

Passenger Satisfaction towards Indian Railway in Kerala with Special Reference to Aluva Junction



Parvathy Asokan, Girish S.

Abstract: In India transportation is a vital infrastructure and assumes wider in developing countries since all the sectors of the event area unit closely dependent upon the existence of acceptable transportation modes. The study is being conducted in Aluva town. Supply knowledge of information is adopted on primary data assortment among one hundred respondents. Aluva junction is regarded as the nerve centre which connects the highland districts to the rest of the state. And it is the railway station which has a higher rate of passengers round the clock. Overall study deals concerning the level of satisfaction of passengers in the basic, modern and outstation amenities offered by Indian railways. The study also points on the insights to develop and improve the standard of services to satisfy travelers to travel by train. The study mainly focuses on the association between the demographic factors and the level of satisfaction of passengers.

Index term: nerve center, outstation amenities, demographic factors.

I. INTRODUCTION

Mobility is the most fundamental and prominent feature of economic activity. It fulfills the basic need of moving from one place to another, the need for travelers to share, goods, and information. The transportation sector is a key part of the economy which impacts the development and well-being of the population. When transportation is economical, they supply social and economic opportunities and advantages that end in several results like higher access to markets, use, and extra investment. Includes an overview of various modes of transportation, including rail, road, waterways, air, and metro. Indian Railways are the second-largest railway worldwide. Indian Railways are the most effective network established in 1853 from Bori Bunder to Thane, 34 km from the old Bombay Presidency. The train carried 400 passengers in 14 carriages. Railways are suitable for all categories of people (up, middle, or down) compared to other transportation.

Manuscript received on February 10, 2020.

Revised Manuscript received on February 20, 2020.

Manuscript published on March 30, 2020.

* Correspondence Author

Parvathy Asokan, M.com., Department of Finance and Systems, Amrita School of Arts and Science, Kochi, Kerala, India.

Girish S., Assistant Professor, Department of Commerce and Management, Amrita School of Arts and Science, Kochi, Kerala, India.

© The Authors. Published by Blue Eyes Intelligence Engineering and Sciences Publication (BEIESP). This is an [open access](https://creativecommons.org/licenses/by-nc-nd/4.0/) article under the CC BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>)

Indian Railways have a track of 115000 km with 7349 Railway Station. Railways carry 23 million passengers and 3 million tones of cargo. Indian Railways is recognizing the entry into the philosophy of travelers and thereby seeking ways to improve and provide better travel services. The only way too much and evaluate the quality of services for improvement is to find the level of satisfaction that passengers receive from the services. However, assessing customer response in transportation services cannot be ignored. The relationship between customers and the railways is complex, and not just a lot of rules, but different tires. We need to mention the areas of conflict and escalation between the railway and the customers. The proposed research focuses on the satisfaction of passengers to the services provided so far.

II. STATEMENT OF PROBLEM

Transportation is one of the key drivers of India's economy. The transportation industry of India is organized on a blend of public and private sector ownership. Since public transport is more transportation, it remains a powerful yard for measuring the overall development of a country. Railways are the largest mode of transportation worldwide in passenger transportation. The railway passenger service is facing long-standing competition from various other means of transportation, and it is important for the railways to accelerate passenger origin. The opinions on the services are biased. The current study focuses on travelers' opinions on the services, and their satisfaction level.

III. OBJECTIVES OF THE STUDY

1. To know about the passenger's satisfaction towards various services provided by the Indian Railway with a special reference to Aluva junctions.
2. To review the facilities provided to the passengers.
3. To analyze the passenger's level of satisfaction in basic amenities, modern amenities, and outstation amenities.

IV. HYPOTHESIS

H0: There is no significant relationship between demographic factors and the level of satisfaction of passengers in basic, modern and outstation amenities.

Passenger Satisfaction Towards Indian Railway in Kerala with special reference to Aluva Junction

H1: There is a significant relationship between demographic factors and the level of satisfaction of passengers in basic, modern and outstation amenities.

V. RESEARCH METHODOLOGY

A research design is a hypothetical arrangement in which research is conducted; it constitutes the blueprint for the collection, dimension, and examination of data. The sampling size of 100 passengers was opted after considering cost and time. Questionnaires are used to collect data from the litigants. And Secondary data is also used like previous reports of the concern and from the preceding projects. SPSS tools like Percentage Analysis and Chi-square test are applied for analysis.

VI. REVIEW OF LITERATURE

1. Dr. Arash Shahin (2016) This analysis paper deals with the factor of service quality and demonstrates the model. "SERVQUAL" is a good approach that has been researched and its impact within the analysis of the client satisfaction, expectations and perceptions are highlighted.

2. Vimal Kumar & Jitin P (2015) in their study, "A Study on Passengers' Satisfaction towards Railway services concerning Coimbatore Junction" concluded that the service quality could be enhanced through proper and effective maintenance. The perception of the passengers should be considered while formulating policies and implementing the plans. 3. Laura Eboli and Gabriella Mazzulla (2014) in their study identified that passenger's service quality factors are better to understand the overall picture of railways performance. If not at all satisfy passengers, Railways will assess their satisfaction which helps in preparing better investment plans and improving the service quality.

VII. ANALYSIS AND INTERPRETATION

Table .1 chi-square tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.411 ^a	4	.052
Likelihood Ratio	9.430	4	.051
Linear-by-Linear Association	2.280	1	.131
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 1, calculated value = 9.411 with p-value of 0.052, greater than 0.05. So we reject the alternate hypothesis and accept the null hypothesis that there is no significance between the level of satisfaction in basic amenities and the gender of the respondents.

Table .2 chi-square tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.664 ^a	12	.023
Likelihood Ratio	18.720	12	.096

Linear-by-Linear Association	4.302	1	.038
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 2, calculated value = 23.664 with p-value of 0.023, lesser than 0.05. So, we reject the null hypothesis and accept the alternative hypothesis that there is significance between the level of satisfaction in basic amenities and the respondents.

Table .3 chi-square tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	28.108 ^a	16	.031
Likelihood Ratio	26.054	16	.053
Linear-by-Linear Association	.383	1	.536
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 3, calculated value = 28.108 with p-value of 0.031 lesser than 0.05. So, we reject the null hypothesis and accept the alternative hypothesis that there is significance between the level of satisfaction in basic amenities and the occupation of the respondents.

Table .4 chi-square tests

	Value	d f	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.485 ^a	4	.647
Likelihood Ratio	2.564	4	.633
Linear-by-Linear Association	1.820	1	.177
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 4, calculated value = 2.485, with p-value of 0.647 greater than 0.05. So, we reject the alternate hypothesis and accept the null hypothesis that there is no significance between the level of satisfaction in modern amenities and the gender of the respondents.

Table .5 chi-square tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.287 ^a	12	.034
Likelihood Ratio	18.635	12	.098
Linear-by-Linear Association	.231	1	.630
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 5, calculated value = 22.287 with p-value of 0.034 lesser than 0.05. So, we reject the null hypothesis and accept the alternative hypothesis that there is significance between the level of satisfaction in modern amenities and the respondents.

Table .6 chi-square tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.482 ^a	16	.637
Likelihood Ratio	15.948	16	.457
Linear-by-Linear Association	.433	1	.510
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 6, calculated value = 13.482, with p-value of 0.637 greater than 0.05. So, we reject the alternate hypothesis and accept the null hypothesis that there is no significance between the level of satisfaction in modern amenities and the occupation of the respondents.

Table .7 chi-square tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.145 ^a	4	.387
Likelihood Ratio	5.272	4	.261
Linear-by-Linear Association	2.968	1	.085
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 7, calculated value = 4.145, with p-value of 0.387 greater than 0.05. So, we reject the alternate hypothesis and accept the null hypothesis that there is no significance between the level of satisfaction in outstation amenities and the gender of the respondents.

Table .8 chi-square tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.434 ^a	12	.828
Likelihood Ratio	9.940	12	.621
Linear-by-Linear Association	.011	1	.917
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 8, calculated value = 7.434, with p-value of 0.828, greater than 0.05. So, we reject the alternate hypothesis and accept the null hypothesis that there is no

significance between the level of satisfaction in outstation amenities and the respondents.

Table .9 chi-square tests

	Value	Df	Asym p. Sig. (2-sided)
Pearson Chi-Square	7.705 ^a	16	.957
Likelihood Ratio	8.698	16	.925
Linear-by-Linear Association	.049	1	.824
N of Valid Cases	100		

Source: Primary data

Interpretation

From table 9, calculated value = 7.705, with p-value of 0.957 greater than 0.05. So, we reject the alternate hypothesis and accept the null hypothesis that there is no significance between the level of satisfaction in outstation amenities and the occupation of the respondents.

VIII. FINDINGS

1. Out of the hundred respondents, fifty-nine percent are male.
2. Among the hundred respondents, sixty-one percent belongs to the cohort twenty to thirty and also the next twenty six percent belongs to thirty to forty and solely seven percent for age but twenty and the rest belongs to higher than forty
3. Thirty-four percent of the respondent belongs to the activity standing business or skilled. Ensuring twenty-nine percent are students and twenty-one percent belong to varied different professions. The remainder thirteen percent belongs to the government sector and the residual belongs to agriculture
4. Out of the overall respondents thirty seven percent uses the railway service sometimes and only nine percent uses it on usual
 - a. Nineteen percent travels yearly by train and twelve percent half yearly and solely six percent on monthly basis.
 5. Twenty nine percent of the respondents use the railway transport for private functions. Subsequently next twenty one percent for pilgrim’s journey and nineteen percent for academic functions. Subsequent sixteen percent for official or business purpose. And residual twelve percent for alternative and solely three percent for vacation.
 6. Forty six percent of the respondents principally use the express trains. Succeeding thirty four uses and passenger trains and therefore residual prefers super fast.
 7. Fifty seven percent of the respondents like sleeper class for their journey. Subsequently twenty four prefers second ordinary class and the residual prefers A/C class.
 8. It is clear from the study that sixty eight percent of the respondents are of the opinion that the fare and other charges offered by Indian railway are moderate.
 9. It is found that only nineteen percent of the respondents are availing concession in fare.

10. Out of the nineteen percent, ten percent avails the seasonal ticket afterwards four percent avails concession tickets and the residual avails alternative variety of tickets.

11. It is found that thirty eight division of the appellants are fairly gratified to the basic amenities provided by Indian railway.

12. It is found that sixty three part of people are reasonably convicted in the modern amenities provided by Indian railway.

13. It is found that forty four of the litigants are deeply appeased with the outstation amenities provided by Indian railway.

14. When compared with other modes of transportation, forty six percent of the respondents are of the opinion that railway transport is of low fare.

15. It is determined that thirty five percent of the respondents approaches ticket counters for reservation of tickets. E-ticketing is employed by thirty percent and twenty six percent uses vending machines remaining four and five percent uses post offices and ticket agents respectively.

16. Only twenty two percent of the respondents experiences offences in trains.

17. Twelve percent of the respondents experience public nuisance consecutive seven percent faces seat cornering and theft of property by two percent and one percent faces offences that are not mentioned therefore.

18. Forty five percent of the respondents face delay in arrival and departure of trains often. And thirty percent faces it continually. And rarely by twenty percent.

19. It is found that fifty one percent of the respondents are of the opinion that cleanliness must be improved in railway stations. Twenty two percent claims time keeping must be maintained and safety by seventeen percent. The residual claims comfort, complaints and Redressal forums and medical support.

IX. SUGGESTIONS

1. Travellers are the main asset ,so proper facilities must be provided so as make them feel comfort and to visit again.

2. The most important improvement is to be made is its cleanliness and hygiene. Proper Grievance Redressal Cell at every station must be maintained.

3. Adequate safety and security measures should be adopted while travelling in train as well as platforms.

4. Railway authorities has to maintain appropriate number of railway guards and take necessary steps to prevent the travelling and presence of unauthorized passengers and people in trains.

5. Aluva Railway Station still demands amenities such as escalators at platforms, rest room facilities, recreational facilities, LED displays at the terminal, more CCTV cameras, opening of new entrance, modernization of existing terminal.

6. It is suggested that Railway authorities must provide up to date information among the passengers regarding various services offered to them in various classes of travel, concessions, timing, and new schemes.

7. The trains should maintain proper timing and punctuality in the arrival and departure of travel, if there is any delay the passengers must be informed with approximate time of arrival and departure.

X. CONCLUSION

The growth of the Indian Railway is related to the satisfaction of travelers. That's why it is equally important much the level of satisfaction of passengers. Based on which Railways can make more possible steps to improve its performance. From the study, it is found that Aluva Junction is putting up a good performance. Passengers are quite happy with many facilities provided in the station like announcement, availability auto/taxi/buses, availability of parking.

REFERENCE

1. Dr.N.Mahesh & K.Mathankumar (2018), "A study of problems faced by the Indian Railways: A study with special reference to Madurai city."
2. D.Anbupriya(2017),"Problems faced by the passengers in Southern Railways with special reference to Erode city."
3. Dr.B.Maheswari & G.K.Dinesh Kumar(2016),"A study on Passenger satisfaction of amenities provided by Southern Railways with special reference to Coimbatore junction."
4. Dr.Arash Shahin (2016),"SERVQUAL and model of Service Quality Gaps: A framework for determining and prioritizing critical factors in delivering quality services."
5. Vimal Kumar & Jitin P (2015), "A Study on Passengers Satisfaction towards Railway services with reference to Coimbatore Junction."
6. G.Rajeshwari and D.Elangovan(2014) "Problems faced by passengers of Indian Railways : A study in Salem division of Southern Railway zone"
7. Laura Eboli and Gabriells Mazzulla (2014)"Factors affecting rail service quality in the Northern Italy: A decision tree approach. "
8. Sheeba.A & Kumuthadevi. K (2013)"Service quality of South Indian Railway -Determinants of passenger satisfaction in trains"
9. Anand K Sharma & Mathew J Manimala (2007) "Sustainability of the Indian Railways Turnaround: A Stage Theory Perspective."
10. Thrimoorthy.K.(2001),"Consumer image of Indian railways :A study in Madurai Railway station."

Webliography

6.www.ircts.com

7.www.indianrailways.gov.in

8.www.shodganga.com

9.www.scribd.com

AUTHORS PROFILE



Parvathy Asokan, Mcom Finance and Systems, Amrita School of Arts and Science, Kochi



Girish S., Assistant Professor, Department of Commerce and Management , Amrita School of Arts and Science ,Kochi