**1.4 Problem Identification**

**1.4.1 Lack of manpower**

It was observed that the railway system of Bangladesh has limitation of its manpower. There are several operations such as preparing ticket for sell (online & offline), proper distribution, keeping the records, proper maintaining the online server, performing duties of the officers and other employees, maintaining schedule and some other operations. But it was observed that the institute has a shortage of manpower. This organization is not fully independent. Rather it depends on third party organizations. As a result, sometimes people coming here to receive services are not satisfied with the operations of this organization. The reasons of dissatisfactions are insufficient monitoring team and lack of skilled of employee. After a brief observation, it was found that the lack of enough manpower one of the main problems for Bangladesh railway system.