

A STUDY OF PASSENGER SERVICES IN INDIAN RAILWAYS - A STUDY WITH SPECIAL REFERENCE TO MADURAI CITY

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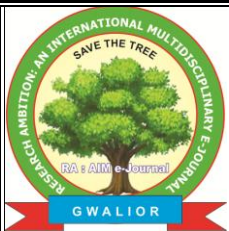
Abstract

This paper gives a brief analysis of passenger services in Indian railways and special reference to Madurai city. Indian Railways have been making efforts over the past few years to enhance the services being provided to their passengers. The opinion of the passengers towards the services provided by the Indian Railways will be quite different as they vary in socio-economic characteristics. This study surveyed 300 passenger's opinions to determine the satisfaction level regarding the different passenger services in Indian railways. Finally conclusions were drawn and suggestions were offered.

Keyword: Passenger Services, Chi Square.

Introduction

The East Indian Railway was in the year 1848 and it opened the first line of Railway between Bombay and Thane in 1853. This early development was purely due to British influence and the various networks gradually extended and increased in size. The Indian Railway provides the principle mode of transportation for freight and passengers. It has been a component of the social, political and economic life of the country. Indian Railway transportation network has played a key role in weaving India into a nation. This network has not only integrated markets but also people across the length



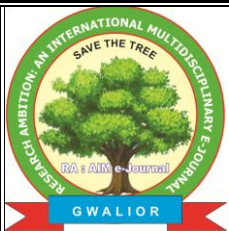
and breadth of the country. It has improved the economic life of the country and helped in accelerating the industry and agriculture.

There is a case for early finalization of all procedural formalities, including lodging on the reservation system for holiday and festival specials on nearly 45 per cent of cases the special seasonal and festival trains introduced by Indian Railways were being lodged in the computerized Passenger Reservation System only about a fortnight in advance (and on isolated instances not at all), which limits their availability to larger number of passengers.

The main objectives of railway have been to develop the transport infrastructure to carry the projected quantum of traffic and meet the developmental needs of the economy with efficient railway transport system since the inception of the planned era in 1950-51. Indian Railway has implemented tenth five – year plans, apart from the annual plans in some years.

The Indian Railway network is a nation providing economic and reliable transport to Indians. While the freight traffic generates bulk of the revenue forth railways, passenger transport is the more visible face of the railways as it touches directly the lives of millions who avail of the passenger transport services. Accordingly, Indian Railways have been making efforts over the past few years to enhance the services being provided to their passengers. The Citizens' Charter details the services and amenities that the railways have resolved to provide to their passengers. This Performance Audit studied some of the initiatives of the Indian Railways for fulfilling the resolve of their Citizen's Charter. A survey of the passengers indicated that 91 per cent passengers feel that the services were improving over the years but they continue to rate their overall experience at five/six in a scale of ten indicating that more efforts are needed at improving the services further. The areas studied were operational efficiency, primarily the introduction of new trains and special trains, the punctuality of trains; passenger amenities on stations including counter services; and some facilities on board the trains especially security. Study indicates that there is a need to evaluate financial viability and usage (occupancy) of trains both at the time of introduction and post introduction.

The provision of security on trains needs to be bolstered as most passengers feel that there is not enough security to prevent theft and crime on trains. This concern is mirrored in the rising rate of crime on trains. There is a need to set norms for escort parties, providing for the required number of



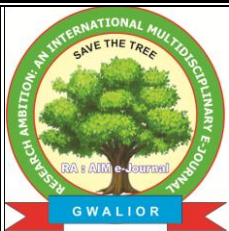
personnel, ensuring that they were provided with needed equipment and ensuring coordination with the train staff, for providing effective security aboard trains. While the Indian Railways have begun to address the passenger services in a big way, there is a need to integrate passenger concerns with the operational concerns in planning and other processes that impact passenger services. This will help the railways address passenger concerns more effectively. At the same time there is a need to effectively monitor the creation and maintenance of services so that the gains can be consolidated and the position on ground can be improved.

Statement of the Problem

India is one of the largest countries in terms of its geographical size which requires efficient means for long-distance transportation. The public transport, being primary mode of transport remains as a powerful yardstick to measure the overall development of a nation. Among the various modes of transport, railway is one of the biggest modes of passenger transport in the world. The railway passenger services face long term competitive threats from airlines, luxury buses, personalised transport and improved public transports. Low cost airlines are giving stiff competition to upper class segments of the railway passenger service. Though there are competitions from various modes of transport, the railway has its own unique features and provides more services to the passengers. In order to compete with other modes of transport, it is inevitable for railways to accelerate the growth of passengers' origination. This can be done by providing more quality services to them. Further, the opinion of the passengers towards the services provided by the Indian Railways will be quite different as they vary in socio-economic characteristics. It is essential for the Railway Authorities to know about the opinion of the passengers regarding the services offered to them in order to make future policies and provisions. Based upon the opinion of the passengers, their satisfaction level is decided. The Indian Railways can perform well only when the passengers are satisfied with the services they obtain.

Objectives of the Study

1. To measure the level of satisfaction of the passengers about the services offered by the Indian Railways.



2. To determine the extent of relationship between the level of awareness of the passengers and their level of satisfaction about the services offered by the Indian Railways.

Review of Literature

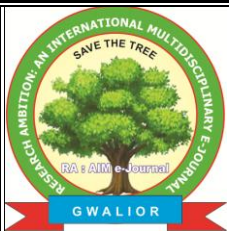
R. Thirumoorthy (2001), in his study, “Consumer Images of Indian Railways- A study in Madurai Railway Station”, has found that the image of the Indian Railway dependentaing on its performance.

Koichi Goto (2001) in his article, “ Passenger Service Technologies” has described the trend in seat reservation systems, automatic ticket machine in stations, automatic fare collection system, automatic ticket checking machines, revolutionizing ticket system using contact less IC cards and a guide system IC chips programmed with location information are embedded in tactile used to mark paths for visually impaired people; this is read by a cane with an embedded antenna and verbal directions are given by a pocket-sized portable machine. The machine will guide him or her right plat form by voice machine.

G. Jeganathan (2002) in his study, “Commuters of Railways – An Attitude Study with Special Reference to Thirunalveli-Nagercoil Section” has found that if season ticket fares are reduced for long distance travel, it is an added attraction to the commuters.

Tripp and Drea (2002) in their study “Selecting and Promoting Service Encounter Elements in Passenger Rail Transport” have conducted a survey of Amtrak Passengers to assess the direct and indirect relationship between Pre-core/peripheral and ecore service performance components and their impact on the likelihood of repeat purchase’. They found that the core experiences on – board determined the customers attitude to the service provider and subsequently their intention to use the train again. These attributes included announcements, seat comfort and ride, cleanliness of the seating area, country of on- board staff, rest rooms and café car conditions.

R. Kavitha (2004) in her study “A Study on Passenger Amenities at Madurai Railway Junction”, has pointed out that majority of the pay and use toilets are well maintained and kept clean”.



Scope of the Study

This study has been undertaken mainly to analyses the passenger services in Indian Railway with the special references to Madurai City.

Sampling Design and Methodology

This study is an empirical based on survey method. The present study is confined to Madurai Zone of Southern Railways. 300 samples were taken to analyses the data. Convenient sampling method was used to collect the data from the sample respondents.

Collection of Data

The present study is largely based on the primary data. Required primary data have been collected in the course of interview with the railway passengers through survey method with a pre-tested, well-structured and non-disguised Interview Schedule.

Tools of Analysis

The Following tools have been applied in the present Study:

To analyses the average and stability (fluctuations) over a period under study of the physical performance variables, the arithmetic mean and co-efficient of variation.

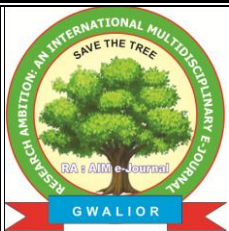
To find out the level of attributes of the sample respondents towards the Railway Passengers by the Indian Railway Chi-square test has been applied.

Period of the Study

The Survey for Collecting Primary Data was carried out from Dec 2015 to March 2016. The reference period was 2015- 2016.

Limitation of the Study

1. This study reviews only the passenger services in Indian Railway with the Special Reference in Madurai City.
2. The study only confined to the Railway Passengers only.



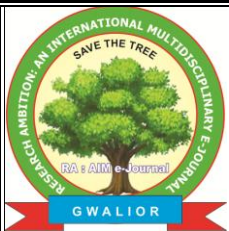
3. The data collected from the Sample respondents were the first hand information. In the course of Field Survey, a few respondents were hesitant to give response.
4. Secondary data gathered from slandered books, leading journal and other records from railway offices might possess inherent limitations on respect of statistics.
5. Freight users, foreign tourists and travel agents were not included in this study.
6. The translation of the questions in vernacular language could have created response errors especially ambiguity of understanding questions as well as answers.

Hypothesis of the Study

There is no significant association between various independent variables (Gender, Age, Educational status, Marital status, Size of the family, Occupational status, Annual income, Nature of the family, Area of Residents) of the sample passengers and their satisfaction level. The statistical significance of this hypothesis has been tested with the help of Chi-square test at 5% level of significance.

Result and Discussions

The Railway organization is serving for rich and poor, rural and urban, illiterate and literate, teens and youth, kids and elderly men and women. Finds it different to study the changing needs and requirement segments. It is quite natural that all the users have their own likes and dislikes. The expectation of the users of Air Condition (AC) and First Class compartment cannot be matched with the users of second class. Similarly it is natural that the users of Mail, Express or Ordinary trains would have different expectations. The unemployed youths and students have been own grievances. Naturally their opinion on the services provided by the railway is also diverse. This necessitates market segmentation. The level of dissatisfaction moves upward the organization fails in assigning due weightage to the expectations. In this section, an attempt is made to identify the opinion of the Railway Passengers on the services provider by the Railways and the Relationship between the level of opinion and personal factors like Gender, Age, Education, Marital Status, Occupation, Nature of the Family, No. of. Members in the Family, Income and Area Residence. The analysis is based on the primary data collected from all the respondents. Statements related to such factors were given on a



Five-Point Scale. Following scores are given for response. Strongly Agree-5, Agree-4, No Opinion-3, Disagree-2, Strongly Disagree-1.

The upper and lower confidence limits were estimated and scores were categorized based on the limits.

High Level = Score Value $> \bar{X} + S.D$

Medium Level = Score Value between $\bar{X} - S.D$ and $\bar{X} + S.D$

Low Level = Score Value $< \bar{X} - S.D$

Where

\bar{X} = Mean Score and

S.D = Standard Deviation

Gender-Wise Classification and Opinion Level of Respondents

Gender is identified as one of the variables that may have a significant relationship with the opinion level of respondents. Data were collected and the respondents classified on the basis of gender is presented in Table.1

TABLE 1: Gender and Level of Satisfaction

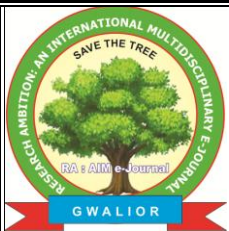
Gender	Opinion Level			Total
	High	Medium	Low	
Male	24(18.2%)	84(63.6%)	24(18.2%)	132(100%)
Female	36(21.4%)	108(64.3%)	24(14.3%)	168(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

Source: Primary Data

Chi-Square = 1.096; df = 2; Table Value = 5.99.

It is observed from Table 1 that among the 132 respondents, who are male, 24(18.2%) respondents had a high level, 84(63.6%) respondents had a medium level and 24(18.2%) has a low level opinion. Of the 168 respondents who are female, 36(21.4%) respondents had a high level, 108(64.3%) had a medium level and 24(14.3%) had a low level.

To find out whether there is any significant relationship between Gender of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that, "There is a No significant relationship between Gender and Level of satisfaction towards the services rendered



by Railway”, was framed and analyzed with the help of X^2 test. The result of the analysis is given below:

$$X^2 = 1.096$$

$$df = 2$$

$$\text{Table Value} = 5.99$$

Since the calculated value 1.096 is less than the table value at 2 per cent significant level, is Accepted, and hence it is concluded that there is **significant** relationship between Gender and Level of satisfaction.

Age and Level of Satisfaction

Age of the respondents had been identified as one of the attitude concept in calculating the various respondents.

TABLE 2: Age and Level of Satisfaction

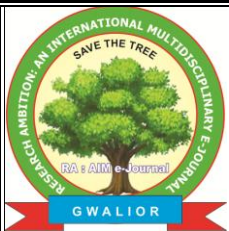
Age	Opinion Level			Total
	High	Medium	Low	
20-30	24(19.67%)	72(59.02%)	26(21.31%)	122(100%)
30-40	24(26.67%)	54(60%)	12(13.33%)	90(100%)
Above 60	12(13.64%)	66(75%)	10(11.36%)	88(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

Source: Primary Data

Chi-Square = 9.884; df = 4; Table Value = 9.49.

It is observed from Table 2 that among the 122 respondents, who are 20-30, 24(19.67%) respondents have a high level, 72(59.02%) respondents have a medium level and 26(21.31%) has a low level opinion. Of the 90 respondents who are 30-40, 24(26.67%) respondents have a high level, 54(60%) had a medium level and 12(13.33%) have a low level. The 88 respondents, who are above 60, 12(13.64%) respondents have a high level, 66(75%) respondents have a medium level and 10(11.36%) has a low level opinion.

To find out whether there is any significant relationship between Age of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that,” There is a No significant relationship between Age and Level of satisfaction towards the services rendered by



Railway”, was framed and analyzed with the help of X^2 test. The result of the analysis is given below:

$$X^2 = 9.884$$

$$df = 4$$

$$\text{Table Value} = 9.49$$

Since the calculated value 9.884 is more than the table value at 4 per cent significant level, is Rejected, and hence it is concluded that there is **No Significant** relationship between Age and Level of satisfaction.

Education and Level of Satisfaction

The education qualifications of the customer have been identified as one of the factors influencing the attitude of customers towards customer services.

TABLE 3: Education and Level of Satisfaction

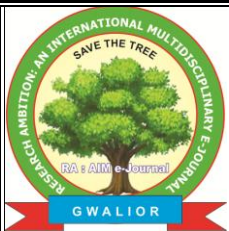
Education	Opinion Level			Total
	High	Medium	Low	
Illiterate	22 (35.48%)	30(48.39%)	20(16.13%)	62(100%)
School level	18(34.62%)	24(46.15%)	10(19.23%)	52(100%)
Professional	20(10.75%)	138(74.19%)	28(15.05%)	186(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

Source: Primary Data

Chi-Square =29.353; df = 4; Table Value = 9.49.

It is observed from Table 3 that among the 62 respondents, who are illiterate, 22(35.48%) respondents have a high level, 30(48.39%) respondents had a medium level and 20(16.13%) has a low level opinion. Of the 52 respondents who are school level, 18(34.62%) respondents have a high level, 24(46.15%) has a medium level and 10(19.23%) has a low level. The 186 respondents, who are professional, 20(10.75%) respondents have a high level, 138(74.19%) respondents have a medium level and 28(15.05%) has a low level opinion.

To find out whether there is any significant relationship between Education of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that,” There is a No significant relationship between Education and Level of satisfaction towards the services rendered



by Railway”, was framed and analyzed with the help of X^2 test. The results of the analysis is given below:

$$X^2 = 29.353$$

$$df = 4$$

$$\text{Table Value} = 9.49$$

Since the calculated value 29.353 is more than the table value at 4 per cent significant level, is Rejected, and hence it is concluded that there is **No Significant** relationship between Education and Level of satisfaction.

Marital and Level of Satisfaction

Marriage is very important institution in society which affects social structure of the society. So the material status of the respondents is also an important variable and an analysis about the material status and the level of satisfaction of the respondents towards the services rendered by the Railway Passengers.

TABLE 4 : Marital and Level of Satisfaction

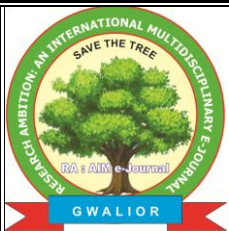
Marital status	Opinion Level			Total
	High	Medium	Low	
Married	24(13.19%)	120(65.93%)	38(20.88%)	182(100%)
Unmarried	36(30.51%)	72(61.02%)	10(8.47%)	118(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

Source: Primary Data

Chi-Square = 17.894; df = 2; Table Value = 5.99.

It is observed from Table 4 that among the 182 respondents, who are married, 24(13.19%) respondents had a high level, 120(65.93%) respondents had a medium level and 38(20.88%) has a low level opinion. Of the 118 respondents who are unmarried, 36(30.51%) respondents had a high level, 72(61.02%) had a medium level and 10(8.47%) had a low level.

To find out whether there is any significant relationship between Marital of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that,” There is a No significant relationship between Marital Status and Level of satisfaction towards the services



rendered by Railway”, was framed and analyzed with the help of X^2 test. The result of the analysis is given below:

$$X^2 = 17.894$$

$$df = 2$$

$$\text{Table Value} = 5.99$$

Since the calculated value 17.894 is more than the table value at 4 per cent significant level, is Rejected, and hence it is concluded that there is **No Significant** relationship between Marital and Level of satisfaction.

Occupational and Level of Satisfaction

Occupational level is also identified one of the attitude concept in calculating the various respondents.

TABLE 5: Occupational and Level of Satisfaction

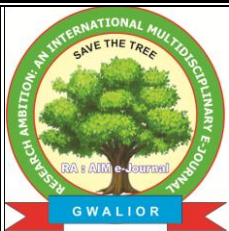
Occupational	Opinion Level			Total
	High	Medium	Low	
Employed	40(27.03%)	90(60.81%)	18(12.16%)	148(100%)
Professional	10(14.29%)	48(48.57%)	12(12.14%)	70(100%)
Others	12(14.29%)	54(44.29%)	18(21.43%)	84(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

Source: Primary Data

Chi-Square = 11.057; df = 4; Table Value = 9.49.

It is observed from Table 5 that among the 148 respondents, who are employed, 40(27.03%) respondents had a high level, 90(60.81%) respondents had a medium level and 18(12.16%) has a low level opinion. Of the 70 respondents who are professional, 10(14.29%) respondents had a high level, 48(48.57%) had a medium level and 12(12.14%) had a low level. The 84 respondents, who are others 12(14.29%) respondents had a high level, 54(44.29%) respondents had a medium level and 18(21.43%) has a low level opinion.

To find out whether there is any significant relationship between Occupation of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that, “There is a No significant relationship between Occupation and Level of satisfaction towards the



services rendered by Railway”, was framed and analyzed with the help of X^2 test. The result of the analysis is given below:

$$X^2 = 11.057$$

$$df = 4$$

$$\text{Table Value} = 9.49$$

Since the calculated value 11.057 is more than the table value at 4 per cent significant level, is Rejected, and hence it is concluded that there is **No Significant** relationship between Occupation and Level of satisfaction.

Nature of Family and Level of Satisfaction

The Nature of the Family of the respondents had been identified as one of the factors that influence the level of satisfaction and opinion of the respondents.

TABLE 6: Nature of Family and Level of Satisfaction

Nature of Family	Opinion Level			Total
	High	Medium	Low	
Joint	10(11.62%)	48(55.81%)	28(32.56%)	86(100%)
Nuclear	50(23.86%)	144(67.29%)	20(9.35%)	214(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

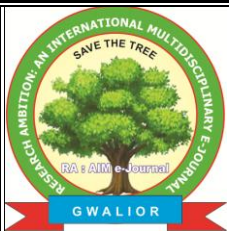
Source: Primary Data

Chi-Square = 26.146; df = 2; Table Value = 5.99.

It is observed from Table 6 that among the 86 respondents, who are Joint family, 10(11.62%) respondents had a high level, 48(55.81%) respondents had a medium level and 28(32.56%) has a low level opinion. Of the 214 respondents who are Nuclear family, 50(23.86%) respondents had a high level, 144(67.29%) had a medium level and 20(9.35%) had a low level.

To find out whether there is any significant relationship between Nature of the Family of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that, “There is a No significant relationship between Nature of the Family and Level of satisfaction towards the services rendered by Railway”, was framed and analyzed with the help of X^2 test. The result of the analysis is given below:

$$X^2 = 26.146$$



df = 4

Table Value = 9.49

Since the calculated value 26.146 is more than the table value at 4 per cent significant level, is Rejected, and hence it is concluded that there is **No Significant** relationship between Nature of the Family and Level of satisfaction.

No. of Members in Family and Level of Satisfaction

The No. of. Members in Family of the respondents had been identified as one of the factors that influence the level of satisfaction and opinion of the respondents.

TABLE 7 : No.of. Members in Family and Level of Satisfaction

No.of.Members In Family	Opinion Level			
	High	Medium	Low	Total
3	10(8.62%)	96(82.76%)	10(8.62%)	148(100%)
4	10(14.29%)	48(48.57%)	12(12.14%)	70(100%)
Above 5	12(14.29%)	54(44.29%)	18(21.43%)	84(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

Source: Primary Data

Chi-Square =11.057; df = 4; Table Value = 9.49.

It is observed from Table 7 that among the 148 respondents, who are employed, 40(27.03%) respondents had a high level, 90(60.81%) respondents had a medium level and 18(12.16%) has a low level opinion. Of the 70 respondents who are professional, 10(14.29%) respondents had a high level, 48(48.57%) had a medium level and 12(12.14%) had a low level. The 84 respondents, who are others 12(14.29%) respondents had a high level, 54(44.29%) respondents had a medium level and 18(21.43%) has a low level opinion.

To find out whether there is any significant relationship between No. of Members in Family of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that, "There is a No significant relationship between No. of. Members in Family and Level of satisfaction towards the services rendered by Railway", was framed and analyzed with the help of X^2 test. The result of the analysis is given below:

$$X^2 = 11.057$$

df = 4

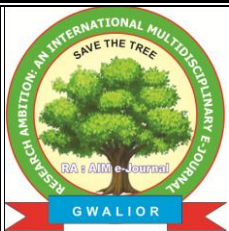


Table Value = 9.49

Since the calculated value 11.057 is more than the table value at 4 per cent significant level, is Rejected, and hence it is concluded that there is **No Significant** relationship between No. of Members in Family and Level of satisfaction.

Monthly Income and Level of Satisfaction

Monthly income of customers is one of the most important factor that influence the level of satisfaction and opinion of the respondents.

TABLE 8: Monthly Income and Level of Satisfaction

MonthlyIncome	Opinion Level			Total
	High	Medium	Low	
Up to 10000	12(27.27%)	17(38.64%)	15(34.09%)	44(100%)
10000-30000	36(38.30%)	48(57.06%)	10(10.64%)	94(100%)
Above 30000	12(7.41%)	127(78.39%)	23(14.20%)	162(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

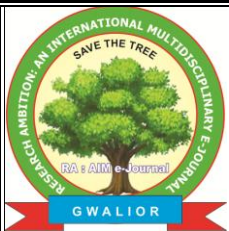
Source: Primary Data

Chi-Square = 52.128; df = 4; Table Value = 9.49.

It is observed from Table 8 that among the 44 respondents, who are get Income Up to 10000, 12(27.27%) respondents had a high level, 17(38.64%) respondents had a medium level and 15(34.09%) has a low level opinion. Of the 94 respondents who are get monthly income of 10000-30000, 36(38.30%) respondents had a high level, 48(57.06%) had a medium level and 10(10.64%) had a low level. The 162 respondents, who are get income of above 30000, 12(7.41%) respondents had a high level, 127(78.39%) respondents had a medium level and 23(14.20%) has a low level opinion.

To find out whether there is any significant relationship between Monthly Income of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that, "There is a No significant relationship between Monthly Income and Level of satisfaction towards the services rendered by Railway", was framed and analyzed with the help of X^2 test. The result of the analysis is given below:

$$X^2 = 52.128$$



df = 4

Table Value = 9.49

Since the calculated value 52.128 is more than the table value at 4 per cent significant level, is Rejected, and hence it is concluded that there is **No Significant** relationship between Monthly Income and Level of satisfaction.

Area of Residents and Level of Satisfaction

Area of Residents is one of the most important factors that influence the level of satisfaction and opinion of the respondents.

TABLE 9: Area of Residents and Level of Satisfaction

Area of Residents	Opinion Level			Total
	High	Medium	Low	
Rural	18(23.08%)	36(46.15%)	24(30.77%)	78(100%)
Urban	42(10.81%)	156(70.27%)	24(10.81%)	222(100%)
Total	60(20%)	192(64%)	48(14%)	300(100%)

Source: Primary Data

Chi-Square = 20.114; df = 2; Table Value = 5.99.

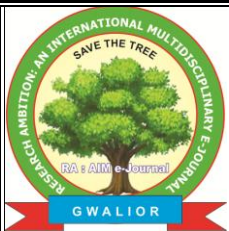
It is observed from Table 9 that among the 78 respondents, who are Rural, 18(23.208%) respondents had a high level, 36(46.15%) respondents had a medium level and 24(30.77%) has a low level opinion. Of the 222 respondents who are Urban, 42(10.81%) respondents had a high level, 156(70.27%) had a medium level and 24(10.81%) had a low level.

To find out whether there is any significant relationship between Area Residents of the respondents and level of satisfaction towards the services of Indian Railway, a Null hypothesis that, "There is a No significant relationship between Area Residents and Level of satisfaction towards the services rendered by Railway", was framed and analyzed with the help of X^2 test. The result of the analysis is given below:

$$X^2 = 20.114$$

$$df = 2$$

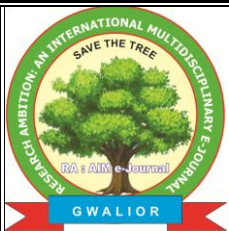
$$\text{Table Value} = 5.99$$



Since the calculated value 20.114 is more than the table value at 4 per cent significant level, is Rejected, and hence it is concluded that there is **No Significant** relationship between Area Residents and Level of satisfaction.

Suggestions

- It is suggested that the Ministry of Railways can provide adequate and necessary basic facilities to the passengers like pure drinking water, hygienic food, good sanitation, seating arrangement, electronic scrolling indicator inside the trains, electronic charging facility and proper enquiry facilities at all stations and in trains to enhance the convenience of the passengers thereby attracting more number of passengers.
- The majority of the passengers have strong negative opinion about the Railways regarding theft, robbery and bed bug menace. Hence, it is suggested that the Ministry of Railways should take all possible steps by deploying more number of Mobile Security Forces to give further protection to the passengers and by keeping the bed rolls in an insect free manner.
- Even in the ladies compartment, female passengers are insecure. Hence, it is suggested that the Authorities concerned should come forward to extend their helping hands for female passengers by deputing more Women Security Forces in a serious manner. This arrangement will definitely boost up the image of the Railways in the minds of the female passengers.
- Further, it is also suggested that medicine facilities can be provided in long distance trains as the passengers face health problems like indigestion, cold, etc at the time of their travel. By realising the significance of the contribution of the service sector in the Indian economy, an attempt has been made to examine the factors influencing the passengers to prefer train travel. Every facet has been thoroughly examined on the basis of collected data and with the statistical tool. The effect of the present study shows that the performance of the Indian Railways is not up to the mark and they face many problems both at the station and on-board the train. With the aim of making the Indian Railways to increase the number of originating passengers various suggestions have been offered. If all the suggestive measurements have been considered earnestly by the Indian Railways and the Policy Makers, it is hope that the Indian Railways will excel and bring grandeur to our country in the near future.



Conclusion

Indian Railways is the largest Public Sector industry in the world. It renders numerable services to the Passenger's in Madurai Zone. They are Net Booking, Central Railway reservation system, Unreserved Ticket System, Passenger Reservation System enquiry through Internet, Tourism Services, E-Working System. In addition to these, it provides good Drinking Water, Neat Compartment, Safety, Pantry in Transit. It is concluded that the railway is considered to be an important transport system in India. It carries large number of passenger at a time and that too for longest distance passengers are also satisfied for the service rendered by the Indian Railway.

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