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Quality Assessment of Public Transport Service and Passenger Safety in Ibadan Metropolis

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Abstract

Ibadan, one of Africa's largest cities with over 4 million inhabitants and 11 of Oyo state's 33 local government areas, faces growing challenges in urban passenger transport due to rapid population growth and high travel demand. Passengers are frequently exposed to accidents arising from poor vehicle conditions, unsafe driving behaviours, and various types of collisions. This study critically assesses public transport service quality and passenger safety in the metropolis. Specifically, it investigates factors influencing passengers' service quality choices, examines perceptions of transport safety, and compares service quality and safety levels across the city. Data were collected using structured questionnaires from 400 respondents selected through systematic random sampling across major motor parks, with 356 completed responses analysed. Service quality was measured using a Likert-adapted SERVQUAL framework encompassing reliability, timeliness, comfort, affordability, cleanliness, and driver attitude, while safety metrics included perceptions of mortality, injury, vehicle damage, and collision frequency. Data analysis employed regression analysis, analysis of variance (ANOVA), and T-tests. Findings indicate that affordability and reliability are the most significant determinants of perceived service quality, whereas vehicle condition, alcohol consumption by drivers, and collision rates represent critical safety concerns requiring stricter regulatory oversight. The study underscores the need for integrated policies addressing both service quality and passenger safety to improve urban transport performance and commuter wellbeing in Ibadan.

Keywords: Service quality, transport safety, Ibadan, passenger, perception.

Introduction

Transportation is widely acknowledged as a central pillar of economic development due to its role in facilitating the movement of goods, passengers, and information across spatial and economic systems (Aworemi et al., 2025; McTigue et al., 2020). However, much of the existing literature remains largely functionalist, prioritising mobility and connectivity while giving limited analytical attention to the qualitative dimensions of transport service delivery that directly shape user experience and safety outcomes. Although Galyuon (2019) correctly identifies transportation as integral to production, distribution, consumption, and waste management, this perspective underestimates how deficiencies in service quality can significantly erode these economic gains, particularly in rapidly urbanising contexts.

Urban labour mobility commonly defined as repetitive daily movement between fixed residential and workplace locations is frequently portrayed as a mechanism for enhancing employment access and social participation. This framing, however, implicitly assumes the availability of efficient, reliable, and safe transport systems. In many developing cities, commuter transport is characterised by inconsistent schedules, unsafe operating conditions, and inadequate comfort, raising concerns about the equity and sustainability of prevailing mobility frameworks. While Adewoyin (2025) emphasises the connective role of transportation in linking people to employment and social amenities, insufficient attention is paid to how poor service quality may instead reproduce spatial inequality and heighten commuter vulnerability.

Rapid growth in passenger demand within metropolitan areas has further intensified pressure on already constrained transport infrastructure, resulting in congestion, unreliable travel times, and increased exposure to transport-related externalities such as traffic crashes, infrastructure degradation, and human casualties. Zheng et al. (2021) attribute these challenges primarily to poor infrastructure, inadequate maintenance, and weak management systems. While valid, this explanation risks oversimplification by neglecting the interaction of behavioural practices, regulatory enforcement, and service quality in shaping safety outcomes. Similarly, McLeod et al. (2017) link inefficient passenger transport to commuter stress and productivity losses but provide limited insight into how service quality perceptions influence travel behaviour.

Although recent studies recognise service quality indicators such as punctuality, safety, affordability, comfort, and vehicle condition as critical determinants of transport performance (Aworemi et al., 2025; Satici & Dayarian, 2024), these factors are often examined in isolation. In Ibadan, persistent challenges including unsafe vehicles, irregular services, reckless driving, and overcrowding are well documented (Adewale et al., 2019; Olowoporoku et al., 2020), yet integrated assessments linking service quality and passenger safety remain limited (Etuk et al., 2021). This study addresses this gap by critically examining transport service quality and passenger safety

in the Ibadan metropolis.

Problem Statement

Urban transportation plays a crucial role in facilitating mobility, economic activities, and social interaction in rapidly growing cities. However, in many developing urban centres such as Ibadan, the public transport system is increasingly challenged by rapid population growth, rising travel demand, and inadequate infrastructure. These pressures have resulted in various operational inefficiencies including irregular transport services, overcrowding, delays, and poor vehicle conditions.

Despite the importance of public transport in supporting urban mobility, passengers in Ibadan are frequently exposed to safety risks such as road accidents, injuries, vehicle collisions, and unsafe driving behaviours. These risks are often linked to poor service quality indicators such as unreliable schedules, lack of vehicle maintenance, driver misconduct, and inadequate regulatory enforcement. While several studies have examined transport service quality or transport safety independently, there remains limited integrated research that evaluates how service quality dimensions influence passenger safety perceptions and transport choices in the metropolis.

Furthermore, the absence of comprehensive assessments linking service quality attributes—such as reliability, affordability, timeliness, cleanliness, comfort, and driver behaviour—with passenger safety outcomes makes it difficult for policymakers and transport stakeholders to design effective interventions. Without empirical evidence on the relationship between these factors, improving both service quality and passenger safety in Ibadan's public transport system remains a major challenge.

Therefore, this study seeks to assess the quality of public transport services and examine how service quality influences passenger safety perceptions and transport choices in Ibadan metropolis.

Research Questions

The study seeks to answer the following research questions:

1. What factors influence passengers' choice of intra-city public transport services, and what is the level of service quality provided by public transport operators in Ibadan metropolis?
2. How do passengers perceive safety in the public transport system, and what relationship exists between transport service quality and passenger safety in Ibadan metropolis?

Objectives of the Study

The Objectives of the study includes:

1. Examine the factors influencing passengers' choice of intra-city transport services and assess the level of service quality of public transport in Ibadan metropolis using selected service quality indicators.

2. Evaluate passengers' perceptions of safety in the public transport system and determine the relationship between transport service quality and passenger safety in Ibadan metropolis.

Research Hypotheses

The study tests the following hypothesis:

H_0 (Null Hypothesis): There is no significant relationship between public transport service quality and passenger safety in Ibadan metropolis.

H_1 (Alternative Hypothesis): There is a significant relationship between public transport service quality and passenger safety in Ibadan metropolis.

Social Safety Theory

Social safety theory explores how societal structures and responses to safety issues influence human survival, health, and behaviour, highlighting the effects of social determinants on wellbeing (Slavich et al., 2023). In urban transport, passenger and vehicle safety are closely connected to service quality. In many developing economies, transport quality is compromised by systemic challenges, including the widespread use of second-hand vehicles, inadequate maintenance, and weak regulatory oversight (Adeyinka, 2013). Safety consistently emerges as a central concern, reflecting both infrastructural deficiencies and operational risks (Blišťanová et al., 2023), prompting the introduction of Safety Management Systems (SMS) to mitigate accidents and enhance reliability (Blokland et al., 2020).

In Ibadan, poor service quality contributes to commuter stress, premature aging, and subtle health impacts, illustrating the practical implications of social safety theory. Cultural practices further intersect with safety perceptions; Ipingbemi and Alabi (2018) found that some drivers affiliated with the National Union of Road Transport Workers (NURTW) employ ritualistic measures such as charms and symbolic gestures to prevent accidents. While reflecting local beliefs about risk, these practices underscore the absence of formal safety protocols and reliance on informal strategies of limited efficacy. These observations highlight the complex interaction between social norms, regulatory gaps, and service quality in shaping passenger safety. Effective interventions in Ibadan's transport system require both infrastructural improvements and culturally informed safety education to complement formal SMS frameworks.

Service Quality

Service quality is a key determinant of passenger satisfaction in transport operations, capturing the gap between expected and perceived service performance (Mapunda, 2021). In this framework, satisfaction emerges not merely from operational efficiency but from the extent to which the transport experience aligns with passenger expectations. While conceptually robust, much of the literature remains descriptive, paying limited attention to the structural and socio-cultural constraints that shape service delivery in developing contexts.

In Nigeria, public transport has been a policy focus, with government initiatives such as Ajimose Bus Transit (now Pace Setter Transport Services), Lag Bus/BRT, Edo Line, and Omoluabi Transport Services aiming to formalise and expand urban mobility (Wojuade & Badiora, 2017; Alamu et al., 2025). Despite these efforts, service provision remains uneven, particularly for vulnerable populations including the physically challenged, elderly, and children, highlighting a gap between policy intentions and practical inclusivity.

Empirical studies identify multiple factors influencing passenger satisfaction, including service frequency, reliability, affordability, and value for money (Department of Transport, 2003), alongside driver empathy, competence, responsiveness, and tangible cues such as vehicle cleanliness and staff appearance (Prentice & Kadan, 2019; De Ona & De Ona, 2015; Yadav & Rai, 2019). Significantly, these dimensions are often examined in isolation, neglecting the complex interaction between infrastructure, regulatory enforcement, and passenger expectations that ultimately shapes perceived service quality. Addressing these gaps is crucial for designing transport systems that are operationally efficient, socially responsive, and capable of meeting diverse commuter needs.

Transport Safety

Safety refers to the protection of lives, property, and resources from harm or risk (John et al., 2025). In transport, it entails freedom from hazards that may cause crashes or other adverse outcomes, encompassing passengers, vehicles, goods, and infrastructure. Africa bears a disproportionate burden, accounting for 24% of global road fatalities, reflecting systemic weaknesses in transport safety management (SSATP, 2025). Transport safety is influenced by multiple interrelated factors, including human, psychological, environmental, mechanical, societal, infrastructural, and institutional dimensions (Cohen et al., 2019). Human factors such as driver stress, visual impairment, overloading, excessive speed, and substance use are widely studied, yet often without considering the systemic pressures long working hours, poor regulation, and inadequate enforcement that exacerbate risk.

Psychological factors, including family pressure, social conflicts, and cognitive biases, interact with behaviour but are frequently overlooked in policy interventions. Environmental conditions like weather, noise, and temperature further compromise safety but are rarely integrated into risk mitigation strategies. Mechanical factors, including vehicle condition, tyres, brakes, engines, and gears, directly affect crash likelihood, yet enforcement of maintenance regulations is often weak. Societal perceptions of safety, including public awareness and training, intersect with institutional challenges such as infrastructure quality, corruption, and selective enforcement, shaping overall transport safety outcomes. Critically, these dimensions are interdependent, and fragmented approaches addressing individual factors in isolation are unlikely to reduce crashes effectively. Holistic strategies that integrate human, infrastructural, regulatory, and societal interventions are essential for improving transport safety in developing urban contexts.

Study Area

Ibadan, located in the western region of Nigeria, is regarded as one of the largest cities in Africa, with an estimated population exceeding 4million. The core indigenous communities reside primarily in Beere, Mapo, Labiran, and Oja-Oba (Ipingbemi, 2009). Public transport in the metropolis is dominated by buses, motorbikes, and taxis operating alongside para-transit modes to convey passengers across urban areas (Adeyinka, 2013). Recently, the Nissan Micra has gained popularity as a commercial taxi due to its fuel efficiency, affordability, and suitability for urban traffic conditions. These transport modes collectively reflect the dynamics of urban mobility in Ibadan, highlighting the interplay between vehicle availability, operational costs, and commuter demand. The study area is illustrated in the map below.

This study adopted a cross-sectional survey research design, with data collected using structured questionnaires. The instrument's reliability and validity were tested through a pilot survey involving 40% of the target population, yielding a Cronbach's Alpha of 0.75, indicating acceptable reliability. The population distribution of Ibadan is presented in Table 1, while Table 2 outlines the transport routes included in the study. A combination of stratified and random sampling was employed, with stratification based on senatorial districts, followed by random selection of routes and passengers. The study area encompasses Ibadan, Oyo State, Nigeria, focusing on five metropolitan local government areas.

Framework for Intracity Passenger Movement

Figure 1 illustrates commuter movement within the urban city, showing how transportation dynamics are shaped by vehicle availability and characteristics, as well as factors such as distance, passenger demand, time of day, road conditions, maintenance costs, fuel, and spare parts. Variations in these factors influence travel patterns, service efficiency, and operational outcomes, ultimately determining commuter experiences and the performance of the urban transport system.

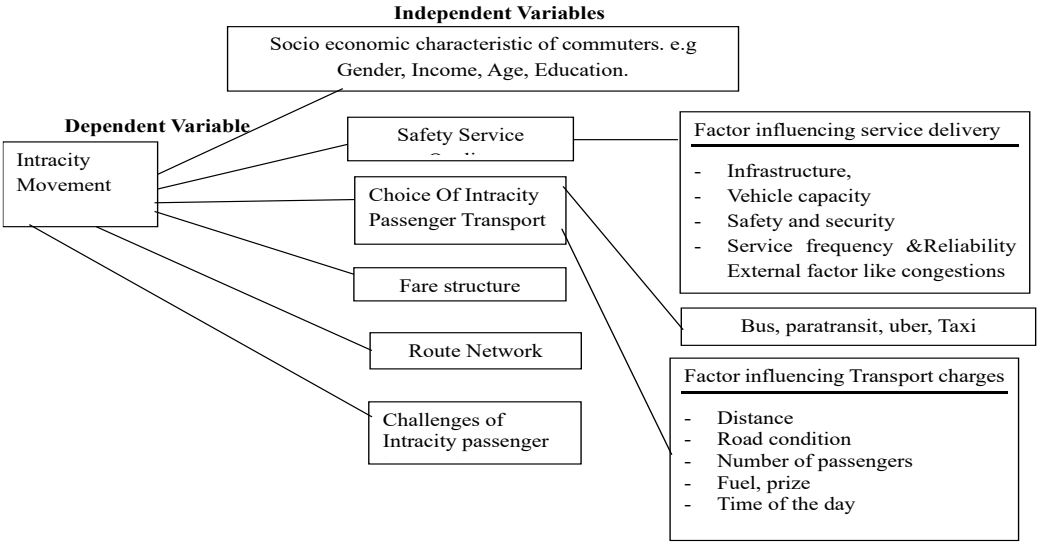


Figure 1: Framework for Intracity Passenger Movement Source: Author's Design

Table 1 presents the population of Ibadan, detailing the five metropolitan local government areas in Oyo State, while Table 2 outlines the transport routes covered in the study. A combination of stratified and random sampling techniques was employed, with stratification based on senatorial districts, followed by random selection of routes and passengers. The study was conducted in Ibadan, Oyo State, Nigeria.

Table 1: POPULATION OF THE 5 METROPOLITAN LOCAL GOVERNMENT AND SAMPLE SIZE.

S/N	LOCAL GOVERNMENT	POPULATION	POPULATION SAMPLE
1	Ibadan North	440,400	92
2	Ibadan North East	473,700	99
3	Ibadan North West	220,100	46
4	Ibadan South East	380,800	79
5	Ibadan South West	404,600	84
	Total	1,919,600	400

The sample size was determined from the study population using Slovin's formula.

N/(I+Ne^2)

n= 1,919,600/ (1 + 1,919,600 $(0.05)^2$

= 1,919,600/ 4800

= 399.9 = 400

Sample for each selected local government was calculated based on:

$$\frac{\text{Local Government Population}}{\text{Total Population}} \times 400$$

Table 2: ROUTES COVERING THE FIVE METROPOLITAN LOCAL GOVERNMENT AREAS IN IBADAN.

S/N	IBADAN NORTH	IBADAN NORTH EAST	IBADAN NORTH WEST	IBADAN SOUTH EAST	IBADAN SOUTH WEST
1.	Sango – Iwo road	Iwo road – Gate	Beere – Ogunpa	Gate – Monatan	Molete – Beere
2.	Sango – Eleyele	Oje – Beere	Beere – Oke-Padre	Gate – Dugbe	Mobil – Oluyole Estate
3.	Sango – Mokola	Aremo – Beere	Oke-Padre – Sango	Gate - Ayeye	Challenge – Dugbe
4.	Sango – Beere	Oje – Orita Aperin	Ok-Padre – Bodija	Gate – Ogunpa	Challenge – Molete
5.	Sango – Gate	Iwo road – Challenge	Ayeye – Molete	Gate – UI/Bodija	Molete – Eyin Grammar
6.	Bodija – Beere	Oje – Aremo	Dugbe – Challenge	Gate – Challenge	
7.	Mokola - Eleyele	Oje – Gate	Dugbe – Sango	Gate – Orita Aperin	
8.			Eleyele – Sango	Idi Arere – Idi Aro	

S/N	IBADAN NORTH	IBADAN NORTH EAST	IBADAN NORTH WEST	IBADAN SOUTH EAST	IBADAN SOUTH WEST
9.			Oke-Padre – OkeItunu	Idi Arere – Labo	
10.			Dugbe – Gate		
11.			Ogunpa – Gate		
12.			Ayeye - Sango		

Source: Author's compilation (2025)

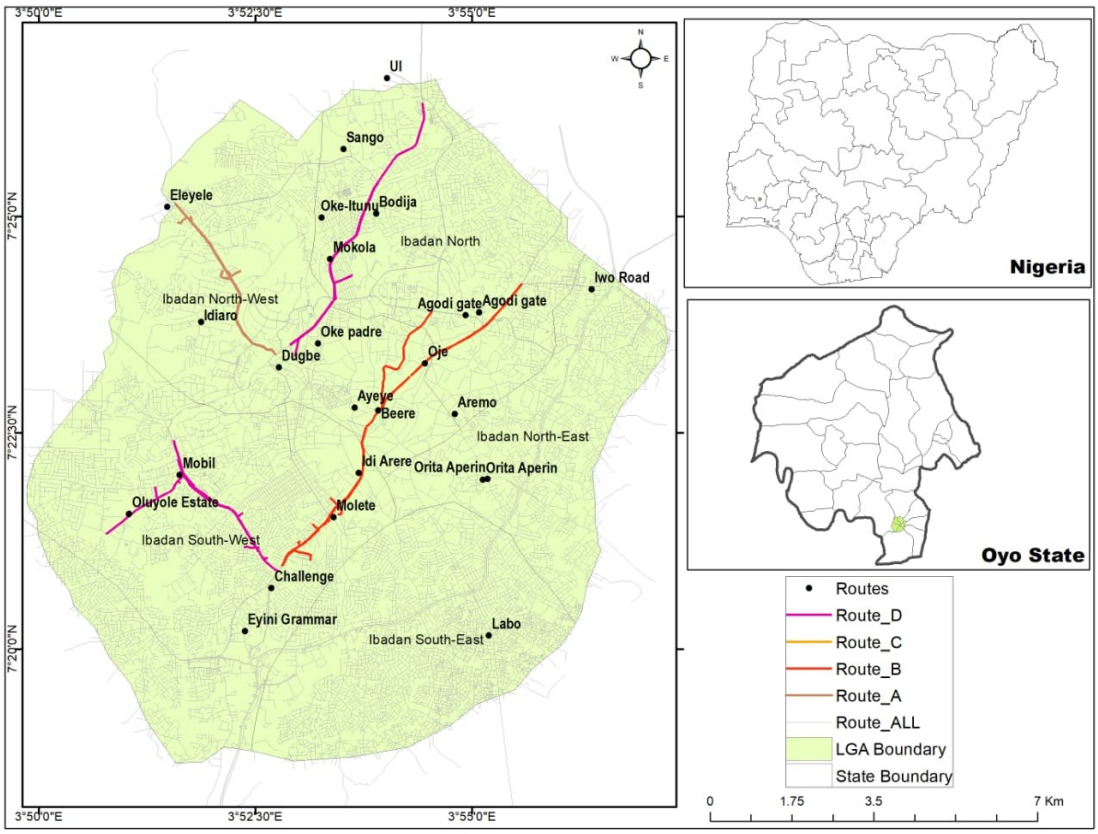


Figure 2: Road Network of the Metropolitan Local Government in Ibadan.
Source: Author's

RESULTS AND DISCUSSION

This section presents the analysis and interpretation of passenger demographics, highlighting implications for urban transport demand. The majority of passengers (57%) are aged 20–30, indicating a strong reliance on intra-city transport among young adults. Individuals aged 31–40 constitute 22.5%, while those 41–50 and 51+ account for 14.9% and 5.6%, respectively. These distributions suggest that transport planning must prioritize the mobility needs of younger commuters, who dominate ridership. Comparative studies in Lagos (McSharry & Paul, 2021) and Kogi State (Enimola et al., 2022) corroborate these trends, emphasizing the

influence of age on transport service usage and perceptions of quality, yet few studies critically link demographics to policy and operational planning.

FACTORS OF SAFETY INFLUENCING INTRACITY PASSENGER TRANSPORT CHOICE IN IBADAN

Factors influencing intracity passenger transport choice in Ibadan encompass a range of operational, service quality, and safety considerations. Key determinants identified include operator charges, vehicle neatness, driver appearance, bus stop proximity to destinations, in-vehicle comfort, driver behaviour and attitude, vehicle condition, passenger load, travel time, delays in boarding, and overall affordability. These variables collectively reflect both tangible and intangible aspects of transport service that shape commuter decisions. To assess their relative importance, the study employed a regression analysis based on an ordered ranking of service quality, enabling identification of the most significant factors affecting passenger preferences and highlighting the interplay between safety, comfort, and cost in transport choice.

Table 3 presents multinomial logistic regression results, highlighting the key factors influencing intracity passenger transport selection in Ibadan. Each variable captures a specific dimension of the transport experience, offering insights into the determinants that shape commuter decision-making, including service quality, safety, comfort, and cost considerations.

Table 3: FACTORS OF SAFETY INFLUENCING INTRA-CITY PASSENGER TRANSPORT CHOICE IN IBADAN

Order	(Intercept)	A	B	C	D	E	F	G	H	I	J
2	-1.6849	0.0059	0.3763	-0.8560	-0.0904	0.9662	-0.8029	-0.5716	0.8894	0.2187	-0.0307
3	2.9358	0.1655	-0.2670	-0.7654	-0.1685	0.2946	-0.2010	-0.1005	0.3092	0.9452	-0.6859
4	17.5594	-2.7170	0.1613	-0.1395	-0.5993	-0.9921	0.8866	-0.0620	1.3092	0.7179	-1.7211
5	9.9375	-1.3169	0.6909	-1.3371	-1.0009	0.5460	-0.2771	-0.1997	1.4697	0.8227	-1.0426

Operator charges exert a strong influence on passengers' transport choices, as fare increases reduce the attractiveness of certain options and constrain mobility. Affordability therefore emerges as a decisive factor, reflecting passengers' limited economic capacity. These findings suggest that poorly calibrated fare structures can undermine access and equity, highlighting the need to balance cost recovery with affordability to sustain inclusive and efficient urban transport systems.

Vehicle neatness and driver conduct are critical determinants of passenger transport choice. Clean, well-maintained vehicles signal professionalism and reliability, while drivers' appearance, behaviour, and courteous interactions directly influence commuter confidence

and satisfaction. These factors underscore that passenger decisions extend beyond operational efficiency, highlighting the interplay between service aesthetics, interpersonal conduct, and perceived quality in shaping urban transport preferences and overall system attractiveness.

Infrastructure and service quality critically shape commuter transport choices. Bus stop availability improves accessibility, while well-maintained vehicles convey safety and operational reliability, directly influencing selection. In-vehicle comfort further affects preferences, with higher comfort levels increasing likelihood of use. These findings suggest that passenger choice is not solely determined by accessibility or safety but by the integrated experience of infrastructure, vehicle condition, and comfort, highlighting the need for holistic urban transport planning.

Operational efficiency strongly influences passenger transport choices in Ibadan. High passenger volumes and boarding delays not only reduce convenience but also signal poor service management, discouraging selection. These findings highlight the need for regulated loading practices and optimized scheduling to minimize crowding and travel time, thereby enhancing commuter satisfaction and system reliability.

These findings broadly align with existing literature but also extend it by highlighting the combined influence of multiple factors. The centrality of pricing supports McSharry and Paul (2021), while the importance of vehicle neatness and condition is consistent with Oluwaseyi and Adeniran (2020). The significance of driver behaviour corroborates Fasina et al. (2020) and Guihaire and Hao (2008), and comfort aligns with Joseph Enimola et al. (2022). Operational influences reflect Umar et al. (2017). Collectively, the results demonstrate that intracity transport choices in Ibadan are shaped by the interaction of economic constraints, service quality, comfort, and operational efficiency, rather than by isolated factors.

Table 4 presents the model summary, indicating a moderate relationship between service quality and its key dimensions reliability, timeliness, affordability, and cleanliness with a correlation coefficient of 0.37 and an R^2 of 14.3%. This suggests that these variables jointly explain a limited proportion of variation in service quality, while a substantial 85.7% is attributable to other unexamined factors, underscoring the multifaceted nature of service quality determinants.

TABLE 4: SERVICE QUALITY (SERVQUAL)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.781[a]	.618	.191	1.030

a. Predictors: (Constant), reliability, timeliness. affordability, cleanliness, driver

Table 5 indicates that the model demonstrates a good level of fitness. This is evidenced by a statistically significant p-value ($p < 0.05$) and an F-statistic greater than 1.0, confirming that the model is appropriate and that the explanatory variables jointly provide a meaningful explanation of the observed variation.

Table 5: ANOVA FOR SERVICE QUALITY

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	14.513	5	2.903	2.733	.025[b]
	Residual	87.078	82	1.062		
	Total	101.591	87			

a. Dependent Variable: service

b. Predictors: (Constant), reliability, timeliness. affordability, cleanliness, driver

Table 6 demonstrates that, among the examined service quality metrics, only two variables significantly influence perceived service quality. Driver-related factors emerge as the strongest predictor ($p = 0.001 < 0.05$), indicating that a one-unit improvement yields a 0.310-unit increase in overall service quality. Timeliness is also statistically significant ($p = 0.031$), with a one-unit increase associated with a 0.191-unit improvement. Other variables show limited explanatory power, suggesting that passengers prioritise human interaction and punctuality over other service attributes. The reported t-values further confirm the relative importance and statistical robustness of these two predictors. For this study, service quality metrics reliability, timeliness, affordability, cleanliness, and driver performance were selected as the primary operational indicators. Including additional factors such as road conditions, government policy, and driver education would have generated excessive data, complicating analysis. These selected metrics were used to evaluate the performance of the chosen transport services in Ibadan. Analysis of Variance (ANOVA) was then employed to identify which aspects of service performance were significantly influenced by these key service quality indicators.

Table 6: COEFFICIENT OF SERVICE QUALITY

Model		Unstandardised Coefficients		Standardised Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.787	.433		4.123	.000
	Reliability	.081	.083	.101	.985	.328
	Timeliness	.191	.087	.240	2.193	.031
	Affordability	.039	.083	.049	.464	.644
	Cleanliness	.074	.082	.095	.906	.368
	Driver	.310	.090	.384	3.462	.001

a. Dependent Variable: service quality

Table 7 presents the identified performance areas, including delivery efficiency, cost, overall service quality, and the quality of food provided to customers.

Table 7: ANALYSIS OF VARIANCE FOR SERVICE QUALITY PERFORMANCE

		Sum of Squares	df	Mean Square	F	Sig.
Death	Between Groups	1.866	4	.467	.249	.910
	Within Groups	155.577	83	1.874		
	Total	157.443	87			
Injury	Between Groups	26.123	4	6.531	4.035	.005
	Within Groups	134.320	83	1.618		
	Total	160.443	87			
Damaged vehicle	Between Groups	6.418	4	1.605	.867	.488
	Within Groups	153.661	83	1.851		
	Total	160.080	87			
Collision	Between Groups	18.959	4	4.740	2.657	.038
	Within Groups	148.030	83	1.783		
	Total	166.989	87			

In Table 7, only two variables, injury and collision significantly reflect passengers' perception of safety in the Ibadan metropolis, as indicated by their p-values. In contrast, death and vehicle condition were not statistically significant, suggesting that these factors have a limited influence on commuters' safety perceptions within the study context.

A paired-sample t-test was conducted to examine the mean difference between service quality and passengers' safety perception, testing the hypothesis that service quality does not significantly influence transport safety in the metropolis. Results, presented in Table 8, indicate a highly significant t-value ($t = 15.572$, $p < 0.05$), leading to the rejection of the null hypothesis. The findings demonstrate that improvements in service quality are associated with enhanced passenger safety, confirming that quality of service is a key determinant of commuters' safety perceptions in urban transport systems.

Table 8: Paired Sampled T-Test Between Service Quality and Safety

		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Pair 1	Service-safety	164.66667	36.63166	10.57465	141.39202	187.94132	15.572	11	.000

Source: Output from SPSS (2025)

DISCUSSION OF FINDINGS

The study highlights the key factors influencing passengers' choice of transport services in Ibadan, with service quality metrics such as timeliness and driver performance emerging as the most critical determinants. Analysis of variance further identifies injury and collision as the primary safety concerns for commuters. The findings support the hypothesis that improvements in service quality positively affect passenger safety. Overall, the research

suggests that enhancing driver professionalism, punctuality, and other passenger-oriented service features can significantly improve both the safety and attractiveness of urban transport in Ibadan.

CONCLUSION

This study examined the relationship between public transport service quality and passenger safety in the Ibadan metropolis. The findings reveal that service quality indicators such as driver professionalism and timeliness significantly influence passengers' perception of transport services. In addition, safety concerns relating to injuries and vehicle collisions were identified as the most critical risks experienced by commuters. The results further confirm that improvements in service quality are closely associated with enhanced passenger safety. Overall, the study highlights the need for coordinated operational, regulatory, and infrastructural interventions to improve the performance and safety of the urban transport system in Ibadan.

RECOMMENDATIONS

- Transport operators should implement continuous driver training and capacity-building programmes to improve professionalism, adherence to safety regulations, and courteous interaction with passengers, thereby enhancing both service quality and passenger confidence.
- Operational efficiency should be strengthened through improved scheduling, timeliness, and reliability of transport services**,** which will help reduce delays, overcrowding, and inefficiencies that negatively affect commuter satisfaction and safety.
- Government and regulatory agencies should intensify enforcement of transport policies**,** particularly those relating to vehicle maintenance standards, routine inspections, operational safety compliance, and equitable fare regulation to ensure safe and affordable transport services.
- Transport investors and stakeholders should prioritise passenger-oriented improvements**,** including the provision of well-maintained vehicles, development of adequate bus stop infrastructure, and promotion of public safety awareness programmes to enhance overall commuter comfort and safety.

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