



**Faculty of Administrative Science  
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Factors that influence the usage of Public Transport  
among users in Butterworth**

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I have reviewed the final and complete research project and approve the submission  
of this report evaluation



.....  
(Mr Firdaus bin Ramli)

## Declaration

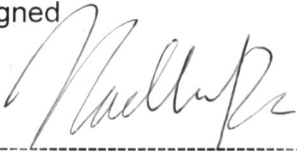
I hereby declare that the work contained in this research proposal is my own except those which have been duly identified and acknowledged. If I am later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Transportation can be defined as the mechanism of moving goods and passengers by any type of vehicle from one point to another and it can be categorized into public transport and private transport (Bachok & Mohamad, 2009). According to Aziz (2013) stated that in most developing countries, public transport is a means for making journeys to work, schools, shops and other daily activities. Public transport has many benefit for example, it can save money, congestion and safe the environment. There are many type of public transport such as buses, taxis, monorail, train, ferry and others. With this transportation provided, it can give the public convenient to proceed with their daily activities. This means that, public transportation plays an important role to commute user to places that they plan for their daily activity, plus it can also reduce traffic congestion that always occur in Malaysia. The service quality of public transport becomes an important issue in order to have better and comfortable environment (Zakaria & *et al.*, 2010). This is because, through service quality provided by the public transport, it will determine whether the public will choose to use the public transport or not. Inefficient public transport relates to networking and accessibility issues that limit the choice of the users to access facilities (Ponrahono & *et al.*, 2015)