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# A Study On Passengers' Awareness And Satisfaction In Using Chalo App With Special Reference To Coimbatore City

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## ABSTRACT

The study was conducted to evaluate passengers' awareness and satisfaction regarding the Chalo app in Coimbatore. As more people rely on digital tools for convenient public transport, the Chalo app is gaining popularity. It offers helpful features such as live bus tracking, estimated arrival times, and route planning, all of which contribute to a more efficient travel experience. In a city like Coimbatore, where public transportation plays a vital role in daily commuting, digital solution like Chalo prove to be highly beneficial. However, despite its advantage, many passengers are still unaware of the app. Additionally, some users have reported issues such as app crashes, inaccurate bus timing. The study suggests that increased awareness efforts and improvements in the app's accuracy and real-time functionality are needed. Overall, while the Chalo app is a valuable tool for enhancing public transport, it requires regular updates to meet the evolving needs of its users

**Keyword**: Public Transport

## I. INTRODUCTION

Public transport is vital for urban mobility, offering affordable and efficient travel. As cities grow, the demand for better transportation increases. Traditional system faces issues like delays, overcrowding and poor route management. To solve these, tech- based solutions like the Chalo app have been introduced. It amins to reduce waiting time and make travel more convenient. With growing smartphone use, digital tools are key to improving public transport. However, success depends on passenger awareness and satisfaction with the app. This study focuses on evaluating awareness and satisfaction levels among Chalo App users in Coimbatore. Findings will help improve the app and enhance urban transportation services.

## II. OBJECTIVES OF THE STUDY

- To explore awareness among passengers about the Chalo app
- To assess the level of satisfaction among passengers using the Chalo app in Coimbatore City

## III. RESEARCH METHODOLOGY

**Research Design**

The study is a descriptive in nature

**Source of Data**

Primary &Secondary data were collected for this study

**Sampling Size**

The 190 respondents were collected for this study

**Tools for Analysis**

It is carried out in the following ways.

- Chi – Square
- Anova
- T – Test

## IV. REVIEW OF LITERATURE

**M Dodel, D Hernandev (2025)[1],** Cities are becoming smarter through the use of transport system data, GPS trackers, and citizens' mobile data. This has led to the development of smarter mobile apps and real-time public transport services. However, the adoption of these technologies is stratified by traditional digital inequalities and factors like age, gender, and education. This suggests that smart mobility has failed to alleviate or even exacerbate transport inequality, and policy implications are being discussed.

**Mr K. Hankiewicz (2024)[2],** This study evaluates mobile apps for public transport, focusing on real-time tracking, route planning, and accessibility. The problem is that users need up-to-date transport information to enhance their experience. The conclusion is that developers should create inclusive apps and continuously improve them to meet the needs of all users, especially the elderly and disabled.

## V. ANALYSIS AND INTERPRETATION

**Table no.1.**Tabel showing chi square test for Awareness of Chalo app * academic/work status

| | Value | df | Asymptotic Significance (2-sided) |
|---|---|---|---|
| **Pearson Chi-Square** | 25.156[a] | 8 | .001 |
| **Likelihood Ratio** | 22.463 | 8 | .004 |
| **N of Valid Cases** | 190 | | |

(Source: Primary Data)

**Null Hypothesis ($H_0$)** A statement that assumes no effect, no difference, or no relationship exists in a population or data set. It is the hypothesis that is tested and potentially rejected in statistical analysis.

**Alternative Hypothesis ($H_1$)** A statement that assumes there is an effect, difference, or relationship in a population or data set. It is considered when the null hypothesis is rejected.

**INFERENCE-**The p-value is greater than 0.05, indicating that the result is not statistically significant. Therefore, the null hypothesis is accepted, and it is concluded that there is no significant relationship between academic/work status and awareness of the Chalo App.

**Table no.2.** showing one - way anova of age* frequency of using chalo app

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| **Between Groups** | 1.833 | 3 | .611 | 1.811 | .150 |
| **Within Groups** | 35.083 | 104 | .337 | | |
| **Total** | 36.917 | 107 | | | |

(Source: Primary Data)

**INFERENCE-**The Anova results show no significant difference in Age across groups (F = 1.811, p = 0.150). This means age does not significantly impact how frequency users using the app.

**Table no.3.** Table showing independent t – test of age* satisfaction of Chalo app

| Statistics | P-Value | Mean (18-25) | Mean (Other age groups) | Std Dev (18-25) | Std Dev (Other age groups) | Sample Size (18 – 25) | Sample size (Other age groups) |
|---|---|---|---|---|---|---|---|
| 0.688 | 0.495 | 2.258 | 2.136 | 0.730 | 0.710 | 66 | 22 |

(Source: Primary Data)

**INFERENCE-**The t-test(p=0.495) shows no significant difference in satisfaction between age groups, suggesting age does not impact satisfaction.

## VI. FINDINGS

**CHI - SQUARE**

There is no significant relationship between academic/work status and awareness of the Chalo App, indicating that awareness levels are similar across different occupational groups.

**ANOVA**

It shows no significant difference in Age across groups (F = 1.811, p = 0.150). This means age does not significantly impact how frequently users use the app.

**T – TEST**

The t-test(p=0.495) shows no significant difference in satisfaction between age groups, suggesting age does not impact satisfaction.

## VII. SUGGESTIONS

- Improving real-time tracking accuracy by increasing the number of GPS-enabled buses can significantly enhance the commuting experience for regular bus users. Additionally, ensuring a smooth app interface with faster loading, while addressing issues like app crashes and delays, will lead to a better overall user experience and greater reliability of the system.
- Creating awareness through promotional campaigns can help the app reach a wider audience. Implementing referral programs and conducting outreach in less familiar or underserved areas can further boost user engagement and encourage new users to adopt the Chalo App.

## VIII. CONCLUSION

The Chalo app is a game-changer in public bus transportation, offering real-time tracking and improved travel convenience. However, enhancing tracking accuracy, app performance, and expanding awareness efforts will make it even more reliable, user-friendly, and widely adopted. Implementing these suggestions and continuously adapting to user needs, Chalo has the potential to become an indispensable tool for public bus transport users in the city.

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