

<b>Thesis Title</b>	Critical Success Factors of Humanitarian Logistics Operation: A Case Study of Nigeria
<b>Author</b>	Tony Mendy
<b>Degree</b>	Master of Business Administration (International Logistics and Supply Chain Management)
<b>Advisor</b>	Samatthachai Yamsa-ard, Ph. D.
<b>Co-Advisor</b>	Assistant Professor Nattapan Kongbuamai, Ph. D.

### ABSTRACT

Humanitarian logistics is pivotal in ensuring effective and timely aid delivery to communities affected by disasters. This thesis examines the critical success factors (CSFs) influencing the performance of humanitarian logistics operations. Employing multiple linear regression, the study analyzed data collected from key stakeholders in Nigeria involved in humanitarian supply chains, including government intuitions, UN systems, non-governmental organizations (NGOs), and other logistics providers.

Based on a thorough review of existing literature and experts' opinion, the research identified eight key CSFs at the operational level: engagement of supplier at an early stage, assessment accuracy, degree of information sharing, speed of delivery, quality, and availability of relief items, cost efficiency, community participation and trust, and security of relief items during transport and distribution.

Results from the analysis revealed that the quality and availability of relief items, cost efficiency and security of relief items during transport and distribution positively influenced overall logistics performance. This emphasizes the importance of safe-guarding relief items and personnel, which directly impacts beneficiary satisfaction and thus improves performance. Conversely, supplier engagement at an early stage, assessment accuracy, degree of information sharing, speed of delivery, quality, and availability of relief items, cost efficiency, community participation, and trust were found to have no significant relationship to logistics performance.

**Keywords:** Humanitarian Logistics, Critical Success Factors, Regression Analysis, Performance Management