

## References

- Adebambo, S., & Adebayo, I. (2009). Impact of bus rapid transit system (BRT) on passengers' satisfaction in Lagos, Metropolis, Nigeria. *International Journal of Creativity and Technical Development*, 1(1-3), 106-122.
- Aidoo, E. N., Agyemang, W., Monkah, J. E., & Afukaar, F. K. (2013, May). Passenger's statisfaction with public bus transport services in Ghana: A case study of Kumasi-Accra route. *Theoretical and Empirical Researches in Urban Management*, 8(2), 5-16.
- Bentler, P. M. (1968). Alpha-maximized factor analysis (Aphamax): Its reltion to alpha and canonical factor analysis. *Psychometrika*, 33(3), 335-345.
- Cantwell, M., Caufield, B., & O'Mahony, M. (2009). Examining the factors that impact public transport commuting satisfaction. *Journal of Public Transportation*, 12(2), 1-20.
- Castillo, J. M., & Benitez, F. G. (2012). A methodology for medelling and identifying users satisfaction issues in public transport systems based on users surveys. *Procedia - Behavioral and Social Sciences*, 54, 1104-1114.
- Cattell, R. B. (1966). The scree test for the number of factors. *Multivariate Behavioral Research*, 1, 245-276.
- Central Bank of Sri Lanka. (2018). *Annual Report*. Central Bank of Sri Lanka. Colombo: Central Bank of Sri Lanka.
- Chandrakumara, D. (2014). Urban dweller's satisfaction on public bus passenger transport in Sri Lanka. *Asian Journal of Empirical Research*, 4(11), 514-525.
- Chandrakumara, G., & Pathmini, M. (2015). Service Quality (SQ) and its Impact on Passenger Satisfaction in Sri Lanka Railway Transport Service (SLRTS); Special Reference to Anuradhapura Railway Station. *International Research Symposium* (pp. 351-361). Rajarata University of Sri Lanka.
- Cronbach, L. J. (1951). Coefficient alpha and the internal structure of tests. *Psychometrika*, 297-334.
- Danthanarayana, C. T. (2019). Evaluation of Public Transportation Mode Choice with passenger Statisfaction: A Case Study of the Semi-Luxury Bus Service on the

Panadura-Kandy Route in Sri Lanka. *Journal of Eastern Asia Society for Transportation Studies*, 13, 1382-1399.

Das, A. M., Ladin, M. A., Ismail, A., & Rahmat, R. O. (2013). Consumers Satisfaction of Public Transport Monorail User in Kuala Lumpur. *Journal of Engineering Science and Technology*, 8(3).

Dell'Olio, L., Ibeas, A., & Cecin, P. (2010). Modelling user perception of bus transit quality. *Transport Policy*, 17, 388-397.

Fellesson, M., & Friman, M. (2008). Perceived satisfaction with the public transport service in nine European cities. *Journal of the Transportation Research Forum*, 47(3), 93-103.

Field, A. (2009). *Discovering Statistics using SPSS* (3 ed.). London: SAGE Publications Ltd.

Fiorio, C. V., Florio, M., & Perucca, G. (2013). User satisfaction and the organization of local public transport: Evidence from European cities. *Transport Policy*, 29, 209-218.

Guadagnoli, E., & Velicer, W. F. (1988). Relation of sample size to the stability of component patterns. *Psychological Bulletin*, 103(2), 265-275.

Gunaseelan, J. (1995). Service efficiency: A competitiveness effectiveness study in bus transport industry in India. *Fourth International Conference on Competition & Ownership in Land Passenger Transport*, (pp. 241-251).

Hutcheson, G. &. (1999). *The multivariate social scientist*. London: Sage.

Ikhlaq, s., Javid, M. A., & Qayyum, T. I. (2017). Evaluations of User's Perception Regarding Performance Indicators of Intercity Bus Terminals in Lahore, Pakistan. *Transport Problems*, 12(2), 123-136.

Irfan, S. M., Kee, D. M., & Shahbaz, S. (2012). Service Quality and Rail Transport in Pakistan: A Passenger Perspective. *World Applied Sciences Journal*, 18(3), 361-369.

Jain, S., Aggarwal, P., Kumar, P., Singhal, S., & Sharma, P. (2014). Identifying public preferences using multi-criteria decision making for assessing the shift of urban commuters from private to public transport: A case study of Delhi. *Transportation Research Part F: Traffic Psychology and Behaviour*, 24, 60-70.

Jan, K., Ali, S., Ali, A., & Jan, M. S. (2019). An Empirical Investigation of Consumer Satisfaction from Private Transport Services in District Peshawar. *Review of Economics and Development Studies*, 5(3), 505-512.

- Javid, M. A., Okamura, T., & Nakamura, F. (2015). Public Satisfaction with Service Quality of Daewoo Urban Bus Service in Lahore. *Journal of the Eastern Asia Society for Transportation Studies*, 11, 1097-1108.
- Kaiser, H. F. (1974). An index of factorial simplicity. *Psychometrika*, 39, 31-36.
- Kanishka, D., Rambukwella, K., & Santoso, D. S. (2015). Customer Satisfaction Analysis of the Luxury Long Distance Bus Service in Sri Lanka. *Journal of Eastern Asia Society for Transportation Studies*, 11, 1272-1290.
- Khaled, S., & Khalil, R. (2013). Investigating the Customer Satisfaction of the Bus Service in Qatar. *Social and Behavioral Sciences*, 104, 865-874.
- Kumarage, A. S. (2002). Criterion for fares policy and fares index for bus transport in Sri Lanka. *International Journal of Regulation and Governance*, 2(1), 53-73.
- Le-Klähn, D.-T. (2013). Measuring Tourists' satisfaction with public Transport in Munich, Germany. *International Journal of Business Tourism and Applied Sciences*, 1(1), 74-83.
- Le-Klähn, D.-T., Hall, C. M., & Gerike, R. (2014). Analysis of visitor satisfaction with public transport in Munich. *Journal of Public Transportation*, 17(3), 68-85.
- Liyanage, T. U., Jayaratne, P. R., & Kumarage, A. S. (2008). A Comparison of the Characteristics of Urban and Rural Bus Transport in Sri Lanka - A Case Study. *ENGINEER*, XXXXI(4), 5-13.
- MacCallum, R., Widaman, K., Zhang, S., & Hong, S. (1999). Sample size in factor analysis. *Psychological Methods*, 4(1), 84-99.
- Maldar , N., & Sakhalkar, M. R. (2020). A Study of Student Passengers' Satisfaction with respect to Maharashtra State Road Transport Corporations' Bus Service in Pune city. *OUR HERITAGE (UGC Care Journal)*, 68(36), 560-570.
- Mouwen, A. (2015). Drivers of customer satisfaction with public transport services. *Transportation Research Part A*, 78, 1-20.
- Murambi, D. N., & Bwisa, H. M. (2014). Service quality and customer satisfaction in public transport sector of Kenya: A survey of shuttle travellers in Kitale terminus. *International Journal of Academic Research in Business ans Social Sciences*, 4(9), 402-412.

- Ngatia, G. J., Fumihiko, N., & Toshiyuki, O. (2009). The structure of user's satisfaction on urban public transport service in developing country: The case of Nairobi. *Proceedings of the Eastern Asia Society for Transportation Studies*, 7.
- Noor, H. M., Nasrudin, N., & Foo, J. (2014). Determinants of customer satisfaction of service quality: City bus service in Kota Kinabalu, Malaysia. *Procedia - Social and Behavioral Sciences*, 153, 595-605.
- Nwachukwu, A. A. (2014). Assessment of passenger satisfaction with intra-city public bus transport services in Abuja, Nigeria. *Journal of Public Transportation*, 17(1), 99-119.
- Ojo, T. K., Mireku, D. O., Dauda, S., & Nutsogbodo, R. Y. (2014). Service Quality and Customer Satisfaction of Public Transport on Cape Coast-Accra Route, Ghana. *Developing Country Studies*, 4(18), 142-149.
- Peiris, T. S. (2018). *Handbook on Analysis of Multivariate Data using SPSS*. Colombo, Sri Lanka.
- Putra, A. A., Yamin, J. M., Riyanto, B., & Mulyono, A. T. (2014). The satisfaction analysis for the performance of public transport urban areas. *Internal Refereed Journal of Engineering and Science*, 3(8), 38-44.
- Ranawana, H., & Hewage, D. (2015). Factors affecting Service Quality in Public Bus Transportation in Sri Lanka. *Proceedings of 8th International Research Conference* (pp. 103-109). Kothalawala Defence University.
- Randiwela, P., & Jayaweera, S. (2017). Tourists' attitude towards railway transport services in Sri Lanka. *Oxford Business & Economics Conference*, (pp. 1-10). Oxford.
- Stevens, J. (2002). *Applied multivariate statistics for the social sciences* (4 ed.). NJ: Erlbaum: Hillsdale.
- Vishnuvarthan, S., & Selvaraj, A. (2012, December). Railway Passengers' Satisfaction: a Study in Salem Division of Southern Railway. *International Journal of Advanced Research in Management and Social Sciences*, 1(6), 92-101.
- Wijerathna, I. (2016). Service Quality Factors Affecting Passenger Satisfaction in Public Bus Transportation: a case study of Kegalle District Bus Transportation Service Sector reforms for Economic Development. *A Paradigm Shft of Thoughts and Policies: The Need of the Hour for Developing Economies*, 232-236.

- Yamane, T. (1967). *Statistics, An introductory Analysis* (2 ed.). New York: Harper and Row.
- Yaparathna, H., & Ratnajeewa, D. (R4TLI Conference). Analysis of Factors Affecting Customer Satisfaction with Rail Transits and Intermodal Connectivity in Sri Lanka. *R4TLI Conference Proceedings*, (pp. 117-121).