

PASSENGERS ATTITUDE TOWARDS SERVICES OF TNSTC IN ERODE AND TIRUPUR DISTRICTS

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ABSTRACT: *In our state government controlled many departments. Especially transportation department controlled or undertaken by govt. of Tamilnadu. Every human being is a passengers of TNSTC. The present research is known that Passenger's attitude towards services of TNSTC in Erode and Tirupur Districts. The data collected through primary and secondary data. The main aim of this research is Passengers attitude about bus terminus and problems faced by the passengers at the time of travelling.*

Keywords: *1.Passengers Attitude 2.Bus service 3.Services provided by TNSTC*

INTRODUCTION

Transport or transportation is the movement of people, animals and goods from one location to another. Transport is important because it enables trade between people, which is essential for the development of civilizations.

The entire transportation system can be classified into three parts – (a) Land Transport (b) Water Transport and (c) Air Transport. (a) The land transport uses roads and railways to move things and/or people from one location to the other. (b) Water transport is essential and may be used with advantage where a body of water separates two places. (c) Air transport uses the air routes to move things and/or people between places. Each of these modes of transport has an associated cost, and suffers from certain limitations. In an economically progressive community, all the three modes of transport need to be well organized and efficient.

The problem of transportation is the managing three modes of transportation efficiently, so that boundary-less integration is possible and hence the aforementioned benefits of transport systems be achieved. This management of transportation system necessarily requires the building, operating and maintenance of the necessary infrastructure, technology and manpower which in turn must be aligned with economic goals and growth planning of the overall economic system.

Further, it focuses on the measures taken by the bus transport industries to improve the level of satisfaction of passengers and to avert their problems to retain the loyalty of the passengers. The main aim of this study is to compare the services provided by public bus transport industries and to evaluate their efficiency to satisfy the needs of the passengers in an effective way. Also this study attempts to elicit the opinion of the passengers about the quality and types of services provided and grievances if any.

ROAD TRANSPORT

Road transport means transportation of goods and personnel from one place to the other on roads. Road is a route between two destinations, which has been either paved or worked on to enable transportation by way of motorized and non-motorized carriages.

PUBLIC TRANSPORT IN BUS SERVICE BUS SERVICE

The use of buses is very popular for all classes of society. They are a cheap and easy mode transport. The government is encouraging the people to use the bus since it reduces the number of vehicles on the road thus reducing traffic jams. Transportation is predominantly by road, with a small fraction depending on the city by train. Most Indian cities are connected to surrounding towns by buses or trains. It is generally based on regular operation of transit buses along a route calling at agreed bus stops according to a published public transport timetable.

Bus transport business can exist without passengers. In every bus transport service related businesses, there is a need to develop relationship with the passengers and with the service providers to satisfy passengers' day-to-day service quality requirements. The owners of the different bus transport industries compete with each other to offer maximum satisfaction to passengers. Thus passengers' satisfaction, a business term is a measure of how services are supplied by an industry to meet passengers' expectation.

PASSENGERS' ATTITUDE

Passengers' attitude is an indefinite and conceptual term, the meaning of which will vary from person to person and services to services. Measurement of passengers' satisfaction is too difficult since it is related to the psychological state of mind. An attempt is made in this study to have better understanding of passenger attitude and the level of passengers' satisfaction towards services provided by both public bus transport industries. In addition to this, a brief report is made about the existing services, delivery of services, how far the passengers avail those services and the reasons if any for their preference of particular industrial services.

Transportation system to go with economic growth and infrastructural development. With a rise in demand for adequate public bus transportation system and increase in population size, it may create and insist on the transport sectors to have higher and good quality of transport service. But it also creates overcrowding at the bus terminus and it will be the main cause of many service-related problems. The possibilities to increase better service quality over night is also not possible for the bus transport service either it belongs to public sector or private bus transport sectors.

TAMILNADU STATE TRANSPORT CORPORATION

The public bus transportation system in Chennai district includes both public and private sector transport industries which carry the public from Chennai to various destinations. That are, State Transport Units (STU) such as Metropolitan Transport Corporation (MTC), State Express Transport Corporation (SETC) and Tamil Nadu State Transport Corporation (TNSC) and Private Omni Buses. Both service providers always try to put their efforts to give maximum possible service to their clients day by day to attain their sector-wise objectives i.e. increasing the regularity of the passengers to avail services of particular service provider, attracting total numbers in existing and new passengers for their continuous and future survival as well as to increase their market share in the public bus transport sector. But the complexity in handling passengers, failure to satisfy the needs of huge population, lack of service quality, too much increase in bus fare, lack of safety measures and installations tools in the buses, delay in reaching the destinations, lack of effective time management system are the major causes to create passenger dissatisfaction. These factors also contribute enormously to service setbacks and loss of varied passengers from different segments. The ultimate result is the service providers will lose their profit, regular passengers.

STATEMENT OF THE PROBLEM

The main aim of the TNSC is render and better services to rural people efficiently and effectively. But the drivers and conductors of TNSC, some others and sometimes have bitter experience for all passengers. In this regard in all the passengers, who are going in TNSC buses in all routes of Tamilnadu. To avoid these practices of drivers and conductors.

OBJECTIVES OF THE STUDY

- To evaluate the attitude of the passengers towards the services about TNSC.
- To analyze the satisfaction level of passengers who are using TNSC for regular journey.
- To identify the behavior of drivers and conductors of TNSC.
- To know the reason for such behavior of drivers and conductors of TNSC.
- To ascertain the factors include that the passengers choosing on public bus facility.
- To suggest remedial measures to solve the issues of TNSC.

SERVICES PROVIDED BY TNSC

- ❖ Impact of Recent hike in Bus fare on TNSC.
- ❖ Impact of hike in Bus fare on Private Buses.
- ❖ Response from the staff of Enquiry/Reservation counters.
- ❖ Supervision by Bus Transport officers.
- ❖ Safety measures [First aid box, first aid room etc.,]
- ❖ Boarding points.
- ❖ Maintenance of driving path.
- ❖ Availability & maintenances of wash rooms.
- ❖ Parking facilities for personal vehicles.
- ❖ Functioning of cloak rooms and leisure rooms.
- ❖ Availability of security system, canteens, restaurants, hotels & lodges are nearby bus terminus.
- ❖ Frequency of bus services offered during seasonal time.
- ❖ Display of time schedule.
- ❖ Availability and maintenance of sidewalls.

PROBLEMS FACED BY PASSENGERS

- Varying amount of fair for same terminus on TNSC.
- More time in the road side motel [Long route buses].
- No time schedule followed.
- Loading more number of passengers.
- Poor maintenance & rough handling of buses.
- Unnecessary strike frequently.
- Harsh driving.
- Wrong attitude of few drivers & conductors.

CONCLUSION OF THE STUDY

Total nationalization of the bus routes in the state is not a possibility in the near future as the Planning Commission and Central Government have been emphasizing on giving priority for improving the efficiency of the existing network of bus services for striking a healthy balance between the operating costs and revenues to keep the public transport undertakings commercially viable. Partial nationalization is assigned to be one of the major causes of dismal economic performance of TNSC. Private operators with better fleet and flexibility attract a major share of the passenger's attitude even though the fare structure is the same and the number of buses and trips are regulated by the State Transport Authority. This in turn affects the load factor and revenues of the TNSC adversely which is stated to be the major reason for their heavy losses in some routes. But from the passengers' point of view, competition is good as it enables them to choose the service which is perceived as comparatively better and which gives the most value to their money and more satisfaction. In fact, competition should help the operators to identify potential opportunities before them and to develop and to offer a better service with the maximum value to the passengers and the operator alike, satisfying the needs and wants of the passengers.

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