**Faculty of Administrative Science
& Policy Studies
Universiti Teknologi MARA**

**Bachelor of Administrative Science**

**Title of Research
Factors that influence the usage of Public Transport
among users in Butterworth**

**Name of Student**

**Nurul Nabila Syaqira binti Hanizam 2016341187
Nadhira binti Ahmad Afip 2016331659**

**March 2018 - January 2019**

## CLEARANCE FOR SUBMISSION OF THE RESEARCH PROJECT BY THE

## SUPERVISOR

| | | |
|---|---|---|
| Name of Supervisor | : | Mr Firdaus bin Ramli |
| Title of Research Project | : | Factors that Influence the Usage of Public Transport Among Users in Butterworth |
| Name of Student I | : | Nurul Nabila Syaqira binti Hanizam |
| Name of Student II | : | Nadhira binti Ahmad Afip |

I have reviewed the final and complete research project and approve the submission

of this report evaluation

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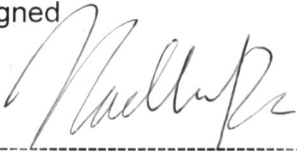
(Mr Firdaus bin Ramli)

## Declaration

I hereby declare that the work contained in this research proposal is my own except those which have been duly identified and acknowledged. If I am later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed

Name: Nurul Nabila Syaqira Binti Hanizam
Matric No.: 2016341187

Signed

Name: Nadhira Binti Ahmad Afip
Matric No.: 2016331659

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Transportation can be defined as the mechanism of moving goods and passengers by any type of vehicle from one point to another and it can be categorized into public transport and private transport (Bachok & Mohamad, 2009). According to Aziz (2013) stated that in most developing countries, public transport is a means for making journeys to work, schools, shops and other daily activities. Public transport has many benefit for example, it can save money, congestion and safe the environment. There are many type of public transport such as buses, taxis, monorail, train, ferry and others. With this transportation provided, it can give the public convenient to proceed with their daily activities. This means that, public transportation plays an important role to commute user to places that they plan for their daily activity, plus it can also reduce traffic congestion that always occur in Malaysia. The service quality of public transport becomes an important issue in order to have better and comfortable environment (Zakaria & *et al.*, 2010). This is because, through service quality provided by the public transport, it will determine whether the public will choose to use the public transport or not. Inefficient public transport relates to networking and accessibility issues that limit the choice of the users to access facilities (Ponrahono & *et al.*, 2015)