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**UNIVERSITI TEKNOLOGI MARA**

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**HTT 650**

**Title:**

The Efficiency of Keratapi Tanah Melayu Berhad Komuter (KTMB) Provide their services and  
Passenger's Satisfaction Level in Kuala Lumpur

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**JULY 2014**

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We declare that the work in this thesis was carried out in accordance with the regulations of University Teknologi MARA. It is original and is the result of our own work, unless otherwise indicated or acknowledged as referred work. This topic has not been submitted to any other academic institution or non-institution academic institution for any other degree or any qualification whatsoever.

In the event that our thesis be found to violate the conditions mentioned above, we voluntarily waive the right of conferment of our degree and agree subjected to the disciplinary rules and regulations of University Teknologi MARA.


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Thesis Title: The Efficiency of Keretapi Tanah Melayu Berhad Komuter (KTMB) Provides Their Services and Passenger's Satisfaction Level In Kuala Lumpur.

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## **ABSTRACT**

Keretapi Tanah Melayu Berhad (KTMB) is the largest train services in Malaysia and also majorly used public transport. Keretapi Tanah Melayu Berhad offer four types of services that comprises of Komuter services, Freight services, KTM-Distribution services and Intercity services.

This research is about to study the efficiency of Keretapi Tanah Melayu Berhad Komuter (KTMB) provide their services and passenger's satisfaction level in Kuala Lumpur. These dimensions of service quality which include reliability, responsiveness, assurance, empathy and tangible are factors that used to identify the best dimensions towards customer satisfaction that used KTMB Komuter services in Kuala Lumpur.

The sample size for this study is 110 respondents are required to answer the questionnaire. Respondents are required to answer the questionnaire regarding the element of service quality towards KTMB Komuter provide their services. Data obtained using two methods that are primary and secondary data. Data are analyzed using Reliability Test, Regression Analysis, Frequency Analysis and descriptive statistics through SPSS program.

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