

St. MARRY UNIVERSITY



**ST. MERY'S UNIVERSITY
SCHOOL OF GRADUATE STUDIES**

**FACTORS AFFECTING TRANSPORT SERVICE QUALITY IN THE
CASE OF ADDIS ABABA CITY**

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**Addis Ababa,
Ethiopia**

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St. Mery's University
School Of Graduate Studies
Department of Business Education
MBA Program

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**A THESIS SUBMITTED TO ST. MARY'S UNIVERSITY, SCHOOL
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**JUNE, 2021
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Approved by Board of examiners:

Advisor

Examiner

Examiner

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I, the undersigned declare that this MBA thesis entitled” **Factors affecting transport service quality in the case of addis ababa city**” is my own original work and it has not been presented or the award of any other Degree or otherwise in any other university or institution. Sources and materials used in this manuscript have duly acknowledged and properly documented.

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