



## ABSTRACT

Public Transportation or Public Transit can be defined as a shared transportation service used by the general public. Bus and Rail services play the most prominent roles as Public Transportation modes in Sri-Lanka. Though they play a prominent role there are discrepancies in the quality of service provided by both the rail and bus service, which results in shifting of modal preference towards privately owned vehicles. Increase in number of private vehicles in turn will result in increase of congestion, fuel usage, over usage of infrastructure and further more. Hence this research is conducted in order to investigate the factors that affect the service quality in Public Bus and Rail Transportation services and attempts to identify the necessary actions and improvements to uplift the level of passenger satisfaction towards public transportation services. Objectives of the study were to find and analyze the factors affecting service quality in public bus and rail transportation services in Sri Lanka. Study discusses about the SERVQUAL model in explaining about the passenger satisfaction and the questionnaire was designed to relate to the five dimensions of the SERVQUAL model; tangibles, reliability, responsiveness, assurance and empathy. Data collected from 331 respondents were analyzed using the Exploratory Factor Analysis. Cronbach alpha value was 0.937 in the reliability test which proved that there is a high internal consistency between items. Descriptive analysis of the variables were conducted followed by the KMO and Bartlett's test and Factor analysis. Finally Kruskal Wallis test was conducted for hypothesis testing. Through the analysis, the study concluded that the service quality attributes taken in to consideration in the study affect the passenger satisfaction on service quality in Public Transportation in Sri Lanka.

**Key words: Passenger Satisfaction, Public Transportation, Service Quality**