AN ANALYSIS OF COORDINATION OF BUS DRIVERS WITH THEIR MANAGEMENTIN PUBLIC TRANSPORTATION SYSTEM WITH SPECIAL REFERENCE TO JNNURM, BHOPAL

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Abstract

As India is moving from customary to a new domain, particularly after privatisation, the underlying marvel and perplexity have offered a route to a spin of concerns. Will the attention on those bus drivers who are one of the vital stakeholders of public transportation who is trained to give comfort and hassle-free journey to the travellers. The choice of travelling from specific public transport bus will also depend on the way through which bus drivers were getting handled (driving). And a driver who is driving around 8-10 hrs in a day, should get better coordination with their management. Indeed, even after the venturing stone issue of the administration, which might result into an accident and a massive loss of life, alongside advantages of this framework additionally faces a significant loss which is also connected with the instalment of public transportation framework. Expanding populace of Bhopal will move explorers from claim persuade to open transportation framework particularly to the red bus (under JnNURM). When the number of the people was moving from possessing persuade to open transportation, at that point, it turned out to be essential to

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encourage controlling authority to coordinate with their endpoint of service delivery mechanism. So this paper,as a part of my research work focuses on features and break down the road map of mechanism while utilisingpublic transportation system in Bhopal.

1.   Introduction:

Urbanisation in India is a national issue to address; the government previously began reviving this issue through a policy in the year 2005, by the name JNNURM after that it gets redesigned into AMRUT in 2014. The end goal of both the strategy is to modernise urban part of India from all perspectives, out of this, public transportation is one of the section of the mission of urbanisation,

Bhopal is located in the midregion of the country and state called Madhya Pradesh. The official head offices of state are located in Bhopal. Bhopal is renowned for its natural and counterfeit lakes, known for its lovely perspectives and is likewise one of the cleanest and greenest urban communities in India. It is the seventeenth most important city in the nation and 131st on the planet.

As per census 2011, the population of Bhopal is 2371061, the Total region secured by Municipal Corporation of Bhopal is 450 sq km, and over 85% were educated here. Bhopal conveys different regarded organisations and another goal which is of national significance, including ISRO's Master Control Facility and BHEL. Bhopal city has countless of National Importance in India, specifically IISER, MANIT, SPA, AIIMS and NLIU. From most recent multi-decade, Bhopal advanced as an instructive centre with eight colleges, six national foundations, five restorative schools, eighty-five designing universities and fifty-nine administration universities, a large number of understudies are concentrating in these popular establishments who are additionally utilising public transportation(JnNURM) for a few purposes

The City Development Plan centres on the components to which JNNURM will give its help. The City Development Plan is set up to take in to see the issues and fundamentals of the city

concerning Urban Infrastructure and Governance and Basic Services for Urban Poor till 2021. It focuses on a manageable and tranquil development and advancement of the city of Bhopal, to be satisfied by 2021. This will, in a roundabout way, stage the improvement time frame in two phases of seven years each. The initial seven years will be the years wherein government is concentrating on the use of assets under JNNURM as conceived by JNNURM and expecting the equivalent for next seven years, which will be in this manner assessed.

In Bhopal, accessible transportation is a problematic issue from most recent multi-decade, public transportation framework of Bhopal includes strength of stakeholders, out of all the stakeholders, public transport drivers are most significant from the perspective of administration conveyance and compelling conveyance of arranged strategy. Effectively a few organizations like BCLL and smart city were working in Bhopal to make productive execution of organised strategy. More, proper coordination with transport drivers is necessary from the perspective of robust authoritative structure. With the expanded use of accessible transportation, the method of working from controlling focus to the end stakeholder of administration conveyance system, for example, transport driver. So this paper examines the level of coordination provided by the management to the bus drivers of public transportation framework, Bhopal.

2. Objective:

The objective of this research paper is as follows:

2.1 To analyse the coordination of bus drivers with management.

2.2 To find out the problem in effective coordination mechanism.

2.3 To find out the solution to the effective coordination mechanism established between management and bus drivers.

3. Research Methodology:

The investigation is a part of my research work, which is led to acquire information on controlling and organising with the transport drivers in the open transportation framework. The investigation is directed in Bhopal, Madhya Pradesh. An example size of 80 was chosen utilising the comfort testing methodology. The sample includes a response of those who are proving the services mentioned in public transportation (Under JnNURM) in Bhopal all 80 respondents mark

their choice in the variable "Do you get the proper support & coordination by your control office?"bus drivers are the best stakeholder to respond on this variable, their responses determine the reliability of the survey. A study strategy is utilised for gathering information with the assistance of the poll. The reactions from the respondents were collected and analysed using the simple percentage method.

4.   Data Analysis:

Collected Data:

Data Collected through a primary source, i.e. through simple survey method on the variable "Do you get the proper support & coordination by your control office?" are given below:

Table-1 Response Sheet

| Variable	Desirables	Frequency	Percentage (%)
Do you get the proper support & coordination by your control office(Management)?	Yes	25	31.2
	No	55	68.7

The data mentioned above was collected by sixteen routes of Bhopal city, which are as follows:

S.no.	Route Number	Travel from	Travel to	No. of Responses
1	101 (TR-4)	Chiraayu Hospital	HEG Mandideep	2
2	101 A (TR-4A)	Chiraayu Hospital	Bangrasiya	2
3	102 (TR-4B)	Vardhaman	Gandhi Nagar	2
4	103 (TR-1)	Chiraayu	Akriti Eco City	2

		Hospital		
5	104 (SR-4)	KarondChouraha	BairagarhChichili	2
6	105 (SR-5)	Chirayu Hospital	Awadhpuri	2
7	106 (SR-8)	Coach Fectory	BairagarhChichili	2
8	201 (SR-1)	Phanda	Kajrikheda	2
9	202 (SR-1A)	Phanda	BairagarhChichili	2
10	203 (SR-2)	Katara Hills	Nehru Nagar	1
11	303	Rangmahal	Ayodhya Nagar Via JK Road	1
12	304	Nadra	Ratibad	3
13	306	Halalpur	Aiims	3
14	307	Kokta	Habibganj	2
15	309	Islam Nagar	Archana Homes	2
16	311	LNCT	NariyalKheda	2

Source: http://mybusbhopal.in/

It is always easy to interpret data, graphically, so graphical presentation of the response sheet is given below:

DO YOU GET THE PROPER SUPPORT & COORDINATION BY YOUR CONTROL OFFICE(MANAGEMENT) ?

25 — Yes
55 — No
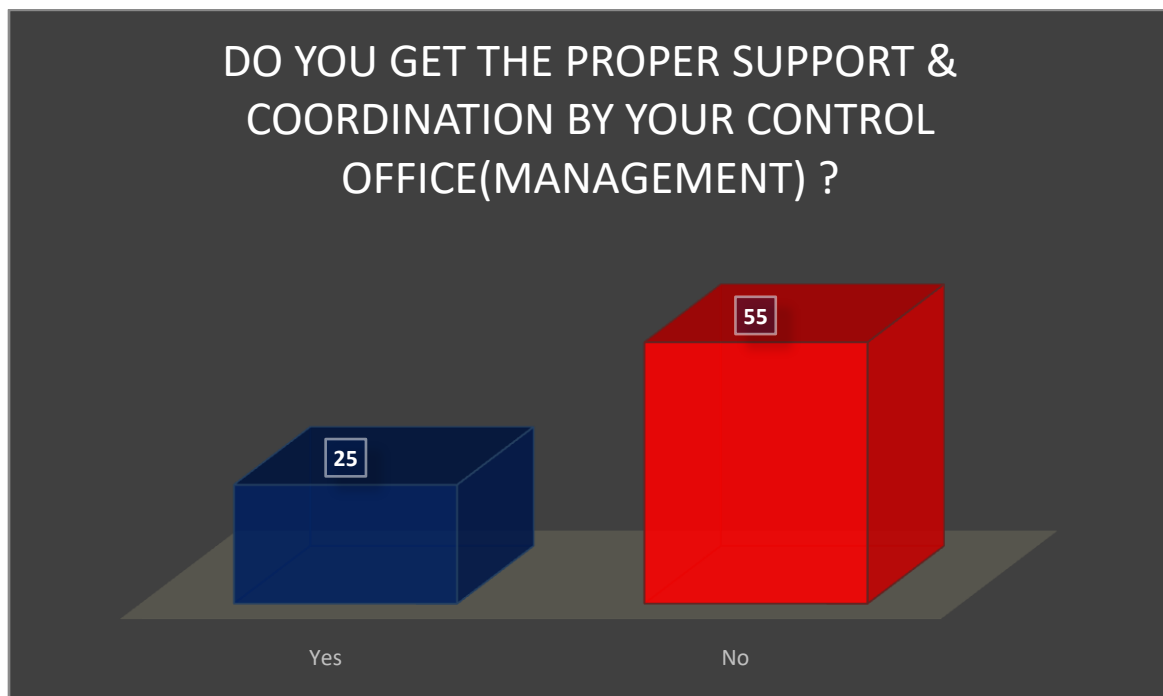
5.   Data Interpretation:

By table-1 as referenced over, the accompanying data has been disengaged from it:

5.1 Even after driving eight to ten hours daily, 68.7 % drivers driving buses for public transportation under JnNURM said they are not getting proper support and coordination from their management team.

5.2 For documentation purpose, only 31.2 % of the bus driver, were getting help and coordination from their management.

6. Conclusion & Inference:

Based onthe above graphical interpretation, the study finally concludes that:

6.1 Survey Report says still 68.7 % bus drivers were not getting proper coordination and support from their controlling centre (Management).

6.2 Only 31.2 % ofbus drivers were getting support and coordination from their management side, but not appropriate as required, that is for the documentation purpose.

7. Problems:

On the basis of interview responses given by 80 bus drivers, many difficulties werefacing while driving the bus, out of then important problems are as follows:

7.1 First and foremost challenge is lack of awareness about the coordination process to the bus drivers.

7.2 Lack of infrastructural facilities provided by management such as coordination centre, providing a device for communication.

7.3 Major problem arises when the bus will get unfunctioned because of any reason, then it becomes quite difficult for drivers and helper to coordination, so that it may not cause any problem to the consumers.

7.4 Miscommunication might cause a significant loss to the public transportation system such as accident, customer clashes, stuck in congested route, and so on.

7.5 Buses are not mainained.

8. Suggestions:

Following are the recommendations to be incorporated by Nagar Nigam to strengthen the infrastructural and coordination of bus drivers with their management of public transportation (JnNURM) in Bhopal:

For the better management it is essentional to thinkover the problems raise by the bus drivers, so the better coordination can established.

8.1 Setup a controlling / coordination centre.

8.2 This centre comprises of well equipped communicating devices.

8.3 As a human resource, specialist and trained employees should be appointed to solve the problem on a real-time basis.

8.4 Trained all the bus drivers about this coordination framework.

8.5 All the bus should also be equipped with coordinating devices.

8.6 From this coordinating framework, even travellers(consumers) will get an accurate location of the busses.

8.7 Buses should be maintained properly and timely, so that the condition of the bus will get improved.

8.8If Nagar Nigam receives these recommendations, certainly, in coming time, Public transportation in Bhopal shifts their self from customary mode to convey administrations to the shoppers by improving their organising system.

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