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EMPLOYEES' AWARENESS TOWARDS TNSTC LIMITED, VILLUPURAM REGION**DR. M. RAJARAJAN****ASST. PROFESSOR****COMMERCE WING****DDE****ANNAMALAI UNIVERSITY****ANNAMALAI NAGAR****S.ANANDARAJAN****RESEARCH SCHOLAR & ASST. PROFESSOR****SRI VINAYAGA ARTS & SCIENCE COLLEGE****NAGAR, ULUNDURPET****ABSTRACT**

The awareness by an individual in general but it is complex to measure accurately the level of awareness perceived by employee particularly in Tamil Nadu State Transport Corporation Limited, Villupuram whenever a research study the working environment and work culture. The various dimension of working environment such the corporation policies, service system, inter - personal relationship, supervision, working hours, recognition of employees, responsibilities, work tasks are the major factors to judge the satisfaction. It is important for every corporation to care about the employees' awareness towards TNSTC Ltd, Villupuram Region.

KEYWORDS

HRM, work culture, work environment.

INTRODUCTION

Satisfaction was subsequently linked to increase in productivity. Happy employees are productive employees". This statement made by HR Professional and managers in organizations. Work performance and behaviors are consultant attached with physical conditions of work such as noise, illuminations of heat, humidity etc. It is now increasingly realized that many work behavior problems are associated with productivity, morale, absenteeism, accidents, fatigue etc. the workers are forced to spend more energy to accomplish task which they can do with much lesser effort in otherwise conditions. This study discusses and analyzed various components of job satisfaction of employees working in Tamil Nadu State Transport Corporation Limited, (TNSTC). Thanthai Periyar Transport Corporation Limited were rationalized and this wing started operating as an independent Corporation under the name of Pattukottai Azhagiri Transport Corporation Limited with headquarters at Vellore from the 1st December 1982 with a fleet strength of 268. The operational area of this Corporation was fixed as entire Vellore and Thiruvannamalai Districts. Pattukottai Azhagiri Transport Corporation Ltd (Villupuram) was renamed as Tamil Nadu State Transport Corporation, Vellore on 01.07.97. The fleet strength of the Corporation as on 31.03.2003 was 836. During the year 2002-2003, 51 buses have been purchased for replacement.

STATEMENT OF PROBLEM

The human being strives to seek satisfaction in every aspect of the working life. There are many ways to seek satisfaction by an individual in general but it is complex to measure accurately the level of job satisfaction perceived by employee particularly in Tamil Nadu State Transport Corporation Limited, Villupuram whenever a research study the working environment and work culture. The various dimension of working environment such the corporation policies, service system, inter - personal relationship, supervision, working hours, recognition of employees, responsibilities, work tasks are the major factors to judge the job satisfaction. It is important for every corporation to care about the employee's job satisfaction through these factors. Whenever, a slackness in any of the above mentioned factors it directly affects the individual employee and that will affect in the form of demoralization and disappointment. In this research an attempt was made to assert that to what extent the top management of Tamil Nadu State Transport Corporation has been taken care of the employees welfare and to analyze the extent of motivation practice to make a friendly approach with the employees. The other aspects such as hygienic issues which lead to dissatisfaction especially strict implementation of rules and regulations, narrow span of supervision, over work load, which creates not conducive work environment.

OBJECTIVES OF THE STUDY

The following specific objectives of the study are as follows.

1. To study the performance of employees' awareness in general and in particular to TNSTC Ltd, Villupuram Region.
2. To analyse the employees' awareness towards TNSTC Ltd, Villupuram Region.

METHODOLOGY

The present study is based on both primary and secondary data were used. For collecting the primary data using well framed questionnaire was designed to elicit necessary data and details from the drivers, conductors, technical, Administrative and others employees of TNSTC Villupuram Region. The secondary data were collected from the books, journals, web portal, the well equipped libraries, records from Tamil Nadu State Transport Corporation Limited, Villupuram Region, and publication of the department of TNSTC, Indian Journal of Transport Management Pune. At the outset of the study or as a prelude of the employees awareness towards Tamil Nadu State Transport Corporation Limited, Villupuram Region.

SAMPLING DESIGN

Tamil Nadu State Transport Corporation Limited, Villupuram Region was purposively selected on familiarity and it had unique performance in fleet utilization, Kilometer per litre and man power productivity. The Proportionate Stratified Sampling Method was used to select the respondents in TNSTC Ltd, Villupuram. This sampling involved in drawing sample from each stratum in proportion to the latter's share in the total employees. 3 percent of each category of employees namely Drivers, Conductors, Technical staff members Administration staff members and others staff members were selected for the study. The sample size constituted 3 percent of the universe i.e., 652 employees. The universe constituting 21718 employees were classified on the basis of their nature of employment as shown in the following table.

SELECTION OF SAMPLING DISTRIBUTION

S. No.	Category of Employees	Total Employees	Sample Selection of (3%)
1.	Drivers	7949	239
2.	Conductors	8048	242
3.	Technical staff	2611	78
4.	Administration staff and	1339	40
5.	Others staff members	1771	53
Total		21718	652

Source: Annual Report of TNSTC Ltd, Villupuram

EMPLOYEES' AWARENESS ANALYSIS

The nature and relationship between such personal characteristics and level of employees opinion on job satisfaction was thoroughly examined with the help of (employee safety, health & welfare measures, policies and practices, work load, attendance, wage and salary system, promotions, attendance and trade union) percentage analysis and ANOVA test.

EMPLOYEE SAFETY, HEALTH AND WELFARE MEASURES

The details are furnished in the following table-1, the level of opinion of respondents in respect of employee safety, health & welfare measures.

TABLE-1: EMPLOYEE SAFETY, HEALTH AND WELFARE MEASURES

Rating	Drivers	Conductors	Technical staff	Administration staff	Others staff	Total / Percentage
Low	37	39	71	0	3	150 (23)
Moderate	56	82	01	16	21	176 (27)
High	146	121	06	24	29	326 (50)
Total	239	242	78	40	53	652

Source: - Primary data

It can understood, that the rating of 23% of the total (652) respondents were found low in respect of employee safety, health & welfare measures 27% of them moderate rating and 50% of them had revealed high rating about employee safety, health & welfare measures provided by TNSTC Villupuram region. It is concluded that the majority of the respondents were high rating of employee safety, health & welfare measures.

RESPONDENTS AWARENESS OF WORK LOAD

In the categories of drivers, conductors, technical staff, administration staff and others staff members was studied because of satisfaction of work load and timing of employees.

TABLE-2: RESPONDENTS AWARENESS OF WORK LOAD

S. No.	Opinion	No of Respondents	Percentage
1.	Satisfied	261	40
2.	Not Satisfied	391	60
Total		652	100

Source: - Primary data

It is identified from the above table that 60% of the respondents were not satisfied in the work load and remaining 40% of the respondents were satisfied with the work load. It is concluded that the majority 60%, of the respondents were not satisfied in the work load.

KNOWLEDGE REGARDING POLICIES AND PRACTICES

The policies and practices that government employees' exhibit may generate a positive or negative feeling towards the organisation.

TABLE-3: KNOWLEDGE REGARDING POLICIES AND PRACTICES

S. No.	Opinion	No of Respondents	Percentage
1.	Yes	548	84
2.	No	104	16
Total		652	100

Source: - Primary data.

Table-3 exhibits that 84% of the respondents have a thorough knowledge regarding the organisation policies and practices and 16% of the respondents have inadequate knowledge regarding policies and procedures. It is concluded that the majority, 84% of the respondents have a thorough knowledge about the organizational policies and practices.

RESPONDENTS AWARENESS ON ATTENDANCE

The attendance was studied under the three category namely above average, average and below average. The details are furnished in the following table-4

TABLE-4: RESPONDENTS AWARENESS ON ATTENDANCE

S. No.	Opinion	No of Respondents	Percentage
1.	Above Average	469	72
2.	Average	176	27
3.	Below Average	07	01
Total		652	100

Source: - Primary data

It is noted that the above table the majority of the respondents 72%, have above average in their attendance. 27% of the respondents attendance was average and a 1% shown below average in their attendance. Hence, it was concluded that the majority, 72% of the respondents are having above average in their attendance.

AWARENESS ABOUT WAGE AND SALARY STRUCTURE

The respondents' awareness present salary system was studied because salary is the base to fulfill the needs and wants of the employees.

TABLE-5: AWARENESS ABOUT WAGE AND SALARY STRUCTURE

S. No.	Ratings	Drivers	Conductors	Technical	Administrative	Others	Total
1	Low	43 (18)	44 (18)	25 (40)	13 (32)	14 (27)	139 (21)
2	Moderate	172 (72)	174 (72)	51 (60)	26 (65)	30 (56)	453 (70)
3	High	24 (10)	24 (10)	0 (0)	1 (3)	9 (17)	58 (9)
Total		239 (100)	242 (100)	78 (100)	40 (100)	53 (100)	652 (100)

Source: - Primary data, Figures in Parentheses denote Percentages

Table-5 exhibits that 72% of the respondents expressed moderate rating (both drivers and conductors) and 17% of them had revealed high rating (others staff members) about training and development programmes followed in TNSTC Limited, Villupuram region. the present salary system and remaining 40% of the respondents expressed low rating (technical staff). It is concluded that the majority 72%, of the respondents expressed moderate rating (both drivers and conductors) in the present salary structure.

The following table exhibits the significant P value computed in respect of the opinions held by various groups of respondents.

TABLE-5A: WAGE AND SALARY STRUCTURE (ANOVA)

Source	Sum of Squares	D.F	Mean Square	F	Sig.
Between Groups	11.67	2	5.37	13.52	0.00
With in Groups	313.43	649	0.41	-	-
Total	325.10	651	-	-	-

Source: Computed data

The following inferences may be drawn: the null hypotheses was rejected. it is inferred that the opinions of respondents belonging to various categories were significantly different at 1% level. Thus, the wage and salary had different effects on three categories of sample respondents.

AWARENESS ABOUT THE PROMOTION

Promotions provide an inducement and motivation to the employees and also remove feelings of stagnation and frustration.

TABLE-6: AWARENESS ABOUT PROMOTIONS

S. No.	Ratings	Drivers	Conductors	Technical	Administrative	Others	Total
1	Low	67	68	6	13	7	161 (25)
2	Moderate	100	101	33	0	14	248 (38)
3	High	72	73	39	27	32	243 (37)
Total		239	242	78	40	53	652 (100)

Source: - Primary data, Figures in Parentheses denote Percentages

Table-6 exhibits 38% of the respondents expressed moderate rating (both drivers and conductors) and 37% of them had revealed high rating (administrative staff members) about training and development programmes followed in TNSTC Limited, Villupuram region. the present salary system and remaining 25% of the respondents expressed low rating (technical staff). Hence, it is concluded that the majority 38%, of the respondents expressed moderate rating (both drivers and conductors) are getting promotions in time.

REASONS FOR JOINING THE TRADE UNIONS

The reasons why workers' jointed in the unions would have an important bearing on labour management relations.

TABLE-7: REASONS FOR JOINING THE TRADE UNIONS

Reasons	Drivers	Conductors	Technical	Administration	Others	Total
Job Security	112	155	48	23	06	344 (53%)
To get Wages & Allowances	46	53	17	12	09	137 (21%)
To get Welfare Facilities	72	24	11	15	02	124 (19%)
Others	09	10	02	03	23	47 (7%)
Total	239	242	78	53	40	652

Source: - Primary data

Table-7 exhibits that out of 344 sample respondents, more than 53 percent of the employees in sample TNSTC revealed that job security was the prime reason to take part in trade union. Further, the employees joined trade unions to get adequate wages and allowances and welfare facilities that is 21 percent and 19 percent respectively.

POLICY IMPLICATIONS

The following are the important policy implications of the study:

- The promotion and transfer policy adopted in the corporation is only threatening the employees and transfer by punishment is on the higher side which needs serious consideration as it would have a direct bearing on HRM.
- Drivers are required to be well experienced and be aware of driving skills before embarking on any driving assignment. Drivers should be taught how to be on a friendly note with their passengers, this bring about peaceful condition during driving and leads to safety of both the passengers and the driver.
- Drivers recklessness attitude has cause lost of lives and properties. Most drivers do not attach much important value to the life of the passengers and because of this they drive carelessly and recklessly on the road, showing lack of care resulting to danger and disregard towards the safety of passengers. There should be public enlightenment on danger of smoking, drinking alcoholic drink while driving and receiving of mobile calls while driving as well.
- Drivers are ready doing a sensitive job to the society and their life is at heavy risk which they face every day. Hence, the corporation has to enhance their safety measures and risk allowance has to be provided along with all generous work benefits.
- Political and higher official influence, which should be eradicated at any cost since this factor will have an adverse impact on the functioning of other employees who do not use political influence.

- Drivers and conductors of the corporation are the only production point employees and they must be provided with all the training facilities from the corporation more than others.
- Stress management programmes at all levels should be conducted at frequent intervals since drivers and conductors are moving with the general public daily.
- The union are not treated alike, therefore it is recommended that all unions must be given equal importance. The issues represented by them must be considered on merit basis.
- Human resource management department can be fully equipped with necessary resources of manpower, finance and other facilities for the purpose of Human resource management activities.

CONCLUSION

From this study concluded that, the effective employees awareness would cause increased productivity and contribute to overcome losses. Further, it would gear mutual relationship between the employees and management. It would ensure sustainable growth and provide good service to the general public. The understanding of the employees' awareness analysis towards Tamil Nadu State Transport Corporation Ltd, Villupuram, would help the corporation to formulate policies and programmes for further improvement.

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