

# A Study on the Impact of Personal Profile of the Private Bus Conductors on Working Environment in Perambalur District

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## Abstract

In everyday's life people are subjected to a wide range of pressures. Similarly there are also a wide range of resources and strategies for coping with pressure. Sometimes people cope well and will not feel that the pressure is having any adverse effect upon them. At other times they will have difficulty in dealing with the situation and that is when we may use the term "stress". This study will help the target audience [conductors] to identify the root cause for the family conflict due to work stress and accordingly they will be able to locate suitable Working Environment and maintain smooth and cordial relationships with their family members. The private bus transport employees are clouded by unlimited number of stress influences from various corners and indeed can be pronounced they are always living with stress. To measure the impact of personal profile of the respondents on working environment. As far as working environment related issues are concerned passengers think of conductors should keep change and it is their moral responsibility is the major reason for getting stress to conductors. With regard to operational issues, poor and improper maintenance of ticketing machine is the major reason for getting stress. As, the conductors who have more experience are experiencing high collection related issues, salary related issues, accident, public related issues and personal life related issues, companies may recruit new employees and train them for the job. Otherwise, the management should promote their experienced conductors as inspectors or squad to check the performance of their inexperienced conductors. When companies implement the suggestions mentioned in this area and thereby satisfy their employees, then the forthcoming years will be a golden period not only for the private bus transport companies, but also for their employees as well as for the Public.

**Key Notes:** Working environment, Company issues, Absenteeism and Accident

## INTRODUCTION

Stress is a complex phenomenon. It has been defined in many ways, but simply put; it is the wear and tear of everyday life. In everyday's life people are subjected to a wide range of pressures. Similarly there are also a wide range of resources and strategies for coping with pressure. Sometimes people cope well and will not feel that the pressure is having any adverse effect upon them. At other times they will have difficulty in dealing with the situation and that is when we may use the term "stress". In reality, any situation that puts pressure is technically "stressful". Stress is not necessarily unpleasant or harmful. When people are able to cope satisfactorily with the stress and find it to be positive in its effect, they tend to use other words – such as "stimulation" or "challenge". There are books now, which review the sources and outcomes of job-related stress, the methods used to assess levels and consequences of occupational stress and strategies to confront stress and its associated problems. Stress is the "wear and tear" our bodies experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. As a positive influence, stress can help compel us to action; it can result in a new awareness and an exciting new perspective. As a negative influence, it can result in feelings of distrust, rejection, anger, and depression, which in turn can lead to health problems such as headaches, upset stomach, rashes, insomnia, ulcers, high blood pressure, heart disease, and stroke.

## REVIEW OF LITERATURE

**Nadeem Malik (2011)** in his research paper entitled, "A Study on Occupational Stress Experienced by Private and Public Banks Employees in Quetta City", examined the impact of occupational stress produced upon bank employees. A sample of 200 employees from private and public banks in Quetta City showed that occupational stress was found higher among private bank employees compared to public bank employees. The study had indicated that in both sectors role overload, role authority, role conflict and lack of senior level support were found to be the major stressors among different occupational stress variables. The study also indicated that the private employees have high workload compared to public bank employees. The study concluded that the bank employees cannot afford the time to relax and "wind down" when they were faced with work variety, discrimination, favoritism, delegation and conflict in tasks.

**Swaminathan P. S and Dr. Rajkumar S (2013)** in their research entitled, "Stress Levels in Organizations and their Impact on Employees' Behavior", examined the stressors in a sample of 250 working professionals from self owned establishments, corporate, banks and educational institutions in Chennai. They identified some stressors such as degree of work freedom, manipulation, office politics and environment of trust or mistrust. Their study found that office politics was a major stress among the employees. It was understood that high stress levels 33 were found among the respondents having own business and the respondents over 20 years experience. With respect to the type of job, the field job entailed a lot of stress and heavy pressure due to meeting targets, frequent travel, meeting all types of clients, working in irregular hours, daily reporting and strict control by top management. The study suggested that good relationship with colleagues reduces chance of manipulation and office politics and promotes understanding.

**Puja and Shweta (2013)**, identified a few variables like work life imbalance, unmatched expectations, lack of skills and economic status. The study used to explorative in nature and sample size was 150 public sector bank employees of Udaipur. The study explored that, due to work overload and time pressure, the bankers are unable to manage work life with family life. The result of the study shows that, 96 percent of the respondents believed that they face high level of stress, which may be due to both professional and personal reasons. Stress in banking sector is mostly due to excess of work pressure and work life imbalance, the organisation should support and encourage taking up roles that help them to balance work and family.

**Vishal Samartha et al. (2013)**, identified the main cause of stress as work life imbalance. The study included mainly three variables like tight work schedules, lot of concentration required for work and lack of recognition. A sample size of 537 respondents from banks, of which 411 employees were from public sector banks and 126 employees from private banks, was taken for this study. The study was partly descriptive and partly diagnostic. The test stated that there is no significant difference between public and private sector banks with respect to the level of stress experienced. The results indicated that, employees of private banks experience more stress than public sector bank employees. The lack of work-life balance results in a worrying increase on stress which could result in employee burn-out.

**Harish Shukla and Rachita (2013)** opined that, workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and individual factors. This study mainly looked that, the individual factors causing stress among the family issues, personal financial problems and sudden career changes. The study was of explanatory in nature. The sample size was 50. It was collected from the employees of various nationalized bank situated in Indore. The study concluded that, 42 percentages of employees feel stress due to their family related problems, if the family problems are interfering into the professional life. So lot of unwanted problems will be created and it will lead to stress.

### IMPORTANCE OF THE STUDY

- ❖ This study and its outcomes will help the private bus transport employees to identify the stress influence factors from their management side and accordingly they will adjust themselves with the help of suitable working environment. Hence, they could maintain a smooth understanding and congenial atmosphere with their management.
- ❖ This study will help the target audience [conductors] to identify the root cause for the family conflict due to work stress and accordingly they will be able to locate suitable working environment and maintain smooth and cordial relationships with their family members.

### SCOPE OF THE STUDY

The term stress is a common as well as universal phenomenon with irrespective of nature of profession. Based on the above truth and concept the private bus transport management and its employees are forced to experience different mode of stress and they are deploying different stress management practices. The study focuses only about the stress experienced by the employees of private bus transport and the stress management mechanisms adopted by them. The private bus transport employees are clouded by unlimited number of stress influences from various corners and indeed can be pronounced they are always living with stress. The study is deeply concentrating on the various problems faced by the employees of private bus transport and how all those problems are motivating stresses among the employee.

### STATEMENT OF THE PROBLEM

The task of an identification and selection of a right issue for any social research is a challenging task for all social researchers. Because, an unlimited number of social issues are unaddressed till today and among those unaddressed social issues, a researcher must try to address a socially most demanded issue. Hence the entire social researchers must focus due care and attention to identify such an important issue for their research and if so, their research and its outputs must be socially relevant or at least a few segments / domains must be benefited. Based on the above concept and logic, the society is known about the importance and contribution of common public road transport to connect various surface corners and locations. No doubt, the private bus transport is providing decent employment opportunity to the general public at the same time, the employees those who are employed and engaged in the private bus transport sectors, they are put under tremendous stress due to various reasons. That is, the employees influenced by various influencers of stress like company issues, operational issue, customer / passengers issue, personal issue and co-workers issue.

### OBJECTIVES

1. To measures the impact of personal profile of the respondents on working environment.
2. To find out the demographical impacts on various stress influencing factors.

### METHODOLOGY

#### Variables used in this Study

A brief description about the variables used in this research is given in the following paragraphs.

- i. Company issues
  - a. Collection related issues
  - b. Operational issues
  - c. Salary related issues
  - d. Labour turnover
  - e. Absenteeism
  - f. Accident
- ii. Working environment related issues

#### Statistical Tools Used in this Research

In order to analyse the data, the following tools have been used by the researcher. The outputs of the analysis are given in the next chapter.

1. Arithmetic Mean
2. t-test
3. Freidman Test
4. Analysis of Variance (ANOVA)

## 5. Factor Analysis

## ANALYSIS AND INTERPRETATION

## Factor Analysis (Communalities)

Statements on Working Environment Related Issues	Initial	Extraction
Passengers are generally not bringing and paying exact amount against their fare	1.000	0.579
Generally the attitude of the passengers is that, the conductors need to keep the change and it is their moral responsibility	1.000	0.570
When the passengers are not tendering the exact fare, then the transaction's duration is being considerably extended and due to that issue the conductors may be frustrated	1.000	0.537
When the exact fare is not bringing by the passengers then there is a possibility of shortage of cash position due to plenty of cash exchange	1.000	0.694
Passengers are influencing the conductors to stop the bus into un allotted stages	1.000	0.413
When the conductor is forced to hold on in to the unallotted stages then they are frustrated due to shortage of time	1.000	0.548
Impatient passengers are stimulating the conflict and misunderstanding between the conductors and drivers	1.000	0.707
Poor understanding between drivers and conductors	1.000	0.794
Poor understanding between the conductors and drivers will lead to poor collection	1.000	0.769
Due to poor understanding the passenger satisfaction becomes very poor	1.000	0.594
Poor understanding will lead to improper communication between conductor and driver and this improper communication will lead to an accident	1.000	0.631
Unwanted issues between competitors will lead to an accident	1.000	0.595
Thin time gap between two services will create pressure and will lead to stress	1.000	0.650
Due to insufficient facilities and features of a bus will lead to a reduced collection	1.000	0.542

**Extraction Method:** Principal Component Analysis.

**Table:1**  
**The Impact of Qualification on Different Factors of Working Environment Related Issues**

Qualification		Finance Oriented Issue	Understanding Oriented Issue	Patience Oriented Issue	Time Oriented Issue
Below HSc	Mean	4.770	3.160	4.535	4.330
	Std. Deviation	0.450	0.350	0.435	0.657
HSc	Mean	4.513	3.160	4.250	4.188
	Std. Deviation	0.601	1.449	0.594	0.942
UG	Mean	4.530	2.913	4.433	4.400
	Std. Deviation	0.563	0.569	0.710	0.897
Technical	Mean	4.429	3.071	4.429	4.643
	Std. Deviation	0.582	0.554	0.738	0.476
	F	2.818	0.279	3.216	1.043
	Sig	0.040	0.840	0.024	0.375

The above table shows that the impact of qualification on different factors of working environment related issues. These factors were obtained through factor analysis. In order to identify whether the respondents differ in their view towards the four factors of working environment related issues, ANOVA was performed and the results are shown in the table. It is identified from the results that finance oriented issue and patience oriented issue are having significant outcome, whereas understanding oriented issue ( $F = 0.279$ ;  $p = 0.840$ ) and time oriented issue ( $F = 1.043$ ;  $p = 0.375$ ) are not having significant outcome. That is, respondents differ significantly with respect to education towards finance oriented issue ( $F = 2.818$ ;  $p = 0.040$ ) and patience oriented issue ( $F = 3.216$ ;  $p = 0.024$ ). In order to identify the differing group, *post hoc bonferroni test* was applied and the result shows that respondents who have below higher secondary education (mean = 4.770; SD = 0.450) are having more finance oriented issue compared to the respondents who are having technical (mean = 4.429; SD = 0.582) and under graduation qualification (mean =

4.530; SD = 0.563). Regarding patience oriented issue also, the respondents who have below higher secondary education (mean = 4.535; SD = 0.435) are having high patience oriented issue when compared to higher secondary educated respondents (mean = 4.250; SD = 0.594). Hence, it is concluded from the result that the respondents who have low level of education are having high level of finance oriented issue and patience oriented issue.

**Table:2**  
**The Impact of Number of Dependents on Different Factors of Working Environment Related Issues**

Number of dependents		Finance Oriented Issue	Understanding Oriented Issue	Patience Oriented Issue	Time Oriented Issue
Less than 3 members	Mean	4.585	3.269	4.065	4.019
	Std. Deviation	0.607	0.747	0.492	1.139
3 - 4 members	Mean	4.387	3.183	4.111	4.083
	Std. Deviation	0.538	0.478	0.633	0.831
4 - 5 members	Mean	4.532	3.113	4.370	4.040
	Std. Deviation	0.653	0.625	0.569	0.925
5 and above	Mean	4.686	3.083	4.650	4.580
	Std. Deviation	0.474	1.656	0.450	0.583
	F	2.299	0.197	17.072	6.775
	Sig	0.079	0.898	0.000	0.000

The Impact of number of family members on different factors of working environment related issues are given in the above table. In order to identify whether the respondents differ in their view towards the four factors of working environment related issues, ANOVA was performed and the results are shown in the table. It is identified from the results that patience oriented issue and time oriented issue are having significant outcome, whereas finance oriented issue ( $F = 2.299$ ;  $p = 0.079$ ) and understanding oriented issue ( $F = 0.197$ ;  $p = 0.898$ ) are not having significant outcome. That is, ( $F = 6.775$ ;  $p < 0.001$ ). In order to identify the differing group, *post hoc bonferroni test* was applied and the result shows that respondents who have more than five dependents (mean = 4.650; SD = 0.450) are having more patience oriented issue compared to the respondents who are having less than three dependents (mean = 4.065; SD = 0.492). Regarding time oriented issue also, the respondents who have more number of dependents (mean = 4.580; SD = 0.583) are having high time oriented issue compared to the rest of the respondents. Hence, it is concluded from the result that the respondents who have more number of dependents are having high level of patience oriented issue and time oriented issue.

#### FINDINGS

- As far as working environment related issues are concerned passengers think of conductors should keep change and it is their moral responsibility is the major reason for getting stress to conductors.
- With regard to operational issues, poor and improper maintenance of ticketing machine is the major reason for getting stress.
- It is observed that most of the respondents finished higher secondary (60%), 74 per cent of the respondents having more than four years of experience as conductors, respondents who got married and slightly higher in percentage (52.5%), 40.5 per cent of the respondents are have more than 5 dependents, and 61.5 per cent of the respondents are earning Rs.5001 to Rs.7500 per month.
- It is noted that, among the nine influencing factors, salary related issues are the predominant among the employees to have stress, which is followed by personal life, public related issues, accident happening during the trip, working environment related issues, and operational related issues. The least influencing factors are labour turnover, collection related issues, and absenteeism.

#### SUGGESTIONS

- As, the conductors who have more experience are experiencing high collection related issues, salary related issues, accident, public related issues and personal life related issues, companies may recruit new employees and train them for the job. Otherwise, the management should promote their experienced conductors as inspectors or squad to check the performance of their inexperienced conductors.
- Since, the conductors who have less number of dependents are having fewer issues related to collection, operational, salary, accident and working environment, companies may recruit the employees who are having less dependents by asking them during the interview itself. Or, the company should take care of the employees' family like education to their children, free or concessional transport facilities to their dependents, etc.
- Given that the working environment factors have been sub-divided into finance oriented issues, understanding oriented issues, patience oriented issues and time oriented issues, companies should categorize the issues and identify the issues which are most frequently faced by the conductors.

#### CONCLUSION

Everybody in the universe has stress but the level may vary among individual to individual. But, the possibilities of getting stress for transport employees are more and more, because they mingle with general public. As far as the present study is concerned, though different issues faced by both conductors of private bus transport companies, personal problems are the most significant one, which lead to have more stress not only at their work place but also in their family. Salary related issues are very much faced by conductors while, road and traffic rules related issues are very much faced by drivers. When companies implement the suggestions mentioned in this area and thereby satisfy their employees, then the forthcoming years will be a golden period not only for the private bus transport companies, but also for their employees as well as for the Public.

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