

**PASSENGERS PERCEPTION SERVICES OFFRED BY SOUTHERN RAILWAY WITH
SPECIAL REFERENCE TO MADURAI DIVISION**

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ABSTRACT

Transport or transportation is the development of human, creatures and products starting with one area then onto the next. Indian railway deals with the fourth biggest organization on the planet by size. The objective of the review is to know the degree of fulfillment of the traveler about the administrations presented by southern railway. In this review the questionnaire strategy is utilized to gather the information the data the simple percentage and chi-square are applied. The major findings of this study and suitable suggestions are presented in this article. Mobility is an important aspect in transportation as it helps in moving either the passenger or freight from one location to another. The transportation sector plays a significant role in the economy by impacting on development and the welfare of populations. The entire configuration of industry and commerce lean on the well laid establishment of transportation. The development of railways in India is a milestone in the evolution of human civilisation. Indian Railways has been working perpetually for the last several decades to run both long distance and suburban rail systems on a multi-gauge network of broad, meter and narrow gauges. It is the fourth largest railway network in the world, transporting 8.397 billion passengers and over 106 million tons of freight annually, as of 2014. The Southern Railway was established on 14th April 1951, by

merging together the South Indian Railway, Madras and Southern Mahratta Railway and Mysore State Railway. 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.

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 one management. It is a multi-gauge, multi-traction system covering 115,000 kilometers, with 7500 stations as on December 2012 across the length and breadth of the country. It transported 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.

1.3 REVIEW OF LITREATURE

1. Vanniarajan.T & Stephen. A (2008) carried out an empirical study on Railqual and passenger satisfaction among Southern Railway passengers. The main objectives of the study were to analyze the gap between perceptions and expectations of service quality and also to examine the impact of perception on Railqual factor towards the passenger's satisfaction and the image of Indian Railways. The findings of the study disclosed that the reliability and responsiveness dimension had a positive influence on passenger satisfaction whereas reliability and empathy dimension had a significant positive effect on the image of Indian Railways. The authors

concluded that continuous improvement in the service quality and facilities offered can enhance passenger loyalty towards Indian Railways.

2. Light Rail Transit (LRT) in Malaysia. For this study, the service quality attributes are classified into two categories namely attributes at the train stations and inside the train. The study was carried to three hundred passengers and data was analysed using Penalty-Reward Contrast Analysis (PRCA) and Adequate Importance Model (AIM). PRCA classified the service attributes and AIM measured the overall satisfaction of each service attributes. The result of the study was illustrated using KANO Model which shows that almost all service attributes are at a satisfactory level except four attributes namely cleanliness, safety, efficiency and service of staff.

3. Abadi Dwi Saputra (2010) made a study to analyze the comparison effect of customer satisfaction between PT Kereta Api Indonesia (PTKAI) Rail service and with Statens Järnvägar(SJ) AB Rail service of Sweden. The research finding shows that six factors of service quality attributes has a significant influence to customer satisfaction towards PTKAI service for commuter class and seven factors for business and executive class. The author recommended certain areas such as service standard design, service guarantee and complaint handling system are needed to be adjusted according to the interest of customers. Finally author concludes to learn the recommended action from Statens Järnvägar (SJ) AB of Sweden to improve further.

4. S. Vishnuvarthani, A. Selvaraj (2012) in their article measured the relationship between the awareness level and passengers' satisfaction in Salem railway division and the result indicated that the passengers had low level of awareness and the railway services were unable to satisfy the customers' needs. The author advised to have effective functioning of Grievance Redressal cell, adequate index boards, bulletin board, and articulate clear announcement so as to increase the awareness level among the passengers.

5. J. Anuradha (2014) in her study titled "Passenger's Satisfaction towards Railway Service" explained about passenger awareness and satisfaction levels in Erode junction. Seven factors were analysed through rank analysis and it is found that comfort variable ranked the first. Author also have examined that passenger satisfaction level is in between the high and low level and offered some suggestive measures to create awareness among the passengers regarding various services offered because 76.4% of the sample passengers were unaware of it.

6. A. Kalaiselvi, D. Sandhya, C.G Athira (2017)¹ in their article studied about the passenger satisfaction towards railway service in Coimbatore junction. They concluded that the availability of power, responsiveness of railway staffs, safety and security, digital display and individualized attention were revealed to be the most significant factors of satisfaction among the passengers.

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 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?

SAMPLE TECHNIQUES

For the purpose of selecting the samples for the study, convenient sampling technique is used. A sample size of 150 was selected.

METHOD OF DATA COLLECTION

Both the primary data and secondary data were taken into account for the purpose of study

Primary data: Questionnaire was used to collect the data.

Secondary data: Secondary data was collected from the websites, research obtained from railway department and national survey in railway.

OBJECTIVES OF THE STUDY

The following are the main 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.

FACILITIES OFFERED BY SOUTHERN RAILWAYS

In this study, Amenities are included 16 variables are taken by passengers satisfaction from Southern Railways. They are follows.

- Availability of Seats
- Drinking Water
- Power Supply
- Sanitation Quality
- Neatness of Compartment
- Presence of Creatures & Insects
- Self Safety
- Safety of Belongings
- Affordability
- Quality
- Medical Service
- Availability of Doctors
- Right-time Service
- Information Accessibility
- Behavior of Staff

- Behavior of co-passengers

DATA ANALYSIS:

Below tables are shows demographic profiles of respondents.

Table 1: Gender of the respondents

Gender	respondents	Percentage
Male	83	55
Female	67	45
Total	150	100

Source: Primary Data

From the above table 55% of respondents are male and 45% of respondents are female.

Table 2-Age of respondents

Age	respondents	Percentage
Below 20 years	35	23
20 – 30years	27	18
31 – 40 years	46	31
above 40 years	42	28
Total	150	100

Source: Primary Data

From the above table 23% of respondent's age below 20 years, 18% of respondents age 20 – 30 years, 31% of respondent's age 31 – 40 years, 28% of respondent's age above 40 years.

Table 3- Family size of respondents

Family size	respondents	Percentage
2- 4 members	18	12
5-7 members	45	30

More than 7members	87	58
Total	150	100

Source: Primary Data

From the above table 12% of respondents' family size is 2-4 members, 42% of respondents having 5-7 members, 58% Of respondents more than 7 members in their family.

CORRELATION AND REGRESSION ANALYSIS

To understand the statistical relationship among economic variables relating to women households in both the study palayamkottai taluks, correlation and regression analysis have been carried out. The variables have been chosen on the basis of logical connection among them, which is generally correlated in many related studies. Before going for regression models, the correlation between the variables has been worked out. If the variables are strongly and significantly related, the regression results may be considered reliable. In order to understand the association between the variables, simple linear correlation coefficient matrix has been worked out for each of the study taluks and presented in Tables 5.29 and 5.30. The results show that the direction and strength of the relationship between the variables are not uniform and indicating the taluk specific differences. The association between the variables identified may be studied systematically. When education X2 is for example, the average of the Schooling, years has got positive association with the number of days employed by women households X3 in both the taluks

Correlation Coefficient Matrix – private college women faculty memebers

	X1	X2	X3	X4	X5	X6	X7	X8	X9
X1	1.03	5.5	3.56	5.76	5.6	7.8	6.7	8.9	7.9
X2		5.6	4.0	4.4	5.6	6.7	5.7	7.8	7.3
X3			6.8	5.6	4.4	5.5	3.3	3.3	3.1
X4				3.1	1.1	2.2	1.3	2.1	3.3
X5					2.3	2.1	3.3	3.4	5.6
X6						6.6	4.7	6.4	3.3
X7							2.2	1.1	3.2

X8								2.1	1.1
X9									1

'a' Significant at 1 per cent level 'b' Significant at less than 1 per cent level

X1 Age of the women

X2 Edu. Status of Women

X3 Size of the family

X4 Social Status

X5 No. of days employed (women)

X6 Wage from agricultural activities

X7 Wage from non-agricultural activities

X8 Husband's Income

X9 Total family Income

Most Preferred Individual Stress Management Practices Here, a sector-wise analysis regarding the most preferred individual stress management practices using mean score has been made. On analyzing Table 5.30, it is clearly revealed that prayer is the most preferred individual stress releasing technique in the insurance sector as the mean score is the highest. Next to this, listening to music is preferred, followed by sharing feelings with colleagues. The least preferred individual techniques include keeping quiet and cool, ignoring the problems and exercise

Table 8- satisfaction levels of comparing low fare to other transport

Satisfaction level of low fare comparison	respondents	Percentage
Highly satisfied	30	20
Satisfied	60	40

No opinion	10	6.6
Dissatisfied	20	13.3
Highly Dissatisfied	30	20
Total	150	100

Source: Primary Data

From the above table shows 20% of respondents are highly satisfied and 40% of respondents are Satisfied and 6.6 % of respondents are no opinion and 13.3% of respondents are Dissatisfied and 20% of respondents are highly dissatisfied .

Table 8- satisfaction levels of comforts to the passengers

Comforts to passenger	respondents	Percentage
Highly satisfied	25	16.6
Satisfied	68	45.3
No opinion	15	10
Dissatisfied	12	8
Highly Dissatisfied	30	20
Total	150	100

Source: Primary Data

From the above table shows 16.6% of respondents are highly satisfied and 45.3% of respondents are Satisfied and 10 % of respondents are no opinion and 8% of respondents are Dissatisfied and 20% of respondents are highly dissatisfied.

Table 9: RANK THE SERVICES FOR TRAVELLING PASSENGERS IN TRAINS

Particulars	1(7)	2(6)	3(5)	4(4)	5(3)	6(2)	7(1)	Total	Mean	Rank
Tangible	25	40	30	10	12	15	18	150	4.59	II
	(175)	(240)	(150)	(40)	(36)	(30)	(18)	(689)		

Empathy	19 (133)	25 (150)	27 (135)	20 (80)	24 (72)	10 (20)	25 (25)	150 (615)	4.10	III
Assurance	20 (140)	13 (78)	29 (145)	25 (100)	28 (84)	17 (34)	18 (18)	150 (599)	3.99	IV
Comfort	40 (280)	27 (162)	24 (120)	15 (60)	20 (60)	9 (18)	15 (15)	150 (715)	5.00	I
Frequency	15 (105)	20 (120)	13 (65)	25 (100)	27 (81)	20 (40)	25 (25)	150 (536)	3.57	VI
Reliability	18 (126)	13 (78)	13 (65)	22 (88)	27 (81)	30 (60)	27 (81)	150 (525)	3.50	VII
Speed	22 (154)	15 (90)	16 (80)	20 (80)	20 (60)	32 (64)	25 (25)	150 (3.68)	3.68	V

Source: Primary Data

As per the above table 5 shows that, majority of the respondents preferred Rank I as comfort, next most of the respondents preferred Rank II as tangibles, next most of the respondents preferred Rank III as assurance and followed by Empathy, Frequency, Speed, Reliability occupied Rank IV, V, VI, VII respectively. It is concluded that comfort service is fore most passengers travelling while travelled in train

FINDINGS

1. Majority of the respondents are male passengers (55%).
2. Majority of the passengers travelled under Age 31-40 years (31%).
3. Majority of the family size of the respondents are 2-4 members (58%).

4. Majority of respondents of monthly income level Rs.5000 – 10000 (49%)
5. Majority of respondents of occupation are salaried people (50%) .
6. Majority of respondents are frequently using rail service occasionally (50%).
7. Majority of respondents are purpose of journey choose personally (52%).
8. Majority of respondents are choose express trains (36.6%).
9. Majority of the respondents comparing low fare to other transport mostly they are satisfied (40%).
10. Majority of the respondents choose comforts of rail service are satisfied (45.3%).
11. In this study there are 7 services that measure help passengers satisfaction on Tangible, Empathy, Assurance, Comfort, Reliability, Frequency, and Speed at the time of travelling in train.

SUGGESTION

From this above study gives some suggestion are as follows:

- Complete attempt to implement the qualified services to the passengers.
- Execute effective and affordable far reaching service model.
- Since the basic facilities and hygiene are important factors to determine the satisfaction of the customers, the Railways are to pay more attention to provide such services.
- The structured satisfaction model can be either developed or to be modified so as to ensure better and qualified services and overall satisfaction to the customers (Passengers) while in the train journey.
- Train ticket technologies some times to be able to know illiterate people if any developments are found by southern railways it will be expected by passengers.

CONCLUSION

Railway has been important role in the Indian travelling systems. It is most suitable for all passengers based on this study gender, income level, family size. Above study Ratio analysis determine the passenger's satisfaction at the travelling time. This study concluded the passengers feel comfortable in train travelling. Totally this study was Attitude of the passengers' satisfaction towards southern railway system.

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