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Questionnaire

Section- A

1. Users’ Profile

1.1 Respondent Name

[______________________________]

Address

[______________________________]

1.2 Gender (Male/Female)

[______________________________]

1.3 Educational Qualification

[______________________________]

2. Do you regularly travel by Haryana Roadways Buses?

I. Yes
II. No

3. Please answer whether you are

I. Inter-State Traveler
II. Intra-State Traveler

Section- B

Please record your agreement or disagreement to the following statements on a 5 point scale ranging from strong agreement to the strong disagreement.

e.g.

Haryana Roadways Bus generally reaches the destination in time:
Where

SA - Strongly Agree
A - Agree
UD - Undecided
D - Disagree; and
SD - Strongly disagree

1. Safety
   I. Over Speeding
   II. Running condition of the vehicle
   III. Slowing down at turnings
   IV. Running in competition with other vehicles
   V. Stopping enough time for the passengers to get in and get down; and
   VI. Sudden braking (related to rash driving)

2. Punctuality related to departures and arrivals of the buses, regularity and frequencies of the buses
   I. Punctuality in leaving the origin
   II. Punctuality in reaching the destination
   III. Punctuality in maintaining the timings at intermediate stops
   IV. Cancellation of scheduled trips
   V. Breakdowns; and
   VI. Frequency of availability

3. Comforts and Conveniences in the Bus
   I. Quality of seats
   II. Quality of gangway
   III. Leakage of roof during monsoon
   IV. Quality of shutters and wind screens
V. Provision of luggage racks
VI. Cleanliness of stage carriages

4. Quality of Crew
   I. Behaviour of crew
   II. Efficiency of crew in the discharge of duties
   III. First aid capability of crew
   IV. Honesty of the crew
   V. Stopping of stage carriages at stops; and
   VI. Dress and cleanliness of crew

5. Social Orientation
   I. Operation of late night trips
   II. Operation of early morning trips
   III. Trips to interior villages
   IV. Trips exclusively for the benefit of the students
   V. Extra trips for special occasions; and
   VI. Provision of concession in fares to students and handicapped persons

Thanks for your time