

Survey questions with the answers

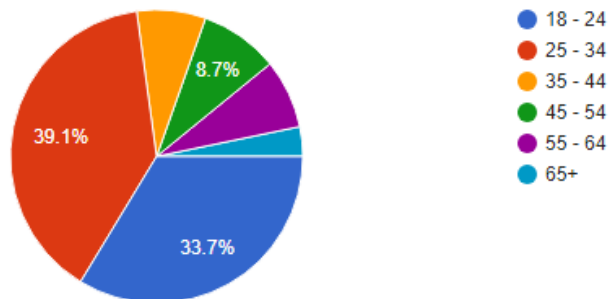
Age*

- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65+

Age

92 responses

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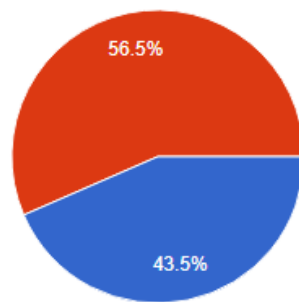
Gender*

- ☐ Woman
- ☐ Men
- ☐ Non-binary
- ☐ Prefer not to say

Gender

 Copy

92 responses



- ☐ Woman
- ☐ Men
- ☐ Non-binary
- ☐ Prefer not to say

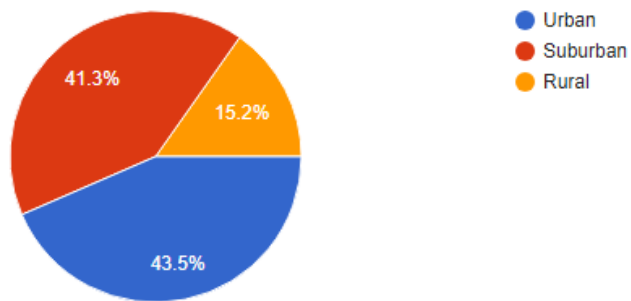
Location *

- ☐ Urban
- ☐ Suburban
- ☐ Rural

Location

92 responses

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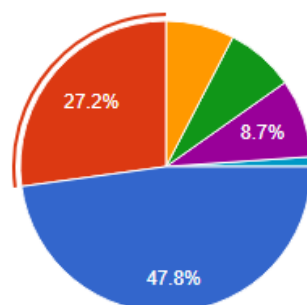
Occupation *

- ☐ Student
- ☐ Employed full-time
- ☐ Employed part-time
- ☐ Self-employed
- ☐ Unemployed
- ☐ Other

Occupation

92 responses

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- Student
- Employed full-time
- Employed part-time
- Self-employed
- Unemployed
- Other

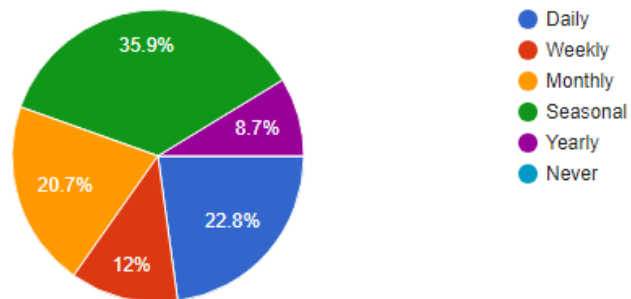
How often do you use the train for travel? *

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Seasonal
- ☐ Yearly
- ☐ Never

How often do you use the train for travel?

 Copy

92 responses



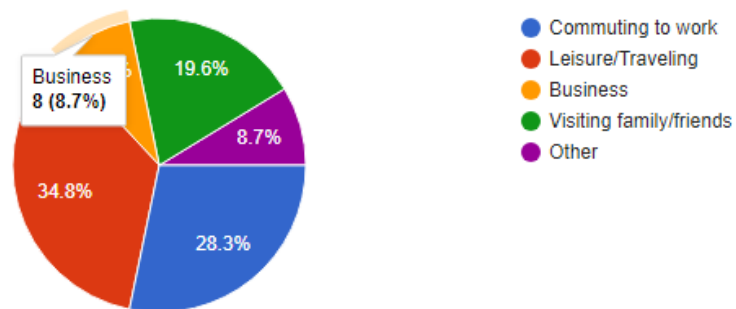
What is the main purpose of your train journeys? *

- ☐ Commuting to work
- ☐ Leisure/Traveling
- ☐ Business
- ☐ Visiting family/friends
- ☐ Other

What is the main purpose of your train journeys?

 Copy

92 responses



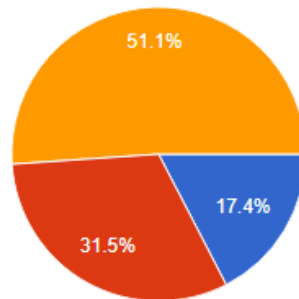
How far do you typically travel by train? *

- ☐ Short distances (within the city)
- ☐ Medium distances (within the region)
- ☐ Long distances (inter-city or inter-provincial)

How far do you typically travel by train?

 Copy

92 responses



- Short distances (within the city)
- Medium distances (within the region)
- Long distances (inter-city or inter-provincial)

Do you currently use an online train ticket booking system? *

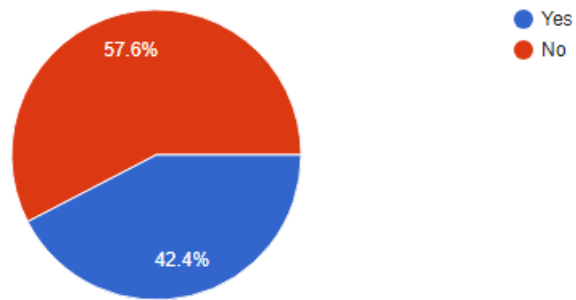
☐ Yes

☐ No

Do you currently use an online train ticket booking system?

 Copy

92 responses



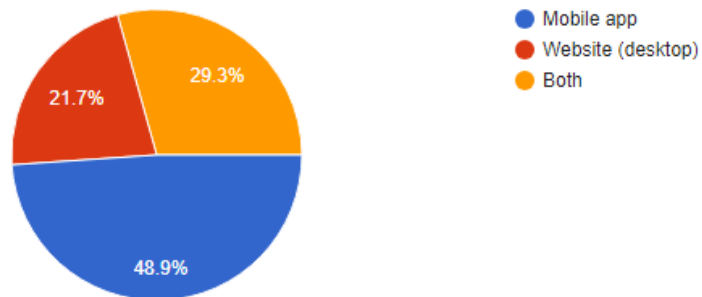
How do you usually access online train booking platforms? *

- ☐ Mobile app
- ☐ Website (desktop)
- ☐ Both

How do you usually access online train booking platforms?

 Copy

92 responses



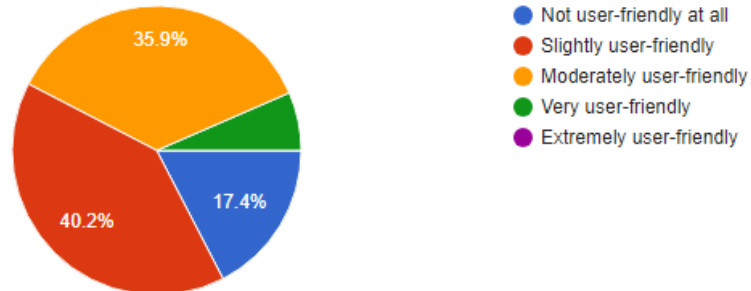
How would you rate the user-friendliness of the current online train booking platforms? *

- ☐ Not user-friendly at all
- ☐ Slightly user-friendly
- ☐ Moderately user-friendly
- ☐ Very user-friendly
- ☐ Extremely user-friendly

How would you rate the user-friendliness of the current online train booking platforms?

 Copy

92 responses



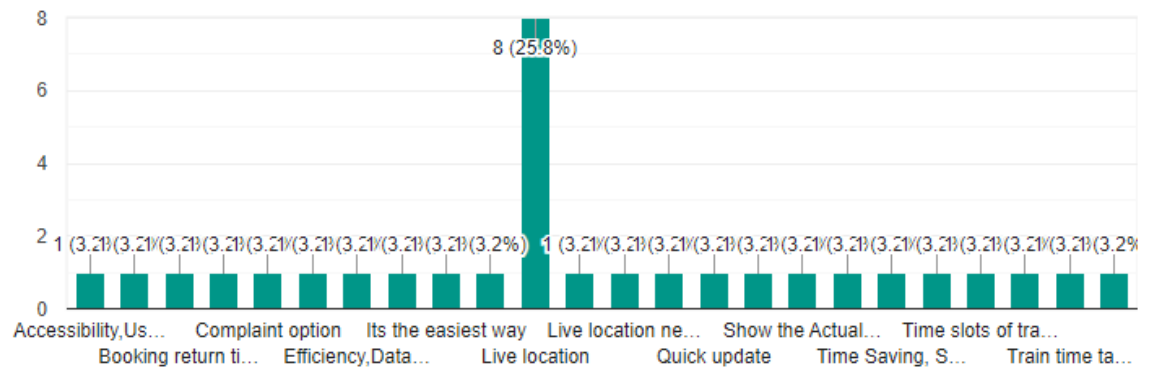
What features do you consider essential in a train booking app?

Short answer text

What features do you consider essential in a train booking app?

 Copy

31 responses



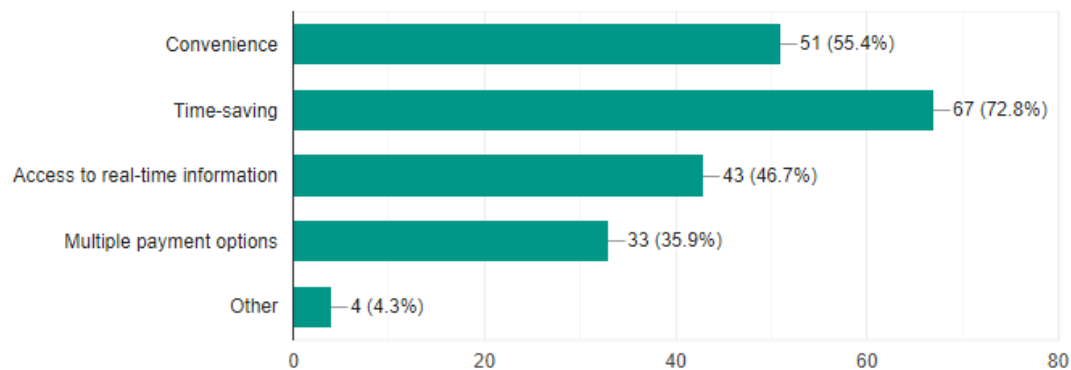
What do you consider the most significant advantage of using online platforms for train ticket booking? *

- ☐ Convenience
- ☐ Time-saving
- ☐ Access to real-time information
- ☐ Multiple payment options
- ☐ Other

What do you consider the most significant advantage of using online platforms for train ticket booking?

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92 responses



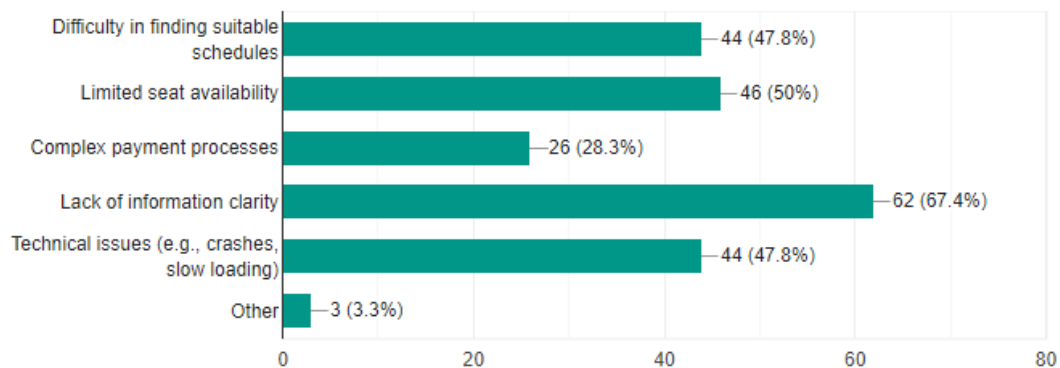
What challenges do you commonly face when using online train booking platforms? *

- ☐ Difficulty in finding suitable schedules
- ☐ Limited seat availability
- ☐ Complex payment processes
- ☐ Lack of information clarity
- ☐ Technical issues (e.g., crashes, slow loading)
- ☐ Other

What challenges do you commonly face when using online train booking platforms?

[Copy](#)

92 responses



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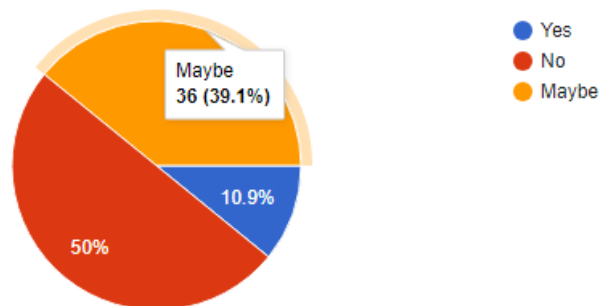
Do you feel that the current online platforms offer enough flexibility in terms of choosing seats, ^{*} train classes, and travel dates?

- ☐ Yes
- ☐ No
- ☐ Maybe

Do you feel that the current online platforms offer enough flexibility in terms of choosing seats, train classes, and travel dates?

 Copy

92 responses



Do you have any specific preferences or requirements when it comes to choosing a online train booking service?

Long answer text

Do you have any specific preferences or requirements when it comes to choosing a online train booking service?

26 responses

No

Time Saving Mobile Applications

Convenience of using a app

Choosing seats for a family members should be in same place.

Ok

tain Live location

It should be very simple

Need an easy payment methods

Customer care services

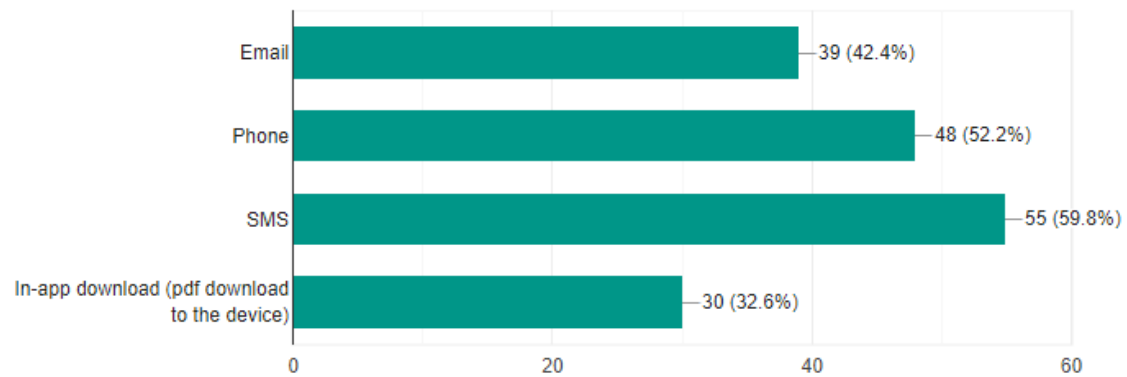
How do you prefer to receive your train ticket after booking? *

- ☐ Email
- ☐ Phone
- ☐ SMS
- ☐ In-app download (pdf download to the device)

How do you prefer to receive your train ticket after booking?

 Copy

92 responses



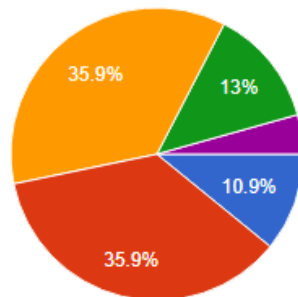
How satisfied are you with the clarity of information provided on train schedules and available seats? *

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

How satisfied are you with the clarity of information provided on train schedules and available seats?

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92 responses



- Very satisfied
- Somewhat satisfied
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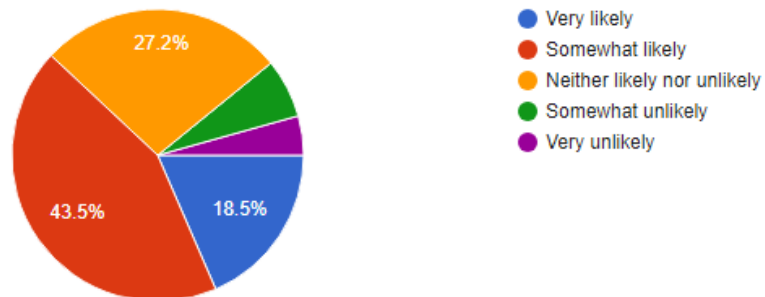
How likely are you to recommend the online train booking platforms you've used to a friend or family member? *

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Neither likely nor unlikely
- ☐ Somewhat unlikely
- ☐ Very unlikely

How likely are you to recommend the online train booking platforms you've used to a friend or family member?

 Copy

92 responses



What are the primary complaints or difficulties you have with the present train booking system?

Long answer text

What are the primary complaints or difficulties you have with the present train booking system?

28 responses

No

Technical issues

No complaints

Lack of smooth application.

There is no user friendly methods for payment

can't book custom return tickets. always have to get physical ticket at station

Seat booking

Not all the train stations have M-Ticketing office to get our online tickets physically.

Gets stuck not user friendly

Are there any particular features or functionalities that you believe are missing from the existing booking system?

Long answer text

Are there any particular features or functionalities that you believe are missing from the existing booking system?

23 responses

No

Live location

Yes

The facilities that can get for a particular booking

Train live locations(track train)

No idea

Nothing

Real-time information

Reminder