



12th World Conference on Transport Research, July 11-15, 2010 – Lisbon, Portugal

RELATIONSHIP BETWEEN GENDER AND TRAVEL BEHAVIOR IN MAKING USE OF PUBLIC TRANSPORT IN INDONESIAN CITIES: IS THERE ANY DIFFERENCE AMONG CITIES?

Melinda Tjeendra
Tri Basuki Joewono



PRESENTATION OUTLINE

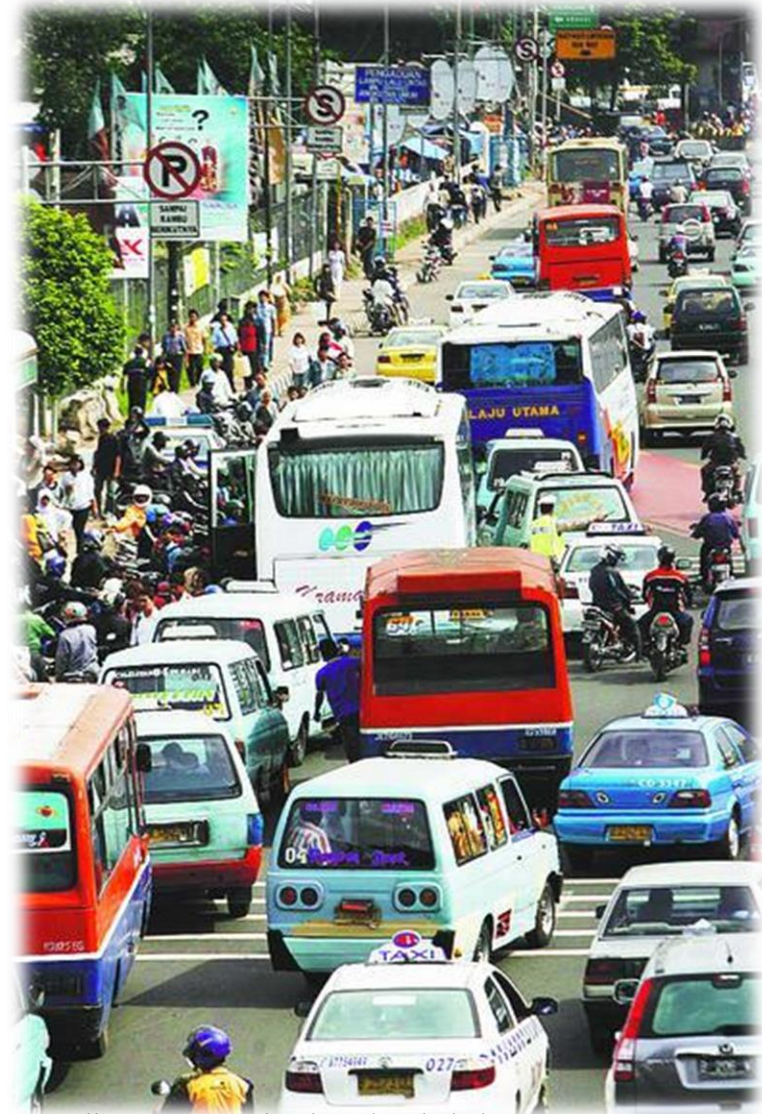
BACKGROUND

STUDY OBJECTIVE

DATA COLLECTION

ANALYSIS RESULT

CONCLUSIONS



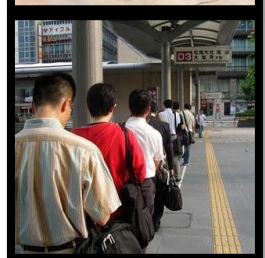
BACKGROUND

It is needed to have a deep knowledge regarding the consumer in order to guarantee the success of the provision of public transport

Gender is significantly influence the decision in making use of public transport, as well as building a different pattern of travelling

The issue of gender equity with respect to how transportation are devised.

Small number in research using developing countries dataset, where it is different and changing overtime.



STUDY OBJECTIVE

To investigate the relationship between gender and travel behavior of the user in making use of public transport in Indonesian cities



DATA COLLECTION

- The data for this study employed a questionnaire survey that conducted among public transport users in three Indonesian metropolitan cities in 2008, i.e. Jakarta, Bandung, and Yogyakarta.
- 1,491 respondents were gathered in this survey.
 - 499, 494, and 498 respondents from Jakarta, Bandung, and Yogyakarta.





Kode Kuesioner : II -
Tanggal:

Surveyor:
Lokasi Survey:

Kuesioner

Karakteristik Penggunaan Angkutan Umum

Partisipasi Anda dalam menjawab kuesioner ini akan sangat membantu kami dalam meninjau kondisi penggunaan angkutan umum. Data yang Anda berikan akan kami pertanggung jawabkan sebaik-baiknya hanya untuk studi Karakteristik Penggunaan Angkutan Umum. Kami berterimakasih atas partisipasi Anda dalam studi ini.

I. Karakteristik Perjalanan dengan angkutan umum

Berilah tanda silang pada jawaban yang Anda pilih
Contoh: Apakah Anda menggunakan angkutan umum untuk perjalanan sehari-hari
 Ya Tidak

- Angkutan umum apa yang biasa anda gunakan
[1] Angket [8] Bajaj / Kancil
[2] Bis (Petras/dll) [9] Ojek
[3] Kereta Api (KRD/KSL) [7] Becek
[4] Taksi [6] Lainnya:.....
- Tujuan perjalanan Anda saat menggunakan angkutan umum untuk perjalanan sehari-hari
[1] Bekerja [8] Unsur Sosial
[2] Sekolah [9] Rekreasi
[3] Belanja [7] Lainnya:.....
[4] Bisnis
- Berapa kali Anda menggunakan angkutan umum dalam satu hari kerja?
[1] 3x [3] 3x
[2] 2x [4] 4x atau lebih
- Pada hari kerja, berapa hari dalam seminggu Anda menggunakan angkutan umum?
[1] 0x [3] 2x
[2] 1x [4] 3x atau lebih
- Berapa kali dalam hari libur, Anda menggunakan angkutan umum?
[1] 0x [3] 2x
[2] 1x [4] 3x atau lebih
- Alasan Anda menggunakan angkutan umum
[1] Tidak memiliki kendaraan pribadi
[2] Lebih murah
[3] Lebih mudah penggunaannya
[4] Lebih mudah mendapatkannya/mencarinya
[5] Lebih cepat
[6] Lebih praktis
[7] Lainnya:
- Alasan Anda tidak menggunakan angkutan umum
[1] Kondisi cuaca tidak mendukung (hujan, malam hari, dll)
[2] Kondisi angkutan umum tidak mendukung (tidak beroperasi, armada penuh, lambat, jam operasi)
[3] Kondisi lalu lintas tidak mendukung (macet, ...)
[4] Lainnya:

II. Data Umum

Berilah tanda silang pada jawaban yang Anda pilih
Contoh: Jenis Kelamin
[1] Wanita Pria

- Usia Anda saat ini
[1] Kurang dari 17 tahun [4] 40 - 49 tahun
[2] 18 - 29 tahun [5] 50 - 65 tahun
[3] 30 - 39 tahun [6] Lebih dari 65 tahun
- Jenis Kelamin Anda
[1] Wanita [2] Pria
- Status Pernikahan Anda
[1] Belum Pernah menikah
[2] Menikah
- Kondisi rumah tangga di mana Anda tinggal
[1] Sendiri
[2] Suami/Istri tanpa anak
[3] Suami/Istri dengan anak
[4] Suami/Istri tanpa anak dengan orang tua
[5] Suami/Istri dengan anak dan orang tua
[6] Dengan teman/saudara
[7] Lainnya:.....
- Kedudukan Anda di dalam keluarga di tempat Anda tinggal
[1] Suami [4] Saudara/Kepangan
[2] Istri [5] Lainnya:.....
[3] Anak
- Pekerjaan Anda saat ini
[1] Pelajar/Mahasiswa
[2] Pegawai negeri/ABRI
[3] Pegawai swasta
[4] Wirawacata
[5] Ibu rumah tangga
[6] Pensiunan/Tidak bekerja



QUESTIONNAIRE LAYOUT

V. Masa Depan
Pada bagian ini, Anda diminta untuk menunjukkan keputusan di masa datang yang akan Anda ambil, jika ada perubahan kondisi angkutan umum yang Anda gunakan saat ini.

Berilah tanda silang pada angka yang sesuai dengan pendapat Anda
Contoh:

No	Kondisi Masa Depan	Tetap Akan Menggunakannya	Pindah ke moda yang lain
44	Jika kualitas pelayanan angkutan umum tetap seperti sekarang ini <u>tetapi</u> biaya tetap	<input checked="" type="checkbox"/>	<input type="checkbox"/>

No	Kondisi Masa Depan	Tetap Akan Menggunakannya	Pindah ke moda yang lain
44	Jika kualitas pelayanan angkutan umum tetap seperti sekarang ini <u>tetapi</u> biaya tetap	<input checked="" type="checkbox"/>	<input type="checkbox"/>
45	Apabila kebersihan angkutan umum ditingkatkan <u>tetapi</u> biaya/hari ditingkatkan	<input type="checkbox"/>	<input type="checkbox"/>
46	Jika kemampuan pengemudi angkutan umum ditingkatkan <u>tetapi</u> biaya ditingkatkan	<input type="checkbox"/>	<input type="checkbox"/>
47	Apabila jumlah armada angkutan umum ditingkatkan <u>tetapi</u> biaya ditingkatkan	<input type="checkbox"/>	<input type="checkbox"/>
48	Jika keamanan dan keselamatan angkutan umum ditingkatkan <u>tetapi</u> biaya ditingkatkan	<input type="checkbox"/>	<input type="checkbox"/>
49	Apabila kenyamanan angkutan ditingkatkan <u>tetapi</u> biaya ditingkatkan	<input type="checkbox"/>	<input type="checkbox"/>
50	Jika biaya diturunkan <u>tetapi</u> kenyamanan diturunkan	<input type="checkbox"/>	<input type="checkbox"/>

Terima kasih atas waktu yang telah Anda berikan dan kesediaan Anda mengisi kuesioner ini

Pertanyaan, Saran atau Komentar
Tri Basuki Juwasa, Ph. D
Jurusan Sipil - Fakultas Teknik
Universitas Teknik Parahyangan
Jl. Ciambulutan 94
Bandung, Jawa Barat 40141
Telp. 022-2533491, Fax. 022-2533492
Email: vfribas@home.unpar.ac.id



- Pendidikan terakhir Anda
[1] Tidak sekolah atau SD [4] Diploma
[2] SMP (setingkat) [5] S1
[3] SMA (setingkat) [6] S2/S3
- Penghasilan atau yang setara Anda per bulan adalah
[1] Kurang dari Rp. 500.000
[2] Rp. 500.001 - Rp. 1.000.000
[3] Rp. 1.000.001 - Rp. 2.500.000
[4] Rp. 2.500.001 - Rp. 5.000.000
[5] Rp. 5.000.001 - Rp. 7.500.000
[6] Rp. 7.500.001 - Rp. 10.000.000
[7] Rp. 10.000.001 - Rp. 12.500.000
[8] Rp. 12.500.001 - Rp. 15.000.000
[9] Lebih dari Rp. 15.000.000
- Alokasi biaya perjalanan dari penghasilan Anda per bulan (Bersapa persen penghasilan yang Anda keluarkan untuk transportasi)
[1] Kurang dari 10% [4] 31% - 40%
[2] 11% - 20% [5] Lebih dari 40%
[3] 21% - 30%
- Kepemilikan rumah yang Anda tinggali saat ini
[1] Milik sendiri [4] Milik saudara
[2] Kontrak/Kost [5] Milik teman
[3] Milik orang tua [6] Lainnya:
- Jumlah mobil yang dimiliki oleh keluarga
[1] 0 unit [3] 2 unit
[2] 1 unit [4] 3 unit atau lebih
- Jumlah motor yang dimiliki oleh keluarga
[1] 0 unit [3] 2 unit
[2] 1 unit [4] 3 unit atau lebih
- Jumlah kendaraan tidak bermotor (misal sepeda) yang dimiliki oleh keluarga
[1] 0 unit [3] 2 unit
[2] 1 unit [4] 3 unit atau lebih
- Jenis surat jin mememudi apa yang Anda miliki
[1] Tidak punya [4] SIM C
[2] SIM A [5] Lebih dari 1 jenis SIM
[3] SIM B

III. Pengalaman Buruk

Pada bagian ini Anda diminta untuk menjelaskan pengalaman yang tidak menyenangkan selama menggunakan angkutan umum. Anda diminta memilih seberapa sering Anda mengalami kejadian tersebut. Anda cukup memberikan tanda X pada jawaban yang dianggap paling sesuai dengan pengalaman Anda.

Contoh:

Pengalaman Buruk	Tidak Pernah	Pernah	Sering	Sangat Sering
Anda menunggu lama untuk mendapatkan angkutan umum yang dikehendaki	1	2	<input checked="" type="checkbox"/>	4

No	Pengalaman Buruk	Tidak Pernah	Pernah	Sering	Sangat Sering
22	Anda menunggu lama untuk mendapatkan angkutan umum yang dikehendaki	1	2	3	4
23	Anda mengalami keterlambatan untuk sampai di tempat tujuan akibat menggunakan angkutan umum.	1	2	3	4
24	Anda mengalami kecelakaan lalu lintas	1	2	3	4
25	Anda mengalami kehilangan barang/kecepatan selama menggunakan angkutan umum	1	2	3	4
26	Anda mengalami masalah saat melakukan pembayaran angkutan umum, baik karena tarif yang tidak sesuai, cara pembayaran yang tidak sesuai dengan ketentuan	1	2	3	4
27	Anda mengalami kesulitan menggunakan angkutan umum, karena ketersediaan informasi tentang rute, jadwal, maupun tarif yang tidak jelas	1	2	3	4
28	Anda mengalami kesulitan akibat supir angkutan umum merubah rute dari yang seharusnya	1	2	3	4

IV. Evaluasi

Contoh:
Untuk angkutan umum tersebut (no 1), ada dua hal yang diminta untuk menjawab bagian ini, yaitu:
Pada bagian ini, Anda diminta untuk memberikan penilaian tentang tingkat kepentingan aspek tersebut bagi angkutan.
Pada bagian kanan, Anda diminta untuk memberikan penilaian tentang tingkat kepasan Anda terhadap aspek kualitas angkutan.
Anda cukup memberikan tanda X pada jawaban yang sesuai.

29a	1	<input checked="" type="checkbox"/>	3	4	Kebersihan kendaraan	28b	<input checked="" type="checkbox"/>	2	3	4
-----	---	-------------------------------------	---	---	----------------------	-----	-------------------------------------	---	---	---

No.	Tingkat Kepentingan				Aspek yang ditinjau	Tingkat Kepuasan				
	sangat Penting	Penting	Tidak Penting	sangat Tidak Penting		No.	sangat Puas	Puas	Tidak Puas	sangat Tidak Puas
29a	1	2	3	4	Kebersihan kendaraan	29b	1	2	3	4
30a	1	2	3	4	Kebersihan stasiun/halte	30b	1	2	3	4
31a	1	2	3	4	Kondisi fisik kendaraan	31b	1	2	3	4
32a	1	2	3	4	Kondisi fisik stasiun/halte	32b	1	2	3	4
33a	1	2	3	4	Kenyamanan di dalam kendaraan	33b	1	2	3	4
34a	1	2	3	4	Kenyamanan stasiun/halte/terminal	34b	1	2	3	4
35a	1	2	3	4	Kemudahan mendapat informasi rute	35b	1	2	3	4
36a	1	2	3	4	Kemudahan mendapat informasi biaya	36b	1	2	3	4
37a	1	2	3	4	Keamanan dan keselamatan di dalam kendaraan	37b	1	2	3	4
38a	1	2	3	4	Keamanan dalam stasiun/halte	38b	1	2	3	4
39a	1	2	3	4	Kemudahan mengakses angkutan umum	39b	1	2	3	4
40a	1	2	3	4	Keterampilan pengemudi	40b	1	2	3	4
41a	1	2	3	4	Ketepatan waktu	41b	1	2	3	4
42a	1	2	3	4	Keramahan & kepasanan staf (supir, kondektur)	42b	1	2	3	4
43a	1	2	3	4	Kemudahan mendapatkan moda	43b	1	2	3	4

JAVA MAP



	Bandung	Yogyakarta	Jakarta
Area (km ²)	167,300	32,500	649,810
Population (people)	2.288.570	433.539	8.819.603
Density (people/km ²)	13.679	13.339	13.572

MODERN PUBLIC TRANSPORT

<http://www.koran-jakarta.com/gambarberita/2010-02-27/Rona/Berita%20Utama%20Rona/GambarBeritaKoranJakarta20100226180912.jpg>



http://3.bp.blogspot.com/_6oloLRFEQRs/SR6-cCyyul/AAAAAAAAABjo/q3MvThnYt7o/s400/kancil.JPG



<http://i992.photobucket.com/albums/a147/wiebyw/Photo1979.jpg>



<http://www.swaberita.com/wp-content/uploads/2008/04/angkot.jpg>

http://mikocbr150.files.wordpress.com/2008/10/100_05902.jpg

TRADITIONAL PUBLIC TRANSPORT



http://3.bp.blogspot.com/_sQKQnFXCbTo/SIF4axX8FbI/AAAAAAAC8Q/33Gv7Q_w5Qc/s400/Becak+Driver.JPG



http://www.beritajakarta.com/images/foto/demo_delman_bj.JPG



http://www.dessertcomesfirst.com/wp-content/uploads/bajaj-up-close-in-jakarta_rs.JPG

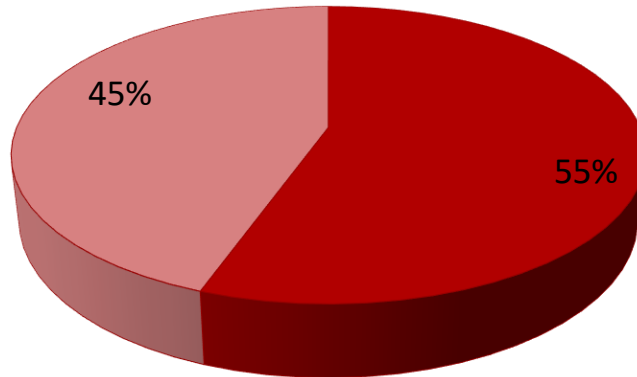


<http://upload.wikimedia.org/wikipedia/commons/thumb/5/67/Ani%20Pedicab%20Bogor.jpg>

RESPONDENT CHARACTERISTICS (GENDER)

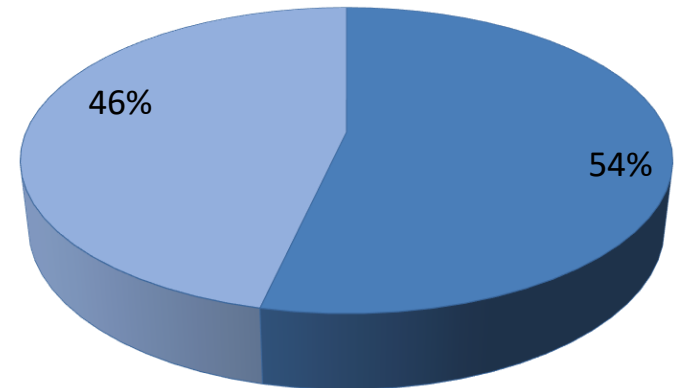
Jakarta

■ Female ■ Male



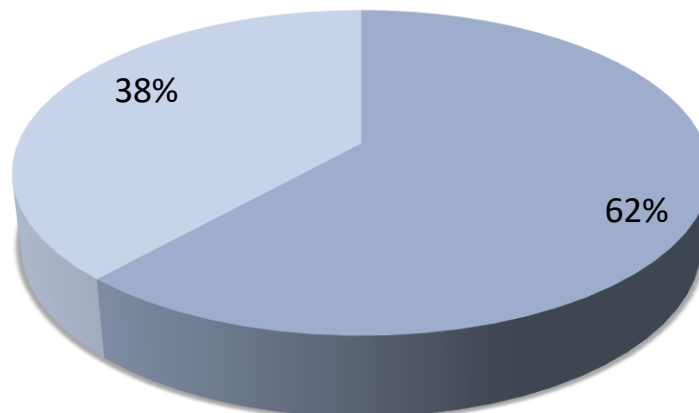
Bandung

■ Female ■ Male

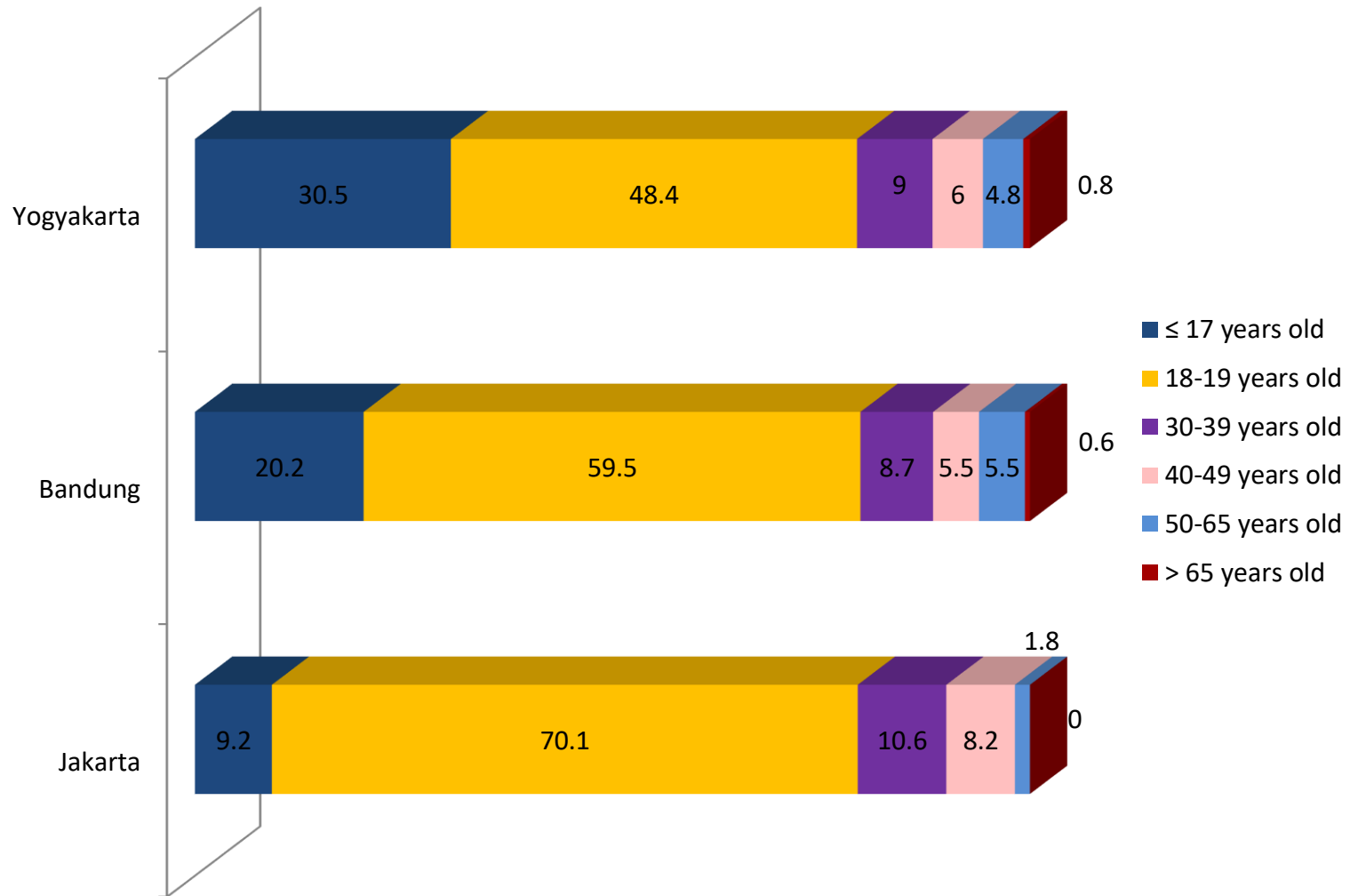


Yogyakarta

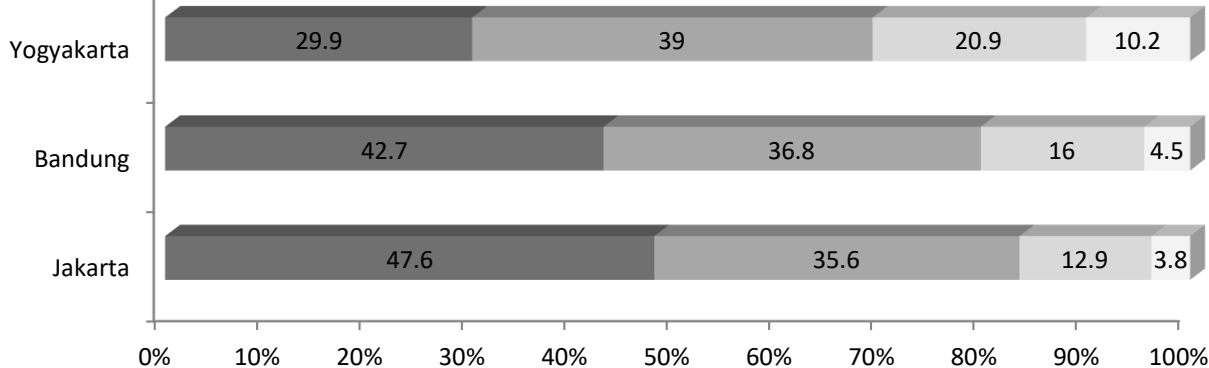
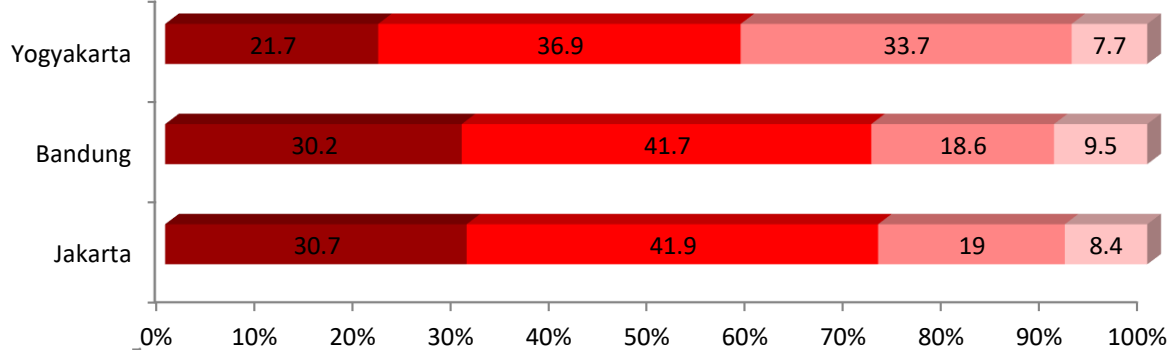
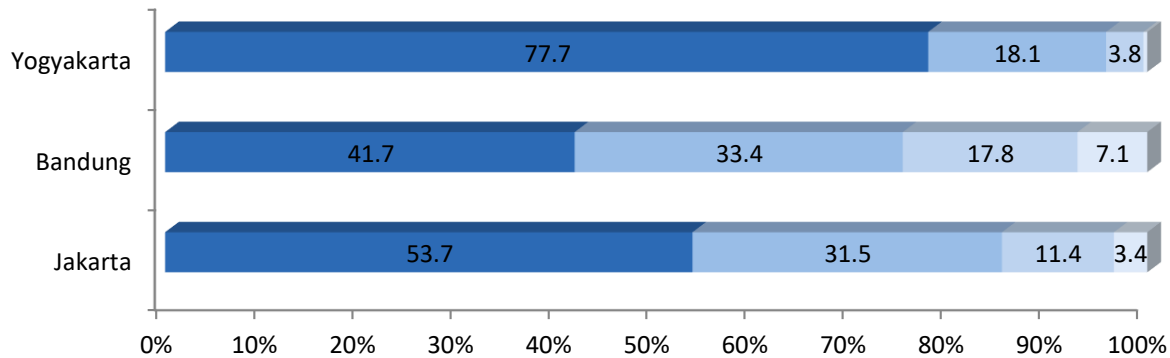
■ Female ■ Male



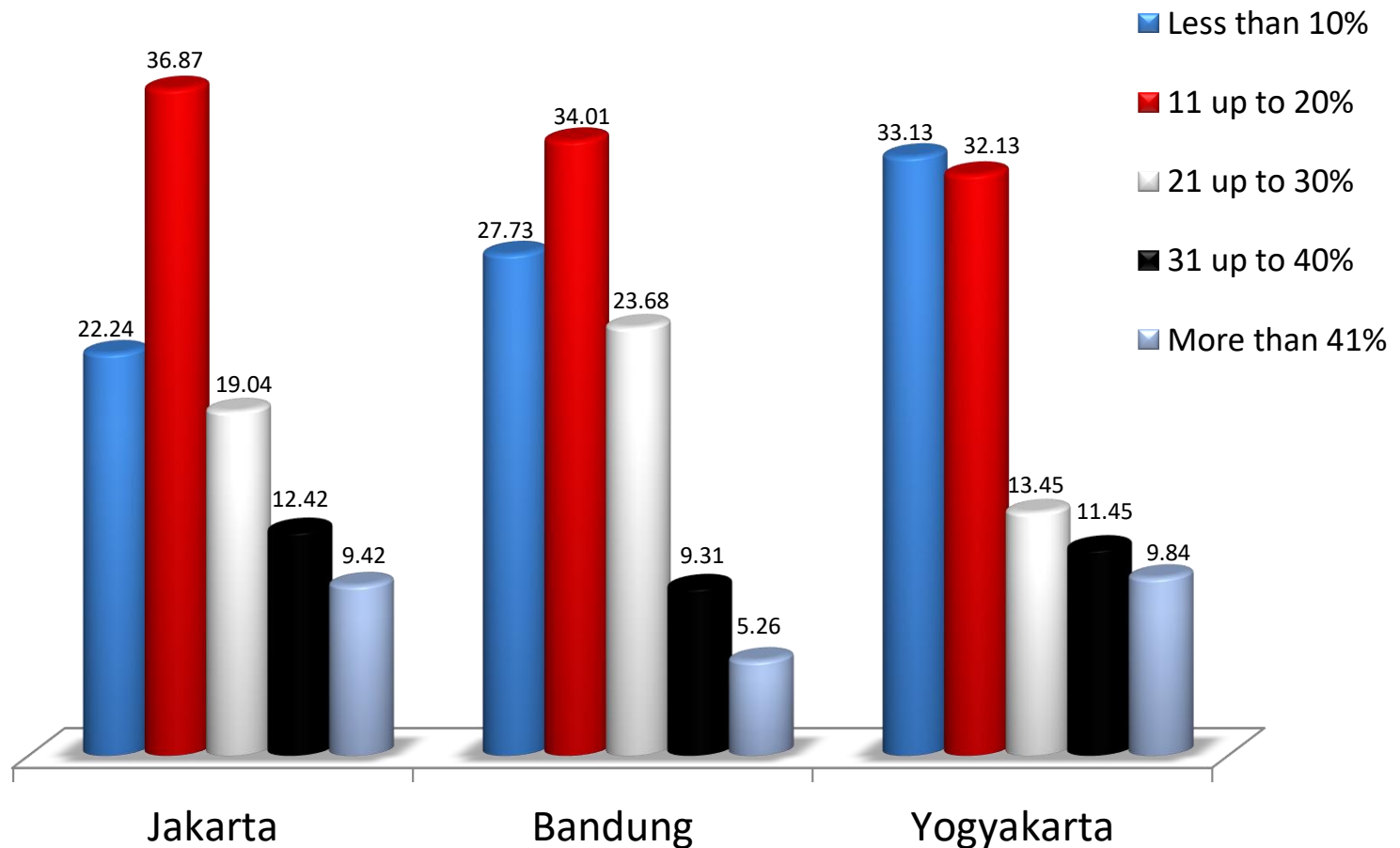
RESPONDENT CHARACTERISTICS (AGE)



HOUSEHOLD CHARACTERISTICS



INCOME ALLOCATION FOR TRANSPORT EXPENSES



DESCRIPTIVE STATISTICS OF TRAVEL BEHAVIOUR OF MALE

Aspects of Travel Behaviour	Bandung		Jakarta		Yogyakarta	
	M	SD	M	SD	M	SD
Type of public transport used	1.279	1.060	1.986	1.360	1.969	1.297
Trip purpose	2.362	1.577	1.865	1.417	2.340	1.739
Number of usage per day in weekday	2.432	1.031	2.700	1.021	2.115	0.875
Number of usage per week in weekday	3.410	0.945	3.676	0.766	3.597	0.761
Number of usage per day in weekend	2.183	1.148	2.082	1.191	1.927	1.064
Reason for use public transport	2.996	2.227	3.063	2.183	2.895	2.135
Reason for not use public transport	2.197	1.064	2.405	1.075	2.209	1.095
Monthly income	2.140	0.945	2.297	1.230	1.770	0.962
Allocation of income for transport	2.393	1.125	2.423	1.204	2.283	1.237
Number of owned driving licence	2.419	0.760	2.689	1.631	2.508	1.562



DESCRIPTIVE STATISTICS OF TRAVEL BEHAVIOUR OF FEMALE

Aspects of Travel Behaviour	Bandung		Jakarta		Yogyakarta	
	M	SD	M	SD	M	SD
Type of public transport used	1.328	1.136	1.928	1.550	1.919	1.349
Trip purpose	2.543	1.557	1.928	1.231	2.557	1.672
Number of usage per day in weekday	2.468	1.044	2.670	1.018	1.951	0.817
Number of usage per week in weekday	3.547	0.820	3.685	0.723	3.573	0.861
Number of usage per day in weekend	2.238	1.142	2.295	1.048	1.876	1.099
Reason for use public transport	3.257	2.305	2.744	1.979	3.244	2.458
Reason for not use public transport	1.951	1.052	2.029	0.970	2.287	1.189
Monthly income	2.211	1.012	2.350	1.163	1.606	0.966
Allocation of income for transport	2.226	1.125	2.560	1.249	2.358	1.356
Number of owned driving licence	2.291	0.709	1.484	0.995	1.831	1.364



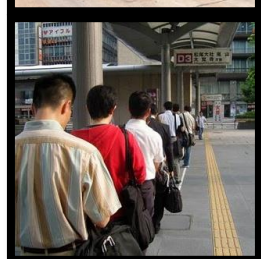
TEST OF INDEPENDENCY OF TRAVEL BEHAVIOURS WITH GENDER

Aspects of Travel Behaviour	Bandung		Jakarta		Yogyakarta	
	χ^2	p-value	χ^2	p-value	χ^2	p-value
Type of public transport used	3.697	0.718	15.672	0.028	7.506	0.277
Trip purpose	39.348	0.000	17.242	0.008	27.302	0.000
Number of usage per day in weekday	0.459	0.928	0.184	0.980	4.842	0.184
Number of usage per week in weekday	3.254	0.354	4.638	0.200	6.664	0.155
Number of usage per day in weekend	3.263	0.353	26.808	0.000	6.833	0.077
Reason for use public transport	5.523	0.479	7.601	0.269	18.238	0.006
Reason for not use public transport	9.502	0.023	23.021	0.000	4.367	0.224
Income allocation for transport	6.955	0.325	10.571	0.103	8.758	0.188
Number of owned driving licence	3.914	0.418	5.027	0.284	3.249	0.662



MANN-WHITNEY TEST OF TRAVEL BEHAVIOURS

Aspects of Travel Behaviour	p-value		
	Bandung	Jakarta	Yogyakarta
Type of public transport used	0.863	0.062	0.183
Trip purpose	0.005	0.017	0.001
Number of usage per day in weekday	0.732	0.755	0.031
Number of usage per week in weekday	0.123	0.695	0.630
Number of usage per day in weekend	0.611	0.015	0.528
Reason for use public transport	0.189	0.240	0.390
Reason for not use public transport	0.007	0.000	0.675
Income allocation for transport	0.077	0.209	0.819
Number of owned driving licence	0.000	0.000	0.000



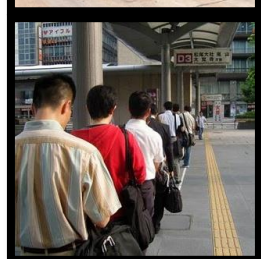
ATTRIBUTES OF SERVICE QUALITY BASED ON MALE'S PERCEPTION

Attributes	Level of Importance						Level of Satisfaction					
	Bandung		Jakarta		Yogyakarta		Bandung		Jakarta		Yogyakarta	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
Cleanliness in the car	2.830	0.579	1.486	0.569	1.424	0.506	1.179	0.406	2.401	0.664	2.340	0.668
Cleanliness in the stop	1.555	0.524	2.676	0.751	2.581	0.763	2.633	0.741	1.240	0.488	1.183	0.388
Condition of the car	2.996	0.679	1.599	0.614	1.597	0.607	1.314	0.502	2.667	0.860	2.450	0.765
Condition of the stop	1.507	0.582	2.779	0.779	2.613	0.765	2.812	0.704	1.329	0.551	1.419	0.564
Comfort in the car	2.681	0.675	1.523	0.599	1.482	0.679	1.555	0.572	2.716	0.799	2.455	0.716
Comfort in the stop	1.686	0.583	2.640	0.810	2.696	0.828	2.393	0.609	1.658	0.563	1.634	0.545
Route access	2.952	0.616	1.689	0.607	1.670	0.617	1.314	0.535	2.398	0.671	2.351	0.655
Ticket price	1.349	0.513	2.658	0.693	2.602	0.732	2.738	0.744	1.464	0.599	1.361	0.543
Security in the car	2.847	0.693	1.383	0.573	1.419	0.526	1.345	0.512	2.320	0.744	2.319	0.745
Security in the stop	1.581	0.599	2.685	0.801	2.576	0.810	2.921	0.796	1.414	0.546	1.403	0.523
Accessibility	2.900	0.609	1.545	0.606	1.581	0.600	1.638	0.665	2.685	0.755	2.702	0.788
Driver's ability	1.624	0.576	2.706	0.726	2.524	0.760	2.799	0.709	1.667	0.621	1.639	0.624
Time punctuality	2.629	2.006	1.626	0.571	1.597	0.571	1.616	0.563	2.559	0.751	2.414	0.748
Staff politeness and helpfulness	1.672	0.609	2.419	0.693	2.283	0.714	2.380	0.600	1.653	0.588	1.686	0.558
Easiness to get the mode	2.686	0.711	1.712	0.615	1.675	0.561	3.183	1.678	2.439	0.721	2.387	0.654



ATTRIBUTES OF SERVICE QUALITY BASED ON FEMALE'S PERCEPTION

Attributes	Level of Importance						Level of Satisfaction					
	Bandung		Jakarta		Yogyakarta		Bandung		Jakarta		Yogyakarta	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
Cleanliness in the car	2.740	0.540	1.473	0.507	1.319	0.481	1.121	0.326	2.368	0.644	2.274	0.608
Cleanliness in the stop	1.479	0.530	2.718	0.747	2.648	0.763	2.668	0.693	1.177	0.382	1.117	0.332
Condition of the car	2.947	0.581	1.527	0.555	1.459	0.518	1.234	0.433	2.668	0.863	2.505	0.743
Condition of the stop	1.517	0.571	2.856	0.743	2.661	0.697	2.755	0.660	1.321	0.512	1.332	0.499
Comfort in the car	2.630	0.583	1.462	0.561	1.397	0.559	1.543	0.521	2.787	0.738	2.489	0.688
Comfort in the stop	1.634	0.562	2.708	0.740	2.642	0.755	2.283	0.577	1.562	0.566	1.544	0.524
Route access	2.845	0.605	1.603	0.591	1.590	0.595	1.306	0.501	2.341	0.615	2.404	0.681
Ticket price	1.253	0.435	2.798	0.656	2.541	0.677	2.611	0.660	1.390	0.545	1.254	0.479
Security in the car	2.713	0.640	1.318	0.474	1.280	0.457	1.408	0.550	2.585	0.769	2.436	0.713
Security in the stop	1.419	0.517	2.736	0.789	2.550	0.745	2.830	0.695	1.419	0.530	1.316	0.512
Accessibility	2.849	0.639	1.487	0.569	1.463	0.537	1.581	0.579	2.747	0.738	2.733	0.784
Driver's ability	1.581	0.545	2.775	0.693	2.580	0.688	2.675	0.646	1.646	0.618	1.485	0.574
Time punctuality	2.426	0.587	1.610	0.558	1.505	0.585	1.619	0.517	2.617	0.711	2.482	0.738
Staff politeness and helpfulness	1.626	0.564	2.375	0.662	2.349	0.636	2.332	0.560	1.657	0.540	1.560	0.517
Easiness to get the mode	2.513	0.634	1.744	0.554	1.609	0.563	1.743	1.274	2.415	0.646	2.397	0.640



TEST OF INDEPENDENCY OF LEVEL OF IMPORTANCE OF SERVICE QUALITY WITH GENDER

Aspects of Service Quality	Bandung		Jakarta		Yogyakarta	
	χ^2	p-value	χ^2	p-value	χ^2	p-value
Cleanliness in the car	6.829	0.078	3.275	0.351	5.995	0.050
Cleanliness in the stop	4.674	0.197	3.234	0.357	9.024	0.029
Condition of the car	0.311	0.856	2.175	0.537	6.281	0.099
Condition of the stop	1.289	0.525	2.638	0.451	3.356	0.340
Comfort in the car	7.365	0.025	4.225	0.238	9.862	0.007
Comfort in the stop	11.383	0.010	2.059	0.560	6.247	0.100
Route access	1.684	0.641	1.393	0.707	4.806	0.187
Fare price and payment	2.196	0.533	3.817	0.431	2.878	0.411
Security in the car	4.132	0.127	2.882	0.237	5.745	0.057
Security in the stop	4.103	0.251	2.955	0.399	3.994	0.262
Accessibility	12.152	0.007	4.934	0.177	4.244	0.236
Driver's ability	1.261	0.738	2.801	0.423	5.475	0.065
Time punctuality	1.804	0.406	1.447	0.695	5.275	0.153
Staff politeness and helpfulness	4.913	0.178	0.267	0.966	8.446	0.038
Easiness to get the mode	3.538	0.170	2.353	0.502	8.069	0.045



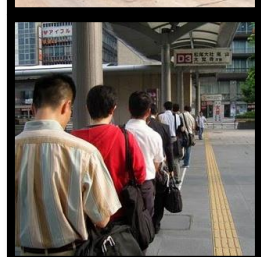
TEST OF INDEPENDENCY OF LEVEL OF SATISFACTION OF SERVICE QUALITY WITH GENDER

Aspects of Service Quality	Bandung		Jakarta		Yogyakarta	
	χ^2	p-value	χ^2	p-value	χ^2	p-value
Cleanliness in the car	5.572	0.134	1.852	0.604	2.388	0.496
Cleanliness in the stop	9.584	0.022	2.305	0.512	6.141	0.105
Condition of the car	7.292	0.063	3.329	0.344	3.299	0.348
Condition of the stop	4.272	0.234	6.025	0.110	3.013	0.390
Comfort in the car	9.979	0.019	1.921	0.589	2.347	0.504
Comfort in the stop	1.161	0.762	2.353	0.502	4.035	0.258
Route access	8.263	0.082	0.842	0.839	7.589	0.055
Fare price and payment	9.058	0.029	3.064	0.382	2.303	0.512
Security in the car	2.152	0.542	1.510	0.680	5.539	0.136
Security in the stop	2.198	0.532	3.157	0.368	4.623	0.202
Accessibility	4.624	0.201	2.457	0.483	5.736	0.125
Driver's ability	10.368	0.016	14.838	0.002	5.032	0.169
Time punctuality	11.791	0.008	0.898	0.826	0.209	0.976
Staff politeness and helpfulness	9.163	0.027	2.001	0.572	4.056	0.255
Easiness to get the mode	2.981	0.395	3.379	0.337	0.200	0.978



MANN-WHITNEY TEST OF THE ATTRIBUTES OF SERVICE QUALITY

Aspects of Service Quality	p-value					
	Level of Importance			Level of Satisfaction		
	Bdg	Jkt	Ygy	Bdg	Jkt	Ygy
Cleanliness in the car	0.448	0.947	0.017	0.066	0.419	0.262
Cleanliness in the stop	0.096	0.257	0.019	0.387	0.347	0.318
Condition of the car	0.778	0.296	0.329	0.366	0.403	0.451
Condition of the stop	0.354	0.112	0.162	0.047	0.018	0.463
Comfort in the car	0.042	0.327	0.003	0.049	0.577	0.791
Comfort in the stop	0.003	0.330	0.039	0.385	0.365	0.347
Route access	0.474	0.804	0.055	0.264	0.498	0.265
Fare price and payment	0.497	0.354	0.187	0.008	0.417	0.299
Security in the car	0.110	0.164	0.032	0.519	0.878	0.260
Security in the stop	0.070	0.965	0.104	0.345	0.291	0.390
Accessibility	0.972	0.047	0.085	0.044	0.377	0.229
Driver's ability	0.986	0.192	0.019	0.008	0.000	0.072
Time punctuality	0.221	0.846	0.040	0.189	0.359	0.656
Staff politeness and helpfulness	0.543	0.711	0.007	0.084	0.428	0.202
Easiness to get the mode	0.785	0.760	0.020	0.536	0.812	0.830



DESCRIPTIVE STATISTICS OF NEGATIVE EXPERIENCE

MALE

Type of Negative Experience	M	SD	M	SD	M	SD
Waiting	2.533	0.769	2.608	0.708	2.602	0.876
Late	1.314	0.493	2.385	0.668	2.314	0.818
Accident	1.310	0.482	1.293	0.494	1.194	0.409
Lost of belonging (e.g. picked pocket)	2.070	0.819	1.432	0.548	1.262	0.475
Fare payment (e.g. amount)	1.803	0.79	1.829	0.684	1.707	0.647
Information (e.g. sign)	1.869	0.622	1.877	0.739	1.681	0.702
Need help in difficulty	1.520	0.543	1.932	0.673	1.597	0.649

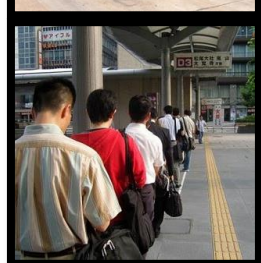
FEMALE

Type of Negative Experience	M	SD	M	SD	M	SD
Waiting	2.336	0.699	2.61	0.727	2.642	0.814
Late	1.245	0.496	2.368	0.718	2.166	0.801
Accident	1.358	0.511	1.238	0.475	1.156	0.381
Lost of belonging (e.g. picked pocket)	1.902	0.700	1.394	0.552	1.248	0.496
Fare payment (e.g. amount)	1.645	0.676	1.841	0.705	1.625	0.652
Information (e.g. sign)	1.853	0.575	1.830	0.706	1.642	0.663
Need help in difficulty	1.479	0.523	1.783	0.640	1.521	0.568



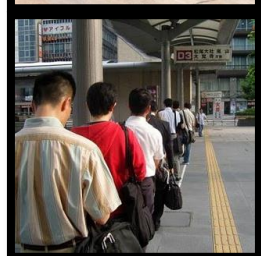
TEST OF INDEPENDENCY OF NEGATIVE EXPERIENCES WITH GENDER

Type of Negative Experience	Bandung		Jakarta		Yogyakarta	
	χ^2	p-value	χ^2	p-value	χ^2	p-value
Waiting	6.627	0.085	1.077	0.898	2.328	0.507
Late	13.234	0.004	1.864	0.601	4.350	0.226
Accident	7.382	0.061	3.396	0.334	1.426	0.490
Lost of belonging (e.g. picked pocket)	1.234	0.540	1.807	0.613	2.754	0.431
Fare payment (e.g. amount)	8.697	0.034	1.671	0.643	2.528	0.470
Information (e.g. sign)	7.748	0.052	3.604	0.308	1.741	0.628
Need help in difficulty	1.753	0.625	7.577	0.056	5.349 ^a	0.148



RESULT OF MANN-WHITNEY TEST OF NEGATIVE EXPERIENCES

Type of Negative Experience	p-value		
	Bandung	Jakarta	Yogyakarta
Waiting	0.094	0.917	0.595
Late	0.002	0.785	0.055
Accident	0.046	0.143	0.264
Lost of belonging (e.g. picked pocket)	0.303	0.361	0.545
Fare payment (e.g. amount)	0.028	0.951	0.127
Information (e.g. sign)	0.037	0.584	0.620
Need help in difficulty	0.842	0.015	0.308

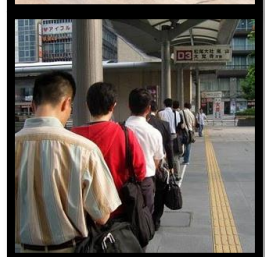


CONCLUSIONS (1)

The analysis shows that there is significant different between male and female's travel behaviour, where it exists in each city.

Trip purpose and number of owned driving licence appear as two behaviours that significantly different for male and female.

This study notices that something rated as importance does not rated as the same by user in other cities.



CONCLUSIONS (2)

This study also shows that something rated as importance does not rated as an attribute of service quality that provides satisfaction.

Each city has different type of negative experience, while different also exists between male and female.

It is an imperative to give more attention to female as a public transport users.



THANK YOU
THANK YOU

