

# Influence of Leadership Capabilities on Performance of Road Transport Service in Nairobi, Kenya

By

<sup>1</sup>Alex Vundi Kakungi, <sup>2</sup>Judith Njue, <sup>3</sup>Dennis Juma Okello

<sup>1</sup>Student, MSC Human Resource Management, Jomo Kenyatta University of Agriculture & Technology, Nairobi, Kenya.

<sup>2</sup>Kenya Methodist University, P. O. Box 3031-60200, Meru, Kenya.

<sup>3</sup>Lecturer, Jomo Kenyatta University of Agriculture & Technology, Nairobi, Kenya.

## Abstract

*Most large cities and rapid growing cities in the world suffer the brunt of chaotic Road Transport Service (RTS). The fast growing city of Nairobi, in Kenya, is experiencing vast challenges in RTS. Unfortunately, the same challenge, of RTS in Nairobi, is slowly creeping in other fast growing urban areas in Kenya. And in spite of multiple interventions like extensive road expansion, mobile courts for traffic offenders, digitalization of traffic lights, and so forth, the RTS still falls short of glory. Empirical work on Public Road Transport Service (PRTS) in Kenya reveals that there has been very little focus on the influence of leadership capabilities on performance of RTS in Kenya. Precisely, this is the research gap that this study strives to fill in. Of all respondents, eighty five point two percent felt that the Public Service Vehicles (PSV) they work for are not well led. Further, ninety two point six percent of respondents felt that PSV managers are highly influential. However, majority of respondents, ninety six point three percent pointed out that, PSV managers receive no praise for achievements made in RTS. These findings indicate that PSV managers can either positively or negatively influence the performance PRTS. Notwithstanding that PSV managers are expected to motivate their employees, PSV manager's motivation levels are extremely low, thus rendering them ineffective in addressing employee motivation needs. Ultimately, leadership matters only insofar as it is influential, and therefore, it is true that highly motivated PSV managers can largely transform the chaotic RTS, in Kenya.*

**Keywords:** *Leadership capabilities:* Human abilities that inspire willing obedience from followers (Adair, 2005).

**Motivation:** A function of management that helps employees to unleash their abilities (Hersey et al. 2000).

**Organizational performance:** Results registered by an organization after all required resources are pulled together (Burkus, 2012).