



جامعة
بنغازي الحديثة



**مجلة جامعة بنغازي الحديثة للعلوم
والدراسات الإنسانية**
مجلة علمية إلكترونية محكمة

العدد الثامن
لسنة 2020

حقوق الطبع محفوظة

شروط كتابة البحث العلمي في مجلة جامعة بنغازي الحديثة للعلوم والدراسات الإنسانية

- 1- الملخص باللغة العربية وباللغة الانجليزية (150 كلمة).
- 2- المقدمة، وتشمل التالي:
 - ❖ نبذة عن موضوع الدراسة (مدخل).
 - ❖ مشكلة الدراسة.
 - ❖ أهمية الدراسة.
 - ❖ أهداف الدراسة.
 - ❖ المنهج العلمي المتبع في الدراسة.
- 3- الخاتمة. (أهم نتائج البحث - التوصيات).
- 4- قائمة المصادر والمراجع.
- 5- عدد صفحات البحث لا تزيد عن (25) صفحة متضمنة الملاحق وقائمة المصادر والمراجع.

القواعد العامة لقبول النشر

1. تقبل المجلة نشر البحوث باللغتين العربية والانجليزية؛ والتي تتوافر فيها الشروط الآتية

- أن يكون البحث أصيلاً، وتتوافر فيه شروط البحث العلمي المعتمد على الأصول العلمية والمنهجية المتعارف عليها من حيث الإحاطة والاستقصاء والإضافة المعرفية (النتائج) والمنهجية والتوثيق وسلامة اللغة ودقة التعبير.
- ألا يكون البحث قد سبق نشره أو قُدم للنشر في أي جهة أخرى أو مستل من رسالة أو اطروحة علمية.
- أن يكون البحث مراعيًا لقواعد الضبط ودقة الرسوم والأشكال - إن وجدت - ومطبوعاً على ملف وورد، حجم الخط (14) وبخط ('Arial Body') باللغة العربية. وحجم الخط (12) بخط (Times New Roman) للغة الإنجليزية.
- أن تكون الجداول والأشكال مدرجة في أماكنها الصحيحة، وأن تشمل العناوين والبيانات الإيضاحية.
- أن يكون البحث ملتزماً بدقة التوثيق حسب دليل جمعية علم النفس الأمريكية (APA) وتثبيت هوامش البحث في نفس الصفحة والمصادر والمراجع في نهاية البحث على النحو الآتي:
- أن تُثبت المراجع بذكر اسم المؤلف، ثم يوضع تاريخ نشره بين حاصرتين، يلي ذلك عنوان المصدر، متبوعاً باسم المحقق أو المترجم، ودار النشر، ومكان النشر، ورقم الجزء، ورقم الصفحة.
- عند استخدام الدوريات (المجلات، المؤتمرات العلمية، الندوات) بوصفها مراجع للبحث: يُذكر اسم صاحب المقالة كاملاً، ثم تاريخ النشر بين حاصرتين، ثم عنوان المقالة، ثم ذكر اسم المجلة، ثم رقم المجلد، ثم رقم العدد، ودار النشر، ومكان النشر، ورقم الصفحة.

2. يقدم الباحث ملخص باللغتين العربية والانجليزية في حدود (150 كلمة) بحيث يتضمن مشكلة الدراسة، والهدف الرئيسي للدراسة، ومنهجية الدراسة، ونتائج الدراسة. ووضع الكلمات الرئيسية في نهاية الملخص (خمس كلمات).

3. تحتفظ مجلة جامعة بنغازي الحديثة بحقها في أسلوب إخراج البحث النهائي عند النشر.

النشر إجراءات

ترسل جميع المواد عبر البريد الإلكتروني الخاص بالمجلة جامعة بنغازي الحديثة وهو كالتالي:

- ✓ يرسل البحث إلكترونياً (Word + Pdf) إلى عنوان المجلة info.jmbush@bmu.edu.ly او نسخة على CD بحيث يظهر في البحث اسم الباحث ولقبة العلمي، ومكان عملة، ومجاله.
- ✓ يرفق مع البحث نموذج تقديم ورقة بحثية للنشر (موجود على موقع المجلة) وكذلك ارفاق موجز للسيرة الذاتية للباحث إلكترونياً.
- ✓ لا يقبل استلام الورقة العلمية الا بشروط وفورمات مجلة جامعة بنغازي الحديثة.
- ✓ في حالة قبول البحث مبدئياً يتم عرضة على مُحكمين من ذوي الاختصاص في مجال البحث، ويتم اختيارهم بسرية تامة، ولا يُعرض عليهم اسم الباحث أو بياناته، وذلك لإبداء آرائهم حول مدى أصالة البحث، وقيمته العلمية، ومدى التزام الباحث بالمنهجية المتعارف عليها، ويطلب من المحكم تحديد مدى صلاحية البحث للنشر في المجلة من عدمها.
- ✓ يُخطر الباحث بقرار صلاحية بحثه للنشر من عدمها خلال شهرين من تاريخ الاستلام للبحث، وبموعد النشر، ورقم العدد الذي سينشر فيه البحث.
- ✓ في حالة ورود ملاحظات من المحكمين، تُرسل تلك الملاحظات إلى الباحث لإجراء التعديلات اللازمة بموجبها، على أن تعاد للمجلة خلال مدة أقصاها عشرة أيام.
- ✓ الأبحاث التي لم تتم الموافقة على نشرها لا تعاد إلى الباحثين.
- ✓ الأفكار الواردة فيما ينشر من دراسات وبحوث وعروض تعبر عن آراء أصحابها.
- ✓ لا يجوز نشر إي من المواد المنشورة في المجلة مرة أخرى.
- ✓ يدفع الراغب في نشر بحثه مبلغ قدره (400 دل) دينار لبيبي إذا كان الباحث من داخل ليبيا، و (200 \$) دولار أمريكي إذا كان الباحث من خارج ليبيا. علماً بأن حسابنا القابل للتحويل هو: (بنغازي - ليبيا - مصرف التجارة والتنمية، الفرع الرئيسي - بنغازي، رقم 001-225540-0011. الاسم (صلاح الأمين عبدالله محمد).
- ✓ جميع المواد المنشورة في المجلة تخضع لقانون حقوق الملكية الفكرية للمجلة.

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Quality of passenger services on the road between(Alwadi Alahmar - Emsaad)

“A study in the geography of services”

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ملخص:

جاءت هذه الدراسة تحت عنوان - مستوى خدمات المسافرين في المنطقة الممتدة بين (الوادي الأحمر – مساعد) دراسة في جغرافية الخدمات، وتهدف هذه الدراسة إلى تحقيق مجموعة أهداف من شأنها إعطاء صورة مكتملة عن الخدمات المختلفة والمنتشرة على الطريق الواصل بين الوادي الأحمر ومنطقة أمساعد ، وذلك للتعرف على مستوى أداء خدمات المساجد والحمامات بمنطقة الدراسة، ومعرفة كفاءة محلات المواد الغذائية المنتشرة على الطريق، بالإضافة إلى التعرف على رضا المسافرين على خدمات المطاعم ومحطات الوقود بمنطقة الدراسة. كما توصلت الدراسة إلى نتائج من بينها أن المسافرين غير راضين تماماً على الخدمات التي تؤديها هذه المساجد، حيث أن 33.3 % من إجمالي حجم المسافرين قيموا الوضع العام للمساجد بأنه ضعيف. في حين أن 54.2 % قيموا المستوى العام للحمامات بالضعيف. أما عن المستوى العام لخدمات محلات المواد الغذائية غير مقنعة للمسافرين، والدليل على ذلك أن 51.7 % يصفونها بالضعيفة، وأخيراً 79.1 % من إجمالي حجم المسافرين يصفون نظافة العمالة بالمطاعم بالضعيفة.

Abstract:

This study achieved a set of objectives that will provide a complete picture of the different services which spread along the road between **Alwadi Alahmar – Emsaad** areas. Also it is aimed to know the level of performance of mosques and baths on the road, topic this study. In addition, it is investigated the efficiency of food stores, as well as to recognize the satisfaction of passengers on catering services and fuel stations. The survey has found that, travelers are not entirely satisfied with the services provided by the mosques, because 33.3% of the total of travelers have described the overall status of mosques as poor, While, 54.2% rated the overall level of bathrooms also as bad. The overall level of food shop services was not convincing for travelers, evidenced by the fact that, 51.7% describe it as weak or poor, Finally 79.1% of the total volume of passengers described the cleanliness of the labor in the restaurants as poor.

1. Introduction:

Services for travelers by land are one of the most important services. The distribution of these services on the roads in a balanced manner and with the appropriate spread let passengers comfort and access to services at a high level immediately when they stop to request these services. Therefore, this study sought to survey the opinions of passengers to find out how satisfied they are with these services. These services included: the services of mosques, their cleanliness and the continuous maintenance of them, as well as the bathrooms, which are important and needed by travelers especially during long journeys, especially for children and the elderly. The study also examined the efficiency of food stores for the needs of passengers. lastly, the level of catering services was evaluated through the opinions of passengers, which got on the road between **Alwadi Alahmar – Emsaad** areas.

Figure (1) the study Area (the highway from Alwadi Alahmar to Emsaad)



Resource: Google map 2020.

2. Objectives

This study attempts to achieve a set of objectives that will give a complete picture of the various services and spread on the road between the Alwadi Alahmar – Emsaad areas, and these objectives:

1. Identify the performance of mosques and baths in the study area.

2. 2. Know the efficiency of food stores scattered on the road.
2. 3. Recognize the satisfaction of passengers on catering services.

3. Methodology

The researcher conducted the study by collecting the scientific material from two sources: First, the books and scientific articles. Second, by collecting field data by using a questionnaire, 120 questionnaires were distributed on travelers who are using the route is located between “**Alwadi Alahmar – Emsaad**” areas. This road connects major cities with each other up to the border between Egypt-Libya. The data was then displayed in tables and graphs that helped the researcher to describe and explain the quality of those services.

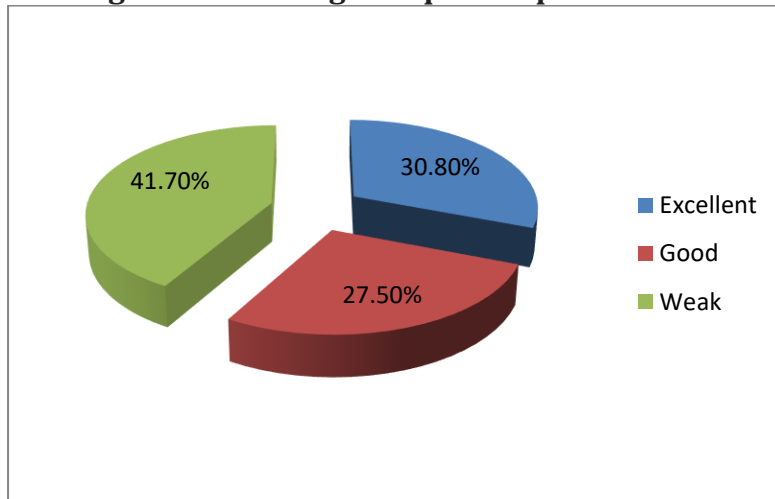
Basim Jrew **2010** has done study about evaluation and improving Two-Lane Highways in Jordan. This research study was conducted on a main Two-Lane highway in Jordan, Jarash – Ajloun Highway, where class III is existed and this highway considered as major highway with high traffic volume in Jordan. The traffic data were collected from the government records at several departments in the Ministry of Public Work and Housing. The results show an improvement in the performance measures where ATS and PFFS are increased and PTSF is decreased as a result an improvement in the LOS is obtained.

4. The mosques Services description

4.1 Cleaning mosques:

In view of figure (2), which presents the views of travelers on the mosques on the road “**Alwadi Alahmar – Emsaad**”, we note that 30.8% of the total volume of travelers are described the mosques as clean, while 27.5% evaluated the cleaning mosques as good, and the largest percentage (41.7%) of the total number of passengers said this Property is weak.

Figure 2: Cleaning mosques on public roads



Source: Field Study (2019)

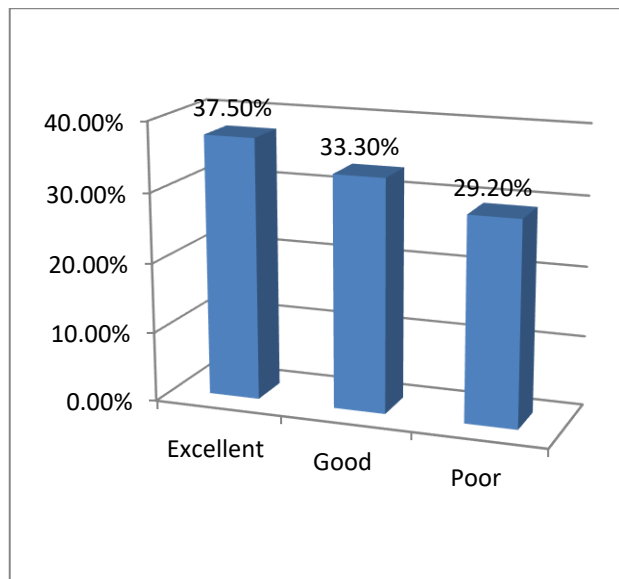
4.2 Performance of the cleanliness of the mosque

When we performance the cleanliness factor of the mosques which spread within the study area, we do not notice a significant difference between the views of the sample members, but those who evaluated the performance of the cleanliness factor up to 37.5% of the total passengers, while 33.3 % of the total passengers described the mosques cleanliness property as good, and 29.2% of the total passengers rated the cleanliness property of mosques as poor.

4.3 Maintenance of the mosque (air conditioning - windows - lighting)

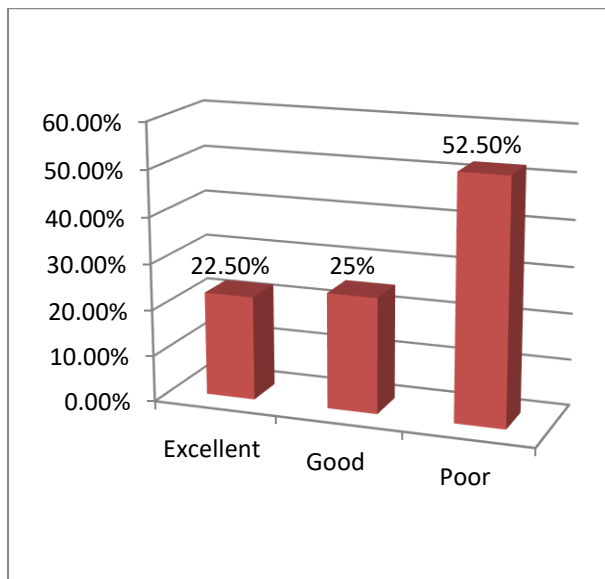
By evaluating the status of mosques in terms of maintenance, the opinions of the passengers were different. The lowest number of respondents rated the status of mosques in terms of maintenance as excellent (22.5%). While, who were evaluated the status of mosques in terms of maintenance as "good" were 25% of the total passengers. Lastly, the largest percentage was who assessed the status of maintenance in the mosques as weak, which amounted to 52.5%.

Figure (3) Performance of the cleanliness of the



Source: Field Study (2019)

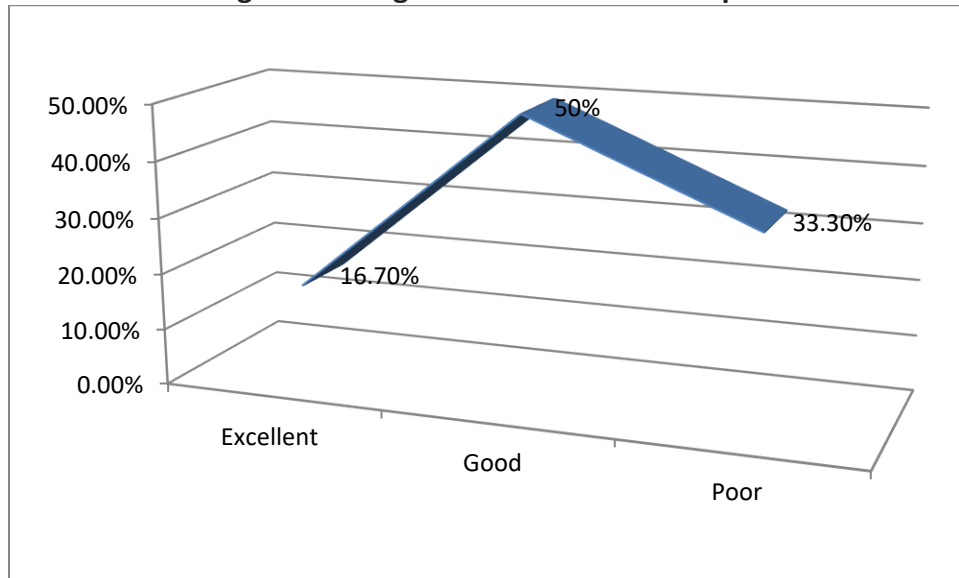
Figure (4) Maintenance of the mosque (air conditioning - windows - lighting)



Source: Field Study (2019)

In the general evaluation of the mosques on the road “**Alwadi Alahmar – Emsaad**” it is clear that, travelers are not fully satisfied with the services performed by these mosques. Only 16.7% rated the overall level of mosques as excellent, while 50% assessed the mosque's service quality as good, while the remaining 33.3% of the total passengers evaluated the overall status of mosques as weak. According to the above, it is possible to say that, the mosques spread along the road between “**Alwadi Alahmar – Emsaad**” are not satisfied with the passengers and require more caring . This concern comes through constant maintenance of the air conditioners and constant maintenance of the electric lamps, Which need maintenance. In addition, the cleaning services performance are very low and this is reflected by the views of the passengers, which requires more focus, and this is needed a good cleaner can do this work nicely.

Figure 5: The general level of the mosque



Source: Field Study (2019)

5. Bathrooms

Bathrooms here, bathrooms in all service facilities on the route “**Alwadi Alahmar – Emsaad**”, bathrooms in mosques or toilets with restrooms all along the route. Why we assess the quality of performance in the bathrooms? Because, the passengers need them continuously especially for the children elderly. Whenever this service is high quality that will be helped travelers to get a comfortable ride, but when the quality of this service becomes low quality will reflected negatively on the comfort of passengers.

5.1 Cleanliness of bathrooms (cleanliness - smells - walls - floors)

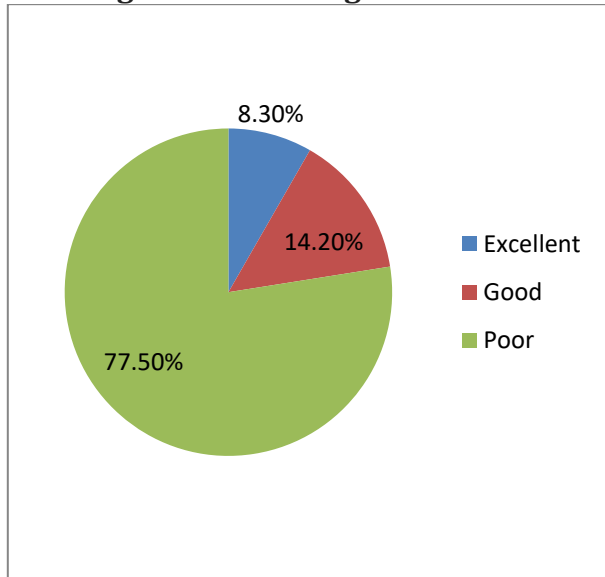
A total of 8.3% of the passengers rated the cleanliness of the bathrooms as "excellent while 14.2% of the total travelers rated the cleanliness of the bathrooms as good. Lastly the rest of the passengers 77% of the total volume of passengers evaluated the cleanliness of the bathrooms in terms of hygiene.

5.2 Maintenance of bathrooms (floors - balconies - bathrooms - ventilation)

The maintenance of bathrooms is very important and the lack of periodic maintenance leads to its ruin, which raises the cost of repair. In the study area it is clear that, there is no interest in maintenance works for bathrooms. The percentage 11.7% of the total number of passengers

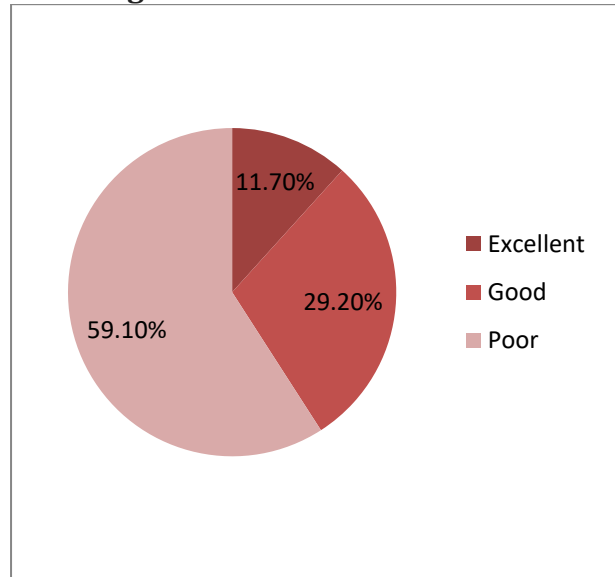
described the maintenance of bathrooms as excellent, and 29.2% of the total number of passengers said good, and the remaining 59.1% of the passengers were described the bathrooms in term of maintenance as poor.

Figure 6: Cleaning of toilets



Source: Field Study (2019)

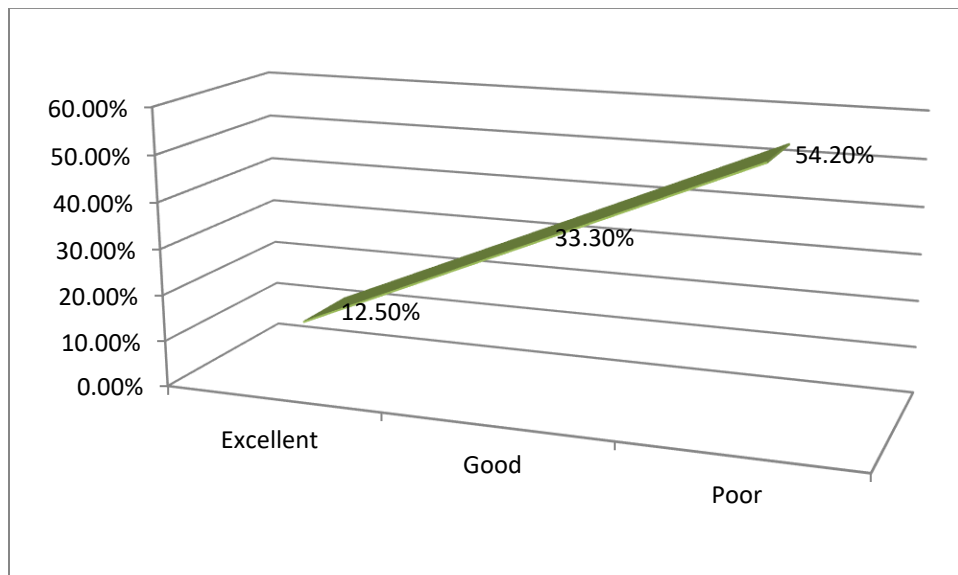
Figure 7: Maintenance of toilets



Source: Field Study (2019)

The overall assessment of travelers, most of them were unsatisfied on the bathrooms maintenance, only around 12.5% rating it as excellent, while 33.3% rated it as good, and the rest 54.2% of total passengers evaluated the overall quality of bathrooms as poor.

Figure 8: the overall quality of bathrooms services



Source: Field Study (2019)

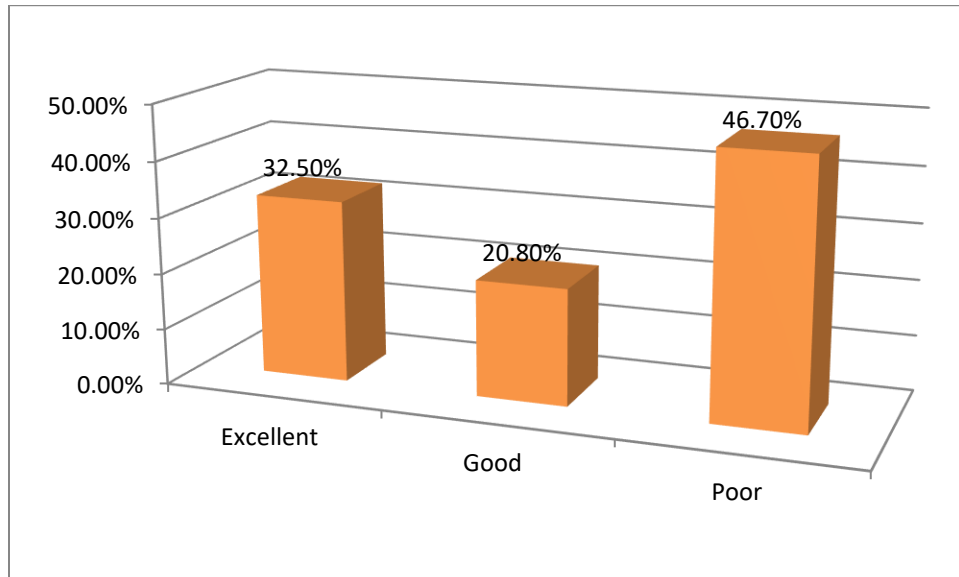
6. Food stores

Passengers traveling by land prefer this type of trip for enjoying the journey and getting the services as long as possible. Foodstuff shops on public roads offer the most important services that travelers need during their journeys especially long trips. The lack of these services or their limited availability make hard trips for travelers through this route and maybe pushing them to change their trip by shipping or flight.

6.1 The quality of processing and cleanliness of food stores

In terms of the quality of processing and food stores located on the route “ **Alwadi Alahmar – Emsaad**” it was found that, 32.5% of the total number of passengers rated this service as excellent, while just 20.8% of the passengers total described it as good, while 46.7% of the total travelers described the service quality and cleanliness of food shops as poor.

Figure 9: The quality of processing and cleanliness of food stores



Source: Field Study (2019)

6.2 Arrange refrigerators, shelves, ventilation, lighting and flooring

By evaluating travelers the arrangement refrigerators food shops and shelves of goods, we conclude that:

Around 23.3% of the passengers total describe this service as excellent, and 45.9% of the passengers total rated this service as good, and lastly the passengers who described this service as poor they counted 30% of the total number of passengers.

An important criterion to consider when evaluating ventilation, lighting and flooring services for food shops. As for the shops located on the route “**Alwadi Alahmar – Emsaad**”, the passengers evaluated this advantage differently only 15.8% described it as excellent, 16.7% of the total number of passengers described this advantage as good, and 67.5% of the passengers total, this is the largest proportion of travelers described this advantage as poor.

Figure 10: Refrigerated refrigerators and shelves

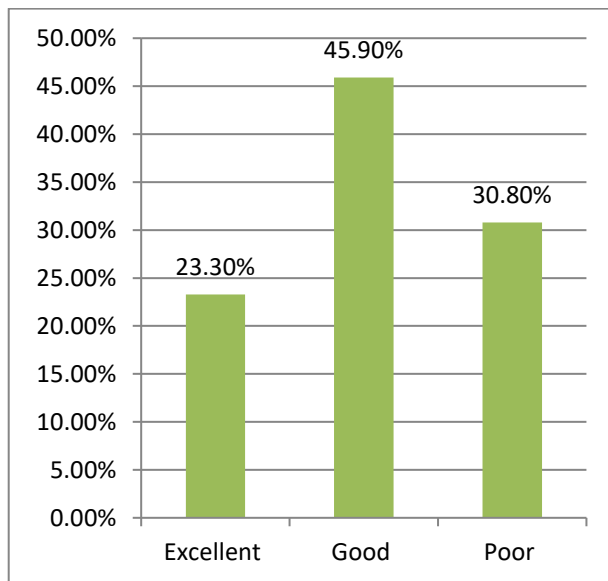
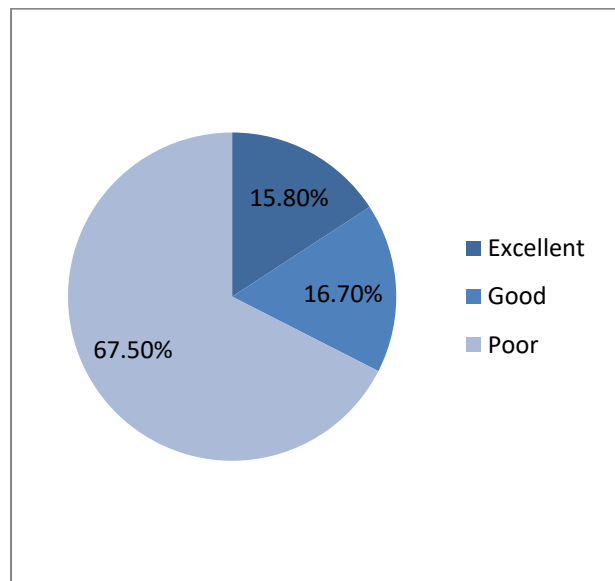


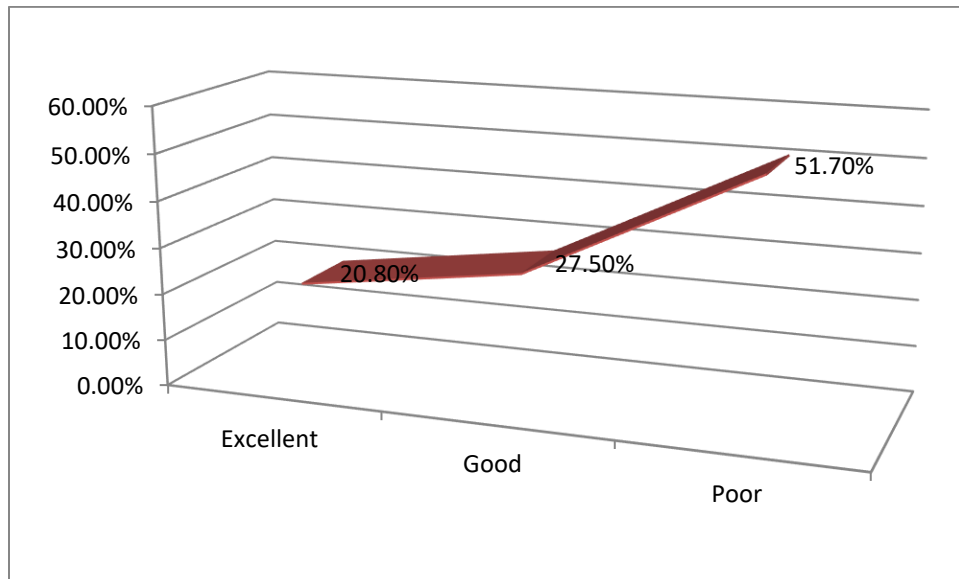
figure 11: Ventilation, lighting and flooring for food shops



Source: Field Study (2019)

According to the above, the overall quality of food shop services is not convincing for travelers. 51.7% describe it as poor, 27.5% of the total number of passengers said good, and only 20.8% Number of travelers said excellent.

Figure 12: the overall quality of food shops



Source: Field Study (2019)

7. Restaurants

The important service that travelers need and encourages them to travel and choose the routes is the restaurant, and it is considered a main factor that motivates the people to travel by cars or buses. Bad restaurants and limited services of them are a lonely factor for travelers, while good restaurants are an attraction for the traveler, which forces travelers to change the means of travel to get a high-end restaurant route. Therefore, we preferred to detail this service in later lines.

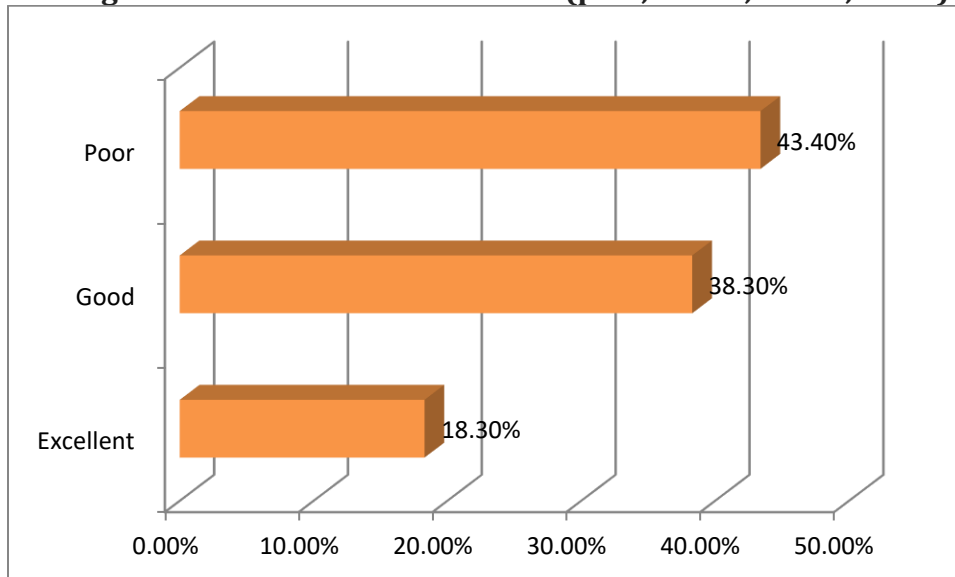
7.1 Restaurant cleanliness and labor hygiene:

The cleanliness of the restaurant comes to detail out the utensils (tables, floors and walls). The survey found that 18.3% of the passengers total said the restaurant cleanliness was excellent, and 38.3% describe the cleanliness of the restaurant as good, lastly the other 43.4% of the travelers total who viewed this service as poor.

The cleanliness of the workers in any restaurant is an important factor attracting customers, whether through obtaining health certificates or uniforms, as well as the use of gloves by workers. Only 9.2% of passengers described labor hygiene as excellent, while 11.7% describe

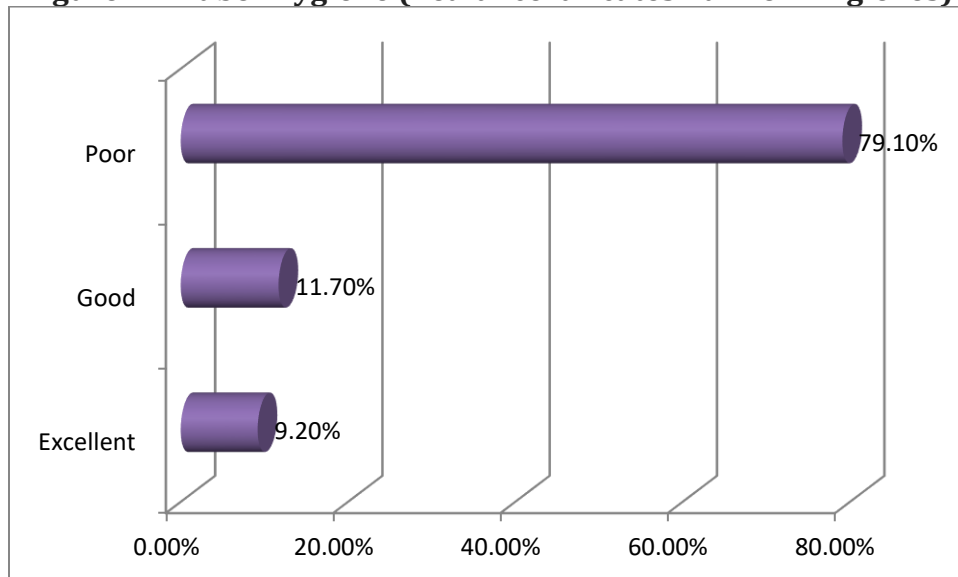
this feature as good, and. 79.1% of the passengers total described the labor hygiene in restaurants as weak.

Figure13: Restaurant cleanliness (pots, tables, floors, walls)



Source: Field Study (2019)

Figure 14: Labor hygiene (health certificates - uniform - gloves)

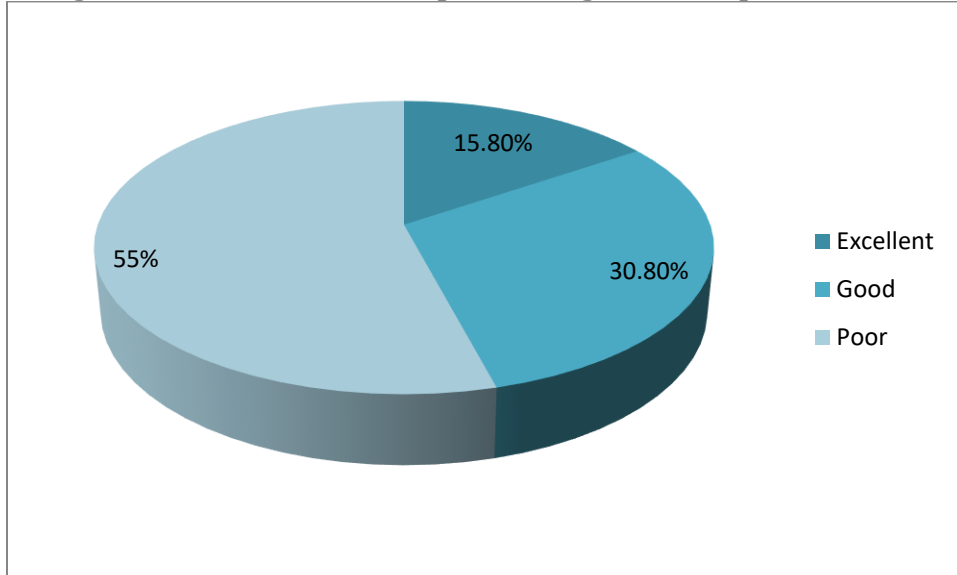


Source: Field Study (2019)

7.2 Processing of the warehouse, food preservation, cleaning and food preparation areas

In reference to travelers' opinions we obtained that, they are dissatisfied with this property at all, only 15.8% of the passengers total described the property as excellent, while 30.8% of the travelers total said it was good, and 55% believe this service was weak.

Figure15: Warerestaurant processing and food preservation



Source: Field Study (2019)

Passengers' opinions differ in terms of their evaluation the cleanliness and processing of the food preparation areas, 25% of the passengers total described this feature as excellent, and 19.2% of the passengers total said it was only good, finally 55.8% of the passengers total described this property as poor.

Table 1: Clean and food preparation areas

percent	Frequency	Level of evaluation
% 25	30	Excellent
% 19.2	23	Good
% 55.8	67	Poor
% 100	120	Total

Source: Field Study (2019)

7.3 Maintenance of the restaurant (laundries - toilets - food equipment - restaurant furniture)

One of the most important things for any service facility, is periodic maintenance, this maintenance includes; laundries, toilets, dining equipment and restaurant furniture. Referring to the passengers' opinions we found that, 27.5% of the total number of passengers described this property as excellent, while 30.8% And 41.7% of the total number of travelers described it as good and poor.

Table 2: Maintenance of the restaurant (laundries - toilets - dining equipment - restaurant furniture)

percent	Frequency	Level of evaluation
% 27.5	33	Excellent
% 30.8	37	Good
%41.7	50	Poor
% 100	120	Total

Source: Field Study (2019)

7.4 Provide green areas and shaded seating areas and their cleanliness

Green areas and shaded seating are one of the most important features of restaurants and this property gives travelers some kind of rest and relaxation during their trips. It is noted that 80.8% of the total number of passengers described this property as weak or poor, and 14.2% described it as good, while the remaining 5% described it as excellent which is very small and reflected the passengers' dissatisfaction with this feature.

Table 3: Provide green areas and shaded seating areas and their cleanliness

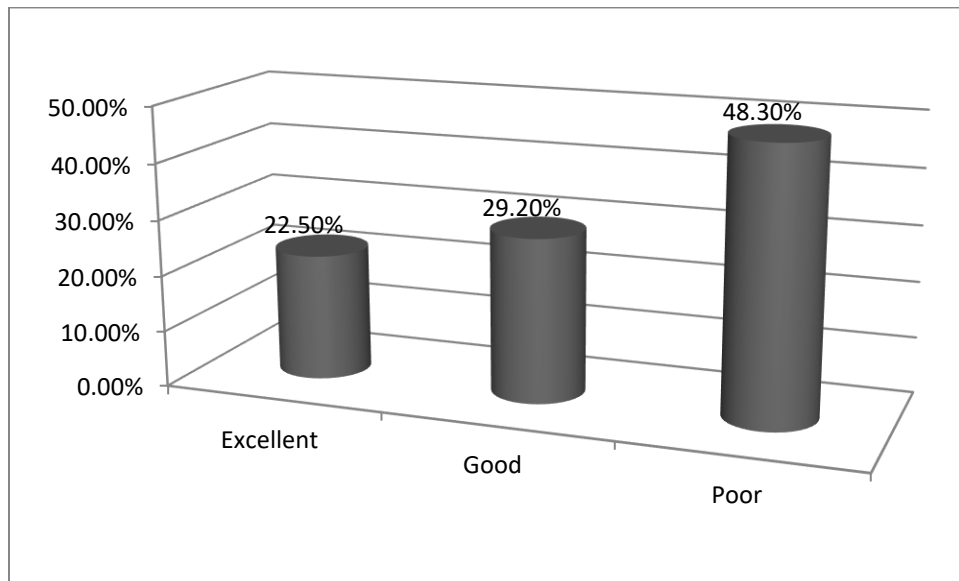
percent	Frequency	Level of evaluation
% 5	6	Excellent
% 14.2	17	Good
% 80.8	97	Poor
% 100	120	Total

Source: Field Study (2019)

7.5 Lighting level in front of restaurants and lounges

When evaluating the level of lighting in front of restaurants and restrooms, it is clear to say that ; only 22.5% of travelers consider this property excellent, while 29.2% of the total number of passengers said was good, while 48.3% of the total number of passengers told it was poor.

Figure16: Lighting level in front of restaurants and lounges



Source: Field Study (2019)

8. Results:

8. 1. It is clear that, travelers are not entirely satisfied with the services performed by the mosques. Only 16.7% rated the overall level of mosques as excellent.

8. 2. In term of bathrooms Evaluation, travelers were often dissatisfied with bathrooms performance, 8.5% rated them as excellent, 33.3% described them as good, and the rest evaluated this property as poor.

8.3 . The overall performance of food shop services is unconvincing to travelers. This is evidenced by the fact that 51.7% describe it as weak, 27.5% of the total number of passengers described it as good, and only 20.8% of the total number of passengers said excellent.

8.4 The passengers total who described the cleanliness of the labor force at restaurants with a weak 79.1%

9.Recommendations:

It is concluded that the passengers in general are dissatisfied with the services deployed on the road between the areas (Red Valley - Assistant), we recommend that:

9.1 Upgrading the food shops and their follow-up by the municipal guard offices.

9.2 Follow-up cleanliness of restaurants and the cleanliness of workers working and to confirm their health.

9.3 Gas stations must be planned in such a way as to ensure easy movement of the vehicles, and to ensure that there are security instructions in the stations. As well as special corridors and services for the disabled.

9.4 The researcher is advised to engage in such topics to enrich the scientific offices and magazines, especially specialists in the field of services geography and highlight them for the addition of human knowledge.

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