Title: Construction and validation of the public bus passenger safety evaluation scale

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Public transport (PT) passengers make safety evaluations, yet to the best of our knowledge, there exists no instrument to measure these evaluations. What exists is a generalised service quality scale (SERVQUAL). Unfortunately, this scale does not adequately capture the content domain of personal safety which is important to PT users, especially in developing countries where PT vehicle accidents are both frequent and severe. This study discusses the development and validation of the public bus passenger safety evaluation scale (PBPSES), for measuring public bus passengers’ safety evaluations. The results of two independent studies suggest that the PBPSES measures three facets of public bus passengers’ safety assessments: driver-related, transport operator-related and vehicle-related safety assessments. Through both exploratory Principal Component Analysis (PCA) and Confirmatory Factor Analysis (CFA) (using IBM SPSS Statistics and AMOS respectively), we demonstrated that the new scale is reliable, psychometrically sound and can be utilised to assess public bus passengers’ safety evaluations. The 3-factor model observed through PCA was confirmed using CFA, indicating that the same factor structure existed in both datasets. The final 3-factor, 17-item model exhibited an acceptable model fit and evidenced convergent validity. However, we recommend further studies to establish the scale’s predictive validity (the extent to which public bus users’ safety assessments would inform future bus use and transport operator choices).