



A Study On Influence Of Commuting Time On Performance Of Banking Employees

* Dr. Viral Shilu

* Director, SPKM-MBA College Jetpur

ABSTRACT

In geographically wide-spread cities, People spend a considerable amount of their time commuting to and from work. Commuting has become an important aspect of our lives that demands a lot of our valuable time. There is indeed considerable evidence for capitalization of transportation infrastructure in the price of land and for compensating wage differentials due to commuting distance. The Times of India (September 21, 2008) stated that the average commuting time in Mumbai at 47.26 minutes; Delhi at 42.96; Bangalore at 37.91; Chennai at 36.08; Hyderabad at 33.82 and Pune at 30.87 minutes.

Keywords : Performance, Commuting time, Transportation, Stress

Introduction

Commuting involves much more than just covering the distance between home and work. Commuting takes time, but also generates out of pocket costs, causes stress and intervenes in the relationship between work and family. In fact, it seems that commuting is that daily activity that generates the lowest level of positive effect, as well as a relatively high level of negative effect. Moreover, commuting is salient in the every-day routines of many people's lives. A present study is conducted on employees of Public Bank of India of Ahmedabad City. A study is conducted with a view to understand the influence of commuting time on the performance of these employees.

Literature Review

Performance has ever been an area of interest not only for the academics but also for corporate. Few researches has been conducted to measure the effects of commuting time on performance of the employees across the world specifically for the employees living in metropolises.

The recent IBM Commuter Pain Study (2010) paints a grim picture of metropolitan-area commuters in many cities struggling to get to and from work each day, often with negative consequences. For example, 57% of all respondents said that roadway traffic has negatively affected their health, but that percentage soars to 96% in New Delhi in and 95% in Beijing. Similarly, 29% overall say that roadway traffic has negatively affected work, but that percentage raise to 84% in Beijing, 62% in New Delhi and 56% in Mexico City.

According to data from Payscale(2011), a US-based salary tracking firm, The average one-way commuting time in Bangalore is 40.1 minutes The comparable numbers for Mumbai and Delhi are 47.45 minutes and 43.6 minutes respectively. So an average commuter in these cities spends around eight hours a week getting from home to work and then back.

Objectives of the Study

1. To examine the average commuting time being spent by banking professionals
2. To understand the effects of commuting time on performance of banking employees on their work

performance and job satisfaction.

Research Methodology

The study focuses on employees of public sector banks of Ahmedabad city. The study provides information about the relationship between commuting time and performanc of these employees.

Sample Size

Sample consists of 200 Public Sector Bank Employees of 12 different banks which are conveniently chosen.

Data Collection

In this study, both primary and secondary data have been used. For the primary data, a structured questionnaire consisting of close-ended and multiple choice questions to extract the view points of the respondents has been used. For the secondary data, the data have been extracted from different newspapers, magazines, journals and websites. A sample size of 200 from the different public sector banks of Ahmedabad City has been used in this study. It took nearly two months, i.e. October and November 2011, to conduct the study.

Hypothesis

H0: Performance of banking employees is independent of commuting time.

H1: Performance of banking employees is not independent of commuting time.

Statistical Design

To accomplish the objectives of study, percentage analysis and chi square technique have been used. This is presented in following tables.

Percentage Analysis

Samples data are analyzed using following equation:

$\% \text{ of Respondents} = \frac{\text{Number of Respondent}}{\text{Total Number of Respondents}} * 100$

It can be analyzed from Table 1 that 63% are male respondents and 37% respondents belong to female gender.

Table 1: Gender Classification

Gender	Frequency	Percentage
Male	126	63
Female	74	37
Total	200	100

It can be inferred from Table 2 that 44% respondents spend less than 20 minutes for commuting which is followed by 37% of respondents who are taking 20-30 minutes of time. 9% samples units take around 30-40 minutes of time. The rest 10% are consuming more than 40 minutes time.

Table 2: Average Commuting Time

Time	Frequency	Percentage
Less than 20 Minutes	88	44
20-30 Minutes	74	37
30-40 Minutes	18	9
Over 40 Minutes	20	10
Total	200	100

It is found from Table 3 that 37.5% employees are living near to the workplace within the distance of 5 kilometers. Another 32% have distance between home and office of 5-8 kilometers. 10% of respondents have their home situated at a distance of 8-10 kilometers from workplace. Lastly 20.5% respondents dwell at distance over 10 kilometers.

Table 3: Distance Between Home And Office

Kilometers	Frequency	Percentage
Less than 5 Kilometers	75	37.5
5-8 Kilometers	64	32
8-10 Kilometers	20	10
Over 10 Kilometers	41	20.5
Total	200	100

Table 4 reveals that 61% of respondents spend around 7 hours in their offices. 20% of respondents have office hours of 8 hours. The respondents who have working hours of 9 hours constitute 15% of total respondents. Rest 4% respondents spend more than 9 hours in office

Table 4: Working Hours

Time	Frequency	Percentage
7 Hours	122	61
8 Hours	40	20
9 Hours	30	15
More Than 9 Hours	8	4
Total	200	100

It is understood from Table 5 that 65% respondents use their own vehicle for commuting. 19% travel by bus transportation. 16% travel the distance by auto. 5% reach office by the transportation provided by office.

Table 5: Mode of Transportation

Mode	Frequency	Percentage
Personal Vehicle	130	65
Bus	38	19
Auto	32	16
Organization Vehicle	10	5
Total	200	100

It is found from Table 6 that 6% usually reach late to office due to traffic problems. 79% face this situation occasionally. 12.5% respondents rarely have had such situation. 2.5% never reached office in time.

Table 6: Delay Due To Traffic Snarls

	Frequency	Percentage
Regularly	12	6
Occasionally	158	79
Rarely	25	12.5
Never	5	2.5
Total	200	100

It is depicted in Table 7 that out of 44% (88) respondents who take less than 20 minutes to reach office, 10% (20) have high achievement, 15% (30) have moderate performance and 19% (38) respondents face low performance achievement. Respondents who take time of commuting time between 20-30 minutes have 25% (50) who feel to have low performance. 9% (18) respondents take 30-40 commuting time, out of which 5% (10) have negative impact in terms of low performance. Those respondents who take more than 40 minutes have 10% of total respondents. 6% (12) of those respondents have low performance.

Table:7

Time	Performance Achievement			Total
	High	Moderate	Low	
Less than 20 Minutes	20	30	38	88
20-30 Minutes	6	18	50	74
30-40 Minutes	2	6	10	18
Over 40 Minutes	2	6	12	20
Total	30	60	110	200

Table:8 Chi square Result

Observed Frequency O	Expected Frequency E	O-E	(O-E)	(O-E)/E
20	13.2	6.8	46.24	3.503
30	26.4	3.6	12.96	0.490
38	48.4	(18.4)	338.56	6.995
6	11.1	(5.1)	26.01	2.343
18	22.2	(4.2)	17.64	0.794
50	40.7	9.3	86.49	2.125
2	2.7	(0.7)	0.49	0.181
6	5.4	0.6	0.36	0.066
10	9.9	0.1	0.001	0.001
2	3	(1)	1	0.333
6	6	0	0	0
12	11	1	1	0.090
Calculated values of chi square Test				16.921

The critical value of chi square = 16.81 at $\alpha=0.01$ and $df = 6$. Since calculated value is more than critical value null hypothesis is rejected. It simply means that performance of banking employees is not independent of commuting time.

Findings

- It reveals that minimum time for commuting being taken by the employees is ranging in between 20-30 minutes.
- Over 60% of employees use personal vehicle while commuting between home and office.
- Many of the employees occasionally encounter a problem of traffic snarls.
- Employees who spend more time for commuting have faced major problem of low performance.
- Achieving high performance is always a challenge for those employees who spend more than 40 minutes for commuting.

Conclusion

Spending considerable amount of time for commuting is an essential part for the working people living in metro cities which are geographically wide spread. Traffic jam and other transportation related problems have their influence on the performance of the employees.

The study has also some research gap, such as:

1. The study focuses on public sector banking employees of Ahmedabad only.
2. Responses of the respondents may be biased in some situation which might have made them not to reveal the truth.
3. Commuting time and the morale of the employees are not quantified.

Appendix

Questionnaire

1. Name:
2. Gender:
3. Designation:
4. Name of the bank:
5. Average Commuting Time
 - a Less than 20 Minutes
 - b 20-30 Minutes
 - c 30-40 Minutes
 - d Over 40 Minutes
6. How much is the distance between home and office?
 - a Less than 5 Kilometers
 - b 5-8 Kilometers
 - c 8-10 Kilometers
 - d Over 10 Kilometers
7. What are your working hours?
 - a 6 Hours
 - b 7 Hours
 - c 8 Hours
 - d More than 8 Hours
8. What are the main activities do you do while commuting?
 - a
 - b
 - c
 - d
9. Are you expected to stay after office hours?
 - Yes
 - No
10. What is the mode of transpiration?
 - a Personal Vehicle
 - b Bus
 - c Auto
 - d Bank Transportation
11. Are you expected to stay after office hours?
 - a Regularly
 - b Occasionally
 - c Rarely
 - d Never
12. Does traffic snarl cause delay reaching the office/home?
 - a Regularly
 - b Occasionally
 - c Rarely
 - d Never
13. What is an average cost of transportation?
 - a Less than Rs.300
 - b Rs.300-500
 - c Rs.500-700
 - d More than Rs.700
14. Do you feel less commuting time improve your performance?
 - Yes
 - No
15. Does bank provide transportation facility?
 - Yes
 - No
16. Does commuting cause stress to your work performance?

Time/stress	High	Moderate
Low		
Less than 20 Minutes		
20-30 Minutes		
30-40 Minutes		
Over 40 Minutes		

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