

CONTENTS

Chapter No.	Title	Page No.
	<ul style="list-style-type: none"> • Declaration • Certificate • Acknowledgements • Table of Contents • List of Tables • List of Figures 	<p>I</p> <p>II</p> <p>III</p> <p>IV-VI</p> <p>VII-VIII</p> <p>IX</p>
1.	<p>INTRODUCTION</p> <p>1.1 Transportation</p> <p>1.2 Historical Background of Indian Railways</p> <p>1.3 Present Status of Indian Railway in India</p> <p>1.4 Recent Development in Rail Transport</p> <p>1.5 Organization Structure of Indian Railway</p> <p>1.6 Zone Wise Overview of Indian Railway</p> <p>1.7 An Introduction to North Central Railway Zone</p> <p>1.8 Passengers Services (Amenities)</p> <p>1.8.1 Categorization of Stations</p> <p>1.8.2 Categorization of Amenities (Services)</p> <p>1.8.2.1 Minimum Essential Amenities</p> <p>1.8.2.2 Recommended Amenities</p> <p>1.8.2.3 Desirable Amenities</p> <p>1.8.2.4 Amenities for Physically Handicapped Passengers</p>	1-48
2.	REVIEW OF LITERATURE	49-91
3.	<p>CONCEPTULISATION</p> <p>3.1 Concept of Services</p> <p>3.2 Characteristics of Services</p>	92-106

	<p>3.3 Definitions of Service Quality</p> <p>3.4 Dimension of Service Quality</p> <p>3.5 Concept of Customer Satisfaction</p> <p>3.6 Service Quality Models</p>	
4.	<p>RESEARCH METHODOLOGY</p> <p>4.1 Statement of the Problem</p> <p>4.2 Need of the Study</p> <p>4.3 Objectives of the Study</p> <p>4.4 Formulation of Hypothesis</p> <p>4.5 Research Design</p> <p>4.6 Universe and Survey Population of the Study</p> <p>4.7 Survey Sample of the Study</p> <p>4.8 Data collection Method</p> <ul style="list-style-type: none"> - Primary Data - Secondary Data <p>4.9 Developing Questionnaire</p> <p>4.10 Tools for Analysis</p>	107-116
5.	<p>DATA ANALYSIS AND INTERPRETATION</p> <p>5.1 Section 1: Personal Profile of the Respondents</p> <p>5.2 Section 2: Travel details of the Respondents</p> <p>5.3 Section 3: Chi- Square Analysis to Study the Services Offered by Indian Railways at Platforms of North Central Railway Zone.</p> <p>5.4 Section 4: •Pearson Correlation Coefficient to Analyze the Service Quality Factors Influencing the Satisfaction Level of Travellers.</p> <p>5.5 Section 5: ANOVA Test to Determine the Level of Awareness about the Services Offered by Indian Railways at Platforms.</p> <p>5.6 Factors For Enhancing the Service Quality of Platforms</p>	117-156

<p>6.</p>	<p>FINDINGS, RECOMMENDATION AND CONCLUSION 6.1 Overview of the Study 6.2 Findings of the Study 6.3 Recommendations and Suggestions 6.4 Limitations of Study 6.5 Conclusion</p>	<p>157-167</p>
<p>7.</p>	<p>SUMMARY 7.1 Introduction 7.2 Objectives of the Study 7.3 Hypothesis 7.4 Research Methodology 7.4.1 Research Design 7.4.2 Universe and Survey Population of the Study 7.4.3 Survey Sample 7.4.4 Data Collection 7.5 Findings of the Study 7.6 Recommendations and Suggestion 7.7 Limitations of the study 7.8 Conclusion</p>	<p>168-179</p>
	<p>BIBLIOGRAPHY</p>	<p>180-197</p>
	<p>ANNEXURE • Questionnaire</p>	<p>198-203</p>

LIST OF TABLES

Table No.	Description	Page No.
1.1	Zones of Indian Railway	14-15
1.2	Categories of Stations for Provision of Passenger Amenities	21
1.3	No of Water Vending Machines Installed at Platforms.	25
1.4	Level of Platform Height as per the Stations Category	26
1.5	Norms of Minimum Essential Amenities at Various Categories of Stations	30-32
1.6	Norms For Recommended Level of Amenities at Various Categories of Stations	33-36
1.7	Norms for Recommended Level of Illumination at Different Categories of Stations	37
1.8	Norms of Desirable Amenities at Various Categories of Stations	43-46
4.1	Demographic Profile of Respondent	111
4.2	Dimension for Measuring Service Quality	113
4.3	Reliability Analysis of Scale	114
5.1	Characteristics of the Respondent On the Basis of Gender	118
5.2	Characteristics of the Respondent On the Basis of Age Group	119
5.3	Characteristics of the Respondent On the Basis of Educational Qualification	120
5.4	Characteristics of the Respondent On the Basis of Occupation	121
5.5	Characteristics of the Respondent On the Basis of Marital Status	122
5.6	Characteristics of the Respondent On the Basis of their Residence	123
5.7	Characteristics of the Respondent On the Basis of Monthly Income	124
5.8	Travelling Patterns of Respondents	125
5.9	Respondents Purpose of Travel	126
5.10	Travel Class Wise Configuration of Respondents	127

5.11	Respondents Average Distance of Travel in a Month	128
5.12	Respondents Preference for Ticket Booking	129
5.13	Respondents Reason for Preferring the Rail Transport	130
5.14	Crosstab Table of Tangibility	131-132
5.15	Chi- Square Test of Tangibility	132
5.16	Crosstab Table of Reliability	133
5.17	Chi-Square Test of Reliability	134
5.18	Crosstab Table of Responsiveness	134-135
5.19	Chi-Square Test of Responsiveness	135
5.20	Crosstab Table of Empathy	136
5.21	Chi-Square Test of Empathy	137
5.22	Crosstab Table of Assurance	137-138
5.23	Chi-Square Test of Assurance	139
5.24	Correlation Between Gender and Tangibility	142
5.25	Correlation Between Gender and Reliability	143
5.26	Correlation Between Gender and Responsiveness	144
5.27	Correlation Between Gender and Empathy	144
5.28	Correlation Between Gender and Assurance	145
5.29	Correlation Between Gender and Satisfaction	145
5.30	Crosstab Table of Overall Satisfaction level of Travellers	146-147
5.31	Chi-Square Test of Overall Satisfaction level of Travellers	147
5.32	ANOVA Test of Overall Satisfaction level of Travellers	148
5.33	ANOVA Test of Tangibility	149
5.34	ANOVA Test of Reliability	149
5.35	ANOVA Test of Responsiveness	150
5.36	ANOVA Test of Empathy	150
5.37	ANOVA Test of Assurance	151
5.38	ANOVA Test of Overall Awareness level of Travellers	151
5.39	Crosstab Table of Overall Awareness level of Travellers	152-153
5.40	Chi- Square Test of Overall Awareness level of Travellers	153
5.41	Correlation Between Gender and Awareness	154

LIST OF FIGURES

Figure No.	Description	Page No.
1.1	Organization Structure of Indian Railway	10
1.2	Railway Zonal Map of India	16
1.3	Map of North Central Railway Zone	19
1.4	Organization Structure of North Central Railway Zone	20
3.1	Technical and Functional Quality Model	100
3.2	SERVQUAL Model	102
3.3	KANO Model	104
3.4	Service Profit Chain Model	105
5.1	Characteristics of the Respondents on the Basis of Gender	118
5.2	Characteristics of the Respondent On the Basis of Age Group	119
5.3	Characteristics of the Respondent On the Basis of Educational Qualification	120
5.4	Characteristics of the Respondent On the Basis of Occupation	121
5.5	Characteristics of the Respondent On the Basis of Marital Status	122
5.6	Characteristics of the Respondent On the Basis of Residence	123
5.7	Characteristics of the Respondent On the Basis of Monthly Income	124
5.8	Travelling Pattern of Respondents	125
5.9	Respondents Purpose of Travel	126
5.10	Travel Class Wise Configuration of Respondents	127
5.11	Respondents Average Distance of Travel in a Month	128
5.12	Respondents Preference for Ticket Booking	129
5.13	Respondents Reason for Preferring the Rail Transport	130
5.14	Linear Relationship Between Two Variables(Third Assumption of Correlation)	141
5.15	Correlation Co-Efficient (Fourth Assumption)	141
5.16	Homoscedasticity (Fifth Assumption)	142