

A Study on Impact of Job Stress on Performance and Satisfaction of The Employees With Special Reference to Tamilnadu State Transport Corporation, Kumbakonam

Dr. S.SASIKUMAR, Asst. Professor, PG and Research Department of Business Administration, Rajah Serfoji Govt. College (Autonomous), Thanjavur, India.

Ms. A. MANIMALA, Research Scholar, PG and Research Department of Business Administration, Rajah Serfoji Govt. College (Autonomous), Thanjavur, India.

ABSTRACT - Stress is becoming a common and enveloping issue in the twenty first century. Several researchers across disciplines have studied, but studies on stress of transport corporation employees are inadequate. This article intends to determine the level of stress of the transport corporation employees and study the factors that could forecast stress. It is found that the employees experience moderate level of stress. Further, stress is predicted by working environment and safety and protection. The results of the study are discussed and inference for both the organization and the individual are given.

Key words: Job Satisfaction, Perception, Aspiration, Performance, Individual development

I. INTRODUCTION

Introduction As job satisfaction is a self-motivated; it can decline even more quickly than it develops. Organizations are composed of individuals. Each individual is an island in himself / herself, subject to particular motives, aspirations, perception and abilities. The behavior of each individual is influenced by several factors, such as environmental factors, performance and individual development of an employee is based on the extent influence of various factors on him. The type of job which an individual holds leads to a significant influence on his behavior. When an employee takes up a job in an organization, his behavior is influenced by various factors. A person likes the job when he/she is satisfied with the conditions of the job and associate. Attitude plays an important role in reflecting the satisfaction of the employee.

STATEMENT OF THE PROBLEM:

Transport work has been identified as one of the most stressful profession today. The reasons for that may be more work load, government rules and regulations. Working environment has a pronounced effect on stress. Time management, traffic congestions, accident fear, overcrowd, passenger misbehavior etc., may also lead to stress. This study aims to investigate the experience of stress level among transport employees. The following questions were raised in the minds of the Researcher.

- What is the character of working environment of transport employees and are they fulfilled with the working time of the transport?
- What is the perception of employee on the accessible working environment and are they

really satisfied and are the factors that influence the level of satisfaction?

- What is then the stage of pressure of transport employees?
- What are the factors reasons the level of stress?

OBJECTIVES OF THE STUDY

1. To identify and analyze the factors influencing job stress the transport employees in the study area.
2. To assess the level of stress among the transport employees in the study area.
3. To analyze the impact of job stress and problems due to job stress.
4. To offer suitable suggestions based on the findings of the study.

II. REVIEW OF LITERATURE

R. Janakiraman & dr. M. Saravanan(2014) The study is based on job satisfaction of the TNSTC employees. 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.

R. Dhanalakshmi (2008) “The study conducted only in two branches of the TNSTC in Coimbatore city and hence the generalisability of the study is restricted only one those branches. She took multiple regression analysis. It established between a set of antecedents and stress not with the outcome variables. Finally no distinction was made between the conductors and drivers and therefore the stressor – stress relationship may be studied for conductors and drivers separately.

Dr. S Thirumaran & D Baranitharan (2016) concluded from this study”Transport services are very important for development of people. Stress can be identified to be a main problem of transport employees. In TNSTC employees particular drivers and conductors have various factors initiate stress. Its include road conditions, work overload, passengers behavior and traffic rules and regulations are initiate the stress. From the analysis it is clear that all the factors like organizational factors, working conditions, passengers attitudes, public and government attitudes, and personal factors have create stress to the drivers and conductors. So, the transport employees have use yoga, career planning and counseling to reduce them from stress”.

III. METHODOLOGY

A questionnaire was developed based on the theoretical understanding of stress. Accordingly, seven factors were identified as stress causing factors (stressors). The factors identified were

a) Strength conditions b) operational conditions c) economic benefits d) safety and security e) timing of work f) relationship with social group and union and g) grievance redressal. Each factor was measured using subscales. For example, grievance redressal was measured using four items. The factors were subjected to validity and reliability tests.

RESEARCH DESIGN

Researcher used descriptive research for studying the attitude of the employee. Research design as a tool to alter the research worker to anticipate what the suitable analysis choices ought to be, therefore on maximize the validity of the ultimate results. It provides the framework for assembling information and the way the study are conducted.

DATA COLLECTION METHOD

The Study with Special Reference to Kumbakonam Branches and the Sampling Design Researcher used descriptive research for studying the attitude of the employee. The data needed for the study is both primary and secondary data. The primary will be collected through questionnaires and interviewing the respondents using the interview schedule in the Kumbakonam TNSTC. Secondary data collected through Internet, magazines,

journals and books from various concerning libraries and inputs from employees in Kumbakonam branches. A total 134 of respondents in TNSTC employees exclusively taken as the sample.

AREA OF STUDY

A Study with Special Reference to Thanjavur district Transport Corporation.

POPULATION

It is the process of selecting representative subset of a total population for obtaining data for the study of the whole population the subset is known as sample. In this the report was prepared from the employees of TNSTC sector. The sample size is 134.

SAMPLING METHOD

The workers are working in various cater of position. Random sampling method is taking on to get close about the study. A total of 134 respondents in TNSTC employees exclusively (drivers and conductors) are taken as Sample.

MEASUREMENT SCALE

Nominal and Ordinal scaling has been used to find out the Socio demographic factors, performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation such as, Strongly Disagree, Disagree, neutral, Agree and Strongly Agree.

IV. DATA ANALYSIS, PRESENTATION AND INTERPRETATION OF RESULTS

INTRODUCTION

The data analysis phase of a study is a process that aids researchers in drawing meaningful conclusions from the collection of the data. Data collection in the current research project consisted of interview data obtained from two levels of an organization’s staff including a review of archival data and other organizational documents provided by the research location.

Methodological triangulation to evaluate the data for the current research because this process validated the findings of this study and enabled me to evaluate comprehensive data to reach a richer understanding of the phenomenon.

Data analysis techniques involve a thorough completion of the examination of the data to identify emerging and repetitive patterns and themes and then, investigators can more readily formulate a deep meaning to these themes

TOOLS FOR ANALYSIS

The study used statistical tolls such Factors analyses were used to analyze the data. ANOVA and Chi-square test are applied to test the hypotheses are framed for the analysis and interpretation of data.

1- CHI-SQUARE TEST FOR PERFORMANCE AND SATISFACTION OF THE EMPLOYEES WITH SPECIAL REFERENCE TO TAMILNADU STATE TRANSPORT CORPORATION

Alternative Hypothesis (H1): There is significance between performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation.

Null Hypothesis (H0): There is no significance between performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation.

Table No -1 Chi-square test for performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation

	Health Conditions	Working Condition	Monetary Benefits	Safety and security	Timing of Work	Relationships with colleagues and union	Grievance and redressal
Chi-Square	96.672 ^a	88.985 ^a	63.015 ^a	85.851 ^a	101.896 ^a	37.493 ^a	84.284 ^a
Degree freedom	4	4	4	4	4	4	4
Asymp. Sig.	.000**	.000**	.000**	.000**	.000**	.000**	.000**

a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 26.8.

The calculated chi square value is 96.672, 88.985, 63.015, 85.851, 101.896, 37.493 and 84.284. Of which factor fifth 'P' value .000 is significant at 1% level. Hence, it is concluded that the all Factors have significant association with TNSTC service of respondents. Hence, the null hypothesis was accepted. So, The all factors likes Health conditions, Working conditions, monetary Benefits, Safety and security, Timing of Work, Relationships with colleagues and union Grievance and redressal.

Since the p value 0.00 is less than 0.05 (p<0.05), there is a significant performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation.

It is concluded from this study was successful in decreasing the level of stress of the employees of TNSTC.

2- ANOVA TEST FOR CATEGORY OF PERFORMANCE AND SATISFACTION OF THE EMPLOYEES WITH SPECIAL REFERENCE TO TAMILNADU STATE TRANSPORT CORPORATION

Null Hypothesis (H0): There is no significance between performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation.

Alternative Hypothesis (H1): There is significance between performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation.

Table No -2 ANOVA test for category of performance and satisfaction of the employees with special reference to Tamil Nadu state transport corporation

Factors of level of stress among the TNSTC employees	F	Sig.
Health conditions	.220	.882
Working condition	1.450	.231
Monetary benefits	44.928	.000**
Safety and security	.645	.588
Timing of Work	.011	.998
Relationships with colleagues and union	53.626	.000**
Grievance and redressal	1.577	.198

In these results, the null hypothesis states that the mean stability values of 7 different factors are not equal. Because the p-value is 0.00(Except Health conditions, working condition, Safety and Security, Timing of work and Grievance and redressal), which is greater than the significance level of 0.05, you can reject the null hypothesis and conclude that some of the factors have different means. It is inferred that the opinions of respondents belonging to various categories were significantly different at 1% level. Thus, the level of the stress had different effects on categories of sample respondents.

3-FACTOR ANALYSIS FOR PERFORMANCE AND SATISFACTION OF THE EMPLOYEES WITH SPECIAL REFERENCE TO TAMILNADU STATE TRANSPORT CORPORATION

KMO and Bartlett's Test

The dimensionality of level of stress was examined using factor analysis based on seven individual statements and the reliability of the subsequent factor structures was then tested for internal consistency of the grouping of the items. The seven factors of performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation are related to the following:

Table No -3 KMO and Bartlett's Test of performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.726
Bartlett's Test of Sphericity	Approx. Chi-Square	109.382
	Degree of Freedom	21
	Significance	.000**
a. Only cases for which category of employees = Drivers are used in the analysis phase.		

Note: **Denote at 1% level

High value of KMO (0.726 > .05) of indicates that factor analysis is useful for the present data. The significant value for Bartlett's test of Sphericity is 0.000 and is less than 0.05 which indicates that there exists significant relationships among the variables. The resultant value of KMO test and Bartlett's test indicates that the present data is useful for factor analysis.

Table No – 4 Total variance explained for performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation

Total Variance Explained									
Component	Initial Eigen values			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.144	30.633	30.633	2.144	30.633	30.633	1.886	26.945	26.945
2	1.783	25.474	56.107	1.783	25.474	56.107	1.805	25.791	52.736
3	1.245	17.790	73.897	1.245	17.790	73.897	1.481	21.161	73.897
4	.699	9.980	83.878						
5	.571	8.158	92.036						
6	.357	5.097	97.133						
7	.201	2.867	100.000						
Extraction Method: Principal Component Analysis.									
a. Only cases for which category of employees = Drivers are used in the analysis phase.									

All the statements of the performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation are loaded on the seven factors. The total variance accounted for, by all the three factors with Eigen value greater than 1 is 73.897 percent and the remaining variance is explained by other variables. Among the three factors, the first factor accounts for around 29.945 percent of variance which is the prime criteria considered in performance and satisfaction of the TNSSTC employees.

Table No -5 Rotated Component Matrix of performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation

Rotated Component Matrix	Component		
	1	2	3
Monetary benefits	.938	.016	-.023
Relationships with colleagues and union	.918	-.101	-.023

Safety and security	-.142	.783	.213
Timing of Work	-.189	.752	.144
Grievance and redressal	.286	.743	-.124
health conditions	-.133	-.044	.883
working condition	.093	.252	.787
Extraction Method: Principal Component Analysis.			
Rotation Method: Varimax with Kaiser Normalization.			
a. Rotation converged in 4 iterations.			
b. Only cases for which category of employees = Drivers are used in the analysis phase.			

The statements are converted into 3 factors using factor analysis.

The following two aspects related to performance and satisfaction of the employees with special reference to

Tamilnadu State Transport Corporation are converted into a single factor

1. Monetary benefits
2. Relationships with colleagues and union

The following three aspects related to performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation are converted into a single factor

1. Safety and security
2. Timing of Work
3. Grievance and redressal

The following two aspects related to performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation are converted into a single factor

1. health conditions
2. working condition

Apart from that, the dimension “performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation” comprises seven statements. Out of seven statements, three statements contribute more towards performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation. The statements are (1) Monetary benefits (2) time and work (3) Health conditions. The result determines the fact that almost all the attributes under performance and satisfaction of the employees in TNSTC are important and the most influencing factor is identified. This may be due to the fact that the employees must have felt that the importance of performance and satisfaction of the employees TNSTC lies in the performance and satisfaction of the employees that improves their pervasiveness towards the TNSTC and its services. Hence among all other attributes under performance and satisfaction of the employees, the above said factor alone is the most influencing variable.

LIMITATIONS OF THE STUDY:

- The study is confined to transport corporation which are located in Kumbakonam branch only. So the results cannot be generalized.
- The sample size may be small. Personal bias of the respondents might have crept while answering a few questions in the structured questionnaire.
- The period of the study is limited.

V. FINDINGS, RECOMMENDATIONS AND CONCLUSIONS

INTRODUCTION

The purpose of this study was to ascertain why the tutorial employees enlisting and retention methods at the upper establishments in Thanjavur are regarded considered not

applicable, that hampers the self-made operation of the upper establishments in Thanjavur.

FINDINGS

- P value 0.00 is less than 0.05 ($p < 0.05$), there is a significant performance and satisfaction of the employees with special reference to Tamilnadu State Transport Corporation.
- It is concluded from this study was successful in decreasing the level of stress of the employees of TNSTC.
- The total variance accounted for, by all the three factors with Eigen value greater than 1 is 73.897 percent and the remaining variance is explained by other variables. Among the three factors, the first factor accounts for around 29.945 percent of variance which is the prime criteria considered in performance and satisfaction of the TNSTC employees.
- High value of KMO (0.726 > .05) of indicates that factor analysis is useful for the present data. The significant value for Bartlett's test of Sphericity is 0.000 and is less than 0.05 which indicates that there exists significant relationships among the variables. The resultant value of KMO test and Bartlett's test indicates that the present data is useful for factor analysis.

RECOMMENDATIONS

- The employees need periodic refreshment programme that are facing more stress in their job so that they can concentrate more in their job and it can reduce the accidents.
- The corporation wants to set up hospitals for their own employee's and their dependents in subsidies cost. It will give them more commitment and involvement in their jobs and it can useful to reduce their health problems including stress.
- In the case of recruitment and selection, more attention is to be made towards objective assessment of the skills of the employees. The skills of the employees should be evaluated without any bias and discrimination at the time of selection.
- The corporation needs to think about providing additional training to the drivers and conductors to reduce the stress.

VI. CONCLUSION

Transport services are very important for development of people. Their significance in the mobility of labour is important contributing issue economic development of the country. Stress can be identified to be a main problem of transport employees. In TNSTC employees particular drivers and conductors have various factors initiate stress. Its include road conditions, work overload, passengers behavior and traffic rules and regulations are initiate the stress. From the analysis it is clear that all the factors like

organizational factors, working conditions, passengers attitudes, public and government attitudes, and personal factors have create stress to the drivers and conductors. So, the transport employees have use yoga, career planning and counseling to reduce them from stress.

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