

# A Study Of Passenger Satisfaction Of Irctc's Rail Neer Service

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## Abstract

To improve rubberneck equipment, the IRCTC sent Rail Neer, a potable drinking water supply to railway workers. Rail Neer is handled, unloaded, and packed in the form of building stores. Factory and no automatic water treatment of the item in any category. The IRCTC represents quality and plays a key role in ensuring the management and effect of the highest quality rubberneck railway as a visitor to any demesne railway line. Good information should be verified if the creation is in-house under the full control and operation of the IRCTC. As of now, IRCTC has fourteen active Rail Neer stores in Nangloi, Danapur, Palur, Ambernath, Amethi, Parassala, Bilaspur, Sanand, Hapur, Mandideep, Nagpur, Jagiroad, Maneri, and Sankrail exits, Rail Neer Shops in Amethi, I -Parassala, Nagpur, Sanand, Hapur, Mandideep, Jagiroad, Maneri and Sankrail are under PPP mode, six other new stores are set under PPP mode with financial assistance from IRCTC. The combined creative limit for more than 14 Rail Neer Shops stores is 18.40 lakh bottles per day which are likely to be expanded to 18.40 lakh bottles per day by FY 2021-22 by setting up six new stores.

**Keywords:** Rail Neer, Indian Railway, IRCTC, Rail Traveler.

## 1. Introduction

Public transport is the most preferred mode of transport for developing and high populated country like India. However, it should also be affordable, faster, safe as well (Agrawal, 2008). Indian Railway is one of the largest railway networks in the world. IRCTC is the arm of Indian Railways. For the short time the global trade in services and products, a public transport service business such as the Indian Railway Catering and Tourism Corporation (IRCTC) needs to pay attention to the satisfaction of its customers, especially about

the dynamics that visitors think in their analysis and selection (Eboli & Mazzulla, 2007). The study provides a reliable framework for understanding and explaining the importance of diversity in affecting visitors' satisfaction with IRCTC services in relation to Tamilnadu.

## 2. Background of Study:

- **Packaged Drinking Water (Rail Neer)**

The IRCTC has launched the 'Rail Neer' to improve passenger services, a compact drinking water focus for train commuters. Rail Neer is reused, cleaned, and bottled at high-end stores, fully automatic factory and no home running water in any category. The IRCTC represents quality and plays an important role in the icing service and product of the highest quality for trainers and callers on any demesne road (Nandan, 2010). High quality product can only be guaranteed if the product is in-house under the full control and supervision of the IRCTC (Pandiaraj & Magesan, 2015).

Currently, the IRCTC has eleven active Rail Neer stores in Nangloi, Danapur, Palur, Ambernath, Amethi, Parassala, Bilaspur, Ahmedabad, Hapur, -Bhopal, and Nagpur departure, Rail Neer Shops in Amethi, Parassala, Ahmedabad, Hapur, Bhopal and Nagpur is under PPP mode, six more programs are set under PPP mode with funding from the IRCTC (Patil, 2015). An acceptable product volume for more than eleven Rail Neer Shops stores is bottled per day, which is likely to add bottles per day for FY 2019-20 by setting up six more stores.

### 3. Problem Statement:

It is a common language that cheap products are always cheap. It is very common in FMCG products such as drinking water. The availability of drinking water during Train traveling is important and people will always be looking for quality drinking water. In the early days it was difficult to get high quality drinking water at the train station. The only independent producer of drinking water is available at the stations at a high price. To make water available at all lower costs, the IRCTC is taking steps to provide quality water and one of them is to produce and distribute railways. In the early days, commuters were hesitant to ride the railway because of the quality question. Now people see the neer quality of the train and are ready to use it. Now

the question is how satisfied are the passengers with the train neer. Two factors such as quality and cost are the key to product satisfaction for anyone. Therefore, studying the cost and quality of passenger satisfaction needs to be considered.

### 3. Objectives of the study

1. To ascertain the association between the annual income and satisfaction level of the users of rail neer with respect to 'quality.'
2. To state relationship between the annual income and the Satisfaction level of the users with respect to 'cost'.

### 4. Research Method:

The exclusive survey was carried out for the railway passengers who opt for rail neer service. The structure questionnaire was used as an instrument for data collection. The results were analyzed and presented as below.

### 5. Analysis and Discussion

#### • Satisfaction with Rail Neer Quality

From the following table, it is estimated that of the 191 respondents with a fixed income of Rs. and below, 62.77 percent are very satisfied with the quality of neer train quality, 45% of respondents are satisfied with neer train quality, 56.75 percent of respondents are satisfied or satisfied with neer train quality, 12.5 percent of respondents are happy and 34.78 are not very happy with the level of train provided by the IRCTC.

It can be seen on the table for 75 respondents earning occasional income of Rs. to 16.67 percent of respondents are very satisfied with the neer level of the train, 29 percent of respondents are satisfied with the neer level of the train, 10.81 percent of respondents are dissatisfied or unhappy, 21.875 percent of respondents are dissatisfied and 21.73 percent are very unhappy with the quality of the train provided by the IRCTC.

Emphasized at the table of 56 respondents who are part of the order of Rs. to 11.11 percent of respondents are very satisfied with the neer level of the train, 13 percent of respondents are satisfied with the neer level of the train, 18.99 percent of respondents are dissatisfied or unhappy, 37.5 percent of respondents are not happy and 17.39 percent are very unhappy with the quality of train provided by the IRCTC.

It was noted that 50 respondents received an occasional income of more than R., 9.44 percent of respondents were very satisfied with the neer quality of the train, 13 percent of respondents were satisfied with the neer quality of the train, and 13.51 percent of the respondents were satisfied or happy. 28.125 percent of respondents are happy and 26.08 percent are not very happy with the quality of the train provided by the IRCTC.

**Table No. 1: Satisfaction with Rail Neer- Quality**

Annual Income/ Satisfaction level	Below 2,50,000	2,50,000 to 5,00,000	5,00,000 to 7,50,000	Above 7,50,000	Total
Highly Satisfied	113 (62.77%)	30 (16.67%)	20 (11.11%)	17 (9.44%)	180
Satisfied	45 (45%)	29 (29%)	13 (13%)	13 (13%)	100
Neither Satisfied nor Dissatisfied	21 (56.75%)	4 (10.81%)	7 (18.99%)	5 (13.51%)	37
Dissatisfied	4 (12.5%)	7 (21.88%)	12 (37.5%)	9 (28%)	32
Highly Dissatisfied	8 (34.78%)	5 (21.73%)	4 (17.39%)	6 (26.08%)	23
Total	191 (100%)	75 (100%)	56 (100%)	50 (100%)	372

**Source: Primary Data**

It is estimated in the table below that 62.77 per cent of respondents below the revenue group below are significantly satisfied with the level of rail service and it is noted that 10.81 per cent of respondents are dissatisfied and dissatisfied with the quality of rail neer quality provided by the IRCTC.

Ho: There is no significant relationship between respondents' annual revenue and satisfaction with Rail neer quality.

H1: There is a significant relationship between respondents' annual revenue and satisfaction with Rail neer quality.

**Table No. 2: Association between Annual Income of the respondents and level of satisfaction towards the quality of Rail neer**

Factor	Calculated Chi-Square Value	Table Value	Degrees of Freedom	Level of Significance
Annual Income	63.819	21.026	12	5%

Source: Computed Data

The Chi-square test shows that the recommended value (63.847) is less than the table value (21.026). Therefore, null thesis is rejected. From the analysis, it can be said that there is a significant correlation between respondents' annual revenue and the quality of Rail Neer.

- **Satisfaction with Rail Neer- Cost**

It is estimated that 75 respondents are the ones earning occasional Rs. to less than 25.42 percent satisfied with train costs, 24.13 percent respondents satisfied with train costs, 8.86 percent respondents dissatisfied or happy, 14.71 percent respondents dissatisfied and 23.08 percent very satisfied with train costs provided by the IRCTC.

It is noted that 56 respondents were the recipients of the occasional Rs. to less than 16.95 percent satisfied with train costs, 13.79 percent respondents satisfied with train costs, 7.59 percent respondents dissatisfied or happy, 20.59 percent respondents dissatisfied

and 34.61 percent satisfied with train costs provided by the IRCTC.

It is noteworthy that 50 respondents earning occasional income over R, 18.64 percent are very satisfied with train costs, 10.34 percent respondents are satisfied with train costs, 11.39 percent respondents are dissatisfied or unhappy. , 23.53 percent of respondents are happy and 15.38 percent are not very happy with the cost of the train provided to the IRCTC.

From the following table, it is estimated that of the 191 respondents with a fixed income of Rs. and below, 38.98 percent of respondents are very satisfied with the cost of the train neer, 51.72 percent of respondents are satisfied with the cost of the train, 72.15 percent of respondents are satisfied or happy with the cost of the train, 41.18 percent of the train. happy respondents and 26.92 percent very unhappy with the cost of the train provided to the IRCTC.

**Table No. 3: Satisfaction with Rail Neer- Cost**

<b>Annual Income/ Satisfaction level</b>	<b>Below 2,50,000</b>	<b>2,50,000 to 5,00,000</b>	<b>5,00,000 to 7,50,000</b>	<b>Above 7,50,000</b>	<b>Total</b>
Highly Satisfied	23 (38.98%)	15 (25.42%)	10 (16.95%)	11 (18.64%)	59
Satisfied	90 (51.72%)	42 (24.13%)	24 (13.79 %)	18 (10.34%)	174
Neither Satisfied nor Dissatisfied	57 (72.15%)	7 (8.86%)	6 (7.59%)	9 (11.39%)	79
Dissatisfied	14 (41.18%)	5 (14.71%)	7 (20.59%)	8 (23.53%)	34
Highly Dissatisfied	7 (26.92%)	6 (23.08%)	9 (34.61%)	4 (15.38%)	26
Total	191	75	56	50	372

Source: Primary Data

It is estimated from the table below that 72.15 percent of respondents belong to a revenue group within Rs. dissatisfaction or frustration with train costs and it is noted that 3.67 percent of respondents are not very happy with the cost of the train. From the analysis, the plant that respondents are satisfied with the cost of Rail Neer.

Ho: There is no significant relationship between respondents' annual income and satisfaction with Rail neer costs.

H1: There is a significant relationship between respondents' annual income and satisfaction with Rail neer costs.

**Table No. 4: Annual Income and Cost of Rail neer (Chi-Square Test)**

<b>Factor</b>	<b>Calculated Chi-Square Value</b>	<b>Table Value</b>	<b>Degrees of Freedom</b>	<b>Level of Significance</b>
Annual Income	31.943	21.026	12	5%

Source: Computed Data

The chi-square test shows that the calculated value (31.943) is greater than the table value (21.026). Therefore, the null hypothesis is rejected. From the analysis, it can be said that there is a significant correlation between respondents' Annual Income and the cost of Rail neer.

## 6. Conclusion

The IRCTC has launched the Rail Neer to improve passenger services, a compact drinking water focus for train commuters. Rail Neer is reused, cleaned, and bottled at high-end stores. Fully automatic factory and no home running water in any category. The IRCTC represents quality and plays an important role in the icing service and product of the highest quality for trainers and callers on any demesne road. High quality product can only be guaranteed if the product is in-house under the full control and supervision of the IRCTC. From the analysis, it is clear that many buyers are satisfied with the train service. It is also noted that respondents who are part of the revenue group are not satisfied or happy with the cost of the train neer. All in all, it concluded that the train provided by the IRCTC was of good quality.

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