



Research on Well-being of Metro Staff — A Qualitative Research

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Introduction

The rapid economic development has promoted the progress of rail transit industry, and the well-being of metro staffs has become extraordinary significant. Happiness will affect their attitude and behavior, and then affect the safety of rail transit and the performance and profit of enterprises. The increasingly heavy work pressure and occupational fatigue will not only endanger the personal physical and mental health of employees, but also bring potential safety hazards to the public transport industry.

Methods and Materials

After the in-depth interview, the interview records shall be transcribed into text in time, and then sorted and imported into NVivo 11.

According to the basic principles of grounded theory, the NVivo11 qualitative analysis tool is used for three-level coding, and the factors affecting the well-being of metro staff are summarized.

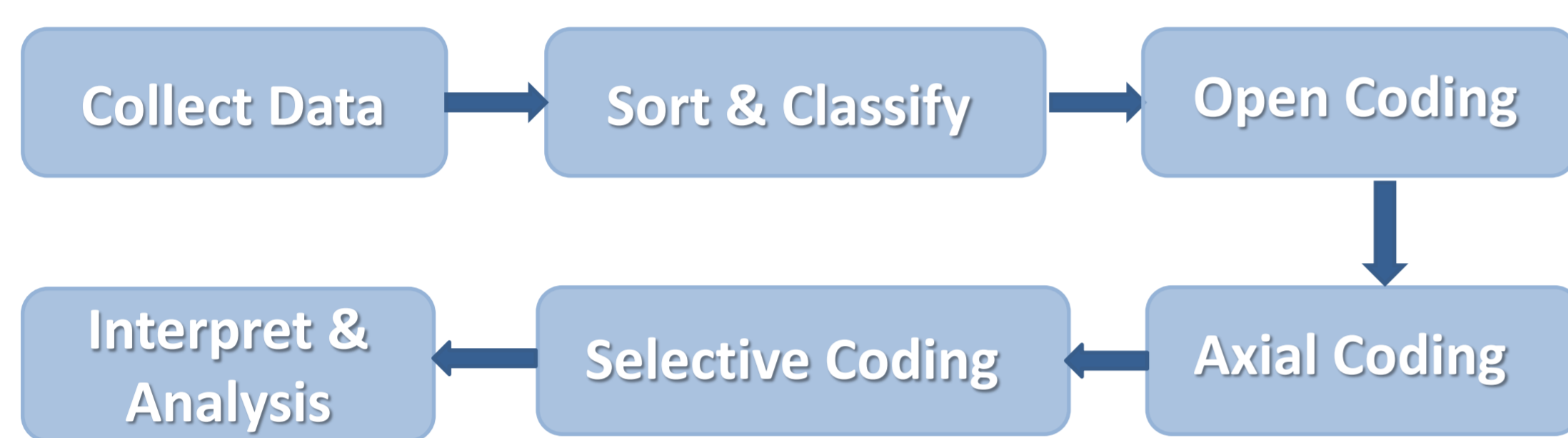


Figure 1. The process of data analysis with the help of grounded theory.

Result

Participants are recruited from employees working in Shenzhen Metro, China (N = 300, 83% male, age between 20–50). Among these participants, their positions are diverse and different. For example, there are drivers, signalmen, station staffs, electrical engineers, attendants, dispatchers and supervisors. What's more, their length of service also varies from one year to more than ten years.

According to the grounded theory, the collected data are coded layer by layer from bottom to top, and the collected interview text data are analyzed as follows.



Figure 2. Through NVivo word cloud analysis, some keywords with high frequency in 300 interviews on Shenzhen Metro staffs' well-being are obtained to help determine the research focus.

Table 1. Summarize the influencing factors of metro staffs' well-being, and further sort out the complex relationship between various factors.

Axial Coding	Open Coding	Connotation of Coding
Company and colleagues factors	Company support	Efforts made by the company to make employees work better
	Colleague support	Interaction between colleagues
	Personal suggestions	Employees' desired arrangements at work

Axial Coding	Open Coding	Connotation of Coding
Work factors	Working environment	Including smoke, dust, noise, vibration, etc
	Working characteristics	Repetitive movements, sedentary, boring and mental tension
	Job demands	Physical strength, emotion, attention, alertness
	Shift mode	Working time requirements, such as day and night rest
	Work break	Short breaks arranged during work
	Career well-being	Employees' overall evaluation of work itself and work experience, as well as the exploration of influencing factors
Life factors	Exercise habits	Employees' daily exercise time and content
	Eating habits	Employees' three meal eating regularity and other eating behaviors, such as smoking, drinking, drinking coffee, drinking tea, etc
	Sleep status	Staff living schedule, Sleep duration and sleep quality of employees
	Health	Physical health reality of employees
	Life well-bing	Employees' evaluation of quality of life and satisfaction, as well as the exploration of influencing factors
Stress and fatigue factors	Working pressure	Pressure brought to employees by work content and work requirements
	Life pressure	The pressure brought to employees by affairs in life
	Work fatigue	Employee fatigue caused by work content and requirements
	Self regulation	How employees deal with stress and fatigue
Work life balance factors	Mode of residence	Daily living mode and contacts of employees
	Commuting hours	The length of time it takes an employee to get to and from work
	A balance between work and life	From what aspects does work affect life and from what aspects does life affect work

From the interview data this paper uses the grounded theory to draw 22 sub categories and five core categories from the micro- perspective. It is found that the five direct influencing factors are closely related to each other.

Discussion

At present, most of the researches on the influencing factors of employees' job well-being by domestic scholars is focused on the organizational level, that is, part of the attention is to explore the factors related to employees' "work", while ignoring the "employees" themselves. From a micro perspective, this study explores various factors closely related to employees' well-being through employees' self-reports. For example, in terms of colleagues, almost all respondents said they had received the support and care of colleagues, which can bring them a sense of well-being.

Conclusions

The results show that the influencing factors are composed of five dimensions: Work, Lifestyle, Stress and Fatigue, Work-Life balance, and Company and Colleagues' support. It is necessary to correctly understand the influencing factors of metro staff working, to take more targeted strategies to improve their well-being and ensure the safety and steady development of rail transit industry.

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