

**SERVICE QUALITY OF THE RAILWAY TRANSPORTATION
IN GAMPAHA DISTRICT**



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2018

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ABSTRACT

This research is concerned with the “Service quality of the railway transportation” researcher formulated problem question that “How far the service quality of the railway transportation in Gampaha district?” Then the researcher found that there is the quality of the service of transportation highly supported to the service quality.

This research conduct Gampaha district. The Gampaha district study has considered 954967customers study population and set the sample size as 150 through random sampling method. After data were collected from selected customers and these data were presented and analyzed by using statically tools. These analyses were used to test the how far service quality of the railway transportation in Gampaha district.

This study focused on the quality of the service of railway transportation in Gampaha district. Gampaha district travelling ventures now quality of service transport based on the district passenger.

In this research, the researcher concluded about clarify the research findings, after that the researcher formed a final conclusion. Highly service quality has in railway transportation. Then they must improve service quality more.

According to these analyses, It has been founded the how far quality of service of transportation in Gampaha district. There is the quality of service of transportation ventures highly. In this all view, the researcher attempt to say that, Gampaha travelling ventures more than improve their quality of service now of railway transportation.

Keyword: Service quality , Railway transportation , Leve

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