

## **CHAPTER V**

### **CONCLUSION AND SUGGESTIONS**

This chapter describes about conclusion and suggestions of passengers' satisfactions of services and facilities provided by LRT as public transportation.

#### **5.1 Conclusion**

The writer concludes that LRT provides services and facilities to passengers in order to fulfill the needs of passengers when they are using LRT as public transportation. Services of LRT has fulfilled five elements of services, they are speed, accuracy, security, hospitality and convenience. The facilities of LRT also has fulfilled the factors that need to be considered for physical facilities, they are facility design and aesthetic, value of function, supporting condition, supporting equipments and uniforms of employees.

The results of services questionnaire are the respondents feel "Satisfied" with the speed, accuracy, security and hospitality, and feel "Very Satisfied" with the convenience. It means speed, accuracy, security and hospitality are suitable with the passengers' expectations and the convenience is very suitable with the passengers' expectation. Meanwhile, the results of facilities questionnaire are the respondents feel "Satisfied" with facility design and aesthetic, value of function, supporting condition and supporting equipments and feel "Very Satisfied" with the uniforms of employees. It means facility design and aesthetic, value of function, supporting condition and supporting equipments are suitable with the passengers' expectations and the uniforms of employees is very suitable with the passengers' expectation.

However, the results have the highest and the lowest index value. The highest index value of LRT services is convenience element and the lowest index value of LRT services is in hospitality element. Meanwhile, the highest index value of LRT facilities is in uniforms of employees factor and the lowest index value of LRT facilities is value of function factor.

## **5.2 Suggestion**

The writer suggests that LRT should improve their hospitality of services and the value of function of their facilities. First, the friendliness and politeness of employees should be improved in providing services and assistances to passengers. Second, the company should pay more attention to their public facilities such as the condition of toilets, parking space and the cleanliness in LRT station and LRT train in order to make the passengers feel comfortable and enjoyable while using LRT as their transportation.