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## ECONOMIC IMPACT OF LABOUR WELFARE MEASURES OF PUBLIC ROAD TRANSPORT EMPLOYEES IN TIRUNELVELI DISTRICT

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### ABSTRACT

The transport system greatly affects the pattern of life and economic development. This study analyses the various dimensions of labour welfare measures that are perceived by the labours. It highlights the perception of the labours regarding the various welfare measures provided to them. This study suggest suitable recommendations to improve labour welfare Measures in public sector transport corporation. Stratified random sampling method is taken from 140 employees have been taken from 5 departments Commercial & Operation Department, Personnel Department, Material Department, Industrial Relations Department and in Technical Section. From each department 28 employees were chosen as sample. The data was collected during the months between April to June, 2016. The data collected from the primary source were analysed with the help of various statistical measures such as simple percentage analysis, averages, chi square test, t test and probability analysis were used. Secondary data have been collected from books, journals, newspapers, internet and periodicals. In order to find out whether there is any correlation between the family size and income of respondents, chi-square test has been applied. As the calculated value of Chi-square is greater than the table value at 5 percent level of significance, there is a relationship between the income of the respondents and their family size. The estimated t value is 4.32, stating that mean difference among the 5 departments is statistically significant at 1% level. Moreover, the R2 value is 0.96 that means the explanatory variables can explain 96 percent of the variation of the explained variable. Here, the estimated result of awareness about Employees' State Insurance Act shows positive impact on labour welfare measures although this is not



found to be statistically significant. Estimated values of standard error of this model are also very low.

**KEYWORDS** :infrastructure, labour welfare measures, public road transport, implementation, collective bargaining.

### 1. INTRODUCTION

The growth of infrastructure affects international competitiveness and flow of direct investments (Devi Prasad, Maruvada and Bellemkonda, 2010). The transport system greatly affects the pattern of life and economic development (Padam S, 2010). About 80% of the land passenger transport needs in India is met by the bus transport system (Kulkarni, 2000). The public sector passenger road transport system in India is operated by 71

passenger Road Transport Undertakings owning 1,13,370 buses with individual fleet strength ranging from 5 to 17000 buses among these organisations under single management (Kulkarni, 1998). Five Year Plans from 1950 onwards threw up enormous challenges to the roadways for playing a key role in the industrial and all round development of the Indian economy. Thus, what started as a system to the interests of the foreign masters has in the last hundred and sixty three years, developed into a significant means of transportation for socioeconomic development of a welfare society (Bhandari, 2005).

Quality in simple expression means the extent to which a product or a service meets the requirements and expectations of the customers (Taly et al. 1998). For further development, the corporation has to provide the labour welfare facilities pointed out in the labour law. Once the labours are satisfied with the facilities provided to them, automatically the output from the workers will be a tremendous one. But after the globalization process and the New Economic Policy, the Government of India, particularly the Government of Tamil Nadu neither their fill up the existing vacancies nor increase the number of labour vacancies. This not only affected the labour welfare facilities and also increased the burden of the present labours. In this context, it is necessary to study the labour welfare facilities available in the Tamil Nadu State Transport Corporation. This study analyses the various dimensions of labour welfare measures that are perceived by the labours. It highlights the perception of the labours regarding the various welfare measures provided to them. This study suggests suitable recommendations to improve labour welfare measures in Public Sector Transport Corporation.

## OBJECTIVES

This study was undertaken with the following objectives:

1. To study the trends in road characteristics in India
2. To study the socio economic characteristics of the public road transport employees.
3. To identify the relationship between the income of the respondents and their family size
4. To find out the aware about the labour welfare facilities
5. To give valuable suggestions to improve the labour welfare schemes

## RESEARCH METHODOLOGY

The study is based on primary data; questionnaire method was followed. Stratified random sampling method is taken from 140 employees have been taken from 5 departments Commercial & Operation Department, Personnel Department, Material Department, Industrial Relations Department and in Technical Section. From each department 28 employees were chosen as sample. The data was collected during the months between April to June, 2016. The data collected from the primary source were analysed with the help of various statistical measures such as simple percentage analysis, averages, chi square test, t test and probability analysis were used. Secondary data have been collected from books, journals, newspapers, internet and periodicals.

## REVIEW OF LITERATURE

Binoy Joseph, Joseph Injodey and Raju Varghese (2009) studied in the article points out that the structure of a welfare state rests on its social security fabric. Government, employers and trade unions have done a lot to promote the betterment of workers' conditions. Gatersleben and Uzzell (2007) suggest that public transport is stressful due to unpredictability and longer travel times. This study also acknowledges some sources of pleasure for public transport users. Attributes relating to pleasurable feelings were as the possibility to read during the trip, to listen to music, to interact with other people,

and to look at the passing scenery. Management efficiency also plays an important part in this especially on the personnel (HRM) and materials side with the result that the undertakings with better supply side management achieving better efficiency (Singh 2000) in operations.

In Europe and North America, the main objective is to reduce the use of car by encouraging the use of public bus transit systems (Wright, 2000). The 'Marketing Concept' holds that the key to achieving organisational goals consists in determining the needs and wants of target markets and delivering the desired satisfaction more effectively and efficiently than competitors (Kotler, 1990). A responsive organisation grows and prospers with time as it is able to meet the needs of its customers with the changes in time, demand and preferences (Kotler, 1977,'90).

## ROAD TRANSPORT INFRASTRUCTURE

The road transport sector in India has expanded manifold in more than fifty years after independence, both in terms of spread ( total road length & road density) and capacity (No. of registered vehicles on road and the volume of passenger and freight traffic handled). The total road length has increased from 4.0 lakh km. as on 31.03.1951 to about 42.4 lakh km as on 31.03.2008, an increase of more than 10 times. The total length of National highways has increased from 22.2 Th. Km to 66.8 Th. km, an increase of about 3 times only, during this period.

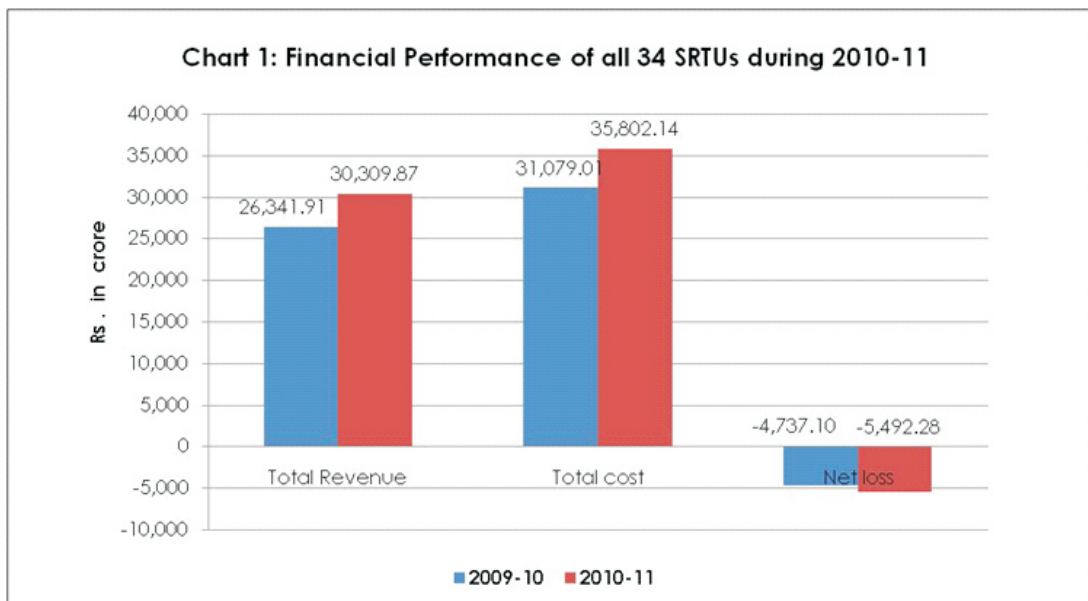
### Trends in road characteristics in India (Thousand km)

Year	Length of roads	Length of national highways	Length of state highways	Share of surfaced roads to total (%)
1951	400	22.2	NA	39.25
1961	524.5	23.8	NA	50.1
1971	915	24	56.8	43.5
1981	1485.4	31.7	94.4	46
1991	1998.2	33.7	127.3	51.3
2000	3325.8	52	132.8	47.32
2001	3373.5	57.7	132.1	47.48
2002	3426.6	58.1	137.7	48.49
2003	3528.7	58.1	134.8	48.21
2004	3621.5	65.6	133.2	48.62
2005	3929.4	65.6	144.4	46.99
2006	4003.9	66.6	148.1	47.72
2007	4140.5	66.6	152.8	48.24
2008	4236.4	66.8	154.5	49.34
2010	4871.3	69.3	169.2	51.21
2013	5207.5	71.1	171.5	58.01
2015	7982.1	79.2	184.1	63.45

Sources: Economic Survey, 2014-15

## FINANCIAL PERFORMANCE

The net aggregate loss incurred by 34 SRTUs for which data on financial parameters has been received, increased by 15.9% from Rs. (-) 4737.10 crore in 2009-10 to Rs. (-) 5492.28 crore in 2010-11.



### Tamil Nadu State Transport Corporation – An Overview

Tamil Nadu State Transport Corporation is the Government public transport bus operator of Tamil Nadu, India. It operates buses on intra and interstate bus routes. It also operates on city routes. In the 2014-2015 budgets it was announced that 8100 new buses would be added to the corporations within 5 years. TNSTC is the second largest transport corporation in India and is well known for its route coverage almost too every remote area in Tamil Nadu.

The nationalization of passenger road transport service in Tamil Nadu commenced with the takeover of all routes in Madras city in 1948. At present there are 8 State Transport Undertakings functioning under the administrative control of the transport department. These undertakings with a fleet strength of 21,169 buses provide one of the largest networks of bus services in the country.

Tamil Nadu State Transport Corporation was the first in India to introduce excellent paintings in buses. The school students get a pass to travel in the corporation’s buses at free of cost from their school to their homes. These passes are issued by the Government of Tamil Nadu. Tamil Nadu State Transport Corporation operates buses of various classes to cater to different sections of the public.

1. General buses, the largest in its capacity, ply on inter district, inter village routes and cater to a majority of the passengers.
2. Video coaches (Super Deluxe) are operated between district headquarters and to places of tourist and pilgrimage importance.
3. Ultra Deluxe coaches are operated from various important commercial centres of Tamil Nadu to Chennai, Bangalore, Thiruvananthapuram and also amongst the centres. These are the Non-AC luxury coaches of Tamil Nadu State Transport Corporation. These have recliner seats with larger leg-room, personal fans and light.

### STATE TRANSPORT CORPORATION TIRUNELVELI

Tirunelveli has an extensive transport network and is well-connected to other major cities by road and rail. The corporation maintains a total of 763.3 km (474.3 mi) of roads. The city has 134.88 km (83.81 mi) of concrete roads, 375.51 km (233.33 mi) of BT roads, 94.291 km (58.590 mi) of water-bound

macadam roads, 76.31 km (47.42 mi) of unpaved roads and 82.3 km (51.1 mi) of highways. Twenty-two kilometres (fourteen miles) of highway are maintained by the State Highways Department and thirty kilometres (nineteen miles) by the National Highways Department.

In 1844 a bridge was built by Colonel Horsley across the Tamirabarani River, connecting Tirunelveli to Palayamkottai. The city is located on NH 7, 150 km (93 mi) south of Madurai and 91 km (57 mi) north of Kanyakumari. NH 7A, an extension of NH 7, connects Palayamkottai with Tuticorin Port. Tirunelveli is also connected by major highways to Kollam, Tiruchendur, Rajapalayam, Sankarankovil, Ambasamudram and Nazareth. The main bus stand (popularly known as the New Bus Stand), opened in 2003, is located in Veinthaankulam and there is regular bus service to and from the city. Other bus stands (for intracity service) are the Junction and Palay bus stands. The Tamil Nadu State Transport Corporation has daily service to a number of cities, and the corporation operates a computerised reservation centre in the main bus stand. It also operates local buses serving the city and neighbouring villages. The State Express Transport Corporation has intercity service to Bangalore, Chennai, Kanyakumari and other cities.

### **SOCIO ECONOMIC CONDITIONS OF THE RESPONDENTS**

In the context of any studies on social sciences, socio economic status of the respondents is necessary to ascertain their status in the case of economy and social status. This section has been devoted for this purpose.

### **AGE WISE CLASSIFICATION OF THE RESPONDENTS**

It is inferred that 30% of them are in the age group of 50+, followed by 28% who are in the age group of 31-40, 23% in the age group of 41-50 and 21% in the age group of 41-50. Hence, it is concluded that almost 50% of the respondents are in the age group of 31-50.

### **EDUCATION WISE CLASSIFICATION OF THE RESPONDENTS**

It has been observed that 58% of them are having ITI qualifications followed by 16% have other type of qualification essential for holding the post in transport corporation. 8% have 10th qualification, 9% have +2 qualification and 10% have degree qualification. This shows that the respondents have required qualification for the post which they hold.

### **Marital Status Of The Respondents**

It has been revealed that 93% are married and 7% are unmarried.

### **Religion Wise Classification Of The Respondents**

It is inferred that out of 140 respondents, 59% belong to Hindu religion, followed by 22% Muslim and 19% Christians.

### **Caste wise classification of the respondents**

It has been observed that out of 140 respondents 36% are MBC followed by 25.21% SCs, 22% BCs and 18% OCs. The study area is dominated by MBCs and SC respondents.

### **Type of family of the respondents**

It depicts that 29 % of them have joint family and 71% have nuclear type of family. This shows the breakup of joint family system in the study area.

### Number of dependents in the family

It has been revealed that 63% of them have 4-5 dependents in their family. It is followed by 31% who have 5+ in their family and 6% have 2-3 dependents.

### Income wise classification of the respondents

It shows that out of 140 respondents 27% of them are in the income category 20000-25000 followed by 21% in the category of 25000-30000. In total 36% of the respondents are in the income group 10000-20000 and 62% of the respondents are in the category 30000-35000 and above.

### Savings of the respondents

It depicts that almost 76% of the respondents are able to save only Rs.1500-2000 per month. Only 16% of them are able to save Rs.1000-1500.

### Expenditure pattern of the respondents

It portrays that 42% of them make expenditure between Rs.4000-6000 followed by 31% respondents who spend Rs.6001-8000, 16% respondents spend Rs.8001-10000 and 9% of them spend Rs.10000. It is inferred that almost 60% of the respondents make expenditure between Rs.4000-8000.

### Relationship between Family Size and Monthly Income

A two-way table is prepared to test the relationship between the income of the respondents and their family size. In order to find out whether there is any correlation between the family size and income of respondents, chi-square test has been applied. The results of the Chi-square test are furnished below.

Calculated value of Chi-square	= 24.35
Table value at 5 percent level	= 9.488
Degrees of freedom	= 4

As the calculated value of Chi-square is greater than the table value at 5 percent level of significance, there is a relationship between the income of the respondents and their family size.

### Aware about the labour welfare facilities

It revealed that 44 per cent of them are coming under the category of dissatisfied with the labour welfare measures provided followed by 37 per cent who strongly expressed their dissatisfaction. In total 81 per cent of the respondents are dissatisfied about the welfare measures extended to them.

### Sources of Awareness

It is revealed from the analysis that 31% respondents come to know about the policies on labour welfare through the circulars, 23% of them come to know through employer, 14% of them come to know through meetings, 12% of them are informed by the trade unions, 13% get the news by means of notice boards and only 8% receive the information through their friends.

### Awareness of Specific Provisions of the Employees' State Insurance Act

The level of respondents' awareness about Employees' State Insurance Act revealed that 48% had high awareness level about the medical benefit provision of the Act which was followed by 43 %



and 6% low and extremely low awareness level respectively. Only 3% were fully aware about this provision. The estimated t value is 4.32, stating that mean difference among the 5 departments is statistically significant at 1% level. Moreover, the R2 value is 0.96 that means the explanatory variables can explain 96 percent of the variation of the explained variable. Here, the estimated result of awareness about Employees' State Insurance Act shows positive impact on labour welfare measures although this is not found to be statistically significant. Estimated values of standard error of this model are also very low.

### **Awareness of Specific Provisions of the Employees' Provident Fund Act**

The awareness level of workers about the specific provisions of the Employees' Provident Fund Act shows that 49% employees had low level of awareness while 37% and 10% reported high and extremely low levels of awareness respectively and only 2% had very high level of awareness. The remaining 1% did not opine about it. The estimated t value is 6.17, stating that mean difference among the 5 departments is statistically significant at 1% level. Moreover, the R2 value is 0.94 that means the explanatory variables can explain 94 percent of the variation of the explained variable. Here, the estimated result of awareness about the Employees' Provident Fund Act shows positive impact on labour welfare measures although this is not found to be statistically significant. Estimated values of standard error of this model are also very low.

### **SUGGESTIONS**

- The Labour Welfare Act on Transport Corporation should be made known to the workers.
- All the available labour welfare facilities should be well known to the workers.
- Through pamphlets, regular meetings and display board, it should be made known to the workers.
- For the benefit and development of the organization, the suggestions of the workers should be accepted without any deviation and ego, because workers are the practitioner, their view or opinion should also be taken into account.
- At minimum level their opinion and views should considered by the authorities.
- Workers should be educated more with the concept of "Collective bargaining".
- Instead of one way communication, two way communications should be followed for the benefit of the both lower level and top level management.
- Though effective feedback system is available, it should be taken place regularly.
- Direct feedback system is a transparent one. And at the same time if there is any suggestions and demerits mentioned in the feedback, it should be taken in a right sense for the improvement of the industrial relations.
- Before the taking any sort of major decision, it should be discussed with the trade union members or in the meeting of the workers since the workers want transparent in decision making.
- Achievement of the workers should be encouraged in the name of incentive; prizes, promotions etc will maintain the industrial relations.

### **CONCLUSION**

Self-esteem of employees is an input factor to bring changes in a working environment. It is to be always boosted up with some activates especially for public road transport service industry as maintaining healthy and safety environment, acceptable and applicable work schedule for drivers and conductors, proper implementation of welfare schemes and maintaining supportive motivated working spirit among employees. If the above suggestions are carried out with keen concentration one

can give the complete and satisfactory level of labour welfare facilities which will keep the industrial relation intact. If the both go properly on their line without any deviation, definitely the transport corporation will yield the better result lead to the betterment of the economy of both the workers and the state.

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