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A STUDY ON PASSENGER'S SATISFACTION TOWARDS INDIAN RAILWAY SERVICE

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Abstract

Transport is an important infrastructure in the economy of India. It assumes a greater role in developing countries since all the sectors of the development are closely dependent under the existence of suitable transportation network. The whole structure of industry and commerce vests on the well laid foundation of transportation. Thus, an effective transport system is a pre-requisite for economic development of a country. The evident economic growth in India over the last two decades has increased demand for all transport services, particularly land transport through road and rail. The development of railways is one of the landmark in the progress of human civilization.110 respondents from Nagercoil are taken into consideration for this research work. The respondents are very much satisfied by travelling through train. The main problem faced by the respondents is that they must be very alert while travelling, because theft occurs often in trains.
Key words : Train, Satisfaction, Problem, Respondents

Introduction

Railway is the commercial organization responsible for operating a system of transportation for trains that pull passengers or fright. It is a line of track providing a rail road track. Rail transport is a means of conveyance of passengers and goods, by way of wheeled vehicles running on rails. Indian Railways owned a total route length of 64,000 kilometers, 2,16,717 wagons, 39,263 coaches, 7,739 locomotives and runs about a total of 12,000 passenger trains and 7,000 freight trains daily. It carries nearly 23 million passengers every day and transports over 2.65 million tons of freight daily. The Head Quarters of the Indian Railways is in New Delhi. Indian Railways are controlled by the Government of India through the Ministry of Railways. At present, there are 17 zones and 68 divisions in the Indian Railways. Indian Railways has identified model stations for the provision of upgraded passenger amenities. Some of the stations have been identified for provision of certain 'touch and feel items' to transform them into modern stations in order to bring about visible improvements at stations. Indian Railways has been making efforts over the past few years to enhance the service being providing to their passengers.

Statement of the Problem

The railway passengers face long term competitive threats from airlines, luxury buses, personalized transport and improved public transport. Though there are competitions from various modes of transport, the railway has its own unique features and provides more services to the passengers. In order to compete with other modes of transport, it is inevitable for railways to accelerate the growth of passengers' origination. There are many services provided by the Indian railways. The researcher tries to find out the respondents satisfaction

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level as well as the problems faced by the respondents. So this research work is under taken by the researcher.

Scope of the Study

The scope of the study is to find out the satisfaction towards the services provided by the Indian railways. The researcher also tries to find out the problems faced by the passengers while travelling through train.

Objectives of the Study

The following are the objectives of selecting the topic.

1. To know the demographic profile of the respondents
2. To measure the level of satisfaction of the sample respondents about the services offered by the Indian Railways.
3. To analyse the problems faced by the respondents while travelling through train.

Methodology

This study is carried out on the basis of both Primary and Secondary sources. Primary data were collected by means of systematically prepared Interview schedule from Indian railway services in Nagercoil town. Secondary data has been collected from various Books, Journals, Thesis and websites. The collected data were analysed with the help of Garret's Ranking and Likert's 5 point scaling technique.

Limitations of the Study

This study leaves certain loopholes.

1. The study is restricted to Nagercoil only.
2. Some of the respondents are reluctant while giving the information.
3. Due to short span of time, more respondents cannot be approached.

Results and Discussion

Railways are one of the landmarks in the progress of human civilization. India is a country with the largest railway network in Asia. Railway is the convenient mode of transport for travelling long as well as short distance. Data were collected from the respondents relating to the satisfaction level and the problems faced while travelling through train.

Demographic Profile of the Respondents

Demographic profile is one of the important variables to measure about the socio-economic conditions of the sample respondents. In order to understand the respondents, the data regarding age, gender, education, occupation and family incomes are analyzed.

Table 1
Demographic Profile of the Respondents

Age	Respondents	Percentage
Below 20 years	8	8
21 – 30 years	43	39
31 – 40 years	17	15
41 – 50 years	5	5
51 – 60 years	23	20
Above 60 years	14	13
Total	110	100
Gender	**Respondents**	**Percentage**
Male	75	68
Female	35	32
Total	110	100
Education	**Respondents**	**Percentage**
Illiterate	17	15
High School	32	29
UG	14	13
PG	35	32
Others	12	11
Total	110	100
Marital Status	**Respondents**	**Percentage**
Married	80	73
Unmarried	30	27
Total	110	100
Occupation	**Respondents**	**Percentage**
Fishing	40	36
Government	5	5
Private Employee	11	10
Business	10	9
Self-employed	9	8
House Wife	7	6
Students	20	18
Others	8	8
Total	110	100
Family Income	**Respondents**	**Percentage**
Upto 10000	37	34
10001 – 20000	30	27
20001 – 30000	15	14
30001 – 40000	15	14
40001 – 50000	6	5
Above 50000	7	6
Total	**110**	**100**

Source: Primary Data

Table.1 portrays that, a significant proportion of the respondents (39 percent) are under the age group of 21-30 years. It is also observed that male respondents (68 percent) are using the train services more. 32 percent of the respondents are upto post graduate level and 73 percent

Problems Faced While Travelling

Railway is the most convenient mode of transport for the movement of large scale goods as well as for long- distance travel. Sometimes the passengers faced many difficulties and problems while travelling in the train. It is analysed with the help of Garret's ranking technique.

Table 3
Problems Faced While Travelling

S. No	Problem	Garrett mean	Rank
1	Accident	49.17	V
2	Theft	54.57	I
3	Insecurity	49.44	IV
4	Emergency exit	46.53	VI
5	Time schedule	49.86	II
6	Water	44.97	VII
7	Over crowding	49.82	III

Source: Primary Data

From the above table it is inferred that out of the seven respondents, "Theft" ranks first with the mean score of 54.57. "Time schedule" ranks seconds with the mean score of 49.86. The least rank is given to "Water" with the mean score of 44.97. Eventhough, policemen are available in all the compartments, theft occurs often, so the people hesitate to travel in trains. The railway department do not follow the time schedule already fixed by them. In some stations, they unnecessarily set down the train for long time. So the respondents cannot arrive the destination within the prescribed time. It will affect their work so the respondents prefer other modes of transport rather than trains.

Policy Implications

The researcher gives the following suggestions based on the study made.

➢ In festival seasons additional trains may be arranged inorder to avoid overcrowding.

➢ CCTV Camera may be fixed, then only if there is any malpractice happens, it will be detected easily.

➢ As per the time schedule if the trains arrive the stations, passengers tension may be reduced, because they are very time conscious.

➢ Women are reluctant to travel in train alone. Because there is no assurance for them. So the railway department can arrange proper security especially to the women passengers.

Conclusion

The researcher made a thorough analysis towards the satisfaction level as well as the problems faced by the respondents towards the Indian Railway Service. The researcher

express train because of the numerous facilities available in that train. The main problem faced by the respondents while travelling is that, often theft occurs in the train, eventhough proper security are arranged by the railway department. So the railway department should give proper assurance to the people. Then only they can travel in the train without any fear.

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