



AN EXAMINATION OF PASSENGERS' SATISFACTION TOWARDS KANO-NGURU RAILWAY TRANSPORT SERVICE

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Abstract

This paper examined passengers' satisfaction towards the Kano-Nguru rail transport service. Data were obtained through questionnaires administered to the train passengers'. A sample size of 291 questionnaires was used but only 285 were completed and analysed using frequency tables and linear regression analysis. The result reveals that, majority 78.3% of the passengers' observed the provision of information about train schedule as inadequate. The study also shows that, only minority 31.6% of the passengers' considered the level of security on board as adequate and effective. While majority 74.4% of the Kano-Nguru rail transport service observed the cleanliness and maintenance of station facilities especially the toilets as poor and inadequate. The result of linear regression analysis reveals that, there is strong positive relationship between frequency of travel and ease of buying ticket ($r = 0.308$, $P = 0.01$). In addition, there is a strong positive relationship between frequency of travel and car parking facilities in the station ($r = 0.411$, $P = 0.01$).

Key words: Passengers' satisfaction, rail transport, Kano-Nguru train operation

INTRODUCTION

Transport is the cornerstone of civilization and as the society and economic organizations become complex, the relevance of transport grows. Also, the demand for transport is a derived one, because it depends on the demand for the commodities carried or the benefit of personal travel and each travel is unique in time and space. Hence, the demand for transport services increases with the extension of the input-output relationships of an economy (Oni and Okanlawon, 2002).

Transport infrastructural development remains a major tool for achieving meaningful development. Transport system is classified into four basic categories, namely, rail, road, water and air transport (Ademiluyi 2006). Economic transformation, and indeed, the development of any country are intertwined with efficiency in transport system (Salim, 2003). Indeed, no two locations will relate effectively without a viable means of transport.



Rail transport is a means of conveyance of passengers and goods by way of wheeled vehicles running on rail tracks. In contrast to road transport where vehicles merely run on a prepared surface, rail vehicles are directionally guided by the tracks on which they run (Wolmar, 2009). A track usually consists of steel rails installed on sleepers, on which the rolling stock usually fitted with metal wheels, moves. However, other variations are also possible, such as slab track where the rails are fastened to a concrete foundation resting on a prepared subsurface (Skempton, 2002).

A train is a connected series of rail vehicles that move along the track. Propulsion for the train is provided by a separate locomotive or from individual motors in self-propelled multiple units. Most trains carry a revenue load, although non revenue cars exist for the railway staff use, such as for maintenance track purposes. The engine driver controls the locomotive or other power cars (American Railway Engineering and Maintenance of Way Association (AREMA), 2003).

Rail transport is one of the safest forms of land travel and has the ability to travel at a very high speed, but they are heavy, unable to deviate from the track and require a great distance to stop (U.S. Bureau of Transportation Statistics, 2010). Railways provide new opportunities for people to travel, break down old cultural divisions and expand social exchange for ordinary people. Sometimes, the railway station served as the place where people met and mingled, the starting and arrival point for journeys to work and the wider world (Jean, 1981).

Clearly, a virile railway system plays a significant role in the sectoral development and overall growth of any economy. It opens up regions, hinterlands and rural areas by facilitating agricultural development as well as facilitates the growth of cottage/large scale industries. It also attracts residential, commercial, educational and recreational settlements and developments around its corridor. It is in this context that rail transport mode is seen as the mainframe or pivot around which an integrated national transport system should be built with other modes complementing (Nwanze, 2002).

Like most modes of transport, railways have the capability of impacting significantly on the spatial and economic growth of settlements, regions and countries. Rail transport can contribute to the administration of territories, creation of employment opportunities, promotion of trade and commerce, enhancement of internal cohesion, facilitation of urban development and the movement of military troops, as well as the generation of revenue (Adesanya, 2002). Therefore, many cities, particularly in the developed world continue to develop various forms of rail transport (metros, Light rail transit) in order to divert traffic to the rail and partly reduce congestion on city roads (Adesanya, 2010).

LITERATURE REVIEW

Railway is the oldest and perhaps has the greatest carrying capacity. Development of railway in Nigeria began in 1898 with the Lagos - Ibadan line that was completed in 1901. Its original conception by the colonial authorities was to open up the country to trade with England as well as an instrument of administrative control, regional growth and development, politics and military control (Ademiluyi 2006). The existing Nigerian Railway Corporation (NRC) was created by the enabling Act of 1955 (as amended in 1990), after starting as a Government Department in 1898. The responsibilities of the NRC



as spelt out in the Act establishing it include 'carriage of passengers and goods in a manner that will offer full value for money, meet the cost of operations, improve market share and quality of service, ensure safety of operations and maximum efficiency, meet social responsibility in a manner that will meet the requirements of rail users, trade, commerce, industry and the general public.

The Nigerian railway network comprises 3,505 kilometres of narrow gauge (1.067m), single track running parallel through north-west to south-west and from south-east to north-east of the country. 1,788km of this network is on 1,600 sharp curves between 4 and 10 degrees, and this has reduced the maximum permissible speed to 65km/h (Odeleye 2000). The Nigerian Railway system pioneered the rapid opening up of geographical area and represents the oldest modern transport mode in Nigeria. Railway development in Nigeria was initiated by private companies. This was later taken over by the then Colonial Government as Government Railway for the purpose of easy and cheap movement of bulk goods from the hinterlands to the seaports and vice versa (The Nigerian Railway Corporation, 2006).

An overview of the operational performance of the Nigerian Railway Corporation especially between 1955 and 1989 reveals a picture of boom in its operations up till 1974 when it began a process of decline in its business operations. The underlying factors for this situation is what the Nigerian Railway watchers have called "the systemic decay of the Corporation's entire infrastructure, manpower and institutions in the last three to four decades. A graphic picture of this can be shown using the statistical figures of the Corporation's passenger and freight traffic which shows that the Corporation in 1964 carried 11,288,000 passengers and 2,960,000 tonnes of freight. It was observed that in 1974, these figures had dropped to 4,342,000 passengers and 1,098,000 tonnes of freight (The Nigerian Railway Corporation, 2006). Between 1974 and 1989, the Corporation's performance profile showed a fluctuating trend. Thus, figures for the Corporation performance in 1995 showed a marginal decline from 6,755,000 passengers and 1,612,000 tonnes of freight to 6,520,000 and 202,000 tonnes in 1989 (Agunloye, 2008).

As a result of the oil boom of the early 1970s, the Nigerian Railway Corporation benefited from the patronage of Peugeot Automobile of Nigeria, Inland Containers Limited, Steel Rolling Mills, West African Portland Cement (now Lafarge), Flour Mills, Nigerian National Petroleum Corporation and Cattle traders among others (Ayodele, 2000 and Adesanya, 2002).

METHODOLOGY

Kano is found in Northern Nigeria. It is located between Latitude 10°38' N and 12° 28' N and Longitude 8° 04' E to 9° 10' E. Kano is the largest urban centre in Hausa-land, and most influential commercial town in the Sudan region, it is the largest in the Federation of Nigeria followed by Lagos, with a long standing sedentary population in an organized emirate, Kano's growth has been phenomenal. Manufacturing and commercial activities are prominent in Kano due to the large population of tradesmen and small-scale light manufacturing activities (Falola, 2002).

The data for this study were obtained through questionnaire administered to the passengers' on board of the Kano-Nguru rail transport service. The population size for this study was determined based on the average passengers' per week of the Kano-Nguru train which was obtained from the



railway traffic register. An average of 1200 passengers' patronised the Kano-Nguru rail transport service weekly according to the railway traffic register. Therefore, Krejcie and Morgan table (1970) was adopted in determining sampling size; where population size of 1200 was represented with 291 sample size and this represents the total number of questionnaires that were administered to the respondents. Beside, only 285 questionnaires were completed and analysed.

Convenience sampling technique was employed in the selection of targeted respondents. Descriptive and inferential statistics were used for data analysis in this study. The descriptive analysis includes simple statistical analytical tools like frequency tables. The inferential statistics entails the used of Spearman correlation and linear regression analysis to explain the relationship between train service variables and passengers' frequencies (patronage) using the SPSS package.

DATA PRESENTATION AND ANALYSIS

Table 1: Passengers' trip frequencies

No. of trips	Frequency	Percent (%)
1-3 per week	45	15.8
1-3 per month	81	28.4
More than 3 per month	69	24.2
Occasionally	90	31.6
Total	285	100

Table1 reveals the trip frequencies of the Kano-Nguru rail transport passengers' were the majority 31.6% of the train patrons travel occasionally, while 28.4% of the train passengers' made between 1-3 trips monthly. Those passengers' who made between 1-3 trips weekly account for 15.8%, also, 24.2% of the train patrons made more than 3 trips monthly. Therefore, this finding implies that, majority of the train passengers' in Kano used train occasionally.

Table 2: Period of using railway service

Period of using rail	Frequency	Percent (%)
Less than 1 year	53	18.6
1-5 year	108	37.9
6-10 year	73	25.6
More than 10 year	51	17.9
Total	285	100



Table 2 shows the opinion of Kano-Nguru rail passengers' on period of using the rail transport service were the majority 37.9% of the respondents used the train service between 1-5 years. Those train patrons that used the train between 6-10 years accounts for 25.6%. While those who use the train for more than 10 years constitutes 17.9% and were the minority. This finding revealed that, majority of the Kano-Nguru rail transport train passengers' used the train service for more than one year and therefore, are capable of given valid information about their experience on the services rendered by the railway management.

Table 3: Purpose of trip

Trip Purpose	Frequency	Percent (%)
Visitation	76	26.7
Work	22	7.7
Leisure	6	2.1
Business trip	108	37.9
Others	73	25.6
Total	285	100

Table 3 reveals that majority of the respondents 37.9% travelled for business trip, 26.7% and 25.6% of the passengers' travelled for visitation and others (school, shopping etc) trip respectively, while 7.7% and 2.1% of the train patrons travelled for work and leisure respectively. This implies that, majority of the Kano-Nguru rail passengers' were on business and visitation trips and are likely preferred to travelled with train because is cheaper than other mode like road.

Satisfaction with railway station

Table 4: Ease of buying tickets

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	34	11.9
Satisfied	64	22.5
Fair	93	32.6
Dissatisfied	56	19.6
Highly dissatisfied	38	13.3
Total	285	100

Based on table 4, majority of the respondents 11.9% considered the ease of buying ticket as fair, 22.5% and 11.9% of the passengers' observed it as satisfied and highly satisfied respectively, while 19.6% and



13.3% of the respondents were dissatisfied and highly dissatisfied with the ease of buying tickets. This implies that majority 65.5% of the respondents considered the ease of buying ticket as unsatisfactory.

Table 5: Ticket price

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	32	11.2
Satisfied	70	24.6
Fair	111	38.9
Dissatisfied	50	17.5
Highly dissatisfied	22	7.7
Total	285	100

Table 5 shows passengers' opinion on ticket price and majority 38.9% of the train patrons opined the ticket price as fair, 11.2% and 24.6% of the respondent (train patrons) observed the ticket price as satisfied and highly satisfied while 17.5% and 7.7% opined the ticket price as dissatisfied and highly dissatisfied. This indicates that, only 35.8% of the respondents considered the ticket price as satisfied and affordable especially when compared with road transport fare. While majority of the passengers' considered the ticket price as insufficient.

Table 6: Provision of information about train schedules at platform

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	15	5.3
Satisfied	47	16.5
Fair	58	20.4
Dissatisfied	106	37.2
Highly dissatisfied	59	20.7
Total	285	100

Table 6 shows the opinion of passengers' on the provision of information about train schedule at platform. Majority of the respondents 37.2% indicates dissatisfaction with the provision of information on train schedule, 20.7% of the passengers' were highly dissatisfied, while 16.5% and 5.3% of the patrons expressed satisfaction and highly satisfied respectively. Also, 20.4% of the respondents observed the provision of information about train schedule as fair. This shows that,



majority 78.3% of the passengers' observed the provision of information about train schedule as inadequate.

Table 7: Car parking facilities at railway station

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	36	12.6
Satisfied	88	30.9
Fair	95	33.3
Dissatisfied	42	14.7
Highly dissatisfied	24	8.4
Total	285	100

According to table 7, majority of the passengers' 33.3% considered car parking facilities at the Kano railway station as fair, were as 30.9 and 12.6% of the train patrons expressed satisfaction and highly satisfied respectively, while 14.7% and 8.4% constitutes those passengers' that were dissatisfied and highly dissatisfied respectively. This finding reveals that, only minority 43.5% of the train patrons considered the existing car parking facilities at the Kano rail station as sufficient and adequate.

Table 8: Cleanliness and maintenance of station facilities

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	17	6.0
Satisfied	56	19.6
Fair	111	38.9
Dissatisfied	64	22.5
Highly dissatisfied	37	13.0
Total	285	100

Based on table 9, only minority 6% of the train respondents expresses highly satisfaction with the cleanliness and maintenance of station facilities (toilets, restaurant, shops, seats etc). Also, 19.6% observed the train cleanliness and maintenance as satisfied, while majority 38.9% of the passengers' observed it as fair, 22.5% and 13% indicates dissatisfied and highly dissatisfied respectively. This



revealed that, majority 74.4% of the Kano-Nguru rail passengers' observed the cleanliness and maintenance of station facilities especially the toilets as poor and inadequate.

Table 10: Complain handling mechanism

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	21	7.4
Satisfied	53	18.6
Fair	85	29.8
Dissatisfied	92	32.3
Highly dissatisfied	34	11.9
Total	285	100

Table 10 shows the opinion of passengers' about complain handling mechanism provided by the railway corporation for train operations. Majority of the train patrons 32.3% indicates dissatisfaction with the existing mechanism, 29.8% of the passengers' observed them as fair, those respondents that considered the complain handling mechanism as satisfactory and highly satisfied account for 18.6% and 7.4% respectively, while 11.9% of the passengers' shows dissatisfaction with the existing complain handling mechanism.

Table 11: personal security at railway station

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	24	8.4
Satisfied	39	13.7
Fair	83	29.1
Dissatisfied	92	32.3
Highly dissatisfied	47	16.5
Total	285	100

Table 11 reveals Kano-Nguru passengers' opinion about their personal security at railway station, were 32.3% and 16.5% of the passengers' indicates dissatisfaction and highly dissatisfaction with the security at the railway stations, 29.1% of the rail patrons observed it as fair while 13.7% and 8.4% of the patrons considered it as satisfactory and highly satisfactory respectively. Based on this finding, majority 77.8% of the respondents believed that, the Nigerian Railway Corporation needs to improve on the provision of security gadgets and trained personnel at the railway stations.



Satisfaction with rail services and facilities on train

Table 12: personal security on board train

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	23	8.1
Satisfied	67	23.5
Fair	81	28.4
Dissatisfied	79	27.7
Highly dissatisfied	35	12.3
Total	285	100

Based on table 12, majority of the passengers' 28.4% considered the level of security on board as fair, 27.7% and 12.3% observed it as dissatisfactory and highly dissatisfied, while 23.5% and 8.1% of the train patrons indicates satisfaction and highly satisfied with the level of security on board. This implies that, only minority 31.6% of the Kano-Nguru rail passengers' indicated dissatisfaction with the level of security on board.

Table 13: Seating capacity

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	30	10.5
Satisfied	46	16.1
Fair	86	30.2
Dissatisfied	81	28.4
Highly dissatisfied	42	14.7
Total	285	100

Table 12 shows the opinion of respondents about the seating capacity were majority 30.2% observed the seating capacity as fair, 28.4% and 14.7% of the train patrons expressed dissatisfaction with the seating capacity. Also, 16.1% and 10.5% of the Kano railway passengers' considered the seating capacity as satisfactory and highly satisfied. Based on this finding, majority 73.3% of the train respondents observed the seating capacity as poor.



Table 13: Availability of staff on train

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	28	9.8
Satisfied	62	21.8
Fair	87	30.5
Dissatisfied	86	30.2
Highly dissatisfied	22	7.7
Total	285	100

Table 13 reveals train passengers' view about the availability of railway staff on the train, 30.5% of the respondents observed the availability of railway staff on train as fair, 30.2% and 7.7% of the rail patrons indicates dissatisfaction and highly dissatisfied with the availability of railway staff, while 21.8% and 9.8% of the respondents expressed satisfaction and highly satisfied with the availability of railway staff on board. This implies that, only minority 31.6% of the train patrons considered the availability of railway staff on train as adequate.

Table 14: Behaviour of railway staff

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	32	11.2
Satisfied	73	25.6
Fair	84	29.5
Dissatisfied	69	24.2
Highly dissatisfied	27	9.5
Total	285	100

Table 14 shows passengers' opinion on the behaviour of railway staff, were majority 29.5% of the train patrons in Kano observed the behaviour of railway staff as fair, 25.6% and 11.2% of the respondents (rail patrons) indicates satisfaction and highly satisfied with the behaviour of railway staff. Those train passengers' who were dissatisfied and highly dissatisfied with the behaviour of staff accounts for 24.5% and 9.5% respectively.



Table15: Provision of information during journey in case of delay

Level of satisfaction	Frequency	Percent (%)
Highly satisfied	20	7.0
Satisfied	46	16.1
Fair	76	26.7
Dissatisfied	98	34.4
Highly dissatisfied	45	15.8
Total	285	100

Based on table 15, majority 34.4% of the Kano-Nguru rail passengers' indicates dissatisfaction with the provision of information during journey in case of delay, 15.8% were highly dissatisfied, 16.1% and 7% of the respondents expressed satisfaction and dissatisfied, while 26.7% of the respondents considered it as fair. This reveals that majority 76.9% of train passengers' in Kano observed the provision of information in case of train delay as poor and inadequate.

Table 16: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.831 ^a	.691	.677	.611

a. Predictors: (Constant), Ease of buying ticket, ticket price, provision of information on train schedule at platform, car parking facilities at station, cleanliness and maintenance of station facilities and services, complaints handling mechanism, personal security at station, personal security on board train, Seating capacity, availability of staff on board train, behaviour of staff, provision of information during journey in case of delay.

Adjusted R² explains the overall performance of the model. The model shows that 69% variance (change) in the train frequency was as a result of combined effect of explanatory variance in the table. However, the remaining 31% was due to random variable (R) that was captured in the model in explaining the reason why trains patronage increases.



Table 17: Coefficient (a)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	.283	.162		1.744	.082
Ease of buying ticket	.276	.090	.308	3.077**	.002
Ticket price	.228	.087	.229	2.616**	.009
Provision of information on trains schedule at platform	-.015	.048	-.016	-.312 ^{NS}	.756
Car parking facilities	.397	.050	.411	7.948**	.000
Cleanliness and maintenance of station facilities	-.887	.221	-.962	-4.009 ^{NS}	.000
Complaint handling mechanism	.161	.105	.166	1.536*	.126
Personal security at station	.068	.185	.073	.368 ^{NS}	.713
Personal security on board	-.332	.078	-.354	-4.242 ^{NS}	.000
Seating capacity	-.185	.226	-.205	-.819 ^{NS}	.413
Availability of staff on train	.723	.075	.744	9.586**	.000
Behaviour of staff	-.088	.079	-.094	-1.108 ^{NS}	.269
provision of information during journey in case of delay	.506	.201	.535	2.522*	.012

a. Dependent Variable: Frequency of travel

* Relationship is significant at the 0.05 level. **relationship is significant at the 0.01 level. ^{NS}No relationship

Based on the coefficient table, ease of buying, ticket price, car parking facilities, complaint handling mechanism, personal security at station, availability of staff on train and provision of information during journey in case of delay have shown a significant positive relationship with frequency of travel (patronage). This implies that, an improvement in the above mentioned variables will leads to increase in the patronage of rail transport service and revenue generation to the Nigerian Railway Corporation. On the other hand, provision of information on trains schedule at platform, cleanliness and maintenance of station facilities, personal security on board, seating capacity and behaviour of staff have no relationship with frequency of travel and therefore, have no direct impact with frequency of travel (patronage) of the Kano-Nguru rail transport service.

Conclusion

This paper has examined the opinion of passengers' on their level of satisfaction towards the Kano-Nguru rail operation. It also evaluates the relationships that subsist between railway services and frequency of travel (level of patronage). The result of linear regression analysis revealed that, there is strong positive relationship between frequency of travel and ease of buying ticket ($r = 0.308$, $P = 0.01$). In addition, there is a strong positive relationship between frequency of travel and car parking facilities in the station($r = 0.411$, $P = 0.01$). However, there is no relationship between frequency of



travel and cleanliness in the train ($r = -0.962, P=NS$). Also, there is no relationship between frequency of travel and personal security on board train ($r = -0.354, P=NS$).

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