

**UNIVERSITI TEKNOLOGI MARA**

**ASSESSING URBAN PUBLIC  
TRANSPORTATION, LEGISLATIVE  
AND INSTITUTIONAL  
FRAMEWORK IN FEDERAL  
TERRITORY OF KUALA LUMPUR**

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## ABSTRACT

The trends in transportation have been changing and will continue to change over the years. Urban dwellers in developing countries require and demand for mobility and accessibility at the same growth rate of these urban areas. Often, this demand is accommodated by the increased number of private vehicles. Development of a country is closely linked with the transportation system facilities thus will have a positive impact on the economic growth and social fabric of a country. The traffic issues are always associated with private vehicles especially in any developing cities such as the Federal Territory of Kuala Lumpur. At present, the traffic problems in Malaysia are resulted from ineffective public transport system which is not methodically integrated from one place to another, therefore, forcing the people to use private vehicles for daily uses. An integrated and comprehensive approach is required as it enhances the regulatory framework, planning structure and level of services delivered. The notions for this topic were developed from issues regarding institutional framework in terms of effective delivery for urban public transport. Although the current urban public transport in Klang Valley has improved, there are still issues regarding this matter. This research, therefore, aims to evaluate the delivery of public transportation through legislative and institutional framework in the Klang Valley especially for the Federal Territory of Kuala Lumpur. This research also emphasises on the importance of public transportation policies and legislation, the role of Government Agencies and Statutory Body involved in urban public transport and to make recommendations in order to improve the current institutional framework of urban public transportation. Expert Interviews were conducted to examine the role of agencies related to urban public transport and the implementation of the public transport policies. Structured Interviews were exercised in gathering primary data from related agencies and the interviews were conducted through targeted agencies involving seven (7) agencies in which samples were determined through a structured technique, namely, Purposive Sampling. The collected data were later analysed using the Descriptive Policy Analysis and Content Analysis. This study therefore applies a Case Study design and relies very much on qualitative data encompassing policies and guidelines. The findings were drawn from an early investigation of the Malaysian institutional public transport framework through literature reviews which looked closely into the management structure, as well as the implementation of public transportation system and enforcement. Results from the analysis revealed that the development has led to institutional conflicts in several areas especially enforcement, infrastructure provision and use, policy formulation and coordination. Problem complexity, planning, implementation and enforcement should be viewed seriously because there are different ministries and agencies at the federal and local level involved in various aspects of public transport in the Kuala Lumpur. It is therefore concluded that it is necessary to create a central responsibility for policy planning and regulatory oversight to achieve successful initiatives and the establishment of transport agency at metropolitan level.

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# CHAPTER ONE

## INTRODUCTION

### 1.1 Preface

This research has a special interest in urban public transportation institutional framework in Klang Valley, Malaysia, particularly in the Federal Territory of Kuala Lumpur. The notions for the topic were developed from issues regarding an institutional framework for delivery in the urban area. Although the current urban public transport in Klang Valley has improved, there are still occurring issues regarding urban public transportation including Kuala Lumpur (KL). Moreover, the Malaysian government had also strived to fulfill the needs of citizens by providing the best urban public transportation as observed through current policy and plans and emphasised research for public transportation development in Malaysia.

The core idea for this research is to examine the importance of urban public transportation institutional framework, especially for urban transportation. In line with this focus, this research emphasises on the importance of public transportation policy, examining the Government Agencies and Statutory Body involved in urban public transport and to make recommendations in improving the current institutional framework of urban public transportation.

Significant to this idea, this research also focuses on the current policies applied for urban public transportation in Malaysia especially for KL. To achieve this, this research had established two main objectives which act as the main basis for the analysis stage; (1) policy application; and (2) delivery system of urban public transportation policy.

Hence, the expectation for this research outcome is to formulate practical approaches to improve the current institutional framework of urban public transportation in KL. In brief, this chapter presents the actual purpose of the research and provides an overview of the content of the whole thesis. Chapter One (1) therefore begins with an explanation of the research background, discussion on the context of the research and issues encounters regarding the topic.