CHAPTER - III

METHODOLOGY AND THE DESCRIPTION ABOUT TAMIL NADU STATE TRANSPORT CORPORATION VILLUPURAM DIVISION

Sample Design

To analyse the labour welfare measures and the industrial relations employees from following categories have been selected as samples.

(i) Technical Superintendent
(ii) Traffic Superintendent
(iii) Security Guard
(iv) Sweeper
(v) Canteen staff
(vi) Drivers
(vii) Conductors
(viii) Technical Helper
(ix) Workshop Technical &
(x) Pharmacist

Villupuram Transport Division includes six regions namely, Villupuram Region, Cuddalore Region, Vellore Region, Kancheepuram Region, Thiruvallur Region and Tiruvannamalai Region.
Variables of Labour Welfare Facilities

1. Due weightage to experience
2. Free Travel passes to the children of the employee
3. Subsidized canteen facilities
4. Education allowances
5. Allowances with wages
6. Reimbursement of legal fees
7. Providing uniforms to employees
8. Family Benefit Fund
9. Loan for Marriages
10. Steering Allowance
11. Voluntary Retirement Scheme
12. Leave benefits
13. Holiday Homes
14. Special Health Fund Scheme
15. Preferential Admission in Schools and Colleges
16. The Pension Scheme for Transport employees
17. Employees' Post-Retirement Benefit Fund Scheme
18. Funeral expenses.
19. Fire Extinguisher &
20. First Aid Box have been taken to analyse the level of satisfaction of the respondents in the context of labour welfare facilities provided by the Tamil Nadu State Transport Corporation, Villupuram Division.

Selection of Samples

<table>
<thead>
<tr>
<th>Category</th>
<th>Villupuram</th>
<th>Cuddalore</th>
<th>Vellore</th>
<th>Kancheepuram</th>
<th>Thiruvallur</th>
<th>Thiruvannamalai</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Superintendent</td>
<td>70</td>
<td>65</td>
<td>80</td>
<td>48</td>
<td>40</td>
<td>61</td>
<td>364</td>
</tr>
<tr>
<td>20% of the total</td>
<td>14</td>
<td>13</td>
<td>16</td>
<td>09</td>
<td>08</td>
<td>12</td>
<td>72</td>
</tr>
<tr>
<td>Traffic Superintendent</td>
<td>73</td>
<td>50</td>
<td>63</td>
<td>40</td>
<td>32</td>
<td>51</td>
<td>309</td>
</tr>
<tr>
<td>20% of the total</td>
<td>15</td>
<td>10</td>
<td>13</td>
<td>08</td>
<td>06</td>
<td>10</td>
<td>62</td>
</tr>
<tr>
<td>Security Guard</td>
<td>20</td>
<td>14</td>
<td>23</td>
<td>14</td>
<td>10</td>
<td>14</td>
<td>95</td>
</tr>
<tr>
<td>20% of the total</td>
<td>04</td>
<td>03</td>
<td>05</td>
<td>03</td>
<td>02</td>
<td>03</td>
<td>20</td>
</tr>
<tr>
<td>Sweeper</td>
<td>20</td>
<td>10</td>
<td>21</td>
<td>10</td>
<td>06</td>
<td>06</td>
<td>73</td>
</tr>
<tr>
<td>20% of the total</td>
<td>04</td>
<td>02</td>
<td>04</td>
<td>02</td>
<td>01</td>
<td>01</td>
<td>14</td>
</tr>
<tr>
<td>Canteen</td>
<td>37</td>
<td>20</td>
<td>31</td>
<td>40</td>
<td>25</td>
<td>11</td>
<td>164</td>
</tr>
<tr>
<td>20% of the total</td>
<td>08</td>
<td>04</td>
<td>06</td>
<td>08</td>
<td>05</td>
<td>02</td>
<td>33</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>02</td>
</tr>
<tr>
<td>Sample Selected</td>
<td>01</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>01</td>
</tr>
<tr>
<td>Drivers</td>
<td>2000</td>
<td>1525</td>
<td>1674</td>
<td>1100</td>
<td>1135</td>
<td>1464</td>
<td>8898</td>
</tr>
<tr>
<td>5% of the total</td>
<td>100</td>
<td>76</td>
<td>84</td>
<td>55</td>
<td>57</td>
<td>78</td>
<td>450</td>
</tr>
<tr>
<td>Further reduced to</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>180</td>
</tr>
<tr>
<td>Conductors</td>
<td>2000</td>
<td>1539</td>
<td>1801</td>
<td>1110</td>
<td>1000</td>
<td>1498</td>
<td>8947</td>
</tr>
<tr>
<td>5% of the total</td>
<td>100</td>
<td>77</td>
<td>90</td>
<td>55</td>
<td>50</td>
<td>75</td>
<td>447</td>
</tr>
<tr>
<td>Further reduced to</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>180</td>
</tr>
<tr>
<td>Technical Helper</td>
<td>600</td>
<td>382</td>
<td>481</td>
<td>300</td>
<td>289</td>
<td>377</td>
<td>2429</td>
</tr>
<tr>
<td>5% of the total</td>
<td>30</td>
<td>19</td>
<td>24</td>
<td>15</td>
<td>14</td>
<td>14</td>
<td>121</td>
</tr>
<tr>
<td>Workshop Technical</td>
<td>159</td>
<td>144</td>
<td>141</td>
<td>82</td>
<td>43</td>
<td>0</td>
<td>569</td>
</tr>
<tr>
<td>10% of the total</td>
<td>16</td>
<td>14</td>
<td>14</td>
<td>08</td>
<td>04</td>
<td>0</td>
<td>56</td>
</tr>
<tr>
<td>Total</td>
<td>4981</td>
<td>3749</td>
<td>4315</td>
<td>2744</td>
<td>2580</td>
<td>3482</td>
<td>21851</td>
</tr>
<tr>
<td>Samples selected</td>
<td>292</td>
<td>218</td>
<td>256</td>
<td>163</td>
<td>147</td>
<td>194</td>
<td>1270</td>
</tr>
<tr>
<td>Total at the last stage</td>
<td>152</td>
<td>125</td>
<td>142</td>
<td>113</td>
<td>100</td>
<td>107</td>
<td>739</td>
</tr>
</tbody>
</table>
In the first stage, if the total numbers of the respondents are less than 100, there 20 per cent of the respondents have taken for investigation. If it is more than 100 and less than 500, there 10 per cent of the total respondents have been selected. If it is more than 1000, there 5 per cent of the total respondents have been selected. At the end of this method, the total samples came around 1270 from all the six regions. It was very difficult to interview all the respondents personally. Hence, it was proposed to select 30 samples from the categories of Drivers and Conductors from each region keeping the other samples as selected earlier. At last the total sample was 739. For the purpose of calculation, from the total sample selected at the last stage, 2, 2, 3 and 2 samples from Villupuram, Vellore, Kancheepuram and Tiruvannamalai have been removed. Now the total respondent was 730.

**Source of Data**

The data for this study have been collected both from primary and secondary sources. The primary data have been collected from the employees of Tamil Nadu State Transport Corporation, Villupuram Division. The secondary data have been collected from the internal office records of the Ministry of State Transport, Published reports of the Department of Statistics, Government of Tamil Nadu and Books and Journals.

A well-structured Interview Schedule was prepared to collect the primary data. To validate the schedule a Pilot Study has also been conducted.

The analysis part is divided into three section. Section I deals about the Socio-Economic conditions of the respondents. Section II deals about the opinion of the
respondents on Labour Welfare Facilities provided by the Tamil Nadu State Transport Corporation, Villupuram Division. Section. III portrays the workers’ opinion on industrial relation in the context of workers’ of the Tamil Nadu State Transport Corporation, Tamil Nadu.

**Statistical Tools used**

Simple Percentage analysis, Analysis of Variance and Multiple regression were used to analyse the objective and to test the hypothesis.

**Period of Study**

Period of study is between 2011 and 2012

**Limitation**

Labour Welfare measures and Industrial relations differ from industry to industry. The finding of the study is applicable only the transport corporation of the country alone.

**Profile Of State Road Transport Corporation In Tamilnadu**

The principal co-operative objectives defined under the Road Transport Corporations Act of 1950 made it obligatory on a State road Transport Corporation to provide or secure or promote the provisions of an efficient, adequate, economical and properly co-ordinate system of road transport services in areas within its jurisdiction. Recognizing this objectives, the Government of Tamil Nadu bifurcated the existing State Road Corporation in Tamil Nadu namely.


03. Cholen Road ways Corporation Limited, Kumbakonam. [CRC] No of buses 864 and started on 01-03-72 Area of Operations covered in Thanjavur, Thiruvarur and Nagapattinam Districts.


05. Dr. Ambethkar Transport Corporation Limited, Chennai. [DATC] No of buses 1244 and started on 01-10-93. Area of operations covered in Madras Metropolitan Development Authority [Chennai City - North].


12. Pallavan Transport Corporation Limited, Chennai. [PTC] No of buses 1315 and started on 01.01.1972. Area of operations covered in Madras Metropolitan Development Authority (Chennai City - South)


**Formation of New Corporations**

With the progressive nationalization and bifurcation of the bigger units, the number of Road Transport Corporations, in the state, had increased to 20 as on 31.03.97. During the 1970’s seven corporations were formed, (PTC, PRC, CRC, CTC, ATC, KTC, TPTC). In 1980’s another eight were added to this, (TTC, PATC, MPTC, JTC, NTC, RMTC, DCTC, ASTC) and in 90’s five more corporations were formed (PTMGRTC, MBTC, DATC, RGTC, VAMKTC ). In the year 1994, Thiruvalluvar Transport Corporation (TTC) was bifurcated into Intra-State Services and Inter-State
Services under the name of Thiruvalluvar Transport Corporation Ltd., and J.Jayalalitha Transport Corporation Ltd. (JJC). Subsequently JJTC was renamed as Rajiv Gandhi Transport Corporation Ltd. (RGTC).

The names of the State Transport Corporations, established since 1971, and their area of operation. As on 31st March 1997, there were 21 State Transport undertakings with a fleet strength of 15,431 buses and 20,301.03 lakh effective kilometers run. These corporations carried 650.84 crore passengers during the year 1996-97 and created and employment potential of 1,11,402 as on 31st March 1997.

But the name of the corporation was changed as Tamil Nadu State Transport Corporation (TNSTC). Maximum of 8 division, namely, Chennai-1, Chennai-2, Salem, Madurai, Kumbakonam, Coimbatore, Villupuram, and Tirunelveli with effect from 25.07.97 vide G.O, M.S. No 161 Transport (TI) dated 01.07.97 and G.O.M.S No. 168 Transport (TI) dated 14.07.97.

01. State Expres Transport Corporation Limited Chennai, Division -1. [Tamil Nadu ]
   a ] Thiruvalluvar Transport Corporation Limited. Chennai,  
   b ] Rajiv Gandhi Transport Corporation Limited. Chennai

   a ] Pallavan Transport Corporation Limited. Chennai,  
   b ] Dr. Ambetkar Transport Corporation Limited. Chennai,
03. Tamil Nadu State Transport Corporation Limited Coimbatore, Division.
   a ) Cheran Transport Corporation Limited. Coimbatore,
   b ) Bharathiyar Transport Corporation Limited. Niligiris,
   c ) Jeeva Transport Corporation Limited. Erode.

04. Tamil Nadu State Transport Corporation Limited Kumbakonam, Division.
   a ) Cholen Road Transport Corporation Limited. Kumbakonam,
   b ) Dheran chinnamalai Transport Corporation Limited Tiruchirappalli,
   c ) Marudhu Pandiyar Transport Corporation Limited Karaikudi,
   d ) Veeran Alagu Transport Corporation Limited, Pudukkottai,

05. Tamil Nadu State Transport Corporation Limited Madurai, Division.
   a ) Pandiyar Road Transport Corporation Limited. Madurai,
   b ) Rani Mangamma Transport Corporation Limited. Dindigul,
   c ) Vaigai Sundaralingam Transport Corporation Limited. Viruthunagar.

06. Tamil Nadu State Transport Corporation Limited Salem, Division.
   a ) Anna Transport Corporation Limited. Salem,

07. Tamil Nadu State Transport Corporation Limited Tirunelveli, Division.
   a ) Katabomman Transport Corporation Limited. Tirunelveli,

08. Tamil Nadu State Transport Corporation Limited Villupuram, Division.
   a ) Thanthai Periyar Transport Corporation Limited. Villupuram,
b ] Pattukottai Azagiri Transport Corporation Limited. Vellore,


Smaller Corporations

While most states in India had set up Road Transport Corporations on the policy of ‘one state – one corporation’, the Tamil Nadu Government had set up a number of small State Transport Corporations, each with operation limited to one or two districts. The Management and Organisation structure are uniform for all the State Transport Corporations in the State. As the State Transport undertakings in Tamil Nadu have been working in different environments, their size and working pattern are entirely different.

Selection of Tamilnadu State Transport Corporation Limited, Villupuram Division

Some corporations have long years of experience ranging 10 to 16 years and others have less number of years of existence. Therefore, a comprehensive evaluation, embracing all the corporations, is not feasible. Hence, the Tamilnadu State Transport Corporatin, Limited Villupuram Division has been selected as a unit for the present study.
TAMILNADU STATE TRANSPORT CORPORATION LIMITED,
VILLUPURAM DIVISION

This corporation was started as Thanthai Periyar Transport Corporation Ltd with the head quarter at Villupuram during year 1975. At that time of inception this corporation had 12 depots, 1 central workshop, 172 buses with 1170 staffs and operating 0.54 lakh passengers per day.

During the year 1982 it was bifurcated and a new corporation was formed as Pattukottai Azhagiri Transport Corporation Ltd, with the registered office at Vellore. Again during the year 1992, it was bifurcated and a new corporation was formed with its registered office at Kancheepuram.

Now these three corporations have been amalgamated into one corporation as Tamil Nadu State Corporation (Villupuram) Ltd, Villupuram with effect from 01.04.2006. On amalgamation and co-ordinate with district authority and to improve the grievance redressal facility to staff 3 new regions were formed with head office at Thiruvanamalai, Cuddalore and Thiruvallur during the year 2008. Totally 6 regions are functioning in this corporation.

For the financial year 2012-13 (up to April 2012) this corporation is having 55 depots, 3 central workshops with a fleet strength of 3447 buses, 23330 staff. With these fleet on an average of 16.34 lakh kms are being operated per day carrying 23.51 lakhs passengers per day.
In order to provide better facilities to the travelling public, 32 numbers of low floor buses and 4 numbers of vestibule buses and 30 numbers of A/c Volvo buses were introduced during Jan 2009 and Jan 2010 respectively.

In order to have cordial relation with the travelling public and to avoid unnecessary wastage of diesel, in turn to have better diesel conservation and accident free operation, trainings were imparted at Corporate and Regional Head Quarters to the Drivers, Conductors and Technical staff continuously. By means of the above measures, as an average of 34 lakhs liters of diesel to the value of Rs.14crore had been saved annually.

The wealth of the corporation is based on the welfare of the employees. Considering this, purified water is supplied through RO system in 13 depots and action is being taken to provide the RO system at further 14 places.

In order to provide better transport facilities to the public, construction of a new depot at Uthiramerur has been commenced and completed. Also construction of the Regional Office building at Kancheepuram has been commenced in March 2010 and completed. From 23.02.2011 onwards Uthiramerur new depot functioned separately in new building and Kancheepuram Regional office also functioning in the own new building.

During the past 6 years, 1844 new vehicles and 38 vehicles for the financial year 2012-13 (up to April 2012) have been put on road, because of this new vehicle introduction, the vehicle average age of the corporation is 4.93 at the end of April 2012.