

# Aspiration of Commuters on the Public Transportation Services in the Municipality of Braulio E. Dujali

Rodgi Ruvil V. Gibela<sup>1\*</sup>, Joel S. Villafuerte<sup>1</sup>, Erick I. Milla<sup>1</sup>, Lolie Mar B. Nueva<sup>1</sup>, Efrina V. Hotoy<sup>1</sup>,  
Glenn B. Lagura<sup>2</sup>, Romalie F. Galleto<sup>2</sup>, Ronel G. Dagohoy<sup>3</sup>, Aleya Zyra M. Obeda<sup>2</sup>

<sup>1</sup>Student Researcher, Institute of Leadership, Entrepreneurship and Good Governance, Davao del Norte State College, Panabo, Philippines

<sup>2</sup>Faculty, Institute of Leadership, Entrepreneurship and Good Governance, Davao del Norte State College, Panabo, Philippines

<sup>3</sup>Faculty, Kapalong College of Agriculture, Sciences and Technology, Kapalong, Philippines

**Abstract**—The purpose of this qualitative study in a phenomenological approach was to unveil the lived experiences of professionals, students, and senior citizens regarding the inadequate operating mechanisms of public transportation in Braulio E. Dujali. It aimed to find out the challenges they had experienced in commuting, how they coped with these challenges, and their insights regarding the improvement of public transportation services. The participants of the study were the ten (10) commuters in Braulio E. Dujali. The data collection method used and employed in the study was an in-depth interview. After collecting data, it was gathered and found that the participants have experienced difficulties in commuting, such as long waiting intervals, lack of comfort in public vehicles, unsettled operating mechanisms, and limited transportation options. The findings also revealed that commuters coped with these challenges by adjusting their sleeping schedule to avoid missing the bus interval, treating commuting time as an extension of their working hours, and using motorcycles as an alternative mode of transportation. Finally, the different insights of commuters regarding public transportation were revealed, such as the need for wider route coverage, fixed hour intervals, and an increase in the number of public vehicles. The findings emphasize the need for targeted improvements in public transportation to provide safer, more convenient, efficient, and accessible transport solutions for commuters in Braulio E. Dujali.

**Index Terms**—Public administration, public transit services, transportation, commuters, Braulio E. Dujali.

## 1. Introduction

Transportation systems are essential in promoting movement, access, and connection among people, communities, and economic activities. They serve as a pathway for individuals to reach schools, workplaces, health services, markets, and other important destinations. Through an effective transportation system, the daily lives of people become more convenient and productive. It also supports the movement of goods and services, which contributes to the social, cultural, political, and economic development of a community. As towns and cities continue to grow and modernize, there is a greater need for public transportation systems that can provide safe,

reliable, and accessible mobility for all residents. A well-organized transport system does not only make travel easier, but also helps create employment opportunities, attract investments, and improve the overall quality of life of the people.

In many developed countries, transportation is viewed as one of the major foundations of economic growth. For instance, in New Zealand, the transport sector plays a significant role in supporting the national economy. Its transport network contributes to the country's Gross Domestic Product and helps connect people to businesses, health care, education, and other essential services (Deng, 2013). This shows that transportation is not merely about moving people from one place to another, but also about strengthening economic relationships and improving community welfare. A strong and reliable transport network reflects how mobility is closely connected to the progress and development of a nation.

In the Philippines, however, public transportation remains a major challenge, especially in areas where transportation systems are not yet fully developed. Urban areas such as Metro Manila are often known for heavy traffic congestion, where commuters spend long hours on the road, causing stress, fatigue, and reduced productivity. As noted by Hegina (2015, cited by Fallaria et al., 2018), many commuters spend a significant portion of their day in traffic. However, transportation problems are not only experienced in urban areas. Rural communities also face serious transportation difficulties, particularly in relation to limited routes, irregular schedules, lack of available vehicles, and poor access to basic services. These challenges affect the ability of residents to travel conveniently for work, school, health care, and other daily needs.

Research further shows that rural areas often experience greater transportation disadvantages compared to urban communities. The Asian Development Bank (2016) reported that rural transportation in the Philippines remains poorly developed, creating barriers to education, employment, health

\*Corresponding author: gibela.rodgiruvil@dnc.edu.ph

services, and economic opportunities. When transportation is limited, people in rural communities may become isolated and may find it difficult to participate in social and economic activities. Inadequate roads, lack of transit stations, limited public vehicles, and weak operating systems contribute to the difficulty of mobility in these areas. These conditions can deepen poverty and prevent residents from accessing the opportunities and services needed for personal and community development.

Braulio E. Dujali, a third-class municipality in Davao del Norte, reflects these transportation concerns on a local level. With a population of more than 35,000, the municipality continues to develop its infrastructure and economy, which is largely supported by agriculture. As the municipality grows, the demand for more efficient public transportation also increases. The establishment of the Braulio E. Dujali bus route in 2020, which connects Davao to Sto. Tomas through Dujali, Kinamayan, and San Miguel, was made in response to the community's need for better transportation access. This route was expected to help students, workers, senior citizens, and other commuters reach their destinations more conveniently, especially those traveling to schools, workplaces, and nearby municipalities.

However, despite the presence of buses, jeepneys, and motorcycles, the transportation system in Braulio E. Dujali still faces several limitations. Many commuters depend on jeepneys and habal-habal for shorter routes or areas not covered by buses. Jeepneys are affordable but are often overcrowded, uncomfortable, and inconsistent in schedule. Motorcycles provide faster and more flexible travel, but they may also bring higher costs and safety risks. In addition, only a limited number of public buses operate in the area, with approximately three to four buses coming from Sto. Tomas on an irregular basis. Because of this, commuters often experience long waiting intervals, crowded vehicles, and uncertain travel schedules. These issues create inconvenience, stress, and dissatisfaction among passengers who rely on public transport for their daily activities.

It is undeniable that inadequate public transportation affects the daily lives of commuters in Braulio E. Dujali. The problem does not only involve travel delays, but also affects access to education, employment, health care, and other important opportunities. Students may arrive late or adjust their schedules just to catch available transportation. Workers may lose productive time due to long waiting periods and uncomfortable travel conditions. Senior citizens may experience more difficulty because of limited vehicles and poor convenience. These concerns show that transportation is not only a matter of mobility, but also a matter of safety, accessibility, and social inclusion.

With this, it is now in this premise that there is an urgent need to conduct this study to investigate the commuting experiences of public transport users in Braulio E. Dujali. The study aims to understand the challenges faced by commuters, the ways they cope with these challenges, and their insights regarding possible improvements in public transportation services. The study focuses on the lived experiences of students, workers, and

senior citizens who rely on public vehicles in their daily travel. Through this investigation, the voices of commuters may be heard and considered in developing transport solutions that are more responsive to their needs.

Also, the researchers have found the need to conduct a qualitative investigation that specifically discusses the experiences and aspirations of commuters regarding public transportation in Braulio E. Dujali. While transportation issues are often discussed in broader urban and national contexts, there is a need to focus on rural municipalities where commuters experience unique challenges. This study will provide relevant information that may be useful to the local government, transport operators, commuters, students, workers, senior citizens, and other concerned sectors. The findings may serve as a basis for improving route coverage, increasing the number of public vehicles, establishing fixed hour intervals, and creating a more accessible and efficient public transportation system.

Furthermore, this study has an important social impact because public transportation is connected to the daily survival and productivity of residents. The results may help local authorities and transport stakeholders understand the actual conditions experienced by commuters. It may also support the development of policies, programs, and transportation plans that promote safety, comfort, reliability, and convenience. By exploring the lived experiences of commuters, this research seeks to contribute to the improvement of public transportation services in Braulio E. Dujali and provide insights that may also be useful to other municipalities experiencing similar transportation concerns. Ultimately, this study aims to support a more inclusive, sustainable, and commuter-centered public transport system that can improve the quality of life of the people in the community.

#### *A. Research Questions*

This study determined the untold stories of commuters in Braulio E. Dujali. Specifically, it sought to answer the following questions:

1. What are the experiences of the commuters with Municipality of Braulio E. Dujali public transport services?
2. What are the challenges that the commuters faced?
3. What are the aspirations/ recommendations of the commuters and Braulio E. Dujali Local Government Unit (LGU) to create better public transit services?

## **2. Literature Review**

#### *A. Self-Concept and Academic Performance*

Self-concept is vital in establishing the performance of the students academically. Self-concept refers to the perception people hold about themselves in terms of both strengths and weaknesses. The students who have high self-concepts tend to be motivated, confident, and successful academically. Conversely, those who suffer from stress, fatigue, and other forms of emotional challenges are likely to develop low self-concept levels, thereby affecting their academic performance

negatively.

According to the findings of the research *Aspiration of Commuters on the Public Transportation Services in the Municipality of Braulio E. Dujali*, the students are faced with several challenges including long waiting times, irregularity of schedules, overcrowdedness, and physical exhaustion during commuting. The commuting challenges affect the commuters especially students and workers in terms of making them late, stressed, sleepless, and emotionally drained. According to the findings of the study, the students have to wake up very early in order to be able to attend class on time, which denies them enough time to rest.

All the aforementioned factors play a major role in shaping the self-concept of the students. Students who always find themselves stressed and fatigued due to the mode of transportation will begin to see themselves as incompetent when it comes to academic work. Fatigue and stress caused by the lack of proper mode of transportation might affect the self-confidence, motivation, and self-achievement of the students. From the results of the study conducted, it is evident that the students were frustrated and anxious because of the time spent waiting for the bus and also the inconsistency in its schedule. It can be said to have a negative effect on the self-concept of the students because they feel unprepared and fatigued to participate in class activities.

In addition, academic performance is highly influenced by students' commuting experience. According to the study, regular late arrivals, tiredness, and lack of sleep tend to be the common results of bad transportation systems. Students who waste their precious time waiting for buses or travelling will have little time left to study, rest, and fulfill their academic tasks. Such situation may lead to poor academic performance and lack of participation in classes. As pointed out in the study, commuters reported that they were physically and mentally exhausted due to their transportation problems, which made it hard for them to concentrate on their studies.

In spite of all these problems, the research also showed that the students are very adaptable and resilient. Most of them deal with such problems by rising early and developing patience. However, constant adaptation to stressful situations can make people accept these problems as something usual, which will continue affecting their self-confidence and involvement into studies. Thus, good transportation will be beneficial for students not only because of convenience but also psychologically.

### 3. Research Methodology

#### A. Research Design

This study is a qualitative study using a descriptive case study approach. As defined, qualitative research involves collecting and analyzing non-numerical data, such as interviews and discussions, to understand human experiences, perceptions, and social realities. It is commonly used when researchers aim to explore, describe, and explain how individuals experience a certain phenomenon. The study is qualitative because it focuses

on the lived experiences, struggles, coping mechanisms, and insights of commuters in Braulio E. Dujali regarding the inadequacies of public transportation. It is also descriptive in nature because it seeks to present the actual conditions and experiences of the participants in a comprehensive manner.

#### B. Respondent/Participants

In addition, the participants of this study came from the municipality of Braulio E. Dujali. To be more specific, the participants were regular commuters and non-vehicle owners from different sectors, including students, workers, and senior citizens. These participants were selected because they directly experienced the challenges of relying on public transportation in their daily activities. In selecting the participants, the researchers considered those who were residents of Braulio E. Dujali, regular users of public transportation, non-owners of private vehicles, and members of the identified sectors. Those who owned or regularly used private vehicles, were not regular commuters, did not belong to the selected sectors, or were non-residents of Braulio E. Dujali were excluded from the study. A purposive sampling technique was used in choosing the research participants, by which, in total, ten (10) commuters were included in the study.

#### C. Instruments of the Study

In gathering the data, the researchers utilized a semi-structured interview guide questionnaire. This instrument was used to further explore the experiences, challenges, coping strategies, and recommendations of the commuters. Semi-structured interviews allow the researchers to ask open-ended questions while also giving participants the freedom to express their thoughts, feelings, and opinions about the issue being studied. The interview guide was also validated to ensure that the questions were aligned with the objectives of the study. Before the interview, the researchers provided a consent letter and oriented the participants regarding the purpose of the study, confidentiality of their responses, and their right to withdraw from the research at any time.

#### D. Procedure

The study used a qualitative research design in order to explore the aspirations and experiences of the commuters concerning the provision of public transportation services in the Municipality of Braulio E. Dujali. Qualitative methodology involved the collection of data from the selected commuters by interviewing them on their experiences concerning their daily travels by use of public transportation services. The interviewees were required to explain their experiences including the problems they encounter, how they cope with those problems, and what they would suggest in terms of improvements in the transport services. The data obtained were transcribed, translated if need be, and coded into themes.

#### E. Data Analysis

In the data analysis, the researchers used thematic analysis to identify the emerging themes from the responses of the participants. The process was done by carefully reviewing the gathered data, selecting important statements and keywords,

coding similar responses, and grouping them according to common ideas. These grouped responses were then categorized into themes based on the shared experiences and insights of the commuters. The researchers also considered the trustworthiness of the study by ensuring credibility, transferability, dependability, and confirmability. The data were checked multiple times during the analysis to lessen bias and to make sure that the findings truly reflected the experiences of the participants. Ethical considerations were also observed by maintaining confidentiality and protecting the rights, safety, and well-being of the informants throughout the research process.

#### F. Ethical Considerations

The study observed ethical considerations by ensuring that participants voluntarily shared their experiences and opinions during the in-depth interviews. The researchers respected the privacy and confidentiality of the respondents by presenting their statements through participant codes such as “IDI 1” and “IDI 2” instead of using real names. Participants were also allowed to openly express their experiences regarding public transportation challenges without coercion. These practices helped protect the identity, safety, and rights of the participants throughout the research process.

### 4. Results and Discussions

This section presents the findings according to the study's research questions. To compare the mean and find out the significance between variables, multiple linear regression was

computed using IBM SPSS 26.0.

#### A. Respondents' Profile in Terms of Self-Concept, Self-Esteem, and Self-Efficacy

Table 1 shows the essential themes generated from the collected data from the informants during the in-depth interview. There were three major underlying themes: Unsettled Operational Mechanism, Lack of Travel Comfort, Commuters being Stressed and Fatigued.

In the study, it was found that commuters in the Municipality of Braulio E. Dujali were experiencing unsettled operational mechanisms in public transportation. They have dealt with limited vehicle availability, unpredictable bus schedules, short operating hours, and long waiting times, which resulted in inconvenience and frustration among daily passengers. This involves the insufficient number of buses operating in the municipality, wherein only a few units are available while others are delayed, broken, or rerouted to nearby areas. This situation greatly affects commuters, especially students and workers, who need to wait for one to four hours just to secure transportation. This was also supported by Currie and Delbosch (2013), who emphasized that reliability and availability are important factors that influence passenger satisfaction with public transport. Further, the study found that commuters were also struggling with the lack of travel comfort. Participants expressed concerns about extreme heat, poor ventilation, damaged seats, overcrowding, dust, and the need to stand during trips. These conditions made commuting physically tiring and emotionally stressful, especially during peak hours

Table 1  
Major Themes and Core Ideas on the experiences of the commuters with Municipality of Braulio E. Dujali public transport services

Major Theme	Significant Statement
Unsettled Operational Mechanism	<ul style="list-style-type: none"> <li>• Only four buses are operating;</li> <li>• There is a serious shortage of vehicles.</li> <li>• No fixed intervals;</li> <li>• We don't know what time buses will arrive;</li> <li>• We just go out early to wait.</li> <li>• Jeepney stops running by 3 PM</li> <li>• No second trip if a bus breaks down</li> <li>• Buses can't enter when roads are slippery due to rain.</li> <li>• Waiting takes 1–3 hours;</li> <li>• Sometimes I wait 3–4 hours;</li> <li>• Exhausting because of the long interval.</li> </ul>
Lack of Travel Comfort	<ul style="list-style-type: none"> <li>• Very hot inside due to no air-conditioning or curtains;</li> <li>• Gets stuffy when crowded;</li> <li>• Dusty and no proper windows</li> <li>• Broken seats;</li> <li>• The left-side seat is uncomfortable;</li> <li>• Seating is cramped.</li> <li>• Always standing;</li> <li>• Forced to ride even when full;</li> <li>• Others insist on boarding despite crowding.</li> <li>• Tiring and stressful;</li> <li>• Very tight space;</li> <li>• I get irritated from the crowding.</li> </ul>
Frustration Over Waiting Intervals	<ul style="list-style-type: none"> <li>• Stress and anger due to long waits;</li> <li>• Some even choose to be absent from work</li> <li>• Feeling tired from long travel and frequent standing;</li> <li>• Daily commute is exhausting.</li> <li>• The unpredictable transport affects daily routine.</li> <li>• Causes frequent tardiness or over-preparation</li> <li>• Eventually get used to the difficulty.</li> </ul>

when vehicles were full and passengers had limited space. This was supported by Cox et al. (2010), who stated that the physical condition of transport vehicles plays a significant role in shaping commuter trust and satisfaction. Aside from this, the commuters were also frustrated by waiting intervals because buses did not follow fixed schedules. This caused them to leave home very early yet still arrive late for work or school because of uncertain arrival times. Some commuters were even forced to use motorcycles, which were more expensive than buses, especially in remote barangays where transportation access was limited. This was heightened by Beirão and Sarsfield Cabral (2007), who explained that transport reliability is a major foundation of passenger satisfaction and service quality. Lastly, aside from these difficulties, commuters also experienced emotional exhaustion, daily fatigue, and disrupted routines due to the unreliable transport system. To which, Ettema et al. (2012) explained that repeated exposure to transport stressors can negatively affect well-being, productivity, and public satisfaction with infrastructure. These findings show that improving fleet availability, schedule regularity, vehicle comfort, and transport accessibility is necessary to provide safe, efficient, and dignified mobility for commuters.

### *B. Coping Mechanisms of Adaptability among Commuters in Braulio E. Dujali Facing Challenges in Public Transit that the Commuters Faced*

Table 2 presents the key themes derived from the coping mechanisms shared by commuters during the in-depth interviews. The thematic analysis revealed three major underlying themes: Waking Up Early to Not Miss the Bus Interval, Treating Commuting Time as an Extension of Working Hours, and Shifting to Motorcycles as an Alternating Transportation Means. These themes encapsulate the primary adjustment made by commuters to cope with irregular bus schedules, physical exhaustion, and the lack of accessible transport options when services are disrupted.

In the study, it was found that commuters in the Municipality of Braulio E. Dujali were forced to wake up early in order not to miss the bus interval. They have dealt with reduced sleeping hours because of the long and uncertain waiting time for public transportation. This situation affects their daily routine, especially among students and workers who need to adjust their

rest just to arrive on time for school or work. This was also supported by Silva et al. (2022), who emphasized that commuting does not only consume travel time but also affects important parts of life such as sleep and self-care. It was found out that some commuters even consider their commuting time as part of their sleeping hours, while others experience tiredness and weakness because they need to study or prepare at night and still wake up early the next morning. This was heightened by Christian et al. (2012, as cited in Silva et al., 2022), stating that longer commuting time may reduce adequate sleep and lessen sleep quality. Further, the study found that commuters also treated commuting time as an extension of their working hours. Since traveling takes up a large part of their day, they no longer see it as just transportation but as part of their job responsibility. This was supported by Khistler (2022), who explained that long commutes can make work feel heavier because the work experience extends beyond official work hours. Aside from this, commuters were also forced to shift to motorcycles and other alternatives whenever buses were unavailable or delayed. However, these alternatives were often expensive, especially for students, workers, and low-income individuals. This was supported by Litman (2021), who emphasized that transport equity must consider affordability so that people can access essential services. Lastly, aside from these challenges, commuters developed coping strategies such as borrowing motorcycles, leaving earlier, managing their time, and becoming patient with delays. To which, Lucas (2012) explained that transport disadvantage is not only caused by physical inaccessibility but also by the lack of flexible, inclusive, and affordable transport choices. These findings show that commuters have learned to adjust to the limitations of the transportation system, but their experiences also reveal the need for more reliable, affordable, and accessible public transport services.

### *C. The Aspirations of the Commuters and Braulio E. Dujali to Create a Better Public Transit Service*

Table 3 outlines the aspirations and recommendations expressed by the commuters and supported by insights from local stakeholders. The responses were categorized into three major themes: Wider Route Coverage, Expansion of Transportation Options, and Scheduling Frequency

Table 2  
Major themes and core ideas on coping mechanisms of the commuters facing challenges in Braulio E. Dujali public transit

Major Theme	Significant Statements
Waking Up Early to Not Miss the Bus Interval	<ul style="list-style-type: none"> <li>• I wake up early to avoid being late for work.</li> <li>• I can still catch some sleep on the bus. That's how it goes.</li> <li>• I sleep early to wake up early.</li> <li>• As a student, I need to study, but the only thing I can do is to go to bed early so I can wake up on time and get enough rest. It's hard to feel weak during the day. I woke up early to catch the bus on time.</li> </ul>
Treating Commuting Time as an Extension of Working Hours	<ul style="list-style-type: none"> <li>• I just think of it as part of the job, the traveling. It's really necessary</li> <li>• I'm so tired, but it seems like that's just part of the job, especially since the workplace is far away. For example, if work starts at eight, I have to leave for the bus by six, as I don't know what time the bus will depart. It's really confusing.</li> <li>• I can't do much because I don't have a vehicle, so I have to adjust. It's exhausting, but it's necessary.</li> </ul>
Shifting to Motorcycles and Other Alternatives	<ul style="list-style-type: none"> <li>• Commuters hire single motorcycles when buses are unavailable;</li> <li>• despite high cost.</li> <li>• Some borrow motorcycles from friends during emergencies or delays.</li> <li>• Commuters wake up much earlier to catch early trips or wait long hours.</li> <li>• Over time, commuters mentally adjust to inconvenience.</li> <li>• Patience becomes part of the routine.</li> </ul>

Table 3

Major themes and core ideas on the aspirations of the commuters in Braulio E. Dujali to create better public transit services

Major Theme	Significant Statements
Wider Route Coverage	<ul style="list-style-type: none"> <li>• Loading zones should be placed in busy areas, and attention should be given to barangays that aren't regularly served.</li> <li>• It's important that all areas are served properly— not just the town center.</li> <li>• There will definitely be more people who can ride if there are more routes available.</li> </ul>
Expansion of Transportation Options	<ul style="list-style-type: none"> <li>• Introduce bao-bao (electric vehicles) for quicker, more efficient trips;</li> <li>• should seat 3–5 people;</li> <li>• ideal for students.</li> <li>• Add more buses and jeepneys;</li> <li>• offer multiple options aside from a single motor;</li> <li>• cater to working people and students.</li> <li>• Provide free shuttle services for workers;</li> <li>• help reduce commuting costs;</li> <li>• ideal for municipal employees.</li> <li>• Place loading zones in high-traffic areas;</li> <li>• improve service in less-served barangays;</li> <li>• ensure all areas are covered.</li> </ul>
Scheduling and Frequency Improvements	<ul style="list-style-type: none"> <li>• Maintain consistent morning and afternoon trips;</li> <li>• passengers rely on these peak hours for travel</li> <li>• More vehicles mean shorter intervals;</li> <li>• reduce waiting time, especially in the heat.</li> <li>• Ensure vehicles arrive on schedule;</li> <li>• Delays affect work and school punctuality.</li> <li>• Inform passengers of actual travel hours;</li> <li>• Educate the public on the reasons for delays.</li> </ul>

Improvements. These themes highlight the community's call for increased vehicle deployment, reliable schedules, affordable fare models, collaborative governance, and improved transport facilities to ensure a more inclusive and efficient public transport system.

In the study, it was found that commuters in the Municipality of Braulio E. Dujali desired the expansion of transportation options to address the continuing problems in daily travel. They have dealt with limited mobility, long waiting hours, costly alternatives, and lack of available vehicles, which encouraged them to recommend more diverse and accessible transport services. This includes the use of electric vehicles, such as bao-bao, which may serve as a faster and cheaper option, especially for students and short-distance commuters. It was also found that commuters wanted more buses and jeepneys to be added in the municipality so that passengers would not be forced to depend mainly on motorcycles. This was supported by Tirachini et al. (2013), who emphasized that increasing available vehicles can help reduce waiting times and improve passenger satisfaction, especially during peak hours. Further, the study found that commuters also recommend wider route coverage. Many participants shared that some barangays are not regularly served, causing residents to travel first to the town center just to find transportation. This adds more expenses, consumes more time, and creates inconvenience for those without private vehicles. This was supported by Cervero (2013), who stated that improving transport coverage and affordability is important in creating an equitable and effective transportation system, particularly in rural and developing areas. Aside from this, commuters also hoped for improvements in scheduling and trip frequency. They expressed the need for clear morning and afternoon schedules, more frequent trips, shorter waiting intervals, and vehicles that arrive on time. These improvements would help students and workers follow their

daily schedules and reduce the stress caused by uncertainty. This was heightened by Zhang et al. (2019), who explained that schedule reliability and transparency are major factors affecting commuter satisfaction in public transport systems. Lastly, aside from expanding routes and increasing vehicle units, commuters also recommended better communication about travel schedules and delays. Providing accurate schedule information would help passengers plan their time properly and lessen frustration while waiting. These findings show that commuters are not only asking for more vehicles but for a more organized, affordable, inclusive, and dependable transportation system that can support their daily mobility needs.

## 5. Conclusion

This section highlights the key findings of the study and makes some conclusions based on the lived experiences of the Braulio E. Dujali Public Transit commuters. The implications and recommendations posed by the researchers are explained in this section.

Commuting was exhausting for professionals, students, and some seniors, mainly in rural areas, as it usually involved at least one bus or jeepney ride. The findings of this study indicated that commutes have the potential for inconvenience through long waiting times, discomfort during travel (traveling far from and to residences, respectively), and disruption of overall operating systems. There are excess hours of commuting, which cause stress due to long periods spent commuting to school, work, or other appointments. In the study of Lagundimao et al. (2024), it was stated that when commuting or going to work every day, commuters are faced with difficulties that impact their everyday lives as well as their overall quality of life.

The frustration associated with long and excessive commuting times, which dramatically alters what should be a

convenient day into a high-stress experience. Commuters have limited amounts of time available to accomplish the things they would like to do and develop themselves as people, and the time they spend in transit negatively impacts the quality of their lives. For students, long distances traveled were physically tiring and undoubtedly exhausting, exacerbated when students carried heavy loads, such as a large backpack, and experienced crowdedness in transportation or long wait times. Senior citizens faced additional barriers to commuting, such as moving or having access to public transit, and mentally, everyone connected the time-lapse experience of commuting with schedule adherence fatigue. Particularly in hot environments and crowded commuting conditions, multiple areas of fatigue were observed in relation to aggravation.

Thus, to address the issues associated with commuting effectively, there must be improvements to public transportation systems, specifically bus services. Enhancements to the commuting experience will improve the level of ease for commuters when they utilize the services of public transit systems. Enhancing the comfort level of commuters while commuting and providing a reliable schedule will provide the commuter with improved comfort overall. Providing comfort elements, such as providing comfortable seating and air conditioning, will help commuters feel less stressed when commuting. With bus service providing a definitive timeframe for the arrival of the bus, it becomes more manageable for the commuter to plan their schedule accordingly and reduces the guessing and uncertainty about when the bus will arrive. Improving the commuting experience in urban areas positively impacts the experience of the commuters using the systems as well as the broader communities for which they serve (Lagundimao *et al.*, 2024).

Thematic analysis was used to interpret the data collected from ten participants through in-depth interview. The findings revealed several key themes in the commuters' experiences, highlighting their preference to commute to save money, frustration over the long waiting interval, and the unsettled operating mechanisms of the public vehicles. Despite these challenges, the residents adapt by paying a higher cost of three times what they usually pay in jeepneys and buses to get to where they need to be on time. This study also suggests several vital implications and recommendations. It underscores the necessity for a fixed hour interval, free public transit services, and an increase in public vehicles. Moreover, due to unsatisfactory operating mechanisms, an immediate request to increase the number of buses is also deemed crucial to support disaster-affected communities. Overall, this research highlights the experiences and aspirations of the commuters in Braulio E. Dujali, emphasizing the need for proactive ways to enhance safety and convenience.

Moreover, this study highlights significant challenges commuters face in Braulio E. Dujali, particularly regarding long waiting intervals, uncomfortable vehicles, and inadequate operating mechanisms. Further research could focus on the effectiveness of proposed solutions, such as fixed hour intervals and increased public vehicle availability, to assess their impact on commuter satisfaction and stress levels.

Researching a larger and more diverse subject pool would improve understanding of the different commute-related experiences encountered by various demographics, and that these are not homogeneous, with differences in needs among professionals, students, and older citizens, who may have different commute-related considerations. Other areas of possible focus include the financial implications of commuting behaviours, especially the added cost residents incur to ensure they arrive on time, and potential policy recommendations to make public transport more affordable and accessible. It would also be worth exploring whether current commuting behaviors create environmental opportunities, and whether alternatives are a reasonable improvement in sustainable transportation solutions. In general, the focus area has the potential to provide actionable insights and improve the commuting experience of provincial residents, either in person or virtually.

In conclusion, this study underscores the significant challenges face by commuters in Braulio E. Dujali, including long waiting intervals and discomfort. The experiences of professionals, students, and senior citizens reveal a complex landscape of stress and inconvenience that affects their daily lives. Despite these obstacles, commuters exhibit resilience by adapting to their circumstances, often incurring higher costs for timely transport. The findings emphasize the urgent need for improvements in public transportation systems, such as fixed hour intervals and increased vehicle availability, to enhance safety and convenience. Addressing these issues not only benefits commuters but also fosters a more efficient and accessible public transport network. Ultimately, this research highlights the importance of understanding commuter experiences to inform future policies and initiatives aimed at improving transportation in provincial areas.

## References

- [1] A. L. Adriano, "Ilocos Norte provides free shuttle service for Laoag workers," *Philippine News Agency*, Dec. 3, 2020. [Online]. Available: <https://www.pna.gov.ph/articles/1123735>
- [2] K. M. Alucilja and A. Fillone, "Operational Characterization of Habal-Habal in Selected Municipalities of North Cotabato," *Transportation Science Society of the Philippines (TSSP)*, 2018.
- [3] K. Ambak, K. K. Kasvar, B. D. Daniel, J. Prasetijo, and A. R. Abd Ghani, "Behavioral intention to use public transport based on theory of planned behavior," in *MATEC Web of Conferences*, 2016, pp. 1–7.
- [4] D. Ayton, "Chapter 5: Qualitative descriptive research," Pressbooks, Mar. 21, 2023. [Online]. Available: <https://oercollective.caul.edu.au/qualitative-research/chapter/unknown-5/>
- [5] S. Baral, S. Uprety, and B. Lamichhane, *Focus Group Discussion*. Kathmandu, Nepal: HERD Publications, 2016.
- [6] K. Chang, K. Abante, P. Mariano, J. Sevilla, R. Siy, and J. Ugay, *The Systemic Shortage in Philippine Public Transportation: The Impact of the Infrastructure Flagship Project Pipeline on the Mobility Needs of the Greater Capital Region and Recommendations to Bridge the Gap*. Move As One Coalition, 2021.
- [7] J. A. Cleland, "The qualitative orientation in medical education research," *Korean Journal of Medical Education*, vol. 29, no. 2, pp. 61–71, 2017.
- [8] T. Deng, "Impacts of transport infrastructure on productivity and economic growth: Recent advances and research challenges," *Transport Reviews*, vol. 33, no. 6, pp. 686–699, 2013.
- [9] M. DeJonckheere and L. M. Vaughn, "Semistructured interviewing in primary care research: A balance of relationship and rigour," *Family Medicine and Community Health*, vol. 7, no. 2, Art. no. e000057, 2019.
- [10] Department of Transportation, Department of the Interior and Local Government, and Land Transportation Franchising and Regulatory Board,

- Local Public Transport Route Plan Manual*. Manila, Philippines: DILG, 2017.
- [11] F. Dobbie, S. McConville, and R. Ormston, *Understanding Why Some People Do Not Use Buses*. Edinburgh, Scotland: Scottish Government Social Research, 2010.
- [12] D. Edwards, "Another One Rides the Bus: The Impact of School Transportation on Student Outcomes in Michigan," Brown University, Providence, RI, USA, 2022.
- [13] M. A. Esfeh, S. Saidi, S. Wirasinghe, and L. Kattan, "Waiting time and headway modeling considering unreliability in transit service," *Transportation Research Part A: Policy and Practice*, vol. 155, pp. 219–233, 2021.
- [14] A. J. Fallaria, R. De Jesus, M. Carpio, F. L. Jacinto, L. De Leon, J. Agapito, and J. G. Ramos, "Emerging from the 'worst': An ethnography of the modern Filipino commuting culture behind the Metro Manila traffic crisis," *MATEC Web of Conferences*, vol. 272, Art. no. 01032, 2019.
- [15] C. Gershenson and L. A. Pineda, "Why does public transport not arrive on time? The pervasiveness of equal headway instability," *PLoS ONE*, vol. 4, no. 10, Art. no. e7292, 2009.
- [16] M. Gupta, S. Bandyopadhyay, M. Mahapatro, and S. Jha, "The effects of road infrastructure, and transport and logistics services interventions on women's participation in informal and formal labour markets in low- and middle-income countries: A systematic review," *Campbell Systematic Reviews*, vol. 14, no. 1, pp. 1–57, 2018.
- [17] L. Han, C. Peng, and Z. Xu, "The effect of commuting time on quality of life: Evidence from China," *International Journal of Environmental Research and Public Health*, vol. 20, no. 1, Art. no. 573, 2022.
- [18] D. Jamil, M. Rayyan, A. K. A. Hameed, F. Masood, P. Javed, and A. Sreejith, "The impact of commute on students' performance," *Journal of Medical and Health Studies*, vol. 3, no. 3, pp. 59–67, 2022.
- [19] R. M. Lagundimao, J. Bosto, S. W. J. Yu, and M. Navarro, "Productivity loss factors in NCR commuters amidst traffic congestion: Exploring through factor analysis and structural equation modeling," in *Proc. International Conference on Research in Education and Science*, 2024.
- [20] B. P. Loo and K. H. Tsoi, "Stressors for bus commuters and ways of improving bus journeys," *Transportation Research Part A: Policy and Practice*, vol. 187, Art. no. 104164, 2024.
- [21] M. Nacem, W. Ozuem, K. Howell, and S. Ranfagni, "A step-by-step process of thematic analysis to develop a conceptual model in qualitative research," *International Journal of Qualitative Methods*, vol. 22, 2023.
- [22] B. E. Neubauer, C. T. Witkop, and L. Varpio, "How phenomenology can help us learn from the experiences of others," *Perspectives on Medical Education*, vol. 8, no. 2, pp. 90–97, 2019.
- [23] J. Nilsson, J. Jansson, K. Nicholas, and C. Zhao, "Examining senior citizens' use of public transport: The role of digitalization, environmental concern, and traveler satisfaction," *Travel Behaviour and Society*, vol. 38, Art. no. 100924, 2024.
- [24] S. Nguyen, M. Moeinaddini, I. Saadi, and M. Cools, "Unveiling the drivers of modal switch from motorcycles to public transport in Southeast Asia," *Transportation Research Part F: Traffic Psychology and Behaviour*, vol. 102, pp. 373–391, 2024.
- [25] Office of the Ombudsman and Urban Partnerships Foundation, *Urban Transport*. Manila, Philippines: Office of the Ombudsman, 2012.
- [26] N. Pavón and L. I. Rizzi, "Road infrastructure and public bus transport service provision under different funding schemes: A simulation analysis," *Transportation Research Part A: Policy and Practice*, vol. 125, pp. 89–105, 2019.
- [27] K. D. Peña, "As PH transport crisis worsens, workers say traffic, lack of rides are draining them," *INQUIRER.net*, Jun. 28, 2022. [Online]. Available: <https://newsinfo.inquirer.net/1617567/as-ph-transport-crisis-worsens-workers-say-traffic-lack-of-rides-are-draining-them>
- [28] Presidential Communications Office, "Commuters to benefit from gov't transport projects," Mar. 14, 2025. [Online]. Available: [https://pco.gov.ph/news\\_releases/commuters-to-benefit-from-govt-transport-projects/](https://pco.gov.ph/news_releases/commuters-to-benefit-from-govt-transport-projects/)
- [29] M. A. Ramli, V. Jayaraman, H. C. Kwek, K. H. Tan, G. L. K. Khoon, and C. Monterola, "Improved estimation of commuter waiting times using headway and commuter boarding information," *Physica A: Statistical Mechanics and Its Applications*, vol. 501, pp. 217–226, 2018.
- [30] R. Risdiyanto, A. Munawar, M. Z. Irawan, M. Fauziah, and P. F. Belgiawan, "Why do students choose buses over private motorcycles and motorcycle-based ride-sourcing? A hybrid choice approach," *Sustainability*, vol. 14, no. 9, Art. no. 4959, 2022.
- [31] J. P. Rodrigue, "Transportation and Economic Development," *The Geography of Transport Systems*, Mar. 20, 2024. [Online]. Available: <https://transportgeography.org/contents/chapter3/transportation-and-economic-development/>
- [32] M. K. K. Rony and H. M. Alamgir, "High temperatures on mental health: Recognizing the association and the need for proactive strategies—A perspective," *Health Science Reports*, vol. 6, no. 12, 2023.
- [33] A. Tirachini, D. A. Hensher, and J. M. Rose, "Crowding in public transport systems: Effects on users, operation and implications for the estimation of demand," *Transportation Research Part A: Policy and Practice*, vol. 53, pp. 36–52, 2013.
- [34] J. Weng, J. Yu, X. Di, P. Lin, J. Wang, and L. Mao, "How does the state of bus operations influence passengers' service satisfaction? A method considering the differences in passenger preferences," *Transportation Research Part A: Policy and Practice*, vol. 174, Art. no. 103734, 2023.