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AN ASSESSMENT OF GENDER DISPARITY THAT EXISTS IN THE TRANSIT SERVICE PROVISION: A CASE STUDY OF MRT FEEDER BUS SERVICE IN KLANG VALLEY, MALAYSIA

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Abstract

People are transported from one location to another in cities of Malaysia using a variety of urban mass transit systems. However, in urban area like Klang Valley, where infrastructure development is accelerating, each gender has distinct difficulties and has a different experience utilising public transportation systems. To ensure gender equality for those using public transportation, particularly bus transit, this study tends to reveal the gender differences in perception of MRT feeder bus service quality along the major routes of Klang Valley of Malaysia. MRT feeder buses are seen to have the promise of reducing the increasing congestion in our cities if they are managed effectively and sustainably. As a result, by examining the gender disparities in perceptions of the quality of the MRT feeder transport services, this research broadens the investigation of the MRT feeder bus services. For this study, a quantitative method was used, and convenience sampling was used. The questionnaire was distributed at the chosen MRT Feeder Bus stations along the main routes in the Klang Valley, Malaysia. Results from the survey supported the effectiveness and efficiency of service delivery, demonstrating that both genders found punctuality, waiting times, journey times, and the frequency of MRT feeder buses to be above 80% satisfactory. However, the study found that, there is gender disparity in the connection between gender and the cleanliness of bus stops, the distance from the starting point to the bus stop, and the fear of criminality at MRT feeder bus stations (all stops assessment). According to the results of the factor analysis, six variables can affect passenger satisfaction, including bus reliability, comfort, condition, driver attitude and appearance, access and egress issues, and bus stop evaluation. As a result, it suggests that a high number of women will experience greater fear while travelling on public transportation if inadequate planning and management of the overall public transportation infrastructure design is not remedied. It recommends a complete improvement of safety measures for women and girls as well as an increase in the service frequency of the MRT feeder buses to keep current customers and draw in more new ones. © 2023 by MIP.

Author Keywords

fairness; Gender; MRT feeder bus; passenger satisfaction; service quality; women safety

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