

Operational Challenges Hindering Passenger Patronage along the Calabar-Oron Corridor, Nigeria

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Abstract:- This study assessed operational challenges hindering passenger patronage along the Calabar-Oron corridor, Nigeria. Data were collected using about 590 copies of questionnaire at 98% success rate of using simple random sampling techniques. The hypothesis was formulated and tested using one way analysis of variance. The result showed that there was a significant difference in operational challenges on passengers patronage of inland waterways transportation along the Calabar-Oron corridor, ($N = 590$, $F = 12.547$, $p = .001$). The findings of this study concluded that operational challenges make passengers have negative perception on travelling via inland waterways transport. The summary of the study was that operational challenges are also the leading cause of the poor development of the inland waterways transport along the Calabar-Oron corridor.

Keywords:- Corridor, Patronage and Operational.

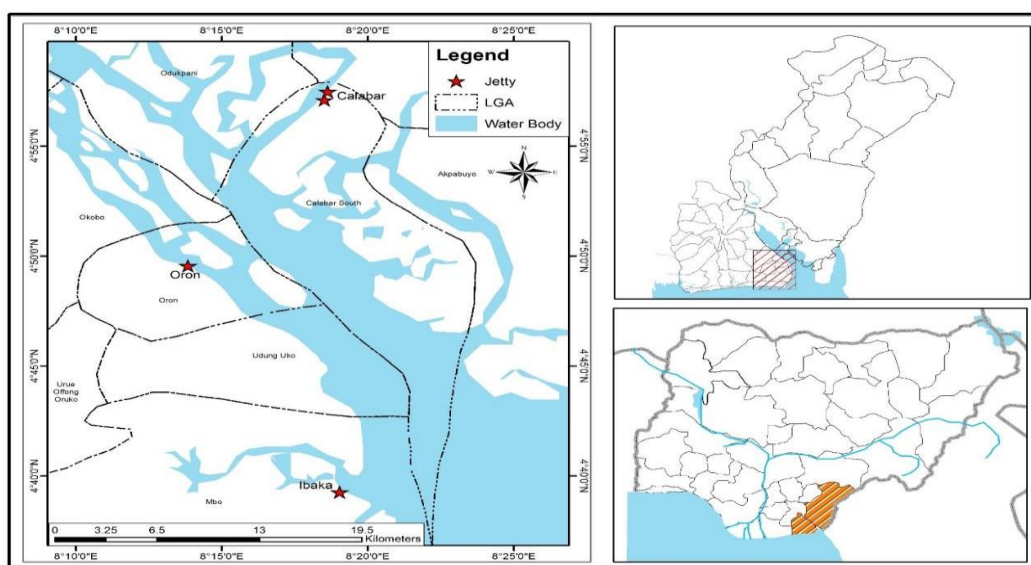
I. INTRODUCTION

Inland waterways transportation is the movement of people and goods along the water corridor or network. Inland waterways transportation is an alternative mode of transportation in Nigeria. But in riverine communities, it is the most predominant because most communities are only accessible by waterways. Despite its durability in riverine areas, this mode of transportation is not developed and is facing a lot of operational challenges. These challenges

range from functional boats, fares, safety measures, security, satisfaction of customers, overcrowded terminals, delays, journey time, comfort, and hygiene conditions. These challenges have affected the passengers' patronage along the Calabar-Oron inland waterways corridor. Although a lot of effort backed by the legislature has been put in place like the cabotage act (2003), whose sole aim was to increase local content in Nigeria maritime space. Also, the enactment of National Inland Waterways Authority (NIWA) through Decree No: 13, of 1997, was meant to manage operation activities in Nigeria waterways.

Study Area

The Calabar-Oron water transportation corridor was the main access to Calabar before the construction of Calabar-Itu highway. This also led to a corresponding importance of Oron. Calabar and Oron are ancient cities, with strong colonial presence during the era and located in Cross River and the Akwa Ibom States respectively. These States are part of the south-south geopolitical zone of Nigeria. They lie between longitudes 8.7° and 8.19° East of the Greenwich Meridian and latitudes of 4.30° and 5.15° North of the Equator, respectively. The location of the four terminals are Calabar (Safe journey and Nsidung) is located at $4^{\circ} 57' N$ & $8^{\circ} 18' E$ and $4^{\circ} 57' N$ & $8^{\circ} 18' E$ respectively, while Oron (Oron and Ibaka) were located at $4^{\circ} 49' N$ and $8^{\circ} 13' E$ and $4^{\circ} 39' N$ & $8^{\circ} 18' E$ respectively. They all lie within the Cross River estuary.



Statement of the Problem

Nigeria is blessed with abundant human resources; managing her inland waterways transportation corridor is a major challenge. These challenges are felt most in riverine communities where the available mode of transportation is by inland waterways transport. Despite the vast waterways and the enormous potential of inland water transportation in

terms of economic and social benefits, the government has not paid sufficient attention to the development of the sector; unlike road networks which are comparatively quite developed. The neglect has deprived the economy of a cheap mass transportation system for passengers, goods and agricultural produce.



Nsidung Terminal Calabar

II. LITERATURE REVIEW

Okon (2010) studied inland waterways transportation in Lokoja, Nigeria and identified the institutional problems to include poor funding, inadequate manpower, motivation and general neglect over the years. Also, Bayode & Ipingbemi (2016) studied the protection and functional features of water-dependent movement in Lagos State, Nigeria. They urged the government to provide adequate measures for safety and security on waterways through effective monitoring of operators in the industry. These researchers also noticed that most of the operators lacked technical knowledge and recommended that the relevant government agencies organize training and workshops to promote efficiency in the industry. Moreover, Ishiwatari (2011) studied the inland waterways movement in Southern Sudan, the result of the study was that inland waterway transport had been neglected and abandoned by relevant authorities as a mode of transportation. The study also assessed the absolute imperishable nature of inland water transportation during war and conflict regions as a veritable route for exodus.

Obed (2013) assessed the inland waterways transportation operation management in Nigeria. The study used cross sectional survey research design. The outcome was the poor management and enforcement of the cabotage Act 2003 and amended in 2007 as one of the major factors for the setbacks in the growth of inland water transport and

the entire maritime industry in the country. The research recommended the implementation of the Act which would then impact positively not only on the inland waterways transport, but also the growth and development of the entire maritime. In addition, Rangaray & Raghuram (2007) worked on the viability of inland water transport in India and the study used the survey research design. The study identified passengers' challenges to include unacceptable traveling time, high fare, inconvenience, inadequate ferry to carry vehicles and poor tourism development. High operating costs and poor fleet planning and scheduling also posed serious challenges. The scholars also established that the high cost of operations was made up of vehicle costs, fuel costs, crew costs, maintenance costs and loading and unloading costs.

Azad (2009) investigated river passenger vessel disasters in Bangladesh. The researcher identified institutional lapses which ranged from weakness in law enforcement and mismanagement to negligence and irresponsibility of concerned authorities as major contributing factors. These were further compounded by the profit-centered attitude of vessel owners, corruption and insufficient budget for the Bangladesh inland waterways corridor. Melgarejo (2014) investigated the sustainability and promotion of inland waterways transport projects in the Magdalena river in Colombia. The study employed quantitative analysis, the outcome revealed; lack of proper coordination within government institutions and

insignificant contribution to livelihood and proper environment. The loss of private interest in the inland waterways transport was due to its poor contribution to life support systems and environmental conditions. Furthermore, the huge capital investment and formalities requirements were serious bottlenecks for participation on terminals, ports and logistics. There was therefore a necessity to address goals within inland waterways transport projects with integration within other modes of transport.

III. THEORETICAL FRAMEWORK

Public-Private Partnership (PPP)

Utomi, Nkamnebe, Muo, Nnabuife, Osisioma, Nzewi, Nwankwo and Akpan (2010) see public-private partnership as a contractual agreement among public and private sector initiative to construct, renovate, refurbish and manage public goods of infrastructural nature. This partnership could involve long and short-term collaboration between both parties to share costs, rewards, and risks of the project. The public-private partnership could involve scenarios where the public sector offers, retains, or retakes ownership and management for the good of the public. The public-private partnership model is very useful for the development of infrastructure for optimal operation performance on the inland water transportation along the corridor. In the past, the government funded all infrastructures, but due to the prevailing economic situation in Nigeria, it has impacted

negatively on the ability of the government to continue in delivering infrastructure projects.

IV. METHODOLOGY

The method used for gathering data was from primary and secondary sources. Primary sources were questionnaire, image capturing of scenes at the terminals and geographical coordinates using GPS to capture the study locations. While the secondary sources were published and unpublished items, journals, maps, books and other completed projects that were relevant to the study and constituted the background information to this research as well as related records with operators. The targeted population for this study consisted of the passengers who patronized the terminal services.

V. DATA AND RESULT

The hypothesis was tested using one-way ANOVA and the results are below. The summary of the ANOVA model for operational challenges tested 10 variables (functional boats, fares, safety measures, security, satisfaction of customers, overcrowded terminals, delays, journey time, comfort, and hygiene conditions). The $N = 590$, $F = 12.547$, $p = .001$. Thus the null hypothesis was rejected which stated that there was significant difference in operational challenges on patronage of inland waterways transport along the Calabar-Oron corridor.

ANOVA result for of the Satisfied

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups (Combined)	1275113.300	3	425037.767	4.340	.010
Linear Term	1228684.880	1	1228684.880	12.547	.001
Contrast	46428.420	2	23214.210	.237	.790
Deviation					
Within Groups	3525414.600	36	97928.183		
Total	4800527.900	39			

VI. DISCUSSIONS OF FINDINGS

The questionnaire result established that negligence of government over the years has led to poor conditions at the terminal, which have discouraged high profile passengers; In addition, low private investment and government negligence generally impact poor development on physical facilities. These operational challenges make passengers have a negative perception on travelling via inland waterways transport. As a result of these operational challenges, most passengers have adopted an alternative by travelling by road despite spending more time and money.

development of the inland waterways transport along the Calabar-Oron corridor. Moreover, there is great need for an improvement in services consequent upon improved facilities is recommended for enhancing service efficiency on the corridor.

VII. SUMMARY AND RECOMMENDATION

The operational challenges hindering passenger patronage were negative. These also constitute the perception of the passengers. There is a correlation between operation performance and passengers perception, these operational challenges are also the leading cause of the poor

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