

A STUDY ON PASSENGERS SATISFACTION TOWARDS TNSTC SERVICES NAMAKKAL

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ABSTRACT

This study aims to investigate the satisfaction level of passengers towards Tamil Nadu State Transport Corporation (TNSTC) data on passengers' demographic characteristics, their experience with TNSTC services, and aspects of the services, such as comfort, safety, punctuality, staff their satisfaction levels with various behavior, and ticketing. The study found that overall passenger satisfaction towards TNSTC services was moderately high. However, some aspects of the services, such as punctuality and staff behavior, had a to improve its services and enhance lower satisfaction level. The study provides valuable insights for TNSTC passenger satisfaction levels.

Keywords— Passengers Perception, Service Quality, Social Responsibility

1. INTRODUCTION

India's passenger transport for the short and medium Distances essentially bus oriented. Bus enjoy a distinct edge over the modes of transport because of their flexibility and accessibility to large number of village and towns out of total passenger movement of the 90% is met by road transport especially buses. In the state of Kerala road transport service are provided by both public sector (operating through Kerala State Road Transport TNSTC) and private sector the TNSTC holds dominants over the local public transportation service.

Tamil Nadu State Road Transport Corporation founded March 1969. with an aim to improve the efficiency and to recognize the Travancore State Transport Department and to fulfill the social obligation by imparting better passenger mobility and to extend service to uneconomic Before converting in to an autonomous corporation several acts were framed to increase the transparency of operation. Road Transport Corporation Act (1950) passed. The Motor Vehicle Act n1956, to incorporate provision regarding nationalization of passenger service amended in 1988 to include licenses and permits, Registration of vehicles, Enforcement of Motor Vehicle Act and Rule, ensuring road safety issuing license to drivers land TNSTC formed supplementary institutions such as Motor Accident Claim Tribunal to provide insurance protection for passengers for accident damage and Consumer Dispute redressal Forum to deal with the grievance of passengers (CDRF) this form the legal setup of TNSTC

2. METHODOLOGY

Research methodology is a way to systematically solve the research problem. The science of method is termed as research methodology. It is all techniques that have used for conducting the research

2.1 sample size

The sample size in the study is 81.

2.2 Statistical tools

- Simple percentage method
- Chi-square test

PERCENTAGE METHOD

Simple percentage analysis is one of the basic statistical tools which is widely used in analysis and interpretation of primary data. It deals with the number of respondents response to a particular questions in percentage arrived from the total population selected for the study.

No. of Respondent

Percentage = 100

Total Respondents

CHI-SQUARE TEST;

Results with expected results. The purpose of this test is to determine if a difference between observed data and expected data is due to chance, or if it is due to a relationship between the variables you are studying.

$$\text{Chi-square} = (O-E)^2/E$$

3. DATA ANALYSIS AND INTERPRETATION

1)SHOWING FREQUENCY OF TNSTC SERVICES

RESPONSE	FREQUENCY	PERCENTAGE
Daily	45	50
Weekly	20	30
Occasionally	16	20
Total	81	100

Sources: Primary data

INTERPRETATION:

The table 4.1 and figure 4.1 shows that 50% of respondents use TNSTC services as daily basis and 30% use it weekly and 20% of respondents use it occasionally

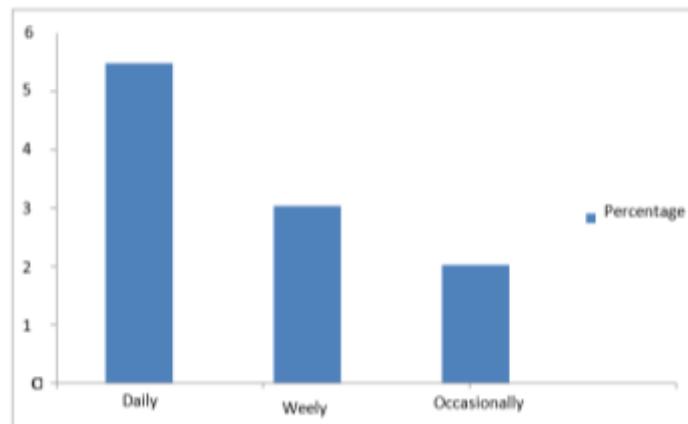


CHART NO - 3.1 SHOWING USE OF TNSTC SERVICES

2) TABLE SHOWING SERVICES IN REMOTE AREA

RESPONSE	FREQUENCY	PERCENTAGE
Yes	15	30
No	65	70
Total	81	100

Source - primary data

INTERPRETATION:

The Table 3.2 and figure 3.2 shows; that 70% of respondents respondent that the TNSTC is not providing their best services in remote areas, and 30% responded that their service in remote areas are sufficient.

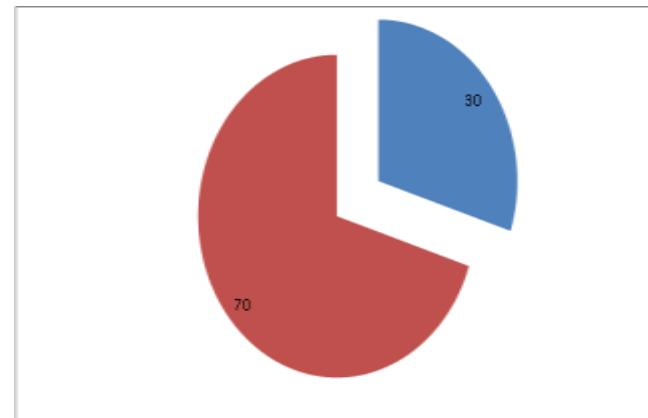


CHART.3.2 CHART SHOWING SERVICES IN REMOTE AREA

3) TABLE SHOWING AVAILABILITY OF BUSES AT SCHEDULED TIME

RESPONSE	FREQUENCY	PERCENTAGE
Yes	16	30
No	65	70
Total	81	100

Source - primary data

INTERPRETATION

The Table 3.3 and chart 3.3 shows that 70 of respondents responded that buses are not available at scheduled time. It is mainly because lack of willpower awards maintenance of punctuality. Only 30% of respondents are replied that buses are available at scheduled time. Lot of thing is there to do when it comes to the matter of available buses at scheduled time

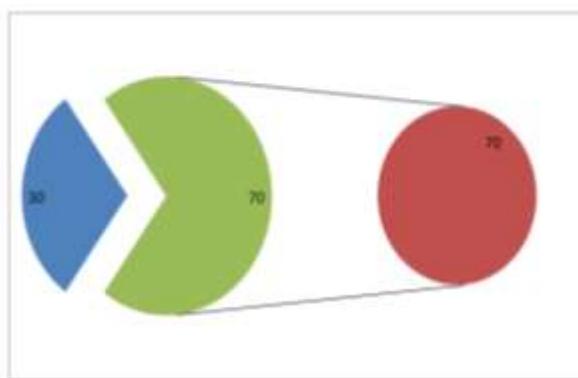


CHART 3.3 SHOWING AVAILABILITY OF BUSES AT SCHEDULED TIME

4) TABLE SHOWING GIVING STOP AT SPECIFIED STOP

RESPONSE	FREQUENCY	PERCENTAGE
Yes	15	20
Some buses only	46	50
No	20	30
Total	81	100

Source - primary data

INTERPRETATION

The Table 3.4 and chart 3.4 shows that 50% of respondents responded that only some buses are giving stop at specified stops. It is a kind of breach of tradition as there is a rule regarding to local buses must give stop at each bus stand based up on the condition. 30% of people replied that the TNSTC driver didn't stop the at specified stops

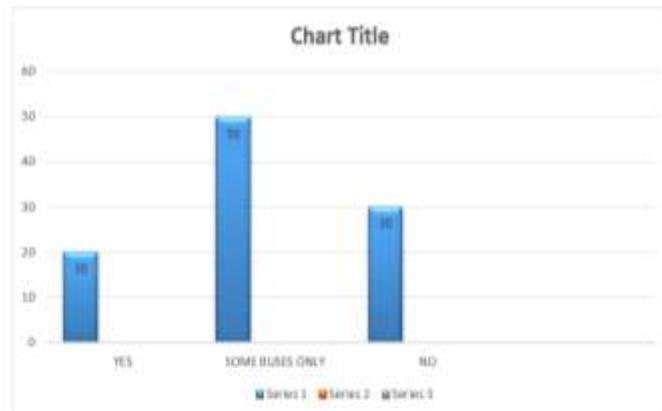


CHART 4.4 SHOWING GIVING STOP AT SPECIFIED STOP

5)TABLE SHOWING BEHAVIOUR CONDUCT OF TNSTCCONDUCTOR

RESPONSE	FREQUENCY	PERCENTAGE
Sometimes good	23	30
Sometimes bad	45	50
Every time bad	12	20
Total	81	100

Source: Primary da

INTERPRETATION

The table 3.5 and figure 3.5 shows that 50% of people do feel that behavior of conductor is sometimes bad: it is mainly because things will not be sameevery day as a conductor. People will have different issues at the time of their

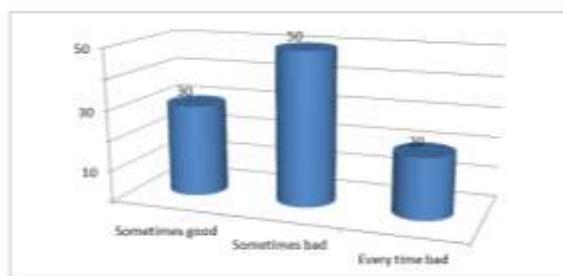


CHART 3.5 SHOWING BEHAVIOUR CONDUCTOR OF KSRTCCONDUCTOR

6) TABLE SHOWING PROVIDING PROPER CHANGES OF MONEY

RESPONSE	FREQUENCY	PERCENTAGE
Yes always	51	58
Yes sometime	24	30
No	6	12
Total	81	100

INTERPRETATION

The table 3.6 and chrt 3.6 shows that 58% of people agreed that conductors are all ways providing proper changes of money while taking bus tickets but 30% of people are disagree with this point they responded as they responded as sometimes they suffered loss due to not getting money. Only 12% responded they not get any changes while taking tickets in TNSTC bus.

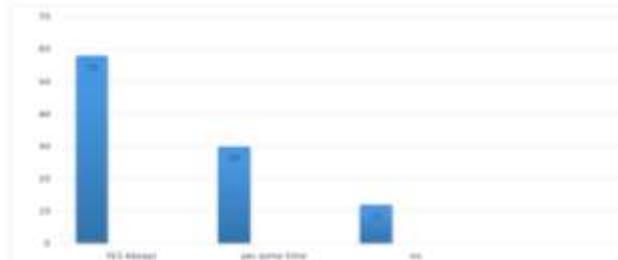


CHART 3.6 SHOWING PROVIDING PROPER CHANGES OF MONEY

7) TABLE SHOWING OVER LOAD OF PASSENGERS

RESPONSE	FREQUENCY	PERCENTAGE
Always	3	6
Sometimes	26	34
No	53	70
Total	81	100

INTERPRETATION

From the above data, 20% of respondents feel they are self-secure while traveling in TNSTC But remaining 80% of respondents feel they are insecure it may because of basic safety facilities and negligence of traffic rules land regulation by drivers.

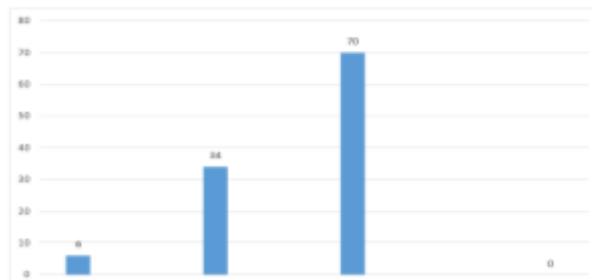


CHART.4.7 SHOWING OVER LOAD OF PASSENGERS

8) TABLE SHOWING RESERVATION SEATS FOR WOMEN

RESPONSE	FREQUENCY	PERCENTAGE
Yes	48	56
No	33	44
Total	81	100

Source – Primary data

INTERPRETATION

The table 3.8 and chrt 3.8 show that 44% of respondents responded that the seat reservation for women is not enough compared to the population of women passengers. But 56% of respondents agreed that as it's enough

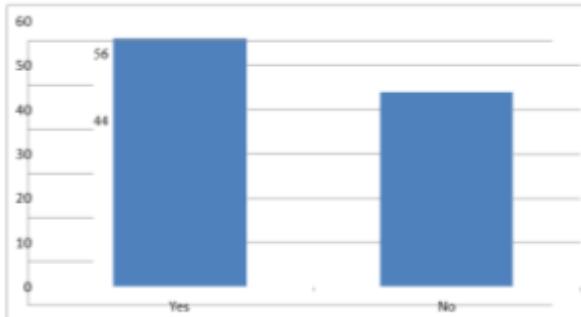


CHART 3.8 SHOWING RESERVATION SEATS FOR WOMEN

9) RELATIONSHIP BETWEEN DEMOGRAPHIC PROFILE OF THE RESPONDENT

Particulars	Frequency	Percentage
Male	35	70
Female	15	30
Employer	5	10
Employee	15	30
Student	7	14
Professional	7	14
Other	5	10
Total	81	100

NULL HYPOTHESIS (H0)

There is no significant in the brand mobile and technology is satisfied for customers.

ALTERNATIVE HYPOTHESIS (H1)

here is significant in the brand mobile and technology is satisfied for customers.

LEVEL OF SIGNIFICANCE

The level of significance is 5%

TABLE NO - 3.10 CHI SQUARE TEST

O	E	(O-E) ²	(O-E) ² /E
35	35.33	0.0435	0.00352
15	15.23	0.0043	0.00543
5	26.25	0.0625	0.00238
15	26.75	0.0625	0.00234
7	26.25	0.0625	0.00238
5	5.556	0.0064	0.00222
5	26.75	0.5625	0.02103
TOTAL			0.03813

Degree of freedom : $(r-1)(c-1)=(2-1)(2-1)=1$

Level of significant : 5%

Table value : 3.841

Calculated value : 0.03813

RESULT:

Since the calculated value is less than the table value. So, we accept the null hypothesis (H0). There is no significance relationship between the gender and respondents way of preferring to get the TNSTC BUS.

4. RESULTS AND DISCUSSION

4.1 FINDINGS

- 50% of respondents responded that they use TNSTC service in daily basis. 30% use it weekly and the remaining 20% use it occasionally
- 70% of respondents think that TNSTC is not providing their best services in remote area
- The study reveals that 70% of respondents replied that the TNSTC buses are not available at scheduled time and 50% people respondent as it is rare that buses are giving stop at each bus stand of respondents feel that the behavior of conductor is sometimes bad stand
- 50% of respondents feel that the behavior of conductor is sometimes bad and 10% of people are highly satisfied with the service provided by the conductor and 20% of people are highly dissatisfied with service
- 58% of people agreed that conductors are always providing proper changes of money while taking tickets but 30% of people disagree with this point.
- 80% of respondents feel they are insecure while traveling in TNSTC buses and the remaining 20% feel they are self-secured.
- It is found that 34% of people replied that the buses sometimes carry passengers more than its seating capacity
- 44% of respondents responded that the reservation for women is not enough. But 56% of respondents are agreed that it is enough
- It is found that 40% of respondents are not getting their allotted seats
- 78% of people respondent that they don't think there are passengers traveling in buses without having any bus pass or ticket
- The study reveals that 50% of respondents are satisfied while traveling in KSRTC
- It finds that 40% of people are about the first aid box facility. But 60% of people are not aware regarding this facility. From the respondents who are aware about the first aid box facility, 60% of people feel that it does not serve its purpose.

4.2 SUGGESTIONS

- In order to extend the services of TNSTC in remote area TNSTC should provide bus routes to remote area
- In order to make buses to reach in time the proper accountability system should be adopted,
- In order to increase the satisfaction level of the passengers the bus crew should behave in co-operative, pleasant and helpful manner with passengers
- In order to make passengers to feel more secured in traveling in TNSTC bus at least basic security facilities should be provided.

- In order to avoid problems of overload of passengers at peak hours buses should be scheduled time at proper
- To avoid misuse situation initiation should be taken from both the sides of TNSTC and passengers
- To make the passengers more aware about the various facilities provided by TNSTC like call center and First aid box awareness increasing promotional strategies can be implemented
- First aid box.

5. CONCLUSION

The result of our study shows the perception of people towards the usage of TNSTC service. From the study it is clear that majority of people don't feel secure or safe to travel in TNSTC local bus. In this contest the TNSTC department should try to make its service as best. There is strong culture in TNSTC Organization that passenger's satisfaction is most important but lot of thing is to do when it comes to the matter of the passenger's satisfaction. First of all the bus crews are supposed to behave in a co-operative, pleasant and in a helpful manner with passengers but in practical only financial goal of the corporation assessed, but behavioral aspects of crews is not assessed. In order to achieve success in maintaining standard service the TNSTC should try to add more potential as well as qualified.

6. REFERENCES

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