

## **INFLUENCE OF ORGANIZATIONAL WORKING ENVIRONMENT AND ITS CHALLENGES ON JOB SATISFACTION OF EMPLOYEES IN PUBLIC TRANSPORT**

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### **Abstract**

The researcher aims to discover the influence of organizational working environment and its challenges on job satisfaction of employees in public transport. The Sample size was 100. Stratified random sampling technique of probability sampling technique for data collection and path analysis were used for the data analysis. Organizational working environment was secreted into two varieties namely rewards and working environment. The analysis found that working environment influences occupational challenges among Tamilnadu public transport employees. It is also establish that there is influence on working environment and occupational challenges of job satisfaction among Tamilnadu public transport employees. The analysis reveals that there is no influence of rewards on occupational challenges among Tamilnadu public transport employees. Hence, it is concluded that to encourage the employees Tamilnadu public transport corporation can provide appreciation like awards and rewards, certificates, symbols and hall of fame to the best performer employees and it helps to encourage the employees and increase the employees' performance.

**Keywords:** Rewards, working environment, occupational challenges, Organizational work environment and job satisfaction.

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## **Introduction**

It is a release fact that working Tamilnadu public transport has to face the problems and challenges now by asset of their organism employees. The ingrained confidence has enhanced that women are talented of less work than men or less capable than men. In this view, the challenges and problems of employees who work in superior dominant occupations in transport organizations are explored. The research centers on the environment of employment of Tamilnadu public transport employees and working environment in transport organization. Apart from this occupational problems and challenge linking to motivational factors and reasons for access to bus conductors' job are analyzed. Finally the quarrel will appear across job satisfaction of Tamilnadu public transport employees who work as bus driver and conductors and drivers in transport industry. The environment of work of each employment has its own article. Similarly, the bus conductor and driver work has essential more interactive skills and physical than the rational knowledge. The personality of bus conductor and driver is totally different from additional occupations since, it is a service sector for the public. Every day they have to employment in various shifts and interrelate with commuters of multi characters and bear the misconduct of commuters. Being Tamilnadu public transport employees, it is a challenging duty for employees.

## **Review of Literature**

Somashekar and Vinodh kumar (2012) studied "Occupational Problems and Challenges of Women Bus drivers and Conductors in Transport Industry: With particular Reference to BMTC." Stratified random sampling method was employed. 300 samples have been selected. The researcher found that handling commuters in the bus is one of the challenges and various problems have been faced by the women conductors which has leads to mental stress and psychological problems.

Morse (2001) discusses the occupational stress among the women employees, educated women, problems of pregnant women, influence of feminism, low pay, women related problem like childcare, psychological problems, sexual harassment, family related problems, work satisfaction and cheerfulness of working women. Job associated emotional stressors for the working women are the fear of condemnation, feeling of addiction on male coworkers; require to submerge her

own requirements, fear of failure, self-assertive, fear of being destructive, being labeled unfeminine, etc.

Kumud (1993) studied on “Women and contemporary occupation in India” focuses on the difficulty of the employed women which is the modification with the male employees. There are some working women attached by numerically preponderant category of male employees. These will consequence in an emotion of segregation and a need of communication and even improper management in the presentation of responsibilities. He also drew attention on the problems of over reside at workplace. Overstay at workplace as a result of working over the usual working hours particularly for women generates many problems, like conveyance, seclusion and sexual harassment. An additional import and component of the research is the family modification of the working women employees. He also envelops different facets of occupation careers, styles of work participation of women, commitment to work professional ideology and also highlights the level of performance of working women in male dominated occupational fields.

Adler (1991) in “Sleep for sale: a research of shifts work in South Africa, Johannesburg labour and economic research center,” states that enhanced performance of the work-related roles by the women employee depends upon several factors. One of these is associated to the substantial amenities at the working area of work. If the employer is incapable to grant a sufficient facility the superiority of work performance is expected to deteriorate.

Navita, et al. (2010) studied on “influence of employee satisfaction with compensation on employee motivation.” The important reason of reimbursement administration are to plan a cost-effective pay composition that will attract, inspire and keep capable workers and that will in addition be viewed as pale by these workers. The main reason of this research is to bring out the significance and impact of efficient compensation, which can assure the employee, so as to attract, keep and inspire them. This study was an effort to discover the association of employee satisfaction with employee motivation and compensation.

Bharati, et al. (2012) exposed the relationship between employee satisfaction and performance on the foundation of their satisfaction levels. The sample size was 105 across all the sections in

an important hospitality sector. The analysis demonstrated that, the level of satisfaction of the workers in the business organization was extremely high which resulted in the soft running of the business organization. Hellriegel and Slocum (2009) argued that structure culture will improve employees' performance if what maintains it is understood.

Martin and Siehl (1990) argued that structure culture is in theory associated with performance and has positive influence thereon. Bowen and Ostroff (1989) determined the position of society in nurturing, behind and attracting employees' performance in organizations. Per Furnham and Gunter (1993), states that structure culture function has the interior integration and organization between a firm's functions and its staff, wherever it fails to satisfy these functions to a satisfactory level, staff could also be influenced negatively. An encouraging culture supports adaptation and develops employees' performance by shaping, motivating and channeling their behaviors towards the success of company objectives (Daft, 2010). A company's mission echoes its final long run objective that is talented by conducting incorporated prepared and actions. A company's performance develops if it's a transparent wisdom of reason and commitment towards its mission.

## **Research Methodology**

### **Research Design**

To acquire enhanced answer to the research problem, an appropriate research plan is to be enclosed (Cooper & Schindler 2001; Davis & Cosenza 1988). Descriptive research plan has been approved for the current research. Descriptive research is a fact-finding examination with sufficient interpretation. It centers on exacting features or factors of the difficulty studied. It is intended to obtain the expressive information and present information and formulation of extra complicated studies.

### **Objectives of the Study**

- To study the influence of organizational culture on occupational challenges among Tamilnadu public transport employees in Dindigul district, Tamil Nadu.
- To study the influence of occupational challenges on job satisfaction among Tamilnadu public transport employees in Dindigul district, Tamil Nadu.

## Hypotheses of the Study

- There is no influence of organizational culture on occupational challenges among Tamilnadu public transport employees in Dindigul district, Tamil Nadu.
- There is no influence of occupational challenges on job satisfaction among Tamilnadu public transport employees in Dindigul district, Tamil Nadu.

## Sampling Technique

Stratified random sampling technique of probability sampling technique was implemented for the study. Srivastava (2008), states that there is only less effort needed to collect data. Actually no pre plan of execution is there.

## Data Collection

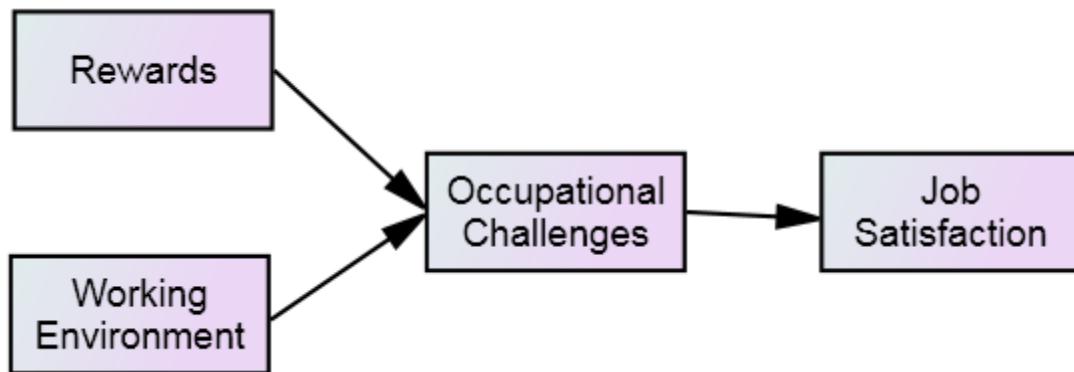
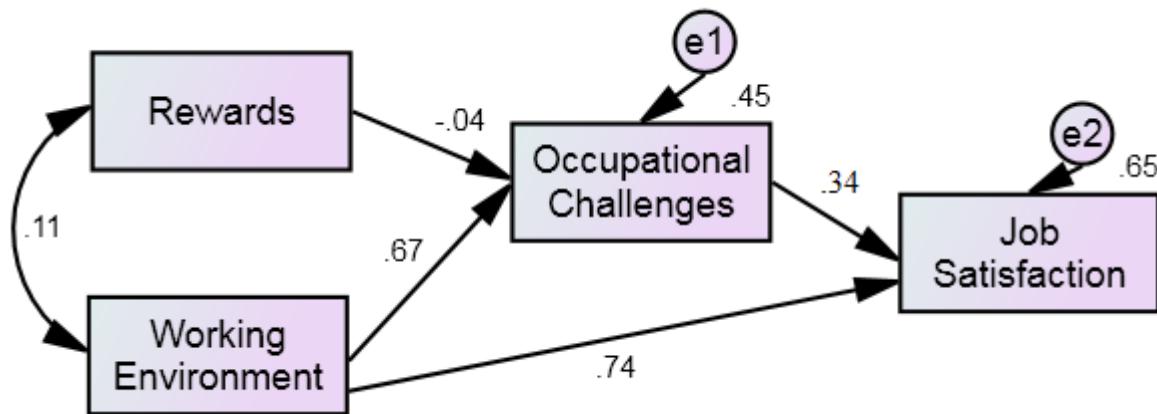
The sample size of the pilot study is 100 in all. The research was performed in Dindigul district, Tamilnadu. Questionnaire with 5 point scale was used. Reliability For all the items in the questionnaire design, the alpha was 0.88 to 0.92. This shows best reliability of the statements in the structured questionnaire. With these outcomes the dependability, consistency and adoptability are established.

## Statistical Tools Used

Path analysis was used. It was utilized to discover the influence of independent variables on dependent variable with respect to mediator variable.

## Framework

From the framework figure, organizational culture was considered as an independent variable. It was secreted into two varieties namely working environment and rewards. An occupational challenge was considered as a mediator variable. Job satisfaction was considered as the outcome variable.

**Figure 1:** Conceptual framework of the Study**Analysis and Interpretation****Figure 2:** Path analysis of Occupational Challenges**Table 1:** Model fit Indication

Parameters	Observed Value	Recommended Value (Premapriya, et al. 2016)
<b>Independent Variable</b>	Organizational Culture (Working Environments and Rewards)	--
<b>Mediator Variable</b>	Occupational Challenges	--
<b>Outcome Variable</b>	Job Satisfaction	--
<b>Chi-Square</b>	0.94	--
<b>P</b>	0.759	Greater than 0.050

<b>GFI</b>	0.999	Greater than 0.90
<b>AGFI</b>	0.992	Greater than 0.90
<b>CFI</b>	0.999	Greater than 0.90
<b>NFI</b>	0.999	Greater than 0.90
<b>RMR</b>	0.003	Less than 0.080
<b>RMSEA</b>	0.000	Less than 0.080

Source: primary data

From the above table, it is found that the evaluated chi-square score is 0.94; p value was 0.759. The value was bigger than 0.05. The values were shows perfectly fit. This result was perfectly fit (Velaudham and Baskar, 2015). Here GFI value and AGFI values were bigger than 0.90, which symbolize it is an excellent fit. The calculated CFI score and NFI (Normed Fit Index) values were bigger than 0.90, which means that it is entirely fit. It is found that RMSEA (Root Mean Square Error of Approximation) and RMR (Root Mean Square Residual) values are less than 0.08, which indicates that it is absolutely fit (Velaudham and Baskar, 2016) and (Premapriya, et al. 2016).

**Table 2: Regression Weights**

DV		IV	Estimate	S.E.	C.R.	P	Label
Occupational Challenges	<---	Rewards	-0.028	0.073	-0.379	-0.037	0.705
Occupational Challenges	<---	Working Environment	0.633	0.091	6.959	0.675	0.001
Job Satisfaction	<---	Occupational Challenges	0.310	0.116	4.944	0.341	0.001
Job Satisfaction	<---	Working Environment	0.777	0.109	7.120	0.738	0.001

Source: primary data

**H0:** Rewards do not influence occupational challenges among Tamilnadu public transport employees.

Through the path analysis, regression weight as the value of CR is -0.79. The Beta value is -

0.037 which indicates that 3% of influence is through rewards towards occupational challenges. The p value is 0.705; here the p value was larger than 5% and the hypothesis is accepted. Hence, it can be completed that the rewards does not influence on occupational challenges of Tamilnadu public transport employees in Dindigul district.

**Ho:** Working environment does not influence occupational challenges among Tamilnadu public transport employees.

Through the path analysis, regression weight as the value of CR is 6.959. The Beta value is 0.675 which indicates that 67.5% of influence is through working environment towards occupational challenges. The p value was 0.001. Hence, the p value was less than five percent and the hypothesis was rejected. Hence, it can be accomplished that the working environment influences on occupational challenges of Tamilnadu public transport employees in Dindigul district.

**Ho:** Working environment does not influence job satisfaction among Tamilnadu public transport employees.

Through the path analysis, regression weight as the value of CR is 7.120. The Beta value is 0.738 which indicates that 73.8% of influence is through working environment towards job satisfaction. The p value is 0.001; here the p value is fewer than 5% and the hypothesis is rejected. Hence, it can be fulfilled that the working environment influences on job satisfaction of Tamilnadu public transport employees in Dindigul district.

**Ho:** Occupational challenges do not influence job satisfaction among Tamilnadu public transport employees.

Through the path analysis, regression weight as the value of CR is 4.944. The Beta value is 0.341 which indicates that 34.1% of influence is through occupational challenges towards job satisfaction. The p value is 0.001; here the p value is fewer than 5% i.e. (0.001) and the hypothesis is rejected. Hence, it can be finished that the occupational challenges influence job satisfaction of Tamilnadu public transport employees in Dindigul district.

## **Findings**

- It is found that working environment influences occupational challenges among Tamilnadu public transport employees.
- It is also established that there is influence of working environment and occupational challenges on job satisfaction among Tamilnadu public transport employees.
- The analysis highlights that there is no influence of rewards on occupational challenges among Tamilnadu public transport employees.

## **Recommendation**

- Policies and privileges have to be reframed and provide more facilities to increase their job satisfaction.
- Appreciation agenda should be accomplished which helps in inspiring the employees. To encourage the employees Tamilnadu public transport can provide appreciation like awards and rewards, certificates, symbols and hall of fame to the best performer employees and it helps to encourage the employees and increase the employees' performance.

## **Conclusion**

It is a free truth that running Tamilnadu public transport employees have to face the problems and challenges just by asset of their organism employees. The researcher attempts to discover the impact of organizational culture on occupational challenges among Tamilnadu public transport employees. Sample size was 100. Stratified random sampling method was adopted for the study. Path analysis was used for data analysis. Organizational culture was categorized into two varieties namely rewards and working environment. The analysis found that working environment influences occupational challenges among Tamilnadu public transport employees. It is also originate that there is influence of working environment and occupational challenges on job satisfaction among Tamilnadu public transport employees. The analysis highlights that there is no influence of rewards on occupational challenges among Tamilnadu public transport employees. Hence, it is concluded that to encourage the employees of Tamilnadu public transport can provide appreciation like awards, rewards, certificates, symbols and hall of fame to the best performer employees and it helps to encourage the employees and increase the employees' performance.

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