



## PROBLEMS FACED BY THE TRANSPORT EMPLOYEES IN THENI DISTRICT OF TAMILNADU

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### **Abstract**

Transport is imperative to move men and material from one place to another. Driver and conductor are playing a vital role. They have some problems which are analyzed. When they are problem free, they perform their duties effectively and accidents may also be under control. In the analysis of problems faced by both Private and Public Transport Employees in Theni District, out of ten problems in each cases, private transport employees faced “management rushing them for more collections or to save fuel” as first and foremost problems whereas public transport employees faced the highest problem of ‘rest-room with inadequate facilities’.

**Keywords: Bus Transport, Problems, Garrett Ranking Technique.**

### **Introduction**

Job satisfaction is the most widely investigated job attitude, as well as one of the most extensively researched subjects in Industrial / Organizational Psychology. Many work motivation theories have represented the implied role of job satisfaction. In addition, many works on satisfaction have tried to explain job satisfaction and its influence. Job satisfaction has been linked to productivity, motivation, absenteeism / tardiness, accidents, mental / physical health and general life satisfaction. A common idea within the research has been that, to some extent, the emotional state of an individual is affected by interactions with their work environment. The link between job satisfaction and job performance has a long and controversial history. A link does exist between job satisfaction and job performance; however, it is not as strong as one would initially believe. The weak link may be attributed to factors such as job structure or economic conditions. For example, some jobs are designed so that a minimum level of performance is required which does not allow for high satisfaction. Additionally, in times of high unemployment, dissatisfied employees will perform well, choosing unsatisfying work over unemployment. It is difficult to establish all the antecedents leading towards job satisfaction. Therefore, it is vital to continue to cultivate job satisfaction among these highly productive individuals.

### **Review of Literature**

**Zoe, (2006)** in his study entitled “Customer satisfaction, loyalty and commitment in service organizations - some evidence from Greece”, made an attempt to examine the knowledge of how customer satisfaction, loyalty and commitment are related to each other in the Greek context, based on responses collected from twenty service providers in four service sectors including transportation. Both factor and reliability analyses provided the relationship between customer loyalty and satisfaction as well as between commitment and customer loyalty.

**Aworemi, J.R et.al., (2008)** in their research work entitled “Impact of socioeconomic characteristics on formal and informal public transport demands in Kwara state, Nigeria” conducted a research including 388 passengers who use transport. They found that people want not only road transport but all the means of transport to be very efficient not only in time but people also want its appearance should also be outstanding. Though usually transport is used for employees and it saves their time as there are no signals and traffic; still some of them were not satisfied. The reason was its appearance and cleanliness. So the results of this study suggested that customer satisfaction is effected by the substantial elements of the service that it involves overall satisfaction level.

**Anita D’Souza., (2011)** in his study entitled “A study on employee satisfaction with special reference to A.P.S.R.T.C, Sangareddy Bus Depot”, analysed the significance of employee satisfaction and how companies can successfully implement a program to positively impact both organizational culture and ultimately bottom line profits. It revealed that leadership skills which are directly related to employee satisfaction include: having a clear direction for the group; having realistic and clear objectives; and being able to give appropriate feedback, recognition, and support.

**Shilpa Trivedi., (2012)** in her study entitled “Performance Review of Gujarat State Road Transport Corporation”, found that the environment has thrown up GSRTC to the challenges like productivity improvement, market orientation and financial engineering. GSRTC has been trying hard to face the new challenges through vigorously pursuing a process of technical and managerial up gradation. But, financial viability has become a critical goal. Various controllable and uncontrollable factors affect the performance of the GSRTC. It is hypothesized that by controlling at least controllable factors GSRTC can improve its operational performance and thereby financial position. The main motto behind performance review of GSRTC is to



contribute in improving performance of GSRTC and create value for all stakeholders, public, employees, vendors, state government and fund providers.

### Statement of the problem

Job satisfaction of the employees in the service sector, transport sector in particular is varied from the job satisfaction of the employees of other service sectors. Sleep deprivation, work schedule and heavy work load deployed especially at festival times are the vital factors correlated with job satisfaction of the employees of the transport sector. A case was filed in August 2011 with the Madurai Bench of Madras High court about drivers and conductors being forced to work extra in transport corporations. Hence, drivers' and conductors' level of satisfaction is subject to an in-depth research. In transport sector though the monetary aspects satisfy the employees they have to manage more number of passengers every day. They face more number of problems with the passengers also. It is common for the employees of both public and private sector transport undertakings. With heavy competition between public and private sector transport industry, organisation continues to restructure. Job-related stress has grown with the demands of high performance, continuous improvement and heavier work load as a result of lean staffing. There is more forced overtime work showing significantly higher levels of stress. The effect of stress is also reflected in work and family as well. The stress-free working conditions make positive attitudes in the mind-set. Tension between work and home life distracts and it increases stress. Stress in job is due to organisational aspects such as long working hours, lack of social support and organisational change, lack of support from supervisors and colleagues and conflict with demand and pressures. In view of this, an attempt is made to make a study on job satisfaction of employees of private and public sector transport undertakings with an aim to provide suggestions to increase the job satisfaction of the employees of these two transport sectors.

### Objectives of the study

The main objective of the study is to study the problems encountered by transport employees in both private and public sectors and to offer suitable suggestions to overcome the problems.

### Methodology

The present study covers the employees of transport undertakings of the private and public sector transport undertakings in Theni District. The study is based on both Primary and Secondary Data. Convenient sampling technique was used for data collection. In Theni district an average of 500 employees are working in the private sector transport undertakings and nearly 2000 employees are working in the public sector transport undertakings. Though the population of the study is known the researcher has selected the required number of 420 respondents from these two transport sectors equally. That is 210 employees from private sector transport undertakings and 210 employees from public.

### Analytical Tools

The transport employees were asked to rank some of the identified reasons. The order of merit assigned by the respondents was converted into scores by using Garrett's Ranking Technique. The per cent position for each rank was found using the following formula.

$$\text{Per cent Position} = (100(R_{ij}-0.5)) / N_j$$

Where,  $R_{ij}$ =Rank given to  $i$ th factor by  $j$ th individual;

$N_j$ =Number of Factors ranked by  $j$ th individual.

By referring the table given by Garrett, the per cent position estimated were converted into scores. Then for each factor, the scores of various respondents were added and divided by the number of respondents to arrive at the mean score. The mean scores thus obtained for each factor were arranged in a descending order. The factor with highest mean score was given the first rank, followed by second, third and so on.

### Results and Discussions

The problems of both Private and Public Bus Transport Employees in Theni District were analysed and discussed below.

#### I. Problems Faced By Private Transport Employees

The result of problems faced by private Transport Employees in Theni District by using Garrett Ranking Technique is presented in Table 1.



**Table 1 Problems faced by Private Transport Employees**

S. No	Factors	Total Score	Rank	Average Score
1.	Always rushing with time to increase collections or to save fuel	14901	I	70.96
2.	Footboard travel by Passengers	14595	II	69.50
3.	Severe Punishments are given for small mistakes while on duty	13020	III	62.00
4.	Public abuse	11939	IV	56.85
5.	Refuse of emergency leaves	11337	V	53.99
6.	Forcing to do over – time frequently	10365	VI	49.36
7.	Long distance trip	9789	VII	46.61
8.	No Fixed Working Time	8389	VIII	39.95
9.	Rest-room with inadequate facilities	6383	IX	30.40
10.	Managing with poorly maintained buses	3846	X	18.31

Source: Primary Data

It could be inferred that the first rank is given to the problem of “Always rushing with time to increase collections or to save fuel”, second rank goes to “Footboard travel by Passengers”, third rank is given for the problem “Severe Punishments are given for small mistakes while on duty”, fourth rank for the problem of “Public abuse”, fifth rank goes to “Refusal of emergency leaves”, sixth rank goes to “Forcing to do over – time frequently”, seventh rank goes to “Long distance trip”, eighth rank goes to “No Fixed Working Time”, ninth rank goes to “Rest-room with inadequate facilities” and tenth rank goes to “Managing with poorly maintained buses”. From the analysis it is inferred that the employees of the private sector transport undertakings face greatest the problem of that their management rushing them for more collections or to save fuel.

## II. Problems faced by Public Transport Employees

The result of problems faced by Public Transport Employees in Theni District by using Garrett Ranking Technique is presented in Table 2.

**Table 2 Problems faced by Public Transport Employees**

S. No	Factors	Total Score	Rank	Average Score
1.	Rest-room with inadequate facilities	12334	I	58.73
2.	Severe Punishments are given for small mistakes while on duty	11677	II	55.60
3.	Refuse of emergency leaves	11125	III	52.98
4.	Forcing to do over – time frequently	10881	IV	51.81
5.	Public abuse	10662	V	50.77
6.	Always rushing with time to increase collections or to save fuel	10392	VI	49.49
7.	Managing with poorly maintained buses	10318	VII	49.13
8.	Long distance trip	9940	VIII	47.33
9.	No Fixed Working Time	8798	IX	41.90
10.	Footboard travel by Passengers	8453	X	40.25

Source: Primary Data

It could be found that the first rank is given to the problem of “Rest-room with inadequate facilities”, second rank goes to “Severe Punishments are given for small mistakes while on duty”, third rank is given for the problem “Refusal of emergency leave”, fourth rank for the problem of “Forcing to do over – time frequently”, fifth rank goes to “Public abuse”, sixth rank goes to “Always rushing with time to increase collections or to save fuel”, seventh rank goes to “Managing with poorly maintained buses”, eighth rank goes to “Long distance trip”, ninth rank goes to “No Fixed Working Time” and tenth rank goes to “Footboard travel by Passengers”. From the analysis it is inferred that the employees of the public sector transport undertakings face the highest problem of ‘rest-room with inadequate facilities’ in the study area.

## Suggestions

Researcher has offered the following suggestions to increase the job satisfaction of the employees of both private and public sector transport undertakings based on the above findings of the study.



#### **A. Suggestions to the authorities of Private Sector Transport undertakings**

1. It is suggested that the owners of the private sector transport undertakings may take necessary steps to provide promotional opportunity to all their employees based on their experience.
2. Enough amount of social security schemes may be offered to cover the family members of the employees of private sector transport undertakings in the study area.
3. It is recommended that the private sector transport undertakings may provide enough amount of non - monetary benefits which cover Job Security, Recognition, Safety Measures, First Aid, Transfer Facilities and Retirement Benefits and the like to manage the number of dependents of the employees of private sector transport undertakings in the study area.

#### **B. Suggestions to the authorities of Public sector transport undertakings**

1. It is suggested that the authorities may increase the welfare facilities and social security schemes to their employees than the existing level to avoid the difference of opinion among the employees of various age groups.
2. It is suggested to reduce the job stress of the employees of the public sector transport undertakings. The authorities of public sector transport undertakings may improve the working condition. Moreover the excess workload due to the absence of the employees shall be equally distributed among the employees without any compulsion.
3. Purified drinking water may be provided to the drivers and conductors at free of cost.
4. The rest room facility for the drivers and conductors of the long drive buses may be increased with free boarding and lodging facility.

#### **Conclusion**

Transport is imperative to move men and material from one place to another. Driver and conductor are playing a vital role. They have some problems which are analyzed. In the analysis of problems faced by both Private and Public Transport Employees in Theni District, out of ten problems in each cases private transport employees faced “management rushing them for more collections or to save fuel” as first and foremost problems whereas public transport employees faced the highest problem of ‘rest-room with inadequate facilities’.

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