

Perceptions of the Commuters towards Telangana State Road Transport Corporation

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Abstract

Transport of any kind plays a significant role in contribution to the economic growth in developing countries. Among the other kinds of Transport, road ways is more convenient in connecting to interior places and in moving products and human resources. An organized transport sector promotes economies of production, distribution and consumption thereby it creates new opportunities and contributes in developing a country to the international competitiveness. The other modes of transport are also connected to the road transport in transferring goods & services. Therefore, Road transport plays a vital role in developing countries. As TSRTC is offering services to both Urban and rural citizens. Understanding the perceptions and satisfaction level of commuters is very important. This research makes an attempt to understand TSRTC services and examine perceptions and evaluate satisfaction levels of commuters towards TSRTC services.

JEL Code : N9, L9, L90, L91, L99

Keywords : Service Quality; TSRTC; Safety; Comfort; Convenience; Reliability; Service Information; Telangana; India

I. Introduction

TRANSPORT OF ANY kind plays a significant role in contribution to the economic growth in developing countries such as India. Among the other kinds of Transport, road ways is more convenient in connecting to interior places and in moving products and human resources. An organized transport sector promotes economies of production, distribution and consumption thereby it creates new opportunities and contributes in developing a country to the international competitiveness. The other modes of transport are also connected to the road transport in transferring goods & services. Therefore, Road transport plays a vital role in developing countries.

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**Annexure
Table AI
Communalities**

	Communalities	
	Initial	Extraction
Q1:	1.000	0.823
Q2:	1.000	0.796
Q3:	1.000	0.542
Q4:	1.000	0.585
Q5:	1.000	0.633
Q6:	1.000	0.701
Q7:	1.000	0.538
Q8:	1.000	0.731
Q9:	1.000	0.730
Q10:	1.000	0.742
Q11:	1.000	0.699
Q12:	1.000	0.774
Q13:	1.000	0.604
Q14:	1.000	0.740
Q15:	1.000	0.735
Q16:	1.000	0.736
Q17:	1.000	0.864
Q18:	1.000	0.744
Q19:	1.000	0.836
Q20:	1.000	0.781
Q21:	1.000	0.808
Q22:	1.000	0.659
Q23:	1.000	0.686
Q24:	1.000	0.714
Q26:	1.000	0.753
Q27:	1.000	0.895

Source : Self Computed

**Table A II
Rotated Component Matrix**

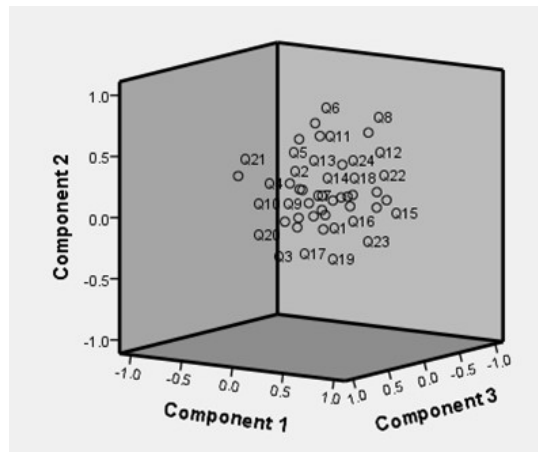
Rotated Component Matrix Component	Component							
	1	2	3	4	5	6	7	8
Q1:				0.883				
Q2:				0.853				
Q3:				0.617				
Q4:								
Q5:		0.653						
Q6:		0.761						
Q7:								
Q8:		0.679						
Q9:							0.808	
Q10:								0.746
Q11:		0.651						
Q12:								
Q13:								
Q14:	0.563							
Q15:	0.797							
Q16:	0.521							
Q17:						0.899		
Q18:						0.686		
Q19:	0.545		0.609					
Q20:			0.776					
Q21:			0.726					
Q22:	0.634							
Q23:	0.724							
Q24:								
Q26:					0.806			
Q27:					0.903			

Source : Self Computed

Table A III
Component Transformation Matrix

Component	Component Transformation Matrix							
	1	2	3	4	5	6	7	8
1	.649	.502	.402	.097	.249	.205	.169	.153
2	-.188	.069	.281	.607	-.433	-.369	.274	.338
3	-.245	.317	-.162	-.126	.607	-.610	.213	.101
4	.201	.002	-.436	.735	.258	-.001	-.261	-.308
5	.480	-.403	-.496	-.087	-.060	-.095	.441	.382
6	.312	-.542	.462	-.021	.193	-.468	-.372	-.025
7	.127	.339	-.269	-.134	-.246	-.169	-.662	.501
8	-.315	-.268	.102	.198	.462	.440	-.110	.599

Source : Self Computed



Source : Self Constructed

Figure 2
Component Plot in Rotated Space