

**KENDERAAN KLANG BANTING BERHAD
A STUDY ON OPERATION PROBLEMS AND
PASSENGER TRAVEL CHARACTERISTICS IN
KENDERAAN KLANG BANTING BERHAD BUS SERVICES
[KLANG - SHAH ALAM ROUTE]**

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CHAPTER 1

BACKGROUND OF THE STUDY

1.1 INTRODUCTION

In recent situation, population is increasing all the time and this result in higher demand for public transport service especially public bus services.

Growth of population and expansion on the urban area, combined with rising income and better standard of living contribute to increase in the volume of passenger movement.

It is also stated that the main function of transport is to cater people or freight from their point of origin to their point of destination with a purpose. Transport is a major element in determining the pattern of our country development.

Public bus services must get the whole ideal to satisfy the patronage or potential customers. It means, transportation is offered the right times and with the right kind of equipment.