Research Paper | Management

"An Analytical Study of Views of Agents towards Work Culture in Regional Transport Offices in Western Vidarbha Region"

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ABSTRACT

Today every person is directly or indirectly in touch with the Regional Transport Office for one reason or the other. He has many nostalgic memories in his or her kitty regarding the Regional Transport Office that makes him to think hard about the working, governance and authority of the R.T.O.s. The Regional Transport Office works in the following ways; provides driving license, registration certificate, insurance certificate, P.U.C. certificate and road permit, fitness certificate and so on. The primary data collected through questionnaire, interview and by observation. Secondary data collected through books, reports, journals and internet. There is no separate and special seating arrangement for the agents provided by the office. The agents have become a bridge between the officers and the customers to get their work done smoothly and efficiently. They help them to get their problems solved in an effective manner.

KEYWORDS : Agent, Work Culture, Regional Transport Office, Office Work

Introduction:

Today the world has become a global village and we are a step closer to every corner of the globe. The recent developments and advancements in the field of communication and transportation have brought a sea change in our lives. The high rise in the production of travelling and transport vehicles have brought forth the need and necessity of governing and administration machinery. Today every person is directly or indirectly in touch with the Regional Transport Office for one reason or the other. He has many nostalgic memories in his or her kitty regarding the Regional Transport Office that makes him to think hard about the working, governance and authority of the R.T.O. The work culture R.T.O.s has numerous elements that make every person full of awe and adulation. The Regional Transport Office works in the following ways; provides driving license, registration certificate, insurance certificate, P.U.C. certificate and road permit, fitness certificate (for transport vehicles) and so on. The work culture depends on the combination of qualities, skills and performance of the employees at large. The employees are the major assets of an organization and contribute effectively in its successful functioning. It is essential for the employees to be loyal towards their organization and strive hard in furthering its brand image. An organization cannot survive if the employees are not at all serious about it and treat their work as a burden. The employees must enjoy whatever they do for them to deliver their level best.

The Regional Transport Offices have not been fully computerized regarding the issuing of licenses, registration of vehicles and all other related jobs. Instead of helping people, the new system has ended up in delaying things and the employees behave as per their whims and fancy. Many applicants, who have applied for the permanent licence, complain that there is a great delay and time stretches over a month and they are made to run from pillar to post to get their licence. Work culture is important for the growth of an organisation, in turn the growth of a country depends on the organisation. There exist many differences, pros and cons in work culture of any country.

In the era of mobilization every citizen of India has to be in contact with R.T.O.s for licensing, vehicle registration, transfer of vehicle, P.U.C., insurance, fitness certificate, tax, issuing vehicle batches, permits etc. Some are required to have international driving licence. Hence, the R.T.O.s offices play a key role in management of mobilization. All most all educated and uneducated Indian citizen come across the working of offices. Hence, the improvement in work culture and suggestions is need of the day. The present study is planed with R.T.O.s in Western Vidarbha Region at the centre of the study and the difficulties faced by the customers in getting their job done and employees discharging their duties.

Importance of Work Culture:

Work Culture is important for the growth of an organisation, in turn the growth of a country depends on the organisation. There exit many differences, pros and cons in work culture of any country. We have to pick and adapt the best practices of work culture around the globe and implement them in our organizations. In R.T.O.'s also the agents can develop their culture and can provide best services to the customer.

Methodology:

Descriptive study method is used for the research. The samples were from different areas of Western Vidarbha Region i.e. from Akola, Amaravti, Buldana, Washim and Yavatmal districts. The primary data collected through; the interview method, observation method and questionnaire. Secondary data collected from the books, journals, magazines and internet. The scope of present study is limited up to Western Vidarbha region. Out of 250 agents who work in these five district offices, 150 agents are selected as a sample for the purpose of study.

Objectives of the Research:

1) To study the work culture in the R.T.O.s in Western Vidarbha region.
2) To study impact of efficient work culture on the society.
3) To study the various benefits, facileties, suggestions, usages of healthy work culture in R.T.O.s in WesternVidarbha

Analysis and Interpretation of Data:

Table No.1

Sr. no.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Seating arrangement	–	–	–	47 (31.3)	103 (68.7)	150
2	Kinds of forms available	2 (1.3)	–	–	46 (30.7)	102 (68)	150
3	Special uniform for office	–	–	–	49 (32.7)	101 (67.3)	150

Regarding the statement that proper seating arrangement is provided in the office, following responses were received from the respondents - 31.3 percent respondents disagreed to the statement and opined that proper seating arrangement is not provided in the office. 68.7 percent respondents fully disagreed with the statement and expressed their discontent by stating that proper seating arrangement is not provided in the office.

Respondents opinion regarding the availability of all kinds of forms in the office, 1.3 percent respondents fully agreed with the statement as all kinds of forms are easily available in the office. 30.7 percent respondents disagreed to it. 68 percent respondents fully disagreed with the statement and opined that all kinds of forms are not available in the office.

Regarding the use of special uniform for the office also received a mix response from them, 32.7 percent respondents disagreed to it as respondents do not have any special uniform for the office. 67.3 percent respondents strongly opposed and fully disagreed with the statement and responded that they do not have special uniform for the office, as there is no such compulsion and no provision from the office and government.

Table No. 2

Sr. no.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Manually office work	56 (37.3)	5 (3.3)	1 (0.7)	6 (4)	82 (54.7)	150
2	Daily go to office	58 (38.7)	8 (5.3)	30 (20)	3 (2)	51 (34)	150
3	Full time available	45 (30)	6 (4)	1 (0.7)	17 (11.3)	81 (54)	150

Regarding the statement that all the working in the office is done manual, 37.3 percent respondents fully agreed to it as the working in their office was done manually, 3.3 percent respondents agreed to it. 0.7 percent respondents could not give any opinion on it. While 4 percent respondents disagreed, 54.7 percent respondents fully disagreed with the statement and commented that all the works in their offices are done with the help of various advanced electronic devices.

The opinion of respondents regarding their daily visit to the office. 38.7 percent respondents fully agreed with the statement and said that they regularly visit the office, 5.3 percent respondents agreed to it and said that the R.T.O.s have become a source of livelihood for them. 20 percent respondents could not give any opinion as they were not sure in this regard. While 2 percent respondents disagreed, 34 percent respondents fully disagreed with the statement and declared that there is no use to visit the office daily.

Regarding the statement that respondents are full time available in the office. 30 percent respondents fully agreed, 4 percent respondents agreed to it. 0.7 percent respondents could not give any opinion on it. While 11.3 percent respondents disagreed, 54 percent respondents fully disagreed to it.

Table No. 3

Sr. no.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Knowledge of office work	127 (84.7)	3 (2)	4 (2.6)	_	16 (10.7)	150
2	Daily do all types of work	122 (81.3)	9 (6)	1 (0.7)	_	18 (12)	150
3	Create interruptions	3 (2)	1 (0.7)	79 (52.7)	47 (31.3)	20 (13.3)	150

Regarding the statement whether the respondents have the complete knowledge of the office work, 84.7 percent respondents fully agreed and 2 percent respondents agreed to it. 2.6 percent respondents could not give any opinion on it. While 10.7 percent respondents disagreed to it.

When the agents were asked whether the respondents do all types of work daily, 81.3 percent respondents fully agreed and 6 percent respondents agreed to it. 0.7 percent respondents could not give any opinion on it. While 12 percent respondents fully disagreed to it.

The opinion on the statement that respondents create interruption in the office work, 2 percent respondents fully agreed, 0.7 percent respondents agreed to it. 52.7 percent respondents could not give any opinion on it. While 31.3 percent respondents disagreed, 13.3 percent respondents fully disagreed to it.

Table No. 4

Sr. no.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Works without delay	121 (80.7)	12 (8)	15 (10)	_	2 (1.3)	150
2	Favourable atmosphere	103 (68.7)	2 (1.3)	_	2 (1.3)	43 (28.7)	150
3	Always work in group	45 (30)	9 (6)	34 (22.7)	21 (14)	41 (27.3)	150

Regarding the statement that that all the works are done without any delay in the office, 80.7 percent respondents fully agreed and 8 percent respondents agreed to it. 10 percent respondents could not give any opinion on it. Whereas 1.3 percent respondents fully disagreed to it.

Regarding the statement that the atmosphere in the office is favourable for working, 68.7 percent respondents fully agreed and 1.3 percent respondents agreed to it. While 1.3 percent respondents disagreed, 28.7 percent respondents fully disagreed to it.

Regarding the statement that respondents always work in group, 30 percent respondents fully agreed and 6 percent respondents agreed to it. 22.7 percent respondents could not give any opinion on it. While 14 percent respondents disagreed, 27.3 percent respondents fully disagreed to it.

Co-relation Analysis:

The significant positive co-relation between the office index, employee index, use of computer in the office, applications on the computer by the employee, behaviour of employee and the office atmosphere indicates that the agents are of the opinion that office working, behaviour of the employee, use of computer and keeping atmosphere favourable to working are made possible by the officers and employees. The co-relations are presented in the following table.

Table No. 5

		office index	emp index	comp index	work index	atmp index
		Col 1	Col 2	Col 3	Col 4	Col 5
Office index	Col 1	1				
Emp index	Col 2	0.684519	1			
Comp index	Col 3	0.73337	0.861868	1		
Work index	Col 4	-0.72223	-0.84542	-0.73802	1	
Atmp index	Col 5	-0.49456	-0.93521	-0.67579	0.749114	1

Through the above table the significant negative co-relation between expectation from the office, actual working, office atmosphere, employees index and working index, employees index and atmosphere index, use of computers in day-to-day functioning and working as well as office atmosphere indicates that in the view of agents about the office working and office atmosphere is not up to the expectation of the duties to be discharged by employees at various level. It can be concluded from the above discussion that agents are satisfied about the nature and working of the employees, use of computer in day-to-day work. However, the working of office and atmosphere are not to the expectation of the agent.

Conclusions:
1) The entire R.T.O.s works as if it is a single department, many times the same clerk or officer deals with the licence, registration of vehicles, issues batches etc, this causes a great delay in clearing all the documents.
2) Though the R.T.O.s working is as per the scheduled timing or the working hours mentioned on the notice board, but the style of working of the employees does not fulfill the expectation of the customers.
3) Lack of basic facilities like proper seating arrangement, fresh air, drinking water, toilets and proper lighting facility etc make the work suffer and inefficient to a great extent.
4) There is a lack of healthy and positive atmosphere in all the R.T.O.s in Western Vidarbha, which hampers the whole working process to a great extent.
5) There is a lack of notice/information boards in the offices. No proper information of the exact timing of the office, type and nature of duties discharged are provided or displayed.
6) Office atmosphere is main hurdle in day-to-day functioning in R.T.O.s
7) The agents have become a bridge between the officers and the customers to get their work done smoothly and efficiently. They help them to get their problems solved in an effective manner.

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