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### **A Study on Job Satisfaction with Reference to Transport Employees in Tiruvarur District.**

**Kumaran C.<sup>1\*</sup>, and Asokan P.<sup>2</sup>**

<sup>1,2</sup>Department of commerce, Thiru.Vi.Ka.Govt. Arts College.

#### **ABSTRACT:**

The success of any organization depends on the effective utilization and motivation of its human resources. The handling of human resources is a delicate problem, which includes psychological, physiological, environmental and social factors. Job satisfaction is an integral part of the organizational climate and it is a unique factor in the employer – employee relationship. Job satisfaction survey reveals the feelings of the workers towards their jobs and work environment. It is a powerful diagnostic instrument for assessing the problems faced by the workers. The study is restricted to passenger transport bus drivers and conductors only. The opinion of the workers alone is taken up for the study. Opinion of the officers are not considered. The job satisfaction level among the drivers and conductors working in the State Road Transport Corporation is satisfactory and not detrimental. The drivers and Conductors expect something more from the corporation in term of salary, promotion, fringe benefits etc.,.

**KEY WORDS:** Job Satisfaction, Work environment.

#### **\*Corresponding Author:**

**C. Kumaran,**

Research Scholar, Department of Commerce,

Thiru.Vi.ka.Govt.Arts College,

Tiruvarur- 610003. Tamil Nadu.

E-mail: [prof.ckumaran@gmail.com](mailto:prof.ckumaran@gmail.com)

## **INTRODUCTION**

Developing countries like India cannot afford to neglect the problem of the people who contribute to its economic growth. Men work to satisfy their needs, and the extent of need satisfaction or need frustration is reflected in their behavior. So the study of human behavior is very essential in every industrial activity. This can be achieved through scientific job satisfaction studies. Job satisfaction is one of the important factors, which has drawn attention of managers in the organization as well as academicians. Job satisfaction is the mental feeling of favorableness, which an individual has about his job. The success of any organization depends on the effective utilization and motivation of its human resources. The handling of human resources is a delicate problem, which includes psychological, physiological, environmental and social factors. Job satisfaction is an integral part of the organizational climate and it is a unique factor in the employer –employee relationship. It is basically a matter of needs and desires, feelings or expectations and is related to the various aspects of employee's behavior, which has a bearing on any promising organization.<sup>1,2,3,4</sup>

## **IMPORTANCE OF THE STUDY:**

Normally job-satisfaction leads to higher performance or productivity. A well satisfied worker will take initiative in improving his performance. But researchers have proved that this assumption is not always correct. For example, a satisfied worker may be a high or low or average performer. Being influenced by several intervening variable such as reward, the relationship between satisfaction and performance becomes complex. According to Peter Lawler, productivity leads to better job satisfaction because performance attracts reward and reward result in job satisfaction. Job satisfaction survey reveals the feelings of the workers towards their jobs and work environment. It is a powerful diagnostic instrument for assessing the problems faced by the workers.<sup>5,6,7</sup>

## **OBJECTIVES OF THE STUDY**

The study aims at

1. To examine the various theoretical concepts of job satisfaction
2. To know the opinion of transport workers regarding the monetary aspects of their work
3. To assess the satisfaction level of the transport workers regarding the work environment
4. To know the factors responsible for increasing or decreasing their job satisfaction.
5. To offer suitable suggestions for improving the satisfaction of the drivers and conductors over their jobs.

## RESEARCH METHODOLOGY

The design of the study is descriptive in nature. The information required for the study was collected from both primary and secondary sources. Primary data were collected from the transport workers using an interview schedule specially prepared for that purpose. Secondary data were collected from various related books, magazines and from various websites of the Internet.

## LIMITATIONS OF THE STUDY

The study is restricted to Tiruvarur district only. The study is restricted to passenger transport bus drivers and conductors only. The opinion of the workers alone is taken up for the study. Opinion of the officers are not considered. The results of the study cannot be generalized to other areas due to changing environment of working conditions. The study has not covered other details such as the attitude of the family members towards the work and standard of living of the workers, owing to time and money constraints.

## FINDINGS

The results of the study are given below;

Table No.1: Opinion about Job Security

| Opinion               | Drivers            |            | Conductors         |            |
|-----------------------|--------------------|------------|--------------------|------------|
|                       | No. of Respondents | %          | No. of Respondents | %          |
| Strongly Dissatisfied | --                 | --         | --                 | --         |
| Dissatisfied          | --                 | --         | --                 | --         |
| Somewhat satisfied    | 39                 | 52         | 36                 | 48         |
| Strongly satisfied    | 33                 | 44         | 35                 | 46         |
| No opinion            | 3                  | 4          | 4                  | 6          |
| <b>Total</b>          | <b>75</b>          | <b>100</b> | <b>75</b>          | <b>100</b> |

Source: Primary data

Job security is one of the major factors, which affects an individuals physical and mental health. It generally improves job satisfaction favorably. The study reveals that 44 percent of the drivers and 46 percent of the conductors of the transport corporation are strongly satisfied with the job security. It is clear from the above table that none of the respondent is dissatisfied with the security position of their job.

## CONCLUSION

The job satisfaction level among the drivers and conductors working in the State Road Transport Corporation is satisfactory and not detrimental. The drivers and Conductors expect something more from the corporation in term of salary, promotion, fringe benefits etc.. The corporation shall come forward to provide more benefits and facilities to its workers so that their job satisfaction can be improved further.

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