



BUS TRANSPORT COMMUTERS' SATISFACTION TOWARDS TNSTC IN THIRUPPATTUR TOWN

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Abstract

Accordingly, the Road Transport Act 1950 enabled States and Central Governments to take initiative to form the Road Transport Corporations. Similarly, the Motor Vehicles Act 1950 was subsequently amended to make special provision for State Transport Undertakings (STUs). This Act was further amended in 1969 for promoting State monopoly in commuters' road transport services. Despite its (public bus operations) prime position in the movement of people especially in remote rural areas, these public undertakings are subjected to criticism due to heavy losses incurred by them every year. TamilNadu is in the forefront of the Indian subcontinent in providing an efficient transport service to the people. Transport facilities are basic ingredient in a modern society for bringing people together and for the improvement of the society. The sample population used for this study comprises of 110. Bus Transport Commuters' selected from the study area on the basis of convenient sampling technique. The data collected are grouped, classified and tabulated with the help of a computer. The statistical data namely, percentage analysis, chi-square test, garret ranking are used so as to facilitate fast analysis and easy interpretation. The study has been aimed to alert the government of Tamil Nadu to identify the sources in this district to boost transport and make it a biggest transport industry corporations, provides various types of services like metro, mofussil, express services etc., to bring the people together.

Keywords: Bus Transport, Road transport, Commuters' Satisfaction.

INTRODUCTION

TamilNadu is in the forefront of the Indian subcontinent in providing an efficient transport service to the people. Transport facilities are basic ingredient in a modern society for bringing people together and for the improvement of the society. The TamilNadu Government, with its transport corporations, provides various types of services like metro, mofussil, express services etc., to bring the people together. Whether it rains or shines, efficient and safe transport operation is continued in all parts of TamilNadu by the State Transport Undertakings. The Transport Department is having under its control 18 State Transport Undertakings including TamilNadu Transport Development Finance Corporation, Pallavan Transport Consultancy Services Ltd., Institute of Road Transport, Chennai and Motor Vehicles Maintenance Department. The Transport Department is also the Nodal Agency in the State Government in respect of projects implemented by the Southern Railway, Postal and Telecommunication Department and the Civil Aviation Department of the Government of India, within the State of Tamil Nadu. Road Transportation plays a pivotal role in India in bringing about greater mobility both within and between rural and urban areas. Through increased mobility it also contributes immensely to social and economic development of different regions of the country. In India, as in many other parts of the world, investment in road

transport is treated as a part of public provision of services whereby one of the key objectives of this provision has been to meet the social obligations of an affordable, safe and reliable bus service to the people. Looking back, having a close watch on the footprints and the distance travelled in the rain and shine to reach better heights, always helps to feel proud about oneself and cherish the pleasant moments that one has come a crossed in one's journey. Tracing the origin interestingly, looking at the present realistically and viewing the future optimistically enable individual and organisation to move in the right direction with enthusiasm and determination.

Road transport forms part in the day to day activities for most individuals. So, in the present study, the researcher has made an attempt to collect and present the profile related to the Bus Transport Commuters' Satisfaction in Thiruppattur Town.

REVIEW OF LITERATURE

In this study a review of literature relevant for this study has been presented. Such literature covers operational efficiency of the transport services in rural areas.

The Great Britain Department of the Environment in its report in "Review of Rural Transport, (1975) stated that the real trouble in assessing transport need in rural areas is due to the scattered nature and varied transit need and it is difficult to match together to

form any sensible public transport load. G. Patankar, (1985) in his book entitled "Road Passenger Transport in India," has stated that the rural substandard road is the reason for the high operating cost and operation of conventional buses in rural areas is not quite economic, efficient, and safe for operations. The Expert Committee on Transport Sector (1990-91) has suggested that rural services can be defined in terms of the kilometer operated in the area of Panchayat or Panchayat Union or in the area of any other local authority with the population exceeding 10,000. The committee has also recommended to improve the rural bus service by increasing financial resources, one man operated buses, remission of the tax on fuel oil used in public service vehicles, and considerate fare fixation on cost of the service. However the above mentioned publications have highlighted only the problems of the operators while plying services in rural areas. R. Ganesan (1990) stated in his article on "Economics of Rural Transportation," that conventional buses would require certain minimum standards for optimum service functions and the inferior major district road condition in rural areas results in higher depreciation, heavy fuel and tyre consumption, and lower vehicle utilisation per day due to lower speed.

OBJECTIVES OF THE STUDY

To make an evaluation of road commuters' transport services in rural areas and also to offer important suggestions and conclusions to improve the rural commuters' transport services.

Hypothesis

The following hypotheses are framed and tested in this study.

1. There is no significant relationship between Age and commuters' satisfaction towards bus transport.
2. There is no significant relationship between Gender and commuters' satisfaction towards bus transport.
3. There is no significant relationship between Education and commuters' satisfaction towards bus transport.
4. There is no significant relationship between marital status and commuters' satisfaction towards bus transport
5. There is no significant relationship between monthly income and commuters' satisfaction towards bus transport

METHODOLOGY

The commuters' satisfaction of bus transport in Thiruppattur Town of Sivagangai District has been taken

for this study. Most of the information has been obtained from primary sources. The questionnaires have been prepared so as to obtain the required data. It has been transferred to master table from which various tables have been prepared for further analysis, and a very few information for this study is collected from secondary sources. The secondary data have been gathered from Newspapers, Magazines, Books and Websites.

SAMPLING DESIGN

The sample size taken for the study is 110 and all the respondents have been commuters' of bus transport. Thiruppattur Town was taken as the sample town to select 110 respondents using convenient sampling method. The entire data was collected from Thiruppattur Town of Sivagangai District.

FRAMEWORK ANALYSIS

The following tools have been used to answer the objectives of the study, namely percentage analysis, Garrett Ranking and chi-square test, so as to facilitate fast analysis and easy interpretation.

LIMITATION OF THE STUDY

1. The study area is confined only to Thiruppattur town.
2. The sample size is restricted to hundred and ten only.

DATA ANALYSIS AND INTERPRETATION

In this study an attempt has been made to analyze the Commuters' satisfaction of bus transport with special reference to Thiruppattur Town. The data had been analyzed to verify the hypotheses framed in line with the objectives of the study. Table 1 show that the socio-economic profiles of the Commuters', their views on satisfaction, opportunities and the problems they had faced are studied. The data collected are grouped, classified and tabulated with the help of a computer. The statistical data namely, percentage analysis. The age of the respondent has a direct link with his ability to do the work with perfection. It also enables the respondent to act as an agent for the creation of a favourable work atmosphere in the Corporation. 40 percent of the respondents are in the age group of 30-40 years, whereas 26.36 percent belonged to the age group of 40 – 60 years, 17.27 percent are in the age group of above 60 years and 16.37 percent are below 30 years,

among the 110 respondents surveyed, 54 percent are female and 46 percent are male. 51 percent of the respondents are illiterates, 24 percent are educated below degree, 16 percent are graduates, 7 percent are postgraduates and 2 percent are professionals, 71 percent of respondents are married and the remaining 29 percent are unmarried and 29 percent of respondents is in the range between ₹ 5000 to ₹ 10,000, 26 percent of respondents are getting an income above ₹ 20,000, 23 percent come under the category ₹ 10,001 to ₹ 20,000 and 22 percent of respondents are getting below ₹ 5,000. Table 2 shows that garret ranking, It is observed from the Table 4.18 that “Opportunity to Relax” has been ranked as the first factor in comfort towards the government bus, then followed by “Space Inside the Bus”, and “Travelling with Luggage”, “Cleanliness” is in fourth position and “Ventilation” is in the fifth position, “Seating arrangements” has occupied only sixth position in comfort towards the government bus transport. Table 3 shows that The satisfaction of the respondents has been classified into three categories namely high level, medium level and low level for analytical purposes, on the basis of Commuters’ satisfaction of bus transport in the study area. For the 110 respondents the total score value for each respondent has been calculated. The arithmetic mean (\bar{X}) and the standard deviation (σ) are calculated from 110 observations of score values of the Commuters’. For testing the relationship between demographic variables of commuters’ and their level of satisfaction, chi-square test has been applied. The calculated chi-square value (7.92) is less than the table value (12.6) at five percent level. Hence, it is concluded that there is no significant relationship between Age and Commuters’ satisfaction towards bus transport. The calculated chi-square value (0.27) is less than the table value (9.49) at five percent level. Hence, it is concluded that there is no significant relationship between *gender* and Commuters’ satisfaction towards bus transport. The calculated chi-square value (2.18) is less than the table value (15.5) at five percent level. Hence, it is concluded that there is no significant relationship between

Educational and Commuters’ satisfaction towards bus transport. The calculated chi-square value (2.18) is less than the table value (5.99) at five percent level. Hence, it is concluded that there is no significant relationship between marital status and Commuters’ satisfaction towards bus transport. As the calculated chi-square value (7.98) is less than the table value (12.6) the null hypothesis is accepted. Hence, it is concluded that there is no significant relationship between monthly income and Commuters’ satisfaction towards bus transport.

SUGGESTIONS AND CONCLUSION

In order to improve commuters’ satisfaction on public bus transport, public transport decision maker and provider have to improve service quality in public bus transport. The functional factor has a strong influence on commuters’ satisfaction. Public bus transport decision maker and provider could start to pay attention to increase public bus transport supply due to high number of travel demand especially in peak hour, shorter travel time of public bus transport with giving special line in order to avoid high congested road, and giving more value to the price that commuter pays for their public bus transport service. To summarize, the present study tried to reveal the important factors measuring commuters’ satisfaction in bus transportation services provided by TNSTC in the Thiruppattur Town. Findings indicate that satisfaction in commuters varies in line with the service dimensions which affect total satisfaction. More precisely, the results indicated that commuters present a moderate to strong level of satisfaction along the line of service dimensions. The sub criteria “route safety”, “service of personnel”, “service inside the bus” comprises the strong points of the company. To summarize, the overall result shows that service quality attributes influences overall commuters’ satisfaction in using public bus transport. High quality public bus transport not only keep commuters to continue using public bus transport to fulfill their travel demand but also attract potential commuters.

TABLE 1
RESPONDENTS’ OPINION ABOUT SOCIO-ECONOMIC PROFILES OF THE COMMUTERS’

Sl. No	Factors	No. of Respondents	Percentage to Total
1.	Below 30	18	16.37
2.	30 to 40 Years	44	40.00
3.	41 to 60 Years	29	26.36
4.	Above 60 Years	19	17.27
Total		110	100.00
1.	Male	50	46
2.	Female	60	54
Total		110	100.00
1.	Illiterate	56	51
2.	Below Degree	26	24
3.	Graduate	18	16
4.	Post Graduate	7	7
5.	Professional	3	2

Total		110	100.00
1.	Married	79	71
2.	Unmarried	31	29
Total		110	100.00
1.	Below ₹ 5,000	24	22
2.	₹ 5,000 – ₹ 10,000	32	29
3.	₹.10,001 – ₹ 20,000	25	23
4.	Above ₹ 20,000	29	26
Total		110	100.00

Source: Primary Data

TABLE 2
RESPONDENTS' OPINION ABOUT COMFORTS TOWARDS GOVERNMENT BUS

Sl. No.	Reason	Rank						Total
		1	2	3	4	5	6	
1.	Travelling with luggage	20	24	13	13	19	21	110
2.	Cleanlines	18	21	17	18	16	20	110
3.	Space inside the bus	15	25	25	13	17	15	110
4.	Ventilation	17	11	18	28	15	21	110
5.	Opportunity to relax	28	15	19	14	20	14	110
6.	Seating arrangements	12	14	18	24	23	19	110
Garrett's Table Value		77	63	54	46	36	23	

Source: Primary Data

TABLE 3
DEMOGRAPHIC VARIABLES OF COMMUTERS' AND THEIR LEVEL OF SATISFACTION

S.No	Age	Level of Opinion			Total
		High	Medium	Low	
1	Below 30	3	10	5	18
2	30 to 40 Years	11	31	2	44
3	41 to 60 Years	8	17	4	29
4	Above 60 Years	3	14	2	19
Total		25	72	13	110
1	Male	15	30	5	50
2	Female	18	35	7	60
Total		33	65	12	110
1	Illiterate	12	38	6	56
2	Under Degree	6	17	3	26
3	Graduate	4	12	2	18
4	Post Graduate	2	4	1	7
5	Professional	1	1	1	3
Total		25	72	13	110
1	Married	16	55	8	79
2	Unmarried	9	17	5	31
Total		25	72	13	110
1	Below Rs.5,000	8	13	3	24
2	Rs.5,000 – Rs.10,000	10	17	5	32
3	Rs.10,001 – Rs.20,000	3	19	3	25
4	Above Rs.20,000	4	23	2	29
Total		25	72	13	110

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