

## A STUDY ON THE ATTITUDE OF PASSENGERS TOWARDS MINIBUS SERVICES IN SATTUR TALUK



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### Abstract

*Economic development of a country is largely conditioned by the adequacy, efficiency, regularity, safety and punctuality of transport services. It links up villages, towns, cities and metropolises and it also integrates the economy. The development and progress in the field of transport brings different parts of the world in close contact with one another as well as reduce the time in covering the distance. Consequently, the word of today is much smaller than what it was some fifty years ago and every progress made in respect of speed makes the present world still smaller.*

### Introduction

Transport is an infrastructure, a public utility and a commercial venture and therefore, it is unique in more than one sense. Among the four major modes of transport namely Road, Rail, Water, and Air, the first one lends itself to a greater flexibility, variety and versatility. The road transport which encompasses the passenger and cargo segments is, in fact the best possible mode of linking remote hinterlands with growing cities. The Government ( both the Union Government of India and state Government) realizing the need for, and importance of road transport have established a number of road corporations on their own for the purpose of providing transport service to the passengers.

### Statement of the Problem

India is an agricultural country and most of its people are living in villages. The economic development in India depends on the development of villages. Transport is

one of the important factors, which bring the economic development by linking the villages with various places. They have therefore, decided to permit minibuses to play in the unserved rural areas by private operators and such permits are limited to a route length of 16 kilometers only, with an overlapping distance of 4 kilometers in approved route as per the provisions of Motor vehicles Act.1998. Sattur taluk is having problems such as inadequate road facilities and poor maintenance of roads in unserved rural areas, parking spaces, paucity of funds and higher rate of road taxes and the like. These problems how far affected the minibus passengers. Hence, there is a greater attention to study the problems and attitude of passengers towards the minibus services in Sattur taluk. The present study is also focused on the problems faced by passengers and their attitude towards the minibus services in Sattur taluk.

### Objective of the Study

- To analyze the opinion of the passengers towards minibus services and its conditions availed in the study area.

### Sampling Design

To fulfill the objectives of the study the researcher has used both primary data and secondary data. Primary data has collected by means of pre-tested interview schedule from the passengers. There are 12 Minibuses are playing in and around Sattur Taluk namely Amman-2, Vasu-3, Charles-7. Since passengers in Sattur taluk are infinite, the researcher has used convenient sampling method to collect the primary data for the study purpose. The researcher has collected primary data from 80 respondents.

### Opinion about the Condition of Buses – Weighted Average Method

The researcher has to analyze the overall opinion about the condition of buses. The passengers normally expect good condition of buses that is, facilities available inside the bus must be good. The operators should provide all the necessary facilities for them. Cleanliness, comfortable arrangement, adequate moving space inside the bus, space for keeping luggage, proper windows/shutters are necessary in a bus. The passengers get more satisfaction when there is good condition in a bus. Hence, the level of satisfaction depends on the condition of buses.

Opinion about the Condition of Buses

| S.No | Statements   | HS | S  | NO | DS | HDS | TOTAL | AVG    | RANK |
|------|--|----|----|----|----|-----|-------|--------|------|
| 1    | Cleanliness  | 46 | 28 | 6  | 0  | 0   | 360   | 4.5    | 2    |
| 2    | Comfortable Arrangement                                | 18 | 46 | 16 | 0  | 0   | 322   | 4.025  | 3    |
| 3    | Adequate moving space inside the bus                   | 11 | 40 | 26 | 0  | 0   | 293   | 3.6625 | 9    |
| 4    | Windows/shutters move property                         | 14 | 42 | 22 | 2  | 4   | 310   | 3.875  | 4    |
| 5    | Proper maintenance of seat arrangement                 | 14 | 44 | 8  | 11 | 22  | 303   | 3.7875 | 5    |
| 6    | Adequate space for foot board                          | 24 | 16 | 16 | 8  | 16  | 256   | 3.2    | 10   |
| 7    | Availability of spare tyre                             | 24 | 24 | 16 | 8  | 16  | 288   | 3.6    | 6    |
| 8    | Good maintenance of ceiling of the bus in rainy season | 21 | 37 | 1  | 9  | 18  | 283   | 3.5375 | 8    |
| 9    | Adequate space for standing                            | 28 | 48 | 8  | 8  | 16  | 380   | 4.75   | 1    |
| 10   | Adequate provisions for keeping luggage                | 16 | 40 | 8  | 8  | 16  | 288   | 3.6    | 6    |

Source: Primary Data

**HS- Highly satisfied, S- Satisfied, NO- No opinion, D- Dissatisfied, HDS- Highly Dissatisfied**

The above table shows the average scores. The average scores are ranked according to their values. The first rank is given to "Adequate space for standing" second rank to "Cleanliness" third rank to "Comfortable arrangement" fourth rank to "windows or shutters move properly" fifth rank to "proper maintenance of seat arrangement" sixth rank to "Availability of spare tire" and "Adequate provisions for keeping luggage" eighth rank to "Good maintenance of ceiling of the bus in rainy seasons" ninth rank to "Adequate moving space inside the bus" tenth rank to "Adequate space for foot board".

**Opinion about the Services of Minibuses—Chi-Square Test**

Minibuses are run by the Private individuals. Hence, the buses are maintained properly. The passengers are satisfied with the condition of buses. In this study, attitude of the passengers towards minibus service is divided into three categories namely low (Mean 32.8 – Standard deviation 8.61), Medium (low level + High level) and high level (Mean 32.8 + Standard deviation 8.61). The level of attitude of passengers has been determined by the score values calculated for satisfaction by adopting the scaling technique. For the analytical purpose, the statements have been taken into consideration to ascertain the attitude of passengers. The personal variables like sex, age, marital status and educational status compared with their level of opinion of passengers towards minibus services.

**Sex and the Opinion Levels of Passengers****Table 1 Sex and Opinion Levels of Passengers**

| Sl.No | Sex          | High      | Medium    | Low      | Total     |
|-------|--------------|-----------|-----------|----------|-----------|
| 1     | Male         | 20        | 15        | 3        | 38        |
| 2     | Female       | 28        | 12        | 2        | 42        |
|       | <b>Total</b> | <b>48</b> | <b>27</b> | <b>5</b> | <b>80</b> |

**Source:** Primary Data

Both male and female are used to travel in minibus. Sex factor of passenger influences the passengers towards the condition of minibus and its services.

Table1 indicates that out of 80 respondents, 48 respondents have high level of opinion, 27 respondents have medium level of opinion and the rest 5 respondents have low level of opinion.

**Table 2 Age and Opinion Levels of Passengers**

| Sl.No | Age          | High      | Medium    | Low      | Total     |
|-------|--------------|-----------|-----------|----------|-----------|
| 1     | Below 20     | 7         | 5         | 1        | 13        |
| 2     | 20 to 40     | 30        | 15        | 8        | 53        |
| 3     | 40 to 60     | 10        | 4         |          | 14        |
| 4     | Above 60     | -         | -         | -        | -         |
|       | <b>Total</b> | <b>47</b> | <b>24</b> | <b>9</b> | <b>80</b> |

**Source:** Primary Data

It is inferred from table 2 that out of 80 respondents, 47 respondents have high level of opinion, 24 respondents have medium level of opinion and 9 respondents have low level of opinion.

**Table 3 Marital Status and Opinion Levels of Passengers**

| Marital Status | High      | Medium    | Low      | Total     |
|----------------|-----------|-----------|----------|-----------|
| Married        | 20        | 15        | 2        | 37        |
| Unmarried      | 25        | 15        | 3        | 43        |
| <b>Total</b>   | <b>45</b> | <b>30</b> | <b>5</b> | <b>80</b> |

Table 3 indicates that out of 80 respondents, 45 respondents have high level of opinion, 30 respondents have medium level of opinion and the rest 5 respondents have low level of opinion.

**Source:** Primary Data

**Table 4 Educational status and opinion levels of passengers**

| Education Status | High      | Medium    | Low      | Total     |
|------------------|-----------|-----------|----------|-----------|
| Illiterate       | 3         | 3         | 0        | 6         |
| Up to S.S.I.C    | 6         | 1         | 1        | 8         |
| Higher secondary | 2         | 1         | 0        | 3         |
| Under Graduate   | 11        | 6         | 1        | 18        |
| Post Graduate    | 20        | 18        | 2        | 40        |
| Professional     | 3         | 1         | 1        | 5         |
| <b>Total</b>     | <b>45</b> | <b>30</b> | <b>5</b> | <b>80</b> |

Table 4 indicates that out of 80 respondents, 45 respondents have high level of opinion, 30 respondents have medium level of opinion and the rest 5 respondents have low level of opinion. Chi-square test has been used to analyse the opinion of passengers towards minibus services. The following table indicates the result of Chi-Square test

**Source:** Primary Data

**Table 5 Result of Chi-Square Test**

| S.No | Personal factors   | Degrees of freedom | Calculated value | Table value | Result          |
|------|--------------------|--------------------|------------------|-------------|-----------------|
| 1    | Gender             | 2                  | 1.66             | 5.99        | Not Significant |
| 2    | Age                | 6                  | 3.26             | 12.6        | Not Significant |
| 3    | Marital Status     | 2                  | 0.31             | 5.99        | Not Significant |
| 4    | Educational Status | 10                 | 6.43             | 18.3        | Not Significant |

### Overall Opinion about the Minibus Services

The investigation has further made an analysis with respect to the services of minibuses operated by the private operators. The result of investigation is given in the following Table 6.

**Table 6 Overall Opinion about the Minibus Services**

| SI.NO | Opinion      | No. of Respondents | Percentage to Total |
|-------|--------------|--------------------|---------------------|
| 1     | Excellent    | 15                 | 18.75               |
| 2     | Satisfactory | 25                 | 31.25               |
| 3     | Good         | 20                 | 25.00               |
| 4     | Poor         | 13                 | 16.25               |
| 5     | Very Poor    | 7                  | 8.75                |
|       | <b>Total</b> | <b>80</b>          | <b>100.00</b>       |

**Source:** Primary Data

It is seen from above Table 6 that the majority of respondents have felt that the services of minibuses are satisfactory. About 31.25 per cent of the respondents have said that the services satisfactory, 25 per cent of them have said that the services are good, 18.75 per of them have mentioned that the services are excellent, 16.25 per cent and 8.75 per cent of them have mentioned that the services are poor and very poor respectively.

## Conclusion

To-day, transport services are vital for the people. It helps the human beings in removing unwarranted barrier, physical operation and enables a given flow of resources to produce greater results. Their importance in the mobility of labour is a contributing factor to the economic development of the country. From the above analysis, it is clear that the minibus operators are able to render efficient service to the utmost satisfaction of the travelling Public. Still now some of the passengers are not satisfying with services rendered by the minibus services and conditions of the minibus. So the concerned bus owners should concentrate on those problems and take proper measures to satisfy all type of customers for proper functioning and growth of the minibus in future.