AN OCCUPATIONAL STRESS OF TNSTC EMPLOYEES

(A study with special reference to in preambular depot)

Dr.R.Karthiga

Assistant Professor, Department of Commerce, Srinivasan College of Arts and Science, Perambalur.

Dr.S.Ananthi

Assistant Professor, Department of Commerce, Srinivasan College of Arts and Science, Perambalur.

Dr.E.Sridevi

Assistant Professor, Department of Commerce, Srinivasan College of Arts and Science, Perambalur.

Dr.P.Deepa

Assistant Professor, Department of Commerce, Srinivasan College of Arts and Science, Perambalur.

Abstract

The progress of our nation depends heavily on the transportation system. Its major goal is to provide a connection between urban and rural communities. Buses are mostly used by students and those who commute to work. The safety of passengers and other road users is of the utmost concern in many different transport businesses, including India's bus-oriented small- and medium-distance passenger transportation. The primary goal of this article is to identify and analyse the factors that affect occupational stress among transportation personnel.

Keywords: Job stress, Transportation employees

Introduction:

The "Age of Anxiety" is recognised for its stress since it is an inevitable element of living a fast-paced existence in the modern world. Stress is now unavoidable due to changes in social norms and lifestyle. Stress results in behavioural, mental, and physical changes. Stress has both good and bad effects. It is referred to as "Distress" if it results from unfavourable outcomes, while it is referred to as "Eu-stress" if it results from favourable and successful consequences. A little bit stress is required for optimal performance since it may inspire goals and kindle your passion for effectiveness.

Stress:

Stress is characterised as an emotional reaction to a demand that is made of you. A typical response when your brain detects a threat is stress. Your body releases chemicals that trigger the "fight or flight" response when a threat is detected. This fight-or-flight reaction can be triggered by unexpected occurrences as well as perceived threats in less serious

circumstances. The best way to define stress is according to psychologist Richard S. Lazarus: "a condition or feeling that a person experiences when they perceive that the demands exceed the personal and social resources the individual is able to mobilise." Most individuals find stress to be a bad thing.

Transport in TamilNadu:

Large and heavily urbanised, Tamil Nadu is a state. Transport connections are crucial to the state's growth. The road transport sector creates a lot of jobs; for every one lakh rupees invested, 9.26 and 16.95 people were employed in trucks and buses, respectively. The number of passengers travelling by road has been expanding at an average annual growth rate of 9.7%. In 1951, the road share was only 38%, but by 2022, it had grown to 90%.

An organised "Public Transport System" in Tamil Nadu, including State and private buses, taxis, and auto rickshaws, facilitates and enhances communication throughout the State.Stress is a prevalent and everyday occurrence today. All of the people are impacted, but also the businesses and organisations, their families, and, last but not least, the entire society. The fact that behavioural scientists, medical scientists, and management experts have covered the research on stress and its impact on specific employees, which includes behavioural, emotional, mental, and physical impacts on people, can be used to judge the importance of stress in general and work-stress in particular.

Review of Literature:

OreoluwaAkingunola and Oludele Adigun (2020) a research study was conducted aimed at determining the existence of stress in the Nigerian Banking Industry. A structured questionnaire was designed to collect information from both executives and none-executives of the Nigerian banking industry. However, the stress level is higher among the executive than the none executive. It was concluded that there exist high level of stress in the Nigerian Banking Industry which affect personal health significantly thereby requiring management action in implementing stress relieving measures.

L. S. Kang and R. S. Sandhu (2021) in their article said that stress is an individual's state of mind in an encounter of demanding situation or any constraint in the organization which s/he feels harmful or threatening for her/himself. Stress emerges from various energy seeping conditions in the working environment.

Pisanti et al. (2021) compared job characteristics, organizational conditions, distress and well-being of nurses from two nationalities. The other studies focused on different settings and categories of nurses (registered nurses and practical nurses working in hospitals and health care centres.

Anbhule Hemant Arjun (2013) supervisor's support and co-workers help are heavily affect the working environment. The main purpose of this study is to find out the relation between job satisfaction and job stress among the bus drivers of public transport department of Pune Municipal Corporation. The participants of the study consist of 390 bus drivers of public transport department of Pune Municipal Corporation. The result shows that there is significance relation between job satisfaction and job stress. The result also implies that supervisor's support regarding job performance is very important. The result also shows that coworkers help in solving job related & personal problem can become major factor for creation of job dissatisfaction.

Statement of the problem:

One of the most demanding occupations in today's workforce is transportation. Increased workload and laws and regulations from the government might be the causes of such. Stress is greatly influenced by the workplace. Stress can also result from time management issues,

Eur. Chem. Bull. **2023**,*12(Special Issue 5), 1685-1692*

1686

traffic jams, fear of accidents, crowding, improper passenger behavior, etc. The purpose of this study is to look at how much stress workers in the transportation industry suffer. The researcher's thoughts were prompted by the following queries.

- What kind of work environment do transport workers experience there, and are they happy with the hours they are required to put in?
- What do employees think about the current working environment, do they feel satisfied, and what are the variables that affect their level of satisfaction?
- What is then the level of stress of transport employees?
- What are the factors causing the level of stress?

Objectives of the Study:

- To study the various factors causing stress among transport employees.
- To measure the impact of job stress and satisfaction level of employees working in TNSTC.
- To offer suggestions for removing the job stress among employees.

Research Methodology:

Area of the Study: A Study with Special Reference to preambulardepot.

Sampling Design: Researcher used descriptive research for studying the attitude of the employee.

Sampling Unit: The workers are working in various cater of position. Random sampling method is adopted to get insight about the study.

Nature and Source of Data: The data needed for the study is both primary and secondary data. The primary will be collected through questionnaires and interviewing the respondents using the interview schedule in the Preambular depot. Secondary data collected through Internet, magazines, journals and books from various concerning libraries and inputs from employees in Preambulardepot

Sampling Size: A total of 150 respondents in preambular depot employees exclusively (drivers and conductors) are taken as Sample. Statistical Tools Used for the Study: The study has been analysed using the following statistical tools. Simple percentage analysis, Weighted Average method, Chi-square test

Limitations of the Study:

- The study is confined to transport corporation which are located in preambulardepot only. So the results cannot be generalized.
- The sample size may be small. Personal bias of the respondents might have crept while answering a few questions in the structured questionnaire.
- The period of the study is limited.

Analysis and Interpretation

In this section, the researcher presents the demographic details of preambulardepot bus drivers and conductors. In order to describe the demographic and occupational details, the researcher has used simple percentage analysis and the results are presented below.

TABLE NO: 1

Frequency of Demographic Profile of the Respondents

Particular		No. of Respondents	Percent (%)
GENDER	Male	224	100
	Total	224	100

AGE	20 – 30 years	28	12.5
	30 – 40 years	64	28.6
	Above 40 years	132	58.9
	Total	224	100
MARITAL STATUS	Married	215	96
	Unmarried	9	4
	Total	224	100
QUALIFICATION	SSLC	160	71.4
	HSC	37	16.5
	Diploma	8	3.6
	UG	19	8.5
	Total	224	100
MONTHLY INCOME	Below 15,000	44	19.6
	15,000-20,000	33	14.7
	20,000-25,000	42	18.8
	Above 25,000	105	46.9
	Total	224	100
EXPERIENCE	Below 5 years	49	21.9
	5-10 years	48	21.4
	10-15 years	12	5.4
	Above 15 years	115	51.3
	Total	224	100

Source: Primary Data

It is clear from the above table that male respondents made up the majority of research participants (224 respondents) 58.9% of respondents were under the age of 40 and 96% of respondents were marred regarding educational background 71.4% of respondents have an SSLC. The average monthly income of the respondents is above Rs.26,000 and 51.3% of them have been bud drivers for more than 15 years.

TABLE NO:2

Frequency of bus driver's opinion about their work

The data table below shows how frequently Preambular bus drivers have positive or negative things to say about their current shifts, breaks from work, the future of their jobs, and whether or not they would suggest a career as a bus driver to others.

S.No	Particulars	No of respondents	Percentage
PRESENT WORKING SHIFT			
1	Morning	134	59.8
2	Afternoon	5	2.2
3	Evening	85	37.9
	Total	224	100
BREAK TIME IN BETWEEN THE JOB			
1	YES	94	42
2	NO	130	58
	Total	224	100
FUTURE OF BUS DRIVER WORK			
1	Better then now	9	4
2	The same as now	28	12.5
3	Worse than now	187	83.5
	Total	224	100
RECOMMEND THE BUS DRIVERS JOB **TO OTHER PEOPLE**			
1	Yes without hesitation	58	25.9
2	Yes but with some reservation	30	13.4
3	NO	136	60.7
	Total	224	100

Source: Primary Data

Interpretation

The following table shows that 134 respondents work morning shifts 130 of the total respondents said that there is no time for a break in between jobs. The majority of respondents (187 respondents, 83.5%) believe that bus drivers jobs will get worse over time. Additionally, it was shown that the majority of the 136 respondents (60.7%) were unwilling to endorse the bus driving profession to others.

TABLE NO: 3

Relationship between Demographic variables and factors related to Job Satisfaction and Job stress.

Numerous studies contend that the demographic background and their vocational history have a crucial impact in assessing the job satisfaction and job stress of bus drivers working in the Premalur depot.Therefore, the researcher's goal in this part is to assess how the demographic profile affects the job satisfaction and stress levels of bus drivers operating at peramular depot.

ONEWAY ANOVA

Particulars			Sum of Squares	Df	Mean Squares	F	Sig.
Age	JOB SA	Between Groups	1.504	2	.752	8.962	.000
		Within Group	18.548	221	.084		
		Total	20.052	223			
	JOB ST	Between Groups	.164	2	.082	.513	.600
		Within Group	35.382	221	.160		
		Total	35.546	223			
Marital Status	JOB SA	Between Groups	.569	1	.569	6.480	.012
		Within Group	19.484	222	.088		
		Total	20.052	223			
	JOB ST	Between Groups	.004	1	.004	.022	.882
		Within Group	35.542	222	.160		
		Total	35.546	223			
Monthly Income	JOB SA	Between Groups	1.885	3	.628	7.610	.000
		Within Group	18.167	220	.083		
		Total	20.052	223			
	JOB ST	Between Groups	.704	3	.235	1.482	.220
		Within Group	34.842	220	.158		
		Total	35.546	223			

Sources: Primary Data

Interpretation:

At the 5% level of significance, the age of the respondents (P=.000, F=8.962), married status (P=.012, F=6.480) and monthly income (P=.000, F=7.610) are all statistically significant.

The age group of those over 40 has a mean work satisfaction score of 3.8018. Compared to responders from other age groups.Given that the average marital status is 3.75, it can be said that married drivers are content with their jobs. Drivers who are single are not happy with their jobs. The respondents with the highest mean values,3.84 had monthly incomes between Rs.20,000 and 25,000. Therefore, it can be said that of all the respondents in other income groups, they have the most influence on aspects linked to work satisfaction.

The null hypothesis is accepted, and it is deducted that there is no meaningful association between demographic characteristics and those associated with occupational stress. Age (0.60), Married status (0.882), and monthly income (0.220) all have p values that indicate that the demographic variables have no bearing on the characteristics that contribute to

occupational stress. This demonstrates that bus drivers from all demographic backgrounds have the same level of occupational stress.

Findings of the study:

According to the survey, there are no female bus drivers preambular depot. The majority of respondents, 58.9%,are drivers in their middle years. Bus drivers make up the bulk of respondents (96%), who are married. Additionally, it was discovered that 46.9% of the respondents made more than Rs.25,000/-

Application of the annovaapproach revealed that characteristics connected to job stress had little effect on demographic variables, but age, marital status, and monthly salary have a greater impact on the job satisfaction of bus drivers. Therefore, it is Clear that all the bus drivers experience occupational stress, regardless of demographic factors.

Suggestion of this Study

The study contributes to the development of a number of recommendations for lowering stress and consequently raising job satisfaction among bus drivers. They are listed below;

1.The PTC should enhance the facilities, including the position and adjustments of the seat, steering wheel, and pedals, as well as the visibility and labelling of the dashboard for the bus drivers.

2. Used components should be promptly repaired and replaced, and buses should undergo routine maintenance.

3. To lessen the bus drivers stress levels, timetables, shift patterns, the frequency of breaks, and the amount of rest between working days should all be changed.

4. The government should assign the same shifts for consecutive days rather than switching them every day, especially when new bus models are introduced.

5. Additionally, there should be a decent interval between each shift.

6.It is advised that the one day off be extended to two days and that regular health campaigns be held for the drivers to promote good health.

Conclusion of this Study

The study's conclusion emphasises how difficult and fraught with occupational and emotional hazards it is to be a bus driver. Bus drivers' stress levels can be reduced by not only adopting numerous precautions but also encouraging them to participate in yoga method programmes to shield themselves from stressors. The stress level of the drivers may be reduced by the bosses' frequent personal interactions with them. Drivers will be more satisfied with their jobs if they and their families have access to proper healthcare.

References

1)Sundar.k., "Job Satisfaction of drivers and conductors in Tamilnadu State Transport Corporation – A Research Study", Indian journal of transport management, Vol-33, No.4,Oct- Dec-2015, pp.278-29.

2)Victor S. and Desanits, comparing job satisfaction among public- private employees, The American Review of the public Administration, Vol.26, No.3,pp.327-343.

3)Chandraiah.K. And AgarwalA.C. "Ocupational stress and job satisfaction among managers" Indian journal occupational and Environment, medicine. Vol.7,No.2.

4)Tse, J.L. M., Flin, R., & Mearns, K. (2006). Bus Driver well-being review: 50 years of research. Transportation Research Part F: Traffic Psychology and Behaviour, 9(2), 89-14.

5)Metropolitan Transport Corporation, Chennai (www.mtcbus.org).

6)Machin, M. A., & Hoare, P.N. (2008). The role of workload and driver coping styles in predicting bus drivers' need for recovery, positive and negative affect and physical symptoms. Anxiety, stress & coping, 21(4), 359-375.

7)Morris, J. N., Heady, J. A., Raffle, P. A. B., Roberts, C. G., & Parks, J. W. (1953). Coronary heart disease and physical activity of work. The lancet, 262(6796), 1111-1120.

8)Tse, J. L. M., Flin, R., & Mearns, K. (2006). Bus Driver well-being review: 50 years of research. Transportation Research Part F: Traffic Psychology and Behavior, 9(2), 89-114.

9)Michiel A.J. Kompier, Vittorio Di Martino., " Review of bus drivers' occupational stress and stress prevention", Stress Medicine Journal, Vol-11, Issue 1 January 1995, Page 253-263.