

**ACCIDENT IMPACTS ON EXPRESS BUS :
EKSPRES NASIONAL BERHAD**

**A GRADUATION EXERCISE SUBMITTED
AS PARTIAL FULFILLMENT
OF THE
ADVANCED DIPLOMA IN BUSINESS ADMINISTRATION
(TRANSPORT)**

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MAY 1988

Abstract.

The idea to indite a thesis on accidents stemmed from a curiosity, not so much of the occurances but as to why they happened. This curiosity raises further interrogative statements of what are the impacts, consequences and remedies to avoid them.

With the objectives of unravelling these queries that the writer undertook an exploratory research utilising the basic modes of personal interview using a designed questionnaires and observations. The findings on hypotheses are appended in this thesis.

The transportation industry with its varied players and actor is a highly complex one and supplements the overall growth of the nation's economic and social sectors. ENB's, is a long time player and presently takes pride in being the largest express bus operator in the country.

The link of accidents in the industry has a direct relationship with the number of vehicles in existence. Road transportation has more than 4 million vehicles registered and is increasing including express buses. The accident rate trend of this sector has never been one that country can be proud of.

The research tested on 4 hypotheses:-

- a. The human errors are the major contributing factor to the high rate of accidents.
- b. The training program can assist in reducing accident rate.
- c. Mechanical fault of buses is one of the contributory factor of accidents.
- d. Local environment (weather road condition) that contributes to the accident.

A total of 108 respondents answered queries and analysis of findings revealed the following:-

- a. Human error is the major causes of accident at ENB
- b. Other causes are third party, mechanical fault and environment.

The impacts and costs of accidents are plentiful. While impacts are generally negative in nature, the cost incurred by many parties either quantitative or qualitative ones.

The thesis concluded with the following recommendations:-

- a. Strict implementation of headlight switch on.
- b. Positive reinforcement.
- c. Incentive schemes.
- d. Better implementation of unscheduled assignment
- e. Regular spot check.
- f. Internal public notification of cost be made to public.
- g. Retraining programs.

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