

**LARKIN TERMINAL : MEETING THE OPERATORS
REQUIREMENTS.**

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**PREPARED BY
NOR RASHMAN BIN A. RAHMAN
ADVANCED DIPLOMA IN BUSINESS ADMINISTRATION
(TRANSPORT)
SCHOOL OF BUSINESS AND MANAGEMENT
MARA INSTITUTE OF TECHNOLOGY
(SHAH ALAM)**

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ABSTRACT.

1st January 1996, Johor Bahru new bus terminal, Larkin Terminal started its operations. This new terminal replaced the old one in Jalan Trus. There are some reasons that make the Local Government planned and constructed the new terminal in Larkin. The main reasons are the congestion problems that always occur in the terminal and along Jalan Trus. Small space inside the terminal are not enough for the increasing numbers of buses and lastly, the establishment of Johor Bahru as a city makes the Local Government constructed this new terminal.

Larkin Terminal operations was privatised to Rahmat Tani Sdn. Bhd. for 15 years and after that, this terminal will be handed back to the Local Government. Larkin Terminal offers many facilities to public and also to the operators. Operators plays an important role to the success of the terminal. Operators provide services to the people and try to satisfied their passengers. Therefore, in order to produce a high level of services, the operators must be operating in a convenient environment. Developer have to ensure that the operators are satisfied with the terminal. All the facilities provided for the operators such as counters, bus bays and announcement services must be inaccordance to the operators. As this terminal are privatised to Rahmat Tani Sdn. Bhd., therefore, operators have to a pay certain monthly fees for counter rental, bus bay rental and service charges. Operators hope that their requirement in operating the services in this terminal could be met and fulfilled. A high level and efficient service will be provided by the operators if their requirements are fulfilled and it will result in passengers being attracted to use the terminal. These factors determines the success of the terminal.

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