DETERMINANTS OF PASSENGERS' SATISFACTION WITH CNG-RUN AUTO RICKSHAW SERVICES IN BANGLADESH: AN EMPIRICAL STUDY ON DHAKA CITY

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Abstract: *The use of CNG-run auto rickshaw has become popular in Bangladesh. Although the government increased the fare and made it mandatory that the drivers must go to destination of passengers' need with the intention of reducing passenger dissatisfaction, most of the CNG-run auto-rickshaw drivers continue to harass passengers in the Dhaka city. Passengers are not satisfied with the service provided by the CNG-run Auto rickshaws. So to induce more people to use the CNG-run Auto rickshaws, it is important to obtain expressions from passengers about the harassments they are facing with service of CNG-run auto rickshaw and the changes they would like to see to better meet their needs. These insights must then be factored into a sound strategy to provide real value to passengers. This study explores factors of dissatisfaction that the passengers are facing with CNG-run Auto rickshaw services in Dhaka. Through the Multivariate Analysis five factors are identified as dissatisfaction factors that the passengers facing are namely: poor performance, difference on fare, un-fair practice on meter reading, unavailability of CNG-run Auto rickshaws and physical insecurity. Findings of this study and with additional strategic guidance, the service of the CNG-run Auto Rickshaws in this mega city could be significantly improved.*

Keywords: *Service, CNG-run Auto Rickshaw, Harassment Factors, Factor Analysis.*

INTRODUCTION

In Bangladesh, the use of CNG (Compressed Natural Gas) fuel instead of petrol or diesel made significant cross savings in the health sector and reduced public health hazards. Moreover, cost of CNG is attractive and offer significant consumer savings to the average consumers. The Dhaka city is now inhabited by

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around 13 million people[1] predominantly representing the middle and lower-middle class who are facing transportation problems always. In earlier days the people of this city used three-wheeler two stroke auto rickshaws, human hauler, bus, taxi cabs etc for transportation in a longer distance. As these vehicles use petrol or diesel as fuel these had been identified as one of leading sources of air pollution in Dhaka city. Thus, since January 2003, traditional auto rickshaws were banned from the capital; only the new CNG-powered models were permitted to operate within the city limits. The newly manufactured CNG-run auto rickshaws are more fuel-efficient and have a lower center of gravity, making them safer than older models. All CNG-run auto rickshaws are painted green to signify that the vehicles are eco-friendly and that each one has a meter built in as standard. Now-a-days the use of CNG-run auto rickshaw becomes more popular than the taxi-cab. They are best suited to narrow, crowded streets, and are thus the principal means of covering longer distances within the city. Nearly 13,700 CNG-run auto rickshaws now ply across the capital, according to Bangladesh Road Transport Authority[2]. But now-a day the passengers are not satisfied with the service provided by the CNG-run auto rickshaws. There are several reasons found behind this dissatisfaction. Although the government has increased the fare and made it mandatory that the drivers must go to destinations of passengers need with the intention of reducing passenger dissatisfaction, most of the CNG-run auto rickshaw drivers continue to harass passengers in the Dhaka city. So to induce more people to use the CNG-run auto rickshaws, it is important to obtain expressions from passengers about the changes they would like to see to better meet their needs. These insights must then be factored into a sound strategy to provide real value to passengers.

LITERATURE REVIEW

An extensive literature has explored the role of satisfaction in determining post-purchase attitude and intentions and has demonstrated that satisfied customers engage in repurchase behaviour. Satisfaction has been described as a consumer's post purchase evaluation of a product or service, given pre-purchase expectations (Kotler, 1991). Satisfaction is an attitude or evaluation, which is formed by the consumer comparing their pre-purchase expectation of what they would receive from the product to their subjective perceptions of the performance they actually receive (Oliver, 1989). The relevance of customer satisfaction in winning loyal customers has been empirically verified by a number of studies which found that satisfaction is a leading factor in determining loyalty (Garbarino, 1999 and Anderson, 1994). Customer satisfaction is a judgment that a product or service has provided or is providing a pleasurable level of consumption-related fulfilment (Oliver, 1997). This is a complex attribute and it is established according to the users' expectations. The literature on customer satisfaction and repurchase intentions also demonstrates the role of service quality and perceived value as critical in influencing satisfaction and choice (Teas and Aggarwal,

1997). Insights from these studies suggest that people's choice of a transportation mode (CNG-run auto rickshaw services in this instance) would be influenced by the value received from one mode relative to the value received from alternative modes.

Passenger satisfaction has emerged as an important component of the quality of transportation service. Evidence from travel behavior models suggests that several factors can effectively predict travel demand and mode choice. Among these, fare, frequency of service, waiting time, and travel time have been easy to quantify and integrate into choice models (Ben-Akiva and Morikawa, 1990; Koppelman and Wen, 1998). Yet additional factors such as service, value, comfort, and psychological and social costs can also influence travel behavior and have not been adequately explored, nor have their relationships to travel satisfaction adequately been investigated. There is, in fact, no comprehensive study is found on satisfaction of passengers with CNG-run auto rickshaw services in Bangladesh. In daily news paper a plethora of articles addressed the dissatisfaction of customers with CNG-run auto rickshaw services in Bangladesh. The CNG-run auto-rickshaw drivers continue to harass passengers in the Dhaka city by frequently ignoring meter and declining to go to the destinations of the passengers need. The drivers harasses the passengers by showing the reason that meter is not working, traffic jam, will take gas on the way, etc. Almost all of them take passengers on contract and charge higher rates while those who agree to follow meters claim almost double than the meter-fare in the excuse of increased fare and non-calibration of their meters. According to the updated chart issued by the Bangladesh Road Transport Authority about CNG-run auto-rickshaw fares and deposits, BDT 25 will be charged for up to 2 kilometres, BDT 7.64 for subsequent each kilometre, BDT 1.30 per minute waiting charge, and daily deposit BDT 600[3]. But the owners, however, have never complied with the official fare chart. The current decision to raise charges came amid CNG drivers demanding fare at their will and not as per the fare indicator meter. Moreover, the owners are also alleged to be violating government charges by realizing higher deposit money, ranging from BDT 700-1,000 from the auto drivers[4]. Most of the drivers said the amount is too high and the owners charge it due to absence of a strict policy. The owners, however, attributed the rental shift charge to the high price of CNG-run auto rickshaw and maintenance cost[5]. In the wake of allegations of harassment of passengers by the CNG-run auto-rickshaw drivers, the BRTA sometimes launches mobile court to curb the whims of the CNG auto-rickshaw drivers; but the activities are not found effective as they are held irregularly and illegal practice of the officials of BRTA. The people would not journey by CNG-run auto rickshaws if these dissatisfaction factors are not reduced. So there is a need of identifying the satisfaction with the CNG-run auto-rickshaw service in Bangladesh and to improve the service for the customers. This study is believed to be the first of its kind in Bangladesh that follows customer-based approach for identifying the determinant of satisfaction with CNG-run auto rickshaw services in our country.

OBJECTIVES

The two major research objectives of this study are:

1. To identify the factors that influence the passengers' satisfaction with the CNG-run auto rickshaw services in Dhaka City.
2. To assess the relative importance of these factors to prioritize service provision and enhance passenger satisfaction.

The Specific objectives of this study are:

1. To assess the overall satisfaction level of the CNG-run auto rickshaw services in the Dhaka City.

2. To find out the percentage of passengers who have faced any types of harassments while traveling on CNG-run auto rickshaws in Dhaka City.

3. To determine the level of perception of passengers whether the CNG-run auto rickshaws are the sign of harassment or not.

4. To identify the key factors that influences the passengers' satisfaction with the CNG-run auto rickshaw services in Dhaka City.

5. To recommend for minimizing the dissatisfaction of the passengers with the CNG-run auto rickshaw services in the Dhaka City.

METHODOLOGY

The research design adopted for this study is descriptive in nature with survey technique. Passengers' opinions regarding the satisfaction of CNG-run auto rickshaw services can be vital in making this sector popular, attractive, and of greater value relative to other modes so as to induce more people to use it regularly. So the respondents are the passengers of CNG-run auto rickshaws in the Dhaka City. Information was collected from them through survey method when they were in natural setting.

The questionnaire was based on the attributes identified in secondary research, in depth interviews with some CNG-run auto-rickshaw passengers, as well as the authors' personal experiences with CNG-run auto-rickshaw services. The survey questions measured each attribute of a factor on five-point Likert scales with "strongly agree" reflecting the highest favorable response and "strongly disagree" indicating the least favorable response to each statement. The questionnaire was pretested on several randomly selected respondents. Minor adjustments were made to ensure conciseness, objectivity and clarity.

Passengers of CNG-run auto rickshaws in the Dhaka City were the target population because they were homogeneous in their use of CNG-run auto rickshaws but heterogeneous in other aspects (age, income, profession, etc.). Here the sample elements were the passengers of CNG-run auto rickshaws in the

Dhaka City. The study was conducted in Dhaka on September, 2009. A total of 100 passengers of CNG-run auto rickshaws in some areas of Dhaka City like Dhanmondi, Asadgate, Shaymoli, Kallyanpur, Mirpur, Nilkhet, Azimpur and Malibag were selected to collect information. The samples were selected by adopting the random sampling procedure.

ANALYSIS AND RESULTS

Overall satisfaction of the service of CNG-run Auto-rickshaw in Dhaka:

Majority of the respondents (35%) are found as just satisfied with the service of CNG-run auto rickshaw whereas 33% as dissatisfied and 18% are found as neutral with the service of CNG-run auto rickshaw in Dhaka (Table 01). Moreover, majority of the respondents as of 90% said that they faced harassment while traveling on CNG-run Auto Rickshaws (Figure 01).

Table 01: Satisfaction of the respondents with the CNG-run auto rickshaw service

Level of Satisfaction	Frequency	Percent
Highly dissatisfied	11	11.0
Dissatisfied	33	33.0
Neutral	18	18.0
Satisfied	35	35.0
Highly satisfied	3	3.0
Total	100	100.0

Figure 01: Percentage of Passengers who have faced any types of harassment while traveling on CNG-run Auto Rickshaws
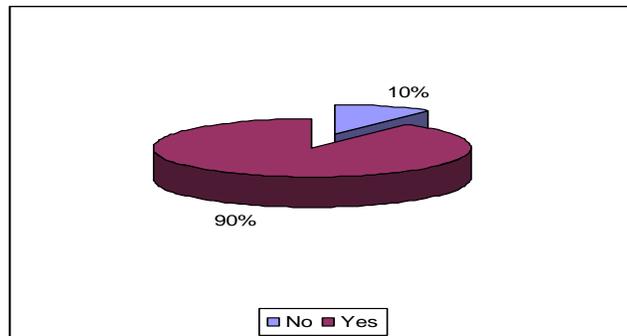
Perception of passengers whether CNG-run Auto-rickshaws are the symbol of harassment or not:

Most of the respondents (53%) agreed strongly that CNG-run auto rickshaws are the symbol of harassment to them, only 3% disagreed and 6% neutral with statement (Table 02) which is described in Figure 02.

Table 02: Perception of passengers whether CNG-run Auto-rickshaws are the symbol of harassment or not

Statement	Frequency	Percent
Disagree	3	3.0
Neutral	6	6.0
Agree	38	38.0
Strongly agree	53	53.0
Total	100	100.0

Figure 02: Perception of passengers whether CNG-run Auto-rickshaws are the sign of harassment or not
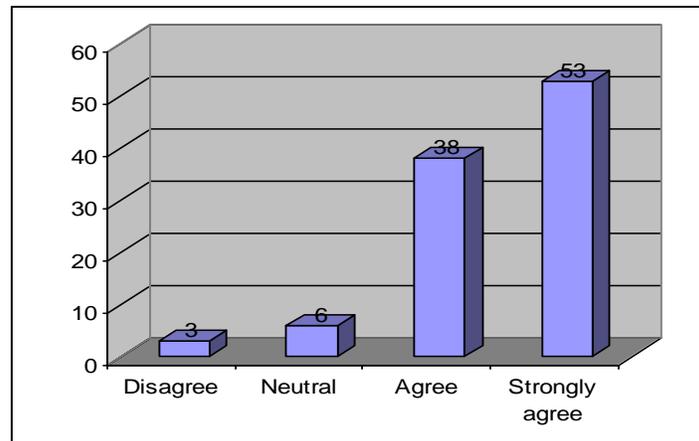
Number of passengers faced harassment when traveling on motor vehicle?

Most of the respondents (90%) faced harassment when traveling on motor vehicle and only 10% respondents did not face harassment when traveling on motor vehicle which is described in Table 03.

Table 03: Harassment faced by respondents while traveling on motor vehicle?

Statement	Frequency	Percent
No	10	10.0
Yes	90	90.0
Total	100	100.0

Factors that influence the passengers' satisfaction with the CNG-run Auto rickshaw services in Dhaka City:

Data were factor analyzed to find out some factors influence the passengers' satisfaction with the CNG-run auto rickshaw services in Dhaka City. Factor Analysis is a general name denoting a class of procedures primarily used for data reduction and summarization. It is an interdependence technique in that an entire set of interdependent relationships is examined (Malhotra, 2004). The essential purpose of Factor Analysis is to describe, if possible, the covariance relationships among many variables in terms of a few underlying, but unobservable, random quantities called factors. (Johnson and Wichern, 1998). In this study, factor analysis allows grouping of variables under a common theme or dimension (Figure 03).

Figure 3: Measures of Variables in the Model Using 5-point Likert Scales (anchored at strongly agree [5] and strongly disagree [1])

Poor performance
1. Non-fitness of the CNG-run auto rickshaws to run.
2. Lack of adequate training of the drivers.
3. Ignorance of traffic signal by the drivers.
4. Poor maintenance of the CNG-run auto rickshaws.
5. Unavailability of change of money from the fare.
6. Reluctance of BRTA (Bangladesh Road Transport Authority) to check whether all of the owners of the CNG-run auto rickshaws follow government rules or not.
7. Rude behavior of the drivers.

Difference on fare
1. Difference on meter reading of the meter initiated by the government.
2. Increase in the daily deposit of the owner of CNG-run auto rickshaw.
3. Increase of fare by government.
4. Cheating of drivers on meter reading.

Un-fair practice on meter reading

1. Extra money charged by the drivers in excess to the actual meter reading.
2. Unwillingness of the drivers to go on meter.
3. Use of long route intentionally by the drivers to get higher meter reading.

Unavailability of CNG-run Auto rickshaws

1. Unwillingness of the drivers to go to a short distance.
2. Unwillingness of the drivers to go at the passengers' will.
3. Unavailability of CNG-run auto rickshaws when needed.

Physical insecurity

1. The seat turns too hot while running.
2. Association of the drivers with hijacking.
3. Unavailability of CNG-run auto rickshaws at night.

To test the dimensionality of the instrument, all 21 items were factor analyzed using principal component. A factor analysis of the 21 statements suggests that 5 factors were chosen in terms of Eigenvalues of larger than 1.0. Kaiser-Meyer-Olkin Measure of Sampling Adequacy shows that the sample was 78.8% adequate (Table 05, appendix). Bartlett's Test of Sphericity was highly significant indicating an appropriate data set and high correlation between the variables. The number of factors was unconstrained. For the sake of convergent validity, 0.3 was used as a factor loading cut-off point. This criterion resulted in five factors totaling 21 items. These factors are labeled Poor performance, Difference on Fare, Un-fair practice on Meter reading, Unavailability of Auto rickshaws and Physical Insecurity. The identified factors represent 62.35% of the variance of the variables. (Table 04):

Table 04: Factor Matrix of 21-item Instrument

Items	Factors				
	Poor performance	Difference on Fare	Un-fair practice on Meter reading	Unavailability of Auto rickshaws	Physical Insecurity
Sometimes the fitness of CNG-run auto rickshaws is not good enough to run (disturbance on the engine, wheel, etc.)	.736				
The CNG-run auto rickshaw drivers are not trained to drive.	.735				

Items	Factors				
	Poor performance	*Difference on Fare*	*Un-fair practice on Meter reading*	*Unavailability of Auto rickshaws*	*Physical Insecurity*
Sometimes the CNG-run auto rickshaw drivers ignore the traffic signal and give another pain of waiting to the passengers.	.726				
Poor maintenance of the vehicle. (Seat condition, cover. etc.)	.657				
CNG-run auto rickshaw drivers don't give change	.644				
Ignorance of BRTA to check whether all of the CNG-run auto rickshaw owners are following government rules or not	.555				
Sometimes the behavior/ manner of the drivers is found rude	.552		.		
Difference on meter reading of the meter initiated by the government		.761			
The daily deposit of the drivers to their owner has been increased		.751			
Increase of fare by government		.706			
CNG-run Auto rickshaw drivers cheat on meter reading		.494			
CNG-run Auto rickshaw drivers are charging extra on meter			.759		
CNG-run Auto rickshaw drivers disagree to go on meter			.612		
The door of the CNG-run auto rickshaw is not secured for passenger			.559		
Sometimes they use a long route intentionally to get high meter reading			.490		
CNG-run auto rickshaw drivers disagree to go at short distance.				.744	
CNG-run auto rickshaw drivers don't want to go at all to the destination of the passengers' needs.				.727	

Items	Factors				
	Poor performance	*Difference on Fare*	*Un-fair practice on Meter reading*	*Unavailabi lity of Auto rickshaws*	*Physical Insecurity*
CNG-run auto rickshaw are not available when demanded				.527	
Sometimes the seats turns too hot while running					.738
CNG-run auto rickshaw drivers are associated with the hijacking					.586
Unavailability of CNG-run auto rickshaws at night					.536

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization. ₐ Rotation converged in 15 iterations.

The first factor can be called as **'Poor performance'** as the highest loadings relate to seven variables pertaining to the performance of drivers and owners of the CNG-run auto rickshaws. The factor can alone explain 17.020% of the total variability. The second factor can be called **'Difference on fare'** as the highest loadings relate to four variables pertaining to the fare of the CNG-run auto rickshaws. The factor can alone explain 14.016% of the total variability. The third factor can be called **'Un-fair practice on meter reading'** as the highest loadings relate to four variables pertaining to the good practice of meter reading. The factor can alone explain 11.514% of the total variability. The factor of "The door of the CNG-run auto rickshaws is not secured" is excluded based on the construct validity analysis. Construct validity is the ability of a measure to confirm a network of related hypotheses generated from a theory based on the concepts (Zikmund, 2003). As no study has been found in this context a broad and systematic customer-based approach was applied for establishing the determinants of satisfaction with CNG-run auto rickshaw services. Moreover the arrangement of door for passenger security affects very little to the passenger harassment. The fourth factor can be called **'Unavailability of CNG-run Auto rickshaws'** as the highest loadings relates to three variables pertaining to the availability auto rickshaws. The factor can alone explain 11.134% of the total variability. The fifth factor can be called **'Physical insecurity'** as the highest loadings relate to three variables pertaining to the physical security of the passengers of the CNG-run Auto Rickshaws. The factor can alone explain 8.670% of the total variability.

So, it can easily be identified that poor performance explained most of the total variance (17.020%), followed by difference on fare (14.016%), Un-fair practice on meter reading (11.514%), unavailability of CNG-run auto rickshaws (11.134%) and physical insecurity (8.670%). This result shows a dissatisfaction scenario where the poor performance (poor fitness of CNG-run auto rickshaws, lack of adequate training of the drivers, ignorance of the traffic signal, poor maintenance of the vehicle, unavailability of changes, reluctance of BRTA and rude behavior of the drivers); difference on fare (difference on meter reading of the meter initiated by the government, increase of the daily deposit of the drivers to their owners, increase of fare by government, cheating on meter reading by the drivers); un-fair practice on meter reading (charging of extra money on actual meter reading by the drivers, un-willingness of the drivers to go on meter, use of long route by the drivers intentionally to get high meter reading), unavailability of CNG-run auto rickshaws (unwillingness of drivers to go to a short distance, unwillingness of drivers to go at all at passengers' desires, un-availability of auto rickshaws when demanded) and physical insecurity (turning of seats too hot while running, association of the drivers with the hijacking, unavailability of CNG-run auto rickshaw at night) can create a greater level of dissatisfaction of the passengers of CNG-run auto rickshaws in the Dhaka City.

CONCLUSION AND RECOMMENDATIONS

The government initially encouraged people to convert their vehicles to run on CNG, one of the cleaner fossil fuels and now the CNG-run auto rickshaws become one of the most popular modes of transport in Dhaka city. But the passengers are facing more harassment while using these three-wheeler four-stroke CNG auto rickshaws for transportation. To serve more passengers to move from one place to another with satisfaction, the dissatisfaction factors found out in the study should be taken under serious consideration. To reduce the difference on fare, equal meter reading should be ensured by the BRTA, the daily deposit of the drivers to their owner should be reduced, the fare should not be increased more by the government, cheating on meter reading by the drivers should be stopped with the help of Mobile Court of BRTA. Moreover, the fitness and maintenance of the auto rickshaw should be checked regularly by the owner and he/she should follow all of the government rules regarding the service of CNG-run auto rickshaws in Bangladesh. In addition, drivers should be trained properly to run the vehicles smoothly on the road; they should respect traffic signals, give changes to the passengers, and behave politely with passengers. To reduce the physical insecurity it is recommended that the mechanism of CNG-run auto rickshaw should be upgraded so that seat would not turn too hot while running. In the face of rising incidents of mugging in the capital the Dhaka Metropolitan Police ordered that the auto-rickshaws should be fitted with grille

doors for passengers' safety from December, 2009. But putting grille doors on both sides of the passengers' portion in CNG-run auto rickshaws has drawn a mixed reaction from passengers who quite often are targeted by snatchers. Some passengers hailed the decision as they felt safe while traveling. Some others said traveling by grille-door auto-rickshaws caused them great discomfort as they felt as if they were in a cage. Criticizing the police for not being able to maintain law and order, they urged the lawmen to withdraw the order and suggested strengthening vigilance to keep muggers at bay. Expressing concern for passengers' safety in case of accidents or other emergencies, they said they would be trapped inside if the vehicle caught fire or met an accident. In most auto rickshaws latches on the doors in the passengers' portion are controlled by the drivers but it should be controlled by the passengers themselves. Moreover, a continuous drive of Mobile Court of BRTA with the help of Dhaka Metropolitan Police can stop hijacking and make the vehicles available at night. Though it is regulated that on each vehicle there should be a printed copy of the numbers of help call line of Dhaka Metropolitan Police but their inactiveness disappointed the passengers already.

The findings of this study may be generalized after taking into consideration certain limitations. The study-population was selected purposively as the data were not available on the total number of passengers of CNG-run auto rickshaws in Bangladesh. Actually, there was no specific sampling frame in order to find out the required samples to conduct the research. This study considers only the passengers of CNG-run auto rickshaws in the Dhaka city. Further research can be undertaken taking into consideration in other major metropolitan cities of Bangladesh. This study identifies the dissatisfaction factors only for the passengers of CNG-run auto rickshaw services. Since this study is the first of its kind based on the passenger's perspective, further research can be undertaken for developing a model for outlining of what needs to be done to improve the service of the CNG-run auto rickshaw services in Bangladesh. When such studies confirm, support, and strengthen the findings of this research and offer additional strategic guidance, the service of the CNG-run auto rickshaw services in this mega city could be significantly improved.

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Endnotes:

[1]   <http://en.wikipedia.org/wiki/Dhaka>

[2]   <http://www.thedailystar.net/newDesign/news-details.php?nid=151363>

[3]   <http://newagebd.com/detail.php?date=2012-09-23&nid=24656#.UMxvoqzpy8o>

[4]   <http://www.thedailystar.net/newDesign/news-details.php?nid=151363>

[5]   The Daily Star, July 07, 2005, p.18

APPENDIX

Table 05 KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.788
Bartlett's Test of Sphericity	Approx. Chi-Square	851.194
	df	210
	Sig.	.000

Table 06: Component Matrix (a)

	Component				
	1	2	3	4	5
Sometimes the fitness of CNG-run Auto rickshaws is not good enough to run (disturbance on the engine, wheel, etc.)	.482	-.369	.453		
The CNG-run Auto rickshaw drivers are not trained to drive.	.529	-.356	.396		
Sometimes the CNG-run Auto rickshaw drivers ignore the traffic signal and give another pain of waiting to the passengers.	.488		.396		.504
Poor maintenance of the vehicle. (Seat condition, cover. etc.)	.476	-.567			.363
CNG-run Auto rickshaw drivers don't give change	.529			.512	
Ignorance of BRTA to check whether all of the CNG-run Auto rickshaw owners are following government rules or not	.635				
Sometimes the behavior/ manner of the drivers is found rude	.520	.349			.477
Difference on meter reading of the newly meter initiated by the government				.616	-.353
The daily deposit of the drivers to their owner has been increased	.725				
Increase of fare by government	.425	.551			
CNG-run Auto rickshaw drivers cheat on meter reading	.553	.567			

	1	2	3	4	5
CNG-run Auto rickshaw drivers are charging extra on meter	.572	-.380		.328	
CNG-run Auto rickshaw drivers disagree to go on meter	.468	.586			
The door of the CNG-run Auto rickshaw is not secured for passenger	.542				-.375
Sometimes they use a long route intentionally to get high meter reading	.599		-.458		
CNG-run Auto rickshaw drivers disagree to go at short distance.	.626		-.366	-.305	
CNG-run Auto rickshaw drivers don't want to go at all to the destination of the passengers' needs.	.480		-.472		
CNG-run Auto rickshaw are not available when demanded	.641	.420			
Sometimes the seats become hot	.403	.408	.468		
CNG-run Auto rickshaw drivers are associated with the hijacking	.620				
Unavailability of CNG-run Auto rickshaws at night	.518		.340		

Extraction Method: Principal Component Analysis. ₐ 5 components extracted.

Table 07: Rotated Component Matrix (a)

	Component				
	1	2	3	4	5
Sometimes the fitness of CNG-run Auto rickshaws is not good enough to run (disturbance on the engine, wheel, etc.)			.759		
The CNG-run Auto rickshaw drivers are not trained to drive.			.612	.382	
Sometimes the CNG-run Auto rickshaw drivers ignore the traffic signal and give another pain of waiting to the passengers.			.406	.744	
Poor maintenance of the vehicle. (Seat condition, cover. etc.)		.360		.727	
CNG-run Auto rickshaw drivers don't give change				.493	.586

	1	2	3	4	5
Ignorance of BRTA to check whether all of the CNG-run Auto rickshaw owners are following government rules or not		.359	.353	.527	
Sometimes the behavior/ manner of the drivers is found rude	.657			.458	
Difference on meter reading of the newly meter initiated by the government					.738
The daily deposit of the drivers to their owner has been increased		.494			.453
Increase of fare by government	.736				
CNG-run Auto rickshaw drivers cheat on meter reading	.735				.324
CNG-run Auto rickshaw drivers are charging extra on meter		.377		.351	.536
CNG-run Auto rickshaw drivers disagree to go on meter	.726				
The door of the CNG-run Auto rickshaw is not secured for passenger		.706	.368		
Sometimes they use a long route intentionally to get high meter reading		.761			
CNG-run Auto rickshaw drivers disagree to go at short distance.		.751			
CNG-run Auto rickshaw drivers don't want to go at all to the destination of the passengers' needs.	.555	.503			
CNG-run Auto rickshaw are not available when demanded	.644				
Sometimes the seats become hot	.552		.463		
CNG-run Auto rickshaw drivers are associated with the hijacking	.386		.490		
Unavailability of CNG-run Auto rickshaws at night	.368		.559		

Extraction Method: Principal Component Analysis.   Rotation Method: Varimax with Kaiser Normalization. [a] Rotation converged in 15 iterations.