

THE ASSESSMENT OF SAFETY ASPECTS IN LANGKAWI
PASSENGER FERRY SERVICES

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THE ASSESSMENT OF SAFETY ASPECTS IN LANGKAWI PASSENGER FERRY SERVICES.

By

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Research report submitted in partial fulfillment of
The requirement for the degree of
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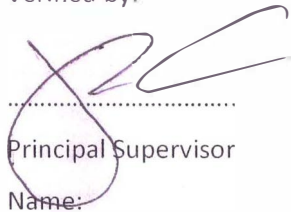
FINAL YEAR RESEARCH PROJECT

It is hereby declared and verified that this research report entitled:

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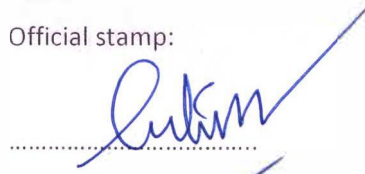
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DECLARATION

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THE ASSESSMENT OF SAFETY ASPECTS IN LANGKAWI PASSENGER FERRY SERVICES

ABSTRACT

This research carried out at Kuah and Kuala Kedah ferry terminal to full fill the objective of the research; to know to know the safety level among passenger satisfaction of passenger ferry services, to know how far the safety standard has been implemented by ferry operators and to know what enforcements that have been implemented by the authority are. There are two method used in this research, quantitative technique used to know the passenger satisfaction through questionnaire forms and assessed using Google Spreadsheet application. Qualitative technique used for researcher to interview with ferry operator and authority to know detail about the safety implementation in ferry. Overall of this research is to know how far the safety level in Langkawi passenger ferry services to ensure the safety of passenger in guarantee. The result from the research show that the safety level in ferry is not worse and this fact is supported by the survey among the passenger and they satisfied with the safety level in ferry is in good. Hopefully, this research will continued with another researcher of how to improve the safety level in ferry until optimum level.

PENILAIAN TAHAP KESELAMATAN KE ATAS PERKHIDMATAN FERI PENUMPANG DI LANGKAWI

ABSTRAK

Kajian ini dilakukan di terminal feri Kuah, Langkawi dan Kuala Kedah bagi memenuhi objektif iaitu untuk mengenalpasti sejauh mana tahap kepuasan penumpang ke atas tahap keselamatan yang diamalkan dalam feri, sejauh mana tahap keselamatan yang diamalkan oleh pengusaha feri dan sejauh mana tahap penguatkuasaan yang diamalkan oleh pihak bertanggungjawab. Terdapat dua kaedah yang digunakan dalam kajian ini iaitu kaedah kuantitatif yang mana pengkaji menggunakan teknik soal selidik dikalangan penumpang dan dinilai dengan menggunakan aplikasi *Google Spreadsheet* untuk mengenalpasti tahap kepuasan terhadap keselamatan di feri. Teknik kualitatif digunakan bagi pengkaji untuk menemuramah bersama pengusaha feri dan pihak berkuasa bagi mengetahui hal sebenar dalam pelaksanaan keselamatan di feri. Matlamat utama kajian ini adalah untuk mengetahui sejauh mana tahap keselamatan yang diamalkan di feri bagi memastikan keselamatan penumpang terjamin. Hasil daripada tinjauan dan kajian mendapati tahap keselamatan di feri tidaklah seteruk yang disangka, ia turut disokong dengan kesimpulan daripada kepuasan penumpang mendapati tahap keselamatan di feri adalah memuaskan namun tidaklah dianggap terbaik. Jadi pengkaji berharap agar kajian ini dapat diteruskan oleh pengkaji lain bagaimana untuk meningkatkan tahap keselamatan di feri hingga ke tahap optimum.