



DEPARTMENT OF BUILDING SURVEYING  
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HARA UNIVERSITY OF TECHNOLOGY

TOWARDS A MODERN BUS TERMINAL  
(KOTA BHARU STATIONS AS STUDY CASE)

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**CONFIRMATION OF DISSERTATION AMENDMENT**

I hereby confirm and declare that this student has made the amendment and correction as instructed for this dissertation, and therefore I approve it to be bound as required.

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## CHAPTER 1: Introduction

### 1.1 INTRODUCTION

Improving the public transportation system and services has become a common agenda in the content of any Local Planning Draft for town in Malaysia, and this agenda is especially important for new planning of existing township. The rapid growth of population and economic condition have resulted changes in many ways including the traffic management system, and it affects most in the town area. As public transportation is concerned, most of the existing services and facilities in many towns/cities are no longer appropriate or sometimes inadequate to cater the ever-increasing demand of the public. Some town even need very serious and urgent attention for upgrading and reorganizing of the service and facility provided, and this is including the town of Kota Bharu, the capital of Kelantan.

The standard of public transportation service (particularly of bus) here in Kota Bharu is generally old fashioned, inadequate, and obviously uncoordinated. These have resulted much inconvenience for the users as well as for the general public, and hugely contributing to the frequent traffic problems in the town center. Many studies have been carried out in evaluating the issue and suggesting solutions to the problems. However, not many changes can be seen then. There might be reasons for this, but consistent effort must be put in to at least ease out the problem, or else the dilemma will surely be worsen over time.

This dissertation in a way is meant for contributing opinions, thoughts, as well as data and information that might help in achieving the vision to solve the problems. Hopefully, it can be made useful not just for the ones who are directly responsible and have the authority in setting up and implementing policy for public transportation service in Kota Bharu alone, but for anyone who is involved in the field anywhere, be it the local authority, town planner, architect, or even public bus company.