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FINDINGS AND CONCLUSION

6.1. Major Findings of the Study

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FINDINGS AND CONCLUSION

This Chapter is a presentation of the Major Findings and Conclusion of the present Study. Before arriving at the conclusion, at the end, the Researcher, also points out certain pragmatic suggestions for improving the PRT system in the district.

6.1. Major Findings

The major findings of the present Study are classified under four broad heads,

i. Bus Operators’ Perception

ii. Users’ Perception

iii. Employees’ Perception

iv. Authorities’ Perception

i. Bus Operators’ Perception

a. Transport Ownership

The forms of ownership like sole proprietorship, partnership, hired ownership and State ownership are found in the district in case of Bus Transport Operation. Interestingly, 86 per cent of the operators are sole proprietors.
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b. Operators in the Fray

It is found in the Study that 56 per cent of the operators are in the fray for more than 5 years.

c. Contract Carriage Buses

The controversial issue regarding operations of Contract Carriage Buses is getting heated during the course of the Study period. Still, it is found that 34 per cent of the operators own Contract Carriage Buses along with Mofussil route permit buses in the district. The number of Contract Carriage Buses plying in the district has reduced from 155 in the year 2003 to 50 in June 2006, due to the competition from State owned buses.

d. Performance and Service

It is found during the Study period that the Operators in the district are performing well and rendering good service to the commuters. Operators provide travel concessions to different categories of passengers, refund the fare during breakdowns and provide courteous service. The profitability of the Operators is also proved by the number of buses owned by operators have increased by 120.33 per cent overtime.

e. Economic Viability

The Study revealed that Mangalore Division of the KSRTC is incurring a loss of 138.4 paise per kilometer, whereas, the Private Sector Buses are earning a profit of 37 paise per kilometer in their operation in the district. Hence, in the district, the Private Sector
Buses are economically viable and operationally feasible than the Public Sector Buses.

f. Accidents

Another finding of the present Study is that of violation of the traffic rules in terms of reckless driving, over speed, over confidence of the drivers and unhealthy competition which did result in increased road accidents in the district.

g. Route Preference

Operators do prefer the Highways and the Village Roads for their operation. In terms of earning more revenue, village roads are preferred, but as far as maintenance costs are concerned, the operators prefer to operate on the National Highways and the State Highways.

h. Manpower Management

The Study also revealed that majority of the operators is managing manpower fairly well. But it is also found that, 76 per cent of the Operators are not giving incentives of any sort, 96 per cent of them are not extending any leave facility to the crew, despite, there is good manpower management for, and Operators give attractive salary to the employees.

i. Source of Funds

Interestingly, it is also found that no operator in the district is using solely own funds for bus transport operation. 84 per cent of
the operators depend on banks for their financial requirements and rest 16 per cent on other sources.

ii. **Users’ Perception**

a. **Traveling Preference and Frequency**

It is clearly found in the Study that as many as 58 per cent of the daily travelers in the district prefer to travel by private buses and only 8 per cent prefer the State buses for their travel. The study reveals that the daily commuters prefer to travel by private buses as they claim that the travel concession offered by them is more attractive than that offered by the State Government Bus Service. With regard to the occasional travelers, it is found, 51 per cent prefer to travel in both modes while 45 per cent prefer only the private buses.

b. **Users’ Satisfaction**

It is found in the Study that a large number of users are fully satisfied with the fare, safety, speed and comfort in the State Bus Operation while they are least satisfied with its frequency and regularity in the service. Again, with regard to private bus operation the Users are highly satisfied with punctuality, frequency and regularity parameters while they are dissatisfied with the fare, overloading and safety parameters.

c. **Users’ Satisfaction on Safety**

Out of the 400 users interviewed in the district 127 users (32 per cent) opined that breakdowns are high in the Public Sector buses and 23 per cent (92 out of 400) opine that breakdowns are
found in both the public sector and the private sector buses. As high as 52 per cent of the users (208 out of 400) are found viewing that accidents are high in private sector operation, again signifying the need for strict adherence to the traffic rules.

d. **Service Quality of the Crew**

Yet another finding of the Study is that 49 per cent of the users (195 out of 400) view that courteous service is being rendered by the crew of the private sector and only 8 per cent of the users opine that courteous service is also found in the public sector operations. Interestingly, it is found that, 209 users (52 per cent) are viewing that the crew in the private sector operation are neat while on duty, while only 20 per cent opine that they are neat in public sector buses as well.

e. **Bus Fare**

In the Study, it is found that that 91 per cent (363 out of 400) of the users are satisfied with the bus fare in the district. The implication, drawn here, is that users are concerned more about the quality of service and not the fare which is being charged.

f. **Contract Carriage Buses**

The finding with regard to Contract Carriage Buses is interesting indeed! As it is viewed by Authorities, the Contract Carriage Buses are not operating as per the terms and conditions, there is a need to rethink regarding their permits, issued by the Government. Yet, 84 per cent (336 out of 400) of the users view that Contract Carriage Bus Operation is welcome as they add to
frequency of operation in various routes of Dakshina Kannada district.

g. **Transport Ownership**

In the Study it is found, 82 per cent (329 out of 400) of the users viewed that they prefer both the State owned buses and privately owned buses' operation in the district.

iii. **Employees' Perception**

a. **Job Preference**

It is found that 60.5 per cent of the employees (121 out of 200) are in the profession due to economic reasons while 34 per cent (68 out of 200) joined the transport field willfully.

b. **Payment to the Employees**

It is surprising to find in the Study that 88 per cent (176 out of 200) of the employees interviewed in the district are getting wages daily implying, rather, no security of job. Only in the State Operation the crew gets monthly wages.

c. **Employees, Employers, Passengers Relationship**

Another finding of the present Study is with regard to relationship among the Employees, the Employers and the Passengers. It is found that Employee-Passenger relationship ranks First (733 Merit Points) followed by Employee-Employee relationship (731 Merit Points) and Employee-Employer relationship (572 Merit Points).


d. **Authorities Intervention**

Yet another finding of the Study is that 93 per cent (186 out of 200) of the employees view that the Transport Authorities never intervene in the functioning of the PRT system in the district. This again, of course, is a clear indication that the operators are adhering to the rules fairly well in the district.

e. **Breakdown Alternatives**

It is also found in the Study that breakdown alternatives are made to the passengers as 99 per cent (198 out of 200) of the employees view that breakdown alternatives are made as the case may be. This is also found correct when the Researcher had a close interaction with the passengers during the Study period.

iv. **Authorities’ Perception**

a. **Tax Payment**

It is found in the Study that cent per cent (15 out of 15) of the Authorities interviewed in the district are of the opinion that the Bus Operators pay road taxes in time, which indicates punctuality among the operators in payment of taxes.

b. **Route Sanctioning**

Another finding of the Study is that route sanctioning is based on the criteria like 'need based' and 'public demand' as both get 75 Weight Scores each. Applicants' request ranks second with 70 Weight Scores followed by Authorities discretion (35 Weight
Scores). The last factor, in route sanctioning, is political pressure with 5 Weight Scores.

c. **Contract Carriage Buses**

The rule consciousness of the Authorities is proved, in the district, when it is found that all the 15 authorities interviewed in the district unanimously opined that Contract Carriage Buses, in the district, are not operating as per the terms and conditions laid down by the Government.

d. **Road Accidents**

It is also found in the Study that poor judgement of the drivers, over speed and reckless driving are the reasons for road accidents which again indicate the lack of compliance to traffic rules by the operators. Unhealthy competition is another reason viewed by the Authorities for road accidents.

**6.2. Suggestions for Improving Bus Transport System in the District**

Taking into consideration the views of the Operators, Users, Employees and the Authorities in Dakshina Kannada District, the Researcher, now, proposes some practical suggestions for the improvement of the system in the district.

a. **Scientific Construction of Roads**

Since the roads, particularly the village roads, are found in a very bad shape in the entire district, smoother vehicular movement is being obstructed. This gives ample proof of not constructing the
roads as per the guidelines laid down in road engineering and construction technology. It is suggested, here, to strictly adhere to the prescriptions laid down with all time adoption of scientific approach.

b. **Strengthened Enforcement System**

Success or failure of a system depends heavily on a strong enforcement mechanism. Since a noticeable lacunae is being observed in the form of weakened enforcement as related to Transport Operation in the district, attempts by the Authorities at strengthening the enforcement mechanism is suggested.

c. **Road Safety Education**

Education is an agreed mode of training the mind set of all sections of the population in any region. Such education may be formal or informal. All the Transport Operators and Users are to be educated in the real sense of the term as regards to smooth Transport Operation and effective use of the system as the case may be.

d. **Adherence to Rules**

Violation of regulations in the Transport Operation by the Operators is being noticed, though not by all. Under the circumstances, rigorous and courageous ways are to be found out, so that the traffic rules and regulations are strictly adhered to in the district.
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Non compliance of traffic rules by the two wheelers, autorikshaws, goods transport vehicles, private cars etc., in the form of over speed, over load, parking in prohibited areas, use of vacuum sound horns etc., are being noticed. The Authorities should be vigilant of these and strict action should be taken against them, which shall definitely improve the transport system of the district.

Further, it is also noticed that, in some places, signals are not working, speed breakers are absent, and the road markings are poor. The Authorities should see that all the above are set right.

e. Security to the Crew

The satisfied crew can always render better services to the people. It is noticed during the field survey that, the crew is deprived of welfare schemes for they are not being offered by the employers. It is sincerely suggested, here, that the Government should pass strict legislations in this regard and see that the crew in the private sector bus operation also get facilities like Provident Fund, Leave with Pay, Overtime Payment, Medical Facilities, Insurance etc., which will surely increase the sense of security among the crew.

6.3. Suggested Areas for Further Research

The Present Study is confined to an analysis of the Public and Private Bus Transport Operation in the District of Dakshina Kannada. The Study concentrates on the working of the system at a single point of time. Time series analysis can also be taken up by
the Researchers. Further, environmental degradation due to air pollution is kept outside the purview of the Researcher in the present Study. Hence, Studies investigating the environmental impact of the Bus Transport Operation may be suggested in Dakshina Kannada. The network of city buses and their operation in the district is very efficient, and a comprehensive study as related to this area may also be suggested. The Goods Transport System and their problems and prospects is indeed another area of Research of independent nature.

6.4. Conclusion

The present Study is undertaken with a broad objective of examining, measuring and assessing the performance of the Public and Private Bus Transport Operational System in Dakshina Kannada District. Based on the findings of the Study, a few suggestions are being offered at the end. The Researcher feels, the suggestions given and policy measures suggested if implemented with all fairness and faith will go a long way in building a vibrant and well structured Transport Operation in the district, which shall pave way for rapid and balanced Economic Development in the district which is the need of the hour in the current globalised and competitive era.