Obstacles to transportation in the Erbil city and future ambitions (A field study on transportation obstacles within the Kurdistan region and proposals for its development)

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Abstract

This research was conducted in the city of Erbil and was allocated in public garages for passenger transport between governorates and internal transport Four hypotheses were taken for the research. The first hypothesis: Is there citizen satisfaction with the transportation administration according to the opinions of the research sample. The second hypothesis: Is there citizen satisfaction with the prices of transportation and transportation according to the opinions of the research sample The third hypothesis: there is a significant relationship between citizen satisfaction and prices on transportation (there is a positive relationship Statistically significant between the variable (citizen's satisfaction with transportation) and the variable (citizen's satisfaction with transportation methods) The reality of transportation in the region.The results showed that for Hypothesis 1, we accept the null hypothesis and reject the alternative hypothesis As for Hypothesis 2, we reject the null hypothesis and accept the alternative hypothesis As for hypothesis 3, there is no relationship between the independent variable (citizen's satisfaction with prices) and the dependent variable (citizen's satisfaction with the transportation administration), and finally, hypothesis 4, there is no significant effect of the variable satisfaction on prices on the variable of satisfaction with transportation methods by relying on the insignificance of the correlation coefficient between the two variables.

Key words

Transportation in Erbil, Citizens' satisfaction, transportation fee.

Introduction

The cities of the world in general have gone through over the years, including the Arab countries, to the emergence of many problems. Urban transport

problems, mainly street congestion and congestion. Traffic, noise, traffic accidents and environmental pollution in all its visual and audio forms, and from. During that, there was a need for a lot of systems and means of management, (Abdullah et al., 2005) 1including transportation systems and transportation, which is considered among the most important causes of urban stability in many cities of the world, where it is considered. The transport sector is one of the important sectors, which plays a key role on the economic and social level urban construction for each of the developed and developing countries alike.

The Kurdistan region has witnessed great achievements in various development sectors, including transportation and communications. These achievements were represented in spending on developing and modernizing these sectors for the past several years after the fall of the previous regime since 2003 (who,2020).The testimony of government investments in the region has witnessed a wide development within cities and villages until it exceeded twice its previous size. The transport sectors in general, such as air transport, buses and public fare, have witnessed a great acceleration in government investments in terms of building private garages for transport between the region, the locality, the governorates, and even countries abroad, in order to achieve a strong political, economic and social dimension at the level of countries in the world, but at the same time it must We seek to develop this sector better and according to future plans and ambitions (Flayeh, 2018). Air transport is one of the most important means of transport (U.S. 2010), because its method is very fast, enabling it to reach the farthest distances in a short time, which other transport vehicles cannot achieve. This importance comes from the services provided by this field in terms of transporting passengers, goods, (Al-Dawka, 2006; Cheng, 2020), 2006luggage and mail from one country to another, which it led to facilitating the transportation process and increasing international links and relations, which in turn helped spread civilization and all that is new in scientific innovations. Air transport in Iraq accounts for about 75% of the total passenger traffic coming and going to and from Iraq, and it works to reduce the distances between countries. The method is not actively exploited in the movement of goods flow, and its activity is focused on transporting passengers in Iraq in general and Basra in particular. A balance in the geographical distribution of air traffic, as it was clearly concentrated in Baghdad International Airport from the total passenger traffic, due to the restriction of movement (Iyad Abu Shawkat, 2008; Jin, 2021) at Basra Airport by the Iraqi Airways, and placing only two flights per week (Althaelby, 2015:40)

As well as upgrading the quality of services provided at airports, keeping pace with the global development in the application of modern specifications and requirements in the field of civil aviation and meeting the growing demand in other attractions (CRISTUREANU, 2007).However, during our study of this topic, we noticed the lack of references that it deals with the quality and quantity of transport service quality indicators.

1. Chapter One

Theoretical of the study and definition of concepts

Transport is one of the basic requirements of every society (Habibi & Rahim, 2009; Castillo-Rodríguez, López-Aguilar, & Alonso-Arbiol, 2021). As it is a social service in the first place, and it is one of the sources of well-being and a factor in improving the standard of living of individuals by satisfying their various needs through mobility as a social necessity imposed by the conditions of daily life.

In this chapter, we will discuss in detail this activity, which is the lifeline within the urban center, highlighting the role it plays in comprehensive economic development and bringing about social change, as well as clarifying the most important challenges and problems facing them with a presentation of some possible solutions to them.

1.1.   The first topic

1.1.1 Research Methodology

The research method means the path that leads to revealing the truth in the sciences by means of a set of rules that dominate on the functioning of the mind and determine its operations until it reaches the desired result. In our study of this research, we have relied on the descriptive analytical method that suits the nature of the subject. The researcher aims, behind the application of this approach, to know some detailed facts of the reality and situation within the city and the quality of service, the transport network provided by the public corporation for urban transport provided to its customers.

1.1.2 The research problem

States that the absence of a long-term integrated strategy for transport in general and a holistic view of the development of this sector, and the obstacles that stand in the development of this sector must be studied.

1.1.3 The research hypothesis

Seeks to develop this sector and crystallize coordination and integration of the various elements of the transport sector. The hypotheses state as bellow:
1. Are there citizen satisfaction with the Transportation Department according to the opinions of the research sample?
2. Are there citizen satisfaction with the price management according to the opinions of the research sample?
3. There is a significant relationship between citizen satisfaction and prices on transportation (there is a positive, statistically significant relationship between the variable (citizen's satisfaction with transportation) and the variable (citizen's satisfaction with transportation methods).
   4. The presence of a significant effect of the variable of satisfaction on prices on the change of citizen's satisfaction with transportation, in other words, that

citizens' satisfaction with transportation prices leads to their satisfaction on transportation methods and thus on the reality of transportation in the region

1.1.4 Research importance

The importance of the research contributes to highlighting the desired reality of the research, as it shows the size and seriousness of the researched problem, and it highlights the importance of this study in highlighting:

The reality of the transportation network for the urban sector of the city of Erbil determine the importance of quantitative and qualitative transportation indicators in improving the level of transportation service.

The importance of this study increases because it is one of the few studies that have been exposed to the reality of urban transport services in terms of the level and quality of the transport service by the Public Corporation for Urban Transport also to seek develop an integrated, long-term strategy for the private and public transport sector.

1.1.5 Research Tool

Research tool is a methodological term that means the means by which information is collected to answer research questions and test his assumptions.

In our analytical study of the indicators of quantitative and qualitative transport of the road and air network of the city of Erbil, we have relied on the use of a scientific tool, which is the observation through the observation form and the sampling record (questionnaire), which includes a set of data about personal information such as gender, age and academic achievement as an aspect and another aspect of citizen satisfaction with services Provided in addition to citizen satisfaction with prices.

1.1.6 Research community

The research community included employees of the Ministry of Transport and Government Communications, employees of bus garages, citizens in garages, employees of Erbil International Airport, travelers in the Kurdistan region / Iraq, technicians and administrators working in garages and administrative units . To ensure accuracy in data collection, the questionnaire was personally distributed to the research sample, which included (100 individuals for different segments).

The sampling fraction was adopted in selecting the number from each scientific department, division, and administrative unit. After collecting the distributed questionnaires, the researcher was able to retrieve (100) a questionnaire with a retrieval rate (90.0%) from 110 form and 10 ignore not valid, all of returned are valid for analysis.

Statistical methods: in data processing and analysis. The investigation was based on the statistical program (SPSS) for the social sciences

The objectives and hypotheses of this research, the researcher used several methods in analyzing the data and extracting the results, which are as follows:
1. To diagnose the reality and level of importance of the research variables.

Arithmetic Mean

2. To determine the nature of the interrelationships between the variables of the study and their sub-dimensions, the Kendalls correlation coefficient was adopted and a statement of the strength between them.

3. To reveal the extent of significant differences between the research variables. One way ANOVA was used to measure the effect of the independent variable.

4. Multiple linear regression analysis of work stress in the dependent variable (job performance).

1.1.7 Tests of the study tool (the questionnaire)

A - Validity tests For the purpose of testing the validity of the study resolution, there are several methods, including what is known (Trustees Validity) with the sincerity of the arbitrators, which aims to verify the extent to which the paragraph belongs to its field and it measures the factors that the questionnaire was designed to measure.

B - Reliability tests, which mean the ability of the tool to obtain the same data or close to it whenever it is re-applied. The researcher used the Alpha-Cronbach method (ALPHA) to determine the degree of stability of the tool, where the test result reached (0.76) which is higher than the acceptable minimum limit. (0.60).

1.1.2 The questionnaire included the following axes:

The questionnaire started by personality information such as (Gender, Scientific Qualification, Age and Marital Status)

The following was taken into account in building the questionnaire:

1.   The wording should be clear and the words legible be easy and sound of the language

2.   The logical sequence of questions not to duplicate goals in one statement.

To contain a number of axes form arbitration: The researcher presented the form in its initial form to a number of faculty members and some experts and specialists for arbitration

Validate scale:

The validity test was performed with the expressions of the questionnaire by computing the square root of the A. Cronbach factor as follows table:

Table (1): Cronbach's Alpha for var.

Var.	Cronbach's Alpha	N of Items
Citizens' satisfaction with the Transportation manages	0.77	6
Citizens' satisfaction with prices	0.71	12
questionnaire	0.76	18

From the preparation of the researcher depend on a program SPSS

Through Table No. (1), which represents the estimation of the reliability coefficient, where the scale reliability of the questionnaire questions was calculated for the nine variables with their paragraphs, as well as the reliability coefficient of the questionnaire questions as a whole was calculated and found that the value of the reliability coefficient was 85%, as well as the values of the reliability coefficient used for the variables were acceptable (greater than 70%) and this indicates the stability of the questionnaire questions. The respondents' answers were coded in order to facilitate their entry into the computer for statistical analysis according the following standard weights:

Table (2) Strongly agree

	Weigh	**5**
Agree	Weigh	4
Neutral	Weigh	3
Do not agree	Weigh	2
Never agree	Weigh	1

To express the hypothetical mean, this indicates that the respondents do not agree with the statement, but if the arithmetic mean is increased this indicates the respondents 'agreement to the statement.

To test the frequency of the respondents' answers, and whether they are in the positive or negative direction, the researcher used a square test (Chi- Square orX^2) for the quality of congruence, the next hypothesis test, to what extent the frequency obtained from the answers respondents are distributed in equal (regular) proportions of expressions (strongly agree, agree, neutral, disagree, and absolutely disagree or never agree).
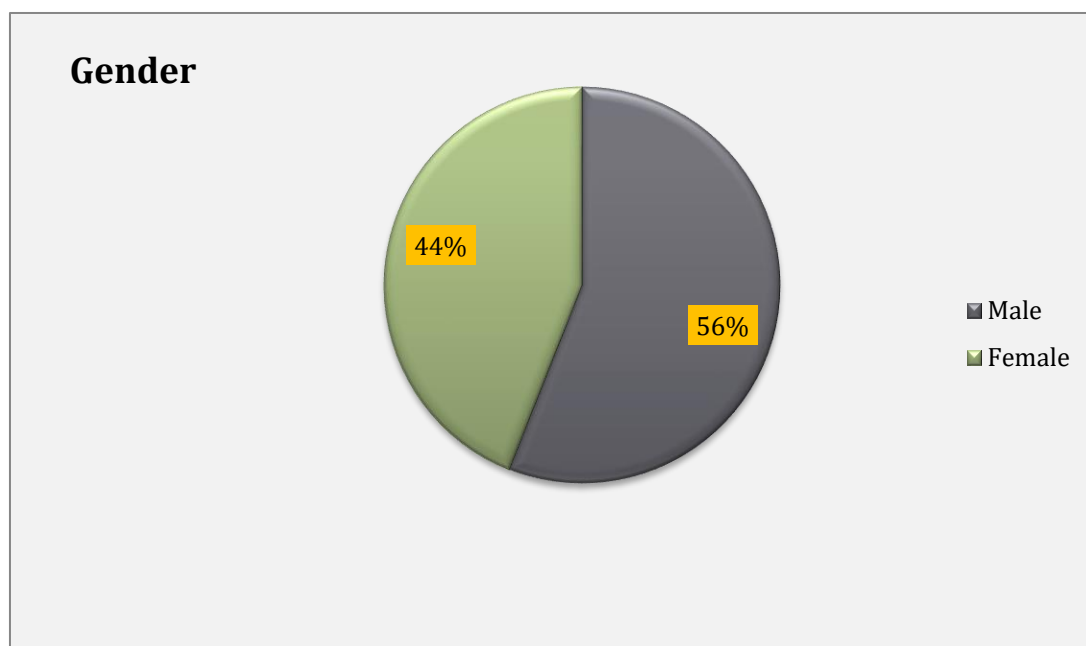

Figure 1 : The respondents' Gender of the survey

Table (3) for Gender, age, scientific level and social status

Demographic var.		Frequency	Percent
Gender	Male	56	56.0
	Female	44	44.0
	Total	100	100.0
Age	<25	11	11.0
	25-34	42	42.0
	35-44	40	40.0
	45-55	6	6.0
	>55	1	1.0
	Total	100	100.0
Scientific level	Technical Diploma	53	53.0
	Bachelor	33	33.0
	Master	10	10.0
	Doctoral	4	4.0
	Total	100	100.0
Social status	Unmarried	23	23.0
	Married	77	77.0
	Total		

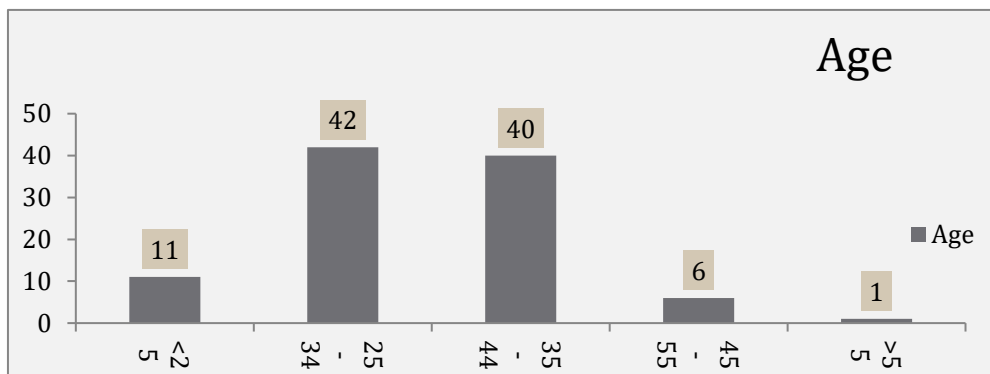From the preparation of the researcher depend on a program SPSS

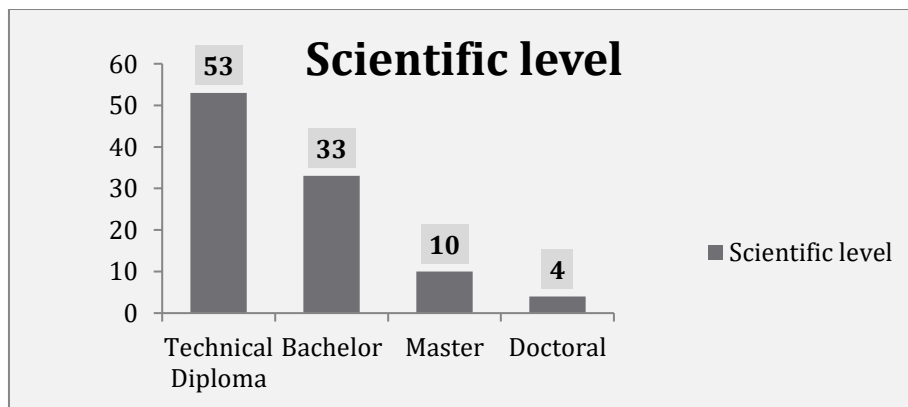Figure 2: The respondents' Age of the survey

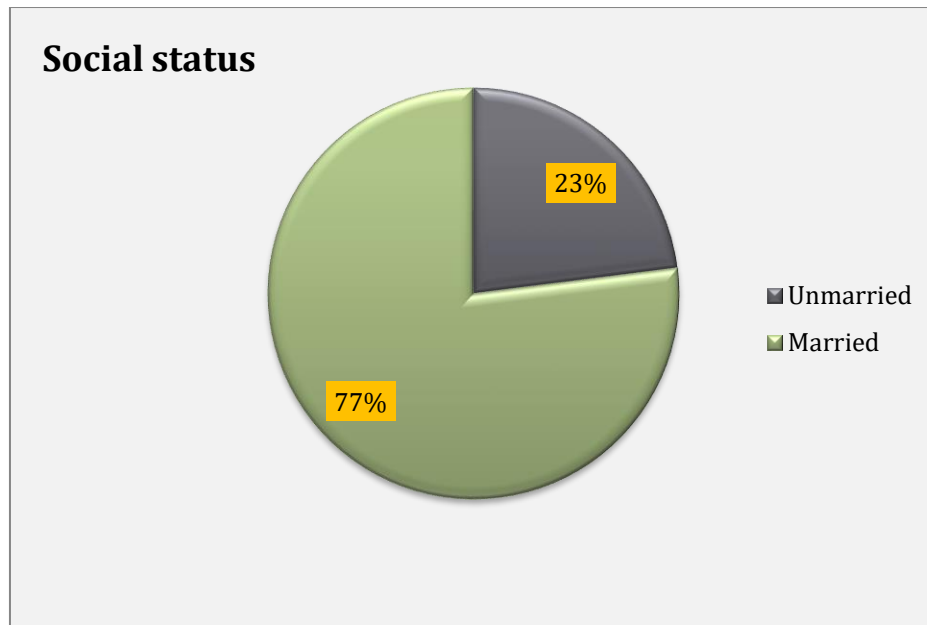Figure 3: The respondents' Scientific level of the survey

Figure 4: The respondents' social status of the survey

From Table No. (3) The following can be seen:

1. The percentage of males among the respondents is greater than the percentage of females, as it reached (56%) and (44%) respectively, and this indicates that the majority of the respondents were males, as shown in Figure (1).

2. While the ages of the respondents ranged greater for the category (25-34) and (35-44), at a rate of (42%) and (40%), respectively, which indicates that the majority of respondents are young and middle-aged, as shown In Figure No. (2).

3. Regarding the educational level, the largest percentage of the respondents belongs to the certificate holders (technical diploma and bachelor's), whose percentage was (86%), and this is a good indication that the majority of the sample members were somewhat educated, and therefore it is possible to rely on their answers, as shown in Figure No. (3).

4. Finally, we find that the percentage of married people among the respondents is greater than the percentage of singles, as it reached (77%) and (23%) respectively, and this indicates that the majority of the respondents were married, as shown in Figure (4).

The data in Table No. (4) Related to the frequency distributions, percentages, arithmetic means, and standard deviations for the expressions (X1-X6), which represent the expressions for the Axes (citizens' satisfaction with transportation methods), indicate that (30%) of the sample members agree with the paragraphs of the Axes as a whole. The average of the neutrals was (35.33%), while the rate of those who disagreed was (34.67%), with an arithmetic mean and a standard deviation of (2.92), (1.09), respectively, which means that the sample members did not agree with the paragraphs of this Axes as a whole, as the arithmetic mean was less than the hypothetical mean (3) On the five-point Likert scale used in the research.

As for the statements (x18-x7) which represent the statements related to the Axes (citizens' satisfaction with prices), it was found that (54.15%) of the sample members agreed with the statements of this Axes as a whole, and the rate of neutrals was (29.95%), while the rate of those who disagreed was (24.90%).) with an arithmetic mean and standard deviation of (3.61) and (1.17), respectively, which means that the sample members agree with this dimension, as the arithmetic mean exceeded the hypothetical mean (3) on the Likert five-scale adopted in the research.

Table No. (4) frequencies and relative distribution of the answers for all paragraphs

The study axes	Sub variables	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Mean	Std. Deviation
		fi	%	fi	%	fi	%	fi	%	fi	%		
Citizen satisfaction with the Management of Transport	X1	12	12.00	19	19.00	36	36.00	22	22.00	11	11.00	3.01	1.159
	X2	8	8.00	41	41.00	30	30.00	18	18.00	3	3.00	2.67	0.965
	X3	16	16.00	21	21.00	38	38.00	20	20.00	5	5.00	2.77	1.100
	X4	15	15.00	15	15.00	31	31.00	24	24.00	15	15.00	3.09	1.264
	X5	5	5.00	21	21.00	44	44.00	26	26.00	4	4.00	3.03	.915
	X6	12	12.00	23	23.00	33	33.00	23	23.00	9	9.00	2.94	1.144
Average			11.33		23.33		35.33		22.17		7.83	2.92	1.09
Citizen satisfaction with prices	X7	18	18.00	26	26.00	15	15.00	25	25.00	16	16.00	2.950	1.373
	X8	21	21.00	24	24.00	27	27.00	20	20.00	8	8.00	2.700	1.235
	X9	17	17.00	22	22.00	24	24.00	13	13.00	24	24.00	3.050	1.417
	X10	13	13.00	16	16.00	19	19.00	21	21.00	31	31.00	3.410	1.408
	X11	5	5.00	7	7.00	13	13.00	15	15.00	60	60.00	4.180	1.201
	X12	10	10.00	29	29.00	33	33.00	20	20.00	8	8.00	2.870	1.098
	X13	11	11.00	15	15.00	15	15.00	16	16.00	43	43.00	3.650	1.438
	X14	9	9.00	13	13.00	50	50.00	16	16.00	12	12.00	3.090	1.065
	X15	12	12.00	9	9.00	30	30.00	20	20.00	29	29.00	3.450	1.321
	X16	3	3.00	2	2.00	5	5.00	13	13.00	77	77.00	4.590	.911
	X17	2	2.00	2	2.00	3	3.00	16	16.00	77	77.00	4.640	.811
	X18	3	3.00	0	0.00	3	3.00	12	12.00	82	82.00	4.700	.798
Average			10.41		14.49		20.95		17.63		36.53	3.61	1.17

From the preparation of the researcher depend on a program SPSS

Description of the search dimensions:

Research Hypothesis:

Is there citizen satisfaction with the Transportation Department according to the opinions of the research sample?

Is there citizen satisfaction with price management according to the opinions of the research sample?

There is a significant relationship between citizen satisfaction and prices on transportation (there is a positive, statistically significant relationship between the

variable (citizen's satisfaction with transportation) and the variable (citizen's satisfaction with transportation methods).

The existence of a significant effect of the variable of satisfaction on prices on the change of citizen's satisfaction with transportation, in other words, that citizens' satisfaction with transportation prices leads to their satisfaction on transportation methods and thus on the reality of transportation in the region.

Hypothesis one and two: The researcher used the (Z) test to test the first and second hypotheses, which represent the null and alternative hypotheses. or not), and the null hypothesis is accepted if the value calculated for the test, regardless of the sign, is smaller than its tabular value ($Z_{(a/2)}$ than the level of significance (a) and vice versa, in the event that the null hypothesis is rejected, that is, it is possible to accept the alternative hypothesis, then the null hypothesis must be accepted Determining acceptance (approval of the sample members) or not by relying on the sign of the calculated value of the test. The tables below represent the test results according to the axes of this study:

The first hypothesis: Is there citizen satisfaction with the Transportation Department, according to the opinions of the research sample.

Table No. (5): Testing the hypothesis related to the Axes (Citizen Satisfaction with the Transportation Department)

Paragraph	tabular z value	computed z value
X1	0.09	1.96
X2	-3.42	1.96
X3	-2.09	1.96
X4	0.71	1.96
X5	0.33	1.96
X6	-0.52	1.96
Axes	-1.21	1.96

The source was prepared by the researcher based on the SPSS program

Through the above table, we note that the values calculated for the test (regardless of the indication) at the level of significance (0.05) were smaller than the corresponding tabular values for the Axes as a whole and for all paragraphs. For the items, all the items had the calculated values for the test less than their corresponding tabular values, and this indicates the neutrality of the answers, except for paragraphs (X2) and (X3) whose values calculated for the test, regardless of the sign, were greater than their corresponding tabular value, as well as the indication of the two values was negative and this lack Agree, that is (opposite x2) and (opposite x3).

The second hypothesis: Is there citizens' satisfaction with the prices of transportation and transportation, according to the opinions of the research sample.

Table No. (6): Testing the hypothesis related to social obstacles according to the paragraph and the Axes, individually and collectively

paragraph	computed z value	tabular z value
X7	-.364	1.96
X8	-2.429	1.96
X9	.353	1.96
X10	2.912	1.96
X11	9.826	1.96
X12	-1.184	1.96
X13	4.520	1.96
X14	.845	1.96
X15	3.407	1.96
X16	17.450	1.96
X17	20.234	1.96
X18	21.311	1.96
Axes	11.668	1.96

The source was prepared by the researcher based on the SPSS program

From the above table we notice the following:

1. The values calculated for the test (regardless of the sign) at the level of significance (0.05) were greater than the corresponding tabular values for the Axes as a whole, so we can reject the null hypothesis and accept the alternative hypothesis (the presence of approval or not). As for the positive sign, it is aware of the existence of approval for the opinions of the research sample on this Axes, that is, (citizens are satisfied with the reason for transportation and transportation prices) in general.
2. For the items (X7, X9, X12, X14), the calculated value of the test was less than the corresponding tabular values, and this indicates the neutrality of the sample members in relation to the above-mentioned items.
3. With regard to paragraph (X8), its calculated value for the test was greater than its corresponding tabular value, regardless of the sign. This indicates the rejection of the null hypothesis, i.e. the presence of disapproval or not.
4. Finally, for the items (X10, X11, X13, X15, X16, X17, X18), the calculated values for the test were greater than the corresponding tabular values, and this leads to the rejection of the null hypothesis, i.e. the presence of approval or not. As for the positive sign, this means the presence of approval by individuals at a time for the above-mentioned paragraphs.

The third hypothesis: There is a significant relationship between citizen satisfaction and prices on transportation (there is a positive relationship with statistical significance between the variable (citizen's satisfaction with transportation) and the variable (citizen's satisfaction with transportation methods).

Table No. (7): Correlation coefficient between the study axes

		X	**Y**
Pearson Correlation	X	1.000	.167
	Y	.167	1.000
Sig. (1-tailed)	X		0.057
	Y	.0.057	

There is no relationship between the independent variable (citizen's satisfaction with prices) and the dependent variable (citizen's satisfaction with the transportation administration) because the (SIG.) value of the correlation coefficient value of (0.057) was greater than the level of statistical significance (0.05), that is, there is no effect of the satisfaction variable. On the prices on the variable of satisfaction with the modes of transport, meaning that the change in transport prices does not change the satisfaction on the modes of transport.

The fourth hypothesis: There is a significant effect of the variable of satisfaction on prices on the change of citizen's satisfaction with transport, in other words that citizens' satisfaction with transport prices leads to their satisfaction on transport routes and thus on the reality of transport in the region.

There is no significant effect of the variable of satisfaction on prices on the variable of satisfaction on transportation methods by relying on the insignificance of the correlation coefficient between the two variables.

Conclusion

Despite these positive indicators, according to the compound annual growth rate, the share of buses in the total number of arrivals

To the governorate (1.00%) and the reason for this is due to the conditions that the governorate is going through in the last years of the financial crisis and the suspension of the work of some companies and tourist trips to some countries, especially in the year 2005

The share of Erbil governorate for incoming tourists (inside and outside the region) is approximately -1. On average during the period (2005 50%), and in fact this percentage is very low if compared with the diverse tourism resources and components in Erbil Governorate.

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Symbol	Question	Answers				
		Strongly agree	Agree	To some extent	Not agree	Strongly disagree
X1	Do you think that the transportation routes (streets) within the region are within the level of ambition?					
X2	Do you find that the modes (vehicles) of public transport are within the ambition?					
X3	Do you think that treating with taxi drivers is within ambition?					
X4	Do you think that foreign transport vehicles (Turkey and Iran) and the provinces of the region are committed to their schedules?					
X5	Do you think that the management of land truck transport and goods transport is successful					
X6	Is the efficiency of the administration commensurate with the citizen's satisfaction in terms of prices and dealing?					
X7	Are you satisfied with the price of internal transportation, coaster buses and taxi lines?					
X8	Does the level of your monthly income match the level of your transportation expenses and your daily work?					
X9	Do high prices for travel prevent you from family travel?					
X10	Do you think that the fees for air tickets in the Kurdistan region to travel to Europe are more expensive than other countries compared to					
X11	Do you suggest establishing direct lines for the express line with neighboring countries and without a visa?					
X12	Are you satisfied with the quality of the tAxes and the treatment of drivers at the required level?					
X13	Do you think that there should be a system of taxi companies, like what exists in Europe, to order according to the meter?					
X14	Do you think that the citizen's commitment to the schedule of flights is within the level of ambition?					
X15	Do you think that overcrowding and private cars have reduced your income by transportation?					
X16	Do you suggest that there should be a railway between the provinces and stations like the European system?					
X17	Do you suggest that there should be a private garage for public transport with tourist buses to transport between Erbil and the rest of the districts and cities?					
X18	Do you suggest opening highways for express transportation, especially between governorates?					