ABSTRACT

For one and a half century, the Indian Railways has been the principal mode of transport in India. Many experts in railway service literature have mentioned that quality in service operations is usually evaluated by customers towards it total experience. Further, the perception of the passengers towards the services provided by the Indian Railways generally varies according to their socio-economic characteristics. It is essential for the Railway Authorities to know about the opinion of the passengers regarding the services offered to them in order to make future service plans and frame strategies to attract more passengers. Based on the above discussed issues this study aims to focus on the “Passengers’ Satisfaction towards Southern Railway Services, with special references to Tamilnadu.

The current study provides a ground level scenario at major stations in the Tamilnadu differs in terms of users’ perceived usefulness and satisfaction. Based on the concept discussed above the required objectives were constructed for the effective conduct of the study. That focused to study the demographic status and travelling experiences of train passengers, assessed their level of satisfaction towards off-board (Platform) and on-board services offered by Southern Railways In the current study three Tamil regions i.e., Tiruchirapalli, Madurai and Salem are considered as the research divisions. Seven prime stations namely Chennai Egmore, Coimbatore, Coimbatore North, Erode Junction, Salem Junction, Tiruchirapalli Junction, Madurai Junctions have been scheduled for upgrading. Thus, based on the cluster classification the researcher had planned to conduct the study pertaining to five prime junctions excluding the Chennai Central and Chennai Egmore station of Tamilnadu.

A well structure questioner was used as the data collection tool. Based on the stratified cluster sampling techniques geographical region of the study area was classified and conveniences technique was applied for collection of primary data from the sample populations. Only the mobile railway passengers
who visit these six railway stations/junction were approached for data collection. This research study was confined to collect 500 samples, with a sum of 100 respondents was fixed for each station.

The researcher had developed a self-monitoring scale for the measure of quality of services offered by the Southern Railways in the study region Tamilnadu i.e., in the five sample railway junction i.e., Madurai, Trichy, Salem, Erode and Coimbatore. To differentiate the passengers’ level of satisfaction towards the on-board and off-board services the researcher had applied Measure of Distances as parameter for classification of variables. The service quality were classified under five heads ranging from “Excellent” to “Very Poor” based on the end results derived from measure of distance i.e., Mean ± SD. Passengers’ level of satisfaction towards on-board and off-boards services were rate based on the criterion of 91-100 (Excellent), 81-90 (Good), 71-80 (Average), 61-70 (Poor) and Below 60 (Very Poor).

The thesis of the study is organized into five major chapters: Introduction, Review of Literature, theoretical overview on Railway Service Market in India, analysis and interpretation of data collected, summaries the findings of the study, suggestions and conclusions of the study. From the detailed data analysis it has been observed that the passengers level of satisfaction towards off and on-board service attributes falls below the quality marks, as it is rated average, poor or very poor. It can been concluded that passengers are though express satisfaction with few of the basic amenities offered at the platforms and inside the train, they are generally found to be dissatisfied with nature of services offered by the Southern Railways to its passengers invariable of their class of travel.