



**PERFORMANCE EVALUATION, MANAGEMENT AND PUBLIC
SATISFACTION OF HIGHWAY MAINTENANCE BY
CONTRACTS IN JORDAN**

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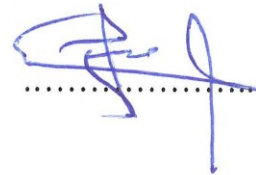
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COMMITTEE DECISION

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DEDICATIONS

There are a number of people without whom this thesis might not have been done, and to whom I am greatly indebted.

This thesis is dedicated to my parents, for their endless support and encouragement.

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PERFORMANCE MANAGEMENT AND PUBLIC SATISFACTION OF HIGHWAY MAINTENANCE BY CONTRACTS IN JORDAN

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ABSTRACT

Due to important rule of highways in economic growth and where highways' maintenance is one of significant factors to improve highways' durability; this thesis discussed the main factors (specifications, owner, consultant, contractor, safety, fund, materials and equipment, and public) that affect the performance and satisfaction of highways maintenance process , also, sub factors of each main factor are studied. Research questionnaire is prepared to assess performance and satisfaction factors, and based on the statistical analysis of study results, the following conclusions can be drawn.

The following points are considered positive points for previously mentioned factors; existence of specifications in maintenance process, projects' owner has his own specifications, consultants' offices and staff are qualified and classified to supervise maintenance projects, contractors are qualified and classified to execute maintenance projects, providing warning signs at suitable distances before project area, enough Fund for maintenance projects, maintenance cost decrement due to premature maintenance, existence of specifications for materials and instrument, and highways become safer after maintenance.

On the contrary, the following points are considered negative points, and it is needed to overcome these problems; shortage in users feedback to improve specifications for future projects, shortage in using of up to date technologies for projects assessment, shortage in consultants' clear vision of projects demands and their suitability, shortage in contractor using of up to date technologies for project assessment, shortage in existing of premature highway maintenance, shortage in existence of periodic materials testing, and shortage in taking complaints and notes in account by official organizations.