



A STUDY ON AWARENESS ABOUT FACILITIES PROVIDED BY INDIAN RAILWAY WITH REFERENCE TO KOZHIKODE RAILWAY STATION.

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ABSTRACT

, The Indian Railway has witnessed a rapid growth as a result of promotion in tourism, it is a culture, a force, and an integral expression of National solidarity. Indian Railway is India's national railway system operated by Ministry of Railways. It manages the fourth largest railway network in the world by size with a route length of 67,368 Km. It's headquarters is at Delhi. Kozhikode Railway Station is the largest railway station in the city of Calicut. It heralds as the only A1 graded station in Palakkad railway division with a daily turnout exceeding 25000 passengers. The Indian Railways is not just a transport system A number of facilities are made available to these passengers. The present study focuses on the awareness, facilities and the satisfaction provided by of Indian Railway.

INTRODUCTION

Indian Railway is divided into 18 zones. The governing body of Indian railways comprises Minister of Railways and seven board members. The Board chairman reports to the Ministry of Railways. Board also acts as the Ministry of Railways. The officers manning the office of Railway Board are mostly from organized Group. Railway Services and the Railway Board Secretariat Services. IR is divided into 18 zones, headed by general managers who report to the Railway Board. The zones are further subdivided into 68 operating divisions headed by divisional railway managers (DRM). The divisional officers of the engineering, mechanical, electrical, signal and telecommunication, stores, accounts, personnel, operating, commercial, security and safety branches report to their respective DRMs and are tasked with the operation and maintenance of assets. Station masters control individual stations and train

movements through their stations' territory. In addition, there are a number of production units, training establishments, public sector enterprises and other offices working under the control of the Railway Board.

NEED AND SIGNIFICANCE

Indian Railway is considered to be one of the most widely used public transportation facility in India. The number of users of Indian Railway is increasing day by day. There are number of services provide by Indian railway such as Passenger services, freight services, parcel carrier, catering and tourism services etc. All these are for various passengers or users of Indian Railway. So it is necessary that the users should be aware of the same. Here comes the significance of the study.

SCOPE OF THE STUDY

An attempt is made here is to analyse whether the public is aware about the facilities provided by Indian Railway and satisfaction and facilities provided by Indian Railway to the public at large. The scope of the present study confined to Malabar region (Kozhikode district).

LIMITATIONS OF THE STUDY

1. The study will only focus on Kozhikode district therefore data from another railway divisions cannot be obtained.
2. The time and monetary constraints are limited.
3. There may be personal bias of the respondents.

STATEMENT OF THE PROBLEM

Railway is one of the most popular mode of transportation among public. There are many facilities that railways provides to its passengers. Most of the facilities may be not known to the passengers. Hence the study on the awareness about facilities provided by Railway among the public and also to know about the effectiveness of the services.

OBJECTIVES OF THE STUDY

1. To study about the awareness of public regarding the facilities provided by Indian Railway.
2. To study the satisfaction among public with respect to the facilities provided by Indian Railway.

METHODOLOGY

This study is descriptive and analytical in nature in the sense that it describes and analyse the awareness and satisfaction of the respondent. The primary data were collected from 50 respondents by using structured interview schedule to analyse the awareness For the purpose of selection of respondents, convenience sampling technique was used. Tools such as measure of central tendency, simple graphs, charts and diagrams are used for

the study.

REVIEW OF LITERATURE

Vishnuvarthan S and Dr. A Selvaraj conducted a study on 2012. The study states that provision for water vending machines, pay and use toilets, goods retiring rooms with modern furniture , effective lighting, platform shelters at station, enquiry counters and signage are to provided effectively to fulfill the requirements of the railway passengers. The Indian railway can satisfy their passengers when the services being offered and performed above their expectations

Anbupriya and Dr. S Subadra on 2016 referred railway to be the most commonly used transport. It's absolutely suitable for long distance travels at economic cost and bulk movement of commodities. Southern Railway is one of the best zone in Indian Railways. The study focused on satisfaction of service quality of Southern Railway which included demographic profile and travel details of 400 respondents. Convenient sampling method and hypothesis were tested and result were given.

On 2012 **Pranay Patil** showed in his study that the Indian Railway network connects areas across the length and breadth of the country. The passengers travelling represent the broad diversity of the country regional diversity, cultural diversity and financial diversity. The author comment in due to the vast diversity of the country , food cuisine as one travels from one region to another. The catering service provides have to take into account the diversity of the passengers and provides services that would be appreciable by all. However, there are many faults in the planning and managing of the system which leads to consumer dissatisfaction.

Kalavathi and Rekha on 2011 used Chi square test, percentage analysis and ANOVA to measure the level of passenger's satisfaction on amenities provided by Southern Railway in Coimbatore. It was found that majority of respondents has reserved their tickets through station counters prior to 3-6 days of travel. The services must be provided at world class level to make the passengers to enjoy the travel and it will improve thereby increase the level of satisfaction of passengers.

DATA ANALYSIS AND INTERPRETATION

Respondents are classified on the basis of their demographic factors such as age, gender and occupation. The classification of Railway users on the basis of demographic factors is given below

Age wise classification

Table 1 Showing the age of respondent

Age	Number of respondents	Percentage
Below 30	20	40
30-39	9	18
40-49	10	20
50-59	6	12
60 above	5	10

Source: primary data

Interpretation

In table 1 it can be seen that 40 percent of the respondent avail the service provided by railway belong to the age group below 30. Twenty percent of the respondent are in the age group 40-49, only 18 percent of users are of the age group 30-39. 12 percent are of 50-59 and only 10 percent are above 60

Gender wise classification

Table 2 Showing the gender of respondent

Gender	No of respondents	Percentage
Female	24	48
male	26	52
other	0	0

Source: primary data

Interpretation

From the table 2 it can be stated that 52percent of the respondent who are aware of railway service are male, and the remaining 48percent are female.

Classification based on occupation

Table 3 Showing the occupation of the respondents

Occupation	No of respondents	Percentage
Students	18	36
Business	7	14
Private job	5	10
Professionals	8	16
Government Employee	12	24

Source: primary data

Interpretation

In table 3 it can be seen that 36 percent of the respondent avail the service provided by railway are students followed by Government employees (24%) professionals (16%) business people (14%) and people with private job (10%)

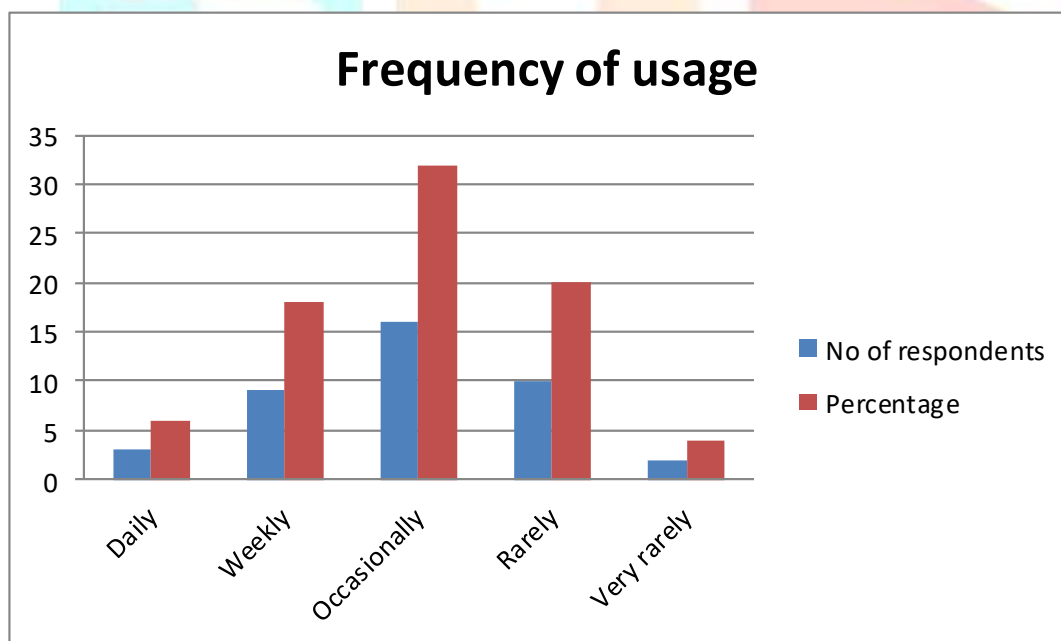
The attitude of customers towards Indian Railway is measured with the help of different parameters such as frequency of usage, purpose of journey, type of train used, reasons behind choosing Railway services method used to book train ticket, awareness about facilities provided by Indian railway and also by measuring the level of satisfaction with respect to the services provided by Indian Railway

Frequency of availing Railway services

The frequency of availing Railway services are classified into five categories such as Daily, weekly, occasionally, rarely and very rarely

Table 4 Showing the frequency that the respondents avails railway service

Frequency	No of respondents	Percentage
Daily	3	6.
Weekly	9	18
Occasionally	16	32
Rarely	10	20
Very rarely	2	4



Interpretation

It is evident from the table 4 that, Majority of 32 percent of the respondent are occasional users of Indian Railway. 20 percent of respondents rarely use railway services. 18 percent are occasional users, 6 percent are daily users and 4 percent rarely use such service.

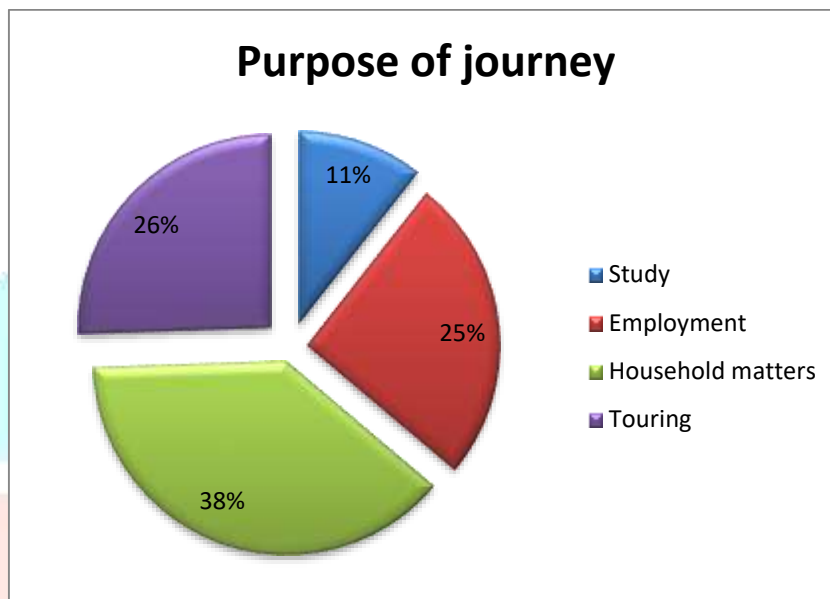
The purpose of journey

The purpose of journey mainly classified into five categories such as study employment house holds matters and tour purpose

Table 5 showing the purpose of journey

Purpose	Study	Employment	Household matters	Touring
Percentage	11%	25%	38%	26%

Source: primary data



Interpretation

The pie diagram shows the purpose of the journey. And from the figure above its found that a Majority of 38 percent avail the service for transporting logistics 26 percent for tour purpose 25 for going for their employment purpose and only 11 percent avail train service for their educational purpose.

Classification base on type of train

For the purpose of the study five types of trains are considered such as passenger, express, superfast and jan shadabti

Table 6 Showing type of train frequently used

Type of train	No. Of respondents	Percentage
Passenger	20	40
Express	11	22
Superfast	9	18
Jan shadabti	10	20

Source: primary data



Interpretation

From table 6 it's understood that majority of 40 percent of the respondents make use of passenger train, 22 percent of the respondents make use of express trains, 20 percent janashdabti and only 18 percent use superfast train as mode of transportation.

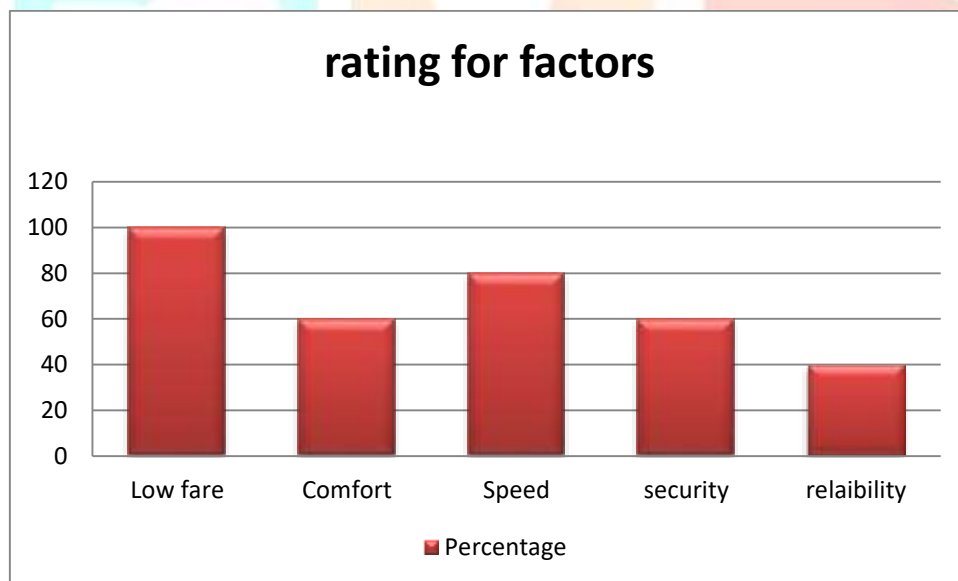
Reason for preference of Indian railway

The factors which influence passengers to adopt Indian railway are classified into five categories such as low rate comfort speed security and reliability

Table 7 showing the preference of Indian Railway over other modes of transportation

factors	rating	Percentage
Low fare	5	100
Comfort	3	60
Speed	4	80
Security	3	60
Reliability	2	40

Source: primary data



Interpretation

From the figure and table we can clearly understand that the main reason why the respondent avail the railway service is due to the affordable cost, speed, security. Comfort and reliability

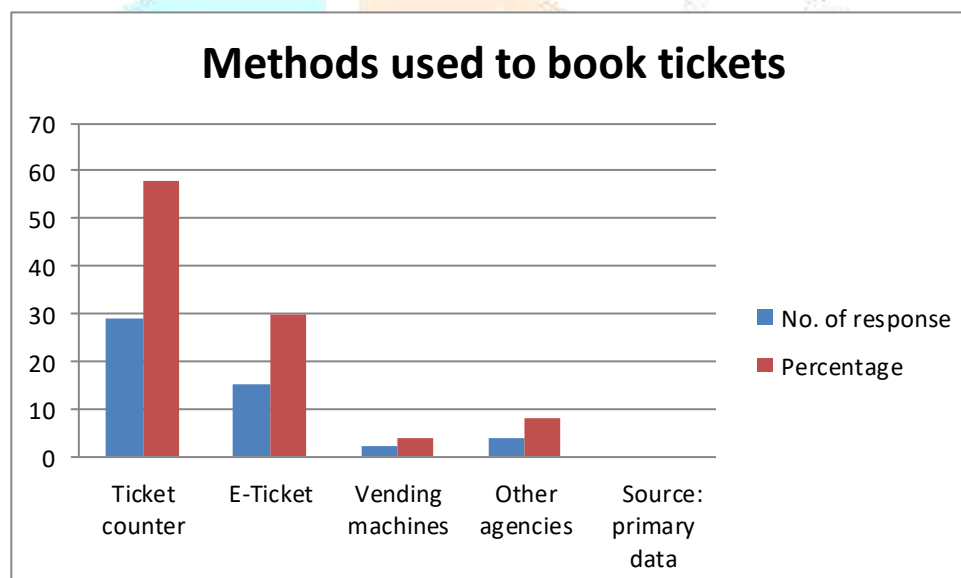
Classification regarding the method used for booking tickets

The methods used for booking train tickets are classified into four categories such as ticket counter, E ticket vending machines and agencies

Table .8 Showing methods used for booking tickets.

Mode of issue of tickets	No. of response	Percentage
Ticket counter	29	58
E-Ticket	15	30
Vending machines	2	4
Other agencies	4	8

Source: primary data



Interpretation

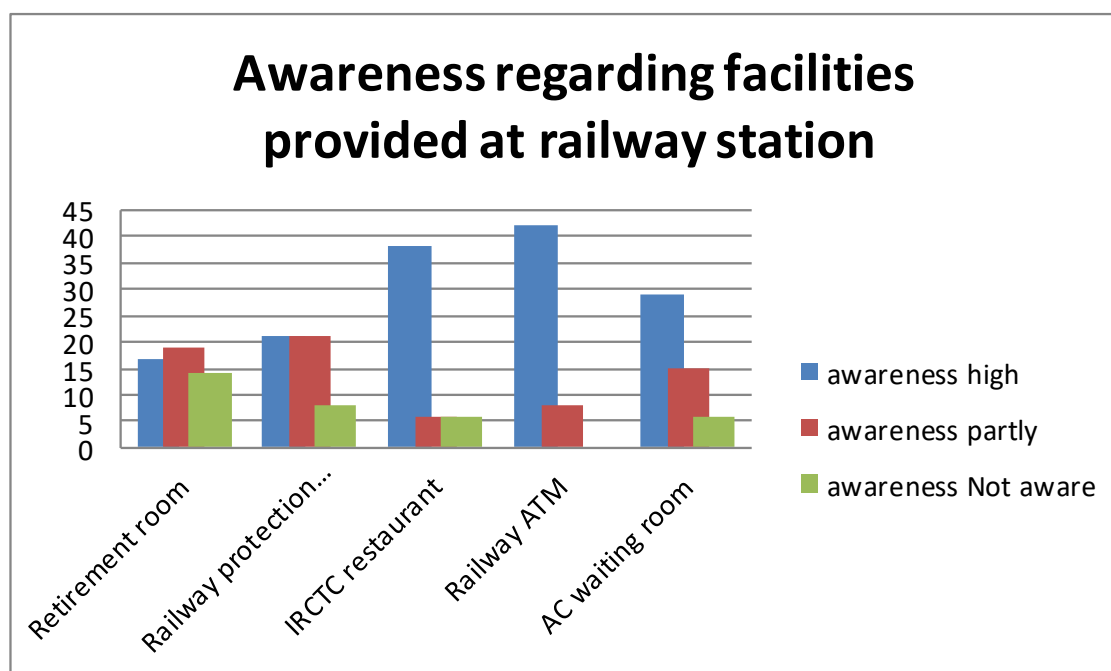
It is observed from the table 8 that a majority of 58 percent of the respondent purchase ticket through Ticket counters. 30 percent of the respondent does the booking by E-Ticket. Only 8percent make use of other agencies, 4 percent purchase using vending machine,

Awareness about facilities at railway station

The awareness of passengers about different facilities provided by the Indian railway is measured and responses are given in the below table

Table 9 Showing awareness about facilities at railway station

facilities	awareness		
	high	partly	Not aware
Retirement room	17	18	15
Railway protection force	21	21	8
IRCTC restaurant	38	6	6
Railway ATM	42	8	0
AC waiting room	29	15	6



From the table and figure given above we can understand that 34 percent of the respondents are highly aware about the retirement room facility provided by the railway. 36 percent are partly aware and 30 percent have no idea regarding the facility provided. 42 percent of the respondents are highly aware about the Railway protection force facility provided by the railway. 42 percent are rarely aware and 16 percent have no idea regarding the facility provided.

With regard to the IRCTC facility 76 percent of the respondents are highly aware. 12 percent are partly aware and 12 percent have no idea regarding the facility provided. With regard to the ATM 84 percent of the respondents are highly aware 16 percent are partly aware. 58 percent of the respondents are aware of the ac waiting room facility, 30 percent are partly aware and 12 percent of the respondents have no idea

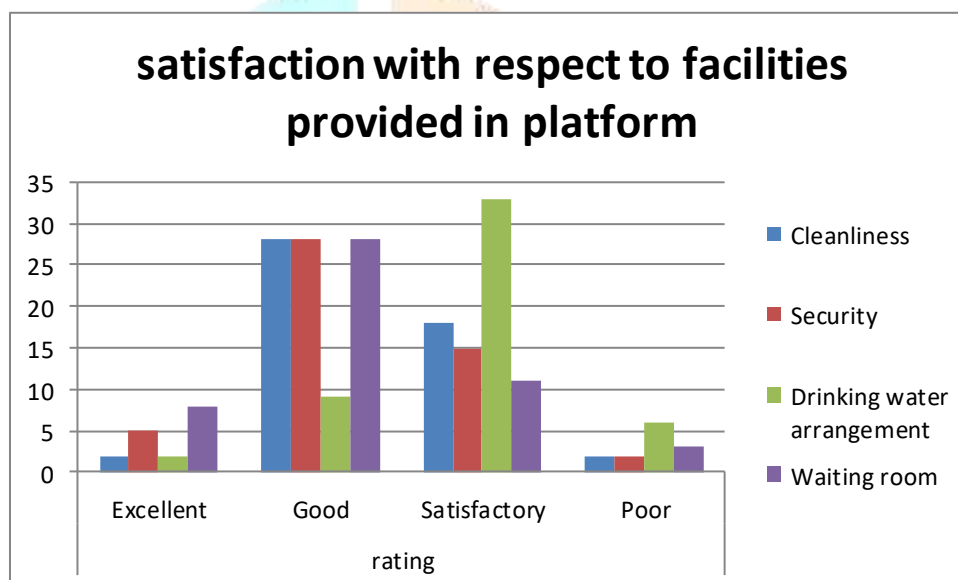
Satisfaction of basic facilities at platform

Satisfaction of passengers with respect to cleanness security Drinking water arrangement waiting room is measured and the responses are given below

Table 10 Showing satisfaction of basic facilities at platform

Factors	rating			
	Excellent	Good	Satisfactory	Poor
Cleanliness	2	28	18	2
Security	5	28	15	2
Drinking water arrangement	2	9	33	6
Waiting room	8	28	11	3

Source: primary data



The table 10 states the satisfaction of the respondents with regard to the cleanliness, security, drinking water, waiting room facilities, it is stated that 28 percent of the respondents are of the opinion that the railway station is good and 2 percent are of the opinion that the cleanliness is excellent and 18 percent are satisfied, and only 2 percent have poor opinion.

Regarding the security factor 28 percent of the respondent are of the opinion that its good, five percent say the security provided at the railway station is good 13 percent of the respondent are satisfied, 33 percent of the respondents are really satisfied with the drinking water arrangements, 28 percent of the respondent are of the opinion that Railway station at Kozhikode has got a good waiting room and eight percent have an excellent opinion.

FINDINGS

The following are the findings of the study:

1. Majority 40 percent of the respondent avail the service provided by railway belong to the age group below 30. Twenty percent of the respondent are in the age group 40-49, only 18 percent of users are of the age group 30-39. 12 percent are of 50-59 and only 10 percent are above 60
2. 52 percent of the respondent who are aware of railway service are male, and the remaining 48 percent are female.
3. 36 percent of the respondent avail the service provided by railway are students followed by Government employees (24%) professionals (16%) business people (14%) and people with private job (10%)
4. Majority of 32 percent of the respondent are occasional users of Indian Railway. 20 percent of respondents rarely use railway services. 18 percent are occasional users, 6 percent are daily users and 4 percent rarely use such service.
5. Majority of 38 percent avail the service for transporting logistics 26 percent for tour purpose 25 for going for their employment purpose and only 11 percent avail train service for their educational purpose.
6. Majority of 40 percent of the respondents make use of passenger train, 22 percent of the respondents make use of express trains, 20 percent janashdabti and only 18 percent use superfast train as mode of transportation.
7. The main reason why the respondent avail the railway service is due to the affordable cost, speed, security. Comfort and reliability
8. Majority of 58 percent of the respondent purchase ticket through Ticket counters. 30 percent of the respondent does the booking by E-Ticket. Only 8percent make use of other agencies, 4 percent purchase using vending machine,
9. Majority of the respondents are aware about the major service such as Retirement rooms, restaurants, railway police force, ATM, A/C Waiting room, excavators are provided at the railway station which the respondents are
10. Majority of the respondents are satisfied with respect to the facilities provided by Indian Railway such as security, cleanness, drinking water facility and waiting room

CONCLUSION

Railway has important role in Indian travelling system. It is well known that offering better services is essential for the growth of Indian Railways. It is also equally important to make the passengers aware of the services being provided at the station. Indian Railway has to take every possible steps to enhance level of awareness of passengers. On the basis of findings of present study, some constructive and viable suggestions have been made. If the suggestive measurements have been considered earnestly by the Indian Railways and the Policy Makers, it is hope that the Indian Railways will shine and bring grandeur to our country and near future.

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