



## A Study of Work Culture in Regional Transport Offices (R.T.O.'s) in Western Vidarbha Region

### KEYWORDS

Work Culture, Regional Transport Office, Officers, Employees, Organisation.

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### ABSTRACT

Today the world has become a global village and we are a step closer to every corner of the globe. Today every person is directly or indirectly in touch with the Regional Transport Office for one reason or the other. 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 primary data collected through questionnaire, interview and by observation. Secondary data collected through books, reports, journals and internet. The officers are unable to solve the numerous problems of the employees, which become hurdle in their performance. The entire R.T.O.s works as if it is a single department, many times the same clerk or officer deals with the license, registration of vehicles, issues batches etc, this causes a great delay in clearing all the documents. Office atmosphere is main hurdle in day-to-day functioning in R.T.O.s.

### 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.

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. 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.

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. 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. We have to pick and adapt the best practices of work culture around the globe and implement them in our organizations.

### Importance of work culture:

Work culture is a combination of qualities in an organization and its employees that arise from what is generally regarded as appropriate ways to think and act. Work Culture helps individuals understand how their roles fit within the larger picture. Culture defines the norms of acceptable conduct. Work culture develops consistent interpretations of behaviours throughout the organization. The well-managed work culture can improve performance significantly while the unmanaged work culture will impede even the best-intentioned change effort.

### Methodology:

Surveys 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. The primary data collected from the interview method, observation method and questionnaire. The researcher collected secondary data from the books, journals and magazines. The scope of present study is Western Vidarbha region. Till date, 240 employees are working in the R.T.O.s of Western Vidarbha.

### Objectives of the research:

- 1) To study the work culture in the R.T.O.s in Western Vidarbha region.
- 2) To study the influence and effect of modern technology on the work culture in R.T.O.s.
- 3) To study impact of efficient work culture on the society.
- 4) To study the various benefits, facilities, suggestions, usages of healthy work culture in R.T.O.s in Western Vidarbha.

Analysis and Interpretation of Data:

Table No. 1

Sr. no.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Methods for progress	90 (37.5)	130 (54.2)	20 (8.3)	-	-	240
2	Maintains of records	120 (50)	70 (29.2)	-	40 (16.7)	10 (4.1)	240
3	Use of new methods	110 (45.8)	120 (50)	10 (4.2)	-	-	240

Regarding the methods for progress in their offices, 37.5 percent respondents fully agreed, while 54.2 percent respondents agreed to it. While 8.3 percent respondents could not give any opinion on it.

The opinion of respondents regarding maintaining all types of records are essential has put forward some interesting facts. 50 percent respondents fully agreed and 29.2 percent respondents simply agreed to it. While 16.7 percent respondents disagreed, 4.1 percent respondents are fully disagreed to it.

When the respondents were asked about the use of new methods in their offices, their mixed responses is a matter of surprise for all of us. 45.8 percent respondents fully agreed, 50 percent respondents agreed to it. 4.2 percent

Table No.2

Sr. no.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Good atmosphere saves time	180 (75)	60 (25)	-	-	-	240
2	Atmosphere an efficiency	60 (25)	40 (16.7)	-	130 (54.2)	10 (4.1)	240
3	Time saving methods	60 (25)	180 (75)	-	-	-	240

The statement that whether the good atmosphere in the office is beneficial for subordinates, received mixed responses from the different respondents working in the R.T.O.s in Western Vidarbha. 75 percent respondents are fully agreed. While 25 percent respondents agreed with the statement.

In R.T.O.s in Western Vidarbha region 25 percent respondents fully agreed. 16.7 percent respondents are agreed to it, while 54.2 percent respondents disagreed. 4.1 percent respondents are fully disagreed with the statement that the environment in the office is conducive and it enhances their working capacity.

Regarding the statement that whether the working method is time saving, 25 percent respondents agreed to it and held that the working method is time saving. 75 percent respondents agreed to it.

Table No.3

Sr. no.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Changes made by Government	30 (12.5)	210 (87.5)	-	-	-	240
2	Separate registers maintain for work	40 (16.7)	200 (83.3)	-	-	-	240
3	Own office building	170 (70.8)	10 (4.2)	-	20 (8.3)	40 (16.7)	240

Regarding the statement that whether they are agreed with rules and changes made by the government in Transport department. 12.5 percent respondents agreed and 87.5 percent respondents are fully agreed with the statement that rules and changes made by the government in Transport department.

When the respondents were asked about whether the separate registers are maintained for all types of work in the office. 16.7 percent respondents fully agreed to it, whereas 83.3 percent respondents agreed with the statement that separate registers are maintained for all type of work in the office.

The statement that whether the office has its own building, received mixed responses from the different respondents working in R.T.O.s. 70.8 percent respondents fully agreed to it, 4.2 percent respondents are agreed to the statement that the office has its own building. While 8.3 percent respondents disagreed with the statement, 16.7 percent respondents are fully disagreed with the statement that the office has the building of its own.

Table No.4

Sr. no.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Training for modernization	-	110 (45.8)	40 (16.7)	20 (8.3)	70 (29.2)	240
2	Modern technology	110 (45.8)	60 (25)	20 (8.3)	40 (16.7)	10 (4.2)	240
3	Office climate for employee	-	110 (45.8)	40 (16.7)	80 (33.3)	10 (4.2)	240

45.8 percent respondents agreed to it and 16.7 percent respondents could not give any opinion on it. While 8.3 percent respondents are disagreed, 29.2 percent respondents fully disagreed to it.

45.8 percent respondents fully agreed, 25 percent respondents agreed to it. 8.3 percent respondents could not give any opinion on it. While 16.7 percent respondents are disagreed, 4.2 percent respondents fully disagreed with the statement that the growth of the office is depending on the modern technology.

The response to the statement office environment is enthusiastic /motivational for respondents. 45.8 percent respondents agreed and 16.7 percent respondents could not give any opinion on it. While 33.3 percent respondents disagreed, 4.2 percent respondents fully disagreed to it.

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) The R.T.O.s do not possess their own buildings (the existing buildings are either on rent or lease), which results in poor facilities like lack of fresh air, water, light, comfortable seating arrangements etc. Due to this, the employees lack the required freshness, agility and activeness to complete given tasks.

3) The officers and the employees are unable to complete their work (like issuing licence, permit, batches, vehicle transfer etc) on time due to increase in work.

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) The R.T.O.s do not possess their own buildings (the existing buildings are either on rent or lease), which results in poor facilities like lack of fresh air, water, light, comfortable seating arrangements etc. Due to this, the employees lack the required freshness, agility and activeness to complete given tasks.

7) The officers and the employees are unable to complete their work (like issuing licence, permit, batches, vehicle transfer etc) on time due to increase in work.

8) 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.

9) Office atmosphere is main hurdle in day-to-day functioning in R.T.O.s

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