

# Customer Satisfaction towards Electric Vehicles in Kollam district

## ***Abstract***

The shift from conventional vehicles to electric vehicles is gaining popularity globally, driven by environmental issues, rising fuel costs and the pursuit of sustainable energy solutions. In India, the transition is supported by government initiatives and growing public awareness about its benefits. Kerala, known for its environmental focus, has taken active steps to promote EV adoption, yet customer satisfaction remains a key factor in ensuring the long term success of this transition. This study examines the satisfaction levels of electric vehicle users in Kollam district, aiming to identify the key factors influencing purchase decisions, evaluate user experiences and highlights common challenges. The results reveal that while users appreciate the low running and maintenance costs, concerns remain regarding charging time and infrastructure availability.

***Keywords: Electric Vehicle, Customer satisfaction***

## **Introduction:-**

The growing concerns regarding environmental pollution, rising fuel prices, and the need for energy sustainability alternatives have accelerated the global transition from conventional vehicle to electric vehicle. In India, the electric vehicle industry has witnessed steady growth, largely driven by government policies, subsidies and increased public awareness. Within this framework, Kerala has demonstrated notable commitment in environmental sustainability, has positioned it as a pioneer in advancing electric vehicle adoption.

Despite the growing popularity of electric vehicles, customer satisfaction plays a major role in determining the long-term success of this transition. The level of satisfaction are influenced by multiple aspects such as affordability, availability of charging stations, vehicle performance, comfort, after sales service and maintenance costs. While nowadays many consumers prefer electric vehicles for their economic benefits and eco-friendliness, but their overall experience is largely influenced by the availability and quality of supporting services and infrastructure available in their locality.

This study focuses on analysing the level of satisfaction of electric vehicle users in Kollam district. The study aims to provide insight into the effectiveness of current policies and infrastructure in supporting EV adoption, by analysing their experiences, preferences and challenges. The result of the study can help the stakeholders to strengthen the overall electric vehicle infrastructure.

## **Review of Literature :-**

Mohamed.M, Tamil Arasan et al., (2018) explores both the opportunities such as environmental benefits, cost efficiency and reduced dependence on fossil fuels, and the challenges like limited charging infrastructure, high battery cost, and the need for sufficient government supports, in promoting electric vehicle adoption in India. The study concluded by addressing these challenges through policy support and infrastructure development are crucial for the widespread acceptance of electric vehicles in India.

M.Kalimuthu and Sugeerthi AV (2023) in their study, pointed out that electric vehicles are the rapidly growing segment of automotive industry, as more people are opting for environmental friendly and cost-effective alternatives to traditional vehicles. However, there are still challenges to overcome, such as limited availability of charging infrastructure and limited range of EV models.

Nagesh, Mulugeta.etal (2024) developed a conceptual framework that integrates various theoretical perspectives, offering insights into the key underlying drivers of consumer behaviour in the electric vehicle market while addressing barriers to their widespread acceptance.

Kanujiya, Punit.etal, identified several factors influencing the adoption of electric vehicles, including environmental concerns, cost savings and technological advancements. They emphasized that social influence, especially recommendations from peers and family, plays a significant role in shaping consumer decisions regarding electric vehicles. Despite their growing popularity, the study concluded that challenges such as limited charging infrastructure and range anxiety continue to hinder widespread acceptance.

## **Statement of the problem:-**

The adoption of electric vehicle in India is steadily growing, yet customer satisfaction remains a critical factor in determining their long-term acceptance. In Kerala, even

though various policies and initiatives promote sustainable mobility, challenges still affect user experiences. In Kollam district, there is insufficient research evidence to assess how far consumers are satisfied with electric vehicles and the difficulties they face in their usage. In this context it is essential to assess the level of satisfaction of customers in this region, identify existing gaps and recommend measures to enhance electric vehicle adoption

#### **Objectives:-**

1. To identify the factors influencing respondents to purchase electric vehicles.
2. To assess the level of satisfaction of customers towards electric vehicles.
3. To find out the major challenges faced by customers while using electric vehicles.

#### **Scope of the study:-**

Research design of the study is descriptive in nature and employs a survey method to examine the customers' satisfaction towards electric vehicles. The scope of the study is analysing the satisfaction levels, challenges faced and experiences of electric vehicle users in Kollam district.

#### **Methodology:-**

The study used Judgement sampling method, selecting only electric vehicle users as respondents to ensure relevant and reliable data. Primary data was collected from seventy-five respondents through a structured questionnaire focussing on user-experiences, level of satisfaction and challenges faced. Percentage analysis and chi-square test were used to analyse data.

#### **Results and Discussions:-**

Table 1 provides a summary of the demographic characteristics including gender, age, educational qualification, income and occupation of respondents. This data is essential for understanding the relevance of the respondents in the context of the study on customer satisfaction with electric vehicle. The study examines the factors influencing the adoption of electric vehicles, level of satisfaction and challenges faced by the respondents. The following findings and interpretations are based on the data provided.

**Table 1. Demographic Distribution**

Variable	Classification	No of Respondents	Percentage of Respondents
Gender	Male	48	64
	Female	27	36
	Other		
Age	18-25	18	24
	25-40	29	39
	40- 60	22	29
	Above 60	6	8
Educational Qualification	SSLC	12	16
	Higher Secondary	19	25
	Degree	28	37
	Post Graduate and above	16	22
Monthly Income	Below 20000	8	11
	20001-50000	14	19
	50001-100000	24	31
	Above 100000	29	39
Occupation	Government Employee	21	28
	Private Employee	17	24
	Self employed	20	27
	Student	8	12
	Others	7	9

94 Source- Primary Data

95 The survey results show that majority of respondents are male, and the dominant age  
96 group is 25–40 years. Most respondents hold at least a degree-level qualification, with  
97 37% being graduates and 22% having postgraduate education. A significant portion of  
98 the respondents (39%) earn a monthly income above ₹100,000. Regarding occupation,  
99 government employees form the largest group of 28%, closely followed by self-  
100 employed individuals (27%). Overall, the data reflects a respondent pool that is relatively  
101 well-educated and financially stable

102 **Factors influencing the purchase of Electric Vehicle**

103 **Table 2 Factors influencing the purchase of Electric Vehicle**

Particulars	Number of Respondents	Percentage
Low Running Cost	28	37
Convenience of Charging at home	12	16
Environmental Friendly	5	7
Comfort	15	20
Low Maintenance cost	9	12
Others	6	8
Total	75	100

Source : Primary data

The most influencing factor driving the purchase of electric vehicles is the low running cost, highlighted by 37% of participants. This is followed by comfort (20%) and the convenience of charging at home (16%), indicating that both cost-efficiency and ease of use play key roles in consumer decision-making. Less emphasis was placed on environmental concerns (7%) and low maintenance costs (12%), while only 8% selected other reasons. Overall, economic benefits appear to be the strongest motivator behind electric vehicle adoption.

### Level of Satisfaction on Availability of charging stations in Travel Routes

**Table 3** Level of Satisfaction on Availability of charging stations in Travel Routes

Particulars	No of Respondents	Percentage
Highly Satisfied	8	11
Satisfied	14	19
Neutral	22	29
Dissatisfied	24	32
Highly dissatisfied	7	9
Total	75	100

Source: Primary data

Table 3 shows level of satisfaction of respondents regarding the availability of charging stations along travel routes. While 30% of participants are satisfied or highly satisfied, the largest group remains neutral, making up 29% of the total. 41% of respondents expressed dissatisfaction, highlighting concerns over insufficient charging infrastructure.

### Level of Satisfaction on Charging time of Electric Vehicle

121 **Table 4 Level of Satisfaction on Charging time of Electric vehicles**

Particulars	No of Respondents	Percentage
Highly Satisfied	5	7
Satisfied	12	16
Neutral	18	24
Dissatisfied	23	31
Highly dissatisfied	17	22
Total	75	100

122 Source: Primary data

123 The data indicates that only a small portion of respondents (23%) are satisfied with the  
 124 charging time of electric vehicles. Whereas majority of respondents (53%), expressed  
 125 dissatisfaction or high dissatisfaction, indicating concerns about the length of charging  
 126 time. Meanwhile, 24% of participants remain neutral, reflecting uncertainty or mixed  
 127 experiences regarding charging times.

#### 128 **Level of Satisfaction on Comfort and Convenience**

129 **Table 5Level of Satisfaction on Comfort and Convenience**

Particulars	No of Respondents	Percentage
Highly Satisfied	32	43
Satisfied	38	51
Neutral	3	4
Dissatisfied	2	2
Highly dissatisfied	-	-
Total	75	100

130 Source: Primary data

131 The majority of respondents expressed high level of satisfaction with the comfort and  
 132 convenience of electric vehicles, with 43% highly satisfied and 51% satisfied. Only a  
 133 small fraction,4% remained neutral, and an even smaller number,2% reported  
 134 dissatisfaction.This indicates that most users find electric vehicles comfortable and  
 135 convenience to drive.

## Level of satisfaction on Maintenance cost of Electric Vehicle

**Table 6**Level of Satisfaction onMaintenance cost of Electric Vehicle

Particulars	No of Respondents	Percentage
Highly Satisfied	22	29
Satisfied	34	45
Neutral	12	16
Dissatisfied	7	10
Highly dissatisfied	-	-
Total	75	100

Source: Primary data

Most respondents are satisfied with the maintenance cost of electric vehicles, with 29% highly satisfied and 45% satisfied. However,16% remain neutral and 10% expressed dissatisfaction, indicating some concerns on maintenance expenses by smaller group.

## Level of Satisfaction on Overall Performance Electric Vehicle

**Table 7** Level of Satisfaction on Overall Performance of Electric vehicles

Particulars	No of Respondents	Percentage
Highly Satisfied	28	37
Satisfied	32	43
Neutral	5	7
Dissatisfied	8	10
Highly dissatisfied	2	3
Total	75	100

Source: Primary data

The data shows that majority of respondents are satisfied in the overall performance of electric vehicles with 37% highly satisfied and 43% satisfied.Despite concerns related to long charging times and limited availability of charging stations during travel, only a small percentage expressed dissatisfaction with overall performance.

## Challenges faced by Electric vehicle users

150 **Table 9 Challenges faced by Electric Vehicle users**

Problems	No of Respondents	Percentage
High Initial Cost	16	21
Long Charging time	21	28
Limited Charging stations	18	24
Range anxiety	10	13
Limited model availability and choice	1	1
Battery degradation and replacement	5	7
Insufficient After-sales service	3	5
Others	1	1
Total	75	100

151 Source: Primary data

152 The main challenges faced by electric vehicle users include long charging time (28%)  
 153 and limited availability of charging stations (24%) which are significant concerns of the  
 154 respondents. High initial cost is also a major issue, affecting 21% of respondents. Other  
 155 problems such as range anxiety, battery degradation and after-sales service were less  
 156 frequently reported but still contribute to the overall user experience

### 157 Hypothesis

158 Null Hypothesis (Ho): There is no significant relationship between gender and  
 159 satisfaction with overall performance of electric vehicle.

160 Alternate Hypothesis (H1): There is significant relationship between gender and  
 161 satisfaction with overall performance of electric vehicle.

162 **Table 10 Gender wise analysis on satisfaction with overall performance of electric**  
 163 **vehicle**

Gender	Male	Female	Total
Highly Satisfied	20	8	28
Satisfied	20	12	32
Neutral	3	2	5
Dissatisfied	4	4	8
Highly dissatisfied	1	1	2
Total	48	27	75



164

165 **Table 10** Computation of Chi square value

Observed Frequency(O)	Expected Frequency(E)	(O-E) <sup>2</sup> /E
20	17.92	0.23
8	10.08	0.43
22	20.48	0.11
10	11.52	0.20
3	3.2	0.01
2	1.8	0.02
2	5.12	1.90
6	2.88	3.44
1	1.28	0.06
1	0.72	0.12
<b>Total <math>\chi^2</math> value</b>		<b>6.52</b>

166

167 Calculated value is 6.52

168 Degree of freedom = (5-1) (2-1) =4

169 The table value of chi-square at 5% level of significance is 9.488

170 **Result:** As the calculated value (6.52) is less than the table value (9.488), we fail to  
 171 reject the null hypothesis. Therefore, there is no significant relationship between gender  
 172 and satisfaction with overall performance of electric vehicle.

173 **Conclusion**

174 The study highlights that electric vehicle users in Kollam district reported a high level of  
 175 satisfaction, particularly in terms of comfort, convenience, and maintenance costs.  
 176 However, challenges such as long charging time and limited charging infrastructure  
 177 remain key concerns affecting the overall user experience. The analysis also shows that  
 178 economic factors, like low running and maintenance costs, are primary motivators for  
 179 electric vehicle adoption. These findings can help relevant stakeholders in improving  
 180 infrastructure and services, thereby promoting wider acceptance of electric vehicles in  
 181 the region.

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