

## **CHAPTER V**

### **CONCLUSIONS AND RECOMMENDATIONS**

This chapter contains conclusions based on research that has been done and recommendations given for further research.

#### **5.1 Conclusions**

The conclusions obtained from this study are as follows:

1. All service quality indicators in Trans Padang provide dissatisfaction to their customers. This is indicated by all Gap results obtained negative value (-).
2. Indicators of service quality that are priorities for improvement are indicators that give low service to consumers while consumers feel these indicators are very important. In this research, indicators that become priorities for improvement are in the tangible dimensions and reliability dimensions. In the tangible dimension, there are 8 service indicators that are priority improvements. The eight indicators are the availability of seating in the bus stop, sufficient lighting at the bus stop at night, bus stop area are clean, availability of seating and comfort on the bus, cleanliness on the bus, bus capacity does not exceed the permitted capacity, the number of buses operating is sufficient, and bus physical condition is good. On the reliability dimension, there are 4 service indicators that are priority improvements. The four indicators are bus on time, bus operating time according to passenger needs, travel time on time, and the bus does not stop waiting for passengers.

## 5.2 Recommendations

Recommendations given for further research are:

1. Using other sampling methods so that the data obtained can be used to see the characteristics of the respondents.
2. Respondents should not only come from Trans Padang passengers (external aspects), but also from Trans Padang officers (internal aspects) to find out the service quality from other aspects.

