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**RFC7**

Orient/East-Med

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# RFC User Satisfaction Survey

# 2022

## SUMMARY

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Funded by  
the European Union

- Regulation (EU) No 913/2010 requires Rail Freight Corridors' (RFC) Management Board to gauge the satisfaction level of their users yearly and to publish the results of the survey
- RNE created a common platform of User Satisfaction Survey (USS) for all RFCs willing to participate, which has been launched in 2014
- During the RFC Network February, 2020 the elaboration of a new system has arisen. Main orientations: simplification and done in house (without external company). Based on this initiative a new research was launched in 2020
- In 2022 the invitees had the possibility for personal interview instead of online questionnaire.
- The new survey was elaborated by RNE Network Assistant and RFC Satisfaction WG members based on majority decisions
- **2022: 3rd wave of the new survey**  
Fieldwork: 19th September – 10th November, 2022

	Up till 2019	From 2020
<b>Target population:</b>	<ul style="list-style-type: none"> <li>users of corridor lines</li> </ul>	<ul style="list-style-type: none"> <li>users of corridor lines</li> </ul>
<b>Interview type:</b>	<ul style="list-style-type: none"> <li>CAWI (Computer Assisted Web Interview)                             <ul style="list-style-type: none"> <li>state of the art</li> <li>adequate for international, business target group</li> <li>can diminish the language barrier, hereby increase the response rate</li> <li>can filter inconsistency (e.g. illogical answer, invalid values)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Online interview (CAWI type, different research tool)                             <ul style="list-style-type: none"> <li>Presumably with same advantages</li> </ul> </li> </ul> <p><b>2022: possibility to choose replacement personal interview</b></p>
<b>Evaluation method:</b>	<ul style="list-style-type: none"> <li>6-point scales, from very dissatisfied to very satisfied <small>(comparable, nuanced results; shaded evaluation of areas' performance; clear information about whether the user is satisfied or not)</small></li> </ul>	<ul style="list-style-type: none"> <li>'Which are the priority areas for improvement on .....?' (issues of sufficiently differentiated results)</li> </ul>
<b>Maker:</b>	<ul style="list-style-type: none"> <li>An independent professional market research company (marketmind) was commissioned to conduct the fieldwork and the basic analysis</li> </ul>	<ul style="list-style-type: none"> <li>RNE RFC USS WG leader (RFC Network Assistant)</li> </ul>
<b>Research tool:</b>	<ul style="list-style-type: none"> <li>The commissioned market research company's program</li> </ul>	<ul style="list-style-type: none"> <li>Free online research tool, Survio</li> </ul>
<b>Questionnaire:</b>	<ul style="list-style-type: none"> <li>Standard questionnaire included harmonised blocks covering relevant topics, and RFC specific questions, competitive duration time, whereas detailed enough</li> </ul>	<ul style="list-style-type: none"> <li>Shorter questionnaire including the majority of relevant topics covered by the earlier survey and RFC specific questions (not comparable with former survey's data)</li> </ul>
<b>Process of questioning:</b>	<ul style="list-style-type: none"> <li>The respondent received only one link and had to fill up only one questionnaire, independently how many corridors they selected, because the program ran question by question showing at a question all selected corridors</li> </ul>	<ul style="list-style-type: none"> <li>They have to start the whole questionnaire from the very beginning in case of every selected corridor (guarantee issues of the same probability of response willingness for all selected corridors)</li> </ul>
<b>Fieldwork:</b>	<ul style="list-style-type: none"> <li>in September and October of the particular year, to have the information in the planning period of November</li> </ul>	<ul style="list-style-type: none"> <li>Same/similar</li> </ul>
<b>Output:</b>	<ul style="list-style-type: none"> <li>Overall report and RFC specific report, as well as RFC specific raw data table</li> </ul>	<ul style="list-style-type: none"> <li>Same/similar</li> </ul>

All RFCs have joined the research:



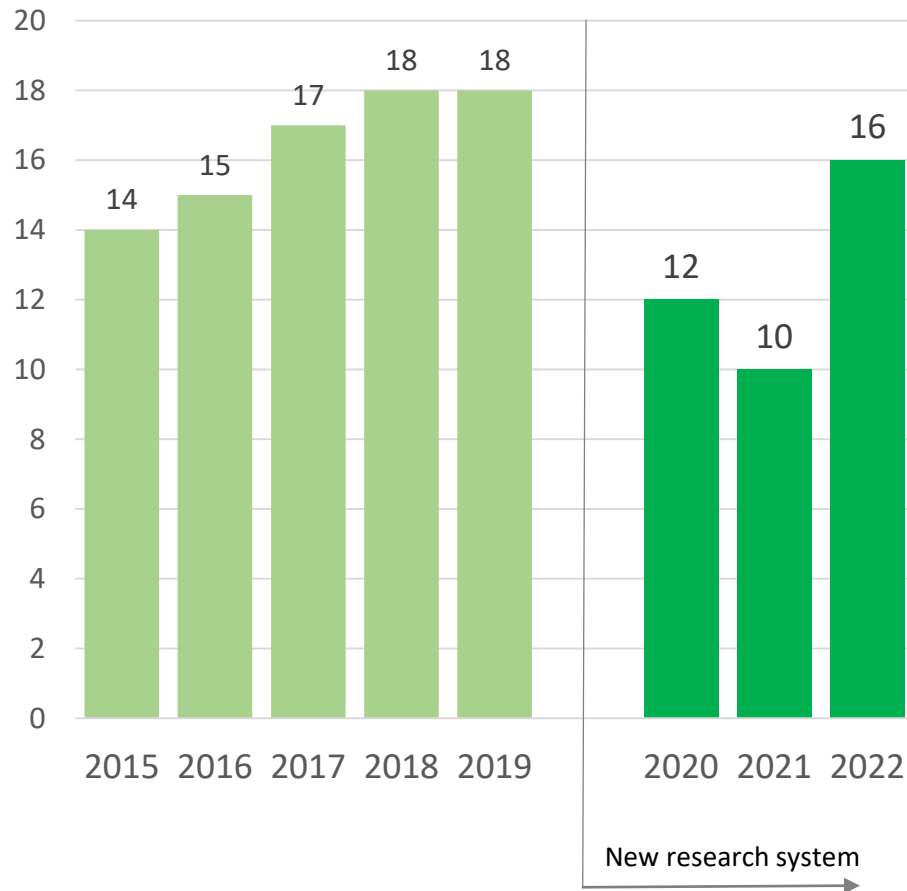
Positive development, strong message:  
**this is one network**

# Main results of RFC OEM 2022

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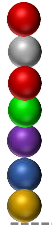
# The sample and a possible way of the analysis

Number of full interviews



- RFC OEM had 16 evaluations (15 companies)
- 14 RUs, 1 port
- +1: DB Cargo provided an aggregated written feedback
- Important increase in the number of interviews
  - 3 reasons affecting cumulatively can be assumed based on answers
    - New colleagues at the RUs
    - New RUs interested in RFC on the market
    - RFC RD cross effect
- But it is still a small sample size for a quantitative analysis, therefore we should analyse it as a qualitative sample focusing on the pattern and congestion of the answers and the main messages

# The priority areas for improvement

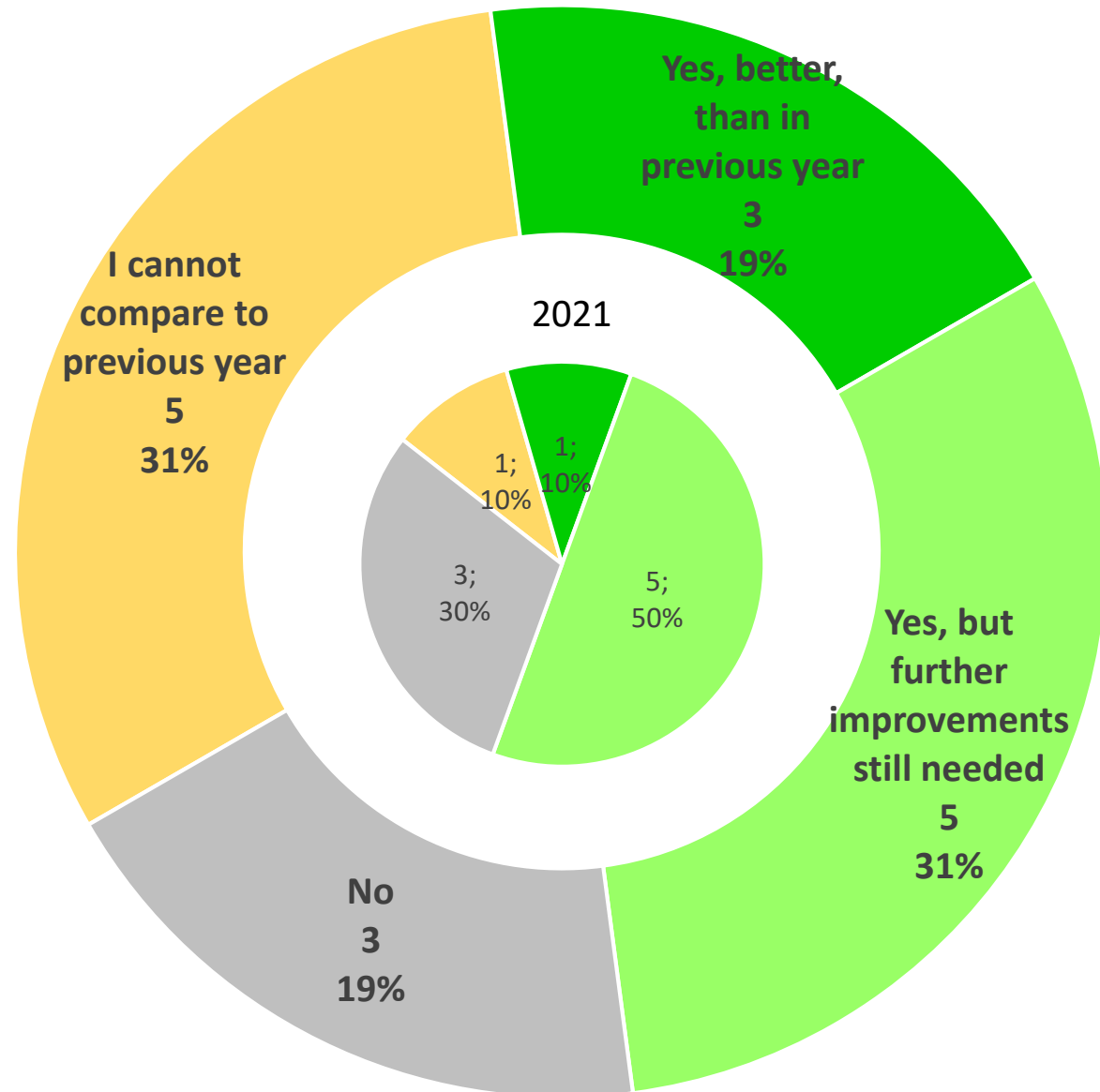
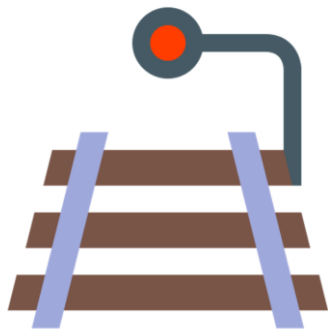


**Infrastructure**  
 and a mixture of different areas

The chart shows the number of respondents who selected the particular element.

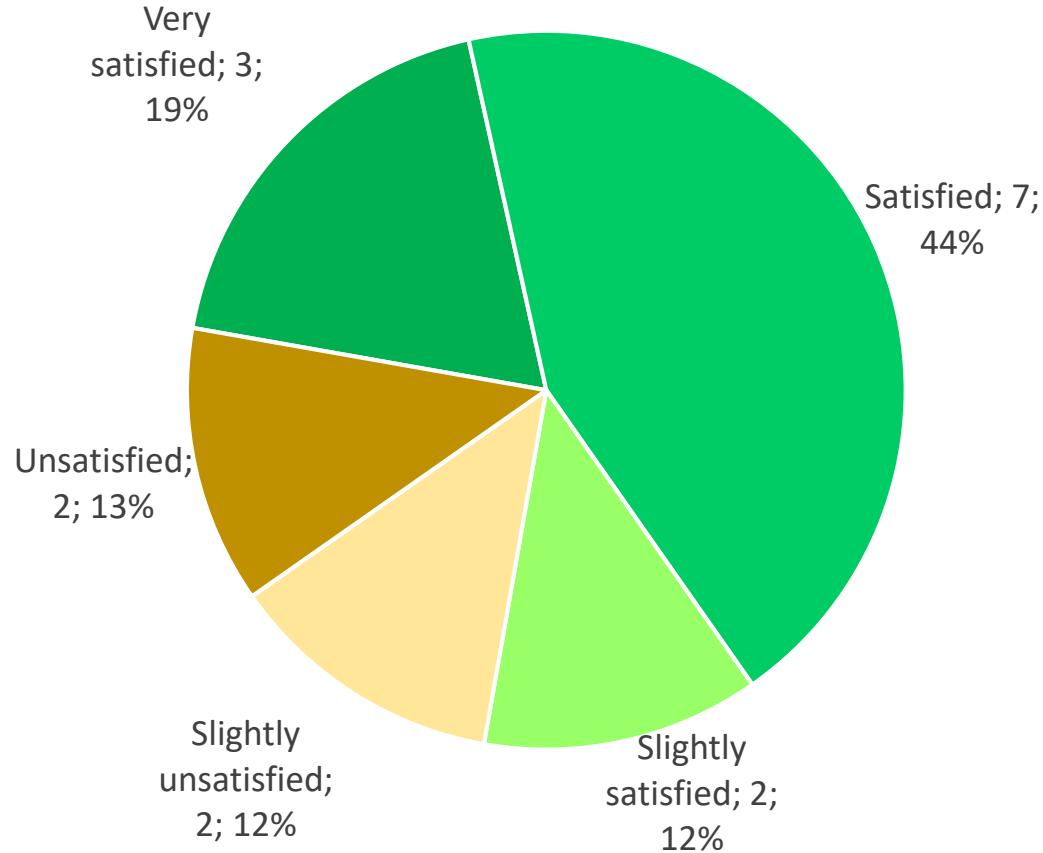
**Did you feel any improvements in coordination and communication of planned Temporary Capacity Restrictions (TCR) on RFC OEM (RFC7)?**

*(% with indicative value only)*



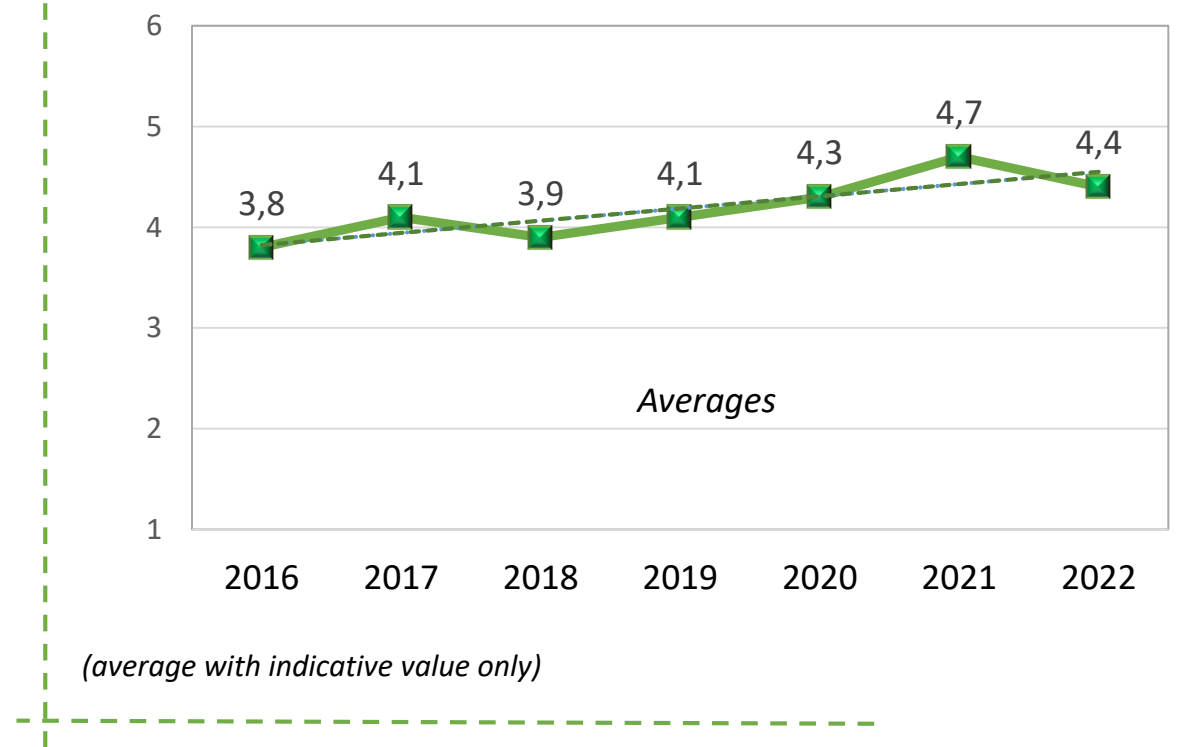


## Overall, how satisfied are you as a user of the RFC OEM?



(% with indicative value only)

### RFC OEM overall satisfaction



- **Important increase in the number of interviews**
- **Priority level decreased, less focused areas**
- **Step forward in coordination and communication of planned Temporary Capacity Restrictions**
- **More attention might be needed to regularity in participation at RAG/TAG**
- **New possible potentials, improving activities**

**Thank you for your attention!**

**Any remarks, feedbacks,  
suggestions are very welcomed!**

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