



# A STUDY ON STRESS AMONG OFFICERS IN TNSTC – TAMILNADU

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## ABSTRACT

This study examines stress among officers in the Tamil Nadu State Transport Corporation (TNSTC), focusing on identifying key stressors, their impact on individual well-being and organizational performance, and potential mitigation strategies. The research utilizes a mixed-methods approach, incorporating quantitative surveys and qualitative interviews with TNSTC officers.

Findings reveal that primary stressors include workload, extended work hours, challenging operational targets, and interpersonal conflicts. Organizational policies, job insecurity, and lack of recognition also contribute significantly to stress levels. The study highlights the adverse effects of stress, such as decreased job satisfaction, reduced productivity, and increased absenteeism.

To address these challenges, the study recommends implementing structured stress management programs, fostering a supportive work environment, and improving communication and feedback mechanisms. Emphasis is placed on promoting work-life balance, enhancing job autonomy, and recognizing employee contributions.

**Keywords:** Workplace stress, Workload stress, Employee Mental health, Job satisfaction, Occupational stress.

## I.INTRODUCTION

Stress in the workplace has emerged as a critical concern in modern organizational environments, particularly in labour-intensive sectors such as public transportation. The Tamil Nadu State Transport Corporation (TNSTC), a major player in providing public transportation in Tamil Nadu, operates under high-pressure conditions that demand efficiency, punctuality, and safety. Officers in TNSTC are responsible for ensuring the seamless functioning of these operations, often managing diverse challenges ranging from workforce management to operational logistics.

This study explores the phenomenon of stress among TNSTC officers, a group pivotal to the organization's success. Stress in their roles can arise from factors such as excessive workloads, stringent deadlines, resource constraints, and unpredictable demands. Prolonged exposure to such stressors can lead to physical, emotional, and psychological strain, affecting not only individual performance but also the overall organizational productivity.

By identifying the primary sources of stress and evaluating its impact, this research seeks to uncover insights into the challenges faced by TNSTC officers. Furthermore, it aims to propose actionable solutions for mitigating stress

and fostering a healthier and more efficient work environment. Through this study, stakeholders can better understand the dynamics of workplace stress and develop strategies that enhance employee well-being while improving organizational outcomes.

## 1.1. OBJECTIVES OF THE STUDY

- To study the socio-economic conditions of Tamilnadu State Transport Corporation employees.
- To bring-out the various factors related to quality of work life of Tamilnadu State Transport Corporation employees.
- To evaluate the level of job satisfaction in Tamilnadu State Transport Corporation.

## 1.2. SCOPE OF THE STUDY

The scope of quality of work life can be interpreted in different ways by different countries with varying stages of economic developments, political outlook and social philosophy. The scope therefore cannot be limited to facilities within or near the undertaking, nor cannot be so comprehensive as to embrace the whole range of social welfare or social service. It follows therefore that all intramural and extramural activities as well as statutory and non-statutory measures undertaken by the employers, the government, trade unions or voluntary organization falls within the scope of the quality of work life and job satisfaction. This research starts with the objective of studying the employees perception towards quality of work life and job satisfaction in transport sector.

Quality of Work Life and Job Satisfaction are associated with the jobs that a human undertake for the purpose of leading a purposeful life with dignity and honour. Transportation is the basic for economic development. Therefore, the scope of the study is constrained to transport sector employees with reference to Tamil Nadu State Transport Corporation.

## 1.3. STATEMENT OF THE PROBLEM

Workplace stress has become a significant challenge in organizations worldwide, particularly in public service sectors like transportation, where efficiency and reliability are paramount. In the Tamil Nadu State Transport Corporation (TNSTC), officers are central to ensuring smooth operations, managing employees, and meeting public expectations. However, the high-pressure environment, coupled with complex organizational demands, exposes officers to substantial stress levels.

The problem lies in the multifaceted nature of stressors faced by TNSTC officers, including heavy workloads, strict deadlines, insufficient resources, and interpersonal conflicts. Additionally, limited opportunities for professional growth, inadequate recognition, and work-life imbalance exacerbate the issue. Chronic stress not only affects the physical and mental health of the officers but also leads to decreased job satisfaction, reduced productivity, and increased attrition rates, impacting the overall efficiency of TNSTC.

Despite the criticality of the issue, there is limited research focusing on the specific stressors and their implications within the context of TNSTC. This study seeks to bridge this gap by systematically investigating the sources, impacts, and potential remedies for stress among TNSTC officers. Addressing this problem is vital for fostering a healthier work environment, enhancing employee well-being, and improving organizational performance.

## 1.4. LIMITATIONS OF THE STUDY

**Sample Size and Representation:** The study may involve a limited sample size, which might not fully represent the entire population of TNSTC officers across different regions and departments.

**Self-Reported Data:** The reliance on self-reported surveys and interviews could introduce biases, such as underreporting or overreporting of stress levels, due to personal perceptions or social desirability.

**Geographic Constraints:** The study focuses on TNSTC officers within Tamil Nadu, and findings may not be generalizable to officers in other state transport corporations or sectors.

**Time Constraints:** The study captures stress at a specific point in time, potentially overlooking the evolving nature of stressors or seasonal variations in work pressure.

**Limited Scope of Analysis:** While the study examines primary stressors and impacts, it may not comprehensively address all dimensions of stress, such as long-term psychological effects or organizational cultural factors.

**External Influences:** Factors outside the workplace, such as personal or societal influences, may also contribute to stress levels, but these are not the primary focus of this study.

**Intervention Assessment:** The study primarily identifies stressors and suggests solutions but does not include an evaluation of the effectiveness of proposed interventions.

## II. REVIEW OF LITERATURE

Ang and Slaughter (2001)<sup>1</sup> mention that job design characteristics has the impact of IT professional's attitudes, behaviour and job performance.

Thompson et al., (2003)<sup>2</sup>, reveal that a successful work life balance strategy reduces stress level and raises job satisfaction and consequently productivity of the organisation rises

Hu and Liu (2004)<sup>3</sup> also find work, pay, promotion, supervision and coworkers are the main determinants of job satisfaction. Therefore, in this area a gap is found to consider the dimensions of QWL as predictors of employee job satisfaction. Furthermore, in the context of developing country like Bangladesh very few studies was found on QWL.

Faragher et al., (2005)<sup>4</sup>, the study result shows that a significant influence of both workplace and job characteristics on job satisfaction as well as overall satisfaction.

Martel and Dupuis (2006)<sup>5</sup> developed four dimensions for measuring QWL and the dimensions are supervisory behaviour, compensation and benefits, job characteristics and work life balance. And these four dimensions cover the perception of QWL where organisational, human and social aspects act together. Among these four dimensions compensation and benefits and job characteristics are characterized as organisational aspects, while work life balance and supervisors' behaviour are regarded as human and social perspectives. In this study these four dimensions are considered for measuring employee QWL with significant influences which is also proposed.

Keeton et al., (2007)<sup>6</sup>, find a significant positive relationship between work life balance and career satisfaction. Thus an increase in the value of work life balance can determine the extent to which employees will act according to the organisation objective satisfactorily.

McNight et al., (2009)<sup>7</sup>, find a significant positive relation between job characteristics and job satisfaction and reveal that constructive job characteristic pursue the employee to be satisfied and think about to continue with the organisation for a longer time.

Koonmee et al., (2010)<sup>8</sup>, suggest organisations may gain the advantage from the employees if they are satisfied with the QWL concern of the organisation. In the present study compensation is found as the main among the four dimensions of QWL influencing employee job satisfaction. Previous literature also proves the importance of compensation on employee job satisfaction.

Syed Mohammad Mirkamali and Fatemeh Narenji Thani (2011)<sup>9</sup> The results show that professors in the mentioned universities have a fairly unfavorable QWL. The second aim of this study is to examine the difference between the level of QWL among the faculties of UT and SUT. Results show that there is no significant difference

between the levels of QWL. Of the eight factors of QWL, a noticeable difference can be seen only between social integration and cohesiveness among the professors of the mentioned universities.

### III. RESEARCH METHODOLOGY

#### 3.1. STATISTICAL TOOL

- Correlation
- Chi square

#### 3.2. CHI SQUARE

Chi-square is a statistical test commonly used to compare observed data with data one would expect to obtain according to specific hypothesis. The chi-square test is always testing what scientists call the null hypothesis, between the expected and observed states that there is no significant difference result.

The formula for calculating chi-square =  $(O-E)^2/E$

#### 3.3. CORRELATION

Correlation is computed into what is known as the correlation coefficient, which ranges between -1 and +1, if the correlation is 0, the movements of the securities are said to have no correlation, they are completely random.

$$R = \frac{[n(\sum xy) - (\sum x)(\sum y)]}{\sqrt{[n\sum x^2 - (\sum x)^2][n\sum y^2 - (\sum y)^2]}}$$

### IV. ANALYSIS & INTERPRETATION

#### 4.1. CORRELATION ANALYSIS BETWEEN RESPONDENTS AGE AND RESPONDENTS EXPERIENCE

|        |             | Age   | Experience |
|--------|-------------|-------|------------|
| Age    | person      | 1     | 0.278      |
|        | Correlation | 202   | 202        |
|        | N           |       |            |
| Income | person      | 0.278 | 1          |
|        | Correlation | 202   | 202        |
|        | N           |       |            |

#### CONCLUSION:

There is a significant negative correlation between the respondents age and experience related factors ( $r=0.0.278$ )

#### 4.2.CHI-SQUARE ANALYSIS BETWEEN AGE AND STRESS AFFECT YOUR PHYSICAL HEALTH

**Null hypothesis:**

H<sub>0</sub>: There is no association between age and stress affect your physical health

**Alternative hypothesis:**

H<sub>1</sub>: There is an association between age and stress affect your physical health

|                              | Value   | df | Asymptotic significance |
|------------------------------|---------|----|-------------------------|
| Pearson Chi-Square           | 28.846a | 16 | .025                    |
| Likelihood Ratio             | 27.411  | 16 | .037                    |
| Linear-by-Linear Association | 9.572   | 1  | .002                    |
| N of Valid Cases             | 202     |    |                         |

**CONCLUSION:** Chi square shows the person chi square significant value is 0.025. when we compare with p value (0.05), our calculated value is smaller than the p value  $0.025 < 0.05$ . therefore, we have to accept our alternative hypothesis H<sub>1</sub> and rejecting null hypothesis H<sub>0</sub>. Hence there is an association between age and the stress affect your physical health

#### 4.3.CHI-SQUARE ANALYSIS BETWEEN GENDER AND STRESS AFFECT YOUR PHYSICAL HEALTH

**Null hypothesis:**

H<sub>0</sub>: There is no association between age and the stress affect your physical health

**Alternative hypothesis:**

H<sub>1</sub>: There is an association between age and the stress affect your physical health

|                    | Value   | df | Asymptotic significance |
|--------------------|---------|----|-------------------------|
| Pearson Chi-Square | 17.027a | 4  | .002                    |
| Likelihood Ratio   | 17.734  | 4  | .001                    |

|                              |       |   |      |
|------------------------------|-------|---|------|
| Linear-by-Linear Association | 6.672 | 1 | .010 |
| N of Valid Cases             | 202   |   |      |

**CONCLUSION:** Chi square shows the person chi square significant value is 0.002. when we compare with p value (0.05), our calculated value is smaller than the p value  $0.002 < 0.05$ . therefore, we have to accept our alternative hypothesis  $H_1$  and rejecting null hypothesis  $H_0$ . Hence there is an association between age and stress affect your mental health.

#### 4.4.CHI-SQUARE ANALYSIS BETWEEN AGE AND STRESS AFFECT YOUR MENTAL WELL-BEING

##### Null hypothesis:

$H_0$ : There is no association between experience and the stress affect your mental well-being

##### Alternative hypothesis:

$H_1$ : There is an association between experience and the stress affect your mental well-being

|                              | Value               | df | Asymptotic significance |
|------------------------------|---------------------|----|-------------------------|
| Pearson Chi-Square           | 28.846 <sup>a</sup> | 16 | .025                    |
| Likelihood Ratio             | 27.411              | 16 | .037                    |
| Linear-by-Linear Association | 9.572               | 1  | .002                    |
| N of Valid Cases             | 202                 |    |                         |

##### CONCLUSION:

Chi square shows the person chi square significant value is 0.025. when we compare with p value (0.05), our calculated value is smaller than the p value  $0.025 > 0.05$ . therefore, we have to accept our alternative hypothesis  $H_1$  and rejecting null hypothesis  $H_0$ . Hence there is no association between experience and the stress affect your mental well-being

##### V.FINDINGS:

Chi square shows the person chi square significant value is 0.025. when we compare with p value (0.05), our calculated value is smaller than the p value  $0.025 < 0.05$ . therefore, we have to accept our alternative hypothesis  $H_1$  and rejecting null hypothesis  $H_0$ . Hence there is an association between age and the stress affect your physical health.

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## VI.CONCLUSION:

The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial well being of the employees. In an age of highly dynamic and competitive world, man is exposed to all kinds of employees that can affect him on all realms of life. The growing importance of interventional strategies is felt more at organizational level. This particular research was intended to study the impact of occupational employees. Although, certain limitations were met with the study, every effort has been made to make it much comprehensive. Quality of work life improve is a positive concept in human resource management. It is based on the belief that an investment in human beings is necessary and will invariably bring in substantial benefits to the organization in the long run. It aims at overall development of human resources in order to contribute to the well being of the employees, organization and the society at large. The loss incurred to organizations will ultimately reflect in nation The Investigator expects to draw attention from policy makers and men of eminence in the related fields to resume further research.

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