



**The Chartered
Institute of Logistics
and Transport**

INTERNATIONAL DIPLOMA IN LOGISTICS AND TRANSPORT

MOVEMENT OF PEOPLE

DIP07

NOVEMBER 2022

Instructions to Candidates

- Duration of examination: **3 hours**
 - **Answer Question 1(Compulsory) and any other 3 Questions in Section B**
 - Questions may be answered in any order
 - Allocation of marks is indicated along each question
 - Credit will be given for citing relevant examples
 - Write legibly
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SECTION A Compulsory

Study the picture below and answer the following questions:



Traffic jam in one of the streets of Harare in November 2021.

The above picture shows an example of the exponential increase of the vehicle population in Zimbabwe recently leading to congestion. At some intersections, during peak hours, vehicles take more than two hours to negotiate passage. Travelling to and from work has become a nightmare for Harare workers and those in other cities. Pedestrians also add to this congestion as they cross the roads from anywhere.

Questions

- a) Identify and explain the causes of congestion (12 marks)
- b) Suggest ways of managing congestion in major cities in Zimbabwe (13 marks)

SECTION B

Answer any other THREE questions

Question 1

What are the five main elements of reliability of passenger transport service and their importance to a successful passenger transport operation? (25 marks)

Question 2

Examine the criteria a passenger transport service should meet to be considered efficient? (25 marks)

Question 3

- a) Discuss the use of inland waterways as a mode of passenger transport (13 marks)
- b) Explain situations where inland waterways are a barrier to passenger transport (12 marks)

Question 4

Evaluate the use of 7Ps of marketing as a tool of increasing business viability for a passenger transport service. (25 marks)