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Title of Dissertation: **AN ASSESSMENT OF EFFECTIVE LOGISTICS MANAGEMENT AND SERVICE DELIVERY: A CASE STUDY OF NYABIHEKE REFUGEE CAMP-RWANDA**  
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### **ABSTRACT**

The study focused on assessing the effectiveness of logistics management and service delivery in an organization, taking Nyabiheke Refugee Camp in Rwanda as a case study. The hypothesis that aligned logistic management enhances quality service delivery undergirded the study. In assessing the effectiveness of logistics management in the case study the primary yardstick was that quick and quality service delivery enhanced customer satisfaction and increased customer trust and retention. In the investigation, the researcher adopted a cross-sectional descriptive survey design. Both questionnaires and interview guide were designed to elicit a wide scope of information to support the topic of study. The questionnaire comprised of both open and close-ended questions; it was also a self administered questionnaire. With respect to the first study objective, i.e to establish the effect of logistics planning on service delivery in Nyabiheke Refugee Camp, the findings revealed that there was a significant association between effectiveness of logistic management and quality of service delivered and customer behavior. This finding affirmed that the quality of logistics management determines service process thereby increasing the importance of efficiency in logistics service provision which results into customers' shorter delivery times and more accurate services. With respect to the second objective of the study, i.e to assess the influence of fleet management on service delivery in Nyabiheke Refugee Camp, the investigation revealed that fleet management had a direct positive effect on quality of service delivery. It was therefore concluded that fleet management, regarding timeliness and accuracy, increased quality of service delivery; all had direct impact on service quality in terms of delivery processing. With respect to objective three of the study, i.e. to examine the influence of warehousing management on service delivery in Nyabiheke Refugee Camp, the investigation showed that 78.0% of respondents agreed that quality of service delivery is basic to customer satisfaction. Therefore it was noted that customers could be satisfied when they are able to obtain the quantities they desire in a timely fashion. Further, the study found that, 84.0% agreed that service providers' agility was related to customer behavior. Finally, on the establishing relationship between service providers and service delivery the study findings revealed that there was a significant relationship between logistic systems of service providers and service delivery; by and large, it is believed that the adoption of effective management systems in either fleet or warehousing, enhances service quality. These findings are in agreement with findings of (Loebbecke and Powell, 1998) who stressed that the accessibility of delivery status at any time and the immediate notification of delays or other delivery problems are regarded as basic information needs in the logistics chain. In conclusion, it was found that effective logistics

management, fleet management and warehouse management have direct impact on service delivery.