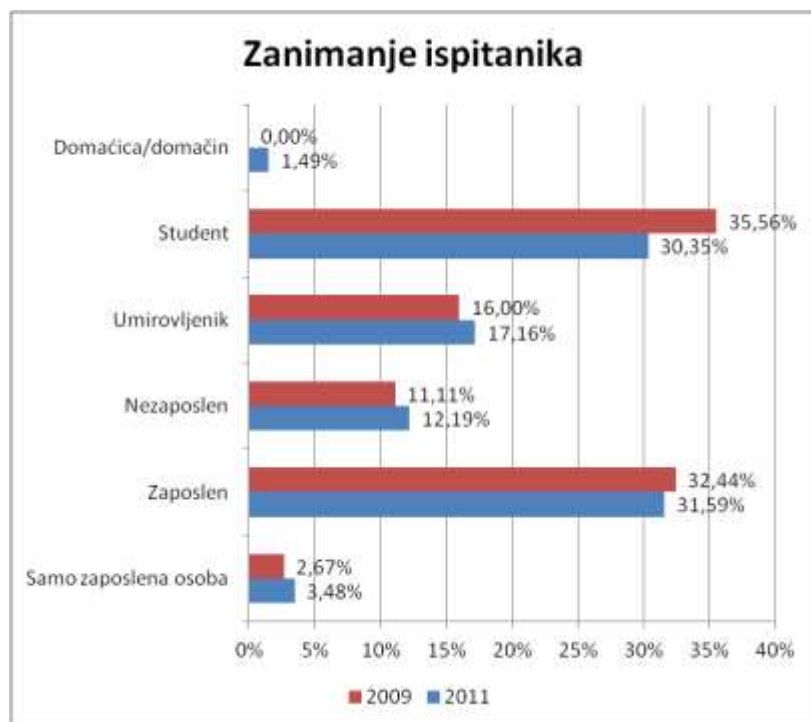
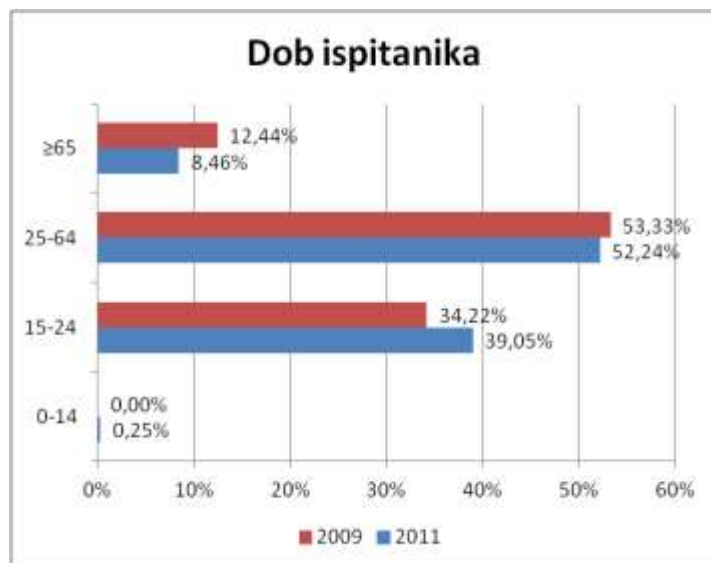
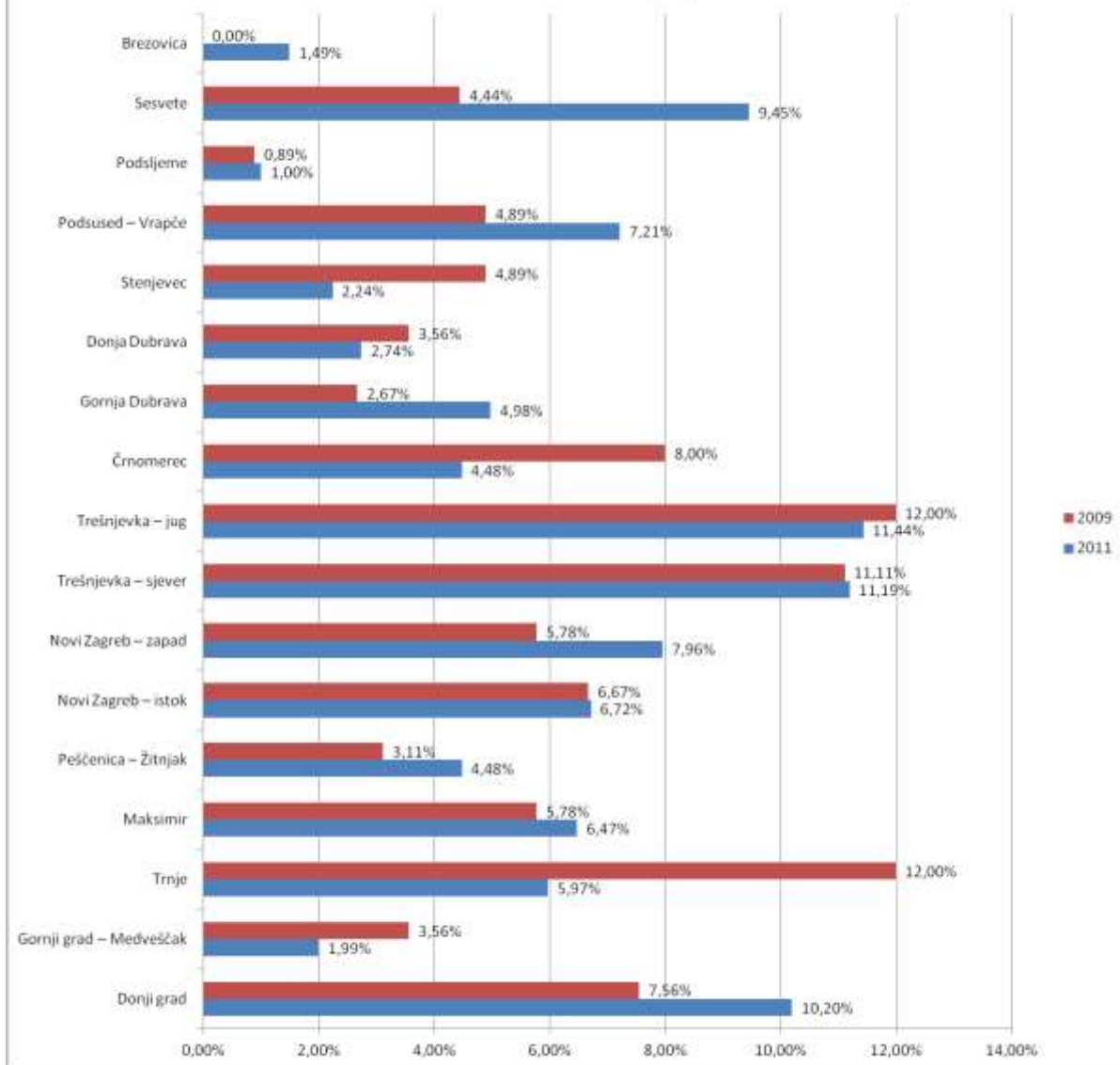


	Kvaliteta usluge u javnom gradskom prijevozu 2009. – 2011.
Cilj istraživanja	Anketiranjem korisnika javnog gradskog prijevoza objektivno ocijeniti njihovo zadovoljstvo pojedinim aspektima usluge. Usporediti ocjene u odnosu na isto ispitivanje iz 2009.
Ciljana skupina	Korisnici javnog gradskog prijevoza. Zbog specifičnih ciljeva projekta naglasak je bio na ispitivanju korisnika autobusa i tramvaja.
Mjesto i vrijeme provođenja anketiranja	Zagreb, 2011.
	Istraživanjem su prikupljeni podaci o specifičnim aspektima usluge JGP-a: - Točnost vozila - Brojnost i frekventnost vozila - Zagušenost unutar vozila (gužve) - Rute vozila JGP-a - Mogućnost presjedanja - Udobnost vozila - Čistoća vozila - Udobnost stajališta - Sigurnost u JGP-u - Zadovoljstvo vozačima - Cijena usluge prijevoza - Kanali prodaje voznih karata - Informiranost korisnika
Organizacija	Fakultet prometnih znanosti Sveučilišta u Zagrebu
Autori istraživanja Suradnici	Marko Matulin, Štefica Mrvelj, Luka Novačko, Ivan Markežić, Hrvoje Gold

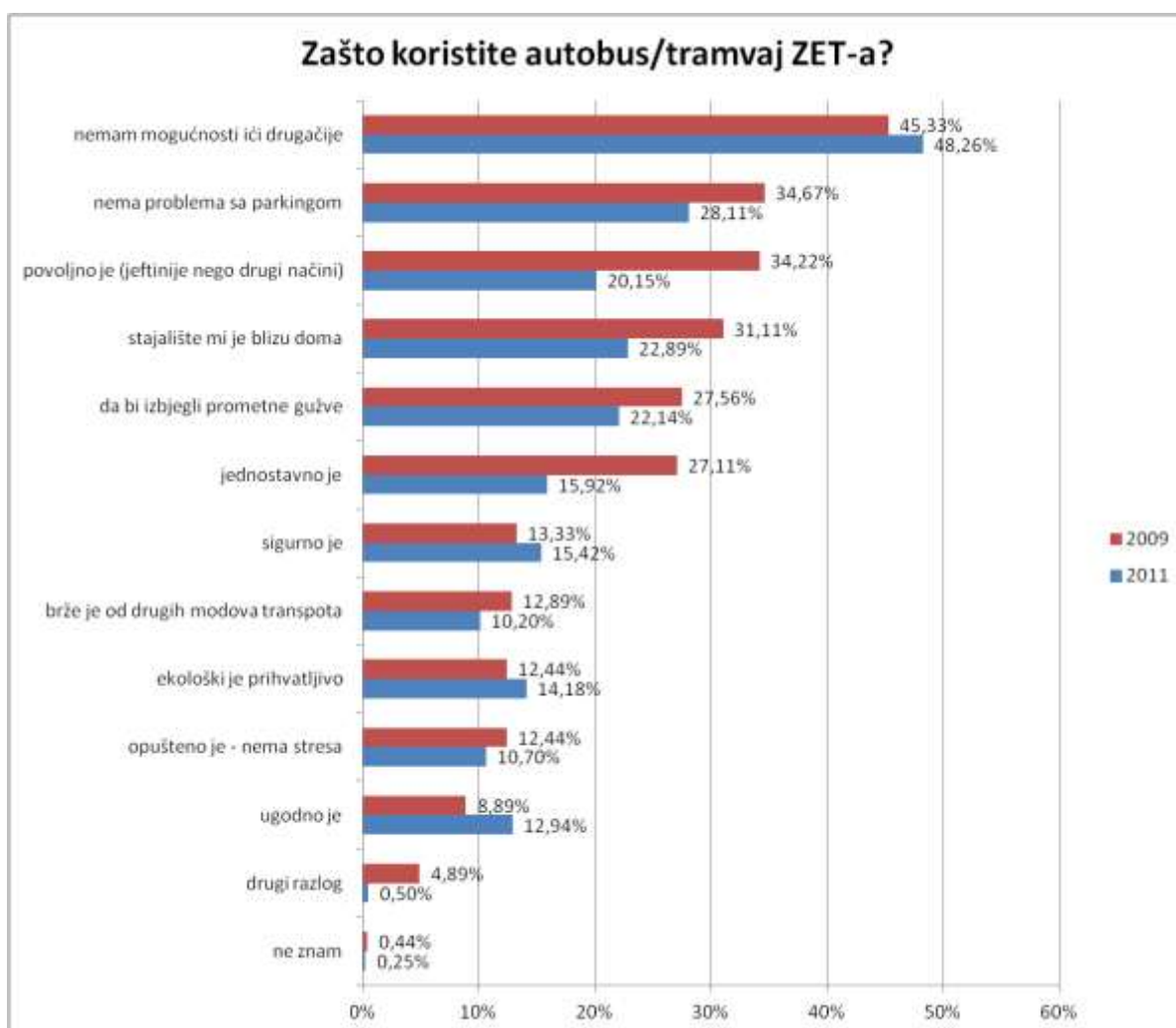
1. Podaci o ispitanicima



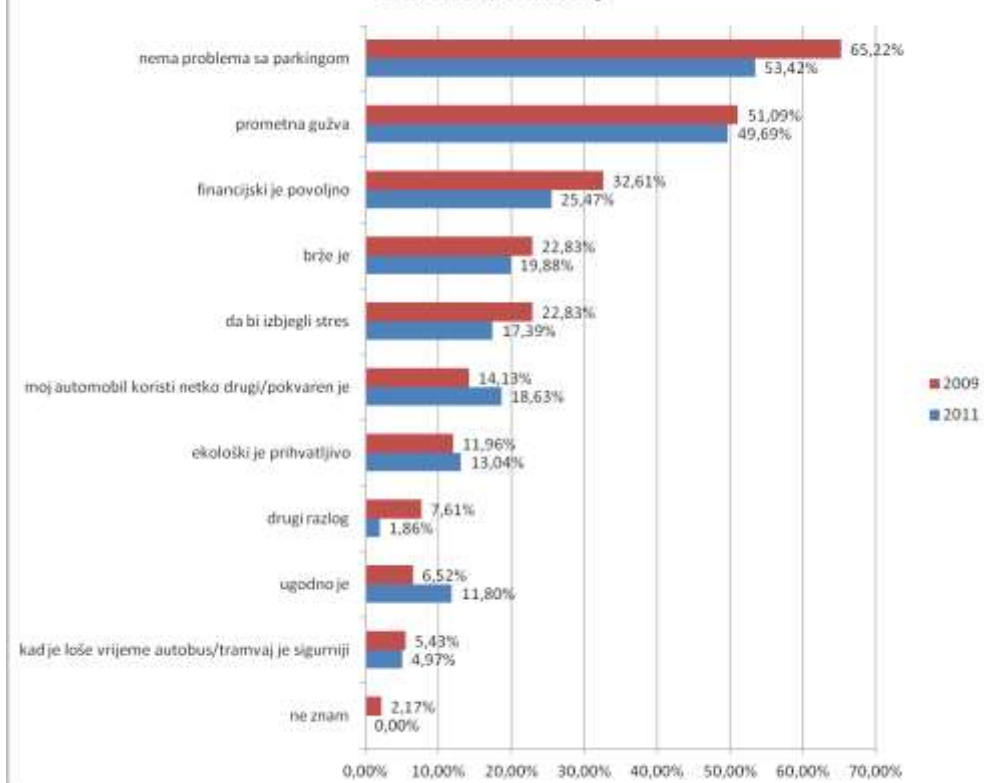
Gradska četvrt stanovanja ispitanika



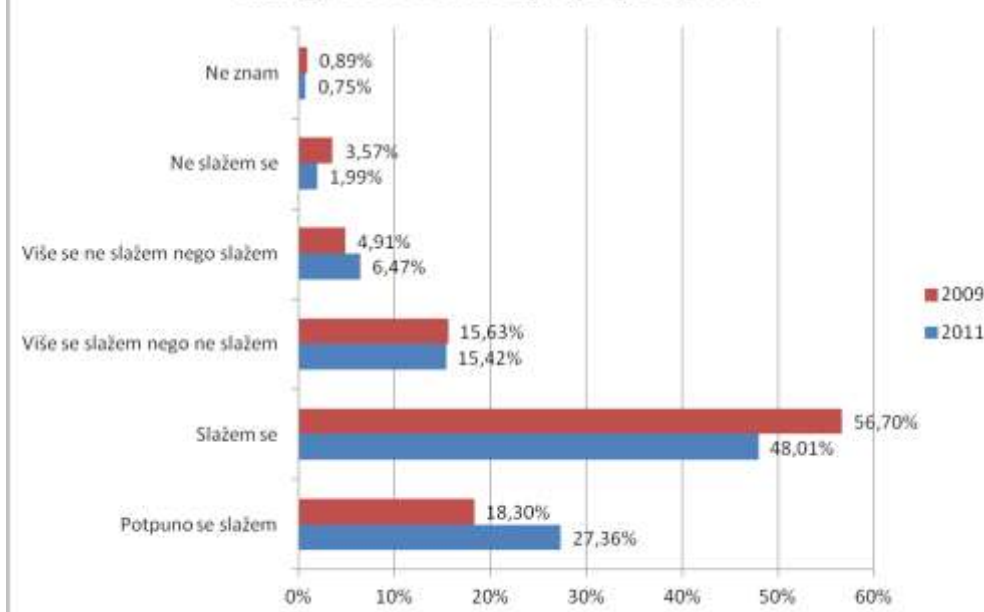
2. Učestalost korištenja



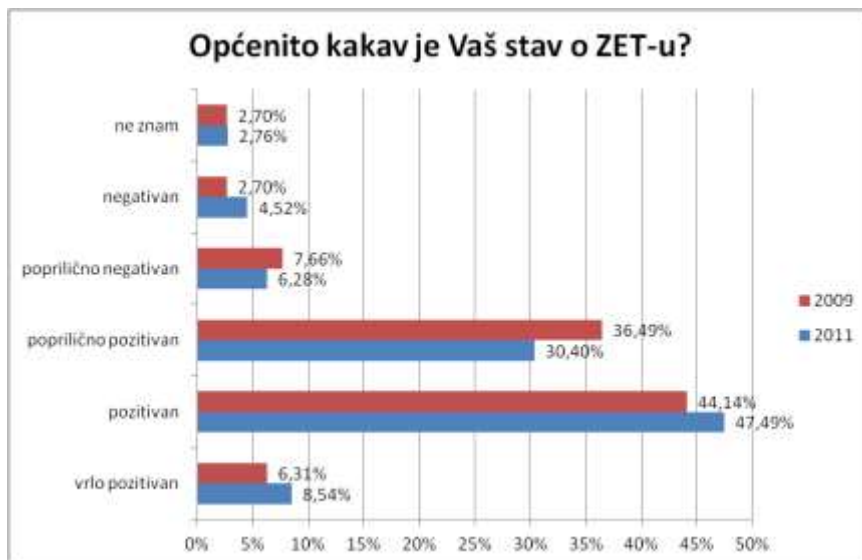
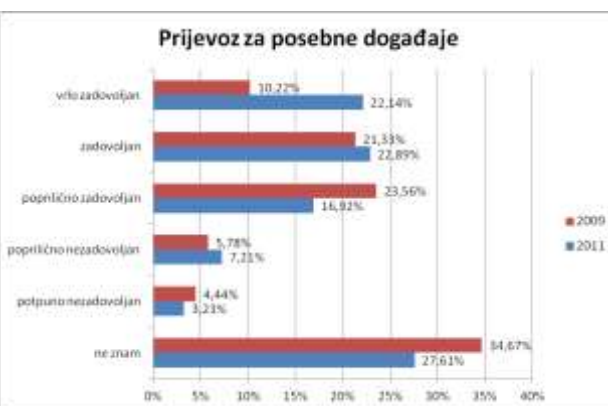
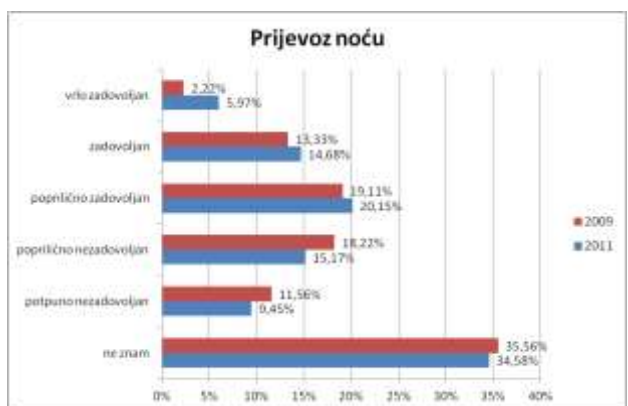
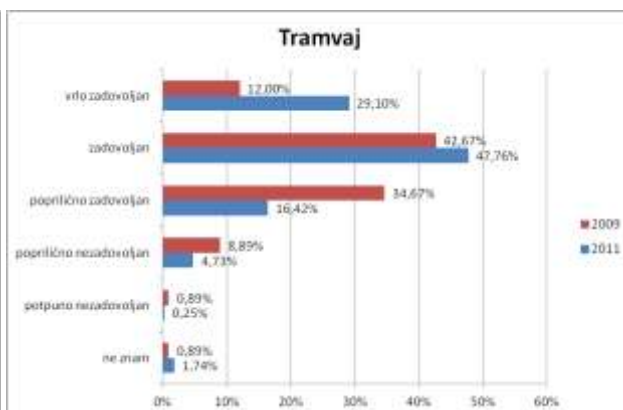
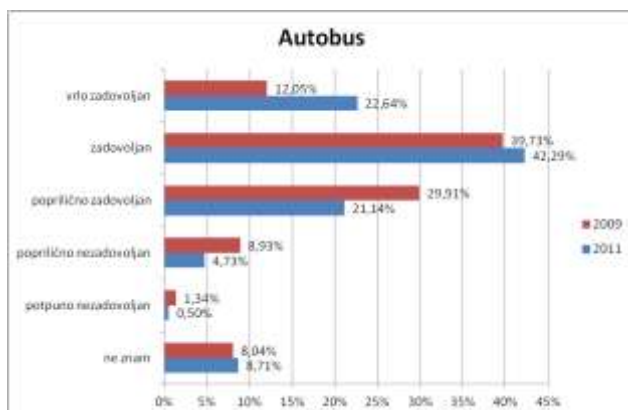
Posjedujete automobili. Zašto ipak koristite autobus/tramvaj?



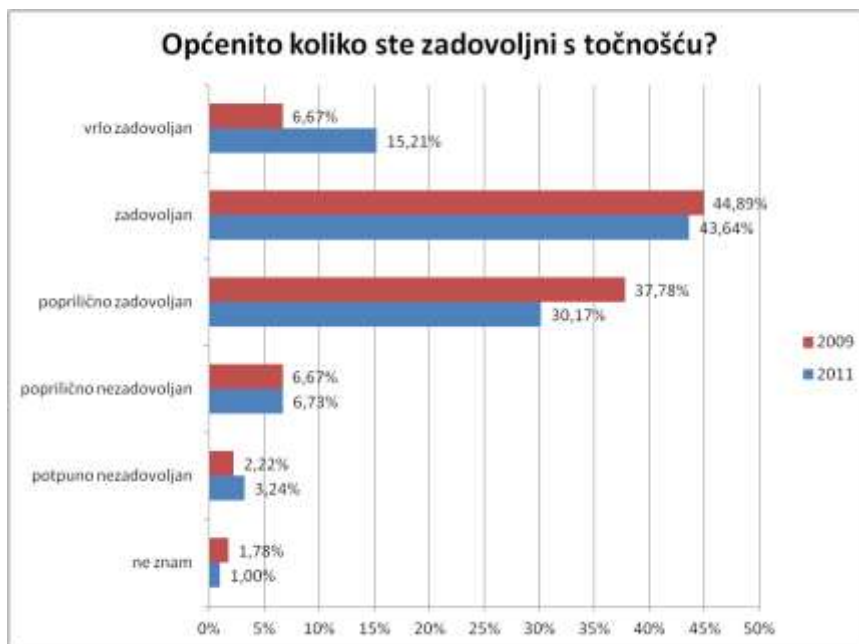
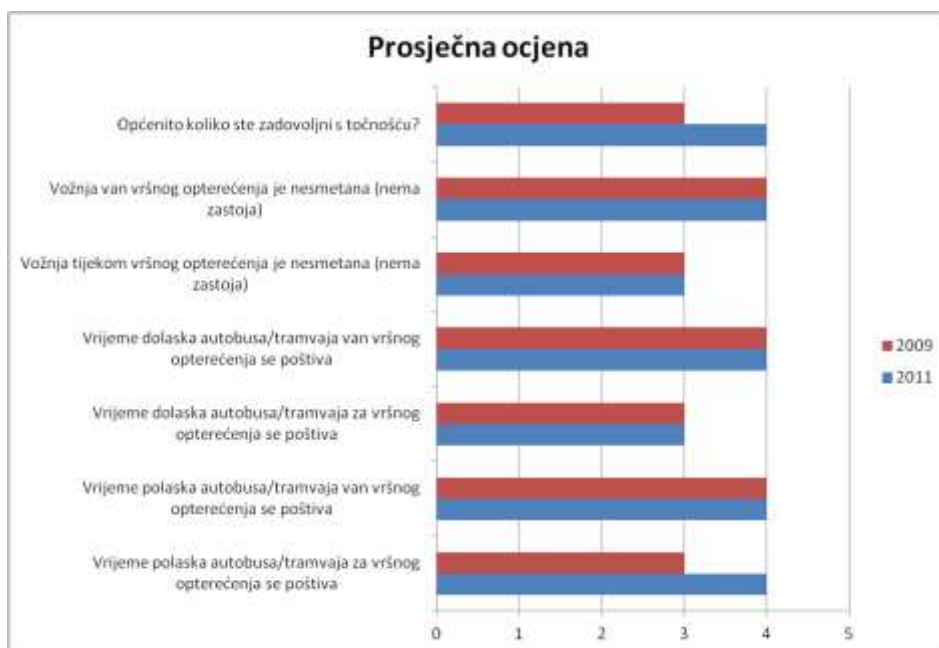
Možete li reći u kojoj mjeri se slažete sa slijedećom tvrdnjom: "Preporučio bih korištenje usluga ZET-a obitelji i prijateljima"



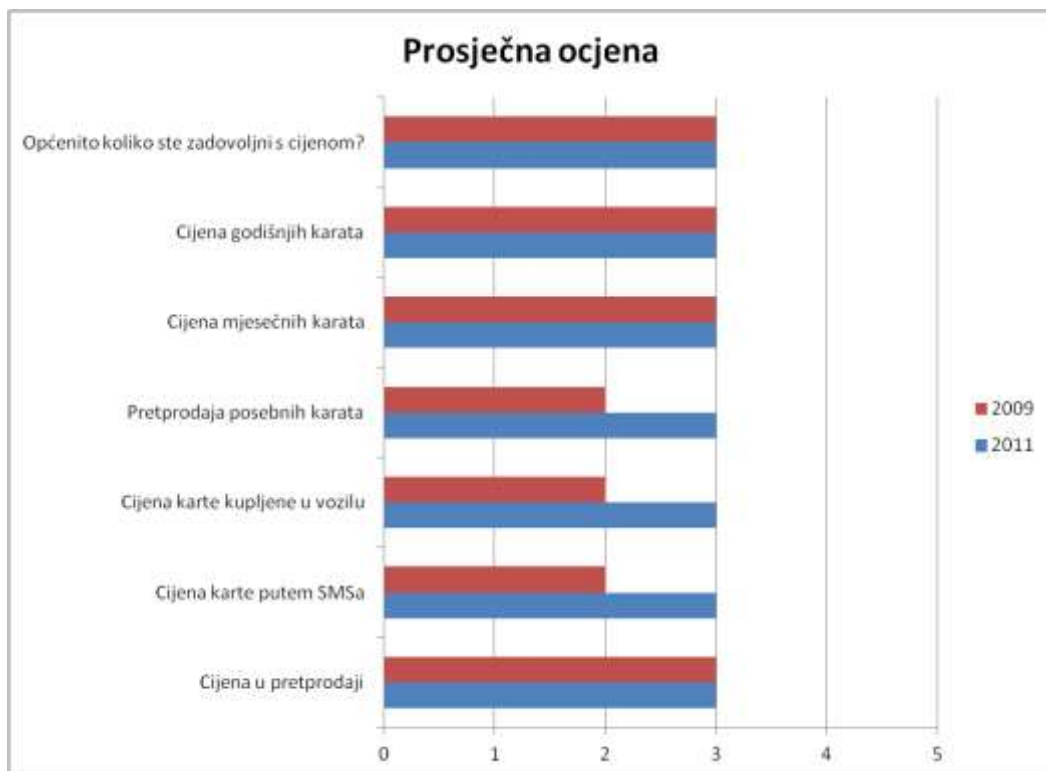
3. Općenito zadovoljstvo uslugom



4. Točnost



5. Cijena



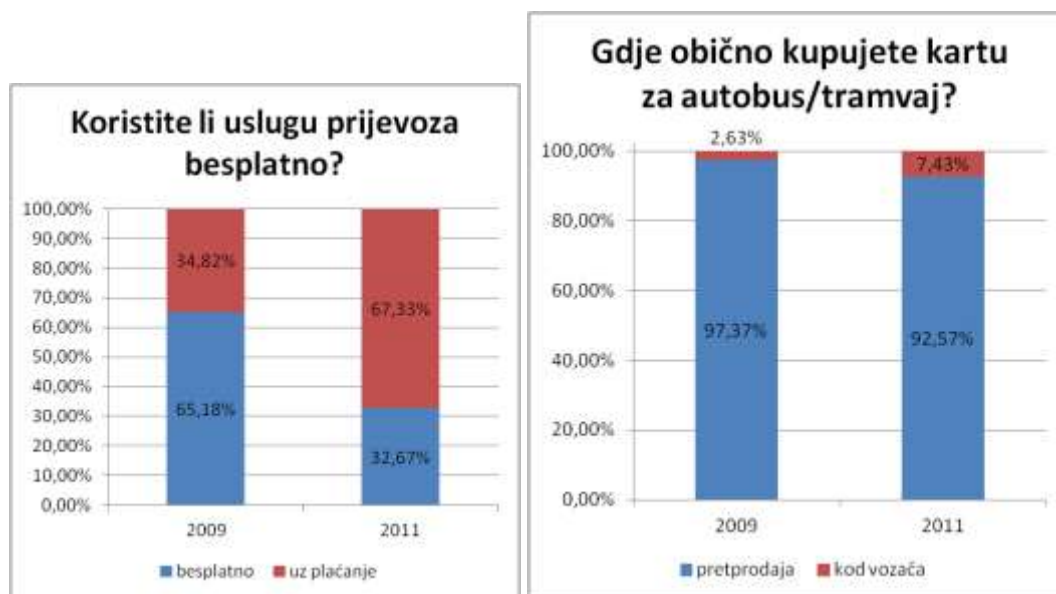
6. Kanali prodaje

Nema promjene u prosječnoj ocjeni (2011. u odnosu na 2009.) po sljedećim kriterijima:

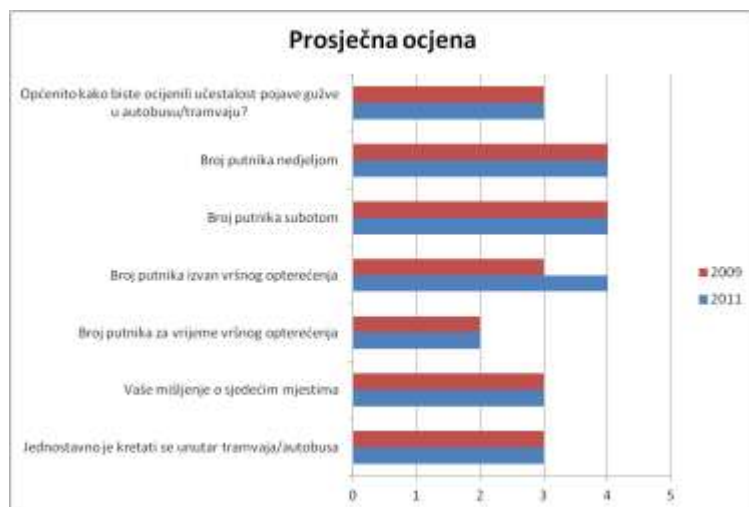
- Broj mjesta na kojima se mogu kupiti karte
- Mogućnost kupnje karata u pretprodaji
- Jednostavnost kupnje prave karte za pravu destinaciju
- Lokacije ZETovih prodajnih mjesta
- Općenito koliko ste zadovoljni s kanalima prodaje?

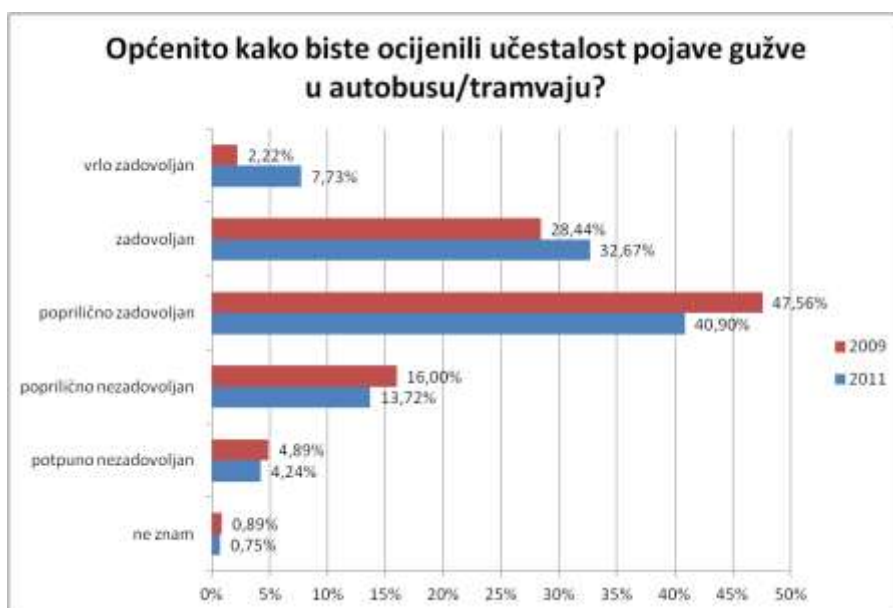
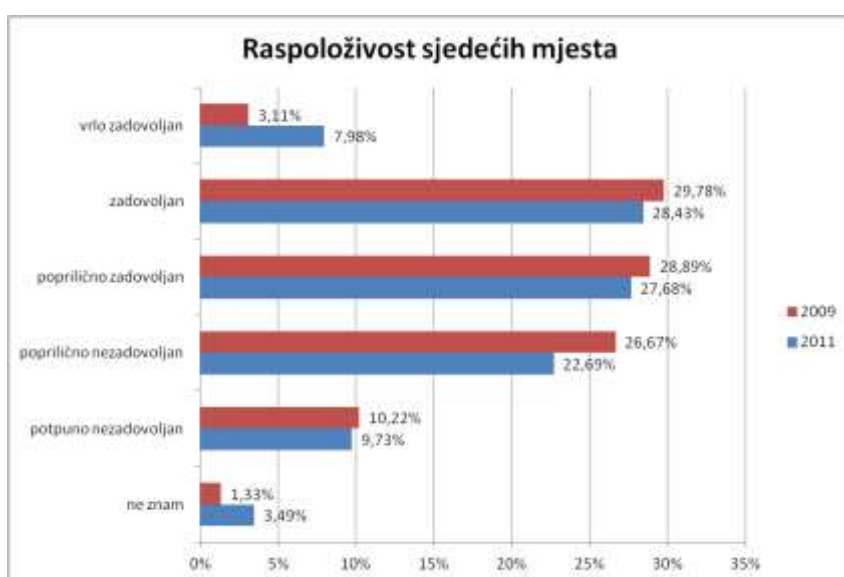
Prosječna ocjena po ovim kriterijima iznosi i dalje: 4 (*zadovoljan*).

7. Način korištenja

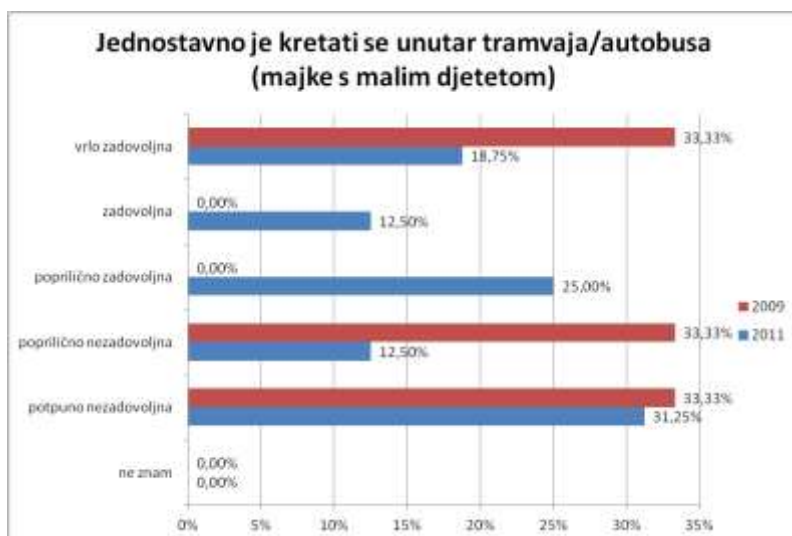
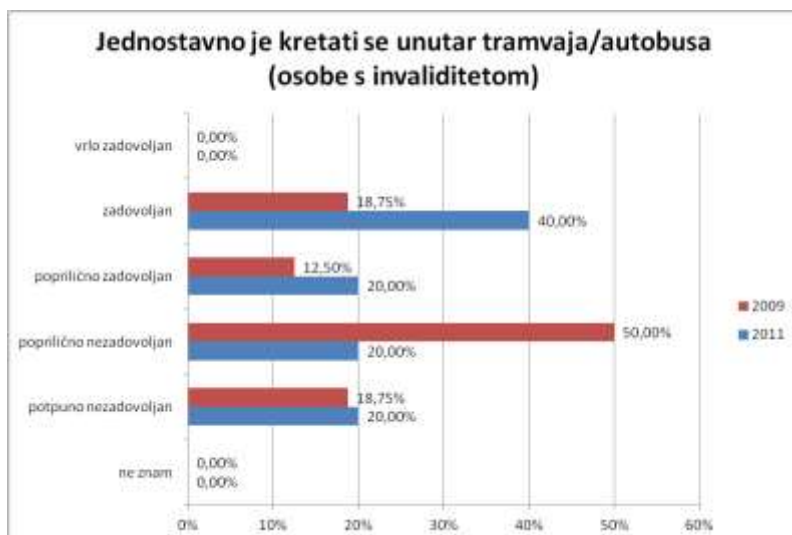


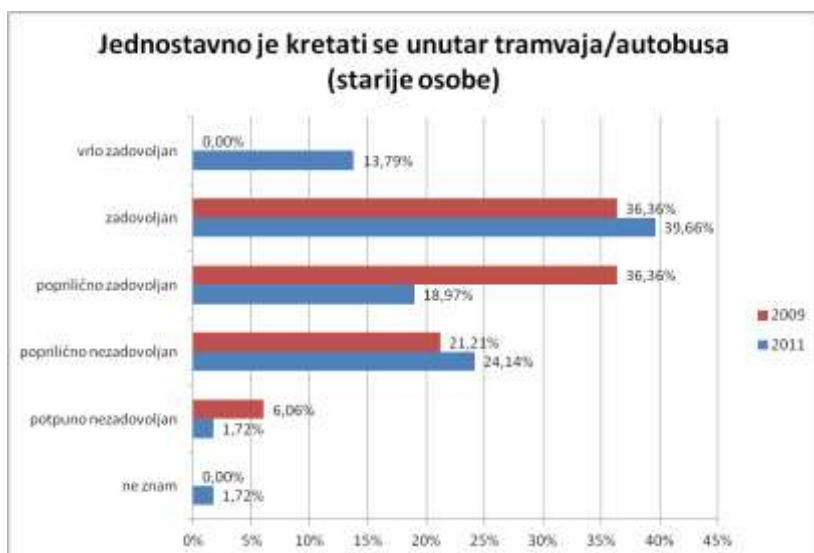
8. Gužve u vozilima



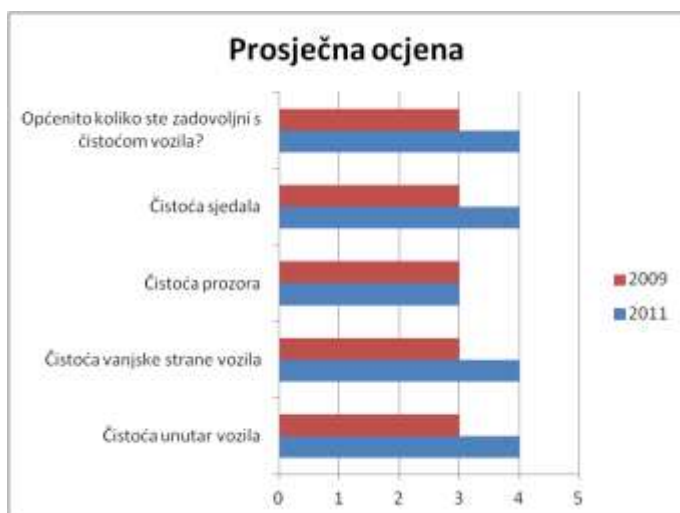


9. Analiza kriterija *Jednostavno je kretati se unutar tramvaja/autobusa po specifičnim skupinama*

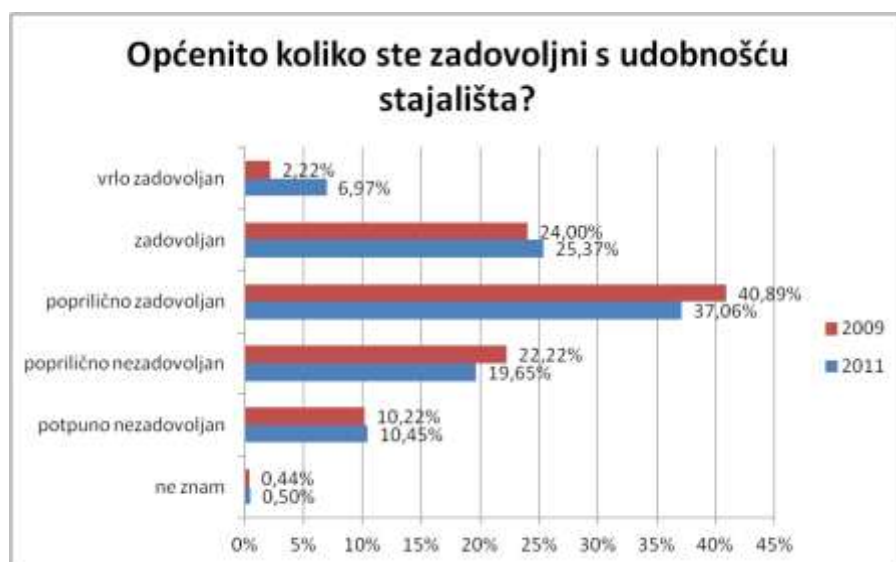




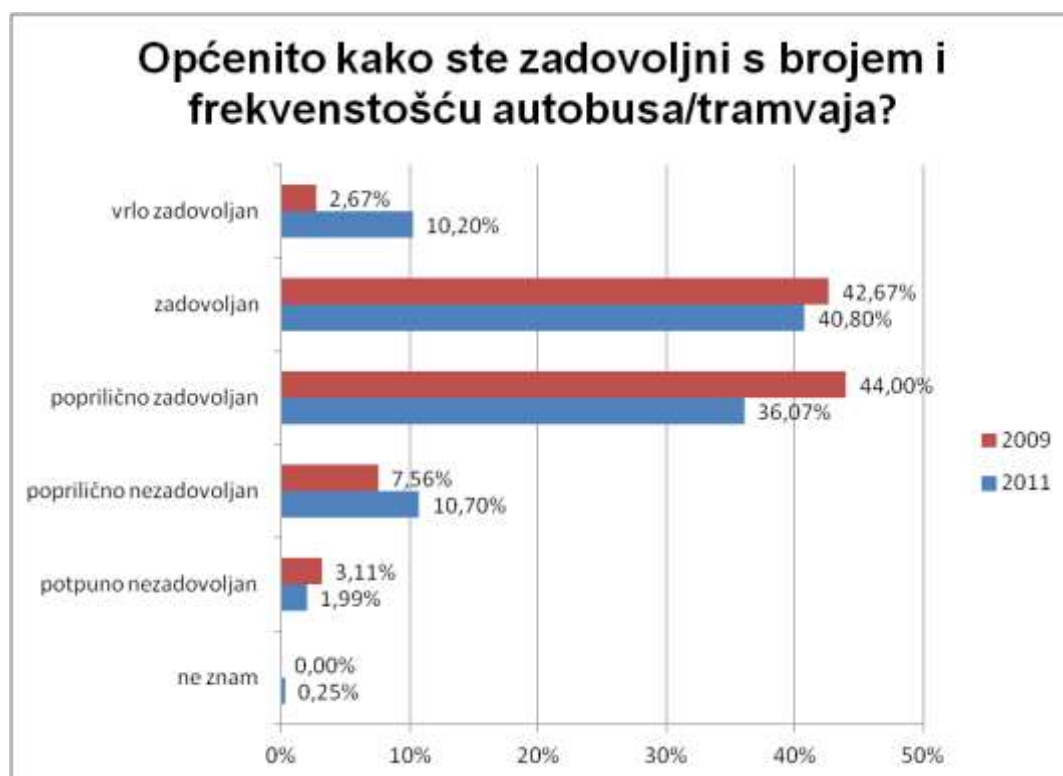
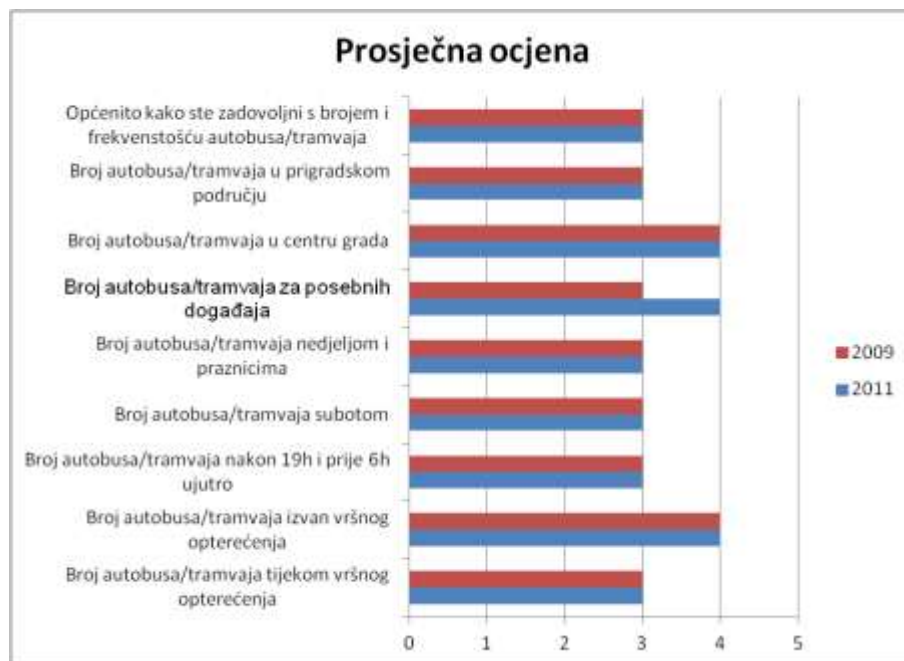
10. Čistoća vozila



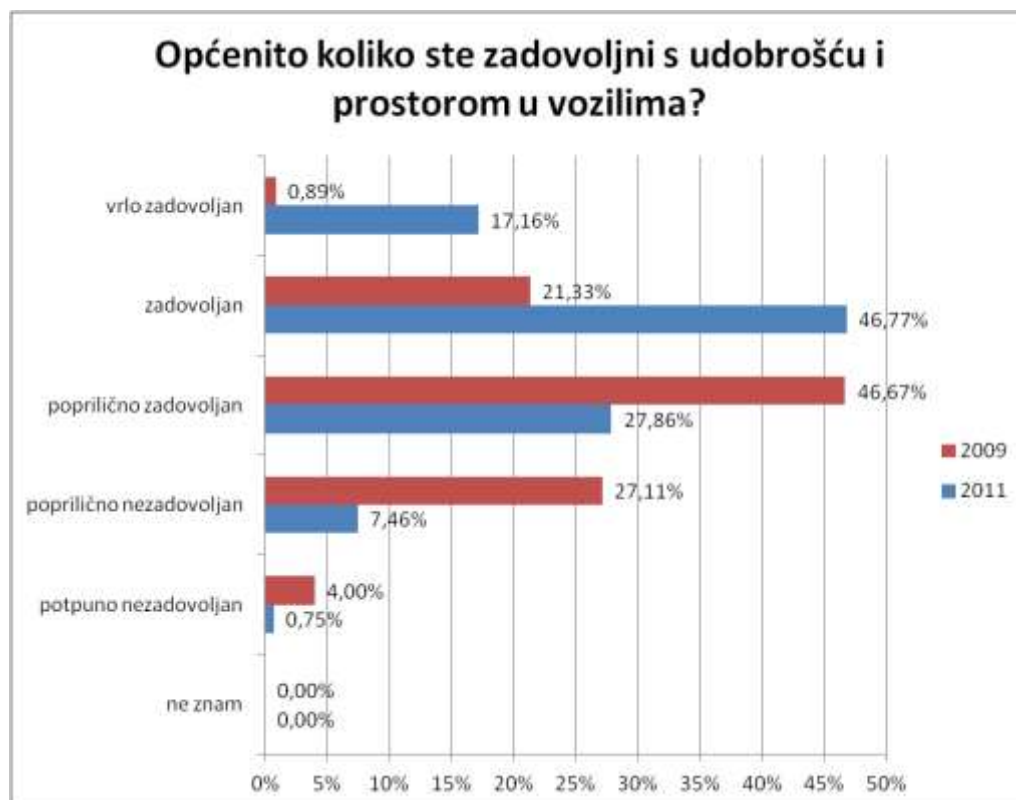
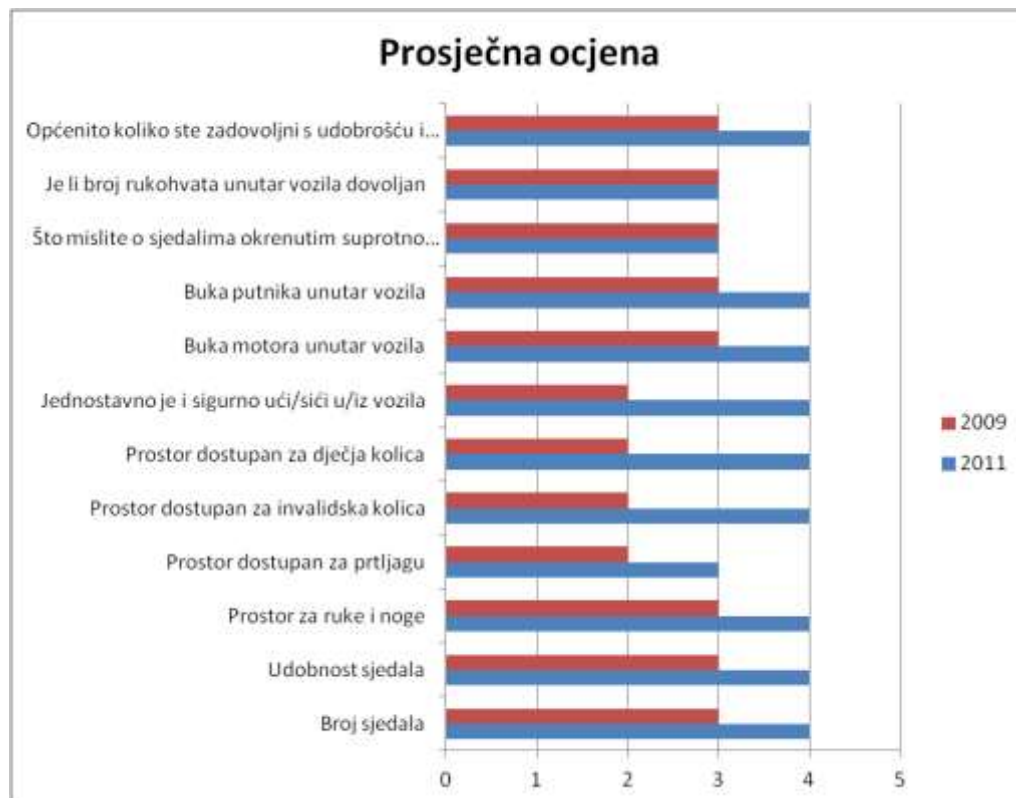
11. Udobnost stajališta



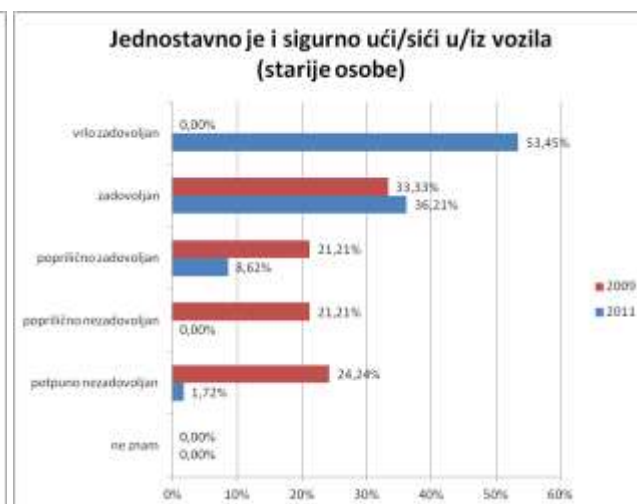
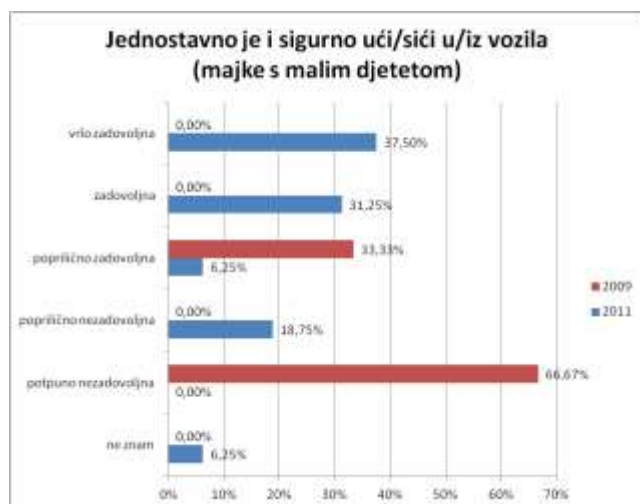
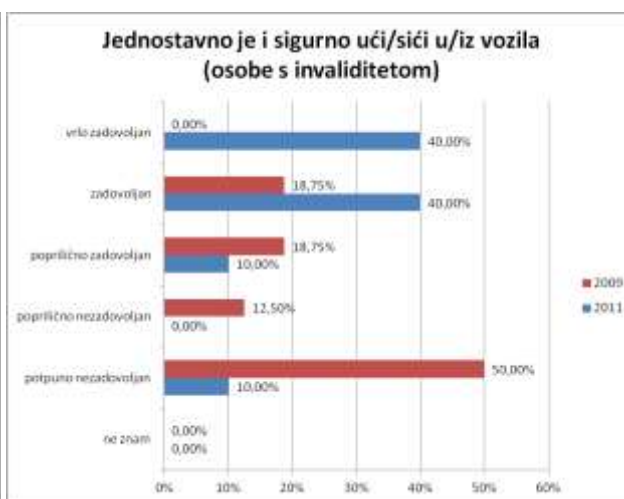
12. Broj i frekventnost nailazaka vozila



13. Udobnost vozila



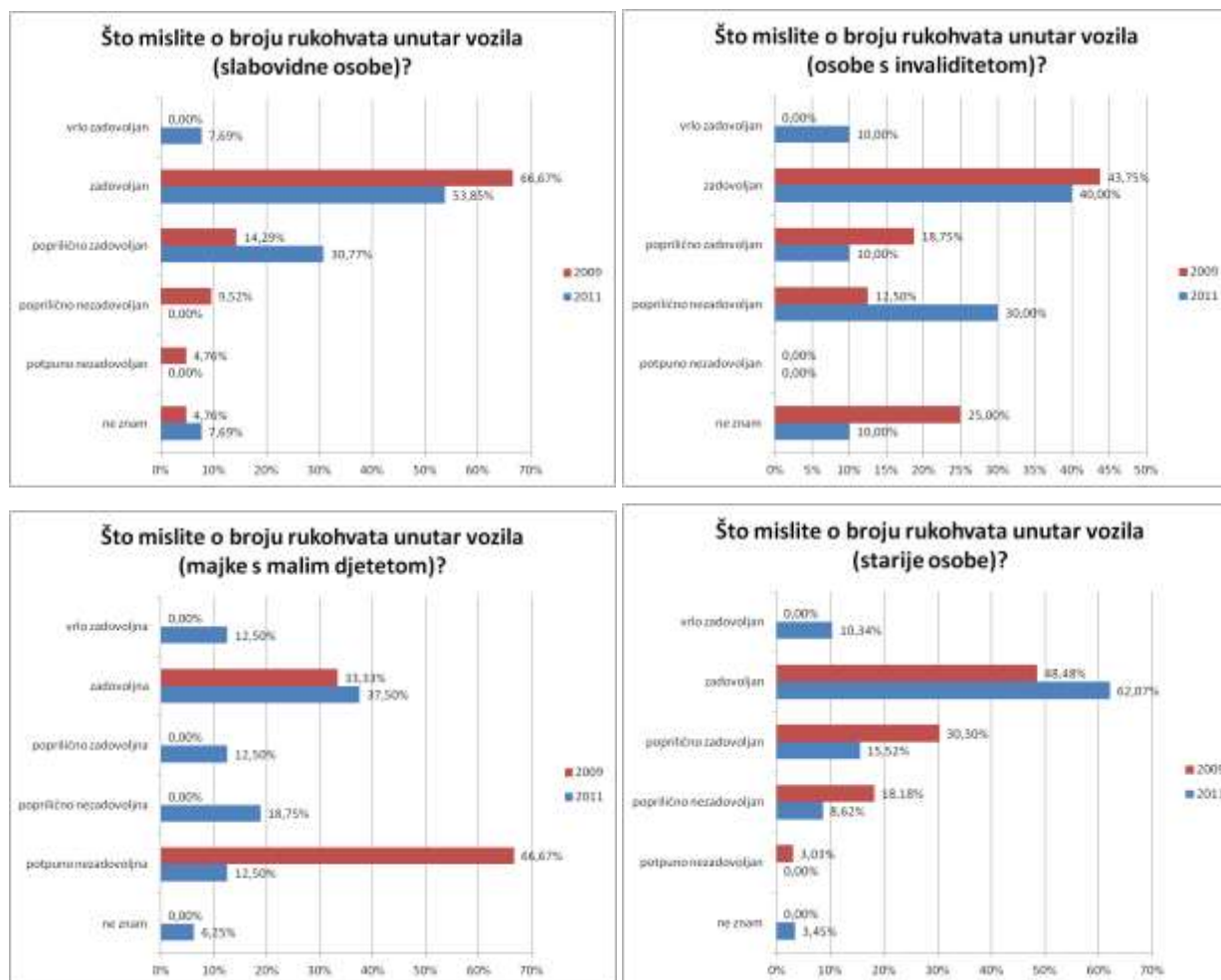
14. Detaljna analiza kriterija *Jednostavno je i sigurno ući/sići u/iz vozila*



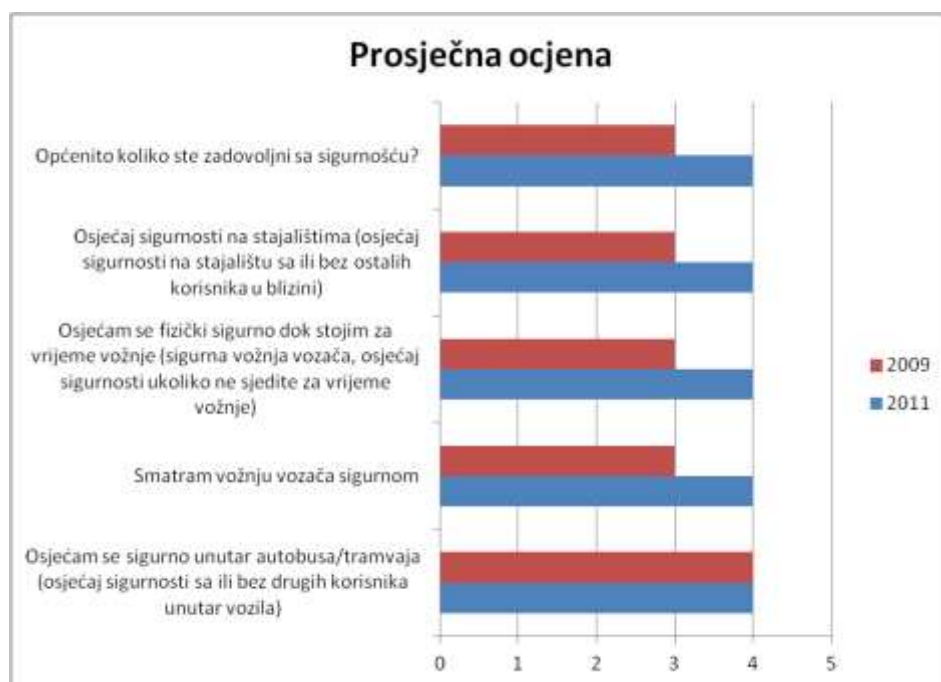
15. Analiza kriterija *Prostor dostupan za invalidska kolica u populaciji osoba s invaliditetom*



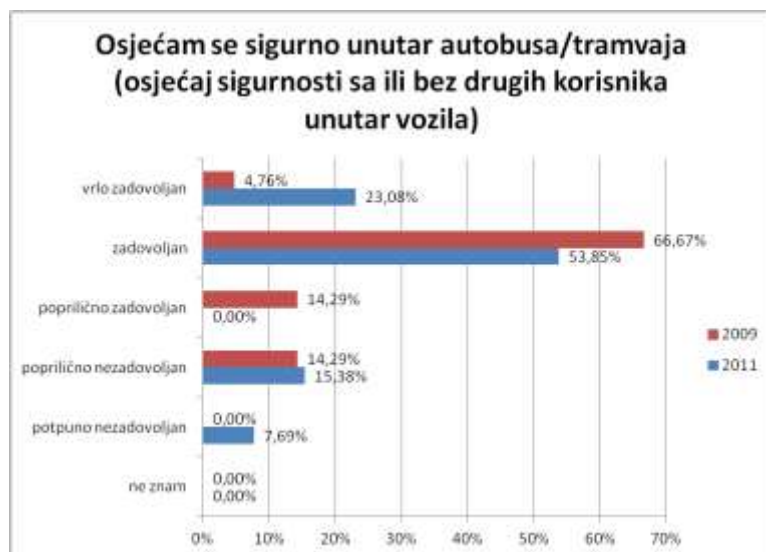
16. Detaljna analiza kriterija Što mislite o broju rukohvata unutar vozila?



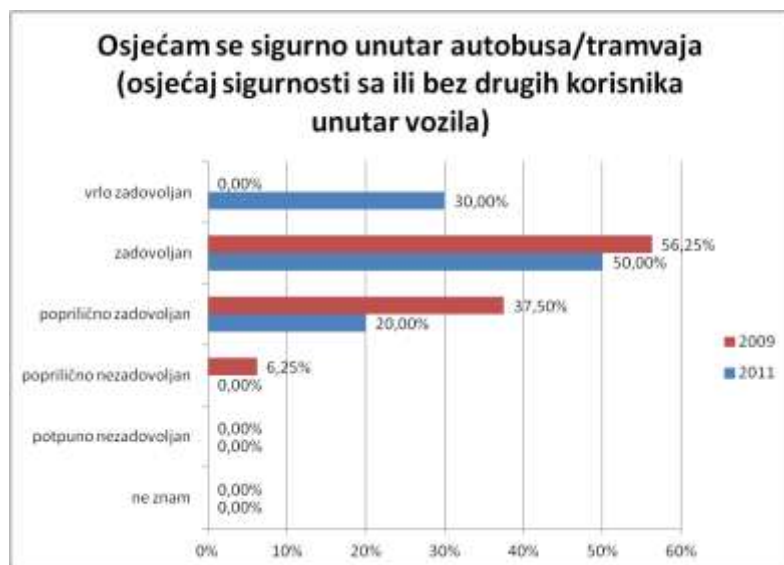
17. Sigurnost i zaštita



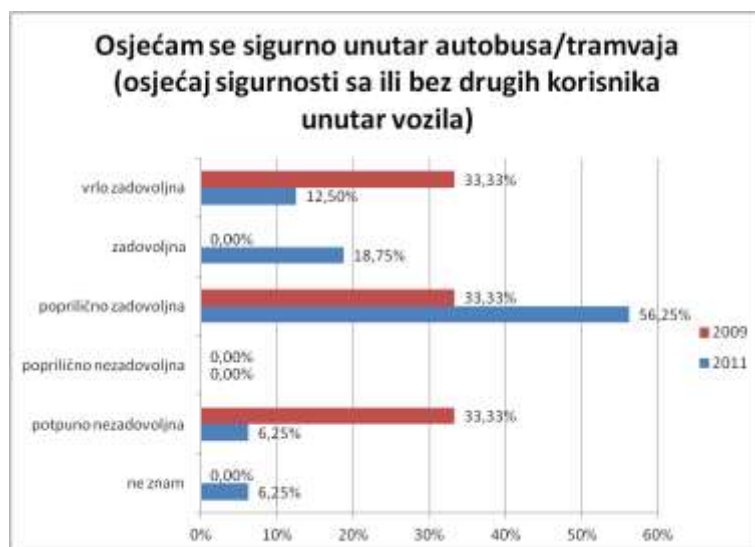
18. Detaljna analiza kriterija za populaciju SLABOVIDNE OSOBE



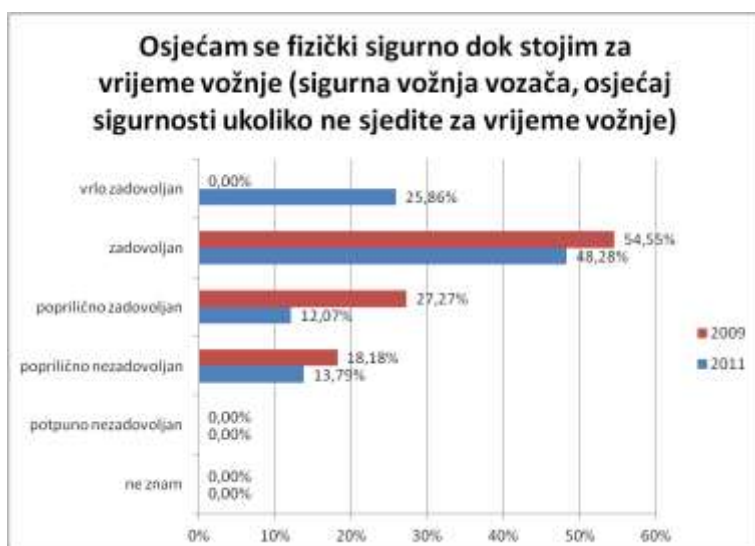
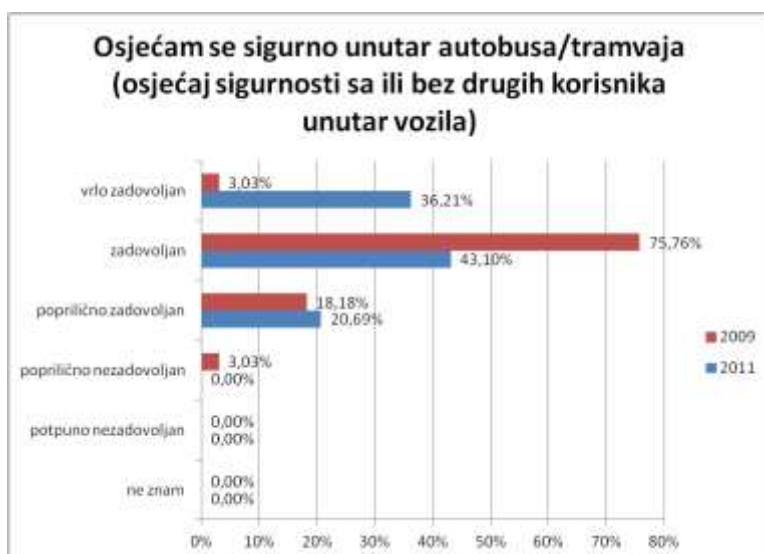
19. Detaljna analiza kriterija za populaciju OSOBE S INVALIDITETOM



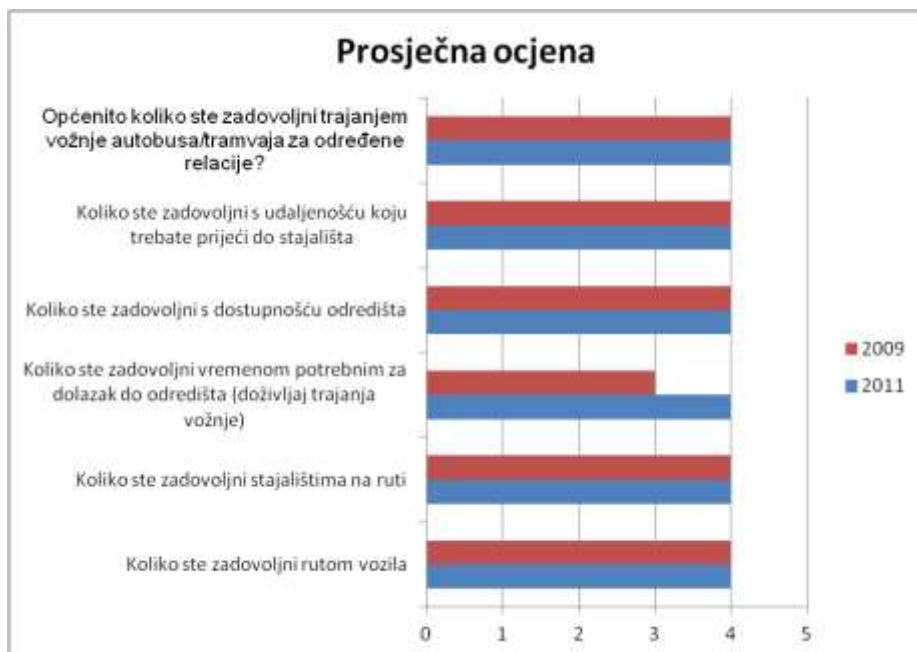
20. Detaljna analiza kriterija za populaciju MAJKE S MALIM DJETETOM



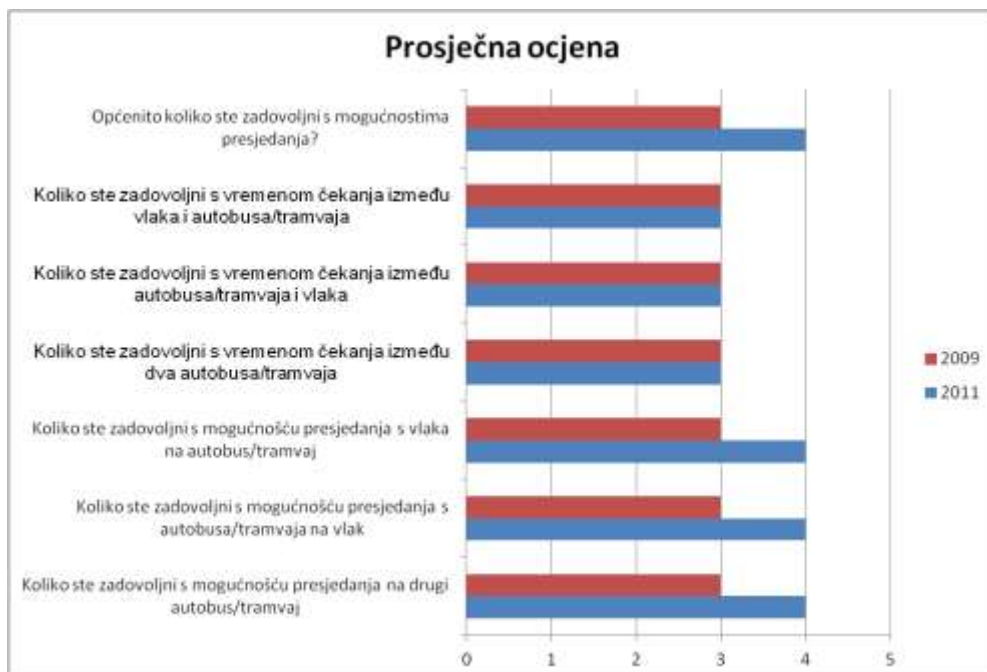
21. Detaljna analiza kriterija za populaciju STARIJE OSOBE



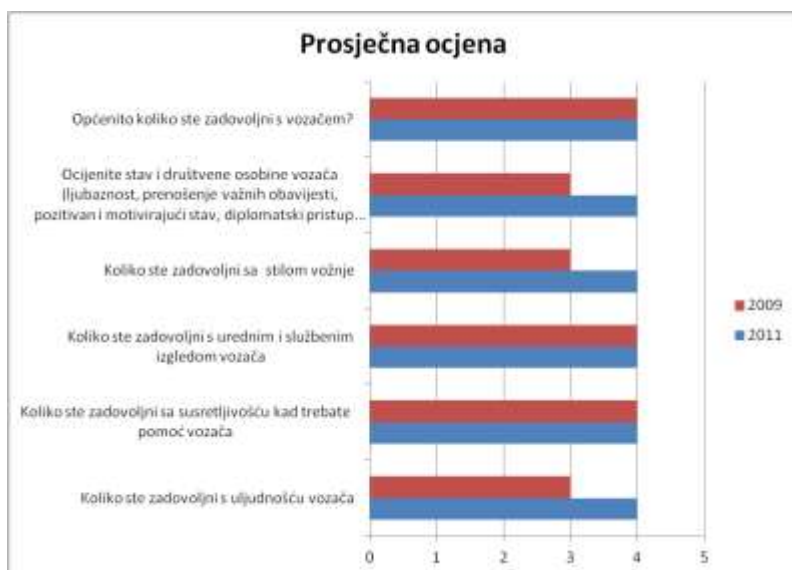
22. Ruta vozila



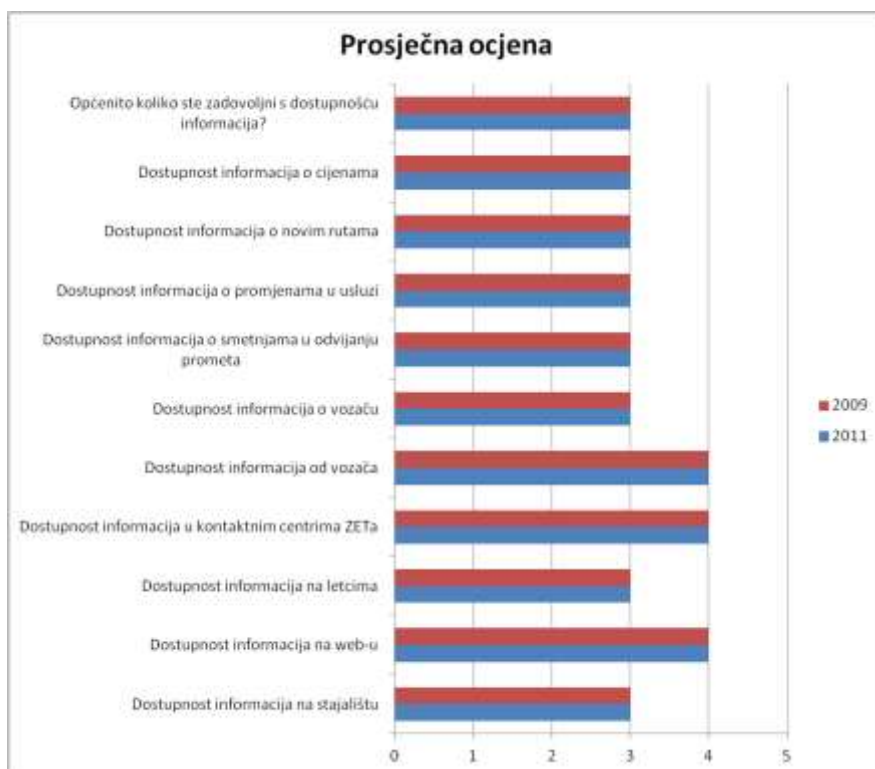
23. Mogućnost presjedanja



24. Vozači

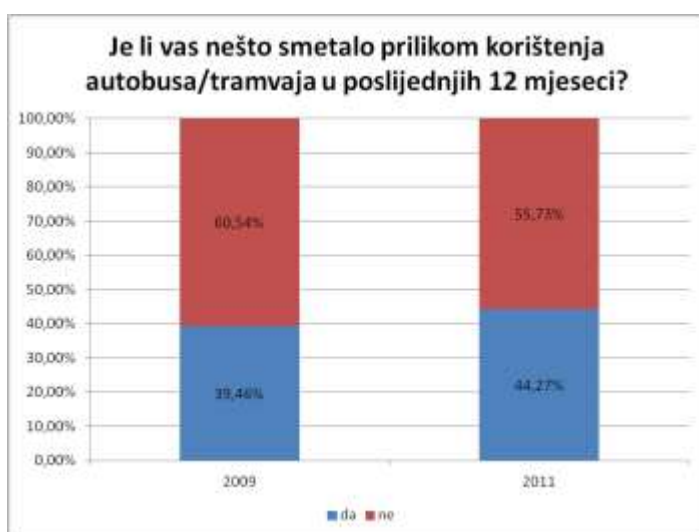


25. Informiranost





26. Primjedbe



Što Vas je smetalo?

