



PSYCHOLOGICAL PROBLEMS FACED BY DRIVERS AND CONDUCTORS IN CUDDALORE REGION

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ABSTRACT Today stress is the most integral part of life. Changing the life style and social factors, it becomes predictable. Stress leads to behavioral, physical and mental changes. It can be a positive or negative. Stress generated by undesirable outcomes, is called Distress. Some level of stress is need for effective functioning and performance. Stress is a state of psychological and physiological imbalance resulting from the disparity between situational demand and the individual's ability and motivation to meet those needs. This paper mainly focused on psychological problems faced by drivers and conductors.

KEYWORDS : Stress, Drivers, Conductors, psychological and problems

INTRODUCTION

The word "Stress" was derived from the Latin word "Stringere" meaning to draw tight. In the 15th century, this term was used to describe troubles or pains. A century later, the term was used to describe burden, force or pressure, especially on a person's body or soul. In the 17th century, stress denoted hardships, straits, advertising or afflictions. During the 19th century, it meant for force, pressure, strain or strong effort. It came in social sciences from engineering and physics. The father of modern stress Professor Hans Selye brought before the public the concept of Stress in a medical sense to indicate overloading of the human body. Stress is a general term applied to various psychological (mental) and physiologic (bodily) pressures experienced or feel by people throughout their life.

STRESS

The stress may be emotional, mental and cognitive. Stress is a usual reaction as soon as your brain recognizes a threat. While the threat is perceived, your body releases hormones that make active your "fight or flight" response. Psychologists S. Lazarus expresses stress as "a feeling that a person experiences when they perceive that the demands go beyond the personal and social resources the person is able to mobilize." For the majority of people, stress is an unenthusiastic experience.

STATEMENT OF THE PROBLEM

India's public Road Transport Systems are among the most heavily utilized in the world which is mostly run by government owned Transport Corporation, come under the preview of State Governments. In Tamilnadu, Public Road Transport still remain as the primary and preferred mode of transport for the most of the population. Buses take up over 90 per cent of Road public Transport in India, and serve as a cheap and convenient mode of transport. Therefore, the employees' level of job stress is vital for the safety and security of mass passenger population.

TABLE 1 PSYCHOLOGICAL PROBLEMS

S. No	Problems	Strongly agreed	Agreed	Neutral	Disagreed	Strongly disagreed	Total	Total score	Mean score
1	Aggressive driving	68	73	29	144	62	376	1069	2.84
		(18.10)	(19.40)	(7.70)	(38.30)	(16.50)	(100.00)		
2	Depression	131	137	32	39	37	376	1414	3.76
		(34.80)	(36.40)	(8.50)	(10.40)	(9.80)	(100.00)		
3	Weakness of body	150	124	23	37	42	376	1431	3.81
		(39.90)	(33.00)	(6.10)	(9.80)	(11.20)	(100.00)		
4	Accident	131	137	32	39	37	376	1414	3.76
		(34.80)	(36.40)	(8.50)	(10.40)	(9.80)	(100.00)		
5	Low energy level	115	114	16	91	40	376	1301	3.46
		(30.60)	(30.30)	(4.30)	(24.20)	(10.60)	(100.00)		
6	Poor co-ordination of routine task	107	120	32	83	34	376	1311	3.49
		(28.50)	(31.90)	(8.50)	(22.10)	(9.00)	(100.00)		
7	Possibility of sleeping on wheel	131	142	18	44	41	376	1406	3.74
		(34.80)	(37.80)	(4.80)	(11.70)	(10.90)	(100.00)		
8	Boredom	126	60	26	103	61	376	1215	3.23
		(33.50)	(16.00)	(6.90)	(27.40)	(16.20)	(100.00)		

Job stress as one of the key problems in the workforce for the next century. Job stress problem poses risks to workers' well being as well as to organizational performance. Hence, the stress is the universal phenomena and property of modern human beings irrespective of their occupation. Because each and every job has its own nature and accordingly it is generating a kind of pressure over the respective domain. According to the above truth, the transportation sectors especially the public transport and its employees facing plenty of problems and issues in their day to day life.

Today's work environment demands more and more, therefore a stress is unavoidable upto 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.

OBJECTIVES OF THE STUDY

1. To analysis the impacts of job stress and problems due to job stress.
2. To offer suitable suggestions based on the findings of the study.

SAMPLING DESIGN

There are 11 depots functioning in Cuddalore region. All are considered in the present study. In Cuddalore region 1839 Conductors and 1918 drivers are working at present. Out of which 10 per cent are selected as sample under the simple random sampling techniques. The conductors sample size is 184 and Drivers sample size is 192. The total both conductors and Drivers sample size is 376.

PSYCHOLOGICAL PROBLEMS

In order to assess the problems faced by the respondents because of stress, the researcher asked the respondents about the following psychological problems and the level of agreement was presented in the following Table 1.

9	Lack of concentration	52	90	29	128	77	376	1040	2.77
		(13.80)	(23.90)	(7.70)	(34.00)	(20.50)	(100.00)		
10	Easily provoked	98	80	17	112	69	376	1154	3.07
		(26.10)	(21.30)	(4.50)	(29.80)	(18.40)	(100.00)		

Source: Computed from Primary Data

*Significant at 5 per cent level (p value ≤ 0.05)

Table 1 indicates that the acceptance levels of the respondents towards various psychological problems arise due to job stress. Out of the 376 respondents, 18.10 per cent, 19.40 per cent, 7.70 per cent, 38.30 per cent and 16.50 per cent of the respondents are strongly agree, agree, neutral, disagree and strongly disagree respectively towards aggressive driving since of job stress.

With regards to psychological problems, depression as a major problem, 34.80 per cent of the respondents was strongly agreed with that and, 36.40 per cent of the respondents agreed, 8.50 per cent have natural and 10.40 per cent of the respondents disagreed. The 9.80 per cent of the respondents of psychological problems, depressions have been strongly disagreed.

For the transport employees the Weakness of body is a major problem, 39.90 per cent of the employees have strongly agreed, 33 per cent employees agreed, followed by 6.10 per cent employees weakness of body was neutral and 9.80 per cent have disagreed. The 11.20 per cent have weakness of body problems who have strongly disagreed.

In psychological problems, accident has the main problems, 34.80 per cent respondents have strongly agreed, 36.40 per cent respondents have agreed, 8.50 per cent have neutral, 10.40 per cent of the employees disagreed and 9.80 per cent employees strongly disagreed the accident of psychological problems.

With regards to psychological problems, Low energy level is another important problem in transport employees. 30.60 per cent of the employees strongly agree in the problem, 30.30 per cent employees agree, 4.30 per cent have neutral, 24.20 per cent employees have disagreed this problem and 10.60 per cent of the employees strongly disagreed towards the low level energy due to job stress.

Poor co-ordination of routine task is the main in psychological problems, 28.50 per cent of the respondents have strongly agreed, 31.90 per cent respondents agree, 8.50 per cent respondents the level was neutral, 22.10 per cent of the respondents disagreed and 9.00 per cent have strongly disagreed due to job stress.

Possibility of sleeping on wheel is important problems for transport employees. 34.80 per cent of the employees have strongly agreed, 37.80 per cent of the employees have agreed this level, 4.00 per cent have neutral, 11.70 per cent of the employees have disagreed and the remaining 10.90 per cent of the employees have strongly disagreed to stated that job stress.

Boredom is one of the main problems in psychological problems. Out of 376 respondents 33.50 per cent, 16.00 per cent, 6.90 per cent, 27.40 per cent and 16.20 per cent of the respondents are strongly agree, agree, neutral, disagree and strongly disagree respectively towards Boredom as of job stress.

In view of psychological problems, Lack of concentration 13.80 per cent of the respondents have strongly agreed, 23.90 per cent of the respondents agreed, 7.70 per cent have neutral and 34.00 per cent of the respondents have their opinion is disagreed. Another 20.50 per cent respondents have strongly disagree towards the lack of concentration due to job stress.

Easily provoked is another important problems in psychological problems. 26.10 per cent of the respondents have strongly agreed, 21.30 of the respondents have disagreed, a few 4.50 per cent have neutral, 29.00 per cent of the respondents disagreed and 18.40 per cent of the respondents level is strongly disagreed towards easily provoked because of job stress.

The average acceptance score calculated reveals that the respondents are strongly affected by Weakness of body due to job stress (3.81) followed by the Depression and Accident having mean value (3.76). The next important problem arised by job stress is the possibility of sleeping on wheel and its mean value (3.74). Another problem is Poor co-ordination of routine task (3.49) followed by Low energy level

(3.46). However, the respondents have lower acceptance problem due to job stress is the Lack of concentration and its mean value is (2.82).

SUGGESTIONS

1. The corporation can recruit young people so as to use their power and force in certain areas of the technical and operational field.
2. TNSTC Cuddalore region provides need-based training to workers. Transport Corporation should give training to drivers and conductors to save the diesel, tire, and to deal with the passengers and accident free driving.
3. Employees can be given special training on delivering excellent service to their customers and travelling public.
4. Need based transfers can be implemented to serve the actual needs of the co Corporation should evolve urgent measures to improve the safety elements among the drivers and conductors.
5. The workers must be educated about the benefits and advantages of training programme, workshops, orientation and refresher courses, so as to remove “fear complex” from their minds, to add job perfection and strategic innovation in the development of the corporation.
6. Sports and recreation facilities should be conducted at frequent intervals since technical employees are moving with the hard parts of their work life.
7. Health camps, yoga sessions and other such rejuvenation camps can be organized to reduce their stress level and make them be happy both physically and psychologically.

CONCLUSION

The impact of job stress was studied with level of job stress and the psychological impacts of job stress were also analyzed in this chapter. It is found that the organizational factors and personal factors show the significant impact on psychological aspect of transport employees. Further problems faced by the transport employees were studied with demographic profile of the employees. Hence it was concluded that out of five identified factors, organizational factors and personal factors significantly impact the psychological problems of the employees of Transport Corporation in Tamilnadu.

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