A STUDY ON JOB SATISFICATION OF GOKULAM TRAVELS DRIVERS WITH SPECIAL REFERANCE TO COIMBATORE CITY

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Introduction of the Study
"Manpower " or "human resource" may be thought of as "the total knowledge, skills, creative abilities, talents and aptitudes of an organization's work force, as well as the values, attitudes and benefits of an individual involved. It is the sum total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons of all the "Ms" in Management (ie, the Management of materials, machines, methods, money, motive power), the most important is "m" for men or human resources. It is the most valuable asset of an organization, and not the money or physical equipment. It is in fact an important economic resource, covering all human resources-organized or unorganized, employed or capable of employment, working at all levels-supervisors, executives, Government employees, "blue" and "white" collar workers, managerial, scientific, engineering, technical skilled or unskilled persons, who are employed in creating, designing, developing, managing and operating productive and service enterprises and other economic activities. Human resources are utilized to the maximum possible extent in order to achieve individual and organizational goals. An organizations performance and resulting productivity are directly proportional to the quantity and quality of its human resources.

Statement of the Problem
Job satisfaction is indispensable for an employee because it results in happy living, improve congruity of like, improves the images of the Gokulam Travels and it improves productivity and reduces absenteeism and labor turnover.

At the same time if a person's hard work is not suitably rewarded or not even appreciated he or she definitely gets frustrated. Similarly, Frustration is caused it the goal, directed activities are slaked or interfered with A disappointed employee may neglect his work, may cause delays and may make errors and go on. Hence lighter authorities are frequently required to deal with Frustration of their employees there, it is clear that dissatisfied towards Job is disadvantages not only from the point of view of the organization but also from the individual employees.

In the present on attempt has there fro made to measure the Job satisfaction of employees of all coders working Gokulam Travels of the Coimbatore city. In this attempt, demographic factors have also been compared with the a level of satisfaction of the respondents in order to identify the factors contributing to the Job satisfaction.

Objectives of the Study
1. To identify the factors influencing the Job Satisfaction of Driver in Gokulam Travels.
2. To study the level of satisfaction of drivers.
3. To study the problem faced by the driver in Gokulam Travels.

Scope of the Study
In recent days most of the passengers who preferred private travels for their long journey, because of the satisfaction , acute service provider by private bus operators. In this respect, most of them do not concentrate about the problems and stress of drivers while they meet in and around cities, out of metro (or) corporation. This study will have more focus on the satisfaction among drivers, if they will get such privileges and facilities.

Methodology
This study is basically comes under descriptive method. An adequate data and interpretation is required for our analysis and findings.

The task of data collection begins after a research design has been chalked out. The two types of data viz.,
- Primary Data
- Secondary data

Sample Size
The sample size was restricted to 100 respondents, out of which 25 samples were collected from each area by using Convenient random sampling method.

Area of the Study
According to the geographical location, Coimbatore city has been selected for our study purpose.

Period of Study
The present study has been conducted from the month of December 2010 to March 2011.

Tools for Analysis
The following statistical tools were used in the study
- Simple percentage analysis
- Chi-Square Test
- Ranking Analysis.

Limitations of the Study
- The study of Job satisfaction was conducted among drivers at Gokulam Travels in Coimbatore city
- The findings and interpretation cannot be generated and will not suit any other organization
- It was difficult to gain mutual co-operation and confidence of the respondents during the course of study.

Analysis
Data collected through questionnaires are analyzed and interpreted. The data are analyzed with various statistical tools such as percentage analysis, chi-square analysis and ranking analysis.

Age Wise Classification of Respondents

S. No	Age	No. of Respondents	Percentage
1	Below 30	22	22
2	31-40	33	33
3	41-50	34	34
4	Above 50	11	11
	Total	**100**	**100**

Source: Primary data

The above table depicts that out of 100 respondents 22 per cent of the respondents belongs to the age group of below 30 yrs, 33 per cent of the respondents belongs to the age group of 31 – 40 yrs, 34 per cent of the respondents belongs to the age group of 41 – 50 years and the remaining 11 percent of the respondents belongs to the age group of 50 yrs and above.

Hence, it is concluded that the majority of the respondents (34%) are in the age group of 41 – 50 yrs.

Educational Status

S. No	Educational level	No. of Respondents	Percentage
1	SSLC	44	44
2	Higher secondary level	36	36
3	Graduate level	11	11
4	Others	9	9
	Total	**100**	**100**

Source: Primary data

The above table states that out of the total respondents taken for the study, 44 per cent of the respondents are at SSLC level, 36 per cent of the respondents are at higher secondary level, 11 per cent of the respondents are at graduate level and the remaining 9 per cent of the respondents have other qualification.

Hence, it is concluded that the more number of the respondents (44%) are at SSLC level.

Family Monthly Income

S. No	Monthly Income	No. of Respondents	Percentage
1	Below 5,305	9	9
2	5,306-10,000	73	73
3	10,001-15,000	13	13
4	15,001-20,000	5	5
	Total	**100**	**100**

Source: Primary data

From the above table it is evident that 9 percent of the respondents are earning below Re 5,305, 73 per cent of the respondents are earning Rs. 5,306 - Rs.10,000, 13 per cent of the respondents are earning Rs.10,001 – Rs.15,000 and 5 per cent of the respondents are earning Rs.15,001 – Rs.20,000.

Hence, it is concluded that the majority of the respondents (73%) are belong to an income level of Rs. 5,306 – Rs.10, 000.

Marital Status

S. No	Marital Status	No. of Respondents	Percentage
1	Married	85	85
2	Unmarried	15	15
	Total	**100**	**100**

Source: Primary data

The above table shows that out of the total respondents taken for the study, 85 per cent of the respondents are married and the remaining 15 per cent of the respondents are unmarried.

Hence, it is concluded that the majority of the respondents (85%) are married.

Nature of Employment Status

S. No	Nature of Employment	No. of Respondents	Percentage
1	Permanent	90	90
2	Temporary	10	10
	Total	**100**	**100**

Source: Primary data

From the above table it is found that out of the total respondents taken for the study, 90 per cent of the respondents are permanent employees and the remaining 10 per cent of the respondents are temporary employees.

Hence, it is concluded that the majority of the respondents (90%) are permanent employees.

Working Experience of the Respondents

S. No	Experience	No. of Respondents	Percentage
1	Below 5 yrs	51	51
2	6 – 10 yrs	8	8
3	11 – 20 yrs	38	38
4	21 – 25 yrs	3	3
	Total	**100**	**100**

Source: Primary data

From the above table it is found that out of the respondents taken for the study 51per cent of the respondents are below 5 years, 8per cent of the respondents are 6-10 yrs, 38 per cent of the respondents are 11-20 yrs,38per cent of the respondents are 11-20yrs, 3per cent of the respondents are 20-25yrs experience.

Hence, it may be concluded that the majority of the respondents are below 5 yrs experience.

Working Hours of the Respondents

S. No.	Working hours	No. of Respondents	Percentage
1	Up to 8 hours	13	13
2	8 to 10 hours	76	76
3	More than 10 hours	11	11
	Total	**100**	**100**

Source: Primary data

From the above table it is found that out of the respondents taken for the study 13 per cent of the respondents are working up to 8 hours, 76 per cent of the respondents are working up to 8 to 10 hours, 11 per cent of the respondents are working more than 10 hours

Hence, it is concluded that the majority of the respondents are working up to 8 to 10 hours.

Opinion of the Respondents about Salary

S. No	Opinion about Salary	No. of Respondents	Percentage
1	Highly satisfied	4	4
2	Satisfied	29	29
3	Neutral	28	28
4	Dissatisfied	33	33
5	Highly dissatisfaction	6	6
	Total	100	100

Source: Primary data

The above table shows that 4 per cent of the respondents are highly satisfied with their salary, 29 per cent of the respondents are satisfied with their salary, 28 per cent of the respondents are neutral with their salary, 33 per cent of the respondents are dissatisfied about their salary and the remaining 6 per cent of the4 respondents are highly dissatisfied with their salary.

Hence, it is concluded that the majority of the respondents (33%) are dissatisfied with their salary

Problem Faced by the Drivers during Night Shift

S. No	Night Shift Problem	No. of Respondents	Percentage
1	No safe	18	18
2	Health problem	53	53
3	Depression	15	15
4	No Problem	14	14
	Total	**100**	**100**

Source: Primary data

The above table shows that out of the total respondents, 18 per cent of the respondents are opinioned that the night shift is not safe one, 53 per cent of the respondents are opinioned that the nightshift cause health problem, 15 per cent of the respondents are opinioned that the nightshift cause depression and the remaining 14 per cent of the respondents face no problem at nightshift.

Hence, it is concluded that half of the respondents (53%) face health problem because of the nightshift.

Respondents Opinion about Work Load

S. No	Opinion about Work Load	No. of Respondents	Percentage
1	Very heavy	10	10
2	Heavy	78	78
3	Normal	11	11
4	Low	1	1
5	Very Low	0	0
	Total	**100**	**100**

Source: Primary data

The above table shows that out of the total respondents taken for the study, 10 per cent of the respondents feel that the work load was very heavy, 78 per cent of the respondents opined that the work load was heavy, 11 per cent of the respondents feel that the work load was normal one and the remaining 1 per cent of the respondents feel that the work load was low.
Hence, it is concluded that the majority of the respondents (78%) feel that the work load was heavy.

Met Accident at the Time of Driving

S. No	Any Accident	No. of Respondents	Percentage
1	Met Accident	16	16
2	No Accident	84	84
Total		**100**	**100**

Source: Primary data

The above table showing that out of the total respondents taken for the study, 16 per cent of the respondents said that they met accident at the time of driving and the remaining 84 per cent of the respondents said that they not yet met any accident at the time of driving.

Hence, it is concluded that the majority of the respondents (84%) said that they not yet met any accident at the time of driving.

Chi-Square Analysis on the Relationship between Educational Qualification and Level of Satisfaction of the Respondent

Education Qualification	Level of Satisfaction					Total
	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	
S.S.L.C	1	8	11	23	1	**44**
H.S.C	0	7	11	18	0	**36**
Graduate	0	6	3	2	0	**11**
Others	0	3	1	5	0	**9**
Total	**1**	**24**	**26**	**48**	**1**	**100**

Source: Primary Data

Chi- Square Test

Null hypothesis Ho : There is no significant relationship between Education Qualification and level of satisfaction of the respondent.

Level of significance: 5%
Calculated value : 12.22
Degree of freedom : 12
Table value : 21.026

The calculated value (12.22) is less than the table value (21.026). Hence, the null hypothesis, "There is no significant relationship between Education Qualification and level of satisfaction of the respondent" is accepted.

Findings and Conclusions
Findings
- Majority of the respondents (73%) are belong to an income level of Rs. 5,306 – Rs.10, 000.
- Majority of the respondents (85%) are married.
- More than 59% of the respondents got their job through interview.
- Majority of the respondents (83%) of the respondents are not coming from home.
- Nearly half of the respondents (51%) came from Depot rooms.
- Majority of the respondents (90%) are permanent employees.
- Majority of the respondents (76%) of the respondents opined that they have full freedom in their work.
- Majority of the respondents (98%) are opined that they received Bata.
- Majority of the respondents (93%) got free family pass.
- Nearly half of the respondents (53%) faced health problem because of the nightshift.
- Majority of the respondents (84%) said that they not yet met any accident at the time of driving.

Suggestion
- It is suggested to the government that the time gap between the two shifts should be increased to fresh up.
- Shift timings will be changed as comfort to motivate to them.
- Bus should be maintained clean full to motivate Drivers.

- It is observed that the most of the respondents' are affected by headache, back ache, blood pressure and sugar due to stress. By reducing the time period of working hours should be reduced to avoid accident.
- The management should concentrate the grievance faced by the Drivers.

Conclusion

In the present scenario, the drivers are facing lot of the complexities and bottlenecks' in their day to day operations. They are in a very critical situation because; they have to cope up with the difficult. It should be handling effectively and very carefully for their survival.

From this study it was found, that, there was a high stress in crews, due to over work load most of the drivers try to get away from work load in order to get peace of the mind. These causes for stress are to be reduced   and to create positive attitude towards the work. These things will make drivers self invigorating, joy full and rewarding.

By providing more facilities reducing their working hours, and providing proper training, the Gokulam Travels   can be minimized the problems of drivers.

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