

# A Study on Job Satisfaction of Transport Workers in Tamilnadu State Transport Corporation With Special Reference to Tirunelveli Region

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## Abstract

Among different modes of transport bus transport occupies an important place. About 80 per cent of inter – district trips and 66 per cent of the intra - district trips are made by buses. In view of this an attempt is made to make a study on job satisfaction of transport workers in Tamilnadu State Transport Corporation with special reference to Tirunelveli region. The study is based on job satisfaction of the Tamilnadu State Transport Corporation in Tirunelveli region employees. This study is based on both primary and secondary data. As it is a pilot study the sample size of the respondents has been fixed as 60 and they have been identified randomly by using simple random sampling techniques. The data collected relate to the period August to December 2014. Data collected was tabulated and analysed by using simple percentages, chi-square test, Garret Ranking Technique, t tests, standard deviation and probability analysis. It is found from the study that the fatigue (extreme tiredness resulting from mental or physical exertion) was ranked first followed by shift hours. Noise and vibration was ranked third and long hours of work ranked fourth. Poor road design and poor driving skill was ranked fifth and sixth respectively. Out of the total respondents it is revealed that 43% of the respondents have satisfied with work life balance and 40% of them dissatisfied with work life balance. The result of chi-square- test revealed that there is there is significant difference in job satisfaction of Tamilnadu State Transport Corporation employee. The problems suffered the workers are attributed to the nature of work they are exposed and it is associated with the result from their profession. It is the management's role to supply proposal, both scheme towards creating better conditions and the initiative needed to apply technological skills to the accomplishment of higher competence and output.

**Keywords:** Road Transport; GDP; Work Shift and Rotation; Fatigue; Recruitment; Management.

## Introduction

Road transport is fundamental to the economic growth and community integration of the country. Road transport has emerged as the dominant segment in India's transportation sector with a share of 4.5 per cent in India's GDP. India's passenger transport for the short and medium distances is essentially bus oriented. It is evident from the literature that now service sector has become one of the fastest growing sectors in global economy and the major reason is that now the American economy has become a service economy [Fatma Pakdil and Timothy N. Harwood,

2005]. Manufacturing and construction sector in United States employed 19.1% of the labour force which had been reduced from 26.1% in 1979 whereas service sector had employed 70% of the U.S labour in 1992 [Biema, V.M. and B. Greenwald, 1997].

Service sector has realized that service quality is the main source of gaining competitiveness and remains successful in the market [Raghuram and Rachana Gangwar, 2008] and many other researchers had emphasized that quality initiatives in the service sector had resulted in gaining sustainable competitive advantages [Gronroos, C., 1988, Stock, J.R. and D.M. Lambert, 1992, Kuei, C., 1998, Rapert, M.L. and B.M. Wren, 1998, Hadikoemoro, S., 2002]. Buses start more than 90% of public transport in Indian cities, and provide as a contemptible and expedient form of transport for all groups of people. Among different modes of transport bus transport occupies an important place. About 80 per cent of inter – district trips and 66 per cent of the intra - district trips are made by buses (Sudharsanam Padam, 2000). In view of this an attempt is made to make a study on job

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satisfaction of transport workers in Tamilnadu State Transport Corporation with special reference to Tirunelveli region.

### Transport in Tirunelveli

Tirunelveli has an extensive transport network and is well-connected to other major cities by road, rail and air. The corporation maintains a total of 763.3 km (474.3 mi) of roads. The city has 134.88 km (83.81 mi) of concrete roads, 375.51 km (233.33 mi) of BT roads, 94.291 km (58.590 mi) of water-bound macadam roads, 76.31 km (47.42 mi) of unpaved roads and 82.3 km (51.1 mi) of highways. Twenty-two kilometres (fourteen miles) of highway are maintained by the State Highways Department and thirty kilometres (nineteen miles) by the National Highways Department. The city is located on NH 7, 150 km (93 mi) south of Madurai and 91 km (57 mi) north of Kanyakumari. NH 7A, an extension of NH 7, connects Palayamkottai with Tuticorin Port. Tirunelveli is also connected by major highways to Kollam, Tiruchendur, Rajapalayam, Sankarankovil, Ambasamudram and Nazareth.

The main bus stand (popularly known as the New Bus Stand), opened in 2003, is located in Veinthaankulam and there is regular bus service to and from the city. Other bus stands (for intra-city service) are the Junction and Palay bus stands. The Tamil Nadu State Transport Corporation has daily service to a number of cities, and the corporation operates a computerised reservation centre in the main bus stand. It also operates local buses serving the city and neighbouring villages. The State Express Transport Corporation has intercity service to Bangalore, Chennai, Kanyakumari and other cities.

### Bus Station

The main bus station was relocated from Palayamkottai to Veinthankulam at the outskirts of the city in 2003. A large network of interstate and intrastate buses plies to various destinations. There is a good co-existence of both private and public transport networks in the city round the clock. The Tirunelveli division of the TNSTC (Tamil Nadu State Transport Corporation), services the district's road transport needs with a string of local and mofussil (out-of-town) services. The State Express Bus Corporation (SETC) operates express services to Chennai, Bangalore, Salem, Coimbatore, Tirupur,

Nagapattinam, Erode, Villupuram, and Tirupati. There are Omni Buses running to Bangalore, Coimbatore and Chennai.

### TNSTC – Tirunelveli

TNSTC – Tirunelveli is the public transport bus operator mainly in the districts of Tirunelveli, Thoothukudi, Kanyakumari. TNSTC – Tirunelveli was formed with merger of erstwhile KTC Kattabomman Transport Corporation and NTC Nesamony Transport Corporation.

### History

Kattabomman Transport corporation ( KTC ) currently TNSTC Tirunelveli was incorporated on 01.01.1974 after taking over 106 buses operated in this districts from Pandian Roadways Corporation ( PRC ) came in to existence with Nagarcoil as its Head Quarters. Later in 1983 buses served in Kanyakumari district was taken and formed Nesamony Transport Corporation (NTC). After formation of NTC, KTC HQ was transferred from Nagercoil to Tirunelveli. In 1997, when Tamilnadu government decided to change the name of every corporation to TNSTC, KTC became TNSTC – Madurai Region II and NTC to TNSTC – Madurai Region III and new coding for buses started for KTC. To bring efficient administration and services TNSTC Tirunelveli was formed with HQ at Tirunelveli came into picture on October 23 2010, taking buses from operational area of Tirunelveli, Thoothukudi, Kanyakumari additionally took Sencottah Depot from Virudhunagar Region with Regional offices at Tirunelveli and Nagercoil. on June 20 2013, a new regional office at Thoothukudi opened for better operations.

### Operations

Presently TNSTC – Tirunelveli operates city buses in three important cities ( Tirunelveli, Thoothukudi, Nagercoil ) of Tamilnadu. It also operates long distance services from Kaliyakavilai, Mathandam, Kanyakumari, Nagercoil, Sencottah, Tenkasi, Tirunelveli, Thiruchendur, Thoothukudi to Tiruppur, Coimbatore, Salem, Trichy, Velankanni areas. It has the pride of operating a long run mofussil 3×2 seater from Kuzhithurai 1 Depot on Kaliyakavilai –

Velankanni 519 Kms within TamilNadu. Tirunelveli region has its body building unit at Samathanpuram, Palayamkottai. Nagercoil region's Body building unit is located at Ranithootam, Nagercoil.

2. To study the levels of job satisfaction of employees in Tamilnadu State Transport Undertakings
3. To identify problems and obstacles faced by transport employee

### Hill Rider

TNSTC – Tirunelveli operates hill riders to Manjolai, Kothayar, Kutharivetti. Kutharivetti has a special this bus is the one and only in Asia to climb a height of 2200 feet from sea level. A public Transport bus taking passenger at a greater height, total 85 Kms takes 04:30 hrs to reach the place.

### Objectives of the Study

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

1. To understand the socio-economic profile of the transport employee

### Methodology

This study is based on both primary and secondary data. The required information was collected by administering an interview schedule to the selected respondents. The interview schedule was first pre-tested to check for clarity and specificity and the necessary modification were made on the basis of the experience gained during pre-testing. As it is a pilot study the sample size of the respondents has been fixed as 60 and they have been identified randomly by using simple random sampling techniques. The data collected relate to the period August to December 2014. Data collected was tabulated and analysed by using simple percentages, chi-square test, Garret Ranking Technique, t tests, standard deviation and probability analysis.

Socio-demographic characteristics of respondents (n=60)

	Particulars	Percentage
Age	Below 35 years	32
	36-45 years	54
	Above 46 years	14
Gender	Male	83
	Female	17
Educational Qualifications	Secondary	13
	Higher Secondary	36
	UG	11
	PG	18
	Diploma	22
Nature of job	Official	12
	Technical	9
	Clerical	15
	Drivers	45
Experience	Conductors	19
	Below 10 years	14
	11-20 years	59
Personal income	Above 21 years	27
	Less than 10000/-	13
	10000-25000/-	59
Family members	Above 25000/-	28
	Below 5	86
Marital	Above 5	14
	Unmarried	93
	Married	7

Source: Primary Data

The table shows that socio – demographic factors of Tamilnadu State Transport Corporation employees in Tirunelveli region. From the above table it is inferred that 32% of the respondents come under the category of below 35 years, 54% of the respondents' falls under 36-45 yrs and 14% of the respondents come under the category of above 46 years. The average age of the respondents is 21.2 and standard deviation was about 3.06. From the above table it is inferred that 83% of the respondents are male and 17% are female.

Above table shows that 13% of the respondents have finished secondary education. Most of the respondents i.e, 36 per cent have possessed higher secondary level of education, 11% of the respondents have completed graduation, 18 per cent were post graduates and 22 per cent were Diploma holders. Further, results revealed that 12% of the respondents come under the category of official post, 9% of the respondents falls under technical post and 15% of the respondents come under the category of clerical

post, 45% of the respondents falls under drivers and 19% of the respondents falls under conductors in Tamilnadu State Transport Corporation in Tirunelveli region.

It is also inferred from table that 14% of the respondents come under the category of below 10 yrs, 59% of the respondents falls under 11-20 yrs and 27% of the respondents come under the category of above 21 yrs of experience in Tirunelveli region. It is revealed from the table that 13% of the respondents come under the category of less than 10000/- is 59% of the respondents falls under 10000- 25000/- and 28% of the respondents come under the category of above 25000/- of personal income of transport employees. This table exhibits that, 86% of the respondents come under the category of below 5 family members 14% of the respondents falls under above 5 family members of transport. According to their marital status, 93 percent married respondents and 7 percent unmarried respondents.

**Levels of job satisfaction of Tamilnadu State Transport Corporation Employee (in Percentage)**

Factors	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
Salary and other allowance	13	40	8	22	17
Work shift and rotation	8	36	19	15	22
service quality to passengers	18	51	6	21	4
Work life balance	12	31	17	22	18
Medical checkup	22	45	13	17	3

Source: Primary Data

From the above table it is revealed that 44% respondents have satisfied with their work shift and rotation and 37% of them have dissatisfied with their work shift and rotation. It is also revealed that 39% of the respondents have dissatisfied with salary and other allowances. It is significant to notice that 67 % of the respondents have satisfied with the medical checkup and medical camp conducted by Tamilnadu

State Transport Corporation in Tirunelveli region. Out of the total respondents it is revealed that 43% of the respondents have satisfied with work life balance and 40% of them dissatisfied with work life balance. The result of chi-square- test ( $\chi^2 = 54.27$ ,  $p$  value = 0, correlation = 0.2946) revealed that there is significant difference in job satisfaction of Tamilnadu State Transport Corporation employee.

**Significant difference in satisfaction of work among the transport employees based on gender**

Sex	N	Mean	S.D	't'Value	Interpretation
Male	50	18.63	6.09	0.216	Not Significant
Female	10	4.72	1.93		

Source: Computed from Primary Data

In order to find out the significant difference in satisfaction of work among the transport employees based on gender, the 't' value was calculated and the calculated 't' value was found to be 0.216 which is lower than the table value 1.97 which is

significant at 0.05 level .Therefore the null hypothesis is accepted and concluded that there is no significant difference in satisfaction of work among the transport employees between the male and female respondents.

**Problems of Employment**

<b>Problems</b>	<b>Mean Score</b>	<b>Rank</b>
Fatigue	59.13	I
Work shift and rotation	52.61	II
Noise and vibration	45.18	III
Long hours of work	40.83	IV
Poor road design	32.19	V
Poor driving skill	28.14	VI

Source: Compiled from Primary Data

It is found from Table that the fatigue (extreme tiredness resulting from mental or physical exertion) was ranked first followed by shift hours. Noise and vibration was ranked third and long hours of work ranked fourth. Poor road design and poor driving skill was ranked fifth and sixth respectively.

**Conclusion**

The study is based on job satisfaction of the Tamilnadu State Transport Corporation in Tirunelveli region employees. The problems suffered the workers are attributed to the nature of work they are exposed and it is associated with the result from their profession. What is actually necessary, is a complete employees policy, with programmes for appropriate recruitment and training, enforcement of regulation enhanced working conditions like improved seats for drivers, superior buses, better work shift and rotation, better roads, improved promotion opportunity, introduction of well conceived productivity linked schemes for inspiration it leads job satisfaction, work obligation, job improvement and performance. It is the management's role to supply proposal, both scheme towards creating better conditions and the initiative needed to apply technological skills to the accomplishment of higher competence and output.

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