



Assessment of automobile workshops in Mubi metropolis for better service delivery

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Abstract

The assessment of automobile workshops in Mubi metropolis is aimed at finding ways of improving the existing standard of the workshops to enhance better vehicle repair service delivery, revenue generation and job creation. Data collected from eighteen workshops in Mubi were analyzed in line with the defined objectives of the study. The result indicated the use of substandard structure as repair workshop, inadequate tools and equipment in most of the workshops and the workshop are operated by few workers with primary school education as their highest level of qualification. These problems confronting automobile workshop required both the attention of government and the private sector to tackled them. It was concluded that adequate financial support by government and the banking sectors to enable workshop owners acquired appropriate tools and equipment, training of workers to acquired the needed skills, building workshop structure according to automobile engineering standard will go a long way in ameliorating some of these problems and also create more Job opportunities in the society.

Keywords: automobile workshop, repairs, skills, tools, equipment

Introduction

An automobile workshop is an establishment where automobile are repaired by auto mechanics and technician. Jubril (2011) ^[3] defined automobile workshop as a place, area, room or building where mechanics, equipment, hand tools, work benches and materials are used in manufacturing or repairing things. Mechanics are the key human resources in the automobile workshop establishment. (Kenneth, 2007) ^[4]. The automobile workshop in Nigeria offer automobile maintenance and repair services. It is also operated under the informal sector with normally one master owning the shop (Femi, 2012) ^[1]. NAC, (2015) ^[7] identified Nigeria Automotive sector as a strategic industry group due to its large domestic market and land labour intensive characteristics. A standard automotive practices offers learners the opportunity to gain an understanding of automotive system through practical application. According to UNHCR, 1989, effective maintenance and repair facilities must be identified for all automobile to avoid losing the benefit of their transport capabilities. Vehicle which are out of service represent a significant waste of resources. NATEF Automobile accreditation (2012) identified local employer needs and availability of fund as the key factors for determining automobile structures and operations. Hussaine, (2010) reported that not less 15 indgenous automobile workshops are substandard between 1990 and 2000 and 10 others are moving towards closure. the effect of automobile workshop failure on the entire economy is extremely negative. If a business fails, owners will aslose their ownership, employee will lose their jobs and members of the society will lose the service rendered by the firm (Husaine, 2010). Taha, (2000) ^[8] reported that automechanics are exposed to numerous accidents as result of improperly designed automobile workshop and has resulted to several accidents. According to MRA (2011)

most automobile workshop have failed in its structure which resulted to several occupational accidents. it is the light of the above that this research was necessitate to find ways of improving the standard of automobile workshop in Mubi Matropolis.

Materials and Methods

Data were collected from eighteen worshops(18) namely; Aliyu saka workshop Tsamiya, Abu auto workshop Tsamiya road, Ibrahim Bello Auto workshop, Moses Thomas Auto-workshop kasuwa Borkonu, Nuhu Yakubu Auto workshop kasuwa Borkunu, Peter Yakubu Auto Workshop, Mohmamu Sa'adu Auto-workshop Gella road, Aminu Buba Auto workshop Shagari lowcost, Usman Bello ahmadu Bello way, Dabo auto workshop Tniglisha opposite motor park, Yusuf Abdul auto workshop Shagari lowcost, Bashir auto workshop Shagari lowcost, Ibrahim Abdulraham autowork shop Maiha road, Alhaji Buba autoworkshop Maiha road, Anna auto workshop Lokuwa ADSU road, Zaif Abdulahi auto worshop Lokuwa ADSU road, Musa Bolori auto workshop Maiha road and Kauk Bello auto workshop opposite B.K Clinic Maiha road. The data obtained by a means of designed questionnaire and field survey were analyzed statistically based on the following findings;

- Adequacy of tools and equipment in the workshop
- -educational qualification of worker/personnel
- -quality of service rendered
- -numbers of workers operating the worshops
- -standard of the workshop structure

Result and Discussion

The results of the completed questionnaire collected from the eighteen automobile workshops are presented in table 1-4 below.

Table 1: Tools and equipments in the workshop

S/N	Item Statement	Frequency	Percentage (%)
1	Tools and equipment not available to meet up with modern automobile repair needs	39	75
2	Tools and equipments are not kept properly after use	8	15
3	Quality control and maintenance equipment available for checks	5	10
4	Total	52	100

Table 2: Level of education attained by workers

S/N	Item Statement	Frequency	Percentage (%)
1	Primary School	203	47
2	Secondary School	154	36
3	Tertiary	75	17
4	Total	432	100

Table 3: Quality of service rendered

S/N	Item Statement	Frequency	Percentage (%)
1	Quality of service rendered not standard	4	5
2	Quality control and maintenance device for checks	5	6
3	Standard procedure not strictly adhere to and proper record not being kept	38	48
4	Waste and damage are highly controlled avoided	32	41
5	Total	79	100

Table 4: Standard of workshop structure

S/N	Item Statement	Frequency	Percentage (%)
1	Lighting arrangement kept up to standard	0	0
2	Physical structure of the workshops not built according to standard requirement	50	100
3	Total	50	100

The information presented in table 1 shows the adequacy of tools and equipment in the workshops. The tools and equipment not available to meet up with modern automobile repair needs takes the highest percentage of 75%. While tools and equipment not properly kept represent 15%. Quality control and maintenance equipment for checks constitute 10% of the available devices. This shows that majority of the automobile workshops need adequate tools and equipment to enable them meet up with the challenges of modern automobile repair technology.

Table 2 shows the level of education attained by automobile workshop works. Those with primary education takes the highest percentage of 47%. While workers with secondary constitutes 36% of the worker force. The lowest percentage represents those with tertiary education training. This implies that workers of automobile workshops need advanced knowledge of modern automobile technology practice.

Table 3 presents the quality of service rendered to customers. Quality of service not standard constitutes 5% rendered by auto mechanics. Quality control check after repair represent 6% of the service. Standard procedure of repair not strictly adhere to and proper record not being kept constitutes the highest percentage of 48%. While waste and damages are highly controlled and avoided takes 41% of service rendered. This shows that majority of the auto workshops operators use non-technical approach to automobile repairs.

Table 4; gives the standard of the automobile structure in mubi, physical structure of the workshops not built according to the required standard constitutes 100%. Lighting arrangement not available is most of the automobile workshop. This study shows the need for building standard automobile workshops.

Summary and Conclusion

In this study, the state of automobile workshops in mubi has been assessed and the most important outcome of study can be summarized as follows:

1. From the assessment, it was observed that the level of education of workers operating automobile workshops is below primary education.
2. Tools and equipment for modern automobile repairs and maintenance not adequate
3. Standard procedure for automobile repair not strictly adhere to and proper record not available
4. Substandard automobile workshop structure observed
5. Lack of quality control and maintenance device identified

Recommendations

1. The Government should establish free automobile repair and maintenance institute to encourage job creation and manpower development in automobile industry.
2. Entrepreneurship education on automobile technology practice should be fully incorporated in the curriculum of institution of higher learning of education to encourage skilled labour participation in the automobile industry.
3. Government, non-governmental organizations, Banks and financial institution should grant credit assess at low interest rate to encourage automobile workshop owners to acquire the needed tools and equipment for better repair and maintenance service.
4. The automobile engineering regulatory body should discourage the building of substandard structure as automobile workshop in both rural and urban areas.

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