PERFORMANCE EVALUATION OF HARYANA ROADWAYS

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Haryana Roadways is the Departmental Undertaking of the State of Haryana to provide adequate, well coordinated, economical, safe, comfortable and efficient transport services to the public. In the last few decades, the demands and expectations of the passengers of Haryana Roadways has been rising. So, a need of the study was felt to know the performance of the Undertaking in the state.

The study was based on both primary and secondary data. The primary data have been collected with help of questionnaires, which were administered to the respondents selected through sampling method. The secondary data were collected from the various reports, documents of Economic and Statistical Department & Planning Department, Haryana; published and unpublished records of Haryana Transport Department Chandigarh; Indian Journal of Transport Management published by Central Institute of Road Transport (CIRT), Pune; and theses, dissertations and other relevant sources. The study evaluates the performance of Haryana Roadways on the basis of physical, financial and quality of services being provided by the undertaking. The analysis of the study reveals that the overall performance of Haryana Roadways was not satisfactory and passengers of Haryana Roadways have shown dissatisfaction with the services provided by the Undertakings.

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