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TRANSPORT EMPLOYEES OPINION ON NATURE OF WORK AND FACILITIES IN CUDDALORE DISTRICT

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ABSTRACT

The study finds out that transport plays a vital role in the development of any place. The drivers and conductors job is a difficult one as it is stressful to the body and it deserves a certain amount of physical and mental fitness and desirable minimum alertness for maximum performance and safety on road. Therefore, the stress can be identified as the major problem for transport employees. The driver and conductor are the key factors in the system of very easily responsible to stress in the way of carrying out their regular responsibility. Many factors can initiate the stress like Organizational factors, Working conditions, Passenger attitudes, public and government attitudes and personal factors. It was found out that working condition and personal factors are significantly influencing physiologically and organizational factors and personal factors significantly impacting psychologically the employees of Transport Corporation in Tamil Nadu.

KEYWORDS

Cuddalore district, stress management, transport employees.

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INTRODUCTION

Today stress is the most integral part of life. Changing the life style and social factors, it becomes predictable. Stress leads to behavioral, physical and mental changes. It can be a positive or negative. Stress generated by undesirable outcomes, is called Distress. Some level of stress is need for effective functioning and performance. The transport plays an important role in the development of each and every state. Transport employees particularly drivers and conductors are frequently report tension, sleeping problems, mental over load and fatigue problems. They are facing many problems compared to other employees.

STRESS

The stress may be emotional, mental and cognitive. Stress is a usual reaction as soon as your brain recognizes a threat. While the threat is perceived, your body releases hormones that make active your "fight or flight" response. Psychologists S. Lazarus expresses stress as "a feeling that a person experiences when they perceive that the demands go beyond the personal and social resources the person is able to mobilize." For the majority of people, stress is an unenthusiastic experience.

TRANSPORT IN TAMIL NADU

Tamil Nadu is backed up by a structured "Public Transport System" like State buses, Private buses, Taxis, and Autos which make communities within the state easier and comfortable. Transport facilities are a basic element in a modern society to bring people together as well as to the development of the society. The Tamil Nadu Government transport corporations provide different types of services like Chennai metro city services, town services, Express service. It includes inside and outside state services, Ghat services and Mofussil express are also offering the services. Now a day's stress is a widely extended and common phenomenon. It affects not only the individuals, but also organizations, companies, families and the whole society. Significance of Stress in general and work-stress in particular can be judged from the information given by the behavioral scientists, medical scientists, management experts. These have covered the research on stress and its impact on individual employees, which includes mental, emotional, behavioral and physical impacts on human beings.

STATEMENT OF THE PROBLEM

Keichel identified the job stress as one of the key problems in the workforce for the next century. Job stress problem poses risks to workers' wellbeing as well as to organizational performance. Hence, the stress is the universal phenomena and property of modern human beings irrespective of their occupation. Because each and every job has its own nature and accordingly it is generating a kind of pressure (Stress) over the respective domain. According to the above truth, the transportation sectors especially the public transport and its employees facing plenty of problems and issues in their day to day life. India's public Road Transport Systems are among the most heavily utilized in the world which is mostly run by government owned Transport Corporation, come under the preview of State Governments. In Tamilnadu, Public Road Transport still remain as the primary and preferred mode of transport for the most of the population. Buses take up over 90 per cent of Road Public Transport in India, and serve as a cheap and convenient mode of transport. Therefore, the employees' level of job stress is vital for the safety and security of mass passenger population.

Today's work environment demands more and more, therefore a stress is unavoidable upto an acceptable level. Stress can serve as a stimulus to enhance performance and productivity. However, when the level of stress is such that, an individual is incapable of satisfactorily dealing with it, then the effect on performance may be negative. Therefore, assessment of level of stress is important. Stress has become significant due to dynamic social factors and changing needs of life style. Cooper and Sutherland's research evidence indicates that a wide variety of workplace conditions causes stress, strain or pressure. According to the WHO report job related stress in developing countries is often made worse by a broad spectrum of factors besides the work environment, external environment and individual factors. Therefore, identification of factors influencing job stress is considered as important.

OBJECTIVES

1. To study the Employees opinion on nature of work and facilities in the study area.
2. To assess the level of stress among the transport employees in the study area.
3. To offer suitable suggestions based on the findings of the study.

METHODOLOGY

Both primary and secondary data were used for the purpose of this study. Primary data were collected through interview schedule from the respondents. The secondary data were collected from various books, journals, newspapers, articles and some websites.

SAMPLING DESIGN

Villupuram Transport Division is divided into six regions namely, Villupuram Region, Cuddalore Region, Vellore Region, Kancheepuram Region, Thiruvallur Region and Tiruvannamalai Region. Out of six regions the study covers only Cuddalore region. There are 11 depots functioning in Cuddalore region. All are considered in

the present study. In Cuddalore region 1839 Conductors and 1918 drivers are working at present. Out of which 10 per cent Drivers 192 respondents and Conductors 184 respondents are selected as sample under the simple random sampling techniques.

TOOLS FOR ANALYSIS

The study used Statistical tools such as; simple percentage, standard deviation is used to indenting the characteristics of population. Factors analyses were used to analyze the data. ANOVA and Chi-square tests are applied to test the hypotheses which are framed for the analysis and interpretation of data.

ANALYSIS

TABLE 1: EMPLOYEES OPINION ON NATURE OF WORK AND FACILITIES

S. No	Employees opinion on nature of work and facilities	Respondents	Percentage	
1	Over Loaded of Work	Yes	263	69.90
		No	113	30.10
		Total	376	100
2	Training Programme	Yes	324	86.17
		No	52	13.83
		Total	376	100
3	Providing Privilege to Ladies	Yes	66	17.55
		No	310	82.45
		Total	376	100
4	Politics Prevail in the Corporation Cause for Stress	Yes	204	54.30
		No	172	45.70
		Total	376	100
5	Get Anxious about Job Security	Yes	283	75.30
		No	93	24.70
		Total	376	100
6	Job is Routine in Nature	Yes	145	38.60
		No	231	61.40
		Total	376	100
7	Co-operation from Peers	Yes	135	35.90
		No	241	64.10
		Total	376	100
8	Family Problems tend to interfere with official work	Yes	262	69.70
		No	114	30.30
		Total	376	100
9	Feelings on work is not appreciated	Yes	237	63.00
		No	139	37.00
		Total	376	100
10	Accident Met by Bus	Yes	227	60.40
		No	149	39.60
		Total	376	100
11	Number of Times accident happen	Only one time	116	30.90
		2 times	85	22.60
		3 times and more	26	6.90
		Total	227	60.40
12	Person Responsible for Accidents	Myself	70	18.60
		Others	157	41.80
		Total	227	60.40
13	Reason for Responsible to Accidents	Stress	66	17.60
		Non co operative peer workers	63	16.80
		Poor bus and road conditions	98	26.10
		Total	227	60.40
14	Satisfaction on Shift Timings	Yes	116	30.90
		No	260	69.10
		Total	376	100
15	Satisfaction on Allowances for the Night shift duty	Yes	121	32.20
		No	255	67.80
		Total	376	100
16	Incentives	Good	160	42.55
		Moderate	94	25.00
		Poor	122	32.45
		Total	376	100
17	Keen on Saving Fuel	Yes	262	69.70
		No	114	30.30
		Total	376	100
18	Reason for Keen on Saving Fuel	Appreciation / Awards	44	11.70
		Interest of organization	108	28.70
		Both of the above	68	18.10
		Leader's attitude	42	11.20
		Total	262	69.70
19	Average Number of over time working hours per week	Up to 24 hours	225	59.80
		More than 24 hours	151	40.20
		Total	376	100
20	Canteen Facilities	Good	130	34.60

		Moderate	191	50.80
		Poor	55	14.60
		Total	376	100
21	Drinking Water Facilities	Good	70	18.60
		Moderate	189	50.30
		Poor	117	31.10
		Total	376	100
22	Rest Room Facilities	Good	162	43.10
		Moderate	165	43.90
		Poor	49	13.00
		Total	376	100
23	Medical Facilities	Good	54	14.40
		Moderate	138	36.70
		Poor	184	48.90
		Total	376	100
24	Housing Facility	Good	56	14.90
		Moderate	80	21.30
		Poor	240	63.80
		Total	376	100
25	Safely Measures	Good	196	52.13
		Moderate	102	27.13
		Poor	78	20.74
		Total	376	100

Source: Primary Data

- Over loaded of work:** Over load work is a one of the important reasons for job stress. All the transport employees are over loaded working. Out of 376 employees, 263 (69.90 %) agreed that their work load is high, whereas 113 (30.10 %) respondents disagreed on their over loaded work.
- Training Programme:** In TNSTC Cuddalore region has organized various training programmed for all the employees particularly drivers and conductors. Among the 376 employees, 324(86.17%) have satisfied the training programme organized by TNSTC and 52(13.83) employees were not satisfied with the present training method particularly driving by safe training programme in addition to computers training for conductors. It is concluded that the majority of the employees were satisfied the training programme organized by TNSTC.
- Providing privilege to ladies:** In Transport Corporation the drivers and conductors have given some privilege to ladies. 310(82.45%) have not providing privilege to ladies and around 66(17.55%) of the respondents have given some privilege to ladies. In is concluded that the majority of the respondents have not give a privilege to ladies.
- politics prevail in the corporation cause for stress:** TNSTC, the political parties are involved in all the levels. It is one of the important causes for stress. 204 (54.30 %) employees consent to the statement on politics prevail in the corporation cause for job stress. 175 (45.70%) employees disagree to the statement.
- Gets anxious about job security:** Table discloses about anxiousness about their job security. 283 (75.30 %) employees opine that they are worried about their job security. Whereas 93 (24.70%) respondents do not have any anxiousness about their job security. It is clear that the majority of employees have anxiousness about their job security.
- Job is routine in nature:** TNSTC employees have to work in routine. Some of the employees have satisfied with the nature of work. 231(61.40%) of the respondent's job is not routine in nature, followed by 145(38.60%) of the respondents the routine in nature. So, the opinion of the majority of the respondents is that their work is not routine in nature.
- Set Proper Co-operation from peers at work:** Transport corporation cooperation is the major aspect of job level. Table shows that whether the employees get peer cooperation or not. 135 (35.90%) respondents feel that they are getting cooperation from their peer group. Whereas majority of the respondents have the numbering 241 (64.10%) are not receiving cooperation from their peers for their work.
- Family problems tend to interfere with official work:** Family problems have more affect on official work. It is also created the job stress. It could be seen that 262(69.70%) respondents say that the family problems tend to interfere with official work and 114(30.30%) respondent's family problems not interfere with official work. It is concluded that the family problems affect the official work of the majority of the respondents.
- Feelings on work is not appreciated:** If the work is appreciated by higher officers, then employees have interested to do hard work. All the employees expect appreciation. The corporation may motivate the employees in different ways. This is one of the ways to motivation. Among the 376 samples of this study, more than half of the 237 (63.00%) employees feeling on work is not appreciated and 139 (37.00%) employee's opinion on work is appreciated. From this data the researcher concludes that, the more number of employee's work are not appreciated by the higher officers.
- Accident met by bus:** In transport service, accidents are fairly common. The questions were asked to the respondents whether they have been met an accident during the service. It is witnessed that more than half, that is 227 (60.40%) of the respondents have been met accident by bus and 149 (39.60%) respondents have not been met any accident by bus. It is interesting to note majority of 227 (60.40%) respondents have been met an accident by bus.
- Number of times accident happen:** The respondents who had met accidents during various occasions were satisfied. Out of 227 employees, the majority of 116 (30.90%) employees only met with accident. Whereas only 85 (22.60%) of the employees met two times with accident. A number of 26 (6.90%) employees met three times and more accidents. Overall most of the employees met with an accident only one time.
- Person responsible for accidents:** The respondents were asked to identify the responsibility for accident. Out of 227 respondents, around two third 157 (41.80%) of the respondents are responsible for accidents, to others followed by 70 (18.60%) of the respondents are responsible for myself. Overall, the study indicates that majority of 157 (41.80%) respondents say that others are responsible for accidents.
- Reason for responsible to accidents:** The employees were asked to reason for responsible to accident. Out of 227 respondents, 98 (26.10%) of the respondents say that the main reasons for accidents due to poor conditions of bus road, followed by 66 (17.60%) of the respondents are responsible for accidents due to stress. Around 63 (16.80%) of the respondents say that the main reasons for accident is non co-operative of peer workers. Overall, the study indicates that the poor bus and road conditions are the main reasons for accidents.
- Satisfaction on shift timings:** The employees working time particularly for drivers and conductors are more important. An attempt was made to identify the satisfaction of the respondents on shift timing. It is understood from the table that more than half 260 (69.10%) of the respondents have not satisfied on shift timings and 116 (30.90%) of the respondents have satisfied on shift timings. This indicates that majority of the respondents have not satisfied on shift timings.
- Satisfaction on allowances for the night shift duty:** The night shift duty was always tedious and general metabolism got affected. If the employees regularly worked across in night shift, they face some problems. The TNSTC to take special care against the employees working in night shift. The corporation offers a special allowance for the employees who were working in night shift. Table witnessed the satisfaction on allowances for the night shift duty. 255 (67.80%) of the employees were not satisfied on allowances for the night shift duty, and 121 (32.20%) of the employee were satisfied on allowances for the night shift duty. In the present study, most of the employees were not satisfied on allowance for the night shift duty.

7. **Incentives:** Motivation is one of the important factors to employees to show the actual in their work. The TNSTC have offered different types of incentives to encourage the employees to their involvement. The incentives offered in the form of financial and non-financial modes. The sample survey highlighted that 160 (42.55%) of the employees opinion on present incentive scheme is good, whereas 122(32.45%) employees viewed is poor and 94(25.00%) of the employees opinion is moderate. It is concluded that most of the employees have satisfied with the incentive scheme.
8. **Keen on saving fuel:** The transport corporation officers expect from their employees to save fuel. The questions were asked the employees whether they show interest to save the fuel. Table says that the 262 (69.70%) of the respondents are saving the fuel and 114 (30.30%) of the respondents are not saving the fuel. It is interesting to note the majority of the 262 (69.70%) respondents are saving the fuel.
9. **Reason for keen on saving fuel:** The respondents were asked what the major reasons for saving the fuel consumption are. The reason was deliberated and four heading in general like appreciation/awards, interest of organization, both the reasons and leaders attitude was found out. Out of 262 employees 108 (28.70%) respondents main reason for saving a fuel is interest on organization, followed by 68 (18.10%) respondents the reasons are both appreciation/awards and interest on organization respectively. Around 44 (11.70%) respondents the reason is appreciation/award and 42 (11.20%) is the leader's attitude. It is observed that the most of the transport employees main reason for saving fuel is interest on organization.
10. **Average number of over time working hours per week:** The Majority of the employees have interest to work over time. Because the wages of over time is high, compare to normal working hours. It is found the Table indicates that out of 376 respondents 225 (59.80%) employees average number of over time working hours per week is up to 24 hours and the remaining 151 (40.20%) employees have more than 24 hours in the average number of over time working hours per week. It is inferred that the majority of the respondents average number of over time working hours per week is up to 24 hours.
11. **Canteen facilities:** TNSTC has given various canteen facilities to their employees. It is one of the motivations to employees. A seen from the Table shows that 191 (50.80%) employees opinion about the canteen facilities is moderate, followed by 130 (34.60%) employees opinion is good. But 55 (14.60%) employees' opinion of canteen facilities is poor. It is concluded that the most of the respondents' opinion on canteen facilities is moderate.
12. **Drinking water facilities:** TNSTC have provided water facilities to their employees. Out of 376 respondents 189 (50.30%) employees were the opinion on drinking water facilities is moderate, 117 (31.10%) employees opinion is poor and 70 (18.60%) employees opinion on drinking water facilities is good. It is clear that majority of the respondents opinion on drinking water facilities is moderate.
13. **Rest room facilities:** Each and every employee wants to take rest in rest time. So the transport corporation has well maintained the rest room facilities. It could be seen from Table that the opinion on rest room facilities by 165(43.90%) employees are moderate followed by 162(43.10%) employees opinion on rest room facilities is good. But the rest of the 49(13.00%) employees' opinion is poor. Thus it is inferred that the majority of the employees 165(43.90%) opinion on rest room facilities is moderate.
14. **Medical facilities:** The Corporation has provided medical facilities to their employees. This is one of the most important components in any corporation. Table discloses about opinion on medical facilities by the Transport Corporation employees. 184(48.90 %) employees opinion on medical facilities are poor. Whereas 138 (36.70%) employees opinion are moderate 54(14.40%) employees' have opinion on medical facilities are good. It is clear that majority of employees opinion on medical facilities are poor.
15. **Opinions on housing facility:** TNSTC have provided housing facilities to his employees. All the employees are not interested to get house from corporation. out of 376 employees 240 (63.80%) employees opinion on housing facilities are poor, followed by 80 (21.30%) employees opinion is moderate and 56 (14.90%)employees opinion on housing facilities is good. It reveals that majority of the employees 240(63.80%) opinion on housing facilities is poor.
16. **Safely measures:** Safety measure is one the most important actions in the transport corporation. The TNSTC provides a variety of safety measures to the employees. Table shows that 186(52.13%) respondents opinion on safety measure is good, followed by 102(27.13%) respondents opinion on safety measures is moderate and 78(20.74%) respondents opinion is poor. From the analysis it is learned that the majority of the respondents are satisfied on safety measure offered by the NSTC.

SUGGESTIONS

1. Insight on political and official pressure is high which should be eradicated at any cost since this factor will have an adverse impact on the functioning of TNSTC.
2. Body fitness is necessary to all the employees particularly to drivers and conductors. Therefore, the Transport Corporation should follow the latest technology and organize regular eye and health checkups to the drivers and conductors. Medical facility is highly required to the employees in the depots.
3. The corporation should train the current training methods to drivers and conductors so that the trainees have to understand their importance in the corporation.
4. Incentives are the main motivation to the employees. The incentives have to be paid according to the performance of transport employees.
5. Drivers and conductors of the corporation are the only production point workers and they should be provided with all the training facilities they require from the corporation more than others. After that the corporation will reach the goal.
6. The corporation has to get better performance appraisal basic of both financially and physically, so as to proof new development in this aspect.
7. Require based transfers can be implemented to serve up the real requirements of the corporation.
8. The corporation should develop the urgent measures to improve the safety and security elements among the drivers and conductors. Supplementary security equipment's and training should also be given to everyone often.
9. The corporation should conduct stress management programmes at regular intervals, as drivers and conductors are in touch with the universal public daily. Yoga and health camps can be organized to decrease their stress level.
10. Drivers are to be healthy experienced necessarily and be alert of driving skills prior to embarking on any driving job.
11. The driver has to produce an eye fitness certificate from an eye specialist nominated by the corporation before his confirmation in the service.
12. Smoking is a bad habit to the employees. So, the drivers and conductors must be positive to stop smoking. They should have usual medical check-ups, particularly checking blood pressure regularly.

CONCLUSION

Transport plays a vital role in the development of any place. The drivers and conductors job is a difficult one as it is stressful to the body and it deserves a certain amount of physical and mental fitness and desirable minimum alertness for maximum performance and safety on road. Therefore, the stress can be identified as the major problem for transport employees. The driver and conductor are the key factors in the system of very easily responsible to stress in the way of carrying out their regular responsibility. Many factors can initiate the stress like Organizational factors, Working conditions, Passenger attitudes, public and government attitudes and personal factors. It was found out that working condition and personal factors are significantly influencing physiologically and organizational factors and personal factors significantly impacting psychologically the employees of Transport Corporation in Tamil Nadu.

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