

Volume 7, Issue 5, May 2019

International Journal of Advance Research in Computer Science and Management Studies

Research Article / Survey Paper / Case Study

Available online at: www.ijarcsms.com

Passengers Satisfaction on Services Offered by Southern Railway

Dr. R. Manikandan¹

Assistant Professor,
PG & Research Department of Commerce,
Nallamuthu Gounder Mahalingam College,
Pollachi, Tamil nadu – India

C. Athilakshmi²

Full Time Research Scholar,
PG & Research Department of Commerce,
Nallamuthu Gounder Mahalingam College,
Pollachi, Tamil nadu – India

Abstract: *Transport or transportation is the movement of human, animals and goods from one location to another. Indian railway manages the fourth largest network in the world by size. The objective of the study is to know the level of satisfaction of the passenger about the services offered by southern railway. In this study the questionnaire method is used to collect the data the simple percentage and chi-square are applied. The major findings of this study and suitable suggestions are presented in this article.*

Keywords: *Railway; passengers; services offered; travel details; satisfaction of passengers.*

I. INTRODUCTION

Modes of transport include air, land and water. Transport is important because it enables trade between people, which is key feature for the development of civilization. Transport is a key necessity for specialization allowing production and consumption of products to occur at different locations. Transport has through history been a important key to expansion. Better transport allows more trade and a greater spread of people. Economic growth has always been directly dependent on the capacity and rationality of transport. In early years the transport of human involved walking, running and swimming. Later on domestication of animals leave way to a new mode of transportation. Human use animals to ride to reach one place and it saved the time of travel. Invention of wheels and sled helped animal transport more efficient through the introduction of vehicles. The first form of road transport involved animals such as horses, elephant, camel, donkey, oxen carrying goods over tracks. Mesopotamia and the Indus valley civilization constructed roads. The industrial revolution in the 19th century made a number of inventions which had dramatic change in transport. The invention of the steam engine, closely followed by its application in rail transport made land transport independent of human or animal muscle. This invention brought speed and capacity increased by multiples. Land transport covers all land based transportation system that provide for the movement of people, goods and services. It plays a vital role in the linking communities to each other. Water transport is the movement of people goods and vehicles by means of watercraft such as ship, boat or sailboat over a body of water (sea, lake, river, etc) Air transport is the movement of things and people through air with the help of airplanes and aircraft. The aircraft is the fastest mode of transportation saving time. Land transport consists of two ways, rails and roads. Rail transport is where train runs along a set of two parallel steel rails called as rail roads. A train consists of one or more compartments connected together. Road transport is a path between two or more places. Roads are typically smoother made for easy travel from one place to another.

II. REVIEW OF LITERATURE

J. priya dharshini & M.Selladurai conducted a study service quality and passengers satisfaction of southern railways by serqual model” In this aspect further improve its performance in the satisfaction levels of the passengers and occupy a leading position among the customer mind in everlastingly.

Dr.D.elangovan & G.rajeshwari made a study on passengers Satisfaction on services offered by the rail system a study in salem division of southern railway zone findings of the study reveal that the passengers are fairly satisfied with the services offered by the rail systems.

V. Rajeswari & k.santakumari in their study entitled satisfaction and service quality in indian railways a study on passenger perspective findings of this study are evident that passenger perceive that rail transport system, the main public sector transport is not providing good quality of services that can meet their expectations. It is also evident that visible efforts by indian railways should be in place to improve or upgrade the rail transport system.

Sheeba.a Dr.k.kumuthadevi conducted a study on service quality of southern railways satisfaction on facilities kerela passengers perspective. It is suggested that Indian railways has to focus on core areas where most of the passenger prefer from railways comprehensive attempt to implement the qualified services to the customer.

Mr.vimal kumar, Mr.jitin.p in their study entitled to study on passenger’s Satisfaction towards railway service with special reference to Coimbatore junction this study is mainly based on the information given by the sample respondents and the factors given by them are subject to their beliefs and attitude. On the basis of this study some suggestions has been made. If the suggestive measurements have been considered by the Indian railways, it hopes that the Indian railway will shine and bring grandeur to our country in the near future.

III. STATEMENT OF THE PROBLEM

India is one of the developing countries and quite larger in its geographical size. Among the developing countries transport plays a vital role in its development. Between the transport system railway is one of the biggest transport system in India. People choose rail transport due to low cost and timely service. In order to improve its service the railway authorities want to know the opinion of the passengers regarding the services offered to them in order to bring better policies and services in future projects. With all the views the present research is conducted to identify the problem as

1. What are the travelling details available for the railway passengers?
2. What are the facilities offered by southern railway?
3. What is the satisfaction level of passengers on the services offered?

IV. OBJECTIVES OF THE STUDY

1. To identify the travel details of the railway passenger.
2. To examine the facilities offered by railways.
3. To measure the level of satisfaction of the passenger about the services offered by the southern railways.

V. FRAME WORK OF ANALYSIS

The focus of the study is to find out the passenger satisfaction on services offered by railway. The primary data were formulated and consolidated into the table. The statistical tools used were simple percentage and chi-square. The result is tested at ten percentage level.

VI. ANALYSIS AND INTERPRETATION OF DATA

An effort has been made to examine and interpret the data relating to the socio economic profile of the passengers which are age, gender, marital status, educational qualification, occupation, monthly income, type of family. It is presented in table 1.

TABLE 1

AGE	NO.OF PASSENGERS	PERCENTAGE
Below 20 years	30	16.31
21-40years	109	59.24
41-60years	34	18.47
Above 60years	11	5.98
Total	184	100
GENDER	NO.OF PASSENGERS	PERCENTAGE
Male	114	61.96
Female	70	38.04
Total	184	100
MARITAL STATUS	NO.OF PASSENGERS	PERCENTAGE
Married	102	55.43
Unmarried	82	44.57
Total	184	100
OCCUPATION	NO.OF PASSENGERS	PERCENTAGE
Self employed	34	18.48
Employed	59	32.07
Business person	22	11.96
Professionals	17	9.23
Agriculturist	9	4.89
Others(specify)	43	23.37
Total	184	100
EDUCATIONAL QUALIFICATION	NO.OF PASSENGERS	PERCENTAGE
Upto hsc	35	19.02
Under -graduate	63	34.24
Post-graduate	55	29.90
Professionals	27	14.67
Others	4	2.17
Total	184	100
FAMILY INCOME	NO.OF PASSENGERS	PERCENTAGE
Upto RS.30000	86	46.74
RS.30001-50000	56	30.43
Rs.50001-100000	28	15.22
Above 100000	14	7.61
Total	184	100

Out of 184 passengers 30(16.31%) of the passengers belong to the age group of below 20years 109(59.24%) of the passengers belong to the age group of 21-40years 34(18.47%) of the passengers belong to the age group of 41-60years and remaining 11(5.98%) of the passengers belong to above 60 years. Thus it is clear that the majority 109(59.24%) of the passengers belong to age group of 21-40years. Out of 184 passengers 114(61.96%) of the passengers are male and remaining 70(38.04%) of them are female. Hence it is observed that the majority 114(61.96%) of the passengers are male. Out of 184 passengers 102(55.43%) of them are married and remaining 82(44.57%) of them are unmarried. Hence it is concluded that majority 102(55.43%) of the passengers are married. Out of 184 passengers 34(18.48%) of the passengers are self –employed 59(32.07%) of the passengers are employed in government or private sector 22(11.96%) of the passengers are Business partners 17(9.23%) of the passengers are professionals and 9(4.89%) of the passengers are agriculturist and rest 43(23.37%) of them belong to the Category of other occupations like students, retired, housewife etc. Thus it is clear that the most 59(32.07%) of the passengers are employed. Out of 184 passengers 35(19.02%) of the passengers studied up to higher secondary 63(34.24%) of the passengers are under-graduates 55(29.90%) of the passengers are post-graduate and 27(14.67%) of the passengers are

professionals and rest 4(2.17%) of them are illiterates .Thus it is concluded that the most 63(34.24%) of the passengers are under-graduates . Out of 184 passengers 93(50.54%) passengers monthly income is up to Rs.15000 52(28.26%) passengers have monthly income between Rs.15001 and 30000 22(11.96%) passengers monthly income is between Rs.30001and 50000 and remaining 17(9.24%) passengers monthly income is above 50000. Thus it is identified that the majority 93(50.54%) earn up to Rs.15000.

VII. CHI-SQUARE ANALYSIS

To test whether there is any association between passengers the variables and level of satisfaction chisquare is employed.

VARIABLES	CALCULATED VALUE	DF	TABLEVALUE
Age	10.135	6	10.644
Gender	2.011	2	4.605
occupation	17.028	10	15.987
Frequency of travel	6.200	10	15.987
Travel plan	2.500	4	7.779
Time of travel	2.667	4	7.779

There are 109 passengers whose age is between 21and 40 years of them have high level of satisfaction. The calculated chisquare value at 10% level is 10.135 is lesser than the table value @10%level. Hence the null hypothesis is accepted and it is inferred that there is no significant association between age of the passenger and their level of satisfaction.114 passengers of male have high level of satisfaction. The calculated chi-square value at 10 % level is 2.011 is lesser than the table value @10% level. Hence the null hypothesis is accepted and it is inferred that there is no significant association between gender of the passenger and their level of satisfaction. 59 passengers are employed in government or private sector. The calculated chi-square value at 10 % level is 17.028 is greater than the table value @10% level. Hence the null hypothesis is rejected and it is inferred that there is significant association between occupation of the passenger and their level of satisfaction. 70 passengers travel occassionally The calculated chi-square value at 10 % level is 6.200 is lesser than the table value @10% level. Hence the null hypothesis is accepted and it is inferred that there is no significant association between frequency of travel of the passenger and their level of satisfaction. 80passengers travel in reserved coach The calculated chi-square value at 10 % level is 2.500 is lesser than the table value @10% level. Hence the null hypothesis is accepted and it is inferred that there is no significant association between travel plan of the passenger and their level of satisfaction. 59 passengers travel in Day time .The calculated chi-square value at 10 % level is 2.667 is lesser than the table value @10% level. Hence the null hypothesis is accepted and it is inferred that there is no significant association between time of travel of the passenger and their level of satisfaction.

VIII. FINDINGS

- Majority of the passengers 109(59.24%) belong to age group of 21-40 years.
- Majority of the passengers 114(61.96%) are male.
- Majority of the passengers 119(64.67%) of them belong to town
- Majority of the passengers 102(55.43%) are married.
- Most of the passengers 59(32.07%) are employed in government or private sector.
- Most of the passengers 63(34.24%) are under-graduate.
- Majority of the passengers 98(53.26%) belong to nuclear family.
- Majority of the passengers 93(50.54%) earn upto Rs.15000 per month.
- Most of the passengers 86(46.74%) family income is upto 30000.
- Most 70(38.04%) of them prefer train journey due to comfort.

- Most 70(38.04%) of them travel occasionally.
- Most 82(44.57%) of them travel with family
- Most 89(48.37%) of them travel for the purpose tour/pilgrimage.
- Majority 102(55.43%) of them travel during both day and night time.
- Most 65(35.33%) of them travel within the state.
- Most 73(39.67%) of them travel in general coach.
- Most 80(43.48%) of them travel in reserved coach.
- Majority 97(52.72%) of the passengers opinion about the the performance of railway services is good.

IX. SUGGESTIONS

Based on the findings, the following suggestions have been recommended to improve the service of railway.

- Restroom facilities can be kept clean always in platform as well as in train.
- Based on number of passengers travelling in unreserved tickets the compartment can be extended.
- A facility for e-ticket can be started which helps passengers reach their train on time instead of waiting in a queue.
- Hygienic foods and eatables can be provided in station and also in train.
- Customer care facilities can be introduced in order to avoid approaching railway station for information about the train timing, destination, delays, number of trains for a particular station etc.,
- The awareness must be created among the people about the services, facilities provided. so, that the passenger can have "happy journey"

X. CONCLUSION

It is known that offering better services to the passenger will increase the growth of railway. The present study reveals that passengers are satisfied with the services offered by southern railway.

References

1. Priyadarshini, J., and Selladurai Muthusamy. "Service Quality and passenger satisfaction of Southern Railways by ServQual Model." (2016).
2. Rajeshwari, G., and D. Elagovan. "Passengers' satisfaction on services offered by the Rail system (A study in Salem Division of Southern Railway Zone)." *International Journal of Commerce, Business and Management* 3.2 (2014): 248-255.
3. V.Rajeshwari k.santakumari satisfaction and service quality in Indian railway- (a study on passenger perspective)"*journal of economics and finance* (may-june-2014) pp-58-66
4. sheeba.a.a.dr.k.kumutha devi service quality of southern railway-satisfaction on facilities: Kerela passengers perspective *international journal of business and management invention*(october2015) pp-29-33
5. Kumar, P., and P. Jitin. "A Study on Passengers' Satisfaction towards railway service With Reference to Coimbatore Junction." *International Journal of Management and Commerce Innovations* 2.2 (2014): 578-82.

AUTHOR(S) PROFILE



Dr. R. Manikandan, working as an Assistant professor in commerce at Nallamuthu Gounde Mahalingam College, Pollachi. The author has 22 years of experience in teaching and research. At present he is guiding four Ph.D. scholars to his credit. He has published 10 papers in national journals, international journals and conference proceedings. He is a resource person in various colleges and schools in Tamilnadu.



C. Athilakshmi, full time research scholar in commerce at Nallamuthu Gounder Mahalingam College, Pollachi. She has participated and presented papers in national and international conferences.