

PUBLIC TRANSPORTATION DRIVER'S AGGRESSIVE BEHAVIOR IN HIGHLY TRAFFIC JAM

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ABSTRACT

The aim of this study is to know the description of public transportation driver aggressive behavior and factors that might be influencing that behavior. This study is a case study with single subject with interview and observation as the method of the study and helped by some of research tools such as map, graphic test and camera. The participant of this study is public transportation driver Bekasi city. The result shows that factors influencing the aggressive behavior are external and internal factors. And the aggressive behavior that can be seen are territorial, dominant aggression and aggressive behavior because afraid of something.

Key words: *traffic jam, public transportation driver, aggressive behavior*