

PASSENGERS' OPINION ON QUALITY ENHANCEMENT OF SOUTHERN RAILWAYS IN TIRUNELVELI JUNCTION

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Abstract

Traveling is an essential aspect of the human experience. However, the scope of travel has shifted dramatically throughout time. Traveling used to entail simply getting from one location to another. A passenger train transports passengers between stops where they can board and exit. A guard/train manager/conductor is responsible for the train's safety. Passenger trains are a form of public transportation that frequently serves as the backbone of the system, with buses flowing into stations. The goal of this study is to analyze and identify passenger travel behavior, as well as to try to enhance the service quality provided by southern railways in the Tirunelveli junction. 150 passengers were polled for primary data. Garrett Ranking Analysis was used to analyze the data.

Keywords: Train, Passengers, Service Quality, Quality Enhancement

Introduction

In the growth of human civilisation, the establishment of railways in India marks a watershed moment. For decades, Indian Railways has been striving to run both long-distance and metropolitan train lines on an inter network of wide, meter, and narrow gauges. It has the 4th largest railway network. A passenger train transports travelers between stops where they can board and exit. A guard/train manager/conductor is responsible for the train's safety. Passenger trains are a form of public transportation that frequently serves as the backbone of the system, with buses flowing into stations. Long-distance intercity travel, daily commuter journeys, and local urban public transport are all provided by passenger trains. Rail transport, often known as train transport, is a method of transporting persons and cargo by wheeled vehicles that travel on rails that run along tracks. Rail cars (rolling stock) are directionally guided by the tracks on which they run, unlike road vehicles, which operate on a prepared level surface. Steel rails are frequently installed on ties (sleepers) set in ballast, on which the rolling stock, which is normally equipped with metal wheels, travels. Other types, such as slab track, are also feasible. The rails are secured to a concrete foundation sitting on prepared subsoil in this location. Raw materials, finished products, perishables, liquids, fragile and dangerous commodities, chemicals, medications, foodstuffs, minerals, and other things of many kinds are transported by railways to suit the needs of the public and organised industry. The worth of the items, their bulk in relation to weight, the distance to be transported over various railways, handling challenges, and other transportation features varies significantly from one item to the next. The impact of transportation costs on the country's economy is quite important. The sale price of 'transportation' must account for all of these variables, making its determination a difficult task. Passengers' actions are inextricably linked to their preferences.

Materials and Methods

The research is based on first-hand information. A questionnaire was used to obtain primary data from 150 passengers at Tirunelveli Railway Junction. The Tirunelveli Junction railway station is one of India's oldest stations. The line from Tirunelveli to Sengottai was constructed in 1903, and the following link to Quilon was the most significant commerce route to British India's Travancore state. Madurai and Sankarankovil to the north, Nagercoil to the south, Sengottai and Kollam to the west, and Tiruchendur to the east are all connected

by large cities. Tirunelveli Junction is a railway station in the Indian state of Tamil Nadu that serves the city of Tirunelveli. The survey is primarily concerned with passenger satisfaction with the services provided by southern trains. Every area of train service, such as ticket availability, trip quality, personnel behaviour, safety, timing, and so on, must be thoroughly investigated. As a result, a sample population has been chosen to learn more about the pragmatic analysis, specifically the Tirunelveli junction. The investigation is primarily being carried out to determine the quality of service provided by Indian railways.

Passengers' Opinion on Quality Enhancement

From the opinions of the railway passengers of the study area selected for the study, the researcher has identified ten suggestions for enhancement of the quality of the services rendered by the southern railway. They are: improvement in operational system, introduction of modern technologies, value addition to customer services through peripheral services, improvement in safety and security, enhancement of passenger capacity existing trains, solving the issues regarding over crowd, amenities for differently talented passengers, programmed for rail tourism, moderation of passenger fares and infrastructure expansion. In order to find out the importance of the above suggestions according to the priority of the passengers, Garrett ranking analysis was applied. The results of the analysis are presented in table

Table No.:1
Passengers' Opinion for Quality Enhancement

Quality Enhancement	Garrett Mean Score	Rank
Improvement in safety and security	64.34	I
Value addition to customer services	56.14	II
Introduction of modern technologies	55.7	III
Infrastructure Expansion	53.54	IV
Improvement in operational system	50.01	V
Enhancement of passenger capacity of the existing train	48.36	VI
Amenities for Differently talented Passengers	45.94	VII

Solving the issues regarding over crowd	44.58	VIII
Moderation of Passenger Fares	43.6	IX
Programme for Rail Tourism	35.8	X

Source: Primary Data

Based on the Garrett mean scores, the suggestions were ranked. Accordingly **'Improvement in safety and security'** is ranked first with the mean score 64.34 which is followed by **'Value addition to customer services'** which refers to the increase in peripheral services with a mean score of 56.14. Then **'Introduction of modern technologies'** has been ranked third with a mean score of 55.7 followed by 'Infrastructure Expansion' with a mean score 53.54. Then **'Improvement in operational system'** has been ranked fifth with a mean score of 50.01 followed by **'Enhancement of passenger capacity of the existing train'** with a mean score 48.36. Then 'Amenities for Differently talented Passengers' has been ranked seventh with a mean score 45.94 which is followed by 'Solving the issues regarding over crowd' with a mean score 44.58. Then 'Programme for Moderation of Passenger Fares' has been ranked ninth with a mean score 43.6 followed by 'Rail Tourism' with a mean score 35.8.

Conclusion

The importance of transportation in human life cannot be overstated. Without transportation, no one can move from one location to the next for any purpose, and hence no progress can be made in individual lives or the nation's economy. Though our country has several modes of transportation, the majority of people is accustomed to travelling by rail and believes it is the safest and most comfortable mode of transportation. However, due to low service quality, the railway industry is currently unable to achieve the planned development. As a result, the railway authority should make the required efforts to adopt the recommendations made by the researcher in this report in order to improve service quality in the next years. This benefits not only the railway business but also the overall economy of the country.

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