

**QUALITY OF SERVICE OF TRANSPORTATION VENTURES IN
MULLAITIVU DISTRICT**



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ABSTRACT

This research is concerned with the "quality of service of transportation ventures in mullaitivu district" The researcher formulated problem question that "how far quality of service of transportation ventures impact on the customer satisfaction in mullaitivu District?" Then the researcher found that there is a There is the quality of service of transportation moderately supported to the customer satisfaction.

This research conducts mullaitivu district. The mullaitivu district Study has considered 124,642 customer's study population and set the sample size as 100 through random sampling method. After data were collected from selected customers and these data were presented and analyzed by using statically tools. These analyses were used to test the how far quality of service of transportation ventures impact on the passenger's satisfaction.

This study focused on the quality of service of transportation ventures in mullaitivu district. Mullaitivu district travelling ventures should improve their quality of service transport based on the passenger's satisfaction.

In this research, the researcher concluded about clarify the research findings, after that the researcher formed a final conclusion. Some important suggestions also were given for the improvement of passenger's satisfaction.

According to these analyses, It has been founded the how far quality of service of transportation ventures impact on the passenger's satisfaction in mullaitivu District. There is the quality of service of transportation ventures moderately supported to the passenger's satisfaction. In this all view, the researcher attempt to say that, mullaitivu travelling ventures should improve their quality of service based on the Road transportation

Researcher

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