


Document details

[< Back to results](#) | 1 of 1[Export](#) [Download](#) [Print](#) [E-mail](#) [Save to PDF](#) [Add to List](#) [More... >](#)[Full Text](#) [View at Publisher](#)Advanced Science Letters
Volume 23, Issue 7, July 2017, Pages 6135-6139

An assessment of public transport features in urban and rural settlements in Malaysia (Article)

Ponrahono, Z.^b, Bachok, S.^a, Osman, M.M.^a, Ibrahim, M.^a, Jaafar, S.^a ^aDepartment of Urban and Regional Planning, Kulliyah of Architecture and Environmental Design, International Islamic University Malaysia, Malaysia^bDepartment of Environmental Management, Faculty of Environmental Management, Universiti Putra Malaysia, Malaysia

Abstract

[View references \(21\)](#)

This paper focuses on assessing the features of bus services offered in selected urban and rural settlements in Malaysia. Five definitions of public transport level of services (LOS) according to Transportation Research Board are adopted. Assessment of the LOS has been conducted using both quantitative and qualitative methods of primary and secondary data capture. With a sample of more than 1000 passengers surveyed, the demand side's perception and aspiration have been collected and analyzed based on the classification of LOS. The overall performance measured in urban and rural were LOS E, which is below the tolerable standard of LOS D. In analyzing the satisfaction levels among the urban and rural passengers, it was found that the majority of the respondents (60.4%) were dissatisfied with the services in both urban and rural areas. Further recommendations are to bridge these gaps by increasing headways, locating designated bus stops or halts at strategic catchment points of alighting and dropping off as well as revised maintenance scheduling and consistent repair of the existing fleet. Finally, operators may also improve on-board comfort and convenient levels as aspired by the passengers. This can be commensurate by the willingness of passengers to pay higher fare rates for the increased quality of such services. © 2017 American Scientific Publishers All rights reserved.

Author keywords

Level of service (LOS) Passengers' satisfaction survey Public bus service

ISSN: 19366612

Source Type: Journal

Original language: English

DOI: 10.1166/asl.2017.9222

Document Type: Article

Publisher: American Scientific Publishers

References (21)

[View in search results format >](#) All [Export](#) [Print](#) [E-mail](#) [Save to PDF](#) [Create bibliography](#)

- 1 Yaakub, N., Napiah, M. (2011) *IEEE*, p. 1.

Metrics 

0 Citations in Scopus

0 Field-Weighted Citation Impact

PlumX Metrics 

Usage, Captures, Mentions, Social Media and Citations beyond Scopus.

Cited by 0 documents

Inform me when this document is cited in Scopus:

[Set citation alert >](#)[Set citation feed >](#)

Related documents

Assessing the urban and rural stage bus services disparities in Peninsula Malaysia

Ponrahono, Z. , Bachok, S. , Osman, M.M. (2015) *Planning Malaysia*

Public bus level of service performance in Peninsular Malaysia: Correlation analyses on level of service (Los) and passengers' satisfaction level

Ponrahono, Z. , Bachok, S. , Osman, M.M. (2017) *Planning Malaysia*

Rural public bus routing and bus stops detecting using global positioning system and geographical information system

Ponrahono, Z. , Bachok, S. , Osman, M.M. (2017) *Advanced Science Letters*[View all related documents based on references](#)[Find more related documents in Scopus based on:](#)

- 2 Hayashi, Y., Doi, K., Yagishita, M., Kuwata, M.
(2004) *EJTIR*, 4, p. 27. Cited 12 times.
-
- 3 Ayadi, A., Hammami, S.
(2015) *Transp. Res. Part a Policy Pract*, 75 (51).
-
- 4 Jayaraman, K., Choong, J., Suan, S., Lin, S.K.
(2011) *African J. Bus. Manag*, 5, p. 10586. Cited 2 times.
-
- 5 Aziz, A.A., Amin, N.F.M.
(2012) *Journeys*, p. 30.
-
- 6 Zakaria, Z., Hussin, Z.H., Batau, M.F.A., Zakaria, Z.
(2010) *Cross-Cultural Commun*, 6, p. 84. Cited 12 times.
-
- 7 Yaakub, N., Napiah, M.
(2011) *World Acad. Sci. Eng. Technol*, 60, p. 857. Cited 6 times.
-
- 8 Sham, R., Samsudin, N., Rahman, K.
(2013) *Procedia-Soc. Behav. Sci*, 101, p. 338. Cited 3 times.
-
- 9 Noor, H.M., Nasrudin, N., Foo, J.
(2014) *Procedia-Soc. Behav. Sci*, 153, p. 595. Cited 6 times.
-
- 10 Chen, X., Yu, L., Zhang, Y., Guo, J.
Analyzing urban bus service reliability at the stop, route, and network levels
(2009) *Transportation Research Part A: Policy and Practice*, 43 (8), pp. 722-734. Cited 75 times.
doi: 10.1016/j.tra.2009.07.006

[View at Publisher](#)
-
- 11 Samir, D.K.
(2001) *J. East. Asia Soc. Transp. Stud*, 4, p. 235. Cited 2 times.
-
- 12 (2013) *Quality/Level of Service Handbook*. Cited 8 times.
2013
-
- 13 Zakaria, Z., Hussin, Z.H., Batau, M.F.A., Zakaria, Z.
(2010) *Cross-Cultural Commun*, 6, p. 84. Cited 12 times.
-
- 14 (2003) , pp. 3-94.
Part 3 quality of service contents, Transit Capacity and Quality of Service Manual, 2nd edn
-

□ 15 Service Level Benchmarks for Urban Transport at a Glance

□ 16 Cortés, C.E., Gibson, J., Gschwender, A., Munizaga, M., Zúñiga, M.
Commercial bus speed diagnosis based on GPS-monitored data

(2011) *Transportation Research Part C: Emerging Technologies*, 19 (4), pp. 695-707. Cited 35 times.
www.elsevier.com/locate/transportation
doi: 10.1016/j.trc.2010.12.008

[View at Publisher](#)

□ 17 Orth, H., Dorbritz, R., Weidmann, U.
Public transport capacity and quality—Development of an LOS-based evaluation scheme public transport capacity and quality—Development of an LOS-based evaluation scheme
(2011) *11Th Swiss Transport Research Conference*, pp. 1-16. Cited 2 times.

□ 18 Yamane, T.
(1967) *An Introductory Analysis*. Cited 11 times.
Second, Harper and Row, New York

□ 19 Phung, T.D., Hardeweg, B., Praneetvatakul, S., Waibel, H.
Non-Sampling Error and Data Quality: What Can We Learn from Surveys to Collect Data for Vulnerability Measurements?

(2015) *World Development*, 71, pp. 25-35. Cited 6 times.
<http://www.journals.elsevier.com/world-development/>
doi: 10.1016/j.worlddev.2013.11.008

[View at Publisher](#)

□ 20 Sarantakos, S.
(2005) *Social Research*. Cited 957 times.
Third, Palgrave Macmillan

□ 21 (2010)
Second National Physical Plan (NPP-2)

🔍 Ponrahono, Z.; Department of Environmental Management, Faculty of Environmental Management, Universiti Putra Malaysia, Malaysia

© Copyright 2017 Elsevier B.V., All rights reserved.

[< Back to results](#) | 1 of 1

[^ Top of page](#)

About Scopus

[What is Scopus](#)
[Content coverage](#)
[Scopus blog](#)
[Scopus API](#)
[Privacy matters](#)

Language

[日本語に切り替える](#)
[切换到简体中文](#)
[切换到繁體中文](#)
[Русский язык](#)

Customer Service

[Help](#)
[Contact us](#)

