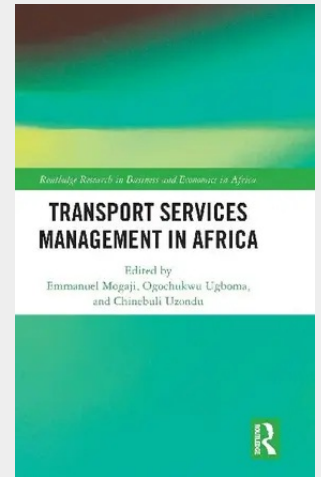


Transport Services Management in Africa

Transportation is an essential part of human activity and a service that makes an enormous contribution to the economic, social, and general well-being of countries and their citizens. However, many developing countries and emerging economies are suffering from institutional challenges that impact their transport infrastructure and ability to provide an effective transport service. This book highlights the research on transportation services in Africa and provides theoretical underpinning for future studies on transport service management. It recognises that one size does not fit all, acknowledging that transport service provision in Africa needs to be contextualised amidst the inherent challenges and the travel demands of citizens. This book moves beyond Western transport, land use, and engineering research to explore transportation from a services and business perspective and provides a comprehensive resource encompassing transport service quality, marketing communication, public sector engagement with stakeholders, and sustainable and inclusive transportation. This edited collection brings together insights from authors across Africa to provide much-needed theoretical and practical knowledge for academic researchers and students, as well as policymakers in the region.



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