

A Study On Personnel Management In Tamilnadu State Transport Corporation, Pudukkottai District

Aasaiyan S

MBA, Department of Management Studies
Bharath Institute of Science and Technology,
Selaipur, Chennai, Tamil Nadu 600 073
Bharath Institute of Higher Education and Research

ABSTRACT

“Personnel management is a part of management purpose which is primarily worried with the human relationship within the organization. Its objective is preservation of those relationships on a basis of consideration of the wellbeing individual, enables all those occupied in the undertaking to make their maximum contribution to the effective of that undertaking.” For making an organization successful, not only material, land, machine is essential but also Personnel Management and effective use of manpower is essential. “Personnel management undertakes the process of planning and directing the application, development and utilization of human resource in employment.” Such process leads a role of organizational goals and effective use of manpower in it. In this way of achievement of organizational objective, employee satisfaction , for improving quality of product or services and for effective use of all inputs, management needs to give due substance to Personnel Management and this research is directed towards analytical study of Personnel Management and its functions in TNSTC , Pudukkottai District.

INTRODUCTION

Till 1971, State Transport Operations were under the control of Tamil Nadu Government. After 1971, this was entrusted to various Transport Corporations registered under the Companies Act, 1956. The Pattabiraman Committee in 1976 and the Thillainayagam Committee in 1990 gave various recommendations for the improvement of the State Transport Undertakings and they were implemented wherever possible. State Subjects:, Criminal Appeals, Motor Vehicles Maintenance Organization Nationalization of Bus Transport except under the Motor Vehicles Act. Nationalized Passenger Transport and Goods, , Transport including Transport Development Finance Corporation,, Institute of Road Transport and Transport Engineering Corporation, Public Services.

OBJECTIVES OF THE STUDY

- To evaluate the performance of Personnel Management behavior in TNSTC , Pudukkottai District
- To study the training and development programs of TNSTC Pudukkottai District.
- To understand nature and coverage of employee welfare, health and safety in TNSTC , Pudukkottai District

RESEARCH METHODOLOGY

Research has been started with the help of journals, Magazines etc, then second stage is of Questionnaire Designing in which objectives and study questions are framed, then the actual data is drawn in tabulation for systematic justification and then the data interpretation is the last stage of Research

SCOPE OF THE STUDY

This research has been carried out for comprehending functions of personnel administration approved by TNSC in Pudukkottai. The present study deals with the incorporate processes of recruitment system, and selection, salary and wages administration, training and development, disciplinary action and employee welfare. TNSC functions through four regions, out of these four regions, Pudukkottai region has been selected for delving into personnel department of TNSC. Pudukkottai regions consist of seven divisions. The last five years of data considered for scrutinizing various aspects of TNSC.

PRIMARY DATA

This data is collected by researcher first hand which is not already published. For the purpose of data collection and Questionnaires are included. An objective of research questionnaire is also constructed by researcher.

SECONDARY DATA

This Data is collected from various books, research papers, official documents, circulars, periodicals, government records etc. The research is made with the data used by researcher Administration reports published by TNSC (Annual reports), Circulars issued by Mumbai central office of TNSC, Manuals of TNSC, Settlements of TNSRTC, Books issued by TNSC, Official records.

SAMPLING AREA

TamilNadu State Transport Corporation provides public transport bus operator of TamilNadu, India. It operates buses on intra and interstate bus routes. It also operates on city routes. In the 2007- 2008 budget it was announced that 5000 new buses would be added to the corporations with- in 5 years. TNSC is the second largest transport corporation India. The management of the Corporation board consisting of 12 Directors. Under the General Manager are 3 Senior Deputy Manager, 9 Deputy Managers, 4 Divisional Managers, 13 Assistant Managers, and 16 Branch Managers, under the chief account officer. This research is directed towards studying personnel management functions of TNSC which follows similar rules, regulations, policies in whole state, it means there is no discrimination between different regions about following personnel applications. And therefore the researcher has selected one region for study that is Pudukkottai.

SAMPLING METHOD AND SAMPLE SIZE

Study is based on random sampling method it considered employees from all four classes like class I, class II, Class III and class IV of organization. Total sample size is of 150 respondents. Out of 200 respondents, 45 are from class I and class II category, 164 are from class III and 71 are from class IV.

TAMIL NADU STATE TRANSPORT CORPORATION (KUMBAKONAM) LTD:

The Corporation is headed by a Managing Director. It has its headquarters in Kumbakonam Regional Offices of this Corporation are functioning at Kumbakonam, Trichy, Karaikudi, Pudukkottai, Nagapattinam and Karur for monitoring the operation of services and operates Town and Mofussil Services. The total numbers of depots are 59. The fleet strength of the Corporation is 3,851 and it operates 3,589 scheduled services. The total staff strength is 24,417. The various types of services operated are Ordinary, Express, Super Deluxe, Ultra Deluxe and Air-Conditioned bus. This corporation is having body building units at Poraiyar, Karur, Karaikudi and Pudukkottai. Need of Labour Welfare Labour welfare has become

essential because of the very nature of the industrial system. The approach to this problem of movement differs from country to country according to the degree of development in a particular country. However, the need for labour welfare in some way or the other is realized all over the world because of the socio-economic conditions and problems, which the industrial society has thrown up.

TABLE - 1
AGE AND EDUCATION LEVEL OF THE EMPLOYEES IN TNSTC

Age	Percent	Income level	Percent	Education	Percent	Experience	Percent
25-35	31.19	Bellow 10,000	12.00	Non technical	09.78	Less than 5 yrs	13.19
35-45	42.22	10,000- 15,000	59.00	Diploma	72.47	5 -10 yrs	54.89
45-55	26.22	15,000 -20,000	29.00	UG	17.75	Above 10 yrs	31.92
Total	100.00		100.00	100.00		100.00	100.00

Sources: Primary data

Public Sector Transport Corporation is a corporation where more than 7000 employees were working, in that 39.19% of the respondents fall under the age of 25 to 35 years; 42.22% of the respondents fall under the age 45 to 55 years. The transport corporation is offering a huge package of salary to all employees and it has been found that 9.78% of the respondent's income was below 10, 000 and 59% of the respondents income was 10,000 to 15,000 and 26.22% of them was getting income of above 20,000. Public Sector Transport Corporation is a corporation where more than 7000 employees were working and most of them were educated to some extent. In that 9.78% of the respondents were qualified under non-technical level .72.47% of them was diploma graduates and 17.78% were graduated. All the employees in the corporation were experienced at least for 5 years. In that 13.19% of the respondents were having 5 to 10 years of experience; 54% of them were having 10to 15 years of experience and 31.92% were having more than 16 years of experience.

TABLE-2
SATISFACTION LEVELS OF EMPLOYEES TOWARDS INDIVIDUAL WELFARE MEASURES PROVIDED IN PUBLIC SECTOR TRANSPORT CORPORATION

Particular	Highly Satisfied	Satisfied	Natural	Dis Satisfied	Highly dissatisfied
Working Environment	21	09	21	-	12
Relationship with higher officials	13	05	13	4	-
Workers Education	08	12	12	9	-
Canteen Facilities	21	05	3	8	21
Night Duty	09	12	2	04	5
Rest Rooms	12	14	-	-	-
Medical Facilities	04	17	21	12	3
First Aid Facilities	11	12	-		09
Working Allowances	07	14	12	09	14

Source: Primary date

The Transport Corporation offers many welfare measures to their employees and labours and they were aware of those welfare measures. It has been found that all the 100% of the respondents were aware of the welfare measures in Public Sector Transport Corporation. Along with the Public Sector Transport Corporation, the Labour Welfare Board also provides welfare measures to the employees and labours and they are aware of those measures.

Marked Improvement shown in physical performance

The major Physical Performance Indicators during the years 2010-11, 2011-12, 2012-13, 2013-14 and 2014-15 (upto March 2015) are as follows

TABLE -3
PHYSICAL PERFORMANCE

	2010-11	2011-12	2012-13	2013-14	2014-15
Fleet strength	21,154	21,207	22,053	22,501	22,474
Scheduled services	19,110	19,705	20,500	20,684	20,684
Total KMS Per days operation in lakhs	87.59	88.44	89.78	91.20	90.21
Breakdown/ 10,000 km	0.01	0.01	0.01	0.01	0.4
Accidents/ 1,00,000 KM.	0.25	0.22	0.20	0.20	0.18
Fatal accidents	1472	1237	1233	1187	1165
No persons death in accidents	1656	1397	1382	1318	1331
Fuel performance KMPL	5.25	5.25	5.27	5.58	5.30
KM Run per condemned	1.64	1.65	1.80	1.82	1.92
Men per bus including scheduled services	6.69	6.40	6.31	6.43	6.48

Sources: Primary data

ROAD SAFETY MEASURES AND MEASURES TAKEN TO REDUCE THE ROAD ACCIDENTS:

In Tamil Nadu, due to rapid urbanization the usage of vehicles has steeply increased but the accidents are considerably reduced when compared to previous years. In 2011-12, 2012-13, 2013-14 and 2014-15 (Upto March 2015), all State Transport Undertakings have deposited a sum of Rs.100.73 crore, Rs.116.67 crore, Rs.92.91 crore and Rs.116.82 crore for 7360 cases, 6640 cases, 5532 and 5797 cases (Upto March 2015) respectively towards Motor Accident Claim compensation. The following steps have been taken by the State Transport Undertakings to reduce the number of accidents as stated below -As a result of the above measures, the number of fatal accidents have been reduced in the past 5 years as follows:-

TABLE -4
MEASURES TAKEN TO REDUCE THE ROAD ACCIDENTS

year	No. of Bus services	No of fatal accidents	Total no of fatality
2010-11	19,110	1472	1656
2011-12	19,507	1237	1397
2012- 13	20,500	1233	1318
2013-14	20,684	1187	1318
2014-15	20,684	1165	1331

Sources: TNSTC Guinness books

EMPLOYEES' SOCIAL OUTREACH

The State Transport Undertakings have made a Guinness Book of records by donating blood voluntarily by the 53,129 employees in a single day on 14.02.2014. Besides, the voluntary blood donor's list is being maintained by Metropolitan Transport Corporation (Chennai) Ltd., Chennai. So far 16,969 employees of State Transport Undertaking have been registered their names (as on 17.06.2015) for Voluntary Blood Donation Scheme

REPLETION OF VACANCIES IN STUS

Vacancies have been filled by all STUs during the period from 16.05.2011 to 31.03.2015, as detailed below:

Table -5
No of repletion of vacancies in STUs

Reserve Driver	Reserved Conductor	Technical	Compassionate Ground appointments	Total recruitment
13,460	13,138	3,809	908	31,315

REGULARIZATION OF SERVICE OF STATE TRANSPORT CORPORATION EMPLOYEES:

As per the announcement made by the Hon'ble Chief Minister, 386 wards of Transport Corporation employees were appointed on compassionate grounds in the category of Non-ITI Helper. During the period from 2011-12 to 2014-15 a number of 856 employees who were appointed under compassionate ground have been regularized. State Transport Undertakings have regularized daily paid employees during the period from 16.05.2011 to 31.03.2015 as detailed below:

TABLE -6
NO OF DAILY PAID EMPLOYEE REGULARIZED

Daily paid as	Driver	Conductor	Technical	Total regularization
	10,448	11,130	2,508	24,086

MASTER HEALTH CHECK-UP

"Health is Wealth" Hence, Master Health Check-up Scheme was started in 2012-13 for the welfare of drivers of STUs, who are aged above 45 years. Subsequently, this scheme was extended in the year 2013-14 to all employees of STUs. Now, 47,352 employees have undergone Master Health Check-Up under this scheme up to 30.06.2015. C.T. Scan Machine: 5,208 employees of all STUs have been benefited by the newly purchased C.T Scan Machine in Perundurai Medical College Hospital during the period 20.06.2013 to 30.06.2015. Monetary benefits to the retired employees: After assumption of this Government, a sum of Rs.431.26 crore have been sanctioned for the settlement of terminal benefits of Gratuity, 37 Surrender leave and Provident Fund of Rs.437.67 crore to the retired employees of State Transport Undertakings. The details are as follows:

TABLE – 7
MASTER HEALTH CHECK UP

During	Gratuity	Surrender leave salary			PF	Amount
	No.of employee	Amount		Total	No of employees	
2011-12	1,609	42.60	9.61	52.21	1,995	148.27
2012- 13	2,292	82.10	17.17	99.27	3,229	61.90
2013-14	5,652	194.35	14.51	208.86	4,065	97.91
2014-15	1,664	68.76	2.16	70.92	4,490	129.59
Total	11217	387.81	43.45	431.26	13,779	437.67

Sources: Primary data

A sum of Rs.292.94 crore has also been sanctioned towards the settlement of commutation for 14,089 pensioners those who were retired from September 2010 to October 2013. Continuous action is being taken towards the settlement of terminal benefit for the retired employees.

TABLE -8
TRAINING COURSES AND YEAR WISE NUMBER OF EMPLOYEES ATTENDED
TRAINING COURSES INTNSTC

S.No	Year	Introduction training course	Refresher training Course	Special transport training course	Special training course computer	Training through outside institution
1	2006-2007	-	546	12	-	12
2	2007-2008	-	676	16	-	11
3	2008-2009	985	764	08	-	-
4	2009-2010	-	874	12	22	-
5	2010-2011	-	1231	13	17	-
6	2011-2012	-	1243	19	13	09
7	2012-2013	-	-	18	11	13
8	2013-2014	1281	-	19	23	16
9	2014-2015	2045	1325	23	21	18

Sources: annual reports of TNSTC 2014-2015

CONCLUSION

Through the research, it is suggested that the Government should take a keen interest to fill up the vacancies to share the work among them as the employees felt that the workload is very high. Some of the welfare measures like housing facilities; loan facilities, Rest Room facility, Housing Facilities and Gratuity should be incorporated along with welfare measures in order to satisfied employees and so the job performance can be improved and Training and development program is essential for new employees as well as existing employees; it helps for achievement of personal goals as well as organizational goals. As every organization runs for attainment of some objective so in such case training and development is a supportive active of personnel department for attainment of these objectives, training programs gets plan and organize in such manner that through these training programs employees get clear idea about organizational objective and their responsibilities. Organizational needs and personnel needs should reflect in training program then only these programs prove as a supportive activity for management and employee.

REFERENCE

- [1] Alba, J., Lynch, J., Weitz, B., Janiszewski, C., Lutz, R., Sawyer, A., & Wood, S. (1997), "Interactive home shopping: Consumer, retailer, and manufacturer incentives to participate in electronic marketplace", *Journal of marketing*, Vol. 61, pp. 38-53.
- [2] Ernst & Young (2001), "The Annual Ernst & Young Internet Shopping study: The digital channel continues to gather steam", Washington, D. C.
- [3] Ernst & Young (2002), "The Annual Ernst and Young Internet Shopping Study", New York. IAMAI, (2006), "Online shopping becomes latest fad in India", *Ecommerce Report 2006*,
- [4] Fram, E. H., &Grandy, D.B. (1995), "Internet buyers: Will the surfers become buyers?" *Direct Marketing*, Vol. 57, No. 10, pp. 63-65.
- [5] Fram, E. H., &Grandy, D.B. (1997), "Internet shoppers: Is there a surfer gender gap?" *Direct Marketing*, Vol. 59, No. 1, pp. 46-50.
- [6] IAMAI, (2006), "Online shopping becomes latest fad in India", *E-commerce Report 2006*,
- [7] Jarvenpaa, S.L., & Todd, P.A. (1997), "Consumer reactions to electronic shopping on the World Wide Web", *International Journal of Electronic Commerce*, Vol. 1, No. 2, pp. 59-88.
- [8] Juxtconsult (June 2008), "Understanding on-line Indians and their net usage behaviours and preferences", India
- [9] Juxtconsult (May 2009), "eBay, Rediff most preferred websites for online shopping",
- [10] Kunz, M.B. (1997), "On-line customers: identifying store, product and consumer attributes which influences shopping on the Internet". Published doctoral dissertation. The University of Tennessee,