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A Study on UNESCO's World Heritage Rail Tourism in the Nilgiris Hills

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Abstract: India is the world's supreme visited nations regardless of numerous encounters associated with several disputes confronted nationwide and worldwide. The Government of India has preserved 16 steam locomotives by the Indian Railways as operational heritage which is a noteworthy one. The steam engine services are operated through the Darjeeling Himalyan Railway (DHR) and Nilgiri Mountain Railway (NMR). The UNESCO Heritage Site has been acknowledged to the Nilgiri Mountain Railway with a unique combination of architectural, cultural and tribal history, known as "Blue Mountains" as the "Heritage tourism". The objectives of the study are to analyze the motivating factors attracting the tourists towards Nilgiris Mountain Railway. For analysis Student "t" test, One-way Anova, Chi-square test, Pearson Correlations and Factor Analysis has been applied. The UNESCO's World Heritage Tourism Sites, the Nilgiri Mountain Railway (NMR) gains its momentum on the Queen of the Hills in the Nilgiris district.

1. Introduction

India is one of the world's greatest visited nations regardless of numerous encounters associated with several disputes confronted nationwide and worldwide. The Indian Railways deserves its appreciation for its services rendered through Darjeeling Himalayan Railway in the year 1999, Chhatrapati Terminus, services at Mumbai in 2004, Nilgiri Mountain Railway in 1999 and Kalka Shimla Railway in 2008 as the self-righteous owner for the UNESCO World Heritage Sites. The Nilgiri Hills is a famous tourist destination of southern India. Udhagmandalam is a famous hill station filled with flora, fauna and the local tribes on the stunning hills. Nilgiris is a treasure house of natural wealth and beauty. Snaking its way up the steep Coonoor slopes, the engineering marvel that is the more than 125-year-old Nilgiri Mountain Railway (NMR) line has become one of the primary drivers of tourism in the picturesque

hill district of Udhagamandalam. It is renowned for its 'rack and pinion' mechanism that drives the train up the steep gradient of the Coonoor ghat slope for around 19 km of its journey, and this site came to be known as mountain railways of India. The new coal-fired steam engine from the Golden Rock Railway Workshop, Tiruchchirappalli was dispatched to Mettupalayam on 02.09.2021, with a new engine, X-37400. It is 10.38 metres long and weighs 50 tonnes, has a capacity to hold 3.8 tonnes of coal and its water tank can contain 4500 litres of water. Thus, this heritage train is like a crown on the Queen of the hills as the "THE BLACK BEAUTY - (X-37400) OF 1899".

1.1. Panorama of the Heritage Sites worldwide of UNESCO in Indian Railways

Indian Railways have well-maintained locomotives by steam which add up to more than two hundred and thirty. It also has one hundred Classic very old coaches of vintage period and has installed engines and train wagons at heritage places, renowned parks, well known for attracting the public to visit the display. These stocks drag the visitors as they are more than hundred years and they give joy and jest to the visitors for gaining their old memories. The Nilgiris hills has its own history from 1800s as a treasure with British-era Buildings and recently this hills otherwise known as "Blue Mountains" is one of "Heritage tourism" which has been declared a UNESCO Heritage Site, which portrays a unique combination of architectural, cultural and tribal history. The well famous British-era buildings back to the early 19th century viz, Ootacamund club, St. Stephen church, Nilgiri Mountain Railway (NMR), Fern hill Royal Palace, The Nilgiri Library, Adams Memorial Fountain and Stone House, are the heritage buildings on the queen of the hills.

2. Review of Literature

Bansode *et al.* (2018) explored the influence of tragedy and consequential hazards faced by the tourists, and their perception on their travel intentions at the heritage places worldwide. This study concludes that to reduce risk the tourists must develop diverse tactics which could be implemented by the tourism industry, for developing tourism in order to sustain the industry. Jun *et al.* (2018) portrays the Jiuzhaigou Natural worldwide site as a heritage place which has a vulnerable environmental atmosphere and prosperous tourism industry. This study analysed the alterations in the usage of land, the effective mechanism for driving adopted, and the spatial patterns to be used in lands for tourism for the years 2025 and 2035. Kwong *et al.* (2018) focused his study on the writings of the world wide UNESCO (United Nation Educational, Scientific and Cultural Organization) heritage sites and concluded that the protection of decaying legacy constructions that are located at very old heritage builds in the responsive region, enclave of George Town in buffer zones. Brumann (2019) studied the UNESCO World Heritage Convention of 1972 is often observed as an achievement, and a place on the World Heritage List, with its now more than one thousand entries, has become a major global distinction, inspiring tourism, self-esteem, investments and conservation efforts. Barman *et al.* (2019) portrayed the analysis of eighteen countries which has visited India from 2001-2015. The study reveals that per capita income, past experiences cost of living in India and other countries together with the level of infrastructure development. Kar *et al.* (2020) studied about the value - added, authentic homogenous experiences offered in the tourism sector. Pandya (2020) studied the tourism industry in India is working

well for the development of isolated rural areas, generation of job opportunities for all sectors to shape their living standards, development of infrastructure, raise foreign exchange and to promote the Indian Art and crafts. Khristov (2020) has highlighted Inbound Tourism, its characteristics and viewpoint, India as one of the best in Asia as a significant tourist destination. Indian tourism has good potential requirements for tourists, but still needs high utilization of the vast region untouched by tourism department for utilizing all the regions for domestic and foreign travelers. Gaikwad et al. (2021) highlighted a case study about the Ellora caves as a worldwide heritage site based on the satisfaction of the tourists and the loyalty on the destination. It was pragmatic that the tourists have been satisfied and had shown their willingness to revisit the destination sites which has been a great improvement towards loyalty. Agrawal *et al.* (2023) have studied the services provided in the service sector like luxury hospital by using recent technology like robo.Thakur *et al.* (2021) studied a case study about the famous place called Srirangapattina, in Mysore region on the assessment of environmental strategy in heritage related to culture and tourism planning. It was found that sustaining cultural heritage to attract tourists depend on the offerings to the host community.

Silas (2021) studied that the ancient culture and heritage of the prominent Agra city is worldwide famous for its destination sites. It has concluded that this city gains more revenue and employment as the main source of generations of skills and sources of raising funds through marketing heritage products, handmade products, health care services, etc. Lama *et al.* (2021) studied about the labor-intensive sectors that has been affected drastically because of the COVID 19, which turned the global tourism upside down. This out-break of the virus has changed the concept of sustainability and has shaped the tourism sector to gain more planning and developing the tourist destinations. Peira *et al.* (2022) explored about the railways which is plentiful, especially on the arena of mining and industrial sectors. Azharunnisa *et al.* (2022) analyzed about the centers which facilitates the tourist's entry as a circuit through network analysis, in order to create an effective relationship among the people who are involved in crafts work as a custodian for developing the cultural heritage to develop tourism through their economic activities.

3. Objectives of the Study

- To analyze the socio-economic conditions of the sample respondents.
- To examine the factors that motivate and attract the tourists towards UNESCO's World Heritage Rail Tourism Site -Nilgiris Mountain Railway (NMR) in the Nilgiris district.

4. Hypotheses of the Study

H1: Absence of correlation among age and the thrilling journey on the "Queen of the Hills" for all ages.

H2: Relationship among gender and the convenience of the train timings.

H3: Lack of noteworthy relationship among educational qualification and mode of booking tickets.

H4: Non-existence of relationship among occupation and Nilgiri Mountain Railway toy train draws tourists to escape summer heat.

H5: Lack of considerable dissimilarity among yearly income and Nilgiri Mountain Railway toy train draws tourists to escape summer heat.

5. Methodology

A reasonable and proper search for novel and practical information is known as research, which is undertaken in a creative way to boost the knowledge for human beings in culture, science and society, to operate those using effective device applications and gain facts. Tools and techniques in statistics are used to find out the validity, determine reliability to verify the standardization. Studying the entire population is a difficult task for a researcher. A sub-group representing the population is studied for the purpose of research, referred to as the sample of the study. This research is descriptive in nature and portrays, "A study on the attractive factors of the UNESCO's World Heritage Rail Tourism in the Nilgiris Hills".

5.1. Sampling Framework

In this study, the specific target population are the railway passengers who travel through Nilgiris Mountain Rail (Toy train) from Mettupallayam railway station till Udghamaanadalam Railway Station (up and down) in the Nilgiris Hill station. The target population is classified into elements, sampling unit, extent and time. In the present study, the elements are the samples or respondents who use train transportation service and the sampling unit is the passengers travelling by Nilgiris Mountain Rail. This study is confined only to the tourists who visited Nilgiris Hills through Nilgiris Mountain Rail (NMR), during the period April 2022 to August 2022.

5.2. Collection of Data

Primary Data and Secondary data were collected. The Tourism Department uses visitor numbers at the Government Botanical Garden (GBG) in Udhagamandalam to roughly estimate tourist inflow as it is the most popular destination in the Nilgiris. According to officials, a total of 1.27 lakh additional tourists visited the Nilgiris during April and May 2023, when compared to the same period last year. A total of 7.34 lakh visitors had come to the Government Botanical Garden (GBG) in 2022, the numbers witnessed a significant increase, with a total of 8.61 lakh visitors, being recorded this year.

Primary data: The well designed and structured questionnaire was distributed among sample respondents to collect primary data.

Secondary data: This data was collected from journals, research articles, magazines newspapers, and websites.

5.3. Sampling Size

The questionnaire using Rensis Likert five point scales were administered to the sample respondents through survey method by using Convenience sampling technique, among the selected one hundred and twenty- five (125) tourists who visited Nilgiris Hills through Nilgiris Mountain Rail (NMR), in the period April 2022 to August 2022.

5.4. Statistical Tools

For the purpose of analysis and interpretation of the study the statistical software SPSS 20 version has been used to conduct and the tests like Simple Percentage Analysis, Chi-Square test, Pearson's Correlation Coefficient test, Student "t" test and Factor Analysis.

6. Analysis and Interpretation

6.1. Reliability Test

To assess the consistency internally it is measured widely by way of certain constructs called Cronbach's alpha. This is normally accepted at an agreed value of Cronbach's alpha, 0.70, even though it may diminish to 0.60 in case of investigative research (Hairetal.2006; pp.137). This test has been shown in the table given below:

Table 1: Reliability Test

Particulars	*Items in numbers*	*Range*	*Value of Cronbach's Alpha*
Socio-economic conditions and influencing factors attracting UNESCO'S World Heritage Rail Tourism Site, The Nilgiri Mountain Train (NMR)	20	9-28	.938
Overall reliability	20	1-30	.938

The above table highlights the measure for reliability as the whole scale shows 0.938 which is adequate as the consistency for all the constructs in the values. The result of Cronbach's alpha sketches a noteworthy amount of relationship among the variables tested. The validity of a test is the degree to which dissimilarity in scores reflect differences in the measured characteristic.

6.2. Socio-economic Condition of the Sample Respondents

For the purpose of the study the demographic factors such as Age, Gender, Marital status, Educational qualification, Occupation, Annual Income, Family size, and Number of respondents has been taken for analysis and interpretations of the study.

The above table depicts the percentage analysis of 125 sample respondents based on their demographic profile. The results show that 46.4% (58) of the sample respondents show majority on the age of the sample respondents, 56.0% (70) on gender of the sample respondents, 56.8% (71) on marital status of the sample respondents, 42.4% (53) on educational qualification of the sample respondents, 29.6% (37) on occupation of the sample respondents, 44.8% (56) on annual income of the sample respondents, 58.4% (73) on family size of the sample respondents and 38.4% (48) on number of dependents in their family of the sample respondents.

Table 2: Socio-economic Condition of the Sample Respondents

Particulars	*Particulars*	*Frequency*	*Percentage*
Age	26-50	58	46.4
Gender	Male	70	56.0
Marital status	Married	71	56.8
Educational qualification	Degree and Diploma	53	42.4
Occupation	Private	37	29.6
Income (pa)	Between Rs 2,50,001 to Rs 5,00,000	56	44.8
Family size	Nuclear	73	58.4
No. of dependents	3-4	48	38.4

Source: Primary data

6.2. Pearson's Correlation Test

Pearson's Correlation Coefficient test was used in this study to compute the correlation between age of the sample respondents and thrilling journey on the black beauty of the Queen of the hills for all ages.

Hypothesis 1

Pearson's Correlation between Age and Thrilling journey on the "Queen of the Hills" for all ages.

Null Hypothesis: There is no correlation between age and the thrilling journey on the "Queen of the Hills" for all ages

Table 2: Age of the Sample Respondents and the Thrilling Journey on the "Queen of the Hills" for all Ages (Pearson's Correlation Coefficient Test)

Age	*Pearson Correlation r value*	*Sig 2 tailed P value*	*Mean*	*Standard deviation*
Thrilling journey on the "Queen of the Hills" for all ages	.181*	.043	1. 85 2.24	.719 .777

Source: Computed from Primary Data

Inferences

The thrilling journey on the "Queen of the Hills" for all ages is 2.24 and .777, and the measured mean is 1.85 and standard deviation is .719. The "r" value is .181 measured as per Pearson Correlation Coefficient test, and the "p" value is .043 according to result gained significance 2 tailed. It is less than .05. This shows that the Null hypothesis is rejected and it can be inferred that there is a correlation between the age and the thrilling journey on the "Queen of the Hills" for all ages.

6.3. Student "t" Test

In this test under null hypothesis a student distribution "t" follows a test statistic with statistical hypothesis. A student "t" test is most frequently functional when the test statistic would pursue a standard allocation if the value of a scaling term in the test statistic was identified.

Hypothesis: II

Null Hypothesis: Significant relationship connecting Gender and the convenient train timings is nil.

Table 3: Gender Convenient Train Timings (Student "t" Test)

Gender	*Convenience of the train timings*		*Statistical Inferences*
	Mean	*Standard deviation*	
Male	1.86	.767	t-value =.015
Female	1.69	.717	p value= .218>.05

The above table proves that the 0.05 is the "p" value which is superior as the null hypothesis has been acknowledge at 5% level with regard to the train timings and it is inferred that the male have more influence than the female sample respondents with the convenience of the train timings. Thus, the above results prove that there is no noteworthy dissimilarity amidst both the gender for the convenience of the train timings.

Hypothesis: III

Null Hypothesis: Absence of noteworthy relationship among educational qualification and the mode of tickets booking.

Table 4: Educational Qualification and Mode of Booking Tickets - Chi-square Test

Educational qualification	*Mode of booking tickets*			*Total*	*Chi- square value*	*'P' value*
	online	*Through counter*	*Free pass*			
Upto plus 2	10	21	9	40		
	(25.0%)	(52.5%)	(22.5%)	(100%)		
	[34.5%]	[36.2%]	[23.7%]		7.356	>0.05**
Degree and	13	18	22	53		.118
diploma	(24.5%)	(34.0%)	(41.5%)	(100%)		Df= 4
	[44.8%]	[31.0%]	[57.9%]			
PG and	6	19	7	32		
Professionals	(18.8%)	(59.4%)	(21.9%)	(100%)		
	[20.7]	[32.8%]	[18.4%]			
Total	29	58	38	125		
	(23.2%)	(46.4%)	(30.4%)	(100%)		

** 'p" value significant level at 5% level.

Inferences: The above table proves that the 0.05 is the "p" value which is better as the null hypothesis has been acknowledge at 5% level significance. The value of Chi-Square test highlights as 7.356, which is slighter with the degrees of freedom 4, and it proves .118 as significant value, which is superior than 0.05 and accepts the null hypothesis. Thus, the test proves that there is absence of noteworthy relationship amongst educational qualification and tickets booking mode.

Hypothesis: IV

Null Hypothesis: Lack of imperative relationship connecting occupation and Nilgiri Mountain Railway toy train draws tourists to escape summer heat.

Table 5: Occupation and Nilgiri Mountain Railway (NMR) Train Draws Tourists to Escape Summer Heat - Chi square Test

Occupation	*Nilgiri Mountain Railway toy train draws tourists to escape summer heat*					
	Definitely not	*Undecided*	*Definitely will*	*Total*	*Chi- square value*	*'P' value*
Government	8	9	11	28		
	(28.6%)	(32.1%)	(39.3%)			
	[23.5%]	[23.1%]	[21.2%]			
Private	12	14	11	37	4.692	>0.05**
	(2.4%)	(37.8%)	(29.7%)			. 584
	[35.3%]	[35.9%]	[21.2%]			Df= 6
Business	6	9	17	32		
	(18.8%)	(28.1%)	(53.1%)			
	[17.6%]	[23.1%]	[32.7%]			
Others	8	7	13	28		
	(28.6%)	(25.0%)	(46.4%)			
	[23.5%]	[17.9%]	[25.0%]			
Total	34	39	52	125		

** 'p" value significant level at 5% level.

Inferences

The above table proves that the 0.05 is the "p" value which is better as the null hypothesis has been acknowledge at 5% level significance. The value of Chi-Square test highlights as 4.692, which is slighter with the degrees of freedom 4, and it proves .584 as significant value, which is superior than 0.05 and accepts the null hypothesis. Thus, the test proves that there is absence of noteworthy relationship amongst educational qualification and tickets booking mode.

Hypothesis: V

Null Hypothesis: Important dissimilarity connecting annual income and Nilgiri Mountain Railway toy train draws tourists to escape summer heat.

Table 6: Annual Income and Nilgiri Mountain Railway (NMR) Toy Train Draws Tourists to Escape Summer Heat - One way Anova Descriptives

Annual income	*Mean*	*Standard deviation*
Upto Rs 2,50,000	1.76	.830
Income between Rs 2,50,001 to Rs 5,00,000	2.25	.769
Above Rs 5,00,001	2.41	.756

Inference

The mean and standard deviation of the three levels of annual income is highlighted in the above descriptive table. The mean value and the standard deviation for the sample respondents who belong to the annual income up to Rs. 2,50,000 is 1.76, while the annual income received by the sample respondents who fall under the category Rs 2,50,000- Rs 5,00,000 is 2.25 and .769, the mean value and standard deviation of the sample respondent who earn an annual income above Rs 5,00,000 is 2.4 and .756.

Table 7: One Way ANOVA

Nilgiri Mountain Railway toy train draws tourists to escape summer heat	*Value showing the squares*	*Degree of freedom*	*Mean Square*	*"F" value*	*Sig.*
Groups in between	8.378	2	4.189	6.812	.002
Groups within	75.030	122	.615		
Total	83.408	124			

Source: Primary Data

Inferences

The above One-way Anova of variance table shows the "F" value as 6.812, whereas it portrays that the value of "p" (.002) is lower than .05, so it acknowledges that there is an important significant dissimilarity connecting the income earned annually and the factors attracting the tourists to enjoy the ride on the Nilgiri Mountain Railway as the toy train which draws tourists to escape summer heat.

Inferences

The above multiple comparison table show a comparative study between the income level of the sample respondents, the income level falling below Rs 2, 50,000 has been compared with other two levels of income. It is inferred that income falling below Rs 2,50,000 has quite significant difference than the other two categories mentioned above. The annual income level between Rs 2, 50,001 – Rs 5, 00,000 has been compared with other two level of income. From this it can be inferred that Rs 2,50,001- Rs 5,00,000 differ significantly, up to 2,50,000 level of income but it does not differ significantly for above Rs 5,00,000 level of income. Thus, the annual income showing above Rs 5, 00,001 has been compared with the other two level of income to determine the significance level.

Table 8: Multiple Comparisons

Dependent variable	*Annual income of the respondents*	*Annual income of the respondents*	*Mean difference*	*Std. Error*	*Sig.*
Nilgiri Mountain Railway toy train draws tourists to escape summer heat	Income below Rs 2,50,000	Income between Rs 2,50,001 to Rs 5,00,000	-.493*	.166	.010
		Above Rs 5,00,001	-.649*	.189	.002
	Income between Rs 2,50,001 to Rs 5,00,000	Below Rs 2,50,000	.493*	.166	.010
		Above Rs 5,00,000	-.156	.174	.642
	Above Rs 5,00,001	Below Rs 2,50,000	.649*	.189	.002
		Income earned between Rs 2,50,001 to Rs 5,00,000	.156	.174	.642

Source: Primary Data

Table 9: Homogeneous Subset Table

Annual income	*N*	*Subset for alpha=0.05*	
		1	*2*
Upto Rs 2,50,000	37	1.76	
Rs 2,50,001 to Rs 5,00,000	56		2.25
Above Rs 5,00,000	32		2.41
Sig.		1.000	.651

Inferences

The calculations are showed as homogeneous subset in the above table. It shows that two subsets are formed. It proves that the sample respondents with up to Rs 2, 50,000 belong to the first subset. From this inference it is concluded that Nilgiri Mountain Railway toy train draws tourists as sample respondents who belong to the annual income uptoRs. 2, 50,000 to escape summer heat, in the lower end of range in Nilgiri Mountain Railway toy train, followed by the sample respondents who belong to the annual income earned in the second category.

Motivating Factors Attracting UNESCO'S World Heritage Rail Tourism Site, The Nilgiri Mountain Train (NMR)

The analysis which helps to decrease the data by its technique and authorize the researcher to scrutinize the concepts that is difficult to be measured is known as Factor Analysis. The motivating factors

(Twenty statements) attracting UNESCO's World Heritage Rail Tourism Site, for the Nilgiri Mountain Train (NMR) has been divided into five factors. For calculation and interpretation, the data collected from one hundred and twenty-five sample respondents were focused to principal component factor analysis with Varimax Rotation by means of the criterion that factors with eigen value greater than 1.00 were retained. Loadings exceeding 0.2 were considered for determining factors. In Factor analysis, the literature for a loading of 0.33 to be the minimum absolute value to be interpreted. This criterion is being used more or less by way of principles of convention.

Table 10: Statement Loadings of the Motivating Factors Attracting UNESCO's World Heritage Rail Tourism Site, Nilgiris Mountain Railway (NMR) in The Nilgiris District (Factor Analysis)

Variables as factors	*Loadings*	*Eigen values*	*Percentage of variance*
Factor 1			
Safety precautions of the train is very perfect	.662	2.396	11.980
Delightful pleasure on ranges of the mountain tunnels made my journey fulfilling.	.668		
Factor 2			
Reliable and safety journey for passengers.	.758	2.125	10.626
Services provided by the Southern Railways.	.575		
Relished the radiance of bright pea green climate, credible palm trees, unreserved cottages, pastoral charisma, and interesting mountainous life.	.641		
Exhaustive scenery of western ghat roads, forested mountains, flora, fauna, rivers and waterfalls flowing down from the hills to the plains.	.219		
Factor 3			
Dazzling colour, design and style of the Toy train.	.749	1.880	8.362
With peace of mind, I cherished the blossoming green silent nature, waterfalls around the mountains.	.622		
Adored the view of local people, munds, villages/hamlets.	.666		
Factor 4			
Aesthetics appearance of the Nigliri Railways Toy train	.788	1.672	8.362
Availability of the reservation of tickets.	.827		
Speed and unique sound of the Toy train.	.227		
Factor 5			
Reasonable Ticket Fare	.813	1.552	7.761
Delightful train journey along the nature made me to feel that earth, flora and fauna on the hills come together in harmony.	.579		

contd. table

Variables as factors	*Loadings*	*Eigen values*	*Percentage of variance*
I enjoyed the superior food services provided on time on the station platforms.	.433		
Factor 6			
Nilgiri Mountain Railways (NMR) journey made me to feel its UNESCO heritage site as a dignified brand name	.435	1.499	7.497
Enchanting experience on the Toy train made me to feel the good surveillance of many forests, woods, valley views, green crops, hill birds, wild plants and trees.	.784		
Factor 7			
Easy to book tickets	.652	1.283	6.414
The beauty of the alluring rainwater pouring down on the roof appears like a freezing and soaked sparkler.	.784		
Factor 8			
Travelling along the woods and mountains gave me joy, zeal and zest.	.938	1.306	5.17

The inferences of the Factor Analysis portray the various factors, item loadings, eigen value and percentage of variance explicated by each factor. The total variance yielded for eight factors for the Factor Analysis accounted as 67.219%. In Factor 1 there are two items and it has depicted 11.980% as the total variance. Amongst the available eight factors, the highest inconsistency which is very significant fall under factor one which highlights all the eye-catching factors attracting UNESCO's World Heritage Rail Tourism Site, Nilgiris Mountain Railway (NMR) in the Nilgiris District. In Factor 1, "Delightful pleasure on ranges of the mountain tunnels made their journey fulfilling" has been considered as the most noteworthy item. There are three statements under Factor 1, which shows that, "Reliable and safety journey for passengers" has been identified as a notable item. Among all the factors, there are three statements which fall under Factor 3, which portrays that, "Dazzling colour, design and style of the Toy train" has been acknowledged as the main and remarkable item. Out of all the other factors, Factor 4 has three main statements out of these "Availability of the reservation of tickets" has been measured as the chief and vital item. Factor 5 prove three statements, out of these, "Reasonable Ticket Fare" has been recognized as the essential item. Factor 6 established two statements, out of these, "Enchanting experience on the Toy train made them to feel the good surveillance of many forests, woods, valley views, green crops, hill birds, wild plants and trees" has been renowned as the main imperative item. Factor 7 has created two statements out of which "The beauty of the alluring rainwater pouring down on the roof appears like a freezing and soaked sparkler" is the main item. Factor 8 has shaped one statement that is "Travelling along the woods and mountains gave them joy, zeal and zest" is the chief item.

7. Results

The above analysis and interpretations portray the results of the socio-economic conditions showing the percentage analysis for one hundred and twenty-five sample respondents. Among 125 sample

respondents, the results show majority on the age (46.4%- (58), (56.0% -(70) on gender (56.8% - (71) on marital status, (42.4%- (53) on educational qualification, (29.6% - (37) on occupation, (44.8% - (56) on annual income, (58.4% - (73) on family size, and (38.4% (48) on family members as dependents.

According to the analysis portrayed under Chi-Square the educational qualification of the visitors is not associated with the modes of booking the tickets, even the uneducated people can book the tickets online modes. Likewise, the occupations of the sample respondents are not associated with occupation and journey. This toy train drags the tourists to the chill spot, so everyone can explore the journey during summer irrespective of their occupation. The income earned annually by the sample respondents has a significant difference as the Nilgiri Mountain Railway toy train draws tourists to escape summer heat, as per the Anova test. Not all levels of income people can come to Nilgiri Mountain Railway due to summer, as many lower level income people hesitate to spend for their leisure. The Pearson's Correlation test portrays that the visitor's age are correlated with the thrilling journey on the "Queen of the Hills". The findings of the student "t" test of this study reveals that the gender has no effect on the timing of the train are very convenient. Passengers need to opt the Niligiri Toy train journey according to their convenience, option, perception, and decision to choose their rail journey, according to their attitude and intentions to travel during the summer. The result of the factor analysis proves that the twenty attributes are reduced to eight factors. This analysis shows that 67.219% of the total variance is the value portraying the motivating factors which attract the UNESCO's World Heritage Rail Tourism Site, Nilgiris Mountain Railway (NMR) in the Nilgiris District**.**

Discussion

Indian Railways (IR), has its own rich antiquity withholding rich history crossing on hundred and sixty years as it boons a widespread gamut of concrete and elusive heritage, and occupy a exceptional place in our country's scale of heritage. Indian Railways has been striving constant and an attentive method to protect its existing inheritance, industrial wealth and to pass on it absolutely to our future generations. Proudly owning its Heritage Pride of trains on the four hills Indian Railways is honored to receive the UNESCO bestowed World Heritage Sites, and waiting for two more prides at two valleys. To continue its recognition and to entertain the tourists, it conserves museums, banquet and galleries parks as heritage places throughout the nation. It also shaped iconic destinations for tourists in New Delhi, Chennai, Mysore, Nagpur and Howrah. Nearly seventy lakhs foreign tourists and fifty lakhs domestic tourists visited Tamil Nadu in 2019. On the whole, it has been estimated that nearly sixty-nine lakhs foreign tourists made a journey towards Tamil Nadu as most of them visited for leisure and religious purpose.

8. Conclusion

There is a great entry of tourists into Tamil Nadu as the major tourism industry with 21.31% of domestic tourists and 21.86% of foreign tourists. More than one hundred and forty million tourists had visited our nation and the entry of tourists to Tamil Nadu as shown more than six hundred and ten million domestic tourists visit in the year 2020. Though there are many UNESCO's World Heritage Tourism Sites in Tamilnadu, the Nilgiri Mountain Railway (NMR) gains its momentum on the Nilgiri

Hills as Blue Mountain, Queen of the Hills in the Nilgiris. The attraction of this toy train drags all the tourists with glee to relish the pleasant weather, fresh eucalyptus scented air, Badugas hamlet, Todas munds, flora and fauna of the hills, rocky terrain, ravines, tea estates, green cultivation lands, valley views, the connecting railway stations like Kallar, Adderly, Runnymede, Coonoor, Wellington, Aravankadu, Ketti, Lovedale. Udhagamandalam is always a delight with zest and zeal.

8.1. Limitations of the Study

This study is limited to the UNESCO's World Heritage Rail Tourism Site - Niligirs Mountain Railway (NMR) of the Queen of the Hills/Blue Mountains in the Nilgiris District and the findings, and conclusion of this present study is applicable to the same. Analysis and interpretations of the data collected through questionnaire and the accuracy of the findings entirely depends upon the correctness of such data. The results of this study may differ from other hill station trains.

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