Measure the Level and Causes of Stress of Employees of Private Sector Transport Undertaking in Thiruchirappalli District

T.M. Premnath & S.D. Rajkumar

ABSTRACT

Service sectors role are different from Industrial products, the consumer could be satisfied with their durable and non-durable products. If the durable and non-durable products are not satisfy 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. Sampling Method: Random Sampling, Sample size: 85 respondents, Analysis and interpretation: Statistical tools such as tables, graphs, diagrams, percentage analysis. The employees should attend useful training and work shop to reduce their stress level. The employees should understand their nature of work and their service to the society to reduce their stress level, if their stress level reduce the productivity will improve.

1. Introduction

Service sectors role are different from Industrial products, the consumer could be satisfied with their durable and non-durable products. If the durable and non-durable products are not satisfy 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 conductors 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 running 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.

2. Causes of Stress

The following are the causes of stress for running sample employees at Trichy District. They are having lots of pressure, facing big changes, working about their nature of job and they are in un control over the situations.

3. 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. According to the universal understanding and agreement over the stimulus and existence of stress on irrespective of profession’s, this research article is try to explore the impacts of demographic variables like age, income and designation on stress management with related to private common, transport employees. Naturally the job of the private common transport employees become more in nature at the same time there is an inferior social recognition over their job. In the day to day human life the common transport and its employees are contributing a lot for a smooth as well as successful running of the general public in terms of place hindrance. However, the services of the those employees are under recognized by the respective as well as relevant domain’s hence they are forced for frustration and finally they will be put under permanent stress. So, this article is planning to address the influence of the demographic variables of private common transport employees on stress and its management. Occupational stress among non-public bus drivers and conductors of various age teams and in term aged distribution of the individual matured personal disposition associated with the attainment of developmental tasks specific.
to every biological process task specific to every developmental part and its influence on people perception of the things as nerve-racking or otherwise. It'll be so a worthy decide to study the impact of job stress of those employments on home and family lifetime of operating non-public bus workers. Hence the current investigation was administered with following specific.

4. Objectives of the Study

- To measure the level of stress of employees of private sector transport undertaking in Tiruchirappalli district.
- To identify the factors causing Stress among employees.
- To offer the suitable suggestions to stress among the private transport management and employees.

5. Research Methodology

Primary source: Data was collected by the way of personal interviews, filling up of questionnaires and discussions with the respondents, Sampling Method: Random Sampling, Sample size: 85 respondents, Analysis and interpretation: Statistical tools such as tables, graphs, diagrams, percentage analysis.

<table>
<thead>
<tr>
<th>Num.</th>
<th>Level of Stress</th>
<th>Running employees (Per.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Less</td>
<td>8 (9.41%)</td>
</tr>
<tr>
<td>2.</td>
<td>Moderate</td>
<td>21 (24.71%)</td>
</tr>
<tr>
<td>3.</td>
<td>High</td>
<td>56 (65.88%)</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>85</td>
</tr>
</tbody>
</table>

Eight (9.41%) running employees are having less level of stress, twenty one (24.71%) running employees are having moderate level of stress and the remaining fifty six (65.88%) running employees are having high level of stress. Majority (65.88%) of the running employees are having high level of stress.

<table>
<thead>
<tr>
<th>Chart 1 : Level of stress</th>
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<table>
<thead>
<tr>
<th>Factors</th>
<th>Number of sample running employees</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Security</td>
<td>8</td>
<td>9.41</td>
</tr>
<tr>
<td>Peak running times</td>
<td>14</td>
<td>16.47</td>
</tr>
<tr>
<td>Poor treatment by passengers</td>
<td>15</td>
<td>17.64</td>
</tr>
<tr>
<td>Long working hours</td>
<td>34</td>
<td>40.00</td>
</tr>
</tbody>
</table>

6. Finding and Results

1. Majority (65.88%) of the running employees are having high level of stress.
2. Eight (9.41%) running employees are felt job security is the main causes of stress. Fourteen (16.47%) running employees are felt peak running times is the main causes of stress. Fifteen (17.64%) running employees are felt poor treatment by passengers is the main causes of stress. Thirty four (40.00%) running employees are felt long working hours is main reason for causes of stress and the remaining fourteen (16.48%) running employees are felt conflict and quarrels are the main reasons for causes of stress.

7. Suggestions

- Company must try to arrange effective training & development programs to manage causes stress of employees
- Superior can help employees for planning their work and fixing standards for their performance.
- Company must provide job security to all employees in order to boost them.
- Giving counseling to the employees when they face problems. Because counseling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope within better.
- Management and employees need a joint contract to invest, both in a psychological and material sense, in order to achieve this goal.
• They have to work together the promotion of healthy occupational conditions is the responsibility of the employer. This can often be stimulated by trade unions, work councils, and health and safety committees, which can try to get stress placed on the company agenda.

• Stress prevention projects in bus companies and in other branches of industry in various countries have demonstrated that a successful approach is participatory and step-wise.

8. Conclusion

The machines and methods may help the drivers and conductors to run the transportation. The public may not feel the difficult in the running of bus, but the same time they expect the bus at their time and place. The management use to calculate the distance and population to provide bus with their available bus and employees. The management could give good condition bus to their employees, but the work environment is not in their hands. They are travelling with different passengers, so the stress level use to high. The employees should attend useful training and work shop to reduce their stress level. The employees should understand their nature of work and their service to the society to reduce their stress level. if their stress level reduce the productivity will improve.

References


