

SATISFACTION AND PROBLEMS OF PASSENGERS ON SERVICES PROVIDED BY SOUTHERN RAILWAY WITH SPECIAL REFERENCE TO MADURAI DIVISION, TAMIL NADU

¹S. Sivadurga , ²Dr.V.Anandhavalli

¹Reg.No. 19221041012011 Ph.D research scholar Department of Commerce

Tirunelveli Dakshina Mara Nadar Sangam College, T. Kallikulam – 627 113

(Affiliated to Manonmaniam Sundaranar University, Tirunelveli-627012)

²Assistant Professor Department of Commerce Tirunelveli Dakshina Mara Nadar Sangam College, T. Kallikulam – 627 113 (Affiliated to Manonmaniam Sundaranar University, Tirunelveli-627012)

ABSTRACT

The main aim of the study is to know the Passenger's satisfaction on the services provided by Southern Railway with reference to Madurai Division and identify the important problems faced by the passengers. The data for the study are randomly selected from 75 passengers in Madurai Division. Both primary and secondary data are utilized for the study. The present study is mainly based on primary data collected from the sample passengers. Structured questionnaire is used for collecting primary data. Since the passengers are widely scattered and the population was unknown, the study was conducted using the non-probability sampling technique of convenience sampling method. Descriptive research design has been used in this study to analyze the satisfaction of the passengers on the services provided by Southern Railway, Madurai Division. Secondary data for the study are collected from various sources such as research article, Government publication, websites, books journals, magazine and newspaper reports. The analysis of data is conducted using Garrett ranking, 't' test and ANOVA test. It is concluded that only very few passengers are highly satisfied with the services provided by Southern Railway, Madurai Division. The major problems noticed from the study are lack of special facilities and proper claims system for passengers but it fails to provide adequate amenities for comfortable journey. The existing infrastructure is not enough with the growing requirements of passengers which will adversely affect the satisfaction of passengers. The government should have to give due importance for the development and technological advancement in Southern Railway, Madurai Division.

KEY WORDS: Satisfaction, Southern Railway, Problems and Passengers

INTRODUCTION :

The Indian railways provide the principle mode of transportation for freight and passengers. Indian railways transportation network has played a key role in weaving India in to a nation. This network has not only integrated markets but also people across length and breadth of the country. It has bound the economic life of the country and helped in accelerating the development of the industry. Indian railway is one of the fast growing service sectors which operate trains in and around different parts of the country. It offers various facilities to the passengers and making sincere attempt to enrich and improve the infrastructure arrangement in the respective railway junction. The benefits of new technology and advancement of atomization have been taken into account for providing various services to the Indian passengers.

STATEMENT OF THE PROBLEM :

The primary aim of satisfying the customer does not seem to be one of the principal objectives of railways in actual practice. The general image of the organisation as judged from the perception of the customer is not very impressive. The 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. Though there are competitions from various modes of transport, the railway has its own unique features and provides more services to the passengers. On the other hand Indian Railways will be quite different as they vary in socio-economic characteristics to the opinion of the passengers. It is essential for the Railway Authorities to know the satisfaction and problems of the passengers regarding the services offered to them in order to make future policies and provisions.

OBJECTIVES OF THE STUDY :

- (i) To know the Passenger's satisfaction on the services provided by Southern Railway with reference to Madurai Division
- (ii) To identify the important problems faced by the passengers

RESEARCH METHODOLOGY

The data for the study are randomly selected from 75 passengers in Madurai Division. Both primary and secondary data are utilized for the study. The present study is mainly based on primary data collected from the sample passengers. Structured questionnaire is used for collecting primary data. Since the passengers are widely scattered and the population was unknown, the study was conducted using the non-probability sampling technique of convenience sampling method. Descriptive research design has been used in this study to analyze the satisfaction of the passengers on the services provided by Southern Railway, Madurai Division. Secondary data for the study are collected from various sources such as research article, Government publication, websites, books journals, magazine and newspaper reports which helped to obtain theoretical knowledge and procedures about the services provided by the railway station. The analysis of data is conducted using Garrett ranking, 't' test and ANOVA test.

ANALYSIS AND INTERPRETATION :

Gender group and Satisfaction towards services provided by Southern Railway :

To test the significant difference between male and female passengers with regards to the satisfaction towards services provided by Southern Railway, the following hypotheses were framed.

Null hypothesis – There is no significant difference between male and female passengers with regards to the satisfaction towards services provided by Southern Railway

Alternative hypothesis - There is a significant difference between male and female passengers with regards to the satisfaction towards services provided by Southern Railway.

The result of 't' test for satisfaction towards services provided by Southern Railway among different gender group of passengers is presented in the Table 1.

Table 1

Significant difference among different gender group of passengers with regards to the satisfaction towards services provided by Southern Railway

Services	Gender	Mean	Std. Deviation	t	p Value
Reservation	Male	3.6767	0.3855	1.436	0.152
	Female	3.7338	0.3798		
Cancellation of Reservation	Male	3.5834	0.4006	1.388	0.166
	Female	3.6415	0.4071		
Complaints	Male	3.5022	0.4385	2.206	0.028*
	Female	3.5975	0.3809		
Claims	Male	3.4832	0.4715	1.663	0.097
	Female	3.5605	0.4104		
Getting season ticket	Male	3.5644	0.4756	1.192	0.234
	Female	3.6217	0.4406		
Tatkal Reservation	Male	3.6062	0.4230	0.437	0.663
	Female	3.6255	0.4277		
Basic Amenities	Male	3.4194	0.4404	1.643	0.101
	Female	3.4968	0.4731		

Source: Computed Data

Note: **reject the null hypothesis at 5 percentage level, p-value, 0.000 to 0.050, significant, and others accept null hypothesis at 5 percentage level, p-value, 0.051 to 1.000, not significant]*

Table 1 shows that the p-value for satisfaction towards services provided by Southern Railway namely complaints among different gender group of passengers is less than 0.05, the null hypothesis is rejected at 5% level of significance. Thus, there is a significant difference among different gender group of passengers with regards to the satisfaction towards services provided by Southern Railway namely complaints.

Table further shows that the p-value for satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, claims, getting season ticket, tatkal reservation and basic amenities among different gender group of passengers is higher than 0.05, the null hypothesis is accepted at 5% level of significance. Thus, there is no significant difference among different gender group of passengers with regards to the satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, claims, getting season ticket, tatkal reservation and basic amenities.

Age group and Satisfaction towards services provided by Southern Railway :

To test whether significant difference among different age groups of passengers with regard to the satisfaction towards services provided by Southern Railway, the following hypotheses were framed.

Null Hypothesis: There is no significant difference among different age groups of passengers with regard to the satisfaction towards services provided by Southern Railway.

Alternative Hypothesis: There is a significant difference among different age groups of passengers with regard to the satisfaction towards services provided by Southern Railway.

The result of ANOVA test for satisfaction towards services provided by Southern Railway among different age group of passengers is presented in the Table 2.

Table 2
Significant difference among different age group of passengers with regards to satisfaction towards services provided by Southern Railway

Services	Age group [Mean Score]				F Statistics	p Value
	Below 20 years	20-35 years	36-50 years	Above 50 years		
Reservation	3.8343	3.6803	3.6346	3.7000	4.076	0.007*
Cancellation of reservation	3.7367	3.6082	3.5824	3.5220	3.770	0.011*
Complaints	3.6857	3.4742	3.4981	3.5821	4.663	0.003*
Claims	3.5543	3.4229	3.4865	3.6718	5.525	0.001*
Getting season ticket	3.7171	3.5046	3.5135	3.7103	6.206	0.000*
Tatkal reservation	3.8314	3.5817	3.5346	3.5795	8.196	0.000*
Basic amenities	3.5600	3.4364	3.3885	3.4615	2.070	0.104

Source: Computed Data

Table 2 highlights that the p-value for satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, claims, getting season ticket and tatkal reservation among different age group of passengers is less than 0.05, the null hypothesis is rejected at 5% level of significance. The ANOVA test shows that there is a statistically significant relationship between age group of the passengers and satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, claims, getting season ticket and tatkal reservation. That is the sample passengers differ significantly in the satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, claims, getting season ticket and tatkal reservation when they are classified based on their age group. Hence it is inferred that the satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, claims, getting season ticket and tatkal reservation is differ among the different age group of the passengers in the study area. It is suggested that the Southern Railway should concentrate on the services namely reservation, cancellation of reservation, complaints, claims, getting season ticket and tatkal reservation to the different age group of the passengers.

The ANOVA test further highlights that the 'p' value for satisfaction towards services provided by Southern Railway namely basic amenities among different age group of passengers is higher than 0.05, therefore, **H₀ is accepted** (p-value 0.104 > 0.05) at 5% level of significance. It is inferred that there is

no statistically significant relationship between age group of the passengers and satisfaction towards services provided by Southern Railway namely basic amenities.

Educational Qualification and Satisfaction towards services provided by Southern Railway :

To test whether significant difference among different educational qualification of passengers with regard to the satisfaction towards services provided by Southern Railway, the following hypotheses were framed.

Null Hypothesis: There is no significant difference among different educational qualification of passengers with regard to the satisfaction towards services provided by Southern Railway.

Alternative Hypothesis: There is a significant difference among different educational qualification of passengers with regard to the satisfaction towards services provided by Southern Railway.

The result of ANOVA test for satisfaction towards services provided by Southern Railway among different educational qualification of passengers is presented in the Table 3.

Table 3
Significant difference among different educational qualification of passengers with regards to satisfaction towards services provided by Southern Railway

Dimension of Service Quality	Educational Qualification [Mean Score]				F Statistics	p Value
	School level	Graduate	Post Graduate	Professional		
Reservation	3.8343	3.6804	3.6184	3.7857	4.554	0.004*
Cancellation of reservation	3.7367	3.5804	3.5395	3.7551	4.171	0.006*
Complaints	3.6857	3.5116	3.4816	3.6143	3.906	0.009*
Claims	3.5543	3.4951	3.4868	3.7857	2.144	0.094
Getting season ticket	3.7171	3.5570	3.5413	3.6857	2.659	0.048*
Tatkal reservation	3.8314	3.5614	3.5895	3.5000	8.110	0.000*
Basic amenities	3.5600	3.4384	3.3974	3.4000	1.818	0.143

Source: Computed Data

Table 3 depicts that the p-value for satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, getting season ticket and tatkal reservation among different educational qualification of passengers is less than 0.05, therefore, **H₀ is rejected** at 5% level of significance (Reservation [p-value 0.004 < 0.05], Cancellation of reservation [p-value 0.006 < 0.05], Complaints [p-value 0.009 < 0.05], Getting season ticket [p-value 0.048 < 0.05] and Tatkal reservation [p-value 0.000 < 0.05]). The ANOVA test shows that there is a statistically significant relationship between educational qualification of the passengers and satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, getting season ticket and tatkal reservation. That is the sample passengers differ significantly in the satisfaction towards services provided by Southern Railway namely complaints, claims and getting season ticket when they are classified based on their educational qualification. Hence it is inferred that the satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, getting season ticket and tatkal reservation is differ among the different educational qualification of the passengers in the study area. It is suggested that the Southern Railway may concentrate on the services such as reservation, cancellation of reservation, complaints, getting season ticket and tatkal reservation to the different educational qualification of the passengers. Table further depicts that the p-value for satisfaction towards services provided by Southern Railway namely claims and basic amenities among different educational qualification of passengers is higher than 0.05, therefore, **H₀ is accepted** at 5% level of significance (Claims [p-value 0.094 > 0.05] and Basic amenities [p-value 0.143 > 0.05]). Hence it is inferred that there is no statistically significant relationship between educational qualification of the passengers and satisfaction towards services provided by Southern Railway namely claims and basic amenities.

Marital Status and Satisfaction towards services provided by Southern Railway :

To test the significant difference between unmarried and married passengers with regards to the satisfaction towards services provided by Southern Railway, the following hypotheses were framed.

Null hypothesis – There is no significant difference between unmarried and married passengers with regards to the satisfaction towards services provided by Southern Railway

Alternative hypothesis - There is a significant difference between unmarried and married passengers with regards to the satisfaction towards services provided by Southern Railway.

The result of ‘t’ test for satisfaction towards services provided by Southern Railway among different marital status of passengers is presented in the Table 4.

Table 4

Significant difference among different marital-status of passengers with regards to the satisfaction towards services provided by Southern Railway

Factors of motivation	Marital Status	Mean	Std. Deviation	t	p Value
Reservation	Married	3.6938	0.3967	0.225	0.822
	Unmarried	3.7031	0.3778		
	Married	3.5748	0.3933	1.111	0.267

Cancellation of reservation	Unmarried	3.6233	0.4087		
Complaints	Married	3.5656	0.4326	0.811	0.418
	Unmarried	3.5289	0.4109		
Claims	Married	3.6078	0.4682	2.900	0.004*
	Unmarried	3.4682	0.4403		
Getting season ticket	Married	3.6594	0.4291	2.156	0.032*
	Unmarried	3.5520	0.4742		
Tatkal reservation	Married	3.6000	0.3976	0.460	0.646
	Unmarried	3.6212	0.4379		
Basic amenities	Married	3.4531	0.4651	0.063	0.950
	Unmarried	3.4500	0.4508		

Source: Computed Data

Note: **reject the null hypothesis at 5 percentage level, p-value, 0.000 to 0.050, significant, and others accept null hypothesis at 5 percentage level, p-value, 0.051 to 1.000, not significant]*

Table 4 shows that the p-value for satisfaction towards services provided by Southern Railway namely claims and getting season ticket among different marital status of passengers is less than 0.05, the null hypothesis is rejected at 5% level of significance. Thus, there is a significant difference among different marital status of passengers with regards to the satisfaction towards services provided by Southern Railway namely claims and getting season ticket.

Table further shows that the p-value for satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, tatkal reservation and basic amenities among different marital status of passengers is higher than 0.05, the null hypothesis is accepted at 5% level of significance. Thus, there is no significant difference among different marital status of passengers with regards to the satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, tatkal reservation and basic amenities.

Important problems faced by Passengers :

Passengers have faced different problems namely inadequate ticket facilities, old track and poor state rolling stock, competitions with road transport, travel without tickets, when it comes to making money passengers come last and disturbance of baggers inside the compartment. Henry Garrett's ranking method is employed to ascertain the important problems faced by passengers. Sample passengers are asked to rank the important problems according to their order of priority with the help of Henry Garrett Ranking percentage score. The ranking are then converted into percentage and total scores are obtained by referring to the standard recommended by Henry Garrett. The details of important problems faced by passengers and Garrett score along with ranking are displayed in the following table 5.

Table 5

Important problems faced by Passengers

Sl. No	Problems	Total Score	Average	Rank
1.	Inadequate ticket facilities	4344	57.92	I
2.	Old track and poor state rolling stock	4026	53.68	II
3.	Competitions with road transport	3566	47.55	III
4.	Travel without tickets	3190	42.53	IV
5.	When it comes to making money passengers come last	2989	39.85	V
6.	Disturbance of baggers inside the compartment	2597	34.62	VI

Source: Primary Data

The above table 5 gives the details of important problems faced by passengers. Based on Henry-Garrett Ranking Technique, the major problem faced by passengers is inadequate ticket facilities, as it was ranked first with Garrett score 4344 points and the average score of 57.92. Another major problem faced by passengers is old track and poor state rolling stock, as it was ranked second with 4026 points and the average score of 53.68. Competitions with road transport is ranked third with 3566 points and the average score of 47.55. Travel without tickets and when it comes to making money passengers come last are ranked fourth and fifth with 3190 and 2989 points respectively and the average score of 42.53 and 39.85 respectively. Disturbance of baggers inside the compartment ranked last with 2597 points and the average score of 34.62.

FINDINGS OF THE STUDY :

- It is found that there is a significant difference in the satisfaction towards services provided by Southern Railway namely complaints among different gender group of passengers.
- It is observed that the sample passengers differ significantly in the satisfaction towards services provided by Southern Railway namely reservation, cancellation of reservation, complaints, claims, getting season ticket and tatkal reservation when they are classified based on their age group.
- It is identified that the sample passengers differ significantly in the satisfaction towards services provided by Southern Railway namely complaints, claims and getting season ticket when they are classified based on their educational qualification.
- The study highlights that there is a significant difference the satisfaction towards services provided by Southern Railway namely claims and getting season ticket among different marital status of passengers.

SUGGESTIONS

- The railways should work for bringing a paradigm shift in the customer perception of railways. In this regard periodical surveys have to be conducted to ascertain the customer needs in terms of level of satisfaction and delivery of services.

- It is suggested that the Southern Railway should concentrate on the services such as reservation, cancellation of reservation, complaints, getting season ticket and tatkal reservation to the different educational qualification of the passengers.
- It is suggested that the Southern Railway should concentrate on the services namely reservation, cancellation of reservation, complaints, claims, getting season ticket and tatkal reservation to the different age group of the passengers.

CONCLUSION :

It is concluded that only very few passengers are highly satisfied with the services provided by Southern Railway, Madurai Division. The major problems noticed from the study are lack of special facilities and proper claims system for passengers but it fails to provide adequate amenities for comfortable journey. The existing infrastructure is not enough with the growing requirements of passengers which will adversely affect the satisfaction of passengers. The government should have to give due importance for the development and technological advancement in Southern Railway, Madurai Division.

REFERENCES :

1. Thirumoorthy,R. (2001). Consumer Image of Indian Railways – A Study in Madurai Railway Station. M.Phil. Dissertation submitted to Madurai Kamaraj University. Koichi Goto (2001). Passenger Service Technologies. Japan Railway and Transport Review.
2. Jeganathan, G. (2002). Commuters of Railways –An Attitude Study with Special Reference to Thirunelveli- Nagercoil Section. Ph.D. Thesis submitted to Manonmanian Sundaranar University, Tirunelveli.
3. Kavitha, R. (2004.). A Study on Passenger Amenities at Madurai Railway Junction. M.Phil. Dissertation submitted to Madurai Kamaraj Universtiy, Madurai.
4. Vanitheeswari, K., Nagaligam, S., Nagapriya, S., and Mathan Kumar, K. (2017). Factors influencing the passenger train travel in Indian railways with special reference to Madurai city. International Journal of Management and Social Science Research Review, Vol.1, Issue.31, P.66. Retrieved from <http://www.ijmsrr.com/>
5. Rama Prasad, M.V., (2002). A study on passenger amenities in railways. Indian Journal of Marketing, Vol. XXXII, No.11, pp.14-19.