



WORKPLACE CLIMATE OF THE TRANSPORT WORKERS WORKING IN TAMILNADU STATE TRANSPORT CORPORATION, VILLUPURAM UNIT-I

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ABSTRACT :

Public transportation helps general public to commute from one place to another for varied reasons such as employment, business opportunities and personal work.

KEYWORDS : Social Reform, Counter Reform, Social Capital, Cultural Capital, Communities, Caste, Journals.

INTRODUCTION

Areas with good public transit systems are economically prosperous and offer location advantages to businesses and individuals choosing to work or live in that area. In Tamilnadu several lakhs of Passengers commute through buses to fulfill their travel needs.



Profile of the Tamil Nadu State Transport Corporation

Tamil Nadu is in the forefront of the Indian subcontinent in providing an efficient transport service to the people. Transport facilities are a basic ingredient in a modern society for bringing people together and for the improvement of the society. The Tamil Nadu Government, with its transport corporations, provides various types of service like metro, mofussil, express, ghat services etc., to bring the people together. Tamil Nadu has 8 State Transport Corporations with a fleet strength of 20,839 buses which run 94.02 lakh kms carrying more than 1.79 crore passengers per day. The bus fare in Tamil Nadu is the lowest among all the various states in the country. To cater to the needs of the travelling public, different types of services such as ordinary, Express, Semilow floor, Super Deluxe, Ultra Deluxe and Air conditioned buses are being operated.

Tamil Nadu State Transport Corporation Villupuram Unit-1

This Unit of Tamilnadu Transport Corporation is headed by the Managing Director with headquarters at Villupuram. The Regional Offices of this Corporation are functioning at Villupuram, Cuddalore, Tiruvannamalai, Vellore, Kanchipuram and Thiruvallur for monitoring the operation of services. The Corporation operates City, Mofussil and Ghat services. The Tamil Nadu State Transport Corporation, Villupuram has 61 depots with the fleet strength of 3680. It operates 3385 scheduled services with total staff strength of 25106.

Workplace Climate

Work Climate is the "Weather of a Workplace". Just as weather conditions can affect your daily activities, work climate influences your behavior at work. A good work climate can improve an individual's

work habits, while a poor climate can erode goodwork habits. Most importantly, a positive work climate leads to and sustains staffmotivation and high performance (Litwin and Stringer 1968, Stringer 2002).

“A positive work climate is conducive to creative, productive work; it is a cooperative,civil workplace that is relatively free from bad mouthing, backstabbing, or petty bickering.”

—Paul Wong *“the positive psychology of ‘climate management’”*

Every office and health facility has a work climate. Some climates are positiveand productive, while others tend to demotivate staff. Although the type of climate maybe easy to recognize in some workplaces, it may be more subtle in others. A positive work climate stimulates staff motivation because it providesconditions under which people can pursue their own goals while striving towardorganizational objectives (Bennis and Schein 1966). Everyone has motivators—impulses,needs, and energy reserves—that can drive him or her to work more effectively. Whenstaff feel motivated, they want to put their capabilities to work. They may even makeefforts that exceed job expectations. Quite simply, they try harder with all their potential,and doing so improves their performance on the job.

The climate in an organization reflects the type of people who compose the organization,the work processes, means of communication and the exercise of authority within theindividual organization. The human beings strive to seek satisfaction in every aspect ofthe work life. There are many ways to seek satisfaction by an individual in general butit is complex to measure accurately the level of organizational climate perceived byemployee particularly in Tamil Nadu State Transport Corporation Limited (TNSTC),Villupuram.

In this research an attempt is made toassert that to what extent the top management of Tamil Nadu State Transport Corporationhas been keen in taking care of the employees’ welfare and to analyze the extent of motivationpractice to make a friendly approach with the employees. The other aspects such ashygienic issues which lead to dissatisfaction especially strict implementation of rules andregulations, narrow span of supervision, over work load, which creates not conducivework environment etc are studied.

REVIEW OF LITERATURE

R.Shanthi (2018), conducted a study on stress among workers in TNSTC(Karaikudi Region). Stress as an adoptive response to the external situation that result inphysical, psychological and or behavioural deviation. It has the potential to affect theperformance of all levels of staff ranging from senior to the junior most. Increase in stresslevel, as a stimulus to activate employee to response to the challenges of taskperformance. The focus has been made to identify and understand job stress and jobstressors among the workers in TNSTC(Karaikudi Region).

Dr.A.Rajasekaran&Dr.V.Balamurugan (2017) found out the problems facedby transport workers of Theni district in Tamil Nadu. Transport is imperative to move menand material from one place to another. Driver and conductor are playing a vital role.They have some problems which are analyzed. When they are problem free, they performtheir duties effectively and accidents may also be under control. In the analysis ofproblems faced by both Private and Public Transport Employees in Theni District, out often problems in each cases, private transport employees faced “management rushing themfor more collections or to save fuel” as first and foremost problems whereas publictransport employees faced the highest problem of ‘rest-room with inadequate facilities’.

OBJECTIVES OF THE STUDY

- To study the Socio-Demographic profile of the respondents.
- To find out the respondents ability to meet their work demands and theircontrol over the job.
- To study the support system, relationshipand Communication at work place of therespondents.
- To know the rewards provided by the management and resilience of therespondents.

STATEMENT OF THE PROBLEM

Workplace climate is a relatively enduring quality of the Internal Environment of an organization is experienced by its members, influences their behavior and can be described in terms of the values of a particular set of characteristics of an organization. The importance of Workplace climate should be taken care properly by the management of Transport Corporations.

AREA OF STUDY

Tamil Nadu State Transport Corporation Villupuram Unit-I was the area chosen for the study. Villupuram Unit 1 is the largest depot when compared to the all other depots in the Villupuram Division headed by a Branch Manager. Employee strength is also high comparing to other Units of Villupuram division.

| S.No | Category | Permanent | Temporary | Trainees | Total |
|------|----------------------|-----------|-----------|----------|-------|
| 1 | Drivers | 173 | 10 | 22 | 205 |
| 2 | Conductors | 179 | 19 | 9 | 207 |
| 3 | Technician | 51 | 5 | | 56 |
| 4 | Technical Supervisor | 3 | | | 3 |
| 5 | Traffic Supervisor | 2 | | | 2 |
| 6 | Admin | 4 | | | 4 |
| 7 | Branch Manager | 1 | | | 1 |
| | Total | 413 | 34 | 31 | 478 |

UNIVERSE OF STUDY

All the Transport Workers working in the Tamil Nadu State Transport Corporation Villupuram Unit 1 comprises the Study Universe.

RESEARCH DESIGN

The researcher used Descriptive Research Design. Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual, or of a group. Studies concerned with narration of facts and characteristics concerning individual, group or situation are all examples of descriptive research studies.

SAMPLING METHOD

Simple Random Sampling Method was used by the researcher. A simple random sample is a subset of individuals chosen from a larger set. Each individual is chosen randomly and entirely by chance, such that each individual has the same probability of being chosen at any stage during the sampling process. A simple random sample is an unbiased surveying technique where every employee gets opportunity to get represented in the study.

SAMPLE SIZE

To simplify the process of determining the sample size for a finite population, Krejcie & Morgan (1970), came up with a table using sample size formula for finite. So for the current study according to Krejcie and Morgan Table, out of the total population of 478, 214 samples were collected.

TOOLS OF DATA COLLECTION

Workplace Climate Questionnaire, Mahmood and Mayasa.H, University of Arizona, 2009 was used to collect the data from the respondents.

LIMITATIONS

- The research was conducted only to the employees of TNSSTC Villupuram Unit –1.
- The data was collected only from the workers in employee level not from the managerial level.

PROBLEMS FACED

- Due to the Bus Strike of the Transport employees in all over Tamil Nadu data collection was delayed.
- The researcher faced difficulty in collecting data from Drivers and Conductors because they can be met only during early morning and in the night time.

MAJOR FINDINGS OF THE STUDY

- All the respondents (100%) belong to Male Category
- About 44.4% respondents belong to the age group of 50-58
- Majority of 89.2% of respondents family type is Nuclear
- About 66.8% of respondents are living in rented house
- Majority of (98.6%) the respondents Mother Tongue is Tamil
- About 87.4% of the respondents are married
- It's found that 38.5% of married respondents are having two children
- 43.9% of the respondents are Conductors
- Majority of 91.1% of respondents are permanent employees
- 56.1% of respondents are having an experience of 10 to 20 years
- It is found that 36.9% of respondents have studied up to 10th standard
- 63.0% of the respondents are having a pay scale of 25000 to 35000 per month
- Majority of the respondents (66.4%) are frustrated due to the rules and procedures.
- 63.7% of the respondents strongly agree that they are pressured to work for long hours.
- 55.6% of the respondents agree that they are facing too much pressure on their job.
- It is found that 68.4% of the respondents strongly disagree that they are given opportunities in making decisions.
- 66.3% of the respondents deny that they have choice in what to do at work.
- 33.2% of the respondents opine that they can talk to supervisor when they are annoyed with something.
- 44% of the respondents opine that they can never rely on supervisor for help.
- 82.3% of the respondents strongly disagree that they are threatened or harassed at work
- 79.9% of the respondents strongly disagree that they are discriminated at work.
- 76.2% of the respondents strongly disagree that senior staff keep the employees in mind while making decisions
- 44.9% of the respondents accept that personality conflicts will always happen at work,
- 43.8% of the respondents opine that they were never subjected to bullying at work.
- 52.3% of the respondents strongly agree that the communication is good at the organization
- 43.4% of the respondents strongly disagree that formal communication are used effectively.
- 55.2% of the respondents strongly agree that they are clear about their duties and responsibilities.
- 38.6% of the respondents strongly agree that they are clear about what is expected from them at work.
- 79.4% of the respondents strongly disagree that they get sufficient opportunities to ask managers about change of work.

- 72.2% of the respondents strongly disagree that there was too many changes in their organization in last six months
- 79.7% of the respondents strongly disagree that they engage in physical activities.
- 57.9% of the respondents consume alcohol when they are in stressful situations
- 76.9% of the respondents strongly disagree that they are satisfied with the chances of promotion.
- 69.6% of the respondents strongly agree that their work morale is good.
- 57% of the respondents strongly agree that they are satisfied with their job.
- 65.8% of the respondents strongly agree that they are made stronger and better by difficult experiences.

SUGGESTIONS

- As most of the workers are living in the rent houses Employee quarters can be provided to them.
- The employees who had completed two years of service without any defaults shall be made permanent.
- The transport workers must make themselves mentally prepared to meet the demands in the organization.
- Sometimes the transport workers are not able to have control over their job. Training program with regard to this had to be given to employees.
- The organization must provide full support to their workers. The workers had also give their fullest cooperation and support to their co-workers.
- The lack of communication is one of the biggest issues of transport corporations in recent years so communication channels should be properly maintained and utilized.
- More changes happening in the organization will also lead to difficulties so often changes should be avoided within the organization.
- The workers must learn to cope up themselves according to their work climate.
- Proper rewards or at least a word of appreciation had to be given for the employees to motivate them.
- Employees should be trained to manage their stress rather than depending on consuming alcohol

CONCLUSION

More number of factors contributes to the goodness of a workplace climate. The major areas in work climate that need more attention are demands, control, support, relationships, communication, role, change, coping, rewards and resilience. There may be many factors in a workplace climate but the most important areas are these that needs much attention. Workplace climate had to be given equal importance as that of the Health and Safety. As many factors in the workplace are related to psychological factors it can develop the mental health of workers and contribute to better productivity. It is the duty of the Government to take care of the physical, mental and psychological wellbeing of its employees. In addition to fulfilling their basic necessities such as housing it is the duty of the government to take care of their other important welfare provisions.

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