



Study The Implication of Health Issues And Work Stress on Work Life Balance of Lady Bus Conductors.

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ABSTRACT

Encouraging and assisting health of employees is nothing but to maintain health of your company or organization. Employee stress has a major impact on productivity of the company and it leads to increased cost associated with health care. This research paper focused on factors which causes work stress and health related problems of lady bus conductors in MSRTC organization. 280 lady conductors surveyed within Western Maharashtra for knowing the opinion about health related issues and work stress raised due to work. Moreover studied the implication of health related issues and work stress on work life balance of lady bus conductors. Lady bus conductor's abilities, their workload, their responsibilities and how much support they have in the workplace are crucial considerations MSRTC must constantly be aware of.

KEYWORDS

Lady Bus Conductors, Work Stress, Health issues, Work Life Balance etc.

Introduction:

Many Indian women continue to priorities family over careers, and it remains common for women to leave their jobs when they marry or have children. Government or non-Government sector women often face strong pressures from family to discontinue work. In the present competitive world, Lady Conductor's profession are filled with conflicting commitment and responsibilities. This has made work-life balance a challenging issue for the lady conductors being working in male dominated profession. It is the responsibility of an individual to balance work and life. Work-life imbalance is a significant factor leading to overall performance of individuals. If they know how to negotiate the way between thorns and hurdles of work life, success will be the outcome

According to Narasimha Murthy T. as like accounting balance sheet work life also has balance sheet and it can be estimated by using facilitators on the asset side and Inhibitors on liability side. Here good health of lady conductors comes in asset side and work stress comes under liability side.

Literature Review:

Study on the Bus conductor's occupational stress and stress prevention[2] this working paper presents an overview about sickness, absenteeism, work disablement, health outcome mentioned by bus conductors and constraints in the working situation.

Do Managerial Men benefit from organizational values supporting Work- Personal life Balance? organizational values of managerial men were supportive of Work-Personal life and report working fewer hours and extra hours, less jobs stress, greater joy in work, lower intention to quit, greater job career and life satisfaction, fewer Psychosomatic symptoms and more positive emotional and physical wellbeing.

Understanding Wok- to- Family conflict: The Role of Organization and supervisor support for Work-Life Issues.Found a solution for solving the issues of Work- Life Conflict by exploring resource persons who support Work- Life issues like supervisors.

Justifyingwork lifeprograms evidence shows that alternative work arrangements, on-site child care and extended parental leave can hike up employee satisfaction, commitment, productivity or even attrition.

Work-Life Balance Issues of Women at call Centers: this study was attempt to investigate and identify the factors which affect the work sphere and personal life of women working in call centres. The various health, family and work-related problems and other variable encountered by women in call centres are studied.

Work- Life balance of Women employees: With reference to teaching Faculties this article highlights the issues connected with work life balance of women in an educational institution and the factors that determine work life balance.

Objectives:

1. To identify various factors affect the health of lady Bus conductors.
2. To know the factors responsible to create work stress.
3. To understand the correlation between health issues and work stress.
4. To find out the implication of health issues and work stress on work life balance of lady bus conductors.

Scope:

The study is an attempt to identify the major challenges encountered in terms of health issues and work stress.It is help to understand the health issues andwork stress raised due to work. And it's impact on work life balance of lady bus conductors.

Hypothesis:

1. There is significant difference in the severity of health problem faced by lady bus conductors.
2. To study there is significant relationship between 'health problem' and 'work life balance'.
3. There is difference in the level of stress experienced by lady bus conductors due to several work related issues.
4. There issignificant relationship between 'Work Stress' and 'Work Life Balance'.
5. To study there is significant relationship between 'work stress' and 'health problem'

Research Methodology:

Research Type:

This study falls under the category of conclusive Research.

Population:

Population is comprised of five divisions. Distribution of respondents across the five divisions.

Sampling Technique:

Respondents for interview was selected by using proportionate stratified sampling. In the current study population included (Population: Lady Bus Conductors) five divisions of MSRTC (Satara, Sangli, Solapur, Kolhapur, Pune.)

Sample size for current study was 280.

Data Collection

- a) Primary Data: Primary data was collected with the help of questionnaire and informal discussion with personnel manager, labour officer of each division of Western Maharashtra.
- b) Secondary Data: Source of secondary data can be categorized into two broad categories namely published statistics and unpublished statistics. National journals, international journals, online journals are also made use of for obtaining the required data/

Data Analysis

Table No. 1

Sr. No	Particular		Frequency	Percentage	Conclusion
1	Religion	Hindu	254	90.7	Thus it can be concluded that, majority of lady bus conductors surveyed are Hindu
		Muslim	24	8.6	
		Jain	2	.7	
		Total	280	100.0	
2	'Age Group' of Lady Bus Conductors	below 30 years	165	58.9	Thus, it can be concluded that younger lady bus conductors have entered the workforce
		31-40 years	111	39.6	
		above 40 years	4	1.4	
		Total	280	100.0	
3	'Experience' (Service period) of lady bus conductors.	0-1 year	18	6.4	Mostly the lady bus conductors have near about three years of work experience.
		2-3 years	100	35.7	
		more than 3 years	162	57.9	
		Total	280	100.0	
4	'Marital status'	Married	185	66.1	Thus, it can be predicted that in the workplace majority lady bus conductors were married and those were more responsible to family obligations.
		Unmarried	77	27.5	
		Widow	18	6.4	
		Total	280	100.0	
5	'Awareness of health check-up Programs provided by organization'	No	180	64.3	Most of the lady conductors in all divisions' are not aware about health check-up program provided by the MSRTC organization. Few of them are able to attend health check- up program but many of them are not getting information due to busy schedule of work.
		Yes	100	35.7	
		Total	280	100.0	
6	'Methods used To Manage Stress Arising from Work Frequencies'	Entertainment	237	41.7%	Entertainment and music are the most preferred methods by respondents to manage stress. Stress management by using various method is constructive source towards better work life balance of lady conductors.
		Music	235	41.4%	
		Meditation	63	11.1%	
		Dance	26	4.6%	
		Yoga	7	1.2%	
		Total	568	100.0%	

Health related problem

Statistical Test: Friedman χ^2 Test

H0:

There is no difference in the severity of health problem faced by lady bus conductors.

Ha:

There is significant difference in the severity of health problem faced by lady bus conductors.

Level of significance=0.05%

Test Statistics: a. Friedman Test

N=280, Chi-square= 643.026, Df= 5, Asymp. Sig.= .000

Conclusion:

Since P value (0.000) is less than significance level (0.05), null hypothesis (H0) is rejected and alternative hypothesis (Ha) hence it is concluded that there is significant difference in the severity of health problem faced by lady bus conductors.

Table No. 2: Ranks to 'Health Related Problem'.

Particulars	Mean Rank
I feel severe fatigue as I do same kind of work for long hours.	3.06
Frequently I suffer with back pain as I am travelled for long hours and it reflects on handling home chores.	3.20
I feel Gynac Problem and its effect on my working ability.	5.00
I often experience headache.	4.66
I have throat infection as I talk a lot to passenger.	2.29
I feel that I have periodic weight loss because of handling work and family responsibilities.	2.79

We refer to the rank table to understand the order of severity of health problems. From rank tables it can be seen that Gynaec Problem is the most severe health issue (Mean, Rank= 5), followed by headache (Mean, Rank= 4.66), back pain (Mean, Rank= 3.20), severe fatigue (Mean, Rank= 3.06), Periodic weight loss (Mean, Rank= 2.79) and throat infection (Mean, Rank= 2.29).

Conclusion:

Thus it can be concluded that, Gynaec Problem, headache and back pain are most severe health issues faced by lady bus conductors. Respondents felt more tired and exhausted due to continuous travelling. These health issues mainly affect their working ability. Fitness and health are also key factors of personal life. Finding the balance between career and personal life has always been a challenge for Lady Bus Conductors.

Hypothesis No. 2

Purpose:

To study if there is any relationship between 'health problem' and 'work life balance'.

Statistical Test:

χ^2 Test for contingency

H0:

There is no relationship between health problem and work life balance

H1:

There is significant relationship between health problem and work life balance

Level of significance (α) = 0.05

Table No. 3: Chi-Square Tests

Particulars	Value	Df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	11.256 ^a	1	.001		
Continuity Correction	9.940	1	.002		
Likelihood Ratio	14.218	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	11.215	1	.001		
N of Valid Cases	280				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.30.
 b. Computed only for a 2x2 table

Conclusion:

Since "P" value = 0.001 is less than level of significance 0.005 the null hypothesis rejected. It is therefore concluded that, there is significant relationship between health problem and work life balance

Work stress related question

Statistical Test:Friedman χ^2 Test

H0:

There is no difference in the level of stress experience by lady bus conductors due to several work related issues.

Ha:

There is significant difference in the level of stress experience by lady bus conductors due to several work related issues.

Level of significance=0.05%

Test Statistics : Friedman Test

N= 280, Chi-square =623.042, Df= 5, Asymp. Sig.= .000

Conclusion:

Since "P" value (0.000) is less than level of significance (0.05), null hypothesis (H0) is rejected and alternative hypothesis (Ha) hence there is significant difference in the work and stress arises to lady bus conductors.

Table No. 3.2: Ranks to 'Work Stress'.

Particulars	Mean Rank
I experience stress by continuous travelling	3.04
I am anxious while carrying cash at work.	3.08
Process of Submission of cash and ticket's record takes time hence it creates fatigue.	1.84
I experience stress and pressure because of maintenance and improvement in revenue target.	4.69
It creates constant worry when there is no proper coordination with bus driver.	3.71
It make me tense if passengers do not take necessary safety precautions.	4.65

We refer to the rank table to understand the where the difference lies. From rank tables it can be seen that, experience stress because of pressure of maintenance and improvement

in revenue target, (Mean Rank=4.69), followed by passengers not follow the instruction related to safety (Mean, Rank= 4.65), constant worry when there is no proper coordination with bus driver (Mean, Rank= 3.71), anxious while carrying cash at work. (Mean, Rank= 3.08), stress by continuous travelling (Mean, Rank= 3.04), and process of submission of cash and ticket's record takes time hence creates fatigue (Mean, Rank= 1.84).

Conclusion:

Hence, it is concluded that most stress is resulted due to maintenance and improvement in revenue target and passengers not tacking necessary safety precautions.

Hypothesis No.3

Purpose:

To study if there is any relationship between 'health problem' and 'work life balance'.

Statistical Test: χ^2 Test for contingency

H0:

There is no relationship between health problem and work life balance

H1:

There is significant relationship between health problem and work life balance

Level of significance () = 0.05

Table No. 4: Chi-Square Tests

Particulars	Value	Df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	11.256 ^a	1	.001		
Continuity Correction	9.940	1	.002		
Likelihood Ratio	14.218	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	11.215	1	.001		
N of Valid Cases	280				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.30.
 b. Computed only for a 2x2 table

Conclusion:

Since "P" value = 0.001 is less than level of significance 0.005 the null hypothesis rejected. It is therefore concluded that, there is significant relationship between health problem and work life balance

Hypothesis No. 4

Purpose:

To study if there is any relationship between 'Work stress' and 'work life balance'.

Statistical Test: χ^2 Test for contingency

H0:

There is no relationship between work stress and work life balance

H1:

There is significant relationship between work stress and work life balance

Level of significance (α) = 0.05
Table No. 5: Chi-Square Tests

Particulars	Value	Df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	16.603 ^a	1	.000		
Continuity Correction	15.076	1	.000		
Likelihood Ratio	19.450	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	16.544	1	.000		
N of Valid Cases	280				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.62.
b. Computed only for a 2x2 table

Conclusion:

Since "P" value = 0.000 is less than level of significance 0.05 the null hypothesis rejected. It is therefore concluded that, there is significant relationship between work stress and work life balance.

Hypothesis No. 5

Purpose:

To study there is significant relationship between 'work stress' and 'health problem'

Statistical Test: χ^2 Test for contingency

Null Hypothesis and Alternative Hypothesis:

H0:

There is no relationship between work stress and health Problem.

H1:

There is significant relationship between work stress and health Problem.

Level of significance (α) = 0.05

Table No. 6: Chi-Square Tests

Particulars	Value	Df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.041 ^a	1	.000		
Continuity Correction	16.002	1	.000		
Likelihood Ratio	17.062	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	16.980	1	.000		
N of Valid Cases	280				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 40.85.
b. Computed only for a 2x2 table

Conclusion:

Since "P" value = 0.000 is less than level of significance 0.05

the null hypothesis rejected. It is therefore concluded that, there is significant relationship between work stress and health problem.

Findings

Health related Problem:

Thus it can be concluded that, lady bus conductors are facing severity of health problem due to extended working hours, constant standing job, continues travelling, constant face to face communication with passenger throughout the work time. This work pressure affect their life style and could lead to arises health related issues. This includes mainly Gynaec Problem, headache and back pain are most severe health issues faced by lady bus conductors. Respondents feels more tired and exhausted due to continuous travelling. These health issues mainly affect their working ability. Fitness and health are also key factors of personal life. It was found that some of lady bus conductors left the job because of constant back pain and Gynaec problem. Such working condition may result in permanent disability, restricting to work in the future. Majority of lady bus conductors also replied that, organization not provides health check-up programs. But in actual organization providing health check-up program but it is not possible to all lady conductors get benefited at one time, sometime they are not aware about this health check-up program so it can be seen that mainly busy schedule of lady conductors curb them to attend this. Lady bus conductors who has health problem, their work and life balance get negatively influenced.

Work stress related question:

Most work stress arises to lady bus conductors is due to maintenance and improvement in revenue target and passengers do not take necessary safety precautions and there is least work stress of submission of cash and ticket's records. Thus it can be concluded that, main inhibitors like generation of revenue target and passenger's behavior negatively affect work life balance of lady bus conductors. Many time extended working hours and negative attitude of superiors reflects to work stress and it negatively affect work life balance of lady bus conductors

Conclusion:

It can be concluded that, work demand at workplace put a pressure on the lady bus conductors specially their physical and mental psyches. There is significant relationship between work stress and health related issues. There is negative implication of work stress and health issues on work life balance of Lady Bus conductors. So they all are agreed that Work life balance policy in the Organization should customized to individual needs. According to them, if employees have good work life balance the organization will be effective and successful.

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