

A Study on Analyzing the Barriers Faced by Private Bus Transportation Employees with Special Reference to Coimbatore City

*Dr.C.Eahambaram **Dr.L.Priya *** D.Gomathi *****A.Nithyaa

* Associate Professor, Department of Commerce CA, Dr N.G.P Arts and Science College, Coimbatore. ** Assistant Professor, Department of Commerce CA, Dr N.G.P Arts and Science College, Coimbatore. *** B. Com (CA), Department of Commerce CA, Dr N.G.P Arts and Science College, Coimbatore. **** B. Com (CA), Department of Commerce CA, Dr N.G.P Arts and Science College, Coimbatore.

ABSTRACT

The transportation sector, specifically private bus services, is crucial to providing urban mobility and economic linkages. However, private bus employees, such as drivers and conductors, encounter several problems that have a negative impact on their job performance and overall well-being. The study's goal is to examine issues such as job instability and workplace stress to better understand the challenges that private bus employees experience in Coimbatore City. A descriptive study design was adopted, with data obtained from 123 respondents using structured surveys, supplemented by secondary data from government records and academic sources. To interpret the data, various analytical approaches were used, including percentage analysis, ANOVA, descriptive statistics, and ranking analysis. The report identifies the major difficulties impacting private bus employees and makes recommendations to legislators for enhancing service quality and employee wellbeing. The study analyse the various barriers faced by private bus transportation employees, focusing on factors that impact their work environment and overall job satisfaction

Keywords: Barriers, Employees, Transportation, Challenges, Work environment, Safety concerns, Passenger interaction.

INTRODUCTION

Transportation system plays a crucial role in ensuring mobility, economic growth and social connectivity. Among the various modes of transport, private buses serve as a vital component, providing affordable and accessible commuting options for millions. However, despite their significance of private bus employee drivers, conductors, and support staff face numerous challenges that hinder their efficiency and well-being. By identifying and evaluating these barriers, this research will contribute to potential solutions that can enhance the sustainability of private bus operations while ensuring the welfare of their workforce.

Private bus employees in urban areas face several challenges, including long working hours, low wages, job insecurity, and high stress due to traffic congestion and passenger demands. They also struggle with poor working conditions, lack of social security benefits, and frequent conflicts with authorities over regulations. Additionally, financial instability and safety concerns further add to their difficulties, affecting both their well-being and service efficiency.

SCOPE OF THE STUDY

This study focuses on analysing the challenges faced by private bus employees in urban areas, including drivers, conductors, and support staff. It examines key issues such as long working hours, job insecurity, low wages, workplace stress, and regulatory challenges. The research also explores how these barriers impact their job satisfaction, efficiency, and overall well-being.

STATEMENT OF PROFILE

private bus drivers are essential to urban transit, they frequently deal with issues that affect their happiness and well-being at work. Knowing their demographics makes it easier to determine their socioeconomic background and how it affects their work. Their productivity and well-being can be greatly impacted by their working conditions, which include long hours, erratic schedules, and job stress. They also face significant obstacles like low pay, unstable employment, and little benefits. The purpose of this study is to examine these elements in order to identify important problems and make recommendations for enhancements to their working conditions and general standard of living

OBJECTIVES

- To study the demographic status of the private bus employees.
- To analyse the major challenges faced by employees.

RESEARCH METHODOLOGY

RESEARCH DESIGN

A descriptive design is used to examine the challenges faced by private bus employees and their impact on job performance. It systematically describes a phenomenon, situation, or population, without manipulating variables. It is used to observe, analyse, and present data and aims to provide an accurate representation of the subject under the study.

SAMPLE SIZE The Sample size taken for this study is 123 respondents. Out of 130 respondents I have taken only 120 respondents because of remaining 3 respondents are not responded to the questions.

AREA OF THE STUDY

The area covered under this research is Coimbatore City.

SOURCE OF DATA

The study includes both primary and secondary data was collected for this study.

Primary data

Primary sources of data which is collected for the first time which is the original data for the data purpose of collection. The questionnaire was filled by the respondents. The data have been collected from private bus employees.

Secondary data

Secondary data were already collected by and readily from other sources. In this project, that data have been collected from the following sources journal, articles, websites, and books.

Tools used for analysis

- Descriptive analysis
- Ranking analysis

LIMITATIONS OF THE STUDY

- This focuses on specific region making it to generalize findings as it has limited scope
- Participants may hesitate to provide honest response due to fear of job security.

REVIEW OF LITERATURE

1. **Lakkappa Kore & Dr. Prakash Yalavatti (2024)** The purpose of this study is to investigate the elements that contribute to job satisfaction among employees of private bus transportation companies. These factors include pay, job security, and the working environment.

Objective: To investigate the elements contributing to job satisfaction among employees of private bus transportation companies, focusing on factors such as pay, job security, and the working environment.

Result: The study identified pay, job security, and a conducive working environment as key factors influencing job satisfaction among private bus transportation employees.

2. **Ntim, S., & Agyemang, W (2024)** A large percentage of women experience sexual harassment and psychological and physical violence, which is frequently committed by conductors and male co-passengers on buses and at bus stops, according to this systematic literature review, which also identifies safety and security as major quality issues and significant barriers to using public buses.

Objective: To investigate the prevalence of sexual harassment and physical violence experienced by women in public transportation, with a focus on incidents committed by conductors and male co-passengers.

Result: The study identified safety and security as major quality issues, highlighting that these factors create significant barriers for women using public buses.

3. **Sathya, M., & Kumar, P. V. (2023)** According to a survey evaluating how customers felt about private bus services between Coimbatore and Tirupur, problems were common. In addition to having an impact on passenger pleasure, these operational difficulties put more strain on staff to provide services under less-than-ideal circumstances.

Objective: To evaluate customer perceptions of private bus services between Coimbatore and Tirupur, focusing on operational issues and their impact on service quality.

Result: The survey found that customers experienced common problems with the service, and these operational difficulties also put additional strain on staff, leading to a decline in service quality under less-than-ideal circumstances.

4. **Rebekah Rubidha Lisha R & Dr. S. Lakshmi (2023)** This study addresses factors including safety, accessibility, and convenience that affect women's mobility in Chennai's bus transportation system and have an effect on the working conditions of female employees in the private bus industry.

Objective: To address factors affecting women's mobility in Chennai's private bus industry, focusing on safety, accessibility, and convenience, and to analyse how these factors influence the working conditions of female employees.

Result: The study highlighted that challenges related to safety, accessibility, and convenience significantly affect women's mobility and contribute to poor working conditions for female employees in the private bus industry.

5. **Dr. S. S. Manvi (2023)** The job satisfaction levels of workers in private passenger road transportation companies are the main topic of this study. It draws attention to important obstacles influencing employee morale and performance, including contractual employment, low pay, and job insecurity.

Objective: To investigate job satisfaction levels of workers in private passenger road transportation companies and analyse factors affecting employee morale and performance.

Result: The study found that low pay, contractual employment, and job insecurity significantly affect employee morale and performance.

ANALYSIS AND INTERPRETATION

DESCRIPTIVE ANALYSIS

Table 1:

CHALLENGES AND HEALTH ISSUES IN JOB ROLES AND SYSTEM PROBLEMS- DESCRIPTIVE STATISTICS

S.NO	Factors	N	Minimum	Maximum	Sum	Mean	SD
1	Role	123	1	2	180	1.46	501
2	Challenges in job	123	1	4	280	2.28	1.066
3	Significant issues with current system	123	1	4	267	2.17	1.006
4	Health issues	123	1	4	279	2.27	1.087
	Total	123				8.18	504.159

(Source: primary data)

Interpretation

The table shows responses for the factor role has the mean of 1.46, challenges in work is 2.28, issues with current system is 2.17, and health issues is 2.27. The overall total mean is 8.18 and the standard deviation is 504.159

Inference

The health issue factor leads the highest mean with 2.27 and standard deviation of 1.087.

RANKING ANALYSIS

Table 2:

FACTORS SHOWING RANK FACED BY RESPONDENTS OF THEIR LIFESTYLE

S.NO	FACTORS	1	2	3	4	5	TOTAL	RANK
1	Work life balance	45	30	69	120	50	314	IV
2	Communication within team	32	44	33	124	135	368	III
3	Working hours	44	42	72	76	75	309	V
4	Salary and incentives	17	46	117	64	140	384	II
5	Interaction with passengers	18	42	30	164	175	429	I

(Source: Primary Data)

Interpretation:

The above table shows that the Working hours shows the fifth rank, Work life balance shows fourth rank, Communication within team shows third rank, Salary and incentives shows second rank, and Interaction with passengers shows First rank.

Inference

Interaction with passengers as the first Ranked by the respondents that they are mostly satisfied.

FINDINGS

The descriptive and ranking analysis highlights key concerns and priorities of private bus transportation employees. Health issues emerged as the most significant factor, reflecting the physical and mental stress caused by long working hours and challenging work conditions. Employees expressed moderate satisfaction with salary

and incentives, while factors such as communication with management and job security showed lower satisfaction levels. The ranking analysis further emphasizes that interaction with passengers and salary incentives are the most valued aspects, while communication within the team and work-life balance are ranked lower. Working hours received the lowest ranking, indicating that irregular and extended work hours remain a major concern. Overall, these findings suggest the need to address health-related issues, improve communication, and provide better incentives to enhance job satisfaction and well-being.

SUGGESTIONS

- Improved Working Conditions like Implement flexible working hours, ensure adequate rest breaks, and address health concerns to enhance employee well-being.
- Provide regular training programs to help employees manage challenges effectively and improve interaction with passengers so that their work environment could go in a positive manner.
- Establish a transparent communication system between management and staff to address concerns and improve job satisfaction and this helps in good organizational behaviour

CONCLUSION

- This study explored the challenges faced by private bus employees in urban areas, focusing on factors such as role clarity, job-related difficulties, system inefficiencies, and health concerns.
- The results show that while employees have a clear understanding of their roles, they encounter significant challenges in managing job demands and dealing with system-related issues

REFERENCES

- Singh, S., & Verma, A. (2021). Analysing work stress and job satisfaction among bus drivers in urban transport systems. *Journal of Transport Management*, 45(3), 123-135.
- Kumar, R., & Sharma, P. (2020). Impact of working conditions on the mental health of public transport employees. *International Journal of Occupational Health and Safety*, 38(2), 67-79.
- Nair, R., & Menon, A. (2019). Exploring communication gaps and their impact on private bus employees' performance. *Journal of Urban Mobility Studies*, 27(1), 45-60.
- Patel, V., & Gupta, S. (2022). Examining health issues and job-related stress among bus conductors: A case study in urban India. *Indian Journal of Public Health Research & Development*, 14(1), 112-120.
- Das, M., & Roy, T. (2020). Employee perception of incentives and motivation in the private transport sector. *Journal of Human Resource Studies*, 39(4), 98-110.

WEBSITES

1. <https://urbantransportnews.com/article/urban-mobility-challenges-and-solutions>
2. <https://www.cseindia.org/state-of-urban-transport-systems-8971>
3. <https://smartnet.nuia.org/sites/default/files/resources/guidelinecitybus.pdf>