

Research Project Report

“Passenger’s Satisfaction on Indian Railways”

***FOR THE PARTIAL FULFILLMENT OF THE REQUIREMENT
FOR THE AWARD OF
BACHELOR OF COMMERCE***

UNDER THE GUIDANCE OF

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DECLARATION

I, GEETANJALI SINGH Roll No.17GSFC101051 student of School of Finance and Commerce, Galgotias University, Greater Noida, hereby declare that the project report on “Passenger’s Satisfaction on Indian Railways” is an original and authenticated work done by me.

I further declare that it has not been submitted elsewhere by any other person in any of the institutes for the award of any degree or course.

Name and Signature of the Student :

GEETANJALI SINGH

CERTIFICATE

This is to certify that the project report “Passenger’s Satisfaction on Indian Railways” has been prepared by GEETANJALI SINGH under my supervision and guidance. The project report is submitted towards the partial fulfillment of 3 year, Full time BACHELOR OF COMMERCE.

Name & Signature of Faculty:

PROF. GIRISH GARG

INDEX

S.NO	PARTICULARS	PAGENO.
1	ABSTRACT	6
2	INTRODUCTION	7
3	DATA COLLECTION	8
4	RESEACRH METHODOLOGY	9
5	RESULT ANALYSIS	10-14
6	FINDING	15
7	SUGGESTION	16
8	CONCLUSION	17
9	BIBLIOGRAPHY	18

ABSTRACT

The Indian railways provide the primary mode of transportation for goods and passengers. Indian railways are an important component of the social, political and economic lifetime of a country. Indian railways transportation network has played an important role in making India in to a nation. This network has not only integrated markets but also people across length and width of the country. It has bound the economic lifetime of the country and helped in accelerating the event of the industry. Indian railway is one among 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 plan to enrich and improve the infrastructure arrangement within the respective junction. The benefits of new technology and advancement of atomization have been taken into account for providing various services to the Indian passengers.

The importance of evaluating the customer reaction in transport services cannot be ignored. In all developing countries, transport modes need to be compete with one another , and one among the matter being encountered is to realize inter-model co-ordination within the everywhere interest of the economy. The primary aim of satisfying the customer doesn't seem to be one among the principal objectives of railways in actual practice. The general image of the organization as judged from the perception of the customer is not very impressive. The relation between the railways and therefore the customer is complex in nature and concerns not only an outsized n umber of rules, but also the varied tires of functions. It is necessary at this stage to point the areas of conflict and enhancement between railways and therefore the customer.

INTRODUCTION

Indian Railway is that the second largest railway within the whole world. Indian railway is one among the foremost effective networks established in 1853 to work both, long distance and suburban rail systems on a multi-gauge network of broad, meter and narrow gauges. The Indian Railway helps to unite the integral, social, economical, and cultural foundation of our country. Indian railway has around 114,500 kilometers of railway track with 7500 railroad station. This Railway carries approximately 32 million passengers and a couple of 8 million plenty of freight daily. The present Indian railways are faced by challenges of market changing and increasingly demand in capacity, competition may be a key think about achieving improved productivity, lower prices and higher quality of services and products that respond to the changing needs of the customers. A certain degree of competition exists between rail and road transport, but the extent of competition varies widely with volume, distance and customer needs regarding transit time, reliability of service and value of goods. Indian railways can provide the required customers focus and compete effectively with road provided its reliability, productivity and efficiency are enhanced.

Indian service sector has witnessed a serious boom and is one among the main contributors to both employment and value in recent times. The weightage of service sector is an indication that in near future, India's GDP growth will be influenced considerably by the service sector. Future of the services and their role within the economy looks likely to continue to gain in strength. The marketers within the new millennium will still view service marketing as a critically important area for his or her survival within the market albeit various factors contribute to the growth or constraints on the future of the service economy. The activities under the purview of the service sector are quite diverse. The infrastructures including trading, transportation and communication, financial, land and business services, community, social and private services come within the gambit of the industry. Transport, thus is a crucial infrastructure within the economy of India. It assumes a greater role in developing countries since all the sectors of the event are closely dependent upon the existence of suitable transportation network. Thus, an efficient transport system may be a pre-requisite for economic development of a rustic. The evident economic process in India over the last 20 years has increased demand for all transport services, particularly land transport through road and rail. The development of railways is one among the landmarks within the progress of human civilization.

Recent Changes in Indian Railways:

1. All major stations are witnessing a good infrastructure upgrade with Wi-Fi and personalized service to make the journey smooth. Proper and regular maintenance of stations are widely undertaken.
2. All major connecting routes are now electrified, dissolving the engine trains. This gives faster train service.
3. New and trendy trains are coming up, which includes AC local train in Mumbai suburb to make the journey hassle free. The plan to run bullet train between Mumbai and Ahemdabad is in fast track making it possible to reach the destination faster.

DATA COLLECTION

Data collection methods: The success of any project or market survey depends heavily on the info collection and analysis. It is necessary that the info collected may be a reliable data so as to realize the research objectives. All data sources can be classified into two:

- **Primary Data**- Primary data is gathered from direct observation or data that is personally collected. It refers to that data which is collected for a specific purpose from the field of enquiry and are original in nature. For the project primary data were collected mainly through survey method, using the tool questionnaire. (50 individuals)
- **Secondary Data** are those which are already collected by others for a selected purpose and are subsequently used for application in several conditions. It is the second user information about an occasion that has not been personally witnessed by the researchers.

The use of secondary data saves time and money. The purpose is to increase the accuracy of analysis. Here the secondary data was obtained from-Various text books, registers, magazines, journals, Dissertations etc.

Research Methodology

The methodology adopted in the present study includes the research design, the sampling technique, and the collection of data and tools of analysis. A descriptive cross sectional survey based questionnaire design was used as research design. The present study was supported both primary and secondary data. Well-structured and pre tested questions based on the variables contained in the interview schedule were used for collecting primary data by personal interview method. The questions contained in the interview schedule were mainly dichotomous questions and five point Like scale questions. Secondary data have been collected from books, journals, newspapers, periodicals, reports, and internet. Statistics tools used in this study is simple percentage analysis and weighted average analysis.

Research Design: Research design is that the blue print for inquiry of work that guides the researcher during a scientific way towards the achievement of the objectives. Survey method has supported the researcher to find the perception, usage, and awareness of food delivery apps among the customers.

Sample Design: Sampling design is imperative in every scientific study. Hence, decided to collect the data through multi stage Sampling.

Sample: A Sample of 50 customers both male and female drawn from nearby district have give back the duly filled up questionnaire Respondents have been taken as the sample size.

Tools for collecting data: A research tool plays a major role in any worthwhile research as it is the sole factor in determining the sound data and in arriving at perfect conclusions about the matter or study available, which ultimately, helps in providing suitable remedial measures to the issues concerned.

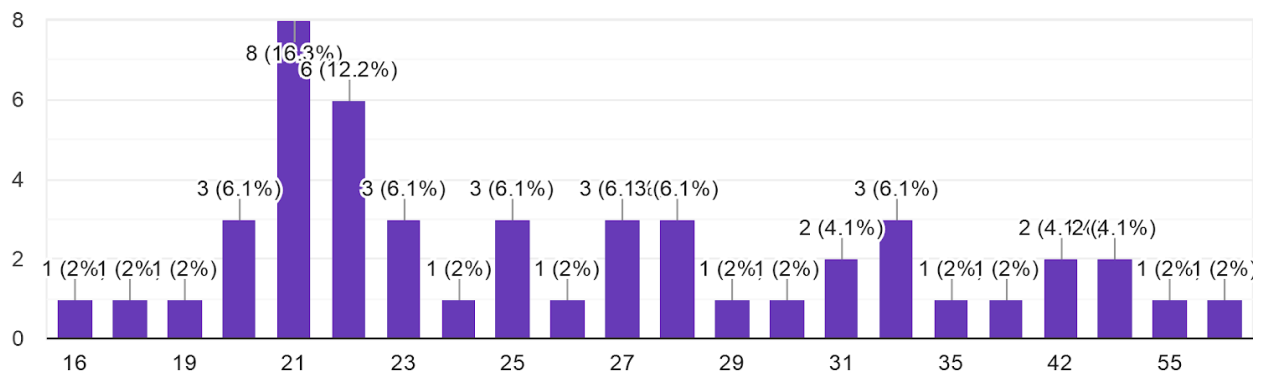
RESULT ANALYSIS

The Result Analysis consists of a survey conducted with the help of questionnaires. The questionnaire was filled by 50 individuals of different age groups who travel by train at least once in a year.

1. Age Group:

AGE

49 responses

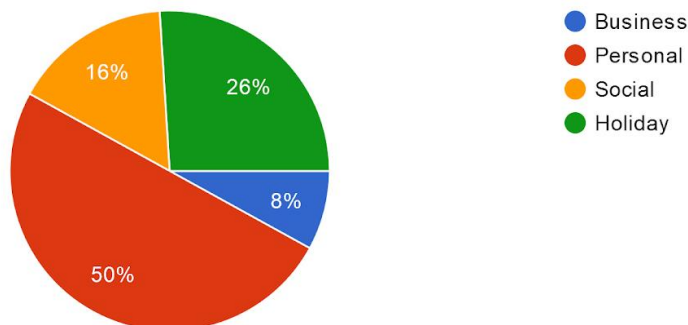


The questionnaire was filled by people with ages between (15-65). The maximum number of respondents are between the age 20-30.

2. Purpose of Travel by respondents:

For what purposes do you travel by train?

50 responses

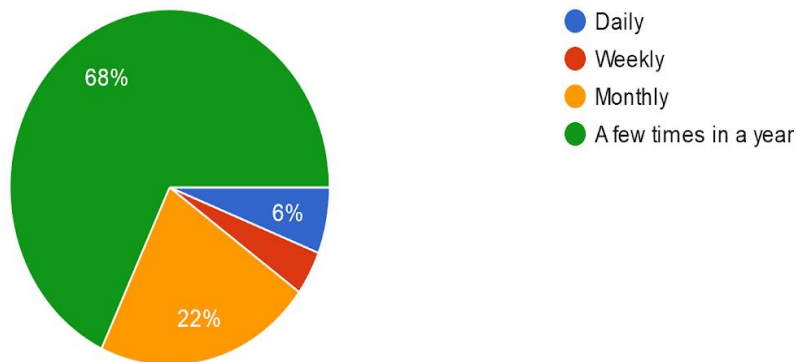


50% of the respondents travelled due to personal reasons, not specifically mentioning the reason.

3. Frequency of travel in trains by the respondents:

4. How often do you travel by train?

50 responses

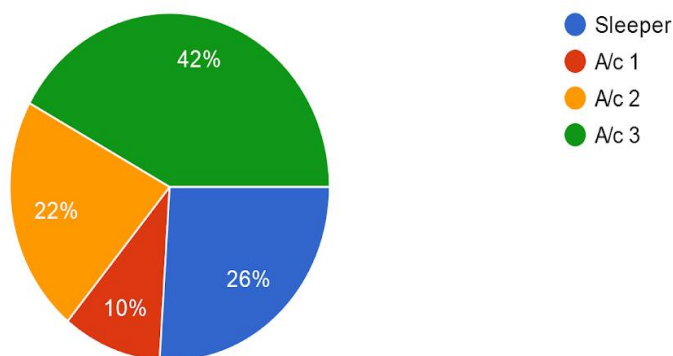


The maximum Number of respondents travelled only a few times in a year.

4. Class/Category of the train coaches preferred by the respondents:

5. In which Class/Category do you prefer to travel?

50 responses

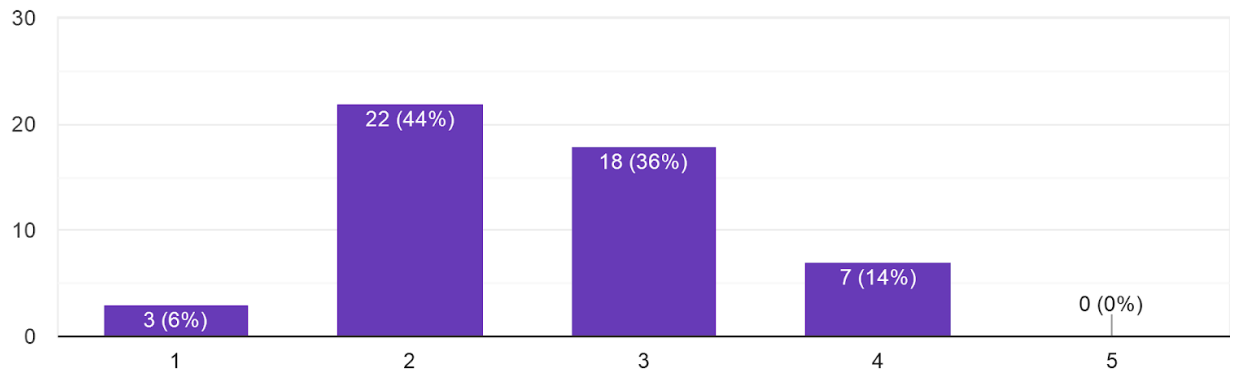


Most of the Respondents preferred A/c 3 Tier coach/class because it gets them the absolute services which they would require with a sense of security and comfort at the same time. The second most preferred coach/class was the Sleeper Class as it is economical and at the very same time usually suitable short trips which usually take a few hours.

5. The refreshments and food quality rated by the respondents as per their experience:

How would you rate the refreshments/food quality at the stations and trains?

50 responses

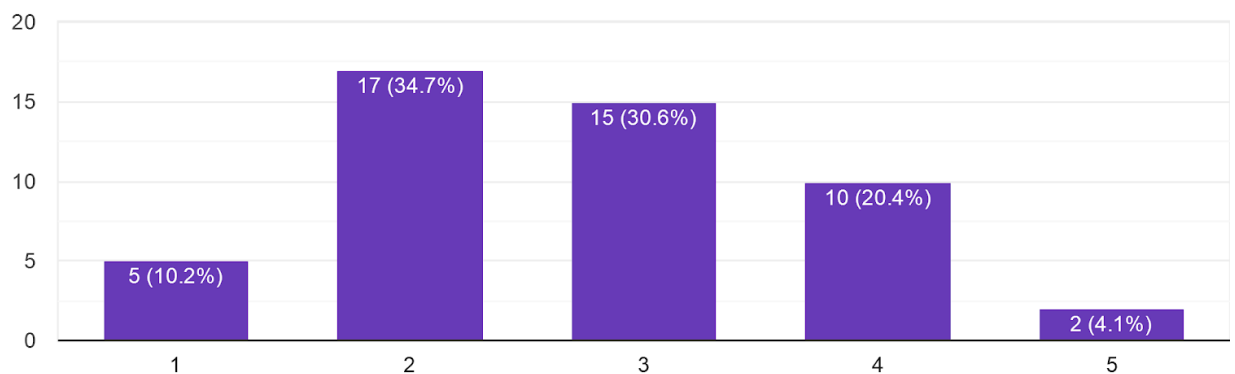


Most of the respondents felt that the service provided the vendors is not up to the mark, can be improved and the railway authorities should take the matter seriously as hygiene is sometimes comprised at many small stations.

6. Opinion and ratings of respondents on the overall ticketing process:

8. How would you rate the ticketing process

49 responses

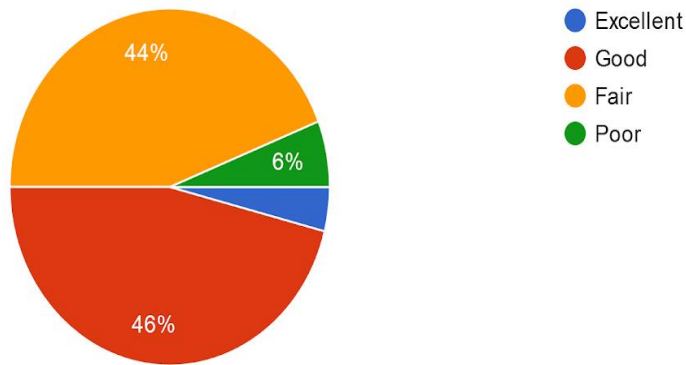


Most of the respondents felt that the ticketing process could have been much faster if the railway department had more counters and quick ticketing process as many felt that the process took too long and the government officials are sometimes too lazy to act quickly without understanding the situation each passenger faces.

7. Respondents were asked to rate the attitude and behavior of the ticketing staff :

9. How would you rate the Attitude of Ticketing Staff

50 responses

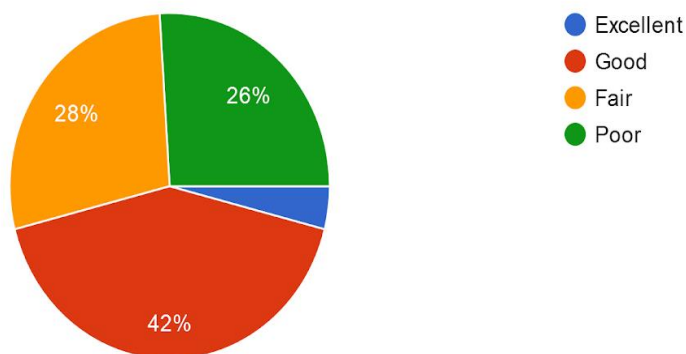


The attitude and behavior of the ticketing staff was considered good and fair by the respondents, but not excellent as there is still room for improvement in regards to provide better services at all times.

8. The cleanliness and lavatory facilities at the stations and in trains rated by the respondents:

How would you rate the Cleanliness and Toilet Facilities?

50 responses

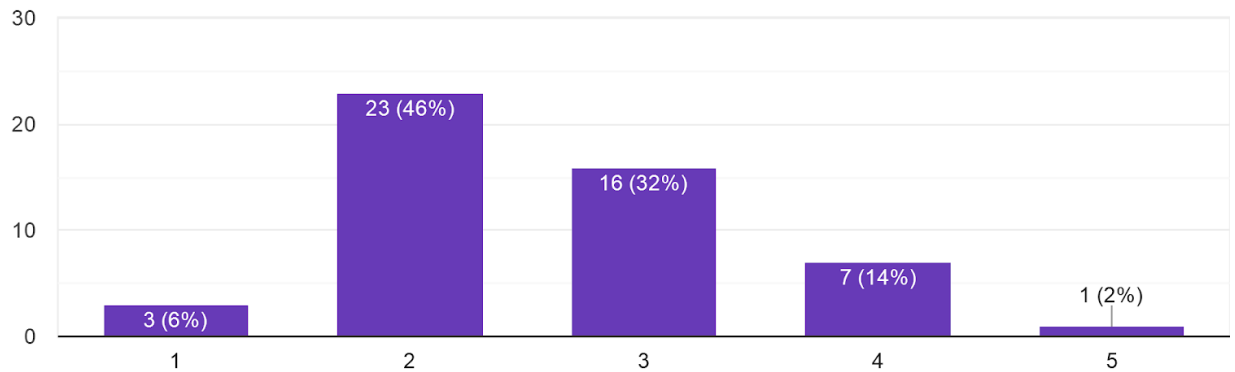


The respondents were not satisfied with the services provided at the stations as a good number of respondents either rated them as fair or poor.

10. The respondents were asked to rate the services and punctuality of the trains:

7. How would you rate the trains and their services

50 responses

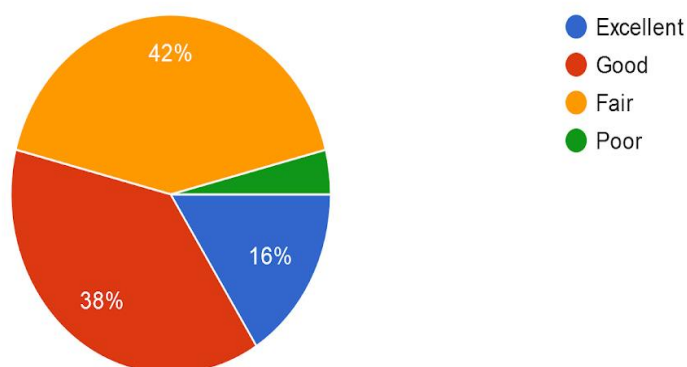


46% of the respondents think that the services provided by these trains are below average and this should be improved as in this fast paced life one is very busy and every minute counts.

11. The respondents were asked to rate the online services of Indian Railways:

How would you rate the online services or E-Services of Indian Railways

50 responses



50% of the respondents were quite happy with the online or we can say E-services of Indian Railways and also rated it as one of the best services provided by the authorities.

FINDINGS

Using the Primary and Secondary data, the following outcome has been derived:

1. It was find that around 6% of the respondents are travelling in the train for employment purposes and about 80% of them are using passenger trains for the journey. It was clear from this that the people prefer rail services to other modes of transport due to the low-ticket fares.
2. Among this people prefer passenger trains to superfast and express trains. 46% of the passengers are highly dissatisfied with the punctuality of trains as they are not able to reach their destination timely. With accelerating pace in modernization, a traveler expects enhanced amenities from Railways.
3. However, in reality it was finding that people are dissatisfied with the amenities available at the station and in trains. Around 53% of the respondents are dissatisfied with the cleanliness in the station & 52% in the train. 30% of the respondents are of the opinion that the drinking water facility both at the station and in the train is not sufficient. The facilities of waiting room for the passengers are moderate (32%).
4. The condition of pay & use toilets is very pathetic. 52% are dissatisfied with the facilities in most of the stations it was poorly maintained.
5. Apart from this, the respondents also gave their opinion regarding handling of complaints and behavior of railway employees. 60% of the respondents suffered from public nuisance in the train & 48% of them suffered from seat cornering. All the affected persons have lodged complaints through various modes.
6. The authorities acknowledged 32% of the complaints and the corrective actions have taken in respect of it. About 44% of the respondents are of the opinion that the behavior of the railway employees is moderate.

SUGGESTION

Based on present study, the following suggestion had made to improve the services of the Indian railways. It is found that majority of the respondents are not satisfied with the services provided by the Indian Railway. The Ministry of Railways has to initiate various measures to improve the services by properly scrutinizing the grievances of the passengers regularly. It must take necessary steps to increase the number of unreserved compartments during peak times. The trains must be punctual and the constructions works should be carried out without affecting the timing of trains especially during day times. Speakers must be installed properly at the platforms. Toilets should be properly maintained both at the station and in the train. Further steps should adopt to ensure cleanliness at the station & in the trains to maximize the satisfaction level of passengers. The introduction of more ticket vending machines at the busiest station relieves the passengers' rush in the platform. Some of the suggestions are listed below:

- 1.** The Indian Railways can step up its efforts to provide more railway connections between different states to tap the growing market for traveler at fair prices because airlines are luring their customers with low fares.
- 2.** A system can be created which can avoid train collisions and that will reduce the number of accidents & hence ensure passenger safety.
- 3.** All the trains can be equipped with Fire Extinguishers & the employees should be well trained on Fire Prevention & Management Measures. This can be done with the help of mock fire drills also.
- 4.** An audio-visual warning about the approaching trains can be provided to road users for a better safety system.
- 5.** Technological up-gradation can also help. Automatic ticket vending Machines can be installed in order to facilitate passengers.

CONCLUSION

Indian Railways

The contribution of this study is the identification of factors that determine passenger satisfaction with the quality of services provided by the southern railways. With increasing demand of service, the railway authorities had failed to take necessary initiatives for the betterment of the passengers as well as in the improvement of services to the passengers. Although huge number of passengers of different income groups has depended on this sector for travel purposes, there is an urge for further improvement of the overall services, so that more passengers may be attracted to this service. Customers are the real kings in the present world. Study had conducted to know their perception and opinions. It had found that customers are not highly satisfied with the services in the Indian Railways. If the suggestions had considered positively, then it would create a healthy environment to the passengers and Indian Railways too.

Formulation and implementation of effective strategies plays an important role in the growth of an organization. In this paper, many strategies used by Indian Railways have been analyzed, and it has been observed that Indian Railways is implementing all the strategies almost effectively but their main focus is on maintenance and passenger safety. Indian Railway mainly focused on to improve and add new safety equipment so that they can provide safety to the passengers in case of any emergency.

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