



NPL "STACIONI I AUTOBUSËVE" SH.A. PRISHTINË
GJP "AUTOBUSKA STANICA" A.D. PRISTINA
MPE "BUS STATION" J.S. PRISTINA

Customer Satisfaction Assessment Report of MPE "Bus Station" J.S. Prishtina for the year 2019



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EXECUTIVE SUMMARY

Since the establishment of the Bus Station in 1977, the Socially Owned Enterprise "Bus Station" has operated to provide passenger transportation services inside and outside the country. After 2015, with its transformation into a Municipal Public Enterprise, the Bus Station has provided various services to various economic operators who use the "MPE Bus Station" J.S. Prishtina, for their business, including transport operators, driving schools, business premises and taxi companies.

According to the requirements based on the law for Publicly Owned Enterprises, MPE "Bus Station" J. S. once a year measures customer satisfaction. The main purpose of this research is to measure the satisfaction of Bus Station customers with the services provided to them.

For the realization of this research was contracted the company Global Consulting & Development Associates L.L.C, which has conducted the research with all operating units including: transport operators, driving schools, business premises, taxi companies and passengers.

The research sample was intended to reach different customers who use the services of MP Enterprise "Bus Station" J. S. individually using the method of random selection, and interviewing consumers, ie users of the services of the enterprise, regarding how satisfied they are with the services they receive from the enterprise.

The research was conducted from the dates: 16 June 2020 to 22 June 2020, when the interview was conducted with passengers, businesses which uses the premises of the company for rent, as well as various passengers who frequent the Bus Station, while from the date 1 July to 2 July, 2020 was conducted interview of driving school officials. During the interview process, difficulties were encountered in contacting the owners of driving schools due to the non-functioning of the center for holding exams for candidates, which is managed by the Ministry of Transport.

The interview of the driving school officials was conducted after they were contacted and a special meeting was held to have their opinion regarding the services of MPE "Bus Station" J. S. which is the object of this research.

The results of the research show that in general all operating units as well as passengers are satisfied with the services provided by the company. A large percentage in each category and in each question received satisfactory answers, which results that the services provided are welcome, and are in line with the requirements of operating units and passengers.

In rare cases, the level of security has been requested to be higher, mainly by business premises, as well as by transport operators. Also, raising the level of cleanness was required by all categories included in the research. Weaker ratings are generally given by business premises.

Introduction

Socially Owned Enterprise (SOE) Bus Station, in Prishtina, was established in 1977, while in the existing premises it was placed in 1983.

After the end of the war, in 1999, the Enterprise was administered by the Kosovo Trust Agency (KTA). In 2015 it was transformed into a Municipal Public Enterprise, organized as a Joint Stock Company, with the Municipal Assembly (MA) of Prishtina as the sole legal owner of all shares of the enterprise. In this context, the Municipality of Prishtina exercises the competencies and responsibilities provided by the laws in force, but also by the Statute and other bylaws of the Enterprise.

The enterprise generates its own incomes and does not depend on the municipal budget. The main sources of income are platform services (receiving and escorting buses), ticket sales service for transport operators, passenger luggage storage service, parking service, driving school range service, rental of business premises owned by the Station.

According to the Statute, the Enterprise possesses its governing bodies: the Board of Directors, the Chief Executive Officer, the Corporate Secretary, the Chief Treasury and Finance Officer, the Internal Auditor, and other supporting staff, engaged according to the organizational chart of the Enterprise.

Currently, the company has 94 employees.

PURPOSE OF RESEARCH

Based on the Law on Public Enterprises, Law no. 05 / L-009, the Board of the Enterprise once a year measures customers satisfaction.

Such an assessment is very important because it helps the enterprise in developing strategic objectives for each subsequent year.

The main purpose of this research is to measure the satisfaction of Bus Station customers with the services provided to them. Through this research, accurate information will be extracted on what the customers of the Bus Station think about the services they receive, how satisfied they are with them and what concerns they have.

BUS STATION SERVICES - PRISHTINA

The enterprise offers various services to different economic operators who use MPE Bus Station J. S. Prishtina, for their business. Among them are:

- 180 transport operators operating in enterprises, which make the transport connection between Prishtina and local and international cities,
- 56 driving schools which use the premises of the enterprise for the training of different candidates,
- 29 business premises are rented, where through various activities businesses offer services in gastronomy activities.
- 2 taxi companies which operate from the Bus Station

The services that these operators receive include:

Platform services
Parking services,
Passenger luggage storage services,
Selling of bus tickets,
Service of utilization of ranges,
Environment for cafes and restaurants
Security of environment

Table 1.0: Services provided by the Bus Station

RESEARCH METHODOLOGY

The interview was conducted from the dates: 16 June 2020 to 22 June 2020, when the interview was conducted with carriers, businesses that rent the premises of the company and various passengers who frequent the Bus Station. From July 1 to July 2, 2020, the interview of the driving school officials was done. During the interview process, difficulties were encountered in contacting the owners of driving schools due to the non-functioning of the center for holding exams for candidates, which is managed by the Ministry of Transport.

The interview of the driving school officials was done after they were contacted and a special meeting was held to have their opinion regarding the services of MPE "Bus Station" J. S. which is the subject of this research.

This research has applied a quantitative methodology and has been conducted using different questionnaires for each operating unit and travelers. The questionnaires were compiled with open-ended and closed-ended questions.

The working methodology for this research includes several activities, such as:

Activities	
	Compilation of questionnaires for each service category
	Determination of representative sample
	Obtaining data for each sample category
	Data / results analysis
	Compilation of the report on the results of the data

Table: 2.0: Activities undertaken

Compilation of questionnaires

Compiling the questionnaire is the main part of the research. In this regard, we have directly addressed each economic operator that receives services from the Bus Station, compiling questionnaires specified for each of them.

Questionnaires are compiled for:

- Transport operators
- Driving-schools
- Business premises
- Taxi companies
- Passengers

Questionnaires of each research category are attached to the *Annex* of this report.

Determination of representative sample

Given that the number of economic operators, with whom the Bus Station cooperates, in total is 267, we suggest interviewing 75% of them. The table below shows the distribution of the sample by economic operators, including 50 passengers:

Operating Units	Real number of operators	Number of operators that will be part of the research
<i>Transport Operators</i>	180	100
<i>Driving schools</i>	56	30
<i>Business premises</i>	29	19
<i>Taxi companies</i>	2	2
<i>Passengers</i>	/	50

Table 3.0: Distribution of operating units

Implementation

Field data collection was conducted through direct interviews with respondents. The interviews were conducted through direct conversation and filling in the data on the spot by filling in the questionnaire, according to the answers given by the interviewees.

Data collection was carried out in the operating units, and for this we have engaged 4 interviewers, who conducted field interviews with economic operators and passengers.

The selection of respondents was done through random selection with all economic operators and passengers who have been waiting at the Station.

RESULTS

The participating sample was conducted in each category separately. The following categories were part of the research:

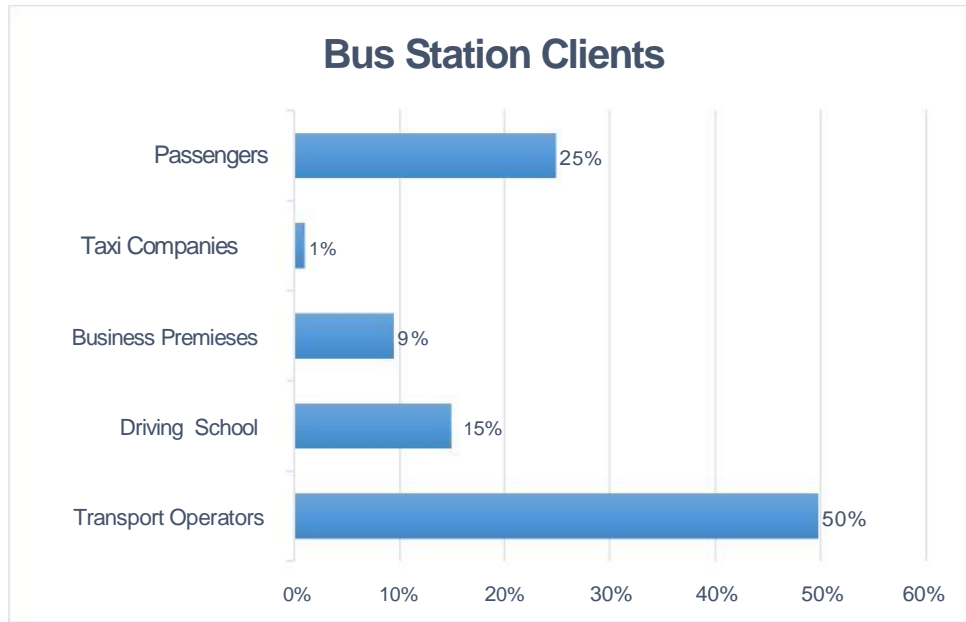


Fig. 1.0: Operating units and their percentage participation in research

The results for each operating unit are presented below.

1. Transport operators

Out of 180 companies / operators that receive services from the Bus Station, 100 of them were part of the research sample. Data were obtained from bus drivers or conductors.

The research results are presented below.

Question 1: How satisfied are you with the platform services:

In the first question, out of 100 Transport Operators that participated in the survey, 6% (6) of them were very satisfied with the services of the Bus Station, 46% (46) of them were satisfied and 21% (21) have expressed that they are moderately satisfied with the services of the Bus Station. While with a smaller percentage, Transport Operators are divided dissatisfied and not at all satisfied, respectively with 18% (18) and 9% (9).

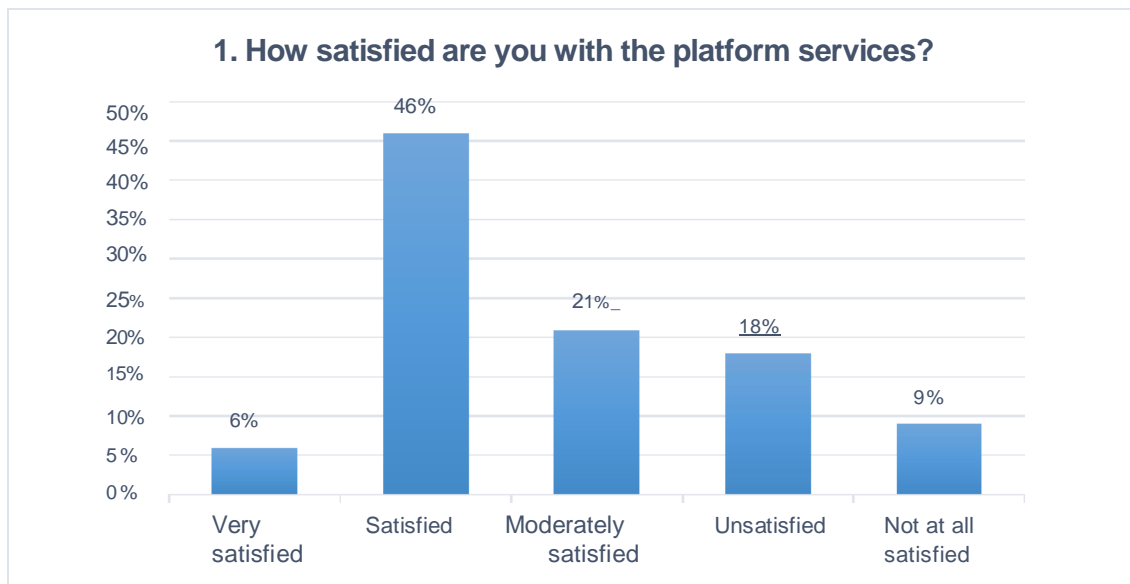


Figure 1.1: How satisfied are you with the platform services

Question 2: How satisfied are you with the ticket sales services:

12% (12) of Transport Operators are very satisfied with ticket sales, the majority with 50% (50) are satisfied and 9% (9) are moderately satisfied.

13% (13) of TOs are unsatisfied, and 16% (16) of them are not at all satisfied with the sale of tickets by the Bus Station.

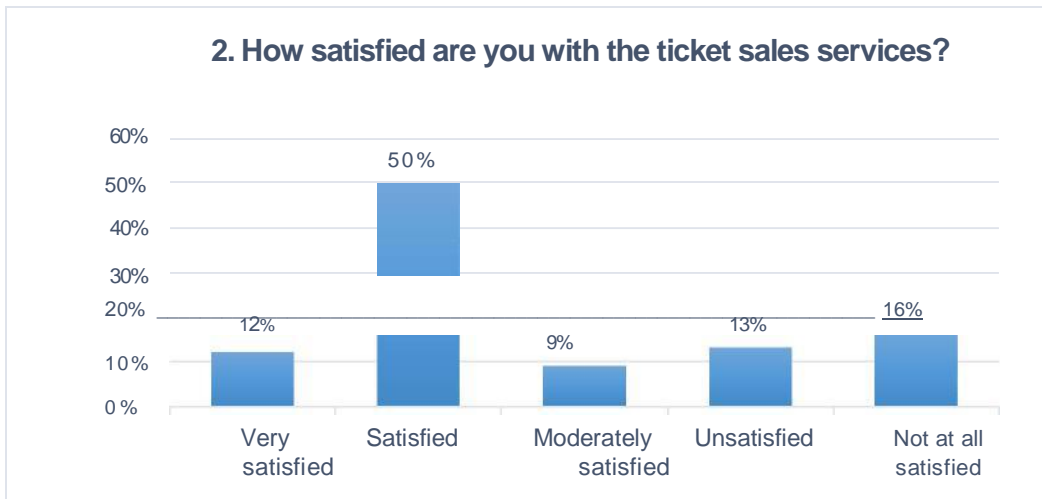
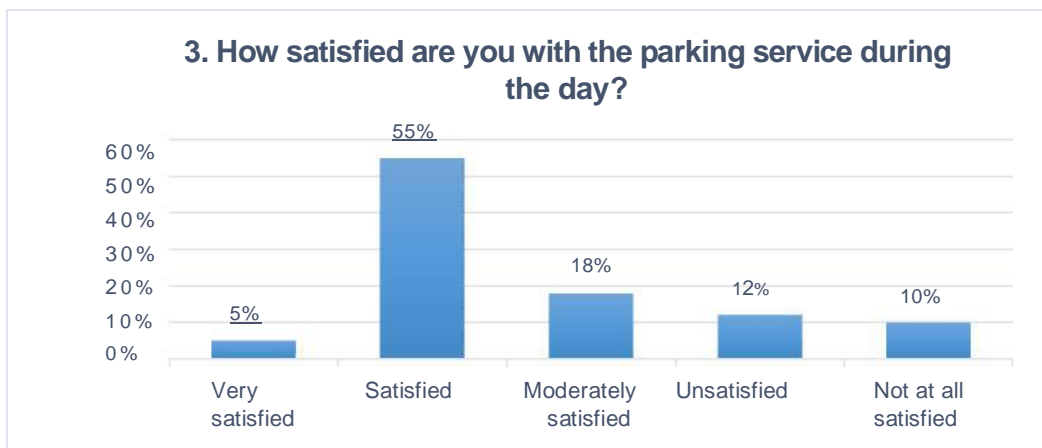


Figure 1.2: How satisfied are you with the ticket sales services

Question 3: How satisfied are you with the parking service during the day:

Regarding parking services during the day, only 5% (5) of Transport Operators have expressed that they are very satisfied with this service, while the majority with 55% (55) have expressed that they are satisfied with the parking during the day. Out of 100 Transporters, 18% (18) of them are moderately satisfied, leaving 12% (12) of them unsatisfied and 10% (10) not at all satisfied



with the parking service during the day.

Figure 1.3: How satisfied are you with the parking service during the day

Question 4: How satisfied are you with overnight parking services:

The answers to the question how satisfied are the Transport Operators with overnight parking services are similar to those of question 3. 7% (7) of TOs are very satisfied with overnight parking service and 56% (56) of them are satisfied. 24% (24) of TOs expressed that they are moderately satisfied, while 3% (3) expressed unsatisfied and 10% (10) not at all satisfied with this service provided by the Bus Station.

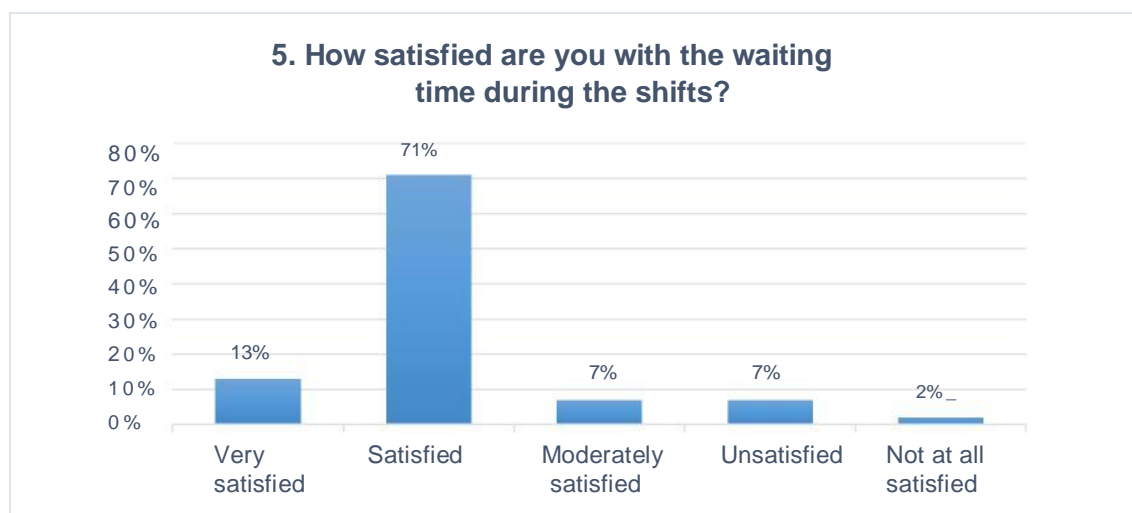


Figure 1.4: How satisfied are you with overnight parking services

Question 5: How satisfied are you with the waiting time during the change of schedules:

When asked how satisfied the Transport Operators are with the waiting time during the change of schedules, in general the TOs have expressed to be satisfied. According to the data, 13% (13) of them are very satisfied and 71% (71) of them are satisfied.

On average, 7% (7) of TOs are satisfied and with the same value are unsatisfied, leaving only



2% (2) of TOs not at all satisfied with this service.

Figure 1.5: How satisfied are you with the waiting time during schedule changes

Question 6: How satisfied are you with the environment inside the Bus Station:

Regarding the environment inside the Bus Station, most of the Transport Operators are very satisfied, and satisfied with 10% (10) and 69% (69), respectively.

On average, 13% (13) were expressed satisfied, leaving 7% (7) of TOs unsatisfied and only 1% (1) of them not at all satisfied with the environment inside the Bus Station.

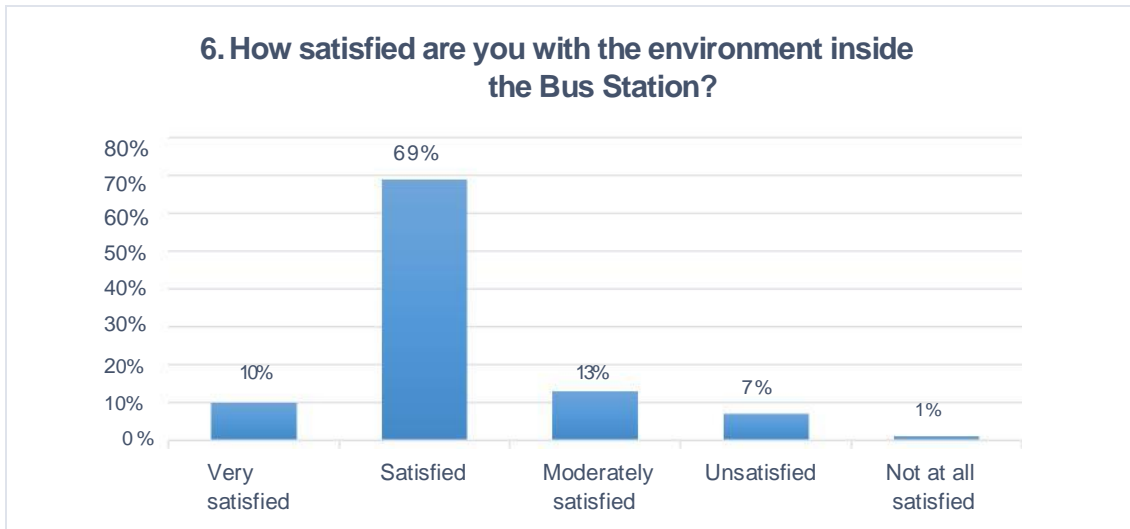


Figure 1.6: How satisfied are you with the environment inside the Bus Station

Question 7: How satisfied are you with the security inside the Bus Station:

When asked how satisfied they are with the security inside the Bus Station, 9% (9) of the Transport Operators were very satisfied and 61% (61) of them are satisfied. 8% (8) of TOs expressed that they are moderately satisfied and 6% (6) of them are unsatisfied with this service. Whereas 16% (16) of them are not at all satisfied with the security inside the Bus Station.

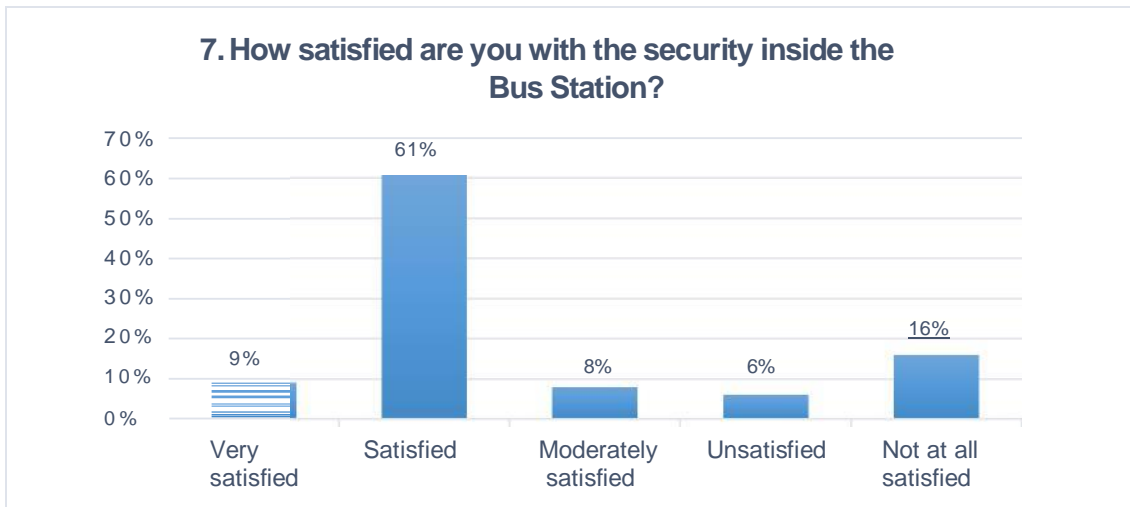


Figure 1.7: How satisfied are you with the security inside the Bus Station

Question 8: Do you have any suggestions for improving the services?

39% (39) of Transport Operators answered on this question. Their suggestions and requests were as follows:

- To fix the infrastructure within the Station (15 TO),
- Parking cars in unspecified places causes road blockage, this issue needs to be fixed (1 TO)
- Needs to be fixed the ticket machines (1 TO),
- Price reduction of platform due to pandemic (3 TO),
- Implementation of platform schedule by TO (1 TO),
- Security to be higher within the Station. An TO stated that oil was stolen from the bus during the night waiting (10 TO),
- The ramp should be functioning properly and the workers working in the ramp cabin should be more careful (5 TO).
- Should be a separate line for bus parking (2 TO)
- Cleanliness to be at the best level (1 TO)

2. Driving - schools

In the category of driving schools, a total of 30 companies have participated which use the Bus Station range for their needs. The results derived from the research in terms of driving schools are presented below.

Question 1: How satisfied are you with the range space offered to you?

3% (1) of the respondents was very satisfied with the range space provided by the Bus Station leaving another 50% (15) satisfied. On average, 33% (10) of driving school representatives were satisfied, leaving only one of them dissatisfied, 3% (1) and 3 other companies with 11% (3) not at all satisfied.

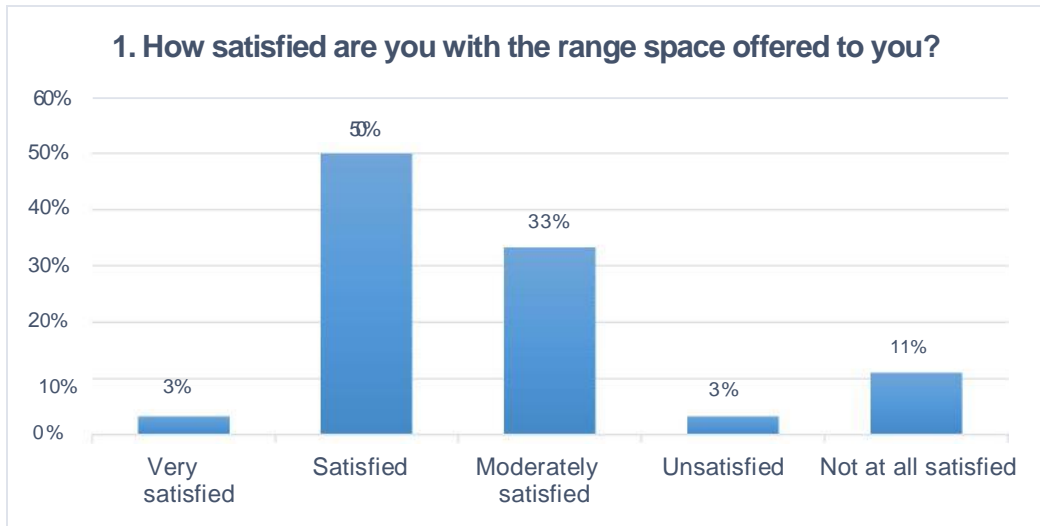
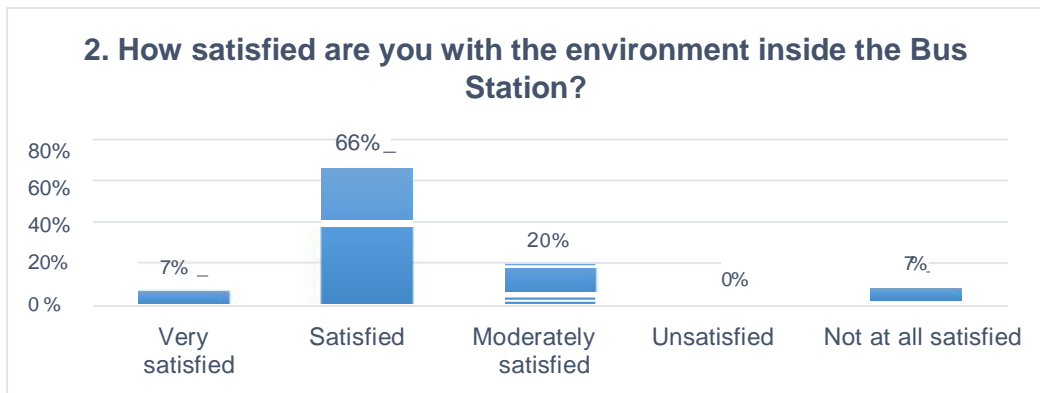


Figure 2.1: How satisfied are you with the range space offered to you?

Question 2: How satisfied are you with the environment inside the Bus Station?

Most of the respondents expressed positively about the environment inside the Station. Of these 7% (2) are very satisfied and 66% satisfied. On average, 20% (6) of the respondents have expressed to be satisfied and 7% (2) were not at all satisfied with the environment inside the Bus



Station.

Figure 2.2: How satisfied are you with the environment inside the Bus Station

Question 3: How satisfied are you with the security inside the Bus Station?

90% of respondents stated that they are very satisfied and satisfied with the security inside the Station, 17% (5) and 73% (22), respectively. Only one driving school representative interviewed was moderately satisfied, leaving only 2 companies, 7% not at all satisfied with the security inside the Bus Station.

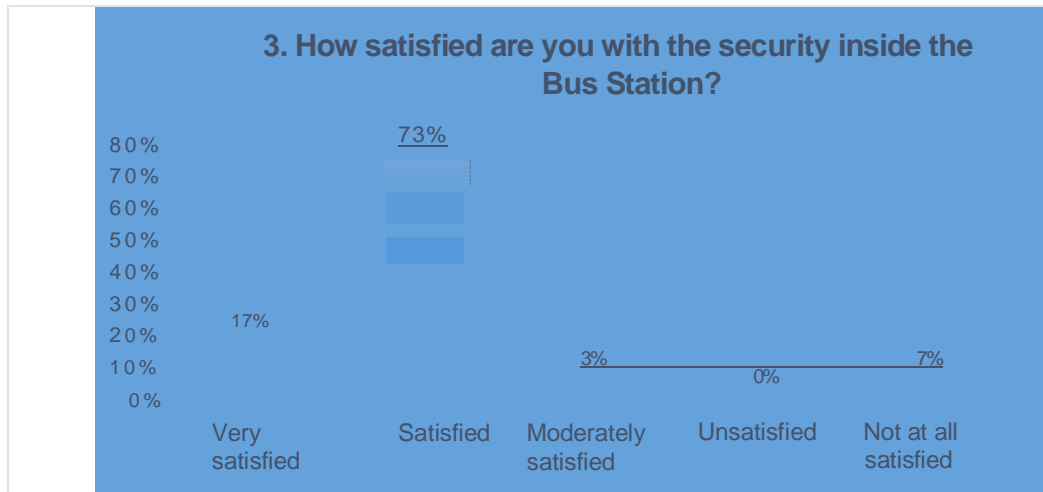


Figure 2.3: How satisfied are you with the security inside the Bus Station?

Question 4: How satisfied are you with the level of cleanliness inside the Bus Station?

Also, the aspect of cleanliness has been assessed quite positively by the representatives of the driving schools. 20% (6) of them expressed that they are very satisfied and 60% (18) are satisfied with the level of cleanliness. On average, 14% (4) of the respondents were satisfied, while only one driving-school representative was unsatisfied and not at all satisfied, 3% each.

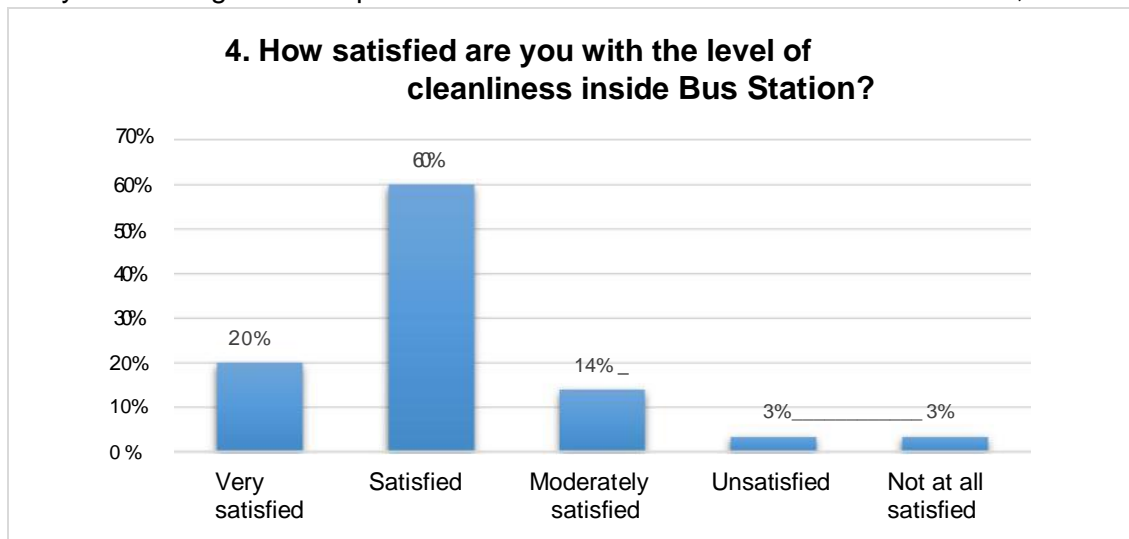


Figure 2.4: How satisfied are you with the level of cleanliness inside the Bus Station?

Question 5: Do you have any suggestions for the Bus Station:

Regarding the suggestions and requests submitted by the representatives of the 30 driving schools interviewed, their answers are as follows:

- Reduce the entrance fee to the Station,
- Security inside the station to be more level,
- To abolish the entrance fee to the Station for Driving Schools,
- To provide more green space, seats and baskets at the range space,
- To have more waste bins,
- The range space to be larger,
- To fix the ramp problem,
- To remove snow during the winter season and maintain the range space,
- To exist lighting in the range space.

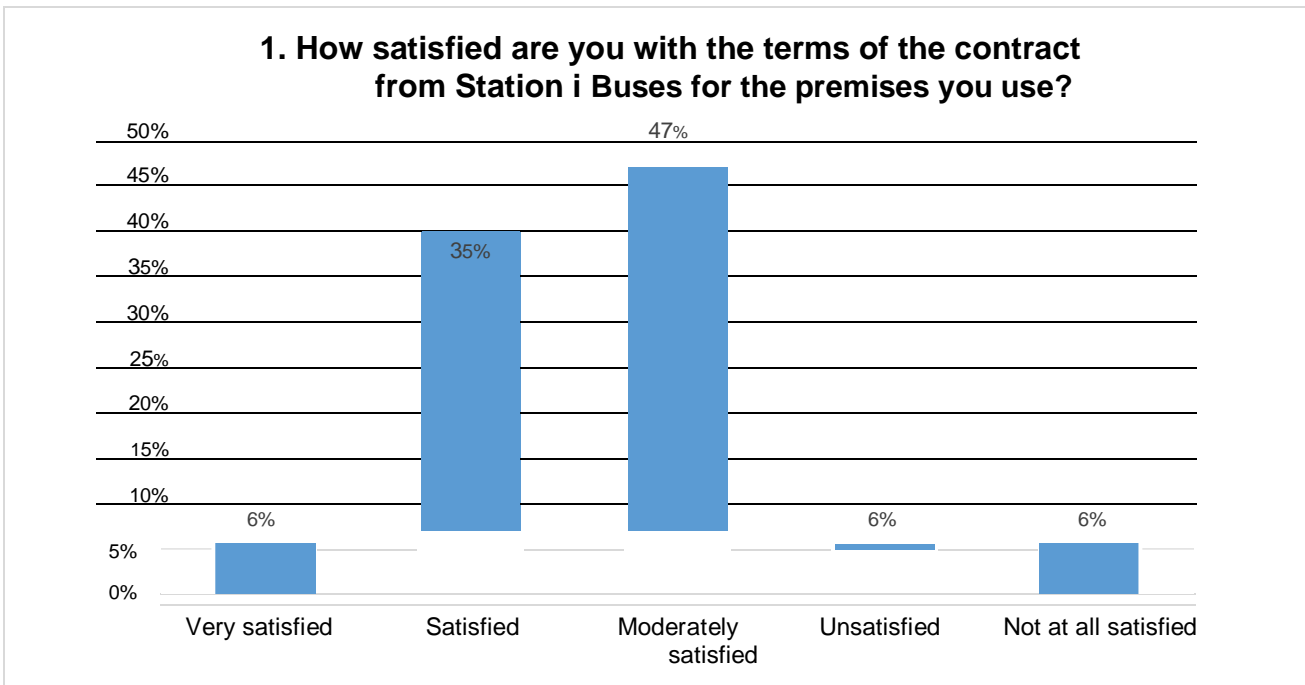
3. Business premises

19 business premises are included in this research category. Of these, 17 of them responded to the request to participate in the research, while one business premises did not want to respond and the other one did not have the restaurant open during the time when the research was conducted.

The results of the research are presented below:

Question 1: How satisfied are you with the terms of the Bus Station contract for the premises you use:

In their answers 6% (1) of representatives of business premises stated that they are very satisfied with the terms of the contract for the premises they use. 35% (6) are satisfied and the majority with 47% (8) are moderately satisfied. While 6% (1) expressed as unsatisfied and not at



all satisfied.

Figure 3.1: How satisfied are you with the terms of the contract from the Bus Station for the premises you use?

Question 2: How satisfied are you with the space offered to you:

With 35%, (6), of the representatives were very satisfied and satisfied, respectively. While 24% (4) of the representatives are moderately satisfied, leaving only one representative 6% (1) not at all satisfied.

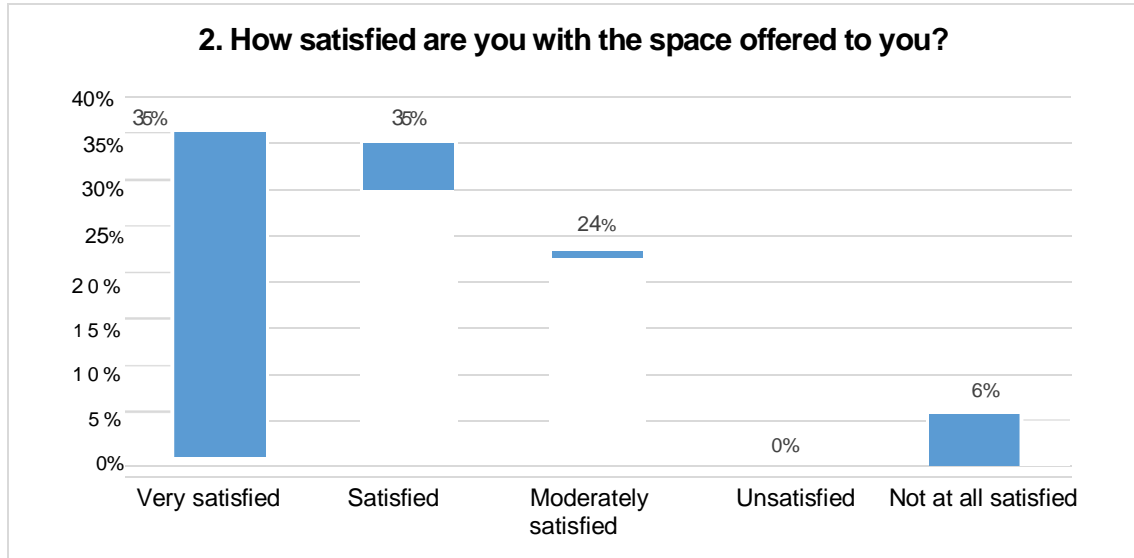
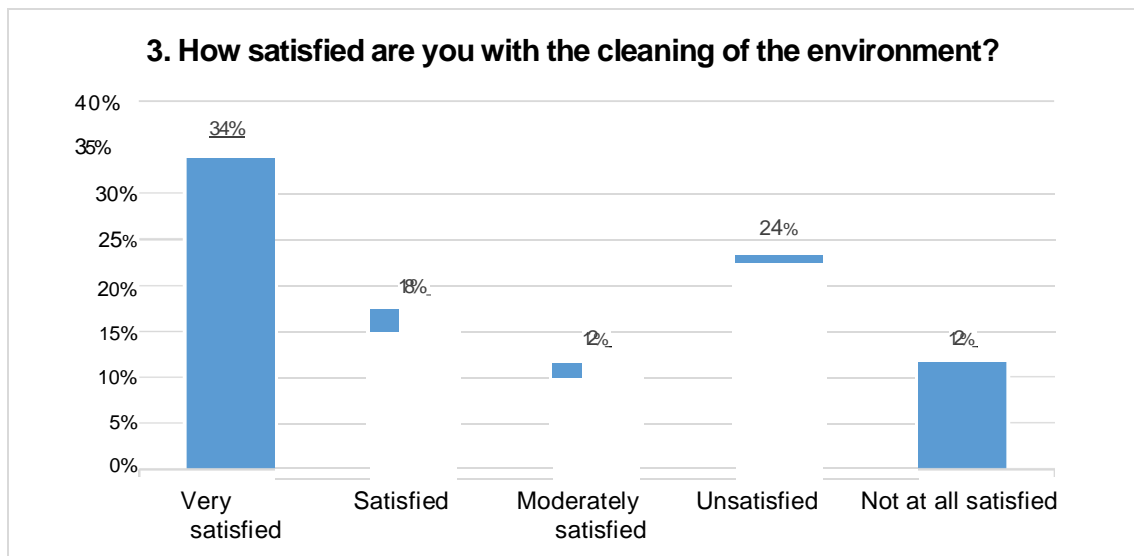


Figure 3.2: How satisfied are you with the space offered to you

Question 3: How satisfied are you with the cleanliness of the environment:

How satisfied were the representatives of business premises with the environment 34% (6) of them were very satisfied and 18% (3) are satisfied. 12% (2) of the representatives expressed as moderately satisfied and 24% (4) of them expressed as unsatisfied with the cleanliness of the environment.

Whereas 12% (2) of the representatives expressed that they are not at all satisfied with the



cleanliness of the environment.

Figure 3.3: How satisfied are you with the cleaning of the environment

Question 4: How satisfied are you with the toilet conditions:

Regarding the conditions of the toilet, most of the representatives have expressed satisfaction. 24% (4) and 34% (6) of them expressed very satisfied and satisfied. While 18% (3) have been moderately satisfied attitudes with this issue and 24% (3) of them are unsatisfied with the toilet conditions.

Whereas, 12% (2) of the representatives of business premises are not satisfied at all.

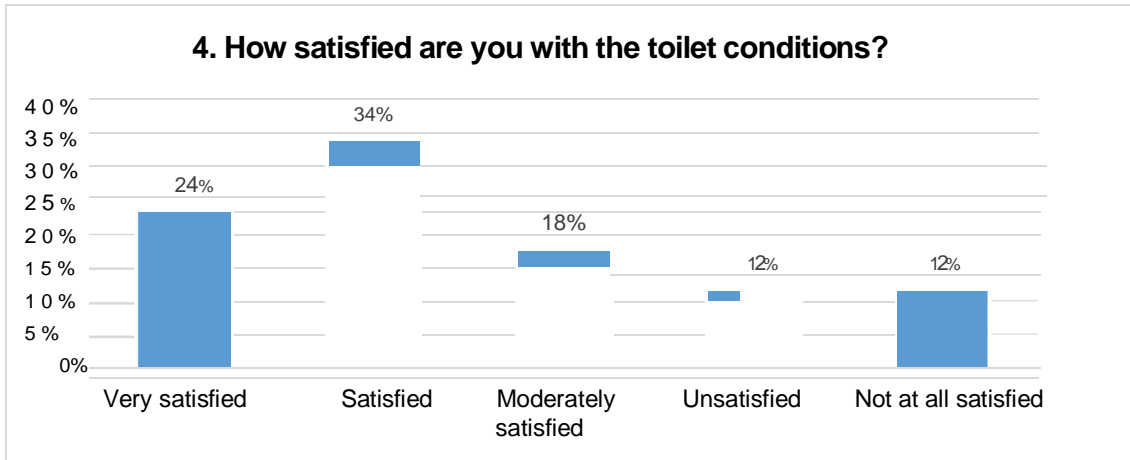


Figure 3.4: How satisfied are you with the toilet conditions

Question 5: How satisfied are you with the safety inside the Bus Station:

Regarding the security within the Bus Station, most business premises representatives are satisfied. 59% (10) of them expressed that they are very satisfied and 29% (5) are satisfied.

Whereas, two representatives with 12% (2) have expressed that they are not at all satisfied with the security inside the Station.

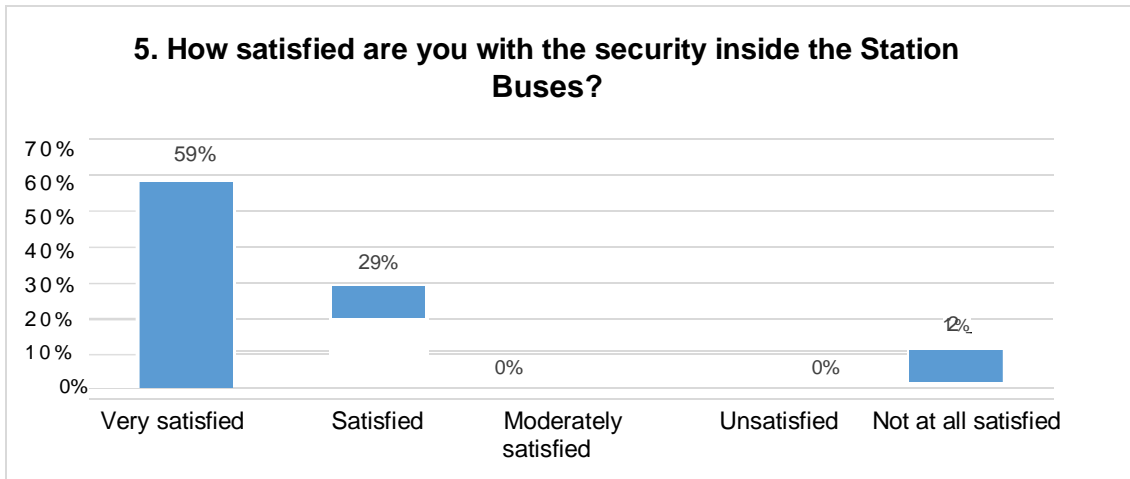


Figure 3.5: How satisfied are you with the security inside the Bus Station

Question 6: Do you have any suggestions for the Bus Station:

Below are listed the suggestions and requests of the representatives of the business premises located inside the Bus Station:

- If pandemic prevention measures continue, the rent payment is required to be waived
- To have more cooperation and support
- The maintenance of the environment should be better and the cleanliness should be at the right level
- To reduce the rental price
- To remove the fence near the premises, because it is a hindrance for customers
- Security to be at the right level, because last year the premises was broken into
- To be used the station toilet by tenants as well

4. Taxi companies

In this research we have included both taxi companies located inside the Bus Station and their answers are as follows:

Question 1: How satisfied are you with the parking space provided:

Regarding the space provided by the Bus Station for the two taxi companies, one of them is very satisfied and the other one is satisfied with the space.

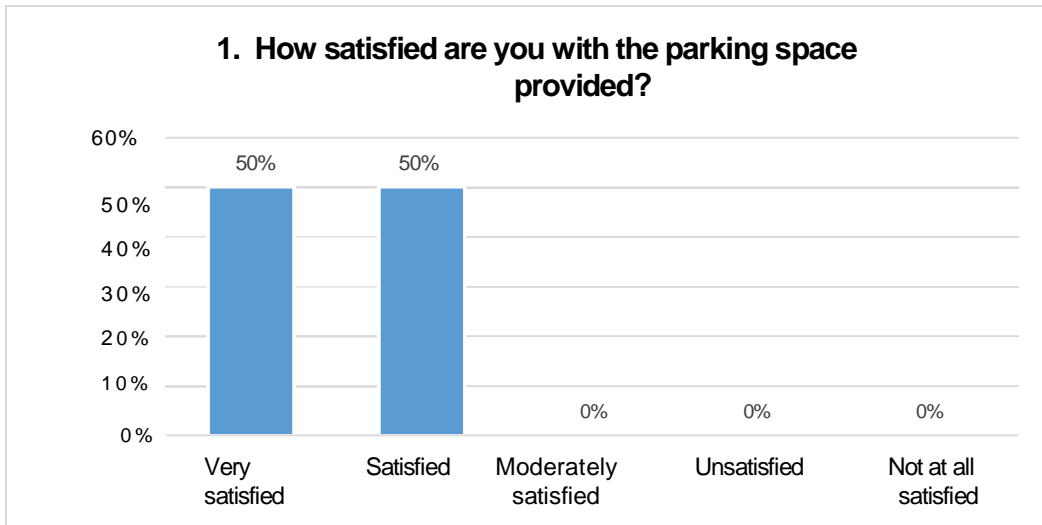


Figure 4.1: How satisfied are you with the parking space provided?

Question 2: How satisfied are you with the safety inside the Bus Station:

How satisfied the companies are with the security inside the station, both companies have expressed that they are very satisfied with the security.

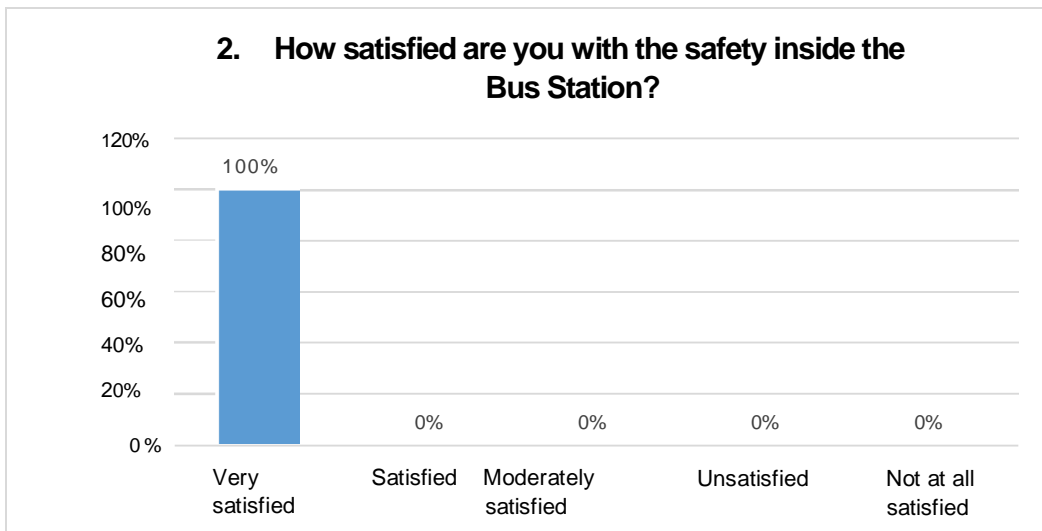


Figure 4.2: How satisfied are you with the safety inside the Bus Station?

Question 3: How satisfied are you with the cleanliness of the environment:

Also, with the cleanliness of the environment inside the station, both companies have expressed that they are very satisfied.

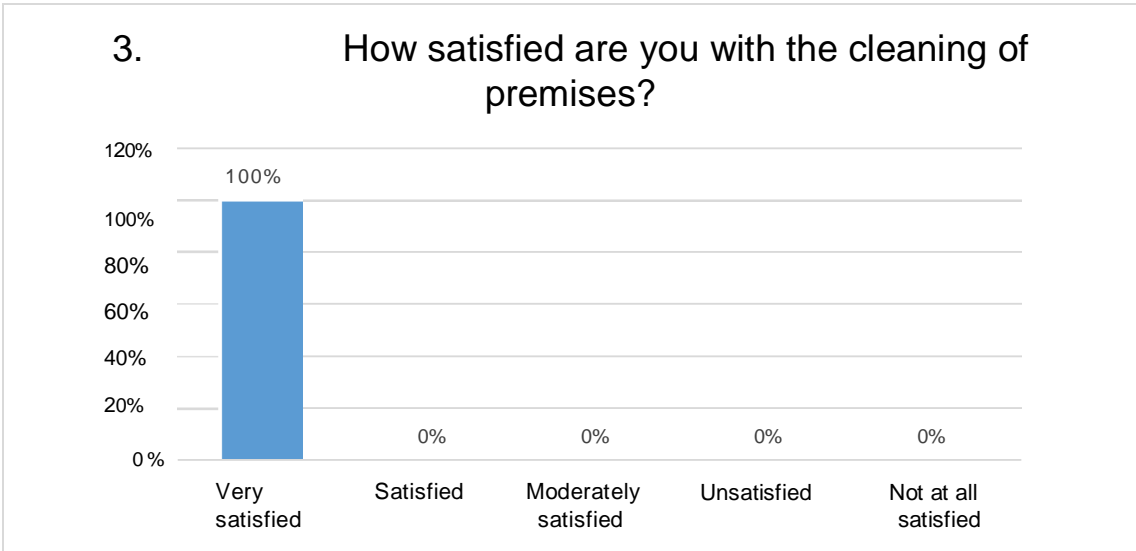


Figure 4.3: How satisfied are you with the cleaning of the premises

Question 4: Do you have any suggestions for the Bus Station:

The only request that has been made by both taxi companies has been to allow passengers to be picked up near the bus platform when passengers are having their luggage.

5. Passengers

Part of the research were also passengers who travels through the Bus Station to destinations inside and outside the country. 50 passengers participated in this research. Their answers are described below:

Question 1: How satisfied are you with the destinations offered by the Bus Station:

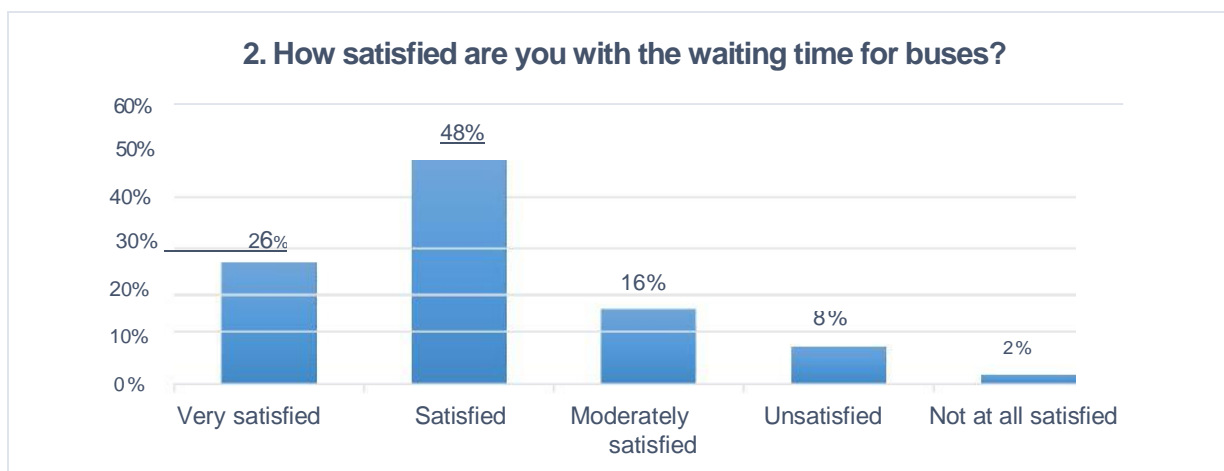
Regarding the passenger satisfaction with the destinations offered by the Bus Station, 26% (13) of them are very satisfied and 54% (27) are satisfied. Whereas on average 18% (9) of passengers are satisfied and only 2% (1) are not satisfied at all.



Figure 5.1: How satisfied are you with the destinations offered by the Bus Station?

Question 2: How satisfied are you with the waiting time for buses:

When passengers were asked how satisfied they were with the waiting time, 26% (13) of them were very satisfied and 48% (24) satisfied. On average, 16% (8) of citizens were satisfied, leaving 8% (4) and 2% (1) of passengers unsatisfied and not at all satisfied.



leaving 8% (4) and 2% (1) of passengers unsatisfied and not at all satisfied.

Figure 5.2: How satisfied are you with the waiting time for buses.

Question 3: How satisfied are you with the space inside the Bus Station:

Regarding the space inside the Station again most of the passengers interviewed have positive attitudes. 14% (7) and 50% (25) of them were very satisfied and satisfied.

24% of them said that they are moderately satisfied, leaving a small percentage of passengers unsatisfied with 8% (4) and 4% (2) unsatisfied and not at all satisfied with the space inside the Bus Station.

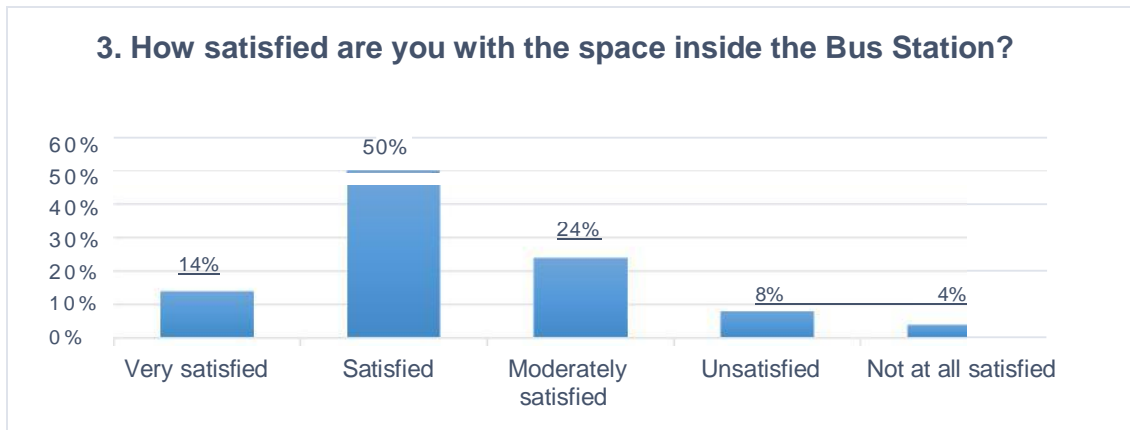


Figure 5.3: How satisfied are you with the space inside the Bus Station

Question 4: How satisfied are you with your luggage storage service:

18% (9) of passengers expressed that they are very satisfied with the luggage storage service, and another 40% (20) are satisfied. On average, 6% (3) of passengers were moderately satisfied, while 34% (17) of them were unsatisfied, leaving not at all satisfied only one passenger with 2% (1).

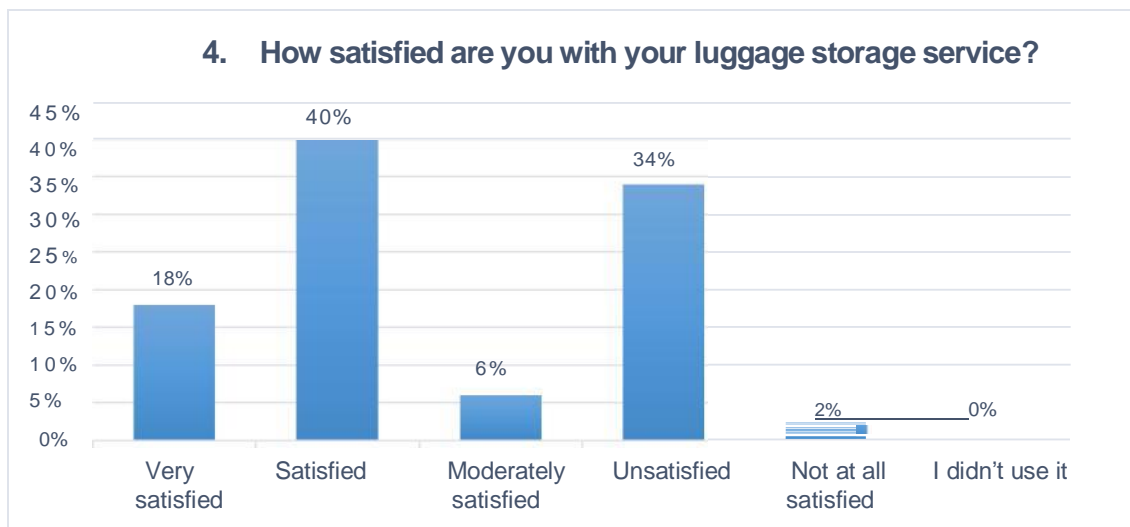


Figure 5.4: How satisfied are you with your luggage storage service

Question 5: How satisfied are you with the level of cleanliness inside the Bus Station:

Most passengers have stated that they are satisfied with the cleanliness inside the station. 16% (8) of them were expressed very satisfied and satisfied and the average expressed passengers were 50% (25) and 24% (12), respectively. Only 4% (2) of passengers were unsatisfied, while 6% (3) of passengers were not at all satisfied.

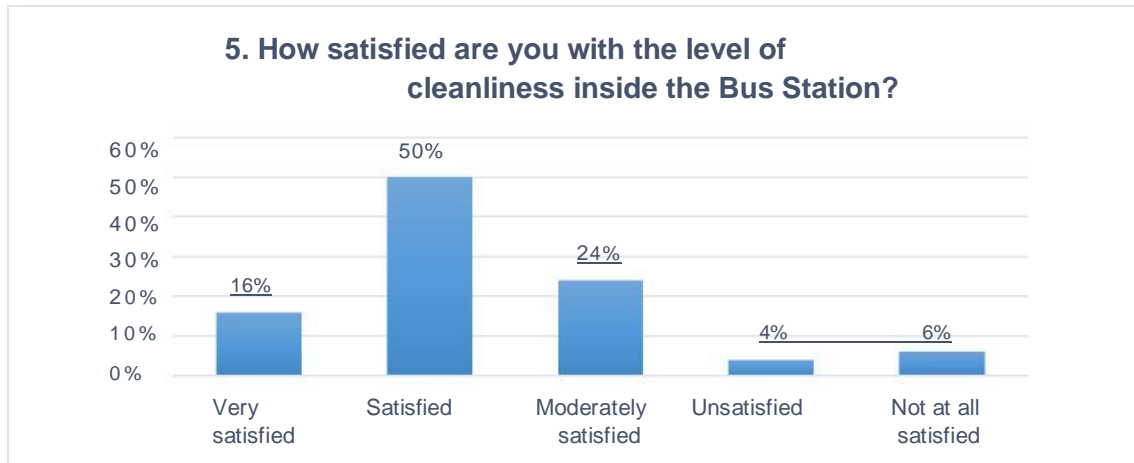


Figure 5.5: How satisfied are you with the level of cleanliness inside the Bus Station

Question 6: How safe do you feel while waiting at the Bus Station:

Regarding the security aspect, the results have shown that passengers feel safe at the station. 32% (16) of them are very satisfied with security and 48% (24) are satisfied, leaving on average 12% (6) of passengers satisfied.

4% (2) of passengers felt unsafe and also 4% (2) of them felt not at all safe.

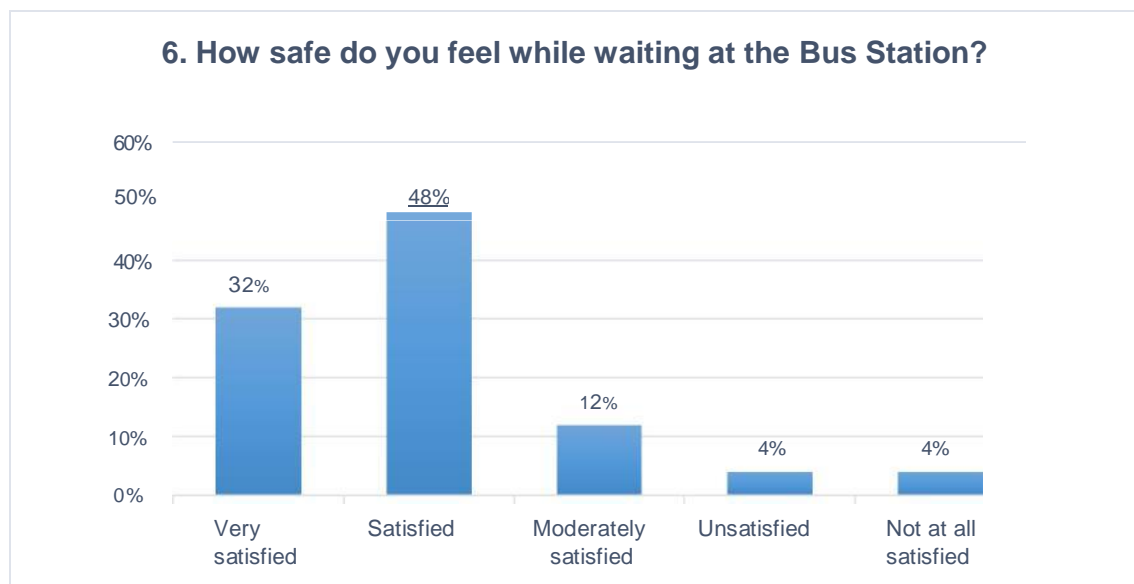


Figure 5.6: How safe you feel while waiting at the Bus Station

Question 7: How satisfied are you with the variety of business premises (cafes and restaurants) within the Bus Station:

Within the Bus Station there are various business premises, and in terms of their diversity most passengers are satisfied, resulting in 14% (7) very satisfied and 52% (26) satisfied.

On average, 20% (10) of the passengers interviewed were satisfied and 10% (5) of them were unsatisfied. While not at all satisfied were only 2 passengers, 4% (2).

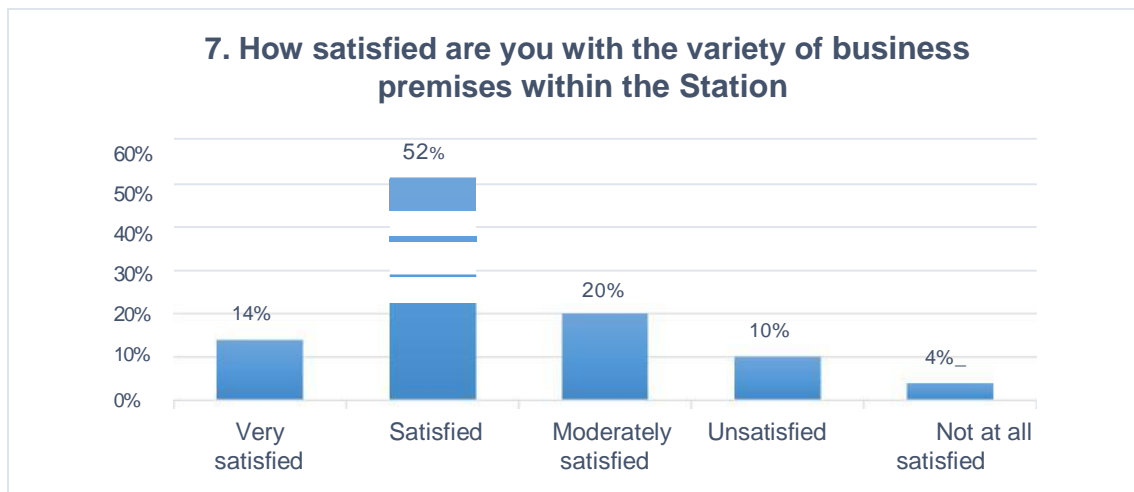
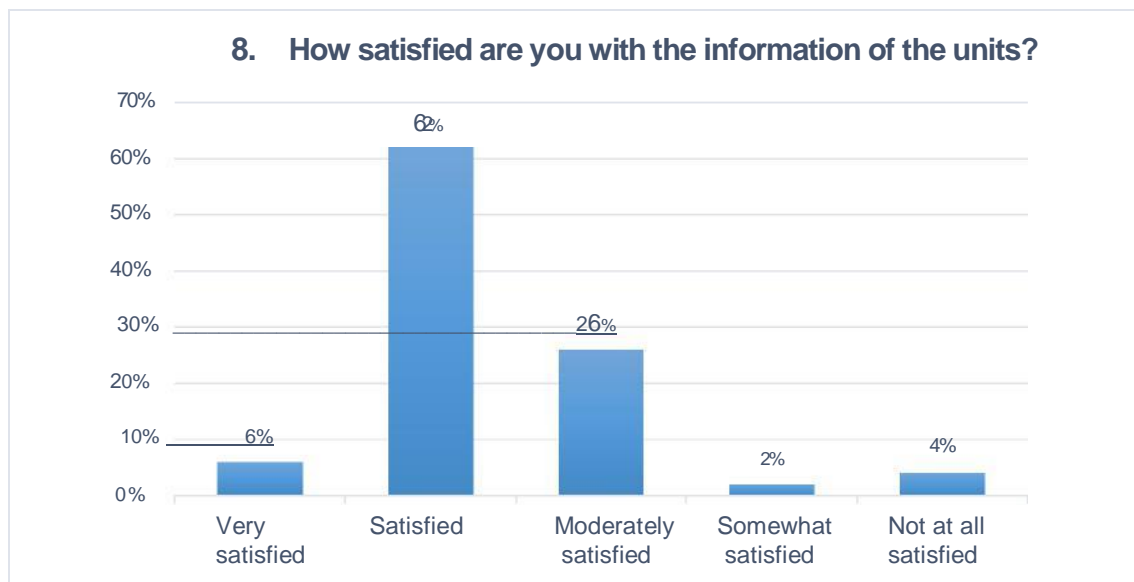


Figure 5.7: How satisfied are you with the variety of business premises within the Station

Question 8: How satisfied are you with the information of the units:

Also, most of the passengers are satisfied with the information of the units. 6% (3) of them are very satisfied and 62% (31) of the passengers are satisfied.

On average, 26% (13) of them are satisfied and only one interviewed traveler is unsatisfied. Not



at all satisfied were 2 passengers with 4%.

Figure 5.8: How satisfied are you with the information of the units

Question 9: How do you evaluate the work of the Bus Station staff, in general:

Passengers were also asked to rate the work of the Station staff. Overall, the ratings are positive, where respondents had to give the grade from 1 to 10, where 1 is very poor and 10 is excellent.

The staff was evaluated with 10 points by 22% of passengers, and thus continuing with a grade of 9 - 8% (4) of them, with a grade of 8 - 34% (17) of them and so on. Poor rating was given by only 3 passengers, who gave grades, 2, 4 and 5.

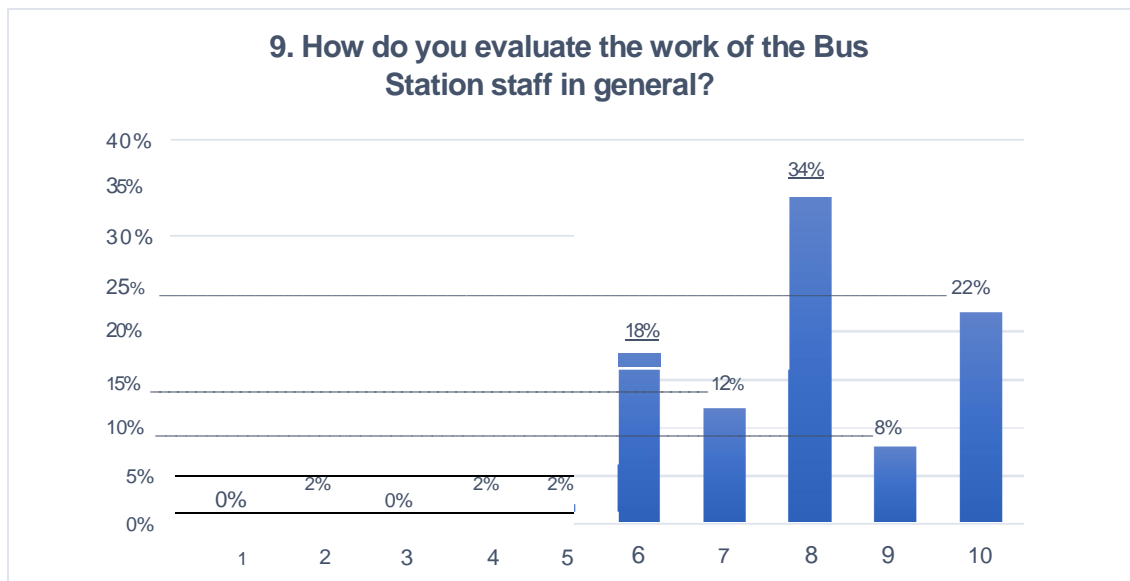


Figure 5.9: How do you evaluate the work of the Bus Station staff in general!

Question 10: Do you have any suggestions or comments for the Bus Station:

Regarding the passengers requests, they are listed below:

- Cleanliness to be at the better level,
- To provide a direct line to Hani i Elezit,
- To provide a space for rest outside the station.

CONCLUSIONS

According to the data extracted from the research, in general, all users of services from MPE "Bus Station" J. S. Prishtina are satisfied with the services provided by the enterprise. A large percentage in each category and in each question received satisfactory answers, which turns out that the services provided are welcome and are in line with the requirements of customers who use the services of the enterprise.

In some cases it was requested that the level of security to be higher, mainly from business premises, but also from transport operators. Also, raising the level of cleanliness was required by all categories included in the research. While poorer ratings are given by business premises.

The following is a list of issues that need to be addressed in each category:

Transport operators

48% of transport operators were moderately satisfied, unsatisfied and not at all satisfied with the platform services and 38% of them were moderately satisfied, unsatisfied and not at all satisfied with the ticket sales services.

Regarding parking during the day and night, the results show that the category of average satisfied, unsatisfied and not at all satisfied results with 40% and 37% of Transport Operators.

Among the transport operators, dissatisfaction was mostly expressed in the services of platform, parking during the day and night, and ticket sales.

Driving-schools

Requests from representatives of 30 driving schools that have been part of the research are mainly in terms of reducing the price of entry to the range and creating a more suitable environment outside the station. Whereas, in the other questions that were addressed through the questionnaire, the answers were mainly very positive.

Business premises

The category of business premises is the category with the most dissatisfaction. Regarding the terms of the contract, 59% of the respondents are moderately satisfied, unsatisfied and not at all satisfied. Unsatisfaction is also expressed with the level of cleanliness of the environment, where 47% of them have given negative statements. This includes toilet conditions, where 41% of business premises are moderately satisfied, unsatisfied and not at all satisfied.

Taxi companies

Taxi companies are the most satisfied category with the services of the Bus Station. Both taxi companies operating within the Station are satisfied with the services they receive.

Passengers

Particular attention to passenger requirements is luggage storage service. To this question, 42% of passengers expressed dissatisfaction by answering moderately satisfied, unsatisfied and not at all satisfied.

Also, questions about the space provided within the Bus Station (36%), the level of cleanliness (36%) and the variety of business premises (34%) had lower ratings.

RECOMMENDATIONS

Based on the results extracted from the research, we recommend that the 3 issues presented below, for which a larger number of respondents have expressed dissatisfaction, to be considered:

- **Providing the higher level of security:** Although a small number of respondents have had complaints in terms of security, those who have expressed their problems are problems that need to be addressed and a solution to be made to this issue, especially in case they have been broken business premises.
- **Functionalization of the ramp at the entrance of the Bus Station:** Ramp at the station entrances in many cases does not work properly, so there has been a request from all operating units to solve this problem
- **Increasing the level of cleanliness:** All operating units and passengers have been required to have the best level of cleanliness, inside and outside the station, including toilets, as there is constant dissatisfaction on that issue.

Also, taking into account the situation in which the whole world is, due to the pandemic caused by the COVID19 virus, we recommend that the payment fees of all units be reduced and at the same time the level of cleanliness is increased and access to disinfectants to be provided also in the premises of the enterprise where the passengers and operating units are located.

ANNEX A: QUESTIONNAIRE FOR TRANSPORT OPERATORS

QUESTIONNAIRE ON MEASURING CONSUMER SATISFACTION

Period January-December 2019

This questionnaire is compiled for the internal needs of the Bus Station J.S. in order to assess the satisfaction of its customers, including: Transport Operators, Driving Schools, Business Premises and Taxi Companies!

Customer

Transport Operators

Date

Data

recipient

How satisfied are you with the platform services offered by the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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2. **How satisfied are you with the ticket sales services?**

Very satisfied	Satisfied	Moderately satisfied	Somewhere to satisfied	Not at all satisfied
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3. **How satisfied are you with the parking service during the day?**

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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4. **How satisfied are you with overnight parking services?**

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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5. **How satisfied are you with the waiting time during schedule changes?**

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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6. **How satisfied are you with the environment inside the Bus Station?**

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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7. **How satisfied are you with the security inside the Bus Station?**

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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8. **Do you have any suggestions for improving the services?**

Thank you for your time, your answers are very important to us!

ANNEX B: QUESTIONNAIRE FOR DRIVING SCHOOLS

QUESTIONNAIRE ON MEASURING CONSUMER SATISFACTION

Period January-December 2019

This questionnaire is compiled for the internal needs of the Bus Station J.S. in order to assess the satisfaction of its customers, including: Transport Operators, Driving Schools, Business Premises and Taxi Companies!

Customer: **DRIVING SCHOOLS**

Date:

Data recipient: _____

1. How satisfied are you with the range space offered to you:

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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2. How satisfied are you with the environment inside the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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3. How satisfied are you with the security inside the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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4. How satisfied are you with the level of cleanliness inside the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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5. Do you have any suggestions for the Bus Station:

Thank you for your time, your answers are very important to us!

ANNEX C: QUESTIONNAIRE FOR BUSINESS PREMISES

QUESTIONNAIRE ON MEASURING CONSUMER SATISFACTION

Period January-December 2019

This questionnaire is compiled for the internal needs of the Bus Station J.S. in order to assess the satisfaction of its customers, including: Transport Operators, Driving Schools, Business Premises and Taxi Companies!

Customer:	BUSINESS PREMISES					
Date:						
Data recipient:						
1. How satisfied are you with premises you use?		the terms under contract with the Bus Station for the				
Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied		
2. How satisfied are you with the space offered to you?						
Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied		
3. How satisfied are you with the cleaning of the environment?						
Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied		
4. How satisfied are you with the toilet conditions?						
Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied		
5. How satisfied are you with the security inside the Bus Station?						
Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied		
6. Do you have any suggestions for the Bus Station:						

Thank you for your time, your answers are very important to us!

ANNEX D: QUESTIONNAIRE FOR TAXI COMPANIES

QUESTIONNAIRE ON MEASURING CONSUMER SATISFACTION

Period January-December 2019

This questionnaire is compiled for the internal needs of the Bus Station J.S. in order to assess the satisfaction of its customers, including: Transport Operators, Driving Schools, Business Premises and Taxi Companies!

Customer:

TAXI COMPANIES

Date:

Data recipient:

1. How satisfied are you with the parking space offered to you?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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2. How satisfied are you with the safety inside the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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3. How satisfied are you with the cleaning of the environment?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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4. Do you have any suggestions for the Bus Station:

Thank you for your time, your answers are very important to us!

ANNEX E: QUESTIONNAIRE FOR PASSENGERS

QUESTIONNAIRE ON MEASURING CONSUMER SATISFACTION

Period January-December 2019

This questionnaire is compiled for the internal needs of the Bus Station J.S. in order to assess the satisfaction of its customers, including: Transport Operators, Driving Schools, Business Premises and Taxi Companies!

Customer:

PASSENGERS

Date:

Data recipient:

1. How satisfied are you with the destinations offered by the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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2. How satisfied are you with the waiting time for buses?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
----------------	-----------	----------------------	--------------------	----------------------

3. How satisfied are you with the space inside the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
----------------	-----------	----------------------	--------------------	----------------------

4. How satisfied are you with the luggage storage service?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
----------------	-----------	----------------------	--------------------	----------------------

I did not
opportunity

take this

5. How satisfied are you with the level of cleanliness inside the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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6. How safe do you feel while waiting at the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
----------------	-----------	----------------------	--------------------	----------------------

7. How satisfied are you with the variety of business premises (cafes and restaurants) within the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
----------------	-----------	----------------------	--------------------	----------------------

8. Do you have any suggestions or comments for the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
----------------	-----------	----------------------	--------------------	----------------------

9. How satisfied are you with the information of the units?

Very satisfied | Satisfied | Moderately satisfied | Somewhat satisfied | Not at all satisfied

10. How do you evaluate the work of the Bus Station staff in general?

Rating from 1 to 10 (1 is very poor and 10 is very good) _____

Thank you for your time, your answers are very important to us!