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Factors influence job stress among transport employees in Cuddalore District

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Abstract
These days stress is widely spread and common phenomenon. It affects not only the individuals, the companies, organizations, their personal families and last but not the least the whole society. Importance of Stress in general and work-stress in specific can be judged from the fact that behavioral scientists, medical scientists, management experts have covered the research on stress and its impact on individual employees, which include behavioral, emotional, mental and physical impacts on human beings. The objective of this paper is identified and analysis the factors influence job stress among the transport employees.

Keywords: stress, job stress, drivers, conductors

Introduction
The twentieth century 'Stress' is one of the most serious health issues. It is defined as an experience of on individual when he or she perceives that the demands whatsoever it may be, placed on them a exceeding their ability to cope. Significantly, it is considered as a problem affecting individual's physical and mental well-being in every employment. Job stress is one of the rising problems so as to result is considerable cost to employees and organization about the aim.

Statement of the problem
Keichel identified the job stress as one of the key problems in the workforce for the next century. Job stress problem pose risks to workers' wellbeing as well as to organizational performance. Hence, the stress is the universal phenomena and property of modern human beings irrespective of their occupation. Because each and every job has its own nature and accordingly it is generating a kind of pressure (Stress) over the respective domain. According to the above truth, the transportation sectors especially the public transport and its employees facing plenty of problems and issues in their day to day life.

India's public Road transport system are among the most heavily utilized in the world and, mostly run by government owned Transport Corporation, are comes under the preview of State Governments. In Tamilnadu Public Road Transport has still remained the primary and preferred mode of transport for most of the population. Buses take up over 90 per cent of Road public Transport in India, and serve as a cheap and convenient mode of transport. Therefore, the employees' level of job stress is vital for the safety and security of mass passenger population.

Today's work environment demands more and more, therefore a certain level of stress is unavoidable and upto an acceptable level, stress can serve as a stimulus to enhance performance and productivity. However, when the level of stress is such that an individual is incapable of satisfactorily dealing with it, then the effect on performance may be negative. Therefore, assessment of level of stress is important.

Stress has become significant due to dynamic social factors and changing needs of life style. Cooper and Sutherland's research evidence indicates that a wide variety of workplace conditions because stress, strain or pressure. According to the WHO report job related stress in developing countries is often made worse by a broad spectrum of factors besides the work environment, external environment and individual factors. Therefore identification of factors influencing job stress is considered as important.

Job satisfaction is the favorableness or favorableness with which people view their jobs. The importance of job satisfaction lies in the fact that it is closely linked with performance and productivity of a person and is affected by a number of factors. Happy employees are productive employees. In fact, job satisfaction has been linked to individual outcomes as well as job related stress. McGowan confirmed the negative impact of stress on job satisfaction at the same vein the respondents' who succeeded to coping with stress were related to higher levels of job satisfaction. Furthermore, Blegen's meta-analysis confirmed that occupational stress is a major factor related to the job satisfaction. Hence, level of stress has significant impact on job satisfaction and job performance. In this vein, the impact of job stress on job satisfaction is considered.

Objectives of the study
1. To identify and analyse the factors influencing job stress the transport employees in the study area.
2. To assess the level of stress among the transport employees in the study area.
3. To analyse the impact of job stress and problems due to job stress.
4. To offer suitable suggestions based on the findings of the study.

Methodology
Both primary and secondary data were used for the purpose of study. Primary data were collected through interview schedule from the respondents. The secondary data were collected from

various books, journals, newspapers, articles and some websites, etc.

Sampling design

Villupuram Transport Division is divided into six regions namely, Villupuram Region, Cuddalore Region, Vellore Region, Kancheepuram Region, Thiruvallur Region and Tiruvannamalai Region. Out of six regions the study covers only Cuddalore region. There are 11 depots functioning in Cuddalore region. All are consider in the present study. In Cuddalore region 1839 Conductors and 1918 drivers are working at present. Out of which 10 per cent are selected as sample under the simple random sampling techniques. The details are presented in following Table 1.

Table 1: Sample size

	Cuddalore I	Cuddalore II	Panruti	Chidambaram I	Chidambaram II	Vadalur	Kattumannarkoil	Virudachalam I	Virudachalam II	Neyveli Township	Tittagudi	Total
Conductors	254 [25]	244 [24]	164 [16]	212 [21]	183 [18]	144 [15]	67 [7]	185 [19]	175 [18]	83 [8]	128 [13]	1839 [184]
Drivers	251 [25]	243 [24]	165 [17]	221 [22]	203 [20]	150 [15]	74 [7]	192 [19]	188 [19]	96 [10]	135 [14]	1918 [192]
Total	505 [50]	487 [48]	329 [33]	433 [43]	386 [38]	294 [30]	141 [14]	377 [38]	363 [37]	179 [18]	263 [27]	3757 [376]

Source: Annual Report of TNSTC, Cuddalore Region

[Figures in parentheses denotes sample size]

Tools for analysis

The study used statistical tolls such as; simple percentage, standard deviation etc. are used to study the characteristics of population. Factors analyses were used to analyze the data. ANOVA and Chi-square test are applied to test the hypotheses are framed for the analysis and interpretation of data.

Scope of the study

The present study intended to study the level of stress prevailing among the government transport employees namely conductors and drivers. Further, the study also identifies the factors influencing the stress and satisfaction. In order to improve the moral of the transport employees to serve the public in better way.

Analysis of association between Demographic profile of respondents and level of stress

Age and level of stress

The level of stress generally related to the age group of the respondents. Each age group has its own needs and desires and their financial service needs also different from each other. Therefore, the level of stress may also be different and so, age group of respondents may have significant relationship with level of stress. In order to test that, the following null hypothesis is framed and tested with Chi-square test.

Ho: "There is no association between age and level of stress."

Table 2: Association between level of stress and age

Factors	Age	Level of influence				Chi-Squire test	Sig.
		Low	Moderate	High	Total		
Organizational Factors	Up to-30	20	6	17	43	2.275	.893
		(46.50)	(14.00)	(39.50)	(100)		
	31-40	83	27	56	166		
		(50.00)	(16.30)	(33.70)	(100)		
	41-50	51	13	43	107		
		(47.70)	(12.10)	(40.20)	(100)		
	51 and above	28	11	21	60		
		(46.70)	(18.30)	(35.00)	(100)		
	Total	182	57	137	376		
		(48.40)	(15.20)	(36.40)	(100)		
Working conditions	Up to-30	18	5	20	43	4.488	.611
		(41.90)	(11.60)	(46.50)	(100)		
	31-40	81	23	62	166		
		(48.80)	(13.90)	(37.30)	(100)		
	41-50	52	21	34	107		
		(48.60)	(19.60)	(31.80)	(100)		
	51 and above	29	11	20	60		
		(48.30)	(18.30)	(33.30)	(100)		
	Total	180	60	136	376		
		(47.90)	(16.00)	(36.10)	(100)		
	Up to-30	24	5	14	43		
		(55.80)	(11.60)	(32.60)	(100)		

Passengers' Attitudes	31-40	76	36	54	166	4.756	.575
		(45.80)	(21.70)	(32.50)	(100)		
	41-50	53	20	34	107		
		(49.50)	(18.70)	(31.80)	(100)		
	51 and above	26	9	25	60		
		(43.30)	(15.00)	(41.70)	(100)		
	Total	179	70	127	376		
		(47.60)	(18.60)	(33.80)	(100)		
Public and Government Attitudes	Up to-30	23	6	14	43	19.129	.004**
		(53.50)	(14.00)	(32.60)	(100)		
	31-40	70	35	61	166		
		(42.20)	(21.10)	(36.70)	(100)		
	41-50	69	8	30	107		
		(64.50)	(7.50)	(28.00)	(100)		
	51 and above	23	11	26	60		
		(38.30)	(18.30)	(43.30)	(100)		
	Total	185	60	131	376		
		(49.20)	(16.00)	(34.80)	(100)		
Personal Factors	Up to-30	21	4	18	43	10.962	.090
		(48.80)	(9.30)	(41.90)	(100)		
	31-40	84	31	51	166		
		(50.60)	(18.70)	(30.70)	(100)		
	41-50	53	12	42	107		
		(49.50)	(11.20)	(39.30)	(100)		
	51 and above	21	15	24	60		
		(35.00)	(25.00)	(40.00)	(100)		
	Total	179	62	135	376		
		(47.60)	(16.50)	(35.90)	(100)		

Source: Computed from Primary Data
[Figures in parentheses denotes percentages]
*Significant at 5% level; **Significant at 1% level

The calculated chi square value is 2.275, 4.488, 4.756, 19.129 and 10.962. Of which factor four 'P' value 0.004 is significant at 1% level. Hence, it is concluded that the public and Government attitudes have significant association with age of respondents. Hence, the null hypothesis was accepted. So, the all other four factors like's Organizational factors, Working conditions, Passengers' Attitudes and Personal factors have not associated with age of respondents.

Educational qualification and level of stress

Educational qualification is the vital parameter which has direct and indirect influence on the level of understanding and behaviors of individuals. In order to analysis the association between educational qualification of respondents and level of stress, the following null hypothesis was formulated and tested with Chi square test.

Ho: "There is no association between educational qualification and level of stress."

Table 3: Association between level of stress and educational qualification

Factors	Educational qualification	Level of stress				Chi-Squire test	Sig.
		Low	Moderate	High	Total		
Organizational Factors	Up to SSLC	32	7	23	62	15.646	.016*
		(51.60)	(11.30)	(37.10)	(100)		
	Higher secondary	95	20	55	170		
		(55.90)	(11.80)	(32.40)	(100)		
	Degree/Technical	33	21	30	84		
		(39.30)	(25.00)	(35.70)	(100)		
	Post Graduate	22	9	29	60		
		(36.70)	(15.00)	(48.30)	(100)		
	Total	182	57	137	376		
		(48.40)	(15.20)	(36.40)	(100)		
Working conditions	Up to SSLC	28	11	23	62	5.083	.533
		(45.20)	(17.70)	(37.10)	(100)		
	Higher secondary	82	29	59	170		
		(48.20)	(17.10)	(34.70)	(100)		
	Degree/Technical	38	9	37	84		
		(45.20)	(10.70)	(44.00)	(100)		
	Post Graduate	32	11	17	60		
		(53.30)	(18.30)	(28.30)	(100)		
	Total	180	60	136	376		
		(47.90)	(16.00)	(36.10	(100)		

Passengers' Attitudes	Up to SSLC	34	9	19	62	4.628	.592
		(54.80)	(14.60)	(30.60)	(100)		
	Higher secondary	83	32	55	170		
		(48.80)	(18.80)	(32.40)	(100)		
	Degree/Technical	35	20	29	84		
		(41.70)	(23.80)	(34.50)	(100)		
	Post Graduate	27	9	24	60		
		(45.00)	(15.00)	(40.00)	(100)		
	Total	179	70	127	376		
		(47.60)	(18.60)	(33.80)	(100)		
Public and Government Attitudes	Up to SSLC	34	7	21	62	7.751	.257
		(54.80)	(11.30)	(33.90)	(100)		
	Higher secondary	74	32	64	170		
		(43.50)	(18.80)	(37.60)	(100)		
	Degree/Technical	50	10	24	84		
		(59.50)	(11.90)	(28.60)	(100)		
	Post Graduate	27	11	22	60		
		(45.00)	(18.30)	(36.70)	(100)		
	Total	185	60	131	376		
		(49.20)	(16.00)	(34.80)	(100)		
Personal Factors	Up to SSLC	33	4	25	62	6.039	.419
		(53.20)	(6.50)	(40.30)	(100)		
	Higher secondary	80	30	60	170		
		(47.10)	(17.60)	(35.30)	(100)		
	Degree/Technical	37	16	31	84		
		(44.00)	(19.10)	(36.90)	(100)		
	Post Graduate	29	12	19	60		
		(48.30)	(20.00)	(31.70)	(100)		
	Total	179	62	135	376		
		(47.60)	(16.50)	(35.90)	(100)		

Source: Computed from Primary Data
[Figures in parentheses denotes percentages]
*Significant at 5% level; **Significant at 1% level

The calculated chi square value are 15.646, 5.083, 4.628, 7.751and 6.039. Of which factor first 'P' value is .016 is significant at 5% level. Hence, it is concluded that the Organizational factors have significant association with educational qualification of respondents. Hence, the null hypothesis was accepted. So, the all other four factors likes working conditions, Passengers' Attitudes, Public and Government Attitudes and Personal Factors have not associated with educational qualification of respondents.

Designation and level of stress

In order to analysis the association between Designation of respondents and level of stress, the following null hypothesis was formulated and tested with Chi square test.

Ho: "There is no association between designation and level of stress".

Table 4: Association between level of stress and designation

Factors	Designation	Level of stress				Chi-Squire test	Sig.
		Low	Moderate	High	Total		
Organizational Factors	Conductor	82	35	67	184	4.643	.098
		(44.6)	(19.00)	(36.40)	(100)		
	Driver	100	22	70	192		
		(52.10)	(11.50)	(36.50)	(100)		
	Total	182	57	137	376		
		(48.40)	(15.20)	(36.40)	(100)		
Working conditions	Conductor	95	26	63	184	2.188	.335
		(51.60)	(14.10)	(34.20)	(100)		
	Driver	85	34	73	192		
		(44.30)	(17.70)	(38.00)	(100)		
	Total	180	60	136	376		
		(47.90)	(16.00)	(36.20)	(100)		
Passengers' Attitudes	Conductor	93	36	55	184	2.937	.029*
		(50.50)	(19.60)	(29.90)	(100)		
	Driver	86	34	72	192		
		(44.80)	(17.70)	(37.50)	(100)		
	Total	179	70	127	376		
		(47.60)	(18.60)	(33.80)	(100)		

Public and Government Attitudes	Conductor	88	30	66	184	.275	.871
		(47.80)	(16.30)	(35.90)	(100)		
	Driver	97	30	65	192		
		(50.50)	(15.60)	(33.90)	(100)		
	Total	185	60	131	376		
		(49.20)	(16.00)	(34.80)	(100)		
Personal Factors	Conductor	94	28	62	184	1.760	.415
		(51.10)	(15.20)	(33.70)	(100)		
	Driver	85	34	73	192		
		(44.30)	(17.70)	(38.00)	(100)		
	Total	179	62	135	376		
		(47.60)	(16.50)	(35.90)	(100)		

Source: Computed from Primary Data
[Figures in parentheses denotes percentages]
*Significant at 5% level; **Significant at 1% level

The calculated chi square values are 4.643, 2.188, 2.437, .275 and 1.760. The entire factors 'P' value is not significant at 5% level. It is concluded that the Passengers' Attitudes have significant association with designation of the respondents. Hence, the null hypothesis was accepted. So, the all other four factors likes organizational factors, working conditions, Public and Government Attitudes and Personal Factors have not associated with designation of respondents.

Marital status and level of stress

Martial status of the respondents may have influence on the level of stress. As level of stress depends on their expectation and attaining same. The expectation level of married and unmarried respondents may not be same. Hence, the marital status is related to level of stress and the following null hypothesis is framed and tested.

Ho: "There is no association between marital status and level of stress".

Table 5: Association between level of stress and marital status

Factors	Marital status	Level of stress				Chi-Squire test	Sig.
		Low	Moderate	High	Total		
Organizational Factors	Married	114	41	95	250	2.470	.291
		(45.60)	(16.40)	(38.00)	(100)		
	Unmarried	68	16	42	126		
		(54.00)	(12.70)	(33.30)	(100)		
	Total	182	57	137	376		
		(48.40)	(15.20)	(36.40)	(100)		
Working conditions	Married	120	48	82	250	7.261	.027*
		(48.00)	(19.20)	(32.80)	(100)		
	Unmarried	60	12	54	126		
		(47.60)	(9.50)	(42.90)	(100)		
	Total	180	60	136	376		
		(47.90)	(16.00)	(36.20)	(100)		
Passengers' Attitudes	Married	120	48	82	250	.371	.831
		(48.00)	(19.20)	(32.80)	(100)		
	Unmarried	59	22	45	126		
		(46.80)	(17.50)	(35.70)	(100)		
	Total	179	70	127	376		
		(47.60)	(18.60)	(33.80)	(100)		
Public and Government Attitudes	Married	124	38	88	250	.320	.852
		(49.60)	(15.20)	(35.20)	(100)		
	Unmarried	61	22	43	126		
		(48.40)	(17.50)	(34.10)	(100)		
	Total	185	60	131	376		
		(49.20)	(16.00)	(34.80)	(100)		
Personal Factors	Married	116	43	91	250	.508	.776
		(46.40)	(17.20)	(36.40)	(100)		
	Unmarried	63	19	44	126		
		(50.00)	(15.10)	(34.90)	(100)		
	Total	179	62	135	376		
		(47.60)	(16.50)	(35.90)	(100)		

Source: Computed from Primary Data
[Figures in parentheses denotes percentages]
*Significant at 5% level; **Significant at 1% level

The calculated chi square value is 2.470, 7.261, .371, .320 and .508. Out of five factors the second factor 'P' value is .027 is significant at 5% level. Hence, it is concluded that the Working condition have significant association with marital status of respondents. Hence, the null hypothesis was accepted. So, the all other four factors likes Organizational Factors, Passengers' Attitudes, Public and Government Attitudes and Personal Factors have not associated with marital status of respondents.

Monthly income and level of stress

Monthly income may have association with level of stress. In this context, the following null hypothesis was formulated and tested with Chi square test.

Ho: "There is no association between monthly income and level of stress".

Table 6: Association between level of stress and monthly income

Factors	Monthly Income	Level of stress				Chi-Squire test	Sig.
		Low	Moderate	High	Total		
Organizational Factors	Up to Rs.25, 000	70	20	53	143	2.094	.911
		(49.00)	(14.00)	(37.10)	(100)		
	Rs.25, 001 to Rs 30,000	60	21	39	120		
		(50.00)	(17.50)	(32.50)	(100)		
	Rs. 30.001 to 35,000	26	9	25	60		
		(43.30)	(15.00)	(41.70)	(100)		
	Above Rs. 35,001	26	7	20	53		
		(49.10)	(13.20)	(37.70)	(100)		
	Total	182	57	137	376		
		(48.40)	(15.20)	(36.40)	(100)		
Working conditions	Up to Rs.25, 000	66	20	57	143	3.389	.759
		(46.20)	(14.00)	(39.90)	(100)		
	Rs.25, 001 to Rs 30,000	60	23	37	120		
		(50.00)	(19.20)	(30.80)	(100)		
	Rs. 30.001 to 35,000	27	9	24	60		
		(45.00)	(15.00)	(40.00)	(100)		
	Above Rs. 35,001	27	8	18	53		
		(50.90)	(15.10)	(34.00)	(100)		
	Total	180	60	136	376		
		(47.90)	(16.00)	(36.10)	(100)		
Passengers' Attitudes	Up to Rs.25, 000	62	26	55	143	5.044	.538
		(43.40)	(18.10)	(38.50)	(100)		
	Rs.25, 001 to Rs 30,000	66	21	33	120		
		(55.00)	(17.50)	(27.50)	(100)		
	Rs. 30.001 to 35,000	28	11	21	60		
		(46.70)	(18.30)	(35.00)	(100)		
	Above Rs. 35,001	23	12	18	53		
		(43.40)	(22.60)	(34.00)	(100)		
	Total	179	70	127	376		
		(47.60)	(18.60)	(33.80)	(100)		
Public and Government Attitudes	Up to Rs.25, 000	67	16	60	143	14.709	.023*
		(46.90)	(11.20)	(42.00)	(100)		
	Rs.25, 001 to Rs 30,000	65	25	30	120		
		(54.20)	(20.80)	(25.00)	(100)		
	Rs. 30.001 to 35,000	31	6	23	60		
		(51.70)	(10.00)	(38.30)	(100)		
	Above Rs. 35,001	22	13	18	53		
		(41.50)	(24.50)	(34.00)	(100)		
	Total	185	60	131	376		
		(49.20)	(16.00)	(34.80)	(100)		
Personal Factors	Up to Rs.25, 000	65	29	49	143	10.945	.090
		(45.50)	(20.30)	(34.20)	(100)		
	Rs.25, 001 to Rs 30,000	49	19	52	120		
		(40.80)	(15.80)	(43.40)	(100)		
	Rs. 30.001 to 35,000	38	7	15	60		
		(63.30)	(11.70)	(25.00)	(100)		
	Above Rs. 40,001	27	7	19	53		
		(50.90)	(13.20)	(35.80)	(100)		
	Total	179	62	135	376		
		(47.60)	(16.50)	(35.90)	(100)		

Source: Computed from Primary Data

[Figures in parentheses denotes percentages]

*Significant at 5% level; **Significant at 1% level

The calculated chi square value is 2.094, 3.389, 5.044, 14.709 and 10.945. Of which factor four 'P' value 0.023 is significant at 5% level. Hence, it is concluded that the Public and Government Attitudes have significant association with monthly income of respondents. Hence, the null hypothesis was accepted. So, the all other four factors likes Organizational Factors, Working conditions, Passengers' Attitudes and Personal Factors have not associated with age of respondents.

Period of service and level of stress

In order to analysis the association between period of service of respondents and level of stress, the following null hypothesis was formulated and tested with Chi square test.

Ho: "There is no association between Period of service and level of stress".

Table 8: Association between level of stress and period of service

Factors	Period of Service	Level of stress				Chi-Squire test	Sig.
		Low	Moderate	High	Total		
Organizational Factors	Less than 5 years	20	14	22	56	7.036	.318
		(35.70)	(25.00)	(39.30)	(100)		
	6 to 10 years	78	23	58	159		
		(49.10)	(14.50)	(36.50)	(100)		
	11 to 15 years	44	11	29	84		
		(52.40)	(13.10)	(34.50)	(100)		
	16 years and above	40	9	28	77		
		(51.90)	(11.70)	(36.40)	(100)		
	Total	182	57	137	376		
		(48.40)	(15.20)	(36.40)	(100)		
Working condition	Less than 5 years	25	10	21	56	6.511	.368
		(44.60)	(17.90)	(37.50)	(100)		
	6 to 10 years	84	24	51	159		
		(52.80)	(15.10)	(32.10)	(100)		
	11 to 15 years	43	12	29	84		
		(51.20)	(14.30)	(34.50)	(100)		
	16 years and above	28	14	35	77		
		(36.40)	(18.10)	(45.50)	(100)		
	Total	180	60	136	376		
		(47.90)	(16.00)	(36.10)	(100)		
Passengers' Attitudes	Less than 5 years	33	7	16	56	7.598	.269
		(58.90)	(12.50)	(28.60)	(100)		
	6 to 10 years	77	35	47	159		
		(48.40)	(22.00)	(29.60)	(100)		
	11 to 15 years	36	14	34	84		
		(42.90)	(16.70)	(40.50)	(100)		
	16 years and above	33	14	30	77		
		(42.90)	(18.10)	(39.00)	(100)		
	Total	179	70	127	376		
		(47.60)	(18.60)	(33.80)	(100)		
Public and Government Attitudes	Less than 5 years	23	10	23	56	3.742	.712
		(41.10)	(17.80)	(41.10)	(100)		
	6 to 10 years	77	24	58	159		
		(48.40)	(15.10)	(36.50)	(100)		
	11 to 15 years	42	13	29	84		
		(50.00)	(15.50)	(34.50)	(100)		
	16 years and above	43	13	21	77		
		(55.80)	(16.90)	(27.30)	(100)		
	Total	185	60	131	376		
		(49.20)	(16.00)	(34.80)	(100)		
Personal Factors	Less than 5 years	27	12	17	56	3.367	.043*
		(48.20)	(21.40)	(30.40)	(100)		
	6 to 10 years	72	29	58	159		
		(45.30)	(18.20)	(36.50)	(100)		
	11 to 15 years	42	10	32	84		
		(50.00)	(11.90)	(38.10)	(100)		
	16 years and above	38	11	28	77		
		(49.40)	(14.30)	(36.40)	(100)		
	Total	179	62	135	376		
		(47.60)	(16.50)	(35.90)	(100)		

Source: Computed from Primary Data

[Figures in parentheses denotes percentages]

*Significant at 5% level; **Significant at 1% level

The calculated chi square value is 7.036, 6.511, 7.598, 3.742 and 3.367. Of which factor fifth 'P' value .043 is significant at 5% level. Hence, it is concluded that the Personal Factors have significant association with Period of service of respondents. Hence, the null hypothesis was accepted. So, The all other four factors likes Organizational Factors, Working conditions, Passengers' Attitudes, and Public and Government Attitudes have not associated with period of service.

Suggestions

1. Drivers are given training to save the diesel, tyre and for accident-free driving. The conductors are also given training in first aid and in minor motor mechanism.
2. Promotion given to employees in subject to the availability of vacancies, merit, seniority, ability, regularity, past performance and general suitability for the higher post.
3. Wage incentive schemes are formulated to help the workers to earn additional wages by increasing the productivity. The incentives are paid according to the performance of employees.
4. The organization should be highly concern level so they must try to increase level.
5. Drivers and conductors of the corporation are the only production point employees and they must be provided with all the training facilities from the corporation more than others.
6. The union is not treated alike; therefore it is recommended that all unions must be given equal importance. The issues represented by them must be considered on merit basis.
7. To provide equal pay for equal work and to increase the Pay-scale of the employees who work fruitfully and productively.

Conclusion

Transport services are very important for development of people. Their significance in the mobility of labour is important contributing issue economic development of the country. Stress can be identified to be a main problem of transport employees. In TNSTC employees particular drivers and conductors have various factors initiate stress. Its include road conditions, work overload, passengers behavior and traffic rules and regulations are initiate the stress. From the analysis it is clear that all the factors like organizational factors, working conditions, passengers attitudes, public and government attitudes, and personal factors have create stress to the drivers and conductors. So, the transport employees have use yoga, career planning and counseling to reduce them from stress.

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