

Work Stress among Private Transport Employees in Thiruchirappalli District

T.M.PREMNATH*

Dr.S. RAJKUMAR**

Introduction

Service sectors role are different from Industrial products, the consumer could be satisfy with their durable and non durable products. If the durable and no durable products are not satisfied the customers may switch over to another company. Employees may not face the customers; the products only reach the customers, the back bone of the company use to face the products delivery and etc. But the service sector the employees should face the customers directly, human being are have sentiments, love, affection and likes and dislikes, in this regard the management expectation may not be cent percent possible while satisfy their customers through their service. So the employees are in need of motivation, training and counseling to satisfy the end customers.

Transportation is important to move one place to another place to fulfill the public needs and wants. This system are in need of 365 days in the year, this service providing by the government sector and private sector, the train facility provide and maintain by the government only, but the road and air service given to private to fulfill the requirement. The private bus service provide condition bus to serve better, they have drivers and conductors to run their bus. They are in service but full day they are in running, so the drivers and conducts are in this service and they are meeting the passengers. Passengers are different in nature, so that they have more job stress.

The running employees have more stress than other service sectors employees. The drivers and conductors are having more stress while handling the passengers. The night time runnings are also hectic to them. This study taken the researcher to study the job stress and factors influence the job stress of the employees. They have lot of work stress from the passenger's side and owner side.

Transport in Tamil Nadu

Transport linkages play an important role in the development of the state. The investment in road transport generates more employment and improves the standard of living. The facility helps to get foreign investment in India. The average growth rate of 9.70 % per annum is generates through road transport. Importance of Stress in general and work-stress in specific can be judged from the fact that behavioral scientists, medical scientists, management experts have covered the research on stress and its impact on individual employees, which include behavioral, emotional, mental and physical impacts on human beings

Statement of the Problem

Present study is concentrated on the working condition and work stress of the employees. Employees stress is growing concern for organizations today. The significance of the study is to analyze the measure the level and causes of Stress among the employees of private transport employees in Trichy District. Work stress problem pose risks to workers' well

* Ph.D., (Part Time), PG & Research Department of Commerce, M.R.Government Arts College, Mannargudi.

** Research Advisor, PG & Research Department of Commerce, M.R.Government Arts College, Mannargudi

being as well as to organizational performance. Hence, the stress is the universal phenomena and property of modern human beings irrespective of their occupation. Today's work environment demands more and more, therefore a certain level of stress is unavoidable and up to an acceptable level, stress can serve as a stimulus to enhance performance and productivity. Workplace stress is demands, or not being able to cope with the demands of a job. This could be triggered by multiple factors including inadequate staff training, a mismatch between staff skills and the demands of a role, or even unachievable demands or expectations being set upon an employee in relation to their role. Poor relationships and negative behaviour within the workplace can be one of the most distressing contributors to workplace stress and is something we will cover in greater depth in the second part of this miniseries. Factors triggering stress caused by change include a lack of timely information and reasoning, lack of opportunities for employees to influence change proposals, and a lack of support during any changes.

Objectives of the Study

- ✓ To identify and analysis the factors influencing work stress among the private transport employees in Tiruchirappalli District.
- ✓ To analysis of work stresses on the transport employees' satisfactions in the study area.
- ✓ To offer suitable suggestions based on the findings of the study.

Sampling techniques

The researcher adopted convenient sampling method to select one hundred and seventy five running employees. It includes both drivers and conductors.

Socio economic profile of the sample running employees

Table 1: The researcher taken 175 samples for this study, taken drivers and conductors

Variable		Sample (Per.)	Variable		Sample (Per.)
Age group	Up to 30 years	48 (27.43%)	Status	Married	134 (76.57%)
	31 years to 45 years	73 (41.71%)		Single	41 (23.43%)
	Above 45 years	54 (30.86%)	Family type	Joint	87 (49.71%)
Work	Drivers	62 (35.43%)		Nuclear	88 (50.29%)
	Conductors	113 (64.57%)	Family members	Up to 4 members	96 (54.86%)
Family monthly income	Up to Rs. 30,000	94 (53.71%)		Above 4 members	79 (45.14%)
	Rs. 30,001 to Rs. 45,000	38 (21.72%)	Years of experience	Up to 4 years	68 (38.86%)
	Above Rs. 45,000	43 (24.57%)		Above 4 years	107 (61.14%)

Forty eight (27.43%) sample running employees are come under the age group of up to 30 years. Seventy three (41.71%) sample running employees are come under the age group of

31 years to 45 years and the remaining fifty four (30.86%) sample running employees are come under the age group of above 45 years.

Sixty two (35.43%) sample running employees are drivers and the remaining one hundred and thirteen (64.57%) sample running employees are conductors.

Ninety four (53.71%) sample running employees' family income is upto Rs. 30,000. Thirty eight (21.72%) sample running employees' family income is between Rs. 30,001 and Rs. 45,000 and the remaining forty three (24.57%) sample running employees' family income is above Rs. 45,000.

One hundred and thirty four (76.57%) sample running employees' are married and the remaining forty one (23.43%) sample running employees' are single.

Eighty seven (49.71%) sample running employees' are joint family and the remaining eighty eight (50.29%) sample running employees' are nuclear family.

Ninety six (54.86%) sample running employees' family members are up to 4 and the remaining seventy nine (45.14%) sample running employees' family members are above 4 members.

Sixty eight (38.86%) sample running employees' are having less than 4 years of experience in this field and the remaining one hundred and seven (61.14%) sample running employees' are having above 4 experience in this field.

Table 2: Job Stress (frustrated) of running sample employees

Frustrated	Number of sample running employees	Percentage
Always	81	46.28
Sometime	54	30.86
Very often	40	22.86
	175	100

Eighty one (46.28%) sample running employees are frustrated always. Fifty four (30.86%) sample running employees are frustrated sometimes and the remaining forty (22.86%) sample running employees are frustrated very often.

Table 3: Factors influencing work stress

Factors	Number of sample running employees	Percentage
Job Security	42	24.00
Peak running times	12	6.87
Passengers wanting change	21	12.00
Poor treatment by passengers	11	6.28
Sleeping problems	22	12.57
Long working hours	17	9.71
No recognition	16	9.14
Learning the routes	11	6.29
Conflict and quarrels	23	13.14
Total	175	100

The running employees are frustrated always or sometimes and very often the same time the researcher got the factors influencing the factors the same time more than one factors may influence the job stress. But the above table shows which factors highly influence the running employees to frustrate.

Forty two (24.00%) running employees are suffering job security. Twelve (6.87%) running employees are suffering peak running times. Twenty one (12.00%) running employees are suffering passengers wanting change. Eleven (6.28%) running employees are suffering of poor treatment by passengers. Twenty two (12.57%) running employees are suffering of long working hours. Sixteen (9.14%) running employees are suffering of recognition. Eleven (6.29%) running employees are suffering of learning the routes and the remaining twenty three (13.14%) running employees are suffering of conflict and quarrels. Majority of the running employees felt that no job security.

Finding and Results

1. Majority (seventy three) of the sample running employees are come under the age group of 31 years to 45 years including conductors and drivers.
2. Majority (one hundred and thirteen) of the sample running employees are conductors.
3. Majority (ninety four) of the sample running employees' monthly family income is up to Rs. 30,000.
4. Majority (one hundred and thirty four) of the sample running employees are married.
5. Majority (eighty eight) of the sample running employees are nuclear family members.
6. Majority (Ninety six) of the sample running employees family members are up to 4 members.
7. Majority (one hundred and seven) of the sample running employees are having above 4 years of working experience.
8. Eighty one (46.28%) sample running employees are frustrated always. Fifty four (30.86%) sample running employees are frustrated sometimes and the remaining forty (22.86%) sample running employees are frustrated very often.
9. Forty two sample running employees out of one hundred and seventy five sample running employees are suffering of job security.

Suggestions

- ✓ Private transport management should give training to drivers how to save the diesel, tire, and accident free driving.
- ✓ Proper training is given to the driver and conductors how to deal with the passengers.
- ✓ Drivers are required to be well experienced and be aware of driving skill before embarking on any driving assignment.
- ✓ The driver has to produce an eye fitness certificate from an eye specialis nominated by the management before his confirmation in the service.
- ✓ To provide equal pay for equal work and to increase the Pay-scale of the employees who work sincerely and productively.

Conclusion

Stress in the workplace has become the black plague of the present era. Stress can make an individual productivity and constructive when it is identified and well managed. Some of the employees fear with the fact that low quality of their work puts stress on them. Stress has been identified to be a major problem in the operation of mode of travel. The transport employee's key element in the system is very easily liable to stress in the course of carrying out his routine responsibility. Many factors that can initiate stress in the transport employees include road conditions, concentration on the road, lack of poor working conditions and design of the vehicle etc.

References

- ★ Tarika Sethi, Ruchika Veramani and Monika Verma, "Stress Management: Its cause and effect", International journal of Research in Commerce and management, Volume 6, Issue 2, 2015.
- ★ Eugene, F. D. C., & Regi, S. B. Advantages and Challenges of E-Commerce Customers and Businesses: In Indian Perspective. *International Journal of Research-Granthaalayah*, 4(3), 7-13.
- ★ K.Neela Pushpm and S. Palanichamy, "Road Transport in Tamilnadu", International Journal of Humanities and Social Science Invention, Volume 2, Issue 4, 2013.
- ★ Regi, S. B., & Golden, S. A. R. (2014). A Descriptive Study On The Role Of Consumer Psychology And Behaviour In Product Purchasing. *Indian Streams Research Journal*, 3(12), 1-6.
- ★ Aamir Sarwar, "Work Stress and Family imbalance comparative study of Manufacturing and Service sector in Pakistan", Middle-East journal of Scientific Research, 2013.