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Passengers Satisfaction on Services Offered by Southern Railway in Coimbatore Junction

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ABSTRACT

The Indian railway is one of the largest and busiest rail network in the world, transporting sixteen million passengers and more than one million tons of freight daily. Its serves the passengers in a bi way, therefore there is a need to integrate passenger concerns in the operation, planning and other Drocesses that impact passenger services and its quality in bigger way and it effectively monitors the creation and maintenance of a good services. Hence in this study is made upon the satisfaction level and problems faced by the southern Indian passengers.

INTRODUCTION:

Indian Railway is lifeline of the nation, founded in April 16, 1853, 164 years ago. The Headquarters is in New Delhi. Some services provided by Indian Railway are freight services, Parcel carrier and catering, tourism services and other related services owned by Government of India. Indian Railway is the largest rail network in Asia and the world's second largest under network in Asia and the world's second largest under one Management. It is a multi-gauge, multi-traction system covering 2 115,000 kilometers, with 7500 Stations as on December 2012 across the length and breadth of the country. It transpmted over 25 Million passengers daily. It is the largest employer in the organized sector in India, with a Workforce of 1.3 million. For administrative purposes, Indian Railways is divided into 17 zones. Indian Railway Passenger services, in today's world find themselves in an environment that is Focused on understanding the role and importance of service quality. Not oblivious to the need For adaptation to serve the interests of the passengers, in terms of greater responsiveness, Responsibility, accountability and increased expectations, the Indian Railway Passenger services Are being pressurized to shift their focus from quantitative expansion, to an emphasis on quality.

STATEMENT OF THE PROBLEM:

The Indian railway is one of the largest and busiest rail networks in the world. It is an important form of public transportation in the country. 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 Service 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?

OBJECTIVES OF THE STUDY:

- To identify the travel details of the railway passenger.

- To examine the facilities offered by railways.

- To identify the socio economic background of Railway Passengers o measure the level of satisfaction of the passenger about the services Offered by the southern Railway.

SCOPE OF THE STUDY

• The study is mainly focused on the satisfaction Level of the passengers from the services being offered By southern railways.

• Every aspects pertaining to Railway service like ticket availability, quality of travel staff behaviour, safety, timing and other are required to Explore in a detailed manner.

• Hence the selected Sample population is to analyse the problems faced by The passengers is being chosen to know the service quality provided by the Southern railway services.

RESEARCH METHODOLOGY:

The accompanying sections clarify the philosophy Continued in the study.

TYPE OF RESEARCH

Research Methodology refers the discussion regarding the specific methods chosen and used in a research paper. This discussion also encompasses the theoretical concepts that further provide information about the methods selection and application. Also the researched adopt random sampling method to conduct the study. It is to possible to meet all the consumers. Samples is that portion of the universe which represents the ideas of the whole lot. So the sample selected should reflect the ideas and thoughts of the population.

RESEARCH TOOL

Three Methods are used as a research tool

- • Percentage analysis method
- • Chi-square teat
- • Ranking Analysis

HYPOTHESES

HO - There is no significant relationship between profession and selecting southern railways.

Hl - There is significant relationship between profession and selecting southern railways.

SAMPLE SIZE

Sample size includes maximum 100 Respondents.

SOURCES OF DATA

For this purpose of study, the data has been collected in 2 ways:

- • Primary Data
- • Secondary Data

PRIMARY DATA

Primary Data is gathered through questionnaire respondents.

SECONDARY DATA

Secondary data is gathered through Journals, Books, E-Sources, and Reports and so on

LIMITATION OF THE STUDY

- ► The suggestions are not constant because the Mind-set of the respondent may be changed.
- ► Since the data collected from the respondents are subjected to their opinion and perception.
- ► Study mainly covered the southern Railway Coimbatore junction, so it may be Vary.

REVIEW OF LITERATURE:

1. **Mahima Johnson (2019) In their study,** The Southern Railway headquarters at Chennai, Tamil Nadu is one of The earliest zones of Indian Railways. The objective of their study is to explore the problem Faced by the Daily railway passengers. Convenience Random Sampling used in their study and the research is based on the survey method. Based on their present Study, the following suggestion handmade to improve the services of the Indian Railways.

2. **A. Kalaiselvi, D. Sandhya, C.G Athira (2017)** in their Article studied about the passenger Satisfaction Towards railway service m Coimbatore junction. They Concluded that the availability Of power, Responsiveness of railway staffs, safety and security, Digital display and individualize Attention were revealed to be the most significant Factors of satisfaction among the passengers.

3. **Dr. K .Vanitheeswari S. Nagaligam S. Nagapriya K.Mathan Kumar (2017),** revealed that Six factors out of twenty were extracted viz Technological development, Passenger amenities, Comfort, Safety, Minimum fare and better infrastructure facilities. The factors that are found had High associauons. Kaisar-Meyer-Olikin measure indicated that the corrections between the Variables are high and explained by the other variables. The researchers found out the factors that Influences the train travel of the passengers.

4. **D.Anbupriya, Dr. S Subadra (2016).** In their study, An Indian railway is the life line of the nation. The System Never rests; it has been up and working Perpetually For the last several decades. The objective Of the Study is to analysis the travel factors influencing The Passengers of Southern Railways. The study was conducted using non- probability sampling techniques and the convenience sampling method was adopted Because the sampling size was unknown.

5. **Dr. Arash Shahin (2016) SERVQUAL and Model of Service Quality Gaps:** A Framework for Determining And Prioritizing Critical Factors in Delivering Quality Services: The research paper Deals with the concept Of service quality and demonstrates the model of Service quality and the Gaps. SERVQUAL is an Effective approach that has been researched and its Impact in the analysis of the customer satisfaction, Expectations and has been highlighted.

ANALYSIS AND INTERPRETATION OF DATA:

Analysis and interpretation of data is the process of assigning meaning to collected information and determining the conclusions, significance and implication of the findings. It is an important and exciting step in the process of research. In all research studies, analysis follow data collection.

Table showing the Relation between Income and Number of Tickets

Income /No of ticket	Excellent	Good	Neutral	Poor	Very Poor	Total
Below 10000	4	11	4	2	0	21
11000- 20000	9	13	7	1	1	34
21000-30000	5	9	10	1	0	22
31000- 40000	0	2	4	0	0	6
Above- 40000	6	6	4	1	0	17
Total	**24**	**41**	**29**	**5**	**1**	**100**

0	E	O-E	(O-E)2	(O-E)2 /E
4	5.04	-1.04	1.0816	0.214
9	8.16	0.84	0.7056	0.086
5	5.28	-0.28	0.0784	0.014
0	1.44	-1.44	2.0736	1.44
6	4.08	1.92	3.6864	0.903
11	8.61	2.39	5.7121	0.663
13	13.94	-0.94	0.8836	0.063
9	9.02	-0.02	0.0004	0.000
2	2.46	-0.46	0.2116	0.086
6	6.97	-0.97	0.9409	0.940
4	6.09	-2.09	4.3681	0.717
10	9.86	0.14	0.0196	0.001
7	6.38	0.62	0.3844	0.060
4	1.74	2.26	5.1076	2.935
4	4.93	-0.93	0.8649	0.175

2	1.05	0.95	0.9025	0.859
1	1.7	-0.7	0.49	0.288
1	1.1	-0.1	0.01	0.009
0	0.3	-0.3	0.09	0.03
1	0.85	0.15	0.0225	0.026
0	0.21	-0.21	0.0441	0.21
1	0.34	0.66	0.4356	1.435
0	0.22	-0.22	0.0484	0.22
0	0.06	-0.06	0.0036	0.06
0	0.17	-0.17	0.0289	0.17
Total	**100**			**3.752**

Chi- Sqare value $=x2 = I(O-E)2/E$

$= 3.752/100$

$=0.03752$

Degree of Freedom = (Row-1) (Column-I)

$= (5-1) (5-1)$

$= (4) (4)$

$=16$

Significance Level = 0.05 Table Value = 26.29

X2 CALCULATED VALUE < X2 TABULAR VALUE.

HYPOTHESIS

HO - There is no significant relationship between profession and reason for selecting Southern railways.

Hl – There is significant relationship between profession and reason for selecting Southern railways.

INTERPRETATION

In the above analysis the calculated value (0.03752) is lower than the table value (26.29) at the level of 0.05 significance. Hence, there is no significant relationship between profession and reason for selecting Southern railways.

Table showing the Rate of the Train Food and Behaviour

Ameneties	Excellent	Good	Neutral	Poor	V. poor	Total	Rank
Food & Beverage	8	22	40	23	7	**299**	**1**
WiFi	13	42	35	6	4	**276**	2
Toilet	16	32	30	18	4	**262**	**3**
Waiting room	15	39	30	11	5	**252**	**4**
First aid	9	46	36	7	2	**247**	5
Platform	10	52	31	4	3	**238**	6

INTERPRETATION

Table shows that highest rank to words food & beverage, second rank to words Wi-Fi service, third rank to words tailot, fourth rank to words waiting rooms, fifth rank to words first aid, sixth rank to words platform.

SUGGESTIONS:

Room for improvement with such a huge human power in railways. Citizen involvement in keeping the area clean. The staffs should provide information in a easier way.

Cleanliness and hygienic are required in coaches and toilets to be given more importance. Could be clean and better. TTR may check all compartments as many people started traveling without tickets in reserved compartment.

CONCLUSION:

The empirical study is really a contribution to identify the factors that determine passenger satisfaction in rail with Service and quality of services provided by the southern railways. 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 passengers and made initiatives to improve the quality of service to enrich the satisfaction of passengers. Even Though repeated attempt made by the railways to improve the quality of services, the result would not satisfied the passenger's needs. It reveals that, continuous, comprehensive, Lengthy intentional performance and attempts are essential to Solve these problems. Accordingly, the research gives some Insights to develop and improve the quality of services to satisfy the passengers in rail. The service offering by Indian railway is vital for its growth. The satisfaction of the need of the passengers is important to compete with other mode of transport. On the basis of this study some suggestions has been made. If the suggestive measurements have been considered by the Indian railways, it is hope that the Indian railways will Shine and bring magnificence to our country in the near future.

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