

# Passengers' Reflections on Railway Amenities

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## Abstract

*Indian Railways is the largest railway network in Asia. With a modest beginning in India on April 16, 1853, when the first wheels rolled on rails from Bombay to Thane, the Indian Railways has emerged today as the main vehicle for socio-economic development of the country. Some of the services provided by Indian Railways are freight services, parcel carrier and catering, tourism services and other related services owned by the Government of India. Indian Railways is the largest railway network in Asia. With 1.3 million employees, it is the largest employer in the organized sector in India. The main objective of this study is to analyse the passenger satisfaction and problems regarding the service provided by the Indian railways. Primary data were collected by interviewing 75 passengers of Rail transport in Tirunelveli with a specially prepared interview schedule. The researcher has applied Simple Percentage analysis, Weighted Average and one sample t- test with the help of SPSS. It is observed from the study that the sample group mainly consists of female respondents from the age group of 20-40. Most of the respondents are unmarried and graduates and are living in urban area. Most of the respondents are students and they prefer train travel because of comforts. Passengers are highly satisfied of A/C class fare. If the fare is fixed on the basis of distance, the passengers will be more satisfied.*

**Keywords:** Facilities, Passengers, Rail Service, Rail Transport, Satisfaction

## Introduction

The Indian Railway is one of the largest and busiest rail networks in the world, transporting sixteen million passengers and more than one million tons of freight daily. Transportation have performed very crucial roles from very early accelerating the sharing of economic and development benefit of region. Indian Railway is an Indian state owned enterprise, owned and operated by the Government of India through the Ministry of Railways. The Indian Railway is one of the largest and busiest rail network in the world, transporting sixteen million passengers and more than one million tons of freight daily. Transportation have performed very crucial roles from very early accelerating the sharing of economic and development benefit of region Indian Railway is the second biggest railway in the world. Indian Railway is one of the most active networks established in 1853 to operate both, long distance and sub-urban railway system on a multi-gauge network of broad, meter and narrow gauges. The Indian Railway benefits to unite the integral, social, economic and cultural foundation of the country. Indian Railway has around 114,500 km of railway track with 7,500 railway stations. This railway carries approximately 30 million passengers and 2.8 million tons of freight daily. The present Indian Railways are characterized by challenges of market changes and increasing

demand in capacity moreover, achievement is a key factor in achieving improved productivity, lower prices and higher quality of services and product respond to the change in needs of the passengers. A certain degree of competition exists between railway and road transport, but the level of competition varies widely with volume, distance and customer names regarding transit time, reliability of service and value of goods. Indian Railways can provide the necessary customer focus and compete effectively with road provided its focus and compete effectively with road provided its reliability, productivity and efficiency are enhanced.

### Review of Literature

**Parvathy Asokan, Girish (2020)<sup>1</sup>** the researchers examines that the Aluva Railway Station still demands the features of the facilities, leisure room facilities, entertainment facilities, terminal, and CCTV cameras, and the modernization of the existing terminal. Travel, offers, time and new projects are recommended that railway officials should provide railway officials among the various services offered in different classes. The trains must maintain proper time and time in the visit and departure of the trip, and if there is no late passenger and departure should be approximately time.

**Rajeev Kumar ‘Ranjan, Nitin Thapar, Shoab Alam Siddiqui and Arun Kant Painoli (2020)<sup>2</sup>** the researchers examines improving the factors such as timely management of trains and training of railway staff is highly responsive to the need and demand of passengers. Safety measures should be improved so that passengers feel safe during the journey. In other words, the missing railway contact is needed in Northern Railway passenger services. The researchers found that the most important factors affecting passenger satisfaction were the cleanliness inside the toilet, the condition of the train window for passengers, the cleanliness inside the train compartment and the proper functioning of the fan / AC inside the train.

**Mahima Johnson (2019)<sup>3</sup>** the researcher suggests that The Ministry of Railways should initiate various measures to properly investigate the grievances of passengers and improve services. Necessary steps should be taken to increase the number of unbooked boxes during peak hours. Trains must be on time and construction work must

be carried out without affecting the timing of trains, especially during daylight hours. Speakers must be properly installed on the platforms. Toilets at the railway station and at the railway station should be properly maintained. Further steps should be taken to ensure cleanliness at railway stations and trains to increase passenger satisfaction. The introduction of more ticket vending machines at the bustling station is easing commuters.

**Ananthalakshmi and Murugesan (2018)<sup>4</sup>** this study concludes that the service quality gap is identified negatively in five dimensions, which reveals that the level of perception is not up to expectations on service quality. Significant difference was observed between the concept and expectation level in terms of physical facilities, the railways did not take any action on time of the trains, the railways provided quick service to the customers, the railways did not get the due trust of the passengers and the railways could understand the specific needs of their passengers. So Indian Railways can develop essential measures to solve these kinds of problems.

### Methodology of the Study

The main objective of this study is to analyse the passenger satisfaction and problems regarding the service provided by the Indian railways. Primary data were collected by interviewing 75 passengers of Rail transport in Tirunelveli with a specially prepared interview schedule. Secondary data were collected from books and journals. The data were analysed by using the Statistical Package for the Social Science (SPSS) software package. The researcher has applied Simple Percentage analysis, Weighted Average and one sample t- test.

The above table shows that out of 75 respondents, 31% of the respondents are male the remaining 69% of the respondents are female. Hence, it discloses female respondents are availing most services than the male respondents. In age group, 31% of the respondents are below 20 years and 49% of the respondents are 20-40 years, 15% of the respondents are 40-60 years and remaining 5% of the respondents are above 60 years. Hence it is inferred that most of the respondents 49 percent are 20-40 aged people

In marital status, 31 percent of the respondents are married and 69 percent of the respondents are unmarried. Hence, it discloses unmarried respondents are availing most services than the

married respondents. In Educational qualification, 5 percentage of the respondents are uneducated, 27 percentage of the respondents have Higher Secondary education and 52 percentage of the respondents are Graduates and remaining 16 percentage of the respondents have professional education. Hence the survey reveals that most of the respondents (52%) are Graduates. In Living area, 38% of the respondents are living in rural area, 49 percent of the respondents are urban area and 13 percent of the respondents are living in semi-urban. In occupation, 49% of the respondents are living in urban area. The above table shows that out of 75 respondents, 68 percent of the respondents are students, 6 percent of the respondents are business, 5 percent of the respondents are salaried person, 9 percent of the respondents are profession and 4 percent of the respondents are others. Hence the survey reveals that most of the respondents are Students.

Living area	Rural	28	38
	Urban	37	49
	Semi-urban	10	13
	<b>Total</b>	<b>75</b>	<b>100</b>
Occupation	Students	51	68
	Business	6	8
	Salaried person	5	7
	Professional	9	12
	Others	4	5
	<b>Total</b>	<b>75</b>	<b>100</b>

Source: Primary data

### Results and Discussion

**Table 1 Demographic profile of the respondents**

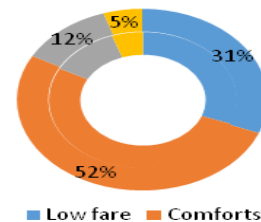
Factor	Sub – category	Frequency	%
Gender	Male	23	31
	Female	52	69
	<b>Total</b>	<b>75</b>	<b>100</b>
Age	Below 20	23	31
	20-40	37	49
	40-60	11	15
	Above 60	4	5
	<b>Total</b>	<b>75</b>	<b>100</b>
Marital status	Married	23	31
	Unmarried	52	69
	<b>Total</b>	<b>75</b>	<b>100</b>
Educational Qualification	Uneducated	4	5
	Higher secondary	20	27
	Graduates	39	52
	Professionals	12	16
	<b>Total</b>	<b>75</b>	<b>100</b>

**Table 2 Reasons for Preference of Rail service**

Preference	No. of respondents	%
Low fare	23	31
Comforts	39	52
Speed	9	12
Security	4	5
<b>Total</b>	<b>75</b>	<b>100</b>

Source: Primary Data

**Figure 1 Reasons for preference of Rail service**



The above table shows that out of 75 respondents, 31 percent of the respondents prefer train travel because of low fare, 52% of the respondents prefer train travel because of comfort in travel, 12 percent of the respondents prefer train travel because of speed in travel and the remaining 5 percent of the respondents prefer train travel because of security. It is concluded that majority of the respondents (52%) prefer train travel because of comforts.

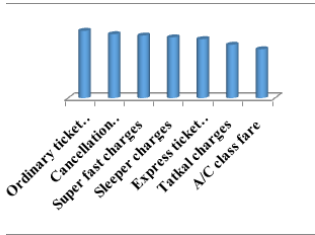
**Table 3 Opinion Regarding Train Fare and Other Charges**

Opinion	HS	S	N	DS	HDS	Total	Rank
Ordinary ticket fare	120	116	60	4	0	300	I

Cancellation charges	65	116	96	6	2	285	II
Super fast charges	60	136	75	8	0	279	III
Sleeper charges	25	172	63	10	1	271	IV
Express ticket fare	40	120	90	12	1	263	V
Tatkal charges	15	84	123	12	4	238	VI
A/C class fare	30	48	87	50	3	218	VII

Source: Primary data

Figure 2 Opinion Regarding Train Fare and Other Charges



From the above table it is clear that Ordinary ticket fare gets the first rank (300), Cancellation charges (285) gets the second rank, Super fast charges (279) gets the third rank, Sleeper charges (271) gets the fourth rank, Express ticket fare (263) gets the fifth rank, Tatkal charges (238) gets the sixth rank and A/C class fare (218) gets the seventh rank. Hence it is observed that the sample respondents are highly satisfied with the Ordinary ticket fare. .

Table 4 Facilities at Platforms and Stations One Sample t-Test

Amenities	t	Sig. (2-tailed)	95% Confidence Interval of the Difference	
			Lower	Upper
Cleanliness on platforms	23.770	.000	1.8690	2.2110
Security at stations and platforms	27.565	.000	2.0039	2.3161
Drinking water arrangements	24.170	.000	1.8351	2.1649
Waiting rooms	26.339	.000	1.8487	2.1513
Retiring rooms and cloak rooms	21.688	.000	1.7920	2.1546
Seating, fans and lighting facility	25.183	.000	1.8663	2.1870
Pay and use toilets	19.982	.000	1.5485	1.8915
ATM facility	23.118	.000	1.8154	2.1579
Refreshment/food plazas	24.331	.000	1.7138	2.0195
Touch screen system	24.237	.000	1.7499	2.0634
Television and Audio systems	27.512	.000	1.8057	2.0877
Availability of porters and trolleys	30.198	.000	2.0299	2.3167
Parking facility	31.297	.000	1.9725	2.2408
Availability of Auto/Taxi/Bus	27.565	.000	2.0039	2.3161

Source: Primary Data

From the above analysis, it is proved that all the chosen variables for testing the facilities are statistically significant as the p values are less than 0.05. As per T-test the parking facility first ranked with the t value (31.297), which the availability of porters and trolleys second rank(30.198),security at stations and platforms (27.565), availability of auto/ taxi/bus (27.565) has third rank, television and audio

system (27.512) fifth rank, waiting rooms (26.339) sixth rank, seating, fans, and lighting facility seventh rank, refreshment and food plazas eighth rank, touch screen system ninth rank, drinking water arrangements tenth rank, cleanliness on platforms eleventh rank, ATM facility twelfth rank, retiring rooms and cloak rooms thirteenth rank and pay and use toilets fourteenth rank. Hence it is inferred that

most of the respondents feel that they need parking facility in Tirunelveli Railway Station for easy accessibility and effective utilization of services.

### Conclusion

India is a country with the largest railway network in Asia. Railways are the most convenient mode of transport for large scale goods movement as well as for long distance travel. Indian railways has envisaged provision of various automated facilities oriented towards interfacing and guiding passengers to comfortably board trains and for providing enquiry facilities at stations. It is observed from the study that the sample group mainly consists of female respondents from the age group of 20-40. Most of the respondents are unmarried and graduates and are living in urban area. Most of the respondents are students and they prefer train travel because of comforts. Passengers are highly satisfied of Ordinary ticket fare. The Provision of ticketing machines, water vending machines, platform shelters at stations, pay and use toilets, provision of improved cost effective lighting, good retiring rooms with modern furniture coach indication boards, signage, security and enquiry counters are also provided to fulfill the needs of the Railway passengers. The Indian Railways can perform well only when the passengers are satisfied with the services they obtain. It is well known that offering better services is vital for the growth of the Indian railways. The present study shows that the passengers are not satisfied with the services of the Indian Railways. So, Indian Railways has to offer services to enhance the level of satisfaction of the passengers.

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