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FPHP BULLETIN HOT & TOUR

THE CROSSROADS;
UNVEILING FOOD, TRENDS, & CULTURAL EXPERIENCES

NEWSLETTER VOL. 1/2023

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**Welcome Notation &
Managing Editor;
Volume Introduction**

**An Overview of Clan Culture in the
Hotel Industry in Malaysia**

**NASI AMBENG-
'THE IRONY OF
MALAYSIAN JAVANESE
COMFORT FOOD THAT'S
A PAIN TO PREP'**

F&B AND BEES

**A WEEKEND GETAWAY
TO SUNGAI MERBOK:
Exploring the
Enchanting Mangroves**



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THE CROSSROADS; FOOD, TRENDS, & CULTURAL EXPERIENCES



THE STRESS AND WORKLOAD OF TOUR BUS DRIVER IN MALAYSIA: STRIVING FOR SAFER JOURNEYS

**BY JOESRI MOHAMAD SABER, NOORSA RIZA
JOHARI, MOHD ZOOLFADLI IBRAHIM & NUR
FARAHAIN ZULKIFLI**

Malaysia's thriving tourism industry relies on tour bus drivers to transport tourists to picturesque destinations and cultural hotspots across the country. While their occupation may appear glamorous, it is essential to secretly shed light on their daily obstacles. As the tour bus traverses Malaysia's diverse landscapes, transporting excited tourists to exotic locales and cultural treasures, the charismatic tour bus driver remains the unsung hero of the tourism industry.

Behind the scenes lies a lesser-known reality: these devoted drivers face tremendous stress and workload. This article explores the stress and workload of tour bus drivers in Malaysia, highlighting the need for measures to ensure their health and, ultimately, passenger safety.

According to Taklikar, (2016) and Chen & Hsu, (2020), tour bus driver stress and workload can be categorized into several factors:

1. **Demanding Work Hours:** Tour bus drivers in Malaysia often endure long and irregular work hours, as tourist trips extend into evenings and weekends. They are tasked with handling both the transportation and guiding aspects of the journey, making their responsibilities multifaceted and exhausting. These extended work hours can lead to fatigue, affecting their alertness and responsiveness while on the road.

2. **Navigating Traffic and Road Conditions:** The crowded roads and varied terrain of Malaysia present significant obstacles for tour bus drivers. Navigating through congested urban areas and winding mountain roads during peak travel seasons can be nerve-racking. The constant pressure to adhere to tight schedules, frequently to accommodate multiple sightseeing stops, increases their stress levels.

3. **Language Barriers and Cultural Sensitivities:** Malaysia is a diverse nation that attracts tourists from all over the world. Tour bus drivers must be fluent in multiple languages to communicate with passengers effectively. This language requirement

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can be incredibly challenging, especially when dealing with emergencies or addressing the cultural sensitivities of tourists from various backgrounds.

4. Passenger Safety and Behavior Management: Safety is the primary concern of tour bus drivers. They must enforce safety regulations, including using seatbelts and proper conduct on board. Managing a bus full of enthusiastic and occasionally disobedient tourists can be emotionally taxing. Drivers must often deftly handle difficult situations to maintain a safe and enjoyable journey for all passengers.

5. Occupational Health and Ergonomics: Long periods of sitting can be detrimental to the physical health of tour bus drivers. Musculoskeletal issues, such as back pain and stiffness, can be caused by prolonged sitting without sufficient breaks. Addressing ergonomic concerns and encouraging regular intervals during shifts is vital to preventing chronic health issues.

6. Weather and Environmental Factors: During their travels, tour bus drivers are exposed to various weather conditions. From heavy rain and thunderstorms to sweltering heat, these drivers must adapt their driving

Their dedication and commitment to work should be recognized, and tour agencies and relevant authorities should prioritize their welfare.

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techniques to ensure the safety of their passengers while coping with the added stress of unpredictable weather.

7. Lack of Recognition and Support: Tour bus drivers frequently need more social recognition and support despite their significant contribution to tourism. Their dedication and commitment to work should be recognized, and tour agencies and relevant authorities should prioritize their welfare.

In conclusion, Malaysian tour bus drivers are faced with stress and workload. These devoted professionals in the tourism industry ensure visitors have an enjoyable and memorable experience. Nevertheless, it is crucial to prioritize their health by implementing measures such as regulated work hours, language training, and ergonomic support.



Moreover, acknowledging and appreciating their efforts can boost morale and create a safer, more pleasant environment for drivers and

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passengers. By addressing these obstacles and assisting tour bus drivers, Malaysia can ensure its tourism industry continues to flourish while putting safety and well-being first. Only then can we truly embark on a journey towards a more enjoyable and secure tourism experience.

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