

# A Study on Passenger Satisfaction Towards Vande Bharat on Indian Railway With Special Reference To Coimbatore

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## Abstract

This study aims to analyze Passenger satisfaction with the Vande Bharat Express on Indian Railways in Coimbatore. The research focuses on gathering feedback to understand passengers' experiences and identify areas for improvement in service delivery. The findings will contribute valuable insights for enhancing the overall quality of the railway service.

**Keywords:** Passenger satisfaction, Vande Bharat, Indian Railway, Coimbatore.

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## INTRODUCTIONS

The study focuses on assessing passenger satisfaction with the Vande Bharat train services operated by Indian Railways in Coimbatore. Analyzing various factors influencing satisfaction levels will contribute valuable insights to enhance the overall passenger experience on this modern train service.

The Vande Bharat Express, a flagship project of the Indian Railways, represents a significant leap in the modernization of train services in India. With its advanced features and amenities, the Vande Bharat Express aims to enhance the travel experience for passengers. In Coimbatore, where the railway network plays a crucial role in transportation, understanding passenger satisfaction with the Vande Bharat Express is essential for improving service quality and meeting passenger expectations. This study investigates passenger satisfaction with the Vande Bharat Express in Coimbatore. By examining various factors such as comfort, cleanliness, punctuality, ticketing process, and overall experience, the study aims to provide insights into areas of strength and areas needing improvement. Understanding passenger perceptions and preferences can help Indian Railways in Coimbatore their services to better meet passenger needs, ultimately enhancing the overall travel experience and satisfaction levels.

## OBJECTIVES OF THE STUDYS

- Assess the overall satisfaction levels of passengers traveling on Vande Bharat trains in Coimbatore.
- Measure the extent to which passengers find the services and facilities provided by Vande Bharat trains satisfactory.
- Evaluate the quality of services offered on Vande Bharat trains, including onboard services, amenities, and staff behavior.
- Examine the efficiency of ticketing and reservation processes.

## SCOPE OF THE STUDY

- Assess the overall quality of Vande Bharat services in Coimbatore, including punctuality, cleanliness, comfort, and efficiency.
- Evaluate the availability and functionality of amenities such as seating arrangements, restrooms, catering services, etc.
- Investigate the overall experience of passengers during their journey on Vande Bharat trains
- Explore factors that contribute to a positive or negative passenger experience, such as staff behavior, information dissemination, and communication.

## LIMITATION OF THE STUDY

- The study may be limited by the size of the sample, making it challenging to generalize findings to the entire population of Vande Bharat users in Coimbatore.
- If the sample is not representative of different demographics, travel purposes, or socio-economic

backgrounds, the findings may lack broader applicability.

- The study may have limitations regarding the number of participants surveyed, which could affect the generalizability of the findings to the broader population of Vande Bharat train users in Coimbatore.
- The study might have been conducted within a limited timeframe, restricting the depth of data collection and analysis.

### **STATEMENT OF THE PROBLEM**

The study aims to investigate Passenger satisfaction with the Vande Bharat service on Indian Railways in Coimbatore . The problem statement involves assessing various factors influencing satisfaction levels, such as service quality, punctuality, amenities, and overall passenger experience.

The research seeks to identify factors influencing passenger satisfaction, including service quality, amenities provided, ticketing process, cleanliness, punctuality, and overall experience. By understanding these factors, the study aims to provide insights for Indian Railways to improve the quality of service and enhance passenger satisfaction levels on the Vande Bharat trains in Coimbatore.

### **LITERATURE REVIEW**

Kalavathi and kathir (2019), used chi square test, percentage analysis and ANOVA to measure the level passengers' satisfaction on the amenities provided by southern railways in Coimbatore . It was found that the majority of the respondents have reserved their tickets through the station counter prior to 3-6 days of travel. The services must be provided at world class level to make the passengers enjoy the travel and it will improve thereby increasing the level of satisfaction of the passengers.

Kumar & Selvam (2018) in their study, "A Study on Passengers' Satisfaction towards Railway services with reference to Coimbatore" concluded that the service quality could be enhanced through proper and effective maintenance. The perception of the passengers should be considered while formulating policies and implementing the plans.

Christoph Wolff (2016) summarized that Indian Railways must separate tangential areas, such as manufacturing and catering, from its core business of providing logistics service for freight passenger

service. India has the world's most vertically integrated rail system.

Mr. P.Vimal Kumar, Mr. Ravi.P ( 2015), found that there is a need for integration passenger concerns the railway operations, planning and processes that will have good impact the services offered. The study addressed that passenger concerns are to be handled effectively and monitor the maintenance and create good quality services.

Salim and jon (2012) suggests that a good platform is required the exchange of views, experiences and good practices that improve performance, competitiveness and quality of Indian Railway

### **RESEARCH METHODOLOGY**

Review existing literature on passenger satisfaction in railway services, particularly focusing on Vande Bharat trains and similar services. This helps in understanding previous research findings, methodologies, and gaps in the literature. Determine the research design, whether it's descriptive, correlational, experimental, or a combination. Given that this study is likely descriptive, you would focus on understanding the current level of satisfaction among Vande Bharat passengers in

Coimbatore. Decide on the sampling technique (e.g., random sampling, stratified sampling) and sample size. Ensure the sample is representative of the Vande Bharat passengers in Coimbatore.

#### **Method Of Data Collection**

The data collected for this study

**Primary Data:** The primary data are those which are collected from the by vende bharat passenger use of google form primary.

**Secondary Data:** Secondary Data is data collected from the internet, books, journals, etc.

**Area of study:** The area of study is through Coimbatore .

**Sample size:** Nearly 150 respondents from vande bharat passenger of Coimbatore was selected.

**Tools used for Analysis:** Data analysis tools are simple percentages and chi-square tests.

**Data analysis and interpretation**

**Simple percentage analysis**

Table 1: showing age of the respondents

Age	Respondents	Percentage
Below	33	22%
21-30	69	46%
31-40	43	28.7%
Above	5	3.3%
Total	150	100%

**INTERPRETATION**

It is interpreted that it was found that majority (46%) of

The respondents are in the age group of 21-30.

Table 2: showing the platform for ticket booking.

	Respondents	Percentage
IRCTC Website	63	42%
Mobile app	43	28.7
Railway station counter	42	28%
E-Ticket	2	1.3%
Total	150	100%

**INTERPRETATION**

It is interesting that it was found that the majority (42%) of the Vande Bharat express the majority of respondents on IRCTC.

Table 1: Chi-square analysis.

O	E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
17	15.34	2.76	0.180
25	23.6	1.96	0.083
15	19.27	18.23	0.946
2	0.7	1.69	2.414
15	15.34	0.12	0.008
25	23.6	1.96	0.083
19	19.27	0.07	0.004
0	0.7	0.49	0.700

6	8.06	4.24	0.527
10	12.4	5.76	0.465
15	10.12	23.81	2.353
0	0.41	0.17	0.410
1	0.26	0.55	2.106
0	0.4	0.16	0.400
0	0.32	0.10	0.320
0	0.01	0.00	0.010
<b>150</b>	<b>149.8</b>	<b>62.07</b>	<b>11.008</b>

**CHI-SQUARE ANALYSIS FORMULA.**

Chi-square analysis formula

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

Degree of freedom = (r-1) (c-1)

Source: Primary data

Significance level = 0.05

**RESULT**

Calculated value (11.008)

Total value (16.92)

The calculated value is less than the table value (11.008 < 16.92) hence there is no significant relationship between the age and booking platform.

**FINDINGS**

- The Majority (65.3%) of the Response are male.
- The Majority (46%) of the Response are between 21-30.
- The Majority (39.3) of the Response of students.
- The Majority (40%) of the Response income level 20001-25000
- The Majority (62.7%) of the Response of unmarried
- The Majority (36%) of the Response of weekly.
- The Majority (42%) of the Response of average
- The Majority (42%) of the Response of IRCTC Website
- The Majority (38.7%) of the Response of Satisfied
- The Majority (38%) of the Response of work
- The Majority (40%) of the Response 1-2 hours
- The Majority (35.8%) of the Response of good
- The Majority (39.3%) of the Response public nuisance
- The Majority (58.7%) of the Response of mobile charging facility

- The Majority (60%) of the Response of Ari conditioned classes
- The Majority (56.7%) of the Response of Excellent
- The Majority (40%) of the Response of Satisfied
- The Majority (47.3%) of the Response somewhat likely
- The Majority (55.3%) of the Response is No

#### SUGGESTION

Develop a structured questionnaire to gather feedback from passengers about their experience with Vande Bharat trains, covering aspects such as comfort, cleanliness, punctuality, staff behavior, amenities, ticketing process, and overall satisfaction.

Decide on a representative sample size and sampling method (e.g., random sampling, stratified sampling) to ensure your survey results accurately reflect the views of passengers in Coimbatore. Conduct the survey either through face-to-face interviews at railway stations or online surveys, depending on feasibility and accessibility to passengers. Compare the satisfaction levels of Vande Bharat trains with other modes of transportation available in Coimbatore city, such as traditional trains or buses, to provide a comprehensive understanding of passenger preferences. Ensure that the survey respects ethical guidelines, such as obtaining informed consent from participants and maintaining confidentiality of their responses. Take measures to enhance the validity and reliability of the survey instrument to ensure the accuracy and consistency of the data collected.

#### CONCLUSION

The study on passenger satisfaction towards the Vande Bharat Express on the Indian Railways with a special focus on Coimbatore reveals several key findings. Overall, passenger satisfaction levels are found to be positive, with passengers appreciating the train's speed, comfort, and modern amenities. However, there are areas for improvement, such as enhancing onboard services, ensuring timely departures and arrivals, and addressing any operational issues. Additionally, there is a demand for increased frequency and connectivity to other destinations from Coimbatore. By addressing these concerns, Indian Railways can further enhance passenger satisfaction and ensure the success of the Vande Bharat Express in Coimbatore and beyond.

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