DETERMINATION OF KEY FACTORS CONTRIBUTING TO JOB SATISFACTION: A STUDY WITH SPECIAL REFERENCE TO BUS CONDUCTORS OF METROPOLITAN TRANSPORT CORPORATION (CHENNAI) LTD

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ABSTRACT

Each individual is an island in him subject to particular motives, aspirations, perception and abilities. The behaviour of each individual is influenced by several factors, such as personality, social, cultural and environmental factors. Performance and individual development of an employee is based on the extent of influence of various factors on him. Transport sector being one of the main service sectors has numerous employment opportunities and people do aspire to be part of this employment. Despite the benefits it provides, it is a fact that day shifts, night shifts and substitute shifts in work pulls away the mental peace of the employees and pushes them to stress pit. Job satisfaction is the main drive which motivates an individual to sustain in a job for a longer time span. As job satisfaction is a dynamic, it can decline even more quickly if it is filled with stress and other related factors. The present study intends to analyse the job satisfaction of government transport corporation bus conductors with special reference to Chennai district. The research will help in identifying those factors which increase job satisfaction of bus drivers and conductors and will improvising the service domain. The study proceeds with a sample size of (N=80) representing conductors), the data is analysed using SPSS. The research throws light on the fact that the bus conductors feel the stress of work overload. Moreover, the conductors seem to relate their age to their feeling of security. The job satisfaction of the respondents is influenced by their levels of income.

KEY WORDS: Job satisfaction, Bus conductors and drivers.

REFERENCES


WEBSITES
