

MINISTRY OF WOMEN AND CHILD DEVELOPMENT



REPORT ON WORKING WOMEN AND PUBLIC GRIVANCES

PARIDHI GUPTA

Symbiosis Statistical Institute

INDEX

Sl. No.	CONTENT	Page no.
1	Working women Introduction	1-2
2	Acknowledgement	3
3	Literature review	4-7
4	About the report	7-8
5	Data and methodology	8-9
6	Discussions	10- 14
7	Policies and schemes	14- 15
8	Conclusions	16
9	Public grievances Introduction	17
10	Observations	18- 19
	Online portal	
	Offline portal	
11	Conclusions	20

WORKING WOMEN

1. INTRODUCTION

Why has working woman become a subject matter? Why can't it be as conventional as a man going out to work? Men are considered to be heads of family, bread- winners, owners and managers of property, and active in politics, religion, business and professions. Women on the other hand are expected and trained to bear and look after children, to nurse the infirm and old, do all household work and so on. Our society never fails to provide a plethora of opportunities and environment to the working men whereas the condition of working women is becoming despondent. It is yet not acceptable for a woman to give all of their time to work that they intend to do or chose because of the most common prevailing stereotype of woman being expected to be the carriers of household.

A woman start facing difficulties right from the time she starts planning for her career. If or not the career she has decided is possible for her in terms of consent from family, time to follow her path and most importantly "what people will say to it? " , whereas a man is liberal in his thoughts to decide his career with no such questions in his mind.

1.1 Is education the same for all?

A career starts from education and do women get equal education rights or not? In India there are three type of schools private schools, government schools and private schools aided by government. Education from private schools is expensive than any other school and statistics shows that percentage of boys in private school is more than girls (Azam and kingdom, 2013).

1.1.1 Literacy rate

1. As per Census 2011, the literacy rate at all India level is 72.98% and the literacy rate for females and males are 64.63% and 80.9% respectively. During the last decade, the highest improvement in literacy rate was observed among rural females (24%).
2. In 2011, among the State/ UTs, the male and female literacy rate is highest in Kerala (male: 96.1%, female 92.1%) and lowest in Bihar (male: 71.2%, female: 51.5%).
3. The gap in literacy rates of males and females is low in the States of Meghalaya, Kerala and Mizoram (less than 5 percentage points) and high in the States of Rajasthan, Jharkhand, Dadra & Nagar Haveli, Jammu & Kashmir, Uttar Pradesh, and Chhattisgarh (20 percentage points or above) with Rajasthan being the highest.

Female literacy rate is low in every state of India But analysing the positive side literacy rate for females is increasing in comparison with last decade due to some schemes like beti bachao beti padao. Difficulties do not end here, finding jobs according to their requirements and qualifications is difficult for women in this society.

1.2 It is very difficult for a woman to find a job which fulfil her requirements. Requirements for women are different from men. Women wants the job which suits her timings and cost. Odd timings will be a trouble for women. Woman needs the environment to work, environment where women are respected and their work is being appreciated.

In today's time, it is also the upbringing of women which teaches them that their responsibility is to protect their family, they should know how to cook and one day they have to get married to a man who will take care of all the financial requirements. This societal

burden has changed the mind set of women and now women themselves are not coming out of their shells.

Women and girls are biologically weaker. Can this be a reason for a woman not going out to work? Women has lots of household responsibilities which apparently men cannot handle and besides that women's work in other fields are not being appreciated and also because of this they are not being offered good opportunities. And in my opinion this fact holds because women have no family support even if they are working which makes it even more difficult to handle things. A working woman also sometimes lack in maintaining the relationship between her children.

2. ACKNOWLEDGEMENT

I would like to thank my project guide Deputy Director Mrs. Meena Nandwani for her expert guidance and uplifting inspiration, continuous support and cooperation throughout my report without which the present work would not have been possible. In spite of her busy schedule and overwhelming responsibilities, she always extended full attention, patient hearing and complete support to me, without which the present work could not have come to light. For her keen interest, valuable discussion, constructive criticism, timely advice and able guidance, it has been possible on my part to plan, review and give shape to this report

It is also my humble duty to record my gratitude and indebtedness to everyone concerned to my present work

This report has been a great learning experience for me and I would like to express my gratitude towards all the people who have guided me throughout and without whose guidance and support this project would not have been completed successfully.

And lastly, I would like to thank all respondents from whom I interacted during my report for their kind cooperation for helping me to complete this project work successfully

3. LITERATURE REVIEW

Many studies have been done on what can be the possible reasons behind the working woman? Why working women population is low as compare to men? How working women take care of all the household responsibilities and her work? What type of work is more preferable for a woman?

It is also seen that main focus of all studies is on married working women. Women working in organized sector are facing more difficulties then in unorganized sector.

Different studies use different methodologies to analyse the trend of working women.

In the history of women's 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. Such 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. Somjee (1989)

Women works for the same reasons men do. A woman can handle a whole family and can easily do a job assigned to them. Women are coming forward in every domain. Women can do farming, can work as a labour in a factory and can also run a business. Women prefer doing jobs to help her family financially. Women are participating in financial decisions for her family. But a woman is not believed as a

worthy source for any job since they have to manage their family and job both. In comparison to men women face lots of difficulties in finding a job and also to do that job easily.

Ahmad and Aminah (2007) examined the work-family conflict experienced by 239 married female production operators in dual-career families, the social support they received and the coping strategies used to manage 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 child-care services. They received the least social support from their supervisors compared to other sources, and tended to cope with conflict using reactive role behaviour and personal role redefinition strategies."

Gunavathy and Suganya (2007) in their study among married women employees of BPO companies traced the causes, consequences of work-life imbalance and interventions for work life balance. More than two-third of the respondents stated the experienced work-life imbalance primarily on account of work interference with personal life. The causes for work-life imbalance were classified as organizational and personal factors. The organizational factors included work related factors, time-related factors and relationship-related factors. The personal factors included lack of family support, marital conflicts and frequent change in sleeping patterns. According to the study, "the three main consequences of work-life imbalance were stress and burnout, ill-health and poor work performance. The respondents also experienced guilt of not being able to spend time with family, anxiety about poor performance, displacement of negative emotions on family members and on co-workers

D. Jamali, et al. (2006), “made a study to explore the salience of glass ceiling type barriers in the Lebanese banking sector, based on the perceptions of a sample of Lebanese top and middle level women managers. The questionnaire was administered to a sample of 61 top and middle level women managers, drawn from the context of 12 different banks in the Lebanese context. They found that the common precepts of the glass ceiling theory were not supported in the context of Lebanese banks with overall positive inferences and perceptions reported by Lebanese women managers in relation to their work environment and daily work experiences. These findings were explained by the progressive evolution of the Lebanese banking sector over the past few decades.”

Lilly and Duffy (2006) wrote “work-family conflict occurs for men and women in the sense that anyone with a job and family may need to cope simultaneously with the demands of both”. Job spill over, in the case of work and family, refers to the impact that work roles could have on that family and vice versa (Delgado and Canabal, 2006). It has been recognized that the long-hour work culture in many organizations does not support appropriate parenting (Wood and Newton, 2006). Long hour work includes working in the banking sector of every economy. After even the long hour daily for five days, Saturdays are now included.

Women can either act as so-called superwomen in order to cope with these competing demands or find other ways of handling the overload at work or at home (Gordon and Whelan-Berry, 2005). Women, who felt overburdened by all of the pressures they must shoulder, run the risk of burnout and a possible end to their corporate aspirations (Gallagher and Goland, 2000, cited by Easton, 2007). Macdonald, Phipps, and Lethbridge (cited in Easton, 2007), using fresh data on adult Canadian women and men found that women’s greater hours of unpaid work contributed to women experiencing more stress than men. Success in the workplace as

super mom in terms of balancing work and family may come at a high cost in the form of stress (MacDonald et al, 2005, cited in Easton, 2007). “This stress, if not handled carefully, could have dire effects on their careers and even their roles and obligations to their families.”

According to Elvin-Nowak and Thomsson, (2001, cited by Easton, 2007) a woman that worked was “exposed to the constant risk of her position as a mother and woman being questioned particularly where she has chosen employment for her own well-being rather than being forced to by external circumstances.” Hakim (cited in Easton, 2007) makes use of ‘preference theory’, a new theory for ‘explaining and predicting women’s choices between market-work and family work.’

According to Hakim, adaptive women prefer to combine employment and family work and these women are prepared to prioritize their jobs in the same way as men with family life fitted around their work and many of these women remain childless, even when married.

4. ABOUT THIS REPORT

This report is meant to understand the problems faced by Urban and rural working women in India. The objectives also included identifying the key socio-economic attributes contributing to women’s status, safety and security, and to study women’s involvement in various activities/ organizations for improving of family, community and society.

It is about how working women of different age groups have been dealing with all kind of problems and challenges. Working women can be married, single, divorcee, single parent, separated etc. Also there is a possibility that working women may or may not be educated. Now a days women are working in every domain like women are successful entrepreneurs, some are working in professional world like doctors teachers etc. , some are working in factories on day to day wages system and also now a days women to

handle their work and household responsibilities together are working from home . Women are investing from home in share markets and mutual funds and they have started their own job of selling products and also some women gives tuition to students to make it an easy way of earning. Work from home is a good chain especially for women.

This report is also about the problems faced by working women. Some problems are definitely common, like mental and physical stress, lack of proper balance between employment and family care, unfair treatment in the workplace, stressful life and work place discrimination etc. But some challenges are age or category specific, like prejudiced and stereotyped thinking, safety and security issues, ego hassles with colleagues, and problem of glass ceiling etc. Some probable solutions for problems plaguing urban working women that could help them to overcome the problems that they face in the workplace are proper safety and security measures by the parent organizations, sensitive and supporting partners at home, effective child care policies and appropriate grievance redressal mechanisms for women in place at the workplace.

5. DATA AND METHODOLOGY

5.1 The data for this report is being taken from census 2011 and NSS data from 1993-94 to 2011-12. Where the data is for State-wise Workforce Participation Rate, State-wise Percentage Distribution of Workers According to Broad Employment Status which are

1. Self-employed
2. Regular wage or salaried employee
3. Casual workers

Also census gives the data for Labour Force Participation Rates by Age-Group, Sex and Residence, percentage of labour force participation and unemployment rate for every state for urban and rural both separated for both female and male

5.2 STANDARIZATION

Firstly the state wise percentage distribution according to broad employment status are being standardized separately in the range of 1- 100 by using the formula given below:-

$$x_{new} = \frac{x_{ij} - x_{min}}{x_{max} - x_{min}}$$

Where x_{ij} defines the state wise percentage distribution according to broad employment status, x_{min} is the minimum of state wise percentage distribution according to broad employment status and x_{max} is maximum of state wise percentage distribution according to different employment status.

5.3 INDEX NUMBER CALCULATED

The index number for each state for different employment status is calculated by adding the standardized values calculated separately and the value so obtained is the index number for women employment status. The state possessing the minimum value of index number is the state of good ratio of women employment and the state with maximum value of index number is the state of poor ratio of women employment.

5.4 RANKINGS

Rankings are done according to the index number to make it easier to know the state with maximum and minimum index number. The value of maximum index number is ranked first and so on in ranking is done in decreasing order.

5.5 labour force participation and unemployment percentage helps to find the states in which has highest gap or lowest gap between male and female labour force and unemployment percentage. And it is also being observed that how literacy level and working women percentage is related.

6. DISCUSSIONS

6.1 State level employment scenario

According to the index number rankings the minimum the value of index number deprived the state is in female working population in three major employment status (self-employed, regular wage or salaried employee and casual workers).

By this it can be said that Tripura have the best rate of women employment rate followed by Tamil Nadu and Lakshadweep. And Delhi is deprive of female employees and it is followed from Nagaland and Chhattisgarh. According to NSS data female workforce participation rate is being declining. The reason for this fall at the state-level and national level needs detail examination. However, the global financial recession could be one of the possible reason for this decline in female workforce participation ratio.

State-Wise Female Workforce Participation Rates										
States/ Rounds	Urban Females					Rural Females				
	50th	55th	61st	66th	68th	50th	55th	61st	66th	68th
Andhra Pradesh	19.9	17.8	22.4	17.6	24	52.1	47.8	48.3	44.3	62.2
Assam	9.2	11.2	10.9	9.3	12.2	15.9	15.1	20.9	15.8	17.8
Bihar	6.9	7.5	6.5	4.7	7.1	17.2	17.3	13.8	6.5	8.5

Gujarat	14.2	13.5	15.1	14.3	19.3	39.6	41.3	42.7	32	40.3
Haryana	15.2	9.8	13.2	13	14.4	27.1	20.2	31.7	25	23.4
Karnataka	18.1	17.8	18.1	17	23.5	43	38	45.9	37	40.6
Kerala	20.3	20.3	20	19.4	27.8	23.8	23.8	25.6	21.8	30.8
Madhya Pradesh	14.2	13.4	15.4	13.1	17	41	38.2	36.6	28.2	38
Maharashtra	16.9	13.7	19	15.9	23.6	47.7	43.4	47.4	39.6	56.5
Orissa	15.1	14.5	14.8	11.9	21.6	31.7	29.9	32.2	24.3	36.1
Punjab	9.3	12.5	13.3	12.4	19.4	22	28	32.2	24	32.9
Rajasthan	16.3	13.8	18.2	12	20.6	45.7	38.8	40.7	35.7	53
Tamil	23	21.5	24.1	19.1	27.9	47.8	43	46.1	40.5	51.9
Uttar Pradesh	10.2	9.4	11.7	8	14.5	21.9	20.1	24	17.4	28.1
West Bengal	14.3	11.7	15.5	14.1	23.8	18.5	16	17.8	15.2	27.9
All India	15.5	13.9	16.6	13.8	21	32.8	29.9	32.7	26.1	37.2

6.2 Working women education status

When female employment rate is compared to literacy level it is being observed that higher the female literacy level higher is the working women population which do not say that working women population depend on literacy it also depends on the economic wealth of the state. Women working as a factory labour have never

dreamt of working there as their career it is all because financial conditions of the family.

In urban areas, WPR is higher for illiterate females than for females with higher levels of education except graduates. It can be concluded from NSS data that the urban women finding employment are less educated and are probably finding work in low-paying unskilled jobs which do not require much education and lesser number of educated and skilled rural women are participating than earlier and most of them finding work in low paying unskilled jobs.

Educational Level of Working Females										
Rounds	Urban Females					Rural Females				
	43rd	50th	55th	61st	66th	43rd	50th	55th	61st	66th
Not Literate	29.2	30	27.1	30.4	23.1	52.6	54	51.3	55	43.2
Upto Primary	17.5	20.3	17.7	23.4	20.6	39.1	41.6	40.3	44.9	38.4
Middle	11.3	13.1	12.9	16.1	15.4	29	29	29	37.1	29.4
Secondary	15.1	13.4	12.4	12.3	9.7	26.1	25.8	25.7	30.5	22.2
Higher Secondary	NA	14.7	12.4	12.9	9.4	NA	23.4	20.6	25.2	18.3
Graduate & Above	31.5	30.1	27.3	29	25.9	35.1	36.6	31	34.5	29.7

6.3 Wages paid to women

It is clear that the absolute wage differentials between rural and urban women have widened over time. During 1993-94, rural women had an average wage of Rs35 while urban women had an average wage of R 62 and the corresponding figures for 2011-12 are Rs201 and Rs366 respectively. Thus, it becomes clear that wage differentials for rural and urban women have not narrowed down during the study period.

Therefore, female workers are in a worse-off position in terms of wage earnings in comparison to the male workers. In the category of female workers, rural females are relatively worse off. Thus, there is an urgent need for governmental policy to improve the average earnings of rural women and reduce these disparities.

Average Wage of Rural & Urban Females from 1993-94 to 2011-12				
	Females		Male	
Rounds	Rural	Urban	Rural	Urban
50th	34.89	62.31	58.48	78.12
55th	114.01	140.26	127.32	169.71
61st	85.53	153.19	144.93	203.28
66th	155.87	308.79	249.15	377.16
68th	201.56	366.15	322.28	469.87

6.4 Job matching difficult for women

Women experience greater difficulty matching to jobs that suit them than men. If women have preferences for non-agricultural jobs in rural and peri-urban areas, the lack of non-agricultural jobs for women may explain low FLFP in general and the decline in rural women's labour force participation specifically (Chatterjee, 2015). The types of jobs women report wanting vary by age, but are primarily of a part-time nature, reflecting the demands of other household responsibilities, particularly in the context of marriage and childbearing.

The main criteria for a woman from a job is matching the eligibility of educational qualifications, getting the desired wages or salary and getting the appropriate work environment.

There are different kinds of jobs like a full time job from morning to evening, half day job which ends in afternoon like teachers or job from home. The most comforting jobs for women are work from home and half day job because it reduces their burden towards the both job and household responsibilities.

While finding jobs the location of the job also matters a lot. What can be the cost and time for travelling? Is the location of the job in favourable environment?

6.5 Information and peer effect

Women often lack information about returns to work and access to adequate job opportunities. When coupled with restrictive social norms, lack of information may depress how and when a woman may work, but research shows that these norms are not immutable. Information, obtained via active recruitment or through family ties, can affect women's work and family outcomes.

Like information, role model or peer effects can have an impact on women's participation. In areas where jobs that women prefer are not available, self-employment may provide opportunity and flexibility for women to enter the labour market, and having contacts and role models can lead women to take steps to grow their businesses.

7. POLICIES AND SCHEMES FOR WORKING WOMEN

Government is putting more efforts to bring women out of their shells. Starting from entrepreneurship by women, Women too are seen leaving their high-profile jobs as well as some stepping out of the four walls of their homes and joining the pool of Entrepreneurship in India. The major factor to jumpstart the entrepreneurial journey is capital and various banks offer specialized loans for women entrepreneurs that have slightly different and more flexible set of terms and conditions pertaining to collateral security, interest rates, etc.

Here is a list of various schemes and loans exclusively for women that aim at promoting and easing out the process for them –

1. Annapurna Scheme
2. Stree Shakti Package for Women Entrepreneurs.
3. Bharatiya Mahila Bank Business Loan
4. Dena Shakti Scheme
5. Udyogini Scheme
6. Cent Kalyani Scheme

7. Mahila Udyam Nidhi Scheme

8. Mudra Yojana Scheme for Women

9. Orient Mahila Vikas Yojana Scheme

Government has also initiated the mahila e-haat. It is a direct online marketing platform launched by the Ministry of Women and Child Development to support women entrepreneurs, Self Help Groups (SHGs) and Non- Governmental Organisations (NGOs) to showcase products made and services rendered by them.

A scheme of working women hostel has The objective to promote availability of safe and conveniently located accommodation for working women, with day care facility for their children, wherever possible, in urban, semi urban, or even rural areas where employment opportunity for women exist.

The Support to Training and Employment Programme for Women (STEP) Scheme aims to provide skills that give employability to women and to provide competencies and skill that enable women to become self-employed/ entrepreneurs.

Sectors include Agriculture, Horticulture, Food Processing, Handlooms, Tailoring, Stitching, Embroidery, Zari etc., Handicrafts, Computer & IT enable services along with soft skills and skills for the workplace such as spoken English, Gems & Jewellery, Travel & Tourism, Hospitality, etc.

And many such policies and schemes came into action to promote women to work and it gave directions to many women for their jobs and career.

8. CONCLUSIONS

It is being observed that female workers have much lower participation rates than their male counterparts and hence comprise a marginalized section. The share of rural women in the workforce is much higher than those in urban. However, women in rural India are clearly in an inferior position in the labour market vis-à-vis their urban counterparts. This is evident from the fact the most of the rural women are casually employed and are engaged in low-paying agricultural work.

It is also being observed that most rural women work long hours in poor working conditions. Moreover, most of the rural women are predominantly engaged in agriculture where earning opportunities are low. On the other hand, the proportion of urban women engaged in agriculture has been declining rapidly.

Wide interstate disparities are observed with respect to female WPR for rural and urban females. Several important policy implications emerge out of the above analysis. There are significant wage differentials between rural and urban women. Apart from the rural-urban differentials there is also gender wage differentials in our labour force. Also the unemployment rate of women is more in every state as compared to the unemployment rate of men. And unemployment rate of women is more in urban than in rural. So, this report is all about working women problems and why women don't prefer to work.

PUBLIC GRIEVANCES

INTRODUCTION

Ministry of women and child have a proper mechanism for the grievances from public. People send their grievances to the ministry in both forms online as well as offline. People are free to use their own mother tongue for their grievances. People from every corner can now send their problems directly to government using online portal of public grievances. Firstly the grievances are received by the agencies then grievances are being assessed to take them up with ministry or department concerned. Once the concerned ministry or department receives the grievances the director of public grievances makes assessment to know that does it pertain to ministry or department itself if yes then it is passed on to sub-organization or to the attached office which is forwarded to the field units if possible. If ministry does not pertain the grievances then it is either returned to the applicant who has directly send the grievance to the ministry or returned to Nodal agencies or apex organizations which forwarded the grievances.

Public grievance mechanism gives hope to all citizens of India that they will be provided assistance from government once they are unable to help themselves. People have thousands of complaints from some system of government, or some law or they want a particular law or help in some domain they are not reluctant these days to convey their thoughts to government that is all because of public grievance mechanism.

OBSERVATION

It is being observed that the maximum number of problems which a women can have is dowry, sexual harassment, financial problem, fraud, benefits not provided or exploitation. And possible problems from child are child marriage, right to education, financial problem, benefits not provided, save girl child, child labour, and exploitation of a child.

Online public grievances

The online portal for public grievances is very convenient for people to send their grievances and keep a track on their grievances and the online portal shows the disposal time of the grievance and Centralized Public Grievance Redress And Monitoring System (CPGRAMS) has disposed 256265 grievances out of 277593 grievances which is approximately 92.31% grievances are being resolved which is a good number.

Now, the question comes what happens to the rest 8% grievances?

The rest of the grievances have few possibilities which are:

1. it is an unnecessary demand of public which cannot be fulfilled
2. The grievance don't have the information required to resolve it
3. The grievance has not reached to the ministry it belongs to

When we talk about third point it is the most common reason that grievances are not being resolved. Public do not know that their grievance belongs to which ministry or department

Offline public grievances

Public do prefer sending offline grievances which are directly send to their respective ministry and been handle by the way any online grievance is being handled.

Offline grievances are being read and summarized into the form of subject matter which helps to decide that grievance belongs to this ministry or department or not. If not then it is forwarded to the respective ministry or department.

1. It is being noted from offline grievances in ministry of women and child maximum grievances were of sexual harassment.
2. When we see the location from which the grievances are coming it is being observed that there are very few grievances coming from east India. This is may be positive or negative. Positive because crime rate against women and child is less over there. And negative because may be women are not allowed or able to send the grievances.
3. There are very few child related grievances. There should be some facility to protect a child and also there can be a way easily accessible to a child so that a child can get help whenever they want.
5. General problems found for a child is financial problem to educate the child or child safety.

The major drawback of offline grievance is that public cannot track their grievance mechanism.

CONCLUSION

It is being observed that public is not aware that their grievance belongs to which ministry. The disposal time increases because grievances are being circulated from one ministry or department to another because the grievance has not reached to the targeted ministry or department.

It is very much important that public should be informed properly about the grievance mechanism and public should know the concerned ministry or department in which their grievance is relevant.

It is also very important to compare the crime rate against women and child and the number of grievances from a particular state to understand the reasons behind the state from which there are very less number of grievances.

There were very few grievances for children and which does not mean that children are safe or there is no crime rate for children but there is a possibility that crimes against children are being ignored or on a positive side crime against children are being resolved.

Public grievances is a hope for all public from the legal system and government of India to get justice, rights, demands and needs fulfilled.