

**QUESTIONNAIRE - 1**

**Demographic Profile:**

1. Name:
2. Gender: Male  Female
3. Age: \_\_\_\_\_ Years
4. Income (Per Month) : (Please tick)
 

|  |                                       |  |
|--|---------------------------------------|--|
| 5000 <input type="checkbox"/>          | 5001-10,000 <input type="checkbox"/>  | 10,001-15,000 <input type="checkbox"/> |
| 15,001-20,000 <input type="checkbox"/> | Above 20,000 <input type="checkbox"/> |  |
5. Residential Place :
6. Occupation :
 

|                          |                          |
|--------------------------|--------------------------|
| Student                  | <input type="checkbox"/> |
| Government Employee      | <input type="checkbox"/> |
| Self Employed (Business) | <input type="checkbox"/> |
| Agriculture              | <input type="checkbox"/> |
| Private Companies        | <input type="checkbox"/> |
| Others                   | <input type="checkbox"/> |

**Service Usage Pattern -Public Transport (NWKRTC Buses):**

7. How many times do you travel by NWKRTC bus to the following destination (Yearly)?
 

|  |  |
|--|--|
| Hubli ↔ Bangalore <input type="checkbox"/> | Hubli ↔ Belgaum <input type="checkbox"/>   |
| Hubli ↔ Dharwad <input type="checkbox"/>   | Dharwad ↔ Belgaum <input type="checkbox"/> |
- 7.1 How many times in a year do you travel by NWKRTC buses to other places?  
 \_\_\_\_\_ Times
8. NWKRTC Bus service is
 

|                                    |                               |                                  |                               |                                    |
|------------------------------------|-------------------------------|----------------------------------|-------------------------------|------------------------------------|
| Very Good <input type="checkbox"/> | Good <input type="checkbox"/> | Average <input type="checkbox"/> | Poor <input type="checkbox"/> | Very Poor <input type="checkbox"/> |
|------------------------------------|-------------------------------|----------------------------------|-------------------------------|------------------------------------|

|     | Note: 1 – Strongly Agree, 2 – Agree, 3 – Disagree, 4 – Strongly Disagree, 5 – No Response | 1 | 2 | 3 | 4 | 5 |
|-----|---|---|---|---|---|---|
| 9.  | NWKRTC staffs take good care of senior citizens who travel by the bus                     |   |   |   |   |   |
| 10. | Ladies feel safe and comfortable while traveling alone by NWKRTC buses                    |   |   |   |   |   |

|     |  |     |  |    |  |  |
|-----|--|-----|--|----|--|--|
| 11. | NWKRTC Buses are clean and safe                |     |  |    |  |  |
| 12. | NWKRTC staffs are helpful to passengers.       |     |  |    |  |  |
| 13. | Traveling by NWKRTC buses is a good experience | Yes |  | No |  |  |

14. If traveling by NWKRTC is a bad experience, give reason \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

15. If traveling by NWKRTC is a good experience, give reason \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

|     |  |  |  |  |  |  |
|-----|--|--|--|--|--|--|
| 16. | Public transport is an ideal mode of transportation for the people in the middle income group                                      |  |  |  |  |  |
| 17. | NWKRTC should provide value added services like:   |  |  |  |  |  |
|     | 1. Fix Pickup and Drop Points other than the bus stand /bus stops.   |  |  |  |  |  |
|     | 2. Buses should have music/video facility  |  |  |  |  |  |
|     | 3. Provide prepaid auto facility   |  |  |  |  |  |
|     | 4. Reintroduce courier facility  |  |  |  |  |  |
|     | 5. Provide efficient Internet / Tele booking of tickets  |  |  |  |  |  |
|     | 6. Provide automated information system  |  |  |  |  |  |
|     | 7. Provide security inside the bus   |  |  |  |  |  |
|     | 8. Provide telephone facility inside the bus   |  |  |  |  |  |
| 18. | Should NWKRTC introduce alternate route rather than having one fixed specific route  |  |  |  |  |  |
| 19. | Prior Information about the Bus route, Time taken to reach the destination, Important stops, helps in planning the journey better. |  |  |  |  |  |
| 20. | Graphical presentation of the bus route and important points is easy to understand compared to oral presentation                   |  |  |  |  |  |
| 21. | NWKRTC should charge different tariffs /rates for the front seats, middle seats and back seats.                                    |  |  |  |  |  |

22. If you feel that NWKRTC needs to improve, give suggestions \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Service Usage Pattern- Private Transport:**

23. Private transport Bus service is

Very Good  Good  Average  Poor  Very Poor

|     |  |     |  |    |  |  |
|-----|--|-----|--|----|--|--|
| 24. | Private transport staffs take good care of senior citizens who travel by the bus                             |     |  |    |  |  |
| 25. | Ladies feel safe and comfortable while traveling alone by private transport buses.                           |     |  |    |  |  |
| 26. | Private buses are clean and safe.  |     |  |    |  |  |
| 27. | Private transport staffs are helpful to passengers in general.   |     |  |    |  |  |
| 28. | Private transporter should charge different tariffs /rates for the front seats, middle seats and back seats. |     |  |    |  |  |
| 29. | Traveling by private transport buses is a good experience.   | Yes |  | No |  |  |

30. If traveling by private transport buses is a bad experience give reason \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

31. If traveling by private transport buses is a good experience, give reasons \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

32. I travel by private transport bus because \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

33. Do you feel Private transport needs to improve, give suggestions \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_