

LEVEL OF USERS SATISFACTION FOR KTM COMMUTER

by

NURUL ASLYDA BINTI ABDULLAH

**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

NURUL ASLYDA BINTI ABDULLAH

Title

Level of Users Satisfaction for KTM Commuter

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

Supervisor : Gs. Dr. Nor Eeda Haji Ali
TPS 352 Coordinator : Gs. Dr. Nor Eeda Haji Ali
Programmed Coordinator : Dr. Norainah Abdul Rahman

ACKNOWLEDGEMENT

First, I would like to express my highest gratitude to Allah SWT for his guidance, bless and for giving me strength to perform my responsibilities as a student and complete this Planning Project Paper report within the stipulated time.

I would like to express my sincere thanks and appreciation to my supervisor, Gs. Dr. Nor Eeda Hj. Ali for her supervision and support. Without her persistent help, the goal of this report would not have been realized. Not forgotten my grateful thanks to the Mrs. Ana Kashfi Muhammad who always give support and motivation to undergo this report.

I also want to express my sincere thanks to all lecturer that have been give me a lecture and tips for my report. Finally, to my family and friends that also give me strength and guide to complete my Planning Project Paper report.

ABSTRACT

Public transport is a transport system for passengers use by the general public. Although these terms are generally considered to be rail and bus services, the broader definition may include scheduled aviation, ferry, taxi and so on. So, some aspects that need to be studied the level of satisfaction of the user. The goal of this research is to evaluate the level of KTM Commuter user's satisfaction and the objective of this study is to study on KTM Commuter facilities, to identify the KTM Commuter level of user's satisfaction and, to propose and recommendation KTM Commuter facilities is needed. This study was conducted at the KTM commuter station in Bangi - KL Central. There are 50 respondents answered the survey. They were given through Google Form and the survey had conducted around 25 May to 29 May 2020 by probability sampling. The questionnaire consisted of four sections, sociodemographic, purpose of using KTM commuter, user's satisfaction and opinion and recommendation. The finding of this study are the safety facilities is the most unsatisfied from respondent with 54% (27 respondents) and the other facilities is OKU facilities, connecting transportation facilities, parking facilities, cleanliness facilities, ticket fee facilities, kiosk or grocery facilities, fan and benches. The recommendation of this is in line with the findings.

TABLE OF CONTENT

CONTENT	PAGE
ACKNOWLEDGEMENT	i
ABSTRACT	ii
TABLE OF CONTENT	iii-v
LIST OF TABLE	v
LIST OF FIGURE	vi-viii
LIST OF ABBREVIATIONS	ix
1.0 CHAPTER 1 BACKGROUND STUDY	1
1.1 Introduction	1
1.2 Issues and Problems	2
1.3 Goal and Objective	2
1.3.1 Goal	2
1.3.2 Objective	2
1.4 Scope of Study	3
1.5 Research Organisation	3-5
1.5.1 Stage 1: Background Study	4
1.5.2 Stage 2: Literature Review	4
1.5.3 Stage 3: Data Collection, Analysis and Findings	4
1.5.4 Stage 4: Recommendation and Conclusion	4
1.6 Study Area	6-8
1.7 Summary	9
2.0 CHAPTER 2 LITERATURE REVIEW	10
2.1 Introduction	10
2.2 Terminologies of Public Transportation	11
2.2.1 Definition of Transportation	11
2.2.2 Definition of Public	11
2.2.3 Definition of Public Transportation	11-12
2.3 Types of Public Transportation	12
2.3.1 Land Transportation	12
2.3.2 Water Transportation	12-13