

Article

Stress from an administrative perspective in public transport drivers in Mexico City: Minibus and metrobus



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ABSTRACT

Stress is one of the occupational diseases that affect workers worldwide, affecting their own productivity and performance (as well as that of the organizations where they work), and even their physical and mental health. According to the International Labour Organization, Mexican workers suffer from stress the most all over the world, since theirs is one of the most stressful professions. With this in mind, the aim of this research is to study the work stress in bus rapid transit drivers and minibus in Mexico City. The method used is based on an exploratory statistical factorial analysis. It is concluded that the factors which a higher influence in the onset of stress are organizational, environmental (physical/individual), inherent to the position, extra organizational and individual. Although divergent among drivers, minibus drivers are the workers who suffer the most from stress.

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El estrés desde una perspectiva administrativa en los conductores de transporte público en la Ciudad de México: minibús y metrobús

RESUMEN

El estrés es una de las enfermedades laborales que más afectan a los trabajadores en todo el mundo, perjudicando su productividad y rendimiento tanto propio como de las organizaciones donde laboran, e incluso su salud física y mental. Según la Organización Internacional del Trabajo son los trabajadores mexicanos quienes mayormente lo padecen a nivel mundial, toda vez que una de las profesiones más estresantes es ser conductor de transporte público. Es por ello que el objetivo de esta investigación es estudiar el estrés laboral en los conductores de autobuses de tránsito rápido y microbuses de la Ciudad de México. El método empleado se fundamenta en el análisis estadístico factorial exploratorio. A partir de lo anterior, se concluye que los factores que más inciden en la aparición de estrés son organizacionales, ambientales (físico/individual), intrínsecos del puesto, extraorganizacionales e individuales. Aunque divergentes entre los conductores, son los de minibús los que más lo padecen.

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O estresse nos motoristas de transporte público na Cidade do México de uma perspectiva administrativa: Microônibus e ônibus

R E S U M O

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O estresse é uma das doenças profissionais que mais afetam os trabalhadores em todo o mundo, prejudicando tanto a sua produtividade e próprio desempenho como os das organizações em que trabalham, e até mesmo sua saúde física e mental. Segundo a Organização Internacional do Trabalho, os trabalhadores mexicanos são os que mais sofrem esta doença em todo o mundo, já que uma das profissões mais estressantes é ser condutor de transporte público. Por isso, o objetivo desta pesquisa é estudar o estresse no trabalho em motoristas de ônibus de trânsito rápido e ônibus da Cidade do México. O método baseia-se numa análise estatística fatorial exploratória. A partir do exposto, conclui-se que os fatores que mais afetam a aparência de stress são organizacionais, ambientais (físico/individual), intrínsecos do emprego, extra-organizacionais e individuais. Ainda que sejam divergentes entre os motoristas, são os condutores de ônibus os que mais o sofrem.

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1. Introduction

Work stress is a serious social and economic problem, while on the one hand damages the health of workers, on the other decreases the productivity of the companies making them least profitable and competitive in an increasingly globalized market. Stress is product of a reaction that has the individual to labor demands and pressures that do not match their knowledge and skills and test their ability to cope with various situations in their work environment. The work overload, organizational climate, long working hours, salary and the risk of being fired, conform some of the aspects that generate stress to workers (Organización Mundial de la Salud – OMS, 2004).

It is difficult to consider any occupation, profession or trade that does not generate stress given the speed and demands in which people are immersed (Martínez, 2008), one of them is to be the driver of a public transportation vehicle of passengers (Hernández, 2013) especially in developing countries where in most cases, the current state of its transportation system is not based on the needs of the population (Iracheta, 2006). However, it is evident that they provide a service that cannot be suspended for what it represents on the competitiveness of the cities and mobility of citizens and their safety when transported; nevertheless, stress on these drivers has been scarcely studied, ignoring the factors that cause it which is the objective of this study.

The research method of this study was based on the statistical descriptive analysis and exploratory factorial. It is concluded that the factors that cause work stress on drivers of public transportation, although equals in number with six, are divergent. While for the minibus operators the organizational factors are those that most affect them with a 34%, for the metrobus operators are the factors related to the physical environment with a 28%. It was identified that the minibus drivers show higher levels of stress in comparison with the metrobus drivers.

The present article is structured by: a conceptual framework where relevant aspects of the Mexican transport are presented; then a theoretical framework, where studies by authors on the subject of frontier work stress appear; after is presented the research methodology, analysis of results and, finally, the conclusions.

2. Contextual framework: the public transportation in Mexico City

In Mexico transportation is an important part of the history of this city which has provided over the years the movement of people, goods, animals and an endless variety of objects. This section

describes the operating conditions they face in their day to day and the average internal and external environment in which they are immersed is addressed.

2.1. Mexico City and its public transportation: operating conditions in minibus and metrobus

The population growth and the continued territorial expansion of Mexico City have given rise to one of the most populous metropolitan areas in the world with 20,116,842 inhabitants (Consejo Nacional de Población, 2010) whom mostly are directed to work daily to the center of the city demanding more public transportation and congesting the road network (Secretaría de Transporte y Vialidad – Setravi, 2009). In this way, there is record that in peak hours the average vehicle speed is 20 km/h, and has various negative effects on quality of life and economy of families with loss of millions of work hours and a series social conflicts ranging from automobile accidents, crime, sexual harassment, to problems of social integration and coexistence (Gobierno del Distrito Federal, 2009a). The picture is even more discouraging since the trend of the last 16 years is the increase of 45% of the vehicle fleet which also explains in large part the saturation of the available road infrastructure evidencing an eventual unsustainable mobility in the medium term (Gobierno del Distrito Federal, 2009a).

More even, it is estimated that of the total trips generated in Mexico City 20% occur in private cars and 80% by public transportation. In response as an alternative and as in most of Latin American cities it has been implemented a system of bus rapid transit that has optimized the use of the road network (Gobierno del Distrito Federal, 2010).

Administratively, the passenger transportation system of the city is organized in: Federal District Government public transportation, composed by the Subway Collective Transport System (STCM), the Electric Transportations Service (ETS), the Passenger Transport Network (RTP) and the metrobus and in public transport concession consisting of minibuses, buses (metrobus), “combis” and on individual composed by taxis (López, 2011). Although with tripartite participation (Government of the Federal District, Mexico State and Federal) and under concession form, it can be found the Suburban Train which connects the State of Mexico with the Federal District, transporting daily to 150,000 people (Fsuburbanos, 2008). However, it is the Subway Collective Transport System which by its massive capacity serves most of the 20.6 million daily trips in Mexico City and metropolitan area with 18% (Secretaría de Transporte Colectivo Metro – STCM, 2012), while the Electric Transportations

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