduce the accidents, as analysis shows that 80% of the accidents were caused by human error and 75% out of human related accidents caused by lack of or poor management to improve the safety standard on board passenger ships, recognized that the quality assurance as a good system for preventing the problems and quality management as the method by which it is carried out to achieve the goal. The International code of conduct was an important step in focusing on the human element as a side of shipping, the code providing an international standard for the safe management and operation of ships and for pollution prevention (CMA, 2007).

On the other hand, managing the security on board not only passenger ships, but all ships is very important in protecting ships against threats facing all vessels nowadays; passenger ships have the great priority particularly in the area of Gulf of Aden wherever the threats of piracy are centred (ISM code, ISPS code). Therefore the International Maritime Organization (IMO) take valuable steps in adopting the International Ship and Port Facility Security Code (ISPS Code) by a Resolution of the Conference of the Contracting Governments to the International Convention for

the Safety of Life at Sea (SOLAS, 1974), held in London between 9-13 December 2002.

2.4.2 Essential of Passenger Ships Safety and Security

There are so many passengers around the world each year. There is a clear indication about the increasing of the demand for passenger ships not only in local and around the world. The highest priority of the passengerø ships industry should be the cruise safety and security of people on board ships (passengers and crews) (Ali, 2011).

2.4.3 The Co-Operated Parties Required for Maintaining Passenger Ships Safety and Security

The influence parties involved in maintaining the passenger ship safety and security from a point of view, the passenger ships (captains and crew), shipping companies or ship operators, administrations and authorities such as port authorities, flag state, port state control. Those parties should be co-operated by integrated their management efforts and activities to facilitate the settlement of safety and security for passenger ships and manage the presses, the following diagram identifies how the mentioned parties may hold a stake in the implementation of safety and security measures on board any passenger vessel. Almost all passenger vessel disasters can be traced to a failure in one of the mentioned partyø duties or the absence of the co-operation and communications between the influence parties (Juhel, 1999).

2.4.4 Companies and Operators

The shipping companies, or ships operators or bareboat charters are responsible for ensuring, implementing, and maintaining safety and security policies for company

and on board ships under their direct operation at all levels (Reynaldo, 2006). In addition to safety and security plans which should be approved from the administration. Moreover, shipping companies should ensure that all documents, safety and security guidelines, authorities, responsibilities are acquainted by all level of the organization both ship-based and shore-based. Interrelations of personnel, who operate, perform, and verify works related to and affecting the safety and security are properly defined to all members of the organization.

To insure the safety and security standard on board passenger ships, shipping companies or ships operators should designate a Person or Persons (DP) and company/ships security officer. They are responsible for implementing controlling and assessing company/ships safety and security programs, also communication, reporting and co-ordination between the ships, shore and authorities and training programs that required to increase the safety and security standards of the all organization levels including the passenger ships (Kim, 2008).

In today's highly competitive markets, shipping companies need efficient and cost effective ways of operation. Safe, secure, pollution-free and efficient operations are essential to good ships management. Therefore profits may increase by reducing accidents, stoppages and wastage (ISM code and ISPS code).

2.4.5 Passenger Ships

The safety and security processes have organized by those who directly affected by the implications of failure in conducting the both processes (Elmda, 2009). Safety and security on board passenger ships have emphasized the need for the ships

captains and crew to be responsible for the actions taken to improve the safety and security, rather than seeing them imposed from outside. (IMO) A good management is essential to improve the Both processes, and the cornerstone of a good management is commitment from the top, so passenger ship captain is responsible for manage the processes of safety and security on board ships in accordance with applicable national rules, international rules, regulations, codes, technical management and crew management .

Technical management is the element ensures that the ship maintained for optimum performance with minimum breakdowns and delays. Also maintaining the ship in accordance with applicable requirements, such as flag State legislation, international conventions and classification rules, and crew management involves employment the crew of a ship contributes towards technical management in that they are responsible for ship maintenance, cargo operations and safe navigation. Passenger ship captain should attain the optimum standards of safety and security measures on board passenger ship by the periodical training of the crew to protect the person lives when in distress, also Passenger ship captain report to the company through the designate person (Taylor, 1974).

2.4.6 Administrations and Maritime Authorities

Passenger ships and shipping companiesø activities that related to shipø operation should be carefully controlled and surveyed under the provisions of the international conventions and domestic laws. The core function of administrations and authorities is to disseminate laws and regulations, and taking all other steps which may necessary to give the applicable conventions full and complete effect (Reynaldo,

2006). Furthermore, ensure effected safety and security systems on board passenger ships, and to ensure that passenger ships are fit for service and seafarers are qualified and fit for their duties. Passenger ships are the responsibility of the Flag State which exercise a full control over ships entitled to fly the flag of its state.

On the other hand, foreign ships are the responsibility of port state control (PSC) that undertakes inspections to satisfy that the foreign ships visiting its ports meet the required international standards laid down in conventions, and to check on the actual condition of specific ships whose ability to meet those standards is in doubt and reporting to their flag states in case of discovering substandard. Port state control is the long arm of the flag state authority of any ship in foreign ports. In that Port state control is an important component of the international marine safety and security systems (Zec, 2002).

Port authorities involve in ensuring not only well skilled pilots, effective and sufficient port facilities, and facilitated berths but also the definition of port's units that able to give a help in case of search and rescue (as SAR facilities) to passenger shipping companies which their ships selling nearer. Besides, sufficient training and Periodic exercises for such situations. It is imperative that port and coastal authorities and passenger vessel operators maintain an open dialogue to identify response resources in the areas where an individual passenger vessel is operating (Zec, et al 2002).

2.4.7 Technological Development in Ships and Ports

It will take time to comprehend the possibilities created by new technologies and to use the new technology to create new ways of business operation for the purpose of

analysing possible interactions between the new technologies in ports and shipping (Branch, 1998).

2.4.8 Ship Technology

Increased ship size leads to operational problems in ports by requiring appropriate infrastructure. And increased ship speed leads to shorter turnaround time, and to increasing demands upon the navigational support systems. While the container technology is heavily standardized, the Ro-Ro technology can use several types of load carriers (trailers cassettes, boxes) leading to difficulties (Branch, 1996).

2.4.9 Navigational Technology

Different technologies for navigation and communications are available; here the systems used on board ships must correspond to the systems used in ports. The development of the equipment to be used on-board must match the development of the one to be used in ports, thus utilizing the available resources and increasing the efficiency and safety (Scott and Terrance 1998).

2.4.10 Communication and Information Technology

New Information and Communication Technology (ICT) make it possible not only for the information exchange in navigation and traffic regulations, but they also provide information on precise arrival times, load plans and information on cargo concerning the supplier, contents, continued transportation means, final destination and receiver. With these pieces of information available, port operators are enabled to make better plans and

preparations for cargo unloading and transshipment, thus increasing the efficiency and improving the results (GylfiPalsson and GaeRaballard, 2007).

Table 2.1: Summary of the Empirical Studies

Variable	Country	Methodology	Findings	Authors
Training of crews and authority staff	London	Case study	Passenger ships have the great priority particularly in the area of Gulf of Aden wherever the threats of piracy.	IMO Convention 13 December (2002)
Compliance of rules and regulations	London	Survey study	Introduction of culture of compliance by setting up rules, regulations, guidelines and codes relating to the construction of ships and the safety equipment.	IMO Resolution A.741 (18).
Integration of management efforts	Italy	Observation	Parties should be co-operated by integrated their management efforts and activities to facilitate the settlement of safety and security for passenger ships.	(Juhel, (1999).
Employment of well technical skilled personnels	USA	Survey design	Passenger ship captain should attain the optimum standards of safety and security measures on board passenger ship by the periodical training of the crew to protect the person lives when in distress	(Taylor, 1974)

Source: researcher, 2017

2.5. Research Gap

Despite the empirical studies showing the several factors contribute high risk of passengers in maritime transport, in many developing countries the compliance of the rules, procedures and the implementation of International standards reflecting safety of maritime transport is the major challenges to overcome the massive death of passengers in maritime transport, in insufficient of skilled personnel and the availability of modern rescue equipment in the regulatory Authorities gain advantage when accident

happen. Although there are some efforts taken to get read of an accident, the issue of authorising the vessels of law standard to carry passengers and the vessels without an adequate tools such as life jackets to assist passengers during accident, the responsible authorities do not comply international standard acquiring the transport operators and the management to equip the rescue team with equipments and skills to save the passengers when accident occurs. There for this study sought to address these short comings and propose measures to overcome them.

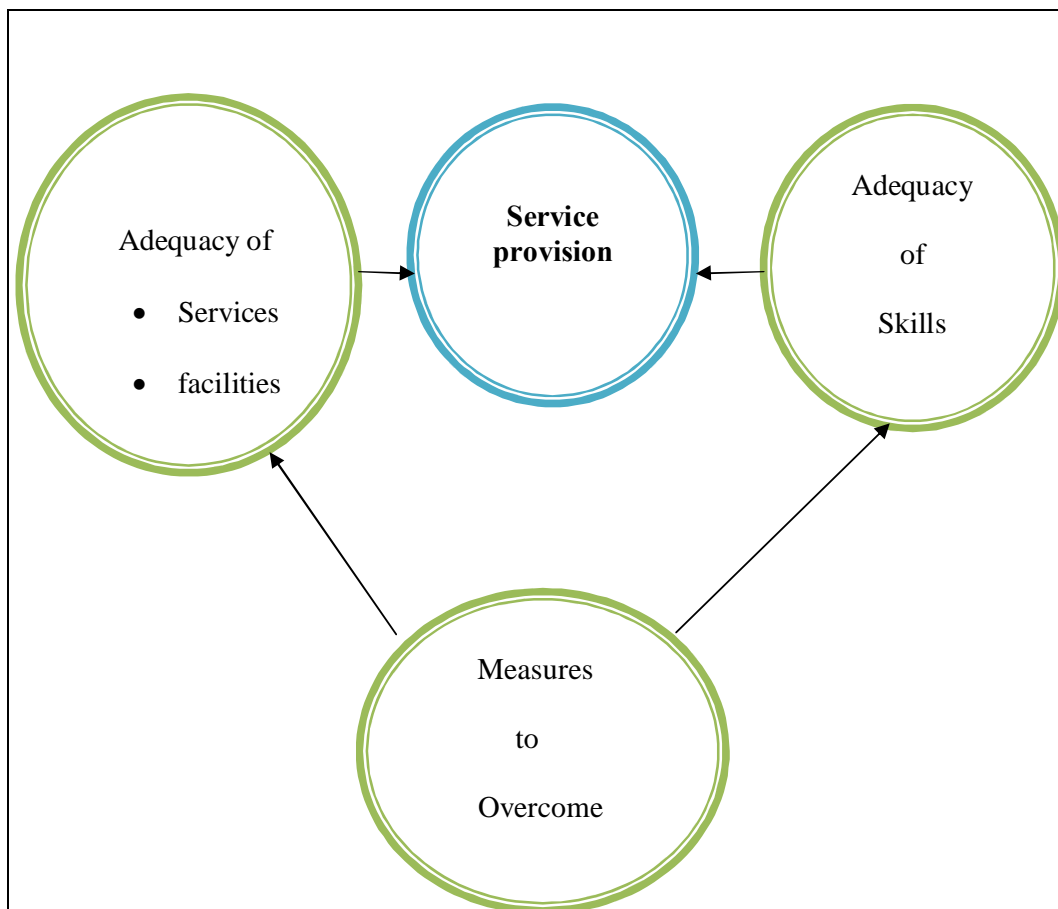


Figure 2.1: Conceptual Framework on Factors of Maritime Passengers

Transport Problem

The conceptual framework depicts and tries to provide highlights in explaining the relationship between variables perceived. In conceptualizing the study, three variables were used namely: Independent and dependent variables. The variable has interest to study is the dependent variable which is the maritime passengers transport problem which spread more in order to reduce the negative socio ó economic effects of transportation among passengers. So the study attempting to explain the independent variables used that is institutional arrangement at Malindi port.

In other words, the conceptual framework is developing to provide a tentative answer to fundamental question to the perceived variables that provides the sources and socio-economic effects for the people use Malindi port at Zanzibar. The different variables in conceptual framework are chained to provide the positive answer on the sources and to the socio - economic effects of the maritime passenger's transportation.

CHAPTER THREE

3.0 RESEARCH METHODOLOGY

3.1. Chapter Overview

This chapter is discussing the research design, the study area, study population, sample design, sample technique, sample size, data collection procedure, primary data, secondary data which are available from various source and reviewing document indicative problems facing maritime passengers transport, validity and reliability, data processing and data analysis.

3.2. Area and Study Population

The study was conducted at the Malindi passengers ferry; the researcher selects this area because it is the main port of Zanzibar where the obstacles and challenges affecting maritime passengers experienced. A population is a study of group of individuals taken from the general study area who shares common characteristic such as sex and age. The target population are staffs of Zanzibar maritime authority, Zanzibar port co-operation, maritime transport operators and passengers.

3.3. Research Paradigms

Paradigm is a way of examining social phenomena from which particular understandings of these phenomena was gained and explanations attempted (Saunders et al 2007). In this study the researcher use interpretism paradigm which aligns itself with a particular view of the mechanisms and assumptions of social science, supported by a belief that only what is grounded in the observable can count as a valid knowledge. This research was use survey research strategy.

3.3.1 Research Design

This study used a descriptive study design. The purpose of descriptive design was to observe, describe, and document aspects of situations as they occur in a given population. Cross-sectional design was conducted in this study to examine what currently exists and fundamentally is characterized by the fact that all data are collected at one particular time.

3.3.1.1. Sampling Procedures

In this study, researchers asked the management and selected staffs from maritime authority and ZPC responsible with provision of service at Malindi port Zanzibar., selected staff from shipping companies, Police Marine and the passengers was selected randomly involving both sex.

3.3.1.2 Sample Size

According to Kothari (1990) as a general rule, the sample must be of an optimum size i.e. it should neither be excessively large nor too small. Technically, the sample size was large enough to give a confidence interval of desired width and as such the size of the sample was chosen by some logical process before is taken. Therefore the study was composed 55 respondents of which 33 maritime passengers, 7 maritime authority staff, 7 ZPC staff and 5 maritime police officers, 3 shipping companies was involved.

Table 3.1: Distribution of the Respondents

No	Sample unit	No of Respondents
1	Maritime passengers	33
2	ZPC staffs	07
3	ZMA staffs	07
4	Shipping companies	03
5	Marine Police	5
	Total	55

The sample size was calculated basing on the formula (Kothari, 2004)

$$n = \frac{Z^2 P (100-P) \times DEF}{2}$$

Where:

n= required sample size

Z= Critical value of the standard normal distribution for the 95% confidence interval around the true proportion which is 1.96

P= expected proportion of interest to be studied which is 50%

= 7 %

DEF-designing effect taken at 2 since it involved multistage cluster sampling.

$$n=55$$

3.4 Sampling Design

The research was conducted in two ports, the port one (the old port) which offer the service for the big ship domestic and international passenger ship such as tourist ships and the Port two (new port) was conducted at the passenger ferry which handle domestic passenger only that is where the speed boats are embarking and dis embarking.

3.5 Research Data

The study used both primary and secondary data.

3.5.1 Primary Data

Kothari, (1996) defines primary data as the researcher collected data a fresh to use in solving a specific problem under the study. Their original and they are used to describe directly an occurrence by person who actual observed or witnessed.

3.5.2 Secondary Data

Involves data that have already been collected by someone else, and was processed (Kothari, 1996). This data were available in the organization document and report such as month, quarterly and annual purchases and tendering activities and financial report.

3.5.3 Data Sources

Data will be collected from Zanzibar Maritime authorities, Zanzibar Port Corporation, transport Companies, Police Marine and passengers who using Malindi passengers ferry. The named Authorities are responsible for enforcing rules and regulations governing Maritime transportation in Zanzibar, therefore the data will be correct and authentic.

3.5.4 Data Collection Techniques

Interview guide, checklist, questionnaire and observation used in the process of data collection. The tools used to assess port quality and vessel quality.

3.5.5 Interview Guide

Interview guide used for remaining staff. This is because they will facilitate the process of collection of data. This method used relative cheap and distribute. Interview guide also minimize the interviewer's biasness and thus create both closeness and openness and readiness in answering question.

3.5.6 Questionnaire and Checklist

The structured questionnaires used during the study. The decision used questionnaire is to give chance to respondents to give direct answers for the questions which did

not need interview and to maintain uniformity in the question to ask for all passengers. Also the checklist used to identify the facilities and service offered at the port.

3.5.7 Desk Review

During the research the researcher session has got opportunity to meet some government authorities which enforce rules and policies to interview port manager, registrar of ship, ship captain, crews, and passengers and observe the compliance of the operations with respect to the rules governing the maritime transportation.

3.6 Inclusion Criteria

In this particular study inclusion of the participants was based on those who had travelling through Malindi Port for at least 3 years prior to the day of the survey. In addition to that all of them were residents of Zanzibar and coastal areas of Tanzania mainland and were above 18 years of age because according to government regulation, any person above 18 years is able to consent without the presence of the guardian.

3.7 Exclusion Criteria

Participants who had not travel through Malindi port for at least three years prior to the day of the study period was not included in this study. Non-residents of Zanzibar and Tanzania mainland and those who are below 18 years of age were not included in the study.

3.8 Reliability and Validity

The researcher was sent some relative questionnaires to professionals and

academicians for verifications of the asked questions to ensure that they derived the clear response prior going to field.

3.9 Data Processing, Analysis and Presentation

3.9.1 Data Processing

Data entry processed electronically by the use of computer software known as Statistical Package for Social Sciences (SPSS) and Ms-excel.

3.9.2 Data Analysis

In analysing data the study used the descriptive method SPSS and Excel software package. These were included frequencies, means and cross tables

3.9.3 Presentation

Data in this study was presented in form of charts, tables and text in order to make sense out of the collected data.

3.10 Units of Analysis

3.10.1 Service Provision

Challenges/problems facing maritime passengers transport at Malindi port depend on the service provided by the institution responsible for management of maritime transport sector, to overcome these challenges some measures has to be taken, these including the improvement of port facilities available, improve quality/adequacy of service and to equip adequate skills for both government and shipping company staffs.

3.10.2 Adequacy of Service

The study reveal that the service offered to the passengers using Malindi port Zanzibar are adequate, awareness and guidance is given to the passengers once on board, the location and the way how to wear life jacket as accident occurs for the safety of passengers, announcement about the departure of the vessels are giving to keep the passengers aware of the journey, however there are some challenges in some areas as the passengers arriving shipping company for buying the ticket, some domestic smugglers intervene the ticketing process leaving the passengers in trouble insisting them to buy ticket from them at higher price against the authorised fare. Shipping companies do not comply the regulations; they only concentrate on profit making rather than service oriented, customer care do not satisfy the need.

3.10.3 Adequacy of Facilities

Safety of passengers is an important aspect taken in to consideration for the passengers using Malindi port, some facilities such as ex-ray machine initiated for the inspection of dangerous goods and the weapons, transported though Malind port, adequate life jacket placed under each passengers seat, patrol boats available seeking the help in case of emergency, likewise essential amenities such as health service officers are available for seeking health issues such as looking contagious disease. Rescue boats are available in case of marine incidences happen around the harbour.

3.10.4 Skill Adequacy

Employee skills is vital for the efficiency of good performing the work, the service provision depend on the skills of the staff offering the service, the skills of most government institutions that is ZMA and ZPC staffs at Malindi port are adequate,

most of them has good educational background and skills of their jobs facilitating to provide the desired services, small numbers of staff has low educational level and experience that has significant effect in service provision. However refresher courses are required for the betterment of service provision.

CHAPTER FOUR

4.0 PRESENTATION OF STUDY FINDINGS

4.1 Discussion and Analysis of Data Presentation

This chapter presents the profile of the respondents and findings of the study. Research findings presented were obtained from the field through questionnaires. Contingent tables, charts and graphs were some of the results presentation techniques which were employed in this study. The study was done at Malindi Port Zanzibar. It was asked 55 respondents of which 33 maritime passengers, 7 maritime authority staff, 7 ZPC staff and 5 maritime police officers, 3 shipping companies was involved. Descriptive statistics, Customers satisfaction on embarkation area of passenger, common standard of Malindi terminal, Passengers obstacles on type of service provided, Safety and security of the passengers

4.2 Descriptive Statistics

4.2.1 How Maritime Passengers evaluate the Service Provided at Malindi Port Zanzibar

The result in Table 4.1 shows the passengers perceptions regarding the safety and security at terminal, sufficient of the services provided and the statements relating to all service quality dimensions, the mean score range from 1.06 to 1.88. The statement regarding the safety and security at terminal, sufficient of the services provided and adequate of the regulations exist to govern maritime passengers transport are adequate were give the mean score as follow (1.06, 1.70, and 1.88 respectively) which is almost the average score. Therefore, the average mean score is 1.55 which according to the scale defined above indicates that passengers are

satisfied with the maritime services provided at Malindi port Zanzibar.

Table 4.1: Passengers' Evaluation on the Service Provided at Malindi Port

Category	Minimum	Maximum	Mean	Std. Deviation
Do you think safety and security of passengers at terminal and on board considered?	1.00	2.00	1.06	0.24
Do you think the service provided is sufficient?	1.00	3.00	1.70	0.64
Do the regulations exist to govern maritime passengers transport are adequate?	1.00	3.00	1.88	0.78

Source: researcher, 2017

4.3 Passengers Travel through Malindi Sea Port

4.3.1 Maritime passengers Satisfaction

The findings from Table 4.2 shows that, more than three quarters (75.8 percent) of the respondent satisfied with the embarkation area of passenger terminal exist at Malindi port where by less than one fifth (24.2 percent) of the respondent are not satisfied.

Table 2.2: Percentage of Respondent Satisfying or not Satisfying with the Embarkation Area of Passenger Terminal Exists at Malindi port

Whether Embarkation exist satisfactory	Respondet	Percent
Yes	25	75.8
No	8	24.2
Not stated	0	0
Total	33	100.0

Source: researcher, 2017

With regard to the common standard characteristics of Malindi terminal, the results revealed that more than two fifth (63.6 percent) of the respondents interviewed said that Malindi terminal meet common standard characteristics as other neighbour where by below half (30.3 percent) of the respondents said Malindi terminal donot meet the common standard as other neighbour and few of the respondent (6.1 percent) donot know whether its meet of not as shown by Table 4.3.

Table 3.3: Percentage of Respondent Satisfying/not Satisfying with Service Provided at Malindi Terminal Meet Common Standard as Other Neighbour

Whether Meet Common Standard	espondent	Percent
Yes	21	63.6
No	10	30.3
Donot know	2	6.1
Total	33	100

Source: researcher, 2017

Looking at the type of service provide to maritime passengers at Malindi port (Table 4.4) the result showed that 38 percent of the respondent said purchasing boat ticket was obstacle to passenger, more than two fifth (42.9 percent) of the respondent thought loading and unloading of passenger was obstacles to passenger, almost 10 percent of the respondent said both safety description and other type of service was obstacles to passenger at Malind port.

Table 4.4: Percentage of Respondents Said Yes on Types of Services Provided to Maritime Passengers at Malindi Port Obstacle to Passengers

Types of services provided to maritime passenger	Respondent	Percentage
Purchasing Boat ticket	8	38.1
Loading and unloading of passengers	9	42.9
Safety description	2	9.5
Others	2	9.5
Total	21	100.0

Source: researcher, 2017

The data collected show that 81 percent of the respondents satisfied with the service provided at the Malindi port are satisfactory, while 19 percent do not satisfied with the service offered on board of the ship and at the terminal.

4.3.2 Safety and Security of Customers

The responses gathered revealed that 93.9 percent of the respondents were satisfied with safety and security of passenger at terminal and on board and below 10 percent of the respondents were not satisfied with safety and security of passenger at terminal and on board as seen in Table 4.5 Looking at the type of vessels regarding to the safety and security of passenger at terminal and on board (Table 4.6), the study showed that more than half of the total respondent (16 respondent) were satisfied with ship as type of vessels in term of safety and security of passenger at terminals on board and less than half (15 respondent) of the total respondent were satisfied with sea ferries and only two respondent were not satisfied.

Table 5.5: Percentage of Respondents Safety/ No Safety and Security of Passengers at Terminal and on Board Considered

Safety and Security Status	Respondent	Percent
Yes	31	93.9
No	2	6.1
Total	33	100

Source: researcher, 2017

Table 6.6: Number of Respondents Safety/ No Safety and Security of Passengers at Terminal and on Board Considered by Types of Vessels Used for Maritime Transportation

Type of vessels	Respondent		Total
	Yes	No	
Sea ferries	15	2	17
Ship	16	0	16
Total	31	2	33

Source: researcher, 2017

Table 4.6 Shows that 93.9 of the respondent show positive response on the safety of passengers on board and at the terminal building, the safety of passengers are assured by which facilities and amenities are provided to prevent passengers from any danger.

Table 4.7, showed the respondents' responses regarding the overall satisfaction on quality of service provide on the lifesaving equipment (lifejacket) arrange in proper condition. The finding showed that almost six of every ten respondents (57.6 percent) said that the lifesaving equipments arrange in proper condition while three in every ten (33.3 percent) respondents showed that lifesaving equipments (LJE) are not arranged in proper condition and almost one in every ten respondent (9.1) said that they don't know whether the lifesaving equipments arranged in proper condition or not.

Table 7.7: Percentage of Respondents Said Yes or No on the Lifesaving Equipment's Arranged in Proper Condition

Category	Respondent	Percent
Yes	19	57.6
No	11	33.3
Don't know	3	9.1
Total	33	100

Source: researcher, 2017

4.3.3 Sufficient of Service Provision

Table 4.8 presents the percentage of respondents who said the service provides is sufficient and not sufficient. The result shows that about two fifth (39.4 percent) of

the respondent agreed that service provide is sufficient to the passenger while more than half (51.5 percent) of the respondent said the service provision is not sufficient to the passenger.

Table 8.8: Percentage of Respondents Said Yes or No on the Service Provided is Sufficient

Category	Respondent	Percent
Yes	13	39.4
No	17	51.5
Donot know	3	9.1
Total	33	100

Source: researcher, 2017

Table 9.9: The Number of Respondents Said No on the Service Provided is Sufficient

Reason	Respondent
Poor organisation arrangement	6
Poor level of understanding among maritime passengers	6
Miss management of port	5
Total	17

Source: researcher, 2017

4.4 Profile of the Maritime Passengers Stakeholder and Education Levels

The result shows that 60 percent of the maritime passenger stakeholders interviewed were males against 40 percent for females. With regard to their education level, it

has been found that 40 percent passenger were secondary education and three fifth (60 percent) of the maritime passenger stakeholders were university education. More than three quarters of the maritime passengers stake holder fall within the age group (26yrs-40yrs) age group and only one out fifth maritime passengers stakeholder lies in the age group 41 and above as presented, also types of maritime professional in the (Table 4.10,Table 4.11, Table 12).

Table 10.10: The Percentage of Respondents by level of Education

Level of education	Respondent	Percent
Secondary education	2	40
University education	3	60
Total	5	100

Source: researcher, 2017

According to the maritime staffs interviewed large number of the staff have adequate knowledge to provide service however some there is small number with small education that require to be trained to be conversant with the service they offer.

Table 11.11: The Percentage of Respondents by Level of Education and Sex

Level of education	Sex		Total
	Male	Female	
Secondary education	1	1	2
University education	2	1	3
Total	3	2	5

Source: researcher, 2017

Table 12.12: The Number of Respondents by Types of Maritime Professional and Sex and Adequate Port Facilities Available at the Malindi port

Types of maritime professional	Adequate port facilities available at the Malindi port			Total
	Yes	No	I don't know	
Marine transportation	1	1	0	2
Maritime management	0	1	0	1
Maritime safety	0	0	1	1
Others specify	1	0	0	1
Total	2	2	1	5

Source: researcher, 2017

4.4.1 Challenges are Facing Maritime Passengers Using Malindi Port

According to respondent; the challenges facing maritime passenger using Malindi port where: -

- i. Absence of enough space for arrival passengers
- ii. Despite of available of cargo /luggage devices for discharging but unsafe for people who operate it
- iii. Most of ship owners are against of rules and regulations.
- iv. No separation area arrival passengers
- v. Shopping areas are very far from port
- vi. Less number of vessels playing between Zanzibar and Tanzania Mainland
- vii. Lack of proper skill and knowledge to some stakeholder
- viii. Port allows unauthorized people to inter in the port
- ix. Crowd of people during embarkation and disembarkation
- x. Every one knows (too much know) even though he does not (a blind) that is has nothing in term of knowledge and skill

4.5 Interview with Institute Responsible in Management of Maritime Transportation

4.5.1 Regulations Exist to Govern Maritime Passengers Transport are Adequate

Looking at regulation exist to govern maritime passenger transport are adequate more than 35 percent of the respondent agreed that regulations exist to govern maritime passengers transport are adequate where by more than two fifth (41.2 percent) of the respondent said that regulation do exist to govern maritime passengers transport are not adequate and almost one quarter said they don't know whether are adequate or not adequate as shown in the Table 4.13.

Table 13.13: The Percentage of Respondents Said Yes or No on the Regulations Exist to Govern Maritime Passengers Transport are Adequate

Category	Respondent	Percent
Yes	6	35.3
No	7	41.2
Don't know	4	23.5
Total	17	100

Source: researcher, 2017

Regarding to the satisfaction of the regulation, more than two fifth (41.2 percent) of the respondent said that regulation are not satisfied where by less than 20 percent said that they don't know whether satisfy or not as presented in the Table 4.14.

Table 14.14: The Percentage of Respondents Said Yes or No on the Regulations Satisfy the Need

Category	Respondent	Percent
Yes	6	35.3
No	8	47.1
Don't know	3	17.6
Total	17	100

Source: researcher, 2017

4.5.2 Port Facilities Available and the Measures to be Taken to Overcome Maritime Passenger Accidents in Zanzibar Port

The result in Table 4.15 shows that 47.1 percent of the respondent replied that port facilities available at Malindi port are adequate where by more than half of the respondent from the responsible institute said port facilities are not adequate at Malindi port. Table 4.16 and Table 4.17 reveal that the measure to be taken to overcome maritime passenger accidents in Zanzibar Port on awareness knowledge pertaining passenger safety were 41.2 percent followed by import modern vessels with modern services were 29.4 percent. However, the measures to be taken to overcome maritime passenger accidents in Zanzibar Port and introduce maritime transport policy regulations satisfy the need (Table 4.17)

Table 15.15: The Percentage of Respondents Said Yes or No on the Port Facilities Available at Malindi Port Are Adequate

Category	Respondent	Percent
Yes	8	47.1
No	9	52.9
Total	17	100

Source: researcher, 2017

Table 16.16: The Percentage of Respondents by the Measures to be Taken to Overcome Maritime Passenger Accidents in Zanzibar Port

Measures to be taken	Respondent	Percent
Establishment of rescue team	2	11.8
Import modern vessels with modern services	5	29.4
Awareness knowledge pertaining to maritime passenger safety	7	41.2
Others	3	17.6
Total	17	100

Source: researcher, 2017

Table 17.17: Number of Respondents by the Measures to be Taken to Overcome Maritime Passenger Accidents in Zanzibar Port and Introduce Maritime Transport Policy Regulations Satisfy the Need

Measures to be taken	Zanzibar Maritime Authority	Ministry of Infrastructure and communication	I do not know	Total
Establishment of rescue team	1	1	0	2
Import modern vessels with modern services	4	1	0	5
Awareness knowledge pertaining to maritime passenger safety	2	4	1	7
Others	0	3	0	3
Total	7	9	1	17

Source: researcher, 2017

Table 4.18, indicate that the number of respondent who said yes any policy (s) that govern maritime passengers and mention policy known were 5 on Zanzibar National Transport Policy and Zanzibar Maritime Policy were 1. The result shows that the number of Zanzibar National Transport Policy is higher than other.

Table 18.18: Number of Respondents Said Yes any policy(s) that Govern Maritime Passengers Transport and Mention policy who Known

Policy	Number of respondent said yes
Zanzibar Maritime policy 2	1
Zanzibar National Transport Policy 5	5
Total	6

Source: researcher, 2017

CHAPTER FIVE

5.0 SUMMARY, CONCLUSION AND RECOMMENDATIONS

This chapter presents summary, conclusion and recommendations derived from the study.

5.1 Summary

The study has addressed the research question, challenges facing maritime passengers on service provision to the society at Malindi port Zanzibar. In addressing this research question, different perspectives of transport challenges were examined within transport sector. The study met its objectives that: challenges associated maritime passengers were addressed as follow

- Absence of enough space for arrival passengers
- Despite of available of cargo /luggage devices for discharging but unsafe for people who operate it
- Most of ship owners are against of rules and regulation
- No separation area arrival passengers
- Shopping areas are very far from port
- Less number of vessels playing between Zanzibar and Tanzania Mainland
- Lack of proper skill and knowledge to some stakeholder
- Port allows unauthorized people to inter in the port
- Crowd of people during embarkation and disembarkation
- Everyone knows (too much know) even though he does not (a blind) that is has nothing in term of knowledge and skill.

It is also found that passengers are actually satisfied from the provided services at Malindi port. Though Zanzibar port cooperation seems to do better in the eyes of the majority there are some areas that need to be improved in making sure the cooperation position in the market of which is good, will sustain longer. Willingness to help passengers, handling passengersø problems and how staff pay personal

attention to their passengers are the areas that need agent action towards improvement. Management should focus on specific items to be improved, passenger's service in particular.

The managerial implication includes the need for the cooperation to develop human resource management strategies to train maritime transport personnel to become more skilled in their jobs, have excellent communication skills, being courteous, friendly and competent to meet passengers' need and they include and also found that the adequacy of services and facilities provided to maritime passenger were assessed.

5.2 Conclusion

The reliable and sustainable communication system between maritime service provider and service passenger is one of the best means of retaining customers in such a competitive business. Substantial evidence is now available that passenger's perception of service quality performance of specific acts are very predictive of their overall satisfactions and willingness to use the service again, if needed.

5.3 Recommendation

Based on the research findings the following recommendations are made:

- i. To overcome the challenges facing maritime passengers the government must invest more resources in maritime transport to improve enough space for arrival passengers.
- ii. Training programmes for maritime staff, some stakeholder on passengers on passenger care should be implemented and conducted regularly in order to

change maritime crew members' behaviour towards passengers. This will create a favourable atmosphere between passengers and the maritime staff in particular and other maritime users in general

- iii. Rule and regulations regarding the maritime transport sector should be done in consultation with stakeholder and maritime passengers.
- iv. Improve the safety and security for people who operate charge and discharge of cargo/luggage of maritime passengers.

REFERENCES

- Abdalla, B. A. (2007). Deficiency of Zanzibar Port, Paper Advanced Diploma in Maritime Transportation, DMI, Dar es Salaam, Tanzania.
- Ali, A. S. (2009). Assessment of Shipyard Handling at Zanzibar Port, Paper Advanced Diploma in Maritime Transportation, DMI, Dar es Salaam, Tanzania.
- Ali, K. H. J. (2011). Contribution of Maritime Transport in GDP in Tanzania, Paper presented for Master Degree in International Logistics and Transport management, AASTM, Egypt, Dar es Salaam Maritime Institute, Dar es Salaam, Tanzania.
- Armstrong, M. (2006). *Human Resource Management Practice*, 10th Edition, London: Kogan Page.
- Branch, A. E (1998). *Maritime Economic Management and Marketing*, 3rd Edition, London: Stanley Thornes Publishers Ltd. UK.
- Branch, A. E. (1996). *Elements of Shipping*, 7th Edition, London: Stanley Thornes Publishers Ltd.
- Brum, P. (1995). *Port Engineering*, 4th Edition, vol. 2, Houston TX: Gulf Publishing Company.
- Cool, C. H. (1894). *Theory of Transportation*, Gabriola Island: New Society Publishers.
- Cyprus Maritime Administration, (2007). Marine Accident Investigation Branch, Report No 8.
- Ellen, Q. P. M. (1993). *Ports at Risk*, London: ICC Publishing.

- Government of Zanzibar, (2006). Challenges of maritime transport, Maritime Act No. 5, Zanzibar, Tanzania.
- Haji, A. K. (2011). Challenges Facing Zanzibar Port, Paper Advanced Diploma in IMO Resolution A.741 (18) ISM Code, MSC resolution 104(73).
- International Maritime Organization, (1997). Rule of the human element in maritime casualties, ISM code, ISPS code.
- Juhel, M. H. (1999). Global Challenges for Ports and Terminals, World Bank.
- Kendall, L. C. (1986). *The business of Shipping*, 5th Edition, London: Cornell maritime Press.
- Kombo, D. K. and Tromp, L. A. (2006). *Proposal and Thesis Writing*, Nairobi: Paulines Publications Africa.
- Maritime Safety Umbrella Operation (MSUO), (2013). Passenger ship safety guide lines, retrieved on 22nd July, 2013 from; www.maritime-safety.org.
- Palsson, G. and Raballard, H. A. (2007). Paper Port and Maritime Transport Challenges in West and Central Africa, SSATP Working Paper No. 84.
- Patric, M. (2004). *Reeds Sea Transport Operations and Economics*, 5th Edition, London: Adlard Coles nautical Publisher.
- Reynaldo, G. (2006). Investigation: Panama Maritime Authority General Directorate of Merchant Marine Casualty Investigation Branch.
- Saunders, M. (2007). *Research Methods business students*, 7th Edition, Paperback: Pearson Education Limited.
- Scott, N. and Terrance, K. (1998). *Sea trade Cruise Review, Seascope*, London: Publication Ltd.
- SoeLwin, C. (2009). On line Cruise Lines International Association (CLIA) report,

retrieved on 21st June, 2017 from; www.wmu.sof.or.jp/lwin_ism.

Steven, J. (2009). Sample Size for Clinical Trials. *International Statistical Review*, 78(3), 465-465.

Taylor, L. G. (1998). *Seaports: An Introduction to their place and purpose*, London: Brown, Son & Ferguson Ltd Nautical Publishers.

Thoresen, C. A. (1988). *Port Design: guidelines and recommendations*, New York: TAPIR Publisher.

Zec, D., Ciscic, D. and Peric, A. (2002). *Facing up the challenges of port operations in digital world*, University of Rijeka Faculty of Maritime Studies, UK.

APPENDICES

Appendix 1: Questionnaire for the Passengers Travel through Malindi Sea Port

1. What do you think the embarkation area of passenger terminal existed at Malindi Port is satisfactory?
 - a) Yes
 - b) No ()
 - c) I don't know

2. Do you think the services provided at Malindi passenger terminal meet common standard as other neighbour ports?
 - a) Yes
 - b) No ()
 - c) I don't know

3. If yes in Qn (2), what types of services provided to maritime passengers in this port obstacle to passengers?
 - a) Purchasing Boat ticket
 - b) Loading and unloading of passengers
 - c) Safety description ()
 - d) Security
 - e) Others.....

4. Do you think safety and security of passengers at terminal and on board considered?
 - a) Yes
 - b) No ()
 - c) I don't know

- 5. What types of vessels used for maritime transportation?
 - a) Sea ferries
 - b) Ship
 - c) Local boat(dhow) ()

- 6. Does the lifesaving equipment arranged in proper condition?
 - a) Yes
 - b) No ()
 - c) I don't know

- 7. Do you think the service provided is sufficient?
 - a) Yes
 - b) No ()
 - c) I don't know

- 8. If not in Question (7), why?
 - a) Poor organisation arrangement
 - b) Poor level of understanding among maritime passengers ()
 - c) Miss management of port
 - d) Insufficient maritime vessel
 - e) Others.....

- 9. Apart from those challenges and measures you mentioned in following questions above. What other problems you experienced in marine transportation?

í
 í

Appendix 2: Questionnaire for the Maritime Passengers Stake Holder**Types of skills possessed by maritime passengers transport staff/personnel**

1. What is your level of education?
 - a) None educated
 - b) Primary education ()
 - c) Secondary education
 - d) University education
2. Sex
 - a) Male
 - b) Female ()
3. Age
 - a) 18yrs- 25yrs
 - b) 26yrs- 40yrs ()
 - c) 41yrs- above
4. What is your experience?
 - a) Less than 1 year
 - b) 1- 3yrs ()
 - c) 3yrs ó 10yrs
 - d) 10 yrs and above
5. What types of maritime professional do you have?
 - a) Marine rescue
 - b) Marine transportation ()
 - c) Maritime management

d) Maritime safety

e) Others

specify í ..

í ..

í ..

Appendix 3: Questionnaire for the Institution Officers Responsible in Management of Maritime Transportation

1. Is there any policy(s) that govern maritime passengers transport?
 - a) Yes
 - b) No ()
 - c) I don't know

2. If yes in Qn1 mention which policy(s) is (are) applicable?
.....
.....
.....
.....
.....

3. Who introduce maritime transport policy?
 - a) Zanzibar Maritime Authority
 - b) Zanzibar Port Cooperation ()
 - c) Surface and marine transportation regulatory authority
 - d) Ministry of Infrastructure and communication
 - e) I do not know
 - f) Others.....

4. Do the regulations exist to govern maritime passengers transport are adequate?
 - a) Yes
 - b) No ()
 - c) I don't know

5. Do you think the regulations satisfy the need?
- a) Yes
 - b) No ()
 - c) I don't know
6. If yes in Qn5 for what extent does the regulation implemented?
- a) High
 - b) Medium ()
 - c) Low
 - d) I don't know
7. Does the port facilities available at Malindi Port are adequate?
- a) Yes
 - b) (b) No ()
 - c) I don't know
8. What are the main causes of maritime accident that appeared in Zanzibar port?
- a) Poor maritime passenger services
 - b) Poor organization arrangement ()
 - c) Presence of out-dated vessels
 - d) Poor policy enforcement
 - e) Others.....
9. What are the measures to be taken to overcome maritime passenger accidents in Zanzibar port?
- a) Establishment of rescue team
 - b) Installation of modern communication equipments ()

- c) Import modern vessels with modern services
- d) Awareness knowledge pertaining to maritime passenger safety
- e) Others.....