

**Government of Tamil Nadu
Highways Department
Tamil Nadu Road Sector Project**

**ROAD USER SATISFACTION SURVEY
(2004-2005)**

1. Introduction

1.1 BACKGROUND

- 1.1.1 The State of Tamil Nadu has accorded due priority to infrastructure development for achieving economic and social development in the state. The State has 61,289 Km of roads which are maintained by Highways Department which includes 3,850 kms of National Highways (NH), 7,230 kms of State Highways (SH), 7,383 kms of Major District Roads (MDR), 41,191 kms of Other District Roads (ODR) and 1,635 kms of Sugarcane Roads.
- 1.1.2 The Highways Department over a period of more than 50 years has accumulated a record of rich experience to its functional system, which has transpired into qualitative work on its network of roads and bridges. This network plays a key role in activating economic growth and development.
- 1.1.3 The Highways Department is responsible for the planning, design, construction and maintenance of state highways, major district roads, other district roads, bridges and the construction and maintenance of National highways. In order to manage and maintain the road network effectively and to meet the transport demands of a modernizing economy, the Highway Department desires to improve its efficiency and develop a system that would motivate the core staff.
- 1.1.4 Till date, the performance was largely measured in terms of their expenditure on roads, rather than benefits delivered to road users. The Department desires to make a shift from this perspective and proposes to measure their performance based on the benefits provided to the road users.

1.2 OBJECTIVES OF THE ROAD USERS SATISFACTION SURVEY (RUSS)

1.2.1 The prime purpose of the Road User Satisfaction Survey is to help improve road transport outcomes in Tamil Nadu by giving senior management in the Highways Department an insight in to the issues and concerns, raised by road users and thereby influence future strategic and operational decisions.

1.2.2 The specific objectives of the survey are

- 1 Elicit views on public perception of current sector outcomes, Highway Department's performance and government policies.
- 2 Document the views in a comprehensible format suitable for comparison overtime and
- 3 Present the findings of the survey to senior decision-makers in GOTN and the general public.

1.4 SAMPLE COVERAGE

1.4.1 The survey was conducted in all the 30 districts of the Tamil Nadu state. The total sample size for each of the target group was distributed across the 30 districts. 30 towns across the state will be selected, by ensuring representation to towns of different sizes and the different highways/roads. 163 villages (i.e. 1% of the total number of 16,317 revenue villages in the state, according to the Census of India, 2001) will be selected randomly across the state for the household and farmer interviews by ensuring representation to all taluks and different types of roads (NH/SH/MDR/ODR/VR).

1.4.2 The total sample size was distributed to the different types of roads, viz., NH, SH and MDRs in the proportion of 40%, 40% and 20% respectively. Specific roads and NH, SH and MDR will be selected covering the entire length and breadth of the state. On each of the type of roads selected, a few halting points like dhaba, petrol filling station etc. will be selected

1.4.3 The survey was both quantitative and qualitative in nature. The quantitative method involved face to face interviews with target respondents and a total number of 6,000 face to face interviews were conducted across the State of Tamil Nadu. The qualitative methods included 500 in-depth interviews and 8 focus group discussions.
