A Study on Factors Influencing Job Stress among Transport Corporation Employees in Kumbakonam

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ABSTRACT

Stress is a non-specific demand on the individual's body or mind to adapt a change physically or psychologically. The term stress is utilized to depict the sentiment of a man who is required to go astray from typical to self wanted working in the work put as the aftereffect of chances, limitations or requests identifying with conceivably imperative business related outcomes. The impact of stress in the workplace on the workers physical health, mental well-being and effectiveness in the workplace has been increasingly documented in recent years. Stress is an incidence that must be recognized and addressed in various professions, transport corporation profession is not an exception. This study aims at investigating the influencing factors and its effect on employee stress in transport corporation . Further the researcher has identified the relation between coping strategies and dimensions of employee stress outcomes. Researcher has chosen a sample size of 390 employees for the study. Questionnaire was used to collected Primary data from the respondents. The collected data was analyzed using chisquare, ANOVA and correlation analysis. According to the descriptive analysis of this study the dimension job satisfaction has the highest influence over the coping skills practiced by the respondents.

Keywords: Stress, Transport corporation, Job satisfaction, Coping strategies.

INTRODUCTION:

Transport plays important role in the economic development of a nation. It is a nerve system of the country. Transport helps movement of persons and goods one place to another. It also helps the growth and distribution of wealth. The development of trade and commerce mainly depend on the transports. It encourages specialization, division of labour, large scale production and the extent of market. Better use labour and capital is possible through transport only. An adequate and efficient transport system is corner stone of marketing. Transport sector plays dominant role to reduce regional imbalances. It promotes social integration of people of different nations in a country. In these circumstances the key success of the transports mainly depends upon the satisfaction of the employee in the sector. The Corporation has its Head Quarters at Kumbakonam and has four Regions at Kumbakonam,Trichy,Karaikudi and Pudukkottai. It has 18 branches in Kumbakonam Region, 14 Branches in Trichy Region, 11 Branches in Karaikudi Region and 6 Branches in Pudukkottai Region to efficiently and effectively operate its bus services in the jurisdiction of the Corporation. It has Reconditioning Unit and Tyre Retreading Unit at Kumbakonam, Trichy and Devakottai. It also has Body Building Unit in Poraiyar, Karur, Karaikudi, Pudukkottai and Trichy for construction of New Bus Bodies. Today's work environment demands more and more, therefore a certain level of stress is unavoidable and up to 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. As indicated by the above truth, the

transportation divisions particularly the general public transport and its representatives confronting a lot of issues in their everyday life. As indicated by the WHO report work related stress in creating nations is frequently aggravated by an expansive range of variables other than the workplace, external condition and individual elements. Therefore, to identify the factor influencing job stress is considered as essential.

REVIEW OF LITERATURE:

Sabarinathan & Shanmuga Saranya (2017) The study was done to find out the employee's stress and satisfaction level towards each factor like compensation, working environment, career growth, management support, level of stress, and job satisfaction. A well developed transport system has positive implications for access to health care, education and other basic needs. In the case of passenger road transport, meeting mobility requirements efficiently and addressing environmental and developmental concerns requires a great attention to the efficient human resource management. Thirumaran & Baranitharan (2016) The transport employees 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. Taking stress management classes or rescheduling the work and personal lives can reduce stress. Having a supportive network of friends, family and professionals can also be useful in helping to reduce stress.Gowthaman & Barnabapravin Raj(2015) Fourth, economic incentives measure the outcome of OHS, not the means. Regulations prescribe certain means, which are intended to be effective. India has a large number of labour legislation enacted for the promotion and protection of workers' welfare. However, most of these labour laws look good only on paper, because neither workers nor their representative unions are completely aware about their ramifications nor do they take advantage of them. Janakiraman & Saravanan(2014) The problems suffered the bus drivers and conductors are attributed to the nature of work they are exposed and it is associated with the outcome from their occupation. What is really required, is a comprehensive personnel policy, with programmes for proper recruitment and training, enforcement of discipline improved working conditions like better seats for drivers, better buses, better roads, improved promotion avenues introduction of well conceived productivity linked schemes for motivation it leads job satisfaction, work commitment, job enrichment and performance. It is the management's role to supply initiative, both initiative towards creating better conditions and the initiative needed to apply technical skills to the attainment of higher efficiency and productivity.

OBJECTIVES OF THE STUDY:

- To evaluate the level of job stress among drivers, Conductors and technicians.
- To analysis the level of job stress among the transport corporation employees demographic factors.
- To identify and analysis the factors influencing job stress among the transport corporation employees.
- To find out the relationship between coping strategies and dimensions of employee stress outcomes.
- To offer suitable suggestions based on the findings of the study.

METHODOLOGY:

Since researcher has made an attempt to study different factors involved in job stress and its casual relationship with basic variables. Descriptive research design was adopted for the study. In this study, 390 randomly selected employees of transport corporation participated. Both primary and secondary data were used for the purpose of the study. Primary data were collected through questionnaire from the respondents. The secondary data were collected from various books, journals, newspapers, articles and some websites, etc.

Result and Discussion:

Chi-Square test is carried out to find out the association between level of stress and category of employees.
H_0: There is no association between level of stress and category of employees.
H_1: There is an association between level of stress and category of employees.

Table 1: Association between level of stress and employee category.

Stress level	Category of employees			Total	Value	P-value
	Conductors	Technicians	Drivers			
Medium	155	23	47	225		
High	23	40	102	165	1.163	.000
Total	**178**	**63**	**149**	**390**		

Source: Primary Data

The chi-square test results shows that out of 178 conductors respondents 155 of them having medium level of stress, and 23 of them having high level of stress. 47 of the respondents from drivers having medium level of stress, and 102 of them having high level of stress out of 149respondents. Out of 63 technicians, 40 of them having high level of stress and 23 of respondents having medium level of stress. Totally 165 of the respondents having high level of stress. The chi-square value is 1.163 with respective p-value 0.00. so there is statistical association between the level of stress and category of employee, so the Null Hypothesis is rejected and Alterative Hypothesis is accepted.

The association between the level of stress and age is find out with the help of chi-square test. Here 80 respondents of the respondents in the age group 31-35 reported with high level stress and 111 respondents reported with medium level of stress. The 35 respondents having more than 45 years of age out of that 35 26 of them having high level of stress and 9 of them having medium level of stress. There are 24 respondents in the age group of 26-30 all of them avail high level of stress. Totally 225 respondents having medium level stress, 165 respondents having high level stress. The result supported by Jaita Mondal (2011) according to his study was found that the teachers of >25 to <=35 years of age were less satisfied in Job Role item than the other two groups.

Table 2: Association between level of stress and Age

Stress level	Age						Total	Value	P-value
	< 25	26-30	31-35	36-40	41-45	>45			
Medium	17	0	111	0	88	9	225		
High	18	24	80	17	0	26	165	1.363	.000
Total	**35**	**24**	**191**	**17**	**88**	**35**	**390**		

Source: Primary Data

H_0: There is no association between level of stress and Age.
H_1: There is an association between level of stress and Age
From this finding it can said that the age has a significant role on the job stress and job satisfaction. This time they need more support from the management. chi-square value for table 2 is 1.363 with respective p-value 0.00. so there is significant statistical association between the level of stress and age, so the Null Hypothesis is rejected and Alterative Hypothesis is accepted.

Table 3: Association between level of stress and Marital Status

Stress level	Marital Status		Total	Value	P-value
	Married	Single			
Medium	208	17	225		
High	147	18	165	1.311	.252
Total	**355**	**35**	**390**		

Source: Primary Data

H_0: There is no association between level of stress and Marital Status.
Table 3 reveals that out of 355 married employees 208 of them having medium level of stress and 147 are with high level of stress. 35 respondents are single out of that 17 reported with medium level of stress and 18 of them reported high level of stress. Totally 225 respondents having medium level stress, 165 respondents having high level stress. The chi-square result value is 1.311 and the significance value with 0.252 is that is > than 0.05 so there is no association between the level of stress and marital status. Hence the null hypothesis is accepted.

Table 4: Association between level of stress and Family Type

Stress level	Family Type		Total	Value	P-value
	Joint	Nuclear			
Medium	43	182	225		
High	87	78	165	48.407	.000
Total	**130**	**260**	**390**		

Source: Primary Data

H$_0$: There is no association between level of stress and Family Type.
H$_1$: There is an association between level of stress and Family Type.
The above table 4 shows that 130 respondents are in joint family out of them 87 respondents are having high level stress and 43 of them having medium level stress. 260 Nuclear family respondents available and 78 of them reported with high level stress and 182 respondents having medium level stress. Totally 225 respondents having medium level stress, 165 respondents having high level stress. Chi –square value 48.407 and the p-value is 0.00 so the results statistically significance with each other, hence the null hypothesis is rejected and the alternative hypothesis is accepted.

Respondents opinion towards dimension of job Stress based on the category of employees:
To find out the relationship between the independent variable(category of employees) and the dimensions of the dependent variable (job stress) one way ANOVA was performed by the researcher. While taking a look with the mean value technicians category has the highest among the dimensions supervisory support(21.6), , Organisational Management(18.65), and life Satisfaction(18.75) and task stress(18.34). It is found that the employees of drivers cateogory express that they have been victims of high level of occupational stress with Role Stress(19.01), Role Ambiguity(7.0) as shown in table 5:.

Table 5: Respondents opinion towards dimension of job Stress based on the category of employees

Job Stress Dimensions	Category of Employees	N	Mean	Std. Deviation	Std. Error	F	P - value
Supervisory Support	Conductors	178	17.4775	3.67340	.27533	22.447	.000
	Technicians	63	21.6032	6.84515	.86241		
	Drivers	149	19.1745	3.52353	.28866		
	Total	**390**	**18.7923**	**4.52306**	**.22903**		
Role Ambiguity	Conductors	178	5.9607	1.66167	.12455	15.363	.000
	Technicians	63	6.9048	2.54453	.32058		
	Drivers	149	7.0067	1.58752	.13005		
	Total	**390**	**6.5128**	**1.87216**	**.09480**		
Role Stress	Conductors	178	17.8202	4.78005	.35828	4.305	.014
	Technicians	63	17.9365	4.80213	.60501		
	Drivers	149	19.0134	1.00664	.08247		
	Total	**390**	**18.2949**	**3.84437**	**.19467**		
Organisational Management	Conductors	178	14.9888	3.13715	.23514	36.466	.000
	Technicians	63	18.6508	3.84654	.61061		
	Drivers	149	17.2013	4.33487	.27320		
	Total	**390**	**16.6462**	**3.84707**	**.19480**		
Job Satisfaction	Conductors	178	14.8933	3.01313	.22584	129.171	.000
	Technicians	63	19.2540	4.51152	.56840		
	Drivers	149	19.6510	1.33014	.10897		
	Total	**390**	**17.4154**	**3.66345**	**.18551**		
Life Satisfaction	Conductors	178	13.8483	3.60548	.27024	61.175	.000
	Technicians	63	18.5714	4.99262	.62901		
	Drivers	149	17.3423	2.49803	.20465		
	Total	**390**	**15.9462**	**4.01727**	**.20342**		

Job Stress Dimensions	Category of Employees	N	Mean	Std. Deviation	Std. Error	F	P - value
Task Stress	Conductors	178	12.6742	4.06800	.30491	69.636	.000
	Technicians	63	18.3492	4.56550	.57520		
	Drivers	149	15.9060	2.21281	.18128		
	Total	**390**	**14.8256**	**4.15823**	**.21056**		

Source: Primary Data

Table 6: Relationship between Transport corporation employees stress Coping Strategies and Dimensions of Transport corporation employees outcomes

Employees stress outcomes	Supervisory Support	Role Ambiguity	Role Stress	Organisational Management	Job Satisfaction	Life Satisfaction	Task Stress
Coping Strategy	0.501[*]	0.288[*]	-0.106[*]	0.430[*]	0.746[*]	0.615[*]	-0.584[*]

Source: Primary Data.*Correlation at 5 percent level of significant.

It is inferred from the table 6 the relationship with the transport employees stress dimensions with coping strategies followed by the respondents. The dimension job satisfaction has to be the highest correlation over the coping skills practiced by the respondents with 74.6 percent, and the dimension will have a positive as well as significant with coping strategies.. Ho and Au make a study in the year, 2006 and they denote that job satisfaction may also be an important variable in relation to stress. Specifically, job satisfaction may predict the level of stress. It may not be coping alone that determines how the person respond to stress, but a combination of variables. if coping strategies increases role stress and task stress found to be negative. In the present study the lowest influence for coping strategy is role ambiguity with 28.8 percent, followed by organisational management and supervisory support.

CONCLUSION:

Transport plays important role in the economic development of a nation. Stress can be recognized to be a foremost problem of transport corporation employees. The study found that the employees belongs to drivers category having high level of stress, than technicians and conductors .From the analysis it is revealed that supervisory support, role ambiguity. organizational management, role stress create a stress among transport corporation employees. So the TNSTC has to concentrate on their drivers well being by providing training, better working condition, better promotion opportunities, coping strategies and motivating employee on positive attitude will increases the job satisfaction and life satisfaction which would decrease the job stress of employee.

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