



ATTITUDE OF RAIL PASSENGERS TOWARDS AMENITIES AT MADURAI JUNCTION

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ABSTRACT

Transportation means the physical movement of persons and goods from one place to another. For the large scale development of trade and commerce, cheap and rapid transport is essential. Transport is the blood stream of nation's economy. Transportation plays a very important role in the economic development of a nation. Railways were built for military purposes before independence. Now it is used for transportation of goods and passengers. In India, the cheapest and quickest means of transport is Railway. It covers long distances and carries heavier types of goods and also the passengers. Railway in India is also one of the most important elements of travel and tourism and provides the principle mode of transportation for public and tourists. It brings together people from farthest corners of the country and makes possible to tourist sightseeing pilgrimage and education. The Indian railways have been a great integrating force of industry agriculture and tourism. Every Junction provides various amenities to passengers. This study highlights the attitude of Rail Passengers towards amenities at Madurai Junction.

KEY WORDS

Economic Development, Indian Railway, Madurai Junction, Means of Transport, Passenger Amenities, and Rail Passengers.

INTRODUCTION

Transportation means the physical movement of persons and goods from one place to another. For the large scale development of trade and commerce, cheap and rapid transport is essential. Transport is the blood stream of nation's economy. Transportation is described as 'physical marketing', because without the physical supply of goods there will not be any transaction i.e., buying and selling. Transportation is the 'key link' between the production and other marketing functions. Transportation plays a very important role in the economic development of a nation. It is correct to say, "If agriculture and industry are the flesh and bones of the country, transport is the nervous system of the same".

In India, the cheapest and quickest means of transport is Railway. It covers long distances and carries heavier types of goods and also the passengers. It is the central 'nerve system' in the economy of a nation. It helps in the starting and running of industries throughout the world. Through railways movement of food for workers, movement of raw materials to feed the machines and the movement of finished products to the markets are possible. It is of great help to agriculturists that the utilities of perishable goods are increased and urban and rural areas are brought close in contact. It strengthens the defence of a nation.

Railways were built for military purposes before independence. Now is used for transportation of goods and passengers. To avoid public inconvenience and to enforce safety regulations, railways are given the status of social monopolies in almost all the countries. As Indian Railways is a public utility undertaking it has to fulfil the social obligations towards the community at large. Madurai Junction declared the year 2002-03 as 'Passenger Amenities Year' by Railways. Hence, an attempt has been made to know the amenities available at Madurai Railway Junction.

NEED OF THE STUDY

The importance of transport in all the spheres of modern life, especially in the industrial and commercial spheres, can hardly be over estimated. It has become an integral part of the modern life. In fact, all the developments of the present day would not have been possible without the aid of transport. Rail transport is the principal means of transport throughout the world. It is the pioneer of modern mechanical transport. In spite of the recent development in other transport systems, the rail transport still occupies a place of pride. In our country it covers nearly 75 per cent of the goods traffic and 25 per cent of passenger traffic. A railway platform is an important component of factors such as service, reliability, and information concerns of railways. This is because information and facilities provided at platforms constitute the part of service before and after a trip. Therefore, amenities available at platforms play a vital role in enhancing the performance of the service provider in meeting passenger expectations.

Every Railway Junction provides various amenities to rail passengers. Hence, the focus in this study has made to analyze the attitude of rail passengers towards amenities provided by the Railway Department.

REVIEW OF LITERATURE

In a research working paper written by Raghuramn, G (2007) on "Turnaround of Indian Railways: A Critical Appraisal of Strategies and Processes" has attempted a diagnosis of the 'turnaround'. An analysis of the various determinants of the 'turnaround' related to goods, passenger, and other operations has been attempted in this working paper. The Hindu (2009), Madurai Edition, pointed out the details regarding Railway unit revenue, net ticketing facility at railway station, and increasing passenger earnings at Madurai Railway Division. Parminder Singh Dhillon (2015) carried out a research paper on "Service Quality in Indian Railways". The main goal of this research is to know the satisfaction of passengers travelling in AC coaches of train no.12716 Sachkhand superfast express running between Amritsar and Hazur Sahib Nanded about the quality of various services provided in AC coaches. The study shows that most of the passengers are not satisfied with the food quality and other services. Geetika, Piyali Ghosh, Mohit Kumar Ojha, and Sumit Kumar (2016) in a research article "Journey towards World Class Stations: An Assessment of Platform Amenities at Allahabad Junction" has assessed levels of importance and satisfaction perceived by passengers with respect to amenities on platforms of Allahabad Junction in the State of Uttar Pradesh, India. A total of 32 platform amenities examined through a sample of 1,248 passengers and they were grouped under 7 factors using Exploratory Factor Analysis. A service quality performance matrix was adopted to identify amenities needing improvement, and a Customer Satisfaction Index was calculated to determine a priority order for improvement of these amenities. In Business Standard (2022), the Ministry of Railways reveals that after two and a half years into the Covid-19 pandemic, rail passenger mobility is finally showing a consistent upward trajectory, as Indian Railways' passenger boarding numbers in the first quarter of the current financial year 2022-23 show a 70 per cent recovery against pre-pandemic levels. It is evident from the past studies that research gap is exists in the attitude of rail passengers and hence this study is made.

STATEMENT OF THE PROBLEM

The Indian Railways, more than 160 years old, is among one of the largest and oldest railway systems in the world. It has an extensive network, and played an integrating role in the social and economic development of the country. Indian Railway is a principal mode of transportation for long haul freight movement in bulk, long distance passenger traffic, and mass rapid transit in suburban areas. It occupies a unique position in the socio-economic map of the country and is considered as a vehicle and a barometer of growth. Madurai Junction is mainly a passenger oriented junction which has a large pilgrimage centers and other places of tourist interest. Madurai Railway Junction provides more than 20 amenities to Rail Passengers. Hence, the attitude of rail passengers towards amenities available at Madurai Junction has been attempted in this study.

OBJECTIVE OF THE STUDY

The main objective of this research work is to analyze the attitude of Rail Passengers towards amenities available at Madurai Railway Junction.

METHODOLOGY

Secondary and primary data have been used in this study. Secondary data were collected through newspapers, journals, working papers, and websites. A structured interview schedule has been used for collecting primary data and pre-test was done. The schedule was verified and edited before analysis. Convenience sampling method was adopted for collecting primary data and 150 respondents were selected as sample. Respondents were interviewed at waiting hall, retiring room, cloak room, booking counters and various platforms. The study area is restricted to Madurai Junction only.

RESULTS AND DISCUSSION

Amenities Available at Madurai Railway Junction

The amenities provided by the Railway Department at Madurai Junction are listed out. They are – 1) reservation counter, 2) current booking counter, 3) touch screen, 4) parcel office, 5) enquiry centre, 6) display board for train arrival and departure, 7) waiting/retiring hall, 8) wheel chair facility, 9) special counter for physically challenged person, 10) cloak room, 11) book stalls, 12) ATM facility, 13) hot and cool drink stall, 14) snacks and sweet stall, 15) restaurants, 16) fast food stalls, 17) pay and use toilets, 18) drinking water facility, 19) tourist information centre, 20) parking stands, 21) coach indication board, etc. are offered by the Railway Department.

Attitude towards Amenities

'Attitude' is an abstract concept. It can not be directly measured in quantitative terms. There is no fixed value or score which will help to measure the attitude. But the attitude can be measured indirectly with the help of scaling techniques. The researcher has identified 31 components for measuring the attitude of respondents towards amenities available at Madurai Railway Station with the help of scale developed by Likert. The level of attitude varies from one respondent to another and also from time to time. A comprehensive study has been made to highlight the level of attitude, the variation in the levels of attitude and their relative importance to each component identified for measuring the level of attitude.

Attitude Scale

In this study the researcher has identified 31 components to measure the level of attitude of the sample respondents. As there is no readymade scale to measure the level of attitude, a scale namely 'The Attitude Scale' has been developed by awarding scores to the 31 components. With the help of this scale, the attitudes of respondents have been measured.

Expressions such as Strongly Agree (SA), Agree (A), No Opinion (NO), Disagree (DA) and Strongly Disagree (SDA) have been used for measuring the components. Weightage of 5, 4, 3, 2, and 1 are assigned for the expressions. The various components and their scores are shown in Table 1.

Table – 1
Components of the Attitude Scale

S. No.	Statements	Scores Awarded				
		SA	A	NO	DA	SDA
1.	Enquiries are correctly responded	5	4	3	2	1
2.	Reservation staff are polite and reply promptly	5	4	3	2	1
3.	Reservation staff demand exact amount	5	4	3	2	1
4.	Cancellation amounts are promptly paid by the Reservation staff	5	4	3	2	1
5.	Retiring rooms are clean and hygienic	5	4	3	2	1
6.	Sufficient chairs are available at waiting room	5	4	3	2	1
7.	Wheel Chairs are provided at free of cost	5	4	3	2	1
8.	Sufficient display boards	5	4	3	2	1
9.	Touch screen is always in working condition	5	4	3	2	1
10.	Inter voice response (IVR) system state the reservation position correctly	5	4	3	2	1
11.	No charge is levied for luggage carried with the passengers.	5	4	3	2	1
12.	Quality food is sold at restaurant	5	4	3	2	1
13.	Fixed prices are collected for refreshment	5	4	3	2	1
14.	Low charges are charged for sending parcels	5	4	3	2	1
15.	Cloak room service is good	5	4	3	2	1
16.	Fast Food is available at all times	5	4	3	2	1
17.	Pay and use toilets collect the exact amount	5	4	3	2	1
18.	Train timings are correctly displayed	5	4	3	2	1
19.	Drinking water is available at all times	5	4	3	2	1
20.	Only approved mineral waters are sold in the railway junction.	5	4	3	2	1
21.	Licensed vendors charges correct rate	5	4	3	2	1
22.	Porters demand nominal charges	5	4	3	2	1
23.	ATM at railway junction is very useful	5	4	3	2	1
24.	All necessities of passengers are available at stalls	5	4	3	2	1
25.	Separate booking counter for ladies is available	5	4	3	2	1
26.	Tourist information centre service is good	5	4	3	2	1
27.	Parking stands are adequate	5	4	3	2	1
28.	Both the East entry and West entry are used by all	5	4	3	2	1
29.	Train timings are informed at all platforms through speakers	5	4	3	2	1
30.	Number of platforms are sufficient	5	4	3	2	1
31.	All the platforms have equal facilities	5	4	3	2	1

Table 1 shows the components selected for the study and the scores were awarded to each component. The scores will vary depending upon the responses. The researcher has given a five-point scale in the interview schedule and the scale has been used by the respondents. The attitude has been measured by applying the scoring scheme. The maximum score is '155' when a passenger 'strongly agreed' to all statements (i.e. $31 \times 5 = 155$) and the minimum score is '31' when an investor 'strongly disagreed' to all statements (i.e. $31 \times 1 = 31$). Therefore, each of the 150 respondents will get a score between 31 and 155. If a respondent gets total scores below 99, he belongs to low level attitude group. If a respondent gets total scores between 99 and 119, he belongs to medium level attitude group. If a respondent gets total scores above 119, he belongs to high level attitude group.

Level of Attitude of Respondents

On the basis of scores allotted, the respondents have been categorized into three groups namely Low, Medium, and High. When the scale has been applied to the sample, it has been found out that 23 respondents belong to 'Low' level attitude group, 98 respondents to 'Medium' level attitude group, and 29 to 'High' level attitude group. Table 2 shows the level of attitude of 150 respondents under the study.

Table – 2
Level of Attitude of Respondents

S. No.	Category	No. of Respondents	Percentage
1	Low	23	15.33
2	Medium	98	65.34
3	High	29	19.33
	Total	150	100.00

It is inferred from Table 2 that 29 (19.33%) respondents belong to high level attitude group, 98 (65.34%) respondents belong to medium level attitude group and the remaining 23 (15.33%) respondents belong to low level attitude group.

Component-wise Analysis

The attitude of respondents has been measured with the help of Likert's five-point scale. For this purpose 31 components have been constructed. The impact of these 31 components has been analyzed. It is found that the attitude varies on some components which are more significant and those components which are less significant.

Response to Enquiries

The researcher has made an attempt towards the enquiries made by the respondents. Table 3 shows result of the score for this component.

Table – 3
Enquiries are correctly responded

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	17	85
2	Agree	4	79	316
3	No Opinion	3	43	129
4	Disagree	2	8	16
5	Strongly Disagree	1	3	3
	Total		150	549
Mean Score = 3.66				

Table 3 portrays that, out of 150 sample respondents, 17 respondents have strongly agreed, 79 respondents have agreed, 43 respondents have not given any opinion, 8 respondents have disagreed and 3 respondents have strongly disagreed to the statement. The mean score for the component is 3.66.

Prompt Reply

The following Table 4 shows the opinion regarding politeness and prompt reply made by the reservation staff.

Table – 4
Reservation staffs are polite and reply promptly

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	27	135
2	Agree	4	51	204
3	No Opinion	3	55	165
4	Disagree	2	17	34
5	Strongly Disagree	1	0	0
	Total		150	538
Mean Score = 3.59				

Table 4 reveals that out of 150 sample respondents, 27 respondents have strongly agreed, 51 respondents have agreed, 55 respondents have not given any opinion, and 17 respondents have disagreed. None of the respondents have strongly disagreed the statement. The mean score for the component is 3.59.

Tender Exact Amount

Table 5 shows the opinion in respect of reservation staff towards demanding exact amount.

TABLE – 5
Reservation staff demand exact amount

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	38	190
2	Agree	4	74	296
3	No Opinion	3	34	102
4	Disagree	2	4	8
5	Strongly Disagree	1	0	0
	Total		150	596
Mean Score = 3.97				

It is observed from the above Table 5 that out of 150 sample respondents, 38 respondents have strongly agreed, 74 respondents have agreed, 34 respondents have not given any opinion, and 4 respondents have disagreed. None of the respondents have strongly disagreed the statement. The mean score for the component is 3.97.

Prompt Payment of Cancellation Amount

Table 6 illustrates the opinion towards the prompt payment of cancellation amount by the reservation staff.

Table – 6
Cancellation amount are promptly paid

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	40	200
2	Agree	4	82	328
3	No Opinion	3	26	78
4	Disagree	2	2	4
5	Strongly Disagree	1	0	0
	Total		150	610
Mean Score = 4.07				

Table 6 portrays that, out of 150 sample respondents, 40 respondents have strongly agreed, 82 respondents have agreed, 26 respondents have not given any opinion, and 2 respondents have disagreed. None of the respondents in the sample survey have strongly disagreed to the statement. The mean score for the component is 4.07.

Retiring Rooms are Clean and Hygienic

The following Table 7 shows the opinion in respect of the hygienic conditions of the rooms.

Table – 7
Retiring rooms are clean and hygienic

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	13	65
2	Agree	4	75	300
3	No Opinion	3	51	153
4	Disagree	2	8	16
5	Strongly Disagree	1	3	3
	Total		150	537
Mean Score = 3.58				

Table 7 reveals that out of 150 sample respondents, 13 respondents have strongly agreed, 75 respondents have agreed, 51 respondents have not given any opinion, 8 respondents have disagreed, and 3 respondents have strongly disagreed the statement. The mean score for the component is 3.59.

Availability of Chairs

Table 8 explains the availability of sufficient chairs at waiting room. It is presented below:

Table – 8
Sufficient chairs are available

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	4	20
2	Agree	4	65	260
3	No Opinion	3	49	147
4	Disagree	2	27	54
5	Strongly Disagree	1	5	5
	Total		150	486
Mean Score = 3.24				

It is observed from the above Table 8 that out of 150 sample respondents, 4 respondents have strongly agreed, 65 respondents have agreed, 49 respondents have not given any opinion, 27 respondents have disagreed, and 5 respondents have strongly disagreed the statement. The mean score for the component is 3.24.

Wheel Chairs

The opinion regarding the provision of wheel chairs at free of cost has been analyzed. The result is given in Table 9.

Table – 9
Provision of wheel chair at free of cost

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	5	25
2	Agree	4	35	140
3	No Opinion	3	69	207
4	Disagree	2	24	48
5	Strongly Disagree	1	17	17
	Total		150	437
Mean Score = 2.91				

Table 9 portrays that, out of 150 sample respondents, 5 respondents have strongly agreed, 35 respondents have agreed, 69 respondents have not given any opinion, 24 respondents have disagreed and 17 respondents have strongly disagreed to the statement. The mean score for the component is 2.91.

Sufficient Display Boards

Table 10 given below reveals the availability of sufficient display boards at Madurai Railway Junction.

Table – 10
Sufficient Display Boards

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	5	25
2	Agree	4	51	204
3	No Opinion	3	69	207
4	Disagree	2	25	50
5	Strongly Disagree	1	0	0
	Total		150	486
Mean Score = 3.24				

Table 10 reveals that out of 150 sample respondents, 5 respondents have strongly agreed, 51 respondents have agreed, 69 respondents have not given any opinion, and 25 respondents have disagreed. None of the respondents have strongly disagreed the statement. The mean score for the component is 3.24.

Touch Screen

The opinion regarding the working condition of touch screen has been analyzed. The result is given in Table 11.

Table – 11
Touch screen in working condition

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	11	55
2	Agree	4	57	228
3	No Opinion	3	46	138
4	Disagree	2	24	48
5	Strongly Disagree	1	12	12
	Total		150	481
Mean Score = 3.21				

It is observed from the above Table 11 that out of 150 sample respondents, 11 respondents have strongly agreed, 57 respondents have agreed, 46 respondents have not given any opinion, 24 respondents have disagreed and 12 respondents have strongly disagreed the statement. The mean score for the component is 3.21.

Inter Voice Response System

The opinion regarding the intimation of correct reservation position by the inter voice response (IVR) system has been gathered by the researcher. The result is presented in Table 12.

Table – 12
Correct intimation of reservation

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	8	40
2	Agree	4	75	300
3	No Opinion	3	55	165
4	Disagree	2	12	24
5	Strongly Disagree	1	0	0
	Total		150	529
Mean Score = 3.53				

Table 12 portrays that, out of 150 sample respondents, 8 respondents have strongly agreed, 75 respondents have agreed, 55 respondents have not given any opinion, and 12 respondents have disagreed. None of the respondents have strongly disagreed to the statement. The mean score for the component is 3.53.

No Charge for Luggage

Normally no charge is levied by the Railways for luggage carried with the passengers. The opinion of respondents is presented in Table 13.

Table – 13
No charge for luggage carried with passengers

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	21	105
2	Agree	4	71	284
3	No Opinion	3	47	141
4	Disagree	2	11	22
5	Strongly Disagree	1	0	0
	Total		150	552
Mean Score = 3.68				

Table 13 reveals that out of 150 sample respondents, 21 respondents have strongly agreed, 71 respondents have agreed, 47 respondents have not given any opinion, and 11 respondents have disagreed. None of the respondents have strongly disagreed the statement. The mean score for the component is 3.68.

Quality Food

Table 14 given below proves the sale of quality foods at restaurants in Madurai Railway Junction.

Table – 14
Sale of quality food

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	5	25
2	Agree	4	66	264
3	No Opinion	3	59	177
4	Disagree	2	15	30
5	Strongly Disagree	1	5	5
	Total		150	501
Mean Score = 3.34				

It is observed from the above Table 14 that out of 150 sample respondents, 5 respondents have strongly agreed, 66 respondents have agreed, 59 respondents have not given any opinion, 15 respondents have disagreed, and 5 respondents have strongly disagreed the statement. The mean score for the component is 3.34.

Fixed Prices for Refreshment

The Table 15 shows the opinion in respect of the collection of fixed prices for refreshment.

Table – 15
Fixed prices collected for refreshment

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	5	25
2	Agree	4	74	296
3	No Opinion	3	58	174
4	Disagree	2	10	20
5	Strongly Disagree	1	3	3
	Total		150	518
	Mean Score	3.45		

Table 15 portrays that, out of 150 sample respondents, 5 respondents have strongly agreed, 74 respondents have agreed, 58 respondents have not given any opinion, 10 respondents have disagreed and 3 respondents have strongly disagreed to the statement. The mean score for the component is 3.45.

Low Charges for Parcels

Table 16 explains the low charges levied for sending parcels by railways. It is presented below:

Table – 16
Low charges are charged for sending parcels

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	7	35
2	Agree	4	84	336
3	No Opinion	3	51	153
4	Disagree	2	3	6
5	Strongly Disagree	1	5	5
	Total		150	535
Mean Score = 3.57				

Table 16 reveals that out of 150 sample respondents, 7 respondents have strongly agreed, 84 respondents have agreed, 51 respondents have not given any opinion, 3 respondents have disagreed, and 5 respondents have strongly disagreed the statement. The mean score for the component is 3.57.

Cloak Room

The opinion regarding the services of cloak room has been analyzed. The result is given in Table 17.

Table – 17
Cloak room service is good

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	3	15
2	Agree	4	91	364
3	No Opinion	3	46	138
4	Disagree	2	8	16
5	Strongly Disagree	1	2	2
	Total		150	535
Mean Score = 3.57				

It is observed from the above Table 17 that out of 150 sample respondents, 3 respondents have strongly agreed, 91 respondents have agreed, 46 respondents have not given any opinion, 8 respondents have disagreed, and 2 respondents have strongly disagreed the statement. The mean score for the component is 3.57.

Fast Food Stall

The opinion regarding the availability of fast foods at all times at railway station has been analyzed. The result is given in Table 18.

Table – 18
Fast Food is available at all times

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	18	90
2	Agree	4	93	372
3	No Opinion	3	33	99
4	Disagree	2	6	12
5	Strongly Disagree	1	0	0
	Total		150	573
Mean Score = 3.82				

Table 18 portrays that, out of 150 sample respondents, 18 respondents have strongly agreed, 93 respondents have agreed, 33 respondents have not given any opinion, and 6 respondents have disagreed. None of the respondents have strongly disagreed to the statement. The mean score for the component is 3.82.

Pau and Use Toilets

Table 19 given below reveals the collection of exact amount for pay and use toilets.

Table – 19
Pay and use toilets collect exact amount

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	11	55
2	Agree	4	92	368
3	No Opinion	3	27	81
4	Disagree	2	2	4
5	Strongly Disagree	1	18	18
	Total		150	526
Mean Score = 3.51				

Table 19 reveals that out of 150 sample respondents, 11 respondents have strongly agreed, 92 respondents have agreed, 27 respondents have not given any opinion, 2 respondents have disagreed, and 18 respondents have strongly disagreed the statement. The mean score for the component is 3.51.

Train Timings

The following Table 20 shows the opinion in respect of the display of correct train timings.

Table – 20
Correct display of training timings

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	20	100
2	Agree	4	88	352
3	No Opinion	3	28	84
4	Disagree	2	10	20
5	Strongly Disagree	1	4	4
	Total		150	560
Mean Score = 3.73				

It is observed from the above Table 20 that out of 150 sample respondents, 20 respondents have strongly agreed, 88 respondents have agreed, 28 respondents have not given any opinion, 10 respondents have disagreed, and 4 respondents have strongly disagreed the statement. The mean score for the component is 3.73.

Drinking Water

Table 21 explains the availability of drinking water at all times.

Table – 21
Drinking water available at all times

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	15	75
2	Agree	4	47	188
3	No Opinion	3	52	156
4	Disagree	2	32	64
5	Strongly Disagree	1	4	4
	Total		150	487
Mean Score = 3.25				

Table 21 portrays that, out of 150 sample respondents, 15 respondents have strongly agreed, 47 respondents have agreed, 52 respondents have not given any opinion, 32 respondents have disagreed and 4 respondents have strongly disagreed to the statement. The mean score for the component is 3.25.

Sale of Approved Mineral Waters

The opinion regarding the sale of approved mineral waters in the railway junction has been analyzed. The result is given in Table 22.

Table – 22
Sale of approved mineral waters

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	11	55
2	Agree	4	50	200
3	No Opinion	3	64	192
4	Disagree	2	22	44
5	Strongly Disagree	1	3	3
	Total		150	494
Mean Score = 3.29				

Table 22 reveals that out of 150 sample respondents, 11 respondents have strongly agreed, 50 respondents have agreed, 64 respondents have not given any opinion, 22 respondents have disagreed, and 3 respondents have strongly disagreed the statement. The mean score for the component is 3.29.

Licensed Vendors

Table 23 given below reveals the charging of correct rate by the licensed vendors at Madurai Railway Junction.

Table – 23
Licensed vendors charges correct rate

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	5	25
2	Agree	4	65	260
3	No Opinion	3	51	153
4	Disagree	2	26	52
5	Strongly Disagree	1	3	3
	Total		150	493
Mean Score = 3.29				

It is observed from the above Table 23 that out of 150 sample respondents, 5 respondents have strongly agreed, 65 respondents have agreed, 51 respondents have not given any opinion, 26 respondents have disagreed, and 3 respondents have strongly disagreed the statement. The mean score for the component is 3.29.

Porters

The opinion regarding the demanding of charges by porters has been gathered by the researcher. The result is presented in Table 24

Table – 24
Porters demand nominal charges

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	9	45
2	Agree	4	27	108
3	No Opinion	3	65	195
4	Disagree	2	27	54
5	Strongly Disagree	1	22	22
	Total		150	424
Mean Score = 2.83				

Table 24 portrays that, out of 150 sample respondents, 9 respondents have strongly agreed, 27 respondents have agreed, 65 respondents have not given any opinion, 27 respondents have disagreed and 22 respondents have strongly disagreed to the statement. The mean score for the component is 2.83.

ATM at Railway Station

Table 25 explains the usefulness of ATM at railway station. It is presented below:

Table – 25
Usefulness of ATM at railway station

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	49	245
2	Agree	4	61	244
3	No Opinion	3	40	120
4	Disagree	2	0	0
5	Strongly Disagree	1	0	0
	Total		150	609
Mean Score = 4.06				

Table 25 reveals that out of 150 sample respondents, 49 respondents have strongly agreed, 61 respondents have agreed, and 40 respondents have not given any opinion. None of the respondents have either disagreed or strongly disagreed the statement. The mean score for the component is 4.06.

Availability of all Necessaries

The opinion regarding the availability of all necessities of passengers has been analyzed. The result is given in Table 26.

Table – 26
Availability of necessities of passengers at stalls

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	25	125
2	Agree	4	80	320
3	No Opinion	3	33	99
4	Disagree	2	9	18
5	Strongly Disagree	1	3	3
	Total		150	565
Mean Score = 3.77				

It is observed from the above Table 26 that out of 150 sample respondents, 25 respondents have strongly agreed, 80 respondents have agreed, 33 respondents have not given any opinion, 9 respondents have disagreed and 3 respondents have strongly disagreed the statement. The mean score for the component is 3.77.

Booking Counter for Ladies

Table 27 reveals the availability of separate booking counter for ladies at Madurai Railway Junction.

Table – 27
Availability of separate booking counters for ladies

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	31	155
2	Agree	4	41	164
3	No Opinion	3	55	165
4	Disagree	2	20	40
5	Strongly Disagree	1	3	3
	Total		150	527
Mean Score = 3.51				

Table 27 portrays that, out of 150 sample respondents, 31 respondents have strongly agreed, 41 respondents have agreed, 55 respondents have not given any opinion, 20 respondents have disagreed and 3 respondents have strongly disagreed to the statement. The mean score for the component is 3.51.

Tourist Information Centre

The opinion regarding the services of tourist information centre has been analyzed. The result is given in Table 28.

Table – 28
Tourist information centre service is good

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	19	95
2	Agree	4	71	284
3	No Opinion	3	42	126
4	Disagree	2	16	32
5	Strongly Disagree	1	2	2
	Total		150	539
Mean Score = 3.59				

Table 28 reveals that out of 150 sample respondents, 19 respondents have strongly agreed, 71 respondents have agreed, 42 respondents have not given any opinion, 16 respondents have disagreed, and 2 respondents have strongly disagreed the statement. The mean score for the component is 3.59.

Parking Stands

The following Table 29 shows the opinion in respect of the adequacy of parking stands.

Table – 29
Parking stands are adequate

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	23	115
2	Agree	4	84	336
3	No Opinion	3	31	93
4	Disagree	2	12	24
5	Strongly Disagree	1	0	0
	Total		150	568
Mean Score = 3.79				

It is observed from the above Table 29 that out of 150 sample respondents, 23 respondents have strongly agreed, 84 respondents have agreed, 31 respondents have not given any opinion, and 12 respondents have disagreed. None of the respondents have strongly disagreed the statement. The mean score for the component is 3.79.

East Entry and West Entry

Table 30 illustrates the opinion towards the usage of both the East entry and West entry by all.

Table – 30
East and West entries are used by all

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	38	190
2	Agree	4	50	200
3	No Opinion	3	47	141
4	Disagree	2	15	30
5	Strongly Disagree	1	0	0
	Total		150	561
Mean Score = 3.74				

Table 30 portrays that, out of 150 sample respondents, 38 respondents have strongly agreed, 50 respondents have agreed, 47 respondents have not given any opinion, and 15 respondents have disagreed. None of the respondents have strongly disagreed to the statement. The mean score for the component is 3.74.

Speakers

Table 31 shows the opinion in respect of information passed through speakers at all platforms.

Table – 31
Train timings are informed through speakers

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	36	180
2	Agree	4	64	256
3	No Opinion	3	46	138
4	Disagree	2	4	8
5	Strongly Disagree	1	0	0
	Total		150	582
Mean Score = 3.88				

Table 31 reveals that out of 150 sample respondents, 36 respondents have strongly agreed, 64 respondents have agreed, 46 respondents have not given any opinion, and 4 respondents have disagreed. None of the respondents have strongly disagreed the statement. The mean score for the component is 3.88.

Platforms

The researcher has made an attempt towards the sufficiency of platforms. Table 32 shows result of the score for this component.

Table – 32
Platforms are sufficient

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	16	80
2	Agree	4	54	216
3	No Opinion	3	65	195
4	Disagree	2	15	30
5	Strongly Disagree	1	0	0
	Total		150	521
Mean Score = 3.47				

It is observed from the above Table 32 that out of 150 sample respondents, 16 respondents have strongly agreed, 54 respondents have agreed, 65 respondents have not given any opinion, and 15 respondents have disagreed. None of the respondents have strongly disagreed the statement. The mean score for the component is 3.47.

Facilities at Platforms

Table 33 shows the opinion in respect of the availability of equal facilities at all the platforms.

Table – 33
All platforms have equal facilities

S. No.	Opinion	Score Rates	No. of Respondents	Total Scores
1	Strongly Agree	5	8	40
2	Agree	4	36	144
3	No Opinion	3	51	153
4	Disagree	2	24	48
5	Strongly Disagree	1	31	31
	Total		150	416
Mean Score = 2.77				

Table 33 portrays that, out of 150 sample respondents, 8 respondents have strongly agreed, 36 respondents have agreed, 51 respondents have not given any opinion, 24 respondents have disagreed and 31 respondents have strongly disagreed to the statement. The mean score for the component is 2.77.

THE OVERALL IMPACT OF THE COMPONENTS

The overall impact of the 31 components is shown in Table 34.

Table – 34
The Overall Impact of Components and Scores

S. No.	Statements	No. of Respondents					Total Scores	Mean Scores
		SA	A	NO	DA	SDA		
1.	Enquiries are correctly responded	17	79	43	8	3	549	3.66
2.	Reservation staff are polite and reply promptly	27	51	55	17	0	538	3.59
3.	Reservation staff demand exact amount	38	74	34	4	0	596	3.97
4.	Cancellation amounts are promptly paid by the Reservation staff	40	82	26	2	0	610	4.07
5.	Retiring rooms are clean and hygienic	13	75	51	8	3	537	3.58
6.	Sufficient chairs are available at waiting room	4	65	49	27	5	486	3.24
7.	Wheel Chairs are provided at free of cost	5	35	69	24	17	437	2.91
8.	Sufficient display boards	5	51	69	25	0	486	3.24
9.	Touch screen is always in working condition	11	57	46	24	12	481	3.21
10.	Inter voice response (IVR) system state the reservation position correctly	8	75	55	12	0	529	3.53
11.	No charge is levied for luggage carried with the passengers.	21	71	47	11	0	552	3.68
12.	Quality food is sold at restaurant	5	66	59	15	5	501	3.34
13.	Fixed prices are collected for refreshment	5	74	58	10	3	518	3.45
14.	Low charges are charged for sending parcels	7	84	51	3	5	535	3.57
15.	Cloak room service is good	3	91	46	8	2	535	3.57
16.	Fast Food is available at all times	18	93	33	6	0	573	3.82
17.	Pay and use toilets collect the exact amount	11	92	27	2	18	526	3.51
18.	Train timings are correctly displayed	20	88	28	10	4	560	3.73
19.	Drinking water is available at all times	15	47	52	32	4	487	3.25
20.	Only approved mineral waters are sold in the railway junction.	11	50	64	22	3	494	3.29
21.	Licensed vendors charges correct rate	5	65	51	26	3	493	3.29
22.	Porters demand nominal charges	9	27	65	27	22	424	2.83
23.	ATM at railway junction is very useful	49	61	40	0	0	609	4.06
24.	All necessities of passengers are available at stalls	25	80	33	9	3	565	3.77
25.	Separate booking counter for ladies is available	31	41	55	20	3	527	3.51
26.	Tourist information centre service is good	19	71	42	16	2	539	3.59
27.	Parking stands are adequate	23	84	31	12	0	568	3.79
28.	Both the East entry and West entry are used by all	38	50	47	15	0	561	3.74
29.	Train timings are informed at all platforms through speakers	36	64	46	4	0	582	3.88
30.	Number of platforms are sufficient	16	54	65	15	0	521	3.47
31.	All the platforms have equal facilities	8	36	51	24	31	416	2.77
	Total	543	2033	1488	438	148	16335	

It is evident from Table 34 that 543 respondents have favoured for 'Strongly Agree', 2033 for 'Agree', 1488 for 'No Opinion', 438 for 'Disagree' and 148 for 'Strongly Disagree'. In total all the respondents have responded to 4650 responses, as

detailed above. Of the components identified, the component 'Cancellation amounts are promptly paid by the Reservation staff' and 'ATM at railway junction is very useful' have secured high scores i.e. 610 and 609 respectively.

FINDINGS

The major findings of the study are –

- It is evident that the cancellation amounts are promptly paid.
- The ATM at railway station is very useful to passengers.

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