

Influences of Paratransit as A Feeder of Mass Transit System in Developing Countries Based on Commuter Satisfaction

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Introduction of paratransit as a feeder for mass transit system in developing cities is one of the solutions to improve mass transit patronage. Further, taking advantage of the existing paratransit which is a low capital intensive solution is key. Presently, paratransit services perform the role of connecting people to the stations. Nonetheless, people are still dissatisfied with the quality of service provided by this mode of transport. This study attempts to investigate the potential of paratransit as well as determine the influences of commuter perceptions on paratransit service to the attitudes on mass transit connectivity and the behavioral intention in usage of mass transit and paratransit as a feeder. Satisfaction of commuters has a positive influence on mass transit connectivity attitudes and the future use of both paratransit and mass transit. Therefore, improvement policies regarding paratransit service must be carefully drawn with the purpose of enhancing the performance of mass transit.

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