

A Research Study on
**WOMEN FACING CONSTRAINTS AT WORKPLACES:
AN ANALYSIS OF THE SERVICE SECTOR IN DELHI**

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NEW DELHI**

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EXECUTIVE SUMMARY

The study on “Women Facing Constraints at Workplaces: An Analysis of the Service Sector in Delhi” was undertaken in the backdrop of contemporary reports relating to unfriendly work conditions and environment for women in government and private offices. In order to understand the myriad forms of constraints the working women are confronted with, we have focused on some of the significant attributes – (a) household obligations and work-place responsibility; (b) income earned and actual power inherent in expenditure; (c) the issue of freedom to participate in recreational activities; and (d) morale of organizations. They may be regarded as the potential constraints in the official workings of women in India. The specificity of this research has been in the analysis of the service sector in Delhi where almost all development agenda of government centripetally appears to be on existing. The study reflects the real conditions within which women manage their family life on the one hand and functional efficacy at workplaces on the other.

The study has the following broad objectives:

1. to identify the socio-economic profile of women in the study area,
2. to assess the degree of constraints influencing their status at workplaces,
3. to assess the degree of perceived constraints at workplaces, and
4. to assess the degree of their job satisfaction.

In the study, we have categorized four kinds of workplaces where women are engaged in- Govt. Schools, Private Schools, Bank Offices and Other Government Offices. In government schools, most of the respondents were teachers and support staff. They were found working on permanent or adhoc or contractual basis. In private schools, the respondents were mainly teachers, working on contractual basis. In nationalized banks, the respondents were clerks, POs and other staff of similar kind. In other government offices, respondents were UDC, LDC clerks, and other administrative support staff.

The study was conducted in the four districts of Delhi, namely East, West, North and South. In both the private and government schools, the school authorities did not allow respondents normally to speak in great detail to study team. However, the study team could able to find a way to talk to them by fixing time with them well before the commencement of office hours. In schools, the competent authorities cautioned them against questions for a favorable reply especially on issues related to overtime, gender biases, sanitation arrangements and payment structures. Having passed out +2 or graduation, they were found working as teachers and administrative support staff. Very significantly, women teachers were assigned the job of teaching at the apparent level but in reality, they remained involved in clerical and administrative jobs during teaching hours. It is significant to mention that certain women teachers with soft and submissive linkages with employers took the advantage of their gender specificities and did not contribute to workplace

activities in the prescribed form. In majority of the cases at schools, it was noticed that the reporting time of teachers to school was 7.30 am and squaring off at 2.00 pm. In fact, the school closing times were 1.30 pm and 12.30 pm in private and government schools, respectively. After the completion of every day school work, women teachers were seen interacting with school principals. They were found detained by school administration for an hour to discuss the general matters of schools. The women teachers considered it as a constraint impeding their routine life. Majority of women teachers working at different levels were facing constraints in triadic forms, namely: personal, familial and professional. The constraints faced by them were more or less similar in nature regardless of their positioning. Among the personal constraints health related issues were more prevalent. Majority of respondents skipped breakfast daily, and did not get time for physical exercises and relaxation and unable to engage in any recreational activities. Among the familial problems, non-cooperation by family members was identified as one of the major bottlenecks. Majority of respondents did not get cooperation from spouses and children in family. They did not get proper time to express their say in household decisions. They completed all household jobs when they came back from their workplaces. Only marginal support was noticed by spouses in supervising the studies of children. Extensive emphasis on clerical works related to documentation of evaluation, evaluation of fairly large numbers of students, loss of working days, tension caused by existing system of education, lack of enough reference materials, inadequate support from colleagues and head of the institution, inadequate in-service training etc. were the major professional problems in majority of

cases. Very strikingly, the women working in schools did not find satisfactory awareness connected to legal provisions for the protection of their rights.

Though the respondents from the nationalized banks- POs, clerks and other staff- showed a dynamic momentum of work proficiency, they revealed a lot of contradictions and agonies they experienced in their working milieu. They played instrumental roles in every circumstance of work operation. In fact, women bank POs experience more physical pain and discomfort than the male counterparts. The feeling of fatigue appeared earlier and increased more quickly among women than their male counterparts. Constant exposure to computer terminals and the radiation wherefrom had an adverse effect on the pregnant working women. Women employees by their inherent fragile health suffered more from high work pace, high psychological pressure, dry air, noise, lighting and sitting position. Sedentary nature of bank jobs make women employees more vulnerable to severe headache, pains and fingers and wrists, backache and waist problems, pain in neck and shoulders and eye strain. Most of the women executives in nationalized banks skipped promotion out of the fear of causing dislocation in family, though they have fully qualified themselves with office cadre exams conducted by the respective banks. The thought of attending to new born baby, toddlers, children returning from school, etc. distracted the attention of women executives. This has led to an adverse effect on the productivity of female executives. Some executives found very difficult to manage male subordinates and had a tough time in extracting work from them. The very submissive nature of women executives came in the way of dealing with customers. It was also reported that the higher ups dump the work on submissive female executives which result in overloading. In nutshell, the very feminine nature does not permit them to resist the overload. Since executives like cashier, teller, accountant, loan officer, portfolio managers, assistant branch manager, etc. could not leave the bank without tallying the account, the family members of female executives suffered more on executive concerned experience, more mental stress than the male counterparts which have an adverse effect on psychological health of the women executives. Besides, women executives have to bear the verbal abuse of angry and irate customers. This upsets psychological well being of women executives.

On the occasions of performance appraisal in the capacity of higher ups, the appraisal exercise sounded male sided and congruent with structurally accepted cultural categories. On many occasions, male subordinates willfully found disobeying the

instructions of the women executives and deliberately prolonged the work. In the same vein, women executives did not get any cooperation from the peers in other departments of the banks.

In other Govt. offices, our women respondents -section officers, dealing assistants and other staff members engaged in administration and finance etc. expressed their anguish about promotion, role inconsistency, sanitation and commutations. This milieu was as similar as the condition prevailing in organizations explained above. They did not share happy experiences with the senior staff members. While in office, they did not find themselves much comfortable and always felt reminded of their duties at home. This psychology has bearing upon the role performance expected both at office and home simultaneously.

In all the aforesaid situations, in case of recommending disciplinary action against the errant subordinate on the ground of insubordination or non-performance or poor performance, women executives expressed nervousness to recommend penal actions. Thus the inefficiency syndrome continues to mar the work efficiency of male subordinates. The working milieu in the nationalized banks is a case in point. Banks are located in the prime locality of the city, in the case of reaching branches located far off places, women executives experience more physical strain in commuting to the workplaces. This travel leaves an adverse impact on their physical and mental health. In view of hectic work schedule and heavy work load in all workplaces, women executives find it challenging to strike work like harmony. In other words, the inability to give conventional domestic obligations as a homemaker cast additional strain on the women officers across the banks. Besides, women executives across the banks have to be away from the family on account of official meetings, inspection, assignment, etc. This widens the gap in relations between the women executives and the family members. Thus, they suffered from inconvenience and discomfort in their professional journey. This issue influences their work efficiency of the subject thereby striking the quality of work performance. At the same time, taking care of family, combining domestic work and office work, physical strain necessitating longer hours of stay in the office, difficulty of better judgment, quick decision making, strain of frequent tours/field visits, fear of transfer, lack of role models of executives women due to their scarce presence in top managerial positions, survival features protected to the effects of men's hierarchy, negative attitudes towards women, unequal treatment, career support

barriers tuned on male standardization, social structure driven twin roles, traditional authoritarian set-ups, discrimination against career development opportunities, more work interference with family in personal life, difficulty to avail child care services, problem in management of career aspirations and non-conducive work environment are some of the constraints that women face at workplaces in service sector in Delhi.

The women at workplaces appeared strong, ambitious, patient and resilient, but lacked assertiveness. In schools, most of the women settled for late careers after their children grew up. This shows the potential human resource was not properly harnessed in the eligible years.

It has also been reported that working women gained respect due to their professional excellence as well as the ability to contribute a second income to the family. However, societal pressures to conform persisted. They experienced complex interfacial issues with other women including female colleagues. Empathy for others of their own gender was often polluted by jealousy and insecurity. Stress levels increased due to inadequate support systems for working women within the organizations and at home. Multiple balances, seemingly conflicting roles continued.

A sample of 640 working women was drawn from the universe of study in service sector from four districts of Delhi, namely North, South, East and West. The selection of study area was done by purposive random sampling. By selecting sample size, we have given special focus on the respondents from the marginalized and excluded categories. From each of the districts, 4 Government Schools, 4 Private Schools, 4 Banks and 4 Government offices were selected through purposive random sampling. From each of the offices, 10 women respondents were selected keeping in view the categories of marginality and vulnerability. The empirical part of the study was conducted during August-November 2015 with the help of in-depth interview, case study, focused group discussions and observations. The data entry was done by CS-pro software and they were processed and analyzed with the help of statistical methods till December 4, 2015. The study provided an overview of problems, constraints and barriers across the target districts of Delhi as well as an in depth exploration of women's particular experience at workplaces in service sector.

Major findings of the study

In the study sample of 640, it was found that about 43% of respondents were married, 53% unmarried and 4% widow including others. The majority of respondents got jobs before marriage. The data reflect on the fact that marriage, as an institution does not provide ample space and opportunity to step out for capitalizing their knowledge and skills in job market.

The majority of the respondents had graduate and vocational degrees. Their placement was not at par with male counterparts in the realm of job holdings. Only certain positions in service sector give leverage to the women respondents. It has been computed that 41% women were graduates, followed by vocational degrees (37.5%) and very negligible with only 10th class degree (10%).

The professional affectivity in women can also be traced out in terms of their religious belief systems. Out of 5% of Sikh population in Delhi, they figured substantially high in job interests. The study has shown that about 26% of respondents were from Sikh religion followed by 46% Hindu, about 18% others and 10% Muslims. Out of 12.9% of Muslim population in Delhi, in contrast with Sikh, their job holding appeared very minimal. It seems, despite of many awareness-generating programmes on women empowerment, Muslim women have not been able to get rid of their traditional clutches. Hindu women seem to have run their lives along traditional lines.

The job preferences have been reflected in the household dimension of the respondents. It shows, financial insecurity and a realistic aspiration to see a hopeful tomorrow to get rid of hollowed ones, respondents have chosen to work in service sector of Delhi. Majority of the respondents were found residing in rented house followed by 33% parental house and about 20% in self acquired households. It gives a trend that those who live in rented house are more likely to contribute with a job to service sector.

In the service sector, the job security was found a primary consideration by respondents. The study shows that majority of women working in selected service sector continued and preferred to work in the permanent capacity. The slowdown in the work opportunity has also influenced women respondents, and they have joined jobs on the contractual basis. The joining to the contractual positions in service sector reflects their ambition to get the exposure to the public life and use their knowledge and skills for

betterment. But the percentage of women involved in temporary job is less in contrast with contractual jobs. It has been found that majority of respondents (56%) worked at the permanent basis, followed by contractual 26.7% and temporary 14% in the study.

The service sector has allured more new comers (39.53%). Respondents with one to three years of job experience, four to six years of job experience and more than seven years of job experience are 35.31%, 16.72% and 8.44%, respectively. The study reveals that as their experiences grow, women relatively become less in numbers. It shows a trend where women have to change a job or sometimes leave a job because of marriage based migration.

Very significantly, the structures of organizations have not been found completely women friendly in the study area. However, 33.9% respondents found the structure of organization women friendly 'to a great extent', 49.1% 'to some extent', and 12.2% 'to a limited extent' and 4.8% 'not at all'. More than 65% respondents did not show complete positivity to the structures of organizations. The organizations did not necessarily take into considerations the expression of women.

In the study, we did not find considerable numbers of cases reported against the sexual harassment. Moreover, 78% respondents have expressed about no sexual harassment incidence since they joined the job, whereas rest complained about the unwelcome sexually determined behavior.

Respondents from private schools (15.6%) reported and revealed more cases of sexual harassment than the other government offices (12.5%) and banks (8.8%). The incidence of sexual harassment at workplace was observed more among less educated women (26.6%) as compared to relatively better educated (11.8%). Even then the issue of sexual harassment staggers as one of the major constraints. The lower educational status of women runs a higher risk of sexual harassment at workplaces. It was also observed that the incidence of sexual harassment at workplace was more prevalent with married women as compared with other categories like unmarried, divorced and widows.

Employment has been found a remarkable solace for women facing constraints in their everyday life. Women have got employment at an early age of about 20. Though proportion of promotions in their career has been found at par with male counterparts by

75%, the remaining percentage of women suffer in matter relating to their promotion in the study area.

The issue of unsatisfactory promotion has inflicted health complications apart from the reasons stemming out from the other quarters. The percentages of women who have reported to the health complications are about 58% whereas 42% respondents did not find any health complications. Respondents from govt. offices and bank offices reported problems with the work culture. In banks, the respondents found difficult to square off things in time.

In the study, the respondents have reacted against the sexual harassment. Majority of the respondents (44.4%) have expressed against the incidences of sexual harassment to the organizational heads followed by verbally expressed anger (42.7%). Very few cases have been reported to the legal authorities. It shows a poor awareness of women related acts and provisions. Even if the awareness pertaining to the acts and provisions have been created, the social approvals are so rigid that they cannot give them confidence to register a case against perpetrators. Some cases of resignation from the job have also been appeared on account of sexual harassment. But the percentage of resignation (8.5%) due to sexual harassment is much higher than reporting the matters in the form a legal case (4.4%). It shows women unfriendliness nature of agencies involved in handling the cases. Indeed, the traditional considerations about women to be confined to household are noticed even among the women working at service sector in Delhi metropolis.

In the study sample of 640, almost 32.5% samples perceive biased treatment by male counterparts. The biased treatment is in relation to prototypical work inefficiency, slow workers, and unskilled work managers. This impression does not give stimulating feeling to the women. This intensifies a poor degree of job satisfaction level perceived by respondents.

Though 50.6% women perceive permissiveness from male to their current job, 49.4% respondents find negative orientation of male perception about their current job. It shows the intensity of perception of males who do not want women to join workplace in service sector. This trend reflects that the work environment does not promote to an optimum level of job satisfaction.

Morale is a psychological state expressed in self-confidence, enthusiasm, and/or loyalty to a cause. Morale flows from the people's conviction about the righteousness or worth of their actions and the hopes of high rewards (material or otherwise) in the future. It is very important that a working environment contains people who are able to maintain a high morale so that workplace enjoys productive and effective environment. About 68% respondents were not happy with the morale of organization, as they did not rate it well. So the level of perceived job satisfaction from institutional environment is not supportive and additive to the respondents in the study.

In the light of direction issued by Supreme Court of India, a cell on “gender sensitization against sexual harassment” is to be put in place for various organizations where women are employed. It was found out that such safety cells against sexual harassment did exist in some form or the other. But the problem was with its functional efficacy. About 78% respondents reported safety cell in sterile and inert conditions whereas merely 22% respondents responded with its active functional status.

In common parlance, men and women get opportunities to share and exchange their thoughts and visions on many issues of their concerns. Their interaction and perception about each other affect their relationships. Healthy workplace relationships between men and women workers are based on mutual respect and common goals. Even though men and women have different strengths and weaknesses, workplace is the ideal location to find common ground and build relationships founded on trust and professionalism. They learn to empathize with each other and embrace differences to create an amiable workplace. Women tend to have a more emotional and team-centered approach to accomplishing work assignments; men tend to focus on individual responsibilities and problem-solving strategies. However, each should appreciate what the other brings to the table. It has been found that 19% women work force in service sector do not find male counterparts appreciating them, followed by 47.5% communicative and almost 33% trustworthy.

The issues related to leave provisions on maternity, childcare or flexible timings are important to women. To enjoy maternity and contribute to the enduring dynamism of social system, these leaves are significant. It is commonly observed that there is absence of leave provisions in these concerns. As a result, women were forced to opt out their jobs. On many occasions women also require flexible timings to come up with balanced connection with their duties and obligations. In the study of service sector, about 22% women were

found not happy with provisions on the subject. Excellent conditions were recognized by 18% of respondents whereas 60.5% women felt just 'good' in getting leaves for these occasions to do away with constraints.

It is important for women to know the legal provisions for the protection of their rights. It is the duty of every employer to create a Sexual Harassment Complaints Committee within the organization for redressal of such complaints. According to a guideline issued by the Supreme Court, it is mandatory for all firms, public and private, to set up these committees to resolve matters of sexual harassment. It is also necessary that the committee be headed by a woman and comprises 50% women as members. In this study, this axiom was not actually found in active existence. Many respondents were not aware of laws on violence against women, of their legal rights, or how to exercise these rights. "Legal awareness" is necessary for women so that they can affirmatively claim their rights with a claim on human dignity.

Public dealings occupied a central place at workplaces where women are involved in. In some workplaces their participation in public dealing was structurally tuned whereas in certain cases overtly stressed. The study finds that public dealings sometimes offended respondents because of the absence of the structural arrangement in communications. The customers in bank hours wanted their work to be done on priority basis that led to sort of constraints. In schools, during PTM (parent teacher meeting), they were expected to handle all issues in school only. In government offices on the occasion when they handled cash counters, they had to interact with various kinds of inexperienced clients that itself was a challenge for working women.

In nutshell, women in the study area face constraints from not only workplaces but also from their respective households. The findings suggest that women of different life stages emphasize different choices and constraints that relate to the ways they are recognized in their work and each woman in this study was seen to offer a unique narrative about her work experience. Workplaces in service sector require proper security and protection for women reducing the degree of constraints which were expressed during focused group discussions. It requires policy intervention to make workplaces smart and women friendly.

On the basis of the information collected from respondents of service sector and findings derived from data analysis the study draws certain conclusions, which are reported as under:

1. The employment at workplaces in service sector is dominated by unmarried women.
2. Nearly 50 percent of working women in service sector are holding graduate degree, 40% are having other degrees and diplomas and 10% are holding the degree of 10th class.
3. Women with vocational academic qualifications are positioned on managerial and teaching jobs whereas women with lower academic qualifications carry out clerical and administrative support jobs.
4. 46% women are from the Hindu religion followed by 9.7%, 26.2% and 18.3% respectively for Muslim, Sikh and others.
5. Majority of the respondents are working in permanent capacity in contrast with temporary, ad hoc and contractual.
6. In the study, it has been found that 74.5% working women in service sector are childless.
7. The frequency of decision taken in the organization by incorporating women views was very sporadic i.e. 47% only.
8. 59.7% is the level of constraints that working women are facing at workplaces in service sector and the same is inversely proportional to their status. The status of women in the study has been measured with the help of number of their children, attendance to recreational activities, earned income and say in expenditure and so on.
9. In govt. schools, the overall level of constraint is indentified as 66.5%, followed by 62.1% in govt. offices, 56.8% in banks and 56.4% in private schools. The assessment has been derived from measuring the components mentioned in constraint section of the study.

10. The perceived constraints have been found in income level of respondents and proportional to morale of organizations and attitudes of co-workers.
11. The level of job satisfaction has been measured with the help of perceived women friendly environment. Majority of working women have shown organizational friendliness 'to some extent' (49.1%), followed by 33.9% in 'to a great extent', 12.2% 'to limited extent' and 4.8% in 'not at all'.
12. Even the financial decisions at the household did not incorporate the views of women on major occasions despite they are working women in most of the cases.
13. The availability of sanitation facility at workplace was identified as the major bottleneck in their functional ambit.
14. The expression on perceived structural arrangement to be friendly for respondents was found blurred.
15. The major use of respondents' salary was more on family purpose (43%).
16. The incidence and extent of sexual harassment of women is equitably noticed in all the establishments and organizations irrespective of their nature. In the study, though only 0.2% women reported for the frequent sexual harassment, 23% women have not ruled out the possibility at their respective workplaces.
17. Employers, managers, supervisors and co-workers were found engaged with/involved in sexual harassment of women at workplaces. However, co-workers were identified as principal perpetrators of the harassment.
18. Majority of the cases pertaining to sexual harassment at workplaces remain unreported and undetected. The reasons thereof are threats by perpetrators, false promises of promotions, and better placement and fear of false allegations on character. In reaction to sexual harassment 42.7% respondents verbally expressed their anger, 44.4% communicated complains to organization head, 8.5% resigned from jobs and at a very minimum (4.4%) filed legal case. It reflects that legal provisions to combat sexual harassment

are the hollow ways. The hopeful ways are awareness generation programmes and assessment of such incidences thereafter.

19. Only a limited number of respondents were found aware of the guidelines issued by the supreme court of India for prevention and control of sexual harassment at workplaces in service sector. This seems to be a major constraint, women face at workplaces in service sector.
20. The functioning of complain committees constituted under the directives of the Supreme Court or otherwise were not functional to the satisfaction of respondents.
21. It has also been found that majority of women are interested in continuing their job for meeting the necessary expenditure and support the households financially. In the study 57.3% respondents have shown interest in continuing their job while others have expressed their indifferent and negative concerns.
22. Skill development occupies an important role in their promotion and career advancement. 57.5% respondents underwent skill development training while 42.5% respondents are looking for some opportunity to go through.
23. The degree of constraint women face can also be measured with the help of level of job satisfaction. In this context, about 34% respondents have not shown affirmation to the treatment received by male counter parts whereas about 66% are happy with their unbiased concerns.
24. Male perceptions about women in current job have been partially approved by 49.4% respondents whereas 50.6% approval has been noticed in the study. The difference between both is not much. It does not show a friendly picture for respondents.
25. The traditional notion about the employment of women seemed to be definitely crumbling and the majority of the working women said their family members approved of their employment. They were of the view that women's employment served to supplement the family income and at the

same time helped in the improvement of their own social positions ensuring them economic independence. Some of the women who faced initial opposition in the family reported that parents considered women's employment as necessary evil which was forced upon them by difficulties of the present day life. They also disapproved it because women were expected to bring up children and to do the housework and to look after a home and family which was a full-time work. On the whole neighbors and relatives had a sense of appreciation for the employment of women.

26. The study concludes with viable policy measure to be applied to bring gender sensitiveness for employers, male co-workers and women, at large.

On the basis of the findings of the study and conclusions drawn, the study makes the following recommendations:

A. CENTRAL LEVEL

In order to bolster the status of women and reduce the degree of constraints, following actionable recommendations are suggested at the central level to be implemented:

1. Adequate budgetary provisions should be made to protect and safeguard the social, economic and political rights of working women. It should be particularly important to address their health and hygiene issues. It would help women protect their rights and mainstream them,
2. Well equipped educational cum professional programmes should be customized for women with 100% central assistance. It should consists of educational facilities to be provided from school to higher education and even to the effective vocational pursuits,
3. Effective interest should be ensured by the central government for women depositing earnings from their savings and be used either by them or by their consent,
4. Policy interventions are required to ensure the equality in payment, perks, promotions and opportunities for women, wherever required non-compliance with

the provisions should strictly be treated. The constitutional provisions pertaining to women rights in these matters should be ensured,

5. A functional gender sensitization committee against sexual harassment must be in place and a mandatory monthly action taken report be sent to the NCW. If required, appropriate suggestions may be sought to make workplaces zero tolerant in the matters of sexual harassment,
6. In consultation with the NCW, Psychiatricians should be appointed by central government at every organization. The counselors should be in constant touch with the updated resource base of the NCW to handle male workers with sexual perversion, A statistics on the issue for every year may also be prepared by the psychiatricians for the perusal of experts sitting at the centre,
7. Suitable media should be selected to impart awareness about provisions against unequal wages, antidote to sexual harassment, etc. The information promulgated by media should consider the significance of local languages,
8. The information regarding women welfare programmes, schemes, provisions, etc should be disseminated in such a way that even women at the grass root can receive it well,
9. A web portal may also be developed where women can write and express their grievances. The state may decide the linguistic format of the web portal. The state government may provide the internet facilities under appropriate schemes of central government,
10. At the central govt. level, budgetary allocation should be provisioned to install CCTVs at every working place. It should be monitored by a group of experts with their monthly reports to the NCW,
11. Special transport facility needs to be ensured for working women by the full support of central schemes. The central government in long term should consider allocate some funds for the purpose, and

12. Central govt. should come up with innovative public private partnership approach where stakeholders from the multiple sectors can place their expertise and resource on the remedial measures to address constraints faced by working women

B. STATE LEVEL

The role of state is important to bolster people's hopes and aspirations though ensuring good governance. State as a significant agency of social control may discharge its duties reducing the constraints of working women through the following ways:

1. Equal access to women to health care, quality education, career and vocational guidance, employment, equal remuneration, occupational health, safety and social security should be ensured through effective mechanism by states,
2. Strategies should be devised to create an environment through positive economic and social policies for full development of women to enable them to realize their full potential in every state of our country,
3. State should encourage women to join public and private workplaces by motivating and ensuring social security,
4. State should promote women savings by giving them effective interest rates in the state operated banks. There should be special facilitation counters at banks designed for women,
5. Sponsored mobility is the key to address the state of deprivation resulted to uneven pace of development. Women are probable victims. Reservation for women in state job should be strictly adhered to,
6. Skill development programme should be tailored on to fit in with their domestic and workplace related needs,
7. The sexual harassment matter should strictly be handled by state women commissions with an action taken report to the NCW,
8. Proper sanitation facilities at the women toilets should be provisioned to avoid probable infections, and

9. State should run awareness programme on changing the mind set of people about women in duress.

C. LOCAL SELF GOVERNMENT LEVEL

No modern society can ever claim to be progressive, unless the inclusive role of women in all walks of life is ensured. The role played by women necessarily leads to desirable socio-economic changes and development. With the implementation of provisions of the 73rd & 74th amendments, women have walked in several professions which speeded up the social cohesiveness and economic growth. For the working women, the commensurate considerations are yet to be provided looking into the degree of constraints they face. Following actionable recommendations may be considered indispensable reducing the degree of constraints working women face:

1. Unskilled women workers should be enabled with skill oriented competencies through customized comprehensive capacity building programme to be run by local government and civil society organizations,
2. PRIs should come up with local level business models where its functional format is aligned with gender equality,
3. At the Panchayat/Municipality Level, the decision in developmental plans requires to be shared with women before implementation,
4. Mandatory routine health check-ups should be provided to women at the local level,
5. Local government should also come up with a sustainable model of transport facilities for working women,
6. The recommendations of studies should be disseminated from state to centre to the local level and vice-versa; in order to enlighten with any form of innovation aiming at improving the condition of working women,
7. Male family members and also leaders from the caste group/community should have a positive attitude towards working women,
8. A comprehensive policy and programme for women empowerment should properly be put in place by the local government,

9. A forum to exchange ideas of working women on women related problems should also be set up at the local level to identify and deal with the local problems,
10. Policies attracting women and young girls to stay in their own local places must be promoted since migration to cities for job repudiates their social life,
11. Information should immediately be reported to the NCW regarding any incident which violates women rights so as to assess the reasons thereof, and
12. The NCW should be empowered with more legal largesse to independently process prosecution.

The aforesaid recommendations can broadly be considered as follows:

1. The lower social class configuration has been casting spillover effect on the women facing constraints at the workplaces because most of them working to support the family driven necessities to fulfill the social gaps. The earnings of women should be protected from familial expectations so that they can exercise their acquired financial rights independently. We need to generate awareness at workplaces in this connection. Provisions may be provisioned to ensure and safeguard women's power to dispense from their savings. For this, an awareness generation programme needs to be devised to spread their rights with special reference to financial actions. It should be implemented at central, state and local self government levels,
2. Skill development programmes especially for women should be tailored to fit in with the work requirements and household constraints. The skill development for internal promotions should be made congruent so that they may feel reinvigoration in the career span. Mainstreaming them with promotion would help them to find a status where they themselves find, reborn.
3. Skill development programmes especially for women should be tailored to fit in with the work requirements and household constraints. The skill development for internal promotions should be made congruent so that they may feel reinvigoration in the career span. Mainstreaming them with promotion would help them find a status where themselves find, reborn.

4. At every workplace, a gender sensitization committee against sexual harassment (GSCASH) should be formed by taking up appropriate numbers of men and women to put in more live form, male counterparts working with women should undergo a tailored gender sensitization programmes so that molestations may be avoided.
5. It is important to identify co-workers with sex perversion in the establishments, schools and banks so that they can be referred to psychiatrics to give treatment against abnormal behavior for proper treatment and counseling.
6. We need to have a women friendly atmosphere both at workplaces and households. In order to ensure it, awareness programme/women related issues should be promulgated through different Social Medias. This strategy should also be inscribed in all development programmes of the government in both the rural and urban areas.
7. Proper sanitation facilities for the women specific toilets at workplaces should be arranged. During the study, toilets were found in unhygienic and non-functional mode in most of the workplaces particularly in private schools and government schools.
8. Transport services for working women have been found one of the constraints during their commutation. The safety mechanism was rarely found operational during their commutation from household to workplaces. In rush hours they were also subjected to implicit molestations. The safety mechanism during commutation should be raised satisfactorily.
9. An emphasis should be laid on routine health checkups of working women. The tight time schedule is so powerful that makes them unable to go for regular health checkups. The common required specific medicines and sanitary napkins for women should be made available at the workplaces. In every department, at least a psychological counselor should be appointed to provide services related to psychological disorders to working women.
10. Very importantly, the promotion of research on regular basis in the area of women facing constraints at workplaces should be declared an important research agenda by the National Commission for Women.



Chapter I

INTRODUCTION

Working women facing constraint at workplaces in service sector is one of the critical issues where the intensive attentions of researchers, executives and policy makers are needed. It is not that we do not have legislations or the handling measures. The fact is that problems are so intense and fast changing that a track on redefined issues is to be kept. Effective strategies of good governance by employing gender sensitive practices can curb and control the level of constraint working women face at workplaces. This may be done by putting up best practices in work culture. The best practices employed by organizations in work culture would not only enhance and tap their productivity but also contribute to image building.

All the security and safety mechanisms need to be executed well in time so that working women do not feel unsafe. Indeed, work related constraints are the responses women face when demand for the role delivery and their existing knowledge base do not match. Constraints in a wide range of work circumstances at workplaces is often made worse when employees feel they have little support from supervisors and colleagues and they can cope with its demands and pressures. Constraints that employees face are also the result of outdated management practices. From employees point of view factors, such as job insecurity, long working hours, continuous change and unrealistic deadlines can be serious reasons behind constraints. Value based conflict, substandard living conditions, malnutrition and lack of physical exercise attribute to overweight, body ache, and psychosomatic effects etc.

Due to impact of modernization and increase in education to overall outlook of women has undergone a positive change. Majority of women after completing their education have a tendency towards seeking a job in one or other institutions. Despite the fact that they are fully aware that they are living in a male dominated society, they still feel that marriage is a barrier towards seeking economic independence and do not consider it as a bar in their future career. By and large, the working women are now treated with respect and credibility. In regard to the choice of job most women prefer less time consuming jobs like teaching so that they are in position to establish a compromise between their family obligations, upkeep of their children and assist husbands, monetarily to a certain extent. This is the reason why

ever after duress exerted from the different quarters, working women have been found happy despite all odds in their official and homely obligations.

It is worthwhile to mention that parents have now started consulting their daughter in choosing their life partner though they have the final say in the matter. In spite of education, urbanization and modernization, the traditional value system is still predominant in certain matters. It is believed that the status of women in society has improved with the economic independence. Women desire for employment because of economic compulsions motivated with an aspiration to have better future living. It is equally true that isolation of modern housewife is powerful motive for women to seek employment outside their homes.

When women step out from hegemonic social structure to work at public places, an iota of constraint has far reaching consequences on their social and psychological well-being. It is a general belief in many cultures that the role of women is to build and maintain the homely affairs like task of fetching water, cooking and rearing children. Since the turn of century, the status of women in Indian has been changing due to growing industrialization, urbanization, spatial mobility and social legislations. It has commonly been accepted that with the spread of education and awareness, women have shifted from kitchen to higher level of professional activities. The crucial reason behind the women facing constraints is the expected role to be carried out at the household and workplaces satisfactorily. Workplace constraints occur when there are an imbalance demands and perceived pressures of the work environment and an individual inability to cope. An individual's experience of constraints at work is to a large extent affected by the level of control they have over their working conditions, the degree of support they receive from others in the workplace and the strategies they use to respond to work pressures.

The importance of effective participation of women has been acknowledged from time immemorial. The social scientists and policy makers have recognized the inferior status of women through their writings and documentations. Across the history, alluring narratives are about promulgation of their improved conditions. In the history of mankind, irrespective of time and space, the contempt for women has been noticed. The alarming rate of crime against women and neglecting them are the manifestation of contempt. Working women in the matrix of roles often face role inconsistency in consonance of uninformed lower social status. Their income is considered supplementary and existence undesirable in the structurally approved common social setting of India.

A number of schemes have been launched by Govt. of India to promote women empowerment, such as *Beti Bachao Beti Padhao*, One Stop Centre Scheme, Women Helpline Scheme, Ujjawala: A Comprehensive Scheme for Prevention of Trafficking and Rescue, Rehabilitation and Re-integration of victims of Trafficking and Commercial Sexual Exploitation, Working Women Hostel, Rajiv Gandhi National Crèche Scheme for the Children of Working Mothers, *SWADHAR Greh* (A Scheme for Women in Difficult Circumstances), Revision under IGMSY in accordance with National Food Security Act, 2013 in XIIth Plan, Support to Training and employment Programme for Women (STEP), NARI SHAKTI PURASKAR and so on.

State Governments have also taken up steps to address the problems of women, such as LADLI Scheme, *Mukhmantri Balika Cycle Yojana* and so on. Legal provisions have also been laid down to ensure gender equality. The principle of gender equality is enshrined in the Indian constitution in its preamble, fundamental rights, fundamental duties and directive principles. The constitution not only grants equality to women, but also empowers the state to adopt measures of positive discrimination in favour of women. Within the framework of democratic polity, our laws, development policies, plans and programmes have aimed at women's advancement in different spheres. Our country has also ratified various international conventions and human rights instruments committing to secure equal rights of women. Key among them is the ratification of the convention on elimination of all forms of discrimination against women (CEDAW) in 1993.

The constitution of India not only grants equality to women but also empowers the state to adopt measures of positive discrimination in favour of women for neutralizing the cumulative socio economic, education and political disadvantages faced by them. Fundamental rights, among others, ensure equality before the law and equal protection of law; prohibits discrimination against any citizen on grounds of religion, race, caste, sex or place of birth, and guarantee equality of opportunity to all citizens in matters relating to employment. Articles 14, 15, 15(3), 16, 39 (c) and 42 of the constitution are of specific importance in this regard.

Constitutional Privileges available to women are as under:

1. Equality before law for women (Article 14),

2. The state not to discriminate against any citizen on grounds only of religion, race, caste, sex, place of birth or any of them (Article 15 (i)),
3. Equality of opportunity for all citizens in matters relating to employment or appointment to any office under the state (Article 16),
4. The state to make any provision in favour of women and children (Article 15 (3)),
5. To promote justice, on a basis of equal opportunity and to provide free legal aid by suitable legislation or scheme or any in any other way to ensure that opportunities for securing justice are not denied to any citizen by reason of economic or other disabilities (Article 39A),
6. The state to direct its policy towards securing for men and women equally the right to an adequate means of livelihood (Article 39(a)); and equal pay for equal work for both men and women (Article 39(d)),
7. The state to make provision for securing just and humane conditions of work and for maternity relief (Article 42),
8. The state to promote with special care and educational and economic interests of weaker sections of the people and to protect them from social injustice and all forms of exploitation (Article 46),
9. The state to raise the level of nutrition and the standard of living of its people (article47),
10. To promote harmony and the spirit of common brotherhood amongst all the people of India and to renounce practices derogatory to the dignity of women (Article 51(A) (e))
11. Not less than one third (including the number of seats reserved for women belonging to the scheduled castes and scheduled tribes) of the total number of seats to be filled by direct election in every Panchayat to be reserved for women and such seats to be allotted by rotation to different constituencies in Panchayat (Articles243 D (3))
12. Not less than one third of the total number of office of chairpersons in the Panchayats at each level to be reserved for women (Article 243 D(4)),
13. Not less than one third (including the number of seats reserved for women belonging to the scheduled castes and scheduled tribes) of the total number of seats to be filled by direct election in every municipality to be reserved for women and such seats to be allotted by rotation to different constituencies in a municipality (Article 243 T (3)),
14. Reservation of offices of chairpersons in Municipalities for the Scheduled Castes, the Scheduled Tribes and women in such manner as the legislature of a state may by law provide (Article 243 T(4)),

Legal Provisions

In the light of constitutional mandate, the state has enacted various legislative measures intended to ensure equal rights, to handle matter relating to social discrimination and various forms of violence and atrocities by providing support services especially to working women. The following classifications are available in case of women being victim of any of the crimes such as murder; robbery, cheating etc. are as under:

1. The crime identified under the Indian penal code (IPC):
 - a) Rape (Sec. 376IPC),
 - b) Kidnapping and abduction for different purposes (Sec. 363-373),
 - c) Homicide for Dowry, Dowry Deaths or their attempts (Sec.302/304-BIPC),
 - d) Torture, both mental and Physical (Sec.498-A IPC),
 - e) Molestation (Sec.354 IPC),
 - f) Sexual Harassment (Sec.509 IPC), and
 - g) Importation of girls (up to 21 years of age).

2. The crimes identified under the special laws (SLL)

All though all laws are not gender specific, the provisions of law affecting women significantly have been reviewed periodically and amendments carried out to keep pace with the emerging requirements. Some acts which have special provisions to safeguard women and their interests are:

- i) The employees State Insurance Act, 1948,
- ii) The Plantation Labor Act, 1951,
- iii) The Family Courts Act 1954,
- iv) The Special Marriage Act, 1954,
- v) The Hindu Marriage Act, 1955,
- vi) The Hindu Succession Act, 1956 with amendment in 2005,
- vii) Immoral Traffic (prevention) Act, 1956,
- viii) The Maternity Benefit Act, 1961 (amended in 1995),
- ix) Dowry Prohibition Act, 1961,
- x) The Medical Termination of Pregnancy Act, 1971
- xi) The Contract Labor (Regulation and Abolition) Act 1976,
- xii) Equal Remuneration Act 1976,
- xiii) The Prohibition of child Marriage Act, 2006,

- xiv) The Criminal Law (Amendment Act) , 1983,
- xv) The Factories (Amendment) Act, 1986,
- xvi) Indecent Representation of women (prohibition) Act, 1986
- xvii) Commission of Sati (prevention) Act, 1987, and
- xviii) The Protection of Women from Domestic Violence Act, 2005.

Special Steps to Boost Status of Women

1. **National Commission for Women:** in January 1992, the Government set-up this statutory body with a specific mandate to study and monitor all matters relating to the constitutional and legal safeguards provided for women, review the existing legislation to suggest amendments wherever necessary etc.
2. **Reservation for Women in Local Self-Government:** the 73rd constitutional Amendments act passed in 1992 by Parliament ensure one-third of the total seats for women in all elected offices in local bodies whether in rural areas or urban areas.
3. **The National Plan of Action for Girl Child (1991-2000):** The plan of action is to ensure survival, protection and development of the girl child with the ultimate objective of building up a better future for the girl child.
4. **National Policy for the Empowerment of Women:** Many policies have been framed to bring about advancement, development and empowerment of women.
5. **Multiple Provisions:** Different other provisions have been laid out to ensure the empowerment of women where global concerns with the help of Millennium Development Goals can also be noticed.

As a result women in India are finding gainful employment opportunities outside the home. This is also helping them to explore the possibility of opportunities for work; upwardly influencing their social position and status. Increasingly, they have joined workplaces and figured with more distribution than ever before.

Indeed, the actual indicators of women empowerment are: independence and economic equality. In order to realize the both, women's representation in agriculture, industry and service sectors have grown. Even if service sector ensures their social security and unbiased treatment at workplaces, the study reveals many issues which draw attentions of scholars. These issues have been explained in the larger domain of constraints.

In economic parlance, the Indian labor market displays several striking features: very low rate of female labor force participation, considerable variance in rates of female labor force participation across Indian states, and large share of both women and men

working in the informal sectors. The reason simply given is this that Indian economy transforms from an agricultural economy to an industrial economy. The industrial form of Indian economy is all set to enter into information-based economy. As a result, decline in participation of female labor force is witnessed. This is attributed to the shift from family based production to large-scale production in Industrial units.

Constraints Faced by Women

Women play a vital role in economic development of our society and their contribution is nothing short of their male counterparts. Even then there are several issues and problems that women face in the form of constraints. At some workplaces, women are treated equally and in some other, inferior to their male co-workers. In some cases, they do not get the same benefits as that of male employees, as their work output is underrated and underestimated. This orients them to a sense of inferiority. This syndrome exerts duress. It gets intensified when they are confronted with unequal payment structure, insecurity, sexual harassment, improper family support, deficient maternity leave and so on.

The business world of today differs a lot from the business world of sixty years ago. The deeper, cheaper and faster techniques of mass communication have speeded up the business world where every fraction of second is counted for economic growth and advancement. As overlapping world of real and virtual is intensifying desires, the financial demand of families is growing very rapidly. This all contributes to the sky rocketing cost of living, increases expenses on education of children. Increasing cost of housing properties in India forces every family to look for ways and means to boost household income. As a result, women in India who were mostly known as home makers are forced to go for jobs. Today women are also employed in male dominated fields such as law, professional sports, the military, law enforcement, firefighting, and top level corporate positions. Now working women have less time to spend on household than some 40 years ago.

In order to meet the increased need of the households, they work by lips and bounds. They take up full day jobs and handle all the matters related to households simultaneously. If they work in highly time bound manner to meet the deadline of work, they are forced to cut few hours of sleep to handle the workplace's matter to household. Its ripple effects are so stressful and intense that they work considerably to get the expected outcomes. They handle harassment's at their workplace; sometimes just overlook things to

ensure that their job is not jeopardized in anyway. Side by side, women living with their parents and in-laws face a natural compulsion to care for them. This adds on their perceived constraints. Any critical crisis at the household is intimated to women, even when they are carrying out essential responsibilities at workplaces. This trend retards their motivation for work.

Moreover, women seem to be taking males' help in their financial management. When their income is invested, it is uninformed and intended to long term household requirements. Their requirements are not taken into considerations. Even if invested income is theirs, the power to dispense does not belong to them. This is a serious challenge to their earned income. Thus the two way pressure to handle professional assignments and household liabilities flush them in duress. The constraints faced by women can be identified as under:

1. Constraint caused by role conflict or multiple roles. Women do multiple roles like managing work at their organization, manage family at home and fulfill other obligations towards society. Working women in service sector face a big dilemma in managing work-family conflict. Working women with rigid schedules report more domestic difficulties than working women with flexible timings. This problem springs due to the time-constraints that working women face while fulfilling obligations for their family and work.
2. Insufficient maternity & paternity leaves are another crucial constraints faced by working women in service sector. It not only affects their performance at workplaces but also influences their personal lives where family considerations are issue.
3. Ineffective family support is one of the reasons that working woman in service sector face. Women are necessarily scouted while leaving household and joining office hours. They also resist working late hours in office which affects their health and mental balance.
4. Due to ineffective security arrangements at workplaces and surroundings, women face tremendous pressures.

5. Unequal payment is another major impediment which women face during their professional attainment. Even if women handle a task most efficiently than men, they are underpaid. This creates depression and de-motivation leading to conflict in work-family, and deterioration of their work performances. It leads to gender imbalances which are prevalent at the workplaces.
6. The root of gender discrimination is inbuilt in the structure of Indian households. It is not the society alone which criticizes women for stepping out to get a job but individuals who are the members of same household. They are preached and taught to take care of households, take care of in-laws, child care etc. In certain community, women are forced to obey Purdah (veil).
7. In spite of technological advancements, women in the society have been discriminated on the grounds of its inaccessibility to them. The practice of disapproval to go for work outside the household is still considered demeaned social status. External engagements for women in conservative and even slightly modernized households are considered out of bounds.
8. India has not reached a stage where nodes and the matrix of communication and transport are advanced. Commuting from home to workplace is still a difficult exercise for women. Technological backwardness is a major issue that fails to create an informed balance.

Constraints emanate from the following subjects:

1. CAREER BASED PERCEIVED CONSTRAINTS

- a. Job intentions, and
- b. Self-efficacy.

2. WORKPLACE JUSTICE AND EQUALITY RELATED CONSTRAINTS

- a. Procedural Justice,
- b. Distributive justice, and
- c. Gender and Transfer/deployment.

3. ORGANIZATIONAL CONSTRAINTS

- a. Career Barriers,
- b. Stressors,

- c. Compromises and sacrifices, and
- d. Bullying.

4. WORKGROUP INTER-RELATIONS RELATED CONSTRAINTS

- a. Support groups and mentors,
- b. Co-worker support,
- c. Co-worker reaction to promotion.

Career barriers comprises of:

1. Lack of training,
2. Attitude of senior staff,
3. Lack of career guidance,
4. Family commitment,
5. Lack of adequate child care,
6. Lack of personal confidence,
7. Social pressures,
8. Sexual discrimination, and
9. Inflexible working patterns.

The bullying behavior has been considered as one of the major constraints women face at workplaces. It consists of:

1. Having undesirable rumours spread about women workers,
2. Being subjected to threatening or abusive language or treatment,
3. Being prevented from explaining or putting forward one's point of view,
4. Being given unreasonable or impossible tasks,
5. Being isolated or frozen out at work,
6. Being called derogatory names based on race or ethnic background, and
7. Being subjected to offensive or unpleasant jokes etc.

The unwelcome sexual advance, request for sexual favor and double standard expressions are the probable reasons of constraints women face in their everyday life. Supreme Court of India has already issued necessary instructions against sexual harassment as a separate category of legally prohibited behavior. At workplaces the employers need to make the working environment safe and secure. A prevention policy in every organization should be designed to ensure zero tolerance in matters of sexual harassment.

The family members of working women should also help minimizing obligatory expectations. They should share their burden and allow them to step in job market. The child care, domestic work, care to elderly people should be equally shared by men and women. A policy in connection with the restructuring of household jobs should be put in place where equal participation of men and women should be ensured.

The bullying behavior about working women should not be tolerated. Employer should also ensure that such incidence should not take place. Even on the occasions of host exchanges among women employees, bullying attitude should be complied with draconian measures.

Despite women's formal employment situations, women remain highly vulnerable to numerous risks including labor rights violations, violence and harassment both at workplaces and households, myriad general and reproductive health risks, and risks associated with being outside the formal financial sector. If women and their family become healthier, their participation in service sector would become ever more productive and income stability and earning potential for female employees. It is important to mention that most labor standards focus on occupational health and safety, but not on personal health issues largely because right to health has not yet been effectively integrated into business and human rights standards to the extent that "do no harm" rights protection approaches have. Women health issues are extremely common in almost all working sectors ranging from menstrual hygiene management to anemia to malnutrition to unplanned pregnancy to inadequate prenatal care and so on.

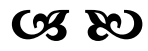
So it is obligatory on the part of organizations to:

1. Incorporate women's health and related management practices indicators into existing workplace assessment protocols, and
2. Workplace assessment should be done taking into the consideration adequate information about workforce well being and indicators about female workers' health.

Integrating women's health data into standard assessments can provide useful information about workforce well being, and the additional indicators can provide further insights of female worker's health challenges. The health of women should be a shared responsibility both by employers and household members.

Identification of constraints faced by women at workplaces in service sector may open a new vista of knowledge in connection with the kind of remedial measures be taken to address them all. The timely remedial measures in the form of policy

interventions may help working women thereby appreciating their contribution to greater productivity and inclusive development of our country, effectively.



Chapter II

REVIEW OF LITERATURE

Constraints are those possible responses, women may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope. Imbalances between work expectation and familial responsibilities lead to constraints. There have been many writings informing about constraints women face at workplaces. The writings on the subject inform about the significant reasons behind the duress women face at workplaces. But there is no uniformity in the expressed reasons. The writings on the subject differ in terms of their findings and recommendations. The obvious reason is this that the scholars have explained the issues by applying different perspectives. Some perspectives take worm's eye view whereas some take bird's eye view. The difference in perspectives is also because of the reasons stemming from various socio-cultural settings within which studies have been conducted. This expresses the grounds scholars have opted for using their own biases and prejudices. For instance, scholars from the different quarters estimate that the reasons for dropping rate of women's share in employment is connected with their growing preference of educational pursuits. Others argue that the corporatization of work culture is so stringent that it boils down excluding women to join workforce. Indeed, a report on 'Women in the Workplace 2016' informs that women fall behind early and keep losing ground with every step. It adds on that women are less likely to receive the first critical promotion to manager-so far fewer ends up on the path to leadership- and they are less likely to be hired into more senior positions. As a result, the higher we look in companies, the fewer women we see. Women remain underrepresented at every level in the formal workplaces. Women negotiate for promotions and raises as often as men but face more pushback when they do. Women also receive informal feedback less frequently than men despite asking for it as often and have less access to senior level sponsors. Not surprisingly, women are almost three times more likely than men to think their gender making it harder to get raise, promotion, or chance to get ahead. Undoubtedly, it is also matter connected with interpretations. The dichotomy inherent in interpretations does not provide sufficient focus on the issues, which are apt, pertaining and required more attentions. To address the issues, a kind of preferential list of problems ought to be prepared. It is required to evolve with a system of hierarchy where problems can be handled effectively to reduce the degree of constraint women face. It is

important because, unless the cliffs of the problems are brought down, improvement in the direction will not effectively be put in place. This issue deserves importance because mainstreaming women to workforce in service sector would generate effective momentum for inclusive development which is why the issue related to constraints women face at workplaces has attracted increasing attention in recent years. Not only does female workforce contribute to economic growth and employment generation, but also it also increasingly recognizes to enhance the diversity of workforce in any economic system by providing any economic avenues for female expression and potential fulfillment. These benefits are rarely leveraged in a systematic way, however, given that female workforce talent and potential remain largely untapped in many contexts.

There is indeed accumulating evidence suggesting that although the rates to which women are significantly contributing to the workforce, the rate of women participation in workforce rests lower than those of male counterparts. Literature review suggests major reasons for constraints as: financial stringencies, inflexible timings, familial pressures, vulnerability, social insecurity, male oriented grossly ingrained social structure, fear of dislocation, limited and ineffective support from government, lack of awareness about provisions available to safeguard their rights and so on.

The traditional division of labor in family informs that man is entrusted with the sole responsibility of earning the family income and the woman is made responsible to look after the household. The duties assigned to women traditionally are those of cooking, laundering, cleaning and the care of children both at bed time and with home care. Male members take a more active interest in the education and studies of children and the supervision of family purchases. Women are required to do female tasks not because they are considered to be physically weak but also because they are to bear the burden of pregnancy, child birth and breast feeding. These demand that they should not be placed far away from home and that they should readily be available at hand to take care of those responsibilities. Other members of the family also expect some services for themselves. To a large extent, women are responsible for many a household task. The exodus of women from home has posed a serious challenge to the traditional division of labor. The employment of women makes her stay away from home usually during the hours when a woman, who is not employed, does bulk of her housework. When male and female both share the responsibility of earning money and have same working hours, the housework is required to be shared by both

especially in view of the fact that both have almost equal time available. The modification in the division of labor in the direction of equality becomes essential because of the paucity of time at the disposal of the employed woman who is unable to complete her household work without any aid from other members of the family. The employed women are not in a position to bear the burden of double roles i.e. of family and employment, and so male members are expected to extend their helping hand to them in discharge of their home making duties. Thus it is maintained that the traditional division of labor based on specialization is gradually being abandoned and the emerging trend is likely to be that of sharing of household duties. It is worthwhile to mention that the knowledge concerning the manner in which household routine is managed by families in which the woman is or is not employed is practically out of the context.

The extent to which traditional roles are modified as a result of the woman's prolonged daily absence from home has not been studied sufficiently and hardly any study has made in Indian situation. This kind of study has seemingly been not conducted in Delhi. A few studies conducted in western countries indicate that the degree of duress always there in the household where the main victim is the woman. It has been found that that the employment of wife increases the husband's share in the division of labor. The common problems studies have identified are: difficulty in getting jobs, exercising choice for work, problems in desire to change work, job preferences, hours of work, inaccessibility to medical facility, social insecurity, desired leave facilities, feeling of fatigue, and insensitive attitude of employers towards working women. The satisfaction to their life is derived from work linked with their family income, relationship to children, relationship to husband, relationship to family and daily work.

While the literature on female workforce has traditionally focused on the micro-level including exploration of the distractive characteristics of female and male workforce in terms of motivation, personality traits, or experience, the significance and effective contribution of female labor force has not properly been interpreted.

Nevertheless, the following studies dwell with prescriptive thresholds. The studies have been selected on the basis of their relevance and effective focus on the subject.

Dube L. (2001) finds that 'India's patriarchal society thinks of women only as homemakers and sexual objects and is generally subjected to exploitation and torture. Such

a reductionist structural attitude would not let women explore their possibilities and discover potentials'¹.

Andal (2002) finds that 'women's economic well-being is usually enhanced and improved by women acquiring independent sources of income that begets increased self-esteem and improved conditions of their households and the overall level of development in their communities. The gender gap in the ownership and control of property is the most significant contributor to the gender gap in the economic wellbeing, social status and empowerment of women'².

Afrin, Islam and Ahmed (2010) 'identified implied constraining factors, such as issues related to financial management, skill, creative urge, self interest, use family fund and family involvement. New job, employment of family members, independence, knowledge of business and family experience, economic necessity, self confidence technical knowledge, money earning, want for suitable job and contribution to economic growth are some of the aspirations women feel. But only use and self interest family fund and experience and job and involvement of family member are not found in significant relation with rural women workers'³.

Kamladevi Chattopadhyay (1987) finds that 'after several years of planned development in India, the status of women, i.e. half the population of our country, still makes poor showing. This clearly indicates that the initial recognition of women's rights, which emerged during the freedom struggle and was expressed in the constitution, has run into the sands. The benefits of development have accrued in some measure only to a small section of Indian women and have largely by-passed the great majority. The condition of the vast unforgotten majority, who have no wide forum and no voice, has deteriorated. For them, economic, social and political rights have remained more on paper. This situation has

¹ Dube, L (2001). *Anthropological Explorations in Gender: Intersecting Fields*, Sage Publications Pvt. Limited, New Delhi.

² Andal, N. (2002). *Women and Indian Society: Options and Constraints*, Rawat Publications, New Delhi.

³ Afrina, Sharmina, Nazrul Islam and Shaid Ahmed (2011). *Micro Credit and Rural Women Entrepreneurship Development in Bangladesh: A multivariate Model*, *Journal of Business & Management*, Vol. 16, No. 1

a direct and significant bearing on overall national development, which makes it imperative to initiate action by women and on behalf of women'⁴.

Legal Indian Admin (2010) informs that 'Indian women still face blatant discrimination at workplaces. A major problem faced by the working women is sexual harassment at workplaces. Women employees working in night shifts are more vulnerable to such incidents. Nurses, for example, face this problem nearly every day. There is nothing that is done in hospitals to tackle and address the danger they face. Such blatant disregard of current Indian laws is one reason why sexual harassment at the workplace continues to increase. Also, Indian women are often deprived of promotions and growth opportunities at workplaces but this doesn't apply to all working women. A majority of working women continue to be denied their right to equal pay, under the Equal Remuneration Act, 1976 and are underpaid in comparison to their male colleagues. This is usually the case in factories and labor-oriented industries'⁵.

Barati, A, Rooh Ollah and others (2014) explain that 'India is a traditional country and there is diversity in religions, culture and customs. Role of the women in India mostly is household and limited to domestic issues. In some cases women can find employment as nurses, doctors, teachers the caring and nurturing sectors. But even if well qualified women engineers or managers or geologists are available, preference will be given to a male of equal qualification. Cost of living, expenses on education of children, and cost of housing properties in India raised and the reason force every family in India to look for ways and means of increasing the household income. As a result, women in India who were mostly unknown as home makers are forced to go for jobs and take up even careers that were considered only suitable for men such as working in night shifts. Working women those who are in paid employment, face problems just by virtue of being their women. Social attitude to the role of women lags much behind the law. The attitude which considers women fit for certain jobs and not others, causes prejudice in those who recruit employees. Thus women find employment easily as nurses, doctors, teachers, secretaries, or on the assembly line. Gender bias create an obstacle at the recruitment stage itself. When it comes to remuneration, though the law proclaims equality, it is not always practiced. The inbuilt

⁴ Chattopadhyay, Kamladevi (1987). Some Real Issues facing Women, EPW, Vol. 22, Issue No. 12, March 21, 1987.

⁵ Legal Indian Admin (2010). Problems faced by Working Women in India, Posted on July 17, 2010. accessed on January 24, 2017, for detail please visit: <http://www.legalindia.com/problems-faced-by-working-women-in-india/>

conviction that women are incapable of handling arduous jobs and are less efficient than men influences the payment of unequal salaries and wages for the same job. But in most families her salary is handed over to the father, husband or in-laws. So the basic motive for seeking employment in order to gain economic independence is nullified in many women's case. Problems of gender bias beset women in the industrial sector when technological advancement results in retrenchment of employees. The major problems women face at workplaces are: mental harassment, sexual harassment, discrimination at workplaces, no safety of working women while traveling, lack of family support, insufficient maternity leaves, job insecurity, workplace adjustment and multiple other reasons'⁶.

Somjee, G (1989) has some very strong critical comments. She has explained that "in the history of women studies, which is not very long, a variety of approaches have been adopted in order to understand women's problems and find solutions to them. These approaches range from how women are perceived in various cultures and historical settings, given their biological functions and what nature intended them to do, to their decline in power and status vis-à-vis men in the complex social evolution, to a widely shared emphasis on the need to make women equal through the economic on the need to make women equal through the economic and legal route which treats them as individuals rather than those having the sole responsibility for looking after the family"⁷.

Mitra, Jyothi (1997) describes the causes and outcomes related with women empowerment. She finds that "relationship between women and professions could be perceived as one of women in full-fledged professions, medicine, law, academics etc. and another in semi professions like nursing, teaching, clerks etc"⁸.

Okolo (1989) interpreted that 'another obstacle is the lack of role models of executive women due to their scarce presence in top managerial positions. The lack of impact in women can occur because executive and managerial women have developed survival features becoming immune to the effects of men's hierarchies. A hierarchy

⁶ Barati, A, Rooh Ollah and others (2014).Challenges and Problems Faced By Women Workers in India, Human Resource Management, Chronicle of the Neville Wadia Institute of Management Studies & Research, Pune Maharashtra.

⁷ Somjee, G (1989). Narrowing the Gender Gap, The Journal of Asian Studies, Cambridge University Press, 49 (3).

⁸ Mitra, Jyothi (1997). Women and Society-Equality and Empowerment, Kanishka Publishers, New Delhi.

composed by men solely may have an effect upon the election of managerial board, and then its further influence is not very strong'⁹.

Ali, Sophiya (2011) identified the challenges facing women in career development. 'Most of the women employees are dissatisfied with career development programmes and women are discriminated against in career development opportunities. Organizations should strive to ensure that career development programmers were set to enhance career development amongst women employees. Top management should also be committed to the career development of women, and organizations should also introduce affirmative action to urgently address career development of women. It has been emphasized that advisory board actually discovered that many women were willing to undergo whatever training was necessary to move into management. The board identified three crucial problem areas which had to be resolved before these women could realize their aspirations. They include: i. misconceptions about outdated attitudes towards women, ii. lack of learning experiences among women, and iii. lack of management skills among women'¹⁰.

Ahmad, Aminah (2007) emphasized the 'work-family conflict perceived by 239 married female production operators in dual-career families, the social support they received and the coping strategies applied to mitigate the conflict. The women experienced more work interference with family than family interference with work. The intensity of work interference with family was significantly higher in the earlier life-cycle stage than in the later stage. About two thirds of the women indicated that they intended to leave their job upon having another child, mainly due to the rising cost of childcare services. They received the least social support from their supervisors compared to other sources, and tended to cope with conflict using reactive role behavior and personal role redefinition strategies'¹¹.

Sharma, Anita (1990) expresses that 'the women are supposed to keep their activities confined to the boundaries of the house. Though change is taking place in the traditional view, yet the "prison wall" have not so far been demolished. To find women working outside their homes is, not a new phenomenon. Women have been participating in

⁹ Okolo, I (1989). Women in the Legal Profession in Nigeria: Problems and Prospects, Daily Times, July 9, 1989.

¹⁰ Ali, Sophiya (2011). Challenges Facing Women Employees in Career Development: A Focus on Kapsabet Municipality, Kenya, International Journal of Current Research, Vol. 3-Issue 8, August 2011.

¹¹ Ahmad, Aminah (2007). Work-Family Conflict, Life-Cycle Stage, Social Support, and Coping Strategies among Women Employees, The Journal of Human Resource and Adult Learning, 3.1.

economic activities since times immemorial. It is believed that from post-vedic period, however, women only of lower strata of society worked outside home. Seeking employment by women in plantations, mines started from the early years of the present century. The socio-economic emancipation of women have been greatest recognized source of change in independent India. But employment of women has brought mixed reaction both from professional and lay persons. It is common knowledge that social changes evoke sometimes more negative than positive emotions. In regard to employment of women, even social scientists for the most part, took a negative view. Recent history of women work, structure of Indian society, cultural milieu is the important considerations which explain women issues¹².

In a large number of studies, social characteristics, such as age, marital status, occupation, income, employer-employee relation, motivation and social background have been found to have important influence on the employment structure. Many scholars, in their studies have attempted to assess the significance of these variables. In India, the study of working women has been conducted mainly by economists with emphasis on occupation, wage structure, economic status, unemployment, underemployment, standard of living and indebtedness. Some casual explanations have been made to household features also. A proper understanding of the working women is however, not possible without a consideration of all related factors. Thus in this study we have emphasized on the relatedness of these factors.

Talwar, Usha (1984) presents a comprehensive account of the working women and substitutes actual research findings for speculative evaluation. She finds that the 'women engaged in prestigious jobs earned more than those who engaged in non-prestigious jobs. It was also received that there was no doubt that they worked mainly for financial reasons, more particularly, because of economic pressure. They were often supporting dependents and, in fact were frequently the main supporter of their family and a few of them also supported their relatives. The role of women as "women, wife and mother" has been recognized. A fear has been expressed about the alleged abandonment of the traditional division of labor in the family wherein women are employed. It seems unlikely on the basis of information provided by the study. Cooking continued to be the prerogative of women where they had a sort of monopoly. But domestic tasks which working women had to do

¹² Sharma, Anita (1990). *Modernization and Status of Working Women in India*, Mittal Publications, New Delhi.

were quite different type from the domestic tasks performed by non-working women. The women were found performing almost all tasks with little help from male¹³.

‘Occupational stress is a growing problem in workplaces and may be a problem of particular magnitude for working women, in part because of sex-specific job stressors (sex discrimination and difficulties combining work and family). Although such stressors have received little research attention until recent years, new research indicates that these stressors may have a negative impact on health and well-being above and beyond the effects of general job stressors (work overload, skill underutilization, etc). A number of stress-reduction strategies have been shown to be useful for working women, ranging from the more common individual stress management techniques to higher-level interventions focused on removing the sources of occupational stress. Occupational stress affects working women. There is need to establish mechanism through which negative effects of job stress can be reduced’¹⁴.

As per the census 2011, the ratio of females is 943 against 1000 males. The unsatisfactory gender ratio speaks about social discrimination and economic deprivation on the basis of gender irrespective of religion, caste, community and state. Empowerment of women, gender discrimination and violence against women has become serious subjects of social research in contemporary times which was earlier a neglected subject. While contemporary social changes have exposed women to unprotected socio-economic, cultural and political environment, there is no corresponding protective social system and institutions of social justice to safeguard their interests. There are many who are skeptical and susceptible about women’s ability to exercise equal rights with men and about their capacity to play equal role with men, but such apprehension and anxieties are ill-founded in the context of the boarder opportunities available for women. When they follow mechanization of industry and agriculture, it enables them to work at par with men.

Thanks to science and technology which have removed disparity and distinction between men and women. Women are stepping in all kinds of work profile ranging from scientists to pilot and so on. The trajectory of modernity has resulted in a growing flexibility and changes in the gender roles of men and women. The conventional notion that men was

¹³ Talwar, Usha (1984) Social Profile of Working Woman, Jain Brothers, Jaipur.

¹⁴ N G, Swanson (2000). Working Women and Stress, National Institute for Occupational Safety and Health, Cincinnati, Ohio, USA.

the provider of basic necessities of the households and women as the child bearer and doer at home is no longer legitimate in the current time especially in the changing social structure and economic compulsions. Thus any effort to evaluate the perceived satisfaction from their jobs and constraints they face at workplaces necessarily start from a social framework within which value system, social structure, cultural norms and economic compulsions are the possible determinants of women's role and their position in society. Indeed, there is fathomless gap between theoretical orientations and practical applications where confusion is created between prescription and proscription.



Chapter III

METHODOLOGY

The status of women is a true indicator of cultural modernization and civilization growth. Women constitute almost half of the Indian population. They are increasingly finding space in both organized and unorganized sectors for the employment purposes. In organized sector, service sector is considered as one of the most promising sector, as it has contributed about 52% to India's GDP in Financial year 2014-15. It is one of the fastest growing sectors in India.

The number of women working in the services sector in the country has seen a consistent rise over a span of eight years from 2004 to 2012, a trend not as discernible in the preceding years. This comes when there is an overall decrease in the same period in India's female labor workforce of about 7 per cent. The economy, meanwhile, has grown at an average rate of 8.3 per cent. While the participation in rural areas in the services sector increased by 20.5 per cent, from 66 women per 1,000 to 83 over the eight year period, the participation in the urban areas rose about 10.2 per cent from 495 women per 1,000 in 2004 to 551 in 2012, according to National Sample Survey Organization (NSSO). It shows that women are becoming a major concern in the productivity of service sector.

Women in India face enormous challenges to their participation in the economy in a way that mirrors the many injustices they suffer in the society, at large. The labor participation rate of women i.e. the numbers of women in the labour force as a proportion of the total female population provides an indicator of some of these challenges. In 2008, the labor participation rate in India was only 33 per cent for females as compared to 81 per cent for males. In contrast, it was 68 per cent for females in China. Among Indian States, the female labor participation rate is one of the lowest in Delhi.

The labor force includes not only the employed but also unemployed persons who are actively seeking jobs. In India, substantial numbers of women who are not counted in the labor force are, as described in the official statistics, 'attending to domestic duties' in their own households. National Sample Survey reports that, in 2009-10, out of every 1,000 females (all ages) in India's rural areas, 347 were attending to domestic duties. In the case of urban females, this number was even bigger: 465 per 1000. Compare this to the number

of rural and urban men who were attending to domestic duties: only 5 per 1,000 and 4 per 1,000 respectively. A woman's work in her own household is not counted as an economic activity, and does not get reported in the national income statistics. This is unlike the case of services by a paid domestic help, which is considered an economic activity and is counted in the national income. As is well known, women's domestic duties include childbirth, caring for the young and old, cooking, and a range of other activities that are crucial for the upkeep of the household. But the speed of growth has not only blessed with heavenly taste but bitter follow ups, as well. This bitterness can be explained in terms of constraints that women face. Even if the service sector has shown a fast rate of economic growth but the due share of women go scot-free.

OBJECTIVE OF THE STUDY

More specifically the broad objectives of study are:

1. to identify the socio-economic profile of women in the study area,
2. to assess the degree of constraints influencing their status at workplaces,
3. to assess the degree of perceived constraints at workplaces, and
4. to assess the degree of their job satisfaction.

The above objectives have been explained in the light of the following attributes which are under:

- a) household obligations and work-place responsibility,
- b) income earned and actual power inherent in expenditure,
- c) the issue of freedom to participate in recreational activities, and
- d) morale of organizations.

The study has utilized primary and secondary, qualitative and quantitative data from different sources. The primary data were collected using interview schedule, case study, focused group discussions and observations. Both quantitative and qualitative methods of data collection were employed in order to come to effective findings. The quantitative method, however, has been the main focus in the presentation and analysis process of the status and concerning constraint index of working women. The language of interview, case study and focused group discussions were held Hindi language to avoid misinterpretations and to create credibility and confidence of actual position. Secondary sources of data was sought from documents of NSSO, Census, Report of Ministry of Labor and Employment,

Govt. of India, Ministry of Women and Child Development, Govt. of India and relevant texts on the subject. The literature review helped in both theoretical and empirical analysis of the collected data.

Moreover, for primary data a semi-structured questionnaire was prepared after pilot survey of 52 respondents. It suggested modifications to the questions. It helped deleting irrelevant questions. It led to the improvement in the validity of schedule questions. Thus the questions were modified to get appropriate result. The pilot survey aimed to prepare a final schedule to analyze socio-economic conditions and constraints of service sector faced by women employees affecting their status. As per the requirements, the appropriate content specific questions were expanded. The final schedule consisted of 38 close ended and 3 open ended questions to meet the objectives of the study.

The schedule prepared for study focused on socio-economic status of women in which age, qualification, marital status, religion, time spent for household work, household income, salary, years in organization, reason for job taking, workplace based discriminations, sexual and mental harassment, satisfaction from sanitation facilities and morale of organization and a list of perceived constraints were asked. Primary information through data collection were fed into an excel software and imported to SPSS software and CS pro software for further analysis. Then the suitable statistical tools have been employed. Open ended questions consisted of listing out problems at workplaces and level of awareness about legal provisions to safeguard women's rights. For the response connected with multiple issues, an open ended question was put in place.

SAMPLE DESIGN

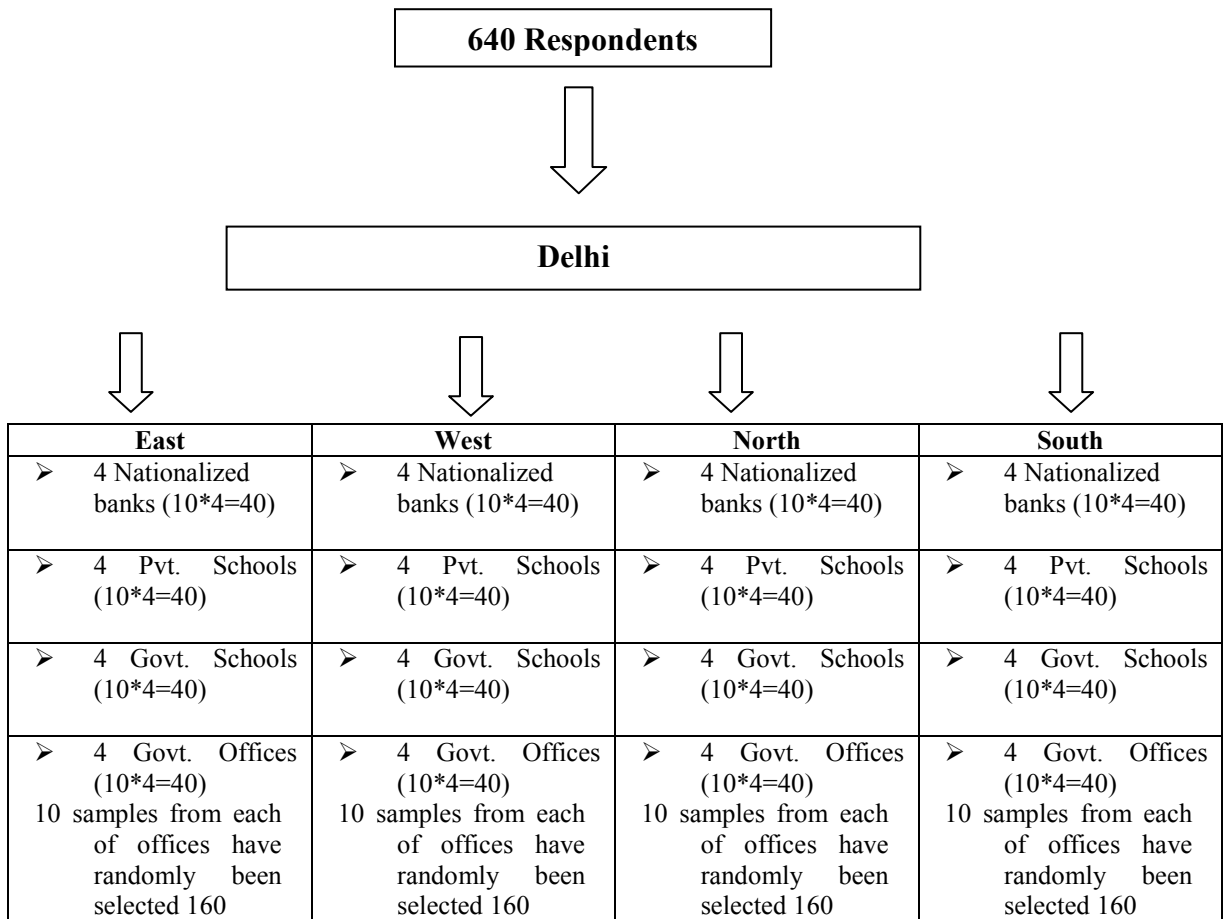
The universe for the study constituted working women employed in service sector in regular, contract or adhoc basis in nationalized banks, private schools, govt. schools and other govt. offices in Delhi. The study sample of 640 working women was drawn by purposive random sampling keeping in view the respondents' marginalization and exclusion from four districts of Delhi, namely East, West, North and South.

For the study, purposive random sampling was adopted with special focus on marginality and vulnerability of working women from four districts of Delhi, namely North, South, East and West. From each of the districts, 4 Government schools, 4 Private schools, 4 Banks and 4 Government offices were purposively selected. From each of the offices, 10

women respondents were selected. A total of 640 samples were selected by using purposive random sampling. The empirical part of the study has been conducted during August-November 2015 through interview, case study, focused group discussion and observation. The study provided an overview of problems, constraints and barriers across the target districts of Delhi as well as an in depth exploration of women’s particular experience in service sectors.

In the course of completion of field based exercise, all quantitative collected information were coded, organized, analyzed and converted into percentages, tables and figures by using CS pro software.

Diagram 1



PROFILE OF UNIVERSE

As per details from Census 2011, Delhi has population of 1.68 crore, an increase from figure of 1.39 crore in 2001 census. Total population of Delhi as per 2011 census is 16,787,941 of which male and female are 8,987,326 and 7,800,615, respectively. In 2001, total population was 13,850,507 in which males were 7,607,234 while females were 6,243,273. The total population growth in this decade was 21.21 percent while in previous decade it was 46.31 percent. The population of Delhi forms 1.39 percent of India in 2011. In 2001, the figure was 1.35 percent. In 2011 the reported sex ratio and child sex ratio are 868 and 871, respectively. Female population (0-6) is 937014, literacy rate 86.21% where male and female literacy are 90.94% and 80.76%, respectively. Hinduism is major religion in state of Delhi with 81.68% followers. Islam is second most popular religion in state of Delhi with approximately 12.86% following it. In Delhi state, Christianity is followed by 0.87%, Jainism by 0.99%, Sikhism by 3.40% and Buddhism by 3.40%. Around 0.01% practice other religion and approximately 0.08% follow no particular religion. Out of total population of Delhi, 97.50% people live in urban regions. The total figure of population living in urban areas is 16368899 of which 8761005 are males and while remaining 7,607894 are females. The urban population in the last 10 years has increased by 97.50%. Sex ratio in urban region of Delhi was 868 females per 1000 males. For child (0-6) sex ratio the figure for urban region stood at 873 girls per 1000 boys. Total children (0-6 Age) living in urban areas of Delhi were 1,955738. Of total population in urban region, 11.95% were children (0-6). In Delhi, out of a total number of 5587049 work forces, 5307329 are main workers and 279720 marginal workers. In Delhi a total of 5798 educational Institutes are running out of which the units for Sr. secondary school, secondary school, middle school, primary school and pre-primary schools are 1674, 385, 933, 2766 and 40, respectively.

According to NSS 63 rd round survey it has been estimated that the total employment provided by the service sector enterprises was about 6.44 lakh. Out of total employment 69890 persons (10.86%) were employed in rural enterprises while 573616 persons (89.14%) in the enterprises operating in urban Delhi. Sex wise distribution of employment in service sector revealed that out of the total 15.58% were females. The incidence of part-time employment among males was about 2.21% where as it was about

10.30% in case of females. The participation of females in the establishment (16.84%) was found to be more, when compared to that of household enterprises (12.04%).

Table 2.1: District-wise population of Delhi in 2011

<i>District</i>	<i>Population</i>	<i>Total Population of State (%age)</i>
North-West	3656539	21.80
South	2731929	16.30
West	2543243	15.10
North-East	2241624	13.40
South-West	2292958	13.70
East	1709346	10.20
North	887978	5.30
Central	582320	3.50
New Delhi	142004	0.80
Total	16787941	100.00

(Source: Directorate of Census Operations, Delhi, Page No. 27)

Table 2.2: Universe of the Study

<i>Districts</i>	<i>Places</i>	<i>Banks</i>	<i>Pvt. Schools</i>	<i>Govt. Schools</i>	<i>Govt. Offices</i>
East	Preet Vihar	2	1	1	1
	Gandhi Nagar	1	1	2	1
	Vivek Vihar	1	2	1	2
West	Patel Nagar	1	2	1	1
	Punjabi Bagh	1	1	2	1
	Rajouri Garden	2	1	1	2
North	Civil Lines	1	2	1	2
	Sadar Bazar	2	1	2	1
	Kotwali	1	1	1	1
South	Hauzkhas	2	1	2	1
	Kalkaji	1	1	1	1
	Defence Colony	1	2	1	2

The universe of study has been four districts of Delhi. These districts reflect most of the features of Delhi. Apart from other service providing agencies, these places have banks, govt. schools, private schools and govt. offices. The district of East Delhi is near central Delhi. Gandhi Nagar, Preet Vihar and Vivek Vihar are the important sub divisions of the district. It has more than 45 locations where the institutions for the study have been found. In the district, we have selected two banks from Preet Vihar, one bank each from Gandhi Nagar and Vivek Vihar. One private school each from Preet Vihar and Gandhi Nagar and two from Vivek Vihar have been selected. Two govt. schools from Gandhi Nagar and one

each from Preet Vihar and Vivek Vihar have been selected. One govt. offices each from Preet Vihar and Gandhi Nagar, and two from Vivek Vihar have purposively been selected.

In West Delhi, there are more than 24 locations where the organizations for the study have been found. In the district of West Delhi, we have selected one bank each from Patel Nagar and Punjabi Bagh and two from Rajouri Garden. Two private schools from Patel Nagar and one each from Punjabi Bagh and Rajouri Garden have been selected. Two govt. schools from Punjabi Bagh, and one each from Patel Nagar and Rajouri Garden have been selected. Two govt. offices from Rajouri Garden and one each from Patel Nagar and Punjabi Bagh have been selected.

There are more than ten locations in the district of North Delhi where study sites have been found. In the district of North Delhi, two banks from Sadar Bazar, and one each from Civil Lines and Kotwali have been selected. Two private schools from Civil Lines and one each from Sadar Bazar and Kotwali have been selected. Two government schools from Sadar Bazar and one each from Civil lines and Kotwali have been selected. Two govt. offices from Civil Lines and one each from Sadar Bazar and Kotwali have been selected.

There are more than eight locations in the district of South Delhi where all the four workplaces are positioned. In the district of South Delhi, two banks from Houzkhas and one each from Kalkaji and Defence Colony have been selected. Two private schools from Defence Colony and one each from Hauzkhas and Kalakaji have been selected. Two govt. schools from Hauzkhas and one each from Kalakaji and Defence Colony have been taken. Two govt. offices from Defence Colony and one each from Hauzkhas and Kalkaji have been selected.

In the selection of workplaces, every care has been taken to focus on the urban and semi-urban features within which working women carry out their jobs. While selecting respondents, we have attempted to ensure their marginality and vulnerability to constraints.

Tools and Methods of Data Collection

The study has been conducted in analytical framework of explanatory methodology. The structured questionnaire was the principal instrument used for collection of primary data. It was designed as a semi-structured tool with combination of closed and open-ended questions. The following tools and techniques were used:

1. Structured Questionnaire,
2. Interview,
3. Case study,
4. Focused group discussion, and
5. Observations.

Based on the major variables and parameters, the questionnaire was drafted and extensively discussed at different levels. There was also pre-testing of about 5% of the respondents from all the four workplaces of service sector before they were actually used in field with required modifications.

Data Processing

For collection of primary data investigators were briefed and debriefed about the objectives of study and involved ethical issues. The work of data collection was carried out under the supervision of Project Director and Project Coordinator. The work of data collection was completed by end of November 2015. The work of data processing was then taken up. On the basis of filled-in questionnaires the master chart was designed and analysis, carried out. The data analysis plan was designed in such a way that all possible errors during data processing would be sorted out. The entire 640 questionnaires was edited and checked for ambiguities and inconsistencies. Numerical symbols were given to the responses in the questionnaires. The codes were verified and rechecked for each and every case during processing.

Laptop and computers were used for data processing and statistical analysis of data. Sorting was done to generate frequency table for each independent variable. The significance of the frequency of variable was checked by assuming 5% error.

The study report carries not only the trends from data analysis but also similar studies conducted in the area. The study provides silent findings, which may be used for a robust policy formulation to effectively address the problems that working women face at workplaces in service sector.



Chapter IV

SOCIO-ECONOMIC PROFILE OF RESPONDENTS

The present chapter deals with the socio-economic profile of women respondents at workplaces in service sector of Delhi. The important variables about which the information have been collected in connection with socio-economic profile of respondents are: age of the respondents, marital status, education, religion, types of family, living status, nature of job, job entry age, years of service, salary profile, monthly expenditure, item wise expenditure, monthly savings, monetary support to parental household, women friendliness with workplaces, health status, working hours, reasons for job taking, safety at workplaces and perception about male counterparts. This information was found important to find out nexus between these variables and women specific constraints at workplace in service sector.

Age of Respondents

Age is an important indicator to receive and reflect on the different categories of constraints which respondents face. The general perception is that women of younger age feel banking sector as their preferential choices, as they have more opportunity to interact with the public. Side by side, teaching job is also considered conducive for women; as it enables them have spare time to spend on the households. The collected data gives the following impression in tabular form:

Table 3.1: Distribution of Respondents by Age

Age	Types of Organization				
	Govt. School	Govt. Office	Bank	Pvt. School	Total
15-25	82 (51.2)	81 (50.6)	72 (45.0)	62 (38.8)	297 (46.4)
26-36	34 (21.2)	65 (40.6)	45 (28.1)	75 (46.9)	219 (34.2)
37-47	24 (15.0)	11 (6.9)	14 (8.8)	10 (6.2)	59 (9.2)
Above 48	20 (12.5)	3 (1.9)	29 (18.1)	13 (8.1)	65 (10.2)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

The tabulated data reveals that out study sample of 640, majority of them (46.4%) are from the age group of 15-25 years, followed by 34.2% from 26-36 years, 10.2% from above 48 years and 9.8% from 37-47 years.

Service wise analysis reveals that in govt. schools majority of the respondents (about 51.2%) were found in the age group of 15-25 years. In Govt. offices, majority of the respondents (about 50.6%) were found in the age group of 15-25 years. In banks, majority of the respondents (about 45.0%) were found in the age group of 15-25 years. In private schools majority of the respondents (about 46.9%) were found in the age group of 26-36 years.

This may be concluded that a large number of respondents were found with service sector in the age range of 15-36 years. The general trend in households are when women cross 18 years of age, family members start looking for a suitable groom. But when they are employed, some say of women is also incorporated in marriage negotiations. This constrains women to get a job in their early age.

Marital Status

Marital status is an important indicator to receive and reflect upon constraints at workplaces. Marriage as an institution helps women sharing their boredom with spouse. Married women relatively face lesser constraints from their respective workplaces as compared to divorced, widowed and single women. The data relating to marital status may be used in assessing the level and intensity of constraints that women face. The table 3.2 shows the marital status of respondents by organizations.

Table 3.2: Distribution of Respondents by Marital Status

<i>Marital Status</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Single	81 (50.6)	98 (61.2)	64 (40.0)	88 (55.0)	331 (51.7)
Married	66 (41.2)	62 (38.8)	79 (49.4)	69 (43.1)	276 (43.1)
Widow	8 (5.0)	0 (0.0)	14 (8.8)	2 (1.2)	24 (3.8)
Others	5 (3.1)	0 (0.0)	3 (1.9)	1 (0.6)	9 (1.4)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

The tabulated data show that about half of the respondents (about 52%) were unmarried against 276 married. About 3.8% respondents were widows, and about 1.4% got placed in 'others' category. Majority of respondents (61.8%) were unmarried in Govt. offices as against 38.8% married followed by none in 'widow' and 'others' categories. In govt. schools, majority of respondents (50.6%) were unmarried, as against 41.2% married followed by 5% in 'widow' and 3.1% in 'others' categories. In banks, majority of respondents (49.4%) were married, as against 40% married followed by 8.8% in 'widow' and 1.9% in 'others' categories. In private schools, majority of respondents (55%) were unmarried as against 43.1% married, followed by 1.2% in 'widow' and 0.6% in 'others' categories. To conclude, majority of respondents in service sector are unmarried (51.7%), as against 43.1% married followed by 3.8% 'widow' and 1.4% in 'others' categories.

Educational Status

Education is an effective tool to bring about desirable change in one's life. Formal education with robust cultural capital enables one to realize set goals at an early age. Educational advancement in women takes society thousand of steps forward. Education helps women protecting their rights and interests against unjust social order. Education empowers women to handle several roles at a time. This helps them prioritizing their role-sets effectively and judiciously. A systematic arrangement of roles reduces the degree of constraints that they face at workplaces and households. Many studies conducted in these areas show that ineffective education pushes women in darkness and subjugation. Among the obstacles in the way of women's ability to exercise their rights to participate in decision-making is mainly because of educational backwardness.

The data on educational background is collected to study the connection between levels of education in working women and corresponding professional choices. Indeed, the level of education helps women opting desirable career with optimum job satisfaction. Even then, educated women are also criticized because of its obvious nature of male unfriendliness. Since time immemorial, the historically driven structural continuity has blown wind in the favor of men so as to perpetually claim their gender superiority. This is one of the reasons behind missing women at embryonic age. The table 3.3 sheds light on the educational attainment of respondents:

Table 3.3: Distribution of Respondents by Educational Attainments

<i>Qualification</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Up to 10 th	9 (5.6)	0 (0.0)	17 (10.6)	38 (23.8)	64 (10.0)
Graduation	100 (62.5)	18 (11.2)	74 (46.2)	70 (43.8)	262 (40.9)
Vocational	41 (25.6)	141 (88.1)	30 (18.8)	28 (17.5)	240 (37.5)
Others	10 (6.2)	1 (0.6)	39 (24.4)	24 (15.0)	74 (11.6)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

The data presented in the tabular form show that out of 640 respondents about 10% were found having 10th class degree. Out of degree holders of 10 the class, 23.8% were employed in private schools, followed by 10.6% in banks and 5.6% in govt. schools.

Majority of respondents in service sector were graduates (40.9%) where most of them were employed in govt. schools (62.5%), followed by 46.2% in banks, 43.8% in private schools and 11.8% in govt. offices.

In govt. offices about 88.1% respondents had vocational degrees, followed by 25.6% in govt. schools, 18.8% in banks and 17.5% in private schools. They were equally developed and developing areas of Delhi.

Out of 11.6% educated in 'others' category of service sector, 24.4% were employed in banks, followed by 15% in private schools, 6.2% in govt. schools and 0.6% in govt. offices.

In nutshell, majority of women respondents were graduates (40.9%), followed by attainment of vocational education (37.5%), 'others' with 11.6% and 10th class degree holders (10%). This shows the quality of education level has gone up in women and helped in putting them up in upper layer of social hierarchy.

It also indicates that women with higher educational background generally get placement in govt. offices, followed by govt. schools, banks and private schools. The conventional approach that women prefer to teach in schools because of obvious leisure

hours is no longer a preferred idea now. Thus, in course of social transformation, their choices too have been changed.

Religion of Respondents

Religion is a unified system of beliefs and practices related to sacred things. The contribution of religion to human life is immense. Indeed, religion is an important binding force which instills specific philosophy in women. Women find solace in the religious practices. Thus their outlook and behavior pattern are influenced by religious beliefs and practices. Religious ideals very effectively provide support to meditate individuals and get rid of constraints. The reduction in the level of constraints is largely conditioned on illustrious ethics of religion. Religion also provides a roadmap within which one works and articulates one's traits and properties to attain cosmic happiness. The information about religion of the respondents is given in the table 3.4:

Table 3.4: Distribution of Respondents by Religions

<i>Religion</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Hindu	88 (55.0)	100 (62.5)	54 (33.8)	51 (31.9)	293 (45.8)
Muslim	13 (8.1)	10 (6.2)	26 (16.2)	13 (8.1)	62 (9.7)
Sikh	47 (29.4)	40 (25.0)	49 (30.6)	32 (20.0)	168 (26.2)
Others	12 (7.5)	10 (6.2)	31 (19.4)	64 (40.0)	117 (18.3)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

The tabulated data revealed that out of 640 respondents, majority of them belonged to Hindu religion (45.8%), followed by 26.2% Sikh, 18.3% 'Others' and 9.7% Muslim. Majority of Hindu women were found working with Govt. Offices (62.5%), followed by 55% govt. schools, 33.9% banks and 31.9% private schools.

Majority of Muslim women were employed in banks (16.2%), followed by 8.1% each in govt. and private schools and 6.2% in govt. offices. Majority of Sikh women were found working with banks (30.6%), followed by 29.4% Govt. schools, 25% govt. offices and 20% private schools. Majority of women workers from "others" religion were found

employed in private schools, followed by 19.4% in banks, 7.5% in govt. schools and 6.2% in govt. offices.

Here the term 'Others' has been used for Christians, Bodhs, Jorastrians and so on. In other words, majority of women were from Hindu religion and engaged with all four workplaces, namely govt. schools, govt. offices, banks and private schools.

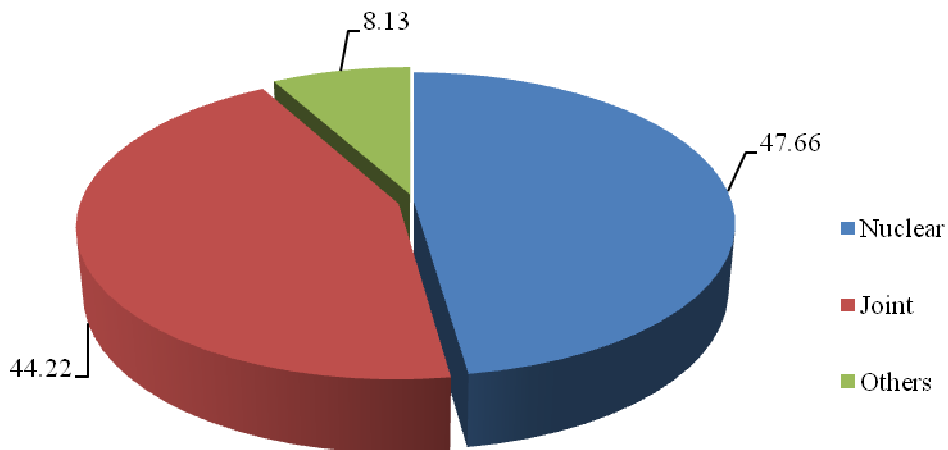
Family Types of Respondents

The optimization problem of time allocation is constrained by a large number of individual specific factors such as work schedules, sleep and family duties. With special reference to working women, society and family put constraints which have produced its impact upon her physical and mental health. Working women face so many problems associated with her time allocation while engaging with income earning activities outside because of family pressures. It includes problems related to health or physical, psychological and social. Women working in service sector have to compromise matters related to sleep, leisure, resting and travelling. Type of family has a profound impact on the time use of working women across different occupations.

Side by side, family provides shelter, support and protection to the women. Women living in joint family system attract more support than a woman staying in nuclear type or alone. The women living alone go with risks in terms of their power, prominence, prestige and dignity in Indian society. They are supposedly very prone to molestation and sexual harassment. The perpetrators believe that at the incidence, nobody would come to rescue.

The data pertaining to the types of family of the respondents were used to test this idea. The type of family decides, most often than not, easiness and uneasiness for women workers. We are putting it up with the help of pie diagram.

Diagram 2: Family Types of Respondents

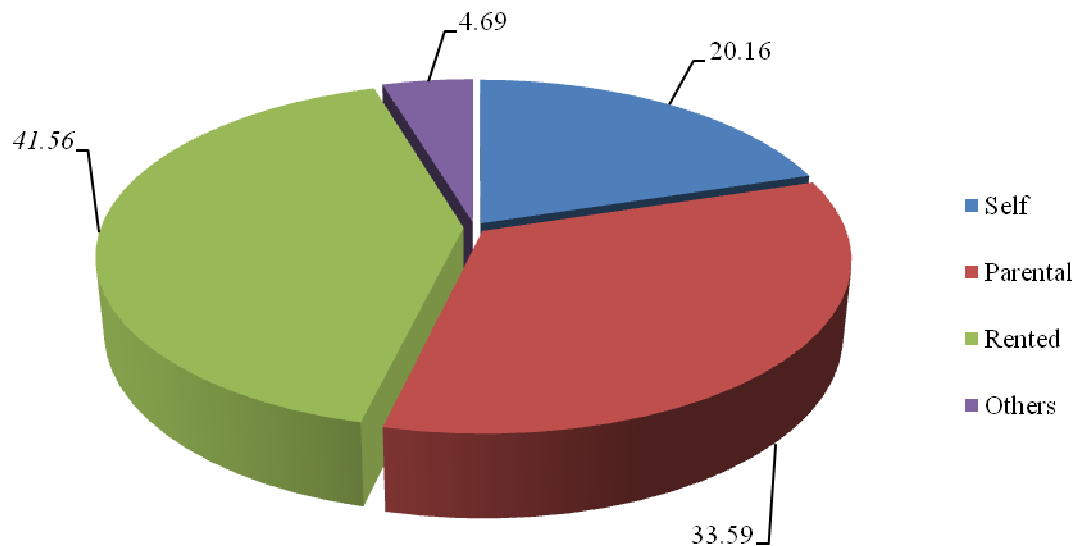


The above pie diagram reflects that majority of respondents stay in nuclear family (47.66%), followed by 44.22% in joint family and 8.13% in 'others' category. In the sociological literature, it has been observed that in India the structural configuration of joint family system has not been questioned, yet they continue to function as nuclear type family. Also, joint family system was best suited to an agrarian society where mobility was limited; specialization was simple and custom immutable. But following a process of change due to modernization the traditional joint family in India has shown remarkable changes in its structure and functions. Whether 'jointness' is considered in terms of residence, mutual obligations and property; whether joint family system is being replaced by nuclear family system; whether joint family as an institution is dying out is a matter of dispute. Various empirical studies point to the new trends in the Indian family system. In fact, in India joint family system is disintegrating. This disintegration is more evident in cities and industrial centers than in rural areas. In the study of 640 women respondents, it is vivid that respondents are living in nuclear family. It goes to almost all workplaces. It narrates the present status of service sector in Delhi. To conclude, majority of respondents were found staying in nuclear family.

Respondents' Living Status

Living arrangement is an important indicator for women's comfort and also discomfort. Women who enjoy better living conditions contribute more to their responsibilities and obligations.

Diagram 3: Respondents 'Living Status



In metro cities, the jobs in service sector in govt. offices are largely occupied by migrant workforce. Those who are newly recruited generally stay in the rented house. Housing is one of the biggest problems in Delhi. If we consider the housing in secure and safe areas, the hope gets smitten. But of course, those who own ancestral properties, they enjoy an upper hand in terms of safety and security. In the study sample of 640, we have found that majority of working women live in rented houses (41.56%), followed by 33.59% in parental houses, 20.16% in self owned house and 4.69% in 'others' categories. The other category includes houses of relatives, working women hostel and so on. The women who stay in rented houses face more financial constraints than those who live in parental, self owned houses. The women living in rented houses are constrained to pay the house rent in time for which sticking to job becomes a natural option. One cannot dare to opt it out. They have to have good relations with land owners, as well.

Job Nature of Respondents

Nature of job is one of the important indicators to show the kind of constraints women face. Constraints based on gender role socialization may affect three determinants of job applications: how individuals evaluate the rewards provided by different jobs; whether they identify with those jobs; and whether they believe that their applications will be successful. The role of each of these decision factors in mediating gender differences in job applications. The general concern is women are less likely than men to apply to finance and consulting jobs, and more likely to apply to general management positions. These differences are partly explained by women's preference for jobs with better anticipated work-life balance, their lower identification with stereotypically masculine jobs, and their lower expectations of job offer success in such stereotypically masculine jobs. Women prefer a job which provides social security on the hand and financial advantages on the other. The collected data give actual position wherein women opt for a workplace in service sector.

Table 3.5: Distribution of Respondents by Nature of Jobs

<i>Nature of Job</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Permanent	46 (28.8)	27 (16.9)	160 (100.0)	122 (76.2)	355 (55.5)
Temporary	56 (35.0)	15 (9.4)	0 (0.0)	20 (12.5)	91 (14.2)
Contractual	46 (28.8)	111 (69.4)	0 (0.0)	14 (8.8)	171 (26.7)
Others	12 (7.5)	7 (4.4)	0 (0.0)	4 (2.5)	23 (3.6)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

Out of study sample of 640, majority of women were found doing jobs in the permanent capacity (55.5%), followed by contractual 26.7%, temporary 14.2% and 'others' 3.6%.

In banks, all respondents were found doing permanent job, followed by 76.2% in private schools, 28.8% in govt. schools and 16.9% in govt. offices. In govt. schools, 35% respondents were found doing temporary jobs, followed by 12.5% in private schools, 9.4% in govt. offices and none in banks. In Govt. offices, 69.4% respondents were found doing

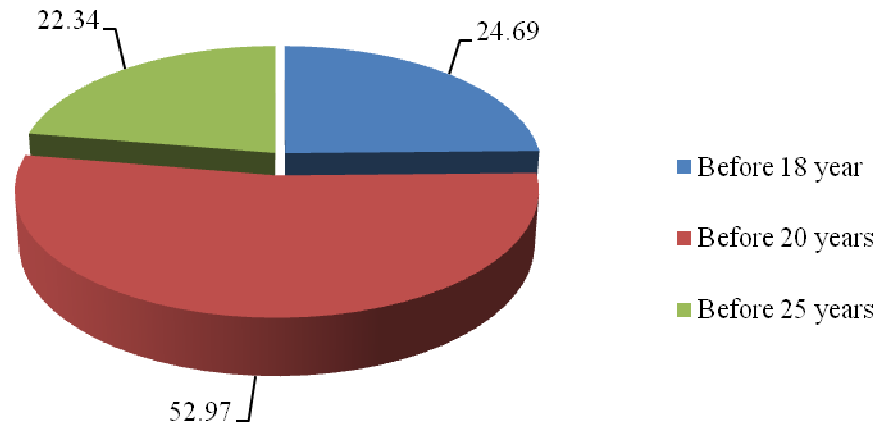
contractual jobs, followed by 28.8% in govt. schools, 8.8% in private schools and none in banks. In Govt. schools 7.5% respondents were found working in 'others' categories, followed by 4.4% in govt. offices and 2.5% in private schools.

Very specifically, banks and private schools have shown a positive orientation to keep employees' future secure by putting them in permanent positions in sharp contrast with govt. offices and govt. schools. It seems globalization, liberalization and privatization policies are more effectively influencing govt. schools and govt. offices. If we look by job security point of view, banks and private schools are seemingly becoming better option for women.

Job Entry Age of Respondents

Though 18 years is supposed to be a cut off age where employment in service sector can be begun. Yet, a number of women may be found below this age working in offices in temporary and similar other capacities. The financial conditions are so stringent that they have only option to work. Women earners are supposed to be a second string to the household's bow. Indeed, while the status for women in the workforce has improved over the last several decades, many women still struggle for equality in many occupations. Women are earning post-secondary degrees at a faster rate than men are, yet a wage gap persists. Some portion of the wage gap may result from decisions women make, personal job preference, or socio-economic circumstances; however, many still face overt or subtle employment discrimination, contributing to continued inequality.

Diagram 4: Job Entry Age of Respondents

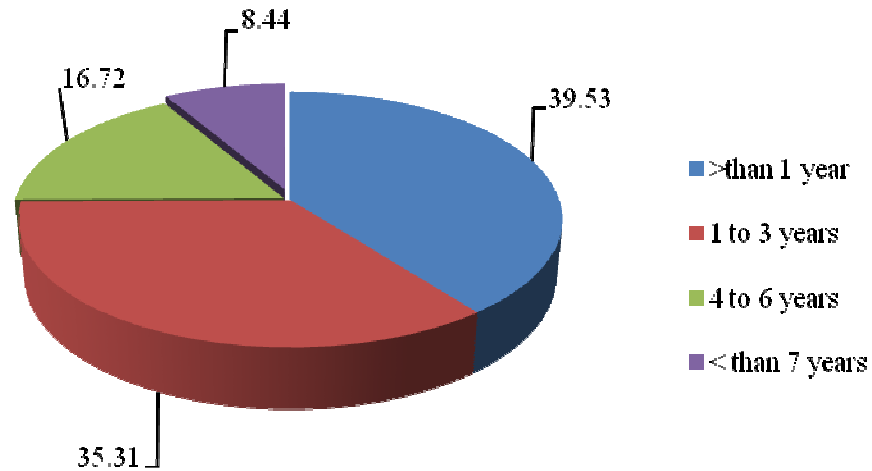


In the study, majority of respondents (52.97%) were in the range of 18 to 20 years, followed by 22.34% in the range of 20 to 25 years and 24.69% in the range of nearly 18 years of age group.

Years in Current Organization by Respondents

Delhi seems to have become a magnetic field for young workers. Women are no exception to this. Most of the respondents we met were in their early 20s. Side by side, govt. organizations seem have put ceiling on permanent employment whereas private institutions require workers to work on relatively lower salary. Recruitments in banks have also taken place recently. Though in early age one learns to live with constraints, the early settlement of constraints would definitely provide a robust support to newly recruited working women. The sooner the policy mechanism works, the better efficiency of service delivery organizations would have. At the same time young women are more vulnerable to harassment at workplace and house owners and their surroundings from where they commute. The years of working and expressed anguish and anxiety indicate the level of resilience they have for the suffering situations. The diagram shows the years of working with their respective organizations.

Diagram 5: Years in Current Organization by Respondents



In the study sample of 640, 39.53% working women, who are in majority merely worked for less than one year. 35.31% respondents have worked in the range of one to three years. 16.72% women have worked for four to six years and merely 8.44% women in the range of more than seven years.

Salary Profile of Respondents

Economy is pivot around which all social relations revolve as cluster. The greater is the degree of hold on matter one has, one is likely to matter in most of the matters. That is profusely supplied by the kind of salary structure one is placed in. In common parlance, it has also been accepted that women in India are among those facing the greatest workplace inequities but least likely to speak out. Economic empowerment is fundamental to their enjoyment of quality of life and status. Indeed, good salary enhances their social status. With good salary they also supplement the family income. But there is also a possibility that good earning capacity may be influenced by their social position rather than influence their status. The degree of economic independence enjoyed by them is a major attribute to reduce the degree of constraints they are confronted with. The table 3.6 gives information about their salary profile.

Table 3.6: Distribution of Respondents by Salary Structure

<i>Monthly salary</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
> 15000	3 (1.9)	10 (6.2)	8 (5.0)	19 (11.9)	40 (6.2)
15000 to 25000	53 (33.1)	53 (33.1)	76 (47.5)	70 (43.8)	252 (39.4)
25001 to 35000	93 (58.1)	36 (22.5)	50 (31.2)	44 (27.5)	223 (34.8)
Above 35000	11 (6.9)	61 (38.1)	26 (16.2)	27 (16.9)	125 (19.5)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

Majority of working women were found receiving salary in the range of Rs. 15000 to Rs. 25000 (39.4%), followed by 34.8% in the range of Rs. 25001 to Rs. 35000, 19.5% in the range of Rs. above Rs. 35000 and 6.2% in the range of less than Rs. 15000.

In govt. schools, majority of women were found receiving salary in the range of Rs. 25001 to Rs. 35000 (58.1%), followed by 33.1% in the range of Rs. 15000 to Rs. 25000, 6.9% in the range of Rs. above Rs. 35000, and 1.9% in the range of less than Rs. 15000.

In govt. offices, majority of women were found receiving salary in the range of above Rs. 35000 (38.1%), followed by 33.1% in the range of Rs. 15000 to Rs. 25000, 22.5% in the range of Rs. 25001 to Rs. 35000, and 6.2% in the range of less than Rs. 15000.

In banks, majority of women were found receiving salary in the range of Rs.15000 to Rs. 25000 (47.5%), followed by 31.2% in the range of Rs. 25001 to Rs. 35000, 16.2% in the range of above Rs. 35000, and 5% in the range of less than Rs. 15000.

In private schools, majority of women were found receiving salary in the range of Rs.15000 to Rs. 25000 (43.8%), followed by 27.5% in the range of Rs. 25001 to Rs. 35000, 16.9% in the range of above Rs. 35000, and 11.9% in the range of less than Rs. 15000.

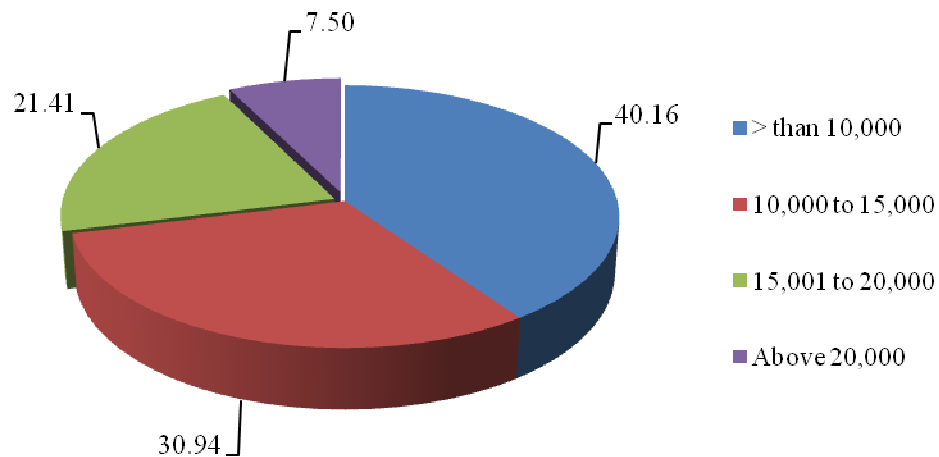
Majority of respondents were found receiving higher salary in govt. offices (38.1%), followed by govt. schools (58.1%), and almost equally in banks (47.5%) and private schools (43.8%).

Very significantly, banks and private schools provide salary of above Rs. 15000 to 94.9% and 87.2% working women, respectively whereas the emoluments drawn from govt. schools and govt. offices maintain by 65% and 60.6%, respectively. This shows an upper holding of working women in banks and private schools in terms of financial benefits. Somewhere it also indicates the restructuring of banks and private schools in line with liberalization, privatization and globalization (LPG) forces. In this connection, working in banks and private schools reduce the degree of constraints in sharp contrast with govt. schools and govt. offices.

Monthly Expenditure of Respondents

It is rightly put in place that income breeds expenditure. Household as a unit that pools income and allocates resources for consumption, production, and investment seems to have a single set of preferences. The extent of a person's social or economic fallback options influences bargaining power within the household includes not only the extent to which gender norms either allow or proscribe women's or men's economic activities, but also the nature of economic opportunities available in the economy as well as such factors as parents' wealth and social status tend to fix-up. The extent of women's social networks – such as membership in organizations, access to kin, or access to “social capital”, more broadly – can also influence their power to affect household decisions. While the specific ways in which female and male resource control affect consumption patterns. The most obvious pattern is increases in the relative resources controlled by women tends to result in a relatively larger share of household resources allocated towards family welfare and especially towards expenditures on children - even after controlling for per capita income and demographic characteristics of the household. There is also evidence - indicating that greater resource control on the part of women leads to expenditure patterns and outcomes that strengthen women's well-being and status within the household. Many studies suggested that women's earnings mainly go to the general expenditure for the well being of the family, such as food, fuel, health care, etc. other than for their personal needs. The diagram given below shows the expenditure level of respondents on the monthly basis:

Diagram 6: Monthly Expenditure of Respondents



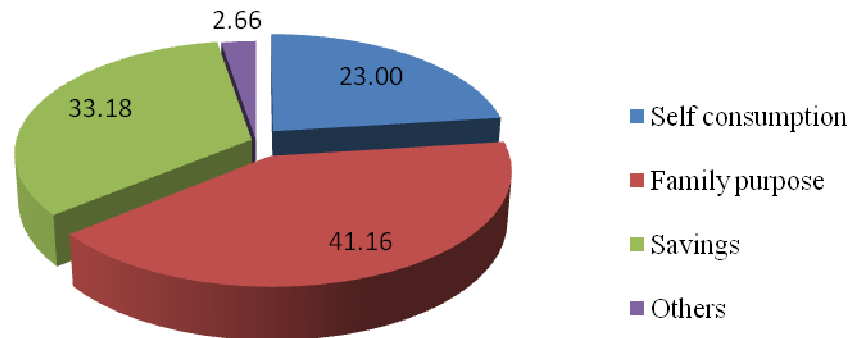
In the study, it has been reflected that majority of the respondents (40.16%) spent less than Rs. 10000, followed by 30.94% in the range of Rs. 10001 to Rs.15000, 21.41% in the range of Rs.15001 to Rs.20000 and 7.5% in the range of above Rs. 20000.

Expenditure of Respondents by Items

The increasing importance of income earned by women raises many interesting issues worth serious consideration. First, it is related to the share in the total household income. Second is related to their control over the expenditure of the total household income – that means who took decisions and what are the decisions etc. That suggests –they earn money does not mean that they have a say for what purpose it is spent. Third is, if they spend money, it is important to know the kind of influences affect their choices.

As discussed, the item wise expenditure of women may shown through the following diagram:

Diagram 7: Expenditure of Respondents by Items

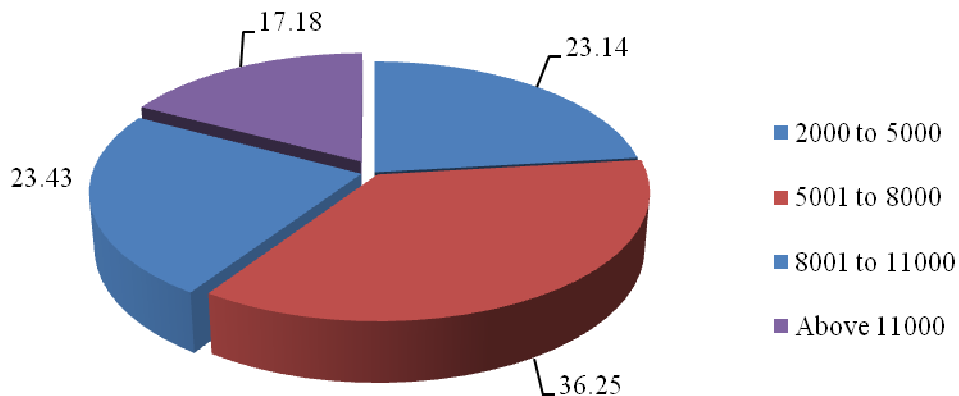


In the study sample of 640, majority of working women's expenditure (41.6%) was spent on family purposes, followed by 33.18% on savings, 23% on self consumption and 2.66% on others. Women are supporting their family substantively despite their income being considered as supplementary ones. In comparison with their 100% expenditure, they are merely using about 26% of expenditure on their consumption.

Monthly Savings of Respondents

When one thinks about money management, saving is great place to start. And one does not mean just saving Rupees here or there. It is important because it helps choosing saving money for unexpected expenses and for set future goals. The futuristic orientation in women influences them to save. Working women save for their future, their retirement and any kind of unpredictable crisis. They not only save for future but also think in terms of their own near kith and kin. The different studies on the subject have shown women prefer saving for social security, Medicare and handling unexpected death of their spouses. In fact, saving functions as an instrument to promote self confidence and reduce the degree of constraint one faces. The good saving eventually incentivizes the monetary value. The diagram below shows the amount which they save during a month:

Diagram 8: Monthly Saving of Respondents

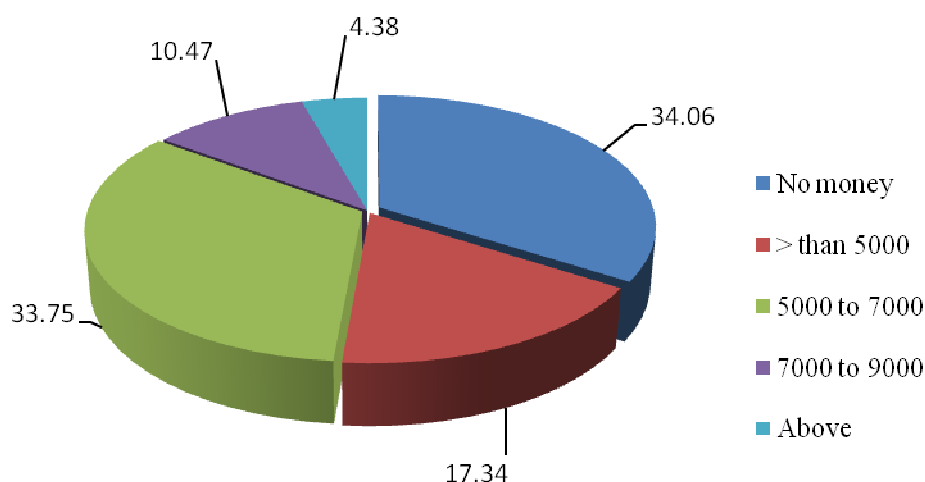


In the study, working women also responded on their saving, when asked. The major saving (36.25%) was in the range of Rs. 5001 to Rs. 8000, followed by 23.43% in the range of Rs. 8001 to Rs. 11000, 23.14% in the range of Rs. 2000 to Rs. 5000 and 17.18% in the range of above Rs. 11000.

Money sent to Parental Family by Respondents

Women are also considered as helping hands to their parents like every man. Their inherited cultural predispositions can be seen. They obey their parents like every man. But even after entry into marriage, they help their parents, as the study conducted on the subject indicates. Single women have always preferred to stay with their parents. At the time of pre-natal period (especially first time), the first child is reared largely by their maternal parents. This shows the intensity of connection they have with their maternal parents. In the study, when the question pertaining to their financial support to their parents was asked, they simply replied that everything belonged to them and they never asked for any help. Moreover, the money sent by women to their parents was not normally in cash but as and when they visited, they carried things in kinds. These were tagged as warmth.

Diagram 9: Money sent to Parental Family by Respondents



The diagram shows that 34.06% women sent money in range of Rs. 7000 to Rs. 9000, followed by 33.75% in the range of Rs. 5000 to Rs. 7000, 17.34% in the range of less than Rs. 5000, 10.47% in the range of “no money” and 4.38% in the range of above Rs. 9000. It indicates that about 90% women are financially supporting parents from their earnings. Only around 10% women are not sending. This may be because their parents would not have survived. Also, over the period the cord of kinship weakens.

Women friendliness of Workplace

A workplace that genuinely believes in the value of a more gender diverse workforce is likely to have a more women friendly environment. Though it is a subjective assessment of organizational efficacy but the indicators like health and hygiene, flexible timings, leave options effectively contribute to women friendly environment at workplaces. Creating policies on matters such as equal opportunities, reward and sexual harassment to solidify their commitment may also contribute to women friendly workplaces. To adjust human resource processes on hiring, development, promotions and succession planning to ensure at a minimum that gender bias is reduced and possibly women candidates are at least included in people decisions. By providing facilities that ensure the safety of female staff at all times and enables them to perform to their ability would create and foster safe and female friendly workplaces. Very significantly, helping male colleagues and specifically male line managers to become aware of specific gender related barriers and how to create a

supportive and female friendly workplace can effectively contribute to women friendly environment. The table 3.7 gives information about respondents' perception on the subject:

Table 3.7: Women Friendly Environment by Respondents' Perceptions

<i>Women friendly organization</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
To great	30 (18.8)	43 (26.9)	76 (47.5)	68 (42.5)	217 (33.9)
To some	93 (58.1)	106 (66.2)	34 (21.2)	81 (50.6)	314 (49.1)
Limited	37 (23.1)	8 (5.0)	22 (13.8)	11 (6.9)	78 (12.2)
Not at all	0 (0.0)	3 (1.9)	28 (17.5)	0 (0.0)	31 (4.8)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

Majority of working women in the universe have shown organizational friendliness 'to some extent' (49.1%), followed by 33.9% in 'to great extent', 12.2% in 'to limited extent' and 4.8% in 'not at all'.

In govt. schools, majority of working women have shown their concern in 'to same extent' (58.1%), followed by 23.1% in 'limited extent', 18.8% in 'to great extent' and none in 'not at all'.

In govt. offices, majority of working women have shown their concern in 'to same extent' (66.2%), followed by 26.9% in 'to great extent', 5% in 'limited extent', and 1.9% in 'not at all'.

In banks, majority of working women have shown their concern in 'to great extent' (47.5%), followed by 21.2% in 'to some extent', 17.5% in 'not at all' and 13.8% in 'to limited extent'.

In private schools, majority of working women have shown their concern in 'to some extent' (50.6%), followed by 42.5% in 'to great extent', 6.9% in 'to limited extent' and none in 'not at all'.

In the sample of 640 respondents, banks and private schools outperform govt. schools and govt. offices. Banks and private schools scored 47.5% and 42.5%, respectively

in terms of women friendliness as compared to govt. offices and govt. schools by 26.9% and 18.8%, respectively.

In the expression 'to some extent' Govt. offices (66.2%) performed better than Govt. schools (58.1%). Private schools' performance (50.6%) scores more than banks performance (21.2%).

'To the limited extent' the performance of govt. offices show a good sign (5%) followed by private schools (6.9%), banks (13.8%) and govt. schools (23.1%). 'Not at all' gets a poorer score in banks by 17.5%, followed by 1.9% in govt. offices and absolutely nil in govt. and private schools. The absolutely nil performance in private and govt. schools show that women workers have to spend relatively lesser time whereas in banks they have to stay for longer duration to finish and cross checks in the business transactions. Similar is the case with govt. offices where women have to follow inflexible duration of work schedule.

Health Status of Respondents

Health is the basic parameter of one's well being. Only a healthy body can keep a healthy mind. The universal saying of 'health is wealth' can never be underrated. India is one of the few countries in the world where women and men have nearly the same life expectancy at birth. The fact that the typical female advantage in life expectancy is not seen in India suggests there are systematic problems with women's health. Indian women have high mortality rates, particularly during childhood and in their reproductive years. The health of Indian women is intrinsically linked to their status in society. It has also accepted that Indian women are overlooked, and instead they are viewed as economic burdens. The poor health has repercussions not only for women but also their families. Women in poor health are more likely to give birth to low weight infants. They also are less likely to be able to provide food and adequate care for their children. They enjoy little autonomy, living under the control of first their fathers, then their husbands and finally their sons. All of these factors exert a negative impact on the health status of Indian women. Women's health affects the household economic well being, as a woman in poor health will be less productive in the labor force. Keeping in view reproductive health, violence against women and nutritional status as the attributes to constraints in working women in service sector,

their frequency to go for routine health checkups were asked. The table 3.8 gives a clear picture about their responses:

Table 3.8: Health Status of Respondents

<i>Health Complications</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Always	20 (12.5)	54 (33.8)	28 (17.5)	45 (28.1)	147 (23.0)
Sometimes	70 (43.8)	46 (28.7)	69 (43.1)	39 (24.4)	224 (35.0)
Never	70 (43.8)	60 (37.5)	63 (39.4)	76 (47.5)	269 (42.0)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

In the above table, majority of women worker (42%) ‘Never’ went to the routine health checkups. 35% respondents went for health checkups sometimes and only 23% went for the routine health checkups.

In government schools, 43.8% women workers went each for ‘never’ and ‘sometimes’ for the health checkups. 12.5% women workers always went for the health checkups in govt. schools.

In govt. offices, 37.5% women workers never went for the routine health checkups, 33.8% attended routine health checkups and 28.7% went sometimes to avail health facilities in the study.

In banks, 43.1% working women went to routine checkups’ some times’, 39.4% never went to avail health facilities and only 17.5% went regularly for their routine health checkups.

In private schools, 47.5% respondents never went to their routine health checkups, 28.1% went always and 24.4% went sometimes.

In the ‘always’ category majority of respondents from govt. offices (33.8%) went for health checkups, followed by 28.1% in private schools, 17.5% in banks and 12.5% in govt. schools.

In the 'sometimes' category, majority of respondents from govt. schools(43.8%) went for health checkups, followed by 43.1% in banks, 28.7% in govt. offices and 24.4% in private schools.

In the 'never' category, majority of women workers from private schools figured high (47.5%) in the order of sharp contrast with respondents from govt. schools (43.8%), banks (39.4%) and govt. offices (37.5%).

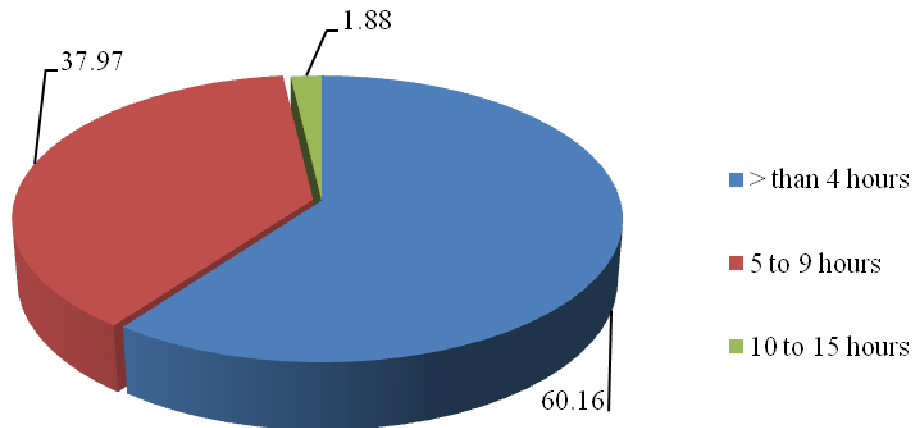
In nutshell, the health awareness coupled with facilities thereof is least available with the respondents of private schools. But it does not mean that govt. schools, govt. offices and banks are doing fairly well. The health complications in women workers sound to be one of the major constraints where the focused attentions of policy makers are required.

Working Hours of Respondents

Working hours at workplaces are same as men workers. Even in the case of overtime, there are no prescribed guidelines for women. At workplaces, they enter at the time of beginning and exist on record at the closing time. There is no flexibility in office timings for the women workers, as observed during study. The hours which are spent at household are required to be considered. Handling job on the one hand and carrying household jobs on the other exert unbearable pressure on women workers. Household obligations and job fulfillment reflect their being trapped in the role inconsistency. It has also been accepted that working women are working longer and more continuous hours. In certain cases, female headed households were also increasing. Women encounter difficulty fulfilling all of their work and family obligations. This happened because of the obvious reason of multiple role demands. This created a psychological distress. One's time and energy are exhausted by multiple role involvement. This along with the increased probability of conflicting role obligations is said to lead to role strain and diminished psychological well being. Thus household overload increase the likelihood of depression in working women. It exerts a negative impact on life satisfaction.

In other words, the exerted overload from the households not only put women in duress but also leads to several psychological complications and health disorders.

Diagram 10: Hours Spent on Household Work



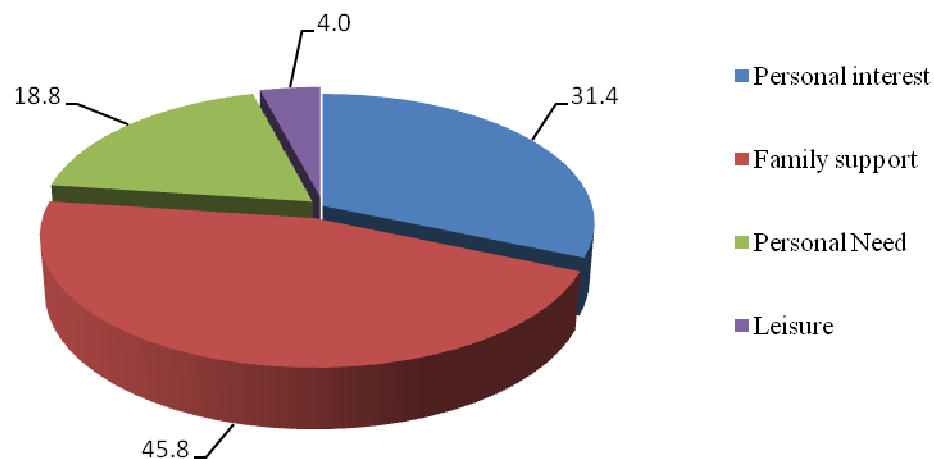
The pie diagram on the hours spent on household shows the level of constraints women face during their life course. In the study, it has been observed that 60.16% working women spend less than 4 hours on the households. 37.97% respondents spent five to nine hours on households and 1.88% working women spent 10 hours to 15 hours on the households. Even of 60.16% working women spent less than four hours on households, they were found discussing their domestic matters in the study more seriously. In their backdrop, the domestic matters are always moving, though they are carrying out job assignments at workplaces. In balancing household obligations and job requirements, they were found in duress in the study.

Respondents' Reasons for Job taking

The economic empowerment of women across the rich world is one of the most remarkable revolutions of the past 50 years. It is remarkable because of the extent of the change: millions of women who were once dependent on men have taken control of their own economic fates. It is remarkable also because it has produced so little friction: a change that affects the most intimate aspects of women's identities has been widely welcomed by men as well as women. Dramatic social change seldom takes such a benign form. The expansion of higher education has also boosted job prospects for women, improving their

value on the job market and shifting their role models from stay-at-home mothers to successful professional women. The best-educated women have always been more likely than other women to work, even after having children. Even well-off parents worry that they spend too little time with their children, thanks to crowded schedules and the ever-buzzing BlackBerry. For poorer parents, juggling the twin demands of work and child-rearing can be a nightmare. Child care eats a terrifying proportion of the family budget, and many child minders are untrained. But quitting work to look after the children can mean financial disaster. With the media based democratization of time and space, women like every man are raising aspirations which could be fulfilled only by having financial independence. They have been encouraged to climb onto the occupational ladder only to discover that the middle rungs are dominated by men and the upper rungs are out of their reach. The combination of an ageing workforce and a more skill-dependent economy means that our society will have to make better use of their female populations. The pie diagram given below shows the reasons behind taking up the jobs:

Diagram 11: Reasons for Taking up Jobs



In the study sample of 640, majority of working women (45.8%) take up jobs to provide financial support to their families, followed by 31.4% for interest, 18.8% for personal needs and 4% for leisure time. In this picture, it is clear that women want their family to be supported and personal inspirations to be fulfilled. Their acceptance to

‘personal interest’ component shows that academic qualifications have also inspired them to find an interest in it.

Working of Safety Cell and Respondents

Working of safety cells for working women have been acknowledged and advocated by almost all agencies involved to uplift status of women. Delhi Police has launched a mobile enabled safety mechanism to help women in distress. 'Himmat', a mobile application of Delhi Police allow women to send a distress call to Police Control Room and their relatives in case of any emergency. The Parliament received the assent of the President on 22nd April, 2013 an act to provide protection against sexual harassment of women at workplace and for the prevention and redressal of complaints of sexual harassment and matters connected therewith or incidental thereto titled as “**The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013**”. It says that whereas sexual harassment results in violation of the fundamental rights of a woman to equality under article 14 and 15 of the Constitution of India and her right to life and to live with dignity under article 21 of the Constitution and right to practice any profession or to carry on any occupation, trade or business which includes a right to a safe environment free from sexual harassment; and whereas the protection against sexual harassment and the right to work with dignity are universally recognized human rights by international conventions and instruments such as Conventions on the elimination of all forms of discrimination against Women, which has been ratified on the 25th June, 1993 by the government of India and is extended to the whole of India. Thus a safety cell in consonance of this act needs to be established at workplaces. But mere establishment of cell is not meaningful unless it discharges its effective function. The table 3.9 highlights the functional efficacy of safety cell at workplaces:

Table 3.9: Functional Efficacy of Safety Cells in Organizations

<i>Functional efficacy of Safety Cells</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Yes	13(8.1)	12(7.5)	57(35.6)	56(35.0)	138(21.6)
No	103(64.4)	140(87.5)	71(44.4)	72(45.0)	386(60.3)
Not interested	24(15.0)	3(1.9)	16(10.0)	24(15.0)	67(10.5)
Never communicated	20(12.5)	5(3.1)	16(10.0)	8(5.0)	49(7.7)
Total	160(100.0)	160(100.0)	160(100.0)	160(100.0)	640(100.0)

In the study sample of 640, majority of respondents expressed anguish and indifference to the functional efficacy of safety cells set-up at workplaces. 60.3% working women responded “No” as the functional status of working cell, followed by 21.6% as “yes”, 10.5% as “Not interested” and 7.7% as “Never Communicated” any complain.

In govt. schools, 64.4% working women said “No”, followed by 15% in “not interested”, 12.5% in “Never Communicated” and 8.1% in “Yes”.

In govt. offices, majority of respondents have said “no” against the efficacy of safety cells at workplaces, followed by 7.5% as “Yes”, and 3.1% as “Never Communicated”.

In banks, majority of respondents (44.4%) have said “No”, followed by 35.6% as “yes”, and 10% each in “not interested” and “Never Communicated”.

In private schools, majority of respondents (45%) have said “No”, followed by 35% as “Yes” and 15% as “Not Interested” and 5% as “Never Communicated”.

In the study sample of 640, 35% in banks and 35% in private schools have said “Yes” whereas in govt. schools 8.1% and in govt. offices 7.5% have expressed “yes”. It indicates govt. schools and govt. offices are less gender sensitive than banks and private schools. The same may further be reinforced by the tabulated figures where efficacy of safety cells at workplace have been negated by majority of women workers from govt. offices (87.5%) and govt. schools by 64.4% in contrast with least vulnerability in private schools (45%) and banks (44.5%). Indifference concerns have been raised by women workers in majority of respondents each in govt. and private schools by 15% whereas in banks 10% women and in govt. offices 1.9% women have the similar opinions. The expressions pertaining to “never communicated” have been responded by more in govt. schools (12.5%), followed by 10% in banks, 5% in private schools and 3.1% in govt. offices.

Male Perception about Respondents Current Jobs

In the conditions of intense interest to gender parity problem of employment sphere and necessity to accept and provide a plan for gender equality, the investigation of these issues in a deeper and wider level becomes more and more significant. After decades of government and non-government organizations’ intentions to achieve gender equality in the employment sphere, it becomes obvious that in-formal institutions such as gender

stereotypes continue to limit gender equality. Women may have made measurable progress in the workplace over the last few decades, yet old ways die hard. Women still lag when it comes to the expressive environment specially the concerns from the male counterparts. It also works as constraints for women working at workplaces in service sector. The table given below explains the women’s expression on males’ perception about their current job.

Table 3.10: Male Perception about Respondents’ Current Jobs

<i>Male perception</i>	<i>Type of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Permissive	80 (50.0)	122 (76.2)	78 (48.8)	44 (27.5)	324 (50.6)
Partially permissive	71 (44.4)	26 (16.2)	40 (25.0)	72 (45.0)	209 (32.7)
Restrictive	9 (5.6)	8 (5.0)	17 (10.6)	13 (8.1)	47 (7.3)
Unknown	0 (0.0)	4 (2.5)	25 (15.6)	31 (19.4)	60 (9.4)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

In the study sample of 640, majority of working women (50.6%) have perceived permissive attitude towards doing their current jobs, followed by 32.7% as partially permissive, 9.4% with no opinion and 7.3% as restrictive.

In govt. schools, 50% women perceptions are towards male permissiveness, followed by 44.4% partially permissive, 5.6% restrictive and none in unknown category.

In govt. offices, 76.2% women perceptions are towards male permissiveness, followed by 16.2% partially permissive, 5% restrictive and 2.5% in unknown category.

In banks, 48.8% women perceptions are towards male permissiveness followed by 25% partially permissive, 15.6% in unknown category and 10.6% restrictive.

In private schools, 45% women perceptions are towards partially permissiveness from males, followed by 27.5% permissive, 19.4% in unknown category and 8.1% restrictive.

In study sample of 640, majority of men from government offices (76.2%) appear permissive, followed by men from govt. schools (50%), banks (48.8%) and private schools (27.5%). In partially permissive category, private schools figure high, followed by govt. schools (44.5%), banks (25%) and govt. offices (16.2%). In restrictive category, banks sound negative with 10.6%, followed by private schools (8.1%), govt. schools (5.6%) and govt. offices (5%).



Chapter V

WOMEN FACING CONSTRAINTS AT WORKPLACES: AN ANALYSIS IN SERVICE SECTOR

Service sector is considered as the knowledge based sector where the magnate of operation is other than industrial and agricultural. The field work pertaining to the study provided a fascinating insight to the study team. Side by side, the study also aroused interest in women respondents, as the questions were considered to be intended to bring desirable changes at workplaces. It is also important to note that employment in service sector provides an enabling touch to the women. It gives women independence and capacity to take decisions both at workplaces and households. But the irony is this that they largely submit themselves to the male members of their family. They are supposed to leave household after completing their traditional roles of mothers, wives and daughters etc. The office expects them to come in time and finish assignment in accordance with laid down norms. The embroiled and imbricated roles to play at workplaces and households exert duress from which working women suffer. The study has discovered the informed and derived reasons together to come up with effective findings.

The relevant literature review in the area suggests that rapid industrialization, economic development and modernization in various spheres of economic activities, women confront with the increased employment opportunities. ‘The influences are noticed in the service sectors along with the dehumanizing unlawful intrusion on the right of privacy and the sanctity of a female’. This trend accentuates the whole issue of empowerment which is generally seen as the only effective answer to oppression, exploitation, injustice, and the other maladies with which our society is beset. It is also considered as the contradiction between hierarchical social order and democratic political system. The two way engagements of social and political reinforcements are crucial to the empowerment where decoupling of liberty seems to have supplied hard hitting and mischievous criticism to womanhood by determinists.

In fact, liberating women from traditional structures and strictures which hemmed them in, urbanization and other symmetrical processes are seen to make possible new kinds of mobility, enabling access to a wider range of public spaces and ways of being. It tends to create *raison d’etre* for their stepping in business, politics and services. But the share of their

participation in work forces is not satisfactory in all the three sectors of economy viz. primary, secondary and tertiary sectors. The dismal numerical representation of women in the tertiary sector is due to women face challenges of unequal treatment both domestically and in public, doing household work in public. They face income inequality. In sociological terms, the inextricably intermingled ideas of 'purity and pollution' by the Indian social setting are so articulated that every new attempt to bring equality before gender becomes a symbolic expression of fiction and not a reality. In the light of the reviews of the secondary literature, the status of women appears to be more vulnerable in both the rural and urban areas. There are 614 million females against 655 million males in India (Census 2011) where women account for 22% work force. Despite strong economic growth in the last decade, women's participation in the total workforce of Delhi continues to be one of the lowest in the country. The census of 2011 recorded a work participation rate in Delhi of 10.58 percent for females in comparison to 52.99 per cent of males, while the employment survey in 2004-05 from the National Sample Survey Organization, estimated that only 8.8 percent of Delhi's urban female population was in the workforce in comparison to 53.5 per cent of males. The lower rate of work participation informs a reduced degree of social empowerment which posits the reasons on constraints.

According to Global Poll of 9500 women across G20 countries by the Thomson Reuters Foundation, supported by Rockefeller Foundation, 57% Indian women say work-life balance is a biggest concern. 27% say they have been harassed at work but Indian women more likely than others among the G20 countries to speak out of those harassed. 53% women say they would always or most of the times report it. 61% women say they are confident they are earning the same as men doing the same job. 53% women say they have the same access to business networks as men. 42% women say second biggest worry is flexible working. 61% women say that they feel they can have a family without damaging their career.

In this context, the myriad forms of constraints the working women are confronted with, we have focused on some of the significant attributes - a. household obligations and work-place responsibility, b. income earned and actual power inherent in expenditure, c. the issue of freedom to participate in recreational activities, and d. morale of organizations.

Household Obligations and Workplace Responsibilities

Indian women's exposure to educational opportunities is substantially higher than it was some decades ago, especially in the urban setting. This has opened new vistas, increased awareness and raised aspirations of personal growth. This, along with economic pressure, has been instrumental in influencing women's decision to enter the work force. Family and workplace conflict is more likely to exert negative impact on the family domain, resulting in lower life satisfaction and greater internal constraints for working women. The size of family, the age of children, the work hours and the level of social support influence indelibly in working women. It amounts to psychological distress and wellbeing of the working women.

The dilemma to maintain role consistency during handling 'household obligations and workplace responsibilities' is major identified area where working women express their concerns. The same has been analyzed in the light of household work hours and perceived responsibilities. The table 4.1 analyzed a clear picture about their constraints:

Table 4.1: Hours spent on doing household work and Perceived Responsibility

<i>Household work Hours</i>	<i>Perceived Responsibility</i>				
	<i>Always</i>	<i>Occasionally</i>	<i>Rarely</i>	<i>Never</i>	<i>Total</i>
Less than 4 hours	42 (63.6)	125 (58.4)	158 (58.7)	59 (65.6)	385 (60.2)
5 to 9 hours	23 (34.8)	86 (40.2)	103 (38.3)	32 (34.4)	243 (38.0)
10 to 15 hours	1 (1.5)	3 (1.4)	8 (3.0)	0 (0.0)	12 (1.9)
Total	66 (100.0)	214 (100.0)	269 (100.0)	91 (100.0)	640 (100.0)

From the analysis, respondents find more responsibilities when they work less hours at the household. Those who work less than 4 hours at the households find more responsibilities at workplaces (63.6%), as compared to those work 5 to 9 hours at the households (34.8%) and 10 to 15 hours at household (1.5%). This reveals that women are working more hours at households face less responsibilities. Needless to mention, workplaces' responsibilities are more constraining than that of households. Similar is the case with 'occasional' and 'rarely' in the given table.

Income Earned and Actual Power inherent in Expenditure

Earning by women is considered generally an added advantage to households. Their income promotes household to enjoy better facilities and quality of life. The responsibility of the household is considered to be placed in women's domain. Women are entrusted to carry out work related to supervision of household help, grocery shopping, and supervision of workmen, cooking and looking after the children. While taking the major share of the household responsibilities, their option to spend their earnings do not have an independent expression. Since their earnings are not necessarily spent on their desired items, it gradually impinges constraints on them. The table given below portrays the reality:

Table 4.2: Monthly Salary and Financial Decision at Households

<i>Monthly salary</i>	<i>Financial Decision at Households</i>			
	<i>Always</i>	<i>Sometimes</i>	<i>Never</i>	<i>Total</i>
> 15000	33 (7.1)	2 (1.4)	5 (16.7)	40 (6.2)
15000 to 25000	170 (36.8)	73 (49.3)	9 (30.0)	252 (39.4)
25001 to 35000	150 (32.5)	58 (39.2)	15 (50.0)	223 (34.8)
Above 35000	109 (23.6)	15 (10.1)	1 (3.3)	125 (19.5)
Total	462 (100.0)	148 (100.0)	30 (100.0)	640 (100.0)

In the given table, 36.8% say enjoyed by the respondents having income in the range of Rs. 15000 to Rs. 25000 where as income in the ranges of less than Rs. 15000 exercise minimum rights in the expenditure. Working women having income in the range of Rs. 25001 to Rs. 35000 enjoy relatively reduced rights in expenditure (32.5%). But women having income in the range of above Rs. 35000 have less participation in the expenditure. It indicates that as income grows, women exercise their say but to a limited extent. The moment income range crosses a limit, their rights in the expenditure fall. Even in lower income range, they do not enjoy their rights considerably. It reveals a two-way consideration about their rights in household expenditure. The reduced rights are obvious in the lower and higher income ranges. Only in the middle income range, they have the rights. The rights are also confined to a limited extent. This seems to be constraints that working women face even after contributing a substantial amount to their households.

Participation in Recreational Activities

Recreation is a unifying phenomenon that promotes health and development working women. Recreation can enhance physical and psychological health. Recreation is an essential part of human life and finds many different forms which are shaped naturally by individual interests but also by the surrounding social construction. Recreational activities can be communal or solitary, active or passive, outdoors or indoors, healthy or harmful, and useful for society or detrimental. It improves their academic and workplace outcomes. Despite the significant effect of recreation on women’s health, their participation in recreational activities has not been appreciated. Sedentary lifestyles and unequal opportunities for participation in social events pose constraints on women’s health and well-being. Factors, such as lack of interest, socio-cultural problems, lack of time, being unaccustomed, lack of facilities, working at home, economic conditions, and menstrual problems are the main barriers to women’s participation in recreational activities. Questions were asked regarding their participation in family functions and organizational get-togethers. The analysis of their responses is given in the following table:

Table 4.3: Attendance to Family functions and Organizational Get-together

<i>Family Function Attendance</i>	<i>Organizational Get-togethers</i>		
	<i>Yes</i>	<i>No</i>	<i>Total</i>
Always	304 (56.2)	40 (40.4)	344 (53.75)
Sometimes	233 (43.1)	58 (58.6)	291 (45.5)
Never	4 (0.7)	1 (1.0)	5 (0.8)
Total	541 (100.0)	99 (100.0)	640 (100.0)

Majority of the respondents have attended organizational and family functions (56.2%), followed by 43.1% as “sometimes and 0.7% ‘never’. Though they have not figured much to “never” category, many of the respondents are speechless in even responding to ‘sometimes’ (58.6%). Their dismal participation in recreational activities shows non-redressal of constraints. The policy should be framed to ensure the maximum participation of working women in recreational activities.

Morale of Organizations

Morale of organizations to promote women friendly environment is one of the important indicators the way it influences the degree of constraints which they face. The strong moral values effectively contribute to the status of women working at the workplaces. It draws a conducive roadmap for women working at workplaces. The question pertaining to the morale of organization was asked to the respondents on the scale of four to rate their experiences. The table 4.4 gives a view by organizations to rate their experiences. The number in higher order shows greater degree of organizational morale:

Table 4.4: Morale of Organizations

<i>Morale of organization</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Four	52 (32.5)	6 (3.8)	9 (5.6)	29 (18.1)	96 (15.0)
Three	36 (22.5)	109 (68.1)	24 (15.0)	80 (50.0)	249 (38.9)
Two	57 (35.6)	38 (23.8)	53 (33.1)	29 (18.1)	177 (27.7)
One	15 (9.4)	7 (4.4)	74 (46.2)	22 (13.8)	118 (18.4)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

In the study sample of 640, 38.9% respondents rated three as a morale value of organization, followed by 27.7% for two, 18.4% for one and 15% for four. It shows that moral values of organization at the higher level are merely 15%. In the remaining frequencies, the moral values are not effectively women friendly.

In govt. schools, the higher moral values have figured at two (35.6%), followed by 32.5% at four, 22.5% at three and 9.4% at one. It shows that barring about one fourth of respondents, others have not shown a robust moral standard in govt. schools.

In govt. offices, the higher moral values have figured at three (68.1%), followed by 23.8% at two, 4.4% at one and 3.8% at four. In govt. offices, though majority of respondents have rated moral of organization at the almost middle level, which is not a very satisfactory level, about 28% respondents are not happy with the morale of govt. offices.

In banks, the higher moral values have figured at one (46.2%), followed by 33.1% at two, 15% at three and 5.6% at four. It reflects that banks exert relatively low moral values for the working women. Since banks are engaged with financial transactions, customers come from different walks of life and accordingly moral values are practiced. It gives a signal from majority of people that is obviously not women friendly.

In private schools, the higher moral values have figured at three (50 %), followed by 18.1% at each two and four, and 13.8% at one. It also does not exert women friendly moral values. Since most of the respondents have rated below four, working women do not approve moral standard of private schools.

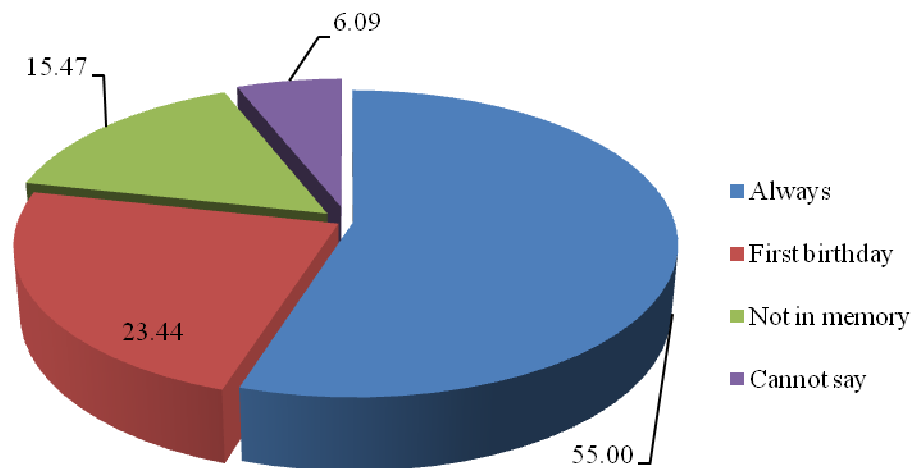
At the rating of four, govt. schools have shown relatively better performance (32.5%) than private schools (18.1%), banks (5.6%) and govt. offices (3.8%). At the rating of three, govt. offices have received better ratings (68.1%), followed by private schools (50%), govt. schools (22.5%) and banks (15%).

At the rating of two, the respondents of govt. schools have rated higher (35.6%), followed by banks (33.1%), govt. office (23.8%) and private schools (18.1%). At the rating of one, the respondents of banks have rated higher (46.2%), followed by private schools (13.8%), govt. govt. schools (9.4%) and govt. offices (4.4%). It shows status of working women as well as their degree of perceived constraints at workplaces. The perceived constraints coupled with their status do not figure satisfactory in the study. The morale standards of organizations in connection with women specific issues should be prioritized. It shows discriminatory practices and lopsidedness of employment policies at workplaces.

Recognition of Girl Child: A Simple Expression of Status

In order to assess the degree of constraints influencing women's status at workplaces it is significant to focus on the existing status of women in society. The existing status of women in society may generally be identified when a baby girl is born and the kinds of perceptions people share with occasion. In this connection a question was indirectly asked to respondents about invitation pertaining to birth of a baby girl. The responses were as under:

Diagram 12: Invitation by Neighbors on Girl Child Birthday

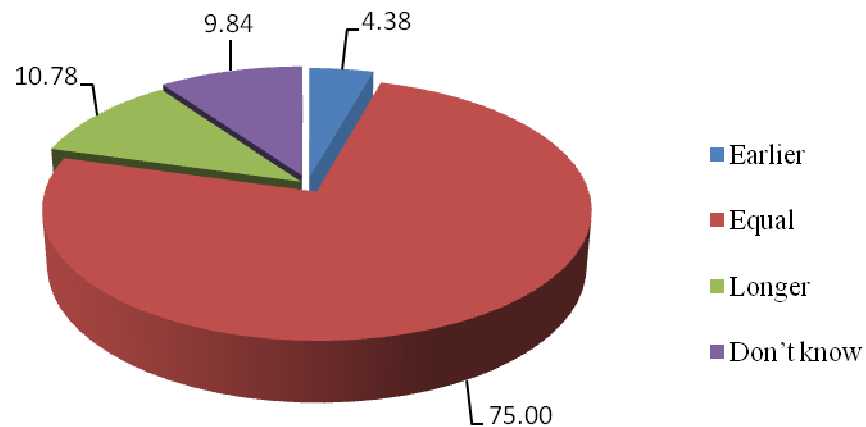


The diagram above shows that majority of respondents (55%) were always invited by neighbors, followed by 23.44% only in first birthday, 15.47% not retained in memory and 6.09% did express their idea on the subject. The distribution of respondents by their positive expression on the subject indicates merely 55%. Moreover, approximately 45% of respondents express negativity on the statement. At the time when two-child norm is on work, the preferential choices for male child exist in some form or the other irrespective of advancement in professional options and awareness promulgated by media. The idea to confine parental choices in male progeny is largely expressed by women themselves in many studies. In many cases, it has also been reported that women stand as the biggest stumbling blocks for the existence of female child. In view of above, the conventional status of women in common parlance is not satisfactory. The existing constraints in service sector are probable reasons for decisions to be taken by working women in relation to exercise their choices about the progeny. This diagram gives a simple indication about the constraints influencing their status at the workplace.

Promotion at Workplaces

Women facing constraints at workplaces especially in terms of their perceived satisfaction status was attempted to be analyzed in connection with promotion parity index.

Diagram 13: Promotion of women employees as compared to male co-workers

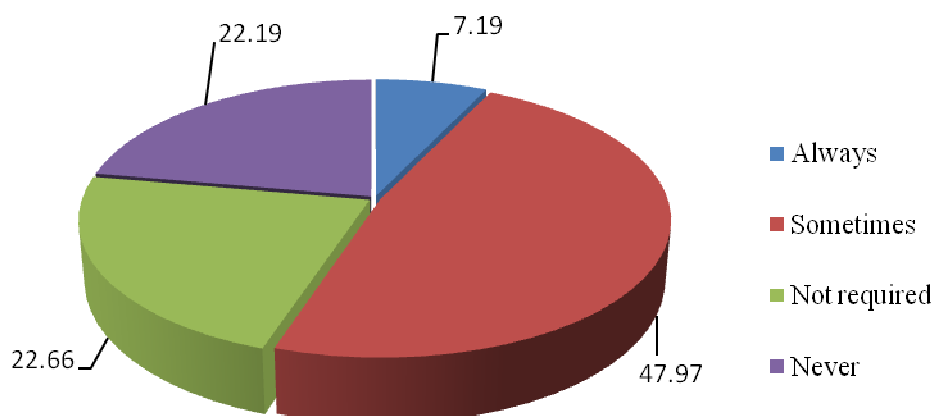


The diagram drawn above focuses in general about their promotion parity. Since the study was conducted at workplaces where specific rules and regulations were applied by organizations for their employees in connection with promotion, the grains of discriminations were acknowledged while interacting with respondents. Working women revealed that they have equal opportunity of promotion like male counterparts (75%), followed by 10.78% discriminated longer duration, 9.84% with no information and 4.38% earlier. Though majority of respondents have agreed with no discrimination on the grounds of promotion, almost 25% data vouches for discrimination. This was the case of service sector where things are black and white; one can easily estimate the conditions at other workplaces. On the grounds of promotion, working women experience a faire level of perceived satisfaction and enhanced status yet some one fourth of respondents have revealed discriminatory attitudes of employers.

Overtime and Respondents

The issue of overtime is an important indicator to determine the status of working women, degree of perceived constraints and satisfaction level. Moreover time management is a major issue for women to negotiate between household obligations and job responsibilities. If proper time is not available to them, there are frequent occasions where role and status inconsistency may occur. A question in this connection was asked to working women and their replies have been designed in the following diagram:

Diagram 14: Overtime by Respondents

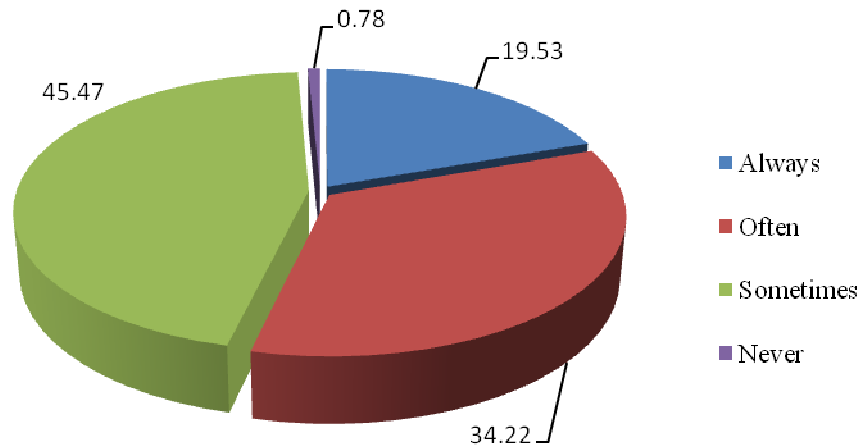


In the study, 47.97% respondents have reported about 'sometimes' over time work, followed by 22.66% as 'not required', 22.19% 'never' and 7.9% 'always'. This shows that working women are subjected to 'sometimes' overtime work more than other three categories, as mentioned above. This reveals discrimination against working women by organizations which are directly linked to their status, perceived constraints and job satisfaction. It reflects their underrated status, low degree of job satisfaction and higher level of perceived constraints. During our focused group interviews, it was also evident that on holidays, they were asked to manage work of their households for next holiday or leave day. So whether they are at workplaces or household, they are constrained to deliver required services. In this way, they face constraints from the household on the one hand and workplaces on the other. So working women not only face constraints from the handling multiple roles but also they have to go with role expansion or role extension.

Attendance to Family Function by Respondents

The participation of working women in family functions significantly informs about their political and cultural empowerment. It provides them a sense of identity and keeps them away from constraints. It also informs about the degree of hold they have for recreational opportunities. Recognition in family functions also provides them a sense of acceptance of their economic empowerment which they acquired by virtue of joining workplaces.

Diagram 15: Attendance to Family Function by Respondents



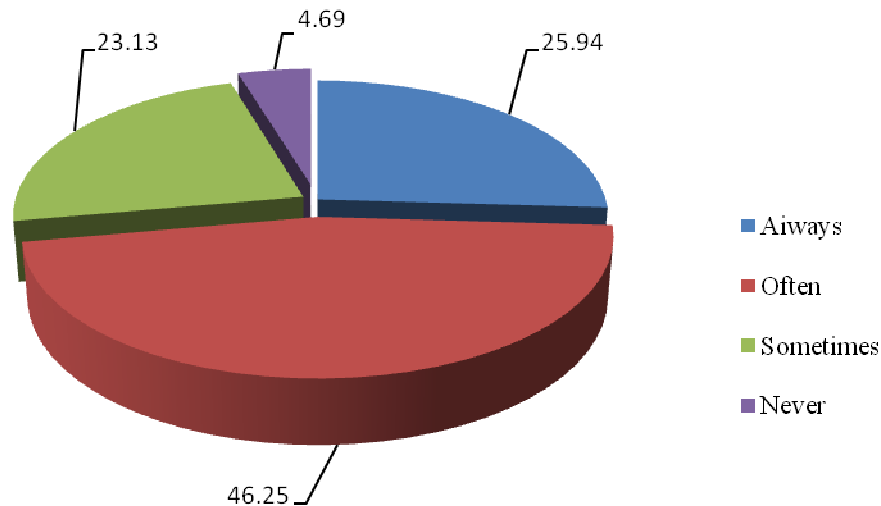
In above diagram, majority of respondents (45.47%) occasionally attend family functions, followed by 34.22% ‘often’, 19.53% ‘always’ and 0.78% ‘never’. The intensity of joining family functions by working women is a self explanatory to their strengthening social fabric. But their participation is not much on the regular basis. The attendance to their family functions in category of ‘sometimes’ is substantially more than in the mentioned other categories. It indicates a lower degree of social acceptance to their roles for participation in social functions, as compared to males. It reminds us structurally ingrained discrimination which does not let women to participate in social occasions. This requires an in-depth gender awareness programme to change the mind set of men in particular in women, in general. Thus the level of perceived satisfaction at households and workplaces for women is not satisfactory. Their status is considered to be underrated in this context.

Women’s Say in Financial Decisions

Though the income of the working women is considered as supplementary by the other household members, their financial contribution is immense to smoothly run the households. Over the years, their contributions become an essential source of household incomes. Since their income gets a stable source of household income, they also exercise rights in the course financial decisions. Their consent to spend money to procure household items needs to be understood in the light of their status, satisfaction and constraints.

In the financial matters, the degree of their consent determines their status, satisfaction and constraints. In this connection a question was asked to the respondents. On the basis of classified data, following responses have been received:

Diagram 16: Financial Say in Household Expenditure



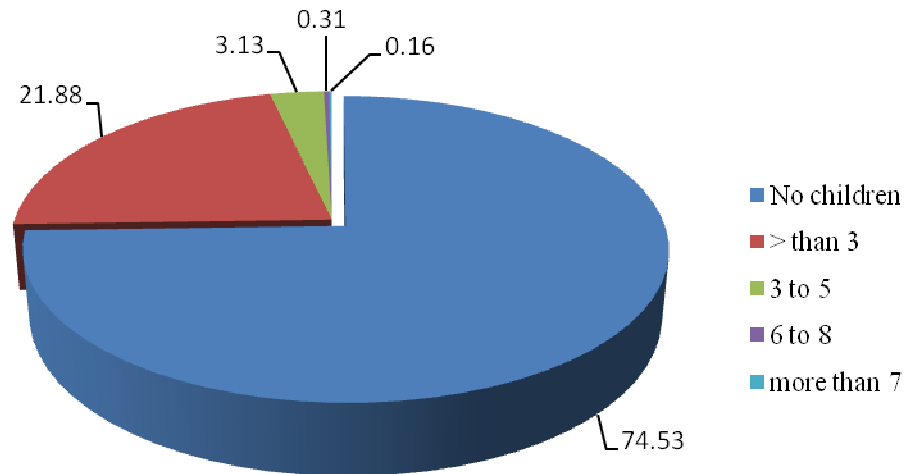
In the study, 46.25% working women have often been asked to contribute to the household decisions followed by 25.95% respondents in always category, 23.13% in ‘some times’ and 4.69% in ‘never’. In all the four workplaces of service sector, substantial numbers of women have been asked to endorse an item to be purchased for household whereas a minimum of only 4.69% have never been asked. It shows a good sign for their status and perceived satisfaction and hence a lower degree of constraints they face. But majority of household items in these days are procured because children want it. They are largely influenced by TV advertisements and other media promos. In the study, it was observed while talking to working women that their children and parents keep them requesting and insisting for a specific items to be purchased. Though the consents figure substantially, the decision with voluntary mindset has not been contributed. So apparently decisions are taken by the consent of working women but their decisions are not exclusive.

Number of Children

Women produce children. Women are mothers and wives. Women do the cooking, mending, sewing and washing. They care of men and are subordinate to male authority. They are largely excluded from high status, occupations, and from positions of power.

Indeed, women are biologically different from men. Women are programmed by their biogrammers to reproduce and care for children. The close emotional bond between mother and child is a genetically based predisposition for both parties and it is particularly important for the welfare for the child. Thus biological differences are the reason for the sexual division of labor.

Diagram 17: Respondents and Number of Children



The number of children in traditional India to a mother always added her reinforced identity and existence. But at the current situation, small family norm empowers the status of women. The women will have least constraints when they have limited children. At the moment two-child norm is at work. In the study, most of the respondents we met were single and childless. So much cannot be reflected on this assumption. Moreover, majority of working women did not have a child (74.53%), followed by 21.88% for less than three children, 0.31% for six to eight children and 0.16% for more than seven children.

This data show though majority of women do not have a child, less than three children is a norm in family of India today. They have to come with less than three children through reproduction. The traditional duress on women to reproduce less than three children is a norm which they have to carry forward. Working women require taking leave to accomplish this exercise which does not necessarily go rewarded by their family members. To get a male child is also a stress on them. This works as a biggest constraint in psychological terms.

Leave Related Matters and Perceived Satisfaction

In order to handle household exercise in general and women specific complications in particular, working women need to take leaves. Leaves are already provisioned in the rules of organizations where they work. Leave provisions are important to respondents for not only their perceived job satisfaction but also pertaining to their status and feel of constraints. While talking to them on leave related matters, it was observed that employers do not feel comfortable giving leaves to the women workers. But it is not that they are denied. In many cases, leaves are procrastinated.

Table 4.5: Satisfaction of Respondents for Leave Related Matter

<i>Leave Provisions</i>	<i>Type of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
<i>Excellent</i>	20 (12.5)	12 (7.5)	48 (30.0)	35 (21.9)	115 (18.0)
<i>Good</i>	90 (56.2)	123 (76.9)	71 (44.4)	103 (64.4)	387 (60.5)
<i>Bad</i>	50 (31.2)	23 (14.4)	34 (21.2)	21 (13.1)	128 (20.0)
<i>Others</i>	0 (0.0)	2 (1.2)	7 (4.4)	1 (0.6)	10 (1.6)
<i>Total</i>	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

The table 4.5 explains perceived satisfaction level of women workers on leave related matters.

Four options were given to the respondents, namely excellent, good, bad and others. 60.5% respondents in the study expressed leave provisions as “good”, 20% as “bad”, 18% as excellent, and 1.6% as “others”.

In govt. schools, majority of women workers expressed their positions as “good” (56.2%) against the leave related provisions, followed by 31.2% as “bad”, 12.5% as “excellent” and none in “others”.

In govt. offices, majority of women workers expressed their positions as “good” (76.9%) against the leave related provisions, followed by 14.4% as “bad”, 7.5% as “excellent” and 1.2% as “others”.

In banks, majority of women workers expressed their positions as “good” (44.4%) against the leave related provisions, followed by 30% as “excellent”, 21.2% as “bad” and 4.4% as “others”.

In private schools, majority of women workers expressed their positions as “good” (64.4%) against the leave related provisions, followed by 21.9% as “excellent”, 13.1% as “bad” and 0.6% as “others”.

In excellent leave provisions, majority of respondents have been from banks (30%), private schools (21.9%), govt. schools (12.5%) and govt. offices (7.5%). In good leave provisions, majority of respondents have been from govt. offices (76.9%), followed by private schools (64.4%), govt. schools (56.2%) and banks (44.4%). In bad leave provisions, majority of the respondents have been from govt. schools (31.2%), followed by banks (21.2%), govt. offices (14.4%) and private schools (13.1%). In “Others” leave provisions, majority of the respondents have been from banks (4.4%) followed by govt. offices (1.2%), private schools (0.6%) and none in the govt. schools.

Working women have not rated leave provisions in the majority of the cases as “excellent”. The “good” category has been responded by fairly high number of women workers. But “bad” and “others” categories have also been responded. It indicates leave provisions are one of the fronts where working women are facing constraints, lower degree of job satisfaction and a critical crisis for their prospective enhanced status.

Sexual Harassment and Workplaces

Sexual harassment is major issue related to the degree of constraints women face at workplaces in service sector. There are laws and provisions to protect women from sexual harassment at workplaces. In the study, though very few respondents have accepted the incidence of sexual harassment, the recent report of National Crime Record Bureau (NCRB, MHA) reports sexual harassment in India at alarming rate. It poses serious challenge for the working women. It is blot on the human civilization. The perpetrators should be treated with the most draconian mechanism. The table 4.6 gives the impression of sexual harassment at workplaces:

Table 4.6: Sexual Harassment at Workplaces

<i>Sexual Harassment</i>	<i>Type of Organizations</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
No	121 (75.6)	151 (94.4)	131 (81.9)	97 (60.6)	500 (78.1)
Rarely	19 (11.9)	7 (4.4)	15 (9.4)	37 (23.1)	78 (12.2)
Sometimes	20 (12.5)	2 (1.2)	14 (8.8)	25 (15.6)	61 (9.5)
Frequently	0 (0.0)	0 (0.0)	0 (0.0)	1 (0.6)	1 (0.2)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

In the study sample of 640, majority of respondents have negated sexual harassment at workplaces (78.1%), followed by 21.2% rarely, 9.5% sometimes and 0.2% frequently.

In govt. schools, 75.6% working women denied with any case of sexual harassment, followed by 12.5% as sometimes, 11.9% rarely and none in the ‘frequent’ category.

In govt. offices, 94.4% working women denied with any case of sexual harassment, followed by 4.4% as ‘rarely’, 1.2% ‘sometimes’ and none in the ‘frequent’ category.

In banks, 81.9% working women denied with any case of sexual harassment, followed by 9.4% as ‘rarely’, 8.8% ‘sometimes’ and none in the ‘frequent’ category.

In private schools, 60.6% working women denied with any case of sexual harassment, followed by 23.1% as ‘rarely’, 15.6% ‘sometimes’ and 0.6% in ‘frequent’ category.

No case of sexual harassment has been found in govt. office (94.4%), followed by 81.9% in banks, 75.6% in govt. schools, and 60.6% in private schools. Sexual harassment in rare cases have been found in private schools (23.1%) followed by govt. schools (11.9%), banks (9.4%) and govt. offices (4.4%). Sexual harassment in ‘sometimes’ category has been found in private schools (15.6%), followed by 12.5% in govt. schools, 8.8% in banks and 1.2% in govt. offices. In the ‘frequent’ category, sexual harassment is observed in private schools (0.6%) and neither in govt. schools nor in banks, nor in govt. offices.

Though majority of women workers have not expressed their concern in connection with sexual harassment, a single incidence of it shakes women badly with its ripple effect even in case of those who have not actually been victimized.

Cooperation from Co-workers

In order to make a workplace women friendly, the cooperation of co-workers are voluntarily required. If co-workers help prospective women, they would develop a sense of confidence to resist and contribute to the effective delivery of organizations' services. The degree of cooperation from co-workers reduces the degree of constraints that women face and strengthens their status and perceived level of satisfaction from the work they carry out. A question pertaining to the situation was asked to respondents, their replies are given in the table 4.7.

Table 4.7: Perception about Co-workers

<i>Perception about Co-workers</i>	<i>Types of Organizations</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Trustworthy	29 (18.1)	32 (20.0)	94 (58.8)	58 (36.2)	213 (33.3)
Communicative	88 (55.0)	112 (70.0)	31 (19.4)	73 (45.6)	304 (47.5)
Partial Trustworthy	19 (11.9)	11 (6.9)	24 (15.0)	19 (11.9)	73 (11.4)
Not to trust	24 (15.0)	5 (3.1)	11 (6.9)	10 (6.2)	50 (7.8)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

Four responses were prepared on the basis of pilot study pertaining to co-workers' response to women as perceived by respondents, namely 'trustworthy', 'communicative', 'partial trustworthy' and 'not to trust'. It was found that majority of responses were for 'communicative' (47.5%), followed by 'trustworthy' (33.3%), 'partial trustworthy' 11.4% and 'not to trust' 7.8%.

In govt. schools, majority of respondents responded to 'communicative' (55%), followed by 'trustworthy' (18.1%), 'not to trust' (15%), and 'partial trustworthy' (11.9%).

In govt. offices, majority of respondents responded to 'communicative' (70%), followed by 'trustworthy' (20%), 'partial trustworthy' (6.9%) and 'not to trust' (3.1%).

In banks, majority of respondents responded to 'trustworthy' (58.8%), followed by 'communicative' (19.4%), 'partial trustworthy' (15%) and 'not to trust' (6.2%).

In private schools, majority of respondents responded to 'communicative' (45.6%), followed by 'trustworthy' (36.2%), 'partial trustworthy' (11.9%) and 'not to trust' (6.2%).

In 'trustworthy', expression was from majority of bank respondents (58.8%), followed by private schools (36.2%), govt. offices (20%) and govt. schools (18.1%). In 'communicative' expression was from majority of respondents from govt. offices (70%), followed by govt. schools (55%), private schools (45.6%), and banks (19.4%). In 'partial trustworthy' expression was majority of responses from banks (15%) followed equally by govt. and private schools (11.9%), and govt. offices (3.1%). In 'not to trust', majority of the responses were from govt. schools (15%), followed by banks (6.9%), private schools (6.2%) and govt. offices (3.1%). In order to abate the degree of constraints women face and enhance the degree of satisfaction from their jobs, the cooperation of co-workers is needed. It also gives a trend that higher the cooperation from co-workers, lower the level of constraints women face which bolster their status and perceived satisfaction from their jobs.

Perception about Biased Treatment from Co-workers

Very significantly, co-workers treatment to working women was important to be investigated. The workplace where working women were employed reported that co-workers have biased views about them. This question was put up in the questionnaire to actually assess the responses of respondents for their co-workers. If the co-workers' perceptions are biased, it exerts an unwanted constraint. The table 4.8 given below narrates it.

Table 4.8: Perception on Biased Treatment from Co-workers

<i>Biased Treatment by co-worker</i>	<i>Types of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Yes	14 (8.0)	18 (11.2)	10 (6.2)	38 (23.8)	80 (12.5)
No	114 (71.2)	136 (85.0)	108 (67.5)	70 (43.8)	428 (66.9)
Indifferent	32 (20.0)	6 (3.8)	42 (26.2)	50 (31.2)	130 (20.3)
Others	0 (0.0)	0 (0.0)	0 (0.0)	2 (1.0)	2 (0.3)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

Out of the four options, majority of respondents expressed unbiased treatment of co-workers (66.9%), followed by 20.3% indifferent, 12.5% biased and merely 0.3% in other category.

Sanitation and Constraints

Sanitation is a major issue at workplaces. It contributes not only to a sense of responsiveness but also to health and hygiene. The women in menstrual cycle require proper sanitation in toilets, rooms and above all the total part of organizations. The other staff members who work there should also know the sense of sanitation. In India, the national policies are also made to ensure “Swaksha Bharat”.

Table 4.9: Organizations wise satisfaction of employees for sanitation facilities

<i>Satisfaction with sanitation facility</i>	<i>Type of Organization</i>				
	<i>Govt. School</i>	<i>Govt. Office</i>	<i>Bank</i>	<i>Pvt. School</i>	<i>Total</i>
Strongly satisfied	76 (47.5)	27 (16.9)	71 (44.4)	42 (26.2)	216 (33.8)
Somewhat satisfied	46 (28.8)	115 (71.9)	69 (43.1)	78 (48.8)	308 (48.1)
Not satisfied	38 (23.8)	18 (11.2)	20 (12.5)	40 (25.0)	116 (18.1)
Total	160 (100.0)	160 (100.0)	160 (100.0)	160 (100.0)	640 (100.0)

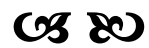
There have been considerable improvements at the front, yet on many days of data collection, the sanitation facilities were not observed to a satisfactory level. This also exerts constraints on women coupled with job dissatisfaction. It gives rise to health complications and infuses a sense of deceleration towards work.

The table 4.9 indicates that 48.1% respondents are somewhat satisfied with the sanitation facilities available at workplaces, followed by 33.8% 'fully satisfied' and 18.1% 'not satisfied' at all. In govt. schools, 47.5% respondents are strongly satisfied, followed by 28.8% each for 'somewhat satisfied' and 'not satisfied'. In govt. offices, 71.9% are somewhat satisfied, followed by 16.9% strongly satisfied and 11.2% 'not satisfied'. In banks, 44.4% respondents are strongly satisfied, followed by 43.1% 'somewhat satisfied' and 12.5% 'not satisfied'. In private schools, 48.8% working women are somewhat satisfied, followed by 26.2% strongly satisfied and 25% not satisfied. In strongly satisfied category, majority of the respondents were from govt. schools (47.5%), followed by 44.4% from banks, 26.2% from private schools and 16.9% from govt. offices. In 'somewhat satisfied category', majority of respondents were from govt. office (71.9%), followed by private schools (48.8%), banks (43.1%) and govt. schools (28.8%). In 'not satisfied category', majority of the respondents were from private schools (25%), followed by govt. schools (23.8%), banks (12.5%) and govt. offices (11.2%). Sanitation sounds to be a weak concern of organizations which instigates constraints on working women. Lack of water in toilets, proper room cleanliness with disinfectant, removal of webs, poor sewerage system were some of the noticed and observed sanitary problems at workplaces. When these matters were taken to the concerned people, they took an indifferent attitude and approach.

On the basis of computed mean value of constraints in percentage, 59.7% is the level of constraints that working women face during their work hours. In govt. schools, the overall level of constraints is 66.5%, followed by 62.1% in govt. offices, 56.8% in banks and 56.4% in private schools. The degree of constraints on working women from others is higher (61.6%), followed by married women (61%), widow (39.8%) and single (58.6%). Single working women face lower degree of constraints, as compared to other women.

The study with its salient findings explain the level of constraints that working women are facing at workplaces in service sector.

Thus the promotion of research on regular basis in the area of women' constraints in general and working women's stress in particular should be carried out to curb and control the trend of constraints which may exert a serious problem in the future for the women well-being.



Chapter VI

CONCLUDING REMARKS

The study on women facing constraints at workplaces in service sector has been an eye opener in many ways. It demystified the reasons for constraints on the one hand and explored the possibilities to suggest remedial measures, thereby reducing the degree of constraints, on the other. Indeed, the reduction of constraints from working women is a possibility when their economic, social and political existence is ensured in the larger fulcrum of governance, as these aspects are deeply intertwined and interlinked with many cross cutting linkages. This is to say that if efforts on one dimension are absent, the other dimension would not be sustained. Therefore, we need to address and make capabilities with all the three dimensions, only then the women facing constraints would be minimized at the sustainable level. Thus for holistic empowerment of women to happen-social, economic and political aspects impacting a women's life must converge effectively.

Women as an independent group stand for 48.5% of the country's total population. The importance of women as an important human resource has been recognized by the constitution of India which not only accorded equality to women but also empowered the state to adopt measures of positive discrimination in their favor. A number of articles have been inscribed in Indian Constitution to uphold and bolster their socio-economic development thorough political rights and participation in decision making. Borrowing the strength from the constitutional commitments, the government of India has been engaged in the continuous endeavor of concretely translating all the rights, commitments and safeguards incorporated in the Indian Constitution for women from *de jure* to *de facto* status. Sustained and rapid growth rates are the most effective route to poverty alleviation by which women empowerment can be realized. The commensurate employment of women in the workforce would contribute to a considerable degree of growth and development of our country. Inequalities between girls and boys in access to schooling or adequate health care are more acute among poor people than among those with higher incomes. Girls' and women's health and schooling were vulnerable to economic downturns than those of boys and men. The rationale for economically empowering women is compelling for both for its own sake and for instrumental benefits. Research indicates that economic participation of women-their presence in the workforce in quantitative terms is important not only for

lowering the disproportionate levels of poverty among women, but also as an important step toward raising household income and encouraging economic development in countries as a whole.

Amartya Sen makes a compelling case for the notion that societies need to see women less as passive recipients of help, and more as dynamic promoters of social transformation, a view strongly buttressed by a body of evidence suggesting that the education, employment and ownership rights of women have a powerful influence on their ability to control their environment and contribute to economic development.

In the study, it has been observed that women have internalized domestic violence as a necessary part of domestic life. Violence, neglect and abuse not only result in long terms physical injuries and poor health, but also create chronic low self esteem, depression and other mental health issues largely subsumed in their 'constraints'. Low investment in health and under utilization of funds has resulted in health delivery systems that are increasingly inaccessible, inefficient and unaffordable.

Social security provisions should be created consisting of the right to health and medical care, employment injury benefits, maternity benefits, group insurance and housing safety measures. There should be compulsory four year audit to ensure the desired distribution of women workers at the workplaces. The gender disaggregated data should be government, local self government and other organizational levels. In order to encourage participation of women at workplaces, women heads organizations should be exempted from tax at all the three significant levels.

In the study, it has also been observed that there is unsatisfactory level of women participation in almost all the four investigated workplaces. To fix the issue up, the employer should be provided some incentives for keeping women as their major workforce. It may be operated through tax exemption to women concentrated organization or by way of giving subsidizes.

The sectors where women employment is less, a study should be conducted to know the reasons thereof. Through the PPP initiative, the NCW should identify trainers to give on job trainings to women so that participation can be improved and contributions be maximized.

In the study, the requirement of skill up-gradation has also been observed. Working women require their need based customized trainings keeping in view their availability in a time slot. Central Government, State Government, Local Self Government and other agencies should think of increasing the number of vocational training institutions for women. There should be slots in vocational training institutions for the re-training and skills up-gradation of women who have taken a job break due to their obvious familial responsibilities so that their competency level could get enabling support.

In the study sample of 640, it was found that unmarried women had greater number of workforce (53%) than the married women (43%) followed by a negligible percentage of widow workers. It shows the organization becoming relatively unfriendly to women with prescribed social responsibilities. A systematic strategy should be devised at the central, state and local government level to share the social responsibilities of working women.

Since majority of the respondents were found staying in the rented houses, there should be a women friendly policies to deal issues related with tenant and land owner disputes in case of lady occupants. The central government, state government and local self government should address the problem of housing for the working women. Though working women hostels are put in place, a study should be conducted to identify the problems faced by working women during their stay.

In the study, it has been found that 25% women suffer from the problem of promotion at their workplaces. Promotion does not only encourage financial support but also attaches meanings to the social life and a sense of satisfaction where esteem has an instrumental role to play. The need of hour is to encourage women by giving promotion in time where they are serving. It would transmit a message that women enjoy special status not only in placement but also while working.

In the study, the issue of sexual harassment does not get fully expressed by the respondents yet we need to work on it to bring this issue at the 'zero-tolerant' level. The central, state and local self government should customize an awareness generation programme to fix this issue up. The punitive actions should also be imposed to handle such cases.

The issue of job satisfaction was found important to women. There are many reasons perceived by women as the impediment to their job dissatisfaction. Instrumental reasons in the study were identified as biased treatment by male counterparts, unskilled managers and so on. It is imperative that the unbiased treatment by male counterparts be curbed and controlled by the employer at the central, state and local self government levels. The verbal comments by male counterparts reflected a fathomless duress for the working women. This could be rectified by a systematic awareness programme at the workplaces for the males. This would help contribute to the perceived job satisfaction by working women.

In the study, 49.4% respondents perceived negative orientation about their current jobs. This seems to be a major impediment in the life course of working women at the workplaces. It influences negatively about the degree of their job satisfaction. It reduces the morale standard both for women and organization. As such, systematic benchmarking for the protective discrimination be ensured.

This trend also communicates that women and men at the workplaces do not have the fullest degree of gender sensitive interactions. Men and women are the two wheels of the social vehicle and without their integration an informed and balanced workable environment cannot be created. All Corporate Social Responsibility (CSR) programme should be tailored on the findings of the study to mainstream women and ensure their productive roles in development.

Existing leave provisions have not been welcomed properly by women respondents. Majority of women in this study (60.5%) just say 'good'. The desired days of leave in terms of maternal health should be provisioned in case of working women. Health related information should properly be promulgated. The outreach of positive women should be widened to access information, special awareness, capacity building and services by setting up self help group (SHGs) and networks at the local, state and central level.

Policies should be promoting strategies for involving men that foster equitable gender relationships. This includes equitable decision making and resource sharing amongst couples, how men can share more responsibilities for birth control and foster greater opportunities for their wives, mothers and daughters. We need to ensure women friendly free comprehensive health care centres, based on the total reformative approach with full preventive, curative and promotive dimensions. State should identify a pool of

transport in collaboration with the local players on the PPP mode to be facilitated to working women.

In the study, the socio-economic profile of women in the study area, assessment of their constraints has been discussed. The findings of the discussion offer a set of viable recommendations reducing constraints working women face.

Though most of the working women in the study have encountered a number of difficulties in balancing between family and job responsibilities, their actions revolve around the strongly felt silence of cultural values and expectations constraining to traditional roles and a more accentuated sense of patriarchy. The study concludes with the fact that working women's constraints depend on the nature and type of employment they are involved. Women who are involved in part-time or short working hours are facing fewer constraints in their families. The present study, therefore suggests to policy makers to employ the policy of reducing working hours for the women so that it may reduce the degree of constraints that they face at their households and workplaces. Though an increasing proportion of women participating in the workforce have enabled them to contribute to their household income and achieve economic independence, a lot is needed to be done to harness prospective women workforce for strengthening the social fabric and boost the degree of inclusive development.

EMERGING FRAMEWORK

1. Poorer is the social background, more is the vulnerability intensifying the degree of constraints working women face.
2. Greater is the distance of workplace from their households, more is the level of duress they experience.
3. Maximum is the degree of social support they enjoy; minimum is the degree of constraints they face and vice versa.
4. Similar is the resource base they have with the male counterparts, neutral is the level of negative orientation they express.
5. Greater is the degree of moral strength their organization is obliged with, greater is the degree of status they enjoy at workplaces.

6. Higher is the degree of their impoverishment, more likely they are to perceive constraints.
7. Greater is the degree of satisfaction they have from income, more likely they are not to change their jobs.
8. Greater is the degree of social support in place, more likely they are to have job satisfaction.
9. More is the number in household members, less likely they are to have flexible timings.
10. Greater is the degree of effective existence of 'complaint cell' at workplaces, more likely they are to enjoy social security, status and satisfaction at workplaces.
11. More frequently they are possessed with dispensability, more is the level of satisfaction and esteemed status they experience.
12. Greater is the degree of their participation in the social events/recreational events, greater is the sense of satisfaction they derive from.

Moreover, the study strongly vouches for change in the attitudes of people towards women's employment. The fact of matter is women needs the positive orientations of society so as to be capable of crossing all traditional barriers and prejudices and contributing to our smart nation building project.



QUESTIONNAIRE

General Information

Name: _____ **Contact/Mobile No.** _____

	(1)	(2)	(3)	(4)
Age	15 to 25	26 to 36	37 to 47	Above 48
Marital Status	Single	Married	Widowed	Others
Qualification	Up to 10 th	Graduation	Vocational	Others
Religion	Hindu	Muslim	Sikh	Others
Type of Family	Nuclear	Joint	Others	
Nature of Job	Permanent	Temporary	Contractual	Others
Type of Organization	Pvt. School	Govt. School	Nationalized Banks	Govt. Office

Social Profile

		(1)	(2)	(3)	(4)
1.	No. of children	Less than 3	3 to 5	6 to 8	More than 9
2.	Mode of house owning	Self	Parental	Rented	Others
3.	Hours spent on doing household work	Less than 4 hours	5 to 9 hours	10 to 14 hours	More than 15 hours
4.	No. of years been to present organization	Less than 1 year	1 to 3 years	4 to 6 years	More than 7 years
5.	Major reason for taking up the job	Personal interest	Family support	Personal need	Leisure
6.	Frequency of Invitations to the decisions taken in present organization	Always	Often	Sometimes	Never
7.	Degree of family function attendance	Always	Often	Sometimes	Never
8.	Degree of invitation by neighbours for celebrating 'girl child birthday'	Always	First birthday	Not in the memory	Can't say
9.	Intensity of financial decisions at the household	Always	Often	Sometime	Never

Economic Profile

		(1)	(2)	(3)	(4)
10.	Monthly household income	Less than 15000	15000 to 25000	25001 to 50000	Above 50000
11.	Monthly income of respondents	Less than 15000	15000 to 25000	25001 to 35000	Above 35000
12.	Monthly expenditure on own requirements	Less than 10000	10000 to 15000	15001 to 20000	Above 20000
13.	Major use of the salary	Self consumption	Family purpose	Savings	Others
14.	Amount paid on monthly school fee for children	1000 to 3000	3001 to 5000	5001 to 7000	Above 7000
15.	Amount sent to maternal household	Less than 5000	5000 to 7000	7001 to 9000	Above 9000
16.	Personal monthly savings	2000 to 5000	5001 to 8000	8001 to 11000	Above 11000

Constraints at workplace

		(1)	(2)	(3)	(4)
17.	No. of promotion in career span	Once	Twice	Three times	More than three
18.	Age at which Employment began	Before 18 years	Before 20 years	Before 25 Years	Other, Please specify
19.	Proportion of promotion in comparison to male counterpart	Earlier	Equal	Longer	Don't know
20.	Occasions of overtime work	Always	Sometimes	Not required	Never
20(a)	If yes, reason thereof	Work completion	Scheduled work	Extra incentive	other, please specify
21.	Frequency of health complications	Yes	Sometime	Never	
22.	Colleagues' working attitude	Appreciative	Conclusive	Sarcastic	Negative
23.	Perceived responsibilities for being office and household in time	Always	Occasionally	Rarely	Never
24.	Occurrences of sexual harassment	No	Rarely	Sometime	Frequently
25.	Reaction to sexual harassment	Verbally expressed anger	Complained to organization head	Resigned from the job	Filed a legal case
26.	Interest in continuing job	Yes	No	Can't say	Yet not decided

26(a).	If no, why?	Salary issue	Work pressure	Unfriendly working environment	Others
27.	Whether gone for skill development training for internal promotion	Yes	No		
28.	Attendance to organizational get-togethers	Yes	No		
28(a)	Frequency of attending such 'get-togethers'	Weekly	Monthly	Quarterly	yearly

Job Satisfaction

		(1)	(2)	(3)	(4)
29.	Perception regarding biased treatment by your co-workers	Yes	No	Indifferent	Other, please specify
30.	Ranking about overall work performance comparing to male counterparts	Above average	Average	Below average	Others
31.	Satisfaction level on the available sanitation facilities	Strongly satisfied	Somewhat satisfied	Not satisfied	Can't say
32.	Perceived friendly structural arrangements of organization	To great	To Some	Limited	Not at all
33.	Comprehension of male perception about women in current occupational field	Permissive	Partially permissive	Restrictive	Unknown
34.	Rating morale of organization on the scale of four	Four	Three	Two	One
35.	Functionality of safety cell against sexual harassment	Yes	No	Not interested	Never communicated
36.	Expressions describing about male co-workers	Trustworthy	Communicative	Partly trustworthy	Not to trust
37.	Rating leave-provisions on maternity, child care or flexible timings	Excellent	Good	Bad	Other

Perceived Constraints

39. List of problems at workplaces:

40. Awareness about legal Acts for women's rights:

41. Any other item which you wish to mention:

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