

**“Comparative Study on Ethical Issues and Stress Management  
among the KSRTC and Private Bus Drivers”**

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D.K, Mangalore Dist **Abstract:**

Being ethical completely depends upon the person. He can be ethical, serve duties and manage stress and can also be unethical at the same time. One cannot be forced to follow ethics. Stress is the main aspect that every person faces in their daily life when it comes to different types of jobs. Driving is regarded as the high strain jobs when compared to any other job. Ethical issues that cause stress to the driver are safety of the owner, safety of passenger and traffic rules. The purpose of this paper is to analyze the effectiveness of ethical issue and stress level on PRIVATE and KSRTC bus drivers with reference to different areas in and around Moodbidri. At present the drivers are facing a lot of stress issues related to different ethical issues that affect them in their daily work life. There are many factors that cause stress to the drivers, the factors may vary from one person to another. There can be many ways through which such stress can be managed by the drivers through different ways and the stress management sessions given to them by the authority. Information was collected through primary and secondary data with respondents of 30 private sector and 30 public sectors. To make this research more effective, all the data collected entered initially into excel and imported to SPSS software.

Different econometric and statistical techniques applied here includes, charts, graphs, tables and Two-way ANOVA test. Final interpretation drawn after careful analysis of response received from the respondents.

**Keyword:** Controlling Measures, Ethical Issues, Private and KSTRC Bus Drivers, Stress Management, Stress Sources.

### **Introduction:**

Driving is regarded as one of the most difficult job and high strain jobs when compared to any other jobs. It is also said that the drivers experience a lot of unhealthy conditions and other stress conditions when there are said to be driving. There are different types of jobs that a person can do, but to be a driver it takes a lot of patience and a lot of stability that one has have while driving. There are a lot of problems and a lot of issues that a driver faces while driving, there are many factors that affect him while driving the bus. Such factors need to be kept in mind by the authorities and higher official to make sure that proper facilities are provided to him to overcome the factors that cause stress and cause ethical issues.

Ethical issue is a problem or situation that requires a person or organization to choose between the alternatives that must be evaluated as right (ethical) or wrong (unethical). It completely depends upon the individual for being ethical and deliberating his duties in the right manner or to be unethical. Ethical issues are one of the major problems that are found in service sectors and which in turn causes stress to the driver.

Stress is a feeling of emotional or physical tension. It can come from any event or thought that makes you feel frustrated, angry, or nervous. Stress is your body's reaction to a challenge or demand. In short bursts, stress can be positive, such as when it helps you avoid danger or meet a deadline. But when stress lasts for a long time, it may harm your health. There are many ways to manage stress. One feels comfortable taking nap where another person might feel comfortable taking break. These are some of the ways how people manage the stress.

A conflicting demand is the need to drive safely and reach the destination in time. The bus drivers' seat often lacks sufficient adjustability. Work schedules are another major source of stress and drivers are driven by time. Private bus drivers and conductors often have to work on shifts, and even on split shifts, while their days off may be irregular and may not coincide with those of their families. Narrow roads and covering more villages are the peculiar problem of routes to them. The drivers have to come up with the routes and the conductors have to tackle more villagers. The main objective of the study is to understand the ethical issue and impact of stress upon the private bus drivers and KSRTC bus drivers.

### **Bus Drivers life style:**

#### **Stress Sources**

1. Time Management
2. Remuneration
3. Work Life Balance
4. Health Issue
5. Psycho –physiological costs
6. The ergonomic layout of the bus drivers cabin

#### **Ethical Issues**

1. Safety of Owner
2. Safety of Passenger
3. Traffic Rules

### **Literature Review**

#### **Geetha VishindasBathija, A study on government city bus drivers in Hubli (2014):**

Stated that, in Hubli more than 80% of the bus drivers were under varying amount of stress. They were a significant positive correlation between performing a safe driving job and stress reaction. There was significant positive correlation between job stress and passengers' accidents.

**Boris Cendales (2018):** Relationships of working conditions, health problems and vehicle accidents in bus rapid transit. Boris Cendales suggested, preventing bus accidents, supervisory support should be increased. To prevent mental health problems other interventions, need to be made such as reducing demands, increasing job control, and benefiting with rewards.

**Anuradha Rajiv Joshi (2016):** Evaluation of perceived stress in bus drivers of Pune city  
Anuradha Rajiv Joshi, her study states that the drivers of Pune city are highly stressed mainly because of traffic and environmental conditions. Measures should not only be taken by the government but should be also be taken by the people to improve the conditions of road, traffic and bus cabin. And passengers must improve their behaviour to reduce factors causing stress in bus drivers.

**D.Valarmathi (2019):** A study on occupational stress of bus drivers and its prevention  
D.Valarmathi, her study states that the health condition of the driver may lead to the stress which causes damage. Some of the employees fear with the fact that low quality of their work puts stress on them. This can be reduced by taking stress management classes and rescheduling the work assigned the person.

### **Research Gap:**

In depth study of all the literatures helped us to find research gap where it motivated us to continue with the present study. There are no major studies are found in Moodbidri area related to the comparative study of stress level between Private and KSRTC drivers

### **Objectives:**

1. To study and compare the stress level between KSRTC and Private bus drivers
2. To study and compare status of stress level between KSRTC and Private bus drivers
3. To analyse the factors that cause stress and ethical issues to the drivers.
4. To develop strategies to manages stress and ethical issues among bus drivers.

### **Limitations:**

1. The scope of the study is limited to areas in and around Moodbidri.
2. Just sample of 30 each for both private and KSRTC bus drivers selected and it would constrain for generalising the findings.

## **Research Design and Approach**

### **a. Research Approach:**

The present study is based on deductive approach of research, where predetermined set of hypotheses are tested by applying different econometric and statistical techniques.

**b. Research Design and Methodology:**

In this study both primary and secondary data is used. 30 each respondents both from KSRTC and private bus have been considered in and around Moodbidri taluk, through a random sampling method. Pre-designed set of questionnaires are distributed to undertake proposed comparative study on Stress level and ethical issues. Also, for conceptual framework information gathered from secondary sources such as, books, journal and net.

**c. Variables under the Study: (Independent and Dependent Variable)**

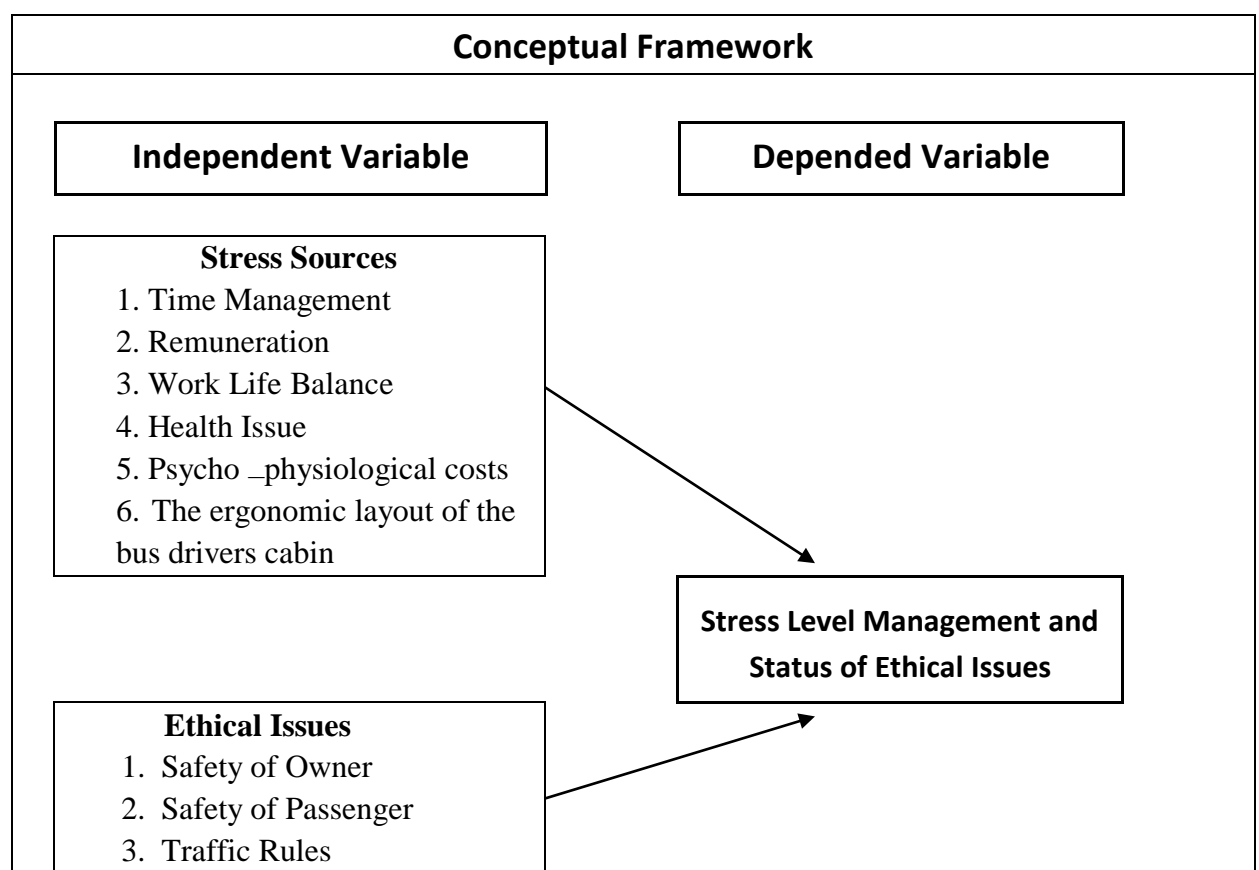


Figure: Source: developed for the study (2020)

**d. Data Collection Method and Respondents Selection:**

The study is undertaken through secondary information that is by use of internet and Wikipedia and partially by primary data through distribution of questionnaire to the youths.

**e. Tools of Analysis:**

All the information collected, initially entered into excel and same imported to SPSS software. Predetermined set of objectives are verified by applying different econometric and statistical techniques, which includes graph, charts, tables, two-way anova and other related techniques.

**f. Significance of the study:**

Stress in the workplace has become the black plague of the present era. Stress can make an individual productivity and constructive when it is identified and well managed. Some of the employees fear with the fact that low quality of their work puts stress on them. Stress has been identified to be a major problem in the operation of mode of travel. The transport employee's key element in the system is very easily liable to stress in the course of carrying out his routine responsibility. Stress is an immense problem in modern society, as about half of the occupational illnesses are directly or indirectly related to it.

The study is based on stress level between private and public bus drivers.

**g. Hypothesis:**

**Hypothesis 1:**

H<sub>01</sub> = All the sources of stress level contribute equally among bus drivers

H<sub>02</sub> = There is no significance difference in the stress level among government and private bus drivers. (Two-way ANOVA)

**Hypothesis 2:**

H<sub>01</sub> = All the sources of ethical issues contribute equally among bus drivers

H<sub>02</sub> = There is no significance difference in the ethical issues among government and private bus drivers. (Two-way ANOVA)

## Data Analysis and Interpretation

**Table 1: Sources of stress level along with respective mean and standard deviation**

**Descriptive Statistics**

Dependent Variable: Stress Level

Stress Sources	Types of Driver	Mean	Std. Deviation	N
Time Management	KSRTC Drivers	59.00	7.789	4

	Private Drivers	37.50	.707	2
	Total	51.83	12.640	6
	KSRTC Drivers	50.00	13.874	9
Remuneration	Private Drivers	47.14	9.512	7
	Total	48.75	11.874	16
Work life Balance	KSRTC Drivers	44.50	8.313	6
	Private Drivers	40.00	7.176	5
	Total	42.45		
	KSRTC Drivers	60.60	7.789	11
	Private Drivers	48.50	13.612	5
Health Issue	Total	54.00	8.573	6
	KSRTC Drivers	47.00	12.280	11
	Private Drivers	55.60	10.149	3
Psycho-physical Costs	Total	52.38	18.393	5
	KSRTC Drivers	44.33	15.574	8
	Private Drivers	51.00	1.155	3
The ergonomic layout	Total	48.50	9.772	5
	KSRTC Drivers	51.00	8.177	8
	Private Drivers	47.63	12.003	30
Total	Total	49.32	11.340	30
	Total		11.700	60

Sources: Developed for the study through primary data

#### ANALYSIS & INTERPRETATION:

Above table shows different factors of stress sources among KSRTC and Private bus drivers along with respective mean and standard deviation. Totally six different factors considered for measuring stress level and comparing among two kinds of drivers.

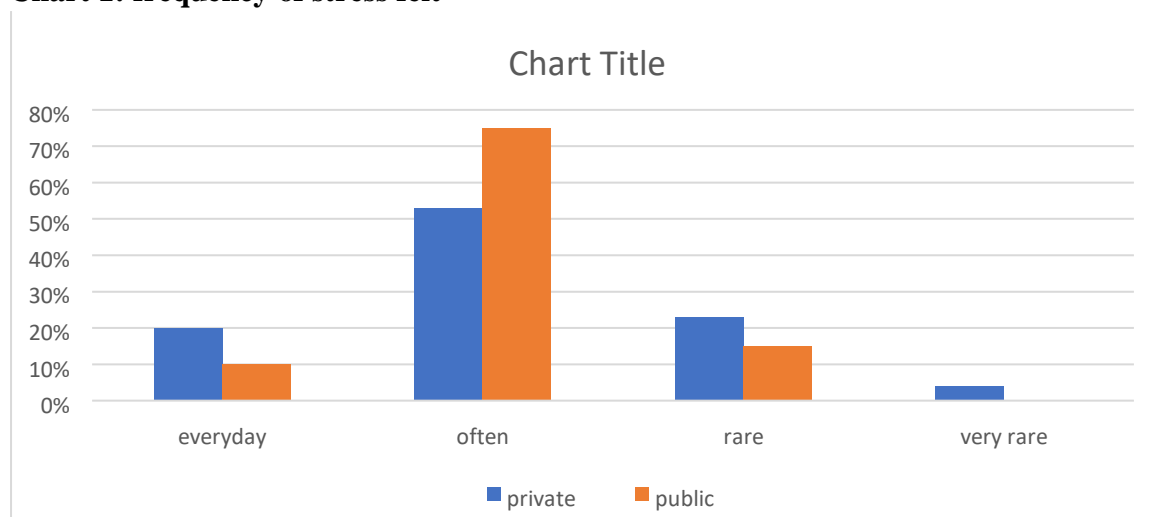
- Major three sources of stress for KSRTC bus drivers includes Health Issues (60.60), Time Management (59.00) and Psycho-physical cost 47.00)
- Major three sources of stress for Private bus drivers include Psycho-physical cost (55.60), The ergonomic layout (51.00) and Health issue (48.00).
- Three overall stress sources among bus drivers include Health issue (54.00), Time management (51.83) and Remuneration (48.75).

**Table 2: Table showing frequency of stress felt:**

Options	Private Respondents	percentage	Public respondents	percentage
Everyday	6	20%	7	23%
Often	16	53%	20	67%
Rare	7	23%	3	10%
Very rare	1	4%	0	0%
total	30	100%	30	100%

Source: Primary Data

**Chart 1: frequency of stress felt**



Source: Primary Data

**ANALYSIS & INTERPRETATION:**

20% and 23% of them stated they feel stressed on a daily basis, 53% and 67% of the drivers expressed that they feel stressed often, 23% and 10% of them feel stressed rarely and 4% and 0% of them feel stressed very rare.

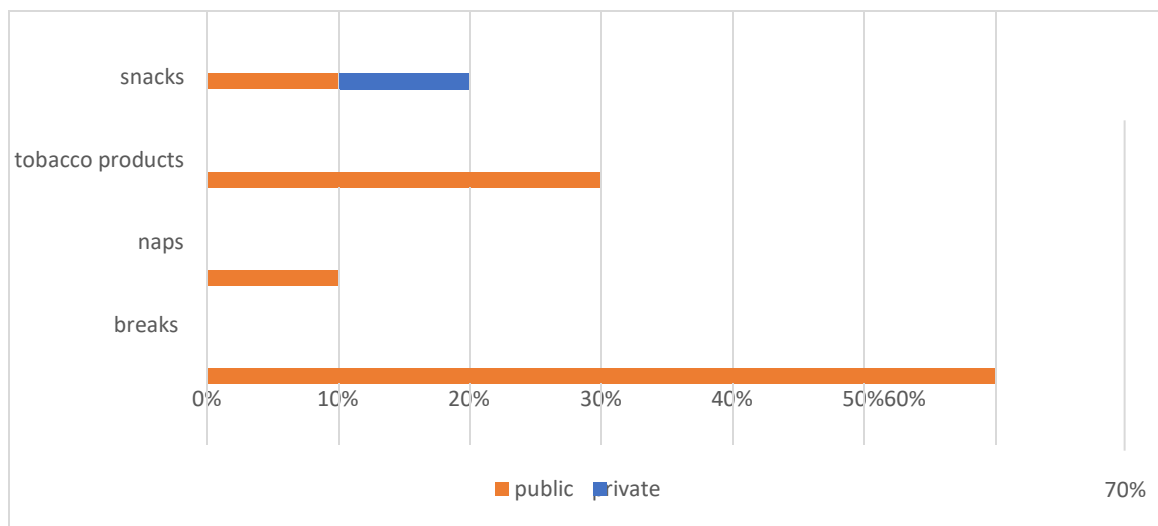
Majority of the drivers stated that they feel stressed often which means on a daily basis, the stress that they feel may vary from one respondent to another respondent. There may be different reasons why the drivers may feel stressed during the work.

**Table 3: Table showing how the drivers manage stress**

Options	Private sector respondents	Percentage	Public sector respondents	percentage
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Breaks	11	37%	18	60%
Naps	4	13%	2	7%
Tobacco products	9	30%	10	33%
Snacks	6	20%	0	0%
Total	30	100%	30	100%



**ANALYSIS & INTERPRETATION:**

37% and 60% of the respondent’s state that they manage stress by taking breaks, 13% and 7% of the drivers stated that they manage stress by taking naps, 30% and 33% of the respondents stated that they manage stress by consuming tobacco products, 20% and 0% of the respondents stated that they manage stress by eating snacks.

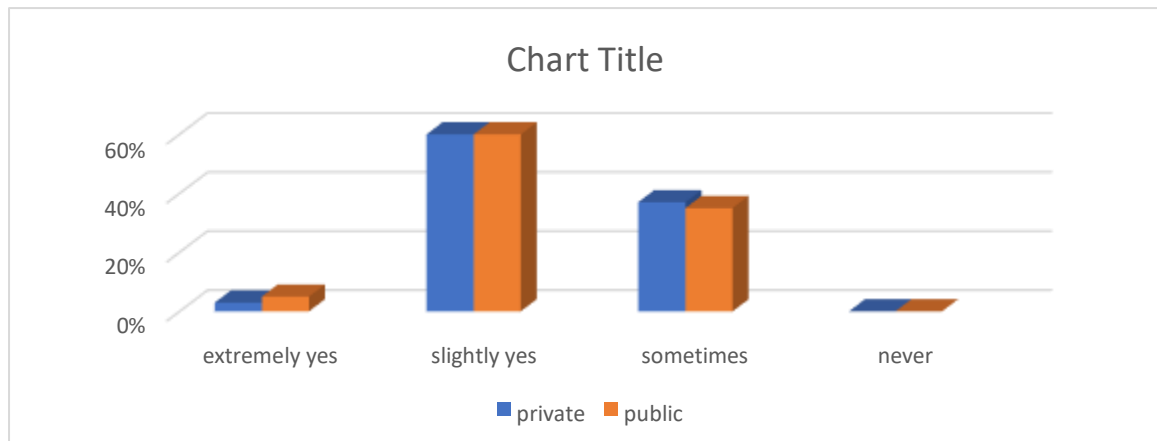
Both the sector drivers stated that they manage their stress by taking sufficient and efficient breaks. During their breaks they make sure that they are mentally relaxed and some talk to their families, friends which in turn calms them.

Table 4

Table showing passenger behavior that causes stress

Options	Private sector respondents	Percentage	Public sector respondents	percentage
Extremely yes	1	3%	1	3%

Slightly yes	18	60%	19	64%
sometimes	11	37%	10	33%
Never	0	0%	0	0%
Total	30	100%	30	100%



**ANALYSIS & INTERPRETATION:**

The above table showing if the passenger behavior causes stress during the ride where 3% and 3% private and public sector respondents extremely agree that passenger behavior causes stress, 60% and 64% of them stated that passenger behavior slightly causes stress, 37% and 33% of them responded that passenger behavior sometimes causes stress.

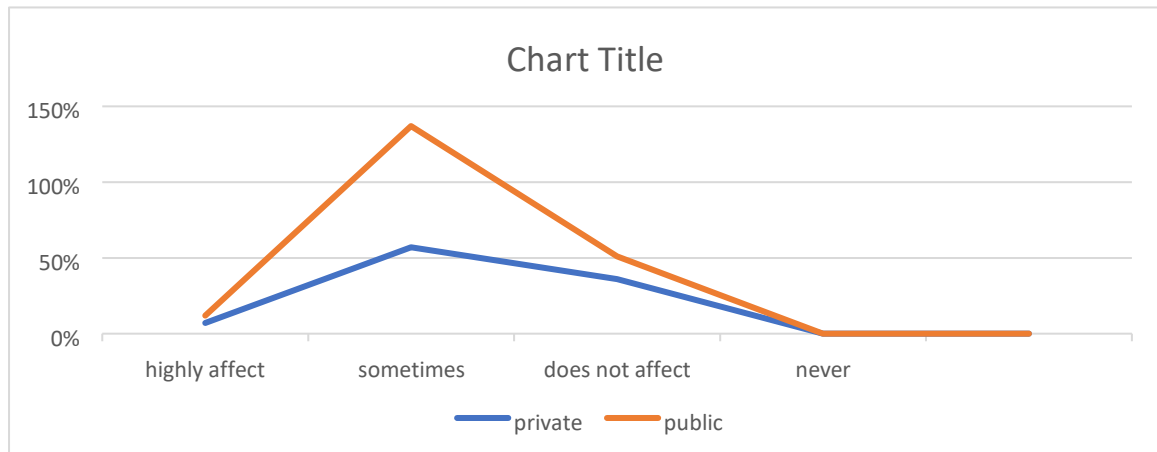
Both private and public sector drivers stated that passenger behavior causes stress during the ride. As many of the passenger behavior would cause them stress during their ride.

Table 5

Table showing if family background plays major role in causing stress

Options	Private sector respondents	Percentage	Public sector respondents	Percentage
Highly affect	2	7%	4	13%
Sometimes	17	57%	20	67%
Does not affect	11	36%	6	20%

Never	0	0%	0	0%
Total	30	100%	30	100%



#### ANALYSIS & INTERPRETATION:

7% and 13% of both the sectors responded that family background highly affects the drivers, 57% and 67% of the respondents stated that family background causes stress sometimes, 36% and 20% of the respondents stated that family background does not cause stress to the drivers.

Half of the respondents stated that family background causes them stress in many ways. It might be through financial support or any other reason.

#### Testing Hypothesis

##### Hypothesis 1:

$H_{01}$  = All the sources of stress level contribute equally among bus drivers

$H_{02}$  = There is no significance difference in the stress level among government and private bus drivers. (Two-way ANOVA)

**Table 6: Levene's Test of Equality of Error Variances:**

**Levene's Test of Equality of Error Variances**  
Dependent Variable: Stress Level

F	df1	df2	Sig.
2.028	11	48	.046

Tests the null hypothesis that the error variance of the dependent variable is equal across groups. a.

Design: Intercept + Sources + Drivers +

Sources \* Drivers

Source: Developed for the study

**Table 7: Test of between subject effects (Two-way ANOVA table):**

**Tests of Between-Subjects Effects**

Dependent Variable: Stress Level

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	2207.560 <sup>a</sup>	11	200.687	1.641	.117
Intercept	122123.770	1	122123.770	998.725	.000
Sources	887.220	5	177.444	1.451	.223
Drivers	235.381	1	235.381	1.925	.172
Sources * Drivers	1103.979	5	220.796	1.806	.130
Error	5869.424	48	122.280		
Total	154005.000	60			
Corrected Total	8076.983	59			

a. R Squared = .273 (Adjusted R Squared = .107)

Source: Developed for the study

**Interpretation:**

Figure above presents the most relevant information regarding whether the researcher can reject or fail to reject the null hypothesis. Differences in stress level when 6 different factors are considered where found to be not significant, the level being .223. Since .223 is larger than .05, it can be said that the differences are due to chance. Therefore we required to accept null hypothesis, **“H<sub>01</sub> = All the sources of stress level contribute equally among bus drivers”.**

Differences in stress level among KSRTC and private bus drivers (51 vs. 42.63) were found to be *not* significant, the level being .173. Since .123 is larger than .05, it can be said that the differences are due to chance. Therefore, we required to accept null hypothesis, **“H<sub>02</sub> = There is no significance difference in the stress level among government and private bus drivers”.**

**Hypothesis 2:**

H<sub>01</sub> = All the sources of ethical issues contribute equally among bus drivers

H<sub>02</sub> = There is no significance difference in the ethical issues among government and private bus drivers. (Two-way ANOVA)

**Table 8: Levene's Test of Equality of Error Variances:**

**Levene's Test of Equality of Error Variances**  
Dependent Variable: Ethical Level

F	df1	df2	Sig.
1.570	5	54	.184

Tests the null hypothesis that the error variance of the dependent variable is equal across groups. a.

Design: Intercept + Sources + Drivers + Sources \* Drivers

Source: Developed for the study

**Table 9: Test of between subject effects (Two-way ANOVA table):**

**Tests of Between-Subjects Effects**  
Dependent Variable: Ethical Level

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model				.728	
Intercept	729.995 <sup>a</sup>	5	145.999	868.809	.606
Sources	174279.696	1	174279.696	.518	.000
Drivers	207.756	2	103.878	2.345	.599
	470.334	1	470.334		.132
Sources * Drivers	85.676	2	42.838	.214	.808
Error	10832.188	54			
Total	187929.000	60	200.596		
Corrected Total	11562.183	59			

a. R Squared = .063 (Adjusted R Squared = -.024)

Source: Developed for the study

**Interpretation:**

Figure above presents the most relevant information regarding whether the researcher can reject or fail to reject the null hypothesis. Differences in stress level when 6 different factors

are considered where found to be not significant, the level being .599. Since .599 is larger than .05, it can be said that the differences are due to chance. Therefore we required to accept null hypothesis, **“H<sub>01</sub> = All the sources of ethical issues contribute equally among bus drivers”**

Differences in stress level among KSRTC and private bus drivers were found to be *not* significant, the level being 1.32. Since 1.32 is larger than .05, it can be said that the differences are due to chance. Therefore, we required to accept null hypothesis, **“H<sub>02</sub> = There is no significance difference in the ethical issues among government and private bus drivers”**.

### Findings

On the basis of detailed study and application of statistical tools we have found following finding which helped us to draw final conclusion.

#### a. General Findings:

1. Major three sources of stress for KSRTC bus drivers includes Health Issues (60.60), Time Management (59.00) and Psycho-physical cost 47.00)
2. Major three sources of stress for Private bus drivers include Psycho-physical cost (55.60), The ergonomic layout (51.00) and Health issue (48.00).
3. Three overall stress sources among bus drivers include Health issue (54.00), Time management (51.83) and Remuneration (48.75).
4. Three factors considered for evaluating ethical issues among drivers, which includes, owner safety, passenger safety and following traffic rules.
5. All the three factors of ethical issues found to be equally distributed among KSRTC and Private drivers.
6. In general traffic and passenger behaviour, is also accounts for the stress among drivers.
7. Unfortunately most of the time the level of stress, both KSRTC and private drivers couldn't measure as they often feel stressed.
8. Stressed can be managed through many ways when it comes to different person.

#### b. Hypothetical Findings:

1. All the sources of stress level contribute equally among bus drivers
2. There is no significance difference in the stress level among government and private bus drivers
3. All the sources of ethical issues contribute equally among bus drivers
4. There is no significance difference in the ethical issues among government and private bus drivers

### **Suggestion**

**Final suggestion is drawn by authors on the basis of response recorded both through the formal and informal discussion with the respondents.**

1. General factors for stress among the bus drivers include Health issue, Time management and Remuneration. Government and private bus owners should take care of all these factors, and could be initiated with policy which helps tackle the same.
2. Ethically both private and KSRTC bus drivers are found to be equal and their average ethical score was good. Still its individual responsibility of bus drivers to take care of owner safety, passenger safety along with following traffic rules.
3. Government and other institutions can take state and national level awareness programs to the bus drivers to handle stress level and to be more ethical in their profession.
4. Stress management classes can be given to the driver as to manage stress.
5. Passenger related issues has to be delt by the driver so that the driver does not have to face stress again.

### **Conclusion**

Driving is one of the jobs which involves a lot of tension and stress while performing his job. When the driver is performing his duties, he faces a lot of issues related to stress and other tensions which causes him stress. The study is about the private sector and the public sector drivers facing a lot of stress related issues when performing his duties, the major

reasons the cause of stress are traffic and other various factors such as passenger behavior, no breaks etc., many suggestions relate to the issue are given so that the driver can have a better work life and can manage stress easily. earlier it was found that the person with lot of experience was appointed as drivers, but now people who have driving skills are appointed as drivers. There is a massive change in the system where age is not the factor for appointment but skill is required for the appointment of the driver. It is also necessary that certain stress management sessions are to be given to the driver so that he can manage his stress and work life hand in hand.

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