

PROJECT TITLE – RAPIDO



The Minor Project report submitted to
Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal
towards partial fulfillment of the Degree of
Bachelor of Technology
in
Compute Science

Guided by
Prof. Anshita Soni

Submitted by
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**Computer Science Engineering Department
Mahakal Institute of Technology&Management, Ujjain (M.P.)**

**MAHAKAL INSTITUTE OF TECHNOLOGY & MANAGEMENT,
UJJAIN**



RECOMMENDATION

This is to certify that Miss.Sakshi Shivhare student of V semester/3-year B.E. (CSE) in the year 2025 of Computer Science Engineering Department of this institute has completed their work on “ *RAPIDO PROJECT*” for Minor project based on syllabus and has submitted a satisfactory account of their work in this report which is recommended for the partial fulfillment of the degree of Bachelor of Technology in Computer Science.

Project Guide,
CSE Dept.
M.I.T.M. Ujjain

HOD,
CSE Dept.
M.I.T.M. Ujjain

Director,
M.I.T.M. Ujjain

**MAHAKAL INSTITUTE OF TECHNOLOGY &MANAGEMENT,
UJJAIN**



CERTIFICATE

This is to certify that the Minor Project report entitled “ *RAPIDO PROJECT*” submitted by **Miss.Sakshi Shivhare** student of B.Tech V Semester, Computer Science Engineering department in the year 2025, is a satisfactory account of their work based on syllabus which is accepted in partial fulfillment of degree of Bachelor of Technology in Computer Science Engineering.

INTERNAL EXAMINER

Date

EXTERNAL EXAMINER

Date

ACKNOWLEDGEMENT

We would like to express our sincere appreciation to the respected director **Dr. V.M. Shah**, Mahakal Institute of Technology & Management for their visionary leadership and support. It is a great privilege for us to express our profound gratitude also to our respected teacher and project coordinator **Prof. Anshita Soni** and our project guide **Prof. Akshita Soni**, CSE Dept. MITM.

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Sakshi Shihhare(0714CS231102)



ABSTRACT

As a passionate and detail-oriented computer Science Student at **Mahakal Institute of Technology and Management, Ujjain**. The project RAPIDO is a web-based application designed to manage and access previous year question papers efficiently. It allows the admin to upload, edit, and delete papers in PDF format, while students can easily search and view them by subject or semester. This system aims to simplify the process of finding academic papers, which are often scattered or difficult to access. PaperVault is built using **HTML, CSS, and JavaScript** for the front end, **Python (Flask)** for the backend, and **SQLite** for database management. The application also supports secure file handling and an intuitive interface for both teachers and students. With this platform, educational institutions can maintain an organized digital repository of question papers, improving accessibility and saving time for students during exam preparation.

Sakshi Shivhare(0714CS231102)

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CHAPTER: 1

INTRODUCTION

1.1 OVERVIEW: -

Rapido is a widely used bike service present in various Indian cities. Customers can order a bike ride via a mobile app, which gets matched with a local Rapido captain (rider) who can offer the ride. Rapido is an affordable, convenient solution compared to conventional taxis, particularly for short journeys. The service is most used for daily office runs and immediate errands. It also features some safety options such as GPS tracking of rides, compulsory helmets for captains and passengers, and background checks on all captains.

Customers can settle payment for Rapido rides on the mobile application with different means of payment such as digital wallets, credit or debit cards, or cash. Additionally, there is an avenue by which customers can book a ride in advance so that planning the trip will become easier and convenient for them.

Rapido is an Indian online bike taxi company founded in Bengaluru, India, in 2015. It operates across over 90+ cities across the country and has a vision of resolving last-mile connectivity challenges. In September of 2018, the news was that this bike taxi start-up has over 15,000 registered riders, with average rides of 30,000 per day 1. In 2019, Rapido co-founder Aravind Sanka claimed that the organisation has created over 500,000 jobs in India. In November of 2019, the organisation claimed to have one crore, registered clients. It is also very secure to travel, even in the night since all can be tracked online. Lastly, it

is just a two-wheeler taxi in which a rider will take you from the destination point and drop to the destination point. According to the group, 85% of its services are from returning customers and 10% of them are ladies. Rapido has a massive scope of development in the existing market since on-demand bike taxi service is by all accounts an interesting model. The aspect that the organization undertakes stringent checks and rigorous punishments to ensure secure transportation also makes it more reliable. As of today, Rapido is India's largest bike taxi platform operating in 50 urban cities and catering to more than 200 K rides daily. Bike taxi is urban mobility's next big thing, and this bike taxi start-up is poised to scale to 1 million rides for each day in 2020. They possess good initiative, robust financing, and a team of passionate people. Traffic is challenging we would all be able to identify with and should In conclusion, Rapido is a fast, efficient, and affordable way to transport customers across India, particularly for traveling small distances.

1.2 OBJECTIVE:-

TRapido is a bike taxi service that primarily operates in India. Its main objectives include:

1. Convenience: Providing a quick and easy mode of transportation for users, allowing them to book rides through a mobile app.
2. Affordability: Offering competitive pricing compared to traditional taxi services and other forms of public transport.
3. Accessibility: Expanding transportation options in urban areas, especially in regions where public transport may be limited or less efficient.
4. Safety: Ensuring passenger safety through features like driver verification, GPS tracking, and an emergency contact option.
5. Sustainability: Promoting the use of two-wheelers as a more environmentally friendly alternative to cars, thereby reducing traffic congestion and pollution.

6. Job Creation: Providing earning opportunities for bike riders, contributing to the local economy.

These objectives aim to enhance urban mobility and improve the overall transportation experience for users.

1.3 History :-

The idea for Rapido came out of the frustrations of its founders with traffic and a need for a faster, more efficient form of transport in urban India. They also had an initial plan to implement a B2B logistics model ("the Karrier ") but felt that the scope for a B2C bike taxi business was greater. Rapido launched in Bangalore with a tiny fleet of "captains" (bike riders) and caught off straight away.

Growth and Expansion:

The popularity of Rapido went sky-high, and the service was expanded to other Indian cities. The

company raised funds from investors like Hero MotoCorp's Pawan Munjal and Google India's Rajan Anandan. Rapido expanded its offerings from bike taxis to hailing auto-rickshaws and, more recently, four-wheeler taxis.

Key Milestones:

- 2018: Rapido announced it had more than 15,000 registered riders and recorded an average of 30,000 rides every day.
- 2019: Aravind Sanka asserted that the company has generated more than 500,000 jobs in India.
- 2020: Rapido introduced on-demand auto rickshaw hailing services.
- 2022: Rapido received \$180 million in a round led by Swiggy, taking the company's valuation to \$830 million.
- 2024: Rapido turned unicorn with a valuation of \$1.1 billion after it raised \$200 million in a Series E funding round.
- Present: Rapido is a dominant player in the mobility space in India, with operations in more than 100 cities and with a network of riders and drivers.

CHAPTER: 2

Rapido -Tagline,Logo and Slogon



1.3RAPIDO – TAGLINE, LOGO AND SLOGAN

1.3.1 TAGLINE

The company's tagline is Ride Solo. Aravind Sanka states here that 60% of the working class switches three modes of transport on a daily basis while going to work. The founders felt that the common man needed something affordable, convenient, and dependable for short distances so they introduced the above-written tagline.

1.3.2LOGO



1.3.3 SLOGAN

Rapido's existing campaign slogan is "5 Nahi Toh 50", which means "If not in 5 minutes, then ₹50". This slogan advertises their guarantee of confirmed auto allocation in 5 minutes or else a ₹50 discount. A slogan they have used before is "Bike Wali Taxi Sab Se Saxi", meaning "Bike Taxi is the Cheapest," highlighting how affordable their bike taxi service is.

3.1 TAGLINE

The company's tagline is Ride Solo. Aravind Sanka states here that 60% of the working class switches three modes of transport on a daily basis while going to work. The founders felt that the common man needed something affordable, convenient, and dependable for short distances so they introduced the above-written tagline.

1.3.2 LOGO



ER Modeling Project **Rapido**

Group 7:
Adit Arvind Ghanekar
Meet Akshaybhai Desai
Rashmi Gupta
Surya Kalva

1.3.3 SLOGAN

Rapido's existing campaign slogan is "5 Nahi Toh 50", which means "If not in 5 minutes, then ₹50". This slogan advertises their guarantee of confirmed auto allocation in 5 minutes or else a ₹50 discount. A slogan they have used before is "Bike Wali Taxi Sab Se Saxi", meaning "Bike Taxi is the Cheapest," highlighting how affordable their bike taxi service is.

1.4 KNOW YOUR CAPTAIN

1.THE HIRING PROCESS

- All applicants must authenticate and confirm the following documents and their photograph and contact number:

Document 1: PAN/Aadhaar card

Document 2: Driving license

Document 3: Vehicle registration certificate

-The onboarding procedure is managed by a trustworthy third-party vendor and is periodically cross-checked by our in-house team.

- The photograph taken and uploaded by the Captain is cross-checked against the one on their driving license via facial recognition technology.
- Vehicle registration certificate and the driving license of the Captain are checked via government portals.
- From recruitment to training to surveillance to regular checks, we do everything to ensure that our Captains are in line with what we believe in.

T

2.Verification through third party vendor:
We background verify Captains via a third-party vendor. The aforementioned process has been outsourced to a third party so that the anonymity can be maintained and the process of verification is not interfered with. The aforementioned vendor performs KYC check and antecedent check of the Captains and brings to our notice any red flag if the records of any Captains are not spotless.

3.Captain training process:

**LEARNING MODULE SYSTEM TRAINING
EXERCISE**

Each Rapido Captain must undergo a Learning Module System Training Exercise that is presented in English and local languages to train them on the following:

- BEHAVIOURAL TRAINING

Extensive behavioural training to facilitate conscious behavior with all customers (particularly women)

- ROAD SAFETY TRAINING

Training to guarantee all traffic regulations are followed by the Captain

- OPERATIONAL TRAINING

How to place an order (ride)

How to complete an order (ride)

Payment, assistance, and support for an order redeeming

4. Captain monitoring process

HAND-HOLDING

The first 14 rides of the Captain are tracked to monitor their riding speed and customer feedback with respect to:

- Behaviour & Attitude
- Safe driving
- On time pick-up & drop

In case of a complaint, the Captain is either terminated or suspended, depending on the severity of the misconduct reported.

5.Captain retention process

-Apart from the programme, each Captain needs to pass a bi-annual performance check to continue accessing the app.

-The platform has provisions for Ongoing Checks where Captains and their rides are regularly monitored and evaluated.

-Any deviations from the set protocols lead to immediate suspension and even

Termination—depending on the severity of the situation.

1.5 SAFETY FEATURES FOR CUSTOMERS

1.TRIP STATUS SHARING Right after ride starts , riders can share their live trip status with their contacts using the Rapido app.

2.Information masking Every women riders contact number is masked to protect their privacy and their interaction with the captain happens only through app encryption.

3. SOS Button The app has an SOS button which is activated once the ride is accepted by the captain. In case of an emergency, the rider can use the button to reach out to Rapido's 24*7 emergency response team and their saved emergency contacts.

4.Ride completion check Any one who takes a ride between 10pm and 6am will be contacted by Rapido customer care for a safety check after the ride is completed.

5.Captain information Once the ride is booked, the following details of the captain are accessible to the customer

- Captain's names
- Vehicle number
- Vehicle model name
- Past ride record
- Star rating given by other customers
- Captain's tenure with Rapido

1.6 OBJECTIVES OF THE STUDY

- To study the effectiveness of Rapido
- To assess the level of satisfaction among users
- To inspect the safety procedures.
- To research the challenges of Rapido captains (drivers)

- To analyze the access and availability of the Rapido app
- To investigate legal and regulatory issues
- To find technical or operational problems
- To measure public awareness and acceptance
- To offer recommendations and suggestions

6. On ground support

1.7 SCOPE OF THE STUDY

A thorough analysis of the variables influencing user satisfaction with the Rapido app is part of the study's scope. In order to improve the customer experience, the study intends to pinpoint the main factors influencing customer satisfaction and investigate potential areas for development. The research will incorporate an analysis of Rapido's own customer satisfaction data along with a review of the body of research on customer satisfaction and on-demand transportation services. A review of customer feedback surveys, reviews, ratings, and other pertinent metrics will be part of this. In order to better understand the elements that affect customer satisfaction, the study will also use primary research methods like customer surveys and interviews. This could involve inquiries about the caliber of the ride experience, the pricing of the service, the reliability of the app, and the quality of customer service. Overall, the scope of the study on customer satisfaction with Rapido app is to provide insights and recommendations that can help the company to enhance its service and to improve customer satisfaction. By identifying areas for improvement and addressing customer concerns, Rapido can continue to grow its business and maintain its position as a leader in the on-demand transportation industry in India.

1.8 REVIEW OF LITERATURE

SOWMYA & PARASAKTHI (2022) in their study "a study on customer preferences and satisfaction towards Rapido bikes". Customer satisfaction means taking complete care of customer by giving them complete knowledge about the product. Customer satisfaction is the end result of interaction with the customer. The researcher has taken 120 respondents objectives of the study to identify the factors which influence the customers to prefer Rapido bikes. know the level of

satisfaction of the customers towards Rapido bikes. the scope of this study is to know the customers satisfaction Rapido service quality and staff courtesy etc. also, we can have the input and ideas to improve the services to Meet out the Customer Expectation in the near future. KARTHIC & MAYILSAMY (2020) in their study "A Study on Customers Preferences and satisfaction towards Rapido Bikes". Coimbatore has lot of uber call cabs which are facing though competition in today's world. The competition among all the cabs have also improved in the Best Services to their expecting customer. The Study is to know People .

Prefer uber call taxis, than other modes of the Transport and impact made by the cab services on the public. Objectives of the study 1)To Study the factors influencing the Choice of Rapido bikes. 2) To analysis the level of satisfaction of the customers towards Rapido Bikes. 3) To Know the Problems Faced by the Customers while using the Rapido Bikes. Sample size on the study The study was conducted with a Sample Size of 120 respondents . Area of the study -The study was undertaken in and around Coimbatore. Sampling method on the research 1) Simple Percentage 2) Likert Scale Analysis 3)Rank Analysis. Findings on the research 1)77% of the Respondents Are in the Age group of 20-35 Years 2)55% of the respondents are male. 3)35% of the respondents are using for the Purpose of Doorstep Pickup and Drop. PYNTAMIL & DAVID (2020) in their Study "A Study on Customer Preferences And Satisfaction Towards Rapido Bikes ".Rapido is An Online Bike Taxi Aggregator Based on Bangalore ,India. The Consumer Market is filled with opportunities and Possibilities to Develop. The Researcher has Taken 120 respondents .Area of the study- The study was undertaken In and Around Coimbatore. Sampling on the research 1) Simple Percentage Analysis 2) Rank Analysis Method . Findings on the research 1) Majority (83%) of the respondents were male 2) Majority (48%) of the respondents were 21Years to 30 Years. KARTHIKEYAN (2020) in their Study "A Study on Customer Preferences And Satisfaction Towards Rapido Bikes ".The First cab aggregator company, ola cabs has made availing cab services a smooth experience. Ola cabs strengths grabbed, The first mover advantage as a taxi aggregator in India, Acquired Taxi for Sure which made it No.1 High awareness among public. Objectives of the study 1) To Identify the Factors which Influence the 14 Customers to Prefer Rapido Bikes 2) To Know the Level of Satisfaction of customers Towards Rapido Bikes. The researcher has taken 120 Respondents. Area of the study -The study was undertaken in and around Tiruchirappalli District. Findings on the research 1) Most (35%) of the Respondents are in the Age Group of 20-35 Years 2) Majority (55%)

Are Female 3) 30% of the A respondents are employed.

1.9 RESREACH METHODOLOGY

We conducted a thorough investigation to learn how residents of Durg-Bhilai utilize the Rapido bike taxi service. This made it easier for us to get insightful data from local users and examine their experiences.

1. DESIGN OF RESEARCH

A descriptive research design was employed. This indicates that we didn't carry out any experiments; instead, we just made an effort to observe and document how users interact with Rapido, including their preferences, issues, and reasons for using it instead of other modes of transportation.

2. THE STUDY'S OBJECTIVES ARE TO:

- Determine the number of Rapido users in Durg-Bhilai;
- Identify the primary factors that influence people's preference for Rapido, such as affordability, speed, and convenience;
- Identify the difficulties that Rapido riders (captains) and users encounter; and
- Compare Rapido to other forms of transportation, such as personal bikes, Ola, or cars.

3. DATA COLLECTION METHOD

We collected primary data, i.e., we interacted with Rapido users and riders in Durg-Bhilai directly. We designed a simple questionnaire with open-ended and multiple-choice questions. We distributed the questions both online (Google Forms) and offline (person to person).

We posed questions such as:

- How frequent do you use Rapido?

- What do you like most about Rapido?
- Have you encountered any problems?
- Do you think it's safe and economical?

4. SAMPLING METHOD AND SAMPLE SIZE

We employed random sampling—

this implies that we went to individuals from various locations such as Supela, Smriti Nagar, Civic Center, Nehru Nagar, and Power House. We gathered responses from approximately 100–150 individuals. These students, professionals, daily commuters, and even some Rapido riders.

5. DATA ANALYSIS

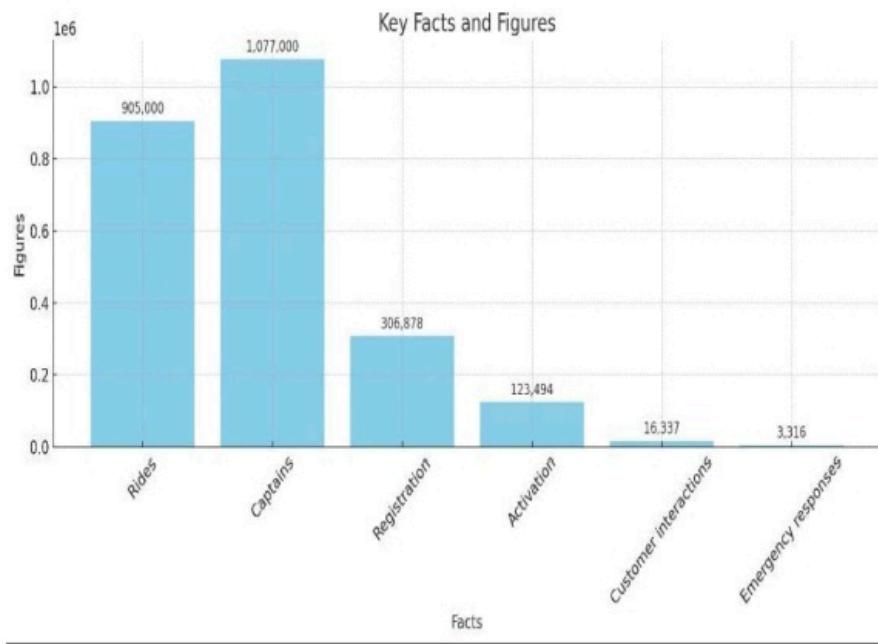
Once we had gathered the responses, we tabulated the data on Microsoft Excel or Google Sheets. We created basic charts, graphs, and tables to make sense of patterns—such as how many users use Rapido many every day, their age group, and their satisfaction level

1.10 KEY FACTS AND FIGURES

FACTS	FIGURES	PERCENTAGE
Rides	9.05 lakhs	20% by women
Captains	10.77 lakhs	5% are women
Registration	3,06,878	—
Activation	1,23,494	—
Customer interactions	16337	93.37% are resolved
Emergency responses	3,316	100% by emergency team



Chart 1.11
Showing data of key facts and figures



1.12 DATA ANALYSIS AND INTERPRETATION

Table .1 Age wise classification of respondents.

Age	Number of respondents	Percentage
10-20	3	5
20-30	55	90
30-40	40	5
40-50	-	-
50- above	-	-
Total	61	100

Interpretation

The table shows the age distribution of 61 survey respondents. Most of them, 55 people or 90%, are between 20 and 30 years old, showing that young adults make up the majority. A small number, 3 people or 5%, are between 10 and 20 years old. There is a mistake in the table for the 30–40 age group, as it lists 40 people but shows only 5%, which doesn't match the total. No respondents are from the 40–50 or 50 and above age groups.

Overall, the survey mostly includes people in their 20s.





Table 2: Gender wise classification of respondents

Gender	Number of respondents	Percentage
Male	36	59
Female	25	41
Other	-	-
Total	61	100

Interpretation

The table shows that out of 61 people who responded to the survey, 36 were male (59%) and 25 were female (41%). No respondents identified as any other gender. This means that more males participated in the survey than females, and there was no representation from other gender categories.



Table3: Educational qualification wise classification

Educational qualification	Number of respondents	Percentage
Matriculation	-	-
Higher secondary	3	5
Graduation	55	90
Post graduate	3	5
Total	61	100

Interpretation

This table reveals that the educational background of the 61 respondents is more towards graduation, with 90% holding a bachelor's degree. A small and equal proportion of respondents have completed higher secondary (5%) or postgraduate studies (5%), while none of the respondents in this sample have only a matriculation qualification.



Table4: Showing occupation wise classification of respondents

Occupation	Number of respondents	Percentage
Self employed	15	24.5
Private employed	16	26.2
Government employed	-	-
Professional	-	-
Student	30	49.1
Total	61	100

Interpretation

The provided table shows the occupation-wise classification of respondents. Out of a total of 61 respondents, the largest group is students, comprising 49.1% (30 individuals). Private employed individuals make up the next largest group at 26.2% (16 respondents), followed closely by self-employed individuals at 24.5% (15 respondents). The table is incomplete as it does not provide the number and percentage for government-employed and professional respondents.



Table5: Income wise classification of respondents

Income	Number of respondents	Percentage
Less than 10,000	17	27.86
10,000 – 20,000	15	24.59
20,000 – 30,000	-	-
More than 30,000	-	-
No income	29	47.54
Total	61	100

Interpretation

Based on the income-wise classification of 61 respondents, the largest portion (47.54%) reported having no income (29 individuals). Among those with income, the most frequent income bracket was "Less than 10,000" (27.86% or 17 respondents), followed by the "10,000 - 20,000" range (24.59% or 15 respondents). The table does not provide data on the number and percentage of respondents earning between 20,000 - 30,000 and those earning more than 30,000.



Table6: Showing user's satisfaction with Rapido

Rate	In numbers	Percentage
Highly satisfied	18	29.51
Satisfied	28	45.91
Dissatisfied	12	19.67
Highly dissatisfied	3	4.92
Total	61	100

Interpretation

The table shows how satisfied 61 users are with Rapido. Most users are either satisfied (45.91%, which is 28 people) or highly satisfied (29.51%, which is 18 people). Fewer users are dissatisfied (19.67%, or 12 people), and only a small number are highly dissatisfied (4.92%, or 3 people).

Overall, it looks like a good number of users have a positive experience with Rapido.



Table7: Showing response of recommendation to friends and relatives

Options	Number of respondents	Percentage
Yes	26	46.62
No	15	24.59
Sometimes	20	32.78
Total	61	100

Interpretation

This table shows if 61 people would recommend something to their friends and family. Most people (46.62%, which is 26 people) said they would recommend it. Some people (32.78%, or 20 people) said they would recommend it sometimes. Fewer people (24.59%, or 15 people) said they would not recommend it

. So, more than half of the people are likely to suggest it to others.



Table8: showing response of easy availability of Rapido ride's

Options	Number of respondents	percentage
Yes	40	65.57
No	7	11.47
Sometimes	14	22.95
Total	61	100

Interpretation

The table shows how easily 61 people can find a Rapido ride. A large majority of people (65.57%, which is 40 people) find it easy to get a ride. Some people (22.95%, or 14 people) find it easy sometimes. Only a small number of people (11.47%, or 7 people) do not find it easy to get a Rapido ride. This suggests that Rapido rides are generally easily available for most users.



Table9: Showing medium of advertisement influence

Media of advertisement	Number of respondents	Percentage
Television	-	-
Newspaper	10	16.39
Magazine	2	3.27
Online	48	78.68
Total	61	100

Interpretation

This table looks at what makes 61 people notice advertisements. The biggest influence comes from online ads, with a large majority (78.68%, or 48 people) saying they are influenced by them. Newspapers also play a role, influencing 16.39% of people (10 individuals). Magazines have a much smaller impact, influencing only 3.27% (2 people). The table doesn't have information on how many people are influenced by television advertisements.

Overall, online platforms seem to be the most effective way to reach these respondents with ads.



Table10: Would you use Rapido again in the future?

Option	Number of respondents	Percentage
Yes	35	55.74
No	6	9.84
Maybe	21	34.43
total	61	100

Interpretation

The table shows that most of them (57.38%, which is 35 people) said yes. A good number of people (34.43%, or 21 people) said maybe they would use it again. Only a small group (9.84%, or 6 people) said they would not use Rapido in the future. This suggests that a majority of users are likely to use Rapido again.

Table11: showing response of loyalty to Rapido

Type of loyalty	Number of respondents	percentage
Hard core	2	3.27
Soft core	26	42.62
Switcher	23	37.70
No loyalty	10	16.39
Total	61	100

Interpretation

This table shows how loyal 61 people are to Rapido. Most people (42.62%, or 26 people) are "soft core" loyal, meaning they like Rapido but might try other options. A good number (37.70%, or 23 people) are "switchers," who likely use different services. Only a small number (3.27%, or 2 people) are "hard core" loyal and stick with Rapido. Another group (16.39%, or 10 people) show "no loyalty" to Rapido.

. Overall, while some users are loyal, many are open to using other similar services.



Table12: Behaviour of the captain

Option	Respondents	Percentage
Very likely	14	22.95
Likely	35	56.38
Neutral	10	16.39
Unlikely	2	3.28
Very unlikely	-	-
Total	61	100

Interpretation

This table describes how 61 people feel about the behaviour's of the Rapido captains. The majority of respondents (57.38%, or 35 people) found the captains' behaviour's to be "likely" good, and another 22.95% (14 people) thought it was "very likely" good. Some people were neutral (16.39%, or 10 people), while only a small number found the behaviors "unlikely" to be good (3.28%, or 2 people). No one reported the behaviours as "very unlikely."

Overall, most users seem to have a positive view of the Rapido captains' behaviors.



Table13: Showing response to awareness on Rapido

Options	Respondents	Percentage
Yes	45	73.77
No	16	26.22
Total	61	100

Interpretation

This table shows how many of the 61 people know about Rapido. A large majority of people (73.77%, which is 45 people) said "Yes," meaning they are aware of Rapido. A smaller group (26.22%, or 16 people) said "No," meaning they are not aware of Rapido.

So, it looks like most of the people surveyed know about Rapido.



Table 14: how easy was it to book your ride through the Rapido app

Options	Respondents	Percentage
Very easy	37	60.66
Easy	19	31.15
Neutral	5	8.2
Difficult	-	-
Total	61	100

Interpretation

This table shows how easy it was for 61 people to book a Rapido ride using the app. Most people found it very easy (60.66%, or 37 people) or easy (31.15%, or 19 people). Only a small number of people felt it was neutral (8.2%, or 5 people), and no one found it difficult.

Overall, it seems the Rapido app is user-friendly for booking rides.



Table15 : how important was the availability of Rapido's services to you ?

Particular	Respondents	Percentage
Scale 1	-	-
Scale 2	7	11.47
Scale 3	3	4.91
Scale 4	12	19.67
Scale 5	39	63.93
Total	61	100

Interpretation

This table shows how important the availability of Rapido's services was to 61 people, using a scale where 5 is the most important. A large majority of people (63.93%, or 39 people) rated the availability as very important (Scale 5). Some people also found it quite important (Scale 4, with 19.67% or 12 people). Fewer people rated it as less important, with 11.47% (7 people) on Scale 2 and 4.91% (3 people) on Scale 3. The table doesn't have any responses for Scale 1. Overall, it's clear that having Rapido services available is important to most of these users.



Table16: Showing issues or problems experienced with the captain

Options	Respondents	Percentage
Yes	4	6.55
No	57	93.44
Total	61	100

Interpretation

This table shows if 61 people had any problems with their Rapido captains. Most people (93.44%, which is 57 people) said "No," meaning they did not have any issues. Only a small number of people (6.55%, or 4 people) said "Yes," indicating they experienced some problems with the captain.

So, it seems that most users did not face any issues with the Rapido captains.

Table17: Showing response to the captain's arrival time, as indicated in the app

Particular	Respondents	Percentage
Scale 1	-	-
Scale 2	7	11.47
Scale 3	3	4.91
Scale 4	12	19.67
Scale 5	39	63.93
Total	61	100

Interpretation

This table shows what 61 people thought about the Rapido captain's arrival time as shown in the app, using a scale where 5 means the arrival time was very accurate. Most people (63.93%, or 39 people) found the arrival time to be very accurate (Scale 5). Some people thought it was quite accurate (Scale 4, with 19.67% or 12 people). Fewer people rated it as less accurate, with 11.47% (7 people) on Scale 2 and 4.91% (3 people) on Scale 3. There are no responses for Scale 1.

Overall, most users found the arrival time shown in the app to be accurate.



Table18: Did the Captain's have a valid license and insurance

Options	Respondents	Percentage's
Always	39	63.93
Often	18	25.91
Rarely	2	3.28
Never	2	3.28
Total	61	100

Interpretation

This table shows how often 61 people felt their Rapido captain had a valid license and insurance. Most people (63.93%, or 39 people) believed the captain always had these documents. Many others (29.51%, or 18 people) thought the captain often had them. Only a few people thought the captain rarely (3.28%, or 2 people) or never (3.28%, or 2 people) had a valid license and insurance.

Overall, most users felt confident that their Rapido captains usually had the necessary paperwork



Overall, how satisfied are you with Rapido's service?

◎ 61 responses

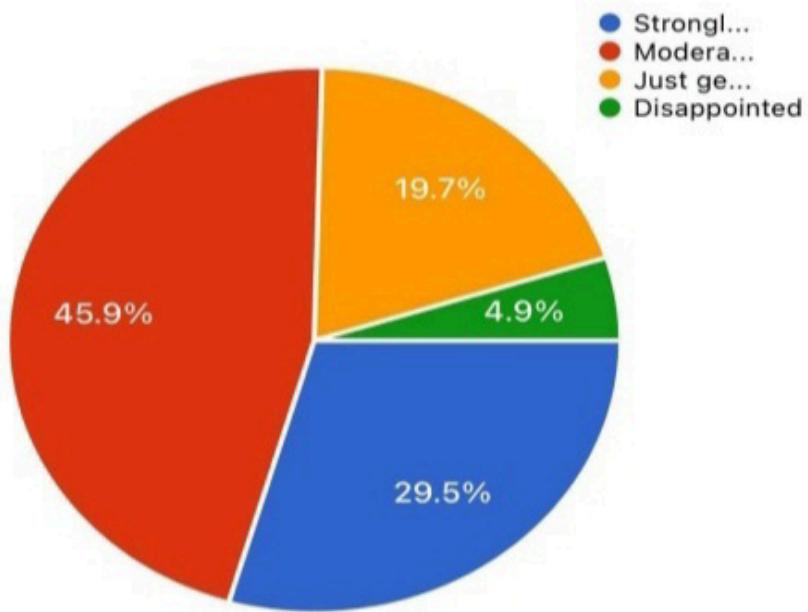


Table19: Showing the pricing transparency on Rapido

Options	Respondents	Percentage
Highly satisfied	17	27.87
Satisfied	35	57.38
Dissatisfied	7	11.48
Highly dissatisfied	2	3.28
Total	61	100

Interpretation

This table shows how happy 61 people were with how clear Rapido's pricing is. Most people were either satisfied (57.38%, or 35 people) or highly satisfied (27.87%, or 17 people) with the pricing transparency. Some people were dissatisfied (11.48%, or 7 people), and a small number were highly dissatisfied (3.28%, or 2 people).

Overall, it seems that most users found Rapido's pricing to be clear.





Table20: Showing the helpfulness of the customer services representative

Options	Respondents	Percentage
Very helpful	22	36.07
Helpful	34	55.74
Unhelpful	4	6.56
Very unhelpful	1	1.64
Total	61	100

Interpretation

This table shows how helpful 61 people found Rapido's customer service. A large majority of people thought the service was helpful (55.74%, or 34 people) or very helpful (36.07%, or 22 people). Only a small number of people found the service unhelpful (6.56%, or 4 people) or very unhelpful (1.64%, or 1 person).

Overall, it appears that most users had a positive experience with Rapido's customer service