

RAILWAY PASSENGERS SERVICE SYSTEM

INVESTIGATION OF SERVICE QUALITY SATISFACTION

In Turkey, a project which is named “DEM-Rail-PSS – Development of Education Moduls for Railway Passenger Service Systems” with number 2017-1-TR01-KA202-046496 and supported by European Comission is conducted within the context of a project named Erasmus + Vocational Education Strategic Partnerships for the Evolution of Good Applications.

Under the coordinatorship of Anadolu University Vaocational School, 6 partners, including Eurocert-DE, Ceipes-IT, UK-Certified Knowledge Association, İlksem Engineering and TCDD (The Republic of Turkey State Railways) Transportation Inc., from 4 different countries take place in the Project. In this Project, it is aimed to enhance the vocational knowledge, ability and competence of the staff on information desk, ticketing, boarding, catering, transfer of passengers and buggages, quidance on the board and station and emergency sevices.

Please try to answer the all questions in this questionnaire to help us to be able to determine the competences of the staff who works in the field of passenger services of rail systems sector. Please mark the most suitable option for you by reading the items in the questionnaires.

The results of the questionnaires is going to be evaluated collectively and published in our website: (<http://demrail-pss.com>).

Thank you for your interest and cooperation.

Personal Information Form:

1. Age :.....

2. Educational status :

() Illiterate () Primary school () Secondary school

() High school () University () Postgraduate

3. Gender : () Female () Male

4. Occupation :.....

5. Marital status: () Single () Married

6. How frequently do you travel by train? :

Every day	Once in a week	Once in a month	Often	Rarely

7. What is the purpose of your travel? :

() Business () Vacation () Education () Other

Please rate your satisfaction level with railway services.

Questionnaire of Passenger Satisfaction							
No	Railway Service	1	2	3	4	5	
		Completely unsatisfied	Unsatisfied	Undecided	Satisfied	Completely satisfied	
TICKETING	1	The information provided about tickets available at the counter					
	2	The way of ticket purchase					
		♦ TCDD e-ticket application (on phone)					
		♦ Ticketing on ticket office					
		♦ TCDD e-ticket application (on computer)					
		♦ Travel agency					
	3	Does your requests handled by the ticketing staff					
	4	Attitudes and helpfulness of staff					
	5	The kindness of the staff					

STATION	1	Information Accessibility at the stations					
	2	Communication skills of station personel					
	3	Attitudes and helpfulness of staff					
	4	Cleanliness of the stations and platforms					
	5	Functionality of the station equipments and infrastructure					
	6	Facilities and services at the station					
		◆ Toilets					
		◆ Shops					
		◆ Cafes					
		◆ waiting room					
	7	Availability of Wi-Fi					
	8	Does your requests handled by the station staff					
	9	Availability of porters and trolleys					
	10	Medical assistance during emergencies					
11	Disability facilities in station						
TRAVELLING	1	Dealing with delays of the train company					
	2	Time Tables, Display Boards etc are visually appealing, inf					
	3	Communication skills of the staff					
	4	Attitudes and helpfulness of staff					
	5	Cleanliness and maintenance of the seats					
	6	Cleanliness of toilet facilities					
	7	Air-conditioning on board					
	8	Lighting on board					
	9	Availability of Wi-Fi on board					
	10	Safety of baggages					

	11	Tv and audio system on board					
	12	Medical assistance during emergencies					
	13	Catering quality					
	14	Facilities for the disabled on board					

Other comments: