

## **CHAPTER V**

### **CONCLUSION AND SUGGESTIONS**

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

#### **5.1 Conclusion**

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

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

However, the results have the highest and the lowest index value. The highest index value of Trans Musi services is security element and the lowest index value of Trans Musi services is in convenience element. Meanwhile, the highest index value of Trans Musi facilities is in uniforms of employees factor and the lowest index value of Trans Musi facilities is supporting equipment factor.

## **5.2 Suggestion**

The writer suggests that Trans Musi should improve their convenience of services and the supporting equipment of their facilities. First, comfort and cleanliness in the Trans Musi area especially in the bus stops, many bus stops are no longer feasible, roofs are broken, holes are perforated, and chairs are broken, that must be improved so that passengers feel more comfortable. Second, the employees must pay more attention to persons with disabilities and help them if they have difficulties in the Trans Musi area. Then, the company should provide a suggestion box at every bus stop and on the Trans Musi bus so that passengers can convey their complaints.