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**Passenger's Satisfaction towards Southern Railways Services with Special  
Reference to Salem Division**

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**ABSTRACT**



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This article aims to attempt customer satisfaction towards southern Railway Services that are provided in Salem Division and the contribution of the study is find the preference, perception of the services that are provide in the railway to the passengers. India railway system is dominated by railway transports and it is an important part for central transportation. Railway transportation is very much suitable for people from upper, middle and lower class people when it is compared with the fair of other transport. Indian Railways has the greatest challenge to meet the services of the passenger, there is an increase in the passengers in railway transport and service has to be provided to passengers to satisfy their needs. Complete focus on passengers is needed to enrich the quality of the service in railways. The sample size used in the study is 75. The study has adopted simple random sampling method. The main aim of the study is to find the satisfaction of service that is provided to the passengers in southern railways.

**KEY WORDS:** Railway, Passengers, satisfaction, Service.

## Chapter-I

### 1.1.INTRODUCTION

Indian railways network was established in the year 1853 and that was operated in the long and short distance in the areas of both urban and rural around the country. In the world wide Indian railway is the second largest railway. Indian railway helps to connect the social,

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economic, cultural foundation over the country, this helps to make the activities like transportation, business activities and other kind of activities easily. Nearly 114,500 kilometers covers railway tracks with the 7500 stations. Indian railway carries approximately 30 million passengers daily and 2.8 million tons of good that are transported.

Indian Railways that are controlled by the central government with the help of ministry of railways, head quarters of the Indian Railways is situated in New Delhi. In Indian Railway nearly 17 zones and with 68 divisions are active in Indian Railways. Indian railway plays an important role in the service sector and the railway sector has been enlarged for the benefit of the passengers.

Transportation helps to transport the large quantity of people, goods and other related materials. Especially railways plays a major role in the transportation were most of the goods are transported through railways. Indian Railways has become the comfortable for all kind of people to travel over a long period of time with safety. Railways service has been one of the challenge for the government, where the need of the passengers to be satisfied. Service in railways has to be effective because most of the people used to travel through railways and proper facilities should be arranged as the pre planned to execute the service effectively.

## **Chapter-II**

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## 2.1.OBJECTIVES OF THE STUDY

### PRIMARY OBJECTIVE

- To study the Passenger Satisfaction towards Southern Railways with Special Reference to Salem Division.

### SECONDARY OBJECTIVE

- To analysis the factors influencing the railway passengers
- To know the passengers' level of satisfaction towards railway service Salem division
- To explore the problem faced by passengers in service provided by southern railway.
- To provide suggestion towards preference, opinion and ideas of the passengers regarding the Indian Railway Service.

## 2.2.STATEMENT OF THE PROBLEM

Railway is preferred by most of the people due to their convenience and low cost. Various services that are offered by the railway system and the satisfaction of the passenger is based on their perception which satisfies the need of them. The expected service of the passenger has to be understood and service has to be provided which will satisfy them. Railway passengers

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used to face lot of problems during their service and travel. The study focused on the major problem of the services provide to passengers like food facility, availability of tickets, late arrival, low safety etc. The research helps to find the customer satisfaction of the passengers with service provided in the southern Railways.

### **Chapter-III**

#### **3.1.RESEARCH METHODOLOGY**

##### **Type of Research: Descriptive research**

Descriptive research includes surveys and fact finding enquires of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present.

##### **SOURCES OF DATA:**

###### **Primary data**

Primary data are collected with the help of circulating questionnaire among respondents.

###### **Secondary data**

Secondary data are collected from books, documents, magazines and other reports



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#### **SAMPLE SIZE:**

Total sample size for the research is 75.

#### **SAMPLING PROCEDURE:**

Simple Random Sampling has been adopted in the study.

#### **DATA COLLECTION INSTRUMENT:**

The instrument used for data collection is a structurally planned questionnaire.

#### **Tools Used in the Study**

##### **Percentage analysis**

Percentage analysis is the method to represent raw streams of data as a percentage (a part in 100 - percent) for better understanding of collected data. It represents or summarizes the relevant features of a set of values. This can be calculate by this formula Percentage analysis

##### **Chi-square**

The chi-square test is an important test amongst the several tests of significant'. Chi theoretical variance Square, symbolically written as  $\chi^2$ , is a statistical measure used in the



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context of sampling analysis for comparing a variance to a. This can be calculated using the formula

$$\chi^2 = \sum \frac{(O - E)^2}{E}$$

Where

O = Observed frequency.

E = Expected frequency.

**Chapter-IV**

**4.1.RESULT AND DISCUSSION**

**• PERCENTAGE ANALYSIS**

Table 1

Availability of train of the respondent				
Availability of train	Frequency	Percent	Valid Percent	Cumulative Percent

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Highly satisfied	20	26.7	26.7	26.7
Satisfied	26	34.7	34.7	61.3
Neutral	10	13.3	13.3	74.7
Dissatisfied	10	13.3	13.3	88.0
Highly dissatisfied	9	12.0	12.0	100.0
Total	75	100.0	100.0	

**INTERPERTATION**

It is evident from the table 1 that 26.7% of respondents are highly satisfied with availability of train, 34.7 % of the respondents are satisfied with availability of train, 13.3% of the respondents are Neutral with availability of train and 13.3% of the respondents are Dissatisfied with availability of train and the remaining 12 % of respondents are Highly dissatisfied with availability of train.

**Availability of train of the respondent**

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Table 2

Seating arrangements of the respondent					
Seating arrangements		Frequency	Percent	Valid Percent	Cumulative Percent
	Highly satisfied	26	34.7	34.7	34.7
	Satisfied	13	17.3	17.3	52.0
	Neutral	11	14.7	14.7	66.7
	Dissatisfied	13	17.3	17.3	84.0
	Highly dissatisfied	12	16.0	16.0	100.0
	Total	75	100.0	100.0	

INTERPERTATION

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It is evident from the table 2 that 34.7% of respondents are Highly satisfied with Seating arrangements, 17.3 % of the respondents are Satisfied with Seating arrangements, 14.7% of the respondents are Neutral with Seating arrangements and 17.3% of the respondents are Dissatisfied with Seating arrangements and the remaining 16 % of respondents are Highly dissatisfied with Seating arrangements.

**Seating arrangements of the respondent**

Table 3

Ventilation of the respondent					
Ventilation		Frequency	Percent	Valid Percent	Cumulative Percent
	Highly satisfied	21	28.0	28.0	28.0
	Satisfied	23	30.7	30.7	58.7
	Neutral	11	14.7	14.7	73.3
	Dissatisfied	3	4.0	4.0	77.3

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	Highly dissatisfied	17	22.7	22.7	100.0
	Total	75	100.0	100.0	

**INTERPERTATION**

It is evident from the table 3 that 28% of respondents are highly satisfied with Ventilation of the respondent, 30.7 % of the respondents are Satisfied with Ventilation of the respondent, 14.7% of the respondents are Neutral with Ventilation of the respondent and 4% of the respondents are Dissatisfied with Ventilation of the respondent and the remaining 22.7 % of respondents are Highly dissatisfied with Ventilation of the respondent.

**Ventilation of the respondent**

Table 4

Station facility of the respondent				
Station facility	Frequency	Percent	Valid Percent	Cumulative Percent

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Highly satisfied	24	32.0	32.0	32.0
Satisfied	20	26.7	26.7	58.7
Neutral	11	14.7	14.7	73.3
Dissatisfied	3	4.0	4.0	77.3
Highly dissatisfied	17	22.7	22.7	100.0
Total	75	100.0	100.0	

**INTERPERTATION**

It is evident from the table 4 that 32% of respondents are Highly satisfied with Station facility, 26.7 % of the respondents are Satisfied with Station facility, 14.7% of the respondents are Neutral with Station facility and 4% of the respondents are Dissatisfied with Station facility and the remaining 22.7 % of respondents are Highly dissatisfied with Station facility.

**Station facility of the respondent**

Table 5

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**Catering facility of the respondent**

Catering facility	Frequency	Percent	Valid Percent	Cumulative Percent
Highly satisfied	13	17.3	17.3	17.3
Satisfied	32	42.7	42.7	60.0
Neutral	10	13.3	13.3	73.3
Dissatisfied	3	4.0	4.0	77.3
Highly dissatisfied	17	22.7	22.7	100.0
Total	75	100.0	100.0	

**INTERPERTATION**

It is evident from the table 5 that 17.3% of respondents are highly satisfied with Catering facility, 42.7 % of the respondents are Satisfied with Catering facility, 13.3% of the respondents

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are Neutral with Catering facility and 4% of the respondents are Dissatisfied with Catering facility and the remaining 22.7 % of respondents are Highly dissatisfied with Catering facility.

**Catering facility of the respondent**

Table 6

Responsiveness of staff of the respondent					
Responsiveness of staff		Frequency	Percent	Valid Percent	Cumulative Percent
	Highly satisfied	16	21.3	21.3	21.3
	Satisfied	23	30.7	30.7	52.0
	Neutral	17	22.7	22.7	74.7
	Dissatisfied	9	12.0	12.0	86.7
	Highly dissatisfied	10	13.3	13.3	100.0
	Total	75	100.0	100.0	



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## INTERPERTATION

It is evident from the table 6 that 21.3% of respondents are Highly satisfied with Responsiveness of staff, 30.7 % of the respondents are Satisfied with Responsiveness of staff, 22.7% of the respondents are Neutral with Responsiveness of staff and 12% of the respondents are Dissatisfied with Responsiveness of staff and the remaining 13.3 % of respondents are Highly dissatisfied with Responsiveness of staff.

### Responsiveness of staff of the respondent

Table 7

First Aid facility of the respondent					
Doctor facility		Frequency	Percent	Valid Percent	Cumulative Percent
	Highly satisfied	12	16.0	16.0	16.0
	Satisfied	20	26.7	26.7	42.7

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Neutral	11	14.7	14.7	57.3
Dissatisfied	6	8.0	8.0	65.3
Highly dissatisfied	26	34.7	34.7	100.0
Total	75	100.0	100.0	

**INTERPERTATION**

It is evident from the table 7 that 16% of respondents are Highly satisfied with First Aid facility, 26.7 % of the respondents are Satisfied with First Aid facility, 14.7% of the respondents are Neutral with First Aid facility and 8% of the respondents are Dissatisfied with First Aid facility and the remaining 34.7 % of respondents are Highly dissatisfied with First Aid facility.

**First Aid facility of the respondent**

- **CHI-SQUARE**
- **Association between Age and Responsiveness of the respondent**

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An attempt was made to study the association between Age and Responsiveness of the respondent. For this purpose the respondents classified on the basis of chi-square test between Age and Responsiveness of the respondent. The data are tabulated and presented in the table 8.

**Null hypothesis (Ho)** There is no association between Age and Responsiveness of the respondent

**Alternative hypothesis (H1)** There is an association between Age and Responsiveness of the respondent

Age of the respondents \* Responsiveness of the respondent

Table 8

Age of the respondents	Responsiveness of the respondent					Total
	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	
Below-25	0	12	10	0	0	22
25-30	10	11	0	0	0	21

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	30-35	0	0	0	0	17	17
	35 and above	3	9	0	3	0	15
Total		13	32	10	3	17	75

**Table 9 Age of the respondent and Responsiveness of the respondent**

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	121.527 <sup>a</sup>	12	.000
Likelihood Ratio	122.266	12	.000
Linear-by-Linear Association	4.603	1	.032
N of Valid Cases	75		



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a. 16 cells (80.0%) have expected count less than 5. The minimum expected count is .60.

It is evident from the table 9 that the calculated value is more than the table value. Therefore, the null hypothesis is rejected. It is inferred that there is an association between Age and Responsiveness of the respondent.

## Chapter-V

### CONCLUSION

Railway is one of the biggest transportation networks in Indian system. Railway is the monopoly, which is under the control of government of India. Passengers used to travel through railways that are suitable for all class of people. Indian railway passenger has been increased day by day and has gained greater importance in the present days. Passengers used to expect better service in the railways, but still they are facing lot of problems like ticket availability, safety and other problems in the service provided. Railways have to improve the quality of service provided to the passenger as expected by them, which will satisfy the need of the passengers. This study concludes that improvement of the service has to be developed to satisfy the passengers in railways.

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