



Employees' job Satisfaction in Tamilnadu State Transport Corporation Undertakings

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ABSTRACT

Job satisfaction is one of the most widely discussed and research topics. It plays vital role in the field of organizational behaviour and the practice of human resource management. It occupies an important place in such disciplines as industrial psychology and organisational communication. Job satisfaction has a rich history in the management literature. Research shows that job satisfaction is related to important work-related outcomes such as organisational commitment. Job satisfaction is of tremendous significance in the study of organisational behaviour. An organisation having satisfied workers is a healthy one and has a fewer problems. It is believed and also has been proved by many research studies that job satisfaction leads to high level performance. This is because a satisfied worker will not hesitate to put forth the best in him in the performance of the work allotted to him. The job description of the Tamilnadu State Transport Corporation is subject to revival. Sleep deprivation, work schedule and heavy work load deployed especially at festival times are the vital factors correlated with job satisfaction of TNSTC employees. A case was filed in August 2011 with the Madurai Bench about drivers and conductors being forced to work extra in transport corporations. The case is still pending before the court. Hence, drivers' and conductors' levels of satisfaction is subject to an in-depth research. In view of this an attempt is made to make a study on job satisfaction of transport workers in Tamilnadu State Transport Undertakings (TNSTU).

KEYWORDS

Drivers, Conductors, Requirement, Training, Job Satisfaction and Job Enrichment

Introduction

As job satisfaction is a dynamic, 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 behaviour 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 behaviour. When an employee takes up a job in an organization, his behaviour is influenced by various factors. A person likes the job when he/she is satisfied with the conditions of the job and vice versa. Attitude plays an important role in reflecting the satisfaction of the employee.

Statement of the Problem

1. TNSTC driver Dhandayuthapani told Times of India that most of them suffered gastro-intestinal problems due to unhygienic food and lack of sleep. "Sleep deprivation and eating out will first affect the digestion system and most of us have ulcers and other diseases," he said. Further, traffic-related leads to blood pressure, cholesterol and heart disease, he says.
2. S. Sampath, Joint Secretary, Transport Corporation Staff Federation, told Times of India that the work schedule differed according to type of bus. The city bus drivers work in two shifts starting from early morning at 5 to 11 pm. The drivers working in village operations work from afternoon to afternoon, spending the night at villages. As the mofussil buses operate round-the-clock, a driver completes the entire route between destinations driving up to 10 or 12 hours, he said. The batch system which shifts the driver and conductor to different routes every six months was slowly being abandoned, leaving the crew tied to particular routes for years together. It seriously affects the health of drivers and conductors as well since their lifestyle itself is altered. Most drivers suffer stress-related diseases, Sampath says.

3. During each festival season, there is a heavy rush of passengers. At these times, Tamilnadu State Transport Corporation (TNSTC) usually operates additional buses to handle the heavy rush during festival holidays. Hence drivers and conductors are forced and deployed with heavy workloads. As they are not spending their times with their family during these festival times and burden on their job will them lead to work life imbalance to them. But there is no yard stick to study the levels of job satisfaction of them and no method is very specific to identify the factors influencing the job satisfaction of TNSTC's drivers and conductors.

Based on the above research problems, this researcher paper is about Employees' job satisfaction in Tamilnadu State Transport Undertakings.

Objectives of the Study

1. To study the levels of job satisfaction of Employees in Tamilnadu State Transport Undertakings

Scope of the Study

Only the drivers and conductors of TNSTC has been studied for this research paper. The nature of the job is widely differ from other employees of TNSTC like technical staff, administrative staff and others. A case was filed in August 2011 with the Madurai Bench about drivers and conductors being forced to work extra in transport corporations. The case is still pending before the court. Hence, drivers' and conductors' levels of satisfaction is subject to an in-depth research.

Methodology

This study is based on both primary and secondary data. For collecting primary data interview schedule technique will be adopted. As it is a pilot study the sample size of the respondents has been fixed as 50 and they have been identified randomly by using simple random sampling techniques. Appropriate scaling technique has been adopted where ever the necessity arises.

Statistical Tools

The following statistical tools have been applied for this study. They are,

1. Simple percentage analysis
2. Chi-square test

Hypothesis

H₀₁, There is no significance relationship between age and work shift and rotation

H₀₂, There is no relationship between nature of job and work life balance.

Table 1 Socio-demographic characteristics of respondents

Variable	No. of Respondents	Percentage
Age		
Below -30	10	20
31-40	20	40
41 – 50	10	20
Above 51	10	20
Level of education		
HSC	30	60
UG	10	20
PG	5	10
Diploma	5	10
Nature of job		
Drivers	30	60
Conductors	20	40
Income (per month)		
Upto 10000	05	10
10001-20000	20	40
20001-30000	10	20
Above 30001	15	30
Experience of Respondent (years)		
Below 10	05	10
11 – 20	20	40
21 –30	10	20
Above 31	15	30

Source: Primary data

The table shows that socio – demographic factors of Tamilnadu State Transport Corporation employees. It revealed that 40 per cent of the respondents were at the age group from 31 to 40. It is also significant to notice that 40 per cent of the respondents were having experience in between 11 to 20 years. Most of the respondents (30/50) that is 60 per cent have possessed higher secondary level of education. It is significant to notice that some of the respondents (5/50) that is 10 per cent were post graduates. Most of the respondents (20/50) that is 40 per cent were under the income group of Rs. 10,001 to Rs. 20,000. Some of the respondents (15/50) that is 30 percent were earn more than Rs. 30,000.

Table 2 Levels of job satisfaction of TNSTC Employee

Factors	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
Work shift and rotation	5	20	10	10	5
Salary and other allowance	-	5	20	15	10
Medical check up	10	25	10	5	-
Work life balance	10	25	10	5	-

Source: Primary data

From the above table it is revealed that 20 respondents have

satisfied with their work shift and rotation and 10 of them have dissatisfied with their work shift and rotation. It is also revealed that 15 of the respondents have dissatisfied with salary and other allowances. It is significant to notice that 25 of the respondents have satisfied with the medical check up and medical camp conducted by TNSTC. Out of the total respondents it is revealed that 25 of the respondents have satisfied with work life balance and five of them dissatisfied with work life balance.

Table 3 Test of Chi-Square Analysis on the Relationship between Age and Work Shift and Rotation.

H₀₁, There is no significance relationship between age and work shift and rotation

Expected Frequency :

-3	-1	-2	-2	-2
-2	5	0	0	-3
-3	0	-2	-2	-3
-3	0	-2	-2	03

Source: Computed from Primary Data

Calculated χ^2 Value = 97.18
 df = (r - 1) (c-1) = (5-1) (4-1) = 12
 Table value @ 5% level = 21.026

Result: The calculated value (97.8) is greater than the table value (21.026). Hence, the null hypothesis is rejected. Therefore, there is a significant relationship between age and work shift and rotation.

Table 4 Test of significance between nature of job and work life balance

H₀₂– There is no relationship between nature of job and work life balance.

Expected Frequency :

1	10	1	-3	0
-1	5	-1	-3	0

Source: Computed from Primary Data

Calculated χ^2 Value = 70.83
 df = (r - 1) (c-1) = (5-1) (1-1) = 4
 Table value @ 5% level = 9.488

Result : The calculated value (70.83) is greater than the table value (9.488). Hence, the null hypothesis is rejected. Therefore, there is a significant relationship between nature of job and work life balance.

Conclusion

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.

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