



Análise da situação de trabalho de motoristas em uma empresa de ônibus urbano da cidade de Natal/RN [

2014

text (article)

Analítica

This research is related to the analysis of the bus driver work situation, and was originated by the need to identify the difficulties of the driver in accomplishing the tasks to achieve the results determined by a public transport company in Natal. We interviewed 50 drivers on nine factors related to their work. The results showed that the factors transit, travel time, road conditions, vehicle maintenance, physical environment (bus terminal), job post and supervision are constraints to the activity of the driver distinguishing the prescribed work and the work actually done. On the other hand, factors such as enjoying driving, the work itself and being with the workmates positively influenced the drivers' working conditions. In the propositions of human resource management subsystems were found as alternatives to reform this activity the possibility of changes in the policies of staff recruitment and selection, implementing a system of performance evaluation, improvements in the workplace, information on wage policy, exercise of supervision with the participation of drivers and reduction of stressors in the workplace

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