ANNEXURE – IV

QUESTIONNAIRE FOR CAR OWNERS

Good Day,
I am Amandeep Sandhu, a research scholar pursuing PhD at the University Business School, Panjab University.
I would be grateful if you could spare a few minutes to answer this questionnaire. Your responses will be aggregated with other responses for analysis. Thus, any information you provide will be entirely anonymous and confidential.

PART I
For the following statements please circle the number that corresponds with your level of agreement or disagreement:

1 is strongly disagree; 5 is neutral and 9 is strongly agree

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1</td>
<td>The freedom of owning a car comes with its responsibilities.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>2</td>
<td>It is better to own a big car.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>3</td>
<td>The environmental impact of a car is important in its selection.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>4</td>
<td>It is important to consider the fuel efficiency while selecting a car.</td>
<td>1 2 3 4 5 6 7 8 9</td>
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<tr>
<td>5</td>
<td>While purchasing a car, one should consider its eco-labeling as per the country’s emission norms eg: Bharat Stage II or III.</td>
<td>1 2 3 4 5 6 7 8 9</td>
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<tr>
<td>6</td>
<td>It is important to know about the harmful emissions of the car being purchased.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>7</td>
<td>One should purchase the most fuel efficient car in its class.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>8</td>
<td>It is important to know the weight of the car being purchased.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>9</td>
<td>An older car on the road is more harmful for the environment</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>10</td>
<td>It is not important to service cars as per the manufacturer’s recommendation.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>11</td>
<td>One should select a service station that has a water recycling unit.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>12</td>
<td>At a service station a proper disposal system for used oil etc is important.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>13</td>
<td>One should not bother about how old tyres and used batteries are disposed of.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>14</td>
<td>Repeated checking of car emission levels is not really required.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>15</td>
<td>Good driving skills have no relationship with environmental pollution.</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
</tbody>
</table>
16 Driving at high speeds has no impact on the environment

17 People who have driven for a reasonable time don’t require any further training.

18 Usually reading the service manual of the car is a waste of time.

19 There should be a limit on number of cars owned by a family.

20 It is justifiable for the government to increase taxes on bigger cars.

21 Poor road conditions increase environmental pollution.

22 It is preferable to go to an authorized service station even after the free services.

23 After the warranty period is over, it is not important to get a car serviced from an authorized service station.

24 One should select the most economical servicing centre for the car.

25 One can take the car to any convenient place for denting and painting.

26 The Pollution Under Control (PUC) certification is an effective measure for reducing car emissions.

27 Car models that are environment friendly should be subsidized by the government.

PART II

Kindly read the following statements on driving and car management. As per your experience of last one year, respond by circling the number on the scale that most closely expresses your behaviour:

1 is Never, 9 is Always

1 I drive at a speed that gives optimal fuel efficiency.

2 After starting the car I shift into the 1st gear and then the higher gears.

3 I ensure that the tyres are inflated to the pressure recommended by the car manufacturer.

4 I keep the car free of clutter that may unnecessarily increase the weight of the car.

5 I get the car serviced as recommended in the car service manual.

6 I get the car serviced from the authorized service station.

x
7. I purchase spare parts from a source that is most economical.

8. Whenever possible I car pool.

9. I like to walk when possible.

10. I avoid using public transport

11. While idling I keep the AC on

12. I keep the engine running at traffic lights.

13. I accelerate the car gently

14. I get the pollution control check done on time.

15. I check the fuel efficiency (mileage) of the car I drive.

PART III

1. Please provide the following details for the car you own and use the most.

<table>
<thead>
<tr>
<th>SN</th>
<th>DETAILS</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Company</td>
</tr>
<tr>
<td>2</td>
<td>Model</td>
</tr>
<tr>
<td>3</td>
<td>CC</td>
</tr>
<tr>
<td>4</td>
<td>BS certification</td>
</tr>
<tr>
<td>5</td>
<td>Fuel Type</td>
</tr>
<tr>
<td>6</td>
<td>Year of Purchase</td>
</tr>
<tr>
<td>7</td>
<td>Total Kms Run</td>
</tr>
<tr>
<td>8</td>
<td>Avg Mileage(Km/Ltr)</td>
</tr>
<tr>
<td>9</td>
<td>Avg Monthly Running(Km)</td>
</tr>
<tr>
<td>10</td>
<td>Percentage Running</td>
</tr>
<tr>
<td></td>
<td>a) City</td>
</tr>
<tr>
<td></td>
<td>b) Highway</td>
</tr>
<tr>
<td>11</td>
<td>Car used for</td>
</tr>
<tr>
<td></td>
<td>(a)Personal or Official/Business</td>
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<tr>
<td></td>
<td>(b)If Both, Specify %age</td>
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</tbody>
</table>

2. Was this car purchased new or used? New Used

3. Was this car purchased from an authorized dealer or from a direct sales person/agent? Authorised Dealer Direct Agent

4. Were you part of the decision making while purchasing this car? Yes No
5. Whose opinion influenced most the purchase of this car?

6. Who is responsible for servicing this vehicle?
   Self  Driver
   Other Family Member

7. Who all drive this car in your household?
   Self  Driver
   Other Family Member

8. Who drives the car most often?
   Self  Driver
   Other Family Member

9. Total number of cars owned in the family

PART IV: PERSONAL INFORMATION (To be used for the purposes of classification only)

Name_________________________ Age (years)
Contact Number_________________________
Email ID_________________________
City_________________________
Gender
   □ Male  □ Female

Qualification
   □ SSC/HSC
   □ Diploma/ some college but not graduate
   □ Graduate/ Post-Graduate (General)
   □ Graduate/Post-Graduate (Professional)

Employment Status
   □ Part-Time
   □ Student
   □ Homemaker
   □ Retired
   □ Self Employed
     o Self owned business
     o Professional
   □ Executive
   □ Government Service
   □ Others (Pl. Specify)

Household Composition (pl give number)
   □ Children under 5 yrs
   □ Children 6-12 yrs
   □ Boys 13-18 yrs
   □ Girls 13-18 yrs
   □ Adult male 19-45 yrs
   □ Adult female 19-45 yrs
   □ Male over 45 yrs
   □ Female over 45 yrs

Total Number__________

Annual Income (Rs)
   □ Single  □ Multiple
   Please tick the income that corresponds to your total annual income from all sources
   □ Upto 1,50,000
   □ 1,50,001 - 3,00,000
   □ 3,00,001 - 5,00,000
   □ 5,00,001 - 10,00,000
   □ Above 10,00,000

Thank you for your precious time.