

**Passenger Satisfaction Towards Railways Transport With Reference To Erode
(Salem Division)**

D.DEEPA

II M.Com

PG & Research Department of Commerce

Vivekanandha College of Arts and Sciences for Women (Autonomous)

Tiruchengode - 637205

Dr.A.KAVITHA M.Com., M.Phil., Ph.D.,

Assistant Professor of Commerce

Vivekanandha College of Arts and Sciences for Women (Autonomous)

Tiruchengode - 637205

ABSTRACT

Railways were first introduced to India in the year 1853 from Mumbai to Thane. In 1951 the systems were nationalized as one unit, the Indian Railways, becoming one of the largest networks in the world. It also owns locomotive and coach production facilities at several places in India and are assigned codes identifying their gauge, kind of power and type of operation. Its operation covers twenty nine states and seven union territories and also provides limited international services to Nepal, Bangladesh and Pakistan. This study which focuses only on certain aspects of Southern Railway with reference to the two railway divisions under the zone is not exhaustive. The present study has focused only on the economics of railway operations in Southern Railway, passengers and freight transporters satisfaction assessment, complementarities and the employees' attitude towards the railways. Research is based on fresh hand data as well as secondary sources. The measures are finalized on the basis of used various tools like percentage, Chi-square method and correlation. It conclude that maximum percentage of the respondents are male, graduate, employee, income 10000-20000, regular passenger, general compartment and reasonable fair.

Key Words : Railway Transport, Passenger Satisfaction, Reliabilities, Facilities, Divisions.

INTRODUCTION

Indian Railway is the second largest railway in the whole world. Indian railway is one of the most effective networks established in 1853 to operate both, long distance and suburban rail systems on a multi-gauge network of broad, meter and narrow gauges. The Indian Railway helps to unite the integral, social, economical, and cultural foundation of the country. Indian railway has around 114,500 kilometers of railway track with 7500 railway station. This Railway carries approximately 30 million passengers and 2.8 million tons of freight daily. The present Indian railways are characterized by challenges of market changes and increasing demand in capacity. Moreover, competition is a key factor in achieving improved productivity, lower prices and higher quality of services and products that respond to the changing needs of the customers. A certain degree of competition exists between rail and road transport, but the level of competition varies widely with volume, distance and customer needs regarding transit time, reliability of service and value of goods. Indian railways can provide the necessary customers focus and compete effectively with road provided its reliability, productivity and efficiency are enhanced. Further studies on the topic can be conducted on

- Different zones and divisions of Indian Railways.
- Financial aspects of different zones
- The complementarities -rail/road and rail/airlines
- Freight transportation through railways

Customer perception is defined as the way that customers usually view or feel about certain services. It can also be related to customer satisfaction which is the expectation of the customer towards the services. The customer expectations are fulfilled as called satisfaction.

STATEMENT OF THE PROBLEM

In India the population is increasing day by day. So the people needed transportation to move from one place to another place. So, most of the people prefer railway transportation. The railway passengers are facing a lot of problems. The research goes a ride on the problems faced

by the passengers. So the majority of problems are availability of ticket, over crowded, delay in arrival, poor safety measure etc.

REVIEW OF LITERATURE

Xiangyu Chen (2013)¹The suburban railway passenger station connecting intercity and urban transport is the key point of an unimpeded transportation network. The study of evacuation on the passenger service level will improve comfort of junctions and lay a solid theoretical foundation for yard planning. Firstly, this paper will introduce the surroundings and the passenger flow of Shanghai-Nanjing Expressway. Shanghai-Nanjing High-Speed Railway is located in the economic prosperity region of the Yangtze River Delta area. There's large passenger traffic volume. It takes a long time for passengers to arrive. There are also many long-distance bus stations near the important station yards, which railway station and bus station share part of the infrastructure.

Thomas C. Cornillie (2015)²Aspirations toward creating a new role for intercity passenger rail service and anxieties about the apparent expansion of government have anchored a debate that has persisted over much of Amtrak's existence. Amid controversy, the corporation has played a key role in creating a meaningful niche for short-distance intercity passenger rail service under the management of state and regional sponsors. However, questions continue to surround the form and function of Amtrak's long-distance routes. With the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), Congress mandated the creation of new tools to engage state and regional sponsors of intercity passenger rail service and to re-examine the form and function of long-distance routes.

OBJECTIVES OF THE STUDY

Primary objective:

The study analysis passenger satisfaction towards Railways transport with reference to Erode (Salem division).

¹Xiangyu Chen (2013) - Procedia - Social and Behavioral Sciences, 'The Study of Evacuation Passenger Service Level of Shanghai-Nanjing High-speed Railway Stations', Volume 96, 6 November 2013, Pages 265-269.

²Thomas C. Cornillie (2015) - Journal of Rail Transport Planning & Management, 'New opportunities for continuing the revitalization of intercity passenger rail', Available online 19 December 2015.

Secondary objectives:

- To explore the problem faced by the selected sample respondents in passenger satisfaction under the study area.
- To understand the passengers perceived value in terms of quality of service.
- To measure the comforts level of passengers in Rail transport.
- To study the recommendation for passengers comfortable and suggest to others.

RESEARCH METHODOLOGY

The Primary data was collected from 120 passengers through the structured survey questionnaire to test level of satisfaction of the passenger and their perception, attitude etc. Total time taken for data collection was 3 months. The researcher not only collects the data from the different websites but also from reference books, newspapers and existing research articles, collection of data by way of questionnaire and face to face conversation with the passengers. Statistical method used for this study like percentage analysis, chi square test and correlation analysis.

FINDINGS

1. It majority 55 % of the respondents are male in gender.
2. It's clear that majority 50% of the respondents are occupation in employees.
3. It analysis the majority 40% of the respondents are earning 10,001 -20,000 per month.
4. It is accomplished that majority 70% of the respondents are travelling in regular passenger.
5. It is evident that majority 42% of the respondents travel for 5-7 years through rail transport.
6. It is evident that Majority of the respondents are travel in general comportment for travelling regularly.
7. It's clear that majority 49% of the respondents said train fare is reasonable when compared with other modes of travelling.

TABLE SHOWING FACTOR OPINION FOR PRIMARY FACILITY

S. NO	Factor	Highly satisfied		Satisfied		Dissatisfied		Highly Dissatisfied	
		Res	Per	Res	Per	Res	Per	Res	Per
1	Seat comfortable	43	36	36	30	20	16	21	18
2	Emergency	39	33	43	36	22	18	16	13
3	Reasonable price	42	35	45	38	17	14	16	13
4	Safety	32	27	46	38	28	23	14	12
5	Canteen facility	34	28	49	41	22	18	15	13
6	Quick reachable	39	33	34	28	36	30	11	9

Source: primary data

The above table shows that over all opinion for primary facility, 41% of the respondents opinion about satisfied in canteen facility, 38% of the respondents opinion about satisfied in safety facility, 38% of the respondents opinion about satisfied in reasonable price, 36% of the respondent opinion about highly satisfied in seat comfortable facility, 36% of the respondents opinion about satisfied in emergency facility, and 33% of the respondents opinion about highly satisfied in quick reachable.

Hence the majority 41% of the respondents' opinion about satisfied in canteen facility.

THE TABLE SHOWS THAT THE RELATIONSHIP BETWEEN THE PURPOSE OF TRAVELLING TO THE RAILWAY TRANSPORT AND PASSENGER THINK SAFETY.

X	Y	X ²	Y ²	XY
24	49	576	2401	1176
28	43	784	1849	1204
57	20	3249	400	1140
11	8	121	64	88
$\sum X = 120$	$\sum Y = 120$	$\sum X^2 = 4730$	$\sum Y^2 = 4714$	$\sum XY = 3608$

$$r = \frac{\sum XY}{\sqrt{(\sum X^2)(\sum Y^2)}} \quad r = \frac{3608}{\sqrt{(4730)(4714)}} \quad r = \frac{3608}{4721} \quad r = 0.76$$

Result

This is a positive correlation. There are relationships between the purpose of travelling to the railway transport and passenger think safety.

SUGGESTION

- The most of passengers like says that comfortable in travel in long distance.
- The railway transport or comfortable for compare with others.
- The passengers suggested that adequate of primary facilities in the railway travels.
- The report analysis that the passengers awareness from new passenger and carrying goods.

CONCLUSION

The research is well known that offering better services is essential for the growth of the Indian Railways. It is also equally important to make the passengers aware of the services. Still, Railway transport has to take more possible steps to enhance the level of awareness of the

passengers. On the basis of the findings of the present study, some constructive and viable suggestions have been made. If the suggestive measurements have been considered earnestly by the Indian Railways and the Policy Makers, it is hope that the Railway transport will shine and bring grandeur to our country in future. The study concluded that rail a passenger has mostly convenient and comfortable for rail transport. Thus the report analysis rail passengers must be valid data from their opinion.

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