METHODOLOGY

Research Design
The research design refers to the overall strategy that you choose to integrate the different components of the E-Ticketing a coherent and logical way, thereby, ensuring the proper research problem.
In research, obtaining information relevant to the research problem generally entails specifying the type of evidence needed to test a theory, to evaluate a program, or to accurately describe and assess meaning related to an observable phenomenon.
The research conducted shall be of Descriptive and Analytical in nature. The research design and the steps adopted in research methodology kept in focus the objectives set for the study and the general hypothesis of the study. The numbers of Null hypothesis have been formulated for the study shall be also subjected to statistical method of testing. The objectives, general hypothesis, different null hypothesis become the center of research methodology to fulfil the purpose of the research.

Sampling Technique

Sample for the Study
The study will be carried out on the randomly selected 50 passengers on seven main stations using E-Ticketing. On the basis of convenient and judgmental sampling 350 samples will be collected. Proportionate stratified sampling technique was employed for the selection of the sample. Due representation was given to the factors like age, sex, job, category, qualification and experience of the user.

Tools Used For Data Collection
Data were collected through questionnaires distributed to different users of E-Ticketing and other organizations.
The questionnaires contained three parts:
1. General Data Sheet.
2. Questions Relating to User Friendly and Security

Collection of Data:
The collection of data consists of both primary data and secondary data. The primary data shall be collected by floating a structured questionnaire. Before finalizing the structured questionnaire, the questionnaire was subjected to pilot testing. By removing the difficulties
the final structured questionnaire. The discussions, opinions and interaction with the degree college teachers’ could provide better understanding in their feelings towards level satisfaction they have. The structured questionnaire consisted of 30 - 35 questions having sub questions. The questions provided multiple choices, out of which the respondent have to select the appropriate choice. The structured questionnaire shall be distributed to the various customers and agents. The responded questionnaire was subjected to editing so as to eliminate incomplete questionnaire and non-properly filled questionnaires.

**Statistical Techniques**

Statistic is a branch of science. To measure we need some instruments or tools as we need instruments like measuring tape or thermometer etc. Statistical is employed as a tooling solving or analyzing the problem of research. In the study of statistics the scale measurement is needed for measuring various variables. Statistics is numerical statement of facts. Statistics deal with only the quantitative data for example per capita income, population growth etc. Statistics by qualitative aspects such as honesty, intelligence, power cannot be study directly. So we convert qualitative data into qualitative data for better results.

**Statistical Methods:**

The classified data were subjected to the statistical method of analysis. The statistical method adopted consists of Chi-Square Test for testing Hypothesis.

The distribution of people on different classified areas, the mean and standard deviation Tables and the 5 point Likert Test results shall be given in the technical analysis of the subject. The STRATA statistical package and computerized data processing shall be adopted for Tabulation, Analysis and Interpretation of Data.

**Work Plan**
Plan of Proposed Work

1. Literature Review
2. Design of Research instrument
3. Data Collection
4. Data Analysis & Interpretation
5. Thesis Writing
6. Thesis Submission

Proposed Chapterization

Chapter 1 – Introduction

Chapter 2 – Review Literature

Chapter 3 – Research Methodology

Chapter 4 – Results & Discussion

Chapter 5 – Summary, Conclusion & Suggestions

Appendices & Bibliography