

EXPLORATORY STUDY OF ACCESSIBILITY TO PUBLIC BUS TRANSPORT BY  
DISABLED PEOPLE IN KLANG VALLEY: A CASE STUDY IN RAPIDKL BUS SERVICES.

By

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Management.

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## ABSTRACT

Klang Valley is currently has an estimated population of 6,471,028 with an area of 2804.5 square kilometers only. Taking into the account on the estimation made by the World Health Organisation (WHO), 15% of the world's populations are people with some form of disability. Hence the number of disabled people around Kelang Valley is estimated about 970,000. However, statistics released by the Jabatan Pembangunan Orang Kurang Upaya, until May 2012 there were only 87.927 people registered disabled in Selangor and Kuala Lumpur. Numbers of private cars in the Klang Valley until May 2012 were estimated at 5,971,259 units. This gives us the impression that the situation in the Klang Valley is quite crowded with people and vehicles, particularly private vehicles.

RapidKL is one of the bus operators that were responsible to provide public bus services in the Klang Valley. In line with the government's goals to improve public transport in the Klang Valley to be the people's choice of transport, RapidKL has taken the initiative to provide disabled-friendly public buses. This began with the purchase of 100 units of disabled-friendly buses in 2007 which started the operations in June of the same year. On top of that, RapidKL also had repair the bus stop and related infrastructure facilities of the public bus system in the main route to be accessible by disabled people (Bernama, 2007).

Even so, there are still complaints from disabled people that the facilities provided to them has not disabled-friendly. They still faced the difficulties to access to public bus services and others public places.

This study was done to see to which extent the disabled people are able to access to the RapidKL pulic bus services and trying to identify the barriers faced by them.

This study uses qualitative method and total sample randomly selected interviewed was 47 respondents. The interview then has been transcribed word by word for the analysis purposes.

The results showed that all respondents have access to RapidKL public bus services but with hardship. Apart from that, the results from this study are also shows that there are some barriers that they have to face when they are accessing to the public bus system.

With the availability of Person with Disabilities Act 2008 and the drastic measures taken by the government to improve the level of access to public transport, it has become a stepping stone in providing a comprehensive accessibility to public bus services for disabled people.

Keywords : Disabled People, Accessibility, Barriers and Public Bus Services.

## ABSTRAK

Lembah Klang kini mempunyai penduduk dianggarkan sebanyak 6,471,028 orang dengan keluasan 2804,5 kilometer persegi sahaja. Anggaran yang dibuat oleh Pertubuhan Kesihatan Sedunia (WHO) ialah 15% daripada penduduk dunia adalah orang kurang upaya yang terdiri daripada pelbagai jenis kecatatan, maka, bilangan orang kurang upaya di sekitar Lembah Kelang dianggarkan kira-kira 970,000 orang. Walau bagaimanapun, statistik yang dikeluarkan oleh Jabatan Pembangunan Orang Kurang Upaya, sehingga Mei 2012 terdapat hanya 87,927 orang kurang upaya yang mendaftar di Selangor dan Kuala Lumpur. Bilangan kereta persendirian di Lembah Klang sehingga Mei 2012 pula dianggarkan berjumlah 5,971,259 buah. Ini memberikan kita gambaran bahawa keadaan di Lembah Klang agak sesak dengan orang ramai dan kenderaan, khususnya kenderaan persendirian.

RapidKL adalah pengusaha bas yang bertanggungjawab untuk menyediakan perkhidmatan bas awam di Lembah Klang. Selaras dengan matlamat kerajaan untuk memperbaiki pengangkutan awam di Lembah Klang untuk menjadi pengangkutan awam sebagai pengangkutan pilihan rakyat termasuk golongan kurang upaya, RapidKL telah menyediakan bas awam yang mesra-OKU. Sebanyak 100 buah bas mesra OKU telah dibeli pada tahun 2007 dimana operasinya telah dimulakan pada bulan Jun tahun yang sama. Selain daripada itu RapidKL juga telah membaiki perhentian bas dan kemudahan infrastruktur yang berkaitan sistem bas awam di laluan utama untuk diakses oleh orang-orang kurang upaya.

Walaupun begitu, masih terdapat rungutan dari orang-orang kurang upaya bahawa kemudahan yang disediakan kepada mereka tidak mesra OKU. Mereka masih menghadapi kesukaran untuk akses kepada pengangkutan awam dan lain-lain tempat-tempat awam.

Kajian ini dilakukan untuk melihat yang setakat orang kurang upaya mampu untuk mengakses bas awam RapidKL dan cuba untuk mengenal pasti halangan yang dihadapi oleh mereka.

Kajian ini menggunakan kaedah kualitatif dan jumlah sampel yang dipilih secara rawak adalah sebanyak 47 untuk ditemuramah. Temuramah itu kemudian telah disalin perkataan demi perkataan bagi tujuan analisis.

Hasil kajian mendapati bahawa semua responden mempunyai peluang akses kepada pengangkutan bas awam walaupun ramai daripada mereka mengulas bahawa terdapat ruang untuk diperbaiki lagi. Terdapat juga halangan-halangan tertentu yang perlu mereka hadapi semasa mengakses kepada pengangkutan awam bas.

Dengan adanya Akta Orang Kurang Upaya 2008 dan langkah-langkah drastik yang diambil oleh kerajaan untuk meningkatkan tahap akses kepada pengangkutan awam, ia dilihat sebagai satu batu lonjakan untuk anjakan paradigma yang sangat baik terhadap penyediaan akses kepada pengangkutan awam oleh kurang upaya ini.

Katakunci : Orang Kurang Upaya, Akses, Halangan dan Perkhidmatan Bas Awam.

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## TABLE OF CONTENT

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DISCLAIMER	ii
PERMISSION TO USE	iii
ABSTRACT	iv
ABSTRAK	v
ACKNOWLEDGEMENT	vi
TABLE OF CONTENT	vii
LIST OF TABLE	xii
LIST OF FIGURE	xiii
LIST OF ABBREVIATIONS	xiv
1 CHAPTER 1 : Introduction	1
1.1 Introduction	1
1.2 Background of Study	3
1.3 Problem Statement	5
1.4 Objective of Study	7
1.5 Research Questions	7
1.6 Significant of Study	8
1.7 Scope of Study	8
1.8 Operational Definition	9

2	CHAPTER 2 : Literature Review	11
2.1	Introduction	11
2.2	Understanding Disability	11
2.3	Conceptual and Model of Disability – The Medical Model of Disability versus The Social Model of Disability	15
2.4	The Significance and Concepts of Accessibility to Public Bus Transportation Services for Disabled People	21
2.5	Common Barriers in Accessibility to Public Bus by Disabled People	26
2.6	Accessibility to Public Bus Services in Malaysia from Legal Perspective	33
2.6.1	Person with Disabilities Act 2008	34
2.6.2	Policy for Person with Disabilities	35
2.6.3	Malaysia Standard	36
2.6.4	Public Work Department (JKR)	37
2.6.5	Town and Regional Planning Department	37
2.6.6	Building, Drainage and Road Act 1974	37
2.6.7	Suruhanjaya Perkhidmatan Awam Darat Malaysia (SPAD)	38
2.7	Framework of Study	40
2.8	Conclusion	41
3	CHAPTER 3 : Methodology	42
3.1	Introduction	42



3.2	Instrumentation Tool	43
3.3	Research Design	43
3.3.1	Population and Sample Identifying	44
3.3.2	Type of Sampling and Procedure	46
3.3.3	Interview Protocol	47
3.3.4	Observational Study	50
3.3.5	Data Collection	52
3.3.6	Data Analysis Technique	53
3.4	Conclusion	53
4	CHAPTER 4 : Findings and Discussion	54
4.1	Introduction	54
4.2	Data Processing	56
4.3	Finding	58
4.3.1	Demography	58
4.3.2	Transportation Use	60
4.3.3	Public Transportation Use	61
4.3.4	Public Bus	61
4.3.5	Accessing to RapidKL Public Bus Transportation by Disabled People	63
4.3.6	Barriers in Accessing to Public Bus by Disabled People in Klang Valley	65

4.3.7	The Story of the Successful of Accessibility to RapidKL Public Bus Transportation by Disabled People	79
4.3.8	Overall Accessibility to Public Bus	81
4.3.9	Results of Observational Study	82
4.4	Conclusion	85
5	CHAPTER 5 : Conclusion and Recommendation	86
5.1	Introduction	86
5.2	Discussion	86
5.2.1	To Gain a Better Understanding of Overall Disabled People Satisfaction in Klang Valley Accessing to Public Bus Transport.	89
5.2.2	To Identify the Issues or Barriers of Accessibility of Existing Public Bus Transport Structure in Klang Valley	91
5.3	Suggestion	93
5.3.1	Information Provision	93
5.3.2	Behavior Provision	96
5.4	Limitation of Study	99
5.5	Conclusion	99
	REFERENCES	102
	Appendix 1 : Research Design	115
	Appendix 2: Interview Protocol	116
	Appendix 3 : Inventory Checklist	126
	Appendix 4 : RapidKL Public Transport Network	131

Appendix 5 : RapidKL Bus Routes	132
Appendix 6 : Summary of Respondents' Demographic Information	138
Appendix 7 : Results of Observational Study	139

## LIST OF TABLES

---

Table 1.1	Number of Registered Disabled People	4
Table 2.1	Categories of Disabilities	13
Table 2.2	The Medical Model of Disability versus The Social Model of Disability	20
Table 3.1	The Lay-out of the Interview Protocol	48
Table 4.1	Frequency Used of Public Bus	62
Table 4.2	Interview's Result	64
Table 5.1	Impact of Accessibility to Public Bus by Disabled People	88

## LIST OF FIGURES

---

Figure 2.1	The Medical Model of Disability	17
Figure 2.2	The Social Model of Disability	19
Figure 2.3	Framework of Study	41
Figure 3.1	RapidKL Bus Area	45
Figure 4.1	Stages of Data Analysis	55
Figure 4.2	Overall accessibility of Public Bus System	81
Figure 5.1	Bus Stop in Kuala Lumpur	95
Figure 5.2	Signage at Bus Stop in London	95
Figure 5.3	Driver Stop the Bus Far from Bus Stop to Drop Passengers	98
Figure 5.4	Misused of Bus Stop by Taxi Driver	98

## LIST OF ABBREVIATIONS

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DBKL	Dewan Bandaraya Kuala Lumpur
ICF	The International Classification of Functioning
ICT	Information and Communication Technologies
JKR	Jabatan Kerja Raya
JPBD	Jabatan Perancangan Bandar dan Desa
JPJ	Jabatan Pengangkutan Jalan
KL	Kuala Lumpur
KLCH	Kuala City Hall
KV	Klang Valley
LRT	Ligh Rail Transit
MP	Majlis Perbandaran
MS	Malaysia Standard
NKEA	National Key Economic Areas
NKRA	National Transportation Access Research Project, 2009
OKU	Orang Kelainan Upaya
Prasarana	Prasarana Negara Berhad

PTEG	Passenger Transport Executive
RapidBET	RapidKL Bus Express Transit
SPA	Suruhanjaya Perkhidmatan Awam
SPAD	Suruhanjaya Perkhidmatan Awam Darat Malaysia
TfL	Transport for London
UK	United Kingdom
USA	United State of America
VCOSS	Victorian Council of Social Services
WHO	World Health Organization
WRD	World Report on Disability

# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Malaysia is going to be developed country with the currently population is nearest to 29 million (Statistic report 2011). Based to the World Health Organization (June, 2011), has reported that about 15% of the world's populations have some form of disability. According to the report from the International Labor Organization (2009), there are more than 650 million disabled people worldwide with average of 10% from total population in each country. If we take into the account on the percentage estimated by the World Health Organization, the number of disabled people in Malaysia will be 4.3 million people. Issue related disabled people had received intention from Malaysian Government particularly providing the public transport services (Utusan 2011).

Public transport is one of the requirements needed by disabled people for mobility purposes. However, the accessibility by group of these people facing many barriers (Alsnih and Hensher 2003, Metz 2000). In this issue received a great interest from researchers (Metz 2000).

Bus network is the backbone for the land transport system in most cities. Bus routes based on commercial factors alone cannot achieve optimal coverage to the population



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