

APPENDIX IV

Table 1: Distribution of the respondents by extent of awareness about services of IR

Scores	EASIR		Scores	Rules & Regulations		Scores	Facilities	
	N =220	%		N =220	%		N =220	%
< 11.25	29	13.2	< 2.5	24	10.9	< 2.5	45	20.5
11.25 - 33.75	160	72.7	2.5 - 7.5	154	70	2.5 - 7.5	137	62.3
> 33.75	31	14.1	> 7.5	42	19.1	> 7.5	38	17.3
Mean	28.46		Mean	4.8		Mean	6.03	
SD	7.81		SD	1.88		SD	1.87	
Range	0 - 45		Range	0 - 10		Range	0 - 10	
OAMIS*	0.537		OAMIS*	0.479		OAMIS*	0.603	
Scores	GRMIR		Scores	GRMG				
	N =220	%		N =220	%			
< 3.25	36	16.4	< 5	43	19.5			
3.25 - 9.75	156	70.9	5 -- 15	143	65			
> 9.75	28	12.7	> 15	24	15.5			
Mean	7.718		Mean	9.92				
SD	2.49		SD	3.85				
Range	0 - 13		Range	0 - 17				
OAMIS*	0.594		OAMIS*	0.496				

* OAMIS denotes overall aggregate mean item score

Table 2 : Distribution of respondents by perceived service quality of IR

Scores	PSQIR		Scores	Tangibles (PSQT)		Scores	Reliability (PSQR)	
	N	%		N	%		N	%
<28.51	2	0.9	< 7.5	3	1.4	< 6.0	2	0.9
28.5 - 47.31	42	19.1	7.5 - 12.44	75	34.1	6.0 - 9.96	37	16.8
47.32 - 66.31	165	75	12.45 - 17.44	126	57.3	9.97 - 13.96	141	64.1
66.32 - 85.31	11	5	17.45 - 22.44	16	7.3	13.97 - 17.96	38	17.3
>85.31	--	--	> 22.44	-	-	> 17.96	2	0.9
Mean	54.19		Mean	13.54		Mean	14.99	
SD	8.14		SD	2.84		SD	2.91	
Range	26 - 78		Range	5 --19		Range	5 -- 23	
OAMIS *	2.852		OAMIS *	2.701		OAMIS *	2.998	
Scores	Responsiveness (PSQRr)		Scores	Assurance (PSQA)		Scores	Empathy (PSQE)	
	N	%		N	%		N	%
< 4.5	10	4.5	< 4.5	2	0.9	< 4.5	12	5.5
4.5 - 7.47	53	24.1	4.5 - 7.47	46	20.9	4.5 - 7.47	68	30.9
7.48 - 10.47	117	53.2	7.48 - 10.47	121	55	7.48 - 10.47	107	48.6
10.48 - 13.47	39	17.7	10.48 - 13.47	49	22	10.48 - 13.47	29	13.2
> 13.47	1	0.5	> 13.47	2	0.9	> 13.47	4	1.8
Mean	8.51		Mean	9.04		Mean	8.1	
SD	2.26		SD	1.98		SD	2.33	
Range	3 -- 14		Range	3 -- 14		Range	3 -- 15	
OAMIS *	2.837		OAMIS *	3.01		OAMIS *	2.7	

* OAMIS denotes overall aggregate mean item score

Table 3 : Distribution of respondents by opinion about grievance redressal machinery

Scores	OPGRM		Scores	OPGRMIR		Scores	OPGRMG	
	N=220	%		N=220	%		N=220	%
41 - 61.49	--	--	20 - 29.9	1	0.5	21 - 31.49	--	--
61.5 - 102.09	52	23.6	30 - 49.8	104	47.3	31.5 - 52.29	24	10.9
102.1 - 143.09	166	75.5	49.9 - 69.8	113	51.4	52.3 - 73.29	181	82.38
143.1 - 184.09	2	0.9	69.9 - 89.8	2	0.9	73.3 - 94.29	15	6.8
> 184.09	--	--	> 89.8	--	--	> 94.29	--	--
Mean	111.53		Mean	49.5		Mean	62.02	
SD	14.2		SD	8.78		SD	7.67	
Range	68 - 149		Range	28 - 74		Range	36 - 87	
OAMIS *	2.72		OAMIS *	2.475		OAMIS *	2.953	

* OAMIS denotes overall aggregate mean item score

Table 4: Distribution of respondents by opinion about VCO

Scores	Opinion about VCO	
	N=220	%
< 27	--	--
27 - 44.82	--	--
44.83 - 62.82	182	82.7
62.83 - 80.82	38	17.3
> 80.82	--	--
Mean	58.39	
SD	4.63	
Range	45 - 72	
OAMIS*	3 244	

* OAMIS denotes overall aggregate mean item score

Table 5: Distribution of respondents by CRSB with respect to services of IR (3 point continuum)

Scores	Overall CRSB		Scores	Reservation (CRSBR)		Scores	Safety (CRSBS)	
	N	%		N	%		N	%
35--52.5	14	6.4	8 --12	9	4.09	8 --12	2	0.9
52.5--87.15	176	80	12.01--19.92	181	82.3	12.01--19.92	86	39.1
87.16--105	30	13.6	19.93--24.0	30	13.6	19.93--24.0	132	60
Mean	74		Mean	16.49		Mean	19.47	
SD	12.3		SD	3		SD	3.3	
Range	44 -- 101		Range	8 -- 23		Range	8 -- 23	
OAMIS*	2.174		OAMIS*	2.06		OAMIS*	2.78	
	Punctuality (CRSBP)		Catering (CRSBC)		B.Amenities (CRSBBA)			
Scores	N	%	Scores	N	%	Scores	N	%
7--10.45	51	23.2	6--9	10	4.5	6--9	33	15
10.46--17.43	145	65.9	9.01--14.94	143	65	9.01--14.94	147	66.8
17.44--21.0	24	10.9	14.95--18	67	30.5	14.95--18	40	18.2
Mean	13.03		Mean	13		Mean	12	
SD	3.4		SD	2.6		SD	3	
Range	7 -- 21		Range	6 -- 17		Range	6 -- 18	
OAMIS*	1.86		OAMIS*	2.195		OAMIS*	1.98	

* OAMIS denotes overall aggregate mean item score