

**USER'S PERCEPTIONS ON KTM KOMUTERS SERVICE AT  
KL SENTRAL TERMINAL, KUALA LUMPUR**

**BY**

**NUR AISHAH MUHAMAD BADRULZAMAN**

**DEPARTMENT OF TOWN AND REGIONAL PLANNING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGI MARA, PERAK BRANCH  
SERI ISKANDAR CAMPUS**

**AUGUST 2020**

**DEPARTMENT OF TOWN AND REGIONAL PLANNING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGI MARA, PERAK BRANCH  
SERI ISKANDAR CAMPUS**

**3 August 2020**

This Planning Project Paper is Prepared

By

**NUR AISHAH MUHAMAD BADRULZAMAN**

Title

**USER'S PERCEPTIONS ON KTM KOMUTERS SERVICE AT KL  
SENTRAL TERMINAL, KUALA LUMPUR**

Accepted in partial fulfilment of the requirements for a  
Diploma in Town and Regional Planning

Supervisor : Pn. Anisah Mohd Arshad

TPS352 Coordinator : Dr. Nor Eeda Hj. Ali

Programme Coordinator : Dr. Norainah Abdul Rahman

## **ACKNOWLEDGEMENT**

In the name of Allah, the most generous and most loving with Blessings and Peace be upon the Nabi Muhammad S.A.W. Alhamdulillah, thank ALLAH S.W.T for blessing me with His mercy for my health, strength, and life all this time. With the help and permission of ALLAH, I can complete and given the opportunity to complete this final project successfully. First, I would like to take this opportunity to thank my supervisor, Pn. Anisah Mohd Arshad for guidance, advice, and suggestions throughout the completion of this project. Thanks also to my supervisor for giving me a lot of useful information while I was in the process of completing this final project. In addition, I would like to thank my family and friends who have cooperated with me for me to complete this project. May Allah bless you all always. Thank you very much.

## **ABSTRACT**

In this modern age, the need for public transport is very important. The terminal equipped with various facilities will attract the public to use public transport. Informing an effective and efficient terminal, it is necessary to go through various challenges to achieve passenger satisfaction in terms of terminal service quality. KTM Komuter service still received complaints from users such as ticketing systems, security, no monitoring, and lack of technical management. This study aims to examine consumer perceptions of KTM Komuter terminal services in KL Sentral. The analysis was done by distributing a questionnaire. The results show that the three areas that are their main concern are Safety, Comfort, and Hygiene as well as Management Services. Furthermore, this paper highlights the KTM Komuter terminal services that need to be improved such as ventilation system, provide more seating place, dust bin, and ticket machine.

<b>CONTENTS</b>	<b>PAGES</b>
Acknowledgement	II
Abstract	III
Table of Contents	IV
List of Table	VI
List of Figure	VII
List of Chart	VII

## **TABLE OF CONTENTS**

### **CHAPTER 1: BACKGROUND STUDY**

1.1	Introduction	1
1.2	Issues and Problem	1
1.3	Goal and Objective	2
1.4	Scope of Study	2
1.5	Study Area	2
1.6	Summary	4

### **CHAPTER 2: LITERATURE REVIEW**

2.1	Introduction	5
2.2	Key Terms / Definition	5
	2.2.1 Public Transport	5
	2.2.2 Rail Transport in Malaysia	6
	2.2.3 Terminal Service	7
2.3	Key Variables	7
	2.3.1 User Satisfaction and Perception	7
	2.3.2 Terminal Facilities	8
	2.3.3 Comfort	9
	2.3.4 Ticketing System	10
2.4	Summary	11