



Quick Insight into the Indian Railways Passengers’ Perception on the SERVICE QUALITY – with respect to the Delhi Division

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Abstract

India with the World’s second largest population that certainly contributes in an increase of passengers’ travelling demands. IR gives an option of cheap as well as comfortable trains for our transportation. However, with growing awareness, passengers look for a better quality of services. This paper refers to the important dimensions which can make a difference in the passengers’ service quality in the Delhi Division of Northern Railways.

Key Words: Indian Railways, Passenger Satisfaction, Railqual and Servqual.

1. Introduction

Indian Railways is now focusing on Service Quality for the Passengers’ satisfaction. This Research Paper is focused on understating the Quick Insight into the Indian Railways Passengers’ Perception on the Service Quality – with respect to the Delhi Division [1-3].

1.1 Indian Railways

IR carries around 2.3 Crore passengers in their 13,329 passenger trains daily. It was started on April 16th, 1853 with its first Railway Station at VT (Victoria Terminal), Mumbai [4].

2. Perception and Service Quality

One perceives the Service quality in his/her own way. Upon which he/she makes his/her own perception and cascades this information to others [5].

3. Objectives

1. This Paper is focused to study the various factors which are used to determine the railway passengers’ overall perception towards the service quality in the Delhi Division.
2. To see what parameters are prominent in determining the passengers’ perception.

4. Factors affecting Service Quality

In this Research Paper, RATER (Responsiveness, Assurance, Tangibility, Empathy and Reliability) have been used to determine the Servqual level [6].

5. Research Methodology

SQ = Service Quality

$$\sum_{i=1}^n (P_i - E_i)$$

SQ = Score of Service Quality

Pi = Scores of Perception

Ei = Scores of Expectation

5.1 Area of Research

NR constitutes of five Divisions- Ambala, Delhi, Ferozpur, Lucknow and Moradabad. Northern Railways Zonal Headquarters is in Delhi’s Baroda House. Its route length is 6968 KMs and has 1142 Railways Stations. Not only this but, it is the highest revenue generating Zone of the Indian Railways among all the 18 zones. This paper focusses on the passengers’ perception and expectation of Indian Railway services within the Delhi Division [7,8].

5.2 Sources of Data and Analysis

The Research data has been collected from different sources like Articles, Journals, Editorials, Research Papers and Books. Upon which Servqual Model has been applied using the Questionnaire to do the Gap analysis.

Data Analysis of Demographic Profile

Factors	Categories	Income Level								Total	%
		Below 10,000	%	10,001 - 25,000	%	25,001 - 50,000	%	Above 50,000	%		
Age	Below 25	43	50	21	23	7	11	3	11	74	24
	25 - 40 Years	33	38	43	48	34	54	9	32	119	43
	40 - 60 Years	9	10	18	20	18	29	14	50	59	27



	Above 60	1	1	8	9	4	6	2	7	15	6
Sex	Male	59	69	75	83	49	78	24	86	207	79
	Female	27	31	15	17	14	22	4	14	60	21
Marital Status	Single	53	62	30	33	18	29	7	25	108	37
	Married	33	38	60	67	45	71	21	75	159	63
Education Qualification	School level	15	17	8	9	3	5	3	11	29	11
	Graduation	35	41	43	48	29	46	6	21	113	39
	Post - Graduation	27	31	25	28	18	29	12	43	82	33
	Professionals	7	8	12	13	10	16	7	25	36	16
	Others	2	2	2	2	3	5	0	0	7	2
Occupation	Student	31	36	8	9	3	5	3	11	45	15
	Business	9	10	12	13	8	13	3	11	32	12
	Employee	33	38	62	69	45	71	18	64	158	61
	Others	13	15	8	9	7	11	4	14	32	12

Tangibility

Factors	Expectation Mean Score	Perception Mean Score	Gap
Sitting arrangements	4.26	3.29	0.97
Catering Service	3.94	3.02	0.92
Medical facility	3.73	2.41	1.32
Visualization of Time-Table & Charts	4.07	3.29	0.78
Clarity of announcement	4.17	3.62	0.55
Availability of Booking Counters	4.1	3.27	0.83
Arrangement of Cloak Room	3.88	2.93	0.95
Cleanliness	3.94	2.71	1.23

Assurance

Factors	Expectation Mean Score	Perception Mean Score	Gap
Frequency of Trains	4.04	3.22	0.82
Trains' running update	4.01	3.15	0.86
Attitude of Railway Staff	3.9	2.86	1.04
Timely provision of Complaints	3.79	2.78	1.01

Reliability

Factors	Expectation Mean Score	Perception Mean Score	Gap
Railway Staff easily understands your needs	4.04	2.98	1.06
Promptness in satisfying your request	3.79	2.97	0.82
Railway Staff are busy to respond	3.77	2.87	0.9
Availability of Staff at Ticket Counter	3.93	3	0.93

Empathy

Factors	Expectation Mean Score	Perception Mean Score	Gap
Ease of Courtesy	3.94	3	0.94
Railway Staff is trust worthy	4.13	3.19	0.94
Railway Staff is knowledgeable	3.98	3.19	0.79
Providing information about the delays	3.94	3.11	0.83

Responsiveness

Factors	Expectation Mean Score	Perception Mean Score	Gap
Prompt service to the Passengers	4.04	2.99	1.05

Paying individual attention	3.96	2.7	1.26
Coach Attendants' availability	3.87	2.59	1.28
Understanding the needs of the Passengers	3.88	2.61	1.27
Railway operations are convenient	4.01	2.96	1.05

6. Conclusion:

This Research Papers exemplifies that the passengers of Delhi Division are not happy as expected and this study will certainly help the concerned authorities to decide on the improvement of the service quality of IR within the Delhi division. It's therefore, hoped that the concerned authorities shall consider the recommendations herewith, to improve the railway services in India especially in the Delhi Division. [9,10].

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