

UNIVERSITI TEKNOLOGI MARA

**USER'S SATISFACTION ON BUS SERVICES IN
SETAPAK, KUALA LUMPUR**

MOHAMAD IZAIRIE BIN WAN MUSA

DIPLOMA IN TOWN AND REGIONAL PLANNING

August 2021

AUTHOR'S DECLARATION

I declare that the work in this Planning Project Paper was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This project paper has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

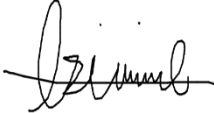
Name of Student : Mohamad Izairie Bin Wan Musa

Student I.D. No. : 2018253378

Programme : AP 111

Faculty : Diploma in Town and Regional Planning, Department of Built Environment Studies and Technology, Faculty of Architecture, Planning and Surveying, Universiti Teknologi MARA, Perak Branch.

Title : User's Satisfaction on Bus Services in Setapak, Kuala Lumpur

Signature of Student : 

Date : 2 August 2021

ABSTRACT

This study focuses on user satisfaction with bus services in Setapak, Kuala Lumpur. Currently, Malaysia is facing explosive growth in vehicle ownership and use, causing traffic congestion and pollution. This study focuses on user satisfaction with bus services. The methodology used for this study is observational and quantitative methods that are a survey questionnaire is used to survey user satisfaction and their level. Questionnaires were used to examine overall user satisfaction and the factors influencing user satisfaction with bus services. This questionnaire also collected comments and recommendations from users to further improve the quality of bus services in Setapak, Kuala Lumpur. The questionnaire answered up to 75 respondents, of which the respondents involved were bus service users in Setapak, Kuala Lumpur.

Several aspects assess the survey on user satisfaction with the bus services provided. The elements are; cleanliness and comfort, safety, availability, reliability and accessibility, and bus drivers. The results of this survey were analyzed using Statistical Package for the Social Science (SPSS) software and produced in various types of graphics and tables. The study found that although most respondents often use bus services, their level of satisfaction with bus services in Setapak, Kuala Lumpur is only moderate. Most of them agreed that one of the most important factors for using bus service as their mode of bus service is because bus service can reduce the problem of traffic congestion and parking. Therefore, it can be concluded that operators must constantly improve the quality of bus services in terms of cleanliness and comfort, safety, availability, reliability and accessibility, and bus drivers because it can affect the level of user satisfaction with bus services in Setapak, Kuala Lumpur.

ACKNOWLEDGEMENT

Bismillahorrahmanirrahim

In the Name of Allah S.W.T the Most Gracious, Most Merciful. All praise is given to the Almighty for giving me an opportunity to complete this research study successfully for the six (6) months.

First of all, I would like to thank to my supervisor/mentor, Ts. Dr. Kushairi Bin Rashid which has been providing guidance and suggestion in reviewing research. He also helps me a lot in understanding this subject and topic that I've been picked. Even during non-working hours, he is willingly to see me and help giving me ideas and suggestion to finish this report. Without him help, I will not able to complete this research within the prescribed time.

This journey would not have been possible without the support of my family and friends. To my family, thank you for encouraging me in all of my pursuits and inspiring me to follow my dreams. I am especially grateful to my parents, who supported me emotionally and financially. I always knew that they believed in me and wanted the best for me. Thank you for teaching me that my job in life is to learn, to be happy, and to know and understand myself; only then could I know and understand others.

Finally, I would like to thanks to my colleagues who were involved directly or indirectly in helping me to accomplish this study, especially for those with me when I'm facing challenges in doing this research paper and has given encouragement, support and assist me in this industry.

TABLE OF CONTENTS

	Page
CONFIRMATION OF COMPLETION	iv
AUTHOR'S DECLARATION	v
ABSTRACT	vi
ACKNOWLEDGEMENT	vii
TABLE OF CONTENT	viii - x
LIST OF TABLES	xi - xii
LIST OF FIGURES	xiii
LIST OF PHOTOS	xiv
LIST OF ABBREVIATIONS	xv
CHAPTER ONE - INTRODUCTION	
1.1 Introduction	1
1.2 Problem Statements	2
1.2.1 Long Bus Waiting Time	2
1.2.2 Schedule Adherence	2
1.2.3 Lack of Bus Transportation	3
1.3 Goal and Objectives	4
1.3.1 Goal	4
1.3.2 Objectives	4
1.4 Scope of Study	4
1.4.1 Study area	5
1.5 Site Background	5 - 8
1.6 Summary	9
CHAPTER TWO - LITERATURE REVIEW	
2.1 Introduction	10
2.2 Public Transportation	11
2.2.1 Definition of Public Transportation	11