Chapter - 6

SERVICE EFFICIENCY OF THE DIVISION – AN ANALYSIS
After analyzing the secondary data, an attempt is made here to analyze the findings based on primary investigation carried out in the Davangere Division (Davangere, Shimoga and Chitradurga Districts). This Chapter has three major parts for the convenience of analysis. First part deals with the analysis of commuters (bus users) views and perception, second part focuses on the view of employees in the system and third part deals with the comparison of Physical and financial performance between Public(KSRTC) and Private sector operation in Davangere division.

To begin with, it would be appropriate to provide information on the sampling of the study. The data were gathered during November 2007 to April 2008. The sampling details are presented in Table 6.1.

**Table 6.1**

**Sample Details: Number of Respondents Interviewed in the Davangere Division 2007-08**

<table>
<thead>
<tr>
<th>Depots</th>
<th>Number of Respondents</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Commuters (Bus Users)</td>
<td>Employees (KSRTC+Private)</td>
</tr>
<tr>
<td>Davangere</td>
<td>70</td>
<td>20+10=30</td>
</tr>
<tr>
<td>Shimoga</td>
<td>70</td>
<td>20+10=30</td>
</tr>
<tr>
<td>Chitradurga</td>
<td>70</td>
<td>20+10=30</td>
</tr>
<tr>
<td>Total</td>
<td>210</td>
<td>60+30=90</td>
</tr>
</tbody>
</table>
6.1. Commuters Views and Perceptions

This part of the present chapter deals with an analysis of various issues pertaining to Bus Transport Operation in the district as viewed and perceived by the commuters (transport users). The views of the passengers pertaining to their travel, regularity in travel, consumer satisfaction, safety issues, crew quality parameters ownership preference, road accident issues, user's problems regarding bus services are analysed here.

6.1.1. Transport user's classification-Age of commutes

Commuters of different age sex groups were interviewed in the district with the help of well structured coded interview schedules for eliciting their views. Data pertaining to this are given in the Table 6.2.

Table 6.2

<table>
<thead>
<tr>
<th>Age (in years)</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 20</td>
<td>28 (17.0)</td>
<td>05 (11.0)</td>
<td>33 (16.0)</td>
</tr>
<tr>
<td>20-30</td>
<td>83 (50.0)</td>
<td>35 (78.0)</td>
<td>118 (56.0)</td>
</tr>
<tr>
<td>30-40</td>
<td>29 (18.0)</td>
<td>05 (11.0)</td>
<td>34 (16.0)</td>
</tr>
<tr>
<td>40+</td>
<td>25 (15.0)</td>
<td>0 (0.0)</td>
<td>25 (12.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>165 (100.0)</td>
<td>45 (100.0)</td>
<td>210 (100.0)</td>
</tr>
</tbody>
</table>

Note: The figures in parenthesis denoting percentages to the total are computed.
Source: Data collected through Primary Investigation, 2007-08
Table 6.2 proved that, male commuters are more mobile than the female commuters in the Davangere Division. Among the male commuters the middle aged between 20 and 30 are traveling more frequently than the other. It is also found that the female commuters more middle aged peoples in the Division with 78.0 percent among the total female commuters. It means the maximum of the middle age peoples are traveling frequently in the Davangere Division.

6.1.2. Commuters Education

The Education background is necessary to aware respondents level of thinking. Hence the Researcher interviewed different levels of educated people in the Division with structured interview schedule. The data pertaining to this are given below.

<table>
<thead>
<tr>
<th>Commuter's education in Davangere Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuters education level</td>
</tr>
<tr>
<td>---------------------------</td>
</tr>
<tr>
<td>Primary</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Secondary</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Graduation</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Post-Graduation</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Total</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Note: The figures in parenthesis denoting percentages to the total are computed. Source: Data collected through Primary Investigation, 2007-08
It is revealed from the above Table that, 66.7 per cent of the commuters interviewed are highly qualified with graduation and above while only 2.9 per cent of the users interviewed attained only primary level of education. It shows Davangere Division being a high literate one.

6.1.3. Commuter’s occupation status

The economic status and occupation of commuters occupies prominent place. Generally, commuters of Bus transport are from various sectors, it is according to their nature of activities, they demand Bus transport services. To give representation to bus transport users with different status and occupation, such users are interviewed, Table 6.4 presents data with respect to commuter’s occupation.

Table 6.4
Commuter’s occupation in Davangere Division

<table>
<thead>
<tr>
<th>Commuters occupation</th>
<th>Number of Commuters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>37 (17.6)</td>
</tr>
<tr>
<td>Profession</td>
<td>41 (19.5)</td>
</tr>
<tr>
<td>Students</td>
<td>95 (45.2)</td>
</tr>
<tr>
<td>Others</td>
<td>37 (17.6)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>210 (100.0)</strong></td>
</tr>
</tbody>
</table>

*Note: The figures in parenthesis denoting percentages to the total are computed.*

*Source: Data collected through Primary Investigation, 2007-08*
It follows from the figures given in table 6.4 that, the students (45.2 per cent of the total) and the Profession (19.5 per cent of the total) put together are found using the bus transport services more frequently than that of the other categories of users interviewed in the Division.

6.1.4. Commuters travel mode and frequency

Selection of a particular mode for travel depends upon the performance efficiency of the system, convenience and distance to be traveled. The mode and frequency of passengers traveling in the district are presented in Table 6.5

Table 6.5

Commuters travel mode and frequency in the Davangere Division 2007-08

<table>
<thead>
<tr>
<th>Mode of Travel</th>
<th>Daily travelers</th>
<th>Occasional Travelers</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>KSRTC</td>
<td>26 (25.0)</td>
<td>30 (29.0)</td>
<td>56</td>
</tr>
<tr>
<td>Private</td>
<td>43 (40.0)</td>
<td>15 (14.0)</td>
<td>58</td>
</tr>
<tr>
<td>Both</td>
<td>37 (35.0)</td>
<td>59 (57.0)</td>
<td>96</td>
</tr>
<tr>
<td>Total</td>
<td>106 (100.0)</td>
<td>104 (100.0)</td>
<td>210</td>
</tr>
</tbody>
</table>

Note: The figures in parenthesis denoting percentages to the total are computed.
Source: Data collected through Primary Investigation, 2007-08

It can be observed from the figures provided in Table 6.5 that as many as 40 per cent of the daily commuters travel by private buses to reach their destinations, while 25 per cent of the daily
travel by the KSRTC buses. As far as occasional commuters are concerned, around 29 percent in KSRTC buses while 14 per cent of the travelers choose for the Private buses. As much as 57 per cent of the occasional travelers are unmindful of the mode and prefer both the KSRTC and private owned buses.

6.1.5. Commuters Perception of Satisfaction Parameters:

Public (KSRTC) and Private

In order to evaluate the quality of service being rendered by the public (KSRTC) and the private Bus Transport Operators in the district as perceived by the Commuters, such as commuters asked to reveal their preferences, with reference to the two forms of ownership, on specific yardsticks such as regularity, safety, frequency, comfort, punctuality, speed, fare, boarding and alighting, crew behaviour and the like in terms of four point scaling technique viz., poor, satisfactory, good and very good. Accordingly the values as 1, 2, 3 and 4 have been assigned to the scales respectively. The Arithmetic Mean values of these scores were estimated separately for the Public and Private Bus Transport Operational System in the Division. To know the significance of the difference between the two, t statistics was used. Data pertaining to the Arithmetic Mean Value and t value are presented in Table 6.6
Table 6.6
Commuters Perception Score on KSRTC v/s Private Bus Service in Davangere Division, 2007-08

<table>
<thead>
<tr>
<th>Yardsticks</th>
<th>Mean Value</th>
<th>t value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>KSRTC</td>
<td>Private</td>
</tr>
<tr>
<td>Regularity</td>
<td>2.2553</td>
<td>2.2074</td>
</tr>
<tr>
<td>Safety</td>
<td>2.5053</td>
<td>1.7819</td>
</tr>
<tr>
<td>Frequency</td>
<td>2.0745</td>
<td>2.4095</td>
</tr>
<tr>
<td>Comfort</td>
<td>2.3032</td>
<td>2.1436</td>
</tr>
<tr>
<td>Punctuality</td>
<td>2.0798</td>
<td>2.1809</td>
</tr>
<tr>
<td>Speed</td>
<td>2.2500</td>
<td>2.2181</td>
</tr>
<tr>
<td>Fare</td>
<td>1.8883</td>
<td>2.3245</td>
</tr>
</tbody>
</table>

Note: Figures in the Table are the derived ones using SPSS.

The data presented in table 6.6 provide the results of the \( t \) test used to measure the level of significance with regard to consumer satisfaction yardsticks in the public and private bus transport services in the Davangere Division.

With regards to the Arithmetic Mean values KSRTC and Private sector bus operation is found nearly same. The Calculated \( t \) value between these two means of Regularity, Frequency, Comfort Punctuality, Speed and Fare is 0.544, -3.321, 0.856, -0.949, and -3.154 respectively, thus, in this regards there is no much difference between the KSRTC and Private sector bus operation in the area of Davangere Division.

But in the case of yardstick is concerned, Arithmetic mean value of the KSRTC bus operation is found higher (2.5053) than
the private sector bus operation (1.7819) in the Division. The estimated t value between these two means is 8.690, which is found greater than the critical value of t 1.96 at 5 per cent level.

The above analysis reveals that in respect of safety, there is significant difference between the two forms of ownership of bus operations, but in all the other parameters, used by the Researcher, it is which is not statistically proved and there is no significant difference between the two forms of the ownership of bus transport operation except Safety yardstick.

6.1.6. **Commuter's Perception of Safety and Crew Quality Yardsticks**

In the transport sector safety is an important aspect. Commuters are more interested about their life more than anything else. Safety is also one of the considerable performances in the bus transport operation and another important aspect is crew's quality of service in passenger transport operation. Commuters were asked to express their views on safety and crew quality yardsticks in both the KSRTC and Private bus transport operations in the Division and their preferences on two sectors (KSRTC and Private) regarding different yardsticks like maintenance, breakdowns, accidents, negligent driving, availability of First Aid kits, general attitude, dress code and neatness of crew is better were given by the respondents. The data pertaining to safety issues are presented in Table 6.7.
### Table 6.7

**Commuter's Perception of Safety and Crew Quality Yardsticks in Davangere Division, 2007-08**

<table>
<thead>
<tr>
<th>Number of Commuters opining as</th>
<th>Ownership</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>KSRTC</td>
<td>Private</td>
</tr>
<tr>
<td>Maintenance is better in</td>
<td>135 (64.3)</td>
<td>16 (7.6)</td>
</tr>
<tr>
<td>Breakdowns are high in</td>
<td>37 (17.6)</td>
<td>77 (36.7)</td>
</tr>
<tr>
<td>Accidents are high in</td>
<td>15 (7.1)</td>
<td>121 (57.6)</td>
</tr>
<tr>
<td>Negligent driving in found in</td>
<td>30 (14.3)</td>
<td>104 (49.5)</td>
</tr>
<tr>
<td>First aid kits are available in</td>
<td>141 (67.1)</td>
<td>07 (3.3)</td>
</tr>
<tr>
<td>General attitude is not good in</td>
<td>29 (13.8)</td>
<td>105 (50.0)</td>
</tr>
<tr>
<td>Dress code is found in</td>
<td>176 (83.8)</td>
<td>06 (2.9)</td>
</tr>
<tr>
<td>Neatness of crew is better in</td>
<td>132 (62.9)</td>
<td>14 (6.7)</td>
</tr>
</tbody>
</table>

*Note: The figures in parenthesis denoting percentages to the total are computed.*

*Source: Data collected through Primary Investigation, 2007-08*

The above figures show that maintenance of the buses is better under Public (KSRTC) ownership, for 64.3 per cent of the total respondents, interviewed in the Division opinioned so. While it was only 7.6 per cent of the commuters opinion that maintenance is better under Private ownership buses. It shows that Davangere Division has better maintenance of buses compare to private one. As regards, breakdowns and accidents (36.7 per cent
and 57.6 per cent respectively) are high in Private sector in the view of commuters. Against to this it is very low as 17.6 and 7.1 percent of the commuters view that breakdown and accidents are high in private sector buses, but in case of KSRTC good opinion from the commuters against break downs and accidents with 17.6 per cent and 7.1 per cent respectively.

Another safety issue is negligent driving. It is found here, 49.5 per cent of the commuters interviewed have opinion so in the private owned buses, but only 14.3 per cent viewed that negligent driving in KSRTC buses.

67.1 per cent of the commuters view the First Aid kits in the KSRTC buses and only 3.3 per cent of the commuters view in the private buses and again same result is found in the issue of Dress code. It implies that, commuters are more secured in the KSRTC buses compared to the private buses in the Division.

6.1.7. Commuter’s Perception on Road Accidents

Road accidents are major cause of economic losses to any economy. Road accidents cause loss of property, injuries and loss of life. Some causes for road accidents are identified by the Researcher and the commuters were interviewed as to whether they agree or disagree with the identified causes. The data pertaining to this interview is given in Table 6.8.
Table 6.8

Commuter’s Perception on Accidents

<table>
<thead>
<tr>
<th>Causes of Accidents</th>
<th>Disagree</th>
<th>Agree</th>
<th>Can’t say</th>
<th>Total</th>
<th>Place*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road Conditions</td>
<td>98</td>
<td>107</td>
<td>05</td>
<td>210</td>
<td>12</td>
</tr>
<tr>
<td>Lack of performance among drivers</td>
<td>53</td>
<td>131</td>
<td>16</td>
<td>210</td>
<td>7</td>
</tr>
<tr>
<td>Violation of traffic rules</td>
<td>54</td>
<td>135</td>
<td>21</td>
<td>210</td>
<td>5</td>
</tr>
<tr>
<td>Over confidence of drivers</td>
<td>54</td>
<td>127</td>
<td>29</td>
<td>210</td>
<td>9</td>
</tr>
<tr>
<td>Over speed</td>
<td>60</td>
<td>142</td>
<td>08</td>
<td>210</td>
<td>4</td>
</tr>
<tr>
<td>Sever competition</td>
<td>62</td>
<td>129</td>
<td>19</td>
<td>210</td>
<td>8</td>
</tr>
<tr>
<td>Liberal licenses</td>
<td>53</td>
<td>118</td>
<td>39</td>
<td>210</td>
<td>11</td>
</tr>
<tr>
<td>Alcoholism</td>
<td>60</td>
<td>123</td>
<td>27</td>
<td>210</td>
<td>10</td>
</tr>
<tr>
<td>Pedestrians</td>
<td>85</td>
<td>101</td>
<td>24</td>
<td>210</td>
<td>13</td>
</tr>
<tr>
<td>Animals on the roads</td>
<td>55</td>
<td>134</td>
<td>21</td>
<td>210</td>
<td>6</td>
</tr>
<tr>
<td>Vehicle condition</td>
<td>40</td>
<td>150</td>
<td>20</td>
<td>210</td>
<td>3</td>
</tr>
<tr>
<td>Rash Driving</td>
<td>49</td>
<td>153</td>
<td>8</td>
<td>210</td>
<td>1</td>
</tr>
<tr>
<td>Improper road signals</td>
<td>44</td>
<td>152</td>
<td>14</td>
<td>210</td>
<td>2</td>
</tr>
</tbody>
</table>

NB: * Places in descending order
Source: Data collected through Primary Investigation, 2007-08

Table 6.8 reveals that, the causes for road accidents were assigned places in descending order on the basis of commuters opinions. Rash driving stands first place in the causes for road accidents followed by improper road signals and Vehicle condition. Over speed, being the major causes for road accidents but it stands 12\textsuperscript{th} place out of 13.
Table 6.9

Commuter’s preference on PRT system in Davangere Division

<table>
<thead>
<tr>
<th>Commuter’s preference for</th>
<th>No. of Respondents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>KSRTC</td>
<td>102</td>
<td>48.6</td>
</tr>
<tr>
<td>Private</td>
<td>27</td>
<td>12.9</td>
</tr>
<tr>
<td>Both</td>
<td>77</td>
<td>36.7</td>
</tr>
<tr>
<td>Can't say</td>
<td>04</td>
<td>1.9</td>
</tr>
<tr>
<td>Total</td>
<td>210</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Source: Data collected through primary investigation, 2007-08

The above figures show that, bus transport users prefer KSRTC ownership in the Public Road Transport Operation with 48.6 percent of commuters opinion. But only 12.9 per cent of users opine the private operation is better in the public transport operation but in the meanwhile 36.7 per cent of commuter opines both private and KSRTC ownership in the Public Road Transport operation.

6.1.8. Commuters Problems

The commuters in Davangere Division confront with varied problems which reflect on the functioning of the system in the area. Some of the major problems are listed below.

- High fare between the stages in KSRTC buses with compare to Private buses.
- Lack of frequency in the rural area with compared to urban area.
- Lack of punctuality
• Unhealthy computation
• The roads are not properly maintained by the authorities concerned.
• The Conductor, some times do not return the change after issuing the tickets.
• Over rush during the peak hours.
• Maximum of bad conditioned vehicles running in the rural areas but not thus much of in urban areas, it shows in justice in transport.
• Adults, Physically handicapped peoples and female passengers are of the view that rules regarding seat reservation for them is not strictly adhered to by the operators in the Davangere Division.

PART : II

6.2. Crews View

After analyzing the commuter's perception, the researcher intends to analyse the various issues relating to the crews in the bus transport system in Davangere Division. The views and perceptions of the crews on earnings, savings, leave facilities, family conations, working hours and labour unions of crew's satisfaction are analyzed here.

6.2.1 Age of Crews

Crews of different age and sex groups were interviewed in the Division with the help of well structured coded interview schedules
for eliciting their views. Data pertaining to this is given in the following Table 6.10.

**Table 6.10**

*Crews age in Davangere Division 2007-08*

<table>
<thead>
<tr>
<th>Age (in years)</th>
<th>No. of Respondents</th>
<th>Per cent</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-30</td>
<td>33</td>
<td>36.7</td>
</tr>
<tr>
<td>30-40</td>
<td>35</td>
<td>38.9</td>
</tr>
<tr>
<td>40+</td>
<td>22</td>
<td>24.4</td>
</tr>
<tr>
<td>Total</td>
<td>90</td>
<td>100</td>
</tr>
</tbody>
</table>

*Source: Data collected through primary investigation, 2007-08*

The above table shows that bus transport system in the Division has more and more middle and young aged employees, i.e., 75.6 per cent of the total employment compared to aged one. So it simply shows as usual in the other sector that, the young aged people have more efficiency and potentiality, hence, they accrue large share in the transport system.

6.2.2. **Crew’s Different Positions in Bus Transport System in Davangere Division**

Crews of different position were interviewed in the district. Awareness in the position of working hours, salary, leave faculties, nature of employment and family concessions of employees of KSRTC and Private bus transport system in the Division with the help of interview schedules for eliciting their views is shown. Data pertaining to this is given in the Table 6.11.
**Table 6.11**

*Crew's Different Positions in Bus Transport at Davangere Division, 2007-08*

<table>
<thead>
<tr>
<th>Crews opinion for</th>
<th>KSRTC</th>
<th>Private</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Working hours in a day</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 8 hours</td>
<td>5 (8.0)</td>
<td>13 (43.0)</td>
<td>18 (20.0)</td>
</tr>
<tr>
<td>8 hours</td>
<td>0 (0.0)</td>
<td>9 (30)</td>
<td>9 (10)</td>
</tr>
<tr>
<td>More than 8 hours</td>
<td>55 (92.0)</td>
<td>8 (27.0)</td>
<td>63 (70.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Family concession</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>yes</td>
<td>22 (37.0)</td>
<td>15 (50.0)</td>
<td>37 (41.0)</td>
</tr>
<tr>
<td>No</td>
<td>38 (63.0)</td>
<td>15 (50.0)</td>
<td>53 (59.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Salary</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Below 2000</td>
<td>02 (3.0)</td>
<td>1 (3.0)</td>
<td>3 (3.0)</td>
</tr>
<tr>
<td>2100 to 4000</td>
<td>26 (44.0)</td>
<td>19 (64.0)</td>
<td>45 (50.0)</td>
</tr>
<tr>
<td>4100 to 8000</td>
<td>15 (25.0)</td>
<td>10 (33.0)</td>
<td>25 (28.0)</td>
</tr>
<tr>
<td>8000+</td>
<td>17 (28.0)</td>
<td>0 (0.0)</td>
<td>17 (19.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Paid leave</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>24 (40.0)</td>
<td>05 (14.0)</td>
<td>29 (32.0)</td>
</tr>
<tr>
<td>No</td>
<td>36 (60.0)</td>
<td>25 (86.0)</td>
<td>61 (68.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Nature of Employment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Casual</td>
<td>28 (47.0)</td>
<td>11 (37.0)</td>
<td>39 (43.0)</td>
</tr>
<tr>
<td>permanent</td>
<td>32 (53.0)</td>
<td>19 (63.0)</td>
<td>51 (57.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
</tbody>
</table>

*Note: The figures in parenthesis denoting percentages to the total are computed.*

*Source: Data collected through Primary Investigation, 2007-08*
In the Table 6.11 shows that, crews working in day more than 8 hours was 63 percent out the total respondents in the division. But in the case of KSRTC, employees working more than 8 hours with 92 (55 out of 60) per cent where, only 27 percent (8 out 30) of the employees working more than 8 hours in the Private bus transport sector. As regards, family concession, this is provided by transport operators to employees. In private sector bust transport operation, 50 per cent of the employees enjoying family concession out of the 30 respondents and 37 per cent of the employees are enjoying family concession in KSRTC out of 60 respondents in the Division.

In case of salary, 50 per cent of the employees working between, Rs.2100 to 4000 in both form of the sectors in the Division. But in case of paid leave was enjoying only 32 per cent of the total employees in the study area. As regards, nature of employment indicates that, in the bus transport sector has 43 (KSRTC 28 out of 60 and Private 11 out of 30) per cent of the employees are working as casual out 90 employees.

6.2.3. Crew's Specific Satisfaction of Bus Transport in the Division

To analyse crews specific satisfaction of different category of employees as many parameters salary, leave facilities, working hours, family concessions, incentives, savings, etc., by the Researcher. Data pertaining to this are presented in the Table 6.12.

In respect of working hours, 80 per cent of the private employees are having satisfaction among 30 respondents, but only 46 per cent of the KSRTC employees are having satisfaction about their working hours among 60 respondents in the bus transport system.
82 per cent of the KSRTC employees are not satisfied with salary and savings, but in private employees are satisfied with their salary at 70 per cent.

### Table 6.12

**Crew’s Satisfaction in Davangere Division 2007-08**

<table>
<thead>
<tr>
<th>Crews opinion for</th>
<th>KSRTC</th>
<th>Private</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Working hours</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>25(42.0)</td>
<td>6(20.0)</td>
<td>31(34.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>28(46.0)</td>
<td>24(80.0)</td>
<td>52(58.0)</td>
</tr>
<tr>
<td>Can’t say</td>
<td>7(12.0)</td>
<td>0(0.0)</td>
<td>7(8.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Salary</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>49 (82.0)</td>
<td>9 (30.0)</td>
<td>58 (64.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>11 (18.0)</td>
<td>21 (70.0)</td>
<td>32 (36.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Savings</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>49(82.0)</td>
<td>18 (60.0)</td>
<td>67 (74.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>11(18.0)</td>
<td>12 (40.0)</td>
<td>23 (26.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Leave facilities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>41 (68.0)</td>
<td>24 (80.0)</td>
<td>65 (73.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>19(32.0)</td>
<td>3 (10.0)</td>
<td>22 (24.0)</td>
</tr>
<tr>
<td>Can’t say</td>
<td>0(0.0)</td>
<td>3 (10.0)</td>
<td>3 (3.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Family concession</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>35 (58.0)</td>
<td>11 (37.0)</td>
<td>46 (52.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>24 (40.0)</td>
<td>16 (53.0)</td>
<td>40 (44.0)</td>
</tr>
<tr>
<td>Can’t say</td>
<td>1 (2.0)</td>
<td>3 (10.0)</td>
<td>4 (4.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Incentives</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>47 (79.0)</td>
<td>14 (47.0)</td>
<td>61 (67.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>11 (18.0)</td>
<td>3 (10.0)</td>
<td>14 (16.0)</td>
</tr>
<tr>
<td>Can’t say</td>
<td>2 (3.0)</td>
<td>13 (43.0)</td>
<td>15 (17.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Relationship with Passengers</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>01 (2.0)</td>
<td>03 (10.0)</td>
<td>4 (4.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>58 (96.0)</td>
<td>27 (90.0)</td>
<td>85 (95.0)</td>
</tr>
<tr>
<td>Can’t say</td>
<td>01 (2.0)</td>
<td>0 (0.0)</td>
<td>01 (1.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Relationship with employees</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>6 (10.0)</td>
<td>3 (10.0)</td>
<td>9 (10.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>48 (80.0)</td>
<td>27 (90.0)</td>
<td>75 (83.0)</td>
</tr>
<tr>
<td>Can’t say</td>
<td>6 (10.0)</td>
<td>0 (0.0)</td>
<td>6 (7.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
<tr>
<td><strong>Relationship with employers</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>30 (50.0)</td>
<td>8 (27.0)</td>
<td>38 (42.0)</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>23 (38.0)</td>
<td>22 (73.0)</td>
<td>45 (50.0)</td>
</tr>
<tr>
<td>Can’t say</td>
<td>7 (12.0)</td>
<td>0 (0.0)</td>
<td>7 (8.0)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 (100)</td>
<td>30 (100)</td>
<td>90 (100)</td>
</tr>
</tbody>
</table>

*Note: The figures in parenthesis denoting percentages to the total are computed.*

*Source: Data collected through Primary Investigation, 2007-08*
In both forms of the bus transport employees are not satisfied with leave facilities in the Division. 65 employees among 90 respondents, expressed their negative opinion against leave facilities in the bus transport system in Davangere Division. In the matter of family concession and incentives, maximum employees are not having satisfaction in both the form of the bus transport system. As regards, relationship between employee and employee, employee and passengers, 95 and 83 per cent of the employees have satisfactory relationship with passengers and employees respectively. It shows that there is good relation in people with each other, when traveling in the buses.

But in the case of relationship between employees and employers, 73 per cent of the employees have satisfactory relationship with employers out of 30 respondents in the private bus transport system, but 50 per cent of the employees are expressed their dissatisfaction about relationship with employers in the KSRTC at Davangere Division.

Above table clearly shows that, in the Davangere Division, maximum employees are having negative satisfaction of all the parameters in the yardsticks, except relationships with employees and passengers only.

6.2.4. Crews Opines on Labour Unions

Labour unions are common phenomena in all types of the public and private sectors. Thus, the Researcher elicited the employee’s views on necessity of having labour unions in the transport system. The data gathered are presented in Table 6.13.
Table 6.13
Crews Opines on Labour Unions, 207-08

<table>
<thead>
<tr>
<th>Crews opinion for</th>
<th>KSRTC</th>
<th>Private</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour Union is necessary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>59 (98.0)</td>
<td>26 (87.0)</td>
<td>85 (94.0)</td>
</tr>
<tr>
<td>No</td>
<td>01 (2.0)</td>
<td>04 (13.0)</td>
<td>05 (6.0)</td>
</tr>
<tr>
<td>Total</td>
<td>60 (100.0)</td>
<td>30 (100.0)</td>
<td>90 (100.0)</td>
</tr>
</tbody>
</table>

Note: The figures in parenthesis denoting percentages to the total are computed.
Source: Data collected through Primary Investigation, 2007-08

Table 6.13 shows that, 59 out of 60 KSRTC employees and 26 out of 30 private employees favor the necessity of labour unions in the bus transport system. It means 94 per cent of the total employees felt that, labour Unions are necessary in both the form of the ownerships.

6.2.5. Incentives to the Crews in KSRTC

Unlike the employees in the private sector bus transport operational system, in the public sector they enjoy many incentives which are:

- Casual leave of 15 days in a year
- On earned leave for every 22 working days
- Medical leave with half-pay
- Uniform with stitching charges
- Medical bill reimbursement for family, and
- One per cent incentives on daily collection to the traffic staff etc.,
6.2.6. Crew’s Problems

Crews expressed some problems, when Researcher interviewed both form of bus transport crews in the Davangere Division. But, Public (KSRTC) sector crews expressed maximum of the problems, which they facing regularly in the system. They are:

- Low salary
- Bad leave system
- Harassment and regularly issuing improper memos from senior officers
- Over working hours
- Incentives and rest are not properly providing at the time of doing double duty.
- Driver was responsible for bad vehicle condition.
- Women employees felt, bus is not secured working place.
- Conductor was punished, when commuters lost their ticket.
- Not issuing immediately orders after completion of pre-profession period.

6.3. The Public (KSRTC) and Private-Operational Aspects: A Comparison

This part of the analysis deals with the varied perspectives of the private operator in Davangere Division in comparison with KSRTC. A total of 20 Individual Private Bus operators were interviewed for analyzing Bus Transportation Issues of operational aspects.
6.3.1. Operational Viability in Private Sector

The average cost of operation per kilometer per day in Davangere as revealed by the operators during primary investigation.

**Average cost of operation per day (in Rs)**

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages to the crew</td>
<td>600-00</td>
</tr>
<tr>
<td>Interest on loans</td>
<td>800-00</td>
</tr>
<tr>
<td>Insurance</td>
<td>90-00</td>
</tr>
<tr>
<td>Fuel</td>
<td>4250-00</td>
</tr>
<tr>
<td>Tyres and lubricants</td>
<td>350-00</td>
</tr>
<tr>
<td>Tax</td>
<td>360-00</td>
</tr>
<tr>
<td>Other</td>
<td>50-00</td>
</tr>
<tr>
<td><strong>Total (Average daily cost)</strong></td>
<td><strong>6500-00</strong></td>
</tr>
</tbody>
</table>

Average Daily Revenue Earned 7100-00

Cost per kilometer 16.66

Earnings per kilometer 18.21

**Average Effective Kilometer per Day 390**

6.3.2. Operational Aspects – A Comparison

For the purpose of comparing the performance of KSRTC with Private Transport system in Davangere division, the cost per kilometer, earnings per kilometer and profit margin parameters used for assessing the financial performance and parameters fuel efficiency and tyre life are used for physical performances. The data gathered are presented in Tables 6.14 and 6.15.
Table 6.14
The KSRTC and Private Sector Bus Operation in Davangere 
Division 2006-07 (Financial Performance)

<table>
<thead>
<tr>
<th>Private Sector</th>
<th>Public Sector (KSRTC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPM</td>
<td>EPKM</td>
</tr>
<tr>
<td>1666</td>
<td>1846</td>
</tr>
</tbody>
</table>

Source: The KSRTC, Davangere Division, 2008 and the data pertaining to private sector are gathered during Primary Investigation, 2006-07.

In the Table 6.14 shows that, the KSRTC is earning profit of 75.4 paise per kilometer whereas, private sector earning profit of 180 paise per kilometer in their operation. It means private sector shows good financial performance than the KSRTC in Davangere division.

Above table reveals that, KSRTC is in the dominant position in both the parameters. In case of Fuel productivity of KSRTC is very good when compared with private sector. The KSRTC 5.07 (average) kilometer per liter fuel productivity was found, where Private sector was only 4.1 (average) kilometers per liter fuel productivity was given.

Table 6.15
The KSRTC and Private Sector Bus operation in Davangere 
Division 2006-07 (Physical Performance)

<table>
<thead>
<tr>
<th>Private Sector</th>
<th>Public Sector (KSRTC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fuel (Kilometer per liter )</td>
<td>Average life of tyre (in Kms)</td>
</tr>
<tr>
<td>4.1</td>
<td>65000</td>
</tr>
</tbody>
</table>

Source: The KSRTC, Davangere Division, 2008 and the data pertaining to private sector are gathered during Primary Investigation, 2006-07.
In case of tyre utilisation also give same result in transport system in Davangere division. Utilisation of tyre in KSRTC was 120891 (average) kilometers where as private sector was 65000 (average) kilometers utilized. It shows that, in physical performance, the KSRTC was more efficient than private bus operation in Davangere division.

6.3.3. Operators Problems in Davangere Division

Every owner of the buses had its own problems. The major problems facing the operators in the Davangere division are following.

- **Dissatisfactory Collections:** Another difficulty of transport is variation in traveling public. That is to say that there will be a lot of collection in week days, whereas Sundays will have lesser collection. On an average 2 or 3 days in every week will have unsatisfactory collection. This shows that collection in all days in a week is not same.

- **Bad Condition of Roads:** Since the operation in the maids’ area the operators face problems of bad roads giving a call boards. Since the roads are bad and the transport operates in all work all the areas of maiden the operators’ faces lot of difficult in playing buses to interior and remote village. However with much difficulty the system operating the buses in the summer season ever to those remote villages.
• **Unhealthy Competition:** The most of the problems is passenger transport that there is competition between other forms of the ownership buses. This will cause decrease in profit and increase in revenue to operators.

• ** Strikes of employees:** As regards industrial relations there are more employees strikes for concessional passes.

• **Restrictions from the Government:** It is not possible to increase fare due to the restrictions improved by the Government. Government also increased the motor vehicle tax. This will lead to difficulty in maintaining the buses.

• **Other problems:** In addition to the above, other problems are unwarranted intervention of the transport authorities during operation, poor traffic signals, burdensome students and others concessions, high rates of spare parts etc.