PASSENGERS SATISFACTION TOWARDS TAMIL NADU STATE TRANSPORT CORPORATION BUS SERVICES

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ABSTRACT

An efficient transport system is essential for the movement of both goods and passengers. It helps in the spread of education, new ideas and technology into areas passengers and goods, transport is also responsible for carrying news and messages, thereby becoming an indispensable means of communications. Long distance bus services in the Tamil Nadu State are under the exclusive monopoly of the Tamil Nadu State Transport Corporation (TNSTC). The Tamil Nadu State Transport Corporation bus operating as stage carriages from one place to another have to complete with the State Transport Express bus. Though the Government of Tamil Nadu runs a network of long distance bus, the quality of service provided by these buses is not praiseworthy. The reasons for poor maintenance of bus, narrow leg space, uncomfortable seats malfunctioning of seat adjustment mechanism, in-operative window shutters etc. The bus are often dirty creating health hazards etc. The Tamil Nadu State Transport Corporation bus are however a refreshing contrasts to the government-owned bus. The Tamil Nadu State Transport Corporation bus operators constantly endeavor to improve the quality of their services. They aim at passengers comforts and keep their bus clean. Since their bus is well maintained, breakdowns rarely occur. They are Time- Conscious. Though they charge higher fare, the public patronize them as their services are good. In this direction, the prescribed criteria with some of the proven methods of analysis are brought forward through the following article.

KEYWORDS: Passengers Perception, Satisfaction, TNSTC, Transport.