

A STUDY ON LEVEL OF JOB STRESS AMONG AUTO DRIVERS IN KARUR CITY

¹M.SELVAMUTHU ²R.KALAIVANI

¹MPhil Research Scholar, PG & Research Department of Commerce,
Kongu College of Arts & Science , Karur , TN .

²Research Advisor & Assistant Professor, Department of Commerce,
Sri Ramakrishna College of Arts & Science, Coimbatore , TN.

ABSTRACT : Job stress is the attitude one has toward his or her job. Job stress is concerned with the “feeling one has towards the job”. The importance of job stress is fairly evidence from a description of the importance of maintaining moral in driver This study aims to finding out the stress among drivers with special reference to auto drivers.. The study is conducted in Karur district. The Sample size is 160 respondents . In this research paper how the auto drivers are got stress on their work environment . The various factors such as working environment ,relationship with customers & other auto drivers, road safety measures , Traffic signals, hire charges , speed & time and govt policies how these are influenced the job stress among the auto drivers are discussed in this paper .

Keywords : auto drivers stress , work environment , health conditions and social factors.

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1. INTRODUCTION

In 20th century has been regarded as the period of incredible change in human history. Peter Drucker has called it “ The age of Disconuity “ . John Galbraith has called it “ The Age of Future Stock “. Stress is known as the “Age of Anxiety” as it is inescapable part of today’s fast life. With the change in life style and social factors, stress has become inevitable. Stress leads to physical, mental and behavioural changes. Stress can be both positive and negative. If it is created by undesirable outcomes it is called as “Distress” whereas if it is created by desirable and successful effects, it is called as “Eu-stress”. Minimum level of stress is necessary for effective functioning and peak performance as it can trigger your passion for effectiveness and ignite aspirations.

Stress is defined as a response to a demand that is placed upon you. Stress in a normal reaction when your brain recognizes a threat. When the threat is perceived, your body releases hormones that activate your “fight or flight” response. This fight or flight response is not limited to perceiving a threat, but in less severe cases, is triggered when we encounter unexpected events. Psychologist Richard S. Lazarus best described stress as “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 mobilize.” For most people, stress is a negative experience.

Stress is an all pervading modern phenomenon that takes a heavy toll of human life . Different situations and circumstances in our personal life and in our job produce stress . These can be divided into factors related to the organisation and factors related to the person which include his experience and personality traits.

2. REVIEW OF LITERATURE

Amir Shani and Abraham Pizam (2009) —Work-Related Depression among Hotel Employees have conducted a study on the depression of work among hotel employees in Central Florida. They have found that, incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics.

Viljoen and Rothmann, have investigated the relationship between —occupational stress, ill health and organizational commitment (2009). They found that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed to both physical and psychological ill health. Low individual commitment to the organization was predicted by five stressors, such as Work-life balance, Overload, Control, Job aspects and Pay.

J.E. Agolla in his research titled —Police Officers: The Case of Botswana Police Service, (2009). He has conducted a study in Botswana, among the police to find out work stress symptoms and coping strategies among the police service. This study reveals that the police work stressors are; getting injured while on duty and the use of force when the job demands to do so, etc. The coping strategies were identified as exercising, socializing, healthy eating or diets, career planning and employee training.

A. Y. Tatheer (2013)- Majority of the bankers of Pakistan claim that they are highly stressed because of their jobs that not only affect their performance in banks but also equally affect their health and personal life. They also declare that the organizational politics and bureaucracy are the main reasons of stress in their banks.

Karthik R. (2013)- Employee's performance at work is influenced by stress that can be either positive or negative. The employee's performs better if they face low to moderate amount of stress. Hence, it aims at reducing the level of stress rather than eliminating stress completely.

Satija S. & Khan W. in their research work titled —Emotional Intelligence as Predictor of Occupational Stress among Working Professionals (2013). According to them Occupational Stress is as same as Job Stress that needs to be controlled at the workplace otherwise it will negatively affect on employee's work attitudes & behavior. This study investigates that, the relationship between Emotional Intelligence and Occupational Stress. This study revealed findings that, Emotional Intelligence is a most significant predictor of Occupational Stress.

3. SIGNIFICANCE OF THE STUDY

Any individual organization can benefit if they develop general individual attitudes in its personal that can positively contribute to job stress. It is an established fact that job stress usually leads to qualitative improvement in performance. When work becomes interesting the workers get pleasure from work.

Every individual was special abilities, inherited capabilities, interest and aspirations. The personal pleasure that the worker gets from a job of his choice gives his tremendous psychological stress. Nature interest in the job of his stress motivates him for sufficient and quantitative performance.

An organization should be concerned with level of job stress for at least three reasons.

- There is clear evidence that dissatisfied employees skip work more often and more likely to resign.
- It has been demonstrated that stress driver have better health and live longer.
- Stress on job carries over to the employee's life outside the job.

4. OBJECTIVES OF THE STUDY

- To identify the major factors that create drivers's stress
- To determine the Level of Stress among Auto drivers in Karur City.
- To determine the extent to which salary and work environment determines job satisfaction.
- To measure the attitude of the drivers towards owner in fulfilling certain aspects of job stress.

5. SCOPE OF THE STUDY

Factors like driver's age, work experience educational qualification and income determine the job stress of drivers. Driver's job stress helps to understand the individual attitudes towards his job. The higher level of job stress, higher the level of production, better customer relation and absenteeism, industrial accidents. It develops the relationship between superiors and co-workers. This study also helps in understanding the positive and negative attitudes of the employees and tries to reduce the negative attitudes of the drivers.

6. RESEARCH METHODOLOGY

6.1. METHODS OF DATA COLLECTION

a) Primary Data

Well structured questionnaire has been used for the collection of primary data from respondents. For the purpose of knowing about the level of job stress of drivers.

b) Secondary Data

Secondary data has been collected from the drivers' records, various magazines, books, journals, and various web sites.

6.2. Tools used in the study:

The collected data has been tabulated for simple and easy analysis and meaningful interpretation. Graphical representation is also done to facilitate comparison and thereby to drawn conclusion. To find the extent of relationship between the variables chi-square test is also applied to test the assumption of the study.

6.3. Area of Study

The study conducted at stress among auto drivers in Karur city. It worker of drivers distillery. The study has been conducted at the various classes of workers from various departments.

6.4. Size of the Sample

Once the population is determined the sample size has to be fixed. The 160 samples have been elected for this research.

7. LIMITATIONS OF THE STUDY:

- The study was conducted in stress among auto drivers in Karur city, so the suggestions given are not applicable to other organization.
- The respondents are not ready to disclose their feelings as the study deals with certain personal aspects of the entity.

8. HYPOTHESIS OF THE STUDY

H1 : Has a significant relationship between work experience and level of stress.

H2 : Has a significant relationship between working time (dur) and level of stress

9. FINDINGS

- ⊕ Majority of 35% of the respondents are come under the age group of 41 - 50
- ⊕ Majority of 70% of the respondents are come under the educational qualification 5TH – 10TH standard
- ⊕ Only 17.5% of the respondents are unmarried
- ⊕ Majority 58.75% of the respondents live in Joint family
- ⊕ 16.25% of the respondents have more than 5 dependents
- ⊕ 55% of the respondents are come under the income group below 8,000

- ⊕ Only 25% of the respondents have made Ready cash purchase of their auto
- ⊕ Majority of 60% of the respondents are come under the experience of 13 -18 years
- ⊕ Majority of 56% of the respondents are working for a time period of Above 10 hours per day
- ⊕ Majority of 65% of the respondents are come under the member of any union
- ⊕ Majority of 98.75% of the respondents have expressed that they enjoy the work
- ⊕ Majority of 65% of the respondents are having membership in trade unions
- ⊕ only 1.25% of the respondents have said that he did not enjoy the work
- ⊕ Majority of 95% of the respondents are not willing to change their work
- ⊕ 46.25% of the respondents have moderate level of stress
- ⊕ 60% of the respondents have expressed that the stress is caused towards their work due to Income
- ⊕ Only 1 respondent have said that they have job stress due to work environment
- ⊕ Only 3.75% of the respondents have expressed that climatic changes cause job stress
- ⊕ Majority of 36.25% of the respondents have opined that the job stress caused was very low due to Road and Infrastructure
- ⊕ No respondent has felt that job stress was caused by relationship with other drivers
- ⊕ 88.75% of the respondents are com under the relationship with other auto driver of very high
- ⊕ 65% of the respondents are come under the high charge of moderate
- ⊕ 55% of the respondents are come under the performance of the vehicle of high
- ⊕ 65% of the respondents are com under the seasonal variance of moderate
- ⊕ Majority of 37.5% of the respondents are come under the growth of low
- ⊕ Majority of 51.25% of the respondents are come under the competition of very high
- ⊕ Majority of 36.25% of the respondents are come under the association with the union of moderate

10. SUGGESTIONS

- Medical facilities can still be improved to all the auto driver
- Auto union undertaking should provide the training & development program programs to all the drivers
- Auto union should the motivational aspects too all the drivers
- Auto driver should provide and undertaken social responsibility and rural development of work.
- Steps are to be taken for regularizing the work of auto drivers
- The nature of their work should be formalized
- The quality of work life may be improved
- Proper health, welfare and security schemes may be introduced from the part of government
- Trade union should actively take part in improving the work nature of the auto drivers.

11. 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. Stress can be managed by identifying the sources, recognizing the reactions to the stress and changing the behavior.

Human being differ from one to another in their basic mental abilities, personality, skill, intelligence, attitudes aspiration, energy, education, qualification, qualification, training, experience, and behaviors. People spend a sizeable amount of their time in work environment, they expect that promotion of their lives

to more or less pleasant, agreeable stress and fulfilling. For every organization is vital to take a proper view of the issue of job stress and keep the organization in good harmony.

However, human wants are unlimited. When one want is stress, the other emerges with equal weight age. The increasing stress of human resource and its impact on quality and t he growing competitiveness make it necessary for every management to take proper view of the issue of job stress and hereby keep up pre working and auto. From the above analysis it is clear that the socio economic conditions of the auto driving workers are stress according to the auto driver. Efforts must take to develop the socio economic conditions.

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APPENDIX

T.1.1. Demographic Profile

Particulars	Attributes	No of respondents	Percentage
Age	18 to 30 years	22	13.75
	31 to 40 years	54	33.75
	41 to 50 years	56	35
	51 to 60 years	24	15
	Above 60 years	4	2.50
Educational qualifications	Below 5 th standard	24	15
	5 th – 10 th standard	112	70
	HSC	14	8.75
	Degree/Diploma	8	5
	Others	2	1.25
Marital Status	Married	122	76
	Unmarried	28	24
Family Type	Joint	66	41.25
	Nuclear	94	58.75
Income Level	Below 8,000	88	55
	8,001 – 13,000	66	41.25
	13,001 – 18,000	0	0
	Above 18,000	6	3.75
Ownership	Owned	108	67.50
	Rented	52	32.50
Purchase Type	Ready cash	40	25
	Installment	120	75
Experience	Below 2 – 3 yrs	16	10
	3 – 8 yrs	26	16.25
	8 – 13 yrs	22	13.75
	13 – 18 yrs	96	60
Working Hours	Below 6 hours	8	50
	6 hours – 8 hours	20	12.50
	8 hours – 10 hours	42	26.50
	Above 10 hours	90	56.00
Membership in Union	Yes	104	65
	No	56	35
Level of Stress	High	22	13.75
	Moderate	74	46.25
	Low	56	35
	Very Low	6	3.75

T.1.2. Relationship Between Working Experience and Level of Stress

WORKING EXPERIENCE (in Years)	LEVEL OF STRESS					
		VERY HIGH	HIGH	MODERATE	LOW	VERY LOW
0-3	0	1	8	5	2	16
3 - 8	0	6	11	7	2	26
8 - 13	1	7	10	3	1	22
13-18	1	8	45	41	1	96
Total	2	22	74	56	6	160

T.1.3. Relationship Between Working Hours and Level of Stress

WORKING TIME (in Hrs)	LEVEL OF STRESS					
		VERY HIGH	HIGH	MODERATE	LOW	VERY LOW
01-06	0	2	3	2	1	8
06-08	0	2	9	8	1	20
08-10	1	8	17	14	2	42
Above 10	1	10	45	32	2	90
Total	2	22	74	56	6	160

T.1.4. CHI SQUARE ANALYSIS

Factors	Calculated χ^2 Value	Table value	Degree of Freedom	Remark
Experience	23.495	28.2995	12	Not Significant
Working time	6.557	28.2995	12	Not Significant