



## **OCCUPATIONAL STRESS AMONG BUS DRIVERS IN COIMBATORE CITY**

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### **ABSTRACT**

Occupational stress among bus drivers in Coimbatore City is a growing concern that affects not only the drivers' well-being but also the safety of passengers and the overall efficiency of the transportation system. Bus drivers in Coimbatore face a unique set of challenges, including: Heavy traffic and congestion-Long working hours and irregular schedules- High passenger volumes and demanding routes- Time pressure and tight schedules- Physical demands of driving, such as vibrations, noise, and sedentary behaviour- Limited breaks and rest periods- Exposure to pollution and extreme weather conditions- Dealing with difficult passengers and managing conflicts- Pressure to meet performance targets and maintain discipline.



## **INTRODUCTION**

Occupational stress is a pervasive issue affecting various professions, and the transportation sector is no exception. Bus drivers, in particular, face a unique set of challenges that can contribute to high stress levels. The demands of navigating congested city roads, managing tight schedules, and dealing with difficult passengers can take a toll on a bus driver's physical and mental well-being. With its rapidly growing population and increasing traffic congestion, the city of Coimbatore presents a challenging environment for bus drivers. Research has shown that chronic stress can lead to a range of health problems, including hypertension, cardiovascular disease, and musculoskeletal disorders. These stressors can lead to physical and mental health problems, such as fatigue, musculoskeletal disorders, hypertension, anxiety, and depression. Furthermore, occupational stress can impair bus drivers' cognitive and motor skills, increasing the risk of accidents and reducing their overall quality of life. Addressing occupational stress among bus drivers in Coimbatore City is essential through strategies like workload management, stress training programs, and supportive work environments to promote their health, safety, and well-being.

## **OBJECTIVE**

1. To identify the sources of occupational stress
2. To assess the impact of stress on health and job performance
3. To understand coping mechanism used by bus drivers
4. To recommend strategies for reducing occupational stress
5. To assist in policy formulation for a healthier work environment.

## **SCOPE OF THE STUDY**

The study focuses on bus drivers in Coimbatore City, Tamil Nadu. It covers both government and private sector bus drivers. The study examines physical, psychological, and environmental stressors. It analyse the impact of occupational



stress on health and job performance. The study explores strategies and policy recommendations to reduce stress.

## **STATEMENT OF PROBLEM**

The impact of occupational stress on bus drivers in Coimbatore City is multifaceted. It can lead to physical health problems, such as hypertension, cardiovascular disease, and musculoskeletal disorders. Moreover, chronic stress can also take a toll on their mental health, leading to anxiety, depression, and burnout. The consequences of occupational stress can also extend beyond the individual, affecting their families, colleagues, and the organization as a whole. Furthermore, the lack of research on occupational stress among bus drivers in Coimbatore City highlights the need for a comprehensive study that explores the complex interplay of factors contributing to stress in this population. The study's findings can inform the development of targeted interventions, such as stress management training, employee assistance programs, and organizational changes, aimed at reducing occupational stress and promoting the health and well-being of bus drivers.

## **REVIEW OF LITERATURE**

**Sundar. K:** “Job satisfaction of drivers and conductors in the Tamil state transport Corporation – A Research Study” has brought to light both positive aspects and dark spots. While there is a high level of satisfaction such. There is a high level of satisfaction on certain determinants of job satisfaction such as job commitment, security of job, etc. There is a negative response on some other factors connected with satisfaction determinants.

**Chen & Hsu:** The quality of the transport system impacts stress and wellness since it impacts the quality of the travelling experience. The two ways that public transport improvements can improve mental health are by lowering commute times and easing traffic. The bus is and will certainly continue to be one of the most used forms of public transportation, making it all the more important to improve the working conditions in which bus drivers operate.



**Johansson G, Evans GW:** The effects of urban bus driving on blood pressure and musculoskeletal problems: A quasi-experimental study. The role of workload and driver coping styles in predicting bus drivers' need for recovery, positive and negative affect, and physical symptoms. How urban bus drivers cope with time pressure, passengers, and traffic safety.

## **OVERVIEW OF THE STUDY**

Bus drivers play a vital role in transporting people safely and efficiently. However, their occupation is associated with various stressors that can impact their physical and mental health. Work related stresses like long working hours and irregular schedules in which drivers work for 10 to 12 hours a day including night shifts, holidays lead to fatigue and disrupted personal lives. Drivers must navigate through heavy traffic and manage passenger expectation causing stress and anxiety. They also often have conflicts with passengers and deal with their behaviour which causes them emotional exhaustion.

Physical health problems: drivers may have many physical health problems like hypertension and cardiovascular diseases which are caused by chronic stress, poor diet and lack of exercise. Musculoskeletal disorders: Repetitive strain injuries, back pain, and neck strain can result from prolonged sitting, poor posture, and inadequate ergonomic design. Gastrointestinal issues: Stress, irregular meals, and poor diet can lead to gastrointestinal problems, such as ulcers, acid reflux, and irritable bowel syndrome. Sleep disorders and fatigue: Irregular schedules, noise, and vibration can disrupt drivers' sleep patterns, leading to fatigue, decreased alertness, and impaired cognitive function. Increased risk of accidents and injuries: Fatigue, stress, and decreased alertness can increase drivers' risk of being involved in accidents or injuries.

Mental Health Concerns: Stress, anxiety, and depression: Chronic stress, lack of control, and poor working conditions can contribute to the development of stress, anxiety, and depression. Decreased job satisfaction and motivation: Poor working conditions, lack of control, and limited opportunities for growth and development can decrease job satisfaction and motivation.



## PERCENTAGE ANALYSIS

TABLE:4.1.1

### DO YOU OFTEN WORK OVERTIME?

S.no	Overtime Work	Total response	Simple average
1	ALWAYS	24	24
2	NEVER	6	6
3	OFTEN	16	16
4	RARELY	11	11
5	SOMETIMES	43	43
	TOTAL	100	100

**\*SOURCE:** PRIMARY DATA

**Interpretation:** The above table shows that 43% work overtime sometimes, 24% of drivers work overtime, 16% of drivers work often, 11% of drivers work rarely, and 6% of drivers work never.

**Inference:** The study shows that a major part of drivers' work overtime category is Sometimes.

CHART:4.1.1

### DO YOU OFTEN WORK OVERTIME?

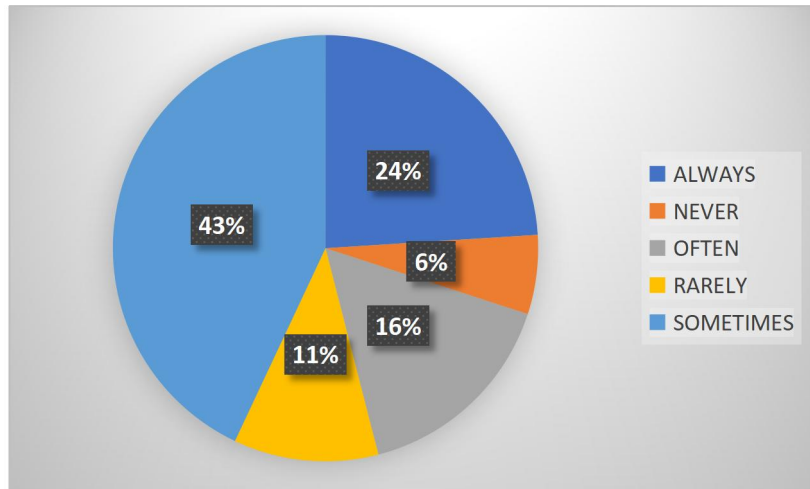


TABLE:4.1.2

**DO YOU HAVE CONTROL OVER YOUR ROUTE AND SCHEDULE?**

S.no	Control on the Route	Total response	Simple average
1	YES	36	36
2	NO	35	35
3	PARTIALLY	29	29
	TOTAL	100	100

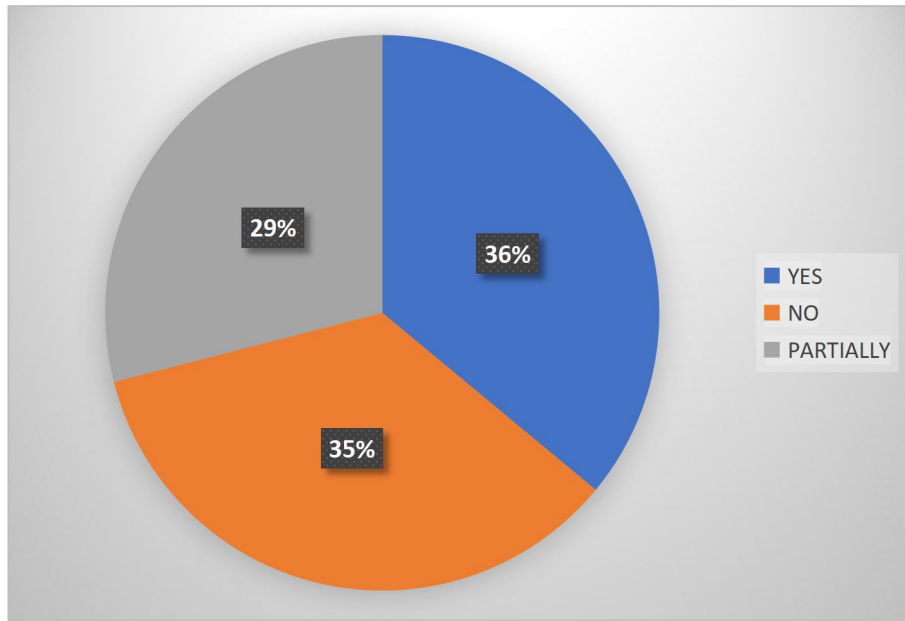
**\*SOURCE:** PRIMARY DATA

**Interpretation:** The above table shows that 36% of drivers have control over route and schedule, which is a Yes. 35% of drivers voted as No, and 29% voted as Partially.

**Inference:** The study shows that a major part of drivers voted for Control over route and schedule as Yes.

CHART:4.1.2

**DO YOU HAVE CONTROL OVER YOUR ROUTE AND SCHEDULE?**





**TABLE:4.1.3**

**HOW OFTEN DO YOU CONSUME CAFFEINE OR NICOTINE TO STAY ALERT WHILE DRIVING?**

S.no	Consume Caffeine or Nicotine	Total response	Simple average
1	FREQUENTLY	23	23
2	OCCASIONALLY	40	40
3	RARELY	28	28
4	NEVER	9	9
	TOTAL	100	100

**\*SOURCE:** PRIMARY DATA

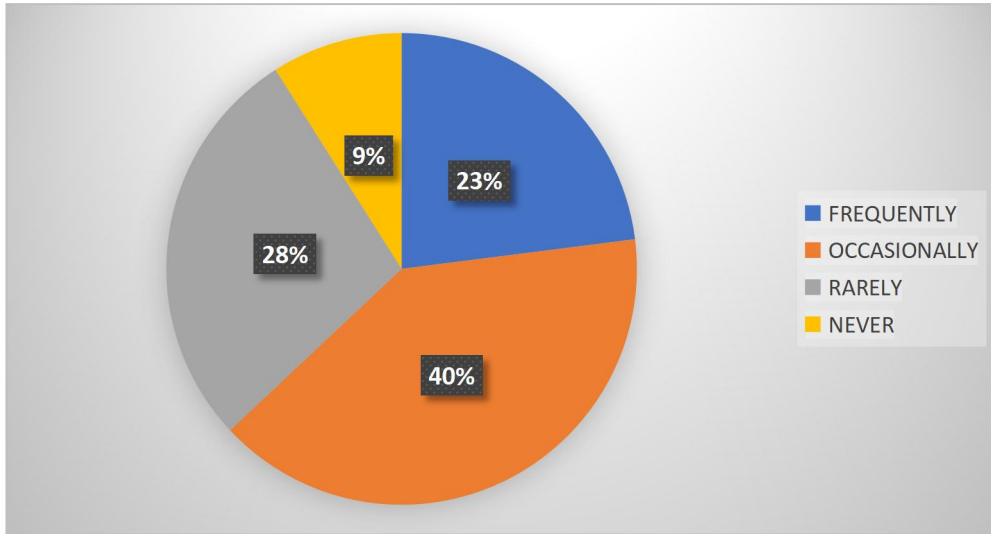
**Interpretation:** The above table shows that 40% of drivers consume Caffeine or Nicotine to Stay Alert while driving, were using Occasionally, 28% of drivers consume Rarely, 23% of drivers consume Frequently, and 9% consume Never.

**Inference:** The study shows that a major part of drivers Consume Caffeine or Nicotine to Stay Alert while driving, and are using it occasionally.

**CHART:4.1.3**

**HOW OFTEN DO YOU CONSUME CAFFEINE OR NICOTINE TO STAY ALERT WHILE DRIVING?**





### RANKING ANALYSIS

TABLE NO: 4.2.1

HOW OFTEN DO YOU USE THE FOLLOWING TO MANAGE STRESS?

FEATURES	RESPONSES					TOTAL	RANK
	1	2	3	4	5		
PHYSICAL EXERCISE OR RELAXATION TECHNIQUES	5	52	105	92	55	309	1
TALKING TO FRIENDS OR FAMILY	18	36	72	136	30	292	2
ENGAGING IN HOBBIES OR LEISURE ACTIVITIES	5	58	120	80	30	293	3
USING SUBSTANCES LIKE SMOKING OR	15	40	102	84	50	291	4



ALCOHOL							
SEEKING PROFESSIONAL SUPPORT	6	40	86	76	60	268	5

**\*SOURCE:** PRIMARY DATA

**Interpretation:** The above table ranked 1 Physical Exercise or Relaxation Techniques, ranked 2 for Talking to Friends or Family, ranked 3 for Engaging in Hobbies or Leisure activities, ranked 4 for Using substances like Smoking or Alcohol, and ranked 5 for Seeking Professional Support.

**Inference:** The above table ranked 1 for Physical Exercise or Relaxation and ranked 5 for Seeking professional support.

### CHI SQUARE ANALYSIS

**TABLE NO: 4.3.1**

**TABLE SHOWING AGE & YEAR OF EXPERIENCE**

AGE	YEAR OF EXPERIENCE				TOTAL
	LESS THAN 5	5 – 10	10 - 15	MORE THAN 15	
21 - 40	26	24	10	2	62
40 – 50 & ABOVE	4	7	18	9	38
TOTAL	30	31	28	11	100

**\*SOURCE:** PRIMARY DATA



$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

O - Observed frequency

E – Expected frequency

NULL = H<sub>0</sub>

ALTERNATE = H<sub>1</sub>

**HYPOTHOSIS**

**Null Hypothesis (H<sub>0</sub>)** = There is no significant relationship between age and the year of experience.

**Alternative Hypothesis (H<sub>1</sub>)** = There is no significant relationship between age and the year of experience.

**TABLE: 4.3.2**

**CHI-SQUARE TEST FOR AGE & YEAR OF EXPERIENCE**

S.NO	OBSERVED FREQUENCY	EXPECTED FREQUENCY	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> / E
1	26	18.6	7.4	54.76	2.94
2	24	19.22	4.78	22.84	1.18
3	10	17.36	-7.36	54.16	3.11
4	2	6.82	-4.82	23.23	3.40
5	4	1.52	2.48	6.15	4.04



6	7	2.66	4.34	18.83	7.07
7	18	6.84	11.16	124.03	18.13
8	9	3.42	5.58	31.13	9.10
	<b>TOTAL</b>				<b>48.97</b>
	<b>Table value</b>		<b>Calculated value</b>		<b>DF</b>
	<b>7.815</b>		<b>48.97</b>		<b>41.155</b>



$$\begin{aligned}\text{DEGREE OF FREEDOM} &= (R-1) \times (C-1) \\ &= (4-1) \times (2-1) \\ &= 3 \times 1 \\ &= 3\end{aligned}$$

**Interpretation:** From the above table, it is inferred that the calculated value 6.19 is less than the table value 7.815 at the level of 5% significance. Hence the null hypothesis is accepted. Thus, it can be concluded that there is no significant relationship between gender type of the respondents and the purchase decision of the consumers.

## CONCLUSION

The study highlights that occupational stress among bus drivers in Coimbatore City seriously affects their physical and mental well-being, job performance, and overall quality of life. Key stressors include long working hours, lack of breaks, vehicle maintenance problems, and passenger-related conflicts. These stressors not only affect the health of drivers but also impact road safety and service efficiency.

Addressing these challenges requires a multi-faceted approach, including better scheduling, stress management programs, improved work conditions, and supportive policies. By implementing the suggested strategies, transportation authorities and policymakers can create a healthier work environment for bus drivers, leading to improved job satisfaction, safety, and efficiency in the public transport sector.

The findings of this research serve as a foundation for future studies and policy initiatives aimed at enhancing the well-being of bus drivers in Coimbatore City and beyond.



## REFERENCE

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