
**SURVEY BASED COMPARATIVE ANALYSIS OF SAFETY AND
HYGIENE SERVICES AT MSRTC BUS STATION IN VIDARBHA REGION**

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ABSTRACT

Public transport is a need of society, Maharashtra state road transport corporation plays an important role in plays an important role as its networking is spread all over Maharashtra in urban, rural, and even in remote places. The aim of MSRTC is totally social point of view. For providing transport services MSRTC invests large amount in infrastructure and also help employment generation at state level. As per the aim and objectives, the basic duty of MSRTC is to provide different facilities to passengers. As per 2011 census 54.78 live in the villages of rural areas and for their transport state transport is solace. Thus the importance of state road transport for transport to urban as well as rural population cannot be ignored. MSRTC provides public transport and through this paper an attempt is made to do a comparative analysis of safety and hygiene service facilities at MSRTC bus station.

Keywords: bus stand, MSRTC, safety, hygiene, passengers.

1. HISTORY of MSRTC:

The process of nationalization of the road passenger transport sector started immediately after independence when the central government introduced the legislation for the purpose sometime in 1948, which resulted in bringing on the statute book in 1950. The road transport corporation act. In December 1949, Bombay state decided to set up a single corporation for the whole state under the road transport corporation act 1950. Nationalization of passenger road transport services in Maharashtra June 1948, initially as a departmental undertaking with a fleet of 35 buses operating on Pune, Ahmednagar, and allied routes, which later were handed over to the statutory corporation viz, Bombay state road transport corporation. This corporation in 1961 emerged as a Maharashtra state road transport corporation, which is today the second largest, after Andhra Pradesh state road transport corporation, passenger road transport organization in India.

In India, growth of population advent of large manufacturing industries, imbalance regional developments have all contributed to the development of different modes of transport of all the various modes of transport, road transport is most popular because of its ready availability, flexibility of operations and adoptability to individual needs, door to door service and reliability. Road transport generally acts as a feeder service to rail, marine and air traffic. The government of India recognized in its planned development systems that roads are an inevitable infrastructure of socio-economic development of the country. MSRTC is growing day by day for providing better safety and hygiene facilities to the passengers to get their satisfaction and to compete with other private services also.

2. RESEARCH METHODOLOGY

For conducting a survey for comparative analysis of safety and hygiene services data is collected from people directly and indirectly. The data is collected and compare to do the analysis.

For the purpose of analysis primary and secondary data is collected, primary data is collected directly from passengers. The collected primary data is analyzed using percentile method. The secondary data is collected from the many administrative officers of MSRTC. Primary data is collected with the help of detailed structured questionnaire for passengers. The main purpose of these questionnaires was to get feedback about services provided by MSRTC. In brief for the study purpose, survey method was used for collection of primary data with

the help of questionnaire. The questionnaire was administered to the individual of the selected sample and their responses about themselves have been recorded.

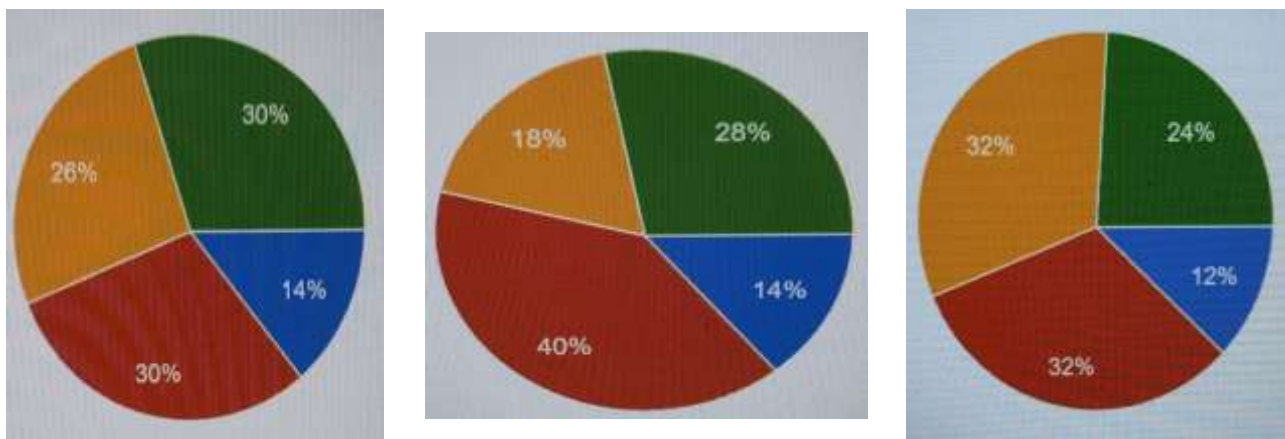
The structured questionnaire is designed to extract information about the objectives. A questionnaire is developed on the basis of literature review and objectives of study. The questionnaire consists questions with multiple choice answers and open-ended questions based on the different criteria such as what is the rating about the ventilation facility, rating about cleanliness at bus stand and the different criteria such as what is the rating about the ventilation facility, rating about cleanliness at bus stand, rating about the services like safety and security facilities at bus stand, and the responses are collected for these questions and the collected data is analyzed. The filled questionnaires were numbered serially and checked for consistency of the data and any inconsistent data. The questions and responses were codified to represent the data in a tabular and graphical form whenever needed.

Data collection and analysis:

Sr No	Years	Frequency	Percent
1	Below 25	245	49
2	25 to 40	98	19.6
3	40 to 60	117	23.4
4	Above 60	40	8
	Total	500	100

Questions	Nagpur	Akola	Amravati	Washim	Total
Security system is properly provided (including indoor and outdoor cameras)	130	150	70	150	500
Better fire protection and prevention	160	120	60	160	500
Better cleanliness is observed (clean toilets, trash receptacles, food service facility)	90	140	70	200	500
Bus stand interior structured is well maintained	130	130	60	180	500
Preference about quality of seats, ventilation, luggage facility)	80	170	80	170	500
Rating for women safety at bus stand	130	67	80	223	500
Satisfaction for security system	145	167	88	100	500
Drinking water facility	115	137	113	135	500
Bus interior cleanliness (clean seats, floor cleanliness)	98	137	148	117	500

Graphical Representation:



In the above table 2.2 according to questionnaires the primary data has been collected from the passengers, hence there are 9 questions and the rating is taken from them by providing them 4 options and a data of 500 people is collected. In the above table in the first question rating a data of 500 people is collected. In the above table in the first question rating about the security system is taken in which out of 500 people 130 rated Nagpur, 150 rated Akola, 70 people rated Amravati, 150 people rated Washam and hence the total percentage is 26% 30% 14% 30%. In the second question rating for fire protection and prevention is taken and in this 32% people chooses Nagpur, 24% people go with the Akola, 12% goes with the Amravati, 32% of which goes with Washam. In the third question the rating for cleanliness is taken and in this 18% people chooses Nagpur, 28% chooses Akola, 14% chooses Amravati, and 40% chooses Washam. The fourth question is about bus interior structured and in this 26% of people chooses Nagpur and 26% chooses Akola, 12% chooses Amravati, and 36% chooses Washam. The fifth questions are about the quality of seats, ventilation and luggage placement facility and in this 16% people chooses Nagpur, 34% chooses Akola, 16% chooses Amravati, and 34% people choose Washam. Talking about the sixth question it about the women safety at bus stand 26% people choose Nagpur, 13.4% people choose Akola, 16% people choose Amravati and remaining choose Washam. In the eight questions it is about drinking water facility at bus stand and in this 23% people choose Nagpur, 27.4% people choose Akola, 22.6% people choose Amravati and remaining choose Washam.

The last question is about the bus interior cleanliness and in this 19.6% chooses Nagpur 2.6% people choose Amravati and remaining choose Washam. The last question is about the bus interior cleanliness and in this 19.6% chooses Nagpur, 27.4% people choose Akola, 29.6% choose Amravati, and remaining goes with the Washam.

CONCLUSION

The above survey and the data analysis are conducted to study the various safety and hygiene service facilities in Vidarbha region and it is observed that Nagpur and Amravati are quite better in terms of providing better service facility as compare to Akola and Washam. And so, in this study it is observed that in Vidarbha region Nagpur and Amravati are best in terms of safety and hygiene service facilities. And in this way this survey is conducted.

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