

**IMPACT OF WOMEN PASSENGER TOWARDS TAMILNADU FREE BUS SCHEME
PROVIDED BY TAMILNADU STATE TRANSPORT CORPORATION
(WITH SPECIAL REFERENCE TO COIMBATORE CITY)**

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INTRODUCTION

In 1944 British Government appointed a committee to analyse public transport in the country. On 01.01.1972, Pallavan Transport commission was established under companies act 1956 and buses operated in Chennai and Chengalpattu were brought under it and paved the way for inception of other state transport undertakings. 21 state transport undertakings were created by bifurcation from 1972 to 1996. Now it is functioning as eight from 2004. Tamil Nadu state transport corporation limited (TNSTC) is fully owned and operated by the government of Tamil Nadu. TNSTC owns 321 depots and 5 workshops with a combined fleet strength of 21,678 buses. TNSTC covers 38 districts with the road length of 2,16,352 km with 32,598 buses. The total number of daily bus passenger is around 1.6 crore in Tamil Nadu, which implies there are 839 daily passengers for every bus. An estimated 53 lakh passengers travels everyday in city and town buses in Tamil Nadu.

According to Government assumption, 40 percent of the passengers, or 18 lakh, could be women. Tamil Nadu has become the third state in India to make public bus transport free for women after Delhi and Punjab and it is also the first state to introduce pass to travel in the corporation buses at free of cost for school students. On May 7 2021 Tamil Nadu's honorable Chief Minister M.K.Stalin, announced the scheme that enables all women in the state of Tamil Nadu to travel free of cost in Government-owned city and town buses. The main intention of this scheme is to increase the rate of women participation in all the sectors and to promote public transportation. It is also said that it has generated ideas for women to undertake self-employment. After this government's announcement, most of the women passengers are likely to shift from private buses to government buses. The free travel for women in town buses across the state also led to an increase in the share of women passengers from 40 percent to 61 percent.

Passenger is the occupant of a transportation vehicle other than the person operating it. Women passengers satisfaction is indefinite and a conceptual term, which will vary from one person to another and from one service to another service. Impact is the force of impression of one thing on another. Positive and negative, primary and secondary long term effects produced by a development intervention, directly or indirectly, intended or unintended.

STATEMENT OF THE PROBLEM

This research is made to have better understanding of passenger opinion and the level of

women passengers satisfaction towards free bus service provided by the Government of Tamil Nadu and to estimate how far the women passenger avail those services. This study gives the detailed survey report of target population and the descriptive analysis about the impact of Tamil Nadu free buses. It also analysis the socio-economic growth, safety, and the problem faced by women passengers from the bus conductors and drivers in free buses operated by the Tamil Nadu state transport corporation limited, Coimbatore.

SCOPE OF THE STUDY

The analysis is based on the level of women passengers satisfaction on using this free bus scheme operated by the Tamil Nadu state transport corporation limited, Coimbatore. The study has been undertaken to know the impact and the problems faced by the women passengers in the free buses of Tamil Nadu. This study also shows how women are benefited by this scheme and analyze the performance of free buses in Tamil Nadu.

OBJECTIVE OF THE STUDY

- To know the awareness level of women free bus operation in Coimbatore city.
- To know the impact of free buses in Coimbatore city.
- To examine the problems faced by the women passengers.
- To find out the satisfaction level of women passengers.

RESEARCH METHODOLOGY

Sources of Data:

Primary Data: In this study primary data are collected by conducting a survey through a well-structured questionnaire using google forms

Secondary Data: Secondary data was collected from various journals, article, books and internet blogs.

Sampling Technique: The convenient sampling technique is used in this study.

Sampling Unit and Size: The sampling unit implies those who are the respondents using TNSTC free bus scheme. Around 120 women respondents from Coimbatore city has been selected to fill the questionnaire for the survey report.

Tools for Analysis: The various tools used in this study are Simple percentage analysis and Likert scale analysis.

Area of the Study: The study is conducted in the Coimbatore city.

LIMITATION OF THE STUDY

- The sample respondents taken for the study is limited.
- The sample size for the study is 120 only.
- Due to lack of time, the study has been destructed to Coimbatore city only.

REVIEW OF LITERATURTE

S.Kiruthika, Dr.G.Ravi (2022), The study aimed to analysis the performance of women free bus operations and the complications faced by women passengers. The data for the study was secondary data which is collected from various journals and articles. The research found out that it is very useful for college students, women who want to study, house wife's who want to do small business at home. The study concluded that the safety and ease of travel can encourage greater numbers of women to take self-employment as well as wage employment that requires them to commute or travel.

Dr.V.Vijayaganeh (2019), The study emphasized that the satisfaction level and discomfort of the passenger, using TNSTC buses. Primary data was collected through the interview method. Simple percentage method, weighted average method and Rank method was applied to find the results. The study suggested that bus conductor and driver should be trained to behave with the passenger.

M.Kalimuthu (2012), Productivity is a measure of the efficiency which resources are converted into goods and services. Productivity is concerned with the efficient utilization of resources (input) in production of goods and for services (output). Productivity occupies a very important place in economic growth and development. At the enterprise level, productivity is measured to analysis the effectiveness and efficiency. In this context, an attempt is made to analyze the productivity of labour capital and total factor productivity in Tamil Nadu State Transport Corporation. Productivity stems from the amount of output that can be produced from a given amount of input. Productivity growth, therefore, can arise from an increase in the output that can be produced for a given level of output, or a decrease in input necessary to produce a given amount of output. In this sense productivity growth is desirable since the efficiency of production if increased; society can obtain more goods or services from the available scarce resources.

PROFILE OF TAMILNADU STATE TRANSPORT CORPORATION LIMITED (TNSTC)

Tamil Nadu State Transport Corporation Ltd.-(TNSTC) is a Government owned public transport bus operator in Tamil Nadu, India. It operates Intercity bus services to cities within Tamil Nadu, and from Tamil Nadu to its neighboring states. It also operates town busses from major cities and towns of Tamil Nadu to its neighborhoods, with the exception of Chennai, where the public bus service is operated by MTC, a subsidiary of TNSTC. It is the largest Government bus transport corporation in India. It operates intercity bus services to cities within Tamil Nadu and from Tamil Nadu to its neighbouring states with a combined fleet strength of 23,078 buses as of 2016-17. It also operates public transport bus service in many cities of Tamil Nadu, with the exception of Chennai, where the public bus service is operated by MTC, a subsidiary of TNSTC. TNSTC is fully owned and operated by the Government of Tamil Nadu. It caters to all the districts within Tamil Nadu and also operates services to neighbouring states of Andhra Pradesh, Karnataka, Kerala, Telangana and union territory of Puducherry. Eightdivisions which were listed below:

TNSTC, Coimbatore	Coimbatore	Coimbatore Erode, Nilgiris, Tirupur	TN-33, TN-38, TN-39, TN-43	191/CBE Coimbatore
TNSTC, Kumbakonam	Kumbakonam	Karaikkudi, Karur, Kumbakonam , Nagapattinam, Pudukottai, Tiruchirappalli	TN-45, TN-47, TN-55, TN-63, TN-68,	454/TAJ Thanjavur
TNSTC, Madurai	Madurai	Dindigul, Madurai, Virudhunagar	TN-57, TN-58, TN-67	459/MDU Madurai
TNSTC, Salem	Salem	armapuri, Salem	29, TN-30	LMSalem
TNSTC, Tirunelveli	Tirunelveli	Nagercoil, Tirunelveli, Thoothukudi	TN-72, TN-74 TN-76	464/TIN Tirunelveli

HISTORY OF TNSTC–COIMBATORE

In pursuance of Government Nationalization policy, Cheran Transport Corporation Limited was incorporated as a company under companies act on 17.02.1972. It commenced its services on 01.03.1972 with 109 buses taken over from the Anamalais Bus transport pvt. Ltd., Pollachi in Coimbatore district at the time of formation. Subsequently, it took over 121 buses from 19 private operators in Nilgiris district in pursuance of Tamil Nadu State Transport carriages and contract act 1973 on 14.01.1973.

The name of the company, Cheran Transport corporation limited, Coimbatore was changed as “Tamil Nadu state transport corporation Coimbatore Division-I limited”. and the name of the company, Mahakavi Bharathiyar Transport Corporation Limited, Udhagamandalam” has been changed as “Tamil Nadu state transport corporation (Coimbatore Division-III) Ltd., with effect from 23.07.1997.

The name of the company, Cheran Transport Corporation limited, Coimbatore was changed as “Tamil Nadu State transport corporation Coimbatore Division-ILtd., Coimbatore” and the name of the company “Jeeva transport corporation limited”, Erode has been changed as Tamil Nadu state transport corporation (Coimbatore Division-II) with effect from 23.07.1997.

Tamil Nadu state transport corporation (Coimbatore Division-III) Ltd., Udhagamandalam was merged with M/S. Tamil Nadu state transport corporation (Coimbatore Division-I) Ltd., Coimbatore with effect from 07.11.2000 Subsequently, Tamil Nadu state transport corporation (Coimbatore Division-II) Ltd., Erode was merged with Tamil Nadu state transport corporation (Coimbatore Division-I) Ltd., from 30.12.2003, and this corporation is at present functioning in the name of “Tamil Nadu state transport corporation (Coimbatore) Ltd., Under this corporation there are four regions covered. Districts covered are Coimbatore, Ooty, Erode, Tirupur.

FINDINGS

SIMPLE PERCENTAGE ANALYSIS

- Majority 63% of the respondents are between the ages of 19 years-25 years
- Majority 78% of the respondents are unmarried
- Majority 60% of the respondents occupation is students
- Majority 60% of the respondents educational qualification is UG
- Majority 58% of the respondents monthly income is no income.
- Majority 29% of the respondents family income is 31,000-45,000 and above 45,000.
- Majority 44% of the respondents have 4 members in their family.
- Majority 45% of the respondents have 2 women members in their family.
- Majority 44% of the respondents known about TNSTC free bus scheme from television.
- Majority 44% of the respondents have 2 women members in their family using TNSTC free buses.
- Majority 43% of the respondents travel 1-2 days in free bus.
- Majority 48% of the respondents travel 5 kilometer-10 kilometer per day.
- Majority 36% of the respondents said free buses arrives rarely at the right time.
- Majority 36% of the respondents said free buses departs rarely at the right time.
- Majority 58% of the respondents said the behavior of the bus driver and the conductor is liberal.
- Majority 31% of the respondents have saved due to this free bus scheme.
- Majority 38% of the respondents satisfied on the level of 4.
- Majority 43% of the respondents have fulfilled their alternate expenses.
- Majority 66% of the respondents save in household.

LIKERT SCALE ANALYSIS

- The likert scale value is 2.4 which is greater than the middle value of 2, so the respondent are aware of free bus scheme.

SUGGESTIONS

- More busses should be implemented to avoid the problem of over-crowding. Due to over-crowding, safety of passengers is doubtful.
- The quality and seating condition of the bus should be improved.
- Busses should arrive and depart at the right time.
- Busses should stop properly in all the bus stops.
- Conductors should be polite to all the passengers and they should not use abusive words to passengers.

CONCLUSION

The main aim of the paper is to know the impact of women passenger using TNSTC free busses provided by Tamil Nadu State Transport Corporation in Coimbatore city. Based on study findings, it can be concluded that free buses have helped women passengers to save. The money which is saved is used in household expenses of the women passengers family. Students and working women are

benefited by this scheme as they can study and go to work places also. Mostly young age students from the age group of 19 years to 25 years use this free bus scheme. Many women travel 5 kilometers-10 kilometers per day to fulfill their needs. The study reveals that most of the respondents are aware about this free bus scheme. This scheme is great initiatives by the government for the welfare of women in Tamil Nadu.

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