

Factors Affecting the Satisfaction of Commuters on the Three-Wheeler Service: Case Study in Area of the Divisional Secretariat Division of Colombo

R.M.C.B. Ratnayake, H.P. Diunugala and G.P.S. Nalaka*
University of Sri Jayewardenepura
*hellonalaka@gmail.com

The inability and also non availability of enough conventional public transport service to gratify the travel demands of the general public, led way to the surfacing of three-wheelers as an alternative mode of transport, in both urban and rural areas. In the Western Province where the study area is located according to the statistics of Department of Motor Traffic about 400,000 out of 500,000 registered three-wheelers run hires which are a massive number. Three-wheeler transport is also presently unregulated. This vast number of commuters, thus involved travel within the city for an umpteen number of reasons. Whether they are really contented or whether they approve of the way the three-wheeler drivers deal with them are questions that have been left unanswered. Therefore, the researcher, sensing the importance of how useful this contribution would make, hopes to find out from a survey conducted among the commuters themselves in the randomly chosen sample area (five Grama Niladari Divisions of Colombo Divisional Secretariat where the most number of by roads and three-wheelers are available), what factors condition the satisfaction of commuters on the three-wheeler service presently available. The data required were collected through questionnaires and interviews with the passengers in the relevant sample area. Before the data collection a pre-test was carried out. After the collection of data both descriptive and advanced statistical analyses such as sample t tests, mean comparisons, one-way analysis of variance tests and finally a regression model were performed to identify the main objective of the study. Cronbach's alpha values and other tests were used to measure the reliability and validity of the sample data. According to the results of t-test, analysis of variance, correlation analysis and regression analysis, gender, education standards, income level, safety, reliability, accessibility, wait time, comfort and travel time can be identified as factors affecting commuters' satisfaction of three-wheeler service.

Keywords: informal public transport; Three-wheeler service; commuters' satisfaction; correlation analysis; regression analysis
