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## A Literature Review On Customer Perception And Satisfaction About Passengers Amenities System Of Indian Railway

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### Abstract: -

This review aims to analyse the existing body of literature on passenger satisfaction with railway services, with a particular focus on the amenities provided by various railway systems worldwide. The review identifies key factors that influence passenger satisfaction, including cleanliness, comfort, accessibility, punctuality, and customer service. The review highlights the role of passenger amenities such as seating arrangements, food services, sanitation facilities, and waiting areas in shaping passenger perceptions. Furthermore, it discusses various methodologies employed in measuring passenger satisfaction, such as surveys, interviews, and focus groups. The review concludes by emphasizing the importance of continuous evaluation of amenities to enhance passenger experience and recommends the implementation of modern technologies to improve service quality. The study synthesizes literature on the factors that contribute to passenger satisfaction, focusing on the gap between what passengers expect and what they experience. It identifies key amenities such as cleanliness, comfort, food options, and accessibility, which are often linked to higher levels of satisfaction. The review also highlights challenges faced by railway systems in meeting passenger expectations, including infrastructure limitations and service inconsistencies. Finally, the review

suggests strategies for improving passenger amenities, such as implementing passenger feedback systems and upgrading infrastructure, to better align services with passenger expectations.

## **Introduction: -**

The quality of passenger amenities plays a critical role in shaping the overall travel experience, influencing both customer satisfaction and loyalty. In the context of Indian Railways, the Central Railway, one of the prominent divisions, caters to millions of commuters across a wide spectrum of services. These services range from local trains to long-distance travel, and passengers' perceptions of the facilities and amenities provided can significantly impact their satisfaction levels.

This study aims to explore the perceptions and satisfaction of passengers regarding the amenities offered by the Central Railway. Passenger amenities include a variety of services such as cleanliness, seating arrangements, food options, sanitation facilities, accessibility, and the overall comfort of the trains and stations. While the Indian Railway system has made substantial efforts to improve the quality of these amenities in recent years, the varying expectations and experiences of passengers offer a dynamic and complex landscape for analysis.

The central objective of this research is to assess how well the amenities align with passengers' expectations, identifying areas of strength and areas that may require further improvement. Understanding passengers' satisfaction levels provides valuable insights into the overall effectiveness of the Central Railway's efforts to enhance its services, with a focus on customer-centred innovations. This study adopts a combination of qualitative and quantitative approaches to gather data from a diverse group of passengers, capturing both objective feedback and subjective perceptions. The findings are expected to inform railway authorities about the key factors that influence passenger satisfaction and highlight actionable recommendations for improving the amenities system, contributing to a more enjoyable and efficient travel experience for all commuters. By addressing these concerns, this research not only adds to the growing body of knowledge on public transport service quality but also assists policymakers and railway managers in making informed decisions for the future development of passenger amenities within the Central Railway system.

## **Objective:**

- To identify key studies on passenger satisfaction with public transportation amenities
- To explore different methodologies used in previous research on passenger perception and satisfaction
- To analyse the evolution of passenger amenities in Indian Railways and similar railway systems
- To examine theoretical frameworks used in the study of passenger satisfaction and amenities

## Methodology of study:

The study is mainly based on secondary data taken from the reputed Published Sources like Economic Survey, various research papers, books and websites on Internet.

## Reviews: -

### **Journey towards World Class Stations: An Assessment of Platform Amenities at Allahabad Junction**

Geetika, Piyali Ghosh, Mohit Kumar Ojha, and Sumit Kumar Motilal Nehru National Institute of Technology

This paper assesses passenger satisfaction regarding platform amenities at Allahabad Junction, Uttar Pradesh, India, as part of the Ministry of Railways' initiative to develop world-class stations. A survey of 1,248 passengers evaluated 32 platform amenities, which were grouped into seven factors through Exploratory Factor Analysis. A service quality performance matrix and a Customer Satisfaction Index were used to identify areas requiring improvement. The study found that security and cleanliness were the primary areas needing attention. These findings are valuable for policymakers working on improving station amenities to enhance passenger satisfaction. amenities at railway platforms that significantly impact passenger satisfaction and highlights areas that need improvement and those that should be maintained. Areas requiring improvement include cleanliness (at platforms, washrooms, near waiting rooms, seating, refreshment stalls, water points, and on tracks), security (for both passengers and luggage), police assistance booths, refreshment quality and affordability, and the availability of escalators. Ten amenities were found to be at satisfactory levels and should be maintained as is.

The study concludes that cleanliness and security are major concerns, with all related amenities falling into the "Improvement" category. Of the 14 amenities that need priority improvement, 10 are related to cleanliness and security. Notably, two of the top five items on the improvement list are from each of these two categories.

### **AN ANALYTICAL INVESTIGATION ON PASSENGER SATISFACTION: A PERCEPTUAL STUDY ON INDIAN RAILWAY**

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This study focuses on identifying the key service quality dimensions that influence railway passenger satisfaction and aims to determine the significance and impact of these factors. The research seeks to rank these dimensions in terms of their importance and their respective "zone of tolerance," which is the range within which passengers are willing to accept service variations. The goal is to develop a framework that could guide policy implementation to enhance passenger satisfaction in Indian Railways. The study collected 362 usable responses (88.29% response rate) and used statistical tools like SPSS, R, and Hugin

Lite software for data analysis. Logistic regression was applied to evaluate the model's accuracy and goodness of fit. Additionally, Principal Component Analysis (PCA) and Multiple Regression Analysis were employed to identify the most influential service quality factors impacting passenger satisfaction. Rank analysis was conducted to determine the priority of these factors based on their importance and the width and height of their tolerance zones. Finally, a Bayesian Probabilistic Network model was developed to create a framework for Indian Railways, offering insights into policy implementation and causal relationships. This model aims to improve the overall passenger experience by addressing the identified key service quality factors. The two key service quality dimensions influencing railway passenger satisfaction: Reliability (punctuality and personal safety on the train) and Tangibles (lighting, seat conditions, cleanliness of toilets, and stations). Principal Component Analysis highlights these dimensions as the most significant. Multiple Regression Analysis supports these findings, showing that punctuality, personal safety, and tangibles are the main factors influencing passenger satisfaction. Rank Analysis further confirms the importance of these attributes in terms of their tolerance zone and height. Logistic Regression analysis demonstrates the accuracy and good fit of the model. Additionally, Scenario Analysis uses a Bayesian Probability Network to model the causal factors affecting satisfaction, while Causal Analysis updates probabilities of these factors, revealing how changes in punctuality, safety, and tangibles impact overall passenger satisfaction. This model helps identify which factors need to be prioritized to improve satisfaction and can guide policy interventions or predictions about potential changes in satisfaction based on service quality dimensions.

## **CUSTOMER SATISFACTION ON SERVICE QUALITY IN INDIAN RAILWAY WITH REFERENCE TO VIRUDHUNAGAR**

M. Anantha lakshmi<sup>1</sup> Dr. G. Murugesan

This study focuses on analysing customer satisfaction regarding service quality in Indian Railways, highlighting the significant impact service quality has on passenger satisfaction. While passengers have high expectations for the services provided, Indian Railways currently offers a limited number of quality services, and many others fall short of expectations. When these expectations are not met, passengers are likely to switch to other modes of transportation. The research aims to identify the gap between passenger expectations and perceptions of service quality. To achieve this, the study uses the SERVQUAL instrument, comprising five service quality dimensions and 22 variables, to evaluate passengers' perceptions and expectations of the services provided during their travel. The findings reveal that Indian Railways is not delivering services that meet passenger expectations. The study recommends that Indian Railways regularly gather passenger feedback (every 3-6 months) to assess strengths and weaknesses, improving overall service quality. The conclusion stresses the need for visible efforts from Indian Railways to improve its services and meet passenger expectations, ensuring higher satisfaction levels. The passengers are expected a greater number of services but Indian railways is providing a small number of services are good quality and many of services are not good. It is also clear that visible efforts by Indian railways are supposed to be in place to increase or improve the rail transport is regarded as important display that would enhance its customer's

satisfaction. usually, the passenger expects more services from service providers such as the rail passengers are also expecting more as well as quality service from the Indian railways, so its Indian railways must to develop their services to satisfy their passengers.

## **Determinants of Passengers Perception about Service Quality through 5S- A Study on Indian Railways**

Harpreet Singh\*, Simerjeet Singh Bawa

This study examines the application of the 5S methodology, a Japanese quality standard, to assess customer satisfaction with Indian Railways' services. Indian Railways, a crucial and affordable mode of long-distance travel, faces the challenge of consistently maintaining high service quality. The study analyses customer satisfaction through quantitative methods, focusing on the 5S principles: Seiri (Sort), Seiton (Set in order), Seiso (Shine), Seiketsu (Standardize), and Shitsuke (Sustain). The findings reveal that Seiri and Seiton factors are the most preferred by customers, contributing significantly to their satisfaction. It is recommended that the Ministry of Railways enhance passenger awareness by improving signage and announcements about available services, particularly in high-traffic areas like restrooms, entrances, ticket counters, lounges, and platforms. Focusing on cleanliness and quality improvement is also advised. The study provides a roadmap for the railway administration to enhance passenger satisfaction by addressing these areas for service improvement.

## **Study on the railway passenger service in Virudhunagar district**

V. KUMARAVALLI, Madurai Kamaraj University, 2006

The development of railways marks a significant milestone in human civilization, playing a key role in the economic progress of nations. Transportation, particularly railways, was once the dominant form of land transport before motor vehicles emerged. Railways originated in England, with early versions of rail systems used in mining areas in the 16th century. In the 18th century, horse-drawn railways became common in England and Scotland. The first attempt at a mechanical locomotive was made by Richard Trevithick in 1804 in Wales, though it initially failed. Despite this, Trevithick continued experimenting with locomotives, furthering the development of rail transport. The railway service in India operates as a monopoly under the control of the Minister for Railways, offering both passenger and cargo services. A study conducted in Virudhunagar District, part of the Madurai Division of Southern Railway, focused on passenger services. It found that most passengers were satisfied with amenities such as booking, sanitation, infrastructure, catering, medical facilities, and information, though some areas showed dissatisfaction. A survey of railway employees highlighted passengers' lapses in using the service and mishandling railway properties. Suggestions were made to improve passenger service. While the study excluded certain aspects like railway goods services and unreserved ticketing, it concluded that Indian Railways is on the right path to providing world-class services.



## **A Study of Passenger Satisfaction Towards Off Board Services Provided at Railway Stations with Special Reference to Surat Railway Station**

Sharma, Hitesh Shyamlal, Veer Narmad South Gujarat University

The study titled “A Study of Passenger Satisfaction Towards Off-board Services Provided at Railway Stations with Special Reference to Surat Railway Station” focuses on analysing passengers' satisfaction levels and their perceptions of various services offered at Surat Railway Station. The study evaluates amenities available at the platform, ticket counters, and surrounding areas like parking. It highlights the importance of off-board services in shaping passengers' travel experiences. The research methodology includes primary data collected through structured questionnaires from 436 passengers using non-probabilistic convenient sampling. Through detailed data analysis, the study identifies key factors affecting passenger satisfaction and concludes that there is a need for significant improvements in the quality of off-board services. It recommends that Indian Railways and Surat Railway Station work together to address infrastructure gaps and enhance passenger experiences. The findings suggest that improving these services will ensure a more positive travel experience for passengers at Surat Railway Station, ultimately contributing to better overall satisfaction with Indian Railways. The study concluded that passengers at Surat Railway Station face several significant problems related to off-board services. Key issues identified include security concerns such as theft, a lack of cleanliness on the platform, and overcrowding at ticket booking windows, which resulted in long queues. Additionally, the station had insufficient ticket booking windows to handle the high volume of passengers, leading to further delays. At the inquiry counters, passengers experienced long waiting times due to overcrowding and the absence of modern communication facilities. The waiting rooms also presented challenges, including misuse by passengers and poor maintenance, making them uncomfortable for travellers. These findings highlight the need for substantial improvements in infrastructure and services to enhance the passenger experience at Surat Railway Station.

### **Conclusion: -**

In conclusion, the review of literature highlights that passenger amenities are crucial in shaping satisfaction, with cleanliness, comfort, accessibility, and customer service being key factors. For Indian Railways, particularly the Central Railway division, while improvements have been made, gaps remain between passenger expectations and actual experiences. The study emphasizes the importance of continuous evaluation, infrastructure upgrades, and the integration of modern technologies to better align services with passengers' needs. Addressing these issues will enhance passenger satisfaction, improve service quality, and create a more efficient and enjoyable travel experience for commuters.

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