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# **A STUDY ON STRESS AND ITS IMPACT ON PERFORMANCE OF TRANSPORT EMPLOYEES WITH SPECIAL REFERENCE TO COIMBATORE CITY.**

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## **ABSTRACT**

The study aims to determine the effects of stress and its stressors that partially and indirectly on employees performance at the Coimbatore transport corporation. The word stress is common in all professional fields, stress as a condition or feeling experienced when an employee perceives work demand more than the personal and social resource of employees are able to mobilize. The people working in transport sector could face high level of stress. This study focuses on the factors that lead to occupational stress for employees and highlights the coping strategies that employees should adopt in order to reduce their stress level.

**Keywords:** stress factors, transport employees, coping strategies.

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## **Introduction:**

Service sector employees should face the customers directly. The employees are in need of motivation, training, and counselling to satisfy the end customer. Transportation is important to move one place to another place to fulfil the public need and wants. This system are in need of 365 days in the year they are in running, the employees are in this service and they are meeting the passengers. Passengers are different in nature, so they have more job stress. The word “stress” was derived from Latin word, “Stringere” meaning to draw tight. Stress generally applied to the pressure felt in life. Stress which serves as a motivator to do things and can able to do things better. Stress is a universal human experience. It can affect either positively and negatively on employee performance. Positive impact may lead to improvement in employee performance and involvement in work. Negative impact may cause lack of interest and concentration over work.

## **STATEMENT OF PROBLEM:**

Present study is concentrated on work stress and its impact of the employees performance. The significant of study is to analyse impact of stress on transport employees of Coimbatore district. The people working in transport sector could face high level of stress. This study focuses on the factors that lead to occupational stress for employees and highlights the coping strategies that employees should adopt in order to reduce their stress level. Here the statement of problem of the research can be stated as “To investigate the impact of various stressors influencing work performance of the transport employees and coping strategies utilized by them in order to manage the stress”.

## **OBJECTIVES OF THE STUDY:**

The basis objectives of the study titled “A study on stress and its impact on performance of transport employee with reference to TNSTC, Coimbatore”, is to identify the impact of stress on performance of transport employees, the sub objectives are:

- To find out the demographical background of the respondents.
- To find the level of stress and factors causing stress on employees in transport sector.
- To study the effects of stress on employee health and Performance.
- To identify various coping measures to reduce stress.

**AREA OF STUDY:**

The survey was conducted within Coimbatore city.

**POPULATION:**

Number of employees in TNSC Coimbatore is 3250.

**SOURCE OF STUDY:**

The study combines primary data from questionnaires and secondary data from journals, articles, books, and websites to provide a comprehensive understanding.

**LITERATURE REVIEW:**

**M. GANESAN ALIAN KANAGARAJ (2021)** A Study on occupational stress among the employees in software companies in Chennai: this research is trying to fill the gap by focusing on the responsibility of team leader. He should promote a balanced and supportive work environment by treat team member equally, work should be evenly distributed and mistakes should be highlighted immediately so that the employees can rectify it and work efficiently.

**A VELANKANI CATHERINE (2022)** Employee stress and its impact on their job performance: the research reveals the techniques to boost the job performance of employee and achieve stress free work. Frustrating situation will lead to emotional, physical and moral problems so it reduces the concentration and effective work environment. Employee requirements are must be met in order to have high work quality and improved job performance.

**MS S SUBIKSHA ILAVENIL (2024)** A study on stress management in employees work life at GH induction India private limited company, Chennai: this research investigates about factors like workload, conflict and job insecurity which identifies as stressors affecting employee wellbeing. It highlights the necessary measures like workshops, support networks, etc., despite provide ultimate relief of stress to employees through personal satisfactory.

**DISCUSSIONS:**

Stress is a cause of situation faced by employee in organizations. Employees usually feel stressed when the demand of work is greater than the actual resource of employees. Employees who face bigger challenge in their work get stressed due to job demand over employees. Such stressed relationship disturbs the organization and teamwork also make the work place unpleasant.

**CAUSES OF OCCUPATIONAL STRESS:**

Individual takes great effort on stress level. Heart problem, headache, drinking, smoking, anxiety, physical unpleasant. The reasons are,

- Heavy work load
- Lack of support
- Working overtime
- Personal problems
- Lack of rewards
- Organizational polocios
- Unfairness

**FACTORS CAUSING JOB STRESS:**

After reviewing the literature the researcher identified around 20 factors causing job stress. They are,

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1	Role ambiguity	7	Organizational climate
2	Personal problems	8	Risk and danger
3	Work overload and underload	9	Shiftwork
4	Job insecurity	10	Lack of communication
5	Terrible bosses	11	harassment
6	Job policy	12	Over responsibility

**FINDINGS:****Table showing the main factor that contribute to the employees stress at work.**

Factors	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Rank
Workload	54	41	30	22	9	<b>156</b>	
Time pressure	30	70	35	16	5	<b>156</b>	
Passenger behaviour	18	52	54	27	5	<b>156</b>	
Colleague relationship	20	48	51	34	3	<b>156</b>	
Management policies	23	48	44	21	20	<b>156</b>	

(source: primary data)

**Table showing consequences of stress that affect their performance.**

consequence	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Rank
Decreased productivity	64	33	33	22	4	<b>156</b>	
Increased error	30	68	46	10	2	<b>156</b>	
Difficulty in concentrating	31	44	59	19	3	<b>156</b>	
Poor time management	26	49	52	26	3	<b>156</b>	
Decreased motivation	24	46	51	17	18	<b>156</b>	

(source: primary data)

**CONCLUSION:**

Work stress has a significant effect on employee performance. Work stress have a significant effect on employee performance. Corporations are expected to create better service to passengers and pay more attention to work motivation because these factors can affect employee performance. This study investigated the relationship between stress and performance among transport employees, with a focus on understanding the impact of stress on their job performance. The findings suggest that stress is a significant predictor of performance, with high levels of stress negatively affecting employees' productivity, efficiency, and overall job satisfaction.

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