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<td>Analysis of Variance</td>
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<tr>
<td>ATT</td>
<td>Attitude of the Passengers</td>
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<td>BPSS</td>
<td>Bus Passenger Satisfaction Survey</td>
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<td>BRTS</td>
<td>Bus Rapid Transit System</td>
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<td>CARES</td>
<td>Customer Analysis and Retention System</td>
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<tr>
<td>CCCL</td>
<td>Consolidated Construction Consortium Limited</td>
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<tr>
<td>CMBT</td>
<td>Chennai Mofussil Bus Terminus</td>
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<tr>
<td>CMDA</td>
<td>Chennai Metropolitan Development Authority</td>
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<tr>
<td>CRM</td>
<td>Customer Relationship Management</td>
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<tr>
<td>DF</td>
<td>Degree of freedom</td>
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<td>DS</td>
<td>Dissatisfied</td>
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<td>GDP</td>
<td>Gross Domestic Product</td>
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<td>H</td>
<td>Hypothesis</td>
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<tr>
<td>HDS</td>
<td>Highly Dissatisfied</td>
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<tr>
<td>HS</td>
<td>Highly Satisfied</td>
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<td>ISO</td>
<td>International Organisation for Standardization</td>
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<td>M</td>
<td>Mean Value</td>
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<tr>
<td>MTC</td>
<td>Metropolitan Trasport Corporation</td>
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<td>N</td>
<td>Neutral</td>
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<td>OTA</td>
<td>Officers Training Academy</td>
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<td>PBTS</td>
<td>Public Bus Transportation System</td>
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<td>POB</td>
<td>Private Omni Buses</td>
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<td>PSY</td>
<td>Psychological behavior</td>
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<td>PTE</td>
<td>Pre-travel expectation</td>
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<td>PTO</td>
<td>Post-travel Opinion</td>
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<td>RUCC</td>
<td>Rail Users Consultative Committee</td>
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<td>S</td>
<td>Satisfied</td>
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<td>Abbreviation</td>
<td>Description</td>
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<tr>
<td>SETC</td>
<td>State Express Transport Corporation</td>
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<td>Sig.</td>
<td>Level of Significance</td>
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<td>SQA</td>
<td>Service Quality Attributes</td>
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<tr>
<td>STUs</td>
<td>State Transport Units</td>
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<tr>
<td>TNSTC</td>
<td>Tamil Nadu State Transport Corporation</td>
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<tr>
<td>TTC</td>
<td>Thiruvalluvar Transport Corporation</td>
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<td>UK</td>
<td>United Kingdom</td>
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