

A STUDY ON TRAIN PASSENGERS SATISFACTION AND PROBLEMS OF TICKET RESERVATION IN ERODE DISTRICT

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Abstract— The Indian Railways is an incredible of successful government enterprise in India. The Indian Railways remained as energy efficient transport mode ideally suited for long distance travel as well as perfect suited for bulk mode of transport. Indian Railways is one of the biggest transporters of passengers' traffic in the world. The provision of passenger amenities is one of the important objectives of the Indian Railways both as business ethic and social obligation. The study highlights the Satisfaction and problems faced by the passengers while reserving 105 passengers is drawn using stratified random sampling technique used for chi square analysis is the tool used to analyse the Satisfaction and problems faced by the passengers.

Keywords— Enterprise, Passenger, Reservation, Satisfaction, Transport

INTRODUCTION

Transport is an inevitable and fundamental need for mankind. There is no better single yardstick than transport to measure the stage of development of a country. "Probably more than three quarters of the whole benefit derived from the progress of manufacturing during the 19th century has been through its indirect influence in lowering the cost of transport of men and goods, water, electricity and news; for the dominant fact of our age is the development not of manufacturing, but of the transport industries is its they which have done by for the most towards increasing wealth." The modern means of transport have not only broken all boundaries of time and distance but also the monopolies of areas and have saved people from exploitation. Transport plays a crucial role in shaping the economic development of the nation through structuring agricultural, industrial and commercial revolution was not only due of fundamental changes in process and techniques of production but also due to the movement of goods and persons too far off places with tremendous speed. Therefore, it gets higher priority in all planned economies. There are five principle modes of transportation in India. i.e., rail, road, air, ocean. In rail transport the train is the primary effective line to each and every part of the country. Passenger Transportation is an important aspect of the overall economic development of the nation and its affects all aspects of mobility in general. Since independence, passenger rail transport industry in India has been growing fast and has acquired considerable importance as an individual distinct activity with a huge growth potential.

REVIEW OF LITERATURE

Alan Williams (2006) survey said that, our passenger want is seemed simple enough friendly staff, safer station, comfortable, clean train than ran on time, reservation facilities and to be kept informed. However, the survey soon realized that to do the consistently well, we had to changes from an operation driven railway to one the passenger at the heart of the business. The survey also suggested that the improvement can be made in the pipeline is the replacement of all tick machines. To make a replacement of all machines across the network as well as providing additional equipment at the busiest station and they will accept credit and chip-and-pin enabled. At the same time, upgrading our booking offices so that they too, can use the latest technology to provide time table information and make seat reservation instantly.

Amithabh Pandey (2002) discussed about the e-commerce / e-governance initiative began in India and its importance. His study, mainly focus on the purpose of railway ticket booking through internet as one of the largest and fastest growing G2C ventures in India. And he network Passenger Reservation System, online booking of railway tickets would not have been possible. The task of computerizing back office operation is after difficult and low profile, but it must be done before useful citizen centric application can be developed. His study gives importance to the awareness of and willingness to use the internet is spreading rapidly in India.

W.H, Bocheng Chen, Henry C.W. Lau and Bing Liang (2006) Propose a functioned framework based on passenger value to realize the win-win strategy for the companies and their customer. Moreover a workflow management system also forms an integral part of this total solution to facilitate the implementation of a supply chain or extended enterprise. They reveal that integration of business partners, suppliers, and customers is essential in this global competitive marked environment.

Christopher Gore (2002) discussed in his paper that the British Railway reviewed the management of environment issue in 1989. Analysis had revealed a diverse range of concerns. Responsibility was devolved to business units; sensation managers and the workforce has been a key objective. Operator licenses issued by the Regulator in the new fragmented structure of the industry will require progress to be maintained.

Judy C.R Tsengand Gwo-Jen Hwang (2007) proposes a customer service system, which can automatically handle customer requests by analyzing the contents of the requests and finding the most feasible answers from the frequently asked question (FAQ) database. Experimental results on practical application showed that over 87.3 % of users were satisfied with the replies given by the system; therefore, it is conclude that the system can significantly reduce the service cost and provide more efficient and effective customer service.

Tommy Clausen, Allan Nordlunde Hjorth, Morten Nielsen (2010) in the problem of assigning seats in a train for a group of people traveling together. We consider two variants of the problem. One is a special case of two-dimensional knapsack where we consider the train as having fixed size and the objective is to maximize the utilization of the seats in the train. The second is a special case of two-dimensional bin packing where all requests must be accommodated while trying to minimize the number of passenger cars needed. For both variants of the problem we present a number of bounds and develop exact algorithms. Computational results are presented for various instances based on realistic data, and from the packing literature adapted to the problems addressed.

IMPORTANCE OF THE STUDY

In this study, the researcher made an attempt to know the Problems and satisfaction about the Indian Railway Reservation System among the passenger of Erode city. Problems and satisfaction has identified the user as the most important voice in assessing service and benefit to the passenger.

STATEMENT OF THE PROBLEM

Erode Junction is one of the busiest Junctions in Tamil Nadu. There are more than 50 express trains and 10 passenger trains are passes daily in Erode Junction. Particularly, the passengers in Erode Junction are moving towards the entire route. Every day more than 1500 passengers are boarding in Erode. But the Problem is the reservation systems provided by the southern railway is not sufficient for the passengers. The passengers are struggling to get tickets in time. There are so many of facilities available to book their tickets. But the problem is how they are satisfied with the Railway Reservation System. Now, the Erode Junction is included in the Salem division.

OBJECTIVES OF THE STUDY

1. To identify the problem faced by the passengers while on booking the tickets.
2. To analysis the level of Train passenger satisfaction of the Erode District.

Hypotheses

1. There is no association between personal profile factors and Satisfaction about the reservation.
2. There is no association between personal profile factors and Problems faced during the reservation.

RESEARCH METHODOLOGY

Awareness and satisfaction of the passenger in booking their tickets is important in determining the function of the railway reservation system. Awareness and satisfaction depicts the state of mind of a passenger at a particular point of time. i.e., whether he aware or not and whether he is satisfied or not. The present investigation was undertaken to develop a measure of the level of awareness and satisfaction of passenger and to test its validity and reliability. The most popular research instrument for collecting data the questionnaires was used. The primary data was used to collect information from public or passenger of the Erode city. A well-structured questionnaire is used for the study. The secondary data was also used to collect the information from Erode passenger reservation center, published articles,

original research accounting, sales force report and miscellaneous reports. A questionnaire was designed covering the whole railway reservation system. The questionnaire initially prepared was pre-tested with a sample of 105 respondents.

PERSONAL PROFILE FACTORS AND SATISFACTION ABOUT THE RESERVATION

The association between the Satisfaction about the reservation system and the personal profile factors namely Age, Marital Status, Educational Qualification, Place of the Respondent, Type of the Family, Family Size, Occupation Status and Monthly Income was analyzed in this section.

Null Hypothesis: H₀ — There is no association between personal profile factors and Overall Satisfaction about the reservation system

With a view to find the degree of association, a two-way table was prepared and the results are shown in the following Table1

Table 1: Personal profile factors & Satisfaction about the reservation system

Personal profile of the Respondents		Satisfaction about the reservation								Total	
		HS		Satisfied		Neutral		DS		F	%
		F	%	F	%	F	%	F	%		
Gender	Male	13	12.38	41	39.05	15	14.29	2	1.90	71	67.62
	Female	12	11.43	13	12.38	9	8.57			34	32.38
Age	20 - 30	12	11.43	32	30.48	13	12.38	1	0.95	58	55.24
	30 - 40	7	6.67	12	11.43	5	4.76	1	0.95	25	23.81
	40 - 50	4	3.81	8	7.62	5	4.76			17	16.19
	50 - 60	2	1.90	2	1.90	1	0.95			5	4.76
Marital Status	Married	10	9.52	36	34.29	18	17.14			64	60.95
	Unmarried	15	14.29	18	17.14	6	5.71	2	1.90	41	39.05
Educational Qualification	School	5	4.76	7	6.67	8	7.62			20	19.05
	Diploma	4	3.81	16	15.24	6	5.71	2	1.90	28	26.67
	Degree	6	5.71	13	12.38	4	3.81			23	21.90
	PG	3	2.86	8	7.62	3	2.86			14	13.33
	Profession	7	6.67	10	9.52	3	2.86			20	19.05
Place of the Respondent	City	10	9.52	19	18.10	6	5.71	2	1.90	37	35.24
	Rural	11	10.48	25	23.81	16	15.24			52	49.52
	Urban	4	3.81	10	9.52	2	1.90			16	15.24
Type of the Family	Nuclear Family	12	11.43	36	34.29	22	20.95			70	66.67
	Joint family	13	12.38	18	17.14	2	1.90	2	1.90	35	33.33
Family Size	1 - 3	7	6.67	21	20.00	10	9.52			38	36.19
	4 - 6	15	14.29	25	23.81	12	11.43	1	0.95	53	50.48
	7 - 9	3	2.86	8	7.62	2	1.90	1	0.95	14	13.33
Occupation Status	Agriculture			2	1.90	2	1.90			4	3.81
	Business	2	1.90			2	1.90			4	3.81
	Profession	2	1.90	4	3.81	1	0.95			7	6.67
	Private Employee	6	5.71	7	6.67	2	1.90	1	0.95	16	15.24
	Govt.Employee	10	9.52	29	27.62	12	11.43			51	48.57
	Others	5	4.76	12	11.43	5	4.76	1	0.95	23	21.90
Monthly Income	Up to 5000	5	4.76	11	10.48	6	5.71	1	0.95	23	21.90
	5001-10000	5	4.76	16	15.24	6	5.71	1	0.95	28	26.67
	10001-15000	6	5.71	18	17.14	8	7.62			32	30.48
	15001-20000	4	3.81	4	3.81	1	0.95			9	8.57
	20001-Above	5	4.76	5	4.76	3	2.86			13	12.38
Total		25	23.81	54	51.43	24	22.86	2	1.90	105	100.00

Source: Primary Data

In order to find the relationship between the personal profile and the Method prefer for booking the tickets, a Chi-square test was used and result of the test is shown in the following table 1a.

Table 1: (a) Chi square test – Overall Satisfaction about the reservation system

<i>Personal profile of the Respondents</i>	<i>Chi square value</i>	<i>df</i>	<i>Sig</i>
Gender	5.732	3	0.125
Age	2.815	9	0.971
Marital Status	10.464	3	0.015*
Educational Qualification	12.604	12	0.398
Place of the Respondent	7.384	6	0.287
Type of the Family	14.670	3	0.002**
Family Size	4.721	6	0.580
Occupation Status	13.573	15	0.558
Monthly Income	7.370	12	0.832

*Significant at *1 % & **5 %*

It is noted from the table that there is no significant association between the personal profile factors Gender, Age, Educational Qualification, Place of the Respondent, Family Size, Occupation Status and Monthly Income and Overall Satisfaction about the reservation system. But the there is significant association is found between the Marital Status, Type of the Family and the Overall Satisfaction about the reservation system by the customers.

ASSOCIATION BETWEEN PERSONAL PROFILE FACTORS AND PROBLEMS FACED DURING THE RESERVATION IN COUNTER

The association between the Problems faced during the reservation in counter and the personal profile factors namely Age, Marital Status, Educational Qualification, Place of the Respondent, Type of the Family, Family Size, Occupation Status and Monthly Income was analyzed in this section.

Null Hypothesis: H₀— There is no association between personal profile factors and Problems faced during the reservation in counter

With a view to find the degree of association a two-way table was prepared and the results are shown in the following table 2.

Table 2: Personal profile factors & Problems faced during the reservation in counter

<i>Personal profile of the Respondents</i>		<i>Problems faced during the reservation in counter</i>				<i>Total</i>	
		<i>Waiting for longtime in queue</i>		<i>Service hours</i>		<i>F</i>	<i>%</i>
		<i>F</i>	<i>%</i>	<i>F</i>	<i>%</i>		
Gender	Male	59	56.19	12	11.43	71	67.62
	Female	29	27.62	5	4.76	34	32.38
Age	20 - 30	45	42.86	13	12.38	58	55.24
	30 - 40	22	20.95	3	2.86	25	23.81
	40 - 50	16	15.24	1	0.95	17	16.19
	50 - 60	5	4.76			5	4.76
Marital Status	Married	60	57.14	4	3.81	64	60.95
	Unmarried	28	26.67	13	12.38	41	39.05
Educational Qualification	School	19	18.10	1	0.95	20	19.05
	Diploma	23	21.90	5	4.76	28	26.67
	Degree	21	20.00	2	1.90	23	21.90
	PG	12	11.43	2	1.90	14	13.33

Personal profile of the Respondents		Problems faced during the reservation in counter				Total	
		Waiting for longtime in queue		Service hours		F	%
		F	%	F	%		
Profession		13	12.38	7	6.67	20	19.05
Place of the Respondent	City	30	28.57	7	6.67	37	35.24
	Rural	44	41.90	8	7.62	52	49.52
	Urban	14	13.33	2	1.90	16	15.24
Type of the Family	Nuclear Family	64	60.95	6	5.71	70	66.67
	Joint family	24	22.86	11	10.48	35	33.33
Family Size	1 - 3	37	35.24	1	0.95	38	36.19
	4 - 6	42	40.00	11	10.48	53	50.48
	7 - 9	9	8.57	5	4.76	14	13.33
Occupation Status	Agriculture	2	1.90	2	1.90	4	3.81
	Business	4	3.81			4	3.81
	Profession	5	4.76	2	1.90	7	6.67
	Private Employee	12	11.43	4	3.81	16	15.24
	Govt.Employee	47	44.76	4	3.81	51	48.57
	Others	18	17.14	5	4.76	23	21.90
Monthly Income	Up to 5000	19	18.10	4	3.81	23	21.90
	5001-10000	26	24.76	2	1.90	28	26.67
	10001-15000	26	24.76	6	5.71	32	30.48
	15001-20000	6	5.71	3	2.86	9	8.57
	20001-Above	11	10.48	2	1.90	13	12.38
Total		88	83.81	17	16.19	105	100.00

Source: Primary Data

In order to find the relationship between the personal profile and the Method prefer for booking the tickets, a Chi-square test was used and result of the test is shown in the following table 2a

Table 2: (a) Problems faced during the reservation in counter

Personal profile of the Respondents	Chi square value	df	Sig
Gender	0.082	1	0.775
Age	4.276	3	0.233
Marital Status	11.936	1	0.001**
Educational Qualification	8.107	4	0.088
Place of the Respondent	0.388	2	0.823
Type of the Family	8.984	1	0.003**
Family Size	9.895	2	0.007**
Occupation Status	8.989	5	0.110
Monthly Income	3.824	4	0.430

Significant at *1 % & **5 %

It is noted from the table that there is no significant association between the personal profile factors Gender, Age, Marital Status, Educational Qualification, Place of the Respondent, Occupation Status and Monthly Income and Problems faced during the reservation in counter. But the there is significant association is found between the Marital Status, Type of the Family, Family Size and the Problems faced during the reservation in counter by the customers.

FINDINGS

- From this analysis is the 67.5 percent are male respondents and 32.4 percent of them are female respondents.
- From this analysis is the 55.2 percent of the respondents belong to the age group of 20 – 30 yrs., 23.8 percent of them belong to the age group of 30 - 40 yrs, and 16.2 percent of them belong to the age group of 40 - 50 yrs and 4.8 percent of them 50 - 60 45 yrs.
- From this analysis is the 39 percent of the respondents are Unmarried and 61 percent of the respondents are married.
- From this analysis is the 19 percent of respondents studied up to school level, 26.7 percent of them studied up to Diploma, 21.9 percent of them are graduates, 13.3 percent of them are post graduates and 19 percent are professionals.
- From this analysis is the 66.7 percent of the respondents are from Nuclear Family and 33.3 percent of the respondents are from Joint Family.
- From this analysis is the 36.2 percent of the respondents belong to the family size of 1 - 3 members, 50.5 percent of the respondents belong to the family size of 4-6 members and 13.3 percent of the respondents belong to the family size of 7 - 9 members.
- From this analysis is the 3.8 percent of respondents are Agriculture, 3.8 percent are businessmen, 6.7 percent of respondents are professionals, 15.2 percent of respondents are Private Respondents, 48.2 percent of respondents are Government employees Respondents and 21.9 percent of respondents are others.
- From this analysis is the 21.9 percent of the respondents have income of Up to 5000, 26.7 percent of them have income of Rs. 5001 - 10000, 30.5 percent of them are have 10001 – 15000, 8.6 percent of them have 15001-20000 and 12.4 percent of them have Above 20000.
- There is no significant association between the personal profile and the Satisfaction about the reservation system by the customers.
- There is no significant association between the personal profile factors and the Problems faced during the ticket reservation of the customers.

SUGGESTIONS

- Further, it is also suggested that awareness has to be created among the passengers regarding the procedures involved in the mode of ticket reservation either at station counter or through agent or internet
- Increase in the ticket counters will switch the passengers to other mode of transport. So authority has to take necessary step to cut down ticket price.
- It is suggested that the Passengers require more reservation and enquiry counters and they also in need of area wise service to book their tickets.
- They require more number of seats in tatkal booking system.
- Avoid the large number of seats given to the agent booking system.
- Create more awareness about the internet booking system.

CONCLUSION

The contribution of this study is the identification of problems and satisfaction to determine train passenger with the quality of services provided by the ticket booking/reservation. The service offering by Indian railway is vital for its growth. The satisfaction of the need of the passengers is important to compete with other mode of transport. On the basis of this study some suggestions has been made. If the suggestive measurements have been considered by the Indian Railways, it is hope that the Indian Railways will shine and bring grandeur to our country in the near future.

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