



## A Study on Challenges being faced by TSRTC Passengers with Special Reference to Dilsukhnagar Bus station Hyderabad

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### Abstract

The majority of people in Telangana state travel by public transportation, which plays a crucial role in the country's socio-economic development. A principal function of public transport industry should be organized around to satisfy the clients. When passengers are pleased, public transportation services are considered to be effective service opportunities. Public transport should become part of a solution for sustainable transport in the future. Public transportation must provide high-quality service to meet a wider range of customer requirements in order to retain and attract more passengers. Efficient operation of public transport is a key factor for the improvement of living condition in Hyderabad city. The environment as well as Bus Transportation in Hyderabad city is poor and can hardly meet the passenger needs. The exploration of service quality of bus is necessary to provide a better in future. In this research challenges faced by TSRTC passengers were analysed based on passenger's view towards quality, safety and security and services provided by TSRTC at Dilsukhnagar Bus Station. A questionnaire survey was conducted at Dilsukhnagar Bus Station; the result indicated more than half of the responded believed that the present physical facilities of bus station are unsatisfactory, in spite of negative views passengers possessed appositve attitude for buses which is low travel cost.

**Keywords:** TSRTC, Service quality, sustainable transport, Passenger's Challenges and Satisfaction.

### 1. Introduction

The majority of people in Telangana state travel by public transportation, which plays a crucial role in the country's socio-economic development. Dilsukhnagar bus station has started on 7th September 1966 with 10 buses and 40 employees. After formation of Telangana state considerable amount of development activities have been taken up in Dilsukhnagar bus station for both employees and passengers [1]. At present there are 52 buses, 346 employees and 15000 passengers travel every day. Therefore, the present study made an attempt to understand the problems faced by TSRTC passengers and solutions at Dilshukhnagar Bus station Hyderabad.

### 2. Review of Literature

Some of the Important Studies on this topic are presented as follows:

- This research examines the challenges and

opportunities presented by changes in the aviation market and the current transportation governance structures and institutions and focused specifically on how well the existing planning institutions can deal with the mega regional dynamics brought on by changes in the aviation industry.

- This paper talked about the roles that informal public transportation services play in Nigeria, how they complement the country's formal public transportation, and the risks that come with operating informal public transportation in Nigeria [2]. Workable solutions were suggested in place of the negative externalities that were discussed, such as an inclusion and integration policy and training and education.
- This study investigated how the proliferation of cutting-edge technologies affected highway

operators, toll collectors, and the highway itself. This study educated highway operators about potential obstacles they may face in the future.

- This paper investigated ridesharing needs of older adults. In this study investigator us contextual design approach to study ridesharing behaviour of old drivers [5-8].

### 3. Need of the Study

- Even though TSRTC is providing many services to the passengers still passengers are suffering from various challenges
- Numerous research studies have been carried out on the topic of challenges faced by T.S.R.T.C Passengers. But, no study was done at Dilsuknagar Bus station Hyderabad. Thus, the present study fulfills the gap.

### 4. Objectives

- To study the present scenario of the bus stand.
- To study the problems facing by the passengers in Dilsukhnagar bus stand.
- To know the facilities provided by the Government.
- To investigate structure of the services quality in Dilsukhnagar bus stand in order to provide some improvement measures for the quality management in the future [3, 11].

### 5. Research Methodology

The Present study is Purely Based on Primary data collected from 61 Respondents including men & Women Who are the passengers in Dilsuknagar Bus station.

#### Sample Method: Schedule Method

Information is gathered from the schedule prepared to know the challenges faced by TSRTC Passengers at Dilsukhnagar bus station

**Statistical Tools:** For statistical tools simple percentages are used.

**Secondary Data:** The secondary data for the study was obtained from books, journals, Catalogues and Websites [9, 10].

### 6. Limitations of the Study

The limitations of the study are as follows:

- Due to lack of time the data is collected from 61 respondents only.
- The study is limited to area of Dilsukhnagar bus

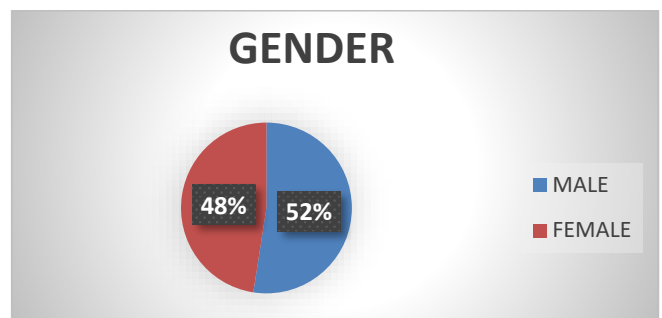
station TSRTC only.

- The sample size may not be appropriate to analyze the data.

### 7. Data Analysis

**Table 1 Showing Gender Wise Distribution of Respondents (Passengers)**

Gender	No of Respondents	Percentage
Male	32	52%
Female	29	48%
<b>Total</b>	<b>61</b>	<b>100%</b>

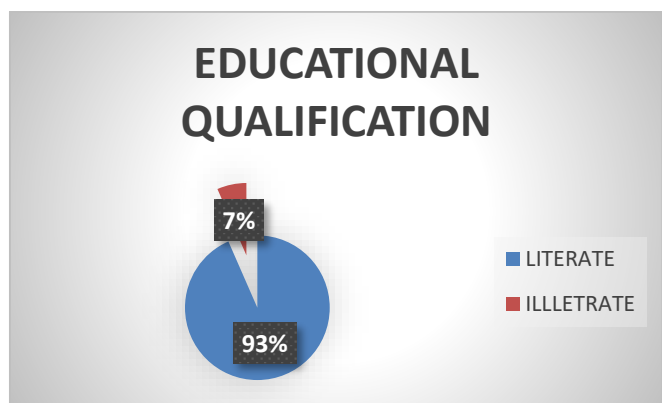


**Figure 1 Gender of passenger**

**Interpretation:** From the above Table 1 & Figure 1 analysis it is observed that 52% of the respondents (passengers) are male and 48% of the respondents (passengers) are female.

**Table 2 Showing Educational Qualification of Passengers**

Educational- Qualification	No of Respondents	Percentage
Literate	57	93%
Illiterate	4	7%
<b>Total</b>	<b>61</b>	<b>100%</b>

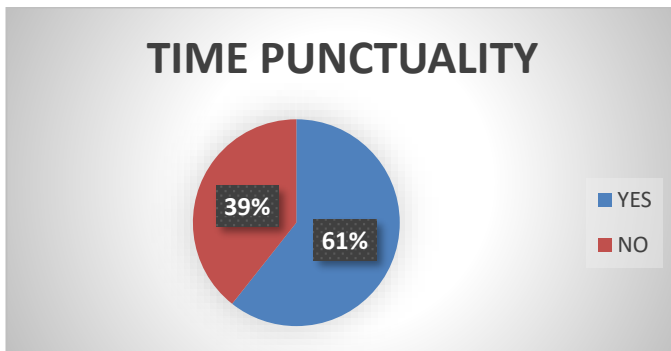


**Figure 2 Passengers Educational Qualification**

**Interpretation:** From the above Table 2 & Figure 2 analysis it is observed that 93% of the respondents (passengers) are literates and 7% of respondents (passengers) are illiterates.

**Table 3 Showing Time Punctuality of Buses**

Time Punctuality	No of Respondents	Percentage
Yes	37	61%
No	24	39%
<b>Total</b>	<b>61</b>	<b>100%</b>

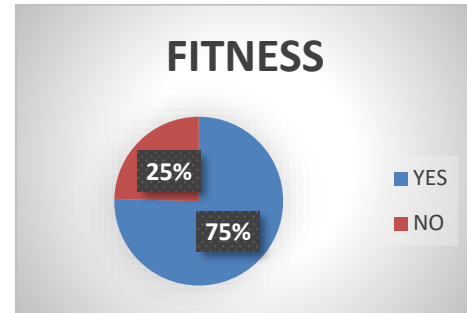


**Figure 3 Punctuality of Buses**

**Interpretation:** From the above Table 3 & Figure 3 analysis it is observed that 61% of respondents (passengers) have expressed positive opinion and 39% of respondents (passengers) have expressed negative opinion regarding time punctuality of buses.

**Table 4 Showing Fitness of Buses**

Fitness		
	No of Respondents	Percentage
Yes	46	75
No	15	25
<b>Total</b>	<b>61</b>	<b>100</b>

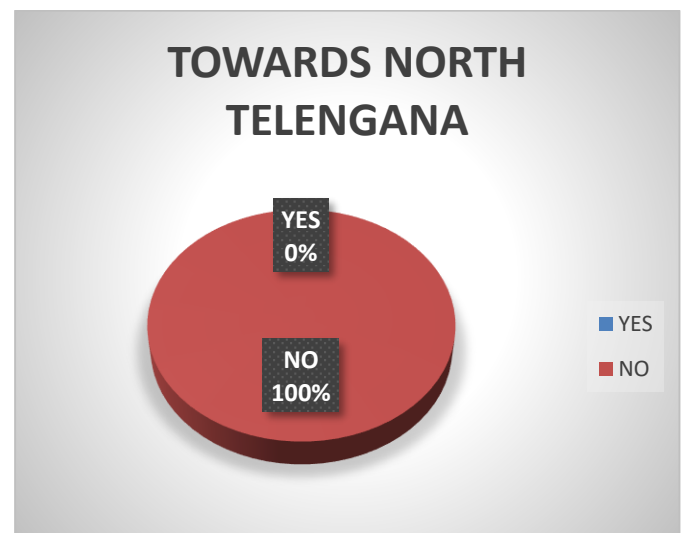


**Figure 4 Fitness of Buses**

**Interpretation:** From the above Table 4 & Figure 4 analysis it is observed that 75% of respondents (passengers) have expressed positive opinion and 25% of respondents (passengers) have expressed negative opinion regarding Fitness of buses.

**Table 5 Showing Availability of Buses Towards North Telengana Districts**

Avalibility Of Buses Towards North Telengana Districts	
Yes	No
0	61



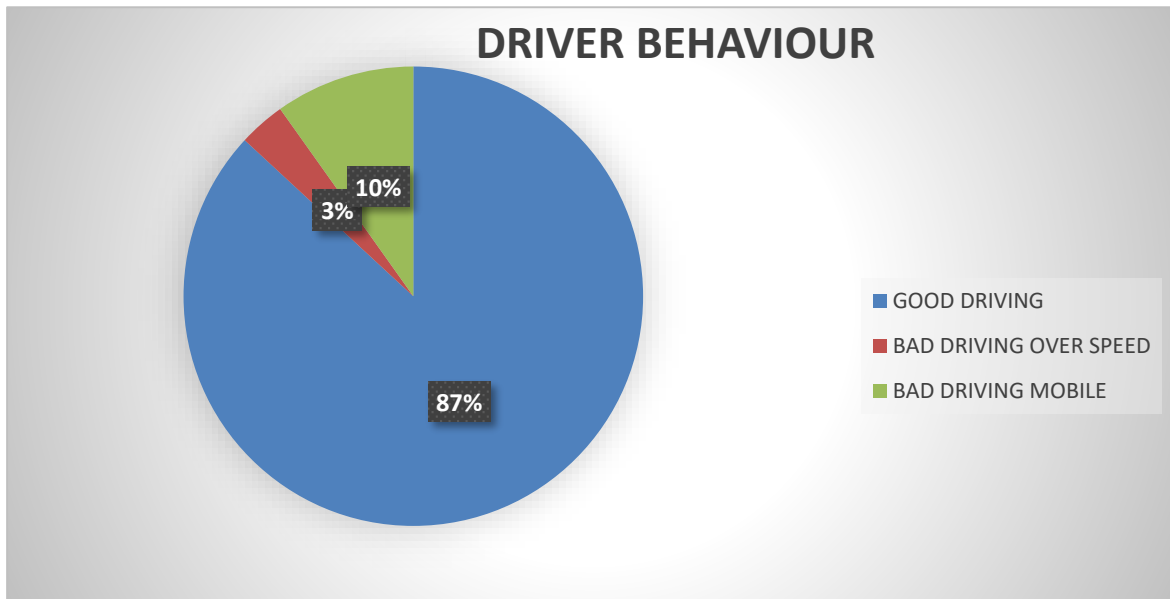
**Figure 5 Availability of Buses Towards North Telengana Districts**

**Interpretation:** From the above Table 5 & Figure 5 analysis it is observed that 100% of passengers pinioned that there are no buses available towards North Telengana districts.

**Table 6 Showing Behaviour of the Drivers**

Driver Behavior			
Driver Behavior		No Of Respondents	Percentage
Good Driving		53	87%
Bad Driving	Over Speed	2	3%
	Mobile	6	10%
<b>Total</b>		<b>61</b>	<b>100%</b>

**Interpretation:** From the above Table 6 & Figure 6 analysis it is observed that 87% of the respondents (passengers) opined that the driver's behavior is good with good driving and remaining 13% of the respondents (passengers) are opined that driver's behavior is among them 3% drives with over speed and 10% use mobile phones while driving.



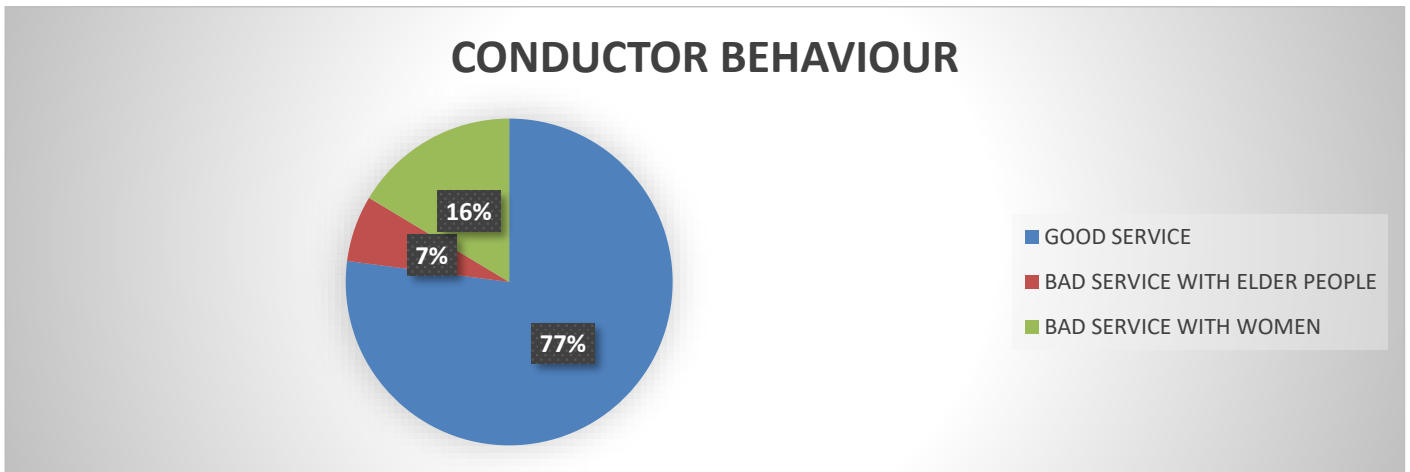
**Figure 6 Behaviour of the Drivers**

**Table 7 Showing Behavior of the Conductor**

Conductor Behaviour			
Conductor Behaviour	No Of Respondents	Percentage	
Good Service	47	77%	
Bad Service	With Elder People	4	7%
	With Women	10	16%
<b>Total</b>	<b>61</b>	<b>100%</b>	

Conductor Behaviour			
Conductor Behaviour	No Of Respondents	Percentage	
Good Service	47	77%	
Bad Service	With Elder People	4	7%
	With Women	10	16%
<b>Total</b>	<b>61</b>	<b>100%</b>	

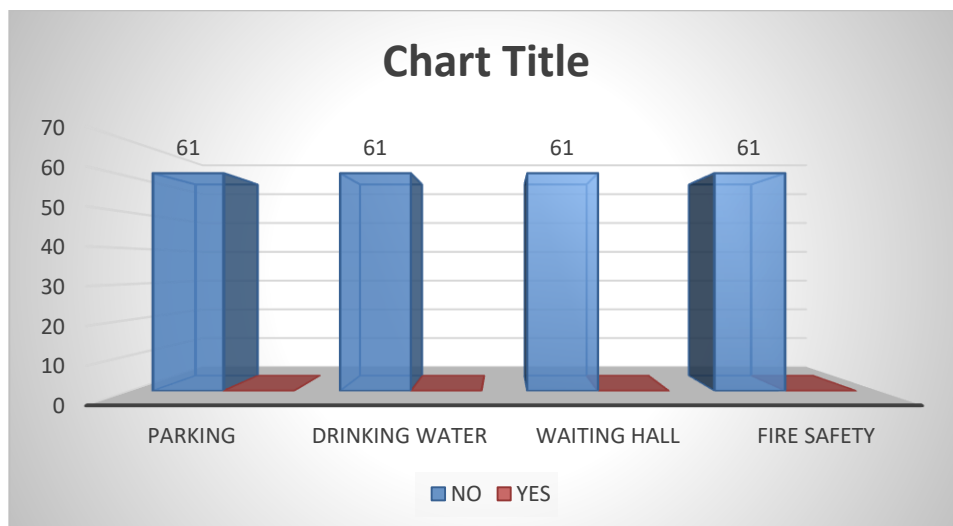


**Figure 7 Conductor Behaviour**

**Interpretation:** From the above Table 7 & Figure 7 analysis it is observed that 77% of respondents (passengers) opined that the conductor’s behavior is good and remaining 23% of respondents (passengers) opined that the conductor’s behavior is bad with passengers among them 7% badly behaves with elderly people and 16% badly behave with women passengers.

**Table 8 Showing Availability of Infrastructure**

Availability Of Infrastructure			
	Yes	No	Percentage
Parking	0	61	100%
Drinking Water	0	61	100%
Waiting Hall	0	61	100%
Fire Safety	0	61	100%
<b>Total</b>			<b>100%</b>



**Figure 8 Availability of Infrastructure**



**Interpretation:** From the above analysis it is observed that availability of infrastructure facilities like parking, drinking water; waiting hall and Fire Safety are not available at the Dilsuknagar Bus Station.

## 8. Findings

Based on the research following are the findings of the study:

- 52 % of the passengers are male and 48% of passengers are female.
- 93% of passengers are literates and 7% of passengers are illiterates.
- 61% of passengers have expressed positive opinion regarding time punctuality of buses.
- 75% of passengers have expressed positive opinion regarding fitness of buses.
- 100% of passengers opinioned that there are no buses available towards north Telangana districts.
- 87% of the driver's behaviour is good and the remaining 13% of the driver's behaviour is bad among them 3% is with over speed and 10% is with using cell phone while driving.
- 77% of the conductor's behaviour is good and the remaining 23% of the conductor's behaviour is bad with the passengers among them 7%

## 10. Model Questionnaire Form

1. NAME:
2. GENDER:  
A) MALE B) FEMALE
3. EDUCATIONAL QUALIFICATION:  
A) LITERATE B) ILLITERATE
4. VILLAGE/TOWN:
5. OCCUPATION OF PASSENGER:  
A) EMPLOYEE B) STUDENT  
C) BUSINESS D) HOME-MAKER
6. AVAILABILITY OF BUSES TOWARDS ADILABAD, NIZAMABAD, KAMAREDDY, KARIMNAGAR, VEMULAWADA, JAGITYALA, MANCHIRYALA, GAJWEL, SIDDIPET, WARANGAL, ETC...  
A) YES B) NO
7. TIME PUNCTUALITY:  
A) YES B) NO
8. REQUESTED STOPS:

badly behaves with elderly people and 16% badly behaves with women passengers.

- Infrastructure facilities like parking, drinking water, waiting hall and fire safety or not available.

## 9. Suggestions

Based on the analysis and interpretation of study project data following suggestions are recommended and can be implemented by government of Telangana.

- To provide buses towards North Telangana Districts.
- To maintain the punctuality of buses.
- To provide parking facility
- To provide drinking water facility
- To provide waiting hall services specially for ladies.
- To provide fire safety
- To provide proper counseling for the drivers by the R.T.C Authorities and council them to omit the habits of over speed and notorious habits.
- To provide proper counseling for the conductors to behave in a good manner with women and elder passengers.







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