



ABSTRACT

Unplanned public transportation is directly affect to the economy of the country. And there are lots of transportation problems in metropolitan areas, because they don't have a frequent freight transport system with the lack of interrelationship problems. Currently lots of developing countries they use mobile applications to avoid this problem from their day to day life. To implement this mobile application first of all researcher started to do a research about the perception of customers in metropolitan areas, as a beginning select the Colombo district to as a location. To meet this purpose a methodology has been developed 200 valid questionnaires were distributing among the current freight transport users in Colombo district that, used in the analysis. Cronbach's Alpha was .828 in the reliability test. Descriptive analysis of the variables followed by KMO and Bartlett's test, Factor analysis was carried out. Explanatory factor analysis identified four main factors call additional services, confidentiality of data, user friendly, accurate tracking and cost of application for the customer satisfaction. According to the study concluded with the determinants of the customer perception in implementing a new truck monitoring mobile application in Colombo district.