

PERFORMANCE EVALUATION OF KSRTC WITH SPECIAL REFERENCE TO TUMKUR DIVISION

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ABSTRACT

Transportation plays a vital role in the overall progress of a person and in the larger outlook of the country. There are a number of studies conducted to improve the transport system which has eventually led to the current status of the transport system. The present study is also focussed on the contributing to the improvement of public transport service. The study aims assess the quality of the service provided through KSRTC in Tumakuru district as the literature shows lacunae in this arena. A survey based study was conducted in the various depots of Tumakuru Districts which involved the commuters. Various parameters like operational logistics, safety and reliability, regularity and punctuality and maintenance and infrastructure. A questionnaire was given to the commuters and filled details were tabulated and subjected to statistical analysis. The results have shown that the overall performance of KSRTC in Tumakuru district is satisfactory.

KEYWORDS: Commuters, KSRTC, Operational Logistics