

Expectations of Respondents from the Tamil Nadu State Transport Corporation – A Study in Tirunelveli Division

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Abstract: The rapid industrialisation in third world countries like India has brought in several industries problems. The important among them is the problem related to labour force. Industrial workers in India had to go through many decades of privation. In the early days of the factory system of production workers were considered as a commodity which could be easily procured and readily replaced. Low wages, Long hours of work insecurity & employment, insanitary working and living conditions, perception for trade union activity, and grave social and economic injustice brought untold miseries to the working class. For the smooth and unsuccessful running of any industry the condition of working class should be at a reasonable standard of living. But the conditions are not like that. Their working conditions are hazardous, insanitary and unhygienic. Thrown into a new and uncongenial environment, they become easy victims to social evils like drugs alcohol, gambling, prostitution etc. Because of these conditions it becomes a moral obligation to the employees to enable his employees to lead a congenial life. The present study intends to bring the expectations of the TNSTC employees.

Keywords: Compassionate Grounds, Quota in Admissions, Housing Facilities, Bus Pass, Training.

I. INTRODUCTION

Transportation plays a very dominant role in among the service sectors because people cannot perform their daily duties without making themselves move from one place to another place. The transport sector has two operators namely the public undertakings that is the Government and the Private. Both the sectors are servicing the public with quality services. The quality of the transport system is a prime indicator of economic prosperity and development of a State. A good road network is a prerequisite for the success of all economic activities. The department is committed to provide high quality service to the citizens through adequate enforcement of statutory and non-statutory regulations coupled with modernisation and computerisation. The major objectives of the Department of transport are that to provide efficient delivery of all its services to the citizens; Maximising revenue to the Government by ensuring that all taxes and fees on vehicles are collected without any leakage; Promoting Road Safety and providing relief to the victims of road accidents and controlling vehicular pollution.

In Tamil Nadu, The Tamil Nadu State Transport Corporation (TNSTC) performs the work of transportation. In the Corporation there are many types of employees working. It also provides numerous Labour Welfare measures with the objective of developing the standard of living of the employees. Though they avail all welfare measures, they expect more from the Department. Though the employees avail the measures they are not satisfied with those welfare measures. They need something more, so, as it was felt, this study was taken. The main objective is that to study some of the expectations of the Respondents from the TNSTC. The study area selected being Tirunelveli Division which covers the districts namely Kanyakumari, Tirunelveli and Thuthukudi. A sample of 120 Driver respondents, 130 Conductor respondents and 40 Technical staff respondents were selected by applying stratified random technique. Data were collected from the 290 respondents through a well designed and structured interview schedule. The collected data underwent statistical analysis. The variables selected were Job on Compassionate Grounds, Quota in Admissions, Housing Facilities, Free Bus Pass and Training to Dependants.

The concept of expectation of respondents differ from employee to employee it was decided to find out the exact relationship among the three category of respondents namely Drivers, Conductors and Technical Staff, statistical applications like mean, standard deviation and coefficient of variation were found out from the data collected the through Likerts Five Point Scale Technique.

The hypotheses on the variables were framed to determine whether there existed a significant difference between the different groups and within the groups of the three category of respondents. 'F' test was applied and the results were interpreted.

1.1. Job on Compassionate Grounds and Expectation

A job provides the life bread to the dependants of an employee. When an employee is in service, he will be getting a regular income with all perks, by which his family will be living happy. On the other hand when one is put to risk (death), many a time his family is put to

hardships. So the employees expect job on compassionate grounds. In order to ascertain the significant relationship between job on compassionate ground and expectation, data relating to the opinion of the respondents on the statement job on compassionate ground were collected by Likerts five point scaling technique and analysed. The results of analysis are presented in [Table.1](#).

Table.1.1: Job on Compassionate Ground and Expectation Analysis

Sl. No	Group	Number	Mean	Standard Deviation	Standard Error	Coefficient Variation
1	Drivers	120	3.961	0.589	0.0361	14.87
2	Conductors	130	3.854	0.493	0.0490	12.79
3	Technical Staff	40	4.001	0.485	0.262	12.12
	Total	290	3.939	0.522	0.382	13.25

Source: Computed data

Table.1 reveals that there are minor differences in the means of the three category of respondents regarding expectation on job on compassionate ground. The analysis shows that the Technical Staff category respondents have the maximum mean score of 4.001 while the Conductor category respondents have a low mean score of 3.854. But the standard deviation was more in Driver category respondents and least in Technical Staff category. By comparing the co-efficient of variation, it is inferred that it is less in Technical Staff category respondents, for they get jobs easily than the other two categories of respondents. Higher variation is identified in Drivers category for non availability of job on compassionate grounds.

1.2 Relationship Testing

In order to investigate the existence of relation between different categories namely Drivers, Conductors and Technical Staff on expectation towards job on compassionate grounds, a one way ANOVA was used to determine where there existed a significant difference between groups and with in groups of the three major categories of TNSTC employees. The results of one way ANOVA is presented in [Table.2](#).

Table 1.2.1: ANOVA of Expectation

Sl. No	Source	DF	Sum of Squares	Mean Squares	F Ratio	Significance
1	Between groups	3	1.611	0.537	14.962	.000
2	Within groups	286	146.851	0.513		
	Total	289	148.462			

Source: Computed data

It is evident from Table.2 that the calculated value of F ratio (14.962) is greater than the critical value of F distribution with three and 289 degrees of freedom, whereas it is 2.65 in the 'F' table. So the null hypothesis that there is no significant of relationship between job on compassionate grounds and expectation of the respondents is rejected. Hence it is concluded that there is significant relationship between the variable and expectation of the respondents.

II. QUOTA IN ADMISSIONS

Education towards of employees is a necessity now-a-days. Many wards are going for higher education in order to stabilize and strengthen their future. All are not meritorious. Hence when quota in admissions to courses like MBBS, BE, BL, Agriculture and the like are provides, it may be a helping hand to the generations. So the employees expect a quota.

In order to ascertain the significant relationship between quota in admissions and expectation, data relating to the opinion of the respondents on the statement quota in admissions were collected by Likerts five point scaling technique and analysed. The results of analysis are presented in [Table.3](#).

Table 2.1: Quota in Admissions and Expectation Analysis

Sl. No	Group	Number	Mean	Standard Deviation	Standard Error	Coefficient Variation
1	Drivers	120	2.998	1.1110	0.0844	37.25
2	Conductors	130	3.237	0.7285	0.0554	22.5
3	Technical Staff	40	3.429	0.9376	0.251	27.35
	Total	290	3.125	0.9462	0.0499	30.22

Source: Computed data

Table.3 reveals that there are minor differences in the means of the three category of respondents regarding expectation on quota in admissions. The analysis shows that the Technical Staff category respondents have the maximum mean score of 3.429 while the Driver category respondents have a low mean score of 2.998. Accordingly the standard deviation was more in Drivers category respondents and least

in Conductor category. By comparing the co-efficient of variation, it is inferred that it is less in Conductor category respondents, for they are familiar with the quota system than the other two categories of respondents. Higher variation is identified in Driver category for non exposure.

2.1 Relationship Testing

In order to investigate the existence of relation between different categories namely Drivers, Conductors and Technical Staff on expectation towards quota in admissions a one way ANOVA was used to determine where there existed a significant difference between groups and with in groups of the three major categories of TNSTC employees. The results of one way ANOVA is presented in Table.4.

Table.2.1.1: Anova of expectation

Sl. No	Source	DF	Sum of Squares	Mean Squares	F Ratio	Significance
1	Between groups	3	1.763	.588	6.765	.000
2	Within groups	286	258.366	0.894		
	Total	289	259.129			

Source: Computed data

It is evident from Table 4 that the calculated value of F ratio (6.765) is greater than the critical value of F distribution with three and 286 degrees of freedom, whereas it is 2.65 in the 'F' table. So the null hypothesis that there is no significant of relationship between quota in admissions and expectation of the respondents is rejected. Hence it is concluded that there is significant relationship between the variable and expectation of the respondents.

III. HOUSING FACILITIES

In order to live, food is the basic necessity followed by clothing. But shelter is equally important as that of the previous two requisites. If one wants to live, he needs accommodation, for which houses are needed. The TADHDCO is providing house to a category of Indian citizens. Housing facility can also be provided to transport workers. This is another expectation of the TNSTC employees. In order to ascertain the significant relationship between housing facilities and expectation, data relating to the opinion of the respondents on the statement housing facilities were collected by Likerts five point scaling technique and analysed. The results of the analysis are presented in Table.5.

Table.3.1:Housing Facilities and Expectation Analysis

Sl. No	Group	Number	Mean	Standard Deviation	Standard Error	Coefficient Variation
1	Drivers	120	2.486	0.7361	0.0560	29.56
2	Conductors	130	2.942	0.2341	0.0178	7.96
3	Technical Staff	40	3.714	0.4688	0.1253	12.64
	Total	290	2.753	0.6177	0.0326	22.47

Source: Computed data

Table 5 reveals that there are minor differences in the means of the three category of respondents regarding expectation on housing facilities. The analysis shows that the Technical Staff category respondents have the maximum mean score of 3.714 while the Driver category respondents have a low mean score of 2.486. Accordingly the standard deviation was more in Driver category respondents and least in Conductor category. By comparing the co-efficient of variation, it is inferred that it is less in Conductor category respondents than the other two categories of respondents. Higher variation is identified in Driver category of respondents.

3.1 Relationship Testing

In order to investigate the existence of relation between different categories namely Drivers, Conductors and Technical Staff on expectation towards housing facilities a one way ANOVA was used to determine where there existed a significant difference between groups and with in groups of the three major categories of TNSTC employees. The results of one way ANOVA is presented in Table.6.

Table.3.1.1:ANOVA of Expectation

Sl. No	Source	DF	Sum of Squares	Mean Squares	F Ratio	Significance
1	Between groups	3	1.562	0.5206	12.615	.000
2	Within groups	286	48.962	0.1712		
	Total	289	50.524			

Source: Computed data

It is evident from Table.6 that the calculated value of F ratio (12.615) is greater than the critical value of F distribution with three and 286 degrees of freedom, whereas it is 2.65 in the 'F' table. So the null hypothesis that there is significant relationship between housing facilities and expectation of the respondents is rejected. Hence it is concluded that there is significant relationship between the variable and expectation of the respondents.

IV. FREE BUS PASS

When one works as an employee in the TNSTC either as an administrative/technical staff, Driver or Conductor, he is free to travel in buses within the jurisdiction of the Corporation. But when he retires, he will not be provided with the free pass which he availed while he was in service. But what is needed is free pass to not only to the retired person but also to his dependants.

In order to ascertain the significant relationship between free bus pass and expectation, data relating to the opinion of the respondents on free bus pass collected by Likerts five point scaling technique and analysed. The results of analysis are presented in **Table.7**.

Table.4.1:Free Bus Pass Expectation Analysis

Sl. No	Group	Number	Mean	Standard Deviation	Standard Error	Coefficient Variation
1	Drivers	120	2.850	0.571	0.0434	20.04
2	Conductors	130	4.098	0.880	0.0670	21.46
3	Technical Staff	40	4.071	0.829	0.2215	20.37
	Total	290	3.497	0.970	0.0511	27.71

Source: Computed data

Table.7 reveals that there are minor differences in the means of the three category of respondents regarding expectation free bus pass. The analysis shows that the Conductor category respondents have the maximum mean score of 4.098 while the Driver category respondents have a low mean score of 2.850. Accordingly the standard deviation was more in Conductor category respondents and least in Driver category. By comparing the co-efficient of variation, it is inferred that it is less in Driver category respondents, for they are provided with free bus pass than the other two categories of respondents. Higher variation is identified in Conductor category for non sparing of time.

4.1. Relationship Testing

In order to investigate the existence of relation between different categories namely Drivers, Conductors and Technical Staff on expectation towards free bus pass a one way ANOVA was used to determine where there existed a significant difference between groups and with in groups of the three categories of TNSTC employees. The results of one way ANOVA is presented in Table 8.

Table 4.1.1:ANOVA of Expectation

Sl. No	Source	DF	Sum of Squares	Mean Squares	F Ratio	Significance
1	Between groups	3	0.992	0.330	7.892	.000
2	Within groups	286	210.150	0.7347		
	Total	289	211.142			

Source: Computed data

It is evident from Table 8. that the calculated value of F ratio (7.892) is greater than the critical value of F distribution with three and 286 degrees of freedom, whereas it is 2.65 in the 'F' table. So the null hypothesis that there is no significant relationship between free bus pass and expectation of the respondents is rejected. Hence it is concluded that there is significant relationship between the variable and expectation of the respondents.

V. TRAINING TO DEPENDANTS

Most of the dependants of the employees of TNSTC are not going for any job even though they are either graduates or with atleast some qualification. They expect conduct of training programmes on entrepreneurship which may boost their level of income and standard of living. So they need EDP to some level.

In order to ascertain the significant relationship between training to dependants and expectation, data relating to the opinion of the respondents on the statement increased resource sharing ability were collected by Likerts five point scaling technique and analysed. The results of analysis are presented in **Table .9**.

Table.9:Training to Dependants and Expectation Analysis

Sl. No	Group	Number	Mean	Standard Deviation	Standard Error	Coefficient Variation
1	Drivers	120	2.642	0.813	0.0618	30.80
2	Conductors	130	3.064	0.666	0.0507	21.76
3	Technical Staff	40	3.286	0.825	0.221	25.23
	Total	290	2.870	0.777	0.0496	27.07

Source: Computed data

Table.9 reveals that there are minor differences in the means of the three category of respondents regarding expectation on training to dependants. The analysis shows that the Technical Staff category respondents have the maximum mean score of 3.286 while the Driver

category respondents have a low mean score of 2.642. Accordingly the standard deviation was more in Technical Staff category respondents and least in Conductor category. By comparing the co-efficient of variation, it is inferred that it is less in Conductor category respondents than the other two categories of respondents. Higher variation is identified in Driver category.

5.1 Relationship Testing

In order to investigate the existence of relation between different categories namely Drivers, Conductors and Technical Staff on expectation towards increased resource sharing ability a one way ANOVA was used to determine where there existed a significant difference between groups and with in groups of the three major categories of TNSTC employees. The results of one way ANOVA is presented in **Table10**.

Table 10:ANOVA of Expectation

Sl.No	Source	DF	Sum of Squares	Mean Squares	F Ratio	Significance
1	Between groups	3	1.501	0.500	19.688	.000
2	Within groups	286	294.367	1.029		
	Total	289	295.868			

Source: Computed data

It is evident from Table.10 that the calculated value of F ratio (19.688) is greater than the critical value of F distribution with three and 286 degrees of freedom, whereas it is 2.65 in the 'F' table. So the null hypothesis that there is no significant relationship between training to dependants and expectation of the respondents is rejected. Hence it is concluded that there is significant relationship between the variable and expectation of the respondents.

Findings and Suggestions

It has been observed from the study that, of the five variables identified and analysed, it was found that there has been a significant influence of the variables and expectation in among all the five factors. On the basis of the findings of the study, it is recommended and suggested that

- Job on compassionate growth should be given immediate effect so that the family of the deceased employee may not be affected a lot; Quota in admissions, if provided that may pick the families of the employees of TNSTC up to a higher position.
- Housing loan a very low rate of intent may be provided, free bus pass to all the dependants, if given, will result in promoting the level of sincerity in their works.
- Training to dependents is another important suggestion. The CEDs working in the State level and District level can also take up their responsibility. If it is given to their dependants, the individual families will boost up. When these suggestions are put to practice, the standard of living of the society will also improve. At a later stage Tamilnadu will be placed in an elevated plane.

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