A STUDY ON PASSENGER'S SATISFACTION TOWARDS SERVICES PROVIDED BY INDIAN RAILWAYS

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Article info

A b s t r a c t

Indian Railways is the life line of the nation. It has brought about a social, cultural and economic revolution in India. Indian Railways is giving many benefits to their passengers in which include low second class ordinary fare, concession in fare to various categories. No other transport sector today is offering these rates which could compete with the Railways. This study is conducted to examine, whether the passengers are satisfied or not from the services provided to them. The test of Reliability has been checked through Cronbach's alpha i.e. 0.903. The five-point scale ranging 1 to 5 from Extremely Satisfied to Extremely Dissatisfied is used.

ОЦЕНКА УРОВНЯ УДОВЛЕТВОРЕННОСТИ ПАССАЖИРОВ УСЛУГАМИ, ПРЕДОСТАВЛЯЕМЫМИ ИНДИЙСКИМИ ЖЕЛЕЗНЫМИ ДОРОГАМИ

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АННОТАЦИЯ

Индийские железные дороги – это «линия жизни» народа. Это привело к социальной, культурной и экономической революции в Индии. Индийские железные дороги предоставляют своим пассажирам множество льгот, в том числе сниженная стоимость за проезд для второго класса, скидка в цене для различных категорий жителей. Ни один другой вид транспорта сегодня не предлагает такие тарифы, которые могли бы конкурировать с железными дорогами. Данное исследование проводится с целью изучения вопроса, удовлетворены ли пассажиры предоставляемыми услугами или нет. Анализ безопасности проведен с помощью Альфа Кронбаха, т.е. коэффициент 0.903. Используется пятиточечная шкала в диапазоне от 1 до 5 от крайне удовлетворительной до крайне неудовлетворительной.

КЛЮЧЕВЫЕ СЛОВА: уровень удовлетворенности пассажиров, индийские железные дороги, удовлетворенность, услуги

Introduction
Indian Railways (IR) is a state-owned enterprise of India, which was operated by Ministry of Railways, Government of India. It is one of the world's largest railway networks comprising of 115,000 km (71,000 mi) of track over a route of 65,000 km (40,000 mi) and more than 8000 stations. IR carried over more than 8,900 million passengers' annually

or more than 24 million passengers daily (roughly half of which were suburban passengers) and 2.8 million tons of freight daily.

Railways were first introduced to India in 1853 from Bombay to Thane. Indian Railways (I.R) holds over 239,281 Freight Wagons, 59,713 Passenger Coaches and 9,549 Locomotives (43 steam, 5,197 diesel and 4,309 electric locomotives). Indian Railways is divided into seventeen zones. Each zonal railway is made up of a certain number of divisions, each having a divisional headquarters. There are a total of sixty-eight divisions.

Each of the seventeen zones is headed by a general manager who reports directly to the Railway Board. The zones are further divided into divisions under the control of Divisional Railway Managers (DRM). The divisional officers of engineering, mechanical, electrical, signal and telecommunication, accounts, personnel, operating, commercial, security and safety branches report to the respective Divisional Manager and are in charge of operation and maintenance of assets. Further down the hierarchy tree are the station masters who control individual stations and the train movement through the track territory under their stations' administration.

The trains having 5 digit numbering system as the Indian Railways runs about 10,000 trains daily. As of 31 March 2013, 23,541 km (14,628 mi) (36%) of the total 65,000 km (40,000 mi) route length was electrified. Indian Railways introduced a mobile app system to track train schedules on 23 April 2014.

Review of Literature

Geetika and Nandan (2010) identified important factors determining service quality of IR platforms that lead to customer satisfaction. The population for study was foreign nations visiting India. Convenience sampling was used for the purpose of the study. A total of 700 passengers were contacted. The findings reveal that five factors were considered important for determining satisfaction with railway platforms, the most important of which were refreshments and behavioral factors. Managerial and theoretical implications were drawn and discussed in the paper and a model was proposed.

Sheeba and Kumuthadevi (2013) described number of dimensions regarding the service quality of IR. This study identified factors of service quality of IR in the train. The study considered seven factors and 16 variables to analyze the passenger satisfaction. The findings of the study revealed the most important factors determining satisfaction of passengers in train were serially comes as basic facilities, hygiene, safety and security, catering, health care service, punctuality, behavior towards passengers.

Objectives:

1. To study about the facilities provided by Indian Railways.
2. To check the level of satisfaction among the passengers whether they are satisfied or not.

Research Methodology

The study is investigative in nature. The frequencies analysis is used to identify the most important factors of passenger's satisfaction. A survey of 50 passengers is conducted. For the purpose of analysis, the study can be divided into three categories: Ticketing, Services at platform, and on-board services. The questionnaire is filled from 50 passengers, who are on-board passengers of all the travel classes (Ac and Sleeper).

Scope of the Study:

The present study is undertaken to examine the level of satisfaction of passengers towards the services provided by the Indian Railways. We have taken on-board passengers for our study purpose, because they are covering our all the three catego-ries (Ticketing, Services at platform and on-board services). We have taken AC and Sleeper class passengers for our study.

Data Collection:

The present study is based mainly on the primary data. The primary data is col-lected through questionnaire-cum-scale from passengers. Some secondary data is col-lected through published records, manuals, reports, websites etc.

Sample Size:

The present study targets the passengers of Ac and Sleeper class. The sample size shall be restricted to 50 passengers.

Test of Reliability:

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.903	.898	48

1) Facilities provided by Indian Railways:

Indian Railways is giving various facilities to their passengers. Some of important facilities are given below:

• Trains:

Indian Railways has lots of trains for their passengers i.e. Duronto Express, Rajdhani Express, Shatabdi Express, Garib Rath, Jan Shatabdi, Intercity Express, various express trains, EMUs, DMUs and much more. It has several classes of travel with or without air-conditioning.

• Food:

There is facility of food for passengers. There are many trains there may be pantry car it may be denoted as 'P'. Meals are included in the fare on Rajdhani, Shatabdi and Duronto trains. Otherwise Railways Catering staff will come to collect orders. Pantry car services also include tea, coffee, cold drinks, snacks etc.

• Online ticketing:

IRCTC is pioneered in internet-based rail ticket booking through its website. In addition to e–tickets, Indian Railways and Catering Tourism Corporation also offers I-tickets that are basically like regular tickets except that they are

booked online and delivered by post. The tickets PNR status is also made available. This service provides better options for passengers to avoid queues at the booking counter.

- Mobile Ticketing:

IR started SMS ticket booking service for the common man who has no internet access. The person has to register the mobile number with IRCTC as well as with the bank's account. The bank will provide the MMID (Mobile Money Identifier) and OTP (one-time password) for authorization of payment. The passenger has to type the train number, destination, journey date, and class and passenger details like name, age and gender. The passenger has to charge Rs 3 per SMS and payment gateway charges Rs. 5 for ticket amount up to Rs. 5000 and Rs. 10 for more than Rs. 5000.

- Waiting Rooms:

All small stations might have two waiting rooms, segregated by gender. While women can also use the men's waiting room, the reverse isn't permitted. Large stations can have as many as five different types of waiting rooms, rather amusingly divided into the following:

- Lower class (Unreserved and Second Class) men's waiting rooms
- Lower class (Unreserved and Second Class) women's waiting rooms
- Upper class (Sleeper Class Non-AC and any higher class) men's waiting rooms

- Upper class (Sleeper Class Non-AC and any higher class) women's waiting rooms
- AC waiting rooms
- Cloakrooms:

Cloakrooms (or left-luggage rooms) are an excellent facility that can help many a traveler on a short visit to a city or town. The passenger can leave their luggage at a cloakroom at a nominal payment for suitcase (per day), and pick it up when arrive to catch your outbound train from the city. You need a valid journey ticket and ID proof to leave your bags in the cloakroom.

- Restaurants, food stalls, food plazas:

Food options depend on how big the station is. The smallest halt stations could well have nothing. Smaller to medium-sized stations will usually have a few stalls on the platform selling junk food, apart from a limited range of meals like veg and egg biryani. Smaller stations have a vegetarian refreshment room. Prices at refreshment rooms are often very low. Larger stations also have non-vegetarian refreshment rooms. . The railways have also started "Jan Aahar" stalls at certain stations to provide cheap, quality food to passengers.

2) Level of Satisfaction: The level of satisfaction of passengers can be judged through the following analysis.

Table 1. Gender * Martial Status

		Martial Status		Total
		Married	Unmarried	
Gender	Male	14	22	36
	Female	5	9	14
Total		19	31	50

Inference: It is inferred that 36 are male and 14 are female. The ratio of married and unmarried male and female are 14:22 and 5:9.

Table 2 Classification based on the Age of the Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 35 years	39	78.0	78.0	78.0
	36-45 years	4	8.0	8.0	86.0
	Above 46 Years	7	14.0	14.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 78% of the respondents come under the category of below 35 years, 8% of the respondents falls under the 36 to 45 years age and 14 % respondents comes under the category of above 46 years age.

Table 3 Classification based on the Mode of Booking Tickets of the Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	online (IRCTC)	10	20.0	20.0	20.0
	Agents	6	12.0	12.0	32.0
	Booking Clerks	30	60.0	60.0	92.0
	SMS (Mobile)	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 60% of the respondents uses booking through clerks, 20% of the respondents uses online (IRCTC), and 12% uses the agents and 8 % respondents doing through SMS.

Table 4 Classification based on the Purpose of Travel of the Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Business Trips	3	6.0	6.0	6.0
	Holiday Trips	18	36.0	36.0	42.0
	Leisure	7	14.0	14.0	56.0
	Other	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents travel for the other reason, 36% of the respondents travel for holiday trips, 14% for the leisure time and 6 % respondents for the business trips.

Table 5 Classification based on the Number of travel frequency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Occasionally	4	8.0	8.0	8.0
	Once a Week	16	32.0	32.0	40.0
	Once a Month	22	44.0	44.0	84.0
	Other	8	16.0	16.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents travels once in a month, 32% travels once a week, 16% travels for the other reason and 8% travels occasionally.

Table 6 Classification based on the Ease of buying tickets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	3	6.0	6.0	6.0
	Dissatisfied	15	30.0	30.0	36.0
	Satisfied	22	44.0	44.0	80.0
	Extremely Satisfied	10	20.0	20.0	100.0

	Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents are satisfied, 30% are dissatisfied, 20% are extremely satisfied and 6% are extremely dissatisfied for buying tickets.

Table 7Classification based on the Booking clerk competency and behavior

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	22	44.0	44.0	68.0
	Satisfied	15	30.0	30.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 44% are dissatisfied, 30% are satisfied, 24% are extremely dissatisfied and 2% are extremely satisfied from the booking clerk competency and bahaviour.

Table 8 Classification based on the Different queues for male and female

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	11	22.0	22.0	22.0
	Dissatisfied	8	16.0	16.0	38.0
	Satisfied	22	44.0	44.0	82.0
	Extremely Satisfied	9	18.0	18.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents are satisfied, 22% are extremely dissatisfied, 18% are extremely satisfied and 16% are dissatisfied from the different queues for male and female.

Table 9 Classification based on the Fare of Railway Tickets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	3	6.0	6.0	6.0
	Dissatisfied	9	18.0	18.0	24.0
	Satisfied	28	56.0	56.0	80.0
	Extremely Satisfied	10	20.0	20.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 56% of the respondents are satisfied, 20% are extremely satisfied, 18% are dissatisfied and 6% are extremely dissatisfied from the fare of railway tickets.

Table 10 Classification based on the Online booking of tickets is easy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	3	6.0	6.0	6.0
	Dissatisfied	4	8.0	8.0	14.0
	Satisfied	21	42.0	42.0	56.0
	Extremely Satisfied	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents are extremely satisfied, 42% are satisfied, 8% are dissatisfied and 6% are extremely dissatisfied from online booking of tickets.

Table 11 Classification based on the Drinking water and sanitation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	17	34.0	34.0	34.0
	Dissatisfied	26	52.0	52.0	86.0
	Satisfied	6	12.0	12.0	98.0

Extremely Satisfied	1	2.0	2.0	100.0
Total	50	100.0	100.0	

Inference: It is inferred that 52% of the respondents are dissatisfied, 34% are extremely dissatisfied, 12% are satisfied and 2% are extremely satisfied from the drinking water and sanitation.

Table 12 Classification based on the Clarity of train announcements

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	10	20.0	20.0	20.0
	Dissatisfied	20	40.0	40.0	60.0
	Satisfied	18	36.0	36.0	96.0
	Extremely Satisfied	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 40% of the respondents are dissatisfied, 36% are satisfied, 20% are extremely dissatisfied and 4% are extremely satisfied from the clarity of train announcements.

Table 13 Classification based on the Accuracy of announcements

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	25	50.0	50.0	50.0
	Dissatisfied	15	30.0	30.0	80.0
	Satisfied	9	18.0	18.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 50% of the respondents are extremely dissatisfied, 30% are dissatisfied, 18% are satisfied and 2% are extremely satisfied from the accuracy of the train announcements.

Table 14 Classification based on the Frequency of announcements

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	7	14.0	14.0	14.0
	Dissatisfied	22	44.0	44.0	58.0
	Satisfied	20	40.0	40.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents are dissatisfied, 40% are satisfied, 14% are extremely dissatisfied and 2% are extremely satisfied from the frequency of the train announcements.

Table 15 Classification based on the Reservation charts are display properly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	7	14.0	14.0	14.0
	Dissatisfied	19	38.0	38.0	52.0
	Satisfied	21	42.0	42.0	94.0
	Extremely Satisfied	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 42% of the respondents are satisfied, 38% are dissatisfied, 14% are extremely dissatisfied and 6% are extremely satisfied from the display of the reservation charts.

Table 16 Classification based on the Quality of refreshments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	15	30.0	30.0	30.0
	Dissatisfied	32	64.0	64.0	94.0
	Satisfied	2	4.0	4.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0

	Total	50	100.0	100.0	

Inference: It is inferred that 64% of the respondents are dissatisfied, 30% are extremely dissatisfied, 4% are satisfied and 2% are extremely satisfied from the quality of refreshments.

Table 17 Classification based on the Quantity of refreshments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	11	22.0	22.0	22.0
	Dissatisfied	26	52.0	52.0	74.0
	Satisfied	11	22.0	22.0	96.0
	Extremely Satisfied	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 52% of the respondents are dissatisfied, 22% are extremely dissatisfied, 22% are satisfied and 4% are extremely satisfied from the quantity of refreshments.

Table 18 Classification based on the Behavior of porters (coolies)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	18	36.0	36.0	36.0
	Dissatisfied	16	32.0	32.0	68.0
	Satisfied	14	28.0	28.0	96.0
	Extremely Satisfied	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 36% of the respondents are extremely dissatisfied, 32% are dissatisfied, 28% are satisfied and 4% are extremely satisfied from the behavior of porters.

Table 19 Classification based on the Availability of porters (coolies) at the station

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	9	18.0	18.0	18.0
	Dissatisfied	11	22.0	22.0	40.0
	Satisfied	26	52.0	52.0	92.0
	Extremely Satisfied	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 52% of the respondents are satisfied, 22% are dissatisfied, 18% are extremely dissatisfied and 8% extremely satisfied from the availability of the porters at station.

Table 20 Classification based on the Behavior of railways staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	23	46.0	46.0	70.0
	Satisfied	10	20.0	20.0	90.0
	Extremely Satisfied	5	10.0	10.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 46% of the respondents are dissatisfied, 24% are extremely dissatisfied, 20% are satisfied and 10% are extremely satisfied from the behavior of railway staff.

Table 21 Classification based on the Cleanliness of platforms

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	36	72.0	72.0	72.0
	Dissatisfied	4	8.0	8.0	80.0
	Satisfied	6	12.0	12.0	92.0
	Extremely Satisfied	4	8.0	8.0	100.0

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	50	100.0	100.0	

Inference: It is inferred that 72% of the respondents are extremely dissatisfied, 12% are satisfied, 8% are dissatisfied and 8% are extremely satisfied from the cleanliness of the platforms.

Table 22 Classification based on the Ambience of waiting rooms/rest rooms

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	15	30.0	30.0	30.0
	Dissatisfied	19	38.0	38.0	68.0
	Satisfied	14	28.0	28.0	96.0
	Extremely Satisfied	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 38% of the respondents are dissatisfied, 30% are extremely dissatisfied, 28% are satisfied and 4% are extremely satisfied from the ambience of waiting rooms/rest rooms.

Table 23 Classification based on the Proper seating facility at platform

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	16	32.0	32.0	32.0
	Dissatisfied	19	38.0	38.0	70.0
	Satisfied	13	26.0	26.0	96.0
	Extremely Satisfied	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 38% of the respondents are dissatisfied, 32% are extremely dissatisfied, 26% are satisfied and 4% are extremely satisfied from the seating facility at platform.

Table 24 Classification based on the Facility for car parking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	11	22.0	22.0	22.0
	Dissatisfied	23	46.0	46.0	68.0
	Satisfied	13	26.0	26.0	94.0
	Extremely Satisfied	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 46% of the respondents are dissatisfied, 26% are satisfied, 22% are extremely dissatisfied and 6% are extremely satisfied from the car parking facility.

Table 25 Classification based on the Management of Parking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	10	20.0	20.0	20.0
	Dissatisfied	24	48.0	48.0	68.0
	Satisfied	12	24.0	24.0	92.0
	Extremely Satisfied	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 48% of the respondents are dissatisfied, 24% are satisfied, 20% are extremely dissatisfied and 8% are extremely satisfied from the management of parking.

Table 26 Classification based on the Trains schedules at platforms

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	9	18.0	18.0	18.0
	Dissatisfied	15	30.0	30.0	48.0
	Satisfied	22	44.0	44.0	92.0
	Extremely Satisfied	4	8.0	8.0	100.0

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents are satisfied, 30% are dissatisfied, 18% are extremely dissatisfied and 8% are extremely satisfied of the train's schedules.

Table 27 Classification based on the Railways timely update the running status of Trains

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	3	6.0	6.0	6.0
	Dissatisfied	15	30.0	30.0	36.0
	Satisfied	25	50.0	50.0	86.0
	Extremely Satisfied	7	14.0	14.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 50% of the respondents are satisfied, 30% are dissatisfied, 14% are extremely satisfied and 6% are extremely dissatisfied for the timely update of running trains.

Table 28 Classification based on the Railways update the information about trains delayed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	6	12.0	12.0	12.0
	Dissatisfied	16	32.0	32.0	44.0
	Satisfied	21	42.0	42.0	86.0
	Extremely Satisfied	7	14.0	14.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 42% of the respondents are satisfied, 32% are dissatisfied, 14% are extremely satisfied and 12% are extremely dissatisfied from the updating information of trains delayed.

Table 29 Classification based on the Sufficient space of seating in the train

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	9	18.0	18.0	18.0
	Dissatisfied	16	32.0	32.0	50.0
	Satisfied	22	44.0	44.0	94.0
	Extremely Satisfied	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents are satisfied, 32% are dissatisfied, 18% are extremely dissatisfied and 6% are extremely satisfied from the seating space in the train.

Table 30 Classification based on the Neatness in compartment/coach

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	29	58.0	58.0	82.0
	Satisfied	6	12.0	12.0	94.0
	Extremely Satisfied	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 58% of the respondents are dissatisfied, 24% are extremely dissatisfied, 12% are satisfied and 6% are extremely satisfied from the neatness in the coach.

Table 31 Classification based on the Power supply in the coach

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	9	18.0	18.0	18.0
	Dissatisfied	10	20.0	20.0	38.0
	Satisfied	23	46.0	46.0	84.0
	Extremely Satisfied	8	16.0	16.0	100.0

| | Total | 50 | 100.0 | 100.0 | |

Inference: It is inferred that 46% of the respondents are satisfied, 20% are dissatisfied, 18% are extremely dissatisfied and 16% are extremely satisfied from the power supply in the coach.

Table 32 Classification based on the Adequate water supply in the coach

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	17	34.0	34.0	58.0
	Satisfied	16	32.0	32.0	90.0
	Extremely Satisfied	5	10.0	10.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 34% of the respondents are dissatisfied, 32% are satisfied, 24% are extremely dissatisfied, and 10% are extremely satisfied for adequate water supply in the coach.

Table 33 Classification based on the Cleanliness of Toilets in the coaches

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	17	34.0	34.0	34.0
	Dissatisfied	20	40.0	40.0	74.0
	Satisfied	12	24.0	24.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 40% of the respondents are dissatisfied, 34% are extremely dissatisfied, 24% are satisfied and 2% are extremely satisfied from the cleanliness of toilets in the coaches.

Table 34 Classification based on the Presence of creatures and Insects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	11	22.0	22.0	22.0
	Dissatisfied	21	42.0	42.0	64.0
	Satisfied	14	28.0	28.0	92.0
	Extremely Satisfied	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 42% of the respondents are dissatisfied, 28% are satisfied, 22% are extremely dissatisfied and 8% are extremely satisfied from the presence of creatures and insects.

Table 35 Classification based on the Security of self

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	13	26.0	26.0	26.0
	Dissatisfied	26	52.0	52.0	78.0
	Satisfied	9	18.0	18.0	96.0
	Extremely Satisfied	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 52% of the respondents are dissatisfied, 26% are extremely dissatisfied, 18% are satisfied and 4% are extremely satisfied from the security of self.

Table 36 Classification based on the Security of luggage

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	11	22.0	22.0	22.0
	Dissatisfied	29	58.0	58.0	80.0
	Satisfied	9	18.0	18.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 58% of the respondents are dissatisfied, 22% are extremely dissatisfied, 18% are satisfied and 2% are extremely satisfied from the security of luggage.

Table 37 Classification based on the Food in sufficient quantity and quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	17	34.0	34.0	34.0
	Dissatisfied	25	50.0	50.0	84.0
	Satisfied	7	14.0	14.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 50% of the respondents are dissatisfied, 34% are extremely dissatisfied, 14% are satisfied and 2% are extremely satisfied of food in sufficient quantity and quality.

Table 38 Classification based on the Pricing of food is suitable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	16	32.0	32.0	32.0
	Dissatisfied	18	36.0	36.0	68.0
	Satisfied	14	28.0	28.0	96.0
	Extremely Satisfied	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 36% of the respondents are dissatisfied, 32% are extremely dissatisfied, 28% are satisfied and 4% are extremely satisfied from the pricing of food.

Table 39 Classification based on the Unauthorized passengers in the compartment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	14	28.0	28.0	28.0
	Dissatisfied	16	32.0	32.0	60.0
	Satisfied	18	36.0	36.0	96.0
	Extremely Satisfied	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 36% of the respondents are satisfied, 32% are dissatisfied, 28% are extremely dissatisfied and 4% are extremely satisfied for unauthorized passengers in the coach.

Table 40 Classification based on the Fans and lights working properly in the trains

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	7	14.0	14.0	14.0
	Dissatisfied	14	28.0	28.0	42.0
	Satisfied	23	46.0	46.0	88.0
	Extremely Satisfied	6	12.0	12.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 46% of the respondents are satisfied, 28% are dissatisfied, 14% are extremely dissatisfied and 12% are extremely satisfied from the working of fans and lights.

Table 41 Classification based on the Sufficient capacity for passengers in coach

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	21	42.0	42.0	66.0
	Satisfied	16	32.0	32.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 42% of the respondents are dissatisfied, 32% are satisfied, 24% are extremely dissatisfied and 2% are extremely satisfied for the capacity of passengers in the coach.

Table 42 Classification based on the Adequate availability of staff on trains

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	24	48.0	48.0	72.0
	Satisfied	11	22.0	22.0	94.0
	Extremely Satisfied	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 48% of the respondents are dissatisfied, 24% are extremely dissatisfied, 22% are satisfied and 6% are extremely satisfied from the availability of staff on trains.

Table 43 Classification based on the Behavior of TTE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	9	18.0	18.0	18.0
	Dissatisfied	19	38.0	38.0	56.0
	Satisfied	18	36.0	36.0	92.0
	Extremely Satisfied	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 38% of the respondents are dissatisfied, 36% are satisfied, 18% are extremely dissatisfied and 8% are extremely satisfied from the behavior of TTE.

Table 44 Classification based on the Behavior of Other staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	22	44.0	44.0	68.0

Satisfied	15	30.0	30.0	98.0
Extremely Satisfied	1	2.0	2.0	100.0
Total	50	100.0	100.0	

Inference: It is inferred that 44% of the respondents are dissatisfied, 30% are satisfied, 24% are extremely dissatisfied and 2% are extremely satisfied from the behavior of other staff.

Table 45 Classification based on the Availability of Railway Protection Force (RPF)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	8	16.0	16.0	16.0
	Dissatisfied	27	54.0	54.0	70.0
	Satisfied	14	28.0	28.0	98.0
	Extremely Satisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 54% of the respondents are dissatisfied, 28% are satisfied, 16% are extremely dissatisfied and 2% are extremely satisfied for the availability of RPF.

Table 46 Classification based on the Behavior of RPF

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	26	52.0	52.0	76.0
	Satisfied	9	18.0	18.0	94.0
	Extremely Satisfied	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 52% of the respondents are dissatisfied, 24% are extremely dissatisfied, 18% are satisfied and 6% are extremely satisfied from the behavior of RPF.

Table 47 Classification based on the Easy and accessible complaint handling mechanism

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	12	24.0	24.0	24.0
	Dissatisfied	21	42.0	42.0	66.0
	Satisfied	14	28.0	28.0	94.0
	Extremely Satisfied	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Inference: It is inferred that 42% of the respondents are dissatisfied, 28% are satisfied, 24% are extremely dissatisfied and 6% are extremely satisfied from the complaint handling mechanism.

Findings of the Study: The above tables show the findings of the study. Out of 48 items 42 items are showing the results of passenger's satisfaction and dissatisfaction towards services. Out of the 42 items, 26 items are showing the passenger's dissatisfaction, 12 items are showing satisfaction, and 3items are showing they are extremely dissatisfied and 1 item showing the extremely satisfied from the services provided by IR

Suggestions

The respondents have given the following suggestions to improve the IR.

1. Provide safe and comfort journey.
2. Maintain cleanliness. Staff should be recruited to check cleanliness.
3. The railway should not provide the waiting tickets to passengers, it there are 70 seats in the coach they should fill the 70 seats only not the coach with waiting tickets.
4. There should be extra coach for the daily passengers, because at every station some daily passengers may come some may go, they always disturb the long route passengers.
5. There should be extra coach for the railway employees passengers, because some are working a mile distance far away from their residence. So railway employees should have good facility, because they are serving the railways.
6. There should be a visibility of information. If certain services can be digitized such as display of reservation, late running status of trains etc, on digital screens instead of papers and by sending a SMS to the passengers.
7. The railway should restrict the unauthorized persons on the platform and even in the trains. Most of the time

one passenger will has to travel, along with that passenger 2-3 persons will come to leave him/her in the coach. They will increase the crowd in the train and the travelers will feel difficulty to get into the train because of that unauthorized passengers.

8. Increase charging sockets in the trains.
9. Privatization of the hospitality sector of railways.
10. Improvement in complaint registering system.
11. Sanitation conditions need to be focused
12. Pantry food hygenity should be addressed
13.

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