



اَوْنَبُورِ سَيِّدِي تَيْكُونُ لَوْ كَيْ مَبَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**Title:**

**Public Transportation Issues Among Tourists in  
Kuala Lumpur**

**NAME**

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## **ABSTRACT**

The purpose of this research is to determine the public transportation issues experienced by tourist in Kuala Lumpur, Malaysia. Many problems has been found regarding to the public transport such as service quality issue, punctuality and accessibility of the public transport. There are several points and actions that should be put on highlight by the service provider. Researchers are looking for previous studies explaining the variables suggested for this analysis, such as the three independent variables security & protection, accessibility and timeliness. The dependent variable is the level of service rendered by public transport. The researchers gathered the relevant information through secondary channels, such as journal papers, internet tools and textbooks. Secondary data is suitable for use in this research study because it needs less investment, is easily collected, requires less time to collect the necessary information and offers a detailed understanding of the research subject. The findings and discussion shows that based on the study that have been done there are many researches confirmed that time taken or length of the journey is the most significant factor that answers to the second objective of the study.

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