

**A Study on Impact Of Digitalization On IRCTC Booking**

By

**Sruthi Sambavi.A**

**16PTA017**

Thesis Submitted To

**Avinashilingam Institute of Home Science and Higher Education for  
Women, Coimbatore-641043**

In Partial Fulfillment of the Requirements For

**Master Degree**

**In**

**MASTER OF BUSINESS ADMINISTRATION**

**(TOURISM AND TRAVEL MANAGEMENT)**

**April, 2018**

**A Study On Impact Of Digitalization On IRCTC Booking**

By

**SRUTHI SAMBAVLA**

**16PTA017**

Thesis Submitted To

**Avinashilingam Institute of Home Science and Higher Education for Women,  
Coimbatore-641043**

In partial fulfillment of the requirements for

**Master Degree**

in

**MASTER OF BUSINESS ADMINISTRATION**

**(TOURISM AND TRAVEL MANAGEMENT)**

**April, 2018**

**CERTIFIED AS BONAFIED RESEARCH WORK**

  
Signature of the HOD

Signature of External

Examiner

  
Signature of the

Guide

## ACKNOWLEDGEMENT

The success of this project lies in the hands of many people who have helped and guide me in completing the project. The researcher takes this opportunity to express her thanks and gratitude to each and every one of them.

It gives me immense pleasure and pride to place on record my sincere gratitude to all inspired and help me in this endeavor. After all the academic pursuit has led me draw inspiration for many source.

My sincere thanks to our beloved **Chancellor Padmashree Dr. P. R. Krishnakumar, Vice Chancellor Dr. Premavathy Vijayan and the Registrar Dr. S. Kowsalya M.BA, M.Phil., Ph.D.** Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for giving us an opportunity to undertake the project work which forms part of the curriculum.

I would express my sincere thanks to **Dr. Bindu V. T, MTA, M.Phil, PGDBA., Ph.D. Assistant Professor and Head of Department of Tourism Management,** Avinashilingam Institute for Home science and Higher Education for Women, Coimbatore.

I wish to express my deep sense of gratitude and profound thanks to the project guide **Dr. Bindu V. T, MTA, M.Phil, PGDBA., Ph.D. Assistant Professor and Head of Department of Tourism Management,** Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for my inspiration and well-wisher for her keen interest, valuable guidance and consultant encouragement without whom this would have not taken shape.

We are, also thankful to the respondents for their support in completing our research.

Last but not least we wish to thank each and every one of our friends who have helped us in making this research success.

## TABLE OF CONTENTS

<b>CHAPTER NO</b>	<b>TITLE</b>	<b>PAGE NO</b>
<b>I</b>	<b>INTRODUCTION</b>	1-14
	1.1 Tourism	1-2
	1.2 Indian Railways	2-3
	1.3 History	3-4
	1.3.1 Subsidiaries and Undertakings	4
	1.3.2 Human Resources	4
	1.3.3 Electrification	5
	1.3.4 Links with adjacent countries	5-6
	1.4 UNESCO World Heritage Sites	6
	1.5 Financial Performance and GDP Contribution of Indian Railways	6-7
	1.5 Challenges Of Indian Railways	7-8
	1.5.1 Zones And Divisions Of Indian Railways	8-9
	1.5.2 Recruitment and Training	9
	1.6 Notable Tourist Trains	9-10
	1.7 Indian Railway Catering and Tourism Corporation (IRCTC)	10
	1.7.1 Online ticketing	10
	1.7.2 Tatkal scheme	10-11
	1.7.3 Tourism	11
	1.7.4 Catering	11-12
	1.8 Need for the study	12
	1.9. Scope of the study	13
	1.10. Objectives of the study	13
	1.11. Limitations of the study	13
	1.12. Chapterization	13-14
<b>II</b>	<b>REVIEW OF LITERATURE</b>	12-25
	2.1 Introduction	15
	2.2 Demonetisation	15-18
	2.3 Digitalization	18-22

	2.4 GST	22-24
	2.5 IRCTC	24-25
	2.6 Conclusion	25
<b>III</b>	<b>RESEARCH METHODOLOGY AND DESCRIPTION OF STUDY</b>	26-41
	3.1 Introduction	26
	3.1.1 Research design	26
	3.1.2 Type Of Research Method	26
	3.1.3 Sampling design	27
	3.1.4 Data Collection Method	27
	3.1.5 Data Collection	28-29
	3.1.6 Tools for analysis	29-32
	3.2. Description of the study	32
	3.2.1 Railways in Coimbatore	32
	3.2.2 IRCTC	33
	3.2.3 Demonetization	37
	3.2.4 Digitalization and GDP Growth	38-40
	3.2.5 GST	41-42
<b>IV</b>	<b>ANALYSIS AND INTERPRETATION</b>	43-67
<b>V</b>	<b>FINDINGS, SUGGESTIONS AND CONCLUSION</b>	68-71
	5.1 Findings	68-70
	5.2 Suggestions	70
	5.3 Conclusion	71
<b>VI</b>	<b>BIBLIOGRAPHY</b>	72-78
<b>VII</b>	<b>ANNEXURE</b>	79-82

## LIST OF TABLES

TABLE NO.	TABLE NAME	PAGE NO.
4.1.1	Gender	43
4.1.2	Age	44
4.1.3	Educational qualification	45
4.1.4	Occupation	46
4.1.5	Marital status	47
4.1.6	Annual income	48
4.1.7	Type of family	49
4.1.8	Type of card	50
4.1.9	Payment mode	51
4.2.1	KMO and Bartlett's Test	52
4.2.2	Total variance explained	52-53
4.2.3	Rotated component matrix	55
4.3.1	T-TEST(Gender)	57
4.3.2	T-TEST(Marital status)	58
4.4.1	ANOVA(Age)	59
4.4.2	Post hoc (Age)	60
4.4.3	ANOVA (Educational qualification)	61
4.4.4	Post hoc (Educational qualification)	62
4.4.5	ANOVA (Annual income)	63
4.4.6	ANOVA(Payment mode)	64
4.5.1	Regression model summary	65
4.5.2	ANOVA	65
4.5.3	Co-efficient	65

## LIST OF FIGURES

FIGURE NO.	FIGURE NAME	PAGE NO.
3.1	GST structure	42
4.1.1	Gender	43
4.1.2	Age	44
4.1.3	Educational qualification	45
4.1.4	Occupation	46
4.1.5	Marital status	47
4.1.6	Annual income	48
4.1.7	Type of family	49
4.1.8	Type of card	50
4.1.9	Payment mode	51
4.2.4	Factors of Digitalization	59

# **CHAPTER- 1**

## **INTRODUCTION**

### **1 Introduction**

#### **1.1. Tourism**

Tourism is travel for pleasure, also the theory and practice of touring. It is a business of attracting, accommodating, and entertaining tourists, and the business of operating tours. Tourism may be international, or within the traveller's country. The World Tourism Organization defines tourism more generally, in terms which go "beyond the common perception of tourism as being limited to holiday activity only ", as people "travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes".

Tourism is the act of travel for predominantly recreational or leisure purposes, and also refers to the provision of services in support of this act. According to the World Tourism Organization, tourists are people who "travel to and stay in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited". Tourism, however long its incident duration, has become an extremely popular, global activity. In 2004, there were over 763 million international tourist arrivals. As a service industry, tourism has numerous tangible and intangible elements. Major tangible elements include transportation, accommodation, and other components of a hospitality industry. Major intangible elements relate to the purpose or motivation for becoming a tourist, such as rest, relaxation, the opportunity to meet new people and experience other cultures, or simply to do something different and have an adventure.

Tourism is vital for many countries, due to the income generated by the consumption of goods and services by tourists, the taxes levied on businesses in the tourism industry, and the opportunity for employment and economic advancement by working in the industry. For these reasons NGOs and government agencies may sometimes promote a specific region as a tourist destination, and support the development of a tourism industry in that area. The contemporary phenomenon of mass tourism may sometimes result in over development, however alternative forms of tourism such as ecotourism seek to avoid such outcomes by pursuing tourism in a sustainable way. The terms tourism and travel are sometimes used

interchangeably. In this context travel has a similar definition to tourism, but implies a more purposeful journey. The terms tourism and tourist are sometimes used pejoratively to imply a shallow interest in the cultures or locations visited by tourists

## **1.2 Indian Railways:**

Indian railways (IR) started its 53 km journey between Mumbai and Thane on April 16, 1853 and is today one of the largest Railways in the world. The railway network invariably referred to as ‘the lifeline of the Indian economy’ is spread over 117,996 Km. covering 6906 stations. And now India has the world’s fourth largest rail network and also second largest under single management. Operates more than 19,000 trains every day. It has 2, 29,381 wagons, 59,713 coaches and 8,417 locomotives.

Indian Railways is carrying 22 million passengers every day and carrying 923 million tonnes of freight a year, on both long-distance and suburban routes, from 7,349 stations across India. The trains have a five-digit numbering system. Mail or express trains, the most common types, run at an average speed of 50.6 kilometres per hour (31.4 mph). In the freight segment, Indian Railways runs more than 9,200 trains daily. The average speed of freight trains is around 24 kilometres per hour (15 mph). Modernisation of Railway infrastructure is a priority. Rail Budget 2015-16 has projected an investment plan of Rs 8, 56,020 crore in the next five years, and in this FDI can play a very crucial role. Modernization of railways can be a significant engine of inclusive growth and development for the country and can potentially contribute an additional 1.5% to 2% to GDP.

Railways were the most important infrastructure development in India. They were interconnected with all aspects of Indian society. In terms of the economy, railways are playing a major role in integrating markets and increasing trade. Domestic and international economic trends shaped the pace of railway construction and the demand for the important traffic flows to the ports. In terms of politics, railways shaped the finances of the colonial government and the Princely States. At the same time, Indian political institutions influenced railway ownership and policy, which in turn influenced railway performance. As the twentieth century progressed, railways became a force for independence and democracy.

The Government of India had a strong influence on railways from the beginning, but the Government’s role increased over time. Railways were partially nationalized between 1880 and 1908 as the Government of India assumed a majority ownership stake in the former

guaranteed railway companies. Complete nationalization occurred between 1924 and 1947 as the colonial government assumed full control over operations.

### **1.3 History**

The first railway proposals for India were made in Madras in 1832. The country's first train, Red Hill Railway (built by Arthur Cotton to transport granite for road-building), ran from Red Hills to the Chintadripet bridge in Madras in 1837. India's first passenger train, hauled by three steam locomotives ran for 34 kilometres (21 mi) with 400 people in 14 carriages on 1,676 mm (5 ft 6 in) broad gauge track between Bori Bunder (Mumbai) and Thane on 16 April 1853. The Dapoorie viaduct, India's first railway bridge, was built over the Ulhas River when the Mumbai-Thane line was extended to Kalyan in May 1854. Eastern India's first passenger train ran 24 miles (39 km) from Howrah, near Kolkata, to Hoogly on 15 August 1854. The first passenger train in South India ran 60 miles (97 km) from Royapuram- Veyasarapady (Madras) to Wallajah Road (Arcot) on 1 July 1856.

On 24 February 1873, a horse-drawn 3.8-kilometre (2.4 mi) tram opened in Calcutta between Sealdah and Armenian Ghat Street. In 1897, lighting in passenger coaches was introduced by many railway companies. On 3 February 1925, the first electric passenger train in India ran between Victoria Terminus and Kurla.

The organisation of Indian railways into regional zones began in 1951, when the Southern (14 April 1951), Central (5 November 1951) and Western (5 November 1951) zones were created. Fans and lights were mandated for all compartments in all passenger classes in 1951, and sleeping accommodations were introduced in coaches. In 1956, the first fully air-conditioned train was introduced between Howrah and Delhi. Ten years later, the first containerized freight service began between Mumbai and Ahmedabad. In 1986, computerized ticketing and reservations were introduced in New Delhi.

In 1988, the first Shatabdi Express was introduced between New Delhi and Jhansi; it was later extended to Bhopal. Two years later, the first self-printing ticket machine (SPTM) was introduced in New Delhi. In 1993, air-conditioned three-tier coaches and a sleeper class (separate from second class) were introduced on IR. The CONCERT system of computerized reservations was deployed in New Delhi, Mumbai and Chennai in September 1996. In 1998, coupon validating machines (CVMs) were introduced at Mumbai Chhatrapati Shivaji Maharaj Terminus. The nationwide Concierge system began operation on 18 April 1999. In February 2000, the Indian Railways website went online. On 3 August 2002, IR began online

train reservations and ticketing. Indian Railways announced on 31 March 2017 that the country's entire rail network would be electrified by 2022.

### **1.3.1 Subsidiaries and Undertakings**

IR is a major shareholder in 16 Public Sector Undertakings (PSU) and other organizations that are related to rail transport in India. Notable among this list include:

Financing, Construction and Project Implementation : IRFC, RITES, IRCON, MRVC, RVNL

Land and Station Development: RLDA, IRSDC

Rail Infrastructure: DFCCIL, PRCL

Passenger and Freight Train Operations: KRCL, CONCOR

IT and Communications: CRIS, RCIL

Catering and Tourism: IRCTC

### **1.3.2 Human Resources**

Staff are classified into gazetted (Groups A and B) and non-gazetted (Groups C and D) employees. Gazetted employees carry out executive / managerial / supervisory level tasks. As of March 2017, number of personnel (Groups A & B) constitute 1.2% of the total strength, while Group C & D account for 92.6% and 6.2% respectively.

Recruitment of Group A employees is carried out by the Union Public Service Commission by examination. Recruitment of Group C section and junior engineers and depot material superintendents is conducted by the Railway Recruitment Board. Group C and D employees are recruited by 21 railway recruitment boards and cells, which are controlled by the Railway Recruitment Control Board (RRCB). IR recruits for lower-level positions through its RRB NTPC (Railway Recruitment Board Non-Technical) examination.

The training of all groups is shared among seven centralised training institutes and 295 Training centers located all over India.

IR offers housing and runs its own hospitals, schools and sports facilities for the welfare of its staff.

### **1.3.3 Electrification**

As of 31 March 2017, IR has electrified 25,367 km (15,762 mi) of the route kilometers or 48,239 km (29,974 mi) of the total running track. India uses 25 kV AC traction on all its electrified tracks.

Railway electrification in India began with the first electric train, between Bombay Victoria Terminus and Kurla on the Harbour Line, on 3 February 1925 on the Great Indian Peninsula Railway (GIPR) at 1500 V DC. Heavy gradients in the Western Ghats necessitated the introduction of electric traction on the GIPR to Igatpuri on the North East line and Pune on the South East line. On 5 January 1928 1500 V DC traction was introduced on the suburban section of the Bombay, Baroda and Central India Railway between Colaba and Borivili, and between Madras Beach and Tambaram of the Madras and Southern Mahratta Railway on 11 May 1931, to meet growing traffic needs.

The 3000 V DC electrification of the Howrah-Burdwan section of the Eastern Railway was completed in 1958. The first 3000 V DC EMU service began on the Howrah-Sheoraphuli section on 14 December 1957.

Research and trials in Europe, particularly on French Railways (SNCF), indicated that 25 kV AC was an economical electrification system. Indian Railways decided in 1957 to adopt 25 kV AC as its standard, with SNCF their consultant in the early stages. The first 25 kV AC section was Raj Kharswan–Dongoaposi on the South Eastern Railway in 1960. The first 25 kV AC EMUs, for Kolkata suburban service, began service in September 1962. For continuity, the Howrah–Burdwan section of the Eastern Railway and the Madras Beach–Tambaram section of the Southern Railway were converted to 25 kV AC by 1968. Because of limitations in the DC traction system, a decision was made to convert to 25 kV AC in 1996–97. The conversion from DC to AC traction was completed in 2012 by the Western Railway, and in 2016 by the Central Railway. Since then, the entire electrified mainline rail network in India uses 25 kV AC, and DC traction is used only for metros and trams.

### **1.3.4 Links with adjacent countries**

Rail links between India and neighboring countries are not well developed. Two trains operate to Pakistan: the Samjhauta Express between Delhi and Lahore, and the Thar Express between Jodhpur and Karachi. Bangladesh is connected by the biweekly Maitree Express that runs from Kolkata to Dhaka and Bandhan Express which began running commercial trips between Kolkata and Khulna in November 2017. Two rail links

to Nepal exist: passenger service between Jaynagar and Bijalpura and freight services between Raxaul and Birganj.

Indian and Bangladeshi governments planned to start work by January 2015 on a new rail link to ease surface transport. India will build a 13 km (8.1 mi) railway linking Tripura's capital Agartala with Bangladesh's southeastern city of Akhaura, an important railway junction connected to Chittagong port, resource-rich Sylhet and Dhaka. An agreement to implement the railway project was signed between India's former Prime Minister Manmohan Singh and Bangladesh Premier Sheikh Hasina during her visit to India in January 2010. Total cost of the proposed project is estimated at ₹252 crore (US\$39 million). The Indian Railway Construction Company (IRCON) would lay the new railway tracks on both sides of the border. Of the 13 km (8.1 mi) rail line, 5 km (3.1 mi) of tracks fall in Indian territory. The Northeast Frontier Railways (NFR) is laying the connecting tracks for the new rail link on the Indian side, up to Tripura's southern-most border town, Sabroom - 135 km (84 mi) south of Agartala. From Sabroom, the Chittagong international sea port is 72 km (45 mi) away.

No rail link exists with Myanmar but a railway line is to be built from Jiribam (in Manipur) to Tamu through Imphal and Moreh. The construction of this missing link, as per the feasibility study conducted by the Ministry of External Affairs through RITES Ltd, is estimated to cost ₹29.41 billion (US\$450 million). An 18 km (11 mi) railway link with Bhutan is being constructed from Hashimara in West Bengal to Toribari in Bhutan. No rail link exists with either China or Sri Lanka.

#### **1.4 UNESCO World Heritage Sites**

IR has two UNESCO World Heritage Sites: the Chhatrapati Shivaji Maharaj Terminus, Mumbai and the mountain railways of India. The latter are three rail lines in different parts of India: the Darjeeling Himalayan Railway, a 610 mm (2 ft) narrow-gauge railway in the Lesser Himalayas of West Bengal; the Nilgiri Mountain Railway, a 1,000 mm (3 ft 3 <sup>3</sup>/<sub>8</sub> in) metre gauge rack railway in the Nilgiri Hills of Tamil Nadu and the Kalka-Shimla Railway, a 762 mm (2 ft 6 in) narrow-gauge railway in the Siwalik Hills of Himachal Pradesh.

#### **1.5 Financial Performance and GDP Contribution of Indian Railways:**

The Indian Railway is a departmental activity of the Government of India. It is the largest organization in India, with a capital investment of about of 'Rs 55, 0001 core', has also been

pivotal to the developing economy of the country as a whole'.<sup>41</sup> The Indian Railways accounts for nearly one percent of the GDP and with a staff of 1.5 million is the largest employer in the organized sector. The Indian Railway is the principal public transport in the country. It has a total length of 63,322 km (second largest in the world), carries 14 million passengers per day and has a separate budget - distinct from the Government of India budget. According to the World Bank, the Indian Railway is one of the top five national Railway systems, others being the United States, former Soviet Union, Canada and China. China and India have, more or less, comparable Railway system in terms of track length, large land mass and population exceeding one billion. Its size and its mode of operation as a government department, present special challenges for the management of Railways as a commercial enterprise. They also add to the difficulty of responding to both short and long-term changes in transport market conditions<sup>43</sup>, given the importance of the Indian Railway in the context of the Indian economy, the Indian Government was concerned about its declining financial performance in the late 90s. Consequently, the GOI appointed the Rakesh Mohan Committee (RMC) to review the Indian Railway's operations. The Committee stated that 'Indian Railway is today on the verge of a financial crisis. Urgent action is needed to revitalize it so that it can continue to serve the nation.

- In the last 8 years, revenues from the passenger segment expanded at a CAGR of 6.9 per cent, with the total revenue earnings in FY16 totalling to around US\$ 6.9 billion
- Indian Railways generated US\$ 16.9 billion in earnings from commodity freight traffic during FY16
- Increasing carrying capacity, cost effectiveness, improving quality of service will support the increment in the share of Railway in the freight movement from 35 per cent to 50 per cent by 2020

As of February 2017, Indian Railways to manufacture semi high-speed, 160 kmph "world-class" train under Make in India initiative, comprising 16 fully air-conditioned coaches. The new train will be manufactured at half of the import cost, at the Integral Coach Factory, Chennai, Tamil Nadu.

### **1.5 Challenges of Indian railways:**

The biggest challenge facing Indian Railways today is its inability to meet the demands of its customers, both freight and passenger. Apart from the quantum of investment, quality of delivery is also an issue. Cleanliness, punctuality of services, safety, quality of terminals,

capacity of trains, quality of food, security of passengers and ease of booking tickets are issues that need urgent attention.

Indian Railways has suffered from chronic and significant under-investment as a result of which the network expansion and modernization has not happened at the requisite pace leading to an erosion of the share in national freight and passenger traffic. There is a clear recognition of the fact that for serving as the lifeline of the nation and making a contribution to the country's growth, the organization needs to become operationally and financially sound.

Indian Railways is striving to enhance its market share and improve the quality of service so as to ensure that rail travel is an experience beyond other modes of travel. This can be achieved by eliminating capacity bottlenecks which constrain growth, improve productivity of assets and efficiency of operations and optimal employment of its resources including human capital.

The high density networks of the Indian Railways are facing acute capacity constraints coupled with a low passenger fares thereby leading to increases in freight tariffs to cross subsidize passenger revenues. However, that only enables recovery of costs and does not leave enough resources for investment in network expansion and replacement of assets.

### **1.5.1 Zones and divisions of Indian railways:**

Indian Railways divides its operations into zones, which are further sub-divided into divisions, each having a divisional headquarters. There are a total of 73 divisions.

Each of the divisions is headed by a Divisional Railway Manager (DRM), who reports to the General Manager (GM) of the zone.

A DRM can be appointed from any of the eight organized services of Indian Railways, viz. Indian Railway Traffic Service (IRTS), Indian Railway Accounts Service (IRAS), Indian Railway Personnel Service (IRPS), Indian Railway Service of Engineers (IRSE), Indian Railway Service of Mechanical Engineers (IRSME), Indian Railway Service of Electrical Engineers (IRSEE), Indian Railway Service of Signal Engineers (IRSSE) and Indian Railway Stores Service (IRSS) for the tenure of three years, but it can be exceeded on the recommendation of Railway Board. Divisional officers heading all departments viz. engineering, mechanical, electrical, signal and telecommunication, accounts, personnel,

operating, commercial, safety, medical, security branches report to the Divisional Railway Manager.

The DRM is assisted by one or two Additional Divisional Railway Managers (ADRM) in the working of the division.

### **1.5.2 Recruitment and training:**

Centralised Training Institutes of the Indian Railways Staff are classified into gazetted (Group 'A' and 'B') and non-gazetted (Group 'C' and 'D') employees. The recruitment of Group 'A' gazetted employees is carried out by the Union Public Service Commission through exams conducted by it. The recruitment to Group 'C' and 'D' employees on the Indian Railways is done through 20 Railway Recruitment Boards and Railway Recruitment Cells which are controlled by the Railway Recruitment

Control Board (RRCB). The training of all cadres is entrusted and shared between six centralised training institutes.

### **1.6 Notable Tourist trains**

- **Palace on Wheels** is a specially designed luxury tourist train service, frequently hauled by a steam locomotive, for promoting tourism in Rajasthan. The train has a 7 nights & 8 days itinerary, it departs from New Delhi (Day 1), and covers Jaipur (Day2), Sawai Madhopur and Chittaurgarh (Day3), Udaipur (Day4), Jaisalmer (Day5), Jodhpur (Day 6), Bharatpur and Agra (Day 7), return to Delhi (Day8).[45]

- **Royal Rajasthan** on Wheels a luxury tourist train service covers various tourist destinations in Rajasthan. The train takes tourists on a 7-day/8-night tour through Rajasthan. The train starts from New Delhi's Safdarjung railway station (Day1), and has stops at Jodhpur (Day2), Udaipur and Chittaurgarh (Day 3), Ranthambore National Park and Jaipur (Day 4), Khajuraho (Day 5), Varanasi and Sarnath (Day6), Agra (Day7) and back to Delhi (Day8).[46]

- **Maharaja Express** a luxury train operated by IRCTC runs on five circuits covering more than 12 destinations across North-West and Central India, mainly centered around Rajasthan between the months of October to April.

- **Deccan Odyssey** luxury tourist train service covers various tourist destinations in Maharashtra and Goa. The 7 Nights / 8 Days tour starts from Mumbai (Day 1) and covers Jaigad Fort, Ganapatipule and Ratnagiri (Day 2), Sindhudurg, Tarkarli and Sawantwadi (Day

3), Goa (Day 4), Kolhapur and Pune (Day 5), Aurangabad and Ellora Caves (Day 6), Ajanta Caves and Nashik (Day 7), and back to Mumbai (Day 8).

- **The Golden Chariot** luxury train runs on two circuits Pride of the South and Splendor of the South.

- **Mahaparinirvan Express** an a/c train service also known as Buddhist Circuit Train which is run by IRCTC to attract Buddhist pilgrims. The 7 nights/8 Days tour starts from New Delhi (Day 1) and covers Bodh Gaya (Day 2), Rajgir and Nalanda (Day 3), Varanasi and Sarnath (Day 4), Kushinagar and Lumbini (Day 5 and 6), Sravasti (Day 7), Taj Mahal (Agra) (Day 8) before returning to New Delhi on (Day 8).

### **1.7 Indian Railway Catering and Tourism Corporation (IRCTC):**

IRCTC is a subsidiary of the Indian Railways that handles the catering, tourism and online ticketing operations of the Indian railways. Its tagline is "Lifeline of the nation". Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a Public Sector Enterprise under Ministry of Railways.

#### **1.7.1 Online ticketing**

It is known for changing the face of railway ticketing in India. It pioneered internet-based rail ticket booking through its website, as well as from the mobile phones via WiFi, GPRS or SMS. In addition to e-tickets, Indian Railways Catering and Tourism Corporation also offers I-tickets that are basically like regular tickets except that they are booked online and delivered by post. The tickets PNR status is also made available. Commuters on the suburban rail can also book season tickets through the website. It has also launched a loyalty program called Shubh Yatra for frequent travelers. Through this program, passengers can avail of discounts on all tickets booked round the year by paying an upfront annual fee.

Seeking to make it easier to book e-tickets, it launched a scheme called Rolling Deposit Scheme (RDS). RDS is a hassle-free e-ticket booking scheme allowing passengers to reserve seats against advance money kept with the corporation. It has also added flights and hotels booking facilities to their line of online reservation services.

#### **1.7.2 Tatkal scheme**

Under the Tatkal scheme, passengers who plan their journey at short notice can book their tickets in almost all Mail/Express trains through the Indian railways internet portal. The

booking starts at 10:00 AM daily for AC coach reservation and for NON-AC timing is residual to 11.00 AM, one day prior to the departure of the train from source station. Tatkal E-ticket can be booked for selected trains one day in advance excluding date of journey from the train originating station. It can be booked on the opening day from 10:00 AM onwards for AC coach and 11:00 AM onwards for NON-AC. Passengers travelling on Tatkal tickets should carry a photo ID proof along with them to be shown to the ticket checker. Earlier this year, the website has launched Lite version which doesn't include ads, pop ups, etc. and check pnr status.

### **1.7.3 Tourism**

Indian Railways Catering and Tourism Corporation also organises budget and deluxe package tours for domestic and foreign tourists. A popular tourism package for budget tourists covering important tourist destinations across India is called "Bharat Darshan". Luxury tourism packages are also available, that involve special luxury trains such as Buddhist Circuit Train and Maharajas' Express operation.

Apart from conventional tourism, it also offers adventure tourism packages that include water sports, adventure and wildlife treks, etc. A provision for customising tours as per specific requirements is also an added attraction. Recently a new venture of Indian Railways, named as Rail Tourism India has been launched to provide direct catering and tourism packages to users.

### **1.7.4 Catering:**

Strategic tie ups: IRCTC is working towards tie ups in the areas of mobile catering, Rail Neer and product formation.

Static Units: Streamlining of procurement process, standardization of services and automation in base kitchens is the focus area in major static units.

New Rail Neer Plants: For Southern Region, Rail Neer plant is being set up at Pular near Chennai. Tender has been awarded and physical work for setting up building is in advance stage. For Western region, architect and plant consultants have been appointed for Rail Neer plant at Ambernath near Mumbai.

Modular Stalls: Replacement of all catering stalls with uniform design of modular stalls is proposed to be undertaken and M/s Jindal Steel is working on a prototype which will give longer life and aesthetic look.

Cell Kitchens/Base Kitchens: Plans are to set up another 100 licensee cell kitchens.

Food Plazas/Fast Food Units/Quick Service Food Kiosks : More than 20 food plazas, 20 Fast Food Units and 5 QSFK are in advance stage of planning.

Food Courts: IRCTC is planning to develop food courts at stations with contemporary interior designs.

Licensees have been advised to get ISO certification for their catering units before the next renewal of the contract. As on date there are about 54 Base Kitchens, 24 Food Plazas and 10 Trains have been ISO certified.

IRCTC provides tickets to the public in the comforts of their home/residence instead of visiting the Railway Reservation Centers for booking. The delivery of tickets is made either through the courier or a person can himself take the print out for travelling. On an average more than 2,03,000 tickets are sold through IRCTC's website in a day. By doing this, IRCTC is not only saving the time of the public but also saving their cost of travelling to these centers. For Railways it is saving on their infrastructure like buildings, air-conditioning, electricity, furniture, staff etc. The spirit behind the project was that instead of the customers going to Passenger Reservation System (PRS), the PRS should be brought to the customer.

### **1.8 Need for the study**

Indian Railways is the largest organization in India, with a capital investment of about of 'Rs 55, 0001 core', has also been pivotal to the developing economy of the country as a whole. The Indian Railway is the principal public transport in the country.

Demonetization was implemented on 8th November 2016 in India to get rid of the black money, corruption, fake currency and reduce cross border terrorism. During Demonetization it was difficult to book tickets and there were lack of proper knowledge about bookings; which has an impact on IRCTC booking. GST was implemented from 1st July 2017 to avoid double taxation. Changes in tax rates during implementation was difficult for the passengers which had an impact over IRCTC booking. Since it is some of the recent financial regulations there were no previous related study; so the researcher has chosen this field to find the impact of demonetization and GST on IRCTC booking.

### **1.9. Scope of the study**

The scope of the study is to know about the impact of pre & post demonetization and GST in IRCTC booking. So that the service provider will have the opportunity to provide a better quality service for the customers. The current study is novel in nature as it incorporates the recent financial regulations in the study. Hence the present study can be a bench mark for related studies.

### **1.10. Objectives of the study**

- To identify the demographic factors influencing IRCTC booking.
- To study the impact of Digitalization on IRCTC booking.
- To understand the impact of Demonetization and GST in the economy.
- To identify the critical factors influencing IRCTC booking.

### **1.11. Limitation of the study**

- The research was carried out in the short span of time with the limited sample size.
- Due to the confidentiality of some information accurate response was not revealed by the respondents.
- Respondent had marked the questionnaire which may be socially incorrect irrespective of their actual feeling cannot be accurate. Since the survey is subjected to be biased and prejudices of the respondents.
- The findings are subjected to the limitation of the techniques used for the study.

### **1.12. Chapterization**

The following chapter and content analysis will be applicable to the research study:

#### **Chapter 1-Introduction**

In this chapter a holistic perspective is provided of the proposed research. The chapter provides brief introduction about Tourism Industry, Indian Railways, history, Financial contribution and IRCTC.

#### **Chapter 2- Review of Literature**

In this chapter, review of related literature is conducted on Digitalization and e-payments, IRCTC, GST, Indian railways.

### **Chapter 3- Research Methodology and Description of the study**

This chapter, briefs on data collection, sample and various tools used in the analysis. It also gives a detailed account on description of the study.

### **Chapter 4- Analysis and Interpretation of results**

In this chapter, data is analysed in detail and interpreted in terms of the primary theme of the dissertation. The results of the analysis and its discussions are given to disclose the proposed research problem.

### **Chapter 5- Findings and Suggestions**

In this chapter the research is concluded. The finding of the study is summarized. It also proposes various suggestions for paving way to digitalization in India.

## CHAPTER-2

### REVIEW OF LITERATURE

#### 2. REVIEW OF LITERATURE

##### 2.1 Introduction:

A literature review is a text written by someone to consider the critical points of current knowledge including substantive findings, as well as theoretical and methodological contributions to a particular topic. Literature reviews are secondary sources and as such, do not report any new or original experimental work. Also, a literature review can be interpreted as a review of an abstract accomplishment. A literature review overviews articles, books and other sources (eg:dissertation,conference proceedings) relevant to a particular issue, area of research, or theory, providing description, summary, and critical evaluation of each work. The purpose is to offer an overview of significance literature published on a topic. The chapter review the existing literature put forward by different scholar and personalities on “**Impact of Digitalization on IRCTC booking**”.

##### 2.2 Demonetization:

**Jain, P.M (2006)** in the article - E-payments and e-banking opined that e- payments will be able to check black- An Analysis of Growth Pattern of Cashless Transaction System. Taking fullest advantage of technology, quick payments and remittances will ensure optimal use of available funds for banks, financial institutions, business houses and common citizen of India. He also pointed out the need for e-payments and modes of e-payments and communication networks.

According to **Alvares, Clifford (2009)** in their reports -The problem regarding fake currency in India. It is said that the country's battle against fake currency is not getting easier and many fakes go undetected. It is also stated that counterfeiters hitherto had restricted printing facilities which made it easier to discover fakes.

**Chauhan (2016)** Demonetization has impacted the retail industry due to a liquidity crunch.

**Singh and Singh (2016)** disclose that while sectors with linkages to the unorganized economy are likely to be affected, technology and financial services are expected to gain in

the medium to long term. They, therefore, presented a summary of sectors which they expected to be impacted either positively or negatively.

**Singh and Singh (2016)** also supported the statements by suggesting that it is likely to reset spending patterns as this move represents indirectly a significant push towards a cashless economy.

**Dr. Manmohan Singh (2016)** confronted that this step of present government to demonetize the currency will create disorder in lives of millions of poor people as cash is the base of their livelihood.

**Charon Singh (2016)**, RBI chair professor said that demonetisation will result in positive and negative impacts on the society. He concluded that this will also bring up India's rank as it reflects that our country is against corruption and wants to eradicate it.

**Patil (2016)** Due to demonetization the credit cost dropped quickly which led to increase in raising money for investment purpose. As Rs.500 and Rs.1000 notes were declared invalid people were forced to deposit their currency in banks to get it changed with new currency notes. Thus they were able to raise loan to be used for investment in business.

**Kumar (2016)** Demonetization is an act of declaring currency as not valid wherein old notes are withdrawn and replaced by new currency notes. The act of demonetization is not new in the history as it is being adopted by various countries. Ghana demonetised its 50 cedi currency notes to check corruption. Myanmar demonetised 80% of its currency to track black money.

**Sandeep Kaur (2016)** discussed the impact of recent demonetisation on the Indian economy and system. According to him this move would be positive for sectors like Banking and Infrastructure in the medium to long term and negative for sectors like Consumer Durables, Luxury items, Gems and Jewellery, Real Estate and allied sectors, in the near to medium term.

**Dr. K Rao et al. (2016)** highlighted the impact of demonetisation on the availability of credit, spending level of activity and government finances. Further, the impact of such a move would vary depending on the extent to which the government decides to remonetise.

**Dr. M. Chelladurai, Dr. V.Sornaganesh (2016)** studied 'Demonitisation Of Indian Currency And Its Impact On Business Environment' and found that impact of demonization

on society due to shortage of cash, no chance for accumulation of cash, affecting livelihood of common people, volatile trading market and adverse effect on cash business. It concluded that on various challenges faced by citizens and businessman due to demonetization, it was a good move which will reduce black money and have a large impact on India.

**Jonnala Hemanth Kumar (2017)** This paper attempts to show the effects of demonetization on Indian Economy and the opportunities available and challenges for the present Government to sustain the economic growth of our country achieved prior to demonetization.

**Dr. M. Prabhu, Girish V, Mamatha R (2017)** researched on Demonetization and its effect on Banking Sector and concluded that Demonetization is a useful weapon to fight against corruption and black money and banking are most affected sector of finance. Though it affected badly to major extent of bank operations, it helped the economy to find growth and development of the country through financial institutions like Banks.

**J.Anupama (2017)** conducted a study on Impact of Demonetisation on Banking. The study was based on secondary data from various publications through internet. She found more merits compared to demerits of demonetisation and she expected that the economy will move forward with less cash holdings by banks.

**Lokesh Uke (2017)** researched on demonetization and its effects in India with objective to remove black money and corruption. He studied the effectiveness of demonetisation in India and his study was based on secondary data available in newspaper, magazines etc. His research concluded that the demonetization was a correct decision.

**Manpreet Kaur (2017)** conducted a conceptual study on demonetization and its impact on Cashless economy and as per his study the cashless system in the economy has many benefits, less cost, paper less transaction etc. and he expected that the future transaction system in all the sectors will be cashless transaction system.

**Abhani Dhara (2017)** conducted a study on Impact of Demonetisation over the banking sector and concluded that it is a necessary step for any country to shrink corruption, terrorism, black money etc. This demonetisation has proven successful compare to previous two demonetisation.

**Dr.G.Uppili Srinivasan, Anandhi Eakamaram and Vincilin Nesamani (2017)** researched on Demonetization and its Impact on Banking Sector and concluded that the technology need

to be integrated with the change management issues linked to people resisting new concepts and ideas.

**Jayati Ghosh and others (2017)** preached that, the hawkers and small vendors chain is completely disturb due to immediate announcement of demonetisation. Further they added that, the decline in trade even if temporary had a knock-on effect on production, and thereby generated further negative multiplier effects in local economies.

**Khushboo Jain (2017)** also orated about the electronic payment method that adopted by small vendors, like vegetable hawkers, laundry washers, and rickshaw drivers with no options and they are the backbone of Indian economy.

According to **Dr. Saumitra Mohan (2017)** demonetization is negative fallout hence there have been many reports of suicides or deaths which includes workers, small traders, artisans, vendors, hawkers, marginal farmers and so on.

**Ayash Yousuf Shah (2017)** studied about the impact of demonetisation on Common man, agricultural sector and the farmers. He concluded that Demonetization is one of many steps in fighting corruption, black marketing, and financing insurgency. However preparation for demonetization was lop-sided and its impacts were terrible on Indian public.

**Ms.E.Kamatchi Muthulakshmi(2017)** studied issues and challenges of the impact of demonetisation and concluded that demonetisation would have a meaningful impact only if money found its way in the economy.

**Jai Bansal (2017)** studied the impact of demonetisation on different sectors and GDP and concluded that GDP would decrease slightly as the economy slows down but would recover in near future.

**Manpreet Kaur (2017)** conducted a study on demonetization and impact on Cashless Payment System. He said that the cashless system in the economy has many fruitful benefits less time-consuming, less cost; paper less transaction etc. and he expected that the future transaction system in all the sectors is cashless transaction system.

**Bharat Kumar Meher (2017)** studied the Impact of Demonetization on NPA Position of Indian Banks. He highlighted the Pre & Post Demonetization impact on the Balance Sheet of RBI. Also he studied the positive and negative aspects of demonetization on related to NPAs

of Indian Banks and analysed the short term and long term impact of Demonetization on future NPAs position

### **2.3 Digitalization:**

**Woodford (2003)** is of the opinion that Cashless economy is a state in which, how much cash a person has in his wallet is practically irrelevant. One can pay for the purchases by any one of a plethora of credit cards or bank transfer or any other electronic mechanism and thereby reduce the friction that might arise in any transactions through the use of cash in the economy

According to **Woodford (2003)** Cashless economy is defined as one in which there are assumed to be no transactions frictions that can be reduced through the use of money balances, and that accordingly provide a reason for holding such balances even when they earn rate of return.

**Marco and Bandiera (2004)** argue that increased usage of cashless banking instruments strengthens monetary policy effectiveness and that the current level of e-money usage does not pose a threat

**Marco and Bandiera (2004)** argue that increased usage of cashless banking instruments strengthens monetary policy effectiveness and that the current level of e-money usage does not pose a threat to the stability of the financial system. However, it does conclude that central banks can lose control over monetary policy if the government does not run a responsible fiscal policy.

**Jain, P.M (2006)** in the article “E-payments and e-banking” opined that e- payments will be able to check black”An Analysis of Growth Pattern of Cashless Transaction System.Taking fullest advantage of technology, quick payments and remittances will ensure optimal use of available funds for banks, financial institutions, business houses and common citizen of India. He also pointed out the need for e-payments and modes of e-payments and communication networks.

**Jain, P.M (2006)**, in the article —”E-payments and e-banking” opined that e- payments will be able to check black —An Analysis of Growth Pattern of Cashless Transaction System. Taking fullest advantage of technology, quick payments and remittances will ensure optimal use of available funds for banks, financial institutions, business houses and common citizen

of India. He also pointed out the need for e-payments and modes of e-payments and communication networks.

**Srinivas, N. (2006)**, in his study —”An analysis of the defaults in credit card payments”, has tried to analysis the socio-economic profile of the defaulters of credit cards, to identify the set of factors which contributed to such defaults and suggest relevant measures to minimize the default cases.

**Jain, P.M (2006)** in the article “E-payments and e-banking” opined that e- payments will be able to check black”. An Analysis of Growth Pattern of Cashless Transaction System. Taking fullest advantage of technology, quick payments and remittances will ensure optimal use of available funds for banks, financial institutions, business houses and common citizen of India. He also pointed out the need for e-payments and modes of e- payments and communication networks.

**Annamalai, S. and Muthu R. Iiakkuvan (2008)** in their article “Retail transaction: Future bright for plastic money” projected the growth of debit and credit cards in the retail transactions. They also mentioned the growth factors, which leads to its popularity, important constraints faced by banks and summarized with bright future and scope of plastic money

**Alvares, Clifford (2009)** in their reports “The problem regarding fake currency in India.” It is said that the country's battle against fake currency is not getting easier and many fakes go undetected. It is also stated that counterfeiters hitherto had restricted printing facilities which made it easier to discover fakes.

**Alvares, Clifford(2009)**, in their reports —”The problem regarding fake currency in India.” It is said that the country's battle against fake currency is not getting easier and many fakes go undetected. It is also stated that counterfeiters hitherto had restricted printing facilities which made it easier to discover fakes

**Roth (2010)**, observed that developed countries of the world, to a large extent, are moving away from paper payment instruments toward electronic ones, especially payment cards. Some aspects of the functioning of the cashless economy are enhanced by e-finance, e-money, e-brokering and e-exchanges.

**Ashish Das, and Rakhi Agarwal, (2010)** in their article “Cashless Payment System in India- A Roadmap” Cash as a mode of payment is an expensive proposition for the Government.

The country needs to move away from cash-based towards a cashless (electronic) payment system. This will help reduce currency management cost, track transactions, check tax avoidance / fraud etc., enhance financial inclusion and integrate the parallel economy with main stream

**Ashish Das, and Rakhi Agarwal, (2010)** in their article “Cashless Payment System in India- A Roadmap” Cash as a mode of payment is an expensive proposition for the Government. The country needs to move away from cash-based towards a cashless (electronic) payment system. This will help reduce currency management cost, track transactions, check tax avoidance / fraud et., enhance financial inclusion and integrate the parallel economy with main stream.

**Roth, (2010)** In a cashless economy, how much cash in your wallet is practically irrelevant. You can pay for your purchases by any one of a plethora of credit cards or bank transfer.

**Moses-Ashike, (2011)** observed that developed countries of the world, to a large extent, are moving away from paper payment instruments toward electronic ones, especially payment cards. Some aspects of the functioning of the cashless economy are enhanced by e-finance, e-money, e-brokering and e-exchanges. These all refer to how transactions and payments are effected in a cashless economy

**Rahul Midha (2016)** studied barriers and remedies and concluded that although, Digital India program is facing some barriers, yet it has a great impact on India to make the best future of every citizen.

**Himakshi Goswami (2016)** concluded that government will do well to take into account the recommendation of the council on Digital Government strategies as entrusted in the OECD 2013 Ministerial Council Meeting while considering the agenda on “ trust in Government: evidence, policies and decision making” at this stage of implementation of Digital India programme. The above review shows that no studies have been conducted to find out the impact of digitalization on the consumers and hence, the present research paper focuses on the same.

**Piyanka Joshi (2017)**, in his research paper “Cashless Economy: A Swot Analysis “ Government should give enough incentives to people to move to cashless Transaction, ensure small venders are equipped with point of sale terminals of E-wallets to take payments,

government departments should make cashless transaction compulsory digital divide-should be ended, E-payments should be available in local languages.

**Mr. Sukhvinder kaur, Dr. Pragya Madan (2017)**, “Digitalization in India: Cashless, paperless & Faceless” in his research different trajectories need to be planned for the migration to cashless India. We require a surge of digital inclusion to make all the mentioned efforts more efficient and better targeted toward the envisioned beneficiaries.

**Bappaditya Mukhopadhyay (2017)**, in his study” Moving from Cash to Cashless: Challenges and Opportunities for India “has tried to analysis the need to move a Cashless economy in India is immense. One, it will save a huge amount of money that is spend annually in printing and maintaining currency. Most importantly it will help the government to achieve its objective of inclusive growth (through financial inclusion 0 and make the public utilities more efficient).

**Seema Dua (2017)** studied the concept, importance, challenges and practical solutions to accomplish the vision and concluded that the vision of digital India is grand. It is a huge step towards building a truly nation.

## **2.4 GST:**

**Ehtisham Ahmed and Satya Poddar (2009)** in their study on “Goods and Service Tax Reforms and Intergovernmental Consideration in India” found that GST introduction will provide simpler and transparent tax system with increase in output and productivity of economy in India. However the benefits of GST are depend on the rationally designed GST.

**Pinki, Supriya Kamma and RichaVerma (July 2014)** studied, “Goods and Service Tax- Panacea For Indirect Tax System in India” and concluded that the new NDA government in India is positive towards implementation of GST and it is beneficial for central government, state government and as well as for consumers in long run if its implementation is backed by strong IT infrastructure.

**Monika Sehrawat, and Upasana Dhanda,(December 2015)** studied “GST IN INDIA: A KEY TAX REFORM” and concluded that GST will give India a world class tax system by grabbing different treatment to manufacturing and service sector. But all this will be subject to its rational design and timely implementation.

**Sekhar, SarkarSubhrangshu (2012)**, “Goods and Services Tax – A Roadmap for India”, International Conference on Law, Humanities and Management, (ICLHM'2012) July 15-16, 2012, Singapore backed by strong IT infrastructure.

**Shah (2014)** The author has studied the objectives of proposed GST and discussed the possible challenges, threats and opportunities that GST bring before is to strengthen our force marked economy.

**Saravanan Venkadasalam (2014)** The author has studied the post effect of the goods and service tax (GST) on the national growth on ASEAN States using Least Squares Dummy Variable Model (LSDVM) in his research paper. He stated that seven of the ten ASEAN nations are already implementing the GST. He also suggested that the household final consumption expenditure and general government consumption expenditure are positively significantly related to the gross domestic product as required and support the economic theories. But the effect of the post GST differs in countries. Philippines and Thailand show significant negative relationship with their nation’s development. Meanwhile, Singapore shows a significant positive relationship.

**Pinki, Supriya Kamma and Richa Verma (July 2014)** in their paper titled “Goods and Service Tax- Panacea For Indirect Tax System in India” concluded that the new government in India is positive towards implementation of GST and it is beneficial for central government, state government and as well as for consumers in long run if its implementation is backed by strong IT infrastructure.

**Chaurasia et al. (2016)** Studied, “Role of Goods and Services Tax in the growth of Indian economy” and concluded that in overall GST will be helpful for the development of Indian economy and this will also help in improving the Gross Domestic Products of the country more than two percent.

**Shefali Dani(2017)** has proposed that GST regime is a half-hearted attempt to rationalize indirect tax structure. Approximately more than 150 countries have implemented GST concept. It is the need of hour that, the government must make an attempt to insulate the vast poor population of India, against the inflation due to implementation of GST. There is no doubt, GST will simplify its existing indirect tax system and will have to help to remove inefficiencies created by the existing current heterogeneous tax system, only if there is a clear

consensus over issues of threshold limit, revenue rate, and inclusion of petroleum products, electricity, liquor and real estate.

**Dr. P Vijayaraghavan and Mr. Muhammed Unais (April 2017)** Studied “Impact of GST on Indian Economy and concluded that the implementation of GST will reduce tax burden on manufacturers and thus encourages for the higher production. This process will increase the export of India and it will increase the total GNP.

**Dr. Anita Modi (August 2017)** studied that, The movement of goods will now become much simpler across the country and cheaper as the new regime replaces the old system. GST will ensure a comprehensive tax base with minimum exemptions, will help industry, which will be able to reap benefits of common procedures and claim credit for taxes paid. GST, as per government estimates, will boost India's GDP by around 2 per cent.

## **2.5 IRCTC:**

**Rao and Ramlal (1984)** emphasized that the geographic, cultural, environmental, social, economic environment and quality of service like nature of vehicle, journey time, speed of the vehicle, disturbance, comforts, terminal services, frequencies of trips are influenced by the passengers’ perception in travel behavior. They also found that various qualitative factors like time and cost factors; frequency and reliability of service, comforts and convenience have a major role in making choice among available alternative modes.

**Ning (1996)** analyzed the level of closeness of railways to the life of people in Japan. It is suggested that railways has to offer the communities quick accessibility to shopping, entertainment, information, cultural activities, and community services along with safe, timely and speedy transportation to improve the passenger satisfaction.

**Sekaran (2006)** made a study of public complaints in Southern Railway, which revealed that the highest number of complaints has been about punctuality of trains. He made certain suggestions to minimize delays in running of trains to drivers, guards, and station staff. He also suggested forming a Complaint Research and Public Grievance Cell directly reporting to the Minister to be set up at the national level.

**Durgamani et al(2013)** measured the facilities provided to the passengers’ right from ticket booking to the on-board travel experience in the trains and also the problems between the passengers and railway administration. This study has identified the actual determinants of

customer satisfaction with quality of service provided on railway platforms and suggested certain policy implications for Indian Railways. Finally, the study offered suggestions for railway administration whereby areas for improving services may be identified and user (passenger) satisfaction, specifically on railway platforms, may be enhanced at the Kumbakonam Junction.

**Rajeshwari and Elangovan (2014)** highlights the problems faced by the passengers while reserving tickets, on boarding the train and while travelling in the train in Salem Division of Southern Railway Zone. A sample of 500 passengers is drawn by using stratified random sampling technique from the major junctions of Salem Division of Southern Railway Zone. They suggested that the Railway Police Force could be strengthened to improve the security of the passengers and better infrastructures can be introduced to avoid congestion in the stations and railway ticket reservation facilities can also be improved.

**Sheeba and Kumuthadevi (2015)** analyzed about the passengers' satisfaction and service quality of Southern Railways. Based on the analysis of their study, it was found out that Amenities provided the railways presently in trains are not at all satisfied by the passengers. They are concluded that the Railways try to improve the core areas and deliver quality of services to the passengers. This attempt from the part of railways will definitely retain the passengers in enjoying its services in future.

**Premasanthi and Sivakami (2016)** identify the train passengers' satisfaction and problems of ticket reservation in erode district. The study highlights the Satisfaction and problems faced by the passengers while reserving 105 passengers is drawn using stratified random sampling technique used for chi square analysis is the tool used to analyses the Satisfaction and problems faced by the passengers. They are suggested that the Passengers require more reservation and enquiry counters and they also in need of area wise service to book their tickets.

## **Conclusion**

From the above given review of literature we can concluded that there is a research gap in this chapter we had mentioned about IRCTC, Digitalization, GST and Train bookings, and etc.

## **CHAPTER-3**

### **RESEARCH METHODOLOGY AND DESCRIPTION OF THE STUDY**

#### **3.1 Introduction**

Research methodology is the way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. It involves various data collection technique, the methods of analysis of data, their interpretation and final summarization. This chapter deals with the certain scientific steps for successful exhibition of the research. This chapter explains the steps and techniques adopted for achieving of the study. It includes the overall research design, the sampling procedure, data collection method and analysis procedure.

##### **3.1.1 Research Design**

To start a research, there must be an understanding of in which way the research will be approached. Philosophies and approaches are the first and second layers of the 'research onion' respectively (Saunders, et al, 2008; cited in Saunders et al, 2009; 108).

Research design is a master plan that specifies the method and procedures for collecting and analyzing the information. Research design is the arrangement of conditions for collections and analysis of data in manner that aims to combine relevance to the research purpose without deviating from scientific procedure. All researches must be planned and designed properly according to the information collected and ensure it is appropriate for the particular research project. Descriptive research design is used for this study where the questionnaire is given to the respondents to gather information systematically.

##### **3.1.2 Type Of Research Method**

Descriptive research is used to describe the characteristics of objects, peoples, groups, organizations, or environments. It also addresses who, what, when, where, why and how questions. Besides, descriptive studies are conducted with a considerable understanding of the situation being studies (Zikmund et al., 2013). From the research, descriptive research is being used to evaluate the effects of empowerment, transformational leadership, teamwork and work environment on employee performance in hotel industry.

### 3.1.3 Sampling Design

Sampling means selecting a sample from a population. There are five steps in sampling design which are defining the population, determine the sampling frame, select sampling techniques, determine the sample size and execute the sampling process. Through these steps, it helps to identify the qualified target respondents to participate in the survey. Kuul (1984) sampling is the process by which a relatively small number of individuals, objects or events is selected and analysed in order to find out something about the entire population from which was selected.

**Strategy:** In order to address the research aim the participants are selected using a non-probability sampling method.

**Types of universe:** For the purpose of the study, passengers of rail travel (IRCTC) in and around Coimbatore are selected as population.

**Population:** Polit and Hungler (1999) refer to the population as a aggregate or totality of all the objects, subjects or members that conform to a set of specification. Population is the aggregate of all the units with specific characteristics on which the samples are drawn. All the items in any field of enquiry constitute a universe or population. Population is finite and number of items is certain. The population taken into consideration for the study consists of all passengers of IRCTC.

**Sample size:** The sample size refers to the number of items to be selected from the universe to constitute a sample. The sample size of the study is 300 from the passengers in and around Coimbatore.

**Sampling procedure:** The sampling procedure used is convenience sampling. The sampling is selected on the basis of convenience in and around Coimbatore which served as main factor for the selection of the sampling procedures. Convenience sampling is a non-probability sampling technique where subjects are selected because of their convenient accessibility and proximity to the researchers.

### 3.1.4 Data Collection Method

Data is the most valuable information that collected by the researchers from the respondents and those of the data will be used to answer the hypotheses and research questions. In our research, we are using two types of the data which are primary data and

secondary data to assist us of collecting the information. Questionnaires were used in the study as recommended by (Kombo and Tromp, 2006).

### **Primary data**

Primary data is the data observed or collected directly from first-hand experience. Primary data collection is necessary when researchers could not find the information through secondary sources. The questionnaire is considered as the heart at the survey opinion. Thus the primary data is collected through a structured questionnaire and multiple choice questions. It covers the local communities in and around Coimbatore.

### **Secondary data:**

Secondary data refers to the data that help to support the primary data and it is previously collected by other researchers. In general, secondary data are historical and already assembled such as journals, articles and books. However, secondary data is much easier to find the needed information when compared to the primary data (Galvan, J. L, 2013). It can obtain through internet resources and books. In the study, journals, online articles and text books as the proposal references and extra information are used.

### **3.1.5 Data Collection**

#### **Questionnaire**

A questionnaire consists of a number of questions printed or typed in a definite order on a form or set of form. Basically, a good questionnaire should not be complicated and ambiguous to reduce any biases among respondents. Uniform presentation of questionnaires is important to create a peaceful and patience environment when respondents answer the questions. So, simple and direct questions are encouraged to make sure all respondents can understand better and answer it as good as possible.

#### **Questionnaire design**

Questionnaire in this research consists of three major sections: Part A and Part B. Part A is asking about the respondent's demographical information such as gender, age, race, educational level, income level, payment mode and marital status. The purpose of the demographical information is to have a better understanding on the varied nature of respondents.

Whereas, Part B carries questions that deals with independent and dependent variables (Money handling,GST, IRCTC booking, challenges and scope of IRCTC). 5 points Likert's scale is used in the questionnaire. It uses the measurement scale with five response categories. It is used to indicate their attitudes by showing the degree to which they agree or disagree with the statements.

### **Construct Measurement (Scale)**

#### **Likert Scale**

Likert scales are often used in psychology questions and typically involved offering a response that ranges from strongly disagrees to strongly agree. In this research, we have used the Likert Scale to collect the responses and the opinions of respondents on each statement in the Section B of the questionnaire. The questionnaire is administered in the following way;

<b>SCALES</b>	<b>SCORE</b>
Strongly agree	5
Agree	4
Neutral	3
Disagree	2
Strongly disagree	1

#### **3.1.6 Tools for Analysis**

Primary data is collected through questionnaire. Questionnaire used as the primary research instrument where distributed to respondents for their feedback. The statistical analysis was done through SPSS 16.0 version.

- Frequencies
- Z Test
- ANOVA
- Factor analysis
- Regression

#### **Percentage Analysis**

A frequency is a distribution generally a frequencies issued for looking at detailed information on nominal (category) data and describing the results. It is used to obtain counts on a single variable values.

## **Z-Test**

Z-test is based on the normal probability distribution and is used for judging the significance of several statistical measures, particularly the mean. The relevant test statistics is worked out and compared with its probable value at a specified level of significance for judging the significance of the measure concerned. This test is used when binomial distribution or frequently used test in research studies. This test is used even when binomial distribution or t-distribution is applicable on the presumption that such a distribution tends to approximate normal distribution as 'n' becomes larger. Z-test is generally used for comparing the sample proportion to a theoretical value of population proportion or for judging the difference in proportions of two independent samples when n happens to be large. Besides, the test may be used for judging the significance of median, mode, coefficient of correlation and several other measures.

## **ANOVA**

Analysis of variance (abbreviated as ANOVA) is an extremely useful technique concerning researches in the fields of economics, biology, education, psychology, sociology, and business/industry and in researches of several other disciplines. This technique is used when multiple sample cases are involved. The ANOVA technique is important in the context of all those situations where one can compare more than two populations. ANOVA is essentially a procedure for testing the difference among groups of data for homogeneity. There may be variation between samples and also within sample items. The basic principle is to test for differences among the means of the populations by examining the amount of variation within each of these samples, relative to the amount of variation between samples.

### **One Way ANOVA:**

To obtain the each mean of each sample  $X_1, X_2, X_3, \dots, X_k$  when there are K samples

Work out the mean of sample mean as follows:

$$X = \frac{X_1 + X_2 + X_3 + \dots + X_k}{k}$$

No. Of samples (k)

To find out the sum of squares for variation between the samples (SS)

$$SS = n_1(X_1 - X)^2 + n_2(X_2 - X)^2 + \dots + n_k(X_k - X)^2$$

To find Mean Square (MS)

$$MS = \frac{SS \text{ between}}{(k-1)}$$

So sum of squares within groups can be written as:

$$SS \text{ within} = \sum (x_{1i} - \bar{X}_1)^2 + \sum (x_{2i} - \bar{X}_2)^2 + \dots + \sum (x_{ki} - \bar{X}_k)^2$$

Where  $i = 1, 2, 3, \dots$

Mean square within sample:

$$MS \text{ within} = \frac{SS \text{ within}}{(n-k)}$$

Sum of squares for total variance:

$$SS \text{ for total variance} = \sum (X_{ij} - \bar{X})^2$$

Where  $i = 1, 2, 3, \dots$      $K = 1, 2, 3, \dots$

$$SS \text{ for total variance} = SS \text{ between} + SS \text{ within}$$

F ratio worked out as

$$F \text{ ratio} = \frac{MS \text{ between}}{MS \text{ within}}$$

### Factor Analysis

Factor analysis is a multivariate method used for data reduction purpose. Again, the basic idea is to represent a set of variables by a smaller number of variables. In this case they are called factors.

The factor analysis model can be written algebraically as follows. If you have  $p$  variables  $X_1, X_2, \dots, X_p$

measured on a sample of  $n$  subjects, then variable  $i$  can be written as a linear combination of  $m$

factors  $F_1, F_2, \dots, F_m$  whereas explained above  $m < p$ . Thus

$$X_i = a_{i1}F_1 + a_{i2}F_2 + \dots + a_{im}F_m + e_i$$

where the  $a_i$ s are the factors loadings (or scores) for variables  $i$  and  $e_i$  is the part of variable  $X_i$  that cannot be 'explained' by the factors.

## **Regression Analysis**

Simple Regression Analysis is focus on the impact of one independent variable towards one dependent variable, while Multiple Regression Analysis is test more than one independent variables towards one dependent variable. This is the difference between Simple Regression Analysis and Multiple Regression Analysis. Using Multiple Regression Analysis can let us clearly identify the independent variables that affect dependent variable by comparing the beta weights showed in the statistical table.

Regression is the dependence of a variable on one or more variables. Consider a linear equation, as shown below, which is known as a linear regression equation.

$$Y=a+bX$$

Where y is the dependent variable; X, the only independent variable; a, is the intercept; and b is the slope/trend.

## **3.2 DESCRIPTION OF THE STUDY**

### **3.2.1 Railways in Coimbatore**

**Coimbatore Junction**, also known as **Coimbatore Central** or **Coimbatore city** is the primary railway station serving Coimbatore city. **Coimbatore North Junction** (Station Code:CBF) or **Vadakovai** is a railway junction located in city of Coimbatore, in the state of Tamil Nadu in India. The railway line to Mettupalayam and onwards to Ooty branches off from here. There have been suggestions to develop and make it a satellite station for Coimbatore junction to reduce crowd at peak time.

It is one of the major train stations in South India and the second busiest and revenue yielding railway station in Tamil Nadu after Chennai Central. It is one of the A1 graded station in the Southern Railway. This station comes under the jurisdiction of Salem division of Southern Railways and contributes to 45% of the revenues of the zone. It is one of the top booking stations in India according to Indian Railways.

### **Lines**

The station is a junction formed by the following 4 lines:

- Coimbatore - Chennai line Double line.
- Coimbatore–Shoranur line Double line.
- Coimbatore - Pollachi line single line.
- Coimbatore - Mettupalayam line single line.

### **3.2.2 IRCTC:**

IRCTC provides tickets to the public in the comforts of their home/residence instead of visiting the Railway Reservation Centers for booking. The delivery of tickets is made either through the courier or a person can himself take the print out for travelling. On an average more than 2,03,000 tickets are sold through IRCTC's website in a day. By doing this, IRCTC is not only saving the time of the public but also saving their cost of travelling to these centers. For Railways it is saving on their infrastructure like buildings, air-conditioning, electricity, furniture, staff etc. The spirit behind the project was that instead of the customers going to Passenger Reservation System (PRS), the PRS should be brought to the customer.

While discharging its mandate, the Company has made a significant mark in its passenger-services oriented business lines like setting up of Food Plazas on Railway premises, 'Railneer', Rail Tour Packages and 'Internet Ticketing' bringing great deal of professionalism into the operations. In addition to above, IRCTC is managing on Board Catering Services in Rajdhani / Shatabdi / Duronto and Mail / Express Trains and Static Catering Units such as Refreshment Rooms, AVMs, Book Stalls, Milk Stalls, Ice Cream Stalls, Petha & Peda Stalls etc. across the Indian Railway Network.

### **History**

IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems.

## **Structure**

Indian Railways is headed by a seven-member Railway Board whose chairman reports to the Ministry of Railways. IR is divided into 17 zones, headed by general managers who report to the Railway Board. The zones are further subdivided into 68 operating divisions, headed by divisional railway managers (DRM). The divisional officers of the engineering, mechanical, electrical, signal and telecommunication, stores, accounts, personnel, operating, commercial, security and safety branches report to their respective DRMs and are tasked with the operation and maintenance of assets. Station masters control individual stations and train movements through their stations' territory. In addition, there are a number of Production Units, Training Establishments, Public Sector Enterprises and other Offices working under the control of Railway Board.

The income of license catering increased on account of higher number of units put on tender, efficient tendering system and increase in license fee from static units. Quantum jump in internet ticketing was witnessed due to good marketing efforts, upgraded infrastructure and improved customer care. The growth in tourism business was achieved due to IRCTC's foray into educational tour business, tour package business takeover of Bharat Darshan trains by IRCTC.

## **Manpower**

At present IRCTC has 1.308 million employees on its roll. The employees comprise of IRCTC Direct Employees, Deemed Deputation absorbees, Deemed Deputationists, deputationists and fixed term employees. For bringing professionalism in the work culture, IRCTC has recruited professionals in different field like HR, Tourism, Catering and Finance, through direct recruitment or campus recruitment.

## **Main Business Activities**

IRCTC's main business activities are:

On Board Catering Services and Static catering units on the Indian Railway Network:

Hospitality Services covers on board catering services in the trains, catering services at stations through stalls, food plazas/fast food units & Automatic Vending Machines commissioned at A, B & C class of Railway stations.

IRCTC is managing currently 19 Rajdhani, 13 Shatabdi, 16 Jan Shatabdi, 6 Duronto Express , 9 Garib Raths, 205 Mail/Express trains and 118 trains have train side vending facility. The graphical representation of various types of trains is depicted below:

IRCTC has currently 53 Food Plazas, 13 Fast Food units and 1 Quick Service Food Kiosks, 677 Automated Vending Machine , 2950 Stalls, 3291 Trolleys & Khomchas , 698 Book Stalls, 249 Milk Stall & 7918 Static units spread over 1008 no. of Special A, A, B & C Category of Stations over Indian Railways network.

- Managing the Departmental Catering units, taken over from Indian Railways.

Four Rajdhani trains and four mail/express trains were operational as on 31.3.09. Patna Rajdhani train was taken over under departmental operation from August 2008. Total 518 stalls and 419 trolleys were under departmental operation during the year.

### **Running of Special Train, Special Charters / Coach and promotion of Value added tours,**

Railway Tourism has seen excellent growth in India Right from IRCTC's inception, we have undertaken dynamic marketing strategy with major tour operators and State Tourism as our partners for providing exclusive tour packages across the country. At present IRCTC is providing following Tourism services across India :

- Buddhist Circuit Special Train

IRCTC has designed a train for the Buddhist Circuit keeping in mind the profile of Buddhist tourists. It covers important sites connected to life of Buddha and Agra : Bodh Gaya , Sarnath, Kushinagar , Lumbini , Shravasti , Rajgir , Nalanda. The train offers comprehensive on board and off board services comprising of catering, housekeeping, hotel accommodation, road transport, sightseeing, trained tourist guides, security, medical facilities, insurance etc. all inclusive in the package. This train won the National Tourism Award in Feb., 2009.

- Bharat Darshan – Village on Wheels

IRCTC is operating Bharat Darshan – Village on Wheels Train for Budget Traveller @ Rs 500/- per day (all inclusive package). The package includes Train journey, accommodation, road transport, site seeing, meals etc. The itineraries range from 7 to 20 days covering major tourist and religious places across India .

- Rail Tour Packages

IRCTC offers all Inclusive packages with confirmed Rail reservation, hotel accommodation, road transportation, meals, sightseeing etc. At present over 70 packages for important tourist destinations across India covering Kerala, Rajasthan, Tamilnadu, Karnataka, Jammu & Kashmir, Uttar Pradesh etc. are being operated.

- Hill Charters

The Steam trains are operated on Darjeeling Himalayan Railway, Kangra Valley Railway, Kalka-Shimla Railway and Nilgiri Mountain Railway. Hill charters showcase the special characteristics of the respective hill sections with heritage stations, seasonal features, breath taking scenery & adventure tourism. IRCTC offers single window value added services.

- Educational Tours

IRCTC offers Educational Tours Package with rich educational content and in a caring environment for the students of educational institutions across the country. The facility is being used by Kendriya Vidyalaya Sangathan, Sarva Shiksha Abhiyan of Tamil Nadu and West Bengal and Delhi State Government Schools.

- Tourism Portal

IRCTC's tourism portal [www.irctctourism.com](http://www.irctctourism.com) , is the fast growing a one stop travel shop and meet all the travel & tourism needs of a tourist. Online booking of tour packages, hotels and Car Rental across the country is becoming increasingly popular through this National Tourism Award winner tourism portal of IRCTC.

- Budget Hotel

IRCTC is planning to develop Budget Hotels through Public Private Partnership. Budget Hotels are to be set up in the vicinity of railway stations for tourists and rail users. These Budget Hotels will provide quality guestrooms with modern facilities, décor and ambience on affordable prices, choice of food and beverage services and Web enabled reservation system.

At present four budget hotels are operational at New Delhi , Howrah , Puri & Ranchi in the existing buildings.

- Luxury Tourist Train

IRCTC has set up a 50:50 JV Company, Royale India Train Tours Limited (RIRTL) in Participation with M/s Cox & Kings India Limited. RIRTL will run Pan India Luxury Tourist Train. Estimated Cost of the train is Rs.49.48 Crore. The Luxury Train named as Maharajas' Express is owned by IRCTC. Marketing and operation of the Maharajas' Express would be done by RIRTL. The train was officially unveiled at the ITB Berlin in March, 2009.

### **Future Plans**

Some of the initiatives planned for tourism, catering activities and Internet Ticketing are as under:

#### **Tourism:**

- Launching of a Luxury Tourist Train with pan India itineraries.
- Thrust of Educational Tour on All India basis.
- Further development of rail tour package business
- Strategic tie-ups for promoting tourism
- Comprehensive travel services to foreign tourists booking tickets on IRCTC website.

#### **Internet Ticketing:**

- Modernization of IT infrastructure.
- Setting up of disaster recovery site.

### **3.2.3 Demonetization**

Government of India on 8th November 2016, announced demonetization of old currency notes of Rs.500 and Rs.1000. The government came up with the idea long back and the process was done in phases from Jhan Dhan Yojana to Income Declaration Scheme. Many people opened the account and some people declared as well. The amount collected was around 65000 crore which was not enough as more than 4 lakh crore black money were prevailing in the country. Demonetization of 500 and 1000 notes compelled all the people to come in the system and deposit their money in their respective banks with a valid proof. Demonetization was done to get rid of the black money, corruption, terrorist funding, fake currency and reduce cross border terrorism.

The Government want people to disclose their black money and has created a situation where public is prompted to use digital payment channels for which the infrastructure already exist. Due to less supply of small currency notes and restricted withdrawal of new currency, withdrawing cash has become difficult, there are long queues, people are forced to think of some other payment mechanism like going online or using mobiles or some other digital methods for making payment for their routine activities. This step is definitely going to boost the digital payment platforms and will drive India towards digital India. During this time government has also created awareness towards e-payment channels available to the public and has given boost to electronic payment private platforms like PayTM, MobiKwik etc.

India is still a developing country with a population of around 1.3 billion has more of its people living in rural sector where many of them are not educated and are not equipped with the modern facilities. The literacy rate of India in 2015 is just 74.04% which accounts that about 27 crores population of India is still illiterate. About 50% of the total workforce depends on agriculture which accounts to 13.7% GDP of the country are basically people living in the rural areas in the most backward villages without any of the facilities of irrigation, electricity, sanitation, medical services and even more important transportation. The internet user in India is seeing a rapid growth as it was 27% in 2015 to 34% in 2016, however it is not a good result as very few people from rural areas are connected to it. The mobile phone user is 54% which is very low compared to other countries.

### **3.2.3 Digitalization and GDP Growth**

Impact of digitalization on a country can be assessed on the basis of its impact on the government, on the economy and the society. We have seen a major change in every sector with the emergence of digitalization. The digitalization has created new job opportunities, have led to innovation in very sector and also led to the growth of the economy i.e. have helped in the GDP growth of the country. The government has emphasised on the digitalization as it brings transparency, better control, better job opportunities, it also provides an ease of access to the people and an upward movement in their quality of life.

They analysed that constrained economies realize a 0.5% increase in GDP per capita for every 10% increase in digitalization, while advanced digital economies show a 0.62% increase in GDP per capita for every 10% digitalization increase.

Electronic payment system and mechanisms were existing in India. National Payments Corporation of India (NPCI) promoted by RBI was brought into existence to promote retail payment systems by providing access to standard payment mechanism to common man . The range of products offered by NPCI are, National Financial Switch (NFS) was developed by Institute for Development and Research in Banking Technology (IDRBT). NFS provides a network of ATMs across India. National Automated Clearing House (NACH) facilitates high volume inter-bank electronic transactions like electricity bills, water bills, salary etc which are recurring in nature.

Unified Payments Interface (UPI) which was launched in April 2016 is an electronic fund transfer platform which can be operated 24/7 for 365 days of the year. It is operated on a mobile platform.

E-wallets allow people to transact online by using any electronic gadget like computer or a smartphone. Post demonetization move in India on 8th November 2016, the RBI has promoted the national banks to create their own wallets and thus wallets like SBI-Buddy came into existence. Paytm is an e-wallet company in India has further got license to enter in the domain of payment banks. Other private e-wallet companies like Freecharge - Freecharge is e-wallet service provider along with mobile recharge facility. MobiKwik is an e-wallet company. IndiaBankBazaar.com provides an online platform for loans and insurance products. Lendingkart, PolicyBazaar and VistaarFinance are an online lending platform for SMEs.

### **Suggestions To Improve Digital Payments System**

Keeping in view the problems faced by public after demonetization and government promoting digital payment systems rather than using cash. Indian government has to take various measures to overcome this situation and to make public use more digital methods. Some of these are discussed hereunder:

Internet connectivity should be available everywhere. The connectivity should have adequate bandwidth and should be available free or at cheapest rates. Cyber Security framework must be strengthened by the government. There were many cases which reported that security has been breached and the personal data of many customers has been taken out. The website of IRCTC, Canara Bank was also breached. The legal framework should be quick enough to punish the culprits as well as proper IT mechanism should exist to avoid any frauds and to

ensure the security. Mobile network availability should be available in villages and remote areas also. Financial and digital literacy will be an important step in improving the situation. Common man should be informed and educated about various financial instruments and use of mobile technology to access banking facilities. Awareness to be created amongst public to use digital technology and mobile apps. Government should try to build confidence and trust among the public.

## **Types Of E-Wallets**

As per the Reserve Bank of India, there are three kinds of e-wallets, that is, closed, semi-closed and open digital wallets.

### **1. Closed Wallet:**

A closed wallet is that which a company issues to its consumers for in-house goods and services only. These instruments do not carry the benefit of cash redemption or withdrawal. Various online shopping portals such as Jabong, Make My Trip and Flipkart offer such closed wallets. It is primarily an account where money gets credited in case of a refund due to cancellation or return.

### **2. Semi-Closed Wallet:**

Companies such as Paytm, MobiKwik and PayU offer semi-closed wallets facility. According to RBI, a semi-closed wallet can be used for goods and services, including financial services, at selected merchant locations that have a contract with the issuing company to accept these payment instruments. However, semi-closed wallets do not allow cash withdrawal or redemption to the holders.

### **3. Open Wallet:**

These wallets can be used for purchase of goods and services, including financial services such as funds transfer at merchant locations or at point-of-sale terminals that accept cards and also allow for cash withdrawals at automated teller machines or business correspondents. Such wallets can be issued by banks only. Vodafone m-Pesa is one such open wallet with ICICI bank. Some Popular E-wallets And Their Benefits There are many e-wallets which became popular particularly after 8 November 2016, that is, after demonitisation and these are: Paytm, OLA Money, SBI Buddy, PhonePe powered by YES Bank, PayUmoney, Itzcash, HDFC Chillr, Airtel Money, Mobikwik, mRuppee, HDFC PayZapp, Idea Money, Citrus Cash. Pockets by ICICI bank, LIME

by Axis Bank, M-Pesa by Vodafone, Oxigen Wallet, M-Clip by Bank of Baroda,, JioMoney by Reliance, JioFreecharge, DBS aka DigiBank, DigiPurse by Union Bank of India, Future Pay powered by Oxigen, Udio by RBL (Previously Shmart), RuPiZo by DigiBank and PayApt by IDBI Bank.

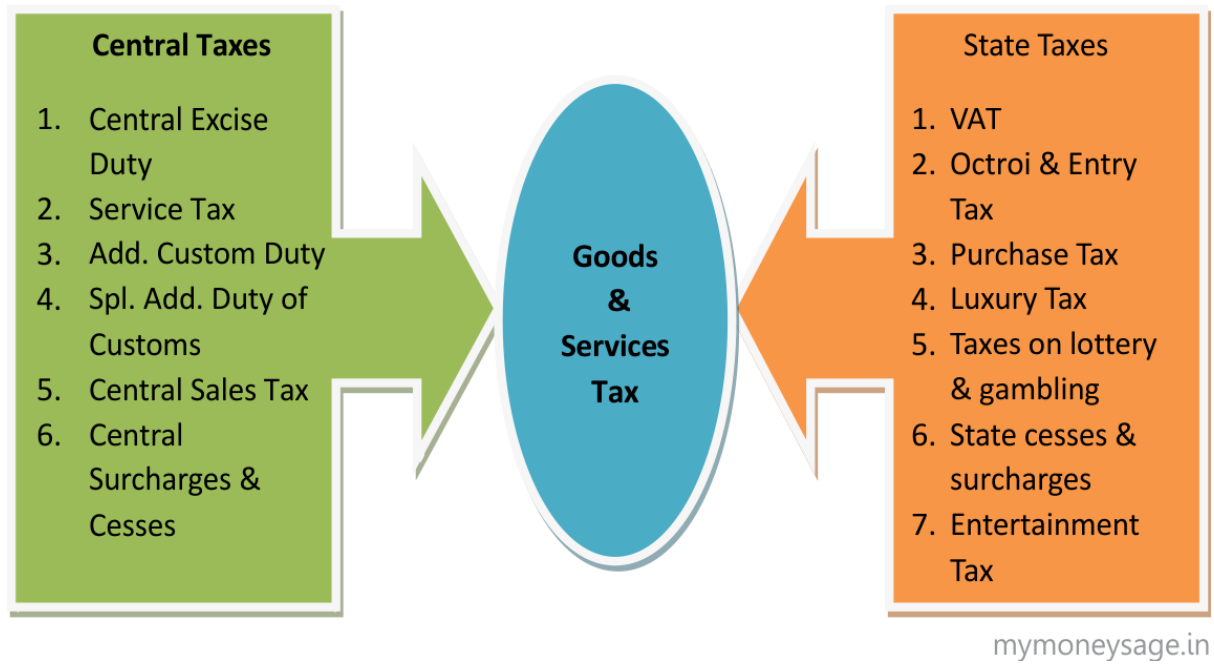
### **3.2.5 GST:**

A new baby of all indirect tax is known as GST (goods and service tax). This new indirect tax structure will be implemented from 1st July 2017. This will help to enhance the future economic growth in India. GST is an inclusive tax implemented at national level on manufacturing and sale of goods and services. It is an indirect tax implemented to replace the all indirect tax imposed by central and state government. France was the first country which started the concept of GST. Expert says that by removing the barriers of indirect tax GST will help to improve the economy of India also. It will also integrate the central and state government taxes via single tax system. Most of the countries adopted unified or single GST system but some countries like Canada, Brazil adopted the dual GST system.

As per Indian indirect tax system some of goods and service tax are levied by state government while some are by central government. So it will become an easy system of tax if single tax system will be applied in country. GST will be paid by the ultimate end consumer who will use that particular good or service. At each stage of sale and purchase GST will impose. It is based on the principle of destination. A consumer is the end person who will bear the tax burden. Because once the manufactures will claim the tax from wholesalers, than wholesalers will claim it from retailers and retailers will claim it from the end consumers.

**Figure: 3.1**

GST Structure



Source: Kishorkumar Balpalli, 2016.

## **CHAPTER-4**

### **ANALYSIS AND INTERPRETATION**

#### **4.1 Analysis and Interpretation**

The chapter deals with the analysis of data that has been collected from the respondents by administering questionnaire. The researcher analyzed and tabulated the data base on demographic profile of the respondent. Based on the analysis, interpretation has been given.

Analysis of the data includes studying the tabulation material in order to determine the inherent factor. It is a process of the breaking down in the complex factor into simpler form and putting new arrangement for the purpose of interpretation. Interpretation is the search of the process to fine meaning for the research. The analysis is to summaries the collected data and searches a way that they provide answer to the question. The analysis is to study the relationship among the various items in detail and interpretation will be given for the explanation of real fact in the study.

Analysis is the systematic procedure for problem solving. It refers to the computation of certain measure alone as well as the relationship that exists among the data collected. It involves the identification of purpose, fact the statement of defensible assumption and formulation of conclusion.

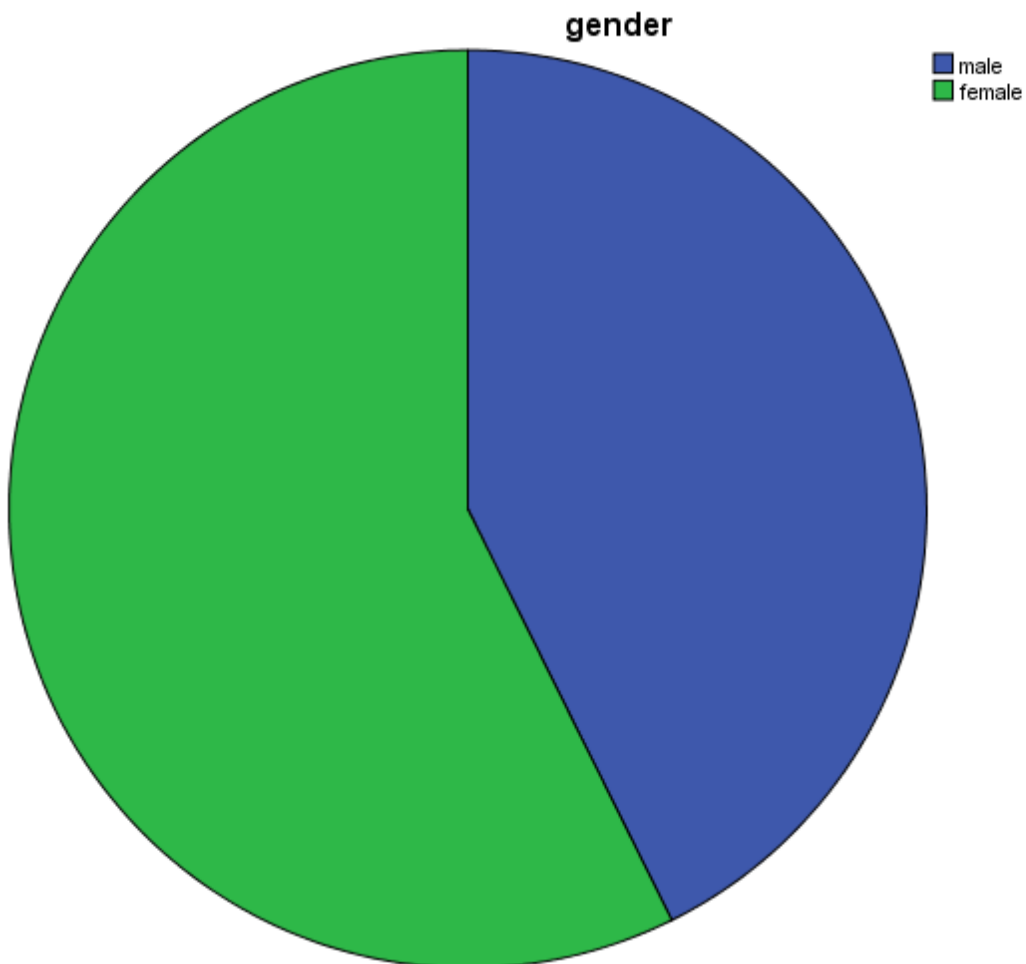
**TO ANALYSE THE FREQUENCY OF RESPONDENTS FOR THE IMPACT OF DIGITALIZATION ON IRCTC BOOKING**

**DEMOGRAPHIC DETAILS (FREQUENCIES)**

**Table 4.1.1**

**Gender**

s.no	Gender	frequency	Percent
1	Male	128	42.7
2	Female	172	57.3
	Total	300	100.0

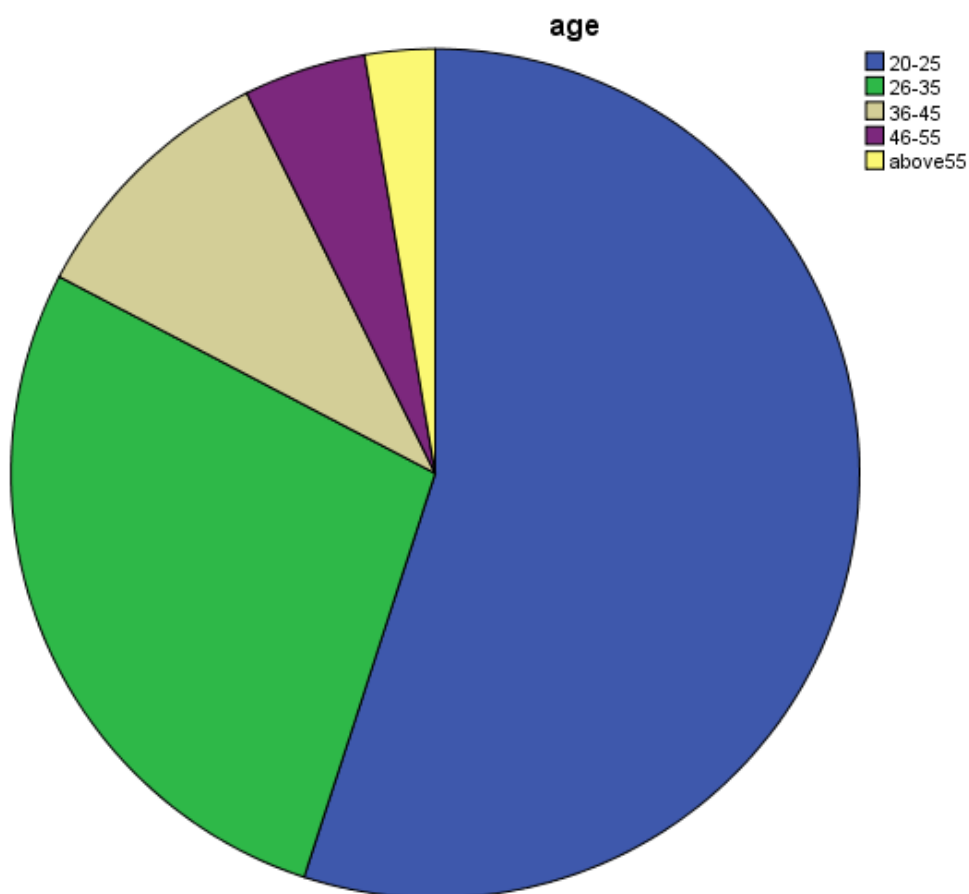


From the above table(4.1.1) it infers that 57.3% are female respondent and 42.7% are male respondent and also it infers that female respondents are higher than male respondents.

**TABLE 4.1.2**

**Age**

s.no	Age	Frequency	Percentage
1	20-25	165	55.0
2	26-35	83	27.7
3	36-45	30	10.0
4	46-55	14	4.7
5	above55	8	2.7
	Total	300	100.0

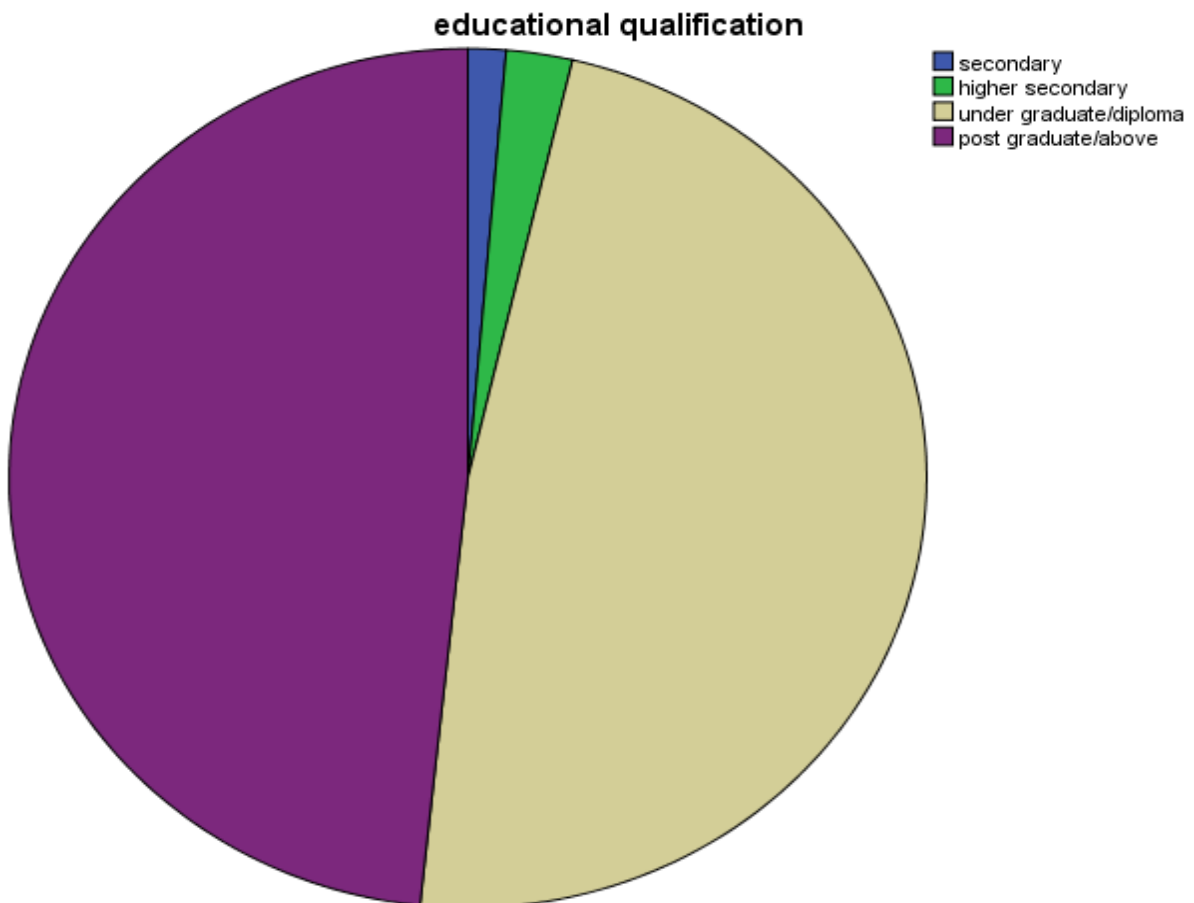


From the above table(4.1.2) it infers that 55 percent of respondents falls under the age group from 20 to 25 years,27.7 percent of respondents comes under the age group from 26 to 35 years, 10.0percent of respondents falls under the age from 36 to 45 years and 4.7 percent of respondents comes under the age group from 46 to 55 years,2.7percent of respondents falls under the age group above 55years. Thus the majority respondents fall under the age group from 20 to 25 years.

**Table 4.1.3**

**Educational Qualification**

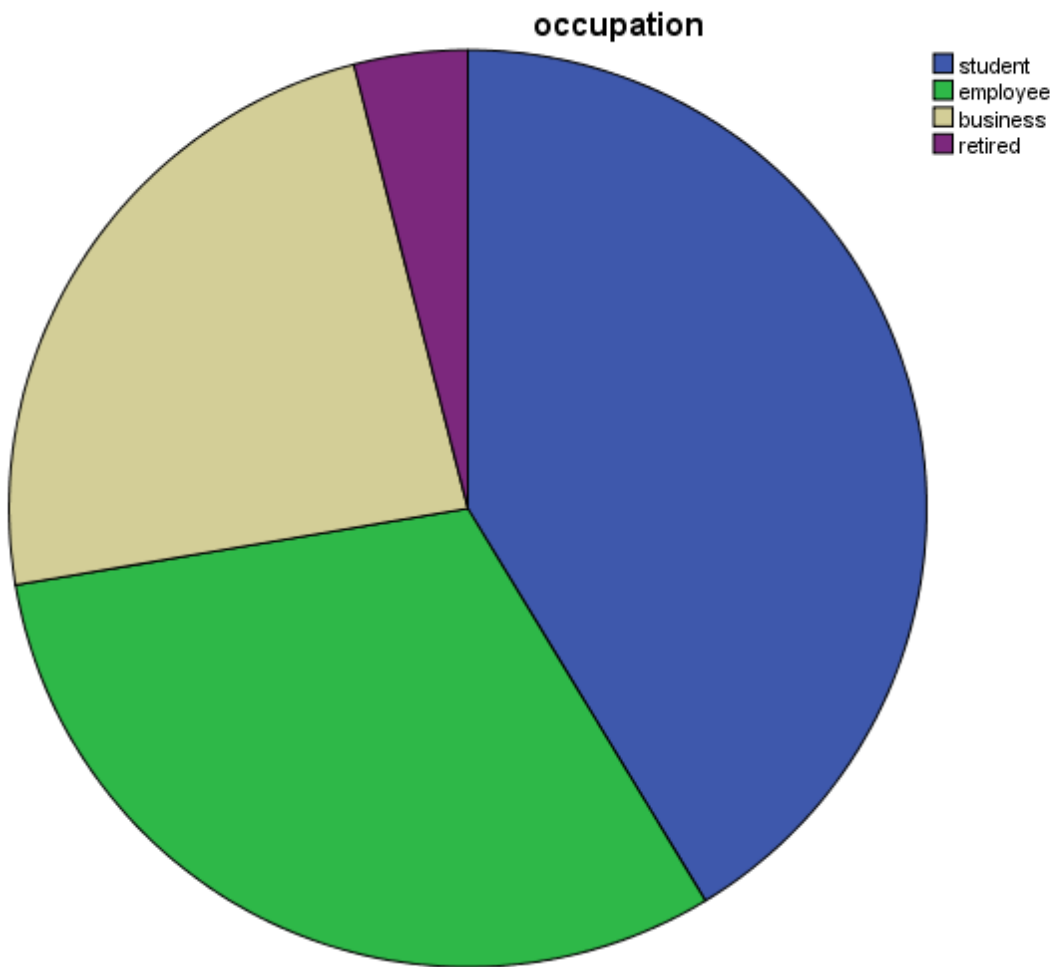
s.no	Educational Qualification	Frequency	Percent
1	Secondary	4	1.3
2	higher secondary	7	2.3
3	under graduate/diploma	144	48.0
4	post graduate/above	145	48.3
	Total	300	100.0



From the above table (4.1.3) it is inferred that 1.3 percentage of the respondents belongs to the group of secondary, 2.3 percentage of the respondents belongs to the group of High school, 48.0 percentage of the respondents belongs to the group of undergraduate/diploma, 48.3 percentage of the respondents belongs to the group of postgraduate and above. It is referred that more number of respondents falls under post graduate and above.

**Table 5.1.4**  
**OCCUPATION**

s.no	Occupation	Frequency	Percent
1	Student	124	41.3
2	Employee	93	31.0
3	Business	71	23.7
4	Retired	12	4.0
	Total	300	100.0

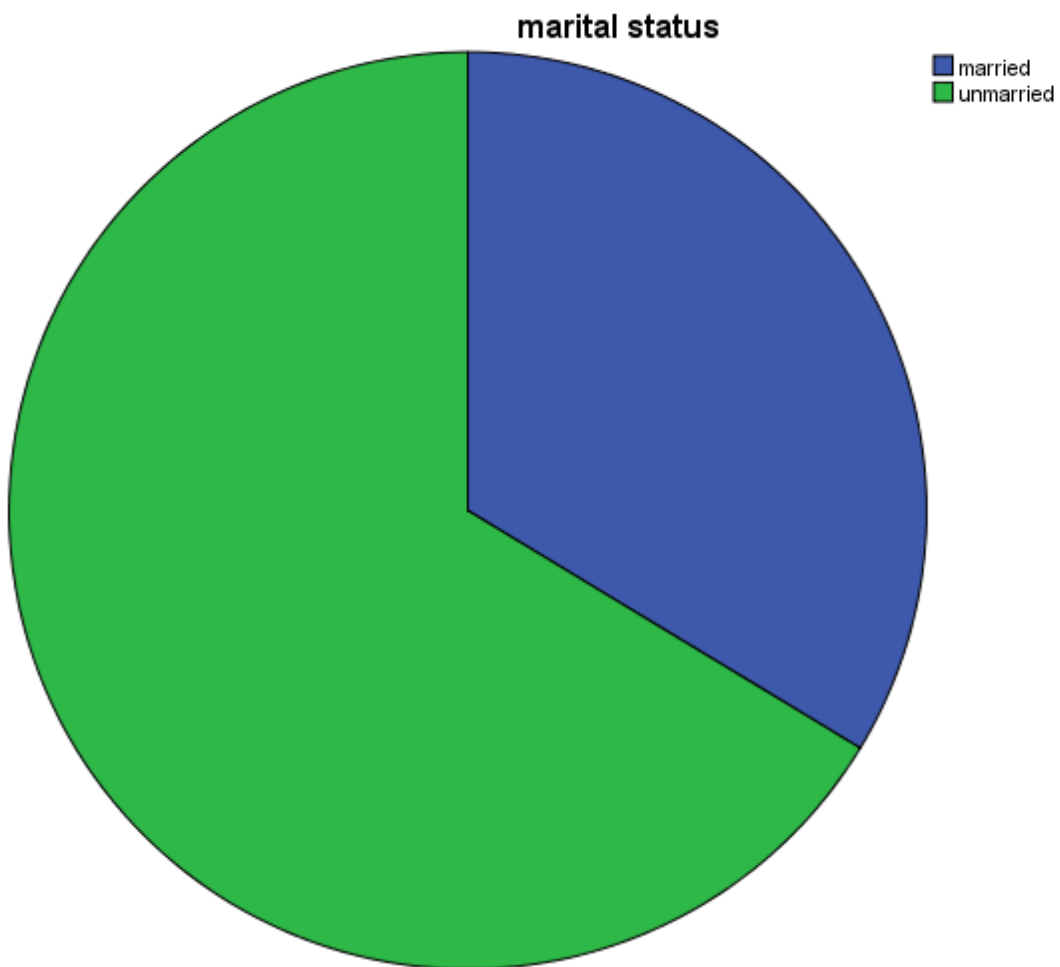


The above (table 4.1.4), shows that 41.3 percent of respondents are students, 31.0 percent of respondents are employees and 23.7 percent of the respondents are business, 4.0 percent of respondents are retired. It is interfered that majority of the respondents are student.

**Table 4.1.5**

**MARITAL STATUS**

s.no	Marital status	Frequency	Percent
1	Married	101	33.7
2	Unmarried	199	66.3
	Total	300	100.0

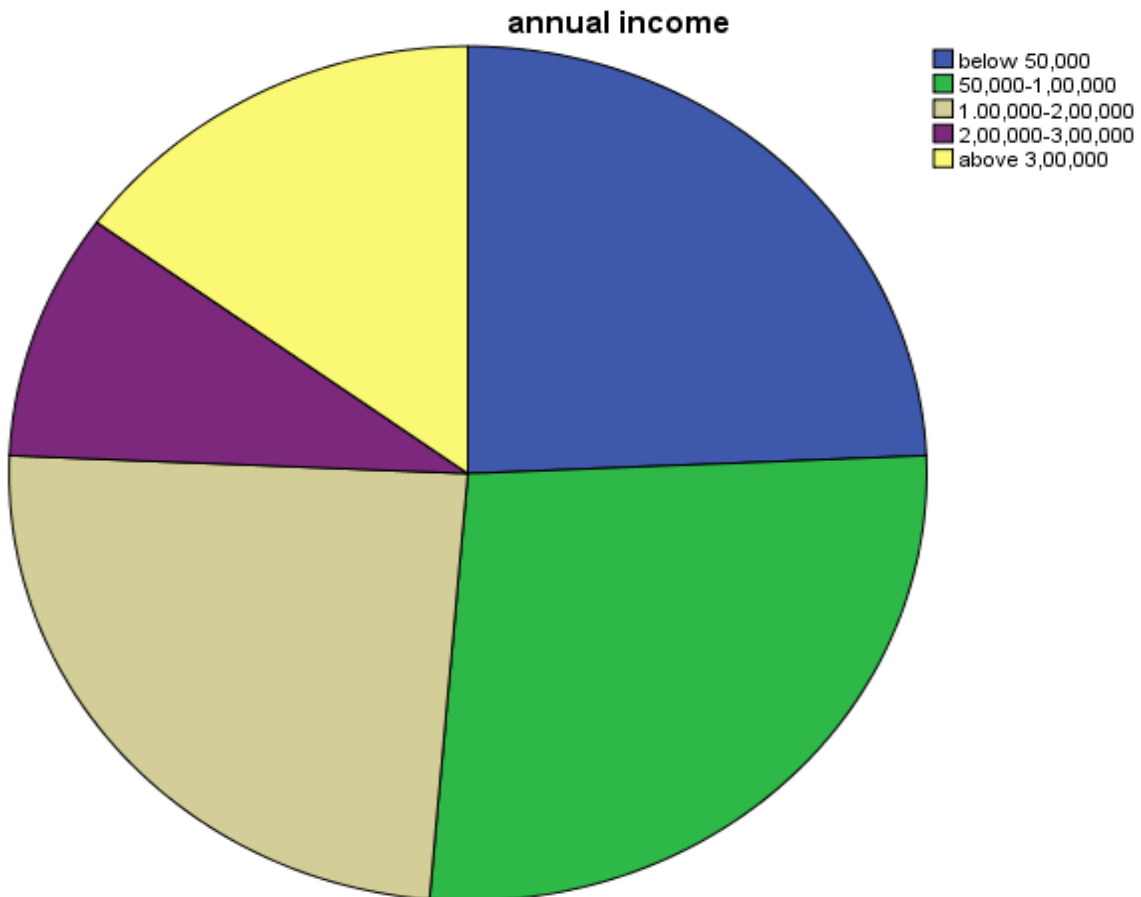


From the above table (4.1.5) it infers that 33.7 percent respondents are married and 66.3 percent are unmarried and also it is inferred that Married respondents are higher than unmarried respondent.

**Table 4.1.6**

**Annual Income**

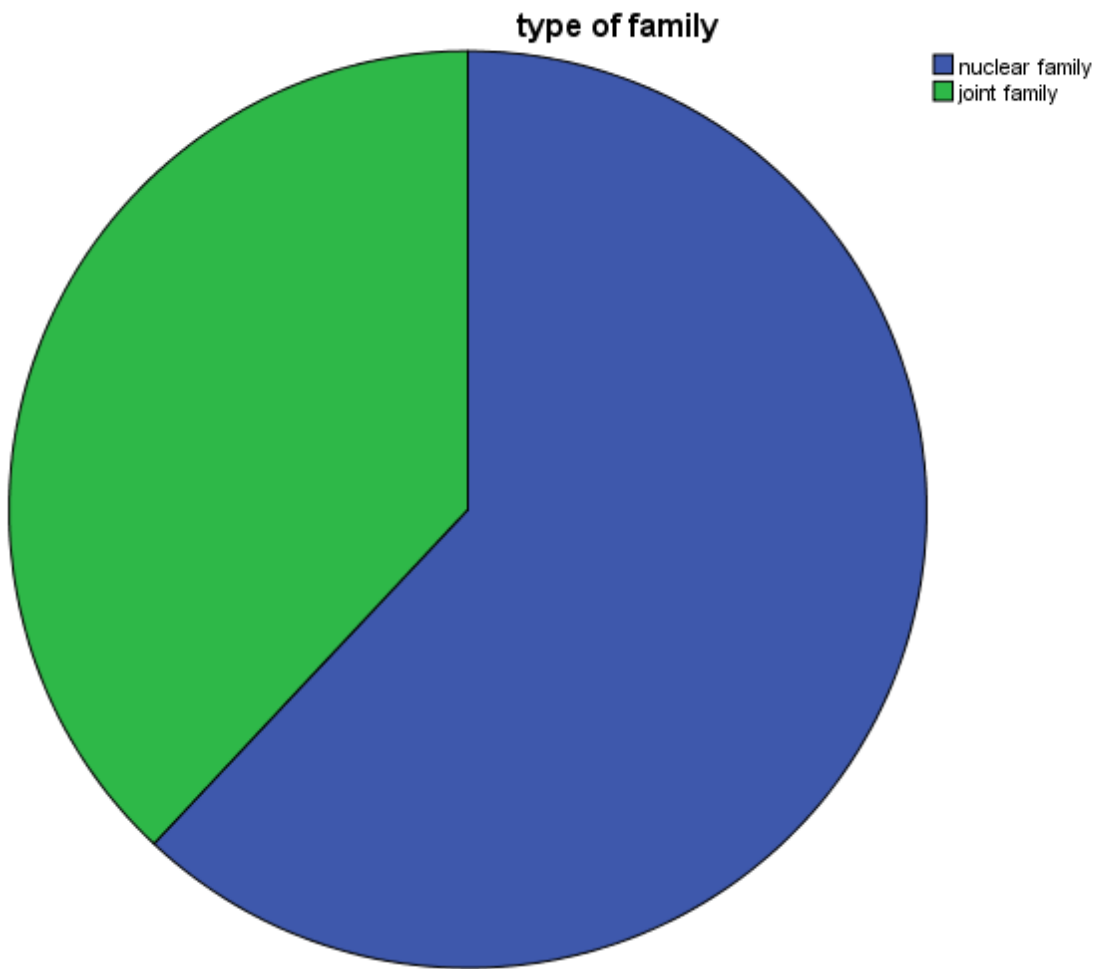
s.no		Frequency	Percent
1	below 50,000	73	24.3
2	50,000-1,00,000	81	27.0
3	1,00,000-2,00,000	73	24.3
4	2,00,000-3,00,000	28	9.3
5	above 3,00,000	45	15.0
	Total	300	100.0



From the above table (4.1.6) it infers that 24.3 percent respondent are below Rs.50,000, 27.0 percent are Rs 50,000-1,00,000, 24.3 percent are below Rs 1,00,000-2,00,000, 9.3 percent respondent are more than Rs.2,00,000-3,00,000 and 15 percent of respondent are above Rs.3,00,000. It is inferred that more number of respondents falls under Rs 50,000-1,00,000.

**Table 4.1.7**  
**Type Of Family**

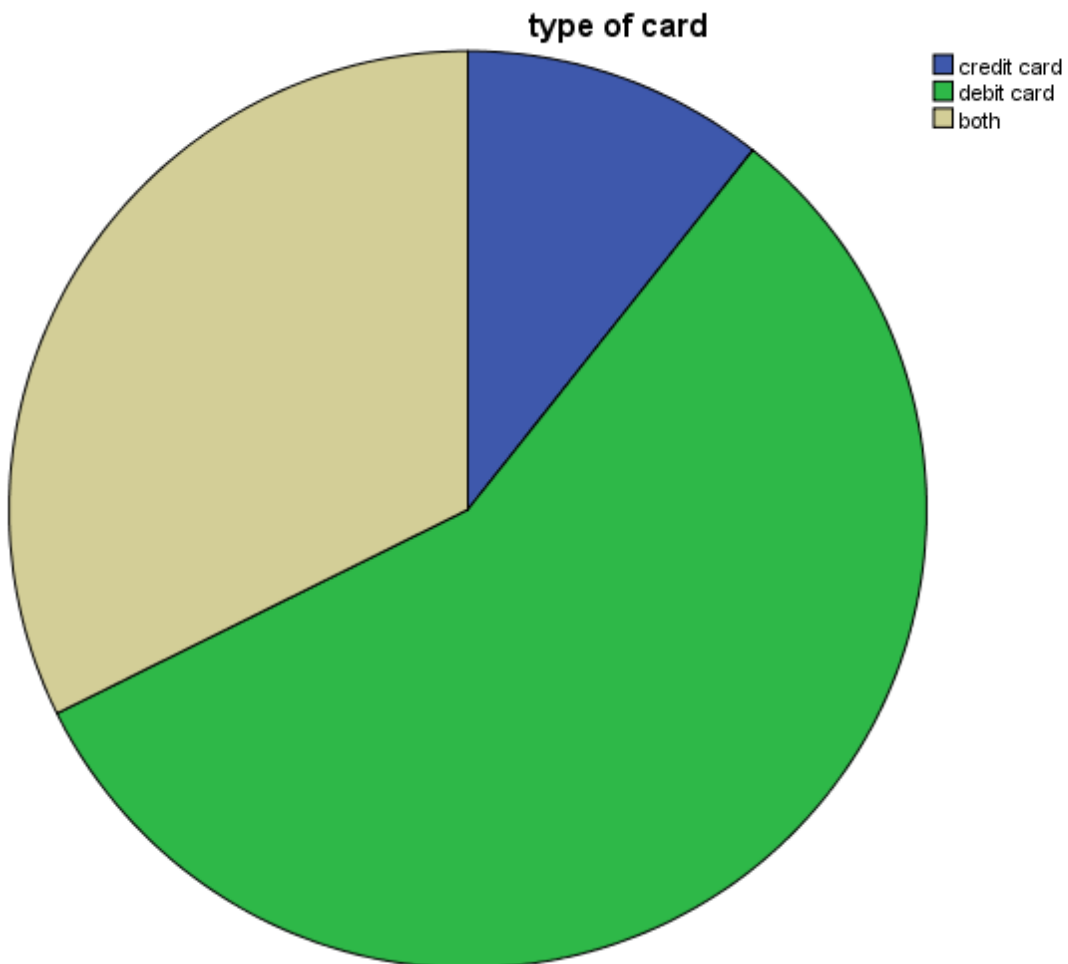
s.no		Frequency	Percent
1	nuclear family	186	62.0
2	joint family	114	38.0
	Total	300	100.0



From the above table (4.1.7) it infers that 62 percent of respondents are from nuclear family and 38.0 percent respondents are from the joint family. It is inferred that more number of respondents falls under nuclear family.

**TABLE 4.1.8**  
**TYPE OF CARD**

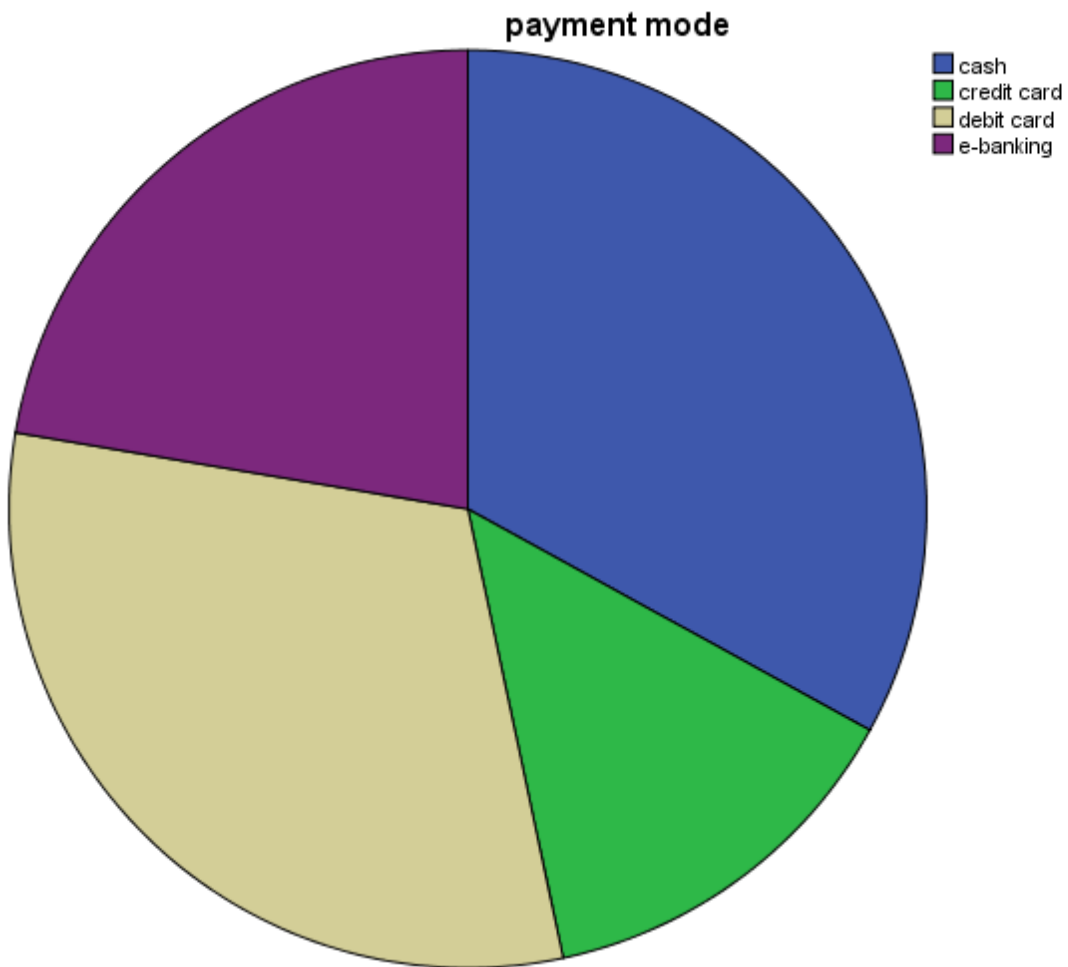
s.no		Frequency	Percent
1	credit card	32	10.7
2	debit card	171	57.0
3	Both	97	32.3
	Total	300	100.0



From the above table (4.1.8) it infers that 10.7 percent of respondents are using credit card, 57.0 percent respondents are using debit card, 32.3 respondents are using both. It is inferred that more number of respondents are using debit card.

**Table 4.1.9**  
**Payment Mode**

s.no		Frequency	Percent
1	Cash	99	33.0
2	credit card	41	13.7
3	debit card	93	31.0
4	e-banking	67	22.3
	Total	300	100.0



From the above table (4.1.9) it infers that 33.0 percent of respondents are using cash for payment, 13.7 percent respondents are using credit card for payment, 31.0 respondents are using debit card for payment and 22.3 respondents are using e-banking for payment . It is inferred that more number of respondents are using cash for payment.

## FACTOR ANALYSIS (Table 4.2.1)

### KMO and Bartlett's Test

Kaiser-Meyer-Olkin	Measure of Sampling Adequacy	.919
Bartlett's Test of Sphericity	Approx. Chi-Square	7538.873
	Df	1128
	Sig.	.000

The above table (4.2.1) explains the sample adequacy of the collected data to run the data reduction analysis. The Kaiser Meyer Olkin measure of sample adequacy proves to be 0.919 which is above 0.6, a measure enough to carry out the factor analysis. The Bartlett's test of Sphericity also proves to be significant to proceed with factor analysis.

### Total Variance Explained (Table 4.2.2)

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	15.499	32.289	32.289
2	2.832	5.901	38.190
3	2.033	4.236	42.426
4	1.871	3.898	46.324
5	1.593	3.319	49.643
6	1.526	3.179	52.822
7	1.325	2.760	55.582
8	1.250	2.604	58.186
9	1.176	2.450	60.636
10	1.102	2.296	62.932
11	1.012	2.109	65.041
12	.956	1.991	67.032
13	.901	1.878	68.910
14	.812	1.692	70.602
15	.764	1.591	72.194
16	.742	1.547	73.740
17	.708	1.475	75.216
18	.667	1.389	76.605
19	.646	1.346	77.951
20	.635	1.322	79.273
21	.603	1.256	80.529
22	.586	1.221	81.750
23	.555	1.156	82.906
24	.544	1.133	84.039
25	.531	1.106	85.145

26	.507	1.056	86.200
27	.455	.947	87.148
28	.449	.935	88.083
29	.444	.926	89.009
30	.414	.862	89.871
31	.408	.850	90.721
32	.388	.808	91.530
33	.381	.795	92.325
34	.355	.740	93.065
35	.349	.728	93.793
36	.315	.656	94.448
37	.305	.635	95.083
38	.286	.596	95.679
39	.264	.550	96.229
40	.255	.531	96.760
41	.239	.499	97.258
42	.229	.476	97.735
43	.220	.458	98.193
44	.195	.407	98.600
45	.184	.383	98.982
46	.175	.364	99.346
47	.164	.341	99.688
48	.150	.312	100.000

From the above table (4.2.2), it shows the Eigen value. The first component has an Eigen value of 15.499 and the percentage of variance is 32.289. The second component has an Eigen value of 2.832 and the percentage of variance is 5.901. The third component has an Eigen value of 2.033 and the percentage variance is 4.236. The fourth component has an Eigen value of 1.871 and the percentage of variance is 3.898. The fifth component as an Eigen value of 1.593 and the percentage variance is 3.319. The sixth component as an Eigen value of 1.526 and the percentage variance is 3.179. The seventh component as an Eigen value of 1.325 and the percentage variance is 2.760. The eighth component has an Eigen value of 1.250 and the percentage of variance is 2.604. The ninth component has an Eigen value of 1.176 and the percentage of variance is 2.450. The tenth component has an Eigen value of 1.102 and the percentage of variance is 2.296. The eleventh component has an Eigen value of 1.012 and the percentage of variance is 2.109. The twelfth component has an Eigen value of .956 and the percentage of variance is 1.991. The thirteen component has an Eigen value of .901 and the percentage of

variance is 1.878. The fourteen component has an Eigen value of .812 and the percentage of variance is 1.692. The fifteen component has an Eigen value of .764 and the percentage of variance is 1.591. The sixteen component has an Eigen value of .742 and the percentage of variance is 1.547. The seventeen component has an Eigen value of .708 and the percentage of variance is 1.475. The eighteen component has an Eigen value of .667 and the percentage of variance is 1.389. The nineteen component has an Eigen value of .646 and the percentage of variance is 1.346. The Twenty first component has an Eigen value of .603 and the percentage of variance is 1.256. The Twenty second component has an Eigen value of .586 and the percentage of variance is 1.221. The Twenty third component has an Eigen value of .555 and the percentage of variance is 1.156. The Twenty fourth component has an Eigen value of .544 and the percentage of variance is 1.133. The Twenty fifth component has an Eigen value of .531 and the percentage of variance is 1.106. The Twenty sixth component has an Eigen value of .507 and the percentage of variance is 1.056. The Twenty seven component has an Eigen value of .455 and the percentage of variance is .947. The Twenty nine component has an Eigen value of .444 and the percentage of variance is .926. The Thirtieth component has an Eigen value of .414 and the percentage of variance is .862. The Thirty first component has an Eigen value of .408 and the percentage of variance is .850. The Thirty second component has an Eigen value of .388 and the percentage of variance is .808. The Thirty third component has an Eigen value of .381 and the percentage of variance is .795. The Thirty fourth component has an Eigen value of .355 and the percentage of variance is .740. The Thirty fifth component has an Eigen value of .349 and the percentage of variance is .728. The Thirty sixth component has an Eigen value of .315 and the percentage of variance is .656. The Thirty seventh component has an Eigen value of .305 and the percentage of variance is .635. The Thirty eighth component has an Eigen value of .286 and the percentage of variance is .596. The Thirty ninth component has an Eigen value of .264 and the percentage of variance is .550. The Fortieth component has an Eigen value of .255 and the percentage of variance is .531. The Forty first component has an Eigen value of .239 and the percentage of variance is .499. The Forty second component has an Eigen value of .229 and the percentage of variance is .476. The Forty third component has an Eigen value of .220 and the percentage of variance is .458. The Forty fourth component has an Eigen value of .195 and the percentage of variance is .407. The Forty fifth component has an Eigen value of .184 and the percentage of variance is .383. The Forty sixth component has an Eigen value of .175 and the percentage of variance is .364. The Forty seventh component has an Eigen value of .164 and the percentage of variance is .341. The Forty eighth component has an Eigen value of .164 and the percentage of variance is .312.

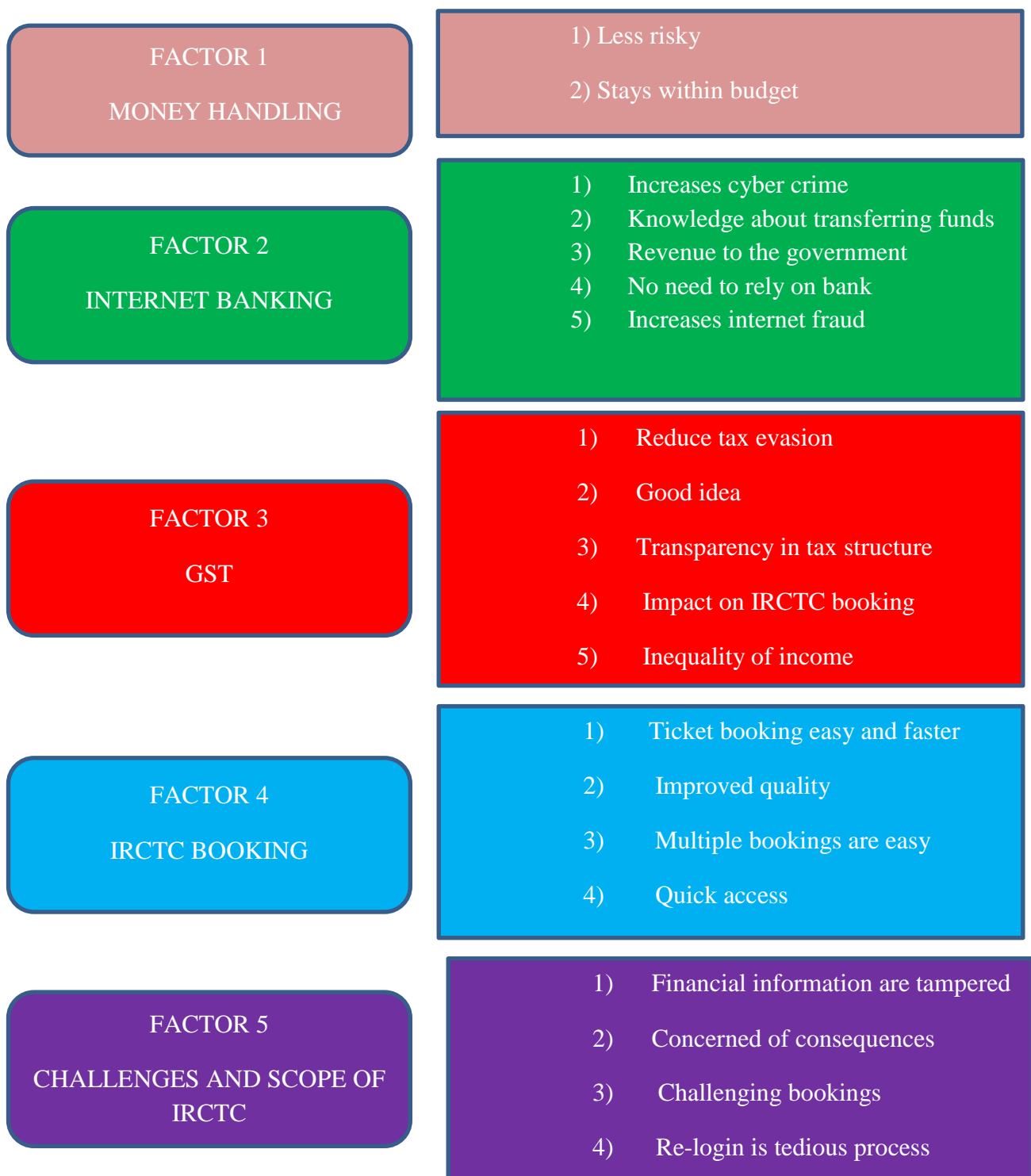
**Table 4.2.3**  
**Rotated Component Matrix**

	Component				
	1	2	3	4	5
Ticket booking easy	.705				
Faster ticket booking	.696				
Improved quality of ticket booking	.640				
Quick access	.561				
Multiple bookings through IRCTC is easy	.550				
continue to use IRCTC booking	.535				
Financial information are tampered		.697			
Concerned of consequences		.655			
Challenging and frustrating booking		.609			
Re-login in IRCTC website is a tedious process		.569			
IRCTC website is always fast and efficient		.534			
Routes are readily available		.513			
Cancellation charges are reasonable		.504			
GST reduce tax evasion			.733		
GST is a good idea			.727		
transperancy in tax structure			.723		
GST has a positive impact on IRCTC booking			.703		
inequality of income			.530		
Stay within your budget				.716	
Less Risky ( Loss of hard earned money can be avoided)				.713	
Increases cyber crime					.617
knowledge about transferring funds					.607
Increase Revenue to Government					.582
No need to rely on bank branches for train booking					.510
Increase in Internet fraud					.500

From the above table (4.2.3) it is clear that Five factors were found from the factor analysis. Factor one has components like ticket booking easy, faster ticket booking, improved quality of ticket booking, quick access, multiple bookings through IRCTC is easy and continue to use IRCTC booking. Factor two has components like financial information are tampered, concerned of consequences, challenging and frustrating booking, Re-login in IRCTC website

is a tedious process, IRCTC website is fast and efficient, routes are readily available and cancellation charges are reasonable. Factor three has components like GST reduces tax evasion, GST is a good idea, transparency in tax structure, GST has positive impact on IRCTC booking and inequality of income. Factor four has components like stays within your budget and less risky. Factor five has components like increases cybercrime, knowledge about transferring funds, increases revenue to the government, no need to rely on bank branches for train booking and increases internet fraud. The factor analysis shows above .60 and is significant.

Figure: 4.2.4 Factors on Digitalization



**TO ANALYSIS THE GENDER DIFFERENCES OF THE RESPONDENTS  
TOWARDS THE FACTORS OF DIFFERENT FINANCIAL ATTRIBUTES**

**Table 4.3.1**

**T-test**

**H<sub>0</sub> :There is no relationship between gender and different financial attributes.**

	Gender	N	Mean	Std. Deviation	Sig.	Sig. (2-tailed)	Null hypothesis
Money handling	Male	127	4.0787	.71109	.000	.000	Rejected
	Female	172	3.7064	1.01285		.000	
Internet banking	Male	128	4.1078	.57502	.014	.066	Rejected
	Female	172	3.9686	.69463		.059	
GST	Male	128	3.8891	.84809	.028	.008	Rejected
	Female	172	3.6000	.97020		.006	
IRCTC booking	Male	128	4.1458	.66073	.789	.024	Accepted
	Female	172	3.9700	.66538		.024	
Challenges and scope of IRCTC	Male	128	3.9674	.76392	.741	.041	Accepted
	Female	172	3.7907	.71655		.043	

From above table (4.3.1), Money handling,Internet banking,GST have significance value of less than 0.05.So null hypothesis has been rejected. Hence there is a significance difference between gender and Money handling,Internet banking,GST and there is no significance difference between gender and IRCTC booking, challenges and scope of IRCTC.

**TO ANALYSIS THE MARITAL STATUS DIFFERENCES OF THE RESPONDENTS  
TOWARDS THE FACTORS OF DIFFERENT FINANCIAL ATTRIBUTES**

**Table 4.3.1**

**T-test**

**H<sub>0</sub> :There is no relationship between marital status and different financial attributes.**

		N	Mean	Std. Deviation	Sig.	Sig. (2-tailed)	Null hypothesis
Money handling	married	101	4.0891	.77264	.051	.002	Accepted
	unmarried	197	3.7487	.96313			
Internet banking	married	101	4.1624	.52132	.016	.009	Rejected
	unmarried	198	3.9566	.69657			
Gst	married	101	3.9723	.88455	.101	.001	Accepted
	unmarried	198	3.5960	.93090			
Irtc booking	married	101	4.2310	.62892	.906	.001	Accepted
	unmarried	198	3.9503	.67061			
Challenges and scope of IRCTC	married	101	4.0116	.78183	.207	.016	Accepted
	unmarried	198	3.7929	.71191			

From above table (4.3.1), Internet banking, have significance value of 0.05. So null hypothesis has been rejected. Hence there is a significance difference between marital status and Internet banking and the factors like money handling, IRCTC booking, GST and challenges and scope of IRCTC booking does not have any significance difference with marital status.

**Table 4.4.1**  
**ANOVA (Age)**

**H<sub>0</sub> :There is no relationship between age and different financial attributes.**

	N	Df	Mean Square	F	Sig.	Null hypothesis
Money handling	Between Groups	4	3.023	3.747	.005	**Rejected
	Within Groups	294	.807			
	Total	298				
Internet banking	Between Groups	4	.821	1.974	.098	Accepted
	Within Groups	295	.416			
	Total	299				
GST	Between Groups	4	2.821	3.367	.010	**Rejected
	Within Groups	295	.838			
	Total	299				
IRCTC booking	Between Groups	4	1.356	3.125	.015	**Rejected
	Within Groups	295	.434			
	Total	299				
Challenges and scope of IRCTC	Between Groups	4	2.045	3.866	.004	**Rejected
	Within Groups	295	.529			
	Total	299				

From the above table (4.4.1.), it is observed that the null hypothesis (0.05) is rejected for the factor money handling, IRCTC booking, GST, challenges and scope of IRCTC. But for the factor internet banking the different age group has the same opinion.

**Table 4.4.2****POST HOC**

Dependent variable	(I)age	(J)age	Mean difference (I-J)	Std.error	Sig.	95% Confidence interval	
						Lower bound	Upper bound
Money Handling	20-25	26-35	.36674*	.12099	.022	.0346	.6988
		36-45	-.17764	.17835	.857	-.6672	.3119
		46-55	-.31098	.25008	.726	-.9974	.3754
		above55	.18902	.32520	.978	-.7036	1.0816
	36-45	20-25	.17764	.17835	.857	-.3119	.6672
		26-35	.54438*	.19134	.038	.0192	1.0696
		46-55	-.13333	.29071	.991	-.9313	.6646
		above55	.36667	.35739	.843	-.6143	1.3476
GST	36-45	20-25	.50000*	.18167	.049	.0014	.9986
		26-35	.51108	.19499	.069	-.0241	1.0463
		46-55	-.10286	.29626	.997	-.9160	.7103
		above55	.19000	.36422	.985	-.8097	1.1897
IRCTC booking	36-45	20-25	.31414	.13074	.117	-.0447	.6730
		26-35	.39264*	.14032	.043	.0075	.7778
		46-55	.02302	.21320	1.000	-.5622	.6082
		above55	.63611	.26211	.111	-.0833	1.3555
Challenges and scope of IRCTC	36-45	20-25	.31414	.13074	.117	-.0447	.6730
		26-35	.39264*	.14032	.043	.0075	.7778
		46-55	.02302	.21320	1.000	-.5622	.6082
		above55	.63611	.26211	.111	-.0833	1.3555

From the above table(4.4.2) it is observed that people of age group from 36-45 are handling money better than age group from 26-35 and the people of age group from 20-25 are handling money better than age group from 26-35, people of age group from 26-35 have more knowledge about GST than the people of age group from 20-25, people of age group from 36-45 are using IRCTC booking more than the age group from 26-35 and people of age group from 46-55 are managing the challenges and scope well than the people in the age group from 26-35.

**Table 4.4.3****ANOVA (Educational Qualification)**

**H<sub>0</sub> :There is no relationship between educational qualification and different financial attributes.**

	N	Df	Mean Square	F	Sig.	Null hypothesis
Money handling	Between Groups	3	3.338	4.116	.007	Accepted
	Within Groups	295	.811			
	Total	298				
Internet banking	Between Groups	3	1.751	4.296	.005	**Rejected
	Within Groups	296	.408			
	Total	299				
GST	Between Groups	3	3.839	4.603	.004	**Rejected
	Within Groups	296	.834			
	Total	299				
IRCTC booking	Between Groups	3	1.846	4.272	.006	Accepted
	Within Groups	296	.432			
	Total	299				
Challenges and scope of IRCTC	Between Groups	3	3.362	6.458	.000	**Rejected
	Within Groups	296	.521			
	Total	299				

From the above table (4.4.3), it is observed that the null hypothesis (0.05) is rejected for the factor challenges and scope of IRCTC, GST and internet banking. But for the factors like money handling, IRCTC booking, the different level of educational qualification has the same opinion.

**Table 4.4.4****POST- HOC (EDUCATIONAL QUALIFICATION)**

Dependent variable	(I)Educational qualification	(J)Educational qualification	Mean difference (I-J)	Std.error	Sig.	95% Confidence interval	
						Lower bound	Upper bound
Internet banking	higher secondary	secondary	-.07143	.40020	.998	1.1054	.9626
		under graduate/diploma	.57302	.24712	.096	-.0655	1.2115
		post graduate/above	.67547*	.24708	.033	.0371	1.3139
GST	higher secondary	secondary	.08571	.57246	.999	-1.3934	1.5648
		under graduate/diploma	.92321*	.35350	.046	.0099	1.8365
		post graduate/above	1.07192*	.35344	.014	.1587	1.9851
IRCTC booking	higher secondary	secondary	-.05952	.41198	.999	-1.1240	1.0049
		under graduate/diploma	.63145	.25440	.065	-.0258	1.2887
		post graduate/above	.71002*	.25436	.028	.0528	1.3672

From the above table (4.4.4) it is observed that people with educational qualification of higher secondary are using internet banking well than the post graduate /above, people with educational qualification of secondary have better knowledge about GST than under graduate/diploma and post graduate /above and people with educational qualification of higher secondary are using IRCTC booking better than post graduate /above.

**Table 4.4.5****ANOVA (Annual Income)****H<sub>0</sub> :There is no relationship between income and different financial attributes.**

	N	df	Mean Square	F	Sig.	Null hypothesis
Money handling	Between Groups	4	.943	1.129	.343	Accepted
	Within Groups	294	.835			
	Total	298				
Internet banking	Between Groups	4	.776	1.865	.117	Accepted
	Within Groups	295	.416			
	Total	299				
GST	Between Groups	4	.534	.615	.652	Accepted
	Within Groups	295	.869			
	Total	299				
IRCTC booking	Between Groups	4	.460	1.032	.391	Accepted
	Within Groups	295	.446			
	Total	299				
Challenges and scope of IRCTC	Between Groups	4	1.702	3.190	.014**	**Rejected
	Within Groups	295	.534			
	Total	299				

From the above table (4.4.5), it is observed that the null hypothesis (0.05) is rejected for the factor challenges and scope of IRCTC. But for the factors like money handling, IRCTC booking, GST, internet banking the different income level group has the same opinion. Therefore, it is evident from the table; the people of different income level group have different opinion for the challenges and scope of IRCTC.

**Table 4.4.6****ANOVA (Payment Mode)****H<sub>0</sub> :There is no relationship between payment mode and different financial attributes.**

	N	df	Mean Square	F	Sig.	Null hypothesis
Money handling	Between Groups	3	2.293	2.790	.041**	**Rejected
	Within Groups	295	.822			
	Total	298				
Internet banking	Between Groups	3	.380	.902	.441	Accepted
	Within Groups	296	.422			
	Total	299				
GST	Between Groups	3	1.141	1.325	.266	Accepted
	Within Groups	296	.862			
	Total	299				
IRCTC booking	Between Groups	3	.114	.254	.858	Accepted
	Within Groups	296	.450			
	Total	299				
Challenges and scope of IRCTC	Between Groups	3	1.206	2.222	.086	Accepted
	Within Groups	296	.543			
	Total	299				

From the above table (4.4.6), it is observed that the null hypothesis (0.05) is rejected for the factor money handling. But for the factors like challenges and scope of IRCTC, IRCTC booking, GST, internet banking the different payment mode group has the same opinion. Therefore, it is evident from the table; the people of different payment mode group have different opinion for money handling.

**Table 4.5.1**

**Regression**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.660 <sup>a</sup>	.436	.428	.50436

**Table 4.5.2**

**ANOVA**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	57.717	4	14.429	56.722	.000 <sup>b</sup>
	Residual	74.788	294	.254		
	Total	132.505	298			

From the above table (4.5.1) it is clear that R value is 66 % and R value is 43%, therefore it is inferred that factors like money handling, challenges and scope of IRCTC, GST, internet banking which is found from the factor analysis are highly influencing the IRCTC booking.

**Table 4.5.3**

**Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.339	.207		6.466	.000
Money handling	.080	.037	.110	2.176	.030
Internet banking	.138	.052	.134	2.654	.008
GST	.138	.043	.192	3.238	.001
Challenges and scope of IRCTC	.343	.053	.380	6.435	.000

The table (4.5.3) shows that,

$$Y = a + bX$$

$$= 1.339 + .080 [\text{Factor 1 Money handling}] + .138 [\text{Factor 2 Internet banking}] + .138 [\text{Factor 3 GST}] + .343 [\text{Factor 4 challenges and scope of IRCTC}]$$

From the above table, we infer that the r value for Factor 4 is (.343) which is highly influencing highly towards IRCTC booking.

Since the R value is 66 percent and R square value is 43 percent, it is observed that r value is 66% and r square value is 43%%, which is higher than the actual value of 30%. The factors influencing with t values are challenges and scope of IRCTC(t=6.435), GST(t=3.238), internet banking(t=2.654), money handling(t=2.176). This shows that the factors contribute the influencing rate at 43% and found to be statistically significant. Among the factors challenges and scope of IRCTC is highly influencing factor of IRCTC.

## **FINDINGS, SUGGESTION AND CONCLUSION**

### **5.1. FINDINGS**

From the data collected following findings were made:

- The socio demographic profile of respondents shows that, 57.3 percent of respondents are female, and the majority of the age of the respondents was 20 to 25 years. 52.5 percent of the respondents have completed postgraduation/above. 27.0 percent of the respondents earn an income from 50,000 to 1,00,000. 41.3 percent of the respondents are student as their occupation, 66.3 percent of the respondents are unmarried.
- By factor Analysis it is clear that Five factors were found from the factor analysis. Factor one has components like ticket booking easy, faster ticket booking, improved quality of ticket booking, quick access, multiple bookings through IRCTC is easy and continue to use IRCTC booking. Factor two has components like financial information are tampered, concerned of consequences, challenging and frustrating booking, Re-login in IRCTC website is a tedious process, IRCTC website is fast and efficient, routes are readily available and cancellation charges are reasonable. Factor three has components like GST reduces tax evasion, GST is a good idea, transparency in tax structure, GST has positive impact on IRCTC booking and inequality of income. Factor four has components like stays within your budget and less risky. Factor five has components like increases cybercrime, knowledge about transferring funds, increases revenue to the government, no need to rely on bank branches for train booking and increases internet fraud. The factor analysis shows above .60 and is significant.
- By the help of T-TEST, Money handling,Internet banking,GST have significance value less than 0.05.So null hypothesis has been rejected. Hence there is a significance difference between gender and Money handling,Internet banking,GST and there is no significance difference between gender and IRCTC booking, challenges and scope of IRCTC.
- By the help of T-TEST, Internet banking, have significance value less than 0.05.So null hypothesis has been rejected. Hence there is a significance difference between marital status and Internet banking and the factors like money handling, IRCTC

booking, GST and challenges and scope of IRCTC booking does not have any significance difference with marital status.

- By using ANOVA, it is observed that the null hypothesis (0.05) is rejected for the factor money handling, IRCTC booking, GST, challenges and scope of IRCTC. But for the factor internet banking the different age group has the same opinion and in the post-hoc it is observed that people of age group from 36-45 are handling money better than age group from 26-35, people of age group from 26-35 have more knowledge about GST than the people of age group from 20-25, people of age group from 36-45 are using IRCTC booking more than the age group from 26-35, people of age group from 46-55 are managing the challenges and scope well than the people in the age group from 26-35.
- By using ANOVA, it is observed that the null hypothesis (0.05) is rejected for the factor challenges and scope of IRCTC, GST and internet banking. But for the factors like money handling, IRCTC booking, the different level of educational qualification has the same opinion and in the post-hoc it is observed that people with educational qualification of higher secondary are using internet banking well than the post graduate /above, people with educational qualification of secondary have better knowledge about GST than under graduate/diploma and post graduate /above, people with educational qualification of higher secondary are using IRCTC booking better than post graduate.
- By using ANOVA, it is observed that the null hypothesis (0.05) is rejected for the factor challenges and scope of IRCTC. But for the factors like money handling, IRCTC booking, GST, internet banking the different income level group has the same opinion. Therefore, the people of different income level group have different opinion for the challenges and scope of IRCTC.
- By using ANOVA, it is observed that the null hypothesis (0.05) is rejected for the factor money handling. But for the factors like challenges and scope of IRCTC, IRCTC booking, GST, internet banking the different payment mode group has the same opinion. Therefore, the people of different payment mode group have different opinion for money handling.

- By using REGRESSION, it is observed that r value is 66% and r square value is 43%, which is higher than the actual value of 30%. The factors influencing with t values are challenges and scope of IRCTC( $t=6.435$ ), GST( $t=3.238$ ), internet banking( $t=2.654$ ), money handling( $t=2.176$ ). This shows that these factors contribute the influencing rate at 43% and found to be statistically significant. Among the factors challenges and scope of IRCTC is highly influencing factor of IRCTC.

## 5.2 SUGGESTION

- The service provider should concentrate more on the facilities for male, all the age group with all income group, increases payment mode and facilities for e-payments.
- From the analysis some attributes such as cybercrime, internet fraud are the threats in the IRCTC booking controlling measures for the same should be implemented for safety transactions and re-login process also should be made easier.
- Knowledge level should be enhanced by creating awareness programmes for booking process and tax rates for all the age groups
- Customers are suggested to use IRCTC App and credit card system to make the ticket booking process easier.
- Facilities should be developed to report any mistakes through SMS and acknowledgement SMS should be sent immediately on receipt of SMS from the customer.
- Banks should keep multi-level security points to check the validity of right customers accessing e-banking.
- Cyber Security framework must be strengthened by the government. There were many cases which reported that security has been breached and the personal data of many customers has been taken out. The website of IRCTC, Canara Bank was also breached. The legal framework should be quick enough to punish the culprits as well as proper IT mechanism should exist to avoid any frauds and to ensure the security.
- Awareness to be created amongst public to use digital technology and mobile apps. Government should try to build confidence and trust among the public.

## **CONCLUSION**

IRCTC online reservation system is very convenient for the passengers and hence it is very popular and its popularity is increasing day by day. Providing service with proper safety facilities for e-transactions and making the process simpler could help to increase the satisfaction level of passengers on Digitalization and IRCTC booking. Increasing the focus on quality and consistent service orientation will best serve the needs of the travelling public at large.

The overall results prove that digitalization and GST have an impact on IRCTC booking in positive and in negative manner. This identifies the facilities for e-payments and knowledge for booking should be improved .IRCTC is also spreading its wings with flight, hotel and cab booking as well as booking packages; IRCTC may well become a competitor to the more established travel portals like Clear trip, Makemytrip, Yatra and easy cabin near future.

Although the development of IRCTC in our country took place rapidly, still there are several problems in the path of steady growth. The main problems have been analyzed and it is concluded IRCTC need a lot to improve the overall services including passenger safety, convenience and running on time. If the suggestive measurements have been considered by the IRCTC, it is assured that the IRCTC will shine and bring grandeur to our country in the near future.

## BIBLIOGRAPHY

### REFERENCE

- Ajjan, H. and Hartshorne, R. (2008). Investigating faculty decisions to adopt Web 2.0 technologies: Theory and empirical tests. *Internet and Higher Education*, 11 71–80.
- Akansha Khurana and Aastha Sharma (2016) on “GST- A positive reform for indirect taxation system” *International journal of advance research*, vol 4, issue3.pp-500-505.
- Aleem, Z (2016) India Pulled 86% of its Cash out of Circulation,
- Allen, M.P. (2004), *Understanding Regression Analysis*. Springer.
- Ashworth, David (Nov. 2016), Reasons behind Demonetization, [www.marketrealist.com](http://www.marketrealist.com)
- Heng, How, Koon, senior FX investment strategist at Credit Suisse.
- Brace N, Kemp R and Snelgar R (2003). *SPSS for psychologists: a guide to data analysis using SPSS for windows*. Palgrave Macmillan, New York.
- Brijesh Singh and Dr. N. Babitha Thimmaiah (January 2017) : Demonetization-Win or Lost. *International journal of management, social science and technology*. ISSN-2320-2339, 2320-2793
- Chabi Gupta (December 2016). Payment banks and Demonetization. *International Journal of Research and Science*. ISSN: 2454-2024(online)
- Chanda, A (2017) Notes (and anecdotes) on Demonetization,
- Chen, L-D. (2008). A model of consumer acceptance of mobile payment. *International Journal of Mobile Communications*, 6(1) 32-52.
- Choudhury, S R (2016) Pain and Gain for India’s Economy after Drastic Withdrawal of Cash Supplies.
- Crisil, (2016), A Global S&P Company, [www.indiaspend.com](http://www.indiaspend.com)
- Daniel E, (1999): Provision of electronic banking in the UK and the Republic of Ireland, *International Journal of Bank Marketing*, Vol. 17, No. 2, pp. 72-82.
- Das, Samantak, (Jan. 2017), impact of Demonetization on Real estate, Chief Economist and national director, Knight Frank,

Dheenadhayalan V, (December 12, 2016)Automation of banking sector in India, Yojana, pp. 32-40.

Dr. Shakir Shaik, Dr. S.A.Sameera, Mr. Sk.C. Firoz (Dec 2015) “Does Goods and Services Tax (GST) Leads to Indian Economic Development ” IOSR journal of business and management.vol 17.issue 12. pp 1-05.

Eriksson K and Nilsson D (2007): Determinants of the continued use of self-service technology: The case of Internet banking, Technovation, Vol.27, No. 4, pp. 159–167.

Geeta Rani (November 2016): Effect of demonetization on retail outlets. International Journal of applied research 2(12):400-401

Gounaris.S, and Koritos, C. (2008). Investigating the drivers of internet banking adoption decision:A comparison of three alternative frameworks. International Journal of Bank Marketing, 26(5) 282-304.

Gulati,Singh, Gurbir, (Jan. 2017) Impact of Demonetization on Textile industry, www.indiaretailing.com

Gumussoy, C.A. and Calisir, F. (2009). Understanding factors affecting e-reverse auction use: An integrative approach. Computers in human behavior, 25 975-968.

Hartshorne, R. and Ajjan, H. (2009). Examining student decisions to adopt Web 2.0 technologies: theory and empirical tests. Journal of Computer Higher Education, 21 183–198.

Hester, A.J., and Scott, J.E. (2008). A conceptual model of wiki technology diffusion. In Proceedings of the 41st Hawaii International Conference on System Sciences.

Hinton, P.R., Brownlow, C., McMurray, I. and Cozens B. (2004). SPSS explained. Routledge Inc., East Sussex, England.

Hitesh K. Prajapati (July 2016) “Challenges and Implementation of GST (Goods and Service Tax) in India” Paripex - Indian Journal Of Research, Volume : 5 | Issue : 7 | ISSN - 2250-1991 | IF : 5.215 | IC Value : 77.65 96

Holmes, F (2016) Modi’s Demonetization is a Cure Worse than the Disease for India, Mundle, S (2016) Consequences of the Demonetization Shock.

Irani, Z., Dwivedi, Y. K. and Williams, M. D. (2009). Understanding Consumer Adoption of Broadband: An Extension of Technology Acceptance Model, *Journal of Operational Research Society*, 60(10), 1322-1334.

Janson, Phil, and Michael Waidner (1996). "Electronic payment systems."

Jung, J., Chan-Olmsted, S., Park, B. and Kim, Y. (2011). Factors affecting e-book reader awareness, interest, and intention to use. *New media and society*, 14(2) 204-224.

Kapoor, Mahimam, (2016), *Impact of Demonetization on Banking Sector*.

Kishorkumar Balpalli, August 4,2016. All about Goods and Services Tax (GST) & its Implications.

Koenig-Lewis, N., Palmer, A. and Moll, A. (2010). Predicting young consumers' take up of mobile banking services, *International Journal of Bank Marketing*, 28(5), 410-432.

Lee, Jinkook, Fahzy Abdul-Rahman, and Hyungsoo Kim (2007):. "Debit card usage: an examination of its impact on household debt." *Financial Services Review*. 16.1 73.

Liang T-P, Huang C-W, Yeh Y-H and Lin B. (2007). Adoption of mobile technology in business: a fit-viability model. *Industrial Management and Data Systems*, 107(8) 1154-1169.

M. Angel Jasmine Shirley (February, 2017). Impact of demonetization in India: Special issue published in *International Journal of Trend in Research and Development*. (IJTRD).ISSN 2394-9333

Mali, V. (2016). Demonetization: A step towards modified India. *International Journal of Commerce and Management Research*, Page No. 35-36.

Malik, Anghshu, (Jan. 2017), *Impact of Demonetization on FMCG Products*, Chief Operating Officer at Adani Wilmar Ltd.

Mallat, N., Rossi, M., Tuunainen, V. K. and Öörni, A. (2008). An empirical investigation of mobile ticketing service adoption in public transportation. *Personal and Ubiquitous Computing*, 12(1) 57-65.

Mallat, N., Rossi, M., Tuunainen, V. K. and Öörni, A. (2009). The impact of use context on mobile services acceptance: The case of mobile ticketing. *Information & Management*, 46(3) 190-195.

Mas, Ignacio, and Daniel Radcliffe(2010).. "Mobile payments go viral: M-PESA in Kenya."

Mercatanti, Andrea, and Fan Li. (2014). "Do debit cards increase household spending? Evidence from a semiparametric causal analysis of a survey." *The Annals of Applied Statistics*. 8.4: 2485-2508.

Monika Sehrawat and Upasana Dhanda (Dec 2015) " GST in India – A key tax reform" *International journal of research Granthalya*. Vol. 3(Issue 12) ISSN- 23500530(O) ISSN-2394-3629(P) Impact Factor: 2.035 (I2OR), Page No.133-141 3.

Morewedge, C. K., Holtzman, L., & Epley, N. (2007). Unfixed resources: perceived costs, consumption, and the accessible account effect. *Journal of Consumer Research*, 34(4), 459–467).

Ossolinski, Crystal, Tai Lam, and David Emery(2014) *The changing way we pay: Trends in consumer payments*. Reserve Bank of Australia,.

Pande, A (2017) *India's Economy in 2016*, Hudson Institute, Pennsylvania Avenue, Washington DC, USA.

Pankaj Kumar and Subhrangshu Sekhar(2016) "Goods and service tax in India: problems and prospects" *Asian Journal of Management Research*, Volume 6 Issue 3, ISSN 2229 – 3795, Page No. 504-513.

Pikkarainen, T., Pikkarainen, K., Karjaluoto, H. and Pahnla, S. (2004), Consumer acceptance of online banking: an extension of the technology acceptance model, *Internet Research*, 14(3) 224-35.

Polya, G (2017) *India's Demonetization Triggers Extreme Poverty and Famine*,

Prelec, D., and G. Lowenstein. (1998). "The Red and the Black: Mental Accounting of Savings and Debt." *Marketing Science*. 17:4–28.

Prelec, Drazen, and Duncan Simester (2001). "Always leave home without it: A further investigation of the creditcard effect on willingness to pay." *Marketing letters*. 12.1 5-12.

Raghubir, P., Srivastava, J., (2008). Monopoly money: The effect of payment coupling and form on spending behavior. *Journal of Experimental Psychology-Applied*, 14(3), 213- 225.

Raman, K. and Wig, S. (2010). Risk Management in Large Information Systems (IS) Projects: A Case Study of the Indian Railways Computerized Passenger Reservation System. *ASCI Journal of management*, 39(1) 33-54.

Salvius, S (2017) Modi'sfyng the Indian Economy-2 Months of Demonetization,

Sathye M, (1999): Adoption of internet banking by Australian consumers: An empirical investigation, *International Journal of Bank Marketing*, Vol.17, No. 7, pp. 324-334.

Scofield, J L (2016) The Global War on Cash-India's Demonetization Debacle, Available at [http:// www.nakedcapitalism.com/2016/12/theglobalwaroncashindiasdemonetizationdebacle](http://www.nakedcapitalism.com/2016/12/theglobalwaroncashindiasdemonetizationdebacle)

ShahnazNurulMahdzan, and Tabiani, S.( 2013) "The Impact of Financial Literacy on Individual Saving: an Exploratory Study in Malaysian Context", *Transformation in Business & Economics*, Vol. 12, No 1(28), pp.41-55. ISSN 1648-4460.

Sharma Himani,( June2011) Banker's Perspective on e-banking, *NJRIM*, Vol. 1, No. 1, , pp. 71- 84.

Sharma, A (2016) If India's Demonetization was all about Going Digital, then Why the Rush

Sherline T.I (December 2016).Demonetization as a prelude to complete financial inclusion: *IERJ* 2(12)

Singhania, D. K., & Singhania, D. K. (2015). *direct taxes law & practices*. New Delhi: Taxmann Publications (P.) Ltd. [13] Varma, J. R. (2010). *Derivatives and Risk Management*. Delhi: Tata McGraw-Hill.

Sinha, A., and Rai, D. (2016) Aftermath of Demonetization on Rural Population, *International Journal of Research in Economics and Social Sciences* , 6(11), 223-228.

Thakur, R (2016) *Economic and Political Risks of India's Demonetization*.

Sinha, Sanjeev, (Dec. 2016), *Demonetization impact*, New Delhi.

Sobhesh Kumar Agarwalla, Samir K. Barua, Joshy Jacob and Jayanth R. Verma, (Oct 2013)"Financial literacy among working young in Urban India", W.P. No. 2013-10-02 IIMA,Research and Publication.

Sreekumar, S. (2007). *Biometric Authentication in Mobile Payments*. Masters Thesis. University of Koblenz-Landau.

Srivastava, S. C., Mathur, S. S. and Teo, T. S. (2007). Modernization of passenger reservation system: Indian Railways' dilemma. *Journal of Information Technology*, 22(4) 432-439.

Stamoulis D S, (2000):How Banks Fit in an Internet Commerce Business Model, *Journal of Internet Banking and Commerce*, Vol. 5, No. 1, pp. 1-4.

Tan M. and Teo T.S.H. (2000). Factors Influencing the Adoption of Internet Banking. *Journal of the Association for Information Systems*, 1(5) 1-42.

Teo, T.S.H. and Pok, S.H. (2003). Adoption of WAP-enabled mobile phones among Internet users. *Omega*, 31, 483 – 498.

Uppal R.K &KaurRimpi,( 2007) *Banking in the New Millennium-Issues, Challenges andStrategies*, Mahamaya Publishing House, New Delhi, , pp. 33-118.

Vyas, M (2017) *Consumption Demand Severely by Demonetization*,

Wang, Y.-S., Lin, H.-H. and Luarn, P. (2006). Predicting consumer intention to use mobile services, *Information Systems Journal*, 16(2) 157-79.

Yang, H-J., Lay, Y-L., and Tsai, C-H. (2006). An implementation and usability evaluation of automatic cash-payment system for hospital. *Journal of Scientific and Industrial Research*, 65, 485-494.

#### WEBSITES:

- [www.digitalindia.gov.in](http://www.digitalindia.gov.in) (accessed on 10-3-2018 )
- [www.deity.gov.in](http://www.deity.gov.in) (accessed on 10-3-2018 )
- [www.dnaindia.com/](http://www.dnaindia.com/)(accessed on 10-3-2018 )
- [www.nber.org/papers/w15352.pdf](http://www.nber.org/papers/w15352.pdf) NBER working paper series (accessed on 12-3-2018 )
- [www.scientificamerican.com](http://www.scientificamerican.com)(accessed on 12-3-2018 )
- [www.strategyand.pwc.com/media/file/Strategyand\\_Maximising-the-Impact-of-Digitization.pdf](http://www.strategyand.pwc.com/media/file/Strategyand_Maximising-the-Impact-of-Digitization.pdf) (accessed on 12-3-2018 )
- [www.thediplomat.com/2016/12/indias-demonetization-timefor-digital-economy](http://www.thediplomat.com/2016/12/indias-demonetization-timefor-digital-economy)(accessed on 13-3-2018 )
- [www.medianama.com](http://www.medianama.com) (accessed on 13-3-2018 )

- [www.indianexpress.com](http://www.indianexpress.com) (accessed on 15-3-2018 )
- [www.newsnation.in](http://www.newsnation.in) (accessed on 15-3-2018 )
- [www.businesstoday.in](http://www.businesstoday.in) (accessed on 15-3-2018 )
- [www.businessworld.com](http://www.businessworld.com)(accessed on 15-3-2018 )
- <http://www.bis.org/publ/bcbs99.pdf>(accessed on 20-3-2018 )
- <http://economictimes.indiatimes.com/tech/internet/none-of-mobile-payment-apps-inindia-fully-secure-qualcomm/articleshow/55965892.cms>. (accessed on 20-3-2018 )
- <http://economictimes.indiatimes.com/news/politics-and-nation/sfio-developing-earlywarning-system-to-detect-frauds/articleshow/56018952.cms>(accessed on 20-3-2018 )
- <https://doi.org/10.17016/FEDS.2016.095>. (accessed on 20-3-2018 )
- [www.indiaspend.com](http://www.indiaspend.com)(accessed on 22-3-2018 )
- <http://www.globalresearch.ca/indiasdemonetizationtriggersextrempovertyandfamine/5567931>(accessed on 22-3-2018 )
- [www.bloombergquint.com](http://www.bloombergquint.com)(accessed on 22-3-2018 )
- <http://www.forbes.com/sites/greatspeculations/2016/12/02/modis-demonetization-is-a-cure-worsethan-the-disease-for-india>(accessed on 22-3-2018 )
- <http://www.sganalytics.com/blog/reviewdemonetizationindia/>(accessed on 24-3-2018)
- <http://www.japantimes.co.jp/opinion/2016/11/27/commentary/world-commentary/economic-political-risksindias-demonetization/>(accessed on 24-3-2018 )
- <https://www.cmie.com/kommon/bin/sr.php>(accessed on 26-3-2018 )
- <https://www.irctc.co.in/mobilebooking.html>. (accessed on 26-3-2018 )

## QUESTIONNAIRE

### A STUDY ON IMPACT OF DIGITALIZATION ON IRCTC BOOKING

**Dear respondent,**

I am A.SRUTHI SAMBAVI, pursuing II MBA (TOURISM), as part of our Masters of Business Administration (MBA) in Tourism and Travel Management, I need to complete a project in second semester. I am doing a project on **A study on Impact of Digitalization on IRCTC booking**. We will be happy if you provide the appropriate information. The information provided will be used only for research and academic purposes.

**1.Gender :**

a) male b) female c) others

**2.Age :**

a)20-25 b)26-35 c) 36-45 d) 46-55 e) above 55

**3.Educational qualification :**

a)secondary b)higher secondary c)under graduate/diploma d)post graduate/above

**4.Occupation :**

a)student b)employee c)business d)retired

**5.Marital status :**

a) married b) unmarried

**6.Annual income :**

a) below 50,000 b) 50,000-1,00,000 c) 1,00,000-2,00,000 d) 2,00,000-3,00,000 e)above 3,00,000

**7.Type of family :**

a) nuclear family b) joint family

**8.You own a \_\_\_\_\_?**

- a)credit card b)debit card c)both

**9.How do you make your payment often?**

- a) cash b) credit card c) debit card d)E- banking

**Please rate the following factors from 1 to 5, 5-Strongly Agree, 4-Agree, 3-Neutral,2 - Disagree 1-Strongly Disagree.**

S.NO	PARTICULARS	1	2	3	4	5
1.	No more bulky wallets					
2.	Easy and Faster Transactions					
3.	Many Freebies, Discounts and Lucky draws					
4.	Easy way to track spending					
5.	Stay within your budget					
6.	Less Risky ( Loss of hard earned money can be avoided)					
7.	Increase Revenue to Government					
8.	No need to rely on bank branches for train booking					
9.	Increases cyber crime					
10.	Increase in Internet fraud					
11.	Minimum education required					
12.	Digitalisation is boon to this era					
13.	GST is a good idea					
14.	It will help you to reduce tax evasion in India					
15.	It will provide certainty and transparency in tax structure					
16.	It will help to reduce inequality of income					
17.	Aware about the term 'GST'					
18.	GST has a positive impact on IRCTC booking					
19.	GST has affected your lifestyle					
20.	Aware of slab rates in GST					
21.	Demonetization is having a positive impact over train booking					
22.	There is an impact on online ticket booking due to demonetization.					

23.	I have knowledge about transferring funds					
24.	I plan to continue using IRCTC booking					
25.	Digitalisation enhanced IRCTC booking					
26.	My willingness of using/continuing to use IRCTC booking is high					
27.	I intend to use/continue using IRCTC booking					
28.	A proper tryout of its different features /was not possible.					
29.	I do/did not have adequate opportunities to try the IRCTC booking.					
30.	IRCTC booking allows quick access to railway ticket I need					
31.	IRCTC booking makes ticket booking easy					
32.	IRCTC booking improved the quality of railway ticketing					
33.	IRCTC booking makes booking tickets faster.					
34.	Booking through IRCTC is challenging and frustrating than manual/agent booking					
35.	Learning to use IRCTC booking will be/is easy for me					
36.	I find it easy for me to be skillfull at using the IRCTC booking					
37.	IRCTC booking is inexpensive					
38.	The cost of making a railway booking with IRCTC is reasonable					
39.	IRCTC railway booking is the affordable single booking type for me					
40.	Cancellation procedures through IRCTC booking is tiring					
41.	Cancellation charges are reasonable					
42.	Multiple bookings through IRCTC is easy					
43.	Cancellation refund process is fast and beneficiary					
44.	IRCTC website is always fast and efficient					

45.	Choices on trains & routes are readily available					
46.	Re-login in IRCTC website is a tedious process					
47.	In using IRCTC application I am concerned of the consequences of a mistake,my financial information given during booking will be known to others					
48.	My financial information given during booking can be tampered.					

Thank you for your valuable time and suggestion.