CHAPTER FOUR
RESULTS

This chapter presents the results of the data. It is divided into four sections, which are (1) general information, (2) Behavior in traveling and rating of transportation, (3) Attitude towards public transportation, (4) suggestion.

4.1 GENERAL INFORMATION

4.1.1 Gender

Table 1. Gender of Participants

Gender	Frequency	Percent
Male	33	33.0
Female	67	67.0
Total	**100**	**100.0**

A Total of 100 commuters were the participants. 67 percent of them were female and 33 percent were males.

4.1.2 Age

Table 2. Age of Participants

Age	Frequency	Percent
20 yrs and less	20	20.0
21-25 yrs	7	7.0
26-30 yrs	31	31.0
31-35 yrs	15	15.0
36-40 yrs	12	12.0
41-45 yrs	6	6.0
more than 45 yrs	9	9.0
Total	**100**	**100.0**

Table 2 provides the information of the age range of the commuters who participated in survey. The majority of participants were in the age range of 26-30 years old, 31%. Twenty one percent of participants were in the age range of 20 years old and less, and **15%** of participants were between 31-35 years old.. Twelve percent were in the age range of 36-40 years old. Only 9 participants were in the age range of 45 years old and more, and 7 percent and 6 percent were in the age range between 21-25 years old and 41-45 years old.

4.1.3 Status

Table 3. Participants' Marital Status

Status	Frequency	Percent
Single	60	60.0
Married	33	33.0
Widow	4	4.0
Divorced	3	3.0
Total	**100**	**100.0**

From Table 3, the majority of participants were single, which represents 60% of total sample size and 33 participants were married. Four percent and three percent were widow and divorced respectively.

4.1.4 Education Level

Table 4. Participants' Education Level

Education	Frequency	Percent
Secondary	31	31
Bachelor's degree	50	50
Master's degree	3	3
Others	16	16
Total	100	100

This table provided the information of participants regarding education level. Half of participants, 50%, held Bachelor degrees, 31 participants held Secondary

degree, and 3 participants held Master degrees. Sixteen percent of participants graduated from other related levels.

4.1.5 Occupation

Table 5. Participants' Occupation

Occupation	Frequency	Percent
Governmental officer	11	11.0
Private company's staff	44	44.0
Student	21	21.0
Business owner	2	2.0
Housewife	3	3.0
Freelance	5	5.0
Vendor	10	10.0
Others	4	4.0
Total	**100**	**100.0**

Many participants worked in private companies, 44%. Twenty one percent were students, eleven percent were governmental officers, and ten percent of participants were vendors. Fourteen percent of participants worked as freelancers, business owners, housewives, and others.

4.1.6 Income

Table 6. Participants' Income

Income / month	Frequency	Percent
Less than 10,000 THB	38	38
10,001-20,000 THB	37	37
20,001-30,000 THB	19	19
30,001-40,000 THB	3	3
40,001-50,000 THB	3	3
Total	**100**	**100**

Table 6 provided the information of participants regarding income. 38% of participants had a monthly income of 10,000 THB or less. 33% of participants earned 10,001-20,000 THB per month and 37% of participants earned 20,001-30,000 THB per month. Nineteen percent of participants made 20,001-30,000 THB per month. The participants who earned 30,001-40,000 THB and 40,001-50,000 THB per month represented 6 percent of the total sample size or 3 percent each.

4.2 BEHAVIOR IN TRAVELING AND RATING TO TRANSPORTATION

Table 7. Participants' Objective in Travelling

Purpose of travelling	**Never %**	**Rarely %**	**Sometimes %**	**Frequently %**	**Most frequently %**
For working	16	6	11	15	52
For study	41	17	11	10	21
For business contact	38	6	33	16	7
For recreation and personal intention	0	11	49	31	9

Regarding the objectives of participants when using public transportation services, the majority of participants who made use of public transportation for working accounted for 51%. Those who traveled on public transportation for recreation and personal intention constituted 49%. 21% and 7% of participants made use of the public transportation for the purpose of travelling for study and business contact respectively.

Table 8. Time Period

Period time of travelling	Never	Rarely	Sometimes	Frequently	Most frequently
05.00 am - 06.30 am	22	8	17	22	31
06.31 am - 08.30 am	22	4	18	17	39
08.31 am - 09.30 am	36	10	31	13	10
09.31 am - 11.00 am	37	22	28	5	8
11.01 am - 01.00 pm	40	16	32	9	3
01.01 pm - 03.00 pm	47	19	26	7	1
03.01 pm - 04.30 pm	43	20	23	10	4
04.31 pm - 06.00 pm	13	11	21	15	40
06.01 pm - 08.30 pm	4	11	29	30	26
08.31 pm - 10.00 pm	10	17	37	26	10

The findings indicated that the participants most frequently used public transportation services in the period time of 06.31 am-08.30 am and 04.31 pm-06.00 pm with the percentage of 39 and 40 respectively. The participants rarely made use of public transportation service in the time period of 09.31 am - 11.00 am, 03.01 pm - 04.30 pm, and 01.01 pm - 03.00 pm, which is represented by a percentage of 20% approximately.

Table 9. Percentage of Type of Public Transport That Participants Frequently Use When Traveling

Public transports that people frequently use when traveling	Never %	Rarely %	Sometimes %	Frequently %	Most frequently %
Sky train (BTS)	19	23	33	7	18
Subway train (MRT)	25	25	29	8	13

(table continues)

Table 9. (continued)

Public transport that people frequently use when traveling	Never %	Rarely %	Sometimes %	Frequently %	Most frequently %
Air-conditioned bus	1	8	35	26	30
Non air-conditioned bus	2	8	33	32	25
Affiliated bus	1	8	33	30	28
Mini van	45	27	14	7	7

Result showed that the participants most frequently used air-conditioned bus and affiliated buses, 30% and 28% respectively. Non air-conditioned buses are the public transport that participants frequently used 25%. Participants who used the BTS service constituted 33. 29%. 45% of participants never used mini vans when traveling.

Table 10. Frequency, Mean, and Standard Division of the factors influencing participants when using public transportation

The factors influencing decision-making in using public transportation	Strongly disagree %	Disagree %	Uncertain %	Agree %	Strongly agree %
Fare	0	7	12	33	48
Service quality	0	8	10	26	56
Rapidity	1	5	6	43	45
Area coverage	1	3	11	28	57
Safety	1	3	11	29	56
Promotion or special discount	3	23	26	28	20

Table 10 shows that 81% and 82% of the commuters agreed and strongly agreed that fares for the services and quality of services respectively had an effect on

their travel decision. Moreover, 88%, 85% and 85% of them said that rapidity of service, safety and the area coverage respectively influenced their decision in making use of the public transportation. However, only 48% of the commuters said that the promotion or special discount attracted their interest in making use of the services.

4.3 ATTITUDE TOWARDS PUBLIC TRANSPORTATION

Table 11. Frequency, Mean, and Standard Division of attitude towards public transportation

Attitude towards public transportation	Strongly disagree %	Disagree %	Uncertain %	Agree %	Strongly agree %
The fare is the most important factor for you when making decision to use public transportation.	0	24	30	34	12
The speed of public transportation to destination should be considered in rating the fare process.	6	11	19	48	16
The operation and service provided by the transportation should be included in the cost of fare.	13	37	30	17	3
Public transit with high fares; like BTS, MRT, provide good quality of service rather than one with cheaper fares; such as buses, and mini van.	0	12	18	47	23
Public transits that are operated by government sector; such as BTS, MRT, and buses, provide high quality of service rather than public transit operated by the private sector; such as mini van, affiliated buses.	0	3	21	54	22
In the rush hour, the most important issue when you choose the mode of transportation is quality of service.	6	8	20	50	16
Rapidity to destination is the most crucial factor when you make a trip.	0	5	18	55	22
Public transportation with high fares that provides high rapidity is considered acceptable.	11	32	15	31	11

(table continues)

Table 11. (continued)

Attitude towards public transportation	Strongly disagree %	Disagree %	Uncertain %	Agree %	Strongly agree %
In rush hour, BTS service satisfies you the most.	0	9	20	49	22
Affiliated bus is the best choice when the main buses are insufficient.	8	25	15	39	13
Mini vans provide good service in a small limited area.	13	14	34	32	7
Mini van can serve you best in terms of safety and cost-saving.	16	21	26	30	7
Public transportation are sufficient for passenger's needs; especially in the rush hours.	11	26	21	32	10
Nowadays, in single trip, you have various choices that can take you to the destination rapidly.	2	3	11	65	19
Facilities supporting public transportation system; such as sidewalks, cross over bridges, bus stop, bus station, are appropriate to facilitate you to travel conveniently.	2	12	27	42	17
Government always keeps people who make use of public transportation up to date with promotions, new routes, and information about connecting routes.	2	7	20	56	15
The surroundings around public transit stop points; such as bus stops, sky train stations, subway stations, are well organized.	0	6	22	59	13
The government should privatize the transportation system in order to increase service quality.	8	23	13	40	16
Omnibuses with air-conditioners can best serve people in terms of safety rather than omnibuses without air-conditioner.	1	8	19	57	15

The study found that 64% of participants agreed that the speed of public transportation to a destination was needed in the rating consideration, while 11% disagreed with that. With 50% was represented that participant who disagreed that operations and services provided by the transportation should be included in the cost of fare. 37% of participants disagreed that the cost of the fare should be estimated based on the operation and service costs which each transport provides. The participants showed 70% agreement in that public transit with high fares; like BTS, MRT, provide a good quality of service rather than those with cheaper fare; such as buses, and mini vans. In terms of public transportation operators, 76% of participants agreed that public transport are operated by the government sector; such as BTS, MRT, and buses, provide a high quality of service rather than public transport operated by the private sector; such as mini van, and affiliated buses. There were only 3% of participants who disagreed with this statement. The participants, who agreed with the statement that the quality of service was the most influential issue when they chose the mode of public transportation during rush hour, represented 66% of total participants. However, 14% of overall sample size stated that in rush hour; the service quality was not an important factor when they selected the mode of travel. 77% of participants agreed that rapidity to destination was the most crucial factor when making trip, while 5% of overall number disagreed with that. 71% of participants agreed that in rush hour, BTS service satisfied them most. 84% of participants agreed that Nowadays for a single trip, they have various choices that can take them to their destination rapidly. 59% of participants agreed that facilities supporting public transportation system; such as sidewalks, cross over bridges, bus stops, bus stations, are appropriate to facilitate them to travel conveniently. Only 14% of participants disagreed with this statement. The participants agreed that public transit operated by the government sector; such as BTS, MRT, and buses provide a high quality of service rather than public transit operated by the private sector; such as mini vans, affiliated buses, with a percentage of 67. 71% of participants who agreed that government always keep people who make use of public transportation up to date with promotions, new routes and information about connecting routes, while 9% disagreed. The participants agreed that the surroundings around public transit stop points; such as bus stops, sky train stations, subway stations, were well organized,

with the percentage of 72. 72% of participants agreed that omnibuses with air-conditioners can best serve people in terms of safety rather than omnibuses without air-conditioner, while 9% disagreed.

4.4 RESPONDENTS' SUGGESTION

The problems and suggestions that were collected from the questionnaire in the open-ended suggestion part are discussed as follows;

- Bus drivers should drive carefully and consider the safety of commuters and pedestrians as their highest concern.

- Bus drivers; especially affiliated bus, should respect traffic regulations; such as stop the bus at bus stops.

- Public transport should be well organized with cleanliness and adequate seating.

- Public transportation should be improve their conditions in terms of service quality to be commensurate with increased fares.

- The government should encourage the operators to increase the number of buses in order to better serve commuters' needs.

- The government should increase government operated buses because there are a lot of affiliated buses that people consider unsafe when compared with government operated buses.