

TABLE OF CONTENTS

CHAPTER No.	CONTENT	PAGE No.
	<i>Certificate</i>	i
	<i>Table of Contents</i>	ii-iii
	<i>Acknowledgements</i>	iv
	<i>Lists of Tables, Figures and Annexures</i>	v-xi
	<i>Executive summary</i>	xii-xviii
Chapter - 1	INTRODUCTION	1-32
	Overview of Indian Railways	2-9
	Traffic Growth Scenario on Indian Railways	9-11
	Infrastructure Congestion over Indian Railways	12-13
	Need for Railway Network Expansion	13-14
	IR Performance on Operational Safety Front	14-19
	Indian Railways Customers	19-22
	Financial Status of IR	23-29
	Road Ahead for IR	29-30
	Objectives of the Study	30-31
	Research Questions	31-32
Chapter - 2	CONCEPTUAL FRAMEWORK AND LITERATURE RIVIEW	33-95
	Motivation- A Concept	34-38
	Evolution of Managerial Approaches to Organizational Motivation	39-47
	Theories of Motivation	48-77
	Motivation at Work in Indian Context	77-80
	Motivation at Work in the Context of Railway Transportation Sector	80-92
	Theoretical Framework	92-95
Chapter – 3	METHODOLOGY	96-103
	Area of Study	97
	Sample Description	97
	Conduct of the Study	98-103

CHAPTER No.	CONTENT	PAGE No.
Chapter – 4	FINDINGS AND ANALYSIS	104-183
	Overview	105-118
	Demographic Analysis of Responses of the Running Staff on “Existence”, “Relatedness” and “Growth” (“ERG”) Motivation Factors.	118-139
	Item wise Analysis of Responses of the Running Staff on “Existence”, “Relatedness” and “Growth” (“ERG”) Motivation Factors.	140-183
	Limitations and Delimitations	183
Chapter – 5	CONCLUSIONS	184-209
	Overview	185-186
	Conclusions on the basis of Demographic Analysis of Responses of the Running Staff on “Existence”, “Relatedness” and “Growth” (“ERG”) Motivation Factors.	186-192
	Conclusions on the basis of Item wise Analysis of Responses of the Running Staff on “Existence”, “Relatedness” and “Growth” (“ERG”) Motivation Factors.	192-209
Chapter – 5	RECOMMENDATIONS	210-218
	Recommendations	211-218
	BIBLIOGRAPHY	219-226
	ANNEXURES	227-238