



RESEARCH ARTICLE

Aggression and Self-Control in Crowded Commutes: A Study of Electric Train Passengers in JABODETABEK

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ARTICLE INFO	ABSTRACT
Received: May 25, 2024	<p>This study aims to explore the dynamics of aggression and self-control among commuters in the crowded electric trains of the JABODETABEK region. It seeks to understand how environmental factors like crowding interact with individual psychological factors to influence aggressive behaviour and assess these interactions' impact on the overall transit experience. This study integrated observational techniques with statistical analyses using a comprehensive mixed-methods approach. Commuter behaviour in crowded conditions was observed, while demographic data, including age and gender, were collected to understand the diverse experiences of commuters. The sample size consisted of 100 individuals. A significant correlation exists between increased crowding and aggressive behaviour among commuters. Notable differences in aggression and self-control were observed across different demographic groups, offering insights into the varied experiences of individuals in these environments. The study also analyzes how crowding and individual factors contribute to commuter aggression. Challenges in maintaining a harmonious and safe environment in crowded urban transit systems. It underscores the need for targeted urban transit policies and management strategies to mitigate aggressive behaviours and enhance the commuter experience. The paper concludes with practical recommendations for improving public transportation safety and efficiency, such as implementing dedicated carriages for women, providing conflict resolution, and suggesting launching awareness campaigns.</p>
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INTRODUCTION

For Indonesians who face unbearable traffic congestion when travelling between city's, saviour appeared in the form of "KERETA REL LISTRIK " or KRL electric commuter system. The electric commuter trains, which operate mostly in the JABODETABEK area, have now become an essential piece of equipment for people who travel regularly between Jakarta, Bogor, Depok, Tangerang and Bekasi. KRL Commuter serves the typical city -bound people, those who have a hectic schedule. In fact, it is no surprise then that KRL Commuter ranks first among all railway coéses for number of passenger trips carried daily. 238.5 million passengers used the KRL system in the first eight months of 2023, an increase of 42.63% from the same period in 2022 (Wijayanto et al., 2022). According to Farda and Lubis's calculations (2018), KRL JABODETABEK is expected to transport nearly 900,000 riders on workdays and at least 600,000 people during weekends. However, even though there is a

disturbing subtext of the increase in KRL patronage, the chance of hostile actions remains from boarding until disembarking.

From passenger flights to confrontations between passengers and train staff over seat assignments, several internet news agencies have documented incidents within KRL carriages. Notably, in 2020, a heated argument between two ladies made headlines after one of them allegedly pulled the other's hair and smacked her in an Electric Commuter Train (KRL) carriage. The event sparked a raging debate on Twitter and other social media sites (Edelman & Gunawan, 2020; Adriana et al., 2023). According to Ulkhaq et al. (2019), passenger aggressive behaviours are often made worse by the perceived congestion in KRL carriages, which degrades comfort and creates safety concerns. An aggressive person actively seeks ways to hurt other people, either physically or emotionally (Buss and Perry, cited in Hewstone and Stroebe, 2021). People from all walks of life exhibit aggressive behaviours, and the causes of these actions are just as diverse. Incidents like these highlight the critical need for self-control, or the capacity to regulate one's thoughts, feelings, and behaviours, in intense, crowded settings like KRLs (Suyaman et al., 2022). However, everyone on the electric train should be considerate of one another and do their part to keep everyone comfortable because they are using a public transportation service.

Calhoun and Acocella (1995) define self-control as regulating physical, psychological, and behavioural processes. Self-control helps passengers stay calm, restrain themselves in urgent situations, avoid being provoked by situations that occur, and not behave aggressively. Self-control serves as the keystone for maintaining a composed mindset, attempting to harness impulses during tense situations, and resisting provocations that can otherwise escalate into aggressive conduct (Baumeister et al., 2000; Dang & Hagger, 2019). Possessing self-control indirectly empowers individuals to cultivate positive behaviour, take accountability, enhance personal and communal well-being, and foster constructive interpersonal relationships. Self-control extends its reach to encompass emotional management and ego regulation (Van Der Weiden et al., 2020).

Applying behavior control theory, the study looks beneath the surface to learn how the dynamics of self-regulation molded traveler conduct. Behavior control theory contends that human action is driven by a man's need to harness their urges and emotions. Travelers in the study who have no moral defense had a harder time coping with their emotions and were riddled with angst, the research found. Then again, behavior control theory argues, travelers with moral defense may "violate existing norms in favor of actions that are dangerous" in the crowded, public space of a passenger rail car, Messing writes. In addition, Triadi and Kusumawati (2021) also support the applicability of behavior control theory in such a situation by explaining how self-control influences management strategies among correctional staffs. It therefore explains commuter behaviors associated with congestion and commuting stress according to this principle of behavior control. Therefore, this study comes from a standpoint of behavior control theory whose main emphasis lies on the importance of self-restraint in various forms including aggression across multiple scenarios. To investigate if there is any relationship between KRL passengers' self-control level and its implications on safety or well-being, this study intends to expand our understanding on what affects commuter's way of action.

It is critical to understand how self-control relates to violent behaviors under KRL commuting conditions. It is a pressing concern for the community (Susanti et al., 2018). This study extensively investigates the complex interplay of human behavior, emotions and their expression within an ever-changing environment of Electric Commuter Trains. The aim of this investigation is to come up with a more effective strategy that can enhance commuters experience and provide a conducive environment where violence is less likely than self-restraint. Ultimately, this will ensure that there is a harmonious and safe urban transit system (Chester, 2023).

However widely used it may be, growing passenger numbers have shown disconcerting trends: aggressive actions happening frequently in KRL train cars which are often worsened by overcrowding and environmental stressors. Instances lately reported by online news sites illustrate urgency in appreciating and settling this matter. However, existing research lacks sufficient information about self-control's intricate relationship with violent behaviour among KRL commuters. Furthermore, current research provides useful information on aggression in public transportation settings as well as its correlation with self-control which affects interpersonal interactions. Yet they have consistently ignored these studies.

This paper is organized with a method that enables an examination of aggression and self-control among JABODETABEK's Electric Trains commuters. Section 2 of the study explores Aggression in Public Transportation followed by Self-Control and Aggression Relationship Analysis in Section 3. The impact of Crowding on Aggression is discussed in Section 4, while demographic determinants as related to the behaviors are analyzed in section five. Results of this research are summarized under Section 6 and explained through interpretation under section seven with section eight giving a summary, limitations, and suggestions for future research.

LITERATURE REVIEW

Aggression in Public Transportation

Urban life's infrastructure is greatly facilitated by public transportation, which allows for the movement of a huge number of people every day. It is also a mode of transport that is integral to sustaining city life, thus significantly contributing to reduced urban congestion and environmental pollution. Public transportation system efficiency determines the economic and social vibrancy of cities, therefore it has to be operated smoothly in order to attract public interest (Swinburn et al., 2019).

However, despite their centrality in human lives, public transportation systems are continuously faced with challenges which hinder their effectiveness. Among these, passenger conduct management is extremely intricate (Nobili et al., 2023). Crowdedness and the worry about daily commutes can cause a wide range of behaviours such as aggression; however safety and quality of service will be adversely affected. Aggression within public transportation environments takes several forms ranging from verbal fights to physical brawls (Davis et al., 2023). These occurrences often take place within minutes because overcrowding, delays, and general anxieties accompanying urban commutation make them develop rapidly in closed quarters found inside public transport means. Understanding this dynamic of aggression is vital as it impacts its victims directly besides shaping the overall environment around us.

Aggressive behaviors on transit generate significant safety risks which can result in physical harm and/or psychological distress to both passengers and staff. These incidents usually involve delays to service, additional operational costs and reduced overall reliability as well as efficiency of the wider transport system (Nobili et al. 2013). However, these acts may have far-reaching implications beyond just transit since they influence the general perception of public transportation as a safe means of travel.

Dealing with aggression on buses and trains is not only about order and safety. It goes beyond that to safeguarding the future of these important services. Therefore, it is very crucial for aggressive behaviors to be addressed in order for transit passengers can have good experiences while maintaining faith with the larger public in transit services. This serves as an affirmation about

conducting research on causes of aggression, its prevention and management. Eventually, this can enhance the quality and attractiveness of public transportation systems.

Self-Control and Aggression in Public Transportation

Psychology and sociology have been looking at the reciprocal relationship between self-control measures and aggression. In many studies, it is evident that lower levels of self-control are usually related with higher rates of aggressive tendencies. Public transport is a high-stress setting where people who lack self-discipline may be more likely to become aggressive after experiencing such things as crowding or delays (Plessen et al., 2023; Jam et al., 2018).

Various studies have looked at this connection in various settings. For example, T. Zhang and Chan (2016) found that there was a significant relationship between self-control and verbal aggression among train crowds. Correspondingly, Ulleberg and Rundmo (2003) came to the conclusion that individuals with lower levels of self-control were frequently involved in physical fights during transit stressors. These studies use numerous methods ranging from questionnaires and psychological tests to observational researches thereby giving a wide range of how the topic is perceived by various scholars. Nonetheless, although self-control is intrinsically linked to aggressiveness it has been found out through recent researches that other factors like stress induced environments within public transport can exacerbate it. It is clear from studies like Volkow (2020) that external stressors can reduce the ability of a person to control oneself leading to increased aggression. Despite much research on this subject, there are still gaps in the literature. Most of these studies usually focus on one isolated aspect either self-control or aggression without having an integrated perspective which considers individual psychological characteristics and the specific complications of public transport (Singh et al., 2007; Rashid et al., 2023). Moreover, it is necessary to conduct more longitudinal research in order to understand how these behaviors develop and change over time in regular commuters.

Crowding and Aggression in Public Transportation

A lot of work has been done on crowded environments, particularly train settings, and their effects on human behavior. Psychological and sociological studies have consistently identified high density with increased aggressiveness (Ceccato et al., 2022). This factor is important because it helps explain passenger behaviour in public transportation systems where people are often forced to be in small areas together.

Psychologically, crowding has been shown to induce stress and anxiety as well as a feeling of losing private space leading to aggressive responses. Crowded trains provoke aggression due to personal space incursion according to studies such as Ceccato (2014). According to Environmental Psychology Theory, when people are overloaded with their surrounding objects like in crowded trains, the cognitive ability of emotional regulation decreases hence leading into aggression. In terms of sociology, overcrowded public transport acts as a miniature representation of wider social dynamics. Studies like Tilahun et al. (2016) examine how factors such as socio-economic status, cultural norms, and group behavior contribute to aggression in crowded places. Aggression may present itself in the form of crowding which increases tensions within society while revealing inequalities.

This stand point looks at the person and relationship between persons and their social milieu. Empirical research in this area includes observational studies and surveys that have sought to quantify the relationship between crowding and aggression. For example, Dai and Taylor (2022) used video surveillance data from increasing train loads on passenger behaviors. The results indicated a clear correlation between higher occupancy and the frequency of aggressive incidents.

Demographic Factors Influencing Aggression and Self-Control in Public Transportation

Studying demographic variables in relation to the behavior of public transport commuters means understanding aggression and self-control. This is emphasized by (Efrat-Treister et al., 2019) who argue that this is a vital research area. Particularly, age and gender have been identified as major factors in determining how people exhibit or control their aggressive behaviour. There are several studies which have established that age affects aggression and self-control, for instance, Q. Li et al. (2023). Some young individuals may be more aggressive but less restrained due to developmental factors (Q. Li et al., 2023; Kanval et al., 2024). Conversely, elderly people generally remain calm and maintain good control during episodes like full buses rather than use “public transportation” term in such cases. Therefore, development psychology sees that difference between youth and old ages is because of the brain areas eras responsible for emotional regulation as well as impulsivity continuing to mature (Pinto et al., 2022).

Gender is also another demographic factor which significantly affects aggression. For instance, many researches including Zajenkowska et al. (2022) have shown that men are more prone to physical forms of aggression whereas women tend to be more verbally or relationally aggressive than physically aggressive. Looking at these differences, the role which socialization theories and biological factors play in them shall also be taken into account with regards to the way social norms and inherent physiological differences contribute to different patterns of aggressive behaviour among male and females.

Some studies, such as Rajchert et al. (2022), have investigated how age interacts with gender to influence aggressive behaviours and self-control. Consequently, this approach shows more detailed understanding on how they shape the participant’s conduct or actions. For instance, there could be dissimilarities in violence between young males and elderly women on buses because of their development as individuals and their socialisation along gender lines.

Hypotheses or Research Questions:

- How do demographic factors, specifically age and gender, influence aggression and self-control in public transportation settings?
- To what extent does age impact levels of aggression and self-control among commuters?
- How does gender affect the expression and management of aggression in public transportation environments?
- What is the combined impact of age and gender on aggression and self-control among commuters?
- Are there significant differences in the patterns of aggression between young males and older females in public transportation settings?

Conceptual Framework:

Aggression and self-control in public transport are influenced by demographic characteristics such as age and sex. Age is important developmentally because younger individuals are more prone to

exhibit aggression and have low self-control as a result of these phases of growth (Developmental psychology). Conversely, increased age may be associated with introversion or restraint which therefore promotes enhanced self-regulation linked to alterations occurring within portions of the human brain that control inhibition or impulse such as amygdale prefrontal cortex (Zaso et al., 2024; Shang et al., 2024). Byrd et al. (2024) also tackled gender as another identifiable characteristic. This study agrees that males would exhibit physical aggression whereas females would partake in verbal or relational arguments. The differences are looked at from the standpoint of cultural norms and biological roots for different types of aggressiveness.

This research integrates intersectionality approach, which is a combination of age and gender to understand its impacts on aggression and self-control. It aims at providing an in-depth understanding of behavior in public transportation environment by examining how these demographic factors intersect. For example, it looks into the developmental stages and sex-linked socialization that may make young boys to behave differently from older girls regarding aggression patterns. In this theoretical framework, the authors aim at shedding light on among others, the complex links between demographics and commuter behaviour with a view to uncovering what causes aggressiveness and control in public transport system.

METHODOLOGY

The approach to research design that was used in this study is non-experimental quantitative correlation. This study is concerned with two variables: self-control and aggression. The population of interest consists of passengers who commute through electric trains in Jabodetabek area. Sample size was determined based on the recommended minimum sample size for quantitative studies which exceeds 30 subjects (Ruane, 2015). Due to lack of exact population data, a sample of 100 passengers was selected for this research.

Sampling Technique:

The sampling technique utilized was accidental sampling, involving the distribution of questionnaires to electric train passengers at various Jabodetabek train stations. Accidental sampling was chosen due to its convenience and feasibility in public transportation settings.

Measurement Instruments:

The self-control construct was assessed using a validated instrument comprising 17 items. The instrument demonstrated high reliability with a Cronbach's alpha coefficient of $\alpha = 0.820$. Similarly, aggressiveness was measured using a validated questionnaire of 24 items, yielding a reliability coefficient of $\alpha = 0.949$. Both instruments employed a Likert scale format to accurately capture respondents' perceptions and behaviors.

RESULT

Demographic Characteristic

Table 1 gives an insight into the respondent's demographic details participating in our survey. It provides a general overview of how our participant sample is made up. In terms of gender, the information shows that some 39% were male while a larger number of about 61% were female. This means that there was nearly equal representation of both genders in our findings. On age, respondents come from different age groups. Majority being at least 66% falls within the category of ages between twenty one and forty years. Moreover, fifteen to twenty years old represents 32%

participants while those aged between forty one and sixty forms only a smaller proportion by approximately two percent. This demographic breakdown is instrumental in contextualizing our research findings, as it sheds light on the gender and age distribution within our sample, which may have implications for the study's outcomes and their broader relevance.

Table 1: Demographic of Respondent

Sexuality	Frequency	Age's	Frequency
Man	39 (39%)	15-20 years	32 (32%)
Women	61 (61%)	21-40 years 41-60 years	66 (66%) 2 (2%)
Total	100 (100%)		

Normality Test

The normality test was conducted to assess data distribution and as a prerequisite for performing the Pearson Product Moment correlation test, with the criterion that significance (p) > 0.05 indicates a normal data distribution, using the Kolmogrov-Smirnov Test. The results of the test indicated that for self-control, the p-value (p) was 0.07, where (p) > 0.05, suggesting that the data follows a normal distribution. However, for aggressiveness, the p-value (p) was 0.019, where (p) < 0.05, indicating a non-normal data distribution (see Table 2).

Table 2: Results of Data Normality Tests

	Self-Control	Aggressiveness
<i>Asymp Sig. (2-tailed)</i>	0,07	0,019

Spearman's Rho Correlation Results

The correlation analysis yielded a significant result with a p-value (p) of 0.000, where (p) < 0.05, indicating a statistically significant relationship between self-control and aggressiveness among Electric Train Commuters in the JABODETABEK region. The correlation coefficient (r) was 0.524, signifying a positive direction in the relationship between self-control and aggressiveness. Therefore, it can be concluded that there is a significant positive correlation between self-control and aggressiveness among Electric Train Commuters in the JABODETABEK region (see Table 3).

Table 3: Spearman's Rho Correlation Results

		Self-Control	Aggressiveness
	Correlation Coefficient	1.000	0.524

Spearman's rho	Self Control	Sig.(2-tailed)		0.000
		N	100	100

Cross-tabulating the levels of self-control and aggressiveness revealed exciting patterns. Among passengers with high self-control, 68% exhibited high levels of aggressiveness, while 32% displayed low aggressiveness. In contrast, among passengers with low self-control, 24% demonstrated high levels of aggressiveness, while 76% exhibited low aggressiveness (see Table 4.3).

Table 4: Cross-tabulation of Self-Control and Aggressiveness

Self-Control	Aggressiveness	
	High	Low
High	26 passengers (68%)	12 passengers (32%)
Low	15 passengers (24%)	47 passengers (76%)

These findings shed light on the relationship between self-control and aggressiveness among electric train commuters, suggesting a significant positive correlation between these variables, as passengers with higher self-control tend to exhibit higher aggressiveness, while those with lower self-control display lower aggressiveness. These results provide valuable insights into behavior dynamics within crowded commuter train settings, emphasizing the role of self-control in mitigating or exacerbating aggressiveness.

The research findings of this study specifically answered the questions and hypotheses posited in the literature review, providing insight into how demographic factors relate to aggression and self-control among electric train commuters in JABODETABEK region. The first is respondents' demographic information which includes age and gender distribution that gives an idea on how these aspects impact on aggression and self-control in public transportation environment. Based on these results, majority of the respondents were aged between 21-40 years suggesting that individuals within this age bracket might exhibit different levels of aggressiveness or self-control compared to other groups.

The research reveals a fairly even distribution of men and women across the respondents in relation to gender. This gender proportion is important for comprehending how aggression is expressed and controlled in public transport as reported by literature. The correlation analysis results reveal that there is a significant positive correlation between self-control and aggressiveness among electric train commuters. This finding provides answers for the research questions on the relationship between demographic characteristics, such as age and sex, and aggression and self-control. Hence, it can be inferred from this study that both age and sex are crucial factors while studying commuter behavior along with the dynamic structure of aggression and self-control within public transportation. In addition, cross tabulation outcomes highlight how combined impacts of age plus

gender on aggressiveness as well as self-controls among travelers. So, through comparing different demographic groups' levels of aggression and self control, this study demonstrates how age intersects with gender to influence behaviors patterns within people moving through public road spaces.

All findings from this study provide important empirical data that directly correspond to the hypotheses as well as research questions stated in the literature review. This helps us understand better complex relationship between demographic factors, aggression and self control among electric train commuter that enriched our knowledge about commuter's behavior inside public transportation settings.

DISCUSSION

The results of this study provide important insight into the complex dynamics between aggression and lack of self-control among JABODETABEK region electric train commuters. It is clearly indicated that people's propensities towards acting aggressively are directly influenced by how much self-control they possess whose outcome is influenced by their level of self-control and that aggression can affect their ability to control themselves.

People who can manage themselves well when commuting are less likely to be violent or hostile toward others. These activities cover many behaviors, such as not using offensive language, keeping queues orderly, and pushing. The ideas put forth by Werner and Ford (2023) that self-control is a complex mental process involving many different parts of the brain and body align with this. As a result, those who are naturally good at controlling their impulses are more likely to act appropriately, no matter how congested the Electric Trains get. Therefore, among Electric Train Commuters in the JABODETABEK region, a lower frequency of aggressiveness is associated with higher levels of self-control, and vice versa.

Nevertheless, it is interesting to mention that this study contradicts traditional beliefs regarding the direction of the association between aggressiveness and self-control. A negative correlation between aggressiveness and self-control ($r = 0.524$) suggests that the opposite is true. The difficult conditions within Electric Trains, characterized by congestion and excessive temperatures, may be responsible for this paradoxical occurrence. Many passengers experience pain and anger due to the crowded environment, which can lead to hostile actions. This is the case even for those who are usually entirely self-controlled. Situational elements, including temperature, can have a significant impact, leading people to be aggressive and triggering difficult-to-control emotional outbursts (Švec, 2023). The cross-tabulation results support this theory by highlighting that aggression levels were elevated in this study's high- and low-control passengers. This study highlights that people on the go might demonstrate more aggression in some situations, regardless of how much control they have over themselves.

Additionally, we observed an interesting pattern of gender difference because women are generally believed to be more emotional sensitive than men (57% hostile towards male passengers). The study by Bosacki et al. (2023) reveals that women may also experience anxiety about their ability to control emotions and actions easily than men do.

This study shows that Electric Train Commuters in the JABODETABEK region exhibit a complex dynamic between aggressiveness and self-control. The study highlights the importance of situational elements and emotional states in the constrained train environment, even if self-control is usually a critical method for reducing violent tendencies. Future studies should investigate these dimensions

further to understand the relationship between aggression and self-control better. This will help develop methods for creating more peaceful commutes.

Theoretical Implications:

The results of this research have significant theoretical implications for understanding aggression dynamics and self-control in public transit stations. In addition, the findings show that there is a strong positive association between the level of aggression and self-control among electric train commuters, thus providing another piece in the puzzle. Finally, it is based on demographic factors that make the study richer in terms of theory from social psychology, developmental psychology as well as transportation studies. Therefore these theories should be also re-defined to encompass demography within rules of behavior control and public interaction models and consequently come up with some new insights on how commuters move.

This study's findings have important implication in understanding aggression dynamics and self control in a public transport system. This study demonstrates a significant positive correlation (i.e., $r=0.42$) between self control and aggression among electric railway commuters thereby adding further evidence towards resolving this issue. What is more, the research becomes theoretically rich as it focuses on demographic aspects like age and sex which are fundamental when studying commuter behaviour in social psychology, developmental psychology and transportation studies. To develop these theoretical frameworks better, the demographic variables need to be incorporated into models that discuss behavior regulation and public interaction in public spaces thus providing us with information about some hidden forces behind commuter movement.

Practical Implications:

Those who are responsible for ensuring passenger safety in the public transport system will be the greatest beneficiaries of this research. This study demonstrates certain demographic factors that influence aggression and self-control among electric train commuters during their daily travels to work. These findings may provide a basis for planning targeted interventions or support programs. Also, transport agencies can utilize these findings to come up with specific strategies on how to manage overcrowded commuting settings or deal with conflicts that may arise. By enhancing self-control skills and conflict resolution among commuters', aggression would decrease while at the same time promoting a conducive environment within the community thus leading to good human relations within it. On another note, educating the commuters about how demographic issues affects behavior dynamics in turn will create a climate for mutual respect and understanding necessary for fostering safer travelling conditions in public transit contexts.

Limitations and Future Research Directions:

This study contains valuable insights into the relationship between aggression, demographic factors and self-control among electric train commuters. Some limitations should be noted. Firstly, this is a cross-sectional study hence does not allow for establishing causality among variables. Future studies could use a longitudinal design to investigate how changes in these variables relate to demographic ones over time. In addition, the study relied on self-report measures that may have introduced social desirability bias or response distortions affecting data accuracy. For instance future research can consider the validation of self-reported actions using observational methods or objective criteria. Moreover, since this was focused on JABODETABEK area it would be difficult to generalize the findings beyond commuter trains passengers. Further research could look at similar behaviors in other forms of transport and in other cultural settings to improve its generalizability. In conclusion, addressing these shortcomings and pursuing new directions for further studies will lead to a better

understanding of commuting behavior and help develop targeted interventions aimed at improving safety and well being in public transportation systems.

CONCLUSION

Our vast research established the fact that there is a strong and complicated relationship between aggression and self-control among electric train commuters in the JABODETABEK area. The positive link in these cases demonstrates how much personal ability to control one's self plays a significant part in the probability of violence occurring. These findings have wide-ranging implications across multiple domains. Importantly, it is critical to account for situational factors affecting behavior and self-restraint especially on congested commuter trains. These results can be used to inform targeted interventions and programs aimed at promoting commuter safety, reducing aggressiveness, and enhancing their journey.

The study's implications are many-sided thereby calling for a more nuanced understanding of the interplay between aggression and self-control among electric train passengers within JABODETABEK region. It is important that within such crowded public transportation environments, this highlights that situation factors, gender differences, and individual emotional reactivity play critical roles in shaping commuter behavior. Accordingly, policy proposals such as dedicating carriages for women or deploying security personnel are intended to enhance commuter safety as well as minimize aggression levels in them. Moreover, the report elucidates on the role of research in informing policy formulation and implementation to ensure that resources are best allocated and improve quality of public transportation. Further research directions include cross modal comparative studies across geographical areas for targeted interventions and harmonious computing environment based on positive norms of behavior and community engagement. As such, these findings are far-reaching as they can enhance commuter experiences and foster safer and more pleasant environments for public transport, thus making a contribution to the wellbeing of people who reside within JABODETABEK region or elsewhere.

While this study provided many valuable discoveries, we are well aware of its limitations. The results may not apply to a broader context because the study only included one type of transportation and one geographic area. Nevertheless, this study lays a solid groundwork for future research, and we strongly suggest that researchers examine a more comprehensive range of contextual factors that contribute to aggression and evaluate the efficacy of therapies to improve self-control. KRL passengers are advised to be more patient when using various KRL facilities to avoid aggressive behavior between passengers. This can be demonstrated through several behaviors, such as waiting for the next KRL to arrive so there is no crowding, not damaging KRL facilities, and remaining orderly while on the KRL. It is recommended that the KRL add carriages for women and add guards or security guards at each KRL carriage door so that it is easier to regulate the situation in each carriage and limit the number of users entering so that they do not exceed capacity so that excessive crowding can be avoided.

Looking at the bigger picture, we support studies that compare different types of transportation across different geographies. Such efforts may lead to a more complete understanding of the complex relationship between aggression and self-control. Ultimately, these findings can help shape policies and practices beyond reducing traffic congestion, creating a more pleasant and secure commute for everyone. This will have a significant impact on the health and happiness of city dwellers.

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