



## International Journal of Research Publication and Reviews

Journal homepage: [www.ijrpr.com](http://www.ijrpr.com) ISSN 2582-7421

# A Study on Stress and its Impact on Performance of Transport Employee with Reference to TNSTC, Coimbatore.

<sup>1</sup>Dr. A. Sukumar, <sup>2</sup>Madhumitha. S

M. Com., M. Phil., MBA., MA(BE)., PGDCA., SET, NET, Ph.D., Assistant Professor & Head Sri Krishna Adithya College of Arts and Science Coimbatore, Tamilnadu, India.

<sup>2</sup>Student, Register No: 222ak0791, Sri Krishna Adithya College of Arts and Science, Coimbatore, Tamilnadu, India.

### ABSTRACT:

The transport sector is a high-stress industry that can have serious consequences on employee health and performance. This study aimed to investigate the level of stress, factors causing stress, and the effects of stress on employee health and performance in the transport sector. The findings of this study suggest that transport sector employees experience high levels of stress due to various factors such as long working hours, heavy workload and lack of control over work. The study also found that stress has a significant impact on employee health and performance both positively and negatively.

To mitigate the negative effects of stress, organizations in the transport sector should prioritize employee well-being and implement stress-reducing initiatives such as regular breaks, stress management training, employee recognition, work-life balance, and counselling services. By doing so, organizations can create a healthier and more productive work environment that benefits both employees and the organization as a whole.

### 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 is 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.

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.

Stress is considered an adverse reaction that an individual experienced when excessive pressure or various demands were put on them (Water & Ussery, 2007).

### STATEMENT OF PROBLEM:

Present study is concentrated on work stress and its impact of the employee 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:

- To study the effects of stress on employee health and Performance.
- To identify various coping measures to reduce stress.

---

## SCOPE OF THE STUDY:

- This study focused on identifying the impact of stress on transport sector employee's work and social life, examining the key stress factors and coping strategies.
- Highlights the complexities of work place and stress experienced by employees.

---

## REVIEW OF LITERATURE:

**T.M. PREMNATH (2018)**<sup>1</sup> Measure the level and causes of stress of employees of private sector transport undertaking in Thiruchirapalli district: the significance of this research is to analyze the level and causes of stress by examining the impact of demographic variable such as age, income, designation on stress management with relation to private employees. Researcher suggest employees to understand their service render to society to reduce their stress level also helps in improving productivity, need to develop stress management.

**A MANIMALA (2018)**<sup>2</sup> A study on factor influencing job stress among transport corporation employees in Kumbakonam: this study highlights the significance of addressing work place stress which affects the physical, mental well-being and job effectiveness. There are still significant gaps in understanding its complex dynamics and consequences.

**Dr. M.K.DURGAMANI(2018)**<sup>3</sup> Occupational stress among private bus-drivers and conductors in Thanjavur district: bus drivers and conductors are facing higher level of stress than workers in other professions due to multitask demands, including ensuring passenger safety, traffic rules etc., the research attempt to identify the stress management practiced by respondents but work related coping mechanisms have to be implemented such as support from union, regular break and day off etc.,

**M MARTIN SOUNDAR (2020)**<sup>4</sup> Job stress among transport employees in Tirunelveli district: This study aims to identify and analyze the factors contributing to job stress among transport employees, recognizing their pivotal role in ensuring the smooth operation of the transportation system. Despite their vital role in maintaining the transportation system's efficiency, transport employee's unique stressors, such as passenger conflicts, safety risks, and unpredictable schedules, have received inadequate research attention.

---

## PROFILE OF THE STUDY:

### HISTORY OF TNSC – COIMBATORE:

The Corporation began its operation on 01.03.1972 with 6 branches, operating 109 buses taken from the Private Sector in the name of Cheran Transport Corporation Limited, Coimbatore. Subsequently, 121 vehicles were also taken from the Private operators of the Nilgiris District.

On 14.01.1973 under the scheme of nationalization. The Corporation was bifurcated on 01.04.1983 and 18.02.1994 when the fleet strength was 1204 and 1438 respectively. The new Corporations were christened as Jeeva Transport Corporation, Ltd., and Mahakavi Bharathiar Transport Corporation, Ltd., with headquarters at Erode and Udhamandalam respectively, having the operational jurisdiction over Erode & the Nilgiris districts. Again, the two Corporations were amalgamated as Tamil Nadu State Transport Corporation (Coimbatore) Ltd., on 30.12.2003.

As on 31.07.2024, TNSC (Coimbatore) Ltd., is having a fleet of 2559 buses including 116 spare buses with 44 branches. The Corporation is operating 9.61 lakhs KMs/day and 12.29 Lakhs of (per day) passengers are traveling in the buses. The Corporation has provided employment to 16739 persons as on 31.07.2024.

### STRESS:

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.

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.

Stress will affect the aim of organization which made to achieve. This may provide the problem of employee lack of interest, less concentration and may cause family problems which could not able to manage by the stressful employee. Stress is an adaptive response to a situation that is perceived as challenging or threatening to the person's well-being. Employees frequently experience enough stress to hurt their job performance and increase their risk of mental and physical health problem.

---

<sup>1</sup> International journal of multidisciplinary vol 3 ISSN: 2455-3085(online)

<sup>2</sup> International journal of management studies vol, 103-108, 2018

<sup>3</sup> International journal of pure and applied mathematics vol 119 no.10 2108,289-304, 2018

<sup>4</sup> International journal of research and analytical reviews (IJRAR) 7(2), 284-290-284-290,2020

**COPING STRATEGIES:**

- Supportive organizational climate
- Role ambiguity
- Proper communication
- Physical exercise
- Relaxations
- Positive motive
- Stay connected
- Time management

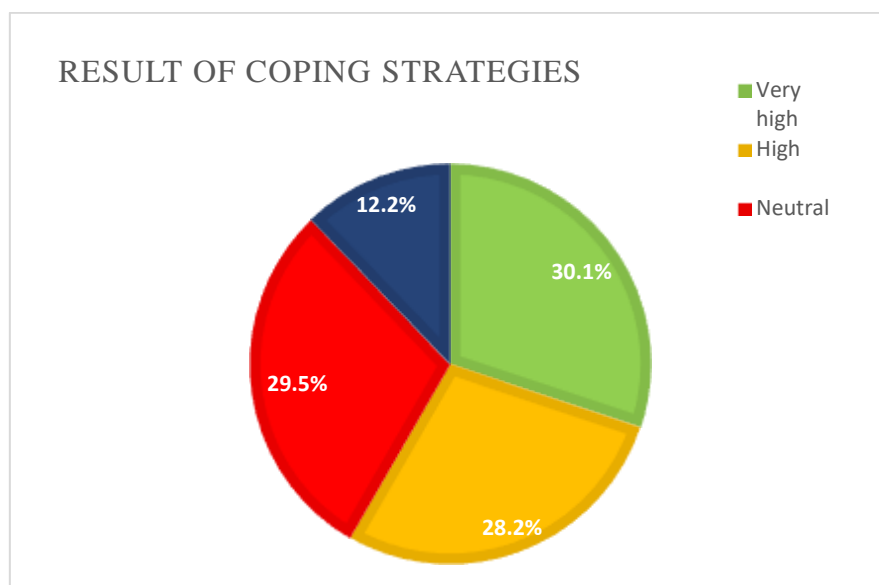
**ANALYSIS AND INTERPRETATION OF DATA****4.1 PERCENTAGE ANALYSIS:****IMPACT OF STRESS COPING TO IMPROVE RESPONDENTS PERFORMANCE**

Option	No. of respondents	Percentage
Very high	47	30.1
High	44	28.2
Neutral	46	29.5
Low	19	12.2
<b>Total</b>	<b>156</b>	<b>100</b>

(source: primary data)

**Interpretation:**

This table indicates that 30.1% agree that very “highly” stress coping would help improve their performance at work, 28.2% of respondents are "High" levels of agreement, 29.5% of respondents are “neutral” and 12.2% respondents disagree that stress coping would help improve their performance.

**4.2 WEIGHTED AVERAGE SCORE METHOD:****EMPLOYEES COPING MEASURES TO MANAGE STRESS AT WORK**

Observed table:

Coping measures	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Total
Take break	58	32	41	20	5	156
Exercise	35	60	33	10	18	156
Meditation/ Mindfulness	40	38	58	12	8	156
Talk to colleagues/ friends	30	65	42	14	5	156
Seek family support	22	63	43	22	6	156
Listen to music	38	47	44	19	8	156

(source: primary data)

Weighted average table:

Coping measures	5	4	3	2	1	Weighted score	Weighted average	Rank
Take break	290	128	123	40	5	586	39.06	1
Exercise	175	240	99	20	18	552	36.80	5
Meditation/ Mindfulness	200	152	174	24	8	558	37.20	3
Talk to colleagues/ friends	150	260	126	28	5	569	37.93	2
Seek family support	110	252	129	44	6	541	36.06	6
Listen to music	190	188	132	38	8	556	37.06	4

(source: computed data)

Interpretation:

The above table indicates that 'Taking breaks' is the most preferred coping measure among employees with 39.06 weighted average and with first rank. 'Talking to colleagues and friends' ranking second with 37.93 weighted average. 'Mindfulness and meditation' are gaining popularity as coping mechanisms with 37.20 weighted average, ranking third. 'Listening to music' is a popular coping measures ranking fourth with 37.06 weighted average. 'Exercise' ranks fifth with 36.80 weighted average, suggesting that employees may not prioritize seeking family support as a stress-reduction strategy, weighted average 36.60 and ranks sixth.

#### 4.2 CHI SQUARE ANALYSIS:

##### THE ASSOCIATION BETWEEN THE AGE OF THE RESPONDENTS AND EFFECTS OF STRESS ON PERFORMANCE

	value	df	Asymptotic sig. (2-tailed)
Pearson Chi-Square	14.11	12	0.292
Linear-by-Linear association	0.94	1	0.332
N of Valid cases	156		

(source: computed data)

Interpretation:

##### 1. Pearson Chi-Square:

- The Pearson Chi-Square test evaluates that there is no significant association between the age group and the effects of stress on performance. The p-value is 0.292, which is greater than the common significance threshold of 0.05. This means that the effects of stress on performance does not vary significantly across different groups based on age.

## 2. Linear-by-Linear Association:

- The Linear-by-Linear Association test examines that there is no linear trend between the age group and the effects of stress on performance. The p-value is 0.332, which is greater than 0.05. This means that the effects of stress on performance do not increase or decrease systematically with changes in age group.

**Summary:** Age does not significantly influence how respondents perceive the effects of stress on performance. The differences in responses across age groups (18-25, 26-35, 36-45, and above 45) are not statistically significant. This suggests that the effects of stress on performance are perceived similarly across all age groups in this sample. There is no evidence that older or younger respondents are more or less likely to agree or disagree with the effects of stress on performance.

## THE ASSOCIATION OF THE AGE OF THE RESPONDENTS AND EFFECTS OF STRESS ON HEALTH

	Value	df	Asymptotic Sig. (2-tailed)
<b>Pearson Chi-Square</b>	12.11	12	.438
<b>Linear-by-Linear Association</b>	2.35	1	.125
<b>N of Valid Cases</b>	156		

(source: computed data)

### Interpretation:

#### 1. Pearson Chi-Square:

- The Pearson chi-square test evaluates that there is no significant association between the age of the respondents and effect of stress on health. The p-value of 0.438, which is greater than 0.05. This means there is no significant association between the age of the respondent and the effects of stress on health.

#### 2. Linear-by-Linear Association:

- The linear-by-linear association test examines that there is no significant linear relationship between age of the respondents and effect of stress on health. The p-value of 0.125, which is greater than 0.05. This means that the effects of stress on health do not increase or decrease systematically with changes in age group.

**Summary:** There is no significant association between the age of the respondent and the effects of stress on health. Age does not appear to be a significant factor in determining how stress affects health in this dataset.

## FINDINGS:

### PERCENTAGE ANALYSIS:

- The high number of 30.1% respondents agree that stress coping would help improve their performance at work, with "very high" levels of agreement.

### WEIGHTED AVERAGE SCORE METHOD:

The weighted average score method indicates that 'Taking breaks' is the most preferred coping measure among employees with 39.06 weighted average and with first rank and suggesting that employees may not prioritize seeking family support as a stress-reduction strategy, weighted average 36.60 and ranks sixth.

### CHI SQUARE ANALYSIS:

#### EFFECTS OF STRESS ON PERFORMANCE:

- There is no significant relationship between age of the respondent and effects of stress on performance.
- There is no significant relationship between gender of the respondent and effects of stress on performance.
- There is no significant relationship between marital status of the respondent and effects of stress on performance.
- There is no significant relationship between educational qualification of the respondent and effects of stress on performance.
- There is no significant relationship between designation of the respondent and effects of stress on performance.

- There is no significant relationship between monthly income of the respondent and effects of stress on performance.
- There is no significant relationship between year of services of the respondent and effects of stress on performance.
- There is no significant relationship between average hour worked per week and effects of stress on performance.

#### EFFECTS OF STRESS ON HEALTH:

- There is no significant association between the age of the respondent and the effects of stress on health.
- There is a significant association between gender and the effects of stress on health.
- There is a significant association between marital status and the effects of stress on health.
- There is no significant association between the educational qualification of the respondent and the effects of stress on health.
- There is no significant association between the designation of the respondent and the effects of stress on health.
- There is no significant association between the monthly income of the respondent and the effects of stress on health.
- There is no significant association between the year of services of the respondent and the effects of stress on health.
- There is no significant association between the average hours worked per week of the respondent and the effects of stress on health.

#### SUGGESTION:

- Effective stress coping techniques should be implemented periodically to reduce difficulty in performing job and help in minimizing workplace stress, overcoming all the obstacles in impact on performance
- Establishment of special employee grievance handling cell with branches to reduce the grievance of the employees. Organizations should provide counselling services to employees to help them cope with stress and other personal issues.

#### CONCLUSION:

A study on stress in the transport sector revealed alarming levels of stress among employees, triggered by factors like excessive working hours, overwhelming workloads, and lack of autonomy. Stress significantly impacted employee health and performance, with both positive and negative consequences. To combat this, transport organizations must prioritize employee well-being by introducing stress-reducing initiatives, such as, Regular breaks, Stress management training, Employee recognition, Work-life balance, Counselling services. organizations can foster a healthier, more productive work environment that benefits both employees and the organization.

#### BIBLIOGRAPHY

- **T.M. PREMNATH (2018)** Measure the level and causes of stress of employees of private sector transport undertaking in Thiruchirapalli district, International journal of multidisciplinary vol 3 ISSN: 2455-3085(online).
- **A MANIMALA (2018)** A study on factor influencing job stress among transport corporation employees in Kumbakonam, International journal of management studies vol, 103-108, 2018
- **Dr. M.K. DURGAMANI (2018)** Occupational stress among private bus-drivers and conductors in Thanjavur district, International journal of pure and applied mathematics vol 119 no.10 2108,289-304, 2018.
- **M MARTIN SOUNDAR (2020)** Job stress among transport employees in Tirunelveli district, International journal of research and analytical reviews (IJRAR) 7(2), 284-290-284-290,2020.

#### WEBSITES:

- <https://scholar.google.com>
- <https://shodhganga.inflibnet.ac.in>
- [www.tamilvandi.com](http://www.tamilvandi.com)
- [www.tn.gov.in](http://www.tn.gov.in)