

## **Effect of Passenger's Occupation on Perception about the Services provided by Maharashtra State Road Transport Corporation, Jalgaon District.**

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### **1) Abstract:**

Analysis leads to the conclusion that most people prefer public transport to their cars, some of which are also unsatisfactory for passengers reported. This research study provides guidance on how commuters can be enticed to enter the transportation market, reach their customers and develop relationships in a personal and direct way that can enhance their product and increase their awareness of equally successful with any big business. The availability of automotive transportation, increased domestic revenue, and increased trade and industry activities have added to it. Unfortunately, public transportation systems could not keep up with the rapid growth and demand for travel. Ideally, the public transportation services available are overcrowded especially during peak hours and include long waiting times. As a result, there is a major shift towards personal transport, especially two-wheeled vehicles, as well as the proliferation of different modes of moderate public transport, such as private rickshaws and taxis. With regard to the concept of government vehicles, the following are considered, namely, level of service, timely availability, boarding policy, insurance, safety and security etc. and in the case of passengers, it is considered to be considered in terms of their occupation.

### **Keywords**

**MSRTC (Maharashtra State Road Transport Corporation)**

### **2) Introduction**

The availability of automotive transportation, increased domestic revenue, and increased trade and industry activities have added to it. Unfortunately, public transportation systems could not keep up with the rapid growth and demand for travel. Ideally, the public transportation services available are overcrowded especially during peak hours and include long waiting times. As a result, there is a major shift towards personal transport, especially two-wheeled vehicles, as well as the proliferation of different modes of moderate public transport, such as private rickshaws and taxis. Many countries invest heavily in public transportation systems to make them more attractive, greener, and more competitive than private cars. However, an increase in the value or quality of the supply does not lead to a corresponding increase in the receipt of public transport per second. Barcelona, Berlin, London, Lisbon and Rome are examples of European cities where public transportation hubs have tightened their e -orts to improve delivery, but the share of public transport continues to be lower than that of private cars. . This should be a warning to transport agencies about the need to find other policies that promote the transfer of personal vehicle to public transport. The implementation of policies aimed at increasing the use of public transport requires a clear understanding of travel behaviour that influences the decision to use off-road transport, as well as passenger attitudes, expectations, needs, and perception of existing vehicle quality. Public transport service. Therefore, research that sheds light on these problems can be used by transportation authorities to develop more effective strategies for improving passenger satisfaction, increasing transportation market share, and ultimately promoting sustainable

travel in urban areas. This study investigates the level of passenger satisfaction from the use of different public transport systems. The purpose is to identify the factors that drive their model selection and to assess the quality impacts of the variability and satisfaction that users experience.

### **3) Objectives of the Study:**

1. To understand the services provided by MSRTC.
2. To study the perception of passengers about services provided by MSRTC in Jalgaon District
3. To study the impact of passengers' occupation on the perception about services provided by MSRTC in Jalgaon District.

### **4) Hypotheses of the Study:**

H<sub>0</sub>: There is no significant impact of passengers' occupation on the perception about services provided by MSRTC.

H<sub>1</sub>: There is significant impact of passengers' occupation on the perception about services provided by MSRTC.

### **5) Scope of the Study:**

Public transport is essential to a sustainable future. Public transport has also become a daily necessity for many people in our country. Analysis leads to the conclusion that most people prefer public transport to their cars, some of which are also unsatisfactory for passengers reported. This research study provides guidance on how commuters can be enticed to enter the transportation market, reach their customers and develop relationships in a personal and direct way that can enhance their product and increase their awareness of equally successful with any big business. The study also highlights the impact of work on consumer perception and behaviour.

### **6) Research Methodology of the Study:**

The study is based on critical evaluation and analysis of basically Primary Data. The primary sources include passenger. A study is undertaken in the sampled regions to see its impact for which a detailed questionnaire is prepared to collect relevant information from the primary source for the guidance of the researchers. With the help of the questionnaire, detailed discussions were made with the certain sources of primary data to understand their views, thinking and attitude which would help to give the researchers useful recommendations, if any. The questionnaire is processed with the help of statistical tools like tabulations, grouping, percentages, averages, testing of hypothesis etc.

As far as perception about state transport is concerned, following of them are taken into consideration viz, service quality, timely availability, fare policy, insurance, safety and security etc. whereas in case of passengers, they were taken under the consideration as per their Occupation.

### **7) Research Area**

Researchers selected passengers from Jalgaon district. Sample sizes of 100 passengers have been taken under study. Researcher collects data through Primary and Secondary sources. Researcher distributed 100 questionnaires among the respondents.

### **8) Review of literature**

- **Assessment Of Passenger Satisfaction With Public Bus Transport Services: A Case Study Of Lucknow City (India) by Singh Sanjay in Studies in Business and Economics no. 11(3)/2016:**

The main purpose of this study is twofold. First, it seeks to assess passenger satisfaction with public bus transport services in the Indian city of Lucknow. Second, it attempts to assess service quality characteristics that affect passenger satisfaction.

Thirdly, it attempts to assess the relative importance of service quality attributes in order to determine what is essential to improving service quality in order to improve passenger satisfaction. The survey is based on objective research and specific questions conducted between May and July 2014. Five major Lucknow bus stops were selected for the survey. A total of 148 respondents were randomly selected to determine their overall satisfaction and the factors that influenced their satisfaction in using the public transportation services in Lucknow using a self-assessed questionnaire. The collected sample of responses is subject to key component analysis, a mathematical process of reducing the size of the database, and descriptive analysis. The result of the opinion poll shows that the majority of passengers are dissatisfied with the Lucknow public buses. Through the use of the main component analysis, five basic factors have been identified that have contributed to the satisfaction of commuters with public transport services in the city. In all five areas, comfort and safety have a significant impact on overall satisfaction, followed by adequate capacity for public transport services, a well-organized and clean environment within buses, good design of buses and bus stops, and access to public transport resources in the city. The study therefore provides a guide for city bus transport managers to understand the vacancies and try to close them in order to improve their services so that passenger satisfaction is improved and as a result more people are attracted to public bus transport. Studies have shown that Lucknow commuters are less satisfied with the bus service provided by the community-owned operator, Lucknow Mahanagar Parivahan Sewa. The PCA result revealed that factors affecting passenger satisfaction were the comfort and safety of buses, the adequacy of public transport services, a well-organized and clean environment within buses, good bus design and bus stops, and access to public bus services. This study therefore provides guidance to the management of Lucknow Mahanagar Parivahan Sewa to identify areas that need to be improved so that passenger satisfaction with Lucknow public bus transport services can be improved.

- **Public Transport Service Quality and Passenger Satisfaction: A Case of UPSRTC, Agra, India by Vikas Anand in Pacific Business Review International Volume 8, Issue 11, May 2016:**

Social services are provided by the government to the community for their well-being and are provided to them on the basis of the principle of equality. This study measures the level of customer satisfaction with the quality of services provided by the Uttar Pradesh State Public Transport Corporation (UPSRTC), Uttar Pradesh Region in India. The survey was conducted on more than 2,000 passengers in June 2015 and October 2015. The various dimensions considered include safety, ethics, resources, stone response, comfort, cost, availability etc. The results of the study revealed that although passengers were not very satisfied with attributes such as "General bus conditions" and "behaviour of bus drivers and drivers", other attributes such as, "Hygiene of bus stop services", "Economy on bus transportation of UPSRTC" and "Comfort inside buses while traveling" etc. and also contributed to a high level of dissatisfaction among them. The study concluded with the findings of the most dissatisfied customers UPSRTC and many development programs in services provided by UPSRTC

### 9) Limitations of the study

1. The study is based on limited geographical area.
2. Further variables could be added for the purposes of detail study.

### 10) Data Analysis

Researcher prepared the questionnaire for respondents and distributed it among them. After receiving the questionnaire researcher analyse the questionnaire.

**Table No1**  
**Information of questionnaire**

Sr.No	Respondent	Questionnaire distributed	Questionnaire received	Questionnaire rejected (due to incomplete, wrongly filled etc)	Net Sample size for study
1	Passengers	100	95	6	89

### 11) Testing of Hypothesis

**H<sub>0</sub>: There is no significant impact of passengers' occupation on the perception about services provided by MSRTC.**

**H<sub>1</sub>: There is significant impact of passengers' occupation on the perception about services provided by MSRTC.**

Mathematically

OBSERVED FREQUENCIES		Occupation					TOTAL
		Service	Farmer	Student	Business	Other	
Perception about Service	Service Quality	7	3	8	5	4	27
	Timely availability	1	5	4	2	2	14
	Fare Policy	2	1	1	3	4	11
	Insurance	4	9	1	2	5	21
	Safety and Security	3	2	9	1	1	16
	TOTAL	17	20	23	13	16	89

Sr No	H <sub>0</sub>	H <sub>1</sub>	$\chi_{cal}$	$\chi_{table}$	p_value	Decision
1	There is no significant impact of passengers' occupation on the perception about services provided by state transport	There is significant impact of passengers' occupation on the perception about services provided by state transport	27.12	26.30	1.3370E-03	Reject H <sub>0</sub> (i.e. There is significant impact of passengers' occupation on the perception about services provided by state transport)

Here level of significance is 0.05

Thus, our null hypothesis there is no significant impact of passenger's occupation on the perception about services provided by state transport is rejected. Alternatively we accept our alternative hypothesis there is significant impact of passengers' occupation on the perception about services provided by MSRTC.

### **12) Findings**

1. The most vital factor about Perception are its Timely availability, service quality etc.
2. The one more important issue is come out from this analysis in which respondents are feeling the MSRTC having very great potential as compared to other ways of transporting.

### **13) Conclusion**

From the above analysis, we can conclude that, passengers' occupation having positive impact on the perception about services provided by MSRTC.

### **14) References**

1. Assessment Of Passenger Satisfaction With Public Bus Transport Services: A Case Study Of Lucknow City (India) by Singh Sanjay in Studies in Business and Economics no. 11(3)/2016
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