Research Paper Management

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

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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. The recent developments and advancements in the field of communication and transportation have brought a sea change in our lives. 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. 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.

KEYWORDS | Work Culture, Regional Transport Office, Officers

Introduction:

The work culture depends on the combination of qualities, skills and performance of the employees at large. 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. 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.

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. We have to pick and adapt the best practices of work culture around the globe and implement them in our organizations. The organisational work culture is reflected ultimately into performance and satisfaction. Image of organization is increased and people are satisfied with the performances of organization. People's satisfaction lies in the employees' smile. No one will refute that organization work culture is bad. It is instrumental to production and satisfaction. Strong work culture ensures uniform performances. Work culture enhances organizational commitment and increases the consistency of employee behaviour. Work culture reduces ambiguity. It tells implicitly what to do and how to do.

Importance of work culture:

Work cultures that mix of practices and ideologies arising from the interactions of people with their work environments have been shaped in all by diversity. The ways in which people find jobs, the rhythms of employment, the size of the workplace, the process of getting to and from work, how the workday is organized, power relationships and hierarchies, how workers learn and manage their tasks, how they socialize and organize family life, how informal worker behavior interacts with sanctioned authority and rules all these things constitute work culture.

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. Specifically 35 officers are selected out of total 64.

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 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	12 (34.3)	22 (62.8)	1 (2.9)	–	–	35
2	Flexibility of methods	–	24 (68.5)	1 (2.9)	10 (28.6)	–	35
3	Use of new methods	11 (31.4)	23 (65.7)	1 (2.9)	–	–	35

Regarding the effective use of computers in their offices, 34.3 percent respondents fully agreed, while 62.8 percent respondents agreed to it. While 2.9 percent respondents could not give any opinion on it.

The opinions of respondents regarding the flexibility in the working style and method in their offices are interesting and appealing. 68.5 percent respondents could not give any opinion on it, while 2.9 percent respondents disagreed and 28.6 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. 31.4 percent respondents fully agreed, 65.7 percent respondents agreed to it. 2.9 percent respondents could not give any opinion on it.

Table No.2

Sr. No.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Good atmosphere saves time	24 (68.6)	11 (31.4)	–	–	–	35
2	Atmosphere an efficiency	8 (22.9)	4 (11.4)	–	22 (62.8)	1 (2.9)	35
3	Time saving methods	3 (8.6)	32 (91.4)	–	–	–	35

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. 68.6 percent respondents are fully agreed. While 31.4 percent respondents agreed with the statement.

In R.T.O.s in Western Vidarbha region 22.9 percent respondents fully agreed. 11.4 percent respondents are agreed to it, while 62.8 percent respondents disagreed. 2.9 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, 8.6 percent respondents agreed to it and held that the working method is time saving. 91.4 percent respondents agreed to it.

Table No.3

Sr. No.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Maintains of records	8 (22.9)	5 (14.2)	–	21 (60)	1 (2.9)	35
2	Separate registers maintain for work	14 (40)	21 (60)	–	–	–	35
3	Each type work done in office	26 (74.3)	2 (5.7)	2 (5.7)	5 (14.3)	–	35

The opinion of respondents regarding maintaining all types of records are essential has put forward some interesting facts. 22.9 percent respondents fully agreed and 14.2 percent respondents simply agreed to it. While 60 percent respondents disagreed, 2.9 percent respondents are fully disagreed to it.

When the respondents were asked about whether the separate registers are maintained for all types of work in the office. 40 percent respondents fully agreed to it, whereas 60 percent respondents agreed with the statement that separate registers are maintained for all type of work in the office.

In R.T.O.s in Western Vidarbha region 74.3 percent respondents agreed with the statement that each type of work is done every day in the office. But 5.7 percent respondents are agreed to it and equally 5.7 percent respondents could not give any opinion on it. While 14.3 percent respondents disagreed with the statement that every type of work is done every day in the office.

Table No.4

Sr. No.	Particular	Fully agree	Agree	Can't say	Disagree	Fully disagree	Total
1	Changes made by Government	8 (22.9)	27 (77.1)	–	–	–	35
2	Own office building	22 (62.9)	1 (2.9)	–	4 (11.3)	8 (22.9)	35
3	Vacant post in office	–	–	1 (2.9)	27 (77.1)	7 (20)	35

Regarding the statement that whether they are agreed with rules and changes made by the government in Transport department. 22.9 percent respondents agreed and 77.1 percent respondents are fully agreed with the statement that rules and changes made by the government in Transport department.

The statement that whether the office has its own building, received mixed responses from the different respondents working in R.T.O.s. 62.9 percent respondents fully agreed to it, 2.9 percent respondents are agreed to the statement that the office has its own building. While 11.3 percent respondents disagreed with the statement, 22.9 percent respondents are fully disagreed with the statement that the office has the building of its own.

The opinion of respondents regarding the statement that if there is no post of subordinates is vacant in the office. 2.9 percent respondents could not give any opinion. But 77.1 percent respondents disagreed to it and 20 percent respondents fully disagreed with the statement.

Co-relation Analysis:

The co-relation co-efficient for the officers, on expectation about office, expectation from employee, office timing, office atmosphere, record keeping and use of computer in day-to-day office working are indexed and co-relation are presented in the following

Table No.5
Co-relation Analysis of officer data

		offic index	emp index	time index	atmos index	recd index	com index
		Col 1	Col 2	Col 3	Col 4	Col 5	Col 6
office index	Col 1	1					
emp index	Col 2	0.980439	1				
Time index	Col 3	0.574719		1			
atmos index	Col 4	-0.83838	-0.87849	-0.26143	1		
recd index	Col 5	0.368662	0.416734	0.769824	-0.26394	1	
com index	Col 6	0.884457	0.837686	0.647562	0.55068	0.356176	1

It is revealed from the table that the significant positive co-relation was observed between expectations about the office and employee index, office-timing index and use of computers in day- to- day working indicates that in the view of officers. These variables are as per their expectation, as regard the relationship between office atmospheres. Significant negative co-relation was observed between expectation about the office and the employee-indicates that in view of officers and

employee. Office atmosphere is inverse to unexpected level. Officers as well as employee are not satisfied about office atmosphere.

The significant positive co-relation between employee index and time index, as well as employee index and computer index indicates that employees are as much as anxious about the office timing and use of computer in day –to- day working. The expectation of officers about the timing and time management availability of record instantly is need of the day and hence the use of computer is only the media for up-to-date record. The negative co-relation between office atmosphere and use of computer in day-to-day working indicates that the computers are not befitting to the office atmosphere. As the solving of problem to the expectation of employees and customers is yet beyond reach.

It can be concluded from the above table that office atmosphere is main hurdle in day-to-day functioning of R.T.O.s in view of officers of R.T.O.s.

Conclusions:

1) The officers are unable to solve the numerous problems of the employees, which become hurdle in their performance.
2) 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.
3) 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.
4) Government does not provide sufficient funds for office building and management. Due to lack of a waiting room, the customers are facing many problems during their visit to the office.
5) 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.
6) The driving classes are not under the control of the R.T.O.s.
7) 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.
8) 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.
9) Office atmosphere is main hurdle in day-to-day functioning in R.T.O.s

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