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***ROLE OF TRANSPORT IN TOURISM IN RWANDA – A SURVEY OF SELECTED  
TRAVEL COMPANIES***

**A thesis submitted to the School of Business, College of Business and Economics as a partial fulfillment for the award of the degree of Master of Business Administration by the University of Rwanda**

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**Kigali October, 2018**

**DECLARATION**

I, **RUZIMBANA Methode** hereby declare that this research project is my original work under the supervision of Prof. Rama B. Rao and has never been submitted to other university for any other academic award.

Signature .....

**Date:...../...../ 2018**

**RUZIMBANA Methode**

## **DEDICATION**

This thesis is dedicated to:

- ✧ The almighty God
- ✧ All my relatives
- ✧ My academic colleagues

## CERTIFICATE

This is to certify that this thesis entitled “*The Role of Transport in Tourism in Rwanda – A Survey of Travel Companies*” was done by **RUZIMBANA Methode** bearing the registration number 215033724 under my supervision and guidance. I approve this thesis for submission to the School of Business and Economics, College of Business and Economics for examination. Its an original work done by Mr. Methode and I certify that this work was not submitted elsewhere for any other academic purposes.

Supervisor: **Prof. Rama B. Rao**

Signature.....

Date...../...../2018

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## ***LIST OF ABBREVIATIONS AND ACRONYMS***

**CEC:** Central European candidate countries

**CEC:** European candidate countries

**DIKKM:** Dar es Salaam-Isaka-Kigali/Keza-Musongati

**DVT:** Deep Vein Thrombosis

**EAC:** Easter African community

**EDPRS:** Economic Development and Poverty Reduction Strategies

**EU:** European Union

**GDP:** Gross Domestic Product

**MEST:** Methods for European Surveys of Travel Behaviour

**MININFRA:** Ministry of infrastructure

**NISR:** National Institute of Statistics of Rwanda

**RDB:** Rwanda Development Board

**SARS:** Severe Acute Respiratory Syndrome

**SGR:** standard gauge railway

**T &T:** Travel and Tourism

**TENs:** Trans-European Networks

**UK:** United Kingdom

**UNECA:** United Nations Economic Commission for Africa,

**USA:** United State of America

## ***ABSTRACT***

In numerous places of the world, tourism had been failing to meet expectations contrasted with the characteristic legacy the nation is supplied with. Something uncovered as the purpose of under execution is meagre transportation frameworks.

This study examined the role of transport in tourism in Rwanda. In that way the study focused on; understanding the structure of transport and tourism sectors in Rwanda, determine the role of transport in tourism and to identify challenges facing by transport companies in servicing tourism. The literature proved that transportation needs for tourism promotion and tourism development among others. Even if transport is like the backbone of the tourism, they still found limited transport supply in Rwanda. It still found a smaller number of tourists in the rainy season due to land sliding.

A sample of 30 transport operators were selected from the total population using simple random method. Therefore; 9 transport companies, 5 travel agencies and 16 tour companies were selected among 81 transport operators in Rwanda. The results from this study revealed that the transport structure in Rwanda is mainly based on roads, which is most used for passenger and goods as well. Currently there are in Rwanda 7 working airdromes and one international Airport. A project of constructing Bugesera airport is in process to improve air transport mode. Water transport is mainly made at Lake Kivu, river and other lakes located in different location. Most of transport companies are grouped in companies and cooperatives. It was found that quickly progress in transport industry and advanced technologies enables tourists to explore diverse places in Rwanda.

To sum up, it will be better if there is; renovation of transport infrastructure, to increase roads and air transportation, and building aerodromes in many district of Rwanda in order to enhance

**Key Words:** Transport, Tourism, Travel, Role and Impact.

## INTRODUCTION

Part one comprises introduction, background of the study. In addition; there are general and specific objectives, research questions, justification, and range covered.

### 1.1 Background of the study

The general population have been utilizing transportation with a specific end goal to head out starting with one place then onto the next since old circumstances. Around then straightforward transportation shapes existed. In any case, in the nineteenth century the steam control motors, and recently diesel-controlled motors were developed, as the self-evident truth the innovations changed the transportation idea. The speed ended up a standout amongst the most essential factors in transportation. In 1841, Thomas Cook understood the principal sorted out movement utilizing train with steam control motor. From that time transportation ended up indistinguishable piece of tourism. Transportation in its straightforward importance is to convey travelers starting with one point then onto the next. At the point when transportation is considered from tourism outline, it basically alludes to conveying visitors from their place of living to where the touristic items are acquainted with them (Eden, 2005). Transport and travel can be talked about without contemplating tourism, yet tourism can't flourish without movement. Transportation is a vital piece of the tourism business. It is to a great extent because of the change of transportation that tourism has extended. The coming of flight has contracted the world, and the engine vehicle has made travel to anyplace conceivable (Westlake J. furthermore, D. Robbins, 2005).

Transportation modes and administration as the "vital elements of the worldwide tourism framework," recognizing that linkage via air, ocean and land modes is fundamental for the activities and also the accessibility of help administrations, for example, fuel stations, auto repair, motels and rest offices for arrive travel. Transportation in tourism is frequently observed as simply part of the tourism framework which is accountable for conveying the vacationers to the goals, a methods for getting around the place and abandoning it once the length of the excursion is finished. Transportation arrangement of a vacationer goal affects the tourism encounter which illuminates the courses on how individuals move without left aside the purpose for of voyaging and transport mode in various goals. The change in transportation modes in addition to low passages has expanded the openness of zones once thought to be out of the way.

Gets to traveler destinations differ as per the idea of the site, the condition of framework, and the proficiency of people in general transport framework (Rufat M, 2012). The travel and tourism experience of tourists and the ideas about tourism products start and end with transportation. That is why it is impossible to consider tourism without transportation. The development of transportation, transportation vehicles, infrastructure and using new technologies in this sector speed up the development of tourism. According to United Nations Economic Commission for Africa (2016), Rwanda's international inbound tourism arrivals have been increasing steadily from 908,009 in 2011 to 1,219,529 in 2014. Most visitors arrive and depart by road. For instance, in 2014 almost 90% of arrivals used land transport. This in turn brought the GDP to increase. This trend can be explained with different factors. But the main important factor here is the rapid development of transportation sector and application of technological innovations which enable the tourists to reach many destinations of the world (United Nations Economic Commission for Africa, 2016).

## **1.2 Statement of the Problem**

Typically, transport is very important to tourism activities, as it links people with tourism features. There is most likely that tourism extends increasingly when there are better transportation frameworks. In numerous piece of the world tourism had been failing to meet expectations contrasted with the common legacy the nation is supplied with. Something uncovered as the explanation behind under execution is poor transportation frameworks (Rufat M, 2012). Transportation requirements for tourism advancement and tourism improvement among others, to be support of the current streets, development of more streets/rail track/ocean and air transportation, and development of nearby airplane terminals and upgrade of neighborhood flight tasks. Inside the travel transportation framework, additionally fitting to separate transport as a necessary chore and transport which is essential to the tourism encounter. The dialog about transport as the facilitator of tourism has, furthestmost part, dominated research into transport as tourism, a point of view which proposes that vehicle can be an integrative piece of the tourism offering instead of basically giving access to the experience.

In perceive to the previous detail, Transport is done as process of moving activity from place to locale however in this manner it additionally shows a fascination in its own right, either by method

for unmistakable element of its place, and history. (Cooper, 2012). There are some of impediments which make evaluations amongst transport system and tourism ventures unfeasible. In reality, a couple of conveyance administrators would contend that they do now not earnestly pass on vacationers however just a comparative association they mark voyagers.

Even if transport is like the backbone of the tourism, transport sector's role is still limited in Rwanda. It still found a smaller number of tourists in the rainy season dues to land sliding, this was even occurred in 2016 where road between Kigali-Musanze were blocked due to land sliding (Kimenyi 2016). If there is another alternative like developed air transport, there might not be issues for the tourist to and from volcanoes which is the most visited destination in the country. However, there exists low number of transport companies in the country that are specialized in tourism.

This occurred where some tourists went to look for a car and found that it is booked for other activities like weeding and others. There still needs of specialization in transport. This study analyzed the role of transport in tourism in Rwanda so that its primness and adequacy are established.

### **1.3 The objective of the Study**

Normally, the objective of this study is mainly based on general and specific objectives

#### **1.3.1 General objective**

The general objective of this study is to assess the role of transport in tourism in Rwanda.

#### **1.3.2 Specific objective of the study**

The specific objectives of the study include:

1. To understand the structure of transport and tourism sectors in Rwanda
2. To determine the role of transport in tourism.
3. To identify challenges facing by transport companies in servicing tourism

### **1.3 Research Questions**

The examination is planned to answer the accompanying exploration questions;

1. What is the structure of transport and tourism sectors in Rwanda?

2. What is the role of transport in tourism?
3. What are the challenges facing by transport companies in servicing tourism?

### **1.5 Justification of the Study**

The study is supposing to make significance to several range of people in a number of ways. For example;

i) **To the government of Rwanda**

It serves as the guide to use by sensitizing private sectors to invest heavily in tourism industry as it has the greatest impact on economic development of Rwanda.

ii) **To the Rwanda development Board:** It is hopefully find this study of significance for the transport strategies review and planning. The relationships that this study is most likely draw of the variables that are the key to tourism assessment for the management. Possibly even other entities will use this study for their benefit.

iii) **To the other scholars:** It is hoped that other researchers are also find this research of relevance to them. The study is planned to cover key business-related aspects and is hopefully derive good information on them. This information may be found of relevance to both business and academic researchers and writers while they undertake their own projects or deal with some of the variables for this study.

iv) **To the community;** research is acting as reference to other researchers who will make research in the same field

v) **Transport companies**

It is hopefully finding this study of significance for their business strategies review and planning on nature that they used to use in their daily activities.

### **1.6 Scope of the Study**

This study was limited in terms of time, space and scientific domain.

#### **1.6.1. Time scope**

The period of the study considered the data from 2012 up to 2016

#### **1.6.2. Geographical Scope**

This research carried out in Kigali city by surveying 30travel companies.

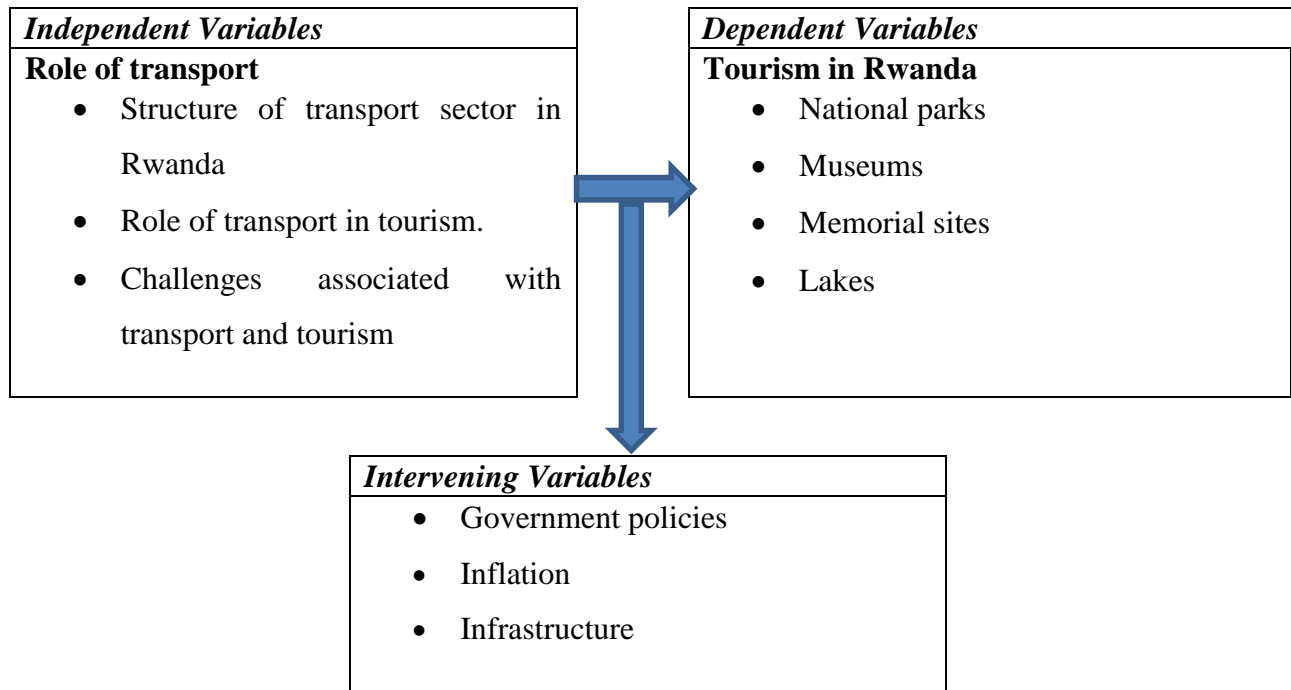
### 1.6.3. Content Scope

This study didn't cover all points of tourism but it will be focused on the role of transport in tourism in Rwanda.

## 1.7 Conceptual Frame Work

It involved independent and dependent variable under study as depicted in the figure 1.1.

*Figure 1.1 Independent and Dependent variables*



The balanced structure of transport sector, specialized role of transport catering to the needs of tourism free from challenges promote tourism in Rwanda as tourists will be able to explore more destinations as possible with satisfaction. Transport sector's performance influences the tourism activity.

## 2. Organization of the study

This exploration venture is made up five parts as takes after:

The principal part is the General Introduction covering the accompanying: prologue to the examination, the foundation of the investigation, the announcement of the issue, look into goals, and research questions, noteworthiness of the investigation, and association of the examination.

The second section is the Literature Review clarifying and portraying the meanings of key terms and the hypothetical structure managing distinctive speculations identified with transport and

tourism. The third part features the examination strategy; this incorporates the exploration outline, the investigation populace, test and inspecting procedures, the strategies and methods of information gathering. Information investigation and understanding is exhibited in fourth part while the last section draws the rundown, conclusion and suggestions to the partners to enhance assist the transportation to better serve the tourism.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

This part features the related and significant writing served by various sources and writers; this writing is presented in line with study objectives. Among the areas that were covered include definition of key concepts, and different literatures on the connection between transportation and tourism.

#### **2.1 Nature of trek qualities and the rate of tourism journeys**

The assessment has focused into two-fold key zones of discourse; the outing type's attributes and size of tourism activities. Right off the bat, there are a few noticeable contrasts as far as trek attributes. Most utility excursions are made on a consistent, and frequently routine premise inside the area or a more extensive zone inside which a man dwell. (World Tourism Organization, 2012) includes excursions to places other than an inhabitant's typical condition. The same number of tourism trips are occasional as well as first time or solitary voyages, the guest is frequently new to the vehicle frameworks and accessible choices.

In this way, behavioral examples are probably going to appear as something else; choices as to where and how a guest voyages are halfway controlled by a picked action but at the same time will probably be an adapting methodology in view of constrained data (WTO, 2012).

This figure prohibits household tourism in every nation which is assessed to inflate this total figure ten times. There is, be that as it may, no general assessment to demonstrate the level of tourism trips in connection to all cross-fringe trips at a worldwide level. All nations are the two generators of tourism advertise sand getting goals. Be that as it may, there is a noteworthy irregularity on an interregional and intra-territorial premise. In creating nations, outbound tourism is moderately little albeit even constrained development of external market could be unfavorably influencing the tourism adjust of exchange. Europe nations, for example, Germany with a populace around 80M and the England with a populace around 60M create the most elevated extent of outbound tourism

trips per annum per capita. The travel represents nine percent of all traveler kilometers with the average of annual movement per person is around 1800km (European Environmental Agency, 2013).

As far as cross-fringe travel, tourism represents roughly 75% of every single universal trek and 20– 30% of every residential excursion (Artist, 2010). Of the 75% of worldwide outings, which is dominated with long stay above 60% and less 20% for short breaks. (European Tourism Monitor, 2012). Be that as it may, the pattern is for individuals to take shorter occasions. For instance, in France, it is assessed that in the vicinity of 19s, the number travels have increased considerably. (European Environmental Agency, 2013). It is conjecture that there will be much more short breaks in future years; animated by higher rates of discretionary cash flow, less expensive travel costs, all the more available time and way of life esteems which support the tourism. An absence of tourism acknowledgment as a noteworthy excursions creator in transport arranging at the locale, nation and goal level remains the subject of discourse. Be that as it may, they need additionally look into different issues, and at the start there was a requirement for a clearness in definition. At the beginning stage, the accompanying area draws upon European Tourism Monitor, (2012) before starting vacationer transportation that envelops the whole practice of going on a method of transportation. It is critical, nonetheless, to recognize transport for tourism and the tourism transport understanding. This offers a hypothetical base on which to fabricate a sound comprehension of visitor travel conduct.

## **2. 2 Transport in serving Tourism**

Gunn (2009) contends that “transportation is not usually a goal; it is a necessary evil of tourist travel.” According to Prideaux stated that “Transport in this setting is utilitarian and the level of fulfillment or utility is an element of time which is an intermediary for cost; it is translated as inferred request where the method of movement includes almost no direct natural incentive to the tourism trip” (Prideaux, 2010).

The guest is stood up to with a tradeoff. There is a decision between the time spent and cost of assets exhausted on a voyage in connection to an ability to movement a given separation keeping in mind the end goal to appreciate amusement at a goal. This is now and then alluded to as the movement separate rot show (Walsh, 1997).

Examination of the information shown that they were air transport progressive increment go over road transport. There are, be that as it may, provincial contrasts. Air travel is more imperative in Latin America and South East Asia in contrast with Europe. This is a reflection of separations between the producing and getting goals and the absence of elective methods of movement. By and large, air travel overwhelms whole deal however offers approach to street, and ocean for average trips. (World Tourist Organization, 2015).

### **2.3 Role of Transport in visiting the attractions**

Inside the tourism-transport structure, it is moreover fitting to isolate transport as a terrible commitment and transport which is fundamental to the tourism experience. The discourse about transport as the facilitator of tourism has, furthestmost part, commanded examine into transport as tourism, a viewpoint that stipulated that vehicle is part of main components of the tourism services rather than being transport (Cooper et al.2012).

**The thought "tourism transport"** elucidates how tourism can get together with transport as the tourism-transport understanding. With reference of past segment, transportation is needed for moving visitors from one place to another, yet in this way it gives an interest in its own specific right, either by uprightness of its territory, inheritance, and level of interest, peculiarity or prosperity correlated possible. This kind of tourism transport is masterminded and expected to outline a major bit of general tourism experience.

How much a sort of transport is completely utilitarian from one viewpoint for moving visitor interest on the other can be addressed as a continuum. It is basic to see that a wide range of transport add to the general tourism experience. Regardless, transport for tourism tends to be depicted by its multi-reason and market, convenience, unequivocal quality, and speed. Unmistakably, visit executives and objectives hope to make impermanent approaches supportive anyway they moreover setup to expand the estimation of a general event by using the development time to offer items and endeavors, clarification and educational heading to the visitor. Everything considered, the arrangement shape centers around dealing with people as practically as possible among making and tolerating zones. Then again, the tourism-transport involvement be apt to be created or being utilized basically for the visitor publicize simply, is consistently circuitous as it tries to offer a substitute perspective of an objective, and is every so often fast. The development cost indicate

does not have any huge bearing in this remarkable situation. The time utilization, length for development is the prime purpose behind the trip and is the basic benefit and in this manner evidently can't be shown to be charges. In such manner, it is fundamental to choose the key components and strategies, which constitute the tourism transport association (D'Sousa, J. , 2005). Murray and Graham (1997) express that the possibility of the tourism-transport experience is defined either by a single mode or a blend of transport modes, in spite of all that it incorporates improvement beginning with one region then onto the following, or a level of interest or more unequivocally a satisfaction of requirements associated with the honest to goodness technique of voyaging. The key refinement in transport to tourism, innate impetus inside the general inclusion and the tourism transport experience a higher normal regard.

In rundown, tourism-transport is a nonexclusive term which covers all excursions inside the tourism transport system. Regardless, there is growing affirmation that vehicle is an interest in its own specific right and thusly should be orchestrated and displayed unmistakably to transport for tourism. Along these lines, Wood (2012) gives an abrasive common contention of the voyage line part as an incredible kind of the tourism transport understanding and shows the principle drives which have seen this portion increase in measure on an overall scale in the midst of the past two decades. The issue is also discussed in some other setting by (Lumsdon, 2004) in his assessment of non-automated transport. The makers draw on a couple of logical examinations to speak to the centrality of walking and cycling as strategies for transport at an objective yet moreover to the extent the tourism transport inclusion.

#### **2.4 Challenges facing by transport companies in servicing tourism**

Antoniou (2013) describes that in most urban touristic territories around the globe confront diverse issues caused by the regularity of transport request, which means the normal or unusual varieties popular for transport administrations forced by different segments; for this situation tourism. Such issues are blockage in the significant transport courses, harm of the vehicle framework, extreme ecological contamination, vitality misfortune, expanded travel times, harm to the common habitat, low quality administrations gave to the guests and damages to the chronicled locales.

Another significant issue experienced in these regions is the real distinction of the activity and transport designs amongst low and high touristic seasons. For instance, and in territories where the

visitor crest is gathered in the mid-year, the expansion in the rush hour gridlock streams may surpass the 600% in connection to the low season (i.e., winter). This significant lopsidedness in rush hour gridlock streams amongst low and high seasons produces much more negative impacts identified with dangerous utilization of transport assets and the greater part of autos stay abandoned. The last applies to particular transport implies used to travelers' versatility, for example, vacationer transports. In the low season these methods are not utilized by any means. In addition, with the strongly expanding number of vehicles out and about associations in these locales and the regularly diminishing potential outcomes for making enough new assets to take into account occasional request, street movement debilitates to go to a pounding end (Martha, 2009).

In this way, the compelling treatment of regular movement tops is basic in order to evade the abatement in tourism in these regions and accordingly to keep up the high wage getting from the vacationer division. Research needs to center around discovering approaches to comprehend the occasional activity designs and furthermore the versatility conduct of vacationers and inhabitants. Besides, look into endeavors may give significant learning to approach producers in traveler zones. In spite of the way that some exploration has just been directed in regards to versatility administration in visitor zones, as demonstrated as follows, research and approach making work under various settings, each with its own proficient culture, assets, goals and time allotments. Since learning business isn't just worried about learning exchange from specialists to arrangement producers, there is a basic need to give the dependable chiefs in these zones with the reasonable instruments and data that will encourage their basic leadership process so as to make practical travel implies. Travelers and occupants are two diverse target bunches with various qualities, versatility needs, and needs. Understanding their portability propensities, needs and desires will give a noteworthy knowledge into the key criteria that drive their versatility decisions and subsequently the strategies and activities that should be taken keeping in mind the end goal to set up a socially satisfactory and reasonable transportation condition (Antoniou, 2013).

In this regard, factors impact the utilization of open transport of the two visitors and inhabitants trying to encourage the transportation arranging process in territories with regular varieties of transport request and to change the versatility benefits appropriately (Martha, 2009).

## 2. 5 Limitations on Tourist Travel

The incidents that shook tourism elements, such as terrorist attacks, health hazards like Ebola, foot and mouth disease, and security in the country and at tourist destinations that mostly especially disturb transport operations lay limitations on tourism activity. Goodrich (2002) commented that “Although the global growth of travel has seen continued increases in volume and scale, such travel by tourists has not been unabated as different factors have also constrained its development. Among those which have been most prominent are terrorist attacks such as September 11th, 2001, conveniently labeled 9/11 which has affected tourist willingness to travel even after initial restrictions were lifted for travel to and from the USA. (Lumsdon, 2004)”. They provoked astounding topography varieties of explorer voyaging, as provincial travel was obliged by limited access in various zones moreover pressing visits in entryway urban groups and locale inside the urban hinterland. These substantial scale problems that impacted national, neighborhood and all-inclusive travel plans, are surprising for their negative budgetary results for the vehicle part. Given the capital-concentrated nature of transport game plan and costs of errand, any noteworthy swings famous started by such crises impact shrewd influence the division. A substantial number of the greater bearers are up 'til now attempting to realign themselves to the substances of the new thousand years and furthermore the more unmistakable nice assortment of market areas, for each that has characteristics and specific needs. Honestly, insignificant educational study has endeavored to demonstrate the state of the transporter portion in association with conditions of obliged markets (Morrison, 2013). There is a remarkable nonappearance in the investigation composing, particularly given the quick advancement of straightforwardness bearers in Europe and elsewhere.

Mason (2000) proven that “an expansive number of the factors which elucidated air ship money related execution according to the systematized working costs (i.e. flying costs, bolster a d aircraft disintegration) and indirect working expenses, for instance, ground costs, voyager organizations,, arrangements and association”. What is obvious from the new reality of bearer assignment is that the negligible exertion flying machines have embraced an all the more widely inclusive methodology to movement, using a broad assortment of both financial instruments and business bent in framework and publicizing. Therefore, Papa Theodorou (2002) states that it is profitable to give a compact discuss wonder for vacationer travel, given the impact on both the U.S. publicize

on European markets and potential effects in Asia-Pacific, since it acts various significant course of action issues for a few countries.

The continued with improvement made by insignificant exertion bearers has moreover been the subject of fundamental open consideration as to its impact on condition. Figures for travel with air highlight as unstained rate of improvement over the world, yet at a slower pace than in prior decades in a couple of districts (Patterson, 1999). In the England ease bearers have put extended weight on South East plane terminals (Humphreys and Francis 2002), making quick advancement at air terminals, for instance, Stansted and Luton. Such improvement moreover raises more broad issues over air terminal course of action and the inefficient repetition of benefits with regional plane terminals following business, along these lines isolating the possible market and lessening the organizations which can be given at an area level.

Graham & Buyer's (2000) examination of commonplace air terminals, and air organizations, in the England highlighted three problems that influence an issue for plane terminal to approach: the relationship of air transport to viable change; the compromise of air transport with surface transport modes and the piece of air terminal improvement in association with nearby money related progression.

The insignificant exertion transporter advancement issue has decidedly incorporated another course of action of methodology proposals in the U.K. where the present government meeting on plane terminal technique saw an extensive number of the present common contentions on air terminal progression broadly chronicled through industry and non-industry passages.

Everything considered, such procedure wrangles about focus on the inside irregularities in government course of action towards the vehicle division, where the plane terminal gathering included the necessity for more air terminal point of confinement.

As needs be, the total price for sullyng aren't applied to client and dealers as well. It assessed this may back the England airline industry by 7b Euro per annum and give it out of line purposes of intrigue well past various sorts of guest transport. However regardless of these issues, ease bearers are obviously well known on short draw courses. The study of new cases for vacationer go in

Eastern Europe show that a portion of this improvement has been progressed by the presence of insignificant exertion bearers and lower creation tourism costs benefits (Sorupia, E. , 2005).

Pass by its to a great degree nature prompts variation of conventional condition in which people live, and the move to another circumstance speaks to its own specific perils and troubles in regards to managing the prosperity, security and proposals for tourism-transport systems. The interdisciplinary thought of transport and tourism analyze suggests that there is a reliably developing arrangement of data ascending as new gainful regions of demand make through the agreeable energies with various requests. It is charming that inside a creating district of focus the development remedy composing, countless examinations of air travel observe that over 60% of voyagers are questionable or on edge about flying despite the overall rising in the enthusiasm for air travel. The therapeutic issues which voyagers encounter on tourism transport systems have expected a significant profile for transport chairmen, with stresses over lessening the stress of development through better layout and direct section to terminals. What isn't so comprehensively chatted outside of the development solution composing are the aftereffects of such issues for voyager travel (Wilks, 2003).

Travelers can be at risk to an extent sickness activated by development on different kinds of transport, for instance, development disease despite the way that investigation is up 'til now dim about the correct purposes behind this issue. Maybe the most unmistakable issue recently years which flying machines have expected to address through real action is the affirmation of Deep Vein Thrombosis (DVT), especially after entire arrangement flights. Research around there remains at a starting period and it will be a couple of years beforehand this can influence conditions which air voyagers hold on entire arrangement flights. The present stress with DVT has to some degree shriveled ineffective ebb and flow concerns related with the spread of maladies through air voyagers, where closeness to various explorers and re-coursed air stances extended risks, for instance, Severe Acute Respiratory Syndrome (SARS).

Motel inhabitation rates in Hong Kong's light tourism portion hung from 85% to 10– 20% sometimes. Inside Hong Kong open transport organizations, worked by Stagecoach, have in like manner watched huge drops being used which have accomplished impressive financial setbacks. In the U.K., travel security net suppliers in late April pulled back cover for development to SARS

impacted are as while transporters continued diminishing breaking point. What is in like manner captivating to watch is the response by government workplaces in different countries to constraining overall travel and tourism, through visa imprisonments, official travel advice and the intervention of the World Health Organization issuing set out direction as for spoiled locale. It is furthermore certain that poor crisis organization in different objectives exacerbated by media development joined to make solidify, genuine responses and surprising drop in guest travel.

## **2.6 The relationship between tourism and transportation**

It ought to be evident that tourism couldn't exist without transportation. Each type of tourism requires transport in some shape, regardless of whether they are climbing along the different places or remaining on board the space carry for a month and a half. The tourism between these two extremes influences utilization of boats, air to transport, engine mentors, trains, and progressively the engine vehicle/interstate framework. The sort of tourism that we are discussing may change from day or neighborhood visits including utilization of an engine vehicle to overnight outings to metropolitan regions, nations, islands, or naturally touchy territories for the most part including aeronautics today. To this point just tended to the vehicle part of "arriving," yet there is a vehicle part once one touches base at the goal also. A few people fly to a remote city for an occasion and once there they need some type of transport to get around. Some will lease an auto, others will utilize a cab, and others may attempt a tram, rail travel, transport or trolley, or bike. On the off chance that the other modular frameworks are anything but difficult to utilize and this is indicated out those landing in the outside city, at that point they might just utilize them (Lumsdon, 2004).

Global voyagers used to auto exchanges and additionally open transport offices, for example, the Gatwick Express from Gatwick Airport into London, and transport associations from air terminals to the focal piece of a few European urban communities in the event that they are alluring and simple to utilize. Once in the focal city they might just return to the utilization of cabs once more. Coming back to the subject of whether these movement practices are feasible we would need to state that for most venture to every part of the utilization of the engine vehicle is non-supportable, however that is oversimplified. About all vehicle modes utilize oil, contaminate neighborhood and worldwide conditions, and result in fatalities and wounds. Likewise, none of the vehicle modes recuperate expenses for the externalities they produce, with the goal that none of them can be called economical. Individuals tend to support certain mass transport modes on the off chance that

they convey numerous voyagers and lessen these externalities to a moderately low level on a for each capita premise. Fulfilling current transport and versatility needs without trading off the capacity of future ages to meet these needs (Cater, E.2007).

D'Sousa, J (2005) pronounced the "We should perceive the versatility measurement of our inquiry in light of the fact that despite the fact that the crudest social orders are manageable in view of the criteria identified prior, they have practically zero portability." The creating scene needs portability in the event that it is to succeed financially on the planet. It is workable for countries of the creating scene to build their level of versatility without doing much mischief to the level of transport maintainability. Truth be told it is relatively basic that they do as such on the off chance that they will grow effectively. In this manner, what is looked for is where the level of transport approaches supportability and the level of versatility is sensibly high and making strides.

This dated point of view is losing ground with different more noteworthy supervisors applying lifting procedures to seclude between show off parts, for example, vacationer and preoccupation travel. In this way, the definitions, which have been all around related in transport contemplates, are not point by point also in tourism. In transport, for instance, a trek consolidates a change of a man between two submits in request exercises to be gotten a handle on. Spots are typically recommended as beginning and target zones. In transport considers, a trek can be gotten a handle on by utilizing one procedure for transport just or two or three modes. Moreover, the trek can be restricted into trip legs, every leg being a segment of the general excursion made by one mode. The term of the excursion is the time between begin and finish of an undertaking. A visit implies more than one trek from a beginning zone to different spots, yet finally coming back to the base target place. Tourism considers draw on a parallel structure however the sensible base and definitions reliably change. For instance, the verbalizations "trek" and "visit" which is less unmistakably specified in tourism than in transport examines. Venture clarification behind existing is in addition defined distinctively in that vehicle outings can be done for work, loosening up, and illuminating objectives however tourism trips unite business, divert, going to amigos and relatives, flourishing and religion (Martha, 2009).

There are at show endeavors to fit theoretical structures and information gathering, by and large in relationship with long segment travel, yet they are as yet being created. The dateline considers

are looking to co-ordinate review configuration, approach and breaking down transversely completed EU part states. Inside the tourism segment, there have also been a couple as of late improvements to adjust investigate and watching strategies which join information on transport (WTO, 2000).

If all else fails, the relationship amongst transport and tourism is veered off. Transport is the facilitator without which tourism couldn't exist however the switch is unmistakably not true blue. This being the condition and given that the examination of transport in light of utility, for example, encounters to work, school and another ordinary private issue, tourism and recreational outings tend to be subsumed in a summed up appearing of transport frameworks. In a current require an extended request motivation in transport to combine transport and more expansive money related movement fathomed references to were made to meld loosening up (Preston, 2001).

## **2.7 Summary of Knowledge Gained**

It has impressive ramifications for goals or attractions trying to draw in guests from longer separations. Methods of movement from beginning to goal zones incorporate the bike, horse, auto, and coach and train, ocean and travel with air and all possible incorporate cross-country, the auto and air travel control in numerous parts of the world however this isn't by and large the circumstance. Various tourism trips incorporate a level of between strategies. The set event, for example, may join a taxi trek to the air terminal, a walk trip through the air terminal, a flight, and took after by a guide trade to the hotel at the objective. In examination, various self-governing family unit events may incorporate only a solitary sort of transport, for instance, the auto. The modular decision factor is additionally vital, for the guest, as well as far as externalities created in the transient and accepting goals.

## **2.8 Research Gaps Identified**

In spite of the covering overlying of tourism and transport, there has just been restricted advance confirm in the writing. Most of researchers in the above study focused on role of transport to tourism but they didn't cover the pertinent factors that affect tourism considerably. They didn't talk on political stability, when political is unstable, they will be limited number of tourist and it will affect negatively the transport system as whole. This is regardless of the developing level of

tourism trip age inside and between numerous areas of the world. It was distinguished that vehicle flows result from the total of individual treks. Each trek is the aftereffect of various decisions made by transport framework clients: by explorers on account of individual transport or by administrators (makers, shippers, bearers) in products transport. A few decisions are made occasionally, for example, where to live and work and whether to claim a vehicle. Different decisions are made for each outing; these incorporate whether to influence the excursion, at what time, to what goal or-destinations, by what mode, and utilizing what way. Every decision context, defined by the accessible alternatives, evaluation factors, and choice procedures, is known as a "choice measurement." In many cases, travel decisions are made among a finite number of discrete options.

In this way, travel request is demonstrated utilizing an arrangement of behavioral attributes and expecting that the individual or family unit settles on a judicious decision in light of the sparing of time, for instance. In spite of its faultfinders this approach still shapes calculated structures, definitions and estimation of movement conduct inquire about. Along these lines, in transport considers, there is no calculated distinction in the way to deal with displaying trips for utility or relaxation purposes relying upon sparing period.

**CHAPTER THREE**  
**RESEARCH METHODOLOGY**

**3.1 Introduction**

This chapter presents the research design; study area and study population; sampling methods and sample size determination; research procedure; the data collection methods to be used while in the field; data quality issues; data analysis and presentation; ethical issues; and the anticipated limitations and their delimitations.

**3.2 Research Design**

This is a descriptive analytical study because it describes the transport scenario in tourism and analyses transport’s role in tourism and the challenges thereof. The researcher used quantitative and qualitative to conduct the study because some of the findings will be non-numerical, that is to say; respondent’s opinion and view about the variables. In addition, the researcher used descriptive and analytical methods. These methods enabled the researcher to process and analyse the findings in cross-variables under study.

**Table 3.1: Objective-wise data required, sources of data and collection methods**

<i>Objectives</i>	<i>Required</i>		<i>Sources of data</i>		<i>Collection methods</i>		<i>Remarks</i>
	<i>Primary Data</i>	<i>Secondary Data</i>	<i>Primary Data</i>	<i>Secondary Data</i>	<i>Primary Data</i>	<i>Secondary Data</i>	
1.To understand the structure of transport sector in Rwanda	Respondents ‘perception	Transport and its structure in Rwanda	Transport and tourism tours	Books, report and journal	Questionnaire	Documentary review	<i>Done</i>
2. To determine the role of transport in tourism.	Role of transport in tourism	Government policy on transport	Transport and tourism tours	Books, report and journal	Questionnaire	Documentary review	<i>Done</i>

3.To identify challenges facing by transport companies in servicing tourism	Challenges facing by transport companies	Report on tours and transport operators	Transport and tourism tours	Books, report and journal	Questionnaire	Documentary review	<i>Done</i>
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*Source: Researcher's own configurations*

Table 3.1 presents needs of primary and secondary data , their sources and how that data were collected from different respondents and documentary methods, it therefore show different methods used to collect the data.

### **3.2.1 Data Sources and Types**

Both primary information sources and secondary information sources investigated for the examination. Primary information sources included direct evoking of information from the respondents and mentioning objective facts. While the auxiliary information was out of audits made of before productions by different essayists and scientists on transport and tourism. Primary information is information begun out of the blue by the specialist through direct endeavors and experience, particularly to address his exploration issue. Otherwise called the direct or crude information. Primary information accumulation is very costly, as the examination is led by the association or office itself, which requires assets like speculation and labor. The information gathering for this examination is under direct control and supervision of the agent.

Secondary information infers second-hand data which is as of now gathered and recorded by any individual other than the client for a reason, not identifying with the ebb and flow explore issue. It is the promptly accessible type of information gathered from different sources like censuses, government productions, and inward records of the association, reports, books, diary articles, and sites et cetera. Secondary information offers a few favorable circumstances as it is effectively accessible, spares time and cost of the researcher.

Furthermore, the report of RDB was used in order to assess the effect of transport on tourism (RDB, 2016).

### 3.3 Study Population

This section shows the characteristics of population that study was targeted.

#### 3.3.1 Description of the Transport, Tourism and Travel companies in Kigali City

There is a total population of 81 transport, travel and tourism companies in Kigali city as registered with Rwanda development Board. They include 24 transport companies, 15 travel agencies and 42 tours companies (Table 3.2).

Table 3.2 provides the details of transport companies, which include company name, modes of transport with which they deal, areas of activities they cover, and location of their office.

**Table 3.2 Transport, travel agencies and tours companies in Rwanda**

Company Name	Category of company	Modes of transport dealt with	Areas of coverage	Location
1. Volcanoes	Transport	Road Transport	Local & Regional	Nyabugogo
2. RFTC	Transport	Road Transport	Local & Regional	Nyabugogo
3. Horizon	Transport	Road Transport	Local & Regional	Nyabugogo
4. Virunga	Transport	Road Transport	Local & Regional	Nyabugogo
5. Gorillas Safari	Transport	Road Transport	Local & Regional	Kigali
6. RTA	Transport	Road Transport	Local & Regional	Kigali
7. GrandsLacs	Transport	Road Transport	Local & Regional	Kigali
8. EXCEL EXPRESS	Transport	Road Transport	Regional	Nyabugogo
9. Jaguar	Transport	Road Transport	Regional	Nyabugogo
10. Yahoo	Transport	Road Transport	Regional	Nyabugogo
11. Kigali safaris Coach	Transport	Road Transport	Regional	Nyabugogo
12. Kampala Coach	Transport	Road Transport	Regional	Nyabugogo
13. Trinity Express	Transport	Road Transport	Regional	Nyabugogo
14. Kigali Taxi Service (KTS)	Transport	Road Transport	Local	Kigali
15. Kigali Bus Service (KBS)	Transport	Road Transport	Local	Kigali
16. Assetamorwa	Transport	Road Transport	Local	Kigali
17. Assetavorwa	Transport	Road Transport	Local	Kigali
18. Rwanda civil aviation	Transport	Air Transport	Local & International	Airport
19. KLM	Transport	Air Transport	International	UTC
20. WAHEGURU TRAVELS	Transport	Air Transport	International	CHIC Building
21. Brussels Airline	Transport	Air Transport	International	Milles Collines

22. Akagera Aviation	Transport	Air Transport	Local	Airport
23. Uganda Airline	Transport	Air Transport	International	UTC
24. NAS Aviation	Transport	Air Transport	Local	Kigali
25. Golden Rwanda safaris	Travel	Road Transport	Local & Regional	Kigali
26. Legends Africa, Equestrian & Touristic Activities	Travel	Road Transport	Local & Regional	Kigali
27. Socor Top Travel & Tours Agency	Travel	Road Transport	Local & Regional	Kigali
28. The Travel Company	Travel	Road Transport	Local & Regional	Kigali
29. Venus Travel	Travel	Road Transport	Local & Regional	Kigali
30. Trans-Link Ltd	Travel	Road Transport	Local & Regional	Kigali
31. Vava Tours & Travel	Travel	Road Transport	Local & Regional	Kigali
32. Satguru Travel & Tour Services	Travel	Road Transport	Local & Regional	Kigali
33. Show Time Tours And Travel	Travel	Road Transport	Local & Regional	Kigali
34. African Jacana Tours And Travel	Travel	Road Transport	Local & Regional	Kigali
35. Sun Shine Travel And Tour Services	Travel	Road Transport	Local & Regional	Kigali
36. International Travel Agency	Travel	Road Transport	Local & Regional	Kigali
37. Ringostone Company Ltd.	Travel	Road Transport	Local & Regional	Kigali
38. Zc-Travels	Travel	Road Transport	Local & Regional	Kigali
39. Euroworld Travel Services	Travel	Road Transport	Local & Regional	Kigali
40. Primate Safaris	Tours	Road Transport	Local & Regional	Nyabugogo
41. Thousand Hiils Expedition	Tours	Road Transport	Local & Regional	Kiyovu After Republika Lounge
42. Rwanda Eco-Tours Agency	Tours	Road Transport	Local & Regional	Behind Manimetal Building
43. Guests Pro-Tours	Tours	Road Transport	Local & Regional	Ecobank building
44. Gerry Tours And Safaris	Tours	Road Transport	Local & Regional	Near Aplha& Omega Building

45. One World	Tours	Road Transport	Local & Regional	KIMIHURURA-KBC-3RD FLOOR
46. Mapendano Voyages	Tours	Road Transport	Local & Regional	KimironkobtnRwaham a house and KIE
47. Amahoro Tours	Tours	Road Transport	Local & Regional	Musanze
48. Intore Expedition	Tours	Road Transport	Local & Regional	Centinary house-KIGALI CITY
49. Bizidanny Tours & Safaris	Tours	Road Transport	Local & Regional	Next to Hotel Gloria
50. Wildlife Tours-Rwanda	Tours	Road Transport	Local & Regional	After Medi motel, opposite Bank PopulaireKimironko
51. Eos-Visions Rwanda	Tours	Road Transport	Local & Regional	Gacuriro Estates ( benjamina street, No 53
52. Attractive Safaris	Tours	Road Transport	Local & Regional	La Bonne Adresse
53. The Far Horizon	Tours	Road Transport	Local & Regional	KBC
54. Rwanda Gorilla Tours	Tours	Road Transport	Local & Regional	BtnRwandex and sonatube Kicukiro RPF Offices
55. Umubano Tours	Tours	Road Transport	Local & Regional	Musanze
56. Songa Africa	Tours	Road Transport	Local & Regional	Gacuriro Estates ( benjamina street, No 53
57. East African Eco Explorer	Tours	Road Transport	Local & Regional	La Bonne Adresse
58. Eagle Ride	Tours	Road Transport	Local & Regional	Centinary house
59. Vava Tours & Travel	Tours	Road Transport	Local & Regional	Centinary house
60. Access Rwanda Safaris Ltd	Tours	Road Transport	Local & Regional	Kabuga
61. Sabana Tours And Travel	Tours	Road Transport	Local & Regional	Nyarugenge
62. Cite Travel	Tours	Road Transport	Local & Regional	next to gloria hotel
63. Rickshaw Travels	Tours	Road Transport	Local & Regional	Centinary house
64. Easy Travel Africa	Tours	Road Transport	Local & Regional	Hotel Mille Collines
65. International Tours And Travel	Tours	Road Transport	Local & Regional	Soras Building
66. United Tavel And Safaris	Tours	Road Transport	Local & Regional	UTC
67. Europ Car	Tours	Road Transport	Local & Regional	Nyarugenge

68. Pacata Cooperative Agency	Tours	Road Transport	Local & Regional	Muhima, Maria House after midland driving school
69. Jambo Tours And Travel	Tours	Road Transport	Local & Regional	after BCR H/Q, and opposite entrance to Ndaru
70. Global Link Limited	Tours	Road Transport	Local & Regional	Kimihurura
71. Concord/Magic Safaris	Tours	Road Transport	Local & Regional	Ninzi Hotel
72. Virunga Expedition Tours	Tours	Road Transport	Local & Regional	Kimihurura- KBC
73. Sun Rise Eco-Tours	Tours	Road Transport	Local & Regional	Kubaho Plaza, 1st Floor
74. General Supply And Transport Company	Tours	Road Transport	Local & Regional	Gikondo
75. Rwanda Safaris	Tours	Road Transport	Local & Regional	Kigali
76. Eatts Ltd	Tours	Road Transport	Local & Regional	Gikondo
77. Victoria International Limited	Tours	Road Transport	Local & Regional	Nyabugogo
78. Euroworld Travel Services	Tours	Road Transport	Local & Regional	Kigali
79. Rms Ltd-Travel Partner	Tours	Road Transport	Local & Regional	Kigali
80. Aa Safaris	Tours	Road Transport	Local & Regional	Kigali
81. Governor's Camp	Tours	Road Transport	Local	Musanze

Source: (Rwanda development Board, 2016)

The Table 3.2 shows the population of 81 transport, travel and tours operators that are operating in Rwanda. They are grouped according to name of company, company category, mode of transport dealt with, areas of their coverage and their location as well.

**Transport companies:** Transport organizations lead the development of people, creatures, and merchandise starting with one area then onto the next. Methods of transport incorporate air, arrive (rail and street), water, link, pipeline, and space.

**Travel companies:** Travel organizations that rearrange this procedure for their clients notwithstanding giving discussion administrations and whole travel bundles. They may book flights, travels, rental autos, and inns, and in addition to resort stays and occasions. Operators consider a wide statistic, serving the two people and partnerships.

**Tour operators:** A tour operator ordinarily consolidates visit and travel parts to make a bundle occasion. They publicize and create handouts to advance their items, occasions, and schedules.

A sample of 30 companies were selected from the total population through lottery method which include 9 transport companies, 5 travel agencies and 16 tour companies. The selected company is indicated in the last column of the table.

**Table 3.3 Sample of Transport, Travel Agencies and Tours Operators**

Company Name	Category of company	Modes of transport dealt with	Areas of coverage	Location
1. Volcanoes	Transport	Road Transport	Local & Regional	Nyabugogo
2. RFTC	Transport	Road Transport	Local & Regional	Nyabugogo
3. Horizon	Transport	Road Transport	Local & Regional	Nyabugogo
4. Virunga	Transport	Road Transport	Local & Regional	Nyabugogo
5. Jaguar	Transport	Road Transport	Regional	Nyabugogo
6. Assetamorwa	Transport	Road Transport	Local	Kigali
7. Assetavorwa	Transport	Road Transport	Local	Kigali
8. Rwanda civil aviation	Transport	Air Transport	Local & International	Airport
9. Waheguru Travels	Transport	Air Transport	International	CHIC Building
10. Golden Rwanda safaris	Travel	Road Transport	Local & Regional	Kigali
11. Trans-Link Ltd	Travel	Road Transport	Local & Regional	Kigali
12. Satguru Travel & Tour Services	Travel	Road Transport	Local & Regional	Kigali
13. International Travel Agency	Travel	Road Transport	Local & Regional	Kigali
14. Ringostone Company Ltd.	Travel	Road Transport	Local & Regional	Kigali
15. Thousand Hiils Expedition	Tours	Road Transport	Local & Regional	Kiyovu After Republika Lounge
16. Guests Pro-Tours	Tours	Road Transport	Local & Regional	Ecobank building
17. One World	Tours	Road Transport	Local & Regional	KIMIHURURA-KBC- 3RD FLOOR

18. Intore Expedition	Tours	Road Transport	Local & Regional	Centinary house-KIGALI CITY
19. Wildlife Tours-Rwanda	Tours	Road Transport	Local & Regional	After Medi motel, opposite Bank Populaire Kimironko
20. Rwanda Gorilla Tours	Tours	Road Transport	Local & Regional	BtnRwandex and sonatube Kicukiro RPF Offices
21. Eagle Ride	Tours	Road Transport	Local & Regional	Centinary house
22. Easy Travel Africa	Tours	Road Transport	Local & Regional	Hotel Mille Collines
23. International Tours And Travel	Tours	Road Transport	Local & Regional	Soras Building
24. Europ Car	Tours	Road Transport	Local & Regional	Nyarugenge
25. Global Link Limited	Tours	Road Transport	Local & Regional	Kimihurura
26. Virunga Expedition Tours	Tours	Road Transport	Local & Regional	Kimihurura- KBC
27. General Supply And Transport Company	Tours	Road Transport	Local & Regional	Gikondo
28. Eatts Ltd	Tours	Road Transport	Local & Regional	Gikondo
29. Euroworld Travel Services	Tours	Road Transport	Local & Regional	Kigali
30. Aa Safaris	Tours	Road Transport	Local & Regional	Kigali

Sources: Researcher own configuration, 2016

Table 3.3 contains different transport and tours where sample were drawn, as it can be seen for every selected randomly basis and it is grouped in their categories. The sample was distributed depending of the number in each category of tours, transport and travel agencies operators in the following way;  $30 \times 24 / 81 = 9$  for transport companies,  $30 \times 15 / 81 = 5$  for travel agencies and  $30 \times 45 / 81 = 16$  tours companies. Therefore, simple random method was used to select the total number found in each category.

In general, from the table 3.2 that shows the details of all 42 Tours Companies in Kigali City. 16 operators were selected randomly to whom questionnaires were administered. For transport operators 9 were selected among 24 companies and finally 5 over 15 tours companies were selected.

### 3.3.1 Sample size

Out of these total tourism and travel companies in Kigali, the sample companies were selected randomly. Normally Companies of Kigali City were chosen as capital city is the major host of transports companies, it is closer to the international airport where many tourists are landing. It is therefore accessible by the researcher as it is closer to the Campus.

This research was carried out in Kigali city. It was therefore the selected companies were given questionnaires. According to(Yamane, sampling methods for conducting research, 1967)

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

Where

n: sample size

N: population size

e: level of precision

Where for this case N=81

Level of precision to =0.14

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

$$n = \frac{81}{1 + 81(0.14)^2} = 30 \text{ Respondents}$$

**Table 3.4 Sampling of companies for the study**

<b>Transport operators</b>	<b>Transport company</b>	<b>Travel agencies</b>	<b>Tours companies</b>	<b>Total</b>	<b>Sample</b>
Number	24	15	42	81	<b>30</b>
Sample	30*24/81=9	30*15/81=5	30*45/81=16	-	<b>30</b>

*Source: Researcher's own configurations*

The sample was distributed depending of the number in each category of tours, transport and travel agencies operators. Table 3.5 presents the details of the sampling frame. The individual companies from each category were selected randomly by using lottery method.

### **3.3.2 Sampling Techniques**

Both probability and non-probability sampling techniques were adopted. Among the probability sampling techniques to be used by the researcher use the simple random sampling method technique to select transport operators; it is normally the best methods as it gives equal chance of respondent's selection.

### **3.4 Data Collection Methods and Techniques**

Data collection is the process of gathering and measuring information on variables of interest, in an established systematic fashion that enables one to answer stated research questions, and evaluate outcomes. The data collection component of research is common to all fields of study including physical and social sciences, humanities, business, etc.(Kothar, C.2004).

#### **➤ Questionnaire**

The researcher was used the questionnaire method for drawing primary data from respondents where they filled questionnaires. The impact survey questionnaire instrument is one of tools created by Nelson, (2000) and which have been useful in assessing the impact of informal finance programs. The questionnaire and contains all questions which helped to fulfill the specific objectives of this researcher

#### **➤ Documentary Review:**

Documentary was used for collecting secondary data in this study as; the researcher collected secondary information from different sources like; text books, internet, newspaper, magazines, journals among other sources. This information reviewed by visiting places like libraries and internet cafes. This method used in collecting information from other researchers, early publication of documents, reports and different Medias (Kothari, C, 2004). This method was suitably used for getting information from other earlier publications about local firms. In this view, data used from documentary review especially textbooks, and magazines. This method was appropriately be used for getting information from other earlier publications, from the tourism industry documents, from magazines and other printed works, among other publications containing relevant information on this research's interests.

The researcher used the questionnaire method for drawing primary data from respondents where they filled questionnaires.

### **3.5 Data Analysis and Presentation**

This study was analyzed mainly quantitative data. The study variable involves descriptive statistics and these were analyzed using SPSS. However, narrative analysis and explanations will be also undertaken while elaborating the findings.

### **3.6 Ethical Aspects**

This study was taken into consideration two ethical aspects. These include; - Since the study I involved acquiring sensitive information, confidentiality will be a pertinent ethical issue to put into practice. This research was taken also ethical concerns about the copy rights respect and ownership of intellectual property. This was vital while referring to other people's studies.

### **3.7 Limitations of the study**

This study is faced the following challenges:

#### **a. Time limitation:**

This study was conducted in limited time; it was not easy for the researcher to explore all variable of this study and submit the dissertation at the date provided by university of Rwanda, college of business and economics.

#### **b. Resource limitation**

Normally, to conduct research it involved enough money for conducting coherent work, it is not easy for me to get all amount required for all the process of my research and fulfill other family requirements.

- c. Lack of adequate literature needed in order to conduct adequate research in transport industry
- d. Lack of access to the sensible information, because some business information is confidential, and Transport operators found reluctant to provide to the researchers. The researcher tried to ensure the confidentiality of the data provided.

- e. Scheduling appointment with respondent was also a big limitation because they already have their own occupations, so it was not be easy to give the researcher their time for answering questionnaires and being interviewed. The researcher tried to arrange time depending to respondent availability.

### **3.9 Reliability of data**

Reliability of data is of concern to my research. This is owed to the importance of having reliability and accurate data since this is what authenticates the finding of any study. In this research, data reliability was secured by using the right and accurate tools hence achieving reliability, as well as reaching out to the appropriate data sources for validity reasons.

## CHAPTER FOUR: DATA ANALYSIS AND INTERPRETATION

### 4.0 Introduction

This chapter is presented in three parts. Part I describes the transport sector in Rwanda. Part II deals with the tourism sector by having a touch with the transport's contribution to tourism while in the part III the empirical data collected from the selected tourism and travel companies is analyzed along the lines of the objectives of this research.

### PART – I TRANSPORT SECTOR IN RWANDA

Rwanda has made critical accomplishments in creating transport foundation as of late. It is endeavoring to give sufficient transport benefits with a specific end goal to guarantee versatility and availability of individuals and products, which is the way to financial development.

**Table 4.1 International Aircraft movements, Commercial passengers and Cargo**

Activity	2010	2011	2012	2013	2014	2015	2016	% growth between 2010 and 2014
Aircraft Movements	14,766	17,272	20,335	21,294	22,106	-	-	49.7
Commercial Passengers	313,327	377,327	488,903	559,531	568,981	-	-	81.6
<b>Total</b>	<b>328,093</b>	<b>394,599</b>	<b>509,238</b>	<b>580,825</b>	<b>591,087</b>	-	-	80.2
Cargo (Freight & Mail) in Metric Tons	6,352	5,922	6,857	7,389	7,906	6893	7162	24.5

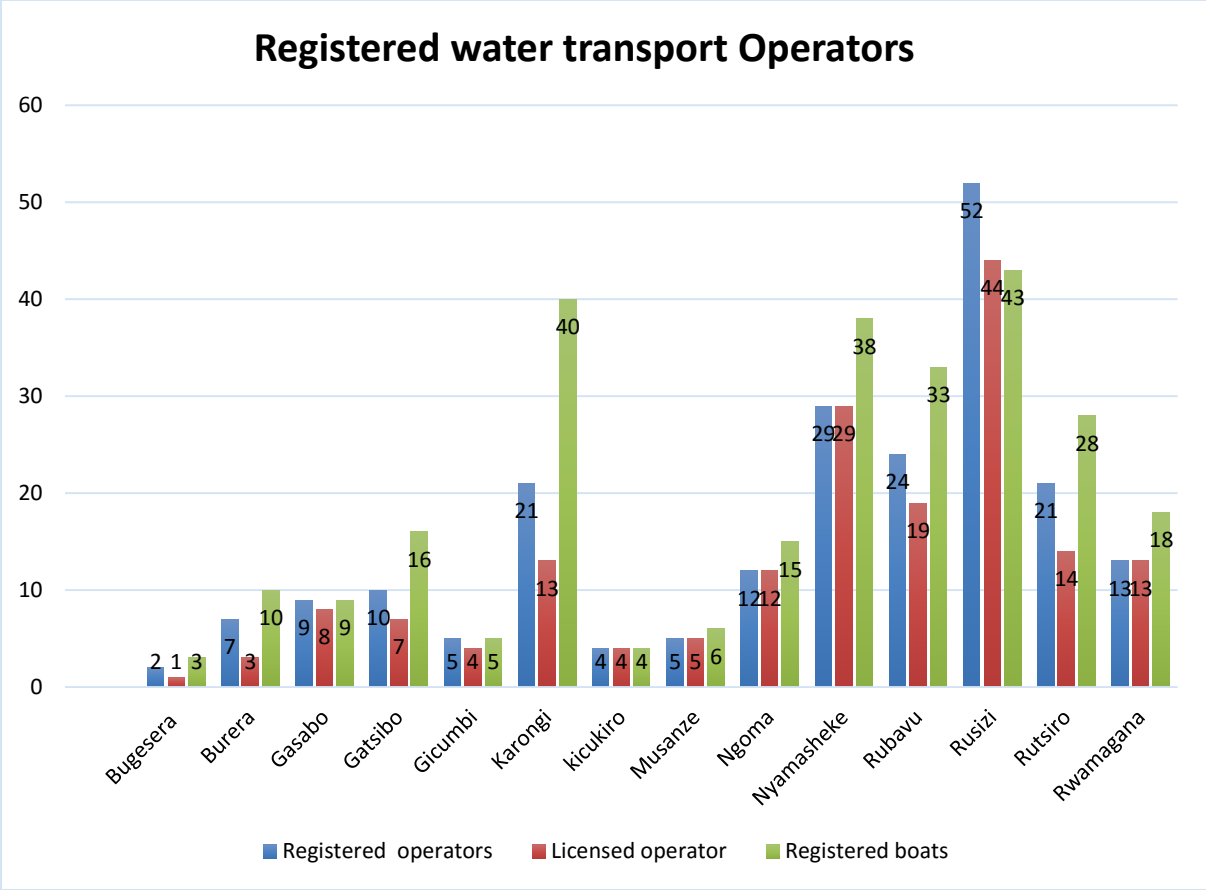
*Source: (Rwanda Aviation Authority, 2016)*

The table 4.3 show total passenger increased from 328,093 in 2010 up to 591,087 passengers in 2015 for both commercial passengers and aircraft movements. In other hand cargo moved from 6352 tons in 2010 up to 7162 tons in 2016. Furthermore, as there is increase for both commercial passengers and aircraft movement, that's how the number of tourists increased.

**Table 4.2 Registered water transport Operators**

District	Registered operators	Percentage to total	Licensed operator	Percentage to total	Registered boats	Percentage to total
Bugesera	2	0.9	1	0.6	3	1.1
Burera	7	3.3	3	1.7	10	3.6
Gasabo	9	4.2	8	4.5	9	3.2
Gatsibo	10	4.7	7	3.9	16	5.8
Gicumbi	5	2.3	4	2.2	5	1.8
Karongi	21	9.8	13	7.3	40	14.4
Kicukiro	4	1.9	4	2.2	4	1.4
Musanze	5	2.3	5	2.8	6	2.2
Ngoma	12	5.6	12	6.7	15	5.4
Nyamasheke	29	13.6	29	16.3	38	13.7
Rubavu	24	11.2	19	10.7	33	11.9
Rusizi	52	24.3	44	24.7	43	15.5
Rutsiro	21	9.8	14	7.9	28	10.1
Rwamagana	13	6.1	13	7.3	18	6.5
Total	214	100	178	100	278	100

Source: (RURA, 2016).



Source: (RURA, 2016)

The Waterways operators in Rwanda are done in different rivers, and lakes. As of June 2015, there were a total of 158 waterways operators.

Table4.3 shows the numbers of registered and licensed boats and licensed operators. It indicates the availability of the water-based means for aqua tourism in Rwanda. It shows the potential for improving the travel using water way transport in Rwanda.

#### 4.5 The rail way

Rwanda doesn't have railway but there is plan to build it with cooperation of regional countries, the railway project will start from Tanzania to Rwanda with budget of \$5b (KARUHANGA, 2016).

## Conclusion

According to the results above; main roads were repaired, the project of fielder road is developing. It is easy to get motorcycle for everywhere you are in Kigali. Water transport companies in different rivers and lakes are developed. Finally, air transport was developed where many routes were added especially in western Africa and other. Railway is still in project.

## PART II. TOURISM IN RWANDA

The rate of international tourists has increased considerably in recent years, different tourist's destinations in Rwanda are explored, the table 4.7 identifies number of international tourists and their purpose for visiting Rwanda.

**Table 4.3 Purpose of visit by international tourists by mode of transport during 2011-2014**

Purpose of visit	2011			2012			2013			2014			% change from 2011-2014		
	Land	Air	Total	Land	Air	Total	Land	Air	Total	Land	Air	Total	Land	Air	Total
Leisure	49,426	32,193	81,619	68,116	27,154	95,270	66,669	37,117	103,786	77,592	27,621	105,213	57%	-14%	43%
VFR	271,415	23,499	294,914	284,369	21,175	305,544	305,784	22,212	327,996	373,362	24,849	398,111	38%	6%	43%
Transit	17,610	15,739	33,349	19,827	19,725	39,552	25,676	20,734	44,410	25,676	20,734	44,410	46%	32%	78%
Business	335,882	59,681	395,563	359,757	54,871	414,628	367,700	51,482	419,182	346,437	48,907	395,344	3%	-18%	-15%
Other	100,106	2,458	102,564	205,675	639	206,314	223,075	1,686	224,761	279,665	1,122	280,787	179%	-54%	125%
<b>Total</b>	<b>774,439</b> (85.3)	<b>133,570</b> (14.7)	<b>908,009</b> (100.0)	<b>937,744</b> (88.4)	<b>123,564</b> (11.6)	<b>1,061,308</b> (100.0)	<b>988,904</b> (88.1)	<b>133,231</b> (11.9)	<b>1,122,135</b> (100.0)	<b>1,096,713</b> (89.9)	<b>122,816</b> (10.1)	<b>1,219,529</b> (100.0)	42%	-8%	34%

NOTE: The figure in brackets is percentage to vertical total (United Nations Economic Commission for Africa, 2016)

Table 4.7 provides an interesting evidence of phenomenal growth in the international tourists' arrivals into Rwanda between 2011 and 2014 for different purposes. They were significant increase in the international tourists' arrivals into Rwanda between 2011 and 2014 in land transport at 54%

while there is reduction in air transport at minus 8%. This proved that how road transport is developed in Rwanda.

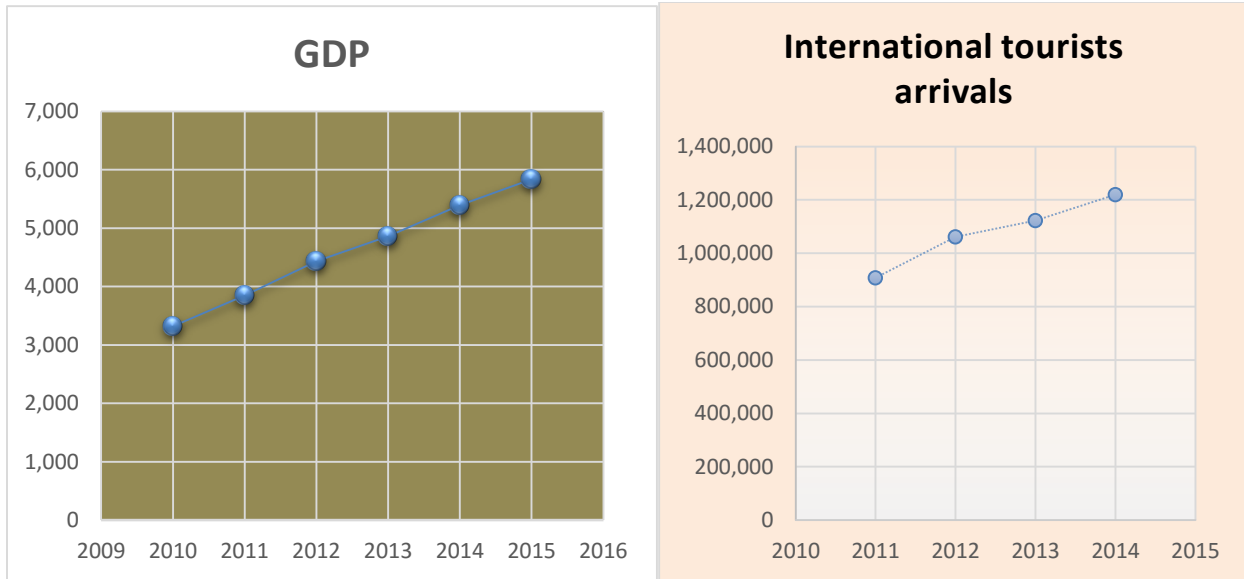
Rwanda’s international inbound tourism arrivals have been increasing steadily from 908,009 in 2011 to 1,219,529 in 2014. Most visitors arrive and depart by road. For instance, in 2014 almost 90% of arrivals used land transport. Traders, employees and other cross-border visitors are excluded since they do not leave their ‘usual environment’. This clearly shows how land transport is most important to the tourism in Rwanda; it is cheaper and helps to explore many destinations. In 2011 passengers used land transport were 85.3% while the inbounds that used air transport were 14.7%. This implied the usefulness of road in tourism; Rwanda is now connected with neighboring countries using the road.

Basically, as many people are coming to visit Rwanda, the GDP is increasing considerably at higher rate. In fact as indicated above tourism has the greatest contribution in Rwanda GDP (OWN AND ASSOCIATES LIMITED., 2016).

**Table 4.4 Gross Domestic Product (Rwf billions)**

<b>Year</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>Percentage growth between 2010 and 2015</b>
<b>GDP</b>	3,323	3,846	4,435	4,864	5,395	5,837	75.5
<b>Growth rate</b>	10%	16%	15%	10%	11%	8%	-

Source :( NISR, 2016)



Source : ( NISR, 2016)

**Figure 4.1 Comparison between International tourists' arrivals and GDP**

Table 4.8 and figure 4.1 indicate that how the increase of number of international tourists' arrivals has led to the increase of Rwandan GDP, from 2011 up to 2014; there is higher increase of tourists that came in Rwanda. This made the GDP to be increased from 2010 up to 2014. Based on the results, there is strong relationship between international tourists' arrivals and Rwandan GDP.

### **Conclusion**

Briefly, Rwanda has many tourist attractions with his unique of thousand hills with mountain gorilla that are rare in world wide. It is thus mountainous area which lies in the central part of Africa and is divided by the Rift Valley. Different Park namely Akagera, Nyungwe and Volcanoes are most visited in Rwanda. Lakes are ones of most attractive of Rwanda. Museum, and memorials was found as part of tourist's attractions ns in Rwanda.

## **PART III: STRUCTURE AND ROLE OF SURVEYED TOURISM AND TRAVEL COMPANIES IN TOURISM IN RWANDA (PRIMARY DATA ANALYSIS)**

### **4.3.1 Introduction**

This section presents the results that were interpreted from the questionnaires that have been administered among the selected transport operators, tours and travel operators in Kigali city.

The data was arranged in tables for easy calculation of the frequencies and Percentage to Totals of respondent's views where the conclusions were drawn based on the results.

### 4.3.2 Identification of respondents

This research involved 30 respondent companies which were headed by 18 male respondents while the rest by females.

**Table 4.5 Respondents by Gender**

Gender	Number of Respondents	Percentage to Total
Male	18	60
Female	12	40
Total	30	100.0

**Source: Primary data, (2016)**

According to the table 4.9 , the male respondents were 60% of the total respondents and then after, female respondents were corresponding to 40% of the total respondents, normally as it is seen the researcher tried to get gender sensitive information. The implication is that in travel activities are done mainly by men while the female is still minority. Both genders are involved in tourism activities.

### 4.8.1.2 Academic Qualifications

The respondents were required to show their education level, so that the researcher could be able to know if really respondents are aware of what they are doing.

**Table 4.6 Academic Qualifications of the respondents**

Educational Qualifications	Number of Respondents	Percentage to Total
Vocation training	3	10
High school	8	26.7
University	19	63.3
Total	30	100.0

**Source: (Primary Data, 2016)**

The results from the table 4.9 reveal that respondents by educational qualification of respondents; 10 % people did vocational training. 26.7% did high school and finally 63.3% did universities studies, as most of respondents are highly educated, this increases reliability of results because they are aware about transport and tourism activities in Rwanda. Normally the education level is very crucial for tourism activities as they will be able to explain to diverse people that are visiting in different destinations.

#### 4.8.1.2 Respondents’ Working Experiences

Respondents are required to show their working experience in order to know their working experience. Table 4.11 present the working experience of the respondents.

**Table 4.7 Respondents’ Working Experiences**

Length of Experience (years)	Number of Respondents	Percentage to Total
Less than 1	4	13.3
1-2	9	30
3 and above	17	56.7
Total	30	100.0

**Source: (Primary Data, 2016)**

Table 4.11 reveals that 13.3% have less 1 year working experience while between 1- and 2-years working experience are 30%, therefore 56.7 % of the total respondents have more than 3 years working experience. The implication is that most experienced of respondents, the more they provide reliable information as they have been built their career path with adequate working experience. In addition, they know clearly the information about transport and tourism in Rwanda. Majority of respondents are those who have more experience within the industry, they will be able to provide good customer services and help tourism to reach many destinations.

#### 4.8.2 Structure of Transport in Rwanda

Basically, the transport structure in Rwanda is grouped in main three categories; road transport, water transport and air transport, but as it is presented in table 4.10, road transport is predominantly used in Rwanda.

##### 4.8.2.1 Types of transport facilities

Respondents were required to explain the structure of transport in Rwanda. Table 4.9 presents the details.

**Table 4.8 Modes of transport in use by the respondent companies**

Mode of transport	Number of Respondents	Percentage to Total
Road transport	26	86.7
Water transport	0	0
Air transport	4	13.3
Total	30	100.0

**Source: (Primary data, 2016)**

Concerning to identify nature, types and size of transport in use by the respondent companies, the results from respondents revealed that the majority of respondents are those one doing road transport where in 86.7% of respondents are doing land transport-based activities while the remaining 13.3% are doing air transport. These results imply that in Rwanda their transport modes are mainly based on land transport, normally this is significantly as there is only one main airport in Kigali while road reach in every administrative sector of Rwanda.

Normally, tourists used to use land transport, this will lead the tourists to visit a smaller number of numbers of destination as land transport requires enough time to reach the destinations.

#### **4.8.2.2 The types of cars used**

Respondent were asked to show types of cars that they are using in their transport activities. The results are shown in table 4.10.

**Table 4.9 The types of cars used in transport by the respondent companies**

The types of cars	Number of Respondents	Percentage to Total
Jeep	10	33.3
Bus	12	40.0
Other	8	26.7
Total	30	100.0

**Note:** Others include; private taxi cars; trucks and trucks

**Source: (Primary data, 2016)**

Table 4.9 shows that majority of the respondent companies (40%) use buses while cars by 33.3% of them where as the remaining 26.7% are using a mix of road transport vehicles. The results are indicative that the majority of respondents replied that they are using buses. Normally jeeps are cars that are mostly used in travel and tours for private people. Those types are comfortable to carry passengers in mountain environment.

#### **4.8.2.3 Percentage share of transport in tourism**

Respondents were required to identify the percentage range of cars for transport in tourism. The results below are gathered from respondents.

***Table 4.10 Percentage share of cars used in public transport***

cars are used for public transport	Number of Respondents	Percentage to Total
None	10	33.3
Less 30%	7	23.3
Between 30-60%	3	10.0
70% and above	5	16.67
100%	5	16.67
Total	30	100.0

**Source: (Primary data, 2016)**

Table 4.10 reveals that 33.3% have been chosen no cars are used for public transport, 23.3% they replied that less percentage (30%) of cars that are used for public transport. Therefore, 10% of respondents replied that between 30-60% of cars are used for public transport, 16.67% of the whole respondents replied that 70% and above of cars are used for public transport and finally 16.67% of the whole respondents replied that 100% of cars are used for public transport.

Normally when most of cars are used in public transport, it will affect the tourism as they will lack of car specialized in tourism transport.

**Table 4.11 Percentage share of cars used in tourism transport**

Cars are used for tourism transport	Number of Respondents	Percentage to Total
None	0	0.0
Less 30%	8	26.6
Between 30-60%	4	13.3
70% and above	8	26.7
100%	10	33.3
Total	30	100.0

**Source: (Primary data, 2016)**

Table 4.11 reveals that none have been chosen cars for tourism transport, 26.6% they replied that less 30% of cars are used for tourism transport, 13.3% of respondent replied that between 30-60% of cars are used for tourism transport, 26.77% of the entire respondents replied that 70% and above cars are used for tourism transport and finally 33.3% of the whole respondents replied that 100% of cars are used for tourism transport. As far as the company has big share of cars used in tourism, this will help tourism industry to grow faster and offering good customer services.

**Table 4. 12 Percentage shares of cars used for social purposes**

% Usage of Cars for social purposes	Number of Respondents	Percentage to Total
None	8	26.7
Less 30%	20	66.7
Between 30-60%	2	6.6
70% and above	0	0.0
100%	0	0.0
Total	30	100.0

**Source: (Primary data, 2016)**

Table 4.12 shows that 26.7% of the respondents replied that no cars are used for social services, 66.6% they replied that less than 30% of cars are used for social services, 13.3% of respondent

replied that between 30-60% of cars are used for social services, 6.6% of the entire respondents replied that 70% and above of cars are used for social services and finally there no other alternative that has been chosen.

Basically, as more cars are used to visit social services this will promote culture-based tourisms in Rwanda.

**Table 4.13 Accidents occurrence in last 12 months**

Number of Accidents	Number of Respondents	Percentage to Total
None	0	0.0
Less 5	9	30.0
Between 5-10	17	56.7
10 and above	4	13.3
Total	30	100.0

**Source: (Primary data, 2016)**

Table 4.13 shows that every interviewed transport operator has experienced an accident within 12 months ago. It is therefore revealed that the majority of respondents (56.7%) made accidents between 5 and 10. In addition 30% of the total respondents made less than 5 accidents in last 12 months while 13.3% of the total respondents replied that they made above 10 accidents in last 12 months. This implies that accidents are still high in transport companies in Rwanda. As the number of accidents increased in transport industry, tourist will be afraid of transportation system and this will lead to decrease of national income.

**Table 4. 14 The ways that tours and transport companies offering cars.**

Ways the cars are offered	Number of Respondents	Percentage to Total
Self-drive	10	33.3
With driver	8	26.7
With fuel	4	13.3
Without fuel	8	26.7
Total	30	100.0

**Source: (Primary data, 2016)**

The results exhibited in table 4. 18 reveal that 33.3% of the total respondents are offering cars without drive while 26.7% of them are offering cars with drive. In other hand 13.3% of them are providing car with fuel and the remaining 26.7% of the total respondents providing car without fuel. The results above revealed that cars that are offered depending on the need of the customer, when car is with fuel and the driver, the cost are high. Basically there is choice to driver depending on his own preferences; this will promote tourism by increasing customer satisfaction

#### **4.8.3 Transport and destination development**

The transport availability and its influence in tourism destination development was analyzed with the help of the responses form the selected respondents (See table 4.19).

**Table 4.15 Destinations to which cars are hired**

Destinations	Number of Respondents	Percentage to Total
Lake Kivu	6	20.0
Akagera national park	4	13.3
Volcanoes national park	8	26.7
Nyungwe national	4	13.3
Museums	2	6.7
Kibeho holy land	2	6.7
Memorial sites	3	10.0
Total	30	100.0

**Source: (Primary data, 2016)**

Table 4.15 exhibits that the most visited area is volcanoes national park with the rate of 26.7% of the total respondents, followed by Lake Kivu with 20% of the total respondents, Nyungwe and Akagera National park are followed at the rate 13.3% of total respondents, memorial site are followed at 10% of the total respondents and lastly museums and Kibeho holy land are visited at the rate of 6.7% of the total respondents. The results above revealed the most touristic destination in Rwanda is volcano national park. Still mountain gorillas are the major attractions for tourists in Rwanda.

**Table 4.16 Smart and bright aspects of company in providing transport in tourism**

Smart and bright aspects of company in providing transport in tourism	Number of Respondents	Percentage to Total
Cars – latest models / smart cars	8	26.7
24/7 service availability	4	13.3
Worldwide communication	3	10.0
Market connectivity	4	13.3
Good tour guiding	6	20.0
Best service motto ( tourist is prime for us)	2	6.7
Safety orientation	2	6.7
Value to money	1	3.3
Total	30	100.0

**Source: (Primary data, 2016)**

Results presented in table 4.16 reveal that Cars latest models include smart cars possessed by 26.7% of the total respondents, while 13.3% of the total respondents replied that their car are available 24/7, 10% of the total respondents replied that the Worldwide communication in their cars are 13.3% of the total respondents, the Market connectivity is found at 13.3% of the total respondents , 20% of the total respondent has Good tour guiding, 6.7% of the total respondents offer best service motto (tourist is prime for them) and it is the same rate for safety orientation, and finally value to money is 3.3% of the total respondent. This implies companies that are offering latest models / smart cars. As transport operators are offering latest models / smart cars, they will attract more tourists as it will be break down of car and they will enjoy the comfort and this will lead to the increase of tourists by enjoying good cars that are used in transport toward tourism.

**Table 4.17 Activities to which the respondent companies used to provide car to the tourists**

Destinations	Number of respondents according to the statements below					Total	Mean	Standard Deviation
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
To visit parks	26	2	(2)	(0)	(0)	30	1.20	0.551
	(86.7)	(6.67)	6.67	0	0	(100.00)		
To reach lodge/hotel	(22)	(4)	(0)	(4)	(0)	30	1.53	1.042
	73.3	13.3	0	13.3	0	(100.00)		
To visit other tourist destinations	(24)	(2)	(0)	(4)	(0)	30	1.467	1.041
	80	6.67	0	13.3	0	(100.00)		

**Source: (Primary data, 2016)**

**Note:** Other tourism destinations include museums, lakes and memorial sites

### 1. To visit parks

Table 4.20, reveals that 86.7% of respondents strongly agreed that they provide cars to the tourists to visit parks. Secondary, 6.67% of the entire respondents have agreed at the normal extent while 6.67% were found neutral, for the remaining alternative are nil. It implies that they provide cars to visit parks as have been revealed by majority of respondents. The mean was found as 1.20 while standard deviation is 0.551, this is not closer to mean which shows that there is big dispersion in frequencies. It clearly indicates that parks remain the main tourism destinations of the country.

### 2. To reach lodge and hotel

According to table 4.21 a large majority (73.3%) of respondents strongly agreed that they used to provide car to tourists to reach lodges and hotels. Followed by 13.3% of them disagreed and while the remaining 3.3% of the respondents were strongly disagreed. This implies that they provide cars to reach lodge and hostel as have been identified by respondents. The mean found is 1.52 while

standard deviation is 1.0 which is very closer to mean, implies that there is no dispersion among tourists reaching lodges and hotels.

### 3. To reach different destinations

The table further shows that 80% of respondents strongly agreed that they used to provide car to reach different tourism destinations. However, 13.3% of them disagreed with this statement. This implied that the respondents provide cars to reach different destinations as have been wanted by respondents. The mean for the remaining alternative is in same range as the two previous, mean is 1.46 while standard deviation is 1.041, showing little dispersion among the frequencies of respondents. The results show that transport is the backbone of tourism. Therefore, it can be confirmed that with good transportation system, tourism can be promoted.

### 4.9 Challenges facing by respondent tourism and travel companies in servicing tourism

Respondents expressed their concerns about the challenges that their transport companies facing in servicing tourism. The results are presented in table 4.22.

**Table 4.18 Challenges facing by transport companies in servicing tourism**

Challenges	Number of Respondents	Percentage to Total
Seasonality or unpredictable variations in car demand	6	20.0
Lack of adequate transport infrastructure like roads, and bridge	4	13.3
Land sliding	7	23.3
Bad service due to unexpected increase in customers	3	10.0
Loss due to unexpected decrease in customers	4	13.3
Availability of competent human resource	2	6.7
Maintenance of vehicles	3	10.0
Availability of spare parts	1	3.3
Total	30	100.0

**Source: (Primary data, 2016).**

Table 4.18 reveals that challenges facing by transport companies in servicing tourism. They include; Seasonality or unpredictable variations in car demand with 20% of the total respondents, Lack of adequate transport infrastructure like roads and bridge with 13.3% of the total respondents, Land sliding with 23.3% of the total respondents, Bad service due to unexpected increase in customers with 10% of the total respondents, Loss due to unexpected decrease in customers with 13.3% of the total respondents, Availability of competent human resource with 6.7% of the total respondents, Maintenance of vehicles with 10% of the total respondents, and finally Availability of spare parts with 3.3% of the total respondents. The results above revealed that the main challenge faced by transport companies that currently servicing the tourism is land sliding followed by seasonality or unpredictable variations in demand cars. If nothing changes to the above challenges it will be not easy to develop tourism. Without adequate infrastructure, it will hinder tourism where all destinations will not be explored accordingly.

#### 4.10 Solutions to meet the challenges

Respondents provided solutions to meet the challenges facing by their companies in servicing tourism. The results are shown in table 4.23.

**Table 4.19 Respondents’ Solutions to meet transport challenges**

Suggested Solutions	Number of Respondents	Percentage to Total
Strong transport policy	1	3.3
Availability of modern roads	12	40.0
Repairing and maintaining existing roads	9	30.0
To encourage specialization in transport	1	3.3
Hiring quality human resource	3	10.0
To provide public transport in Major touristic sites	4	13.3
Total	30	100.0

**Source: (Primary data, 2016)**

The results from the table 4.19 reveal the solutions for the respondents to meet transport challenges in tourism. Majority of respondents (40%) opined modern roads as a solution to transport

challenges in tourism services followed by another 30% of them expressing repairs and maintenance of existing roads, creation of public transport facility at tourism destinations for 13.3%, hiring of quality human resource for 10% while 3.3% of respondents expressed a strong transport policy and another 3.3% of them indicated specialization in transport service as solutions to those challenges. This implies that the potential solutions to meet transport challenges are availability of modern roads followed by repairing and maintenance of existing roads.

Normally, modern roads facilitate in promoting tourism by avoiding traffic jams, which will help transport operators to provide good service to tourists by saving time. Adequate maintenance of existing roads will be very helpful for smooth tourist mobility. It shall attract more tourists by enjoying smart roads and less fatigue as roads are maintained.

#### **Accessibility by modes of transport:**

Accessibility to important tourism destinations by different modes of transport are analyzed in the following paragraphs. Table 4.24 presents the road transport accessibility to tourism destinations.

**Table 4.20 Respondents’ opinions about the Road Transport accessibility to tourism destination in Rwanda**

Destinations	More easier	Easier	Neutral	Difficult	More difficult	Total	Mean	Standard Deviation
Volcanoes National Park	10 (33.3)	4 (13.33)	6 (20)	4 (13.3)	6 (20.0)	30 (100.0)	1.33	0.72
Nyungwe national park	15 (50)	4 (13.33)	4 (13.33)	3 (10.0)	4 (13.3)	30 (100.0)	1.6	0.94
Akagera national park	12 (40)	14 (46.67)	4 (13.3)	0 (0.0)	0 (0.0)	30 (100.0)	1.47	0.85
Lake Kivu	16 (53.3)	8 (26.67)	6 (20.0)	0 (0.0)	0 (0.0)	30 (100.0)	1.067	0.74
Kigali memorial site	18 (60.0)	10 (33.3)	2 (6.7)	0 (0.0)	0 (0.0)	30 (100.0)	1.4	0.83
Ethnographic museums	8 (26.7)	14 (46.67)	8 (26.7)	0 (0.0)	0 (0.0)	30 (100.0)	1.45	0.73
Kandt house museum	14 (46.7)	10 (33.33)	6 (20)	0 (0.0)	0 (0.0)	30 (100.0)	1.72	0.72

Kibeho	25 (83.3)	2 (6.67)	3 (10.00)	0 (0)	0 (0)	30 (100.0)	1.59	0.94
Kings 'palace museum	16 (53.3)	10 (33.3)	4 (13.3)	0 (0.0)	0 (0.0)	30 (100.0)	1.187	0.85
Natural history museum	7 (23.3)	16 (53.33)	6 (20)	0 (0.0)	1 (3.3)	30 (100.0)	1.52	0.73

**Note: Figures in brackets are percentages to horizontal total.**

**Source: (Primary data, 2016).**

The results exhibited in table 4.20 reveals the road transport accessibility of tourism destinations in Rwanda. The analysis is presented in the following paragraphs by each tourism destination.

**Volcanoes National Park:** A large majority of 46.6% of respondents testified that the road transport accessibility to volcanoes is positive. They include 33.3% of the total respondents replied that it is more easier to visit volcanoes due to road transport accessibility followed by another 13.3% of them replied that it is easier. On the other hand, 33.3% of respondents expressed the difficulties in having road transport accessibility. Thus, it can be understood that the road transport facilities available in volcanoes area contribute to the promotion of tourism in volcanoes. The results according to standard deviation and mean proved that there is little desertion among people visiting volcano national park.

**Nyungwe national park:** Respondents revealed that 50% of the total respondents replied that it is more easier to visit there, 13.3% of the total respondents replied that it is easier, 13.3% of the total respondents replied neutral, 10% of the total respondents replied that it is difficult to visit volcanoes, and remaining 13.3% of the total respondent replied that it is more difficult to visit volcanoes. The transport facilities available in Nyungwe area allows the promotion of tourism in Nyungwe. The results according to standard deviation and mean proved that there is little desertion among people visiting Nyungwe national park.

### **Akagera National Park**

According to the respondents' views it was found that 40% of the total respondents replied that it is easier to visit there, 46.67% of the total respondents replied that it is easier, 13.3% of the total respondents replied neutral, the remaining alternative is null. This implied that it is easy to visit Akagera national park. Normally the transport facilities available in Akagera national park area allows the promotion of tourism in Akagera National Park. The results according to standard deviation and mean proved that there is little desertion among people visiting Akagera national park.

### **Lake Kivu**

Respondents revealed that 53.3% of the total respondents replied that it is easier to visit there, 26.67% of the total respondents replied that it is easier, 20% of the total respondents replied neutral, the remaining alternatives were found null. This revealed that it is easier to visit the Lake Kivu.

Normally the transport facilities available in Lake Kivu area allows the promotion of tourism in Lake Kivu. The results according to standard deviation and mean proved that there is little desertion among people visiting Lake Kivu.

### **Kigali memorial site**

Respondents revealed that 60% of the total respondents replied that it is more easier to visit there, 33.3% of the total respondents replied that it is easier, 20% of the total respondents replied neutral, 13.3% of the total respondents replied that it is difficult to visit volcanoes, and remaining 20% of the total respondent replied that it is more easier to visit Kigali memorial site.

The transport facilities available in Kigali memorial site allow the promotion of tourism in Kigali memorial site. The results according to standard deviation and mean proved that there is little desertion among people visiting Kigali memorial site.

### **Ethnographic museums**

Respondents revealed that 26.7% of the total respondents replied that it is more easier to visit Ethnographic museums while 46.67% of the total respondents replied that it is easier, 26.7% of the total respondents replied neutral, the remaining alternatives was found null.

The transport facilities available in Ethnographic museums allow the promotion of tourism in Ethnographic museums. The results according to standard deviation and mean proved that there is little desertion among people visiting Ethnographic museums.

### **Kandt house museum**

Respondents revealed that 33.3% of the total respondents replied that it is more easier to visit there, 13.3% of the total respondents replied that it is easier, 20% of the total respondents replied neutral, 13.3% of the total respondents replied that it is difficult to visit volcanoes, and remaining 20% of the total respondent replied that it is not difficult to visit Kandt house museum.

Generally; the transport facilities available in Kandt house museum allows the promotion of tourism in Kandt house museum. The results according to standard deviation and mean proved that there is little desertion among people visiting Kandt house museum

### **Kibeho**

The results above revealed that 83.3% of the total respondents replied that it is more easier to Kibeho, 6.67% of the total respondents replied that it is easier, 10% of the total respondents replied neutral while the remaining alternative is null. This implied that Kibeho religious site is easier to visit. The transport facilities available in Kibeho allow the promotion of tourism in Kibeho. The results according to standard deviation and mean proved that there is little desertion among people visiting Kibeho.

### **Kings 'palace museum**

The results above as gathered from questionnaires revealed that 53.3% of the total respondents replied that it is more easier to Kings 'palace museum, 3.33% of the total respondents replied that

it is easier, 13.3% of the total respondents replied neutral while the remaining alternative is null. This implied that it is easy to visit Kings ‘palace museum.

Normally the transport facilities available in Kings ‘palace museum allows the promotion of tourism in Kings ‘palace museum. The results according to standard deviation and mean proved that there is little desertion among people visiting Kings ‘palace museum.

### Natural history museum

The results above as gathered from questionnaires revealed that 23.3% of the total respondents replied that it is more easier to Natural history museum, 53.33% of the total respondents replied that it is easier, 20% of the total respondents replied neutral while the remaining 3.3% of the total respondents replied that it is more difficult. This implied that it is easy to visit Natural history museum.

The transport facilities available in natural history museum allows the promotion of tourism in Natural history museum. Table 4.21 shows the air transport accessibility to tourism destinations.

According to the results found in Table 4.21 The standard deviation was found closer to mean, the results revealed that there is no significant dispersion among the results founds. This implies that the results found are more reliable as there is not higher dispersion among results found.

**Table 4.21 Air Transport accessibility to tourism destinations in Rwanda**

Destinations		More easier	Easier	Neutral	Difficult	More difficult	Total	Mean	Standard Deviation
Akagera	Number of Respondent	2 (6.7)	4 (13.33)	6 (20)	14 (46.7)	4 (13.3)	30 (100.0)	1.33	0.73
Volcanoes	Number of Respondent	4 (13.33)	4 (13.33)	5 (16.67)	12 (40.0)	5 (16.7)	30 (100.0)	1.6	0.95
Nyungwe	Number of Respondents	6 (20)	4 (13.33)	0 (0.0)	8 (26.7)	12 (40.0)	30 (100.0)	1.47	0.86

**Note: Figures in brackets are percentages to horizontal total.**

**Source: (Primary data, 2016).**

According to the results found in Table 4.21 The standard deviation was found closer to mean, the results revealed that there is no significant dispersion among the results found. This implies that the results found are more reliable as there is not higher dispersion among results found.

### **Akagera**

The results from respondents revealed that 6.7% of total respondent replied that it is easier to visit Akagera National Park with air transport, 13.3% of total respondents have revealed that it is easier to reach there with air transport. 20% of the total respondents were remained neutral, 46.7% of the total respondents replied that it is difficult to visit Akagera using air transport.

Air transport allow tourists to reach in Akagera but it is not easy as the cost of air transport in Rwanda is high.

### **Volcanoes**

Basically, the results from respondents revealed that 13.3% of total respondent replied that it is easier to visit volcanoes with air transport, 13.3% of total respondents have revealed that it is easier to reach there with air transport. 16.67% of the total respondents were remained neutral, 40% of the total respondents replied that it is difficult to volcanoes using air transport.

According to the information got from Akagera aviation, they have helicopters that could move the tourists from one place to another, they can land anywhere in Rwanda. Even if those helicopters could reach everywhere but the cost is relatively high.

### **Nyungwe**

Normally; the results from respondents revealed that 20% of total respondent replied that it is easier to visit Nyungwe with air transport, 26.7% of total respondents have revealed that it is difficult to reach there with air transport. 16.67% of the total respondents were remained neutral, 40% of the total respondents replied that it is difficult to Nyungwe using air transport.

With air transport tourists could easily reach in Nyungwe with less time and it is the greatest opportunity to explore everything in Nyungwe but like other air trip in Rwanda are high.

**Table 4.22 Respondents' views on Water Transport accessibility to tourism destinations in Rwanda**

Destinations	More Easier	Easier	Neutral	Difficult	More difficult	Total
Rubavu	12 (40.0)	16 (53.33)	1 (3.33)	0 (0.0)	1 (3.3)	30. (100.0)
Nyamasheke	8 (26.67)	12 (40.00)	6 (20.00)	4 (13.3)	0 (0.0)	30. (100.0)
Nkombo	10 (33.33)	12 (40.00)	0 (0.0)	2 (6.7)	6 (20.0)	30. (100.0)
Iwawa	11 (36.7)	8 (26.67)	4 (13.3)	5 (16.7)	2 (6.7)	30. (100.0)

**Source: (Primary Data, 2016)**

**Note: Figures in brackets are percentages to horizontal total.**

Water transport accessibility to Rwandan tourism destinations is relatively low as presented in table 4.22. Water transport presence is noticed in limited number of places like Rubavu, Nyamasheke, Nkombo and Iwawa.

### **Rubavu**

According to the results presented in table 4.22, it was found how it is easier to travel around Rubavu using water transport, this is due to the Lake Kivu that touch the area. Therefore 40% of respondents replied that it is easier to travel in Rubavu using water transport.53.33% of the entire respondents replied that it is easy to travel using water transport in Rubavu, 3.33% of the respondents revealed that were found neutral while the remaining 3.3% of the entire respondents replied that it is difficult.

According to the results found it is easily to confirm that Rubavu is the favorable destination for someone who needs to travel using water transport.

## **Nyamasheke**

Normally, the results above, it is easily seen how it easier to travel around Nyamasheke using water transport, this is due to the Lake Kivu that touch the area. Therefore 26.67% of respondents replied that it is easier to travel in Nyamasheke using water transport.40% of the whole respondents replied that it is easy to travel using water transport in Nyamasheke, 20% of the respondents revealed that were found neutral while the remaining 13.3% of the entire respondents replied that it is difficult. According to the results found we can confirm that Nyamasheke is the favorable destination for someone who needs to travel using water transport. Due to water transport with the access of Lake Kivu allow more travels so that tourists travel easily from Nyamasheke to different locations neighboring Lake Kivu.

## **Nkombo**

Nkombo one of the biggest islands in Rwanda which is located in western province of Rwanda, Normally, the results above, you can easily see how it easier to travel around Nkombo using water transport, this is due to the Lake Kivu that touch the area. Therefore 33.3% of respondents replied that it is easier to travel in Nkombo using water transport.40% of the whole respondents replied that it is easy to travel using water transport in Nyamasheke, 6.7% of the respondents revealed that were found neutral while the remaining 20% of the entire respondents replied that it is more difficult. According to the results found we can confirm that Nkombo is the favorable destination for someone who needs to travel using water transport in Rwanda.

Normally, at nkombo it I easily accessed by many people, due to good climate where people are enjoying island flesh air inside the lack, it is adventurous space where tourists used to visit.

## **Iwawa**

It is a small island which is known as the training center for youth which affected by excessive drogue, the results from the respondents have revealed that 36.7 % of respondents replied that it is easier to travel to Iwawa using water transport.26.67% of the whole respondents replied that it is easy to travel using water transport at Iwawa, 12.3 % of the respondents revealed that were found neutral while the remaining 16.7% of the entire respondents replied that it is difficult and the

remaining 6.7% of the total respondents replied that it is more difficult. According to the results found we can confirm that Iwawa is the good destination for someone who needs to travel using water transport in Rwanda. Iwawa ; the training center for youth it is easily accessed by many people , different kind of boats are travel there so that tourists can travel easily and any time on their convenience.

Usage of transport for social purposes is a major function of the society as human beings need social interaction. Table 4.23 depicts the application of transport towards social activities.

**Table 4.23 Transport toward the social activities**

Tourist Destinations		Transport Service is		Percentage to Total to Total
		Available	Not Available	
<b>Kibeho holy land</b>	Number of Respondents	27 (90.0)	3 (10.0)	30 (100.0)
<b>Gahini Anglican parish</b>	Number of Respondents	19 (63.1)	11 (36.9)	30 (100.00)
<b>Primus Guma Guma Super star</b>	Number of Respondents	26 (86.7)	4 (13.3)	30 (100.00)
<b>Miss Rwanda</b>	Number of Respondents	22 (73.3)	8 (26.7)	30 (100.00)
<b>Kwitaizina ceremonies</b>	Number of Respondents	23 (76.7)	7 (23.3)	30 (100.00)
<b>Expo</b>	Number of Respondents	28 (93.3)	2 (6.7)	30 (100.00)

**Note: Note: Figures in brackets are percentages to horizontal total.**

**Source: (Primary data, 2016).**

According to the results presented in table 4.23 , 90% of total respondents confirm that they provide car serving in social services especially at Kibeho holy land, on the other side, 10% of the whole participate they don't provide car to Kibeho. The result above proven that transport has

crucial role in social services as it serves people by allowing them to reach their destinations. In addition; the results above it has been proved that 63.1% of total respondents confirm they provide car serving in social services especially at Gahini Anglican Church, on the other side, 10% of the whole participate they don't provide car to Gahini Anglican Church. The result above proven that transport has crucial role in social services as it serves people by allowing them to reach their destinations.

Normally; due to the availability of transport facilities in above areas allow the access of tourists but the road to Kibeho it is not good from Huye but it in process of construction.

### **Primus Guma Guma Super star**

In the music competition tournament sponsored by Bralirwa Ltd, the super star pass in the whole country presenting their talents. The results presented in table 4.26 proved that 86.7% of total respondents confirmed that they provide car serving in Primus Guma Guma Super star , on the other side, 13.3% of the whole participate they don't provide car to Primus Guma Guma Super star . The result has shown that transport has critical role in different event especially in entertainment.

### **Miss Rwanda**

An annual selection of knowledgeable beautiful girl in Rwanda, it involves transport facilities to reach boot camps and to participate in different event like social works. The results above revealed that 76.3% of total respondents confirmed that they provide car serving in miss Rwanda , on the other side, 26.7.3% of the whole participate they don't provide car to miss Rwanda. The results have shown that transport has crucial role in different event like Miss Rwanda.

### **Kwita Izina Ceremonies**

This is the annual celebration which involves a lot of people in naming newborn gorilla; it involves many cars to serve the event. The results as from respondents has been proven that that 76.7% of total respondents confirmed that they provide car serving in Kwita izina ceremonies, on the other side, 23.3 % of the whole participate they don't provide car Kwita izina ceremonies . The results

have implies that transport has crucial role in different event like Kwita izina ceremonies. The information got from Akagera Aviation revealed that the number of passenger are increasing considerably for Kwita izina

## Expo

The results as from respondents has been proven that that 93.3% of total respondents confirmed that they provide car serving in Expo , on the other side,6.7 % of the whole participate they don't provide car Expo. The results have implies that transport has crucial role in different event like expo. The events above attract more tourists in Rwanda as far as they get reliable transport system that could help them to reach in such events.

**Table 4.24 Transport means to memorial Sites**

Memorial Destinations	Particulars	Ease of availability of transport means is					Total	Mean	Standard Deviation
		More easier	Easier	Neutral	Difficult	More difficult			
Gisozi	Number of Respondents	16 (55.2)	12 (40)	2 (6.9)	0 (0.0)	0 (0.0)	30 (100)	1.53	0.629
Nyamata	Number of Respondents	14 (46.7)	8 (26.67)	8 (26.7)	0 (0.0)	0 (0.0)	30 (100)	1.80	0.847
Murambi	Number of Respondents	14 (46.7)	10 (33.33)	5 (16.67)	0 (0.0)	1 (3.3)	30 (100)	1.67	0.758
Kibeho	Number of Respondents	25 (83.3)	2 (6.67)	3 (10.00)	0 (0.0)	0 (0.0)	30 (100)	1.267	0.639
Ntarama	Number of Respondents	16 (53.3)	10 (33.3)	4 (13.3)	0 (0.0)	0 (0.0)	30 (100)	1.60	0.724

**Note: Figures in brackets are percentages to horizontal total.**

**Source: (Primary data, 2016)**

### **Gisozi**

The results from respondents as presented in table 4.23 reveal that 55.2% of total respondents have revealed that it is easier to reach there. 37.9% of the entire respondents replied that it easier to visit there. Therefore 6.9% of the total respondents were remained neutral while the remaining alternatives are found null. This is more meaningful that it is easy to get transport facilities to reach Gisozi memorial site. From the table mean of tourists that visiting Gisozi is 1.53 while standard deviation is 0.629; as far as the standard deviation is not closer to mean, there is dispersion of people that are visiting the place.

### **Nyamata**

The table 4.25 further reveals that 46.7% of total respondent replied that it is easier to visit Gisozi, 26.67% of total respondents have revealed that it is easier to reach there. Therefore 26.7% of the total respondents were remained neutral while the remaining alternatives are found null. This is more meaningful that it is easy to get transport facilities to reach Nyamata memorial site. In other hand the was found as 1.8 while standard deviation is closer to mean with 0.84, this means that there is no dispersion in frequencies of people that are visiting Nyamata.

### **Murambi**

It can be further witnessed for the table 4.27 that 46.7% of total respondent replied that it is easier to visit Murambi, 33.3% of total respondents have revealed that it is easier to reach there. 13.3% of the entire respondents replied that it easier to visit there. Therefore 16.7% of the total respondents were remained neutral while the remaining 3.3% replied that it is more difficult. This is more meaningful that it is easy to get transport facilities to reach Murambi memorial site. The mean is 1.6 with standard deviation of 0.75 and it relatively closer to mean, there is little dispersion of frequencies in visiting the place.

## Kibeho

With reference to Kibeho, the table 4, 25states that 83.3% of total respondent replied that it is easier to visit Kibeho, 6.67% of total respondents have revealed that it is easier to reach there. 10% of the entire respondents remained neutral while the remaining alternatives are found null. The mean is 1.26 while the standard deviation is 0.63 which is not closer to mean, this means that there is dispersion in frequencies of visiting Kibeho.

The results above revealed that the main important factor here is the rapid development of transportation sector and application of technological innovations which enable the tourists to reach many destinations in Rwanda. The study revealed that different roads network in Rwanda help the tourists to reach many destinations and allow them to attend different events in Rwanda.

**Table 4.29 Usage of cars during a week**

Reasons of high cars demand in weekend	Number of Respondents	Percentage to Total
Wedding	18	60.0
Visiting old parent in village	8	26.67
No work	2	6.67
None above	2	6.7
Total	30	100.0

**Source: (Primary data, 2016)**

According to table 4.29, the reasons behind the higher rate of car's usage in the weekend include; Weddings in the opinion of 60% of the total respondents, Visiting old parent in village for 26.6% of the total respondents, No work for 6.67% of the total respondents, None above with 6.7 of total respondents. The main reason for higher demand for cars in weekends is weddings as chosen from the perspective of the majority of respondents.

Normally, as it has shown in the results above, most of cars in weekend are used for wedding, this undermines the tourism activities, where some tourists miss cars to use in weekend. There is need of specialization in tourism in order to meet customer demand

**Table 4.30 Transportation and commercialization of cultures**

Cultural activities	Number of Respondents	Percentage to Total
Intore	9	29
Dance	6	19.3
Music	4	12.9
Drummers	9	29.0
Women drummers	4	9.7
	30	100.0
Total		

**Source: (Primary data, 2016)**

Table 4. 30 shows that Transportation allow commercialization of cultures through the transport in tourism ; through Intore with 29% of total respondents, Dance with 19.3% of total respondents, Music with 12.9% of total respondents, Drummers with 29% of total respondents, Women drummers with 9.7% of total respondents. The results above revealed that transport allow commercialization of culture which is an important type of tourism namely cultural tourism

**Table 4.31 Respondents' perception towards the development of tourism and its effect on ecological balance**

Respondents' perception	Number of Respondents	Percentage to Total
Damages Ecological Balance	22	73.3
Does not damage Ecological Balance	8	26.7
<b>Total</b>	30	100.0

**Source: (Primary data, 2016)**

To a question on whether the development of tourism results in damaging the ecological balances, majority of the respondents (73.3 %) confirmed and agreed that tourism development damages the ecological balance while the remaining 26.7% of them denied that. Considering the majority of respondents; it can be construed that the development of tourism may result in damaging the ecological balances.

Normally as proven by respondents, more tourist’s activities could spread epidemics that could damage the environment and contaminate people and animals, mass tourists need the way they can pass through to visit the animals and finally lead to destruction of fauna and flora.

The respondents expressed their concerns about the need for investment in transport in the country as presented in the table 4.32.

**Table 4.32 Need for investment in Transport sectors in Rwanda**

Transport Sector	Particulars	Needed investment	Not needed investment	Total	Remarks
Roads	Number of Respondents	17 (56.6)	13 (43.3)	30 (100.0)	More investment needed
Airport	Number of Respondents	28 (93.3)	2 (6.6)	36 (100.0)	More investment needed
Rail way	Number of Respondents	20 (66.7)	10 (33.3)	30 (100.0)	More investment needed
Ropeways	Number of Respondents	24 (80.0)	6 (20.0)	30 (100.0)	More investment needed
Water transport	Number of Respondents	19 (63.3)	11 (36.7)	30 (100.0)	More investment needed

**Note: Figures in brackets are percentages to horizontal total.**

**Source: (Primary data, 2016)**

Table 4.31 reveals that there is need of investment in Roads for 69.2% of the respondents, in airports for 77.8% of the respondents, in railways to 66.7% of the respondents, in ropeway for 80% of the respondents and in water transport for 63.3% of the respondents. Considering the results

above we can conclude that transport sector in Rwanda need to be improved as identified by the majority of respondents.

Normally as far as the above investment plan will be implemented, it will improve the tourism industry in Rwanda. It will reduce traffic jams because of alternative roads and airport that will be available in Rwanda.

**Table 4.33 Contributing factors to reach Rwanda easily from abroad**

Contributing factors	Number of Respondents	Percentage to Total
Airlines	10	33.3
One single VISA	6	20.0
EAC mobility	9	30.0
Internal transport system	5	16.7
Total	30	100.0

**Source: (Primary data, 2016)**

The question was about how easier to reach in Rwanda from abroad; the results presented in table 4.32 reveal that; airlines contribute to easy reach of Rwanda from the perspectives of 33.3% of the respondents followed by EAC mobility for 30% of the respondents, one single VISA for 20% and internal transport system for 16.7% of the respondents.

Normally, the availability of single visa and EAC mobility allows more tourists to explore more destinations in Rwanda.

### **Conclusion**

To sum up, in the transportation in tourism is like the back bone, it is regularly observed as simply part of the tourism framework where is conveying the travelers to the goals, a method for getting around the place and abandoning it once the term of the outing is finished. Transport administrators enable the visitor to achieve the coveted goals in Rwanda.

## **CHAPTER 5: SUMMARY, CONCLUSION AND RECOMMENDATIONS**

### **5.0 Introduction**

This chapter summarizes the findings of the study, draw conclusions from analysis and findings and provide recommendations to improve the Transport Structure and its functioning to enhance the servicing value to Tourism in Rwanda.

The purpose of the study was to assess the role of transport in tourism by using different transport and tours companies where it explored primary and secondary data about the role of transport in tourism in Rwanda with specific objectives of identifying nature, types and size of transport in Rwanda, to determine percentage share of transport in tourism, to identify challenges facing by transport companies in servicing tourism and to offer solutions to meet the challenges of transport in Rwanda.

### **5.1 Summary of Findings**

Generally, this research explored primary and secondary data about the role of transport in tourism in Rwanda with specific objectives of identifying nature, types and size of transport in Rwanda, to determine percentage share of transport in tourism, to identify challenges facing by transport companies in servicing tourism and to offer solutions to meet the challenges of transport in Rwanda.

#### **5.1.1 Structure of transport in Rwanda**

Rwanda is land locked country, road is the most predominant transport mode. The main roads were repaired, the project of fielder road is developing.it is easily to get motorcycle for everywhere you are in Kigali. Water transport companies in different rivers and lakes are developed. Finally, air transport was developed where many routes were added especially in western Africa and other. Railway is still in project and its budget calculated.

The results from respondents revealed that the majority of respondents are those one doing land transport where 86.7% of respondents are doing land transport based activities while the remaining 13.3% are doing air transport. The results revealed that the majority of respondents are using buses.

### **5.1.2 Structure of tourism in Rwanda**

There is extraordinary significance connected to adjusting the insurance of the common assets and improvement in Rwanda for both the present and future ages to flourish. That is the vision for feasible tourism and protection that has been set for this nation. The investigation uncovered that Rwanda is known for mountain gorilla. In front of the current year's Kwita Izina, Rwanda's leader occasion celebrating with the group and the world everywhere the fruitful protection of our jeopardized mountain gorilla populace through the naming of new-conceived infant gorillas, new duties have been reported for mountain gorilla trekking exercises where it ascended from \$750 to \$1500, a point of reference inside the worldwide tourism industry. The essential target of these modified levies is to guarantee the long-haul maintainability of a delicate animal categories in a world that is progressively tested in ensuring bio-assorted variety and regular resources for who and what is to come

Aside from that there will be there are different parks like Akagera, Nyungwe, and lakes, exhibition halls, and remembrances site. In nearly corners there is transport offices that assistance vacationers to reach in various goals in Rwanda.

### **5.1.3 Role of transport in tourism**

The principal essential factor here is the quick progression of transportation section and utilization of mechanical improvements which enable the voyagers to accomplish various objectives in Rwanda. The examination revealed that unmistakable lanes orchestrate in Rwanda assist the vacationers with achieving various objectives and empower them to go to different events in Rwanda.

The examination found that the Transportation in tourism is often seen as essentially part of the tourism structure which is responsible for passing on the tourists to the objectives, a strategy for getting around the place and forsaking it once the length of the trek is done. Transportation game plan of a voyager objective influences the tourism encounter which clears up how individuals travel and why they pick unmistakable sorts of occasion, target, and transport.

The adjustment in transportation modes notwithstanding low charges has extended the accessibility of areas once thought to be off the beaten path. Gets to voyager areas move as showed by the possibility of the site, the state of system, and the adequacy of the overall public transport structure.

### **5.1.3 Transport, Tourism and Economy of Rwanda**

It was discovered that in 2014 Rwanda's GDP was assessed to be RWF 5,395 billion (National Institute of Statistics of Rwanda, NISR). The administration segment which encapsulates tourism related exercises contributed 47% of GDP, farming 33% and industry 14%. There is awesome significance connected to adjusting the assurance of the regular assets and advancement in Rwanda for both the present and future ages to flourish. That is the vision for maintainable tourism and protection that has been set for this nation.

### **5.1.4 Challenges facing by transport companies in servicing tourism**

The main challenge faced by transport companies that currently servicing the tourism is land sliding followed by seasonality or unpredictable variations in car demand , seasonality or unpredictable variations in car demand was found with 20% of the total respondents, lack of adequate transport infrastructure like roads and bridge with 13.3% of the total respondents, land sliding with 23.3% of the total respondents, bad service due to unexpected increase in customers with 10% of the total respondents, loss due to unexpected decrease in customers with 13.3% of the total respondents, availability of competent human resource with 6.7% of the total respondents, maintenance of vehicles with 10% of the total respondents, and finally availability of spare parts with 3.3% of the total respondents. The mentioned above was found as main challenges that tourism transport are used to face.

### **5.1.5 Solutions to meet the transport challenges by the respondents**

The study revealed those solutions to meet transport the challenges are; strong transport policy, availability of modern roads with 40% of the total respondents as revealed by majority of respondents it was found as the main solution to meet challenges affecting transport in Rwanda. Therefore, repairing and maintaining existing roads with 30% of the total respondents and to encourage specialization in transport. This implied that the potential solutions to meet transport the challenges is availability of modern road followed by repairing and maintaining of the existing road

Concerning to the road transport accessibility in tourism destination in Rwanda is found that it is easy to reach in major touristic destination in Rwanda like Volcanoes National Park, Nyungwe national park: the study revealed that 50% of the total respondents replied that it is easier to visit Nyungwe. When we analyse the road accessibility in Akagera National Park, it was found that

40% of the total respondents replied that it is easier to visit there, 46.67% of the total respondents replied that it is easier. This implies that it is easy to visit Akagera national park. In other destinations in Rwanda, it was found that it is accessible by road transport

According to water Transport accessibility in tourism destination in Rwanda, it was found that it is accessible in region where there are big lakes like Kivu, in other location is not developed.

Concerning to the transport toward social services is done in Kibeho and Gahini to visit holy land, in addition it is mainly done to visit different memorial site like Gisozi, Ntarama, Nyamata, Murambi and Others.

The study analyse therefore transport toward different events. It was found that cars are provide in such event like Miss Rwanda, Primus guma-guma, expo, and kwitizina ceremonies. Normally the latest events are known n event that capture mind of many people, this hence the increase of car demand in Rwanda.

Secondary data from United Nations Economic Commission for Africa Sub-Regional Office for East Africa “Development of Rwanda Tourism Satellite Accounts”.

Revealed that in 2014 Rwanda’s GDP was estimated to be RWF 5,395 billion (National Institute of Statistics of Rwanda, NISR). The service sector which embodies tourism related activities contributed 47% of GDP, agriculture 33% and industry 14%. Rwanda’s international inbound tourism arrivals have been increasing steadily from 908,009 in 2011 to 1,219,529 in 2014. Most visitors arrive and depart by road. For instance, in 2014 almost 90% of arrivals used land transport. Traders, employees and other cross-border visitors are excluded since they do not leave their ‘usual environment.

### **5.1.6 Answers to research questions**

**Research question No 1:** What is the structure of transport and tourism sectors in Rwanda?

**Answer:** Transport in Rwanda is predominantly in view of streets, it is principle method of transport for the two travelers and products. The characterized street more than 1000km of cleared main roads, 1600km unpaved national streets and 1.838 km of region streets.

A project of constructing Bugesera airport is in process to improve air transport mode. Water transport is mainly made at Lake Kivu, river and other lakes located in different location. Most of transport companies are grouped in companies and cooperatives.

**Research Question No2: What is the role of transport in tourism?**

The study revealed that different roads network in Rwanda help the tourists to reach many destinations and allow them to attend different events in Rwanda.

**Research Question No3: What are the challenges facing by transport companies in servicing tourism?**

**Answer:** The study found that numerous challenges are faced by transport companies that currently servicing the tourism is land sliding, Seasonality or unpredictable variations in car demand, Lack of adequate transport infrastructure like roads and bridge, Bad service due to unexpected increase in customers, Loss due to unexpected decrease in customers, Availability of competent human resource, Maintenance of vehicles, and finally Availability of spare parts.

**5.2 Conclusion**

Transport has main role in tourism as it serves as channel that link people and tourism destinations. There are three main modes of transport; Road, air, and water transport. The most used in Rwanda is road transport, there is no rail way, there is therefore one main airport but a big project is undertaken for Bugesera international airport.

The results from respondents have revealed that there is no clear standardization for car used in tourism and car used in remaining activities, both cars are used in public transport, privates and social service transport. The study found that it still many challenges that are hindering transportation system, the main challenges that tourism transport are used to face is land sliding and unpredictable variation of customers that are hinder their preparation to meet customers car demand.

The proposed solution to meet the transport challenges were found as; Strong transport policy, Availability of modern roads. The main solutions to meet transport the challenges is availability of modern road followed by repairing and maintaining of the existing road.

Finally, transportation plays vital role in tourism in Rwanda as it links people with their desired destinations.

### **5.3 Recommendations**

After doing this study about the role of transport in tourism in Rwanda, the following recommendations were formulated on the basis of findings obtained from the respondent transport, tours and travel operators in Rwanda.

1. Transport means and modes be targeted to be distinctive and attractive.
2. There is need of standardization in tourism transport to make the transport component also an enjoyable tourism experience.
3. Road maintenance should be streamlined to provide all-weather transport to tourism destinations in Rwanda.
4. Mechanized high speed water transport means to be introduced to convert water transport as a source of water sports, leisure and recreation to attract tourists.
5. Creative tourism should be taken up as an element to realize the future of tourism development in Rwanda.
6. The air transport should be developed in order to reach different tourism destination in short time following the example of Akagera Aviation services in volcanoes and Akagera Park.
7. The hike in the cost of visiting volcanoes is appreciated as it contributes to ensure environmental sustainability and preserving Gorillas. However, the policy should be reviewed to ensure long term sustainability of Rwanda as world's tourism destination.

#### **5.4 Suggestions for further studies**

Transport is a wide topic it would better if further research carried out in order to cover the remaining aspects;

1. Creative tourism through technological improvements attained in transport activity in Rwanda
2. Diversified tourism in Rwanda through creativity and innovation in doing the business in tourism.

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## **APPENDICES**

- . Research Questionnaire
- . List of Tour, Travel and Transport Companies