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Assessment of safety aspects of ferry services in Terengganu /
Tengku Ahmad Safwan Tengku Mezelan.

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PERPUSTAKAAN SULTANAH NUR ZAHIRAH UMT

**ASSESSMENT OF SAFETY ASPECTS OF FERRY SERVICES
IN TERENGGANU**

By:

**TENGGU AHMAD SAFWAN B. TENGGU MEZELAN
UK 15949**

**A thesis submitted in partial fulfillment of the requirements for the
award of the degree of
Bachelor of Science (Nautical Science and Maritime Transportation)**

**Department of Nautical Science & Maritime Transportation
Faculty of Maritime Studies and Marine Science
UNIVERSITY MALAYSIA TERENGGANU**

2011



DEPARTMENT OF NAUTICAL SCIENCE AND MARITIME TRANSPORTATION
FACULTY OF MARITIME STUDIES AND MARINE SCIENCE
UNIVERSITI MALAYSIA TERENGGANU

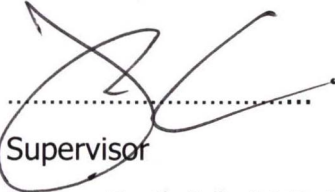
DECLARATION AND VERIFICATION REPORT

FINAL YEAR RESEARCH PROJECT

It is hereby declared and verified that this research report entitled:

Assessment of Safety Aspects of Ferry Services in Terengganu by **Tengku Ahmad Safwan B. Tengku Mezelan**, Matric No. **UK 15949** have been examined and all errors identified have been corrected. This report is submitted to the Department of Nautical Science and Maritime Transportation as partial fulfillment towards obtaining the **Degree of Nautical Science and Maritime Transportation**, Faculty of Maritime Studies and Marine Science, Universiti Malaysia Terengganu.

Verified by:

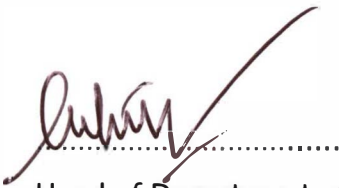

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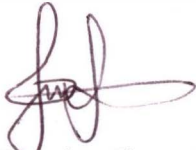
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DECLARATION

I hereby declare this thesis entitled **Assessment of Safety Aspects of Ferry Services in Terengganu** is the result of my own research except as cited in the references.

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ABSTRACT

Passenger ships became well-known or gone into service since the end of the Second World War, 1945. In Malaysia, water transportation is very important and been used as main transportation long time ago. Today, this transportation still remains in some of the countries in Malaysia such as Johor, Kedah, Melaka, Pulau Pinang, Sarawak and Terengganu. The examples of water transport that still been used are passenger boat, water taxi (bot penambang), high speed craft and cruise ship. Although the shipping industry growing faster, the safety of the ships has always been a priority as it involving human life. In Malaysia itself, incident of ferry heading to Tioman Island has leading to the death of seven passengers because of many factors such as lack of safety equipment provided, overcarried, crews' attitude and ferry's condition. The advancement in the technology must be constant with the safety to ensure this industry is reliable and instead of comfortable the tourists also will have confidence in term of safety. This study been made to assess the safety aspects of ferry services in Terengganu and the involvement of responsible parties to ensure the safety of the passengers and tourists that use the service. So this study provides primary assessment on the safety quality of ferry services to the tourists. The study also helps the involved parties the guidelines to improve the level of safety of ferry services in Terengganu. In this study, data collections consist of primary and secondary data. Primary data are collected for the first time and it is original to be in which those data are not collected by anyone else before. Interviews been made with the authority and crews to get the full picture on the operation of the ferry in Terengganu. 50 questionnaires were distributed to get response from the passengers as users of the ferry. Secondary data collections are those which have already been collected by someone else and have already been analyzed by several statistical methods. Secondary data collected from journal, web and newspaper. The information and data are collected and analyzed using easy methodology by timetable, percentage, descriptive analysis and chart built by Microsoft Office. The main problem faced by the author to make the study is monsoon season because there were no tourists at the jetty to distribute the questionnaire as all the islands were closed. For a conclusion, not all ferry owners follow the rules and regulation. The safety equipment been provided still not enough and not in a good condition. The level of crews' services is fair. In overall the level of safety aspects of ferry services if fairly satisfactory. Passengers' attitudes also become one of the issues. The inspection from the authority still can be improved from time to time. Further studies are suggested to cover safety in one type of boat only or do the study in other regions or only specialize in crews' issue.

ABSTRAK

Kapal penumpang terkenal dan telah digunakan semenjak penghujung Perang Dunia ke-2 iaitu pada tahun 1945. Di Malaysia, pengangkutan air sangat penting dan telah digunakan sebagai pengangkutan utama sejak dahulu lagi. Sekarang, pengangkutan ini masih lagi digunakan di sesetengah negeri di Malaysia seperti Johor, Kedah, Melaka, Pulau Pinang, Sarawak dan Terengganu. Antara contoh pengangkutan air yang masih digunakan adalah feri penumpang, bot penambang, bot laju dan kapal penumpang persiaran. Walaupun industri perkapalan berkembang pesat, keselamatan kapal tetap menjadi utama kerana melibatkan nyawa manusia. Di Malaysia sendiri berlakunya kejadian feri ke Pulau Tioman yang membawa kepada kematian tujuh penumpang disebabkan oleh banyak factor seperti kekurangan peralatan keselamatan yang disediakan, lebih penumpang, sikap krew dan keadaan feri. Kemajuan dalam teknologi perlu selari dengan keselamatan untuk memastikan industri ini boleh dipercayai dan selain keselesaan pelancong juga akan lebih yakin terhadap keselamatan feri. Kajian dijalankan untuk menilai aspek keselamatan pada operasi feri di Terengganu dan penglibatan pihak yang bertanggungjawab bagi memastikan keselamatan penumpang dan pelancong yang menggunakan khidmat ini. Oleh itu, kajian ini menyediakan penilaian pertama terhadap kualiti keselamatan feri kepada pelancong. Kajian juga membantu pihak yang terlibat sebagai panduan untuk menambah baik tahap keselamatan perkhidmatan feri di Terengganu. Dalam kajian ini, pengumpulan data terdiri daripada data primer dan sekunder. Data primer diperolehi secara terus dari sumber asal yang tidak dikaji sebelum ini. Temu duga dijalankan bersama pihak berkuasa dan krew feri untuk mendapatkan gambaran sebenar operasi feri di Terengganu. 50 kaji selidik telah diagihkan untuk mendapatkan reaksi penumpang sebagai pengguna feri tersebut. Data sekunder diperolehi daripada sumber yang telah dikumpul oleh orang lain dan telah dianalisa dan dikaji menggunakan beberapa cara statistik. Data sekunder diperolehi daripada jurnal, laman sesawang dan surat khabar. Semua maklumat dan data yang diperolehi dianalisa menggunakan kaedah analisis mudah melalui binaan jadual, peratusan, analisis deskriptif dan carta yang dibuat melalui Microsoft Office. Masalah utama yang dihadapi oleh penulis untuk menjalankan kajian ialah musim hujan kerana tiada pelancong di jeti untuk diagihkan kaji selidik kerana semua pulau ditutup semasa tempoh tersebut. Kesimpulannya bukan semua pemilik feri mengikut undang-undang. Peralatan keselamatan yang disediakan masih tidak cukup dan tidak berada dalam keadaan yang baik. Khidmat yang dijalankan oleh krew berada pada tahap sederhana. Pada keseluruhan, tahap aspek keselamatan khidmat feri ialah memuaskan. Sikap penumpang juga menjadi salah satu isu. Pemeriksaan oleh pihak berkuasa masih boleh ditambah baik. Kajian selanjutnya dicadangkan untuk mengkaji keselamatan pada satu jenis bot sahaja atau membuat kajian di tempat lain atau mengkhususkan pada isu krew sahaja.