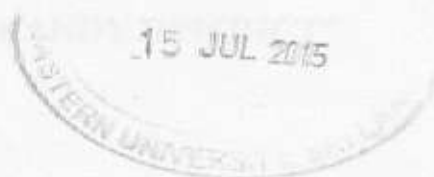


**"SERVICE QUALITY OF RAIL WAY TRANSPORT
A SPECIAL REFERENCE TO KANDY DISTRICT"**



by

W.M.N.N.K.WEERASINGHE

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ABSTRACT

This research intends to investigate the service quality of rail way transport as a special reference to Kandy district. The researcher aims to determine the overall effectiveness of delivery of quality rail way Service and have an understanding about the effectiveness of viable recommendations to deliver quality service to customers based on current level. In fact, the importance of dimensions service quality as a driving force to positive perceptions of consumers encouraged the researcher primarily to investigate the depths of the foresaid objectives. As a result, the researcher applied the data collection technique of questionnaires in order to absorb important information from the sample which he had selected sample as customers of Railway service in Kandy district. With a sampling frame of 100 respondents as the representative sample under random sampling, the researcher thereafter utilized descriptive statistics and hypothesis testing as data analysis techniques while employing SPSS (Statistical Package for Social Science) as the primary data analysis tool. Through the strategies and tactics explained above the researcher was able to understand that current overall quality of Rail way service was effective at moderate level in enhancing positive perception of customers in Kandy district when it comes to combination of all dimensions of quality. The researcher made above conclusions through Mean Value. The current strategies in relation to service quality of rail way service should be fully supported by integrated dimensions of quality as a successful mix which solidifies overall quality of rail way service in a way that it appears capable of meeting consumer expectations. Therefore rail way transport service in Kandy district should be directed towards generating positive customer perception by adhering to their expectations of customers.

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