Analele Universităţii din Oradea, Seria Geografie **XXXII,** no. **2/2022**, pp. **55-62**
ISSN **1221-1273**, E-ISSN **2065-3409** **DOI** 10.30892/auog.321105-870

PERCEPTION OF COMMUTERS ON THE QUALITY OF SERVICE RENDERED BY LAGBUS IN LAGOS STATE, NIGERIA

Nurudeen Adesola MALIK*
University of Ilorin, Department of Geography and Environmental Management,
Ilorin, Kwara State, Nigeria, e-mail: today_2009@yahoo.com

Joel Ayodeji ASAJU
Lagos State University, School of Transport, Ojo, Lagos, Nigeria, e-mail: asajua@yahoo.com

Adetoyese Oluwabunmi OGUNTIMEHIN
Lagos State University, School of Transport, Ojo, Lagos, Nigeria, e-mail: oguntimehinadetoyese@gmail.com

Citation: Malik, N.A., Asaju, J.A., & Oguntimehin, A.O. (2022). Perception of Commuters on the Quality of Service Rendered by Lagbus in Lagos State, Nigeria. Analele Universităţii din Oradea, Seria Geografie, *32*(1), 55-62. https://doi.org/10.30892/auog.321105-870

Abstract: This paper examines the perception of commuters on the quality of services rendered by LAGBUS. Lagos state has continously witnessed unprecedented population growth as well as traffic congestion. This growth has resulted to pressure on existing transport infrastructure which necessitated the introduction of LAGBUS by the state government to improve transport service. The study made use of primary and secondary sources of data. The primary data was obtained through the distribution of one hundred and twenty (120) copies of questionnaire to respondents through random sampling technique to LAGBUS users but only 106 copies were returned. Descriptive statistics including tables cross tabulation and charts were used to analyze the data. The findings showed that 92.5% of the respondents have been using LAGBUS for more than a year due to cheaper cost and stable price of travel as compared to other forms of public transport providers in the state. 37.7% and 39.6% of the respondents were of the view that they patronize LAGBUS due to its comfortability (comfort seats) and restriction of preaching and trading respectively. The rating of the services of LAGBUS showed that 88% and 58.5% of the respondents were of the view that their services were satisfactory and regular respectively. Long waiting time is the most challenging problem faced as revealed by 58.5% of the respondents. The study recommends that more buses should be designated to strategic or populated bus stops to reduce passengers' long waiting time as well as the provision of more road infrastructure such as parking space, alternative routes and road expansion.

Key words: Commuters, Congestion, Infrastructure, Public Transportation, Waiting

* * * * * *

INTRODUCTION

Transport is an indispensable elememt of development and socioeconomic growth of any society. Man, nations, regions and the world would be severly limited in development without

* Corresponding Author

transportation which represents an integral part for physical and economic growth (Oyesiku, 2002). The importance of transportation at local, national, regional and global levels perhaps lead to a statement by Mundy (1968) that there is no escape from transport. African cities over the last three decades have witnessed significant population increases. This is mainly due to increased urbanization and rural exodus. It is projected that by 2020 about 55% of the African population will be living in urban areas (African Association of Public Transport, 2010 as cited in Oshodi, 2016). Such fast growing cities including Lagos face mammoth challenges in terms of infrastructure provision and the need to manage increasing demand for transport. Among these problems related to transport are traffic congestion, longer commuting, public transport inadequacy, less public space, accident and safety, environmental impacts and energy (Aderamo, 2012).

With more than 23 million occupants, Lagos is one of the largest cities in the world, and its population is growing rapidly, at a rate of nearly 3.2% per annum (Oni, 2017). The poor state of the road network and of the public transport system affects severely the development of the city and the working and living conditions of the population, particularly the most vulnerable. Rapid growth of the private vehicle fleet, combined with reliance on commercial vehicles and motorcycles including Danfo, Shared Taxis, Okada, Keke Marwa (local name for privately owned public transport) and boat has resulted in extreme traffic congestion all through the city, and poor quality public transport outlook. Sustainable transport development plans have been replacing the conventional approach of building more roads to alleviate congestion with an integrated transport system which is affordable, space and resource-efficient and minimize environmental impacts and nuisance (Badejo 2014). According to Badejo (2007) cited in Afolabi (2016), public transport plays a social role in the urban environment: it improves access to work places and service infrastructure and at the same time, reduces travel expenses. However, the level of its patronage and acceptance depend opn its level of availability, reliability, comfort and safety. Thus, public transport fare, distance to access points and convenience of accessibility affects its choice over private ridership (Eniola and Yingigba, 2018) Both public authorities and transport operators are involved in policy formulation and implementation in relation to transport services. Since public authorities and transport operators have different goals, regulation plays an important role, especially failing competition (Somuyiwa 2010, cited in Afolabi, 2016).

The Lagos metropolitan area, which has attained the status of a megacity, is by far the largest and most complex urban area in Nigeria (Asenime, 2016). According to Aderamo (2010), before 2007 when LAMATA law as regulator was amended and implementation of LAMATA flagship project, BRT-Lite commenced, public transport in Lagos could largely and best be described as unregulated, chaotic, inefficient, expensive, low quality and dangerous, both in terms of road traffic accidents and personal safety. There are about 2,600 km of roads in Lagos that are frequently congested, with over 1 million vehicles plying the roads on a daily basis (African Association of Public Transport, 2010, LAMATA, 2014).

The importance of an effective transport system to any economy cannot be overemphasized. Hence, most governments tend to provide as puts by Oyesiku (2002) that it is an integral part of the government responsibility to its citizens or populace and subsequently improve the public transport system and a megacity like Lagos State is no exception. Lagos being one of the world's largest cities with a population estimated at approximately 17 million with anticipated growth taking it to 25 million by 2025 (Salau, 2015), the population is highly mobile and largely reliant upon public transport; however, the lack of formally organized public transport network has led to gross inefficiencies in its provision and a low level of service to those forced to use it.

Lagos state in the last few decades has also witnessed an upsurge in private car ownership, a situation which has caused decline in the patronage of public transport which in itself is inadequate (Gbadamosi, 2010). While the use of already old and discarded vehicles in Europe and America has been seen as contributing to the increased level of motorization, many vehicles on the highways are highly deteriorated as a result of the age of the vehicles, coupled with bad road condition, unavailability of original spare parts and decreasing level of disposable income of the population as noted by Joseph (2016). Remote areas are deprived of public transport services, and where public transport services are

deemed to be available, commuters are gradually getting accustomed to long queues waiting for buses at bus stops especially at peak periods despite government establishment of LAGBUS (Oni, Okanlawon &Asenime, 2006). The insufficiency of public transport supply hinders economic activities, and increases the cost of transportation in the city of Lagos. Hence, the aim of this study is to evaluate the perception of commuters on the quality of service rendered by LAGBUS in Lagos State.

STUDY AREA: LAGOS STATE

LAGBUS started operations on the 17th of February 2007. It was created out of the experience of Lagos state over the years to assist in alleviating the transportation issues in the state. Ikorodu road is a major expressway connecting the mainland of Lagos to Ikorodu. The road is designated as A1 highway for its entire 24.5 kilometre length (Oshodi, 2016). For most of Lagos portion, it is a four-lane expressway with two frontage roads parallel to the expressway. The expressway crosses other major expressway such as Apapa-Oworonshoki and Lagos-Ibadan expressway. The expressway also hosts many of the Lagos Metropolitan Area Transport Authority's Bus Rapid Transit (BRT) stops and is actually constructing more BRT stops on the route. Lagbus services are very functional along this corridor (Figures 1-2). Hence, the reason for its choice of location.

RESEARCH METHODS

The two sources of data used in the study were primary and secondary. The primary sources involved reconnaissance survey to identify the Lagbus routes. The research instrument used was a structured questionnaire. The questionnaire was designed for commuters along Lagos-Ikorodu route (Jibowu – Ogolonto). The target population centred on the users of the LAGBUS services along this corridor. From the reconnaissance survey and field observation, an average of 1,200 passengers was recorded daily along this corridor from which the 10% sample size was chosen. The study therefore administered a total of 120 copies of questionnaire to the passengers and about 106 (88%) were returned and used for the analysis. The secondary data were collected from LAMATA office, Geography Department of Lagos State University (LASU) and articles in relevant journals and the internet. The data collected were analyzed using tables, cross tabulation percentages and charts.

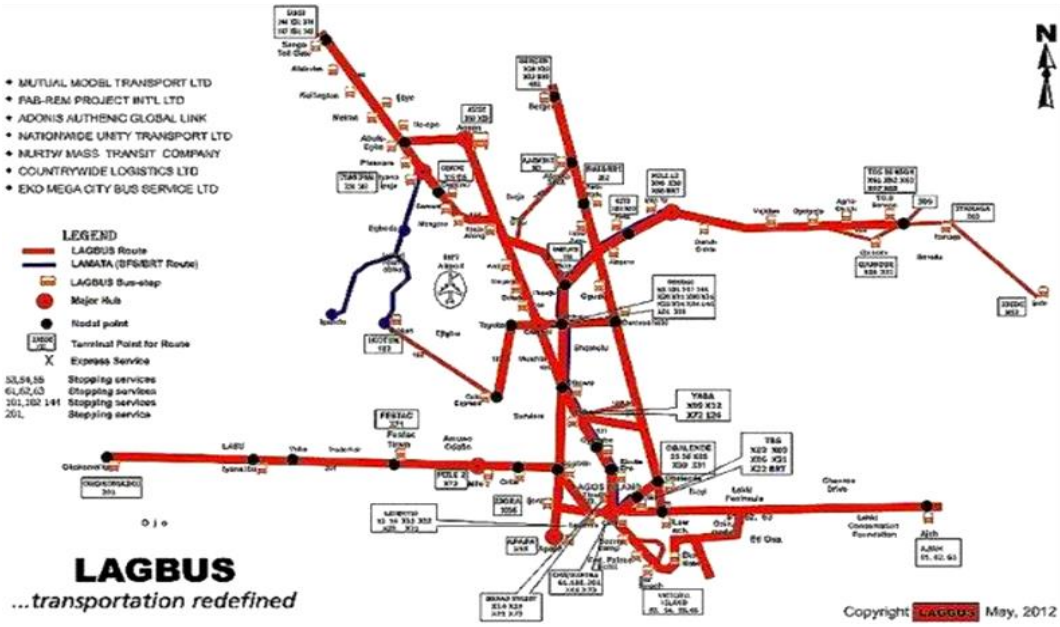

Figure 1. LAGBUS Route map
(Source: LAMATA, 2017)

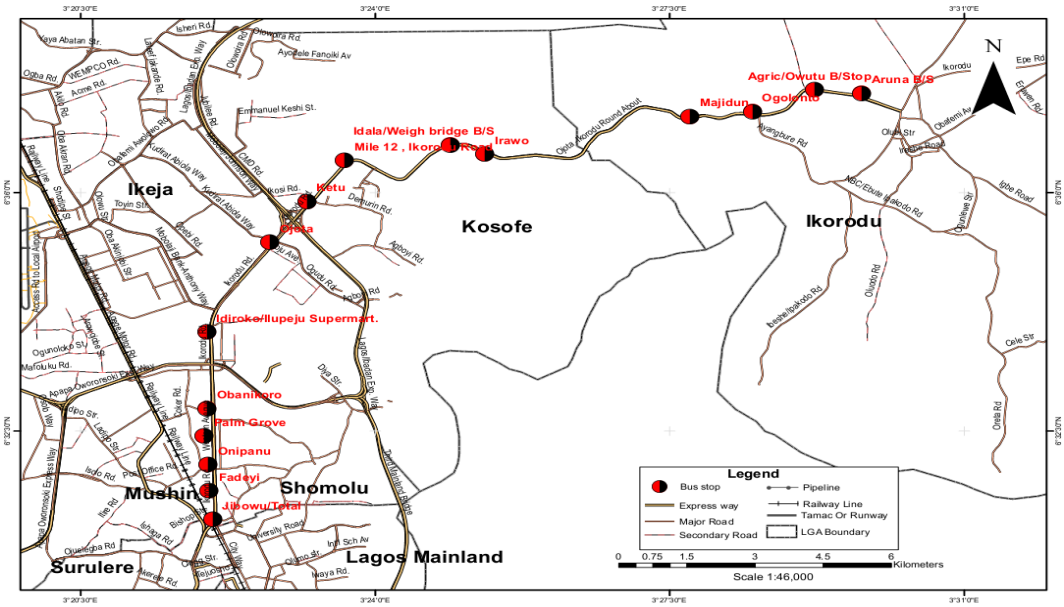

Figure 2. LAGBUS major Bus stops along the study Area
(Source: Geography Department (LASU), 2017)

Socio-Demographic Characteristics of the Respondents

The socio-demographic characteristics of the respondents in table 1 showed that majority of the respondents are male accounting for about 54.7% of the respondents while 52.8% are married. In addition, 75.5% of the respondents are between the ages of 31 and 50 years and 71.7% earn a monthly income between N20,000 and N40,000. Furthermore 34% of the respondents are involved in business while 20.8% and 11.3% are students and civil servants respectively.

Table 1. Socio-Demographic Characteristics of Respondents
(Data source: Researcher Field Study, 2017

Characteristics		Frequency	Percentage
Gender	Male	58	54.3
	Female	48	45.3
Marital Status	Married	56	52.8
	Single	46	43.4
	Others	4	3.8
Age Group	Below 20 Years	4	3.8
	21-30 Years	18	17.0
	31-40 Years	49	45.3
	41-50 Years	32	30.2
	51 Years and above	4	3.8
Monthly Income (N)	Less than 20,000	24	22.6
	N21,000-30,000	32	30.2
	31,000-40,000	20	18.9
	41,000-50,000	10	9.4
	51,000 and above	20	18.9
Occupation	Civil Servant	12	11.3
	Business	36	34.0
	Military/Paramilitary	16	15.1
	Students	22	20.8
	Others	20	18.9

Patronage Level of LAGBUS by Respondents (in Years)

The findings in table 2 revealed that 92.5 % of the respondents agreed to have been using Lagbus for their trip for more than a year while the remaining 7.5 % claimed to have been patronizing the service for less than a year. The Patronage level may be connected to a relatively cheaper cost and stable price of travel accompanied with the level of comfort it affords them compared to other commercial transport providers (Danfo, Taxi, Molue) in the state. Furthermore, this may be connected to the fact that the dedicated route used by LAGBUS provide inftrastructure that are safe, trouble free and efficient which supports Eva and Jana (2013) findings on the importance of infrastructure to efficient transport system.

The respondents were asked on their opinion for using Lagbus. The findings revealed that 37% of them make use of the Lagbus because they have a segregated route which enables the passengers to get to their destination on scheduled time. Also, 26% however choose to use the buses for its comfort ability and convenience relating it to the seats being more preferred and spacious when compared with other commercial buses. Furthermore, 14% of the respondents claimed to patronize the service because it is affordable. The remaining 13% and 11% of the respondents agreed that it is as a result of its reliability and safety respectively (Figure 3).

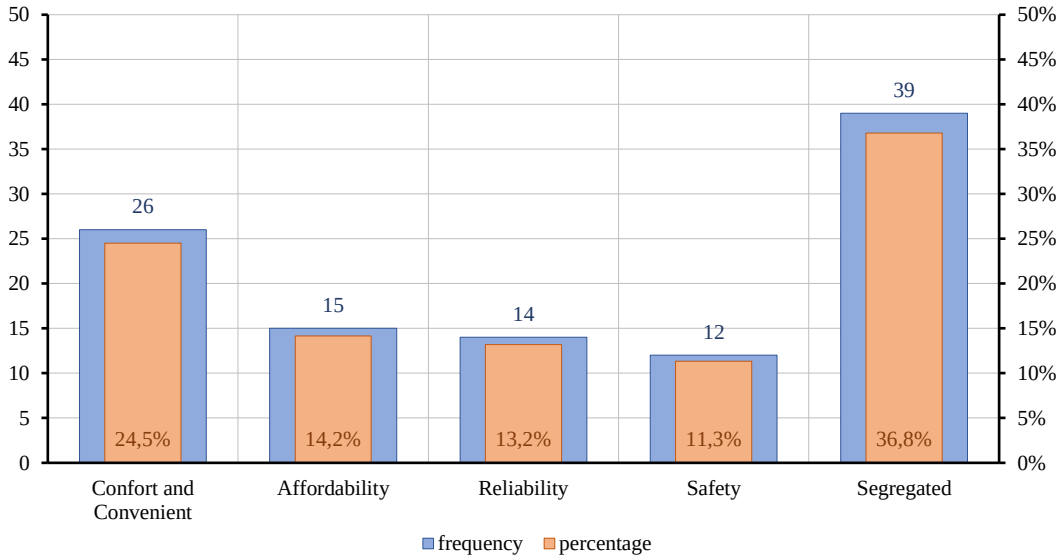

Figure 3. Factor considered by Respondents for Lagbus Patronage
(Source: Researcher Field Study, 2017)

Table 2. Level of Patronage of LAGBUS by Respondents (in Years)
(Data source: Source: Researcher Field Study, 2017)

Patronage Level (in Years)	Frequency	Percentage
Less than a Year	8	7.5
1-3	56	52.8
4-6	36	34.0
7 and above	6	5.7
Total	106	100.0

Respondents Length of stay at Bus Depot and their Perception on Reason for Using LAGBUS

The responses in table 3 showed that 16 (15.1%) and 64 (60.4%) of the respondents had waiting time of less than 20 mins and between 21 and 40 mins respectively. In addition 22.6% and

1.9% of the respondents agreed that they wait for an average of between 41 minutes and 59 minutes and above 1 hour respectively. However, majority of the respondents expressed dissatisfaction having to wait for long periods before buses arrive especially as most boarding points do not have shelter for protection against the rays of the sun as well as heavy downpour (rainfall).

Table 3. Respondents length of stay and Reasons for using LAGBUS
(Data source: Source: Researcher Field Study, 2017)

Responses	Frequency	Percentage
Less than 20 minutes	16	15.1
21-40 minutes	64	60.4
41-59 minutes	24	22.6
1hr and above	2	1.9
Total	106	100.0
Reasons for using LAGBUS		
Air conditioner	2	1.9
On Bus Entertainment	8	7.5
Comfort seats	40	37.7
Restriction on Preaching& Trading	42	39.6
All of the above	14	13.3
Total	106	100.0

The respondents' perception on the reasons for choosing Lagbus showed that 39.6% of them patronize the services of Lagbus due to the restriction placed on preaching and trading in the bus unlike other buses including Danfo and Molue buses. Also, 37.7% of the respondents preferred their services for the comfort it offers in terms of seats and the spacious nature of the bus. Other facilities enjoyed by the respondents include air conditioner bus and on-bus entertainment as it accounted for 1.9% and 7.5% respectively. It is important to note however that in recent times most of these LAGBUS buses do not have air conditioners as well as on the bus stereos. However, despite this, most respondents still patronize the services of the Lagbus because of the seat comfort ability as opposed to the usual overcrowding in the Danfo or Molue buses. In addition, the restriction on preaching and training in LAGBUS buses satisfies the respondents.

Rating of LAGBUS Services and Challenges faced by Commuters

The challenges faced as revealed by respondents for patronozing Lagbus showed that 58.5% of the respondents identified long waiting time at bus terminals while 20.8% of them indicated that no provision for seat while waiting as the major challenge faced. The long waiting time might be connected to inadequate buses as compared to the number of commuters patronizing the service of Lagbus, Other challenges faced according to the respondents include: non challant attitude of the staff (7.5%) and inadequate ticketers (1.9%). Table 4, further revealed that 58.5% of the respondents describe availability of buses as regular while 30.2% claimed that the availability of the buses are irregular. This implies that the respondents still prefer to use the services of the Lagbus due to its comfortability and regularity than other forms of commercial/public transport services in Lagos state.

Furthermore, commuters were requested to express their opinion on the services rendered by Lagbus using a 5 likert scale. The scale range on the quality of the services provided by LAGBUS.The ranking by respondents revealed that about 55% of the respondents were of the view that the services as satisfactory (good and very good). This rating might by respondents might be linked to some comfort available to them (comfort seats, ban on trading) that are common to other forms of public transport like Danfo and Molue. Furthermore, the findings in figure 4 showed that 33% of the respondents rated their services as average. However, 13% of the respondents were of the view that their services are not good enough (bad) based on their personal experiences with the bus.

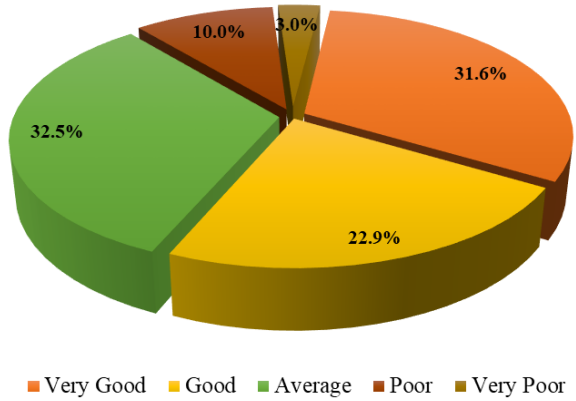

Figure 4. Respondents' Rating of Lagbus Services
(Source: Researcher Field Study, 2017)

Table 3. Challenges of Commuters and Regularity of LAGBUS Services
(Data source: Source: Researcher Field Study, 2017)

Responses	Frequency	Percentage
Challenges faced by Commuters		
Inadequate Ticket	2	1.9
Non-challant attitude of staff to passenger	8	7.5
Rude behaviour by officials to Passengers	6	5.7
Long waiting time	62	58.5
No place to sit while waiting for the bus	22	20.8
All of the above	6	5.7
Total	106	100.0
Regularity of LAGBUS Services		
Regular	62	58.5
Irregular	32	30.2
Occasionally	4	3.8
Indifferent	8	7.5
Total	106	100.0

CONCLUSION

This study has shown that the residents in the study area enjoyed using LAGBUS because of restriction on bus preaching and trading, reduction in cost and time of travelling to their destinations. However, despite these advantages there is need for improvement (in terms of Lagbus services) in order to enhance a better public transportation system in the study area. Furthermore, the assessment of the services of Lagbus can be said to be good as they have contributed immensely to the growth and development of public transport system in the state by providing mass transit for Lagosians at affordable costs and phase out the rickety molue and danfo buses. However, these can be improved upon when all the challenges identified by commuters are addressed.

The study therefore recommends that: LAGBUS management need to work strictly with the Lagos State Traffic Management Authority and other related agencies to ensuring peak period traffic congestion is addressed as it will improve the effective distribution and free movements of the buses thereby reducing turnaround time. The management also needs to study the peak hour traffic situation to provide traffic interventions. More buses should also be designated to strategic or populated bus stops to reduce passengers' long waiting time; the company should strike a balance between profit-oriented approach and customer satisfaction based operation by interacting more with the passengers of LAGBUS via adverts, promotion offers and government should look at PPP (Public – Private - Partnership) in order to better the public transportation in the state.

REFERENCES

Aderamo, A. J. (2010). Transport in Nigeria: The Case of Kwara State. *African Economic and Business Review*, *8*(1), 19-40.

Aderamo, A.J. (2012). Spatial Pattern of Road Traffic casualities in Nigeria. *Mediterranean Journal of Social Sciences 3*(2), 23-25

Afolabi, O.J. (2016). Commuters Perception and Preferences on the Bus Rapid Transit in Lagos State. *JORIND*, 34-40.

Asenime, C.O. (2016). Bus Rapid Transit and Mobility in Lagos Mega City. *IRF Bulletin Special Edition: Urban Mobility*, 24-25.

Badejo, B.A. (2014). Transporting the Future Portrait of Nigeria. 65th Inaugural lecture, Olabisi Onabanjo University, Ago-Iwoye, Nigeria.

Eniola, O., & Yingigba, C. (2018). Analysis of Traffic Congestion in Lagos/Abeokuta Expressway, Agege Motorway in Lagos Metropolis. *Journal of Environment Earth Science*, *10*(4) 20-024

Eva, I., & Jana, M. (2013) Importance of Road Infrastructure in the Economic Development and Competitiveness. *Economics and Management*, *18*(2), 263-274

Gbadamosi, K. (2010). An Evaluation of the Impact of Bus Rapid Transit in Urban Intra-city Passenger Movement in Lagos. WTCR 2010. Lisbon.

Joseph, C.M. (2016). Wise Cities (A Glocal Think Tank Network). Wise Cities: A new paradigm for urban resilience, sustainability and well-being.

LAMATA (2014) Report on the success story of Lagbus

Mundy, D. (1968) Transport, Harmondo North, Middlesex England: Penguin Books

Oni, P.S. (2017). A Spatio-Temporal Restucturing of Transportation System in Nigeria. Lagos: University of Lagos Press and Bookshop Ltd.

Oshodi, L. (2016). Transportation and Mobility System in Lagos. Retrieved from https://www.google.com.ng/amp/s/oshlookman.wordpress.com/2016/08/12/transportation-and-mobility-system-in-lagos/amp/

Oyesiku, K. (2002). Sustainable Transportation Strategies on intermediate cities in Nigeria. *Journal of the Nigerian Institute of Town Planners*, *5*(2), 15

Oyesiku, O.O. (2002) *From Womb to Tomb* 24th Inaugural Lecture at Olabisi Onabanjo University on 27th August, 2002, Ago-Iwoye. Olabisi Onabanjo University Press.

Oni, S.I., Okanlawon, K.R., & Asenime, C.O. (2006). Institutional Framework for the Transformation of Transport Administration in Metropolitan Lagos. In R. A. Babawale, An Agenda for a New Nigeria "The Imperative of Transformation" (pp. 421-436). Concept Publications Limited.

Salau, T. (2015). Public Transportation in Metropolitan Lagos, Nigeria. *Analysis of Public Transport Users'Socioeconomic Characteristics. Urban, Planning and Transport Research*, *3*(1), 132-139. doi:10.1080/21650020.2015.1124247

The Systems Approach. (n.d.). Retrieved from http://www.landscapemanagementsystem-management/systems.html

Submitted:	Revised:	Accepted:	Published online:
December 20, 2021	March 7, 2022	June 8, 2022	June 27, 2022