



## PROBLEMS AND NEEDS OF BUS CONDUCTORS

**Sunita B. Jamanal**

Dept. of Human Development and Family Studies, College of Community Science, UAS, Dharwad

**Prema B. Patil**

Professor and Head, Dept. of Human Development and Family Studies, College of Community Science, UAS, Dharwad

**Geeta P. Channal**

Associate professor and Senior Scientist AICRP, Women in Agriculture, UAS, Dharwad

**ABSTRACT**

The present study was conducted during 2021-2023 in North-West Karnataka Road Transport Corporation (NWKRTC) Hubli-Dharwad. The present study used to assess the job stress of male and female bus conductors. Self-structured questionnaire was used. The study revealed that Male and female bus conductors had problems like organization do not accept the demands and requests of bus conductors, waiting for long time to take ticket machine everyday, sufficient incentives and rewards are not given for effective job performance, overtime duty in festival time, pressure to complete the work in time, over work load, repetitive work increase stress, quarreling passengers, air & sound pollution, bad road conditions, unrepaired buses, difficulty in doing long route because of extension of working hours, difficulty in doing local route duties because of over workload. Bus conductors needs are create awareness on stress management techniques, hygienic bus depots, availability of canteen, pure drinking water, and medical facilities, regular free health checkup, psychological counseling, personal loans with low interest rate, health counseling, there is need to award and incentive scheme for best conductor performances in depot, availability of good rest rooms and quartos, they need respect from their officers and public, need of recreational facility, regular maintenance of buses, it is needed to arrange stress management workshops at every three months and career development programs for conductors, it is essential, to organize get-together programs, cultural programs among bus conductors with family.

**KEYWORDS :****INTRODUCTION:**

In India, many forms of public transportation are available for passengers. Among them, buses play a significant role. The transport sector has traditionally been seen as a man's domain. Up until 1980, women stayed away from this industry. In later years, women began to work as bus conductors in various regions of India. Similarly, the circumstance can be seen in road transportation industries in both KSRTC and BMTCL in Karnataka. Karnataka state transportation became the first to employ female bus conductors. Every occupation carries its own risk and same in the case of bus driving and conducting. Conducting frequently involves known risk factors like prolonged standing, whole body vibration, strenuous workload, prolonged working time, skin to skin contact with the passengers and exposure to the air borne diseases like tuberculosis where the main route of infection is droplet form. There are also some risk-factors such as reduction in place of reduce, pressure for selling tickets which leads to impaired mental health. The physical and psychological health of the bus conductors is a critical factor in the conducting performances.

Any impairment could lead to undesirable consequences for the passengers. Among the different types of public transport city buses are most commonly used in Dharwad- Hubli.

**MATERIAL AND METHODS:****Population of the study:**

The population of the study comprised of male and female bus-conductors working in different places of Dharwad and Hubli.

**Sample for the study:**

North-West Karnataka Road Transport Corporation of (NWKRTC) Hubli-Dharwad. The sample size for the study comprised of 200 bus conductors based on purposive sampling method (100 male and 100 female bus conductors). The conductors having minimum 5 years of experience were selected for the study.

**Data collection procedure:**

North-West Karnataka Road Transport Corporation (NWKRTC) of Hubli-Dharwad were selected. Permission was taken from the depot manager regarding the strength of conductors for data collection. The sample size for the study comprised of 200 bus conductors based on purposive sampling method. Dharwad region mainly had 3 depots. Hubli region mainly 4 depots. Information regarding conductors travelling long routes and local routes was gathered. Data was calculated using the questionnaire.

**Research tools used for study:**

Self-structured questionnaire was used to document the problems and need of bus conductors.

**RESULTS:**

Results pertaining to problems of male and female bus-conductors are depicted in table 1. The major problems expressed by male-conductors were unrepaired buses (78.00%), over time duty in festival time (72.00%), waiting for long time to take ticket machine everyday (72.00%), overtime duty in festival time (72.00%), pressure to complete the work in time (68.00%), organization do not accept the demands and requests of bus conductors (67.00%) and sound pollution (68.00%). Further the major problems expressed by female bus conductors were quarrelling passengers (78.00%), air and sound pollution (73.00%), overtime duty in festive time (64.00%) and waiting for long time to take ticket machine everyday (62.00%). The needs of male and female bus conductors is depicted in table 2. The important needs expressed by male conductors were regular maintenance of buses (88.00%), respect from their officers and public (95.00%), personal loans with lesser interest rates (83.00%), organization of get together programs (78.00%) and availability of canteen, pure drinking water and medical facilities (77.00%). Further the major needs expressed by female bus conductors were respect from officers (98.00%), personal loans with low interest rate (88.00%), awareness on stress management techniques (82.00%), organization of get

together programs (84.00%) and availability of canteen, pure drinking water and medical facilities (78.00%).

**DISCUSSION:**

Problems of male and female bus conductors are depicted in

**Table 1: Problems of bus-conductors (N=200)**

Sr. No.	Statements	Male conductors (%) (n=100)			Female conductors (%) (n=100)		
		Yes	Sometimes	No	Yes	Sometimes	No
1	Working hours are fixed	19 (19.00)	36 (36.00)	45 (45.00)	29 (29.00)	51 (51.00)	20 (20.00)
2	Difficulty in facing family members due to fluctuating working hours	15(15.00)	28 (28.00)	57 (57.00)	31 (31.00)	45 (45.00)	24 (24.00)
3	Organization do not accept the demands and requests of bus conductors.	67 (67.00)	23 (23.00)	10 (10.00)	58 (58.00)	28 (28.00)	14 (14.00)
4	Waiting for long time to take ticket machine everyday	72 (72.00)	25 (25.00)	3 (3.00)	62 (62.00)	23 (23.00)	15 (15.00)
5	Insufficient salary	14 (14.00)	52 (52.00)	34 (34.00)	31 (31.00)	42 (42.00)	11 (11.00)
6	Delay in assistance given in case of illness and accidents.	47 (47.00)	33 (33.00)	20 (20.00)	28 (28.00)	41 (41.00)	31 (31.00)
7	Sufficient incentives and rewards are not given for effective job performance	63 (63.00)	17 (17.00)	20 (20.00)	58 (58.00)	20 (20.00)	22 (22.00)
8	Overtime duty in festival time	72 (72.00)	28 (28.00)	-	64 (64.00)	36 (36.00)	-
9	Pressure to complete the work in time	68 (68.00)	32 (32.00)	-	65 (65.00)	35 (35.00)	-
10	Over work load	56 (56.00)	35 (35.00)	9 (9.00)	60 (60.00)	28 (28.00)	12 (12.00)
11	Repetitive work increase stress	59 (59.00)	22 (22.00)	19 (19.00)	45 (45.00)	32 (32.00)	23 (23.00)
12	Quarreling passengers	62 (62.00)	15 (15.00)	23 (23.00)	78 (78.00)	13 (13.00)	9 (9.00)
13	Undisciplined passengers	23 (23.00)	47 (47.00)	30 (30.00)	33 (33.00)	39 (39.00)	28 (28.00)
14	Air & Sound Pollution	68 (68.00)	28 (28.00)	4 (4.00)	73 (73.00)	27 (27.00)	-
15	Bad road conditions	64 (64.00)	32 (32.00)	4 (4.00)	52 (52.00)	34 (34.00)	14 (14.00)
16	Unrepaired buses	78 (78.00)	19 (19.00)	3 (3.00)	61 (61.00)	20 (20.00)	19 (19.00)
17	Difficulty because of unavailability of wash room in some bus stops.	32 (32.00)	41 (41.00)	27 (27.00)	52 (52.00)	31 (31.00)	17 (17.00)
18	Difficulty in doing long route because of extension of working hours.	56 (56.00)	23 (23.00)	21 (21.00)	58 (58.00)	27 (27.00)	15 (15.00)
19	Difficulty in doing local route duties because of passenger rush.	58 (58.00)	30 (30.00)	12 (12.00)	60 (60.00)	29 (29.00)	11 (11.00)

**Table 2: Needs of bus-conductors (N=200)**

Sr. No.	Statements	Male conductors (%) (n=100)			Female conductors (%) (n=100)		
		Yes	Sometimes	No	Yes	Sometimes	No
1	Awareness on stress management techniques.	74 (74.00)	36 (36.00)	-	82 (82.00)	18 (18.00)	-
2	Hygienic bus depots.	65 (65.00)	35 (35.00)	-	66 (66.00)	34 (34.00)	-
3	Availability of canteen, pure drinking water, and medical facilities.	77 (77.00)	23 (23.00)	-	78 (78.00)	22 (22.00)	-
4	Regular free health checkup.	72 (72.00)	28 (28.00)	-	75 (75.00)	25 (25.00)	-
5	Psychological counseling.	67 (67.00)	33 (33.00)	-	70 (70.00)	30 (30.00)	-
7	Personal loans with low interest rate.	83 (83.00)	17 (17.00)	-	88 (88.00)	12 (12.00)	-
8	Health counseling.	72 (72.00)	28 (28.00)	-	64 (64.00)	36 (36.00)	-
9	Award and incentive scheme for best conductor performances in depot.	68 (68.00)	32 (32.00)	-	65 (65.00)	35 (35.00)	-
10	Availability of good rest rooms and quarters	76 (76.00)	24 (24.00)	-	81 (81.00)	19 (19.00)	-
11	Respect from their officers and public.	95 (95.00)	5 (5.00)	-	98 (98.00)	2 (2.00)	-
12	Need of recreational facility.	62 (62.00)	23 (23.00)	15(15.00)	78 (78.00)	13 (13.00)	9 (9.00)
13	Regular maintenance of buses.	88 (88.00)	12 (12.00)	-	83 (83.00)	17 (17.00)	-
14	Stress management workshops at every three months and career development programs for conductors.	64 (64.00)	36 (36.00)	-	66 (66.00)	34 (34.00)	-

15	Organization of get-together programs, annual gathering, farewell parties, cultural programs.	78 (78.00)	22 (22.00)	-	84 (84.00)	16 (16.00)	-
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table 1. With respect to male and female bus conductors more than half of the bus conductors expressed problems like organization do not accept the demands and requests of bus conductors, waiting for long time to take ticket machine everyday, sufficient incentives and rewards are not given for effective job performance, pressure to complete the work in time, repetitive work increase stress, quarreling passengers, air and sound pollution, bad road conditions, unrepaired buses, difficulty in doing long route because of extension of working hours, difficulty in doing local route duties because of passenger rush. Table 2 shows needs of male and female bus conductors. With respect to male and female bus conductors more than 60 per cent of bus conductors need trainings on stress management techniques, hygienic bus depots, availability of canteen, recreational facilities, regular maintenance of buses. Similar problems were expressed in a research study by Somashekar and Vinodh (2012) Results revealed that handling commuters in the bus was one of challenges faced by women bus conductors. Dubal (2011) carried out a study welfare and recreational facilities for MSRTC employees of western Maharashtra. It was suggested that the government needs to take necessary steps to implement social legislations for both men and female bus conductors.

#### CONCLUSION:

The problems expressed by male and female bus conductors were organization does not accept the demands and requests of bus conductors, waiting for long time to take ticket machine everyday, insufficient incentives and rewards for effective job performance, overtime duty in festival time, pressure to complete the work in time, over work load, repetitive work, quarreling passengers, air and sound pollution, bad road conditions, unrepaired buses, difficulty in doing long route because of extension of working hours and difficulty in doing local route duties because of over rush. The needs of bus conductors were stress management techniques, hygienic bus depots, pure drinking water and medical facilities, regular free health checkup, psychological counseling, personal loans with low interest rate, health counseling, award and incentive scheme for best conductor performances in depot, availability of good rest rooms and quarters, respect from their officers and public, recreational facilities, regular maintenance of buses, stress management workshops, organization of get-together programs.

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