



## ABSTRACT

Transport in its most general sense means movement of passengers or goods from one place to another by land, air or water. Road transport is part of everyday life of most individuals and it is the main mode of transport in Sri Lanka. Today, in Sri Lanka, the road passenger transport relies heavily on the modes such as motorcycles, tricycles, cars, vans, buses, etc. Public transportation is provided by both busses and trains in Sri Lanka. Urban cities in Sri Lanka face increasing problems caused by road transport externalities. For an example, there is a growing trend in traffic accidents, traffic congestion and releases of carbon dioxide. Therefore an important feature of modern society is its concern for the promotion of sustainable modes of transport to replace the excessive use of private vehicles in most urban areas. Public transportation in Sri Lanka is mainly provided by busses. Expressways have been introduced as a solution for traffic congestion. Increase in large number of private vehicle usage in the expressways will not help to reduce the emission of carbon dioxide. The CKE diminishes the journey time between Peliyagoda and Katunayake to 20 minutes from the previous time of 1.5 hours via Peliyagoda-Puttalam road (A003). Expressway public bus transportation users who are travelling on Negombo Colombo route using Colombo – Katunayake expressway (E03) pay a double fair with compared to using Peliyagoda-Puttalam road (A003). Target population is the passengers who are time sensitive and/ or expecting comfort without focusing on the price sensitivity. Therefore passenger satisfaction in public bus transportation and the expressway service is at higher importance. There are two types of busses: medium busses and large busses.

This study is mainly focused on assessing the service quality of passenger satisfaction determinants. Factor analysis has been to identify the most important factors of customer satisfaction with service quality. Data collection was done by distributing a questionnaire among bus passengers. Data was analyzed using the statistical tool SPSS. The findings reveal that mostly satisfied determinants are busses are well maintained and neat (interior), temperature inside the bus and staffs attire is neat and smart. Mostly dissatisfied determinants are availability of hand rails/grab bars, bus operators convenient operating hours, passengers feel safe in their transactions with staff, ease of purchasing tickets or paying fares and ease of getting on and off the bus according to the seating arrangement. Over 80% passengers, who have used medium busses, chose the expressway for time saving and Over 80% passengers have used large busses, chose the expressway by focusing on comfort. In comparison to Negombo bus terminal, the waiting time at the Colombo bus terminal is very high. Passengers who used large bus type were the most satisfied passengers over the users of medium size busses.

**Key words: Road passenger transport, Public transportation, Expressway**