

Chapter V

5.1 Summary of Research Findings:

Transport is a significance of civilisation. In fact, transportation and civilisation are so interlinked, that it is difficult to imagine the development of one without the other. It also becomes difficult to understand whether the introduction of new technologies in transportation has affected the society or the requirement of the society paved way for new technologies in transportation. Transportation not only helps the society but also develops a country economically and socially. It helps to fill the gap between production and consumption centres. Public transportation has become the need of the hour.

Public transport is the pre-dominant mode of motorised local travel in cities. This is predominantly by road, since commuter rail services are available only in Mumbai, Delhi, Chennai, Kolkata, Bengaluru, Hyderabad and Pune, while dedicated city Bus services are known to operate in at least 25 cities with a population of over one million. Intermediate public transport modes like tempos and cycle rickshaws assume importance in medium size cities. However, the share of Buses is negligible in most Indian cities as compared to personalised vehicles, and two-wheelers and cars account for more than 80 percent of the vehicle population in most large cities. Buses take up over 90% of public transport in Indian cities, and serve as a cheap and convenient mode of transport for all classes of society. Services are mostly run by state government owned transport corporations. However, after the economic liberalisation, all those government state transport corporations have introduced various facilities like low-floor Buses for the disabled and air-conditioned Buses to attract private car owners to help decongest roads.

The recent Inter-State transport agreement signed by Karnataka signed with neighbouring States has come as a big sigh o relief for the people belonging to the

districts of Karnataka that come under the purview of North Eastern Karnataka Road Transport Corporation.

The new agreement has enabled various Karnataka State Corporations to run 300 Buses to Tamil Nadu, 350 to Maharashtra, 450 to Andhra Pradesh and 87 to Goa. Karnataka corporations are already operating 200 Buses to Tamil Nadu, 800 to Maharashtra, 900 to Andhra Pradesh and 150 to Kerala.

Similarly, Maharashtra State Road Transport Corporation can operate 256 new Buses to Karnataka in addition to the existing 1,000; Tamil Nadu corporations 315 Buses in addition to the existing 200, Andhra Pradesh State Road Transport Corporation 460 Buses in addition to 950 and Kadamba Transport Corporation (Goa) 40 Buses in addition to 100.

With the availability of these new services and introduction of new Bus Services to a great extent has helped NEKRTC to achieve strengthen its network by providing Bus Services to and fro between rural and urban areas as revealed during the field study. A brief summary of commuter opinion towards Services provided by NEKRTC obtained through field survey and observation are as follows:

- An increase in number of Bus schedules has made it easier for the commuters to travel even to nearby places as revealed by a majority of 249 out of 400 i.e. 62.25 percent respondents who use NEKRTC Bus services to travel short distances on a daily basis.
- Although the price of the tickets i.e. the Bus Fare is fixed by the Government, respondents feel that the ticket fare is high when compared to that of neighbouring states as revealed by a majority of 228 out of 400 i.e. 57 percent respondents.
- The advance ticket booking facility provided by NEKRTC has created a lot of convenience to its customers because of which large number of passengers i.e.328 out of 400 i.e. 82 percent respondents prefer to book their ticket in

advance or buy ticket on board, apart from those passengers who travel on a regular i.e. daily basis prefer to use different passes available for the convenience of the passengers, which is another facility provided to daily travellers.

- Regular travelling passengers have a good knowledge of the different kind of passes available for their convenience like Student Pass, Monthly Pass, Daily Pass, Senior Citizen Pass and Physically Handicap Pass.
- Express Bus Services is the most popular and commonly used Bus Service of NEKRTC as revealed by a majority of 224 out of 400 i.e. 56 percent respondents due to large frequency of Express Buses even to far-off places on a daily basis.
- Based on the facilities available in NEKTRC Buses following findings were obtained.
 - a) The seating facilities inside the Buses needs to be upgraded as it is found to be average as opined by a majority of 143 out of 400 i.e. 35.75 percent respondents.
 - b) Even there is a scope for improvement in the luggage space being provided inside the Bus, as majority of 140 out of 400 i.e. 35 percent respondents found it to be average.
 - c) Majority of 194 out of 400 i.e. 48.5 percent respondents felt that the speed maintained by NEKRTC Buses was good, which helped them to reach their destination on time.
 - d) The commuters felt safe while travelling by NEKRTC Buses because the Buses have a speed lock, which avoids rash driving as opined by 187 out of 400 i.e. 46.75 percent respondents.
 - e) The ventilation inside the Buses is average, NEKRTC should avoid over crowding of the Buses, which affects the ventilation inside the Bus as opined by 178 out of 400 i.e. 44.5 percent respondents.

- f) Passengers did not face problem during travel since NEKRTC maintained good conditions of their Buses as opined by 128 out of 400 i.e. 32 percent respondents.
- Majority of the commuters prefer to travel by NEKRTC Buses because of high frequency of Buses which have large number of stops and even stop at various places on the request of the commuters.
- Based on the facilities available at NEKTRC Bus Stations and Stands following findings were obtained.
- a) NEKRTC has taken proper care of the health and hygiene of its commuters as the Bus Stations and Bus Stands are equipped with good and clean drinking water facility as opined by 140 out of 400 i.e. 35 percent respondents.
- b) There is a huge waiting space available in Bus Stations and Bus Stands for not only to the commuters but also to the common public as opined by 165 out of 400 i.e. 41.25 percent respondents
- c) NEKRTC has maintained good, clean and hygienic toilets in their Bus Stations and Bus Stands for well being of the commuters as opined by 143 out of 400 i.e. 35.75 percent respondents.
- d) The enquiry counters present at various but also to the people who have come to see off them. Bus Stations and Bus Stands provide good service by trying to solve the commuters' problems and questions as opined by 217 out of 400 i.e. 54.25 percent respondents.
- e) Good announcement system available at different Bus Stations and Bus Stands has made it easy for the commuters to know the scheduled departure of their Bus as opined by 180 out of 400 i.e. 45 percent respondents.
- f) The newly erected platform number display of good quality allows commuters to easily identify their respective platform even from a long distance as opined by 210 out of 400 i.e. 52.25 percent respondents.

- g) The commuters did not feel unsecured at various NEKRTC Bus Stations and Bus Stands, which show that the security is good as opined by 178 out of 400 i.e. 44.25 percent respondents.
 - h) The NEKRTC Bus Stations and Bus Stands have a large number of refreshment centres inside their premises which provide good, tasty, healthy and hygienic food stuff as opined by 143 out of 400 i.e. 35.75 percent respondents.
 - i) NEKRTC provides advance booking counters at various Bus Stations and Bus Stands, which provide good services with the help of advanced technology as opined by 157 out of 400 i.e. 39.25 percent respondents.
 - j) For the convenience of the commuters, good parking space for their vehicles managed by private individuals is provided at various NEKRTC Bus Stations and Bus Stands according to 193 out of 400 i.e. 48.25 percent respondents.
 - k) Good waiting rooms are available for female commuters at various Bus Stations and Bus Stands as opined by 187 out of 400 i.e. 46.75 percent respondents.
- Providing information about the Bus Schedules to the commuters is very important. There are different sources which provide information to the commuters on Bus schedules on regular as well as occasional basis as follows:
- a) Enquiry counters at the Bus Stations acted as the major source of information to the commuters on a regular basis as opined by a majority of 294 out of 400 i.e. 73.5 percent respondents.
 - b) Occasionally Co-passengers, Newspapers and Websites acted as sources of information for majority of the commuters.
- The introduction of various technologies by NEKRTC has revolutionised the public transportation. Regarding the modern technology being used by NEKRTC in rendering their services following findings were revealed:

- a) As opined by 348 out of 400 i.e. 87 percent respondents the ETMs i.e. Electronic Ticketing Machines being used by the conductors to issue tickets inside the Buses are good and free off any frauds.
 - b) NEKRTC provides good facility for online reservation for the commuters, who can book their ticket in advance by sitting at their home according to 297 out of 400 i.e. 74.25 percent respondents.
 - c) The announcement in city Buses provides good information about the current and next stop of the Bus, which is helpful for a person who is travelling in those Buses to be ready to get off the board as soon as his or her stop arrives as expressed by 305 out of 400 i.e. 76.25 percent respondents.
 - d) The electronic display in certain Buses is average in their clarity as expressed by 157 out of 400 i.e. 39.25 percent respondents.
- The waiting halls and seating facilities provided at various Bus Stations and Bus Stands are good, which are built in order to provide a modern look to the Bus Stations and comfortable to the commuters as opined by a majority of 252 out of 400 i.e. 63 percent respondents.
 - NEKRTC takes care of all category of Commuters like Females, Senior Citizens and Physically Handicapped Commuters, regarding the reservations being given to different category of commuters even in non-reserved Buses, following findings were obtained:
 - a) Majority of 252 out of 400 i.e. 63 percent respondents feel that the seats reserved for female commuters should neither be increased nor decreased.
 - b) As concerned to commuters belonging to physically handicap and senior citizen, there should be an increase in the number of seats being made available to them currently as opined by a majority of 198 and 224 out of 400 i.e. 49.5 and 56 percent respondents respectively.
 - Majority of 210 out of 400 i.e. 52.25 percent respondents have come across friendly and co-operative frontline personnel including conductors who made

correct announcement of different stages as opined by a majority of 340 out of 400 i.e. 85 percent respondents.

- Conductors tried to solve the conflicts amongst the commuters as opined by a majority of 340 out of 400 i.e. 85 percent respondents.
- Apart from passenger transportation services, NEKRTC provides holiday packages, Buses on casual contracts, parcel services and act as a media of advertisement for different companies by providing their Buses, Bus Stations and Bus Stands as advertising media.
- Although NEKRTC is striving hard to keep its Commuters happy and satisfied, following Commuter expectations were revealed:
 - a) Automated ticket and pass counters.
 - b) Decrease in ticket fare.
 - c) Advertisement of travel and holiday packages.
 - d) Toilet facility for long distance Buses, as introduced for KSRTC Buses running between Bengaluru- Mysuru and Bengaluru- Mangalore.
 - e) Increase in the current number of Buses to villages.
 - f) Stopping of NEKRTC Buses during journey at places with better refreshment and hygienic toilet facilities.
 - g) More co-operations from NEKRTC personnel.
 - h) Training of on-board personnel in passenger management.
 - i) Better Accidental remedies for commuters.
- In case of accidents the organisation makes sure that that the passengers are admitted to government hospital and suited compensation is provided, whereas the organisation takes complete responsibility of the employee's treatment.
- Buses running between Bijapur and Gulbarga are always over crowded and even the toilet facilities are improper.
- As the frontline personnel were co-operative, they had success in developing self confidence amongst the passengers about their services.

- Round the clock operating hours was maintained by the organisation, which shows that they were present at all the time for the commuters.
- The recent introduction of city Buses under JNnurm scheme is providing better services to the commuters and these vehicles are relatively small in size which helps them to reach even to inner areas of the city.
- Due to the introduction of new, safe and standard quality Buses, increase in the number of Bus schedules, renovation of the Bus Stations and Bus Stands and ETMs providing transparency in fare has made NEKRTC services more reliable.
- Although most of the frontline personnel are co-operative and behave pleasantly, but due to rude behaviour at certain times, there is a gap regarding empathy delivered by the organisation and expectations of the commuters.
- NEKRTC has taken utmost care to provide tangibilised experience of their services by providing Buses which are in good condition, seats inside the Buses are of good quality, the waiting halls, toilet facilities and reservation counters have also been given a modernised look.
- Now due to huge competition from private players, NEKRTC is giving training to its employees in passenger handling, so that they can reduce the already prevailing gap regarding responsiveness from the personnel and the expectations of the commuters.
- Due to introduction of new Buses fitted with speed lock, the commuters can be rest assured that their journey will be safe and secure. And in case of any accidents, the insurance provided (charges being included in ticket fare) assures that the organisation shows interested in protecting the life of its commuters as well.
- The recent hike in the fare of monthly passes can increase the price burden on the passengers using the monthly passes.
- It is found that overall services provided by NEKRTC are good as revealed by a majority of 289 out of 400 i.e. 72.25 percent respondents.

5.2 Conclusion:

Public transportation is a necessity for ever growing population. People from different societal, financial and educational background with different types of transportation needs, gender, age group and categories like students, senior citizens and physically challenged travel by NEKRTC buses in order to satisfy their inter city, inter state and intra city travel needs. The level to which their needs and expectations are satisfied reveals the ability of the service provider to satisfy their customers with their transportation services through various ways.

As the type of bus service used and ticket fare is somewhat related to each other, commuters feel that the fare fixed by NEKRTC for its various bus services is high as compared to other state run transport corporations. Even the fare of the passes available for various categories of customers is high as compare to other service providers according to certain class of commuters. Commuters feel that the facilities provided inside the bus like seating, luggage space and ventilation are not the worth of the fare being charged by NEKRTC.

The organisation is striving hard to provide better services to its commuters for which it has given a modern look to its many of bus stands situated even at the taluka levels; it has also introduced modern buses to cater to the needs of the commuters. It has even increased its bus schedules, frequency and number of routes. This has helped a lot of commuters, who before had to travel by two buses in order to reach a single destination. But still the commuters place tangibles over intangibles i.e. the type of seats, the look of the bus and the ambience of bus stations over speed and safety, which indicates that the organisation needs to improve a lot in this direction.

In the absence of private players as mass transport service providers, NEKRTC enjoys almost monopoly in the public transportation sector in North Karnataka. Although private players are present they provide services only to far-off places and not to nearby places for which NEKRTC is the only source, apart from certain taxis.

There is still a scope for improvement in the way the front personnel like conductors, drivers, traffic controllers and reservation clerks behave with the commuters, since these people act as representatives of the organisation. The organisation needs to clearly spell out the code of conduct for its employees as well as for the commuters in order to maintain a fruitful customer relationship and excel in the field of transportation service. Finally, the organisation should not compromise on the quality of service being rendered to its end users.