Chapter - 6

FINDINGS AND CONCLUSION

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FINDINGS AND CONCLUSION

This Chapter presents the major findings and conclusion of the present Study. Before arriving at the conclusion, the researcher points out certain practical suggestions for improving the Rural Transport Services in the District.

6.1. Major Findings of the Study

The major findings of the present study are classified under four broad heads:

i. Findings related to Transport Operators.

ii. Findings related to Bus Transport Users.

iii. Findings related to Transport Employees.

iv. Findings related to Transport Authorities.

Findings Related to Transport Operators

The major findings relating to transport operators are again classified into:
Findings and Conclusion

a. Findings relating to Bus operators

b. Findings relating to LPVs operators

c. Findings relating to Truck or HGVs operators

d. Findings relating to LGVs operators

Findings relating to Bus operators

a. Transport Ownership

It has been established that, the form of ownership found in the district are like individual ownership, co-operative ownership and state ownership in the bus transport operation. Interestingly, 93.5 per cent of the operators are individual or sole proprietors.

b. Route Preference

Majority of the bus operators in the district prefer village roads, and State Highways. In village routes, though the cost of operation is high, higher revenue earnings cannot be ruled out.

c. Performance and Service

During the Study period, it is found that, the operators in the district are performing well and rendering good service to the users. They provide travel concessions to different categories of passengers, refund during the
breakdowns and do provide cheerful service. The profitability of the venture has been reflected on the best performance of the operators of the district.

d. Accidents

The study also revealed that, bad road conditions, violation of traffic rules, over speed and negligent driving did result in severe road accidents in the district.

e. Man power Management

Another finding of the present study is that majority of the operators are managing man power fairly well. But it is also true that 93.4 per cent of the operators are not giving bonus to their employees, 43.4 per cent of them are not extending any leave facility to their crew, and there is a good manpower management despite 73.3 per cent of the operators disbursing of salaries daily to their employees implying the insecurity of their job.

f. Sources of funds

It is found during the study period that no operator in the district is using own funds for bus transport operation. 90 per cent of the operators depend on banks for their financial requirements and only 10 per cent of the operators depend on other sources.
Findings relating to LPVs operators

a. Ownership pattern

It has been established that as many as 58.4 per cent of the operators are owned operators and the remaining 41.6 per cent of the operators are hired operators in the district.

b. Hired operators and profitability

It is found in the study that cent per cent of the hired operators interviewed opine that, the running expenditure of the vehicles is borne by the actual owners. It is disheartening to observe that 10 per cent of the operators are not making any profit from their transport operations.

c. Sources of finance

Interestingly, it is also found that no operator in the district is using own funds for their LPVs transport operation. 85 per cent of the operators feel that the funds are easily available in banks and the remaining 15 per cent of operator felt that the funds are not easily available and they depend on private finance for their transport requirements in the district.

d. Professional ethics

It is clearly found in the study that all the operators adhere to traffic rules. But, only few are following ‘Queue’ system and are helping the passengers during the emergency. Harassment from authority is also meager but with regard to unions all have positively responded.
Findings relating to truck or HGVs operators

a. Ownership Pattern

The present study reveals that self ownership and hired ownership are the only two forms of ownership found in the district. 65 per cent of the LGVs operators are individual owners in the district.

b. Operators stay in the Fray and classification

It is found in the study that 89 per cent of the LGVs operators have stayed for more than 5 years. And only 11 per cent of the operators in the district are in the fray for less than five years. Of the total, 58 per cent of the operators owning goods rickshaws or LGVs of 03 wheelers and 42 per cent of the operators are owning vans or LGVs of 04 wheelers.

c. Financial sources

The LGVs operators do prefer to borrow funds for their operations mainly from banks. 85 per cent of the operators borrowed funds from the banks and 05 per cent of the operators borrowing from cooperative banks and remaining 10 per cent from other sources.

d. Professional ethics

The study also revealed that majority of the operators are adhering to traffic rules and large number of operators are not following ‘Queue’ system and negatively responded to serve the people during the causality.
Findings relating to Bus transport users

a. Users satisfaction

The study reveals that users are fully satisfied with the state operator with reference to its fare, safety, speed, comfort, boarding and alighting, but they are least satisfied with frequency, punctuality, regularity and overloading in the State service. The private bus service users are highly satisfied with the punctuality, frequency and regularity while they are not satisfied with the fare, overloading and safety parameters. With reference to the cooperative ownership, users are highly satisfied with the safety, frequency, punctuality while they are not satisfied with fare, speed and overloading.

b. Safety criteria

It is found in the study that, the users interviewed in the district prefer equally the state, cooperative and private operators for their general maintenance of the buses. Respondents were of the opinion that breakdowns are higher in State buses compared with private buses. Users feel happy with cooperative services for least breakdowns in the district.

With regard to accidents, users prefer cooperative buses due to safety and large number of (53.4%) users is scared to travel in private buses for their frequent accidents.
c. **Crew service quality**

Another finding of the study is that 68.4 per cent of the users are satisfied with the crew in State buses for their good general attitude towards passengers. About dress code and neatness, users opine that state and cooperative transport employees are better than private bus transport employees.

d. **Bus fare**

With reference to the bus fare, the researcher made a close interaction with the users in the district. It is found that compared to Kerala, Tamil Nadu and Maharashtra bus fare in Karnataka is very high. Of the users interviewed in the district, 76 per cent feel that fare is high in Chikmagalur district also. The users by comparing the fare in the state and other buses, they are satisfied with the state service and dissatisfied with the private and cooperative buses.

e. **Transport Ownership**

When the Researcher made a close interaction with the users in the district, the service provided by the public, private and cooperative buses are equally preferred by the users in the district.

f. **Travel concession**

It is clearly found in the study that as high as 68 per cent of the passengers are getting travel concession. They are generally students,
daily commuters, physically challenged and senior citizens. Out of the 300 users 65 per cent feel that, agitations without notice are bad and they disrupt the journey. About the unions, users feel that they are necessary to safeguard the interest of the working class.

g. Expansion of employment and other social infrastructure

Another important observation made in the study is that 96 per cent of the users agree that transport operation is creating employment directly and indirectly in the economy. Even in the expansion of social infrastructure like education and health in rural areas, the transport users are fully satisfied in the district.

Findings relating to transport employees

a. Job preferences

It is found in the study that economic compulsion forced 59 per cent of the employees to opt for this job. While, 25 per cent of the employees joined the transport sector willingly.

b. Salary disbursement

In the study, it is found that 70 per cent of the employees interviewed in the district are getting wages daily and it implies insecurity to their job. It is in State operation and TCS the crew are getting monthly wages.
c. Employees Satisfaction

Another finding of the Study is that, employees are fully satisfied with the authorities, family concessions, incentives, relation with passengers and even with employer. But they are not satisfied with the working hours, their savings, leave facilities and salary.

d. Level of Education and Employment in Transport

It is clearly found in the study that 84 per cent of the employees employed in transport sector in the district are having only primary and secondary education (30+54=84 per cent) and just 16 per cent are graduates. Highly qualified workers will not stay for long in this sector, but less qualified workers have no other option. So education level and employment in transport are not related to each other.

Findings relating to Transport Authorities

a. Tax Payments

It is found in the Study that 5 out of 5 i.e., cent per cent of the Authorities view that transport operators are paying road tax in time in the district. This implies that the transport operators are punctual in tax payment.
b. Route Sanctioning

Cent per cent of the authorities view that, route sanctioning is made on the basis of need and public demand. However, officials also opined that applicant’s request is also given due consideration.

c. Function of the System

Another finding of the Present Study is with regard to the operators’ adherence to traffic rules. It is found that 80 per cent of the Authorities confirm that the operators in the district adhere to traffic rules. Interestingly, cent per cent of the Authorities firmly view that clandestine operators do not exist in the district.

d. Road Accidents

It is clearly found in the Study that, over speed and violation of traffic rules are mainly responsible for road accidents in the district. Besides bad road conditions, negligent driving and severe competition are also the causes for road accidents as opined by the Transport Authorities.

6.2. Suggestions for improving the Transport System in the District

After considering the views of all transport operators, users, employees and Authorities in Chickmagalur district, the researcher, now proposes some practical suggestions for the improvement of the system in the district. They are:
a. Scientific construction of Roads

For the smooth operation of vehicles, roads should be constructed as per the guidelines of road engineering. Due to heavy rain and loose soil, life of roads is very short in these areas. For the safety of roads, construction and maintenance of trunch is necessary. Avoid the deficiencies in the existing road network and introduce safety system in road construction by introducing, a) Re-alignment of roads where geometrics is poor, b) Improvement in road lightings, c) Segregated pedestrian traffic, d) Construction of culverts and bridges to remove the isolation of the villages, e) Wherever possible, remove the road curves and make them straight and level the road surface, f) Measures should be taken to restrict parking by road side and amenities should be provided to the drivers, passengers and others and g) Any project of road improvement must be subjected to safety audit at every stage. Further, the Researcher also feels that, the contractors should given guarantee to their work for an agreed period of time. If any damage is caused during the period the concerned contractor should set it right without any additional payment.

b. Strengthen Enforcement System

Transport Authority is an enforcing system in the District. It governs the traffic and safety rules and keeps the system intact. Many times, due
to political interference and money, the culprits repeatedly escape from the punishment, periodic emission test should be made compulsory. Speed breakers are to be constructed near schools, hospitals and cities to avoid over-speed, working hours prescribed in Motor Vehicle Act should be strictly enforced.

Different studies have established that vehicle driver is an important factor in road accidents. Hence, there is a need for quality driving and enforcement of traffic rules. Care should be taken for proper training and effective licensing.

c. Road Safety Education

It is essential to educate road users on traffic awareness to minimize the number of accidents. Such campaigns need to be undertaken regularly in schools, using all media including T.V., Radio, Cinema and Press. Road safety education should be incorporated in school syllabus at the primary level to create awareness among children. For practical education it is suggested to take the student to traffic circle and give them some training.

Educating the driver is more important for accident free transport. Minimum education should be prescribed for understanding traffic and safety rules. State and National level awards should be introduced for drivers who have accident free record during the year.
Last but not least in minimising road accidents, it is considered necessary to provide more stringent punishment for driving under the influence of alcohol or driving with negligence.

d. Adherence to Traffic Rules

If all road users in the district adhere to traffic rules safe journey is assured. It is suggested that Authorities should take strict action against illegitimate operation in the district. It is youngsters, alcoholic and over speed drivers who are not following traffic rules and result in accidents, death and loss of property in the district.

6.3. Suggested Area for Further Research

The Present Study is confined to analyze the public, private and co-operative system of transport in Chikmagalur district. The study concentrates in the working of the system at a single point of time. Time series analysis can also be taken up by the Researchers. Another area left for further research is environmental degradation due to rural transportation in the district, air pollution and deforestation is kept outside the preview of the research in the present study. Hence, studies investigating the environmental impact of the road transport operation may be suggested for research in the district.
6.4. Conclusion

The Present Study has been undertaken with a broad objective of examining, measuring and assessing the performance of the Rural Transport Services in Chikmagalur District. The Study attempted to evaluate the performance of rural transport system by taking the views of operators, users, employees and transport authorities in the District.

It can now be concluded that, in countries like India, rural development is to be given top priority. Provision for dependable and cost-effective rural transport services shall help rural development in a long way in the Indian context. This is all the more important in these days of globalized regime, where development efforts should be promoted from below not from the top.