

## A Study on Passengers' Choice of Bus in Coimbatore-Erode Route

Assistant Professor Mr.S.Sabarinathan<sup>1</sup>, S.Vinoth Kumar<sup>1</sup>

<sup>1</sup>Faculty Department of Management Studies Erode Sengunthar Engineering College, Erode 638057, Tamil Nadu  
<sup>2</sup>II-MBA Students, Erode Sengunthar Engineering College, Thudupathi, Erode.

**Abstract:** This study is to know about the passengers' choice of bus in the route of Coimbatore-Erode. It also helps to know about the passengers' choice of bus to travel. From the analysis of the study it is found that most of the passengers preferring private bus only. Tamil nadu Transport Corporation should concentrate to choose the buses. Special focus should give to the maintenance, cleanliness, reaching on time, infrastructure facilities, standing & seating convenience. Both Government and private buses should respect the passengers, clear the queries and allow the passengers to travel for small distance. The government buses have to improve the service in the route. From this study, it is concluded that the passengers perceived both private buses and government bus has to improve all service facilities.

### I. INTRODUCTION

TNSTC – Coimbatore is the public transport bus operator mainly in the districts of Coimbatore, Erode, Tiruppur, Nilgiri's. TNSTC – CBE was formed with merger of erstwhile Cheran Transport Corporation, Jeeva Transport Corporation and Bharathiyar Transport Corporation.

#### History:

Cheran Transport corporation(CTC) was incorporated on 17.02.1972 after taking over buses from Anamalais Bus Transport(ABT-Coimbatore). It also got buses from other 19 operators from Coimbatore, Nilgiris and Erode districts. Later CTC was splitted and Jeeva Transport corporation (JTC) having erode as headquarters. CTC was looking after Coimbatore (United) and Niligiris districts. Later Cheran was splitted and Mahakavi Bharathiyar transport corporation for formed having Udhaigai(Ooty) as headquarters.

Cheran, Jeeva and Mahakavi bharathiyar were later merged to for TNSTC-Coimbatore. Currently Cheran and Bharathiyar were merged to form TNSTC-CBE(Coimbatore) region and Jeeva is named as TNSTC-CBE(Erode) region.

Tirupur region was formed on 17-Dec-2010 by taking the Tirupur district based depots from Coimbatore and Erode regions along with two Palani depots.

**Registration Nos:** TN38, TN43, TN33 and TN39.

#### Operations:

Presently TNSTC-CBE operates city buses in three important industrial cities (Coimbatore, Erode, Tirupur) of Tamilnadu. It also operates long distance services from Coimbatore, Tirupur, Erode, Mettupalayam, Pollachi, Gopi, Sathy to Chennai, Bangalore, Mysore, Pondichery, Thiruchendur, Marthandam, Sengottai, Guruvayoor, Hassan etc.,

It also got 240 SLF buses through JNNURM fund for Coimbatore city.

### II. BODYBUILDINGUNITS

Coimbatore region has its body building unit at Pollachi. This body building unit was earlier known as Cheran Engineering Corporation. CEC was also formed after taking buses from ABT. CEC has main unit at Good Shed Rd, Pollachi. FC for the buses are done at Pollachi and Udumalpet units.

Tamilnadu Fire service Trucks are built at Udumalpet and Pollachi body building units.

Erode region's Body building unit is located at Pallipalayam.

#### Depots:

**Coimbatore:** HOB, Uppilipalayam, Sungam-1, Sungam-2, Ondipudhur-1, Ondipudhur-2, Ukkadam-1, Ukkadam-2, Marudhamalai, Karumathampatti, Pollachi-1, Pollachi-2, Pollachi-3, Valparai, Uthagai-1, Uthagai-2, Gudalur, Kothagiri, Coonoor, Mettupalayam-1 and Mettupalayam-2.

**Tirupur:** Tirupur-1, Tirupur-2, Palani-1, Palani-2, Udumalpet, Dharapuram, Palladam, Kangeyam.

**Erode:** Erode-1, Erode-2, Bhavani, Karur, Nambiyur, Sathy, Gopi, Anthiyur, Perundurai, Kavundhapadi, Thalavadi.

**Type of services:**

City bus: Normal, LSS, Express and SLF

Moffussil: Normal, PP, Express, Ultra deluxe, Ultra deluxe AC, Hill Rider(9M Chasis).

**Hill Rider**

TNSTC – Coimbatore has more hill riders than any other corporation in TN. It runs Hill riders mainly in Pollachi-Valparai and Nilgiris district. These hill riders were built withAL 9M chasis.

**OBJECTIVES**

1. To find out the passengers preference on travelling and know about the reasons for choice of bus.
2. To find out the satisfaction level of the passengers choice of bus in this route.

**III. RESEARCH METHODOLOGY**

**DESCRIPTIVE RESEARCH:**

The study includes facts finding about the passengers' preference. The major purpose of descriptive research is the description of state of affairs as it exists at present. Here, the researcher has no control over the variables and he can only report what has happened or what is happening. The study aims at collecting the opinion of the respondents about the preference on choice of bus in the Coimbatore-erode route.

**SAMPLE DESIGN:**

For the purpose of the study the researcher has used probability convenient sampling method.

**POPULATION:**

In Coimbatore District more than the lakhs of people is living. I randomly selected 90 respondent.

**DATA COLLECTION:**

The both Primary Data and Secondary data's are collected.

**TOOLS FOR ANALYSIS:-**

For analyzing the respondent's opinion towards the system in Coimbatore District the data collected through primary sources is subjected to statistical analysis namely,

- Percentage Analysis
- Chi Square Analysis

**IV. REVIEW OF LITERATURE**

Evmorfopoulos (2007): values for a package of bus quality measures in Leeds.

• McDonnell et al, (2007a and 2007b): values for quality of waiting facilities, chance of getting a seat, real time information provision and ticket machine availability for a Dublin bus corridor.

• Phanikumar and Maitra, (2007): values of seating and standing comfort for rural bus service in West Bengal.

• Van der Waerden et al, (2007): values include bus stop type and information provision, chance of seat on the bus in Wageningen, Netherlands.

• Espino et al, (2006 and 2007): value for bus comfort on Grand Canary.

• Steer, Davies, Gleave (2006 and 2007) bus trip quality.

• Le Masurier et al, (2006): inferred value for vehicle attributes from SP study of time values for conventional v articulated bus.

• Bos et al, (2004): valuing quality attributes of park and ride systems in the Netherlands.

• Accent Marketing and Research (2004): assess trams against conventional double deck buses and bendy buses.

• Knutsson (2003): values waiting time at telephone switchboard, information, driver assistance for Special Transport Services in Sweden,

**V. DATA ANALYSIS & INTERPRETATION**

**The Demographic of the Respondent**

<b>PARTICULARS</b>	<b>CLASSIFICATION</b>	<b>NO. OF RESPONDENT'S</b>	<b>PERCENTAGE</b>
	21-30 years	47	52.22%

AGE	31-40 years	29	32.22%
	41-50 years	14	15.56%
	>=90	90	100%
GENDER	MALE	58	64.44%
	FEMALE	32	35.56%
QUALIFICATION	UPTO 12th Std	29	32.22%
	UG	43	47.78%
	PG	16	17.78%
	ILLITERATE	02	2.22%

PARTICULARS	CLASSIFICATION	NO. OF RESPONDENT'S	PERCENTAGE
USE TO TRAVEL	Daily	48	53.33%
	Weekly	24	26.67%
	Monthly	14	15.56%
	Rarely	04	4.45%
PREFERENCE OF BUS ROUTE	Private Bus	47	52.2%
	Government Bus	34	37.78%
	ERO-100&STC	09	10%

### VI. GENERAL PROFILE OF THE RESPONDENT

The general profile of the respondents is given in Table No.1. Out of 90 respondents taken for the study, 52.22% of the respondents belongs to the age of 21-30 years, 64.44% of the respondents belongs to the male gender, 47.78% of the respondents belongs to the qualification UG, the respondents daily usage of bus is 53.33%, passengers prefer private bus is 52.2%.

SATISFICATION LEVEL

### CHI-SQUARE ANALYSIS

#### INFRENCE

#### **Null Hypothesis:**

HO: There is a no relationship between Age of the respondents and Why choose this particular bank by respondents.

#### **Alternative Hypothesis:**

H1: There is a relationship between Age of the respondents and Why choose this particular bank by respondents.

**Table.1. Buses Preference in the Route Vs Reaching on Time** Cross tabulation

Bus Prefer the Route	Highly Satisfied	Satisfied	Moderate	Dissatisfied	Highly Dissatisfied	
Government Bus	0	0	0	19	15	34
Private Bus	9	13	21	4	0	47
ERO-100&SETC	0	0	0	9	0	9
Total	9	13	21	32	15	90

**Table.2. Chi-Square Tests**

	Calculated Value	Table Value	Degrees of Freedom	Significance Value
Pearson Chi-Square	88.178(a)	13.507	8	0.05
Likelihood Ratio	109.431	13.507	8	0.05
Linear-by-Linear Association	18.662	3.841	1	0.05
No. of Valid Cases	90			

**Level of significance = 0.05**

$$\begin{aligned}
 \text{Degree of freedom} &= (c-1) * (r-1) \\
 &= (4-1) * (5-1) \\
 &= 3 * 4 \\
 &= 12
 \end{aligned}$$

**Table value = 13.507**

**Calculated Value = 88.178**

Since the calculated value is 88.178 and the table value is 13.507. So, the table value is less than the calculated value.

**Interpretation:**

In the Chi-Square Test, Calculated value is greater than the Table value So, the Null Hypothesis is (HO) is rejected and Alternative Hypothesis is accepted. Finally concluded "There is a relationship between Bus Preference in the Route of the respondents and Reaching on Time by respondents".

**FINDINGS :**

Majority of the respondents are 52.22% of the respondents belongs to the age of 21-30 years, 64.44% of the respondents belongs to the male gender, 47.78% of the respondents belongs to the qualification UG, the respondents daily usage of bus is 53.33%, passengers prefer private bus is 52.2%.

**VII. CONCLUSION**

From this study I concluded that passengers' choice of bus in the route is private buses. Government should focus on the service in Coimbatore-erode bus route. Both private and government should change their motive from profit it should change to satisfy the passengers' by providing excellent service to them. In this perspective a study on "Study on passengers' choice of bus in the Coimbatore to erode route" was carried out.

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