



A STUDY ON PASSENGERS SATISFACATION TOWARDS INDIAN RAILWAY SERVICES WITH SPECIAL REFERENCE TO COIMBATORE CITY

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CHAPTER I

1.1 INTRODUCTION

The Indian railway system is the second-largest railway system in the world. Established in 1853 from Bombay to Thane, the Indian railway system is one of the most efficient networks. The Indian government, acting through the ministry of railways, owns and runs Indian Railways, a state-owned corporation. In the middle of the 19th century, rail transportation in the nation started. First railway in the nation was built by Great Indian Peninsula Railway. After being nationalized in 1951, Indian Railway became the sole operator in the nation. There are 7500 railroad stations and around 1,14,500 kilometers of railroad in India. The railroad transports 2.8 million tones of freight and 30 million people each day. During British colonial rule, the southern Indian railway was first established as the great southern Indian railway corporation created in 1853 and incorporated in 1859 in great Britain. One of the 17 zones of Indian Railway has its headquarters at Chennai central. This study aims to assess passenger satisfaction towards the services provided by Indian Railways with special reference to Coimbatore city. This study aims to assess passenger satisfaction towards the services provided by Indian Railways with special reference to Coimbatore city. By systematically evaluating these aspects, this study intends to provide a comprehensive overview of the passenger experience in Coimbatore. The findings of this study are expected to assist policymakers, railway authorities, and other stakeholders in understanding the needs of passengers and in making informed decisions to improve the quality of railway services in the region. Ultimately, the study aspires to play a part in the broader efforts to elevate the quality of public transportation services in India, particularly within the context of Indian Railways' commitment to passenger satisfaction and service excellence.



Keywords: Passengers satisfaction, Passengers experience and Indian Railway Services.

1.2 STATEMENT OF THE PROBLEM

The Indian Railways passengers services were among the biggest in the entire globe. The majority of people like rail travel since it is convenient and expensive. Its purpose is to serve the people by ensuring their comfort at all times when travelling. Based on how customers view the various services provided by rail systems. There are many issues that the train passengers must deal with. The bulk of issues involve lack of access to adequate safety precautions, food, theft, restroom, travelling sickness etc. The research focuses on the issue that travellers are having Only when the passengers are pleased with their services can the Indian Railway operate effectively. Hence this study is based on the passengers satisfaction on the services offered by the railway system.

1.3 OBJECTIVES

1. To inculcate the awareness of passengers grievance cell among the passengers.
2. To analyses the travelling experience of the passengers.
3. To identify the level of satisfaction among the passengers.

1.4 SCOPE OF THE STUDY

This study mainly focus on the degree to which passengers are satisfied with the services provided by Indian Railway. It is necessary to thoroughly investigate every aspect of railway service, including ticket availability, trip quality, employee behaviour, timing, and others. The primary goal of this research is to evaluate the level of services offered by the Indian Railways. This study will have the scope to provide the services offered by the Indian Railway.



1.5 RESEARCH METHODOLOGY

The methodology used to get information about the passengers satisfaction towards Indian railway services. The questionnaire is designed and distributed via Google forms. A sample of people who responded to a questionnaire on general questions like age, gender, occupation, qualification so the satisfaction of passengers in Indian Railway Services will be used as a sample.

1.4.1 RESEARCH DESIGN

NATURE OF STUDY

This study involves Descriptive and Analytical research method as research design for study.

NATURE OF DATA

Both primary and secondary data are collected for the purpose of the study.

1.4.2 SOURCES OF DATA

1. PRIMARY DATA

It is the original data collected from the respondents. This was collected through structured questionnaire.

2. SECONDARY DATA

This project includes in the websites, newspapers and journals in the form of review of literature with reference.



1.4.3 SAMPLING DESIGN

NATURE OF POPULATION

The respondents of this study considered were the passenger who travels in Indian Railway Services

SAMPLE SIZE

The sample size of the study is 120 respondents.

SAMPLE METHODS

Convenience sampling technique method is used.

TOOLS USED

- Simple Percentage Analysis
- Likert Scaling Analysis

1.5 LIMITATION OF THE STUDY

- The study is primarily based on the information given by the sample respondents and the factors they provided were influenced by their beliefs and attitude.
- The study mainly focused on Coimbatore junction of the Indian Railway.
- The study has limited time frame.
- The number of respondents limited to 120.



CHAPTER II

2.1 REVIEW OF LITERATURE

- **Parvathy Asokan, Girish (2020)** the researchers examines that the Aluva Railway Station still demands the features of the facilities, leisure room facilities, entertainment facilities, terminal, and CCTV cameras, and the modernization of the existing terminal.
- **Rajeev Kumar 'Ranjan, Nitin Thapar, Shoaib ,Alam Siddiqui and Arun Kant Painoli (2020)** the researchers examines improving the factors such as timely management of trains and training of railway staff is highly responsive to the need and demand of passengers.
- **Zhanna maslova,ilona khitarova(2018):** The application of the analytical approach to quality management in higher education bodies is particularly relevant. The problems of formation, implementation, and practical use of quality management system in higher education have not yet been sufficiently reflected in the studies of foreign and domestic specialists, although there are a large number of publications on the formation and implementation of quality management systems in industrial production conditions.
- **D. Anbupriya, Dr. S. Subadra (2016)** entitled study on "Passengers satisfaction towards railway services. Objective of the study is to identify the travel factors influencing the passengers of southern railways. There are 400 out of 460 respondents have been used this study satisfaction of service quality were analyzed using various tools and ANOVA was used to identify the significant difference concludes or reveals that the totally responds considered positivity, that would be a strong environment to the passengers and railways.



CHAPTER III

3.1 ANALYSIS AND INTERPRETATION

Analysis and interpretation involve examining data, situations, or events in detail to understand their significance and meaning. Analysis is the process of breaking down complex information into smaller, manageable components, identifying patterns, relationships, or trends, and evaluating the underlying elements. It often involves organizing data and using tools like charts or graphs to gain a deeper understanding. Interpretation, on the other hand, is the step where you assign meaning to the analyzed data.

TABLE NO 3.1.1
SHOWING THE DIFFICULTIES FACED BY THE PASSENGERS DURING
TRAVELLING OF THE RESPONDENT

S.NO	THE DIFFICULTIES FACED BY THE PASSENGERS DURING TRAVELLING	NO.OF RESPONDENT	PERCENTAGE(%)
1.	FOOD SERVICES	29	24.1
2.	RESTROOM	46	38.3
3.	THEFT	25	20.8
4.	TRAVELLING SICKNESS	20	16.8
TOTAL		120	100

TABLE NO 3.1.2
SHOWING THAT BOOKING RAILWAY TICKETS WISE CLASSIFICATION OF THE
RESPONDENTS

S.NO	BOOKING RAILWAY TICKETS	NO.OF RESPONDENT	PERCENTAGE(%)
1.	TICKET BOOKING COUNTER	37	30.8
2.	IRCTC WEBSITES	32	26.7
3.	3RD PARTY AGENT	21	17.5
4.	MOBILE TICKET BOOKING	30	25
TOTAL		120	100



TABLE NO 3.1.3
SHOWING FORM OF TICKET GENERALLY CARRY IN THE TRAIN WISE
CLASSIFICATION OF THE RESPONDENTS

S.NO	WHAT FORM OF TICKET DO YOU GENERALLY CARRY IN THE TRAIN?	NO.OF RESPONDENT	PERCENTAGE(%)
1.	PRINTED E- TICKET	35	29.2
2.	MOBILE E- TICKET	65	54.1
3.	OTHERS	20	16.7
TOTAL		120	100

CHARTNO 3.1.3
SHOWING FORM OF TICKET GENERALLY CARRY IN THE TRAIN WISE
CLASSIFICATION OF THE RESPONDENTS

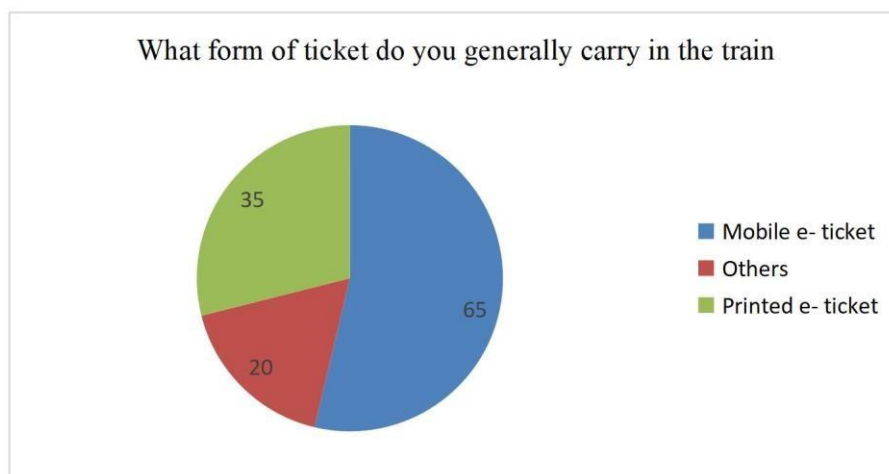
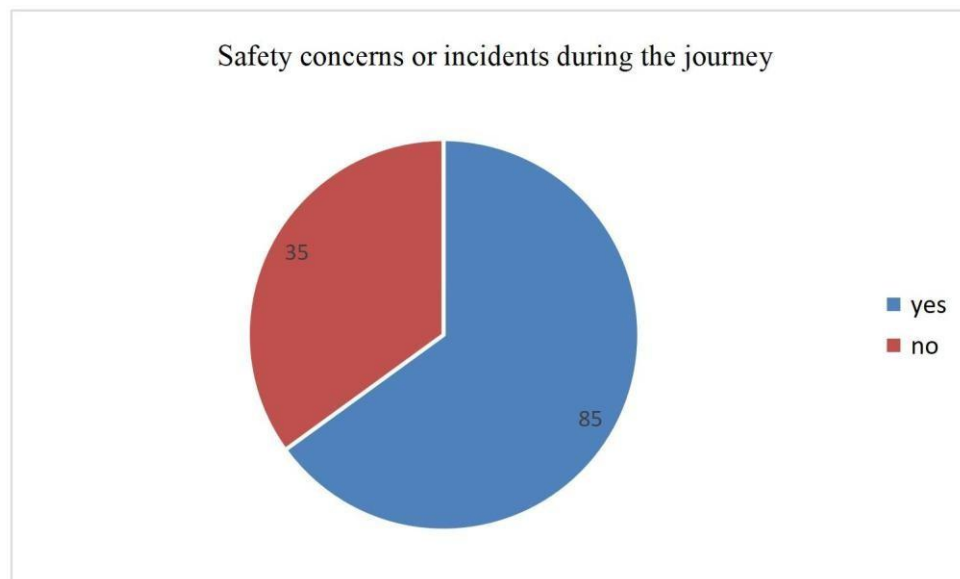




TABLE NO 3.1.4
SHOWING THE SAFETY CONCERNS OR INCIDENTS DURING THE JOURNEY
WISE CLASSIFICATION OF THE RESPONDENTS.

S.NO	SAFETY CONCERNS OR INCIDENTS DURING THE JOURNEY	NO.OF RESPONDENT	PERCENTAGE(%)
1.	YES	85	70.3
2.	NO	35	29.7
TOTAL		120	100

CHART NO 3.1.4
SHOWING THE SAFETY CONCERNS OR INCIDENTS DURING THE JOURNEY
WISE CLASSIFICATION OF THE RESPONDENTS.





CHAPTER IV

4.1 FINDINGS

1. From the total respondents of 120, there were (52%) of female respondents
2. (63.2%) of the respondents prefer holiday for travelling.
3. (31.6%) of the respondents make a journey by monthly.
4. (40.2%) of the respondents prefer railway tickets in mobile ticket booking.
5. (68.4%) of respondents are using mobile e-ticket app for getting tickets by the respondents.
6. (65%) of the respondents are used to travel with their family.
7. (49.6%) of the respondents face difficulties over restroom while travelling.
8. Information provided to the passengers has been ranked 1st by the respondents.
9. Number of ticket counter in the railway station has been ranked 1st by the respondents.
10. Services provided by the train staff and their approach has been ranked 1st by the respondents.

4.2 SUGGESTIONS

- The respondents made suggestions to improve the varieties of food.
- It gives important to essential service quality factors like theft, restroom, and sickness during travelling which are critical in determining customer satisfaction.
- The primary determinant of a passenger's satisfaction is the safety and security.
- The quality and services offered by the train, in the perspective of the passengers, might yet be improved.



4.3 CONCLUSION

The study on passenger satisfaction towards Indian Railway services, with a special focus on Coimbatore city, reveals significant insights into the experiences of travelers. The findings indicate that while Indian Railways has made commendable progress in terms of accessibility, affordability, and coverage, there are still areas that require attention to improve overall satisfaction levels. The Indian Railways in Coimbatore, while providing essential transportation services, needs to focus on improving service delivery, infrastructure development, and customer communication to elevate passenger satisfaction. Addressing these concerns would not only boost the public image of Indian Railways but also foster greater loyalty and use among passengers.

REFERENCE

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