International Journal of Research Publication and Reviews

Analyzing Coimbatore Passengers Satisfaction towards Indian Railways (IRCTC)

Mr. Balasubramanian. K [a], Dr. Suresh. V [b]*

[a] Head of the department, Sri Krishna Adithya College of Arts and Science, Coimbatore-641042
[b] Student, Sri Krishna Adithya College of Arts and Science -641042

A B S T R A C T

The aim of this viva project is to analyze the satisfaction levels of passengers in Coimbatore with regard to their experiences using the Indian Railways. The project seeks to understand various aspects of their railway travel experiences, including ticket booking methods, class preferences, cleanliness of trains, punctuality, affordability, quality of food and beverages, customer service, and the occurrence of issues such as ticket availability and seat reservations.

Keywords: Coimbatore, Passengers, Satisfaction, Indian Railways, Railway travel, Ticket booking

1. Introduction of the study

Indian Railways is one of the largest railway networks in the world, spanning over 67,000 kilometers with more than 7,000 stations. It is a state-owned enterprise under the Ministry of Railways, Government of India, and has been in operation for over 160 years. The Indian Railways carries millions of passengers daily, making it an essential mode of transportation for the Indian population. The railways also play a vital role in the country's economy by facilitating the movement of goods and connecting various parts of the country. The Indian Railways las undergone significant modernization and technological advancements in recent years, such as the introduction of online booking systems, digital payment options, and GPS-based tracking of trains These efforts have helped to enhance the customer experience and improve the efficiency of the railway operations.

2. Statement of the problem

The Indian Railways is one of the largest railway networks in the world, providing transportation to millions of passengers every day. Coimbatore, being a major city in Tamil Nadu, is one of the busiest railway stations in South India, serving as a hub for numerous trains connecting different parts of the country. Therefore, the aim of this project is to analyze the satisfaction level of passengers traveling through Coimbatore railway station towards the services offered by Indian Railways

3. Objectives of the study

- To identify the level of satisfaction of Coimbatore passengers towards Indian Railways.
- To evaluate the quality of services provided by Indian Railways to Coimbatore passengers.
- To suggest improvements that can enhance the satisfaction level of Coimbatore

4.Scope of the study

The study aims to assess the overall satisfaction of Coimbatore passengers with Indian Railways, including aspects such as punctuality, cleanliness, comfort, safety, and customer service.

The study will identify the factors that impact the satisfaction of Coimbatore passengers towards Indian Railways. These factors may include train fares, availability of seats, on- time performance, cleanliness, food quality, and other amenities.

5. Research Methodology

The methodology of the study includes:

- ➤ Area of the study
- ➤ Source of data
- ➤ Sample size
- ➤ Statistical tools

5.1 Area of Research

The area of the study is about Coimbatore.

5.2 Nature of Data

Primary and secondary data is collected in order to obtain relevant information to conduct the research.

Primary data: Data was collected from current users of Indian railways of Coimbatore city using a questionnaire in order to obtain relevant information.

Secondary data: Data was collected by browsing magazines, newspapers, article and papers related in India.

5.3 Sources of Data

Data are facts, figures and other relevant materials, past and present, serving as basic study and analysis. The data serves as the bases for analysis. Without an analysis of actual data on specific inferences can be drawn on the question under study. Inferences based on imagination or guess work cannot provide correct answers to research questions. The relevance, adequacy and reliability of data determine of quality of findings of a study. For the purpose of present study data from two sources have been gathered namely primary and secondary data.

- Primary data

Primary data are original data collected for the purpose of a particular study. In the present study primary data have been collected by personal interview method with the help of questionnaire.

- Secondary data

These are the sources containing data, which have already been collected and compiled for other purpose by other researchers. The secondary sources consist of readily available materials and already compiled statistical statements and reports whose data may be used by researcher for his / her studies. Secondary data for the present research collected the major sources of secondary data are given below.

- Newspaper & Articles
- Business line
- Various websites
- Different marketing journals

5.4 Sample Size

Information has been collected from 100 respondents of Coimbatore city comprising both male and female.

5.5 Tools for Analysis

Questionnaires were created in order to receive the necessary response required from the sample to achieve the study objective. Therefore, sampling method is used in order to collect data. The main statistical tools used for analysing primary data :

- Simple percentage Analysis

6. Review of Literature

- o Puja Kaura (2011), finds when it comes to improving organization effectiveness, hasty transformation and increasingly sophisticated customers poses various challenges before Indian Railway sector operational challenges, Enormity of Emotional Intelligence In Indian Banking Sector, Sri Krishna International Research & Educational Consortium.

- o Muzammil Hanif, Sehrish Hafeez and Adnan Riaz (2010), brings in the factors affecting customer satisfaction is of worth importance in order to know the reasons or the factors which are responsible to create satisfaction among customers for a better Indian railway sector, Factors Affecting Customer Satisfaction. International Research Journal of Finance and Economics

- o Vivek Kumar and Vikas Rastogi (2009), reveals Indian Rail transport is one of the major mode of transportation, so it must offer high comfort level for the passengers and the staff. However, the comfort that passengers experience is a highly complex and individual phenomenon. The improvement of passenger comfort while travelling has been the subject of intease interest for many train manufacturers, Investigation of vertical dynamic behaviour and modelling of a typical Indian rail road vehicle through bond graph, World Journal of Modelling and Simulation,

- o Arpita Mukherjee (2009) analyzed that Mass rapid transport such as the DMRC (Delhi Metro Rail Corporation) built with government and private initiatives have increased speed. reduced congestions, and saved time and fuel. Prior to the DMRC, about 12 million people in the Indian capital commuted by buses and private transports. The DMRC has provided a comfortable and reliable mode of transportation at reasonable prices for the middle and low-income groups - Social Impact of Globalizing Transport Services: The Case Of India

- - Indian Council on International Economic Relations - International Transport Forum.

- o Manmohan Parkash (2008) summarized that railway industry has been transformed to face the challenges of a market economy. Such transformation includes a continuous restructuring of the organization and its working methods and the introduction of some of the most modern processes and techniques available adapted to best suit the situation in the

- o PRC- The Railways of the People's Republic of China:An Agenda for Action, Astan Development Bank, Publication Stock

- o Nick This and Patrick Staes (2008), suggests a platform for the exchange of views. experiences and good practices to improve the performance, competitiveness and quality of Indian railway. Primer on Customer Satisfaction Management. European Institute of Public Administration

7.1 Research gap

A research gap is a question or a problem that has not been answered by any of the existing studies or research within your field. Sometimes, a research gap exists when there is a concept or new idea that hasn't been studied at all. Sometimes you'll find a research gap if all the existing research is outdated and in need of new/updated research.

The above research paper they didn't analyse about difference between various demographic factors with customer satisfaction .In this study I made a survey about difference between satisfaction level of consumers about bike and various demographic factors. And also, in the above research conducted by researchers will change according to current demand so that it was analysed in my research.

8. Analysis and Interpretation of Data

Data analysis is the process of bringing order structure and meaning to them ass of collected data. The purpose of it is to identify,transform,support decision making and bring a conclusion to research. The data analysis is an important step and heart of research in research work.

The statistical tool is: -

- Simple Percentage method

8.1 table showing booking of tickets

SI.NO	BOOKING TICKETS	NO. OF RESPONDENT	PERCENTAGE
1	ONLINE	64	58
2	AT THE RAILWAY STATION	34	31
3	THROUGH A TRAVEL AGENT	12	11
	TOTAL	110	100

SOURCE: Primary Data

INTERPRETATION

The above table shows the information of mode of ticket booking in Indian railways that 58% respondents belongs to online, 31% respondents belongs to at the railways station and 11% of respondents belongs to through a travel agent.

8.2 table showing satisfaction of passengers

SI.NO	SATISFACTION OF BOOKING PROCESS	NO. OF RESPONDENT	PERCENTAGE
1	HIGHLY SATISFIED	34	31
2	SATISFIED	57	52
3	NEUTRAL	13	12
4	DISSATISFIED	6	5
	TOTAL	110	100

SOURCE: Primary Data

INTERPRETATION

The above table shows the information of the satisfaction of booking process that 31% are highly satisfied, 52% are satisfied, 12% are neutral and 5% are dissatisfied.

8.3 table showing cleanliness and hygiene of the train

SI.NO	CLEANLINESS AND HYGIENE ON THE TRAIN	NO.OF RESPONDENT	PERCENTAGE
1	HIGHLY SATISFIED	26	24
2	SATISFIED	40	36
3	NEUTRAL	36	33
4	DISSATISFIED	8	7
	TOTAL	110	100

SOURCE: Primary Data

INTERPRETATION

The above table shows the information about the satisfaction of cleanliness and hygiene on the train that 24% are highly satisfied, 36% are satisfied, 33% are neutral and 7% are dissatisfied.

8.4 table showing punctuality of the train

SI.NO	PUNCTUALITY OF THE TRAIN	NO. OF RESPONDENT	PERCENTAGE
1	HIGHLY SATISFIED	41	37
2	SATISFIED	46	42
3	NEUTRAL	16	15
4	DISSATISFIED	7	6
	TOTAL	110	100

SOURCE: Primary Data

INTERPRETATION

The above table shows the information about the satisfaction of punctuality of the train that 37% are highly satisfied, 42% are satisfied, 15% are neutral and 6% are dissatisfied.

9.Finding and Suggestion

- ✓ Majority 60% of the respondents are collected from male.

- ✓ Majority 37% are between the age of 18-24.

- ✓ Majority 39% of the respondents are collected from the students.

- ✓ Majority 37% of the respondents are collected from less than 20,000 of monthly income.

- ✓ Majority 58% of the respondents are collected from mode of ticket booking is online.

- ✓ Majority 52% of the respondents are collected from satisfied of satisfaction of booking process

- ✓ Majority 36% of the respondents collected from satisfied of satisfaction of cleanliness and hygiene on the train.

- ✓ Majority 42% of the respondents collected from satisfied for satisfaction of punctuality of the train.

- ✓ Majority 36% of the respondents collected from neutral of satisfaction of quality of food served on the train.

- ✓ Majority 37% of the respondents are collected from satisfied of satisfaction of usage of toilets.

- ✓ Majority 42% of the respondents are collected from very satisfied of satisfaction on pricing of train tickets.

- ✓ Majority of 61% of the respondent are collected from good on behavior of the staff.

- ✓ Majority 53% of the respondents are collected from good on satisfaction of snacks and foods purchased inside the station.

- ✓ Majority 42% of the respondents are collected from very helpful on helpfulness of the staff.

- ✓ Majority 60% of the respondents are collected from cleanliness of train coaches and toilets on comfortness of the passengers.

- ✓ Majority 49% of the respondents are collected from good on quality of drinking water.

- ✓ Majority 45% of the respondents are collected from not applicable on issues with drinking water.

- ✓ Majority 53% of the respondents are collected from yes on improvements in quality of drinking water.

- ✓ Majority 40% of the respondents are collected from somewhat likely on recommendation of Indian railways to others.

- ✓ Majority 43% of respondents are collected from extremely likely on future travel needs of the passengers.

- ✓ Majority 48% of the respondents are collected from availability of medical facilities.

- ✓ Majority 55% of the respondents are collected from satisfied on overall satisfaction level of passengers.

10. Suggestions

- ✓ Increase the availability of offline ticket booking options to cater to those who prefer not to book online.

- ✓ Improve the quality of food served on trains to increase satisfaction levels among passengers.

- ✓ Focus on improving the quality of drinking water and addressing any issues related to it.

11. Conclusion

Overall, the study provides valuable insights into passenger satisfaction with IRCTC services in Coimbatore. The findings suggest that IRCTC must prioritize safety, cleanliness, and efficient ticketing systems to improve passenger satisfaction levels. The study highlights the need for ongoing efforts to monitor passenger satisfaction and make necessary improvements to ensure the continued satisfaction of passengers

References

- ✓ Puja Kaura (2011), "Operational Challenges Faced by Indian Railway Sector in Improving Organizational Effectiveness", Sri Krishna International Research & Educational Consortium, Vol. 1, No. 2, pp. 1-6.

- ✓ Hanif, M., Hafeez, S., & Riaz, A. (2010). Factors affecting customer satisfaction: A study of Indian railway sector. International Research Journal of Finance and Economics, 43, 7-18.

- ✓ Kumar, V. & Rastogi, V. (2009). Investigation of vertical dynamic behaviour and modelling of a typical Indian rail road vehicle through bond graph. World Journal of Modelling and Simulation. Volume 5, Issue 2, Pages 125-132.

- ✓ Gandhi, S. & Kang, L.S. (2009). Customer Satisfaction, Its Antecedents and Linkage Between Employee Satisfaction and Customer Satisfaction: A Study. Asian Journal of Business and Management Sciences. Volume 1, Issue 9, Pages 1-11.

- ✓ Potluri, R.M. & Zeleke, A.A. (2009). Key to Deliver Excellent Quality Services to Maximize Customer Satisfaction: Evaluation Summarized that Service Quality has become Essential for the Survival of Service Companies to Attract and Retain Customers in the Present Day's Fiercely Competing Business World. Competent Employees are the of Customer Handling Competencies of Ethiopian Employees. African Journal of Business Management. Volume 3, Issue 10, Pages 523-533.

- ✓ Mukherjee, A. (2009). Social Impact of Globalizing Transport Services: The Case Of India. Indian Council on International Economic Relations - International Transport Forum.

- ✓ Parkash, M. (2008). The Railways of the People's Republic of China: An Agenda for Action. Asian Development Bank, Publication Stock.

Annexure

1. Gender

- Male

- Female

- Others

2. Age

- 18-24

- 25-34

- 35-44

- 45-54

3. Occupation

- Student

- Employed

- Self-employed

- Retired

- Other

4. Monthly income

- Less than 10,000

- 10,000-20,000

- 20,000-30,000

- 30,000-50,000

- Above 50,000

5. How do you usually book your tickets?

- Online

- At the railway station

- Through a travel agent

6. How satisfied are you with the booking process?

- Highly satisfied

- satisfied

- Neutral

- Dissatisfied

7. How satisfied are you with the cleanliness and hygiene on the train?

- Very satisfied

- Satisfied

- Neutral

- Dissatisfied

8. How satisfied are you with the punctuality of the train?

- Highly satisfied

- satisfied

- Neutral

- Dissatisfied

9. How satisfied are you with the quality of food served on the train?

- Very satisfied

- Satisfied

- Neutral

- Dissatisfied

10. How satisfied are with the usage of toilets in the Indian railways?

- Highly satisfied

- satisfied

- Neutral
- Dissatisfied

11. How satisfied are you with the pricing of the train tickets?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied

12. How about the behaviour of the railway staff?

- Excellent
- Good
- Bad

13. How about the snacks and foods purchased inside the railways station?

- Excellent
- Good
- Average
- Poor

14. How about the helpfulness of the railway staff in the station?

- Very helpful
- Somewhat helpful
- Neutral
- Somewhat unhelpful
- Very unhelpful

15. Measures taken by the Indian railways for the comfortness of the passengers.

- Comfortable seating arrangements
- Cleanliness of train coaches and toilets
- Availability of basic amenities

16. How about the quality of the drinking water provided by the Indian railways?

- Excellent
- Good
- Average
- Poor

17. would you faced any issues with the quality of drinking water provided by Indian railways.

- Not applicable
- Foul smell
- Bad taste
- Other

18. Do you think Indian railways should take more measures to improve the quality of drinking water provided to passengers.

- Yes
- No

- Not sure

19. How likely are you to recommend Indian railways to others?

- Extremely likely
- Somewhat likely
- Neutral
- Unlikely

20. How likely are you to choose Indian railways for future needs?

- Extremely likely
- Somewhat likely
- Neutral
- Unlikely

21. Services would you like Indian railways to provide to enhance your travel experience.

- Better luggage storage and handling facilities
- Availability of medical facilities
- Introduction of online booking of meals and snacks

22. How satisfied are you with the overall services provided by Indian railways?

- Highly satisfied
- satisfied
- Neutral
- Dissatisfied

23. Do you suggest any improvements?