

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

Report of the assessment of customer satisfaction of the NPL "Bus Station" J.S.C. Prishtina for 2020



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EXECUTIVE OVERVIEW

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 NPL "Bus Station" J.S.C. Pristina for their business, including transport operators, driving schools, business premises and taxi companies.

According to the requirements based on the Law on Public Enterprises, NPL “Bus Station” J.S.C. measures the customer satisfaction annually. The main purpose of this research is to measure the satisfaction of Bus Station customers with the services provided to them.

To conduct this research, it was contracted the company Global Consulting & Development Associates LLC, 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 NPL "Bus Station" J.S.C. individually, using the random selection method, and interviewing customers, i.e. users of the enterprise services, regarding their level of satisfaction with the services they receive from the enterprise.

The research was conducted from 05 April 2021 to 09 April 2021, when the transporters, businesses that have rented premises of the enterprise, various passenger who enter the Bus Station, driving schools and taxi companies were interviewed.

The results of the research show that in general all operating units as well as passengers are satisfied with the services provided by the enterprise. Each category and each question received a large percentage of satisfactory answers, which turns out 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, but also by transport operators. Also, raising the level of cleanliness was requested 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 it was located in the existing premises in 1983.

After the end of the war, i.e. in 1999, the company 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, and by the Statute and other sub-legal acts of the enterprise.

The enterprise generates its own revenues and does not depend on the municipal budget. The main sources of income are the service of plat forming (reception and departure of buses), ticket sales service for transport operators, passenger luggage storage service, parking service, driving school polygon service, rental of business premises owned by the Station.

According to the Statute, the enterprise has its management bodies: the Board of Directors, Chief Executive Officer, Corporate Secretary, Chief Officer of the Treasury and Finance, Internal Auditor, and other support staff, engaged according to the organizational scheme of the enterprise.

The enterprise has currently 94 employees.

PURPOSE OF RESEARCH

Pursuant to Law No. 03/L-087 on Publicly Owned Enterprises, the Board of the Enterprise measures customer satisfaction annually.

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 NPL "Bus Station" J.S.C. Prishtina for their business. They are:

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

The services that these operators receive include:

Plat forming services	High
Parking services	Medium-High
Passenger luggage storage services	Medium
Bus ticket sales services	High
Polygon usage services	Medium-High
Premises for coffee bars and restaurants	High
Security of environment	High

Table 1.0: Services provided by the Bus Station

RESEARCH METHODOLOGY

The interviews were conducted from 05 April 2021 to 09 April 2021, when the transporters, businesses that have rented premises of the enterprise, various passenger who travel in different destinations through the Bus Station, driving schools and taxi companies were interviewed.

This research has applied a quantitative methodology and has been conducted using different questionnaires for each operating unit and passengers. 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 the data for each sample category
	Analysis of the data/outcomes
	Compile of the report on data outcomes

Table: 2.0: Activities undertaken

Compilation of questionnaires

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

Questionnaires are designed 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 which the Bus Station cooperates, in total is 267, we have suggested that the research sample includes 75% of them. The table below presents the sample division by economic operators, including 50 passengers.

Operating units	Real number of employees	Number of operators to be part of the research
Transport operators	180	100
Driving schools	56	30
Local business	29	18
Taxi companies	2	2
Passengers	/	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 the data filling was carried out on the spot by filling in the questionnaire, according to the answers provided by the respondents.

Data collection was carried out in the operating units, hence we engaged 5 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 for the bus at the Station.

RESULTS

The participating sample was conducted in each category separately. Part of the research were the following five categories, including:

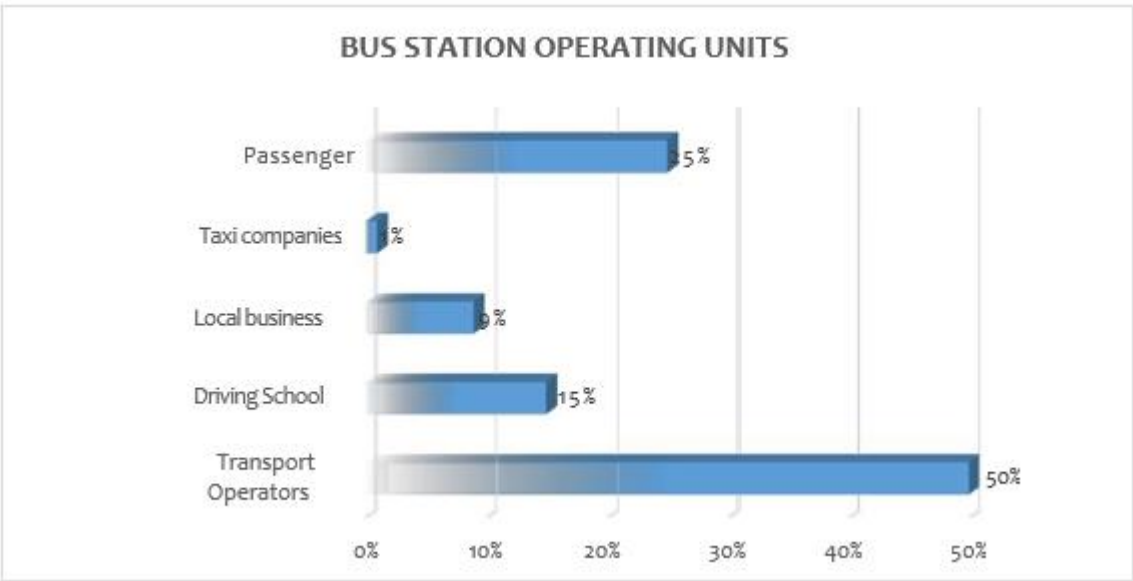


Fig. 1.0: Operating units and their percentage participation in research

Operating unit	Transport operator	Driving school	Business premises	Taxi companies	Passengers
No. of interviews	100	30	18	2	50

The results for each operating unit are presented below.

1. Transport operators

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

The research outcomes are presented below.

Question 1: How satisfied are you with the plat forming services?

In the first question, out of 100 transport operators that participated in the research, 14% (14) of them were very satisfied with the services of the Bus Station, 39% (39) of them were satisfied and 31% (31) have expressed that they are moderately satisfied with the services of the Bus Station. While with a much smaller percentage, transport operators were dissatisfied and not at all satisfied, with 10% (10) and 6% (6), respectively.

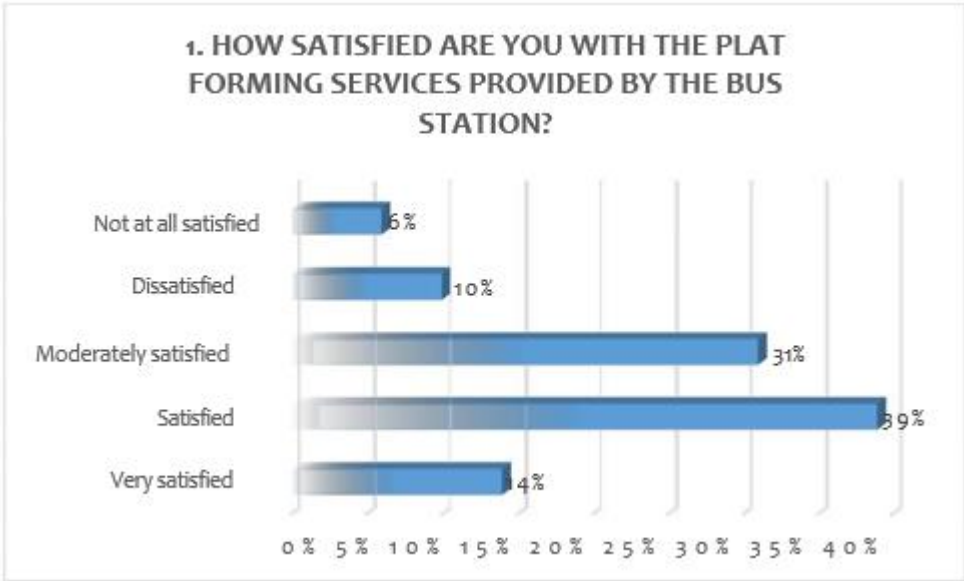


Figure 1.1: How satisfied are you with the plat forming services?

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

In terms of ticket sales services, 9% (9) of transport operators are very satisfied, 34% (34) said they are satisfied and the rest of the positive majority of 37% (37) are moderately satisfied.

12% (12) of TOs are dissatisfied, and 8% (8) of them are not at all satisfied with the tickets sale from the Bus Station.

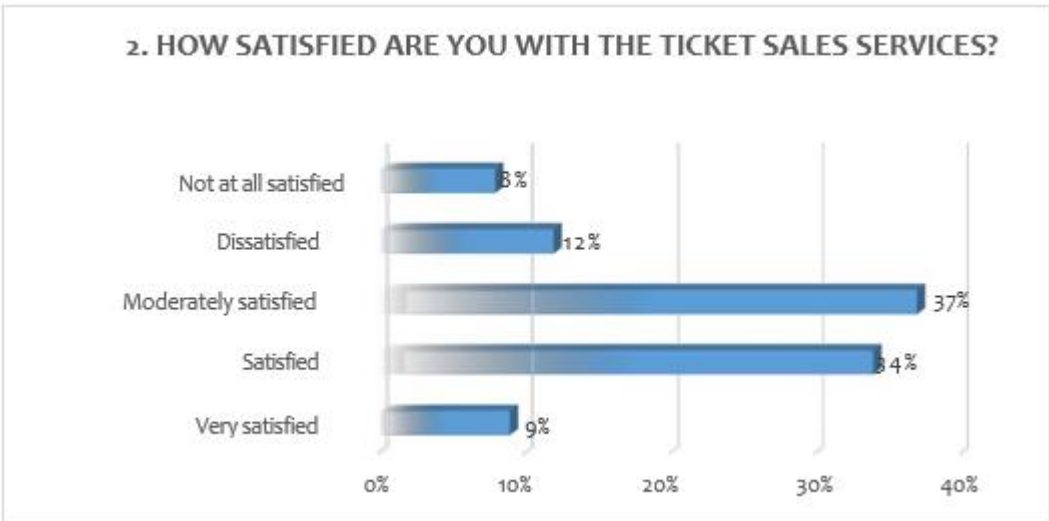


Figure 1.2: How satisfied are you with the ticket sales services?

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

When asked about parking services during the day, only 8% (8) of transport operators said they were very satisfied with this service, while the remaining 40% (40) said they were satisfied. On average, 21% (21) of the transport operators are satisfied, leaving 23% (23) dissatisfied and 8% (8) 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 parking service during the night?

Regarding overnight parking services, only 5% (5) of transport operators expressed that they are very satisfied, and a larger percentage of 32% (32) of TOs are satisfied with the parking service during night. On average, 21% (21) of the respondents are satisfied. While 28% (28) of them are dissatisfied and 14% (14) not at all satisfied with this service provided by the Bus Station.



Figure 1.4: How satisfied are you with parking service during the night?

Question 5: How satisfied are you with the waiting time during the schedule change?

When asked how satisfied the transport operators are with the waiting time during the change of schedules, in general they were satisfied. According to the results of the research, 14% (14) of them are very satisfied and 40% (40) of them are satisfied.

On average, 29% (9) of TOs are satisfied and 11% (11) are dissatisfied, leaving only 6% (6) of TOs not at all satisfied with this service.

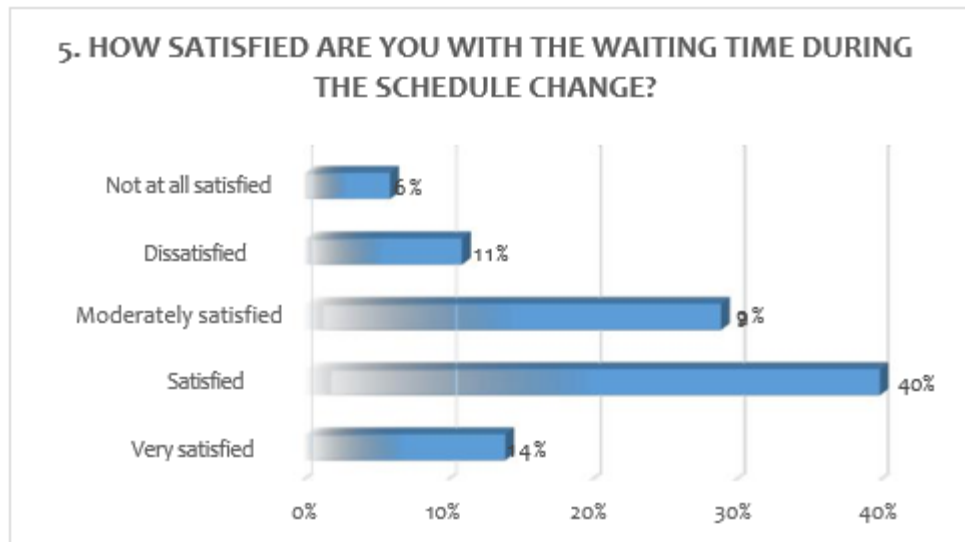


Figure 1.5: How satisfied are you with the waiting time during the schedule change?

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

Regarding the environment of the Bus Station, 15% (15) of the transport operators are very satisfied, and 28% (28) of them are satisfied with the environment.

On average, 27% (27) of them are satisfied, leaving 19% (19) of TOs dissatisfied and 11% (11) not at all satisfied with the environment within the Bus Station.

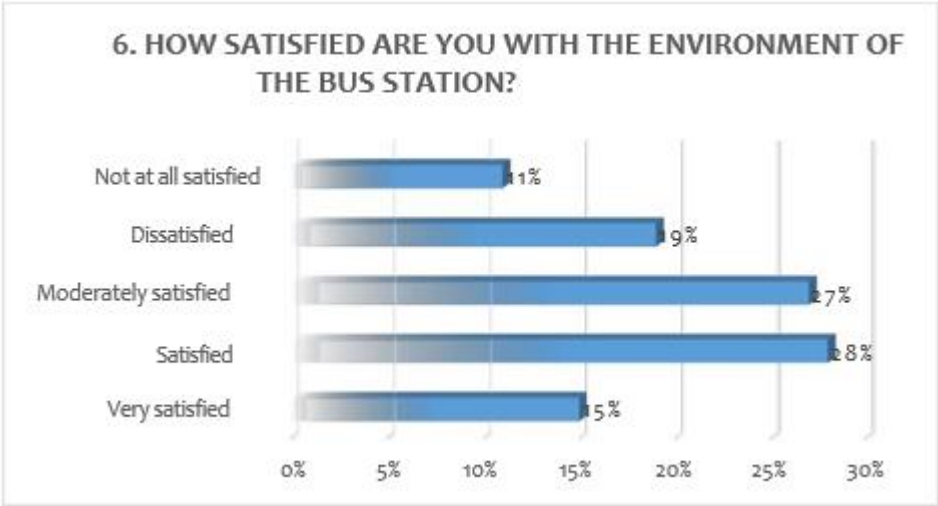


Figure 1.6: How satisfied are you with the environment of the Bus Station?

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

When it comes to security in the Bus Station, 16% (16) of transport operators expressed that they are very satisfied and 27% (27) of them are satisfied. On average, 14% (14) of TOs were satisfied and dissatisfied. While a higher percentage i.e. 29% (29) are declared as not at all satisfied with the security in the Bus Station.

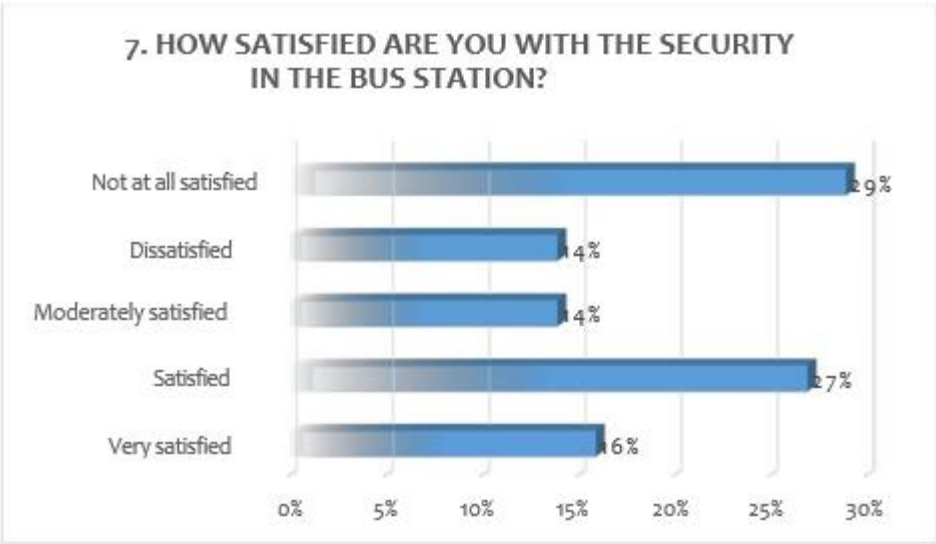


Figure 1.7: How satisfied are you with the security in the Bus Station

Question 8: Do you have any suggestion on service improvement?

39% (39) of transport operators answered this question. Their suggestions and requests have been as follows:

- The road infrastructure inside the station is very poor, the road should be asphalted and the potholes should be closed (12 TOs);
- The price of plat forming is high, it should be lower (10 TOs);
- The use of the toilet by the employees of the transport companies should be free of charge (8 TOs);
- Higher security should be ensured inside the station and the parking lot should be under camera surveillance (5 TOs);
- The presence of taxis and taxi vans at the entrance and exit of the station impedes the free movement of buses, they should be removed from the entrances and exits of the station (4 TOs);
- Adjustment of1. HOW SATISFIED ARE YOU WITH THE POLYGON the ramp (laura) at the SPACE PROVIDED TO YOU? entrance/exit of the station (4 TOs);
- Better monitoring of transport lines, no inspection for supervision of transport lines (2 TOs);
- Higher level of cleanliness should be ensured inside and outside the station (2 TOs);
- Transport companies traveling outside Kosovo have higher prices, they should be the same (1 TO).

2. Driving schools

In the category of driving schools, a total of 30 companies that use the bus station polygon for their needs have participated. The results drawn from the research in the viewpoints of driving schools are presented below.

Question 1: How satisfied are you with the polygon space provided to you?

Regarding the satisfaction of the representatives of the driving schools, regarding the space of the polygon space provided to them, only 10% (3) of them have expressed that they are very satisfied with it. 30% (9) of the companies stated that they are satisfied, and 17% (5) of the respondents were moderately satisfied. From the data drawn from the field, 23% (7) of driving schools have expressed dissatisfied with the space of the polygon and 20% (6) of them have stated that they are very dissatisfied.

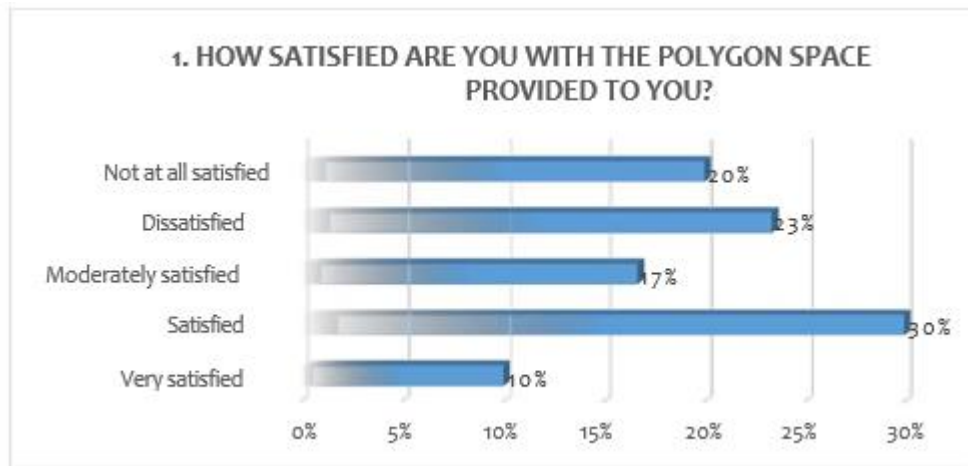


Figure 2.1: How satisfied are you with the polygon space provided to you?

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

Most of the respondents expressed positively about the environment within the Station. Of these, 10% (3) are very satisfied and 27% (8) of the respondents stated that they are satisfied and moderately satisfied, respectively. Meanwhile, 23% (7) of driving schools have stated that they are dissatisfied and 13% (4) of them are not at all satisfied with the environment.

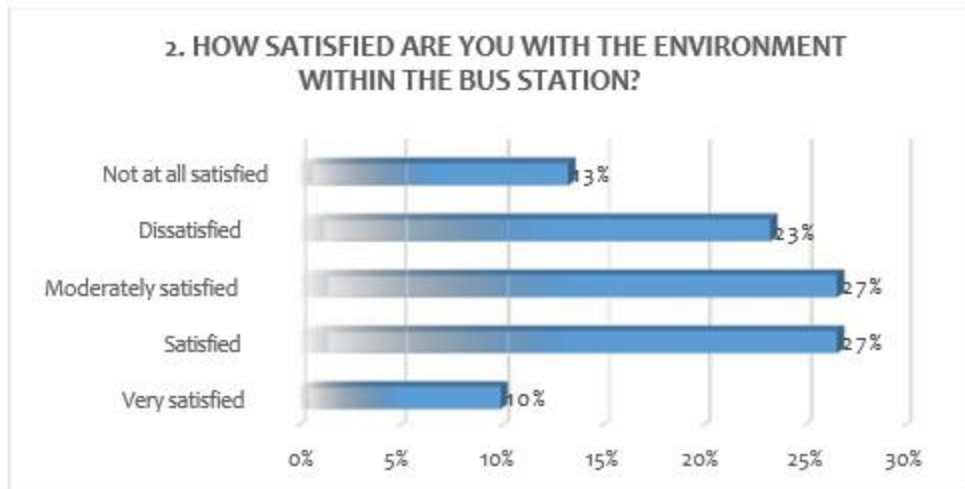


Figure 2.2: How satisfied are you with the environment within the Bus Station?

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

Regarding the security within the Bus Station, most of the respondents expressed that they are satisfied, thus leaving 13% (4) of them very satisfied and 51% (15) satisfied. With a smaller percentage of 13% (4), the representatives of driving schools think that security within the Bus Station is in average condition. While 10% (3) and 13% (4) of the respondents expressed that they are dissatisfied and not at all satisfied with security, respectively.

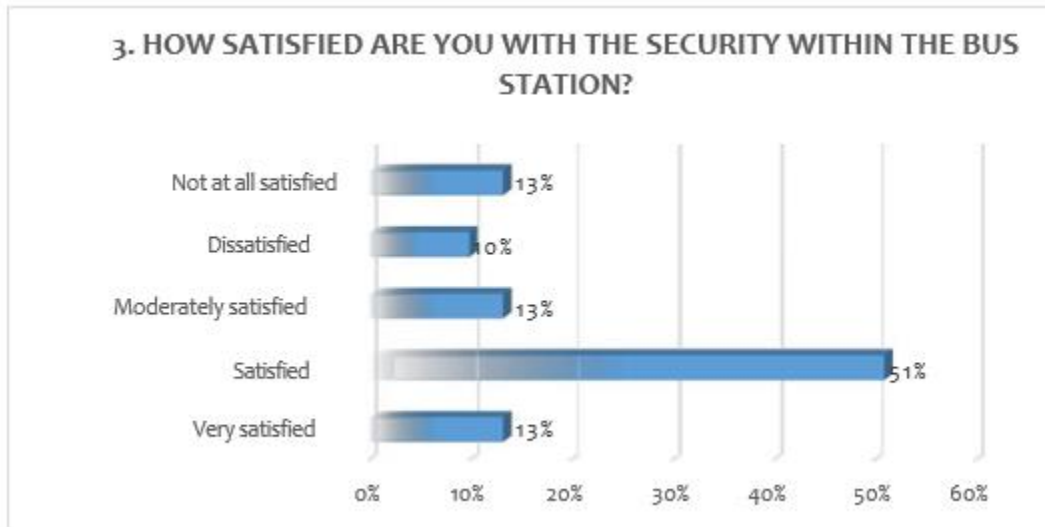


Figure 2.3: How satisfied are you with the security within the Bus Station?

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

When assessing the cleanliness aspect, 10% (3) of the respondents stated that they are very satisfied, and 31% (9) of them are satisfied. While 23% (7) of driving school representatives were moderately satisfied, leaving dissatisfied and not at all satisfied 13% (4) and 23% (7) of respondents, respectively.

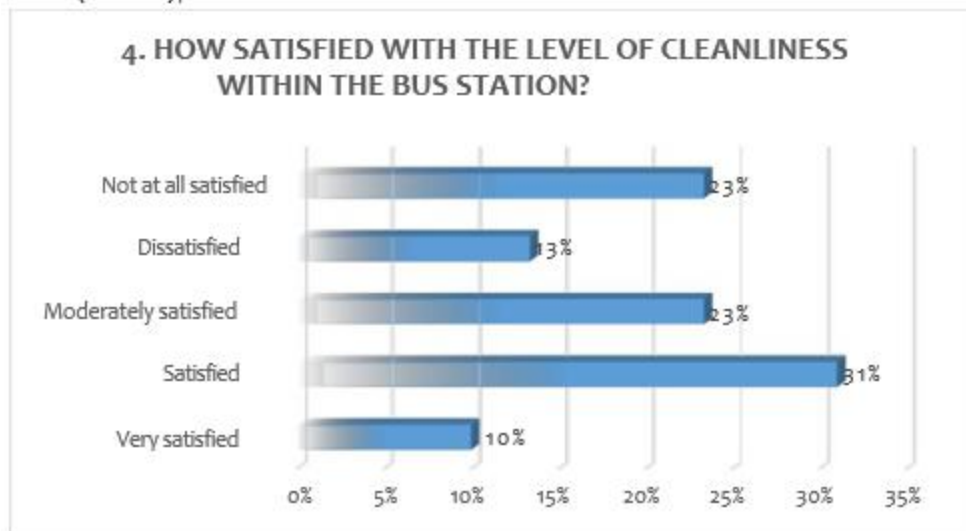


Figure 2.4: How satisfied are you with the level of cleanliness within the Bus Station?

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 (DS) interviewed, their answers are as follows:

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1. The price for the use of the polygon is very high, it should be reduced or completely removed (15 DS);
2. The space within the polygon is small, the polygon should be extended, and a polygon should be per driving category separately (7 DS);
3. Higher security within the polygon and the space should be under the camera surveillance (7 DS);
4. Regulate the ramp (**laura**) and it should be under camera surveillance all the time (6 DS);
5. Clean the infrastructure at the polygon, including the removal of grass from the polygon (6 DS);
6. Exit and entry should be more accessible, for now it is very difficult to enter and exit the station due to the large number of vans, taxis and buses parked at the entrance/exit (2 DS);
7. The entrance of private vehicles in the polygon should not be allowed (1 DS);
8. At the pedestrian crossing, the wall should be pushed 10m before and 10m after the crossing due to visibility (1 DS);
9. The removal of snow during winter should be done (1 DS);
10. There should have seats at the polygon (1 DS).

3. Business premises

18 business premises are included in this research category. The results of the research are presented below:

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

In the first question regarding the satisfaction of the representatives of the business premises with the terms of the contract, 17% (3) of them expressed that they are very satisfied and 44% (8) are satisfied. 22% (4) of the representatives stated that they are moderately satisfied and 11% (2) stated that they are dissatisfied with the terms of the contract. While only one company (6%) stated that it is not at all satisfied with the terms of the contract.

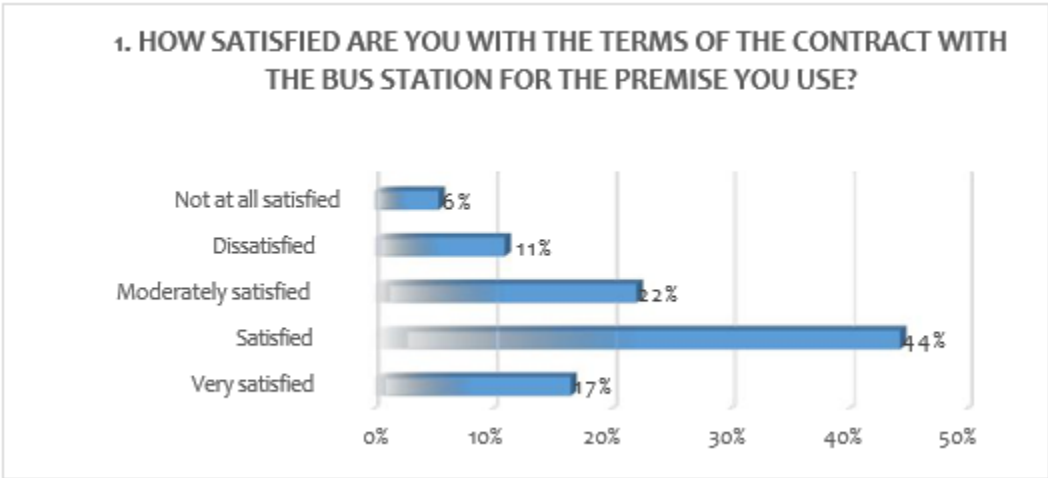


Figure 3.1: How satisfied are you with the terms of the contract with the Bus Station for the premise you use?

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

In terms of space, most of the respondents were satisfied, 17% (3) were very satisfied and 55% (10) were satisfied. 11% were moderately satisfied (2) and with the same percentage were 2 other companies expressed dissatisfied, thus leaving only one business premises not at all satisfied.

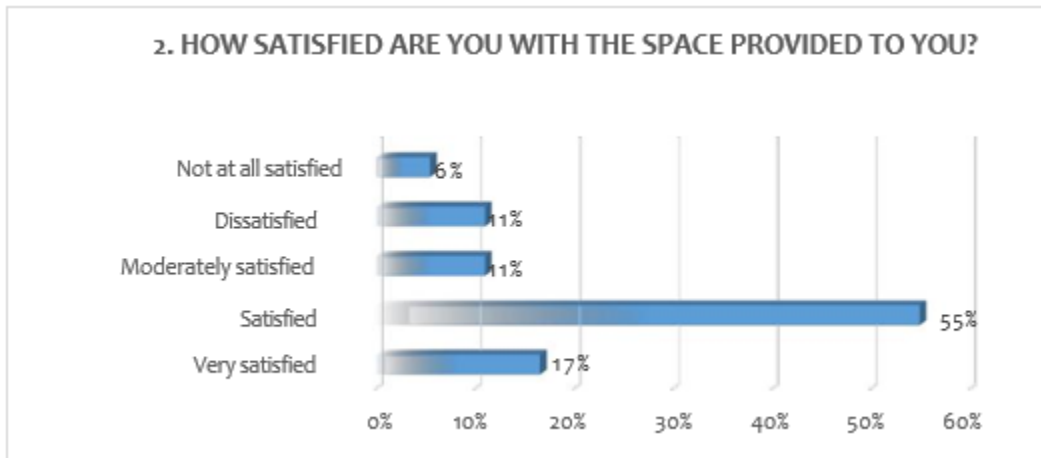


Figure 3.2: How satisfied are you with the space provided to you?

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

In terms of cleanliness of the environment, in this respect, the responses have been mostly positive. 17% (3) of the representatives of the premises expressed very satisfied and 28% (5) are satisfied. A larger percentage of 38% (7) of respondents were moderately satisfied, and only one representative expressed dissatisfied with the cleanliness level. 2 business premises (11%) were not at all satisfied, stating that the cleanliness of the environment is not at the right level.

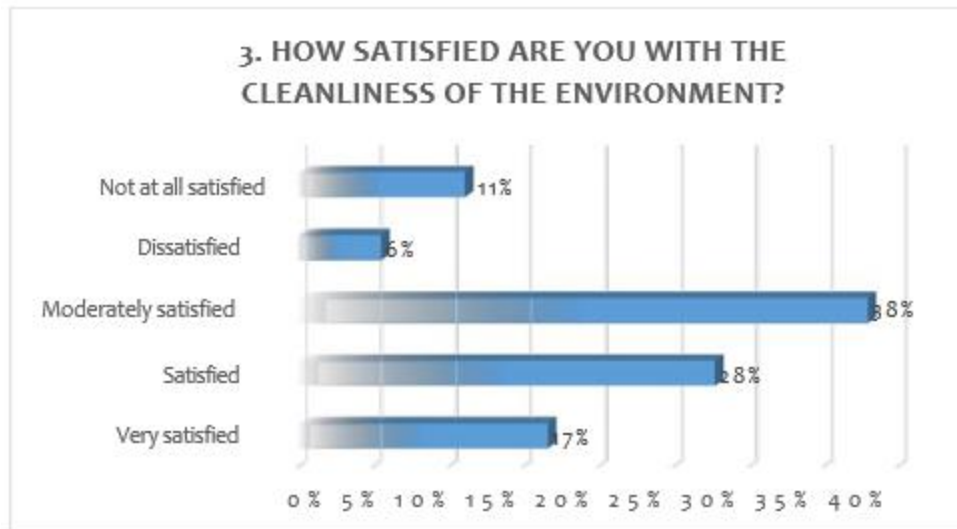


Figure 3.3: How satisfied are you with the cleanliness of the environment?

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

In terms of toilet conditions, here we have slightly lower results than around the cleanliness of the environment. Only one representative of business premises thinks that the toilet conditions are very satisfactory, and 28% (5) of them think that they are satisfactory. 22% (4) of the respondents were moderately satisfied, leaving one (6%) representative of the business premises dissatisfied and 38% (7) of them not at all satisfied with the toilet conditions.

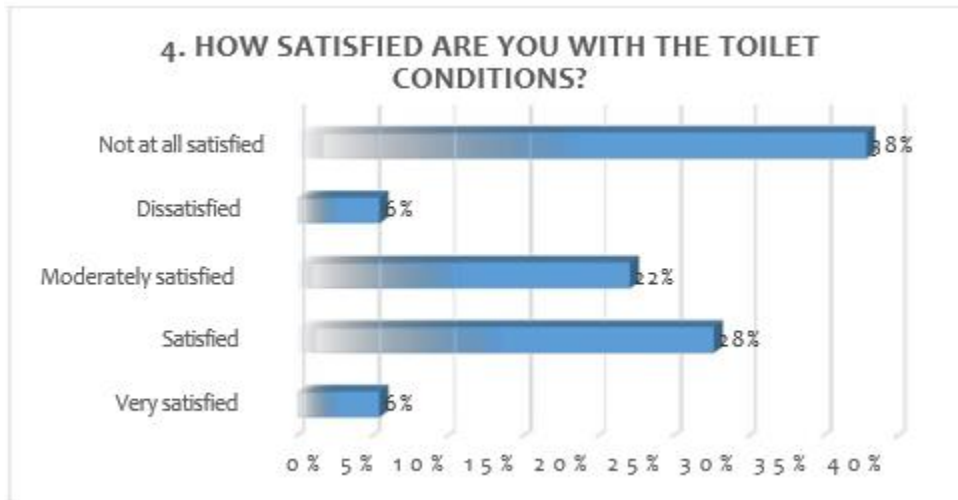


Figure 3.4: How satisfied are you with the toilet conditions?

Question 5: How satisfied are you with the security within the Bus Station:

In terms of security within the Bus Station, most business premises representatives are satisfied. 17% (3) of them expressed that they are very satisfied and 49% (9) are satisfied.

While four representatives (22%) were moderately satisfied and only two representatives expressed that they are dissatisfied and not at all satisfied with the security within the station, respectively.

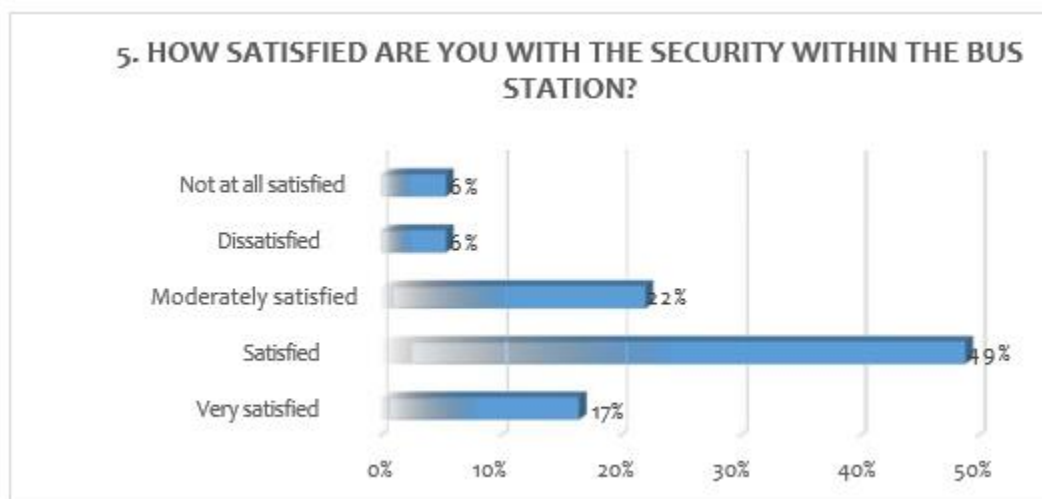


Figure 3.5: How satisfied are you with the safety within the Bus Station?

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

The suggestions and requests of the representatives of the business premises located within the Bus Station are as follows:

- The outdoor environment should have more green spaces;
- Higher security should be ensured;
- The level of cleanliness in the toilet should be better and the price of use should be lower;
- Entrance at the station should be free of charge for the employees of the premises and their owners;
- The camera system should be digital and with better visibility;
- The contract term should be longer and not as it is now i.e. only for 1 year.

4. Taxi companies

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

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

As for the space provided by the Bus Station for the two taxi companies, they are satisfied with the parking space provided to them.

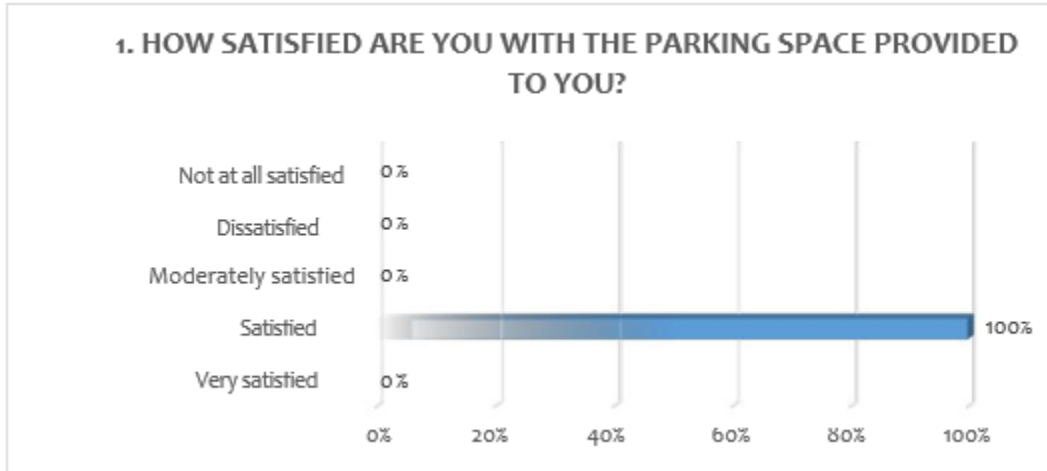


Figure 4.1: How satisfied are you with the parking space provided to you?

Question 2: How satisfied are you with the security within the Bus Station?

Regarding the level of satisfaction of the companies with the security within the station, both companies have expressed that they are satisfied with the security as well.

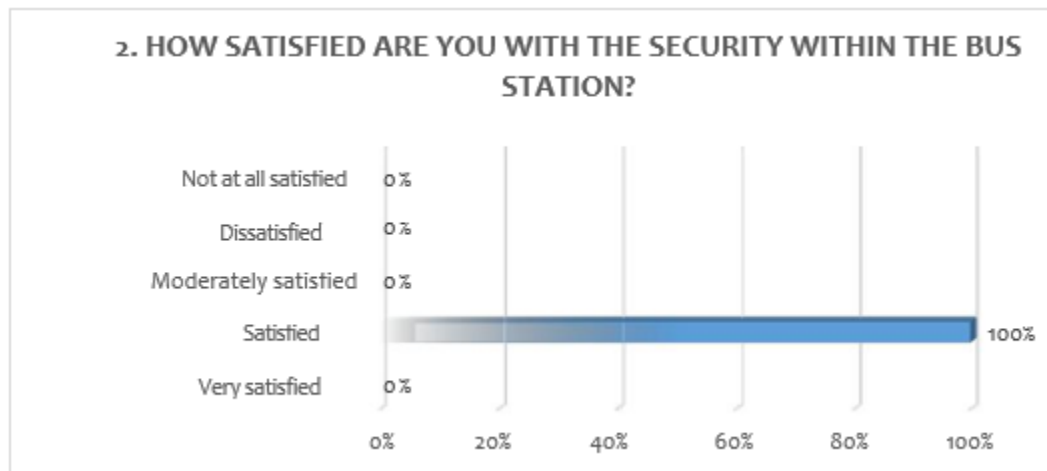


Figure 4.2: How satisfied are you with the security inside the Bus Station?

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

Moreover, both companies have expressed that they are satisfied with the cleanliness of the environment within the station.

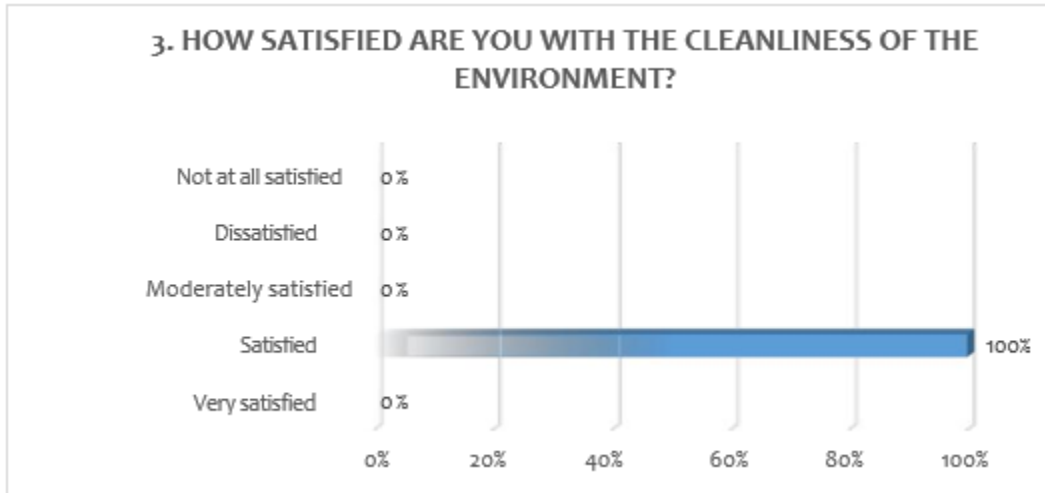


Figure 4.3: How satisfied are you with the cleanliness of the environment?

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

The only request made by both taxi companies was to allow passengers to be picked up near the bus plat forming when passengers are with luggage.

5. Passengers

Part of the research were also passengers who travel 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 provided by the Bus Station?

Passenger satisfaction about the destinations provided by the Bus Station has been mostly positive. 16% (8) of them stated that they are very satisfied and 52% (26) of them were satisfied. 18% (9) of passengers were moderately satisfied, leaving 12% (6) and 2% (1) of passengers dissatisfied and not at all satisfied, respectively.

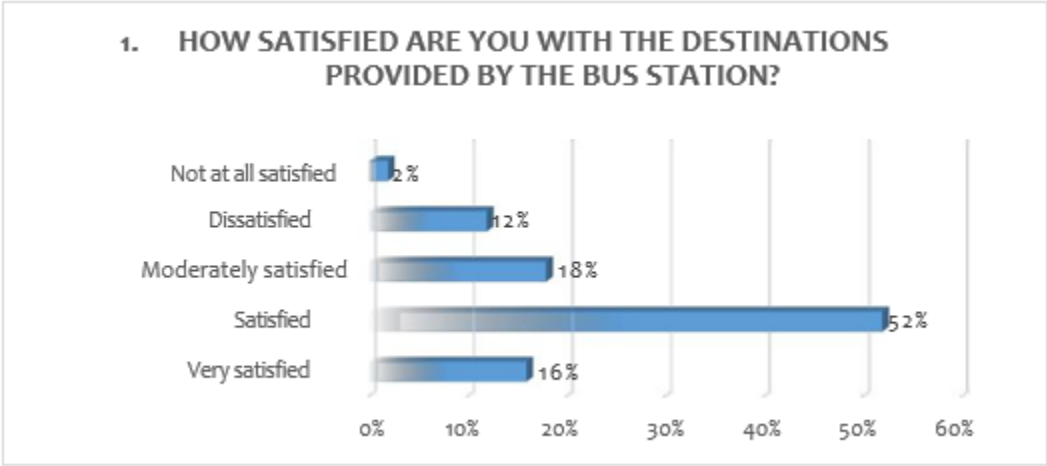


Figure 5.1: How satisfied are you with the destinations provided by the Bus Station?

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

When passengers were asked how satisfied they were with the waiting time, 14% (7) of them were very satisfied and 46% (23) satisfied. 16% (8) of citizens were moderately satisfied, leaving 18% (9) and 6% (3) of passengers dissatisfied and not at all satisfied, respectively.

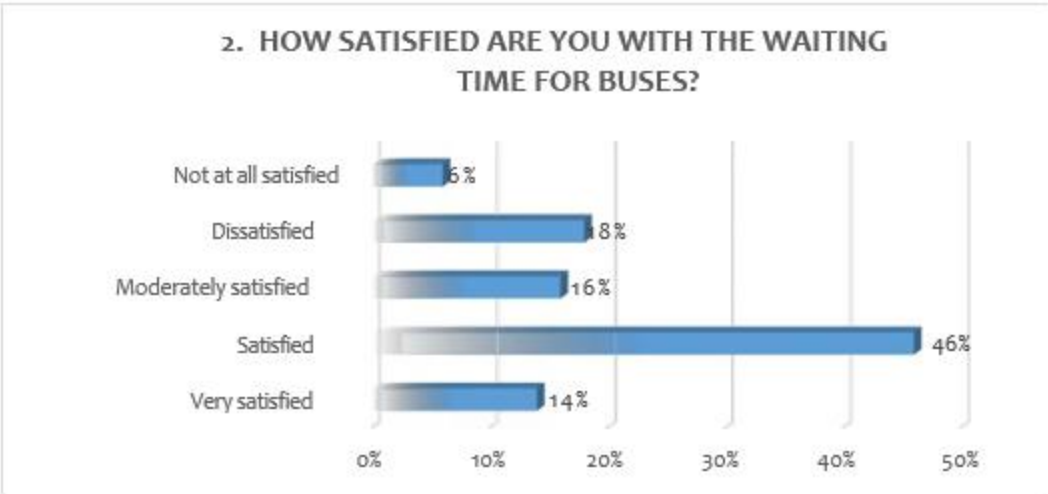


Figure 5.2: How satisfied are you with the waiting time for buses?

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

Regarding the space within the Bus Station, 10% (5) of passengers expressed that they are very satisfied. 32% (16) of passengers were satisfied and 30% (15) of passengers were moderately satisfied. While 22% (11) of passengers were dissatisfied with the space within the Bus Station and 6% (3) of them were not at all satisfied.

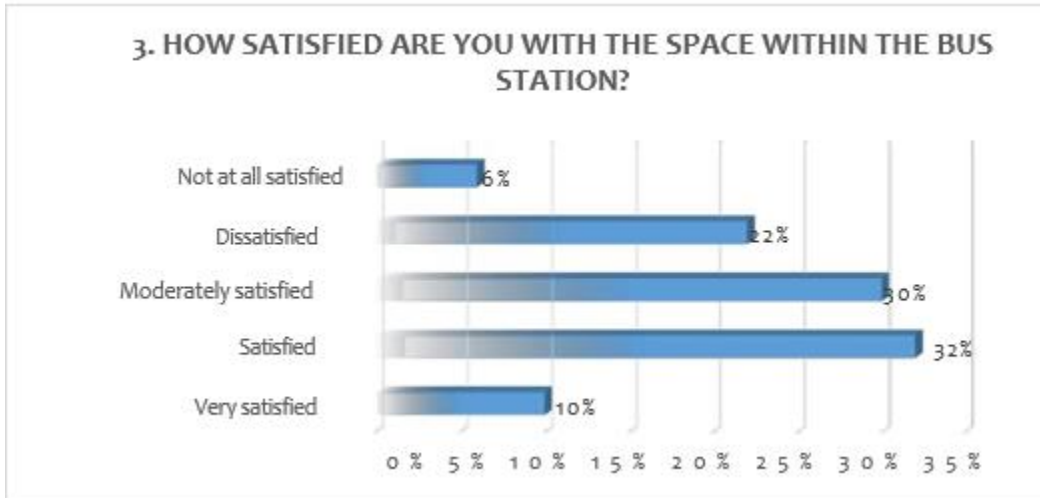


Figure 5.3: How satisfied are you with the space within the Bus Station?

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

Regarding luggage storage service, 8% (4) of passengers expressed that they are very satisfied, and another 54% (27) are satisfied. On average, 18% (9) of passengers were satisfied, while 16% (8) of them were dissatisfied, leaving only two passengers (4%) not at all satisfied with the luggage storage service.

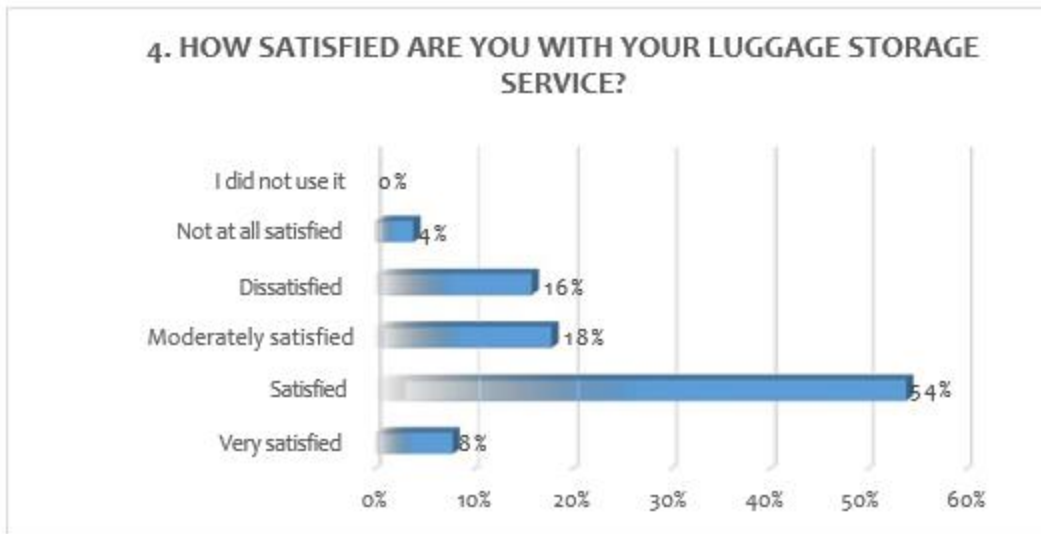


Figure 5.4: How satisfied are you with your luggage storage service?

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

When asked about the level of cleanliness within the station, only 4% (2) of passengers expressed that they are very satisfied. Satisfied and moderately satisfied were expressed 30% (15) and 38% (19) passengers, respectively. While 16% (8) of passengers were dissatisfied, and 12% (6) of passengers were not at all satisfied.

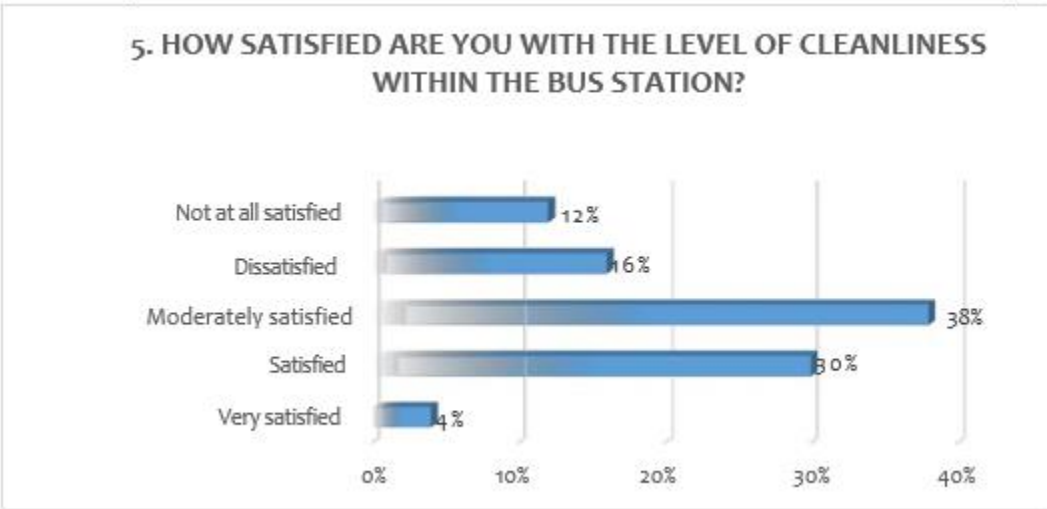


Figure 5.5: How satisfied are you with the level of cleanliness within the Bus Station

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

In terms of safety, the results have shown that passengers mostly feel safe at the station. 14% (7) of them are very satisfied with safety and 36% (18) are satisfied, leaving 34% (17) of passengers moderately satisfied.

16% (8) of passengers were dissatisfied with the safety within the station and none of the respondents is at all satisfied with the safety aspect.

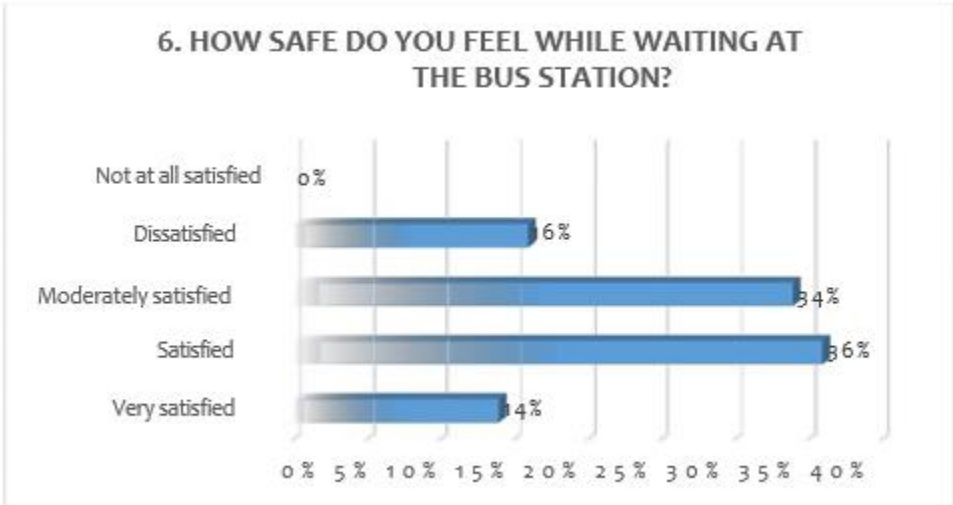


Figure 5.6: How safe do you feel while waiting at the Bus Station?

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

Various business premises are located within the Bus Station, and passengers have different opinions in terms of their diversity. Referring to the field results, only 8% (4) of the respondents are very satisfied with the variety of premises and 26% (13) are satisfied.

32% (16) of respondents were moderately satisfied and 18% (9) were dissatisfied. While 8 passengers (16%) were not at all satisfied in terms of the variety of business premises.

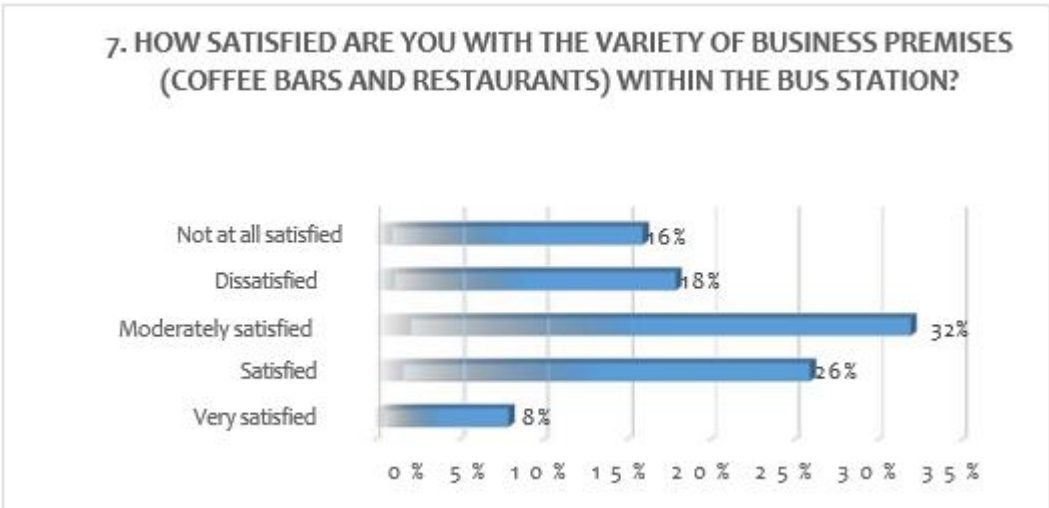


Figure 5.7: How satisfied are you with the variety of business premises within the Bus Station?

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

In terms of information units, most passengers have been satisfied. 12% (6) of them stated as very satisfied and 50% (25) of passengers are satisfied.

While 14% (7) were moderately satisfied and 18% of the interviewed passengers were dissatisfied. Finally, 3 (6%) passengers were not at all satisfied.

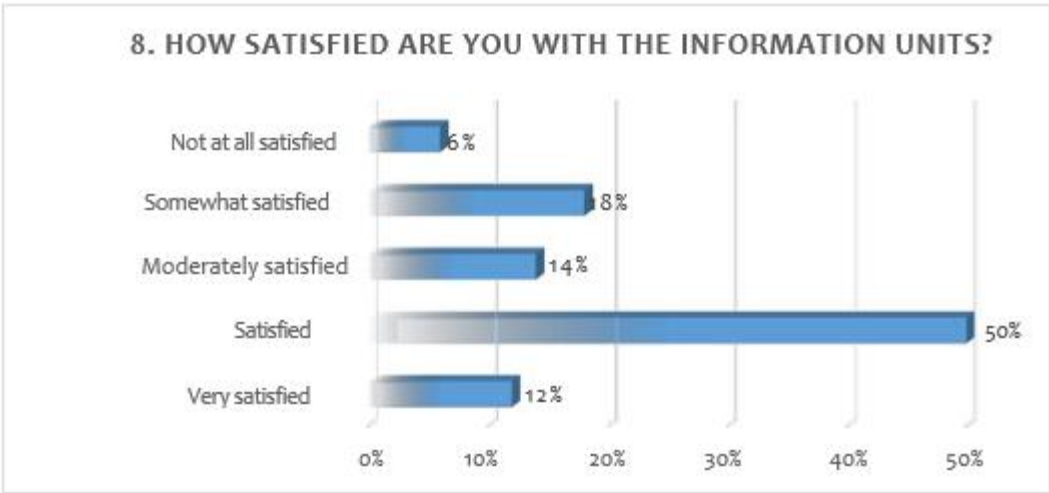


Figure 5.8: How satisfied are you with the information units?

Question 9: How do you rate the work of the Bus Station staff in general?

Finally, passengers were also asked to rate the work of the Station staff. The rates regarding staff performance are different. The results present the data with the grade from 1 to 10, where 1 is very poor and 10 is excellent.

The staff was rated with 10 points by 6% (3) of passengers, and thus followed by the grade 9 - 14% (7) of them, with the grade 8 - 18% (9) of them and so on. Poor rating was given by only 5 passengers, who gave grades 4 and 3.

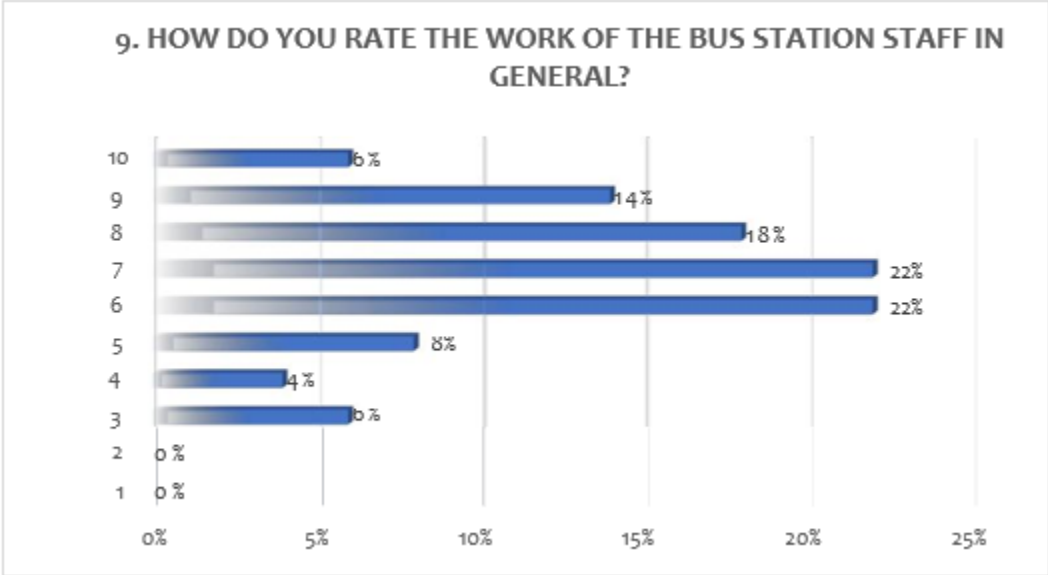


Figure 5.9: How do you rate the work of the Bus Station staff in general?

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

The requests of passengers are listed as follows:

- Toilets within the station should be free of charge;
- Toilets should be clean.

Conclusions

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

In some cases, it was requested a higher level of security, mainly by business premises, but also by transport operators. Moreover, raising the level of cleanliness was also requested by all categories included in the research. While poorer rates were given by driving schools and transport operators.

The issues for which special attention needs to be paid are presented below:

Transport operators

46% of transport operators were moderately satisfied, dissatisfied and not at all satisfied with the plat forming services, and 57% of them were moderately satisfied, dissatisfied and not at all satisfied with the ticket sales services.

Regarding parking during the day and night, the results show that 63% of transport operators are in the category of moderately satisfied, dissatisfied and not at all satisfied.

There was also dissatisfaction among the transport operators in terms of the environment within the Bus Station, where 57% of the respondents were moderately satisfied, dissatisfied and not at all satisfied. This was mostly due to the payment for the use of toilet.

Another dissatisfaction identified was the security aspect, where 29% of respondents were not at all satisfied with the security within the station, followed by 14% of them dissatisfied and another 14% moderately satisfied.

Driving schools

The requests from the representatives of 30 driving schools that have been part of the research are mainly in terms of reducing the price of entry to the polygon and creating a more suitable environment outside the station, improving road infrastructure (polygon). When asked how satisfied they are with the polygon space provided, 20% of respondents were not at all satisfied, 23% were dissatisfied and 17% moderately satisfied. Complaints in this regard are as a result of the small space of the polygon, the potholed road, etc.

Business premises

The category of business premises have mostly been satisfied. Their main concerns have been the use of the toilet and the cleanliness within the Station. Regarding the conditions of the toilet, 38% of the respondents were not at all satisfied. The reason behind this was mainly the price that had to be paid for the use of the toilet and the level of cleanliness.

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

The passengers as well have mostly been satisfied with the services provided by the Bus Station. Dissatisfaction was mostly small, with poorer ratings at the questions regarding the space provided within the Bus Station (58%), the level of cleanliness (66%) and the variety of business premises (66%).

Recommendation

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

- **Providing the highest level of security:** although a small number of respondents have had complaints in terms of security, those who have expressed their problems, have indicated problems that need to be addressed and a solution need to be found regarding this issue, especially in the case when the premise was broken into.
- **Functionalization of **laura** at the entrance of the Bus Station:** Laura at the entrances of the station in many cases does not function properly, therefore it was requested from all operating units to solve this issue.
- **Reduction/removal of payment for the use of the toilet:** All categories have requested that this payment be either completely removed or reduced.

ANNEX A: QUESTIONNAIRE FOR TRANSPORT OPERATORS

QUESTIONNAIRE ON MEASURING CUSTOMER SATISFACTION

January-December 2020

This questionnaire is for the internal needs of the Bus Station J.S.C. it is intended to assess the satisfaction of its customers, including: transport operators, driving schools, business premises and taxi companies!

Customer: **Transport Operator**

Date:

Data recipient:

1. How satisfied are you with the plat forming services provided 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	Somewhat 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 parking service during the night?

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 the schedule change?

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

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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8. Do you have any suggestion on service improvement?

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

ANNEX B: QUESTIONNAIRE FOR DRIVING SCHOOLS

QUESTIONNAIRE ON MEASURING CUSTOMER SATISFACTION

January-December 2020

This questionnaire is for the internal needs of the Bus Station J.S.C. it is intended 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 polygon space provided to you?

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

2. How satisfied are you with the environment within the Bus Station?

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

3. How satisfied are you with the security within the Bus Station?

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

4. How satisfied are you with the level of cleanliness within the Bus Station?

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

5. Do you have any suggestions for the Bus Station?

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

ANNEX C: QUESTIONNAIRE FOR BUSINESS LOCATIONS

QUESTIONNAIRE ON MEASURING CUSTOMER SATISFACTION

January-December 2020

This questionnaire is for the internal needs of the Bus Station J.S.C. it is intended 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 the terms of the contract with the Bus Station for the premise you use?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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2. How satisfied are you with the space provided to you?

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

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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4. How satisfied are you with the toilet conditions?

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

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

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

ANNEX D: QUESTIONNAIRE FOR TAXI COMPANIES

QUESTIONNAIRE ON MEASURING CUSTOMER SATISFACTION

January-December 2020

This questionnaire is for the internal needs of the Bus Station J.S.C. it is intended 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 provided to you?

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

2. How satisfied are you with the security within the Bus Station?

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

3. How satisfied are you with the cleanliness of the environment?

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

4. Do you have any suggestions for the Bus Station?

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

ANNEX E: QUESTIONNAIRE FOR PASSENGERS

QUESTIONNAIRE ON MEASURING CUSTOMER SATISFACTION

January-December 2020

This questionnaire is for the internal needs of the Bus Station J.S.C. it is intended 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 provided 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
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3. How satisfied are you with the space within the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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4. How satisfied are you with your luggage storage service?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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5. How satisfied are you with the level of cleanliness within 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
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7. How satisfied are you with the variety of business premises (coffee bars and restaurants) within the Bus Station?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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8. Do you have any suggestion on service improvement?

Very satisfied	Satisfied	Moderately satisfied	Somewhat satisfied	Not at all satisfied
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9. How satisfied are you with the information units?

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

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

Rating from 1 to 10 (1 poor and 10 excellent)

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