

## THIRST OF TODAY ---- PRIVATE BUS TERMINUS



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## ABSTRACT

*Bus transportation is considerably more essential in cities, and it also unites individuals from all backgrounds. As a result, having a functional transportation system is critical for every city, and it must be managed to address existing and future difficulties while also guaranteeing efficiency in operations and quality of service to fulfil the varying expectations of passengers from all segments. This study indicates a link between private bus services and customer happiness, demonstrating today's need for private bus terminals.*

**Key Words:** *Transportation, private bus and an efficient transportation system*

### I. INTRODUCTION:-

Transportation is a critical infrastructure that facilitates local and macro-level urban movement. People use transportation to go to anything they desire, whether it's education, job, property, or anything else. Transportation has an influence on individuals while also encouraging global growth. India's transportation needs is steadily increasing. In recent years, this demand has changed mostly in favour of road transportation, which now handles roughly 87 percent of passenger demand and 61 percent of freight demand from land-based modes of transportation (i.e roads and rails taken together).

### II. INDIA'S PASSENGER MOBILITY

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The speed with which services are delivered is an important competitive element in a customer-oriented global corporate system. Rail and road are the primary modes of passenger transportation in India. On average, an Indian has travelled 287 kilometres by car, 187 kilometres by train, and 100 kilometres by bus. It has travelled around 3000 kilometres every year, using 385 kilometres of railway and 2615 kilometres of roadway. The passenger transportation system merits further study and evaluation, as the road is the most suited mode of local transportation.

### **III. PASSENGER RECEPTION**

Passenger pleasure is a nebulous and abstract concept that varies from person to person and service to service. Passenger pleasure is difficult to measure since it is linked to psychological state. The purpose of this research is to gain a better understanding of passenger opinions and satisfaction levels with private bus transportation services. This study aims to uncover passenger perceptions on the quality and types of services provided by private buses.

### **IV. THE IMPORTANCE OF PRIVATE BUS TRANSPORTATION IN INDIA**

In passenger transportation, private operators are equally important. They account for more than 80% of India's total number of buses. Profit is the primary goal of every business, and private bus companies are no exception. Simultaneously, it provides tailored services to customers, such as free charge for children, travellers with luggage, double-sided DVD, audio, and so on, and the private sector contributes to the growth of passenger transportation in their own way. It is a truism that no bus transportation company can survive without customers. To satisfy customers' daily service quality standards, every firm dealing with bus transportation service must create partnerships with passengers and service providers. Different bus transportation industry owners compete with one another to provide the best service to clients. As a result, passenger satisfaction, as a business word, is a measure of how well an industry's offerings match passenger expectations.

### **V. THIRST OF TODAY**

To make the urban transportation system sustainable, one of the main motivations of the new public bus public transportation system is to lessen the suburbs' over-reliance on private automobiles (Wadap, Jeep, etc.). Following economic reforms, India's cities have experienced significant urbanisation and, as a result, increased travel demand. According to the 2011 census, urban populations increased from 35 million in 2001 to 55 million in 2011, totaling 107.9 million (39 percent) (India Census, 2011). Urbanization in Indian cities is putting enormous strain on transportation infrastructures, which must respond to rising travel

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demand by boosting the power and efficiency of the public transportation system. Due to a lack of existing urban transportation infrastructure, private vehicles such as automobiles, two-wheelers, and para-transit modes have grown in popularity (auto rickshaw). Cities' longitudinal expansion makes them more reliant on automobiles and two-wheelers (2-W), which can exacerbate traffic congestion and accidents. To solve this problem, a private bus terminal is required.

## VI. THE STUDY'S OBJECTIVES

The task necessitates and enhances the use of a private bus.

- To investigate passengers' feelings about the private bus service.
- Creating acceptable solutions to challenges
- To determine the elements that influences a passenger's decision to use a private bus service.
- To determine how satisfied people are with the public transportation system.
- Conclude the study's principal findings and recommendations.

## VII. RESEARCH METHODOLOGY

### Data collection

The role of the data collecting entities is for the researcher to keep two sorts of data in mind when choosing on the data collection technique to be utilised for the research once a research topic has been specified and the research design has been created. Primary information• Secondary information•

**Primary information:** The researcher gathered firsthand knowledge once the research area was completed. In Kolhapur, primary data was acquired utilising a well-structured questionnaire field study approach from 50 respondents selected through a direct interview procedure. As a result, researchers compile an excellent report with all participants.

**Secondary data:** In addition to main data, secondary data was acquired for the study. This included websites from the library, references to prominent journals, and book journals to aid in the right understanding of the product's conceptual framework and profile.

## VIII. LIMITATIONS OF STUDY

The research is based on a questionnaire completed by 50 people. Participants' tastes and preferences may change during the course of the 15-day survey, which took place between September and October 2021.

### Findings, recommendations, and conclusions:

- The majority of respondents (50%) are in favour of a bus, such as a private bus, and the majority of respondents (40%) are in favour of private bus maintenance.
- The majority of respondents (48%) believe that additional stops on private buses are required.
- The majority of those polled (48%) have issues with high ticket costs.
- The majority of respondents (51%) believe that a private bus terminal is required.

### IX. RECOMMENDATIONS

- Today, the majority of responders are better knowledgeable about the private bus service.
- It is critical to make a kind gesture to attract passengers.
- Making concessions to students by introducing new techniques such as the bus card, monthly pass, and commuter half-fare. The success of the private bus sector plan's execution is the creation of passenger comfort.
- A permanent location for a private bus terminal for commuter convenience

### X. CONCLUSION

The performance of the private bus was found to be satisfactory in this investigation. Following an analysis of the numerous issues and conclusions, the research is provided with relevant recommendations for improving passenger happiness. As a result, it is recommended that the private bus sectors take the necessary steps to attract passengers and adopt new strategies while keeping in mind to act friendly. This will automatically increase passenger satisfaction with the private bus in the near future with a suitable location for private bus terminus.

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