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PASSENGERS' ATTITUDE TOWARDS ROAD AND RAIL TRANSPORT

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Abstract: The development of transportation is one of the land marks in the progress of human life. Transportation means the physical movement of persons and goods from one place to another. It plays a very important role in the economic development of a nation. It is the 'Key link' between the production and other marketing functions. India has one of the world's largest railway and roadway network operating millions of the people every year. The aim of the study is to compare the recent development and facilities between the road and rail transport.

IndexTerms – Transportation, road transport, rail transport, socio economic conditions and opinion

I.INTRODUCTION

The transport generally means carrying publics or goods from one place to another, usually in a vehicle. Non-mechanised transport such as the carts pulled by animals and human beings was popular long ago, but mechanized transport has taken over more than a century ago thanks to the industrial revolution.

There are different modes of transport, including Rail, Road, Air and Water. Rail transport used locomotives, whereas Road transport is performed using cars, buses, two wheelers and other similar carriers. Pipe lines are also important modes of transport for transporting mainly liquids.

Transport provides the so – called utility of place of bridging the producer- consumer gap. If one wants to by product, he should transport himself to the market.

Transport has economic significance. It is a labor intensive large sector. In fact, Indian Railways is the largest employer of the public sector firms in India. Automobiles are one of the fastest growing sectors of the economy.

Freight transport is important to the economy because it spurs economic development by giving mobility to production sectors, which permits scale economies and increased efficiency.

Transport provides employment and enhances travel. It provides improved access to country side through the efficient networks, which will often proved handy during emergencies such as famines and flood.

II.ROAD TRANSPORT

Roads are the "Conveyor belts of a nation". Road transport is of vital important for trade. All the movements of goods and passengers being and end by taking roads. It provides maximum social advantages. It is important for economic development of the under developed for economic development of the under developed countries. Now-a-days road transport is thoroughly revolutionized in India. There are different categories of road transport. They are national highways, state highways, major district roads and village roads. The blow mentioned are the importance of road transport.

- They can easily connect any part of the country, unlike railways.
- It is complementary to railways by providing feeder service.
- It is more flexible in operation compared to other modes of transport.
- It provides door to door service.
- The chances of delay, damage or loss are less in road transport.
- This is a better means of transport to carry perishable articles like vegetable, milk, or fruits to reach market places well in time.
- It does not require heavy capital for operation.
- This mode of transport is more important in defence service of the country.

III.RAIL TRANSPORT

Railways were first introduced to India in 1853, and by 1947, the year of Indian's independence, it had grown to forty-two rail systems. In 1951 the systems were nationalized as one unit, to become one of the largest networks in the world.

Railway has been the pioneer of the modern mechanical transport. It is means to move the goods and passenger buy mechanical devices.

It is a conveyance of passengers and goods by means of wheeled vehicle running along with the railways or rail roads. It is part of the logistics chain, which facilitates international trade and economic growth. Rail transport is capable of high capacity and is energy efficient, but lacks flexibility and its capital intensive.

The below mentioned are importance of rail transport.

- It will easily connect any part of the country
- It is a convenient mode of transport for long distance while compared with others.
- It fulfills the transport requirements of all section of the society in accordance with socio-economics needs.
- It is most suitable for carrying heavy and bulky goods like iron and steel, iron ore, heavy machinery, minerals etc.
- It will increase the occupational mobility of people.
- It is the communicational carrier throughout the nation through Railway mail service.
- Its main features are that accident rate very low compared to other modes of transport.

IV.STATEMENT OF THE PROBLEM

The main modes of transportation available for the public available in Tamilnadu are railways and road transport. This study aims at analyzing the attitudinal pattern of passengers of both rail and road transport. Railway provides pleasant service to its passenger. Now a days, road transport is also equally providing jerk free service to its customers. But due to the infrastructural difficulties, Railways cannot provide nook and corner service but road transport is not like that. So people prefer to make move on road.

The common problem faced by users in rail transport inadequate services, waiting time and departure station, ticket booking, refreshment facilities etc.

V.SCOPE OF STUDY

This study is confined to make a study between road transport and rail transport in Kanniyakumari District. This study is to analyse the various services or facilities available to user in road transport and rail transport and to examine the factor which influence the choice of mode of transport between road and rail transport.

VI.OBJECTIVES OF THE STUDY

To know the socio economic conditions of the road users and rail users.

- To analyse the attitude of passenger towards the road and rail transport.
- To find the expectation of passenger about the future development of road and rail transport.

VII.RESEARCH DESIGN

This is a descriptive study based on primary and secondary data. The primary data has been collected from 50 respondents in Kanniyakumari district. The secondary data has been collected from text books, journals, magazines and websites.

Frame work of analysis:

For analyzing the primary data the following statistical tools has been used.

- Tables
- Percentage
- Weighted ranking technique

VIII.FINDING AND INTERPRETATION

Table 1
Socio -Economic Conditions of the respondents

Age wise classification	Number of Respondents	Percentage of respondents
Age group(years)		
20-30	8	16
30-40	14	28
40-50	19	38
Above 50	11	22
Total	50	100
Marital status of the respondents		
Status		
Married	44	88
Unmarried	6	12
Divorce	-	-
Total	50	100
Income level of respondents		
Income Level		
Below Rs.100000	44	88
Rs. 100000 – Rs.300000	6	12
Rs.300000 – Rs. 500000	-	-
Above Rs. 500000	-	-
Total	50	100
Occupation of the respondents		
Occupation		
Govt employee	8	16
Private employee	13	26
Business	13	26
Workers	6	12
Others	10	20
Total	50	100
Usage of mode of transport		
Mode of Transport		
Road	31	62
Rail	19	38
Total	50	100
Factors influenced to choose Road transport		
Factors		
Low fare	6	31.58
Convenient seating	2	10.53
Long travel	3	15.79
Sleeping comfort	7	36.84
Availability of bathrooms and other related facilities	1	5.26
Total	50	100
Holding of ticket		
Nature of Ticket		
Season ticket holder	6	12
Occasionally	32	64
Regular	12	24
Total	50	100
Availability of Refreshment facilities		
Refreshment of facilities		
Road	13	26
Rail	37	74
Total	50	100
Highly secured transport		
Security		
Road	10	20

Rail	40	80
Total	50	100
Comfort in carrying luggage		
Carriage		
Road	6	12
Rail	44	88
Total	50	100
Ticket booking facilities		
Booking facilities		
Road	13	26
Rail	37	74
Total	50	100

Source: Primary data

Out of 50 respondents, 19(38%) respondents belongs to the age group 40-50, 14(28%) respondents belongs to the age group 30 – 40, 11 (22%) respondents will come under the bracket of above 50 and 8(16%) respondents have come under 20 – 30. 44(88%) are married and 6(12%) unmarried. Out of 50 respondents, 44(88%) respondents belongs to the income level of below Rs. 100000, 6(12%) respondents have come under the income level of Rs. 100000 – Rs. 300000. 13(26%) respondents fall under the category of private employee and business respectively, 10(20%) respondents have come under other occupation, 8 (16%) respondents are government employee and 6(12%) are workers.

Out of 50 respondents, 31 (62@) respondents are using road transport and 19 (38%) respondents are using rail transport. Out of 31 respondents 23 (74.19%) respondents have selected the road services because of all time services. Out 19 respondents, 7(36.84%) respondents have selected the rail services because of all sleeping comfort, 6(31.58%) respondents have selected the road services because of low fare, 3(15.79%) respondents have chosen the rail services because suitable for long travel. 2(10.53%) respondents have chosen the rail services because of convenient seating and 1(5.2%) respondents have come under availability of bathrooms and other related facilities.

Out 50 respondents, 32(64%) respondents are holding the tickets occasionally, 12(24%) respondents are holding the tickets regularly and 6(12%) respondents have come under the season ticket. 37(74%) respondents preferred the rail transport for the availability of Refreshment facilities and remaining 26 percentage of respondents preferred road transport. 43(86%) respondents preferred the rail transport for the night travel and remaining 14 percentage of respondents preferred road transport.

Out 50 respondents 44(88%) respondents preferred the rail transport for carrying luggage and remaining 12 percentage of respondents preferred road transport. 32(64%) respondents preferred the road transport for Ticket booking and remaining 36 percentage of respondents preferred rail transport.

OPINION OF THE RESPONDENTS TOWARDS THE RAILWAY FACILITIES

Table 2

Opinion of the respondents towards the railway facilities

Opinion	Highly Satisfied	Satisfied	No opinion	Dissatisfied	Highly dissatisfied
Cost	26	24			
Convenient Seating	6	29	4	1	
Refreshment facilities	13	29	5	3	
Long travel	31	18	1		
Safety	29	19	1	1	
Ticket booking	2	24	13	11	
Freight charges	3	17	29	1	
Transit time	5	23	13	9	
Availability	3	24	12	11	
T.T.R. Services	3	18	19	8	2
Complaint	1	17	21	5	6

Source: Primary data

Weighted ranking technique has been applied to analyse the order of preference of facilities by the respondents.

Table 3**Opinion of the respondents towards the railway facilities – weighted ranking results**

Opinion	Highly satisfied	Satisfied	No opinion	Dissatisfied	Highly dissatisfied	Total	Mean score	Rank
Cost	130	96				226	11.08	II
Convenient Seating	30	116	12	2		160	7.84	X
Refreshment facilities	65	116	15	6		202	9.90	IV
Long travel	155	72	3	-		230	11.28	I
Safety	145	76	3	2		226	11.08	II
Ticket booking	10	96	39	22		167	8.19	VII
Freight changes	15	68	87	2		172	8.43	VI
Transit time	25	92	39	18		174	8.53	V
Availability	15	96	36	22		169	8.28	VII
T.T.R.services	15	72	57	16	2	162	7.94	IX
Complaint	5	68	63	10	6	152	7.45	XI
Total						2040		

From the above shows that most of the respondents prefer railway facilities for long travel and gave first rank with mean score value of 11.28, second rank goes to cost and safety with mean score value of 11.08, refreshment facilities goes to IV rank with mean score value of 9.90

Table 4**Opinion of the respondents towards the Road facilities**

Opinion	Highly satisfied	Satisfied	No opinion	Dissatisfied	Highly dissatisfied
Cost	9	26	2	10	3
Convenient Seating	3	34	4	9	
Refreshment facilities	4	13	15	17	1
Long travel	1	16	6	24	3
Safety	3	18	15	12	2
Ticket booking	11	26	12	1	
Freight changes	2	15	38	5	
Transit time	10	38	7	5	
Availability	14	24	7	3	2
Conductor services	3	22	13	9	3
Complaint	2	12	22	5	9

Source: Primary data

Weighted ranking technique has been applied to analyse the order of preference of facilities by the respondents.

Table 5

Opinion of the respondents towards the Road facilities – weighted average results

Opinion	Highly satisfied	Satisfied	No opinion	Dissatisfied	Highly dissatisfied	Total	Mean score	Rank
Cost	45	104	6	20	3	178	9.07	VII
Convenient Seating	15	136	12	18		181	9.23	VI
Refreshment facilities	20	52	45	34	1	152	7.75	IX
Long travel	5	64	18	48	3	138	7.03	XI
Safety	15	72	75	24	2	188	9.58	V
Ticket booking	55	04	36	2		197	10.04	II
Freight changes	10	60	114	10		194	9.89	IV
Transit time	50	152	21	10		233	11.88	I
Availability	70	96	21	6	2	195	9.94	III
Conductor services	15	88	39	18	3	163	8.31	VIII
Complaint	10	48	66	10	9	143	7.29	X
Total						1962		

Source: Primary data

Most of the respondents gave I rank to transit time with the mean score of 11.88, II goes to ticket booking with mean score of 10.04, availability of facilities obtains III rank.

IX.FINDING OF THE STUDY

- More than one third of the respondents have come under the age group of 40-50.
- More than one half of the respondents are married.
- Most of the respondent's annual income are below Rs.100000.
- Out of 50 respondents, 13 (26%) respondents are business men and private employee respectively.
- More than one half respondents (62%) preferred road transport.
- Out of 50 respondents, 32(64%) respondents are holding tickets occasionally.
- Highest percentage of respondents (74%) preferred rail transport for the refreshment facilities.
- Most of the respondents (80%) preferred rail as highly secured transport.
- Road service obtained 64% as the highest percentage towards ticket booking facilities by the respondents.
- Long travel facility got I rank (11.28) followed by safety and cost (11.08) as preference of rail transport.
- Transit time facility got I rank (11.88) followed by ticket booking (10.04) as preference of road transport.

X.SUGGESTIONS

- More number of traffic in –charge to be appointed by government or private business owner to avoid road accidents.
- To display the information of arrival time and availability of train to various destination in many places where public gathers.
- Government should take step to improve the road in rural areas.
- ATM facilities can be established in railway station around all rural area and semi – urban stations.

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