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A STUDY ON SERVICE QUALITY PROVIDED BY SOUTHERN RAILWAY TO PASSENGERS OF TIRUNELVELI JUNCTION

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ABSTRACT

Indian Railway is lifeline of the nation, founded in April 16, 1853, 166 years ago its 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. It is the largest employer in the organized sector in India, with a workforce of 1.3 million. For administrative purposes, transport are divided into two categories: efficiency and effectiveness. Under the efficiency category, it is identified that the factors that measures are concerned with the process that produce the most services were punctual, services with the effectiveness category are frequency, speed, space, reliability, comfort, safety determine how well the services provided are with respect operations, services status. Considered that quality of service for announcements, reservation chart display, and affordability public transport industry contained two categories: user of refreshments, quality of refreshments, security of self, and non-user categories. Under the user category, it security of luggage, behaviour of porters, behaviour of consists of speed, reliability, comfort, convenience, Railway staff, management of parking, safety, special services and innovations.

KEY WORDS: *Indian railway, Service provided.*

INTRODUCTION

Indian Railway is the second biggest railway in the world. Indian Railway is one of the most active networks established in 1853 to operate both, long distance and sub-urban railway system on a multi-gauge network of broad, meter and narrow gauges. The Indian Railway benefits to unite the integral, social, Economic and cultural foundation of the country. Indian Railway has around 114,500km

of railway track with 7,500 railway stations. 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, achievement is a key factor in achieving improved productivity, lower prices and higher quality of services and product respond to the change in needs of the passengers. A certain degree

of competition exists between railway and road transport, but the level of competition varies widely with volume, distance and customer names regarding transit time, reliability of service and value of goods. Indian Railways can provide the necessary customer focus and compete effectively with road provided its focus and compete effectively with road provided its reliability, productivity and efficiency are enhanced.

REVIEW OF LITERATURE

Sheeba A, and Kumuthadevi,K (2015)³ analysed those facility factors including amenities provided south Indian Railways and its variables to determine the satisfaction of the passengers. From this study the researcher contribute many service factors which are best suitable for Railways to consider in future for satisfying the passengers in Kerala. Since the quality of services is questionable, Railways try to improve the core areas and deliver quality of services to the passengers. This attempt from the part of railways will definitely retain the passengers in enjoying its services in future.

Kalaiselvi.Dr.,SandhyaD.Athira (2017)⁴ made a study upon the satisfaction level and problems faced by the southern Indian passengers. The Indian Rail transportation is gaining importance day by day. With the increase of passengers, the Indian Railways has focused to extend its attention to satisfy the needs of passengers and made initiatives to improve the quality of service to enrich the satisfaction of passengers. Even though repeated attempt made by the Railways to improve the quality of services, the result would not satisfied the passenger's needs. It reveals that, continuous, comprehensive, lengthy intentional performance and attempts are essential to solve these problems.

Selvarani.C. Dr.Murugan. K (2017)⁵ tried to analyse the factors with its attributes for understanding satisfaction of passengers on service quality of Villupuram junction. The researcher contributes many service factors which are best suitable for railway to consider in future for satisfying the passengers in Villupuram. Since the quality of service is questionable railway try to improve core areas and deliver quality of services to the passengers this attempt from the part of railways will definitely retain the passengers in enjoying its services in future with reference to Villupuram junction. This study concluded that the passengers feel comfortable in train travelling totally this study was evaluating the passengers satisfaction towards railway.

STATEMENT OF PROBLEM

In India, population is increasing day by day. So people are in need of transportation to move from one place to another place. So most of the people prefer railway transportation. The Railway

passengers are facing the lot of problems inspite of the various quality service provided. The Research goes a ride on the various quality service provided by Indian railway in as a part of southern railway in Tirunelveli junction. So the majority of problems like availability of ticket, delay in arrival, poor safety measures and over crowd can be solved.

OBJECTIVES OF THE STUDY

1. To study social conditions of the respondents towards service quality in southern railway Tirunelveli Junction.
2. To study the opinion of the respondents towards service quality in Tirunelveli Junction.

NULL HYPOTHESIS

- ❖ There is no significant relationship between age and purpose of journey, frequently using railway service, prefer of service, type train frequently using.

RESEARCH METHODOLOGY

RESEARCH DESIGN

This study concerned with obtaining information by interviewing or administering a questionnaire to a sample of respondents. This study is descriptive in nature. The study has made an attempt to explain the service quality of southern railway in Tirunelveli Junction.

SAMPLING DESIGN

By adopting convenience sampling method, respondents were selected from various parts of Tirunelveli. The sample size of this study is 75 (Convenient sample). A structured questionnaire was used to collect the relevant data. The researcher personally contacted the respondents and explained the purpose of the study and requested them to answer the question. Each question in the questionnaire was explained and the respondents answers were asked to fill.

SOURCE OF DATA

The present study is based on both primary data and secondary data. Primary data were collected through questionnaire. Secondary data were collected through books, websites, published articles, magazines and journals. The study area is limited to Tirunelveli Junction.

FRAMEWORK OF ANALYSIS

The selection of statistical tools was based upon the nature of data used and objectives. The data were analysed by using the Statistical Package for the Social Science (SPSS) software package version 23. The applied statistical analyses are Percentage analysis and MANOVA analysis.

RESULTS AND DISCUSSION

This section shows the analysis and interpretation of data used for the study.

Table1: Demographic profile of the respondents

Factor	Sub - category	No. of respondents	Percentage
Age	Below 30 years	25	33.3
	31 years - 40 years	14	18.7
	41 years - 50 years	12	16.0
	51 years - 60 years	13	17.3
	Above 60 years	11	14.7
Gender	Male	42	56.0
	Female	33	44.0
Occupation	Students	15	20.0
	Government Employee	16	21.3
	Private Employee	20	26.7
	Others	24	32.0

*Source: Primary data

Table 1 discloses that out of 75 respondents, 33.3 percent of respondents comes under below 30 age group, 18.7 percent of respondents falls between 30 – 39 age group, 16 percent of respondents falls between 40 - 49 age group, 17.3 percent of respondents falls between 50 – 59 age group and remaining 14.7 percent of respondents falls between above 60 years. Hence, it conclude that below 30 years of age groups of respondents are availing most services than the other age group. In Gender, 56 percent of respondents are

male and the remaining 44 percent are female respondents. Hence, it discloses male respondents are availing most services than the female respondents. In Occupation, 20 percent of respondents are students, 21.3 percent of respondents are government employee, 26.7 percent of respondents are private employee and remaining 32 percent of respondents are other occupant. Hence, the group of respondents are availing most services belongs to other occupant groups.

Table: 2 Prefer Railway Service

Prefer	No. of respondents	Percentage
Low Fare	17	22.7
Comfort	20	26.7
Speed	11	14.7
Security	14	18.7
Reliability	13	17.3
Total	75	100

*Source: Primary data

Table 2 describes that out of 75 respondents, 22.7 percent of passenger are using railway services due to low fare, 26.7 percent of passenger are using railway services due to comfort, 14.7 percent of passenger are using railway services due to speed of

the train, 18.7 percent of passenger are using railway services due to security, 17.3 percent of passenger are using railway service due to reliability. Hence, respondents prefer railway services mostly due to comfort when compared to other modes of transport.

Table No: 3 Improvement do you need

Factors	Frequency	Percent
Comforts	14	18.7
Convenience	21	28
Safety	17	22.7
Punctuality	23	30.7
Total	75	100

*Source: Primary data

Table 3 describes that out of 75 respondents, 18.7 percent of passenger requires comfort in railway services, 28 percent of passenger requires convenience in railway services, 22.7 percent of passenger requires safety in railway services and the remaining 30.7 percent of passenger requires punctuality in railway services. Hence, most

of the respondents require improvement of punctuality in railway services.

Table: MANOVA Table

Hypothesis: There is no significant differences between the age and purpose of journey, frequently using railway service, prefer of service, type train frequently used.

Multivariate Test

Effect		Value	F	Hypothesis df	Error df	Sig.	Partial Eta Squared	Noncent. Parameter	Observed Power ^d
Intercept	Pillai's Trace	.963	433.332 ^b	4.00	67.000	.00	.963	1733.327	1.000
	Wilks' Lambda	.037	433.332 ^b	4.00	67.000	.00	.963	1733.327	1.000
	Hotelling's Trace	25.871	433.332 ^b	4.00	67.000	.00	.963	1733.327	1.000
	Roy's Largest Root	25.871	433.332 ^b	4.00	67.000	.00	.963	1733.327	1.000
age	Pillai's Trace	.579	2.960	16.00	280.00	.00	.145	47.363	.998
	Wilks' Lambda	.504	3.231	16.00	205.33	.00	.158	38.419	.987
	Hotelling's Trace	.830	3.400	16.00	262.00	.00	.172	54.393	1.000
	Roy's Largest Root	.608	10.635 ^c	4.00	70.00	.00	.378	42.541	1.000

*Source: Primary data

Interpretation:

There is a statistically significant difference in age, purpose of journey, frequently using railway service, prefer of service, type train frequently used, $F(16, 205.33) = 3.231, p < 0.005$; Wilk's $\Lambda = .504$, partial $\eta^2 = .16$

SUGGESTION

Based on the study conducted there are some of the suggestions given by the respondents. These are the comments given by them regarding the improvement of quality in Southern Railways in Tirunelveli Junction.

1. To improve the arrival of train at correct time keep more punctuality.
2. Necessity more waiting rooms.
3. Charges for ticket fare is very high. This should be cut off.
4. To develop the proper maintenance of coaches.
5. Need proper announcement.
6. More ATM coverage should be provided for the convenience of the passengers.
7. Railway station provide better infrastructure for disables.
8. Charges for luggage fare is very high. It should be reduced.
9. Cancellation charges is also very high. It should be reduced.

CONCLUSION

Among the different modes of transport, railways is preferred by all people irrespective of their class. It is well known fact that a train journey is comfortable and convenient to people belonging to all section. If the above mentioned suggestions are being undertaken the journey can be made more comfortable, convenient and enjoyable more number of people will prefer railway service.

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