ABSTRACT

The Indian Transportation system has been immensely pressurized by the hasty growth in the urban population, the present population count of Delhi being 20,438,946. The Escalating demand for commutation has exceeded the restricted supply of transport infrastructure and services as the number of foot fall keeps on increasing leaving the public transportation amenities low maintained and insufficient to cater the demands of travelling. Over a period of time, considerable efforts have been made to enhance and transform public transport more attractive for commuters in urban areas. Public transit is generally offered as a fundamental level of service to the commuters.

The application of service quality dimensions in public transport is therefore essential to provide a significant breakthrough for many troubles like, traffic congestion on roads, road accidents, late night travelling inconvenience and varied forms of pollutions, as commuters would switch to public transport instead of their self owned.

This study is focused to explore the commuter’s perceptions and expectations about the service quality of Delhi Metro Rail Corporation. A customized SERVQUAL instrument consisting the five dimensions of service quality Namely, empathy, assurance, tangibility, responsiveness and Assurance were employed to measure the passengers’ perceptions about the service quality of DMRC. The study also investigates the relation between service quality dimensions, and customer satisfaction by applying correlation and regression analysis based on needs and expectations articulated by the commuters of DMRC.