Asian Journal of Research in Business Economics and Management

ISSN: 2249-7307 Vol. 12, Issue 9, September 2022 SJIF 2022 = 8.529 A peer reviewed journal

ASSESSMENT OF THE ATTITUDES OF BODABODA RIDERS ON PURCHASING MOTORCYCLE INSURANCE COVERS: A CASE OF ALLIANCE INSURANCE CORPORATION IN MOSHI MUNICIPALITY

Richard Malima*

Nyanjige M. Mayala and AmembahA.Lamu Amos MwengeCatholic University, Tanzania Email id: richardmalima@gmail.com

DOI: 10.5958/2249-7307.2022.00060.3

ABSTRACT

The study aimed to assess the attitudes of bodaboda riders on purchasing motorcycle insurance covers in Moshi Municipality. Study deployed across sectional research design with a pragmatic research approach where both qualitative and quantitative techniques were used. Data collected at a single point was able to provide description and determine relationship between variables. Data was collected through self-administered questionnaires. The study involved 200 bodaboda riders from different points at Nyerere road. assessment on attitudes of bodaboda riders on purchasing motorcycle insurance covers was done using descriptive statistics which found that, bodaboda motorcycle insurance price were not affordable while study found out that more than half of the bodaboda rider that have negative altitude of purchasing insurance cover in Moshi Municipality, because of bad terms and conditions, bureaucracy after accident, benefit of insured bodaboda was low and language which were used in filling claimed form was not suitable for the bodaboda riders. Moreover research concludes that it's important for insurance companies and Regulator Authority to provide education on types and benefits of motorcycle insurance covers to influence bodaboda riders to purchase insurance. The study recommends that insurance companies should create good conditions for bodaboda motorcycle insurance covers. It's because most bodaboda riders don't think it's easier for them to get the benefit. Therefore education is needed earlier to bodaboda riders on the benefit of motorcycle insurance covers.

KEYWORDS: Attitude, Insurance, Insurer, Motorcycle Insurance Covers.

REFERENCES

- Agyapong, G. K. (2011). The Effect of Service Quality on Customer Satisfaction in the Utility Industry-A Case of Vodafone (Ghana). *International Journal of Business and management*, 6(5), 203.
- Aigbavboa, C., &Thwala, W. (2013). A Theoretical Framework of Users' Satisfaction/Dissatisfaction Theories and Models. In the 2nd International Conference on Arts, Behavioral Sciences and Economics Issues (ICABSEI'2013) Dec.
- Akalu, A. (2015). The Effect of Service Quality on Customer Satisfaction in Selected Insurance Companies In Addis *Ababa*. Dissertation for award of Bachelor Degree at Addis Ababa University: Ethiopia.

Asian Research consortium www.aijsh .com

- Akanlagm, J. A. (2011). Promoting Customer Satisfaction in the Insurance Industry in Ghana: A Case Study of Selected Insurance Companies in The Tamale Metropolis. Dissertation for award of Masters' Degree at Kwame Nkrumah University of Science and Technology: Ghana.
- Banaji, M. R., & Heiphetz, L. (2010). Attitudes. Handbook of social psychology.
- Bishop, T., & Amos, P. (2015). Opportunities to improve road safety through 'boda-boda' associations in Tanzania.
- Grimm, M., &Treibich, C. (2016). Why do some motorbike riders wear a helmet and others don't? Evidence from Delhi, India. Transportation Research Part A: Policy and Practice, 88, 318-336.
- Imenda, S. (2014). Is There a Conceptual Difference between Theoretical and Conceptual Frameworks? Journal of Social Science. 38(2): 185-195.
- Jose, N.W. (2015). Functional Theory of Attitudes: Explained. [https://jhernandezpro.wordpress.com/2015/04/19/functional-theory-of-attitudesexplained/] Site visited on 22/5/2017.
- Kpmg (2014). Insurance in Africa. [https://www.google.com/search?q=Kpmg&ie=utf-8&oe=utf-8&client=firefox-b#q=Insurance+in+Africa] Site visited on 05/11/2016.
- AECT (2001). Theories of Attitude Change. [http://www.aect.org/edtech/ed1/34/34-03.html] Site visited on 05/5/2017.
- Lai, M. H., Koh, K. S. Y., Choi, C. K., Chua, C. X., & Tan, W. P. (2014). Determinants of customer satisfaction in conventional insurance services: The case of Malaysia. Dissertation for award of Bachelor Degree at UniversitiTunku Abdul Rahman: Malaysia, 131.
- Nthenge, P. K. (2012). Challenges facing the success of insurance services provision in Tanzania. Dissertation for Award of PhD at University of Nairobi: Kenya, 42.
- Oliver R. L, (1977), "Effect of Expectation and Disconfirmation on Postexposure Product Evaluations an Alternative Interpretation," Journal of Applied Psychology, 62(4),
- Oliver R. L, (1980), "A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions," Journal of Marketing Research, 17(4).
- Pickens J. (2005). Attitudes and perceptions. Jones and Bartlett Publishers.
- Proparco (2009). The African Insurance Sector: Building For the Future. Proparco, Paris France. 23.
- Sadeghi, T., &Farokhian, S. (2011). Survey to Measure Customer Satisfaction of the Insurance Services in Iran. *Middle-East Journal of Scientific Research*, 8(3), 620-624.
- Saunders, M, Lewis, P. and Thornhill, A. (2009). *Research methods for business students fifth edition*. Pitman Publishing imprint: Italy
- Sogunro, A. B., &Abiola, B. (2014). Measuring Customer Satisfaction on Life Insurance Products (Case Study: Lagos State, Nigeria). *International Journal of Management and Business Research*, 4(2), 73-80.
- Starkey, P. (2016). The benefits and challenges of increasing motorcycle use for rural access. International Conference on Transport and Road Research 16-18 March 2016

Asian Research consortium www.aijsh .com Mombasa, Kenya

- Stewart, K. A. A., Groen, R. S., Kamara, T. B., Farahzad, M. M., Samai, M., Cassidy, L. D., ... & Wren, S. M. (2013). Traumatic injuries in developing countries: report from a nationwide cross-sectional survey of Sierra Leone. JAMA surgery, 148(5), 463-469.
- Stroe, M. A., & Iliescu, M. (2013). Attitudes and perception in a consumer's insurance decision. Global Economic Observer, 1(2), 112.
- Taraban, R., Box, C., Myers, R., Pollard, R., & Bowen, C. W. (2007). Effects of active-learning experiences on achievement, attitudes, and behaviours in high school biology. Journal of Research in Science Teaching, 44(7), 960-979.
- TIRA (2016). Insurance Companies [http://tira.go.tz/new/?q=insurancecompanies] Site visited on 9/11/2016.
- URT (2014). National Insurance Policy (Draft). Ministry of Finance. Dar Es Salaam, 37.
- URT (2015). The Road Traffic (Motor Vehicle Retro Reflective Markings) Regulations. Dar es Salaam Government Printers.
- Vazifeh Dust, H., &Farokhian, S. (2013). Factors influencing customer satisfaction with the success factors identified in the insurance industry. *African Journal of Business Management*, 7(21), 2026.
- Victor, T. (2015). How Tanzania's Insurance Industry has Mobilised Financial Resources [http://exchange.co.tz/?p=3739] Site visited on 05/11/2016.
- Wachira, L. M. (2014). Integrating motorcycle transport in the urban transportation planning in Nairobi County: Case study of Thika super highway. A Dissertation Submitted for Award of Doctorate Degree at University of Nairobi, Kenya.
- WHO (2015). Global status report on road safety 2015 [http://www.who.int/violence_injury_prevention/road_safety_status/2015/en/] Site visited 20/5/2017
- WHO (2017). Road traffic injuries [http://www.who.int/mediacentre/factsheets/fs358/en/] Site visited 20/5/2017
- Yin, R. K. (2003). Case study research design and methods; Third edition. Sage Publications: London, 180.
- Lutz, R.J. (1978). "A Functional Approach to Consumer Attitude Research". [http://www.acrwebsite.org/search/view-conference-proceedings.aspx?Id=9448] Site visited 02/6/2017.
- Elkhani, N., &Bakri, A. (2012). Review on "expectancy disconfirmation theory"(EDT) Model in B2C E-Commerce. *Journal of Information Systems Research and Innovation*, 2(12), 95-102.
- Gierczak, M., Englisch, O., &Bretschneider, U. (2015). Minding the Gap-An Expectation-Disconfirmation Approach to Reward-Based Crowdfunding. ECIS 2015 Research-in-Progress Papers. Paper 68.
- Au, N., Ngai, E. W., & Cheng, T. E. (2002). A critical review of end-user information system satisfaction research and a new research framework. Omega, 30(6), 451-478.
- Hovland, Carl I.; Sherif, Muzafer (1980). Social judgement: Assimilation and contrast effects

Asian Journal of Research in Business Economics and Management ISSN: 2249-7307 Vol. 12, Issue 9, September 2022 SJIF 2022 = 8.529 A peer reviewed journal

in communication and attitude change. Westport: Greenwood. ISBN 0313224382.

Gryphon, E. (2012). A First Look at Communication Theory. New York, NY: McGraw-Hill.

- Eagly, A. H., &Telaak, K. (1972). Width of the latitude of acceptance as a determinant of *attitude change*. Journal of Personality and Social Psychology, 23, 388-397.
- Sherif, M., &Hovland, C. I. (1961). Social judgement: Assimilation and contrast effects in communication and attitude change. Westport, CT: Greenwood Press.

Asian Research consortium www.aijsh .com