

*Abstract of D.Litt./Doctoral Dissertation*

# **Service Efficiency of Pallavan Transport Corporation Limited in Madras City<sup>1</sup>**

MURUGESAN SELVAM\*

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## **Abstract**

The Pallavan Transport Corporation (PTC) is Tamil Nadu's first Autonomous Statutory Corporation. Following pre-testing and pilot study, two interview schedules were sent to passengers and bus crew for main data collection. Stratified proportionate random sampling method was adopted for the sample selection. For the analysis, the Chi-square test and Thurstone's Law of Comparative Judgment Method were utilised. The Thesis was divided into ten chapters, totaling 315 pages (including the Appendix). The analysis clearly revealed that safe travel was deciding the factor for the service efficiency of PTC. As a result, the firm was required to assure the passengers' safety during their journey. Regardless of its ongoing losses, the firm supplied new and innovative travel options to its passengers. The corporation's performance was commendable. However, it should take efforts to decrease its losses and generate a profit in the future.

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## **I. Introduction**

THE ROLE OF road transport is significant in both the economic and political sectors and it has a substantial impact on society too. Road transport, in particular bus transport, removed the sense of isolation from people who lived in faraway locations. The concentration of population in urban areas and the migration of people from rural areas, have created many socio-economic problems and effective road transport, especially bus transport, helps in solving these problems. Therefore, both the Central

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\* Professor and Head Chair, University of Bharathidasan, School of Business Studies, Department of Commerce and Financial Studies, Tiruchirappalli Tamil Nadu 620024, INDIA

#### IV. Conclusion

Many of the travel problems could be solved if the bus crew discharge their duties properly. Besides, other problems are completely under the control of the Corporation. They do not need any money to solve this. In other words, collective efforts should be made by Corporation, Government and local authority, to solve almost all problems. But the passengers and bus crew should also extend their full co-operation to the Corporation, to offer better bus service and facilitate smooth travel, by playing their various roles properly.

Majority of travel facilities could be provided if the Corporation change its system of bus operation, based on frequent route surveys because the facilities, which are required now, may not be required in future. In the current bus operation model of PTC, safe travel is a major consideration for the effectiveness of the service. This reasoning leads to the conclusion that the Corporation should immediately attend to the various aspects, that will ensure safe travel for passengers.

Thus for the improvement of service efficiency of PTC, the roles by the passengers, Corporation and bus crew are important. The Corporation is already providing modern travelling facilities to the passengers of Madras, regardless of the continued losses. When PTC earns profit, it would double service efficiency and establish itself as a trendsetter for other STUs in India, by providing better public services.

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