



## A Study on Passenger Satisfaction Towards Indian Railway Services

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<b>ABSTRACT</b>	<p>A railway is the most convenient mode of transport for large scale goods movement as well as for long distance travel. In this study the researcher identify the analysis of managerial aspects of service to the passengers rather than to study the techniques of engineering aspects of railways. The researcher's area of study is being conducted in Coimbatore city. A source of data is adopted on primary data collection among 200 respondents. The sampling model design adopted in this study is random sampling techniques. Statistical tools used are percentage analysis and average ranking analysis. Overall study deals about the service quality and passengers satisfaction offered by Indian railways. The researcher finally focuses on the insights to develop and improve the quality of services to satisfy the passenger to travel in train.</p>
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<b>KEYWORDS</b>	Passengers, Railways, Satisfaction, Services and Transport
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**INTRODUCTION**

Indian Rail is an Indian state owned enterprise, owned and operated by the government of India through the ministry of railways. It is one of the world's largest railway networks comprising 115,000 km of track over a route of 65,000 km and 7,500 stations. As of December 2012, it transported over 8,900 million passengers daily (over 9 billion on an annual basis). In 2011, IR carried over 8,900 million passengers' annually or more than 24 million passengers daily (roughly half of which were suburban passengers) and 2.8 million tons of freight daily. In 2011 -2012 Indian railways had revenues of Rs.1119848.9 million which consists of Rs.696759.7 million from freight and Rs.286455.2 million from passengers tickets.

Railways were first introduced to India in 1853 from Bombay to thane. In 1951 the systems were nationalized as one unit, the Indian railways, becoming one of the largest networks in the world. IR operates both long distance and suburban rail system on a multi gauge network of broad, meter and narrow gauges. It also owns locomotive and coach production facilities at several places in India and are assigned cover twenty eight states and seven union territories and also provide limited international services to Nepal, Bangladesh and Pakistan.

An Indian railway is the world's ninth largest utility or commercial employer, by number of employees, with over 1.4 million employees. As for rolling stock, IR holds over 239,281 freight wagons, 59,713 passenger coaches and 9,549 locomotives (43 steam, 5,197 diesel and 4,309 electric locomotives). The rains have a 5 digit numbering system as the Indian railways runs about 10,000 trains daily. As of 31 March 2013, 23,541 km (36%) of the total 65,000 km route length was electrified. Since 1960, almost all electrified sections on IR use 25,000 Volt AC traction through overhead catenaries delivery.

**STATEMENT OF PROBLEM**

Indian Railways is the major mode of transport in the country for passengers as well as freight due to its large network, number of trains, and affordability. On the industry front, it is the only player; hence, a monopoly has been created (which his legal). On the market front, the majorities of its customers are illiterate/semi educated and low/middle income with no/

low consciousness for quality aspects of service. Railways provide them with a convenient, accessible, and affordable mode of transportation. The monopoly structure has created a typical situation where the service provider (Indian Railways) has no competition and can afford to ignore aspects such as quality of service, customer satisfaction, and product promotion. The railway is the lifeline of Indian economy and society, but it is far from healthy and satisfactory service offering. The focus of this study is to analyze the managerial aspects of services rather than to study the technical and engineering aspects of the railway.

**OBJECTIVES OF THE STUDY:**

- To identify the awareness level of passengers towards Indian Railway Service
- To find out the preference, opinion and ideas of the passengers towards the Indian Railway Service.
- To identify the service offered by the Indian Railway Service
- To examine the problem faced by the passengers towards Indian Railway Service

**RESEARCH METHODOLOGY:**

**AREA OF THE STUDY**

Coimbatore city is known as the Manchester of south India. Coimbatore city has been included in the study as it focuses on the benefit of passenger satisfaction towards Indian railway services. Coimbatore is the suitable place for the study due to the availability of people with all types of educational background.

**SOURCES OF DATA**

The source of study is based on primary data collected among 200 respondents in and around Coimbatore city.

**SAMPLING DESIGN**

The sampling design of study is based on the random sampling method.

**STATSITICAL TOOLS USED:**

- Percentage Analysis
- Average Ranking Analysis

**LIMITATION OF THE STUDY:**

- The data were gathered from a specific geographic area of Coimbatore city. As a result, the study may have contained some information and results that can be specific only for the railway services of Coimbatore.
- The data was gathered from only 200 respondents due to the shortage of time.

**ANALYSIS AND INTREPRETATIONS:**

**TABLE: 1**

**PERCENTAGE ANALYSIS:**

**PERSONAL FACTORS IN THE RESPONDENTS**

AGE	NO OF RESPONDENTS	PERCENTAGE
BELOW 20	84	42
20-30	90	45
30-40	22	11
40-50	4	2
TOTAL	200	100
GENDER	NO OF RESPONDENTS	PERCENTAGE
Male	96	48
Female	104	52
TOTAL	200	100
QUALIFICATION	NO OF RESPONDENTS	PERCENTAGE
School Level	14	7
College Level	138	69
Professional level	48	24
TOTAL	200	100
Agriculture	2	1
Business	88	44
Salaried	16	8
Professional	20	10
Students	60	30
Others	14	7
Total	200	100
MARITAL STATUS	NO OF RESPONDENTS	PERCENTAGE
Married	56	28
Unmarried	144	72
TOTAL	200	100
MONTHLY INCOME	NO OF RESPONDENTS	PERCENTAGE
Below Rs.20,000	24	12
Rs.20,000 – 30,000	52	26
Rs.30,000 -40,000	36	18
Rs.40,000 -50,000	34	17
Above 50,000	54	27
TOTAL	200	100
TYPE OF FAMILY	NO OF RESPONDENTS	PERCENTAGE
Joint Family	72	36
Nuclear Family	128	64
TOTAL	200	100
LOCALITY	NO OF RESPONDENTS	PERCENTAGE
Rural	34	17
Urban	104	52
Semi – Rural	32	16
Semi – Urban	30	15
TOTAL	200	100

Source: Primary Data

**RANKING ANALYSIS:**

**TABLE NO: 2**

**INFLUENCE OF THE RESPONDENTS IN INDIAN RAILWAYS SERVICE**

SERVICES	7	6	5	4	3	2	1	SCORE	RANK
Lights, Fans & Plug sockets in train	50	30	22	14	32	30	22	874	3

Cleanliness of the train & toilet	14	26	20	28	22	36	54	658	7
Safety & Security	46	30	42	24	22	20	16	930	1
Doctors & Medical services in train	30	48	28	40	30	4	20	916	2
Pillow & Blanket cleanliness	16	24	42	30	42	28	18	786	4
Cleanliness of the Platform	18	20	18	42	28	40	34	702	6
Water in Coaches	26	20	30	22	24	42	36	732	5

Source: Primary Data

**Interpretation:**

Most of the passengers travelling in the train prefer safety and security as their 1st rank, Doctors and medical services are ranked second. Passengers finally rank cleanliness of the train and toilet as 7th ranking.

**FINDINGS OF THE STUDY:**

**PERCENTAGE ANALYSIS:**

Majority of the respondents are between 20 -30 years of age (45%). Majority of the respondents are female (52%). Majority of the respondents are educated up to college level (69%). Majority of the respondents are business people (44%). Majority of the respondents are unmarried (72%). Majority of the respondents earn above 50,000 (27%). Majority of the respondents belong to nuclear family (64%). Majority of the respondents reside at the urban area (52%).

**RANKING ANALYSIS:**

Majority of the respondents give 1st rank to safety and security in Indian Railway Service.

**SUGGESTION OF THE STUDY:**

**BASIC FACILITIES:**

The determinant of safety and security is most important factor to determine the satisfaction of the customer. The variables are availability of seats, drinking water and power supply.

**HYGIENE:**

Hygiene in the train is first important factor came under the satisfaction level of the customer. This includes sanitation quality, neatness of compartment and presence of creatures and insects.

**BEHAVIOR TOWARDS PASSENGERS:**

Behavior towards passengers is least important factor to determine the satisfaction level of the passengers. It may be behavior of the co- passenger or the staffs or officials in train; their behavior is not up to the pleasing level.

**SERVICE QUALITY**

Passengers still feel that the services and the quality in the train can be improved. Overall the service quality of the Indian railways is little satisfactory.

**CLEANLINESS:**

Cleanliness in train is most important factor which place majority satisfaction level among the passengers. This includes service quality maintenance and neatness of the each and every compartment.

**CONCLUSION:**

The empirical nature of this study is really a contribution to identify the factors that determine passenger satisfaction in train with service quality of services provided by the Indian Railways. The determinants that mostly affect the satisfaction of passengers (customers) in rank order is Basic facilities, Hygiene, Safety & Security, Catering, Health Care Service, Punctuality, and lastly and the least important factor is Behavior towards Passengers. The Indian Rail transportation is gaining

importance day by day. With the increase of passengers, the Indian Railways has focused to extend its attention to satisfy the needs of customers and made initiatives to improve the quality of service to enrich the satisfaction of customers. Even though repeated attempt made by the Railways to improve the quality of services, the result would not satisfied the customers (passengers) needs. This reveals that, continuous, comprehensive, lengthy intentional performance and attempts are essential to solve these problems. Accordingly, the researcher gives some insights to develop and improve the quality of services to satisfy the passengers in train.

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