

## **Comparison of Public Transport Service Quality: Malaysia and India**

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### ***Abstract***

*Public Transport has a proliferating effect on the economy and thus is a vital element for a developing nation. Malaysia has realized its importance and has used a regulatory mechanism for its systemic improvement with stress on infrastructure development. For making public transport the preferred mode of transport, apart from infrastructure and investment in this sector an improvement in the 'Service Quality' of Public Transport is an essential element. There is a commonality between Malaysia and India in terms of its history and a pluralist society. The objective of this study is to compare the Service Quality of the Malaysian and Indian Public Transport empirically and understand the commonalities and differences between the two based on a survey conducted in both countries and derive lessons for India.*

**Key Words:** Public Transport, Service Quality, Malaysia, India.