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**A COMPARATIVE STUDY ON THE SERVICES PROVIDED BY POSTAL SERVICE AND  
COURIER SERVICE (PROFESSIONAL COURIERS) WITH REFERENCE TO  
COIMABTORE CITY**

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**ABSTRACT**

The Indian Postal Service, with 155,333 post offices, is the most widely distributed post office system in the world. The global economic and financial crisis has further deteriorated the conditions in mail markets, with postal operators losing up to 20percent of their mail traffic during this two-year economic downturn, and forecasting losses of 30 percent In the recent decades, the courier service sector worldwide underwent radical changes, to become a significant factor in the exchange of goods and communications in today's era of global connectivity and mass Internet penetration. Both the supply and demand are transformed. Traditional courier services are increasingly affected by competitive pressure of Information and Communication Technologies (ICT) and the process of globalization. Apart from getting adapted to the rapidly changing environment, courier companies strive to become a driving force for change by offering more specific and diverse services.

**KEYWORD:** COURIER / meaning in the Cambridge English Dictionary"Dictionary.cambridge.org. Retrieved 2019-05-21. Postal service in The Oxford Companion to Classical Civilization

抽象的

印度邮政局拥有 155,333 个邮局，是世界上分布最广的邮局系统。全球经济和金融危机进一步恶化了邮件市场的状况，在这两年的经济低迷时期，邮政运营商的邮件流量损失高达 20%，预计损失 30% 近几十年来，全球快递服务业经历了根本性的变化，成为当今全球连接和大规模互联网渗透时代商品和通信交换的重要因素。供给和需求都发生了变化。传统快递服务越来越受到信息通信技术 ( ICT ) 的竞争压力和全球化进程的影响。除了适应瞬息万变的环境外，快递公司还努力通过提供更具体和多样化的服务来成为变革的驱动力。

**KEYWORD:** COURIER / 在剑桥英语词典中的解释"Dictionary.cambridge.org. Retrieved 2019-05-21. Postal service in The Oxford Companion to Classical Civilization"

**INTRODUCTION AND METHODOLOGY**

Communication is very much essential in human life, since from the birth till the death, communication is must to exchange the idea

from one to others. Both postal service and professional couriers service are exist and to connect the people even between two different continents.

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This postal history is really more interesting and also surprising one while turn the pages of history, long back birds are used to sending letters but this could possible only between kings and rich people. Even after postal department has formed initially they have used horses for sending letters. As a development measure now, they are using colorful vans and trains and flights as fast services.

The Professional Couriers (TPC) was established since first November 1987. The eight Directors of this organization had a high philosophy of greatness in help and work creation for the youthful and aggressive. In its newborn child stages TPC was supported with delicate consideration by the Onto Professionals. Today TPC has 18 Regional Offices, more than 1500 Collection Centers and effectively well north of 25,000 objections, where conveyance is conceivable, by a long shot, the greatest Courier Network in India

In this way our postal department and professional couriers mingle with all the persons in India.

### **POSTAL HISTORY OF INDIA**

The postal systems in India existed in various designs from before the Christian time frame. As the Portuguese, Dutch, French, Danish and British removed the Mughals, their postal structures existed nearby those of apparently free states. The British East India Company step by step unstuck various powers and brought into reality a British legitimate system all over India, with a need to develop and stay aware of genuine mail structures. The Indian Post Office, which was set up in 1837, introduced the vital Asian paste stamp, the SkinnedDark, in 1852. The Indian postal system shaped into a wide, solid and strong association giving accessibility to for all intents and purposes all bits of India, Burma,

the Straits Settlements and various locales obliged by the British East India Company.

Professional courier's history:

The start: 1987 - An extended period of brilliance for the Directors of this organization since it was the year wherein they were joined for the business.

The Professional Couriers (TPC) was joined on first November 1987. The authors were new into the world, youthful, qualified and might have looked for business anyplace. Be that as it may, they were made of various stuff. They concluded that they should fabricate their own fortunes with their own hands. Rather than looking for business regularly like others, they had dreams of making an association, which could give work to huge number of youths, similar to them yet maybe with lesser possibilities being champs in the rate race. This is a trying endeavoring for sure, however they hopped head-first into it. Subsequently was conceived TPC with a reason

## **2. RESEARCH METHODOLOGY**

### **Study Area:**

The study area was performed among the courier service offices in Coimbatore city, Tamilnadu, India

### **RESEARCH DESIGN**

The research design used in this study is descriptive.

### **SAMPLING**

The researcher used stratified random sampling technique. The total 150 samples were stratified based on the employment of the respondents are 30 government employees, 30 private employees, 30 students and 30 professionals, 30 self-employed in which 15 are farmers and other 15 are businessmen.

## POPULATION OF THE STUDY

Population of the study confines to the respondents those who are doing business with Postal and Professional couriers.

## TOOLS USED FOR ANALYSIS:

The following statistical tools were used:

- Percentage analysis
- Chi-square analysis

## OBJECTIVES OF THE STUDY

- To study the strength and organization structure and channels of couriers service and postal service
- To study the existing pricing system followed and to know the customer opinion regarding the charges of professional couriers and postal service
- To know the customer satisfaction regarding the services of professional couriers and postal service
- To find out the drawback and problem faced by the professional couriers and postal service

## REVIEW OF LITERATURE

**Title: USPS wants your parcel business.**

**Authors: BARNARD, PATRICK**

**Source: multi-channel Merchant: sep 2008.**

The article outlines the plans of the U.S. Postal service (USPS) to improve its parcel delivery services. In the USPS conference on July 1, 2008, postmaster general John E. "Jack" Potter lays out the USPS service plans that include creating new shipping and mailing services division and creating a new customer relations department in preparation for the implementation of its Intelligent Mail barcode system to establish itself in the market, improve customer services and improve its operation and track its deliveries.

**Title: Singed, sealed, and delivered.**

**Authors: DIXON OLIVER**

## Source: Motor Transport

The Article reports on the status of the parcels industry in Great Britain. It states that there has been some loss of business to the pallet networks, while the volume of paper being moved around the place has obviously dropped with the Universal adoption of email. It adds that Internet has had a significant effect upon volumes as a result of a marked growth in home shopping.

## ANALYSIS AND INTERPETATION

### TOOLS USED FOR ANALYSIS:

The following statistical tools were used

- Percentage analysis
- Chi-square analysis

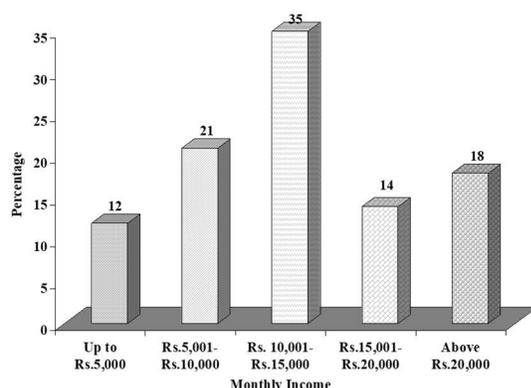
### MONTHLY INCOME OF THE RESPONDENTS

SL. NO	MONT HLY INCOME	NO.OF. RESPONDENTS	PERCENT AGE (%)
1	Up to Rs.5,000	20	12
2	Rs.5,001 - Rs.10,000	32	21
3	Rs. 10,001- Rs.15,000	52	35
4	Rs.15,001- Rs.20,000	20	14
5	Above Rs.20,000	26	18
	<b>TOTAL</b>	<b>150</b>	<b>100</b>

This table is prepared to classify the respondents on the basis of monthly income we came to know that 56% of the respondents middle income group and 32% of the respondents high-income group and 12% of the respondents low income group.

The highest income group (35%) is fall in the, income category of Rs.10,001 to Rs. 15,000 (P.M).

**CHART NO1.1**  
**MONTHLY INCOME OF THE**  
**RESPONDENTS**



**CHI-SQUARE ANALYSIS**  
**PREFERENCE OF USING**  
**PROFESSIONAL COURIERS AND**  
**POSTAL SERVICE**

**(Basis-registered post)**

PREFE RENCE	PROFESSION AL COURIERS		POSTAL SERVICE	
	No. of Respo ndents	Perce ntage (%)	No. of Respo ndents	Perce ntage (%)
I	107	71	97	65
II	43	29	53	35
<b>TOTAL</b>	<b>150</b>	<b>100</b>	<b>150</b>	<b>100</b>

This table shows the preference of customers using courier and postal service on the basis of registered post

71% of the respondents preferred courier service as first and reaming 29% of them ranked 2 for courier service.

65% of the respondents preferred postal service as first and reaming 35% of them ranked 2 for postal service.

With respect to registered post is concern, courier service as a better choice than postal service.

**INCOME AND AMOUNT SPEND IN**  
**MONTHLY POSTAL SERVICE**

To test the relationship between income and amount spend in monthly postal service of the respondents the hypothesis is framed as follows.

**NULL HYPOTHESIS**

There is no association between income of the respondents and amount spends in monthly postal service.

INCOM E	Belo w 100	10 1 to 50 0	501 to 100 0	Abov e 1000	Tota l
Up To RS. 5000	5	7	8	5	25
Rs. 5001 TO 10,000	7	11	12	9	3
Rs. 10001 TO 15,000	7	10	12	9	38
Rs. 15001 TO 20,000	4	5	6	5	20

Above Rs. 20,000	5	8	9	6	28
<b>TOTAL</b>	<b>28</b>	<b>41</b>	<b>47</b>	<b>34</b>	<b>150</b>

Calculated chi square value is 8.35 for degree of freedom 12

The critical chi square at

5 % level of significance 21.026

1 % level of significance 26.217

### RESULT

The calculated chi square value is less than critical value at 5 % level of significance, which reveals that the value is not significant, so null hypothesis is accepted. There is no association between income and amount spend in postal service of the respondents

### INCOME AND OPINION OF CHARGES PROFESSIONAL COURIERS

To test the relationship between income and opinion of charges professional couriers of the respondents. The hypothesis is framed as follows

### NULL HYPOTHESIS

There is no association between income of the respondents and opinion of charges professional couriers.

<b>Incom e</b>	<b>Ve ry high</b>	<b>Hi gh</b>	<b>Nor mal</b>	<b>Lo w</b>	<b>Ve ry low</b>	<b>Tot al</b>
Up To RS. 5000	5	6	6	3	1	21
RS.500 1 to	7	8	8	3	1	27

RS.10,000						
RS.10,001 to RS,15,000	7	8	8	4	2	29
RS.15,001 to Rs. 20,000	10	12	11	5	2	41
Above Rs. 20,000	8	9	9	4	2	32
<b>Total</b>	<b>38</b>	<b>44</b>	<b>41</b>	<b>19</b>	<b>8</b>	<b>150</b>

Calculated chi square value is 8.97 for degree of freedom 16

The critical chi square at

5 % level of significance 26.296

1 % level of significance 32.000

### RESULT

The calculated chi square value is less than the critical value at 5% level of significance, which reveals that the value is not significant, so null hypothesis, is accepted there is no association between income and opinion of charges professional couriers of the respondents.

### FINDINGS

The respondents having awareness about the courier service are also aware about the professional courier, not only that all of them were using professional couriers also.

Most of the letters sent by the respondents through courier are out station letters (38%).

Most of the letters received through courier are also outstation letters (35%).

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- All the respondents are received letters through courier services.
  - All the respondents are using the service of postal department.

### **SUGGESTIONS**

- Speed post rates are much higher than the courier's services. This may be reduced to increase business.
- The professional courier services are not available. In rural areas it can be extended to those places also.
- The collection facility for bulk orders is not available in the Postal department.
- Delayed services are frequently occurred in Postal services. This may be avoided.

### **CONCLUSION**

Any country of highly populated like our India it is not easy task to any government to provide facilities to all the citizens, hence privatization of certain work and department becomes necessary. Accordingly this postal activity are also shared by courier service nowadays the growth of this private courier service is tremendous and in many ways it is more fit for businessmen even across the countries. The office clerical staffs of both postal and professional couriers must thank the scientific and technological advancement of short message services (SMS) through mobile phone and e-mail service of net and computers. Unless the present strength of employees not at all sufficient to delivery letters.

Even though the growth of courier service, is enormous, the postal department never loss its importance and as well its usage. Except some delay in the delivery of some letters of remote areas, it is better in all other service. Mere by spending 50 paise we can send some messages through post cards.