

# A Study on Passengers Satisfaction towards Public Transport with Special Reference to Coimbatore District

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**ABSTRACT:** Public transport is a transport service which is most important for people to move from one place to another place. The transport infrastructure are well improved with the help of the improved technology. The transport services are divided into four types they are railways, roadways, airlines, waterways. The transport services which are owned by the government. It helps the workers to deliver the goods on time. It ensures that the transport services have increased its economic growth. Trucks, rails, boats are used for movement of goods from one country to another country. The essential objective of this study is to know the satisfaction level of people using transport services with special reference to Coimbatore city.

**KEYWORDS:** Transport, Infrastructure, Time.

## I. INTRODUCTION

Nowadays the transport facilities are well developed. The Road, Trains are a very essential transport mode to travel from one place to another place. Because of rapid industrial growth and economic growth the standard of living of the people is enhanced. So they are showing their status one of these ways like road. The consumer satisfaction using mode of transport by people in Coimbatore district. Since the 1820s, various forms of public transportation have come and gone throughout the world, making an impact not only on how we travel but also on today's general structure and vital role in the overall development of the country.

## II. STATEMENT OF THE PROBLEM

In India most of the people are preferring public transportation due to low cost and convenience. Satisfaction is based on the passengers on various services offered

by the transport. To offer customized services, it is essential to understand the expectations and perceptions of the passengers with regard to quality of services offered by the public transport. The railway passengers are facing a lot of problems. The majority of problems are availability of ticket, overcrowding of people, delay in arrival time, poor safety measures are the problems faced by the passengers. Based on the above issues, it is pertinent to focus the study on customer satisfaction on services provided by the railway system.

## III. OBJECTIVE OF THE STUDY

- To study the socioeconomic status of people
- To analyze the problems faced by the passengers
- To measure the level of satisfaction of passengers.
- To know the customer attitude.

## IV. RESEARCH METHODOLOGY

Research methodology is purely and simply a basic framework for a study that guides the collection and analysis of the data. In consumer survey, a popular description of research design in collection and analyzing of the data.

### ❖ AREA OF STUDY

The study is conducted in Coimbatore city.

### ❖ DATA COLLECTION

Data was collected to primary and secondary data source. Primary data was collected through questionnaire. The study is done in the form of direct personal interviews.

#### • PRIMARY DATA:

In this study the primary data are collected through questionnaire

#### • SECONDARY DATA:

In this study, the secondary data was collected from studies, journals and studies.

### ❖ SAMPLE DESIGN

**SAMPLE SIZE :** Most of them used Public transport service in day to day life. Out of these 160 users were selected.

**SAMPLE AREA:** The Primary data was collected from Coimbatore city. Therefore the researcher adopted convenience sampling for the purpose of collecting the primary data.

❖ **PERIOD OF STUDY**

This study is based on primary data collection. The study covers the period of three months from the respondents during December 2020 to February 2021.

**V. TOOLS USED FOR THE STUDY**

The rules of statistics in research to function as a tool in designing research, analyzing the data, drawing its conclusion from most research studies result in large volume of raw data that must be suitable reduced so that the same can be read easily and can be used for future analysis.

- i. Simple percentage analysis
- ii. Ranking analysis
- iii. Weighted average analysis
- iv. Correlation analysis

**VI. SCOPE OF THE STUDY**

Movement of the people or goods from one place to another place and the increase in population resulted in heavy demand for quick, transport services. Under these circumstances, there is every possibility for deterioration of the quality of services provided by transport industries because of healthy competition. The importance of the study is to find out answer for the question, how far the private sector transport industries are able to withstand the competition extended by their powerful counterpart (public sector). The survival of any service industry depends on how well they serve and satisfy their passenger.

**VII. LIMITATIONS OF THE STUDY**

- ❖ The study is mainly based on the information given by the sample respondents, and the factors given by them are subject to their beliefs and attitude.
- ❖ The suggestions are not constant because the mind-set of the respondent may be changed.
- ❖ Since the data collected from the respondents are subjected to their opinion and perception.
- ❖ The study mainly covered the Coimbatore district, so it may vary in other junction.
- ❖ The research area is also limited.
- ❖ The sample size taken for the study is limited only to 160.

**VIII. LITERATURE REVIEW**

**G. Raghuram Rachna Gangwar (2007)**, found that the Indian Railways need to interact with industry specific needs on regular basis. They have high potential for special purpose wagons, high capacity wagons, closed circuit tracks; bigger train loads are given considerable focus based on the customer requirements in order to satisfy them.

**Vishnuvarthan S. and Dr. A. Selvaraj (2012)**, suggested that provision of water vending machines, pay and use toilets, good retiring rooms with modern furniture, effective lighting, platform shelters at stations, enquiry counters and signage are to be provided effectively to fulfill the requirements of the railway passengers.

**Mr. P. Vimal Kumar, Mr. Jitin. P. (2014)**, found that there is a need for integration of passenger concerns in the operations, planning and other processes that will have good impact on the services offered. The study addressed that passenger concerns are to be handled effectively and monitor the maintenance and create good quality services.

**Anand K Sharma & Mathew J. Manimala (2008)**, researched and found out that there were internal as well as external causes that declined the Indian Railway performance. The budgetary support from the Central Government has been declining and its financial situation did not pave way for higher budgetary support to the Ministry of Rail.

**SIMPLE PERCENTAGE ANALYSIS  
TABLE SHOWING OCCUPATION OF THE RESPONDENTS**

S.NO	STATEMENT	NO OF RESPONDENTS	PERCENTAGE
1	Student	88	55
2	Employee	36	22.5
3	Businessme	30	18.75

	n		
4	Professional	6	3.75
	<b>TOTAL</b>	<b>160</b>	<b>160</b>

Source:questionnaire

**INTERPRETATION:**

Theabovetablesreveals the occupation of the respondents 55% of the respondents are student, 22.55% of the respondents are employee, 18.75% of the respondents are busi-

nessmen, 3.75% of the respondents are professional.

**INFERENCE:**

Majority(55% of the respondents are students.

**TABLE SHOWING FACTORS CHOOSING PUBLIC TRANSPORT SERVICE**

S.NO	STATEMENT	NO.OF.RESPONDENTS	PERCENTAGE
1	Price	43	26.875
2	Safety	48	30
3	Comfort level	54	33.75
4	Ratings by existing customer	15	9.375
	<b>TOTAL</b>	<b>160</b>	<b>160</b>

**INTERPRETATION:**

Theabovetables reveal the factors choosing the transport service 26.875% of the respondents are price, 30% of the respondents are safety, 33.75% of the respondents are comfort level

el, 9.375% of the respondents are ratings by existing customers.

**INFERENCE:** Majority (33.75%) of the respondents are comfort level.

**TABLE SHOWING SATISFACTION LEVEL OF PUBLIC TRANSPORT ROUTE**

S.NO	STATEMENT	NO.OF.RESPONDENTS	PERCENTAGE
1	Satisfied	82	51.20
2	Highly satisfied	48	30
3	Dissatisfied	25	15.625
4	Highly dissatisfied	5	3.125
	<b>TOTAL</b>	<b>160</b>	<b>160</b>

**INTERPRETATION:**

Theabovetables reveal the satisfaction level of public transport route 51.250 % of the respondents are satisfied,

30% of the respondents are highly satisfied, 15.6250% of the respondents are dissatisfied 3.125% of the respondents are highly dissatisfied.

**INFERENCE:** Majority (51.250) of the respondents are satisfied.

**RANKING ANALYSIS**

**PREFERENCE TOWARDS PUBLIC TRANSPORT**

FACTORS	1(6)	2(5)	3(4)	4(3)	5(2)	6(1)	TOTAL	RANK
Cost	82	17	24	12	6	19	160	I
Service	49	85	96	6	12	19	740	II
	31	63	29	10	17	10	160	

	186	315	116	30	34	10	691	
Condition	34	15	60	34	11	6	160	III
	204	75	240	102	22	6	649	
Safety messages	30	26	45	44	9	6	160	IV
	180	130	180	132	18	6	646	
Limited service	26	38	22	17	44	13	160	V
	156	190	88	51	88	13	586	
Overcrowded	38	16	23	14	20	49	160	VI
	228	80	92	42	40	49	531	

**INTERPRETATION:**

The above table shows the preference towards public transport that are ranked on the basis of returned on the respondents. Cost is given 1 by the respondents. Services is ranked II. Condition is ranked III. Safety messages is ranked IV. Limited services is ranked V. Over crowd is ranked VI.

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**IX. CONCLUSION**

Transportation is very essential services for any living being to travel from one place to another so, transport plays a vital role in every country economy. It acts as a nerve of the country because the transport company brings in a lot of revenue to the country. Many countries try to build as much roadways as possible and India is also the second largest country which has connected many places through roadways. So in the same way here we are looking about the services offered by the TNSTC Tamil Nadu State Travel Corporation in India. In the complete research that are well and good but the public that is the passenger's are satisfied by these services only in moderate level provided by the state transport services so we have found some way to improve them.

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