



**ORIGINAL RESEARCH PAPER**

**Commerce**

**ANALYSIS ON THE WORK-LIFE BALANCE OF CAB DRIVERS**

**KEY WORDS:** Cab Drivers, Challenges, Irregular hours, Mechanism, Quality, Work-Life, Balance.

**Dr. P. S. Chandni**

M.com., M.phil., Ph.d., Associate Professor And Head, Pg And Research, Department Of Commerce, Sri Krishna Adithya College Of Arts And Science, Coimbatore.

**Pavithra K**

B.com, Sri Krishna Adithya College Of Arts And Science, Coimbatore.

**ABSTRACT**

“Exploring the work-life balance of cab drivers unveils a complex interplay of factors impacting their well-being. Through a comprehensive analysis, this study investigates the challenges faced by cab drivers, their coping mechanism, and the implications for their health and quality of life, by identifying key stressors and potential interventions, this research aims to inform strategies for fostering a healthier work-life balance within the cab driving profession, ultimately contributing to improved driver satisfaction and overall well-being.”

**INTRODUCTION OF THE STUDY**

The work-life balance of cab drivers is a critical yet underexplored aspect of their profession. Individuals often navigate demanding schedules, financial pressures, and social isolation while striving to maintain personal well-being. Understanding the unique challenges, they face is essential for developing effective support systems and interventions. This introduction sets the stage for a comprehensive analysis of the complexities inherent in the cab driving profession and its impact on the driver's lives.

**Statement Of The Problem**

This study delves into the daily challenges of cab drivers, like traffic, safety, passengers' interactions, and platform pressures, aiming to improve their work-life balance. Additionally, it explores how irregular hours affect their sleep, social life, and mental well-being, highlighting the need for interventions to enhance their quality of life.

**Objectives Of The Study:**

- To investigate the day-to-day challenges faced by cab drivers.
- To examine the impact of irregular working hours on the quality of life of cab drivers.

**Scope Of Study:**

This study explores the challenges and dynamics of urban cab drivers' work-life balance in Coimbatore city, utilizing surveys and interviews, it excludes rural drivers and specialized services to maintain focus while providing insights into the unique experiences within urban environment.

**Review Of The Literature:**

Keder Gokhale (2021), This study in “IT in industry” explored service quality's impact on customer satisfaction in Bangalore's major cab aggregators. It identifies six criteria and tested their influence on happiness, revealing customer preference for factors affecting overall satisfaction.

Johnson, D., & Patel, R. (2020), Johnson and Patel's study investigates the relationship between income stability and work-life balance among taxi drivers in the gig economy. The review highlights the challenges faced by drivers in managing fluctuating earnings and suggests policy recommendations to address income volatility.

**Research Methodology**

**Data Collection**

**Primary data**

Primary data collection was used to collect data through questionnaire method.

**Sample size:** 122 respondents.

**Sampling method:** Convenience sampling method.

**Tools used:** Simple Percentage Analysis and Chi-Square Analysis

**Limations Of The Study:**

- The research was confined to Coimbatore city. Hence the outcomes cannot be generalized.
- The data is confined to Red Taxi, Ola cabs and Uber.

**Data Analysis And Interpretation:**

**Simple Percentage:**

**Table 1: Demographic Variables Of The Cab Drivers**

Age (in years)	No. of Respondents	Percentage
Below 20	37	30.3
21-30	38	31.1
31-40	26	21.3
More than 40	21	17.2
TOTAL	122	100%
Educational Qualification	No. of respondents	Percentage
School Dropout	48	39.3
SSLC	31	25.4
HSC	22	18.0
Graduate	17	13.9
Others	4	3.3
TOTAL	122	100.0

**Interpretation:**

The table reveals that the majority 31.1% of the total respondents are between 21-30 years; 30.3% of the total respondents are under 20 years; the age group of 31-40 years are held by the total respondents with 21.3% and 17.2% are in the range of more than 40 years.

According to the analysis of educational qualification Majority 39.3% of total respondents are School Dropout; 25.4% of the respondents are completed their SSLC; 18% of the total respondents pursued their HSC; 13.9% of the total respondents are Graduated and 3.3% of the total respondents are from others category.

**Table 2: Challenges faced by Cab Drivers.**

Challenges	No. of Respondents	Percentage
Dealing with Traffic	32	26.2
Handling passengers	27	22.1
Finding parking spots	32	26.2
Working long hours	18	14.8
Reporting on time to the spot	13	10.7
TOTAL	122	100

**Interpretation:**

The above table states that the major challenge faced by the Cab drivers are found to be Dealing with Traffic and difficulty in Finding parking spots as per the response rate 26.2%; 22.1% of the total respondents have facing problem with Handling passengers; 14.8% of the total responses opted for Working long hours as a challenge and Reporting on time to the spot held the response rate of 10.7% of the total respondents.

**Table 3: Coping Mechanism adopted by Cab Drivers against Challenges faced during their job.**

Coping mechanism	No. of Respondents	Percentage
Taking breaks between rides	33	27
Listening to music or podcasts	30	24.6
Seeking support from fellow drivers	35	28.7
Engaging in physical exercise regularly	24	19.7
TOTAL	122	100%

**Interpretation:**

The table shows that 28.7% of the respondents have sought support from fellow drivers; 27% of the total respondents have taken breaks between rides; 24.6% of the total respondents used to listen to music or podcasts and 19.7% of the total respondents engage themselves in physical exercise regularly to cope up with the challenges in their driving job.

**Table 4: Effect of irregular working hours on sleeping.**

Impact	No. of Respondents	Percentage
Not much	22	18
I struggle to get enough sleep	85	69.7
I have frequent disruption in my sleep	15	12.3
TOTAL	122	100%

**Interpretation:**

It is clear from the table that 69.7% of the total respondents are struggled to get enough sleep; 18.0% of the total respondents are Not faced much difficulty in sleeping and 12.3% of the total respondents have frequent disruption in my sleep.

**Table 5: Effect of Irregular Working Hours on Physical Health of Cab Drivers.**

Effectiveness	No. of Respondents	Percentage
Yes, Significantly	9	7.4
Yes, Moderately	96	78.7
Not really	12	9.8
I'm not sure	5	4.1
TOTAL	122	100.0

**Interpretation:**

It states that 78.7% of the total respondents have moderate effect on physical health; 9.8% of the total respondents are Not really faced any impact of irregular working hours; 7.4% of the total respondents are facing Significant health issues and 4.1% of the respondents are not sure with the effectiveness.

**Chi Square Analysis**

**Chi-square Analysis On The Residential Status And Coping Mechanism**

**Table 6: Percentage Points Of The Chi-square Distribution**

Degrees of freedom (d)	Probability of a larger value of $\chi^2$		
	0.05	0.01	0.001
1	3.84	6.63	10.82
2	5.99	9.21	13.81
3	7.81	11.34	16.26
4	9.48	13.27	18.46
5	11.07	15.08	20.51
6	12.59	16.81	22.45

7	14.06	18.47	24.32
8	15.5	20.09	26.12

**Table 7: Table Of Observed Data**

Residential status / Coping mechanism	Urban	Semi Urban	Rural
Taking breaks between rides	16.77	10.28	5.95
Listening to music or podcast	15.25	9.34	5.41
Seeking support from fellow drivers	17.79	10.90	6.31
Engaging in physical exercise regularly	12.20	7.48	4.33

Degrees of freedom for the above observed table is 6

**Table 8: Table of calculation of chi square ( $\chi^2$ )**

Observed Value	Expected values	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> / E
19	16.77	2.23	4.97	0.30
9	10.28	-1.28	1.64	0.16
5	5.95	-0.95	0.9	0.15
20	15.25	4.75	22.6	1.48
6	9.34	-3.34	11.18	1.20
4	5.41	-1.41	1.99	0.37
17	17.79	-0.79	0.62	0.03
11	10.9	0.1	0.01	0.00
7	6.31	0.69	0.47	0.07
6	12.2	-6.2	38.4	3.15
12	7.48	4.52	20.47	2.74
6	4.33	1.67	2.8	0.65
				10.30

**Inference:**

As the Table value (12.59) is greater than the Calculated Value, Null Hypothesis is accepted. So, it is concluded that there is no significant association between Residential Status of the Cab Drivers and the Coping Mechanism used by the Cab Drivers against challenges in their job.

**Findings, Suggestions and Conclusions:**

**Findings:**

Following are the Observation from the Analysis on the Work-Life Balance of Cab Drivers:

- Out of the total respondents 31.1% of them are between the age 21-30 years;
- 39.3% of the Cab Drivers are School Dropout;
- The major challenges faced by Cab Drivers are found to be dealing with traffic and finding proper parking spots as per the response rate 26.2%;
- 28.7% of the total respondents have sought support from fellow drivers at the time of difficulties;
- Majority of the respondents (69.7%) have opined that they struggle to get enough sleep due to irregular working hours;
- Majority of the total respondents (78.7%) have faced moderate effect on physical health due to irregular working hours.
- It is inferred that the Residential Status of the Cab drivers and their Coping Mechanism against challenges in their job are independent.

**Suggestions:**

- Prepare work schedule shall be assigned to Cab drivers so that they can balance their personal work-life quality.
- Regular mechanism to check physical and mental health of Cab drivers shall be provided to support the Cab drivers in defending challenges due to their job

**CONCLUSIONS:**

In conclusion, this study has highlighted the daily struggles faced by cab drivers, encompassing traffic congestion and demanding passenger interactions. Additionally, it has underscored the detrimental impact of irregular working hours on drivers' quality of life, affecting sleep patterns and social engagement. Addressing these challenges is vital for improving the well-being and job satisfaction of cab drivers,

**REFERENCES:**

1. Smith, J. (2020). "A Study of Cab Drivers in Urban Areas."
2. Patel, R. (2018). "Mental Health Challenges Among Cab Drivers: An Exploratory Study."
3. Garcia, A. (2016). "Addressing Work-Life Balance in the Transportation Industry: Strategies for Cab Companies."

**Websites:**

1. [https://en.wikipedia.org/wiki/Taxis\\_of\\_India](https://en.wikipedia.org/wiki/Taxis_of_India)
2. [https://en.wikipedia.org/wiki/Ola\\_Cabs](https://en.wikipedia.org/wiki/Ola_Cabs)
3. <https://en.wikipedia.org/wiki/Uber>