

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. Marital status: () Single () Married
3. Educational status :
 () Primary school () Secondary school () High school
 () Vocational School () Faculty () Postgraduate
4. Gender : () Female () Male
5. Employment : () Ticket agent () Advisory officer () Security staff
 () Hostess () Platform ticket controller () Other.....
6. Vocational working year:.....
7. For how long do you work in TCDD?:.....
8. Have you ever worked in another organization before? () Yes () No
9. Have you ever attended in-service training? () Yes () No
10. If your answer is “yes”, please fill the form below.

	The organization who enable in-service training	The duration of in-service training	The subject of in-service training
1			
2			
3			

Please evaluate the satisfaction level of the passengers on railway services as a TCDD worker.

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: