

**THE OPERATING CHARACTERISTIC OF FREE PUBLIC 'BAS SELANGORKU'
IN SHAH ALAM**

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MUHAMMAD AMIRUL HADI BIN ZAINAL ABIDIN

A thesis in fulfillment of the requirement for the award of the degree of Bachelor of Civil
Engineering

Faculty of Civil Engineering and Earth Resources
UNIVERSITI MALAYSIA PAHANG

JUNE 2016

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Date: 30 JUNE 2016

TABLE OF CONTENT

	Page
SUPERVISOR’S DECLARATION	ii
STUDENT’S DECLARATION	iii
DEDICATION	iv
ACKNOWLEDGEMENT	v
ABSTRACT	vi
ABSTRAK	vii
TABLE OF CONTENT	viii
LIST OF TABLE	xi
LIST OF FIGURE	xii
CHAPTER 1 INTRODUCTION	1
1.1 Background of Study	1
1.2 Problem Statement	7
1.3 Objectives	8
1.4 Scope Of Study	8
1.5 Significant Of Study	8
CHAPTER 2 LITERATURE REVIEW	9
2.1 Public Transport System in Malaysia	9
2.1.1 History of Public Transport	9

2.1.2	The Need for Public Transportation	10
2.2	Availability of Free Public Transport	11
2.3	Customer Satisfaction	13
2.4	Customer Needs	14
2.4.1	Information	15
2.4.2	Service Frequency	15
2.4.3	Punctuality	15
2.4.4	Seat Availability	15
2.4.5	Walking Distance	16
CHAPTER 3 METHODOLOGY		17
3.1	Introduction	17
3.2	Survey Design	17
3.3	Research Process	18
3.4	Population and Sample Size	19
3.4	Data Collection	21
3.5	Data Analysis	21
CHAPTER 4 RESULTS AND DISCUSSIONS		23
4.1	Introduction	23
4.2	Operating Characteristic of 'Bas SelangorKu'	23
4.2.1	Passenger of 'Bas SelangorKu'	23
4.2.2	Number of Passenger on Board	25
4.2.3	Standing Passenger	26
4.2.4	Loading Factor	27

4.2.5 Bus Punctuality	28
4.3 Passenger Satisfaction	31
4.3.1 Walking Distance	31
4.3.2 Information and Schedule	32
4.3.3 Waiting Time	33
4.3.4 Bus Punctuality	34
4.3.5 Facilities, Seat and Service Availability	35
CHAPTER 5 CONCLUSION AND RECOMMENDATION	37
5.1 Introduction	37
5.2 Conclusion	37
5.3 Recommendation	38
REFERENCES	40
APPENDIX	42

LIST OF TABLE

Table No.	Title	Page
1.1	Shah Alam Theme Section	3
1.1	RapidKL Route No. and Location	4
2.1	Example of Country That Provide Free Public Transport	12
3.1	Determining Sample Size from a Given Population	19
3.2	LOS of Hour of Service	22
4.1	Total Passenger of 'Bas SelangorKu'	24
4.2	No of Passenger on Board	25
4.3	Standing Passenger	26
4.4	Loading Factor Based on Total Capacity	27
4.5	Loading Factor Based on Seat Capacity	28
4.6	Schedule vs. Actual Bus Service (Weekdays)	29
4.7	Schedule vs. Actual Bus Service (Weekends)	30

LIST OF FIGURE

Figure No.	Title	Page
1.1:	Shah Alam Map	2
1.2:	Mini Bus in Shah Alam	5
1.3:	Temporary Location of Main Terminal Bus	5
1.4:	Four (4) KTM Commuter Station in Shah Alam	6
1.5:	‘Bus SelangorKu’ Station at Shah Alam Route	7
3.1:	Research Flowchart	18
3.2:	Category distribution	20
4.1:	Reasonable Walking Distance	32
4.2:	Sufficient Information of Bus Service	33
4.3:	Reasonable Waiting Time	34
4.4:	Good Bus Punctuality	35

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ABSTRACT

Transport was key requirement of human to travel from one place to another. State government of Selangor makes an effort to increasing the attractiveness of public transport by providing free public 'Bas SelangorKu' in Shah Alam. If the operation of free public 'Bas SelangorKu' was success, maybe the government can expand the service to the overall Selangor district. Furthermore, the main government also can take the opportunity to implant this service to all state in Malaysia. The purpose of this research was to obtain the operating characteristic and passenger satisfaction towards service of free public 'Bas SelangorKu'. The service starts to operate in 1st July 2015. The data for the operating characteristic are collected during bus trip. Meanwhile, as for the service frequency, the data was recorded by staying stationary at the middle path station. For passenger satisfaction, questionnaire will be distributed among the user of 'Bas SelangorKu'. All data for operating characteristic and passenger satisfaction will be analyzed statically. From the results showed, there are quite high demands in public that used 'Bas SelangorKu' and respondents provide a good perception of the quality of the service given. However, for the matter of time, there are quite a number of passengers who are not satisfied with the service. In addition, this research also reviews if the free public 'Bas SelangorKu' operations can be the backbone of the existing public transport in Shah Alam. Through the end of the research, some suggestion are made to improve the operation of 'Bas SelangorKu' in Shah Alam to ensure that the level of service are in line with other free public transport in the other developed countries.

ABSTRAK

Pengangkutan adalah keperluan utama manusia untuk bergerak dari satu destinasi ke destinasi yang lain. Kerajaan negeri Selangor berusaha untuk meningkatkan daya tarikan pengangkutan awam dengan menyediakan perkhidmatan bas awam percuma iaitu 'Bas SelangorKu' di Shah Alam. Jika operasi perkhidmatan 'Bas SelangorKu' berjaya, kerajaan boleh meluaskan perkhidmatan ini ke daerah Selangor yang lain. Selain itu, kerajaan Malaysia juga boleh mengambil peluang untuk turut serta dalam mewujudkan perkhidmatan inikepada seluruh rakyat Malaysia. Tujuan kajian ini dijalankan adalah untuk mendapatkan karakter operasi dan kepuasan penumpang terhadap perkhidmatan percuma 'Bas SelangorKu'. Perkhidmatan percuma 'Bas SelangorKu' ini mula beroperasi pada 1 Julai 2015. Data untuk operasi bas akan diambil semasa perjalanan bas dan bagi kekerapan perkhidmatan sahaja diambil semasa di perhentian bas. Bagi bahagian kepuasan penumpang, borang soal selidik akan diagihkan kepada pengguna 'Bas SelangorKu'. Semua data untuk operasi bas dan kepuasan penumpang akan dianalisis secara statistik. Secara keseluruhannya, hasil kajian menunjukkan bahawa terdapat ramai orang menggunakan perkhidmatan percuma 'Bas SelangorKu' dan responden memberikan persepsi yang baik terhadap kualiti perkhidmatan yang diberikan. Hanya untuk masa menunggu yang terdapat sedikit kesulitan. Di samping itu, kajian ini juga mengkaji jika operasi 'Bas SelangorKu' awam percuma boleh menjadi tulang belakang pengangkutan awam sedia ada di Shah Alam. Pada akhir kajian ini, terdapat beberapa cadangan yang telah dikenal pasti bagi meningkatkan taraf perkhidmatan 'Bas SelangorKu' di Shah Alam. Demikian adalah untuk memastikan tahap perkhidmatan yang 'Bas SelangorKu' berikan adalah sama tarafnya dengan perkhidmatan yang diberikan di negara maju yang lain. Antara cadangan tersebut adalah untuk meningkatkan bilangan operasi 'Bas SelangorKu' di Shah Alam. Dengan cara ini, ianya boleh menarik perhatian orang ramai untuk menggunakan perkhidmatan bas awam percuma seterusnya dapat mengurangkan masalah kesesakan lalu lintas yang sedia ada.

CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF STUDY

Shah Alam is the capital city of Malaysia's and amost populous state Selangor. It is located about 25km west of Kuala Lumpur near Subang Jaya, between Klang and Petaling Jaya. It can be divided into two districts which is Petaling and part of Klang. The city was established in 1963 and was granted state capital status in 1978. With a population of 650 000 people, Shah Alam is a major for industrial hub. Besides that, Shah Alam is also a place that attract the job seeker from other parts or the country because there are a lots of employment opportunities here. This city consist of 56 "Sections" (Seksyen) and its covers a vast area of 290.3 km² land, mainly occupied by housing and industrial complexes. There is about 9 numbers of rivers, 30 numbers of villages, 18 880 units of industries, 10 116 units of shops and offices. One of the highlights of Shah Alam is the Sultan Salahuddin Abdul Aziz Mosque also known as Blue Mosque. It is said to be the biggest mosque in Malaysia with a capacity for up to 24 000 worshipers at any one time.

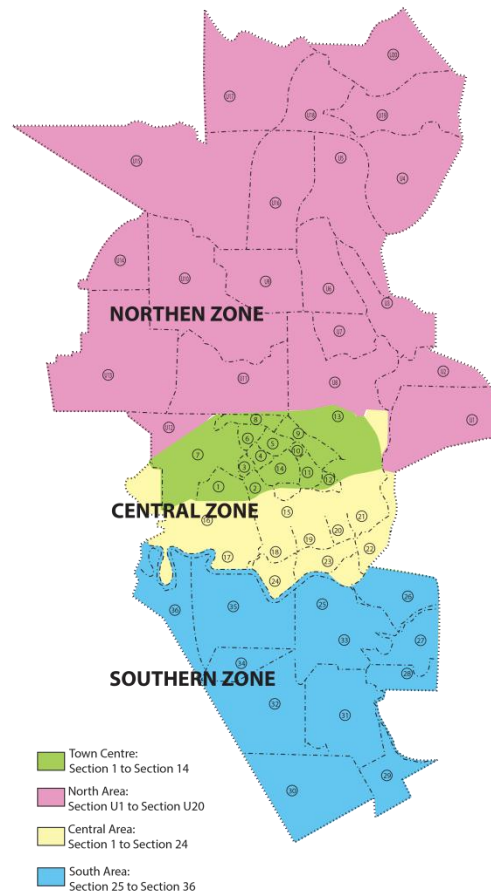


Figure 1.1: Shah Alam Map

Shah Alam area can be classified into 3 parts which is Northern Zone, Central Zone and Southern Zone. There is also another zone inside the central zone which is Town Centre. This is where all the focus point of Shah Alam area located. Each section in Shah Alam is given a theme and the name of each street symbolizes the identity of Shah Alam as a modern city that still maintaining its local identity. The following is the list of sections and each theme:

Table 1.1: Shah Alam Theme Section

Section 1:	(Universiti Teknologi Mara) - Education	Section 19:	Types of jobs in coastal area
Section 2:	Types of flowers	Section 20:	Types of animals
Section 3:	Types of trees	Section 21:	(Cemetery) – Burial
Section 4:	Types of fruits	Section 23:	Enterprise
Section 5:	(Administrative center) – Administration	Section 24:	Type of vegetables
Section 6:	Types of birds	Section 25:	(Taman Sri Muda) – Good values
Section 7:	Types of gems and minerals	Section 26:	District and names of places in Selangor
Section 8:	Landform	Section 27, 28 and 31:	(Kota Kemuning) – Official Flower orchid in Shah Alam
Section 9:	Sultanate of Selangor	Section 32:	(Bukit Rimau) – Rivers in Selangor
Section 10:	Types of clothing	Section 33:	Types of musical instruments
Section 11:	Culture and arts	Section 34:	Types of car components
Section 12:	Government genealogical Malay ago	Section 35:	(Alam Impian) – Arts and culture
Section 13:	(Shah Alam stadium) - Sports	Section U1:	(Glenmarie) – career
Section 14:	(City Centre) – Corporate areas	Section U2:	(Taman TTDI Jaya) – Literature
Section 15:	Hand tools	Section U5:	Universe
Section 16:	Tin mining	Section U8:	(Bukit Jelutong) – The parts of the house
Section 17:	Types of fish	Section U10:	Islands in Selangor
Section 18:	Plants in coastal area	Section U11:	(Bukit Bandaraya) – Mountains in Selangor