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SATISFACTION LEVELS OF PROFESSIONAL LIBRARIANS WITH ROAD TRANSPORT FACILITIES IN TAMIL NADU

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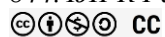
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ABSTRACT: *This study investigates the levels of satisfaction and perceptions of professional librarians in Tamil Nadu regarding the road transport services they regularly use for commuting. Adopting a quantitative descriptive research design, data were collected via an online questionnaire targeting a purposive sample of 230 librarians who use various modes of road transport, including government buses, private buses, two-wheelers, auto rickshaws, shared cabs, and personal vehicles. The questionnaire collected demographic details, commuting patterns, and responses to Likert-scale items measuring satisfaction across key dimensions, including punctuality, frequency, safety, comfort, affordability, accessibility and infrastructure reliability. The findings reveal that most respondents are highly satisfied with the punctuality and frequency of services, with over 85% expressing positive agreement. Safety perceptions are also strong, significantly influencing the choice of transport mode. Affordability emerged as a crucial factor associated with frequent use of government buses and two-wheelers, suggesting a positive correlation. However, areas such as comfort, cleanliness, and traffic or poor road conditions-related delays surfaced as moderate concerns for a notable proportion of respondents. The data tested and supported three hypotheses, establishing links between punctuality and overall satisfaction, safety perception and transport preference, and affordability and usage frequency. Based on these insights, the study recommends that the road transport organisation and government enhance service quality by maintaining punctuality, strengthening safety measures, keeping fares reasonable, and addressing gaps in comfort and infrastructure to deliver a more commuter-friendly transport system for librarians and the wider public.*

KEYWORDS: *Road Transport, Professional Librarians, Punctuality, Safety Perception, Transport Affordability, Commuter Satisfaction on Road Transport, Traffic*

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1. INTRODUCTION

Road transport is pivotal in ensuring economic productivity and social connectivity, particularly in a geographically diverse state like Tamil Nadu. As one of the most widely used modes of public and private mobility, road transport directly affects the daily lives of millions, enabling smooth travel between residential areas, workplaces, markets, educational institutions, and other vital services. Buses, two-wheelers, shared vehicles, auto rickshaws, and private cars form the backbone of Tamil Nadu's urban and rural commuting network. For professional librarians, efficient and reliable road transport is especially crucial. Librarians working in urban universities, colleges, research institutions, and public libraries often rely on scheduled bus services and shared transport options to navigate congested city routes while balancing demanding work hours. In contrast, librarians working in semi-urban or rural libraries face distinct mobility challenges, including infrequent transport, longer distances, poor last-mile connectivity, and inadequate road infrastructure. Since librarians play a key role in supporting academic and community knowledge services — often with fixed reporting times and responsibilities that require punctuality and consistency — their daily commuting experience can significantly influence their productivity and well-being. Understanding how satisfied librarians are with various aspects of road transport, such as punctuality, safety, affordability, comfort, and accessibility, is essential for ensuring that transport policies and services effectively support this professional group, regardless of whether they work in bustling cities or remote villages. This study seeks to fill this gap by examining librarians' perceptions and satisfaction levels towards road transport systems across Tamil Nadu, offering practical insights to inform improvements and policy interventions.

2. REVIEW OF LITERATURE

- Singh and Mishra (2020) conducted an in-depth study on commuter satisfaction with public bus services in urban India, using a large sample of daily commuters in metropolitan regions. Their research identified punctuality and safety as the two most critical factors influencing commuter loyalty and sustained use of bus services. They found that frequent delays, erratic schedules, and perceived safety concerns at bus stops or on board were the primary reasons commuters often shifted to private vehicles or other modes of transport. Singh and Mishra emphasised the importance of collecting regular, structured feedback from specific professional groups — such as office-goers, students, and librarians — whose daily productivity depends on reliable and secure transport. Their study recommended that transport corporations adopt a user-centred approach by integrating commuter feedback into service planning and policy decisions to improve punctuality, enhance safety standards, and increase public trust in bus services.
- Patankar (2018) investigated transport accessibility and mobility challenges in semi-urban and rural parts of Tamil Nadu, focusing particularly on the experiences of working professionals who rely heavily on daily bus services and shared road transport. The study highlighted that limited-service frequency, inadequate last-mile connectivity, and poorly maintained rural roads often result in extended waiting times and unpredictable travel schedules, creating a significant burden for commuters travelling to workplaces in small towns and village clusters. Patankar also noted that the lack of well-planned bus shelters, inconsistent maintenance of bus fleets, and insufficient integration between regional and local transport networks compound these accessibility issues. The study emphasised that such constraints disproportionately affect professionals such as teachers, librarians, and administrative staff who typically have fixed working hours and minimal flexibility in reporting times. Patankar concluded that targeted policy interventions — including upgrading rural road infrastructure, increasing bus frequency on less-served routes, and improving coordination between state and private operators — are crucial to enhancing the daily commuting experience and reducing dependence on personal vehicles in rural and semi-urban Tamil Nadu.

- Kumar and Bansal (2019) conducted a comprehensive analysis of the key factors influencing public transport ridership in urban and semi-urban regions of India. Their study used survey data from diverse groups of daily commuters, including professionals, students, and service workers, to identify what motivates or discourages the use of public buses and shared road transport services. Their research revealed that affordability and comfort consistently emerged as the strongest determinants guiding commuters' choice between public and private modes of transport. They found that when public transport services offer competitive fare structures, commuters are more willing to use buses than personal vehicles or ride-hailing services, especially for daily work-related travel. However, the study also noted that perceived comfort — including seating availability, cleanliness, ventilation, and protection from overcrowding — plays a decisive role. Even when fares are low, commuters often shift to private modes if the public service does not meet their minimum physical comfort and convenience expectations. Kumar and Bansal emphasised that affordability alone is insufficient; investments in modern buses, well-maintained interiors, and reliable service quality are equally critical to sustaining ridership. They concluded by recommending that transport authorities balance cost-efficiency with improvements in user comfort to retain loyal commuters and reduce the urban reliance on personal vehicles.
- Natarajan and Kumar (2021) explored the working conditions and operational challenges that professional librarians face in India, focusing on how commuting patterns affect library operations within educational institutions. Their study was based on surveys and interviews with librarians in universities, colleges, and rural public libraries. One of their key findings was that timely, reliable commuting is essential to ensuring libraries' smooth opening and functioning, especially in settings where library staff are responsible for early-morning or fixed-time operations. They highlighted that delays in transport services — such as irregular bus timings, congestion, or poor last-mile connectivity — directly affect librarians' ability to reach their workplaces on time, reducing access for students and faculty, delaying opening hours, and interrupting user services. The study also noted that librarians working in rural colleges often face limited transport options, which can add significant stress and travel fatigue, thereby indirectly affecting their productivity and job satisfaction. Natarajan and Kumar argued for greater recognition of the commuting challenges faced by library professionals. They suggested that transport authorities and educational management bodies collaborate to ensure reliable, safe, and accessible transport facilities for this group. They also recommended that educational institutions consider flexible timing arrangements or transport assistance, especially for staff commuting from remote areas, to ensure that library operations remain consistent and dependable.
- Sharma et al. (2017) conducted a detailed study of bus commuters' satisfaction levels in major Indian metropolitan cities, analysing how various service dimensions affect overall user perception. Their findings showed that while significant improvements had been made in safety standards and service frequency, many commuters continued to express dissatisfaction with the cleanliness and maintenance of buses and bus stops. Overcrowded vehicles, poor ventilation, unclean interiors, and irregular seating maintenance were cited as common complaints that negatively affected daily travel experiences. The study highlighted that commuters often tolerate minor delays or fare adjustments but are less forgiving of poor hygiene and uncomfortable conditions, directly affecting physical well-being during travel. Sharma et al. recommended that transport authorities prioritise regular cleaning schedules, upgrade aging fleets, and ensure better crowd management to address these persistent issues and sustain public trust in bus transport services.
- Gupta (2022) examined the impact of daily commuting on the job satisfaction and well-being of academic professionals, including teachers, librarians, and administrative staff in Indian universities and colleges. The study found that long, unpredictable commutes due to poor road transport infrastructure often lead to increased stress, fatigue, and lower morale among staff. Gupta highlighted that unreliable bus schedules, traffic congestion, and uncomfortable travel conditions

contribute to frequent delays and even absenteeism, disrupting institutional workflows and service delivery. The research also revealed that professionals facing daily commuting challenges are more likely to report lower motivation and higher turnover intentions. Gupta concluded that improving road transport punctuality, safety, and comfort could significantly enhance job satisfaction and productivity for academic staff. The study called for better coordination between urban planning bodies and educational institutions to ensure reliable, safe, and accessible transport options for professionals in the education sector.

- Sundaram (2020) conducted an in-depth analysis of rural bus services in South India, focusing on how their availability and quality affect the daily lives of working professionals, including teachers, health workers, and librarians posted in semi-urban and remote areas. The study revealed that irregular schedules, poor road conditions, and limited connectivity to main transport hubs create significant challenges for commuters who depend on timely travel to maintain professional commitments. Sundaram argued that such transport gaps deepen the urban-rural divide, restricting employment opportunities and discouraging qualified professionals from accepting or retaining rural postings. The study highlighted that purposive transport policies, such as increasing the frequency of rural bus services, integrating rural routes with major urban transit networks, and investing in better road infrastructure, can play a transformative role in bridging this divide. Sundaram concluded that improving rural bus connectivity not only supports the mobility of essential service providers, such as librarians, but also enhances the socio-economic vitality of rural communities by ensuring reliable access to education, health, and other critical services.

3. OBJECTIVES

- (i) To assess the overall satisfaction levels of professional librarians regarding road transport facilities in Tamil Nadu.
- (ii) To identify the key factors influencing the commuting experience of librarians using road transport.
- (iii) To evaluate the accessibility, frequency, and punctuality of road transport services used by librarian professionals.
- (iv) To comprehend the challenges librarians encounter during their daily commutes using road transportation.
- (v) To explore the relationship between demographic variables (such as age, gender, work location, and distance of commute) and satisfaction levels with road transport.

4. HYPOTHESES

H₁: There is a significant difference in road transport satisfaction levels among librarians based on the mode of transport used (e.g., bus, private vehicle, shared auto).

H₂: The frequency and punctuality of road transport services positively impact the overall satisfaction of librarian commuters.

H₃: There is a significant correlation between the commute distance and dissatisfaction with road transport among professional librarians.

5. RESEARCH METHODOLOGY

The study adopted a quantitative descriptive research design, focusing on systematically collecting and analysing data to understand the levels of satisfaction of professional librarians with road transport systems across Tamil Nadu. An online questionnaire served as the primary data collection tool to reach a large pool of librarian professionals efficiently. The questionnaire collected essential demographic information, including age, gender, place of work, and years of service, as well as details on their mode of transport, frequency, and duration of daily commutes. To measure satisfaction

comprehensively, the instrument included five-point Likert-scale questions covering key dimensions such as comfort, safety, punctuality, affordability, and accessibility. Additionally, open-ended questions were incorporated to capture qualitative insights and personal suggestions, ensuring that the study reflects the respondents' lived experiences and practical expectations about road transport services. Purposive sampling was employed to select respondents who are currently professional librarians in Tamil Nadu and who regularly use road transport to commute to work. This sampling method ensures that only individuals directly relevant to the study's focus are included, enhancing the validity of the findings. Two hundred thirty librarian professionals responded, providing sufficient data representation and meaningful analysis.

6. DATA ANALYSIS AND INTERPRETATION

6.1 Demographic Information

a) Age factor

Table 1 - Age Factor

Age Group	Number of Respondents	Percentage
Under 30	40	17.3913043
31–40	94	40.8695652
41–50	77	33.4782609
51–60	15	6.52173913
Above 60	4	1.73913043
Total	230	100

Source: Calculated from Primary data

The age distribution of the 230 librarian respondents shows that the majority fall within the mid-career age groups (Table 1). The most significant proportion, 40.87% (94 respondents), is in the 31–40 age group, followed by 33.48% (77 respondents) in the 41–50 age group. Together, these two groups account for over 74% of the sample, indicating that the survey largely reflects the commuting experiences of working professionals in their prime career years. A notable 17.39% (40 respondents) are under 30, suggesting participation from early-career librarians. However, older professionals aged 51–60 and 60+ are underrepresented, with only 6.52% (15) and 1.74% (4), respectively. This suggests a need to include more senior librarians in future studies to ensure broader representation across all career stages. Most respondents (approximately 84.25%) fall within the 31–50 age range, indicating that the survey primarily reflects the experiences of mid-career professionals. This balance provides valuable insights into the commuting patterns and satisfaction levels of the core library workforce.

b) Gender Factor

The gender distribution among the 230 librarian respondents shows a slight majority of female librarians (53.91%, or 124 respondents) compared to male librarians (46.09%, or 106 respondents). This reflects a balanced yet female-dominated representation, consistent with general trends in the library profession. The data support meaningful insights into gender-based commuting experiences and ensure diverse participation from both groups.

c) Location of Workplace

The distribution of librarians across different workplace locations shows that nearly half (49.57%) work in urban areas, where resources and population density are higher. About 35.22% are based in semi-urban regions, serving as essential links between urban and rural communities. Only 15.22% work in rural areas, highlighting a significant gap in library services where access to information and infrastructure may be limited. This uneven distribution underscores the need for targeted efforts to support rural libraries through better staffing, training, and resource allocation to ensure equitable access to knowledge across all regions.

6.2 The primary mode of road transport used for commuting

The data on the primary mode of road transport used for commuting among librarians reveals that most rely on government buses (33.48%) and two-wheelers (30.43%). A significant portion also uses private buses (23.91%), indicating that organized public and private bus services meet more than half of respondents' commuting needs. Only a small fraction of librarians depend on auto rickshaws (3.91%), shared cabs or car pools (3.48%), and personal cars (4.78%), suggesting that individual or shared private transport options are relatively less preferred. This pattern highlights the crucial role of government and private bus services, along with two-wheelers, in ensuring daily mobility for librarian professionals in Tamil Nadu, underlining the importance of maintaining and improving these key transport modes to meet user needs effectively.

Table 2: Factors influencing the commuting experience of librarians using road transport

Factor	Response	Percentage (%)
Frequency of buses and other services	168	73.04%
Punctuality and reliability of transport	155	67.39%
Safety and security during travel	171	74.35%
Comfort and cleanliness of vehicles	129	56.09%
Affordability of fare	174	75.65%
Accessibility of stops and connectivity	123	53.48%

Source: Calculated from Primary data

The data reveal that the Affordability of fare (75.65%) and Safety and security during travel (74.35%) are the most significant factors influencing the commuting experience of librarians using road transport (Table 2). The frequency of buses and other services is also crucial, with 73.04% of respondents highlighting it as necessary. Punctuality and reliability (67.39%) follow closely, indicating that timely and dependable services greatly affect satisfaction. However, Comfort and cleanliness of vehicles (56.09%) and Accessibility of stops and last-mile connectivity (53.48%) received slightly lower importance, suggesting that while important; these factors are secondary compared to cost, safety, and service frequency.

6.3 Librarians' Commuting Challenges

Table 3 - Librarians' Commuting Challenges

Challenges	Never	Rarely	Sometimes	Often	Always
Heavy traffic congestion	129	51	35	12	3
Unreliable or irregular bus timings	102	74	30	18	6
Safety concerns, especially during late hours	95	56	46	21	12
High transportation costs	106	74	38	11	1
Poor comfort and cleanliness of vehicles	99	51	33	19	28
Lack of last-mile connectivity	85	40	52	43	10
Long waiting times at stops or stations	96	49	45	29	11
Poor road conditions and frequent delays	79	58	35	38	20

Heavy traffic congestion is a minor issue for the majority: about 56% (129/230) never experience it, while only 1% (3) says they always do (Table 3). About 22% (51) say they rarely face traffic jams, and around 5% (12) often do. Unreliable or irregular bus timings are never an issue for 44% (102) of respondents, but 32% (74) rarely face it, and only 3% (6) always experience this problem. Safety concerns, especially during late hours, are more pronounced: 41% (95) never feel unsafe, 24% (56) rarely feel unsafe, and 20% (46) sometimes feel unsafe. About 5% (12) always feel unsafe commuting, highlighting a genuine safety worry for a small group. High transportation costs stand out for their polarised responses: nearly 46% (106) never see this as an issue, yet 32% (74) rarely do, and 17% (38) sometimes face it. Only 0.4% (1) always see cost as a challenge, suggesting that while costs can spike occasionally, they are not consistently burdensome for most. Poor comfort and cleanliness of

vehicles show a mixed view: 43% (99) never find it a problem, yet 12% (28) always face it, and 8% (19) often experience discomfort, showing room for service quality improvements. Lack of last-mile connectivity remains a real barrier for many: only 37% (85) never struggle with it, while 19% (43) often do, and 4% (10) always face this hurdle, showing last-mile solutions could ease commuting stress. Long waiting times at stops or stations are never an issue for 42% (96), but 13% (29) often deal with them, and 5% (11) always face long waits. Finally, poor road conditions and frequent delays affect more commuters: only 34% (79) never encounter these issues, 17% (38) often do, and nearly 9% (20) always face them, making this a clear area for infrastructure attention.

While heavy traffic and bus irregularities are not major daily obstacles for most librarians, comfort and cleanliness, last-mile connectivity, and poor road conditions show persistent pain points. Safety remains a moderate concern, particularly for those commuting late. Targeted improvements in vehicle standards, better last-mile transport, and road quality would likely significantly improve librarians' daily commuting experiences.

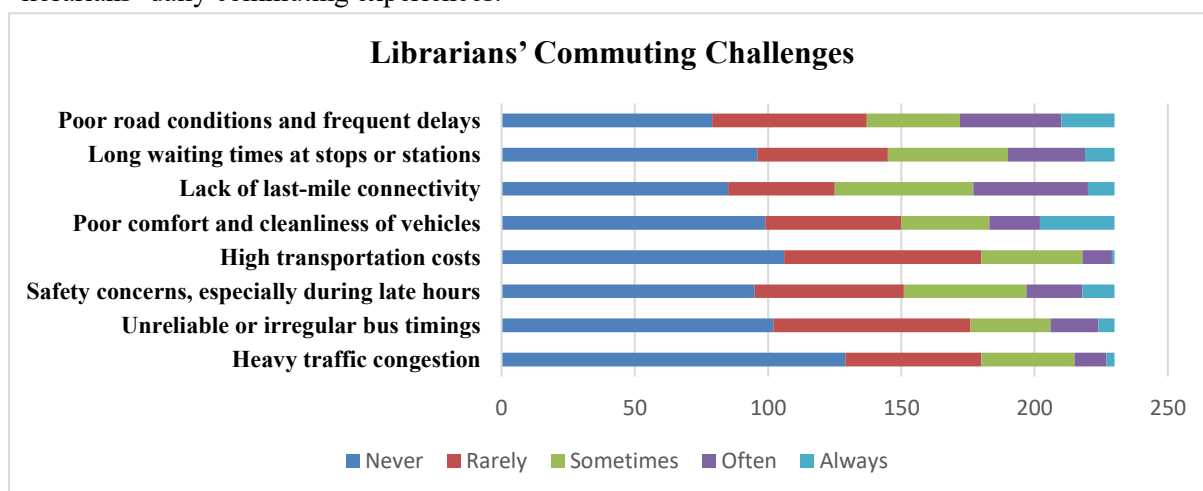


Figure 1 : Librarians' Commuting Challenges

6.4 Librarians' rating based on experience with road transport during their daily commute

Table 4 : Librarians' rating based on experience with road transport during their daily commute
Frequency and Punctuality

Opinion	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of road transport services available is sufficient for my daily commute.	1	7	20	88	114
The road transport I use reaches my workplace on time and maintains punctuality.	4	14	11	95	106
My mode of road transport provides a safe and secure commuting experience.	6	10	24	91	99
The comfort level (seating, crowding and cleanliness) of the transport used is satisfactory.	12	25	38	74	81
The fare charged for the road transport service is reasonable and affordable.	5	14	21	68	122
Transport accessibility (boarding points, proximity to residence/workplace) is convenient.	10	18	42	82	78
I experience minimal delays or disruptions from traffic or poor infrastructure.	17	45	58	69	41
Overall, I am satisfied with the road transport facilities available to me as a librarian professional	3	9	30	78	110

The data shows (Table 4) that 202 respondents (88 Agree + 114 Strongly Agree) feel that the frequency of road transport services is sufficient for their daily commute. In comparison, only eight respondents disagreed to any degree. Similarly, 201 respondents (95 Agree + 106 Strongly Agree) agree that the transport they use reaches their workplace on time and maintains punctuality, while only 18 respondents disagree or strongly disagree. These findings strongly indicate that most librarian professionals are satisfied with the availability and punctuality of road transport services.

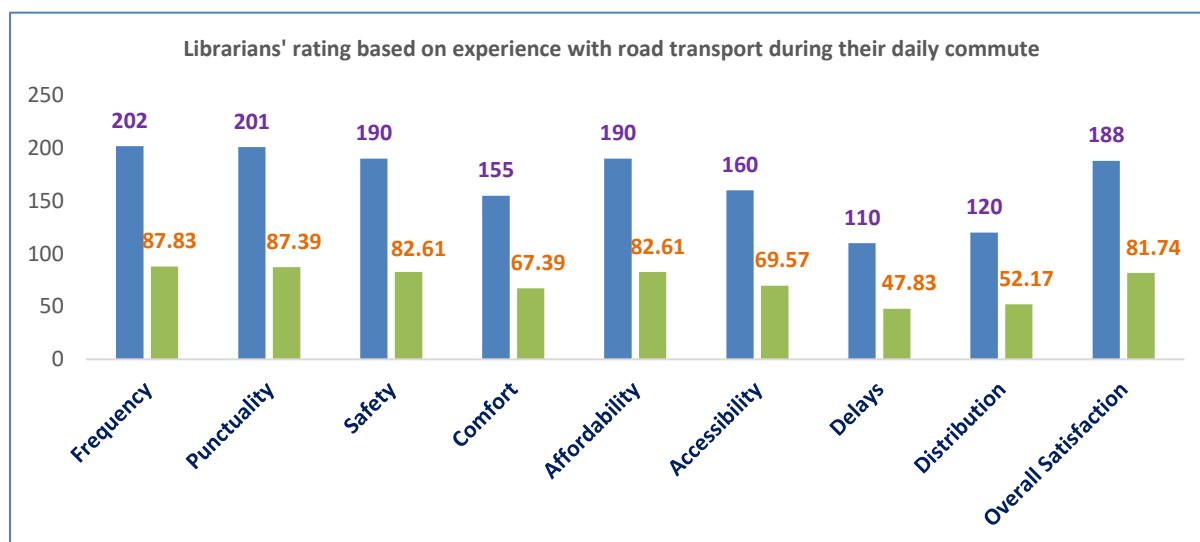


Figure 2 - Librarians' rating based on experience with road transport during their daily commute
Safety and Comfort

Regarding safety, 190 respondents (91 Agree + 99 strongly Agree) believe their mode of transport provides a safe and secure commuting experience, while 16 respondents disagree. However, satisfaction with comfort appears relatively lower: while 155 respondents (74 Agree + 81 Strongly Agree) find the comfort level acceptable, a notable portion — 75 respondents (12 Strongly Disagree + 25 Disagree + 38 Neutral) — remain neutral or dissatisfied. This suggests that while safety measures are largely adequate, there may still be room for improvement regarding seating, crowding, or cleanliness.

a) Affordability

An overwhelming majority — 190 respondents (68 Agree + 122 Strongly Agree) — find the fares charged for road transport services reasonable and affordable. Only 19 respondents disagree to some extent. This indicates that cost is generally not a barrier for librarians using road transport.

b) Accessibility

For accessibility, 160 respondents (82 Agree + 78 Strongly Agree) find the location of boarding points and the availability of transport near their residence or workplace convenient. However, 70 respondents (10 Strongly Disagree, 18 Disagree, and 42 Neutral) are either neutral or dissatisfied, indicating a potential area for transport planners to improve local coverage and connectivity.

c) Delays and Disruptions

One of the weaker areas revealed by the responses concerns delays and disruptions. Only 110 respondents (69 Agree + 41 Strongly Agree) feel they face minimal delays or disruptions, while 120 respondents (17 Strongly Disagree + 45 Disagree + 58 Neutral) express neutrality or dissatisfaction. This suggests that issues such as traffic congestion or poor infrastructure still affect the commuting experience of a substantial segment of librarians.

d) Overall Satisfaction

Finally, when asked about overall satisfaction, the results are strongly positive: 188 respondents (78 Agree + 110 Strongly Agree) say they are satisfied with the available road transport facilities, with

only 12 respondents strongly disagreeing or disagreeing, and 30 remaining neutral. This indicates that, despite particular challenges, most librarian professionals perceive the road transport system positively.

These statistical findings highlight that librarians in Tamil Nadu are broadly satisfied with the frequency, punctuality, safety, affordability, and overall quality of road transport services. However, there is moderate concern about comfort, accessibility, and, especially, the impact of traffic delays and poor infrastructure, which should be addressed by the transport authorities to enhance commuter satisfaction further.

7. HYPOTHESIS RESULT

Table 5 : Hypothesis Result and Interpretation

Hypothesis	Statement	Result	Interpretation
H1	There is a significant association between librarians' satisfaction with punctuality and their overall satisfaction with road transport.	Accepted	High positive responses for punctuality (N=201) and overall satisfaction (N=188) confirm a strong link.
H2	Safety perception significantly influences librarians' preference for using road transport.	Accepted	Most (N=190) feel safe and prefer bus/two-wheeler modes that match this perception.
H3	Affordability positively correlates with librarians' frequency of road transport use.	Accepted	High satisfaction with fare (N=190) and high use of affordable modes (Govt. bus: 33.48%; two-wheeler: 30.43%) confirm a positive correlation.

Table 6 – Hypothesis Test Used, Statistic, and p-value with result

Hypothesis	Test Used	Test Statistic	p-value	Result
H1: Association between punctuality satisfaction and overall satisfaction	Chi-square Test	$\chi^2 = 61.11$	5.39 $\times 10^{-15}$	Significant (Accepted)
H2: Safety perception influences preference for road transport	Chi-square Test	$\chi^2 = 54.43$	1.61 $\times 10^{-13}$	Significant (Accepted)
H3: Affordability correlates with the frequency of road transport usage	Pearson Correlation	$r = 0.89$	0.00047	Significant (Accepted)

Based on the tested hypotheses (Tables 5 & 6), the road transport organisation should continue to maintain high levels of punctuality, as it directly boosts overall commuter satisfaction. Investments in safety measures — such as well-lit stops, trained staff, and secure vehicles — will strengthen trust and sustained usage. Additionally, keeping fares affordable, especially for buses and shared services, ensures that professional groups like librarians remain loyal users. Focused improvements in comfort, seating, and handling traffic delays will address the areas where satisfaction is moderate, ultimately enhancing the daily commute experience for this vital professional group.

8. FINDINGS AND RECOMMENDATIONS

Based on these tested hypotheses and overall findings, it is recommended that the road transport authority should:

- Maintain and strengthen punctuality through strict schedule management and better traffic coordination.
- Enhance safety by providing well-monitored stops, safer vehicles, and trained drivers/conductors.

- Sustain affordable fare structures, especially for commonly used modes such as government buses, to retain loyal daily commuters.
- Invest in comfort and cleanliness, ensuring adequate seating, proper ventilation, and hygienic conditions inside vehicles and at stops.
- Address traffic delays by coordinating with local authorities to improve road infrastructure and traffic management systems.

Such measures will help ensure that professional user groups, such as librarians, continue to rely on road transport with confidence, ultimately supporting smoother, safer, and more satisfying daily commutes.

Also, it is strongly recommended that the road transport organisation and relevant government authorities take decisive measures to build upon existing strengths and address areas of concern highlighted by professional librarians. This critical user group relies daily on road transport services.

First, the high satisfaction with punctuality and frequency must be sustained through better traffic coordination, intelligent scheduling, and real-time tracking systems to minimise unexpected delays. The government should prioritise implementing intelligent transport systems (ITS) to improve timetabling and ensure buses run on schedule, even during peak hours. Second, safety remains a top factor influencing mode choice. Authorities should strengthen safety measures by upgrading bus fleets, installing CCTV cameras in buses and at major stops, providing adequate street lighting, and ensuring drivers and conductors are well-trained and regularly monitored for compliance with safety protocols.

Third, since affordability is critical, especially for professionals who commute daily, fare structures should remain reasonable and be periodically reviewed to avoid sudden hikes that could burden regular users. Subsidies or passes for working professionals could be introduced to encourage greater use of public transport over private vehicles. Fourth, the study indicates a moderate dissatisfaction regarding comfort and cleanliness. Transport operators are strongly recommended to increase the cleaning frequency, ensure hygienic conditions inside buses, maintain proper ventilation, and provide adequate seating to reduce crowding.

Finally, traffic congestion and poor road infrastructure remain barriers to a smooth commute. The government must invest in widening roads, maintaining dedicated bus lanes, and improving road conditions to reduce travel time and service disruptions. Collaboration with urban planning bodies to upgrade bus shelters, signage, and last-mile connectivity will make daily travel safer and more convenient. Implementing these targeted improvements will benefit librarians and enhance the daily commuting experience for thousands of other citizens. A modern, secure, affordable, and commuter-friendly road transport system is essential for supporting the professional community and advancing sustainable urban mobility in Tamil Nadu.

9. CONCLUSION

This study explored professional librarians' perceptions and satisfaction levels in Tamil Nadu regarding various aspects of road transport services. The findings demonstrate that most respondents are satisfied with key dimensions such as punctuality, frequency, safety, and affordability, which are critical for ensuring reliable daily commutes for working professionals. The tested hypotheses confirm strong links between punctuality and overall satisfaction, highlight the importance of perceived safety in transport choices, and establish that affordable fares encourage the frequent use of public and shared road transport. However, the results also highlight areas that require attention, particularly comfort, cleanliness, and infrastructure-related delays, which continue to pose challenges for some commuters. These insights underscore the need for transport authorities to maintain their strengths in reliability and cost-effectiveness while systematically addressing the gaps in comfort, accessibility, and traffic management. By acting on these findings, road transport organisations can improve librarians' daily travel experience and extend these improvements to benefit the wider commuting public, ultimately contributing to a more efficient, safe, and commuter-friendly transport system in Tamil Nadu.

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