

**A Study of Urban Bus Transport System Management  
for Developing Countries  
(Case Study Cities – Hanoi, Bangkok, Jakarta, Seoul)**

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The goal of this research is to identify and analyze possible alternative regulatory framework and institutional systems/models for urban bus transport system management for developing countries. Case study technique was selected as the most appropriate form of methodology to reach the goal. This research review institutional and management issues and regulation of urban bus transport systems mainly in four metropolitan cities in Asia such as Hanoi, Bangkok, Jakarta, and Seoul. These cities were selected to encompass a variety of successful and unsuccessful experiences in urban bus transport development. Several government officers/city transport authorities were interviewed in order to understand their institutional aspects and regulations. In addition, the information about bus services collected from respective bus operators was also investigated for each city. Several particular aspects of provision of bus services which includes policy decision, regulation, financing, planning, and management and production of bus services which includes ownership, operation and management are then compared between case study cities to figure out how different organizational structure and management systems can be contribute different level of bus service productivity. Finally, this research will propose appropriate regulatory system and institutional arrangements to provide adequate and sustainable bus service in practice while defining government policy, role of regulatory bodies, and role of bus operators.