

ABSTRACT

The study was undertaken against the observation that some of the transport companies in East Africa particularly Uganda had registered high performance lately in services provision levels. This prompted the research with the following; to assess the usefulness of Internet and mobile communication as new logistic elements, determine the costs and benefits that accrue to transportation companies from the use of these logistics elements as well as establish their relationship with the different logistics elements.

The study covered two categories of transportation firms located in and around Kampala. And they were; Clearing and forwarding agencies and Courier firms. Respondents were interviewed using structured questionnaires. Out of the questionnaires sent to three Transport companies 48 were received back.

The findings revealed that transportation firms exhibited various levels of competitive strengths at varying levels of logistic services. The study found out that logistics as one of the core sources of competitive strength has a significant relations without output levels of services in these firms. However, although there exists a significant relationship between new technology, information and performance in terms of output in service provision, these variables did not explain performance by 100%.

