





**WATER TAXI SAFETY LEVEL FOR NIGHT OPERATION AT  
TERENGGANU**

**By**

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## **ABSTRACT**

Passenger ships became well-known or gone into service since the end of the Second World War, 1945. In Malaysia, water transportation is very important and been used as main transportation long time ago. Today, this transportation still remains in some of the countries in Malaysia such as Johor, Kedah, Melaka, Pulau Pinang, Sarawak and Terengganu. The examples of water transport that still been used are passenger boat or water taxi (bot penambang), high speed craft and cruise ship. Although the shipping industry growing faster, the safety of the ships has always been a priority as it involving human life. The advancement in the technology must be constant with the safety to ensure this industry is reliable and instead of comfortable the tourists also will have confidence in term of safety. The objectives of this study been are to assess the safety level of water taxi services in Terengganu river and the involvement of responsible parties to ensure the safety of the passengers and tourists that use the service. In fact, this study provides primary assessment on the safety quality of water taxi services to the tourists. The study also helps the involved parties the guidelines to improve the level of safety of water taxi services in Terengganu. The data collections consist of primary and secondary data. Primary data are collected for the first time and it is original to be in which those data are not collected by anyone else before. Interviews been made with the authority and crews to get the full picture on the operation of the water taxi in Terengganu. 50 questionnaires were distributed to get response from the passengers as users of the water taxi. Secondary data collections are those which have already been collected by someone else and have already been analyzed by several statistical methods. Secondary data collected from journal, web and newspaper. The information and data are collected and analyzed using easy methodology by timetable, percentage, descriptive analysis and chart built by Microsoft Office. The main problem faced by the author to make the study is the problem occurred when the researcher trying to get approval from the water taxi owners to have an interview. For a conclusion, all water taxi owners follow the rules and regulation. The safety equipment been provided enough and always determine in a good condition. The level of crews' services is fair. In overall the level of safety aspects of water taxi services if fairly satisfactory. Passengers' attitudes also become one of the issues. The inspection from the authority still can be improved from time to time. Further studies are suggested to cover safety physical water taxi only or do the study in other regions or only specialize in crews' issue.



## ABSTRAK

Kapal penumpang terkenal dan telah digunakan semenjak penghujung Perang Dunia ke-2 iaitu pada tahun 1945. Di Malaysia, pengangkutan air sangat penting dan telah digunakan sebagai pengangkutan utama sejak dahulu lagi. Sekarang, pengangkutan ini masih lagi digunakan di sesetengah negeri di Malaysia seperti Johor, Kedah, Melaka, Pulau Pinang, Sarawak dan Terengganu. Antara contoh pengangkutan air yang masih digunakan adalah feri penumpang, bot penambang, bot laju dan kapal penumpang persiaran. Walaupun industri perkapalan berkembang pesat, keselamatan kapal tetap menjadi utama kerana melibatkan nyawa manusia. Kemajuan dalam teknologi perlu selari dengan keselamatan untuk memastikan industri ini boleh dipercayai dan selain keselesaan pelancong juga akan lebih yakin terhadap keselamatan bot penambang. Kajian dijalankan untuk menilai tahap keselamatan pada operasi bot penambang waktu malam di sungai Terengganu dan penglibatan pihak yang bertanggungjawab bagi memastikan keselamatan penumpang dan pelancong yang menggunakan khidmat ini. Oleh itu, kajian ini menyediakan penilaian terhadap kualiti keselamatan bot penambang kepada pelancong dan juga penduduk. Kajian juga membantu pihak yang terlibat sebagai panduan untuk menambah baik tahap keselamatan perkhidmatan bot penambang di sungai Terengganu. Dalam kajian ini, pengumpulan data terdiri daripada data primer dan sekunder. Data primer diperolehi secara terus dari sumber asal yang tidak dikaji sebelum ini. Temu duga dijalankan bersama pihak berkuasa dan krew bot penambang untuk mendapatkan gambaran sebenar operasi bot penambang di sungai Terengganu. 50 soalan kaji selidik telah diagihkan untuk mendapatkan reaksi penumpang sebagai pengguna bot penambang tersebut. Data sekunder diperolehi daripada sumber yang telah dikumpul oleh orang lain dan telah dianalisa dan dikaji menggunakan beberapa cara statistik. Data sekunder diperolehi daripada jurnal, laman sesawang dan surat khabar. Semua maklumat dan data yang diperolehi dianalisa menggunakan kaedah analisis mudah melalui binaan jadual, peratusan, analisis deskriptif dan carta yang dibuat melalui Microsoft Office. Masalah utama yang dihadapi oleh penulis untuk menjalankan kajian adalah mendapat kerjasama oleh pemandu bot penambang untuk di temuduga. Kesimpulannya semua pemilik bot penambang mengikut undang-undang sepenuhnya. Peralatan keselamatan yang disediakan cukup dan sentiasa memastikan berada dalam keadaan yang baik. Khidmat yang dijalankan oleh krew berada pada tahap baik. Pada keseluruhan, tahap aspek keselamatan khidmat bot penambang ialah memuaskan. Sikap penumpang juga menjadi salah satu isu. Pemeriksaan oleh pihak berkuasa masih boleh ditambah baik. Kajian selanjutnya dicadangkan untuk mengkaji keselamatan pada Fizikal