

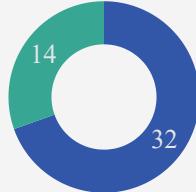
AUTO-TECHNICIANS SURVEY REPORT

State/Country: All



Participants by Payment for Visibility

Pa... ● Yes ● No



16

Count of Challenge Findin...

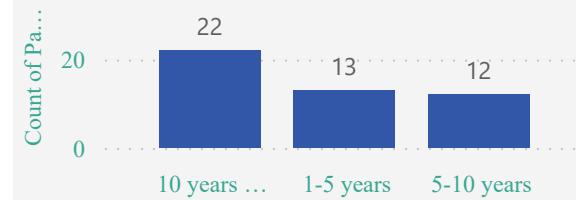
46

Count of Participants

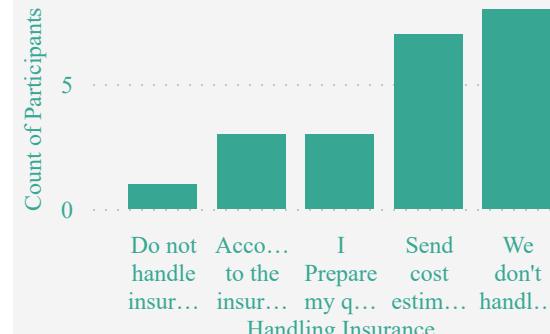
Participants by How auto-technicians handle towing



Participants by Service Years

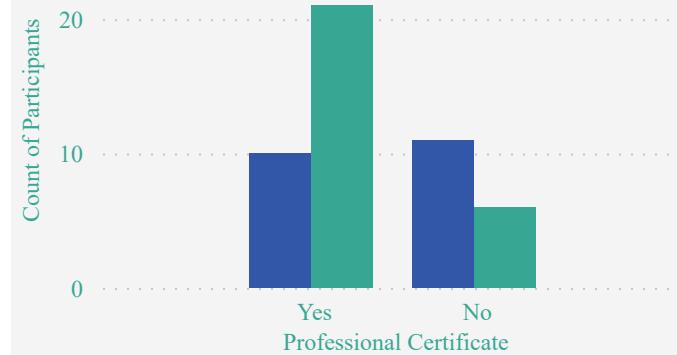


Participants by Handling Insurance



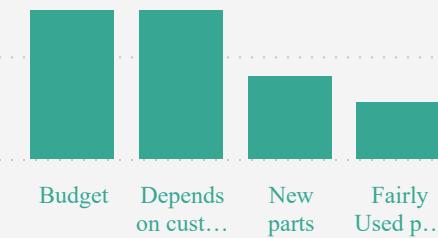
Participants by Professional Certificate and Registration with Cooperate Affairs Commission

Registration ... ● No ● Yes



Participants by Types of Parts worked with

Count of Part...



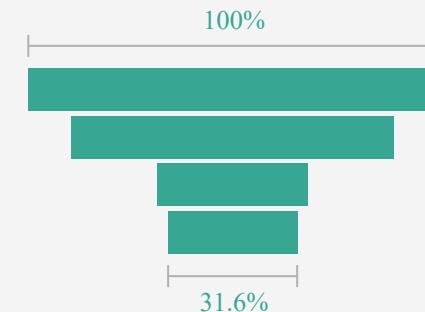
Participants by Payment Methods

Pay... ● Pay a com... ● Pay a m...

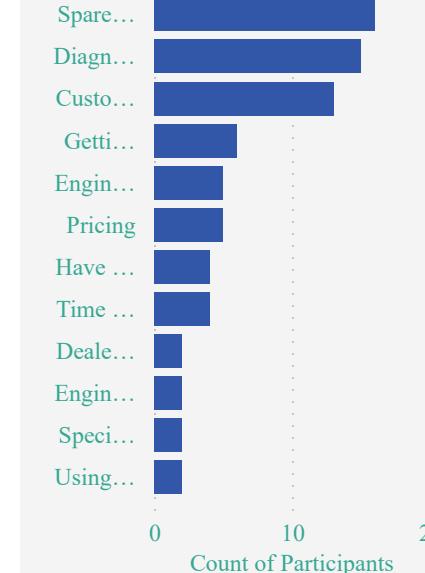


Participants by Ratings with working tools and spare parts

Good
Very good
Exceptional
Fair



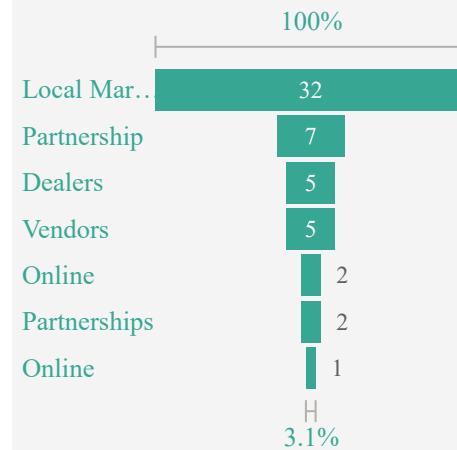
Participants by Highest Challenge Faced with Repairs



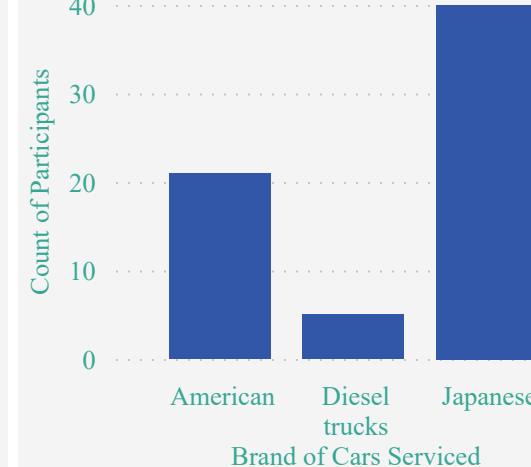
Participants by Challenge Finding Customers



Participants by Spare Parts Sourcing



Participants by Brand of Cars Serviced



Summary of Analysis

This survey was carried out to understand auto-technicians and assess how we can serve them.

There were 46 participants in this survey.

The data was gotten from eight different locations with Lagos being the modal location.

The technicians had different number of service years, 22 out of the 46 participants has over 10 years in service.

We asked the type of brand the technicians work with (Specialization) and 40 technicians specialized on Japanese brands, some work with American brand cars, some other technicians worked with both brands, so they were generalized technicians, some also deal with diesel trucks.

There are some major challenges technicians face when trying to get customers they are:

- Lack of visibility
- lack of adverts
- Funding issues
- Market competition
- Limited equipment
- Lack of trust
- Lack of referrals

We also asked Technicians about their certifications and it was noted that most technicians that carried out this survey were registered with the Cooperate Affairs Commission of Nigeria and those that weren't registered had professional certifications which showed that were credible technicians.

Their performance was also rated to know how much they knew their job and it was noted also.

Lack of visibility is the major challenge technicians face in getting customers.

There were also challenges faced during repairs like;

- Customers
- Diagnosis
- Finding right spare parts
- Engine Failure

When handling spare parts most technicians work with the budget of the customer.

The spare parts are sourced from different points but they are majorly gotten from the Local markets

Often times technicians do not handle towing of vehicles but will recommend a towing company to the customer.

Most technicians didn't know about insured vehicles and how insurance handled payment, but those that know had different answers to the question like "the insurance pays" "following insurance policy" and so on.

Concerning payment on the app, technicians preferred paying a commission per customer referred from the app