Research Methodology:-

The basis of this study will be the survey of travelers and railway employees, in order to collect information on perception, structured and unstructured personal interviews/questionnaire both with travelers and railway employees will be carried out in various part of Mumbai.

Sources of Data

- **Primary data**
  - Survey & Schedule using structured questionnaire with regards to railway travelers
  - Survey using structured questionnaire to respondents through random sampling

- **Secondary Data**
  - Literature from Text Books
  - Literature from articles published in Newspapers & Magazines
  - Literature from the articles published in journals pertaining to Railways
  - Literature from Websites
**Research Design:**

The research design for this study has necessarily got to be concerned with primary and secondary data collection, econometric analysis of the data involving forecasting as well as plenty of exploratory research and by random sampling. The data are processed through SPSS (statistical package for social sciences) and analysis. Often latter has to be there because many aspects of Indian Railways sector in this section remain unnoticed.

**Method of Probability Sampling** -

- **Simple Random Sampling** – This method will be highly suitable for selecting the executives from Fertilizer industry as the elements were clearly identified without any difficulty.

Research Sample Place: - Mumbai

Research Sample Size: - n= 400

Tools for analysis: - SPSS (Frequency tables, ANNOVA)
**Scope of Research**

The Indian Railways is being oldest, cheapest and one of the fastest modes of transport, and being the backbone of Indian economy, it is very necessary to study and understand the level of satisfaction people carry while traveling or taking the services. Their perceived expectation and realistic experience from the passengers/customers need to be measured. It will also help in finding the scope of improvement needed with comparison to International railways. In future our giant structure of railways can be connected to other countries and rest of the world (Europe) later can become as one of the world tourist train. This research attempts to take into account various service quality factors and their impact on customer satisfaction as well as loyalty.

**Limitation:**

This study is restricted to urban sector with special reference to Mumbai only and sample size i.e. n=400 selected would also be a constraint.

**Utility:**

Use of this research which is on Indian Railways and Indian public will find the gap, finding the problem areas will enable them analyze to prioritize the proper allocation of budget and attention areas in delivery of services.