



Work Attitudes among Motor Drivers in Dhaka City

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Abstract

The study focuses on the relationship between work attitudes (i.e. work commitment, work involvement) and work satisfaction of the motor drivers in Dhaka city. The specific objectives were: to investigate the connection between work commitment, work involvement and work satisfaction of the motor drivers and to find out significant predictors as well as best predictor in case of the relationship among the variables. To collect primary data fifty motor drivers were selected purposively from different transport organization situated in Dhaka city. To measure work attitudes a package of three questionnaires were applied on the respondents respectively. Obtained data were analyzed by applying Pearson product moment correlation and stepwise multiple regression using SPSS version 25. Results revealed a significant positive relationship among all work attitude factors (i.e. work commitment, work involvement with work satisfaction) of the drivers. Further, multiple regression analyses indicated that only work commitment was the significant and important predictor, which alone explained 24.7% of variance in work satisfaction of drivers.

Keywords: motor driver, work commitment, work involvement and work satisfaction

1. Introduction

In the space of just a few decades, urban areas across the world, in both developed and developing countries have become increasingly automobile-dominated and less sustainable. In developing countries in particular, cities have experienced a rapid growth in transport-related challenges, for instance, pollution, congestion, accidents, public transport decline, environmental degradation, climate change, energy depletion, visual intrusion, and lack of accessibility for the urban poor. Concepts of automobile restraint that were unthinkable just a few decades ago are now being considered in many urban areas around the globe, with the encouragement and support of major international organizations (European Commission, 2015; Newman, & Kenworthy, 1999; OECD, 2013; UNECE, 2015; OECD, 2002). On the other hand, according to National Road Safety Council (NRSC), Bangladesh has about

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0.55 million motorized and 1.5 million non-motorized vehicles, where the motorized vehicles are about 59% two and three-wheeler vehicles and the rest are vehicles of different categories (car, jeep, bus, track, pick-up etc.). The number of vehicles is steadily increasing along with good roads are being constructed adding speed to transportation and frequency of movement of people. Simultaneously number of road accidents is also climbing high. Road accidents in Bangladesh claim, on an average, about 4000 lives and injure another 5000 every year. The national loss due to road accident is estimated to be about 15 billion taka (about Us\$ 300 million) every year. It is feared that with the continued expansion of the road network and the growth of traffic, this adverse trend is likely to continue in the future unless effective remedial measures are taken with coordination of all concerned agencies through national action plans. The statistics reveals that Bangladesh has one of the highest fatality rates in road accidents higher than 73 deaths per ten thousand registered motor vehicles every year. Whereas, in developed countries the number of motorized vehicles is many times more, the rate is below 5. It is ironical that with such a high rate of road accidents, road safety issues did not get due importance till very recently. Besides these issues, it is necessary to investigate drivers' psychological aspects regarding their work-related attitudes (i.e. work satisfaction, work involvement and work commitment) which may assist to give information from different perspective and reduce the rate of road accident in Bangladesh.

Work satisfaction is the most widely researched concepts in the area of psychology (Alotaibi, 2001; Parnell & Crandall, 2003). Locke and Luthan (1976) asserted work satisfaction as positive emotional state resulting from an individual's work experience. The subject has been a popular research concept since the 1930s when the industrial companies realized that work satisfaction was to some degree positively correlated with productivity (Vroom, 1967). One should be concerned with work satisfaction for several reasons (Spector, 1997). Firstly, treatment of the employees with fairness, secondly, employee's psychological and emotional health and finally work functions and productivity. Vroom (1967) identified several factors that drive work satisfaction, such as supervision, the work group, work content, wages, promotional opportunities and work hours. However, nature of work is the main determinants of the work satisfaction (Khaleque & Wadud, 1984). Where Herzberg et al. (1975) found positive correlation between work satisfaction and employees' age and experience. Further, negative correlation was found between driver's physical health and work satisfaction (Trier, 1954).



Table 1: Job satisfaction components in the selected literature (Özpehlivan & Acar, 2016)

Weiss et al. (1967)	Smith et al. (1969)	Hackman and Oldham (1974)	Spector (1985)
Supervision-Technical	Supervisory		Supervision
Supervision-human Relations			
Variety			
Responsibility			
Social service			Fridge benefits
Authority			
Ability utilization		Skill variety	
Moral values			
Advancement	Advancement		Promotion
Creativity			
Recognition		Feedback from the Job Itself	Contingent Rewards
		Feedback from Agents	
Activity			
Independence		Autonomy	
Working conditions	Work Itself		Nature of work
Security			
Compensation	Pay		Pay
Achievement			
Company policies			Operating procedures
Social status		Task Significance	
Co-workers	Co-workers	Dealing with others	Co-workers
			Communication
		Task identity	

Work commitment (i.e. attitudinal perspective, embracing identification, involvement and loyalty) has grown in attractiveness in the literature on industrial and work psychology (Cohen, 2003). However, Porter et al. (1974) asserted work commitment as an affection to the organization, and enthusiasms to apply additional effort on its behalf. Another perspective on work commitment is the “exchanged-based definition” or "side-bet" theory (Alluto, Hrebiniak, & Alonso, 1973). The “side-bet” theory viewed work commitment as a such type of behavior which is connecting to the certain manner by which persons become fixed into a specific construction and handle the problems (Mowday, Porter, & Steers, 1982). Meyer and Allen (1984) initially narrated work commitment as two-dimensional namely,



affective (positive feelings of identification with, attachment to and involvement in the work side) and continuance commitment (the extent which employees feel committed to their work side by virtue of the costs that they feel are associated with leaving). After further research, Allen and Meyer (1990) added a new dimension, normative commitment (a feeling of obligation to continue employment). Internalized normative beliefs of duty and obligation make individuals obliged to sustain membership in the organization (Allen & Meyer, 1990).

Work Involvement has been defined as an individual's commitment to his / her work (Kanungo, 1982a) or engaged in, one's current work (Paullay et al., 1994). Involvement can be detected by observing the behaviors of the employees whether he is placing various aspects of energy including personal, physical and emotional drive to complete the tasks (Kahn, 1992). Involved employees are open to themselves, with other employees as well as with the organization to pay their complete selves to work (Kahn, 1992) and sincerely concerned about their task (Kanungo, 1982b). However, numerous researchers claimed that the employee involvement clearly forecast employee outcomes, work performance (Richman, 2006).

2. Work satisfaction and work commitment

Although work satisfaction and work commitment are different concepts, but several meta-analyses have concluded that there is high correlation between the two variables (Mathieu & Zajac, 1990; Meyer et al., 2002). A wide range of researches have exhibited a causal relationship between work commitment and work satisfaction, while others have reported that work satisfaction is a determinant of work commitment (Mathieu & Farr, 1991). Meyer and Allen as cited in Dirani and Kuchinke (2011) concluded that employees with high levels of work commitment additionally had overall high work satisfaction, low levels of work-home conflicts, and low levels of work stress. Furthermore, McNabb (2009) proved that satisfaction and commitment contribute to the efficiency of organizations (i.e. performance, productivity, absenteeism, deviant activity, and withdrawal behaviors). Additionally, it is found that job satisfaction is positively related to organizational commitment (Srivastava, 2013). Other empirical studies have also discovered positive effect of job satisfaction on organizational commitment (Gunlu, Aksarayli, & Percin, 2010; Kanwar, Singh, & Kodwani, 2012; Anari, 2012; Al-Hussami, Abdalkader, & Mahadeen, 2011).





3. Work satisfaction and work involvement

It is argued that work involvement positively related work behaviors that are associated with work satisfaction (Brown & Leigh, 1996). Highly involved employees are more gratified with their jobs (Singh & Pestonjee, 1990; Kanungo, 1982) and paid high motivation to stay with the organization (Wood, de Menezes, 2011; Ollo-López, Bayo-Moriones, & Larraza-Kintana, 2016). Moreover, job involvement enhances the feeling of empowerment and freedom to employees which lead to higher job satisfaction (Hennessey & Amabile, 2010).

4. Work involvement, work satisfaction and work commitment

Nwibere (2014) found that work involvement was positively related to work satisfaction and commitment. Furthermore, work involvement affects organizational citizenship behaviors (Diefendorff, Brown, Kamin, & Lord, 2002). Work involvement enhances social contact and social recognition, boosts a personal sense of coherence, increases confidence of better career prospects, and reduces uncertainty in the job environment (Wood, Van Veldhoven, Croom, & de Menezes, 2012).

Rationale of the Study

According to Bangladesh Road Transport Corporation (BRTC) Bus Project in Dhaka – Evaluation (2004) today the basic need of access and mobility is badly provided for in Dhaka. About 50 percent of the population is poor and approximately 60 percent of them use walking as their main mode of transport. To begin with today's traffic congestion, insecurity and misuse of street space, pollutions poses serious threats to urban development. Inadequate traffic management, conflict of jurisdictions, poor coordination among organizations and employees are the major grounds for these inconveniences. Moreover, Dhaka is perhaps the only city of its size that almost totally lacks bus transport with reasonable capacity, let alone other form of mass transport system. Women and urban poor are particularly and severely disadvantaged in accessing the existing facilities due to extreme over-crowded buses mostly, bus drivers simply do not let them on the bus. A recent accident analysis demonstrated that vulnerable road users are pedestrians, cyclist/motor cyclist and public vehicle passengers. Of the accident victims about 53% are pedestrians, one-third of the victims are adult males of age between 21-40 years, about 60 % accident occur on National and Regional Highways and 40% on city roads. Accident on national highways is more severe about 73% fatal and in city roads 42% accidents are fatal. Main causes of road accidents are over speeding, overloading, and overtaking by motor vehicles. Therefore, road safety could be improved by actions such as the introduction of luminous tags increasing pedestrian visibility, lowering speed in some



places, drinking, and driving information and driver training as well as discovering their psychological matters.

This research work was an attempt to investigate the work-related attitude (i.e. commitment, work involvement and work satisfaction) of Bangladeshi motor drivers. Attention has been given by researchers in Bangladesh to this particular area but considering the changing face of society and the emergence of the motor driver as a dominant workforce the present investigation posed a challenge. The result of the study may be helpful for the researcher, govt., manager, and supervisor, transport authority and so on to know the driver work- related behavior, involvement, and commitment thereby helping them to create a convenient situation for the drivers to work and increase their work satisfaction.

5. Research Objectives (RO)

The main objective of the present study was to investigate the work-related attitudes (i.e. work commitment and work involvement with work satisfaction) of the motor drivers in Dhaka city. The specific objectives were to investigate:

Table 2: Specific research objectives of the study

RO	Research Objectives
RO ₁	whether there is any relationship exists between work commitment, work involvement and work satisfaction of the motor drivers in Dhaka city
RO ₂	to find out significant predictors as well as best predictor in case of the relationship among the variables

Hypotheses (H)

In the light of the above literature and the objectives, the following hypotheses were formulated to test in the present study:

Hypothesis 1 (H1): Significant positive relationship will be found between work related attitudes (i.e. work commitment, work involvement with work satisfaction) among motor drivers in Dhaka city.

Several meta-analyses have concluded that there is high correlation between the work commitment and satisfaction (Meyer et al., 2002; Meyer & Allen, 1991). Several researches have shown a causal relationship between work commitment and work satisfaction, while others have shown that work satisfaction is a determinant of work commitment (Mathieu, 1991) which related to productivity (McNabb, 2009).

Further, in several studies it was observed that work involvement positively related work behaviors that are associated with work satisfaction (Brown & Leigh, 1996).





Highly involved employees are more satisfied with their jobs (Singh & Pestonjee, 1990; Kanungo, 1982) and paid high intention to stay with the organization (Wood, de Menezes, 2011; Ollo-López, Bayo-Moriones, & Larraza-Kintana, 2016). On the basis of these findings, it has been stipulated that work attitudes constructs are related to each other.

Hypothesis 2 (H2): Work commitment, involvement would be significantly predicting job satisfaction individually and jointly.

Meyer and Allen as cited in Dirani and Kuchinke (2011) stated that employees with high levels of work commitment had high work satisfaction, low levels of work-home conflicts, and low levels of work stress (Srivastava, 2013). Other empirical studies have also found positive effect of job satisfaction on organizational commitment (Gunlu, Aksarayli, & Percin, 2010; Kanwar, Singh, & Kodwani, 2012; Anari, 2012; Al-Hussami, Abdalkader, & Mahadeen, 2011). However, work involvement enhances social contact and social recognition, boosts a personal sense of coherence, increases confidence and reduces uncertainty in the job environment (Wood, Van Veldhoven, Croom, & de Menezes, 2012). On the basis of the empirical observation the second hypothesis was formulated that work-related attitudes predicts job satisfaction individually and jointly.

6. Conceptual Framework

Based on the theoretical perspectives and empirical evidences, the following conceptual framework has been illustrated showing the relationship among the predictor and outcome variables of the present exploration. This framework emphasizes that work attitudes (i.e. work commitment and work involvement) influence work satisfaction of motor drives.

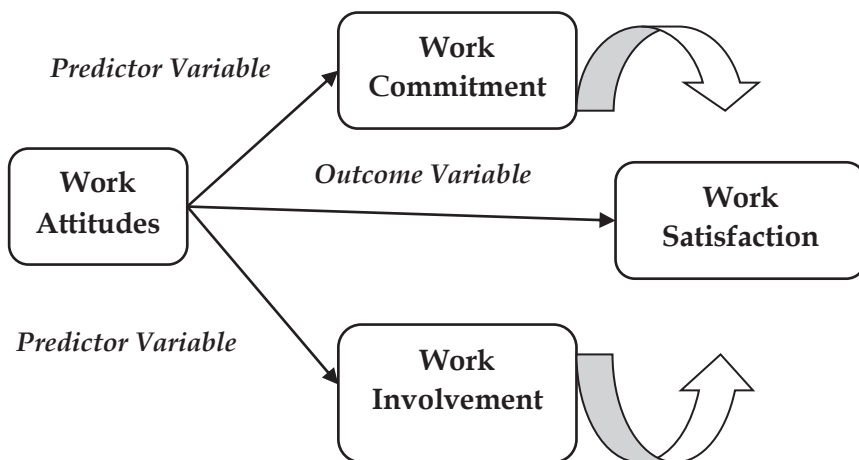


Figure 1: Conceptual framework of the study



7. Methods

7.1 Participants

The sample, consisting of the participants who completed each questionnaire and its dimensions, was made up of 50 motor drivers. Participants were selected by purposive sampling method as respondents for the present investigation. Necessary information acquired from three bus organizations Ajmery glory, Suprovat and Bihonggo from Dhaka City Corporation. As the samples were driver, they were all literate with the minimum educational qualification being class 4 and the maximum class 10. Every respondent was chosen in term of their age range 18-36 years ($M_1=14.925$, $SD=2.566$, $\alpha=0.05$; $M_2=10.941$, $SD=1.861$, $\alpha=0.05$). The socio-economic status of the working driver was all lower class, on the basis of income level is per month 10000-20000.

7.2 Design of the Study

The present investigation was a cross-sectional survey design, which covered quantitative research considering its nature and data (primary data through questionnaire survey), collected from the respondents.

7.3 Measuring Instruments

The present investigation was conducted to find out the relationship of work attitudes constructs (i.e. work commitment and work involvement with work satisfaction) of the motor drivers in Dhaka city. For data collection in the present study the following three key instruments with one personal information form were employed:

1) Personal Information Form and 2) Work Attitude Scale (i.e. Work Commitment Scale, Work Involvement Scale, and Brayfield-Rothe Work Satisfaction Scale).

Demographic and personal information form. A Personal information form is specifically designed and developed to gather the personal data of the respondents. These are respondents' age, socio-economic status, educational qualification, income level, working institution, and number of family member.

Work Attitude Scale. The Bengali versions of self-report instrument work attitude scales were employed in the study are described below.

Work commitment questionnaire. Bangla version of the work commitment questionnaire was used for the current investigation was originally developed by Mooday, Steer and Porter (1979). The 15 (8 positive and 7 negative) items of this self-report questionnaire assesses employee's commitment about their current work. The statements of the questionnaire are formed both in the positive and negative. For each item the respondents expressed their feelings about their work in a seven-point scale (i.e. "strongly disagree", "moderately disagree", "little disagree", "neutral"



“little agree”, “moderately agree” and “strongly agree”. For positive items, score “1” indicates strongly disagree, score “2” indicate moderately disagree, score “3” little disagree, score “4” indicate neutral, score “5” indicate little agree, score “6” indicate moderately agree, score “7” indicate strongly agree. For negative items scoring was in inverse order. The sum of scores of all items was the total score of the scale for an individual. High scores indicate high work commitment. The test-retest reliability of the Bangla version of work commitment scale (Muhammad, 2012) was found significant ($r = .85$). High Cronbach’s alpha ($r = .86$) of Bangla version indicated internal consistency of the scale.

Work involvement questionnaire. The adapted Bengali version of Work Involvement Scale (Khaleque, 1995) is a “Likert type Scale” containing 6 items. This questionnaire was originally developed by Lodhal and Kejner in 1965 for measuring work involvement of the employees. It contains 5 positive and 1 negative items. The items were rated on a five-response format (strongly agree, agree, undecided, disagree, and strongly disagree). For positive items, score “1” indicates strongly disagree, score “2” indicate disagree, score “3” indicate undecided, score “4” indicate agree, score “5” indicate strongly agree. For negative items scoring was in inverse order. The sum of scores of all items was the total score of the scale for an individual. High scores indicate high work involvement. The test-retest and split-half reliabilities of the Bengali version of work involvement scale (Muhammad & Huq, 2012) was found significant ($r = .85$, $r = .81$).

Work Satisfaction Scale. To measure the respondent’s work satisfaction, the third Bangla version (Khaleque, 1995) of the self-report instrument Brayfield-Rothe Work Satisfaction Scale (1951) was used. The measuring instrument is a “Likert type Scale” containing 18 items. The statements of the questionnaire are formed both in the positive and negative. For each item the respondents expressed their feelings about the work in a five-point scale (i.e. ‘strongly agree’, ‘agree’, ‘uncertain’, ‘disagree’, ‘strongly disagree’). Both negative and positive was rated on a five-point scale (“5” = strongly agree, “4” = agree, “3” = uncertain, “2” = disagree, “1” = strongly disagree). Total score was calculated by adding all the numbers from each answer rating. Higher scores meant positive attitude of the sample and lower score meant negative. The scale is considered to be quite sound in terms of its reliability and validity. Brayfield and Rothe (1951) reported split-half reliability co-efficient of .87 for a sample of 251 female clerical employees. Concerning validity, they reported a correlation of .93 between Brayfield-Rothe scale and Hoppock blank (Hoppock, 1935; Khaleque, 1979) reported a correlation of .63 between Brayfield-Rothe scale and work description Index (JDI).



7.3 Procedure

For collecting proper information, at first, permission was taken from participants and concern authorities. The motivation behind this study and regarding data concerning privacy were unmistakably disclosed to all the concern stakeholders before regulating the examination. Before directing polls, every respondent was given the general direction by the experimenter and guaranteed that their answer will be totally will be utilized for research purpose. The questionnaire was given to only those people who were suitable for the investigation. Necessary rapport was established before administration of the test and all the subjects were treated individually for each of the specific conditions. Each participant was well instructed both verbally and written by the support of the investigators. Participants were asked to fill up the personal information form (PIF) which was attached with the first page was filled up by the researchers. The questionnaires were provided (verbally read and filled up by the researcher) after the participants were properly instructed. It is also mentionable that, the respondents were allowed to ask question freely if they had regarding any item of the scale. After completing the questionnaires, the respondents were thanked for their kind co-operation.

Data Processing and Analysis. Participant's responses were scored according to the scoring system of the work attitude scales separately. SPSS 25.0 version was used to analyze the data.

8. Results

The data obtained from the returned surveys were analyzed to prove the hypotheses were made using descriptive and inferential statistics, including item means, standard deviations, Pearson product moment correlation and multiple regression. The obtained results are presented in following tables and figures.

Table 3: Mean and standard deviation of work attitudes of motor drivers

<i>Variables</i>	<i>Mean</i>	<i>Standard Deviation</i>
<i>Work Attitudes</i>		
Work Satisfaction	55.44	8.38
Work Commitment	57.52	11.04
Work Involvement	16.00	2.67

As shown in the table 2, the mean scores of work commitment, work involvement with work satisfaction of the motor drivers were 57.52, 16.00 and 55.44 respectively.





The association between the constructs was illustrated in Figure 2 and 3

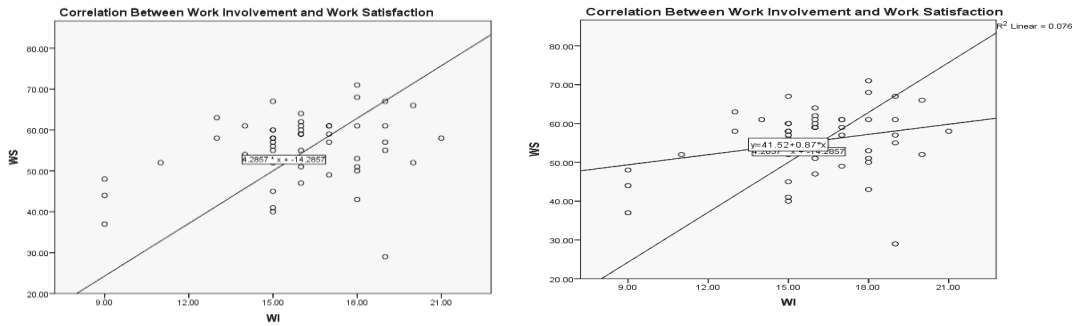


Figure 2: Correlation between work involvement and work satisfaction of motor drivers

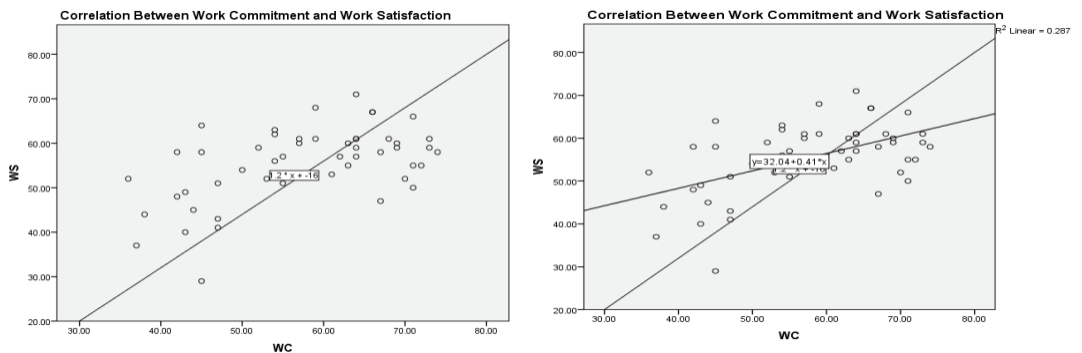


Figure 3: Correlation between work commitment and work satisfaction of motor drivers

The associations between the constructs (work involvement, work commitment with work satisfaction) were illustrated in Figure 2 and 3. However, both Figure 2 and 3 represents significant positive correlation among the constructs. The outcome illustrated pointed that the correlation of work satisfaction with work commitment is statistically positive and significant [$r(50) = .536^{**}, p < .01$]. Further the finding indicates that there is a positive correlation between work involvement and work satisfaction which also significantly positively correlated [$r(50) = .276^{**}, p < .05$]. Thus, the findings of the present investigation supported the formulated 1st hypothesis i.e. work commitment and involvement is significantly positively co-related with work satisfaction of motor drivers.

In the following segment assumptions test was applied before applying multiple regression.



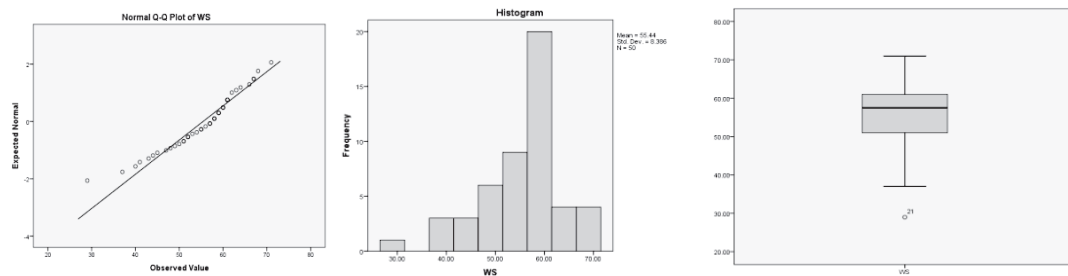


Figure 4: Visual graphs of work satisfaction scores as assumption test

According to the figure 4 the data are approximately normally distributed in terms of the visual output of the assumption test of the work satisfaction scores. The visual inspection of the **histograms, Q-Q plots and Box plots** assumed that the data were **approximately** normally distributed.

Further, significant predictors of work satisfaction were determined through the calculation of standardized beta co-efficient of the work commitment and work involvement through stepwise multiple regression analysis in the following table.

Table 4: Regression of work satisfaction with work commitment and work involvement among the motor drivers

<i>Variables</i>	β	<i>t</i>	<i>R Square</i>	<i>R² Change</i>	<i>F</i>
<i>Work Attitudes</i>					
Work commitment	.54	4.39 (.01)	.287	.287 (.01)	19.32 (.01)

Note: Value in the parenthesis indicates the significance value

Predictors: Work Commitment

Dependent variable: Work satisfaction

Standardized betas reveal (Table 4) that only work commitment ($\beta = .54, p < .01$) is the significant predictor of motor drivers work satisfaction. Moreover, R^2 Change indicated that, among these two predictors work commitment was the most important and strongest predictor which alone explained 28.7% variance of work satisfaction.

Additionally, the overall F-test for Regression [$F(1, 48) = 19.32, p < .01$] indicated that variation in work satisfaction was accounted by joint linear influence of work commitment and work involvement. Therefore, it is proved that, work commitment and work involvement were the important predictors, which influenced work satisfaction of the motor drivers individually and jointly.



9. Discussion and Conclusion

The general purpose of the present study was to explore the relationship between work attitudes constructs among drivers' in Dhaka city. A further aim of this study was to build up a model related to predictor variables and outcome variable based on the findings. Two hypotheses were formulated for exploration. Significant findings are summarized below. Additionally, the results have been presented in the same order in which they were hypothesized.

The *1st hypothesis* stated that a significant positive relationship will be found between work related attitudes (i.e. work commitment, work involvement with work satisfaction) among motor drivers in Dhaka city. The results reported in figure 2 indicated that there is a significant positive correlation between work commitment and work satisfaction [$r(50) = .536^{**}$, $p < .01$] which is consistent with previous findings. Meyer et al. (2002), Mathieu and Zajac (1990) reported that job satisfaction is positively correlated with company commitment. So, it can be stated that, highly committed drivers will identify the goals and values of the company, has a strong desire to belong to the company and is willing to display greater citizenship behavior e.g. a willingness to go over and beyond their require work duties, in addition, if human research should be regarded as a company competitive advantage. Further, findings reported in figure 3 indicated that there is a significant positive correlation between work involvement and work satisfaction [$r(50) = .276^{**}$, $p < .53$] among motor drivers in Dhaka city. It can be concluded that the result **confirmed the 1st formulated** hypothesis. The earlier research findings also supported and found a familiar result of (Hennessey & Amabile, 2010) it.

However, the findings of Figure 2 & 3 further revealed that work attitude related constructs are interrelated. These results also confirm the formulated hypothesis, which is supported by previous findings (Diefendorff, Brown, Kamin, & Lord, 2002). It is clear that the work commitment of the daily labors shows greater organizational commitment as well as expresses better job satisfaction. So, it can be assumed, based on the findings, that satisfied employees are committed and involved to complete their assigned job.

The *final hypothesis* revealed that work commitment, involvement would be significantly predicted work satisfaction individually and jointly. However (table 4), R^2 value indicated that between two predictors only work commitment was the most important and strongest predictor which alone explained 28.7% variance of work satisfaction. Thus, the result partially **confirmed the 2nd hypothesis**. Again, the result of table 4 further indicated that [$F(1,48) = 19.32$, $p < .01$] variation in work satisfaction was accounted by the joint linear influence of work commitment and work involvement.



Therefore, work commitment and work involvement were the important predictors, which influenced the work satisfaction of the motor drivers.

10. Conclusion

Work skill, strength, and ability depend on performance or success. It is not possible to achieve work goals without commitment, satisfaction, and involvement of the motor drivers. As the transport sector is one of the vital areas for the economy of our country, so it is a burning issue to explore the drivers' attitude to ensure their better contribution and reduce the unpleasant events. The current investigation was carried out on the motor drivers so that concerned stakeholders can acquire knowledge about their employee's necessities and fulfill them, thereby advancing their organization and the nation towards progress. Moreover, it is very crucial for any transport institution to recognize their drivers' psychological issues (i.e. commitment towards the organization, involvement at work, and satisfaction towards their respective work) besides other physical needs and demands, which is mostly overlooked. This would help the organization to make the drive suitable and good condition of vehicles.

11. Limitations

The biggest obstacle that was felt by the researchers was that the sample size was very small. Further drivers would be also fearful of submitting to any survey where they have to express their feelings regarding their working company. Along with unwillingness to participate in the survey, the above issue could also lead to responses that do not directly relate to how they truly feel about their work. Again, because they could perceive retaliation for any answer that may cast their superiors in a negative light, some drivers could lie and list answers that are false, thus skewing the results. Moreover, the sample was not a proper representative. Some limitations like economical, time, resource, logistic support, and manpower hindered the study in different ways. If the above limitations can be overcome, it will be easy for future researchers to conduct this type of research.

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