

# A Study on Job Satisfaction of Auto Drivers with Special Reference to Coimbatore District

Ms. Sarannya Sivasankaran<sup>1</sup>, Ms. Poornima<sup>2</sup>

<sup>1</sup>Assistant Professor, Sri Krishna Adithya College of Arts and Science, Kovaipudur, Coimbatore

<sup>2</sup>Student, Sri Krishna Adithya College of Arts and Science, Kovaipudur, Coimbatore

**Abstract—** Coimbatore city is experiencing an unprecedented growth in transport system. Various measures have been taken by the government to modernize the transport system across the city. But due to the problem of frequency of public transport, people mostly prefer auto rickshaws to travel quickly and conveniently to the desired destinations. In order to know the socio economic lifestyle of the auto rickshaw drivers in Coimbatore city, an attempt has been made in the present study. The study concentrates on the job satisfaction of the drivers who runs around the city without any time bound. For this purpose, data were collected by using a well-designed Personal Interview Schedule and was circulated to 100 auto rickshaw drivers through convenient sampling technique. The collected data were then analyzed with the help of statistical tools like Simple Percentage Analysis to know the socio economic lifestyle of the auto rickshaw drivers in Coimbatore city. The results revealed major issues and backlogs in their socio economic lifestyle. The article also provides various suggestions to enhance the lifestyle of auto rickshaw drivers.

**Index Terms:** Auto Drivers, Job Satisfaction, Auto rickshaw, Transportation System.

## I,INTRODUCTION

An auto rickshaw is a motorized version of the pulled rickshaw or cycle rickshaw. Most have three wheels and do not tilt. They are known by various terms in various countries including ,auto rickshaw, baby taxi, mottotaxi, pigeonJonnybee, Bajaj Chand gari, Lapa, tut-tut, Keke-napep, maruwa ,3wheel, Pragya, Bio-Bio, easy bike, and tukki. The auto rickshaw is a common form of urban transport, both as a vehicle for hire and for private use in many countries around the world. As of 2019 Bajaj auto of Pune, India, is the world's largest auto manufacturer, selling 7, 80,000autos a year. There are different auto rickshaw designs. The most common type of auto is

characterized by a sheet metal body or open frame resting on three wheels. Another common type is motorcycle that has an expanded sidecar or, less often, is pushing or pulling a passenger compartment. Auto rickshaw drivers are playing an important role for our society. Crores of commuters mainly depend on the auto rickshaw drivers for safe journey and to reach their destination. The work of the auto rickshaw drivers is full of responsibility. The auto rickshaw driver is responsible for safety and punctuality. Their job requires a high level of concentration and alertness, when auto comes to signals, and his immediate environment. Even though they are vested with a lot of responsibilities this sector is experiencing various problems like financing of auto rickshaws, hectic traffic rules and regulations, corruption in providing permits, setting acceptable fares, parking problems, overcharging, misconduct and many more issues. This in turn affects the ecosystem of auto rickshaw drivers to a greater extent. The present study is conducted to cover the socio economic background and job satisfaction of the auto rickshaw drivers in Coimbatore city.

## II. STATEMENT OF PROBLEM

Auto Drivers belongs to the informal sector of employment. As a result there are only a few rules and regulations established in order to protect their rights. The non-availability of rules have created distress among the auto drivers. Factors like driver's age, work experience, educational qualification and income determines the job stress of auto drivers. It directly impacts the levels of production, customer relation and absenteeism on work. The study also helps in understanding the positive and negative attitudes of the auto drivers and tries to reduce the

negative attitudes of the drivers. The study focused on balance between work and family roles. This study examines the border concept of work-life balance would require assessments of time, involvement, and satisfaction on a more diverse set of roles, such as leisure, self and community.

III.OBJECTIVES OF THE STUDY

- To study the level of job satisfaction of auto drivers in Coimbatore city.
- To analyse the problems faced by the auto drivers in Coimbatore city
- To provide suggestions for the problems faced by auto drivers.

IV.RESEARCHMETHODOLOGY

Research adopted for this study is descriptive and analytical in nature. It basically seeks to extract information regarding in the auto drivers in Coimbatore city.The study is based on primary as well as secondary data. Primary data has been collected through Personal Interview Schedule from the area of study.The secondary data mainly comprises of data from published records, journals, web sites and publications. For collecting the information, the researcher adopted the Convenience Sampling Method. The sample size taken for the study is 100 respondents. Simple Percentage Analysis is used to analyse the collected information.

V. LIMITATIONS OF THE STUDY

- The study is limited to 100 samples from the Coimbatore District.
- The study is based on samples and sampling methods. So, the study has been affected by inherent limitations of the study through samples and sampling technique.
- The research was constrained by the time and cost factors.
- The result of the study is purely based on the information given by the respondents.

VI.REVIEW OF LITERATURE

- Anitha Ramachander (2015)<sup>1</sup> conducted a study on the financial well-being of auto drivers in Bangalore stated that the lives of the auto drivers are one of the financial struggles with low earnings and savings in this paper shows the relationship between education and different aspect of financial well-being
- Subendiran (2014)<sup>2</sup>the informal economies of auto-rickshaws are just not a social, economic problem but also a serious ecological concern. They discussed the socio-economic condition of auto-rickshaw drivers, the prospects and problems encountered by the stakeholders, and the role of social organizations in transforming the lives, at large, in Palani to understand the life stature, expectations, problems and need for reforms.
- Emma Shlaes & Akshay Mani (2013)<sup>3a</sup>a case study on the Auto rickshaw sector in Mumbai. Auto rickshaws provide door to door service and act as a feeder mode to public transit, with nine percent of train commuters using rickshaws to access the stations. While auto rickshaws serve an integral transport role to residents of Mumbai, there are still problems with the current system, from the perspective of passengers, drivers, and the government.

VII.ANALYSIS AND INTERPRETATION OF DATA

Among the 100 respondents considered for the study 93% are male and the remaining 7% are female. Majority of the respondents belongs to the age group of 30 - 45 years. 38% of the respondents have cleared 10th standard. 68% of the respondent’s family consists of 3 – 5 members. The monthly income of the auto drivers is below Rs. 10,000. It is evident from the study that majority of the respondents have own autos (62%). In order to purchase the autos majority of the respondents depends on the amount taken as loans from various financial institutions (45%). 37% of the respondents works on day shift basis and 57% works for 7-9 hours.

Table No 1 Satisfaction Level of Auto Drivers

Sl No	Choices	No of respondents	% of respondents
1	Yes	40	40

2	No	80	80
	Total	100	100

Source: Primary Data

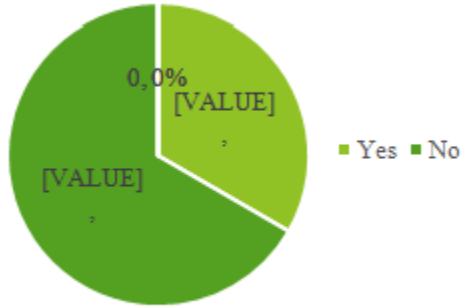


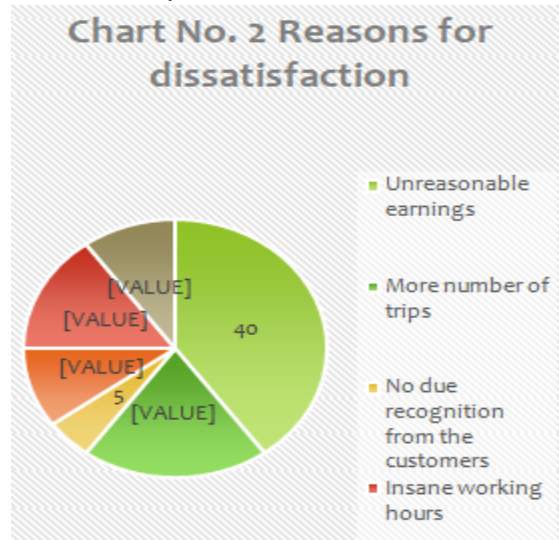
Chart No 1 Satisfaction Level Of Auto Drivers

It is evident from the table that only 40% of the auto drivers are satisfied with their job. Remaining 80% are not satisfied with their job.

Table No 2 Reasons for dissatisfaction

Sl No	Choices	No. of respondents	% of respondents
1	Unreasonable earnings	40	40
2	More number of trips	20	20
3	No due recognition from the customers	5	5
4	Less time to spend with family	10	10
5	Insane working hours	15	15
6	Health issues	10	10
	Total	100	100

Source: Primary Data



The above table shows that majority of the respondents are not satisfied with the earnings made by running autos (40%). 20% of the respondents opined that they are having issues with a number of trips. 5% of the respondents are not getting due recognition from the customers. 10% of the respondents says that they are not getting enough time to spend with their family members. 15% are of the opinion that auto drivers are having insane working hours. 10% of the respondents says that they are facing severe health issues.

### VIII.FINDINGS

- It is identified from the study that majority of the respondents are not satisfied in their jobs
- The respondents opined that they are not getting reasonable earnings from running autos only.

### IX.SUGGESTIONS

- The earnings of the auto drivers are very low, and customers are bargaining the money to their services, so the government should encourage the use of fixed meter in all auto-rickshaw.
- The auto drivers doesn't have life security, and their family solely depends upon them. So it should be ensured that all the auto drivers take insurance policy for themselves as well as for their vehicle.
- The auto drivers are facing many health issues due to hectic working hours and poor conditions of roads. So necessary steps are to be taken to protect their health conditions.

### X.CONCLUSION

The study concludes that the auto drivers are not much satisfied in their job. Their socio economic condition is below average. They fits into the position of lower middle class. They are not satisfied with the earnings that they make. Majority of the respondents are not in a position to save money as they don't have enough earnings to meet both ends of life. The research study also showed that they are facing a lot of health issues like back pains, gastric issue etc. As they live hand to mouth in their day today life, the challenges faced by them are enormous. At times

they feel like fish out of water and the future remain always uncertain for them. The main reason derived from the study is that, these auto drivers are looked down by the people of that locality and they are not rewarded respectable social status for their commitment. So based on these backgrounds the researcher concludes with the note that the socio-economic and health issues needed to be addressed immediately to protect their health, preserve their generation and promote their wellbeing.

#### REFERENCE

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