

**REPORT OF THE SURVEY OF WOMEN WORKERS'  
WORKING CONDITIONS IN INDUSTRY**



**SOUTH ASIAN RESEARCH & DEVELOPMENT INITIATIVE [SARDI]  
CA - 1D, MUNIRKA, NEW DELHI - 110 067, PH : 011-6161958, FAX : 011-6181578**

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(Ashutosh Saxena)

December, 1999

Convenor,

SOUTH ASIAN RESEARCH & DEVELOPMENT INITIATIVE



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#### Glossary

AITUC	:	All India Trade Union Congress
BMS	:	Bharatiya Mazdoor Sangh
CITU	:	Centre of Indian Trade Unions
HMS	:	Hind Mazdoor Sabha
INTUC	:	Indian National Trade Union Congress
SC	:	Supremen Court
ESI	:	Employees State Insurance
EPF	:	Employees Provident Fund
OT	:	Over Time
DA	:	Dearness Allowance
VRS	:	Voluntary Retirement Scheme

# Executive Summary

## Introduction

Women comprise half the Indian population and account for nearly 1/3rd of the total workforce. The 1991 Census estimated about 90 million women workers, out of the total workforce of about 314 million. Women are increasingly entering the labour market. While official work participation rates of women (22.7%) lag behind those of men (52.6%), women's work participation rates grew from 14.2 percent (1971) to 22.7 percent (1991), a period during which male participation rate actually declined slightly.

Though both men and women work, there are significant gender differences in the nature and conditions of work and wages. Both in the formal and informal sectors, women face less favourable conditions, have less access to education, training and thereby have lower skills. Therefore, first, conditions for men and women must be both equitable and meet minimum standards. Second, since the government policy is to encourage greater employment opportunities for women, working conditions and labour policy needs to accommodate the gender specific needs of women workers. So the first step in this direction would be to surface from the perspective of women themselves, their needs and issues in the work-place. Also important is to understand the views of management, trade unions and male workers in promoting gender sensitive work conditions. A balanced, multi-faceted set of perspectives are therefore needed to shape future looking strategies to improve the employment situation of women.

This survey therefore examines the working conditions for women in industry and analyses possible discrimination against women with the view to shape future strategies from four perspectives: the woman worker, the male worker, the management and union leader. It looks at specific working conditions (wages, timings, and so on), promotions and benefits, facilities, occupational health and safety, collective bargaining and harassment at the work place. The study also tried to surface any best practices with respect to women workers so that workers organizations could use these as precedents to advocate change in working conditions, of workers in general and of women in particular. The information from this study is designed also to lend itself to create worker's education and training material directed towards train union leaders, policy makers and male workers on the needs of their women colleagues. This, we hope, will make collective bargaining more gender sensitive.

## Methodology

The study was conducted in three major industrial belts, namely the National Capital Region (Delhi, Faridabad and Noida), the Mumbai-Thane-Pune belt and Bangalore. The sample included Pharmaceuticals, Medical care, Rubber products, Banking, Electronics, Garments, Packing Materials, Hospitality services, Furnishing, Services, Entertainment, Engineering and Medical Transcription through a stratified random method. Sites were chosen to include union/ non-union, public/private and organized/unorganized companies. The sample was modified based on access. The survey instruments covered demographics, employment conditions, benefits, working conditions, occupational health

and safety, collective bargaining, working relationships (including harassment) and best practices. This questionnaire was administered to all four groups in two areas: Bangalore and the National Capital Region including 79 women, 21 men, 12 union and 22 management surveys. Qualitative interviews from the Mumbai-Thane-Pune belt with 13 women, 7 men, 9 union and 4 management personnel supplemented the survey.

*Issues Addressed by the Study:*

- What kind of jobs were men and women doing.
- Working and service conditions in the industry for women workers, especially in comparison to men.
- Whether Collective bargaining or other consultative mechanisms exist in the industry and if consultative forums covered the women related issues.
- Main focus of Trade Unions in their charter of demands.
- Key issues in industry relations at plant level for women workers.
- Examples of successful mutual cooperation/best practices

**Key Findings**

Nature of Work: Women are slotted into certain jobs based on the real differences caused by their differential access to skills and perceived constraints which takes the form of jobs predominantly staffed by women then categorised as low skilled and low paying.

Inequity in Pay: The second and more overt form of discrimination found is unequal pay for equal work. Inequity in pay was also dependent on the following factors:

- Timing: Women not deployed for overtime or night shifts where payments are higher.
- Examples of successful mutual cooperation/best practices Degree of Organization/unionization: The average wage in the organized sector was found to be almost three times that of the unorganized sector.
- Examples of successful mutual cooperation/best practices Type of Ownership: Women's mean wages were highest in multi-nationals, followed by public sector firms, then by companies with foreign collaboration and lowest in the domestic private industry.
- Examples of successful mutual cooperation/best practices Promotions: In general, men receive more promotions and for men, unlike women, the nature of their jobs often changed with these promotions

Inadequate Access to Benefits and Facilities

- Examples of successful mutual cooperation/best practices Benefits: A higher proportion of men received benefits in all categories compared to women. The presence of unions has generally meant more benefits for the workers, including women.

- Facilities: Overall a larger proportion of men reported having access to facilities at the workplace than did women. In general there was an inadequate provision of those work facilities specifically for women workers such as rest rooms and child-care. There is not much of a difference in facilities for women even where there is a union.

#### Access to Training, Skills and Education

- More than three fourths of the men received training compared to less than half the women. Among those trained, a higher proportion of women reported getting basic training, while a higher proportion of men reported getting higher skilled training.
- Retraining: During periods of modernization and restructuring, more men got retrained rather than women.

Barriers to women's access to training include mobility (freedom to travel), the management's male bias in choice of who gets training and the fact that there fewer women in the work- place.

Occupational Health and Safety: A very low level of awareness exists among women workers and unions about occupational health hazards. Very few saw any links between the nature of their work, the materials used, their posture during work and the ailments they experience. For the management, health and safety has primarily meant fire safety training aimed more at preventing loss of property rather than focusing on the worker's health. Overall safety of the worker is a low priority as is reflected by the fact that the majority got no training, functional safety committees are few .and far between; and both the safety officers and safety committees were at best ineffective and at worst non-existent. For pregnant women, little consideration is shown in the form of duty allocation, lighter work etc. as mandated by the Maternity Benefit Act.

Sexual Harassment: A politics of silence around the issue of sexual harassment reflected itself in the fact that very few women reported both the incidence of harassment as well as the incidence of complaints. Management was largely indifferent as indicated by the virtual absence of sexual harassment committees, lack of punitive action in cases reported and the fact that at times women were punished rather than the offenders. Women too were unaware that there should be a committee to whom such complaints could be addressed, or that a woman should be heading such c committee.

Other issues raised by women related to:

- Reproductive health problems: At least a fifth of the women reported reproductive health problems such as white discharge, and these women were also mostly confined to one particular position in their work situations.
- The dire need for rest rooms
- The problems with supervisors who constantly increased their workloads.

## Recommendations

The recommendations below follow from the findings and those given by the respondents themselves.

Nature of Work: There should be equal access to jobs, training, skills, and equal pay for equal work. A list of such female dominated, underpaid jobs should be identified in all sectors and industries and unions sensitized in their collective bargaining processes to ensure that these jobs do not get short-changed in terms of payment or working conditions.

Inequity in Pay : Equal pay for equal work, already a legal requirement should be enforced. Factors resulting in wage differentials by gender, in every job, should be identified and policy makers, unions and employers should be sensitized on them.

- Timing: Where women want to work late they should have the option. This requires amending the Factories Act and providing adequate measures for their security.
- Degree of Organization/unionization: Wages in organized and unorganized sectors for same work should be equalized, as with wages in unionized and non-unionized companies. Government must ratify ILO Conventions No. 87 and 98 pertaining to Rights of Association, Organising and Collective Bargaining - to Promote unionisation, which in turn will help prevent discrimination between organised and unorganised sectors.
- Type of Ownership: Reasons for variation between women's mean wages for identical work by type of ownership must be identified and such discrimination eliminated.
- Promotions: Unions, policy makers and employers must be sensitized when they design their company promotion policies to equalize access to promotions for men and women. Furthermore promotions cannot be in name only for women. When women get promotions they should also be given more growth opportunities i.e. increased access to skilled jobs, supervisory positions and not just a higher workload.

Inadequate Access to Benefits and Facilities: Almost all respondents, workers, union leaders and employers alike recommended improved facilities particularly those that involved special attention to gender issues such as child care facilities and rest-rooms.

Access to Training, Skills and Education: Training should be designed to take into account constraints women face such as mobility (freedom to travel). Management's choice of who gets training should be made affirmative in favour of women, implying:

- Training should be part of collective bargaining for the unions
- Unions in their advocacy of training should promote women

- Training should take into consideration gender constraints to mobility.

#### Occupational! Health and Safety:

- For pregnant women, apart from maternity leave and wages, other provisions of the Maternity Benefit Act such as lighter work and rest periods should be implemented.
- Women reported reproductive health problems such as white discharge, irregular periods and miscarriages which may be because of their posture at work. To establish causality between materials used, type of work, posture and illnesses reported particularly w.r.t. reproductive health as well as accidents, systematic longitudinal research is needed. Detailed recommendations should be based on such research.
- Nonetheless even in the absence of any real causality we can conclude that constant standing or sitting or any posture held for 8 hours consistently may lead to reproductive health related problems, back-pain or other orthopedic problems. In termittent breaks from any postures continuously held are recommended.

#### Recommendations for pregnant women at work:

- Most women respondents recommended rest or breaks during work to help the pregnant women deal with her pain and tiredness.
- Some women wanted to increase maternity leave, give women lighter work during pregnancy and sick leave be granted for those experiencing excessive nausea.
- Employers must be monitored on why the Maternity Benefits Act is not being properly implemented and they should provide light work, rest and rest rooms.
- Particular attention must be paid to ensure that women do not do arduous work that may jeopardize her pregnancy or lead to a miscarriage.

#### Collective Bargaining

- Benefits that each respondent found lacking in their institutions such as creches, rest rooms, transportation and lunch-room facilities should be part of collective bargaining.
- Trade Unions also need to create space for active participation of women workers in the union executive bodies, in the process of framing charter of demands and finally as members of the negotiating team. To facilitate women's participation in the unions, the unions also need to reschedule their usual timings for union meetings, so that after work meetings are minimal. Central Trade Union Organisations should conduct education programmes among its unions to sensitise male workers and union leaders towards their women colleagues. There is a great necessity for introducing gender perspective in trade union work in India.



## I. Introduction

Women comprise half of Indian population and account for nearly 1/3<sup>rd</sup> of the total workforce. The 1991 Census estimated about 90 million women workers, out of the total workforce of about 314 million. By 1997, according to the Planning Commission, India's labour force had grown to 397.2 million, which is nearly 42% of the total population (951.2 million) of the country. Women comprise about 1/3<sup>rd</sup> of this work force.

Approximately 10 percent of the total Indian workforce is said to be in the organised sector. Women employees constituted about 15.8 percent of the total organized sector in the country. Official data on employment of women in the organised sector indicates a higher rate of growth (4.77%) than that for the general employment growth rate (1.09%) in the organised sector.<sup>1</sup>

More and more women are thus entering the labour market. While official work participation rates of women (22.7%) lag behind those of men (52.6%), the Census data shows growing work participation rates for women over the years.<sup>2</sup> These rates have grown from 14.2 percent (1971) to 22.7 percent (1991). Interestingly, during this period the male participation rate actually declined by about 1 percent.

Though both men and women work, there are significant differences in the nature and conditions of work and wages between them. Both in the formal and informal sectors, women face worse conditions, have less access to education and training and thereby have lower skill levels than men. Trade unions generally allege that while workers, particularly women, are being eased out of organized sector jobs, the new jobs that are being created are in the unorganized sector where conditions of work are abysmal.

Since we are being told that the workforce is getting increasingly feminized, we need to first of all ensure that conditions of work for men and women are equitable and meet minimum standards. Second, since the government policy is to encourage greater employment opportunities for women, trade unions feel that the working conditions and labour policy needs to accommodate the gender specific needs of the women workers.

So the first step in this direction would be to surface from the perspective of the women themselves, their needs and issues to be addressed in the work-place. Equally important would be to understand the views of management, trade unions and male workers in promoting gender sensitive work conditions. A balanced and multi-faceted set of perspectives are therefore needed in shaping the future looking strategies to promote improvements in employment situation of women.

This survey was undertaken to examine the working conditions for women in industry and analyse possible discrimination against women in the workplace from four perspectives: the woman worker, the male worker, the management and union leader. It looks at specific working conditions (wages, timings, and so on), promotions and benefits, facilities, occupational health and safety, collective bargaining and harassment at the work place.

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<sup>1</sup> Rates based on data between March 1996 and 1997, Ministry of Labour (1999).

<sup>2</sup> Ministry of Labour, 1999.

The study also tried to surface any best practices with respect to women workers so that workers organizations could use these as precedents to advocate changes in the working conditions of workers in general, and women in particular, through collective bargaining.

The information from this study is designed also to lend itself to create worker's education material and to train union leaders, policy makers and male workers on the needs of their women colleagues. This we hope will make collective bargaining more gender sensitive.

*Issues Addressed:*

- Extent of employment of women in industry and what kind of jobs were men and women doing;
- Working and service conditions in the industry for women workers, especially in comparison to male workers;
- Whether Collective bargaining or other consultative mechanisms exist in the industry and if consultative forums covered the women related issues;
- Main focus of trade unions in their charter of demands;
- Key issues in industrial relations at plant level for women workers;
- Examples of successful mutual cooperation/best practices

**Methodology**

The study was conducted in three areas, namely the National Capital Region (Delhi, Faridabad and Noida), the Pune -Thane belt and Bangalore. These areas were chosen because they represent major industrial belts and employ sizeable number of women. These areas also have a sizeable presence of trade unions. In each of these areas, sites (factories) were chosen to include union/ non-union, public/private and organized/ unorganized companies. The sample includes Pharmaceuticals, Medical care, Rubber products, Electronics, Garments, Packing Materials, Hospitality services, Furnishing, Entertainment, Engineering, Services, Medical Transcription and Banking through a random selection of sites. The sample was modified in time based on access. It may be noted that in this report, we use the term Delhi to represent Delhi-Faridabad & NOIDA and Pune to represent Pune-Thane belt.

A questionnaire was framed to include questions on demographics, employment details, benefits, working conditions, occupational health and safety, collective bargaining, relationships (including any form of harassment) and best practices. This questionnaire was administered to all the four groups in Bangalore and the National Capital Region (Delhi, Faridabad and Noida) only, including 79 women, 21 men, 12 union and 22 management surveys to get different perspectives on the above issues. In addition, qualitative interviews with 13 women, 7 men, 9 union and 4 management personnel from Pune -Thane industrial belt supplemented the survey. The Survey team comprised of both male and female field assistants.

**A Word about Limitations of this Report:**

This report has following limitations:

First, the findings of this report are based on a small sample size (of 79 women, 21 male workers, 12 union leaders and 22 management representatives in two areas Bangalore and Delhi - Noida - Faridabad. This was supplemented by qualitative information from 13 industrial sites from Pune. This small sample size was primarily a question of time and resources. Nonetheless, the sample still was able to cover a wide range of industrial units in three major urban centers in India.

Access to many establishments proved to be the second major hurdle, since their managements did not want to allow access to their workers. The choice of industrial units covered in the survey initially was based on a stratified random sample with the following variables in mind (public, private and multi-national representation and organized vs unorganized units represented). In the final analysis however, companies sampled was dictated by where access was possible. While this may have changed the original sample selection and have resulted in a less-than-scientific sample, survey results did however confirm what many women (and many unions) have been saying. Women workers face multifaceted discrimination in terms of jobs they do, wages earned, promotions and training opportunities during their working careers.



## II. Background

### ***Discrimination Between Male and Female Workers:***

There is no uniform wage policy for all sectors of the economy in India. The wages of workers in the industry are set through diverse mechanisms such as Minimum Wage legislation, Wage Boards, through Court adjudications and also through negotiations and settlements where the trade unions have right to collective bargaining. In the case of Central Public Sector Enterprises, the Department of Public Enterprises issues guidelines for wage negotiations, within the framework of which the trade unions and managements of different public sector units negotiate for wage revisions and benefits.<sup>3</sup>

The workers in the unorganised sectors are supposed to get their wages as stipulated by the Central and State Governments under the Minimum Wages Act, 1948 (for the scheduled employments under their respective jurisdiction).<sup>4</sup> To prevent discrimination against women workers, Government has also legislated the Equal Remuneration Act, 1976. This Law provides not only for the payment of equal remuneration to women workers and for the prevention of gender discrimination against women in the matter of employment, it also seeks to promote increasing opportunities for women in the specified employments.

Although formally there is no discrimination against women workers, wage differentials and gender discrimination does happen in the job market, both in organised and in the unorganized sectors. Women are often seen to be employed in the lower paying jobs. This happens not only because bias of industry/managements that see women as secondary workers/supplementary income earners but also due to their jobs being categorised under low paying categories. The take Home pay of many women workers are often less than their male counterparts also on account of restrictions on their working hours such as for over time work and night shift duties which are predominantly done by men and for which they get wages at double/higher rates.

Other than wages, discrimination against women workers is also found at the level of recruitment, selection for skilled jobs and promotions. The employers are prejudiced against employing women, especially in jobs where workers have always been men.<sup>5</sup> The employers also feel that the women are likely to leave after marriage and if they do not leave, then the employers have to give them paid maternity leave and other benefits. There is also a perception among employers that women workers responsibilities at home make them more prone to absenteeism. More often than not, it is the wife who has to either skip going to work or go late whenever there is some problem in the family that requires attending to (such as sickness of a child, mother in law, etc.). There is also a popular notion among many employers who feel that the men have a greater responsibility in supporting the family than the women and therefore have a greater right to the job.<sup>6</sup>

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<sup>3</sup> Ministry of Labour (1998-99) p. 52

<sup>4</sup> Ministry of Labour (1998-99) p. 52

<sup>5</sup> Sarma, A.M. (1990)

<sup>6</sup> Sarma. A.M. (1990)

Moreover, the women have less access to education and training. In general, the occupations in which; women are concentrated in modern sector are low in opportunity, have less favourable conditions of work, are less well paid and provide little prospect for promotion or mobility to other occupations.<sup>7</sup> The Equal Remuneration Act is often violated due to the lacunae presented by the term “same work” or “work of similar nature”. Employers often use the reasoning of differentiation in work to get away with giving lower wages to women workers.

### ***Benefits & Facilities:***

There are a number of statutory benefits that workers in the industry are entitled to, such as - the health care and medical benefits under ESI Scheme, housing allowance, travel and conveyance allowance, maternity leave, earned leave, provident fund, gratuity and bonus, among others. In factories, where there are 30 or more women, child care facilities such as creche is supposed to be provided. “But there are no similar statutory facilities for the service sector like hospitals, educational institutions, banking sector and the like, where more and more women are taking up employments. Of late there are more women employees in the service sector than in the manufacturing sector.”<sup>8</sup>

The Employees State Insurance (ESI) Scheme provides for health care and cash benefit payments in case of sickness, maternity and employment injury to all those employees that earn less than Rs. 6500/- p.m. It is applicable to non-seasonal factories using power and employing 10 or more persons and non-power using factories and certain other establishments employing 20 or more people.<sup>9</sup> There were 8.36 million employees and 35.29 million beneficiaries covered under this scheme as of 31 .3.98.<sup>10</sup>

The provident fund comes under the Employees’ Provident Funds Scheme (EPF). The Act is applicable to factories or establishments employing 20 or more people. The wage ceiling for coverage under the EPF is Rs.5000 per month.”<sup>11</sup> By the end of March 1998, there were 21 .22 million people covered under the provident fund scheme.<sup>12</sup>

The Maternity Benefits Act regulates employment of women before and after child birth and provides 12 weeks maternity leave, medical bonus and certain other benefits. The Act is not applicable to the employees covered under the ESI Act.<sup>13</sup>

The Payment of Gratuity Act, 1972 provides retirement benefits, based on the last remuneration of the worker, provided they have worked in the organization for a minimum period of five years.<sup>14</sup>

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<sup>7</sup> Sarma. A.M. (1990)

<sup>8</sup> V.Nagaraj (1996)

<sup>9</sup> Ministry of Labour (1998-99) p.52

<sup>10</sup> Ministry of Labour (1998-99) p.52

<sup>11</sup> Ministry of Labour (1998-99) p.48

<sup>12</sup> Ministry of Labour 91998-99) p.48

<sup>13</sup> Ministry of Labour (1998-99) p.53

<sup>14</sup> Garg. Ajay (1999) p.249-259

According to Section 2(13) of the Payment of Bonus Act, “employee” means any person (other than an apprentice) employed on a salary or wage not exceeding three thousand and five hundred rupees per mensem, in any industry to do any skilled or unskilled, manual, supervisory, managerial, administrative, technical or clerical work for hire or reward. However, according to Section 12 of the Act, the bonus payable to an employee, whose salary or wage exceeds two thousand and five hundred rupees per mensem, has to be calculated as if his salary or wage were two thousand and five hundred rupees per mensem.<sup>15</sup>

Apart from the benefits provided under the Central Acts, some States have also enacted laws providing additional benefits such as free medical aid, maternity bonus, provisions of creches, and additional rest intervals.<sup>16</sup>

### ***Working Conditions:***

The Factories Act, 1948 was enacted to regulate the employment of workers in the factories. The Act provides for health, safety, welfare, working hours and annual paid leave, among other duties of the employers.<sup>17</sup>

**Hours of work:** the Act stipulates that no worker shall be required or allowed to work in a factory for more than nine hours on any day or an average of 48 hours a week. It also stipulates that no worker shall work for more than five hours before he/she has had an interval for rest of at least half an hour. For women who have resumed work after having a child, they should be given two nursing breaks in addition to the regular rest intervals until the child attains the age of 15 months.

**Over time Rate:** any work done after the stipulated 9 hours a day or 48 hours a week is considered as over time and should be paid at the rate of twice the ordinary rate of wages. Women who do piece rate have to get double their daily average rate.

**Days off:** the Act also specifies that the worker should be given a holiday for a whole day once a week.

**Toilets:** in every factory there should be sufficient number of latrines or urinals with separate enclosed accommodation for male and female workers.

**Water:** every factory should provide and maintain sufficient supply of wholesome drinking water. The drinking water sources should be away from any source of contamination.

**Washing:** adequate and suitable washing facilities are to be provided separately for men and women.

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<sup>15</sup> Ministry of Labour (1998-99) p. 45

<sup>16</sup> Sarma, A.M. (1990)7

<sup>17</sup> The Factories Act, 1948 (as amended up to date)

**Rest room:** every factory with over one hundred and fifty workers shelters or rest rooms should be provided for the workers.

**Childcare:** in any factory with more than thirty women workers there should be a creche for children (six years and below) of these women.

**Canteen:** factories with more than two hundred and fifty workers should provide canteens for them.

***Occupational Health and Safety:***

The occupational health of the woman worker is part of the provisions of the ESI and Maternity Benefits Act where applicable. The Factories Act also provides for healthy environment of the work place. It has also stipulated safety measures to be implemented in the work place. This includes fire prevention, use of protective clothing and devices. There is also a special provision related to hazardous processes in the industry. Every factory with more than thousand workers and involved in any process that can be hazardous to health, should employ safety officers and have a safety committee with an equal representation of the workers and the management. After the Bhopal Gas Disaster, a special chapter on Provisions Relating to Hazardous Processes was introduced in the Factories Act (Chapter IV-A), listing out specific responsibilities of the Occupier/ employers with respect to hazardous processes and responsibilities towards workers and the general community.

## III. Working Conditions

### 3.1. Job Description

Job Description	Total	
	Number	Percent
Assembling	3	3.8
Patient Care	8	10.1
Winding And Reeling	3	3.8
Quality Control	5	6.3
Production/Manufacturing	8	10.1
Stitching	16	20.3
Cutting	5	6.3
Finishing	1	1.3
Cleaning	4	5.1
Clerical/Computers	17	21.5
Transcription	2	2.5
Other	5	6.3
No Response	2	2.5
<b>Total</b>	<b>79</b>	<b>100.0</b>

The highest categories of job descriptions include clerical/computers work (21.5%), stitching (20.3%) and the third most common category were patient care and production/manufacturing types of jobs (10.1%). (Table 3.1)

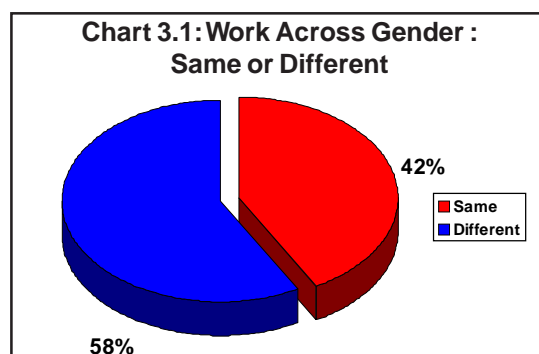
#### *Job Description by Income Category:*

Several of the job descriptions relate to the garment sector such as stitching, cutting, finishing, winding and reeling, most of which the income data revealed to be low paying jobs. The jobs that were described as medium income jobs included quality control and cleaning. Finally, the jobs that were in the high income bracket were those of nurses and clerical or computer related jobs. These are also jobs which involved prior skill development and training on the part of workers.

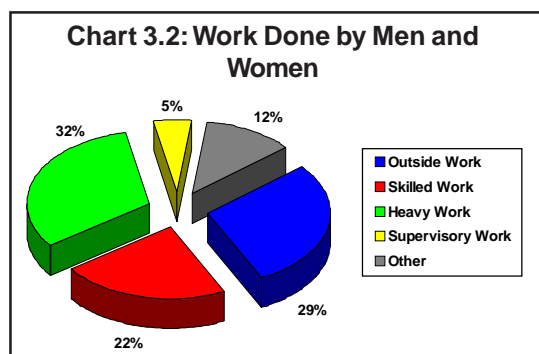
### 3.2. Work Done by Men and Women

#### *Work across Gender is Same or Different:*

When asked if women and male workers did similar or different work, 58 percent of the women said that they did different work (Chart 3.1). There is not much difference in the city wise break up. In Pune only one woman said that there was no difference in the work that men and women do.

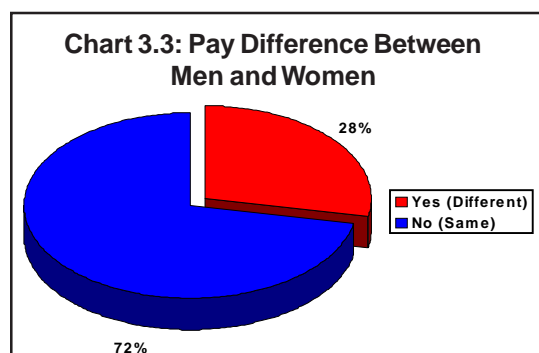


When asked what kinds of work the men did that women did not, the majority said heavy work (32%), followed by outside work (29%) (Chart 3.2). The outside work issue comes chart 3.2: Work Done by Men and Women up because the women are not as mobile as the men. It also reflects the public and private divide that exist in the society, that give rise to the thinking that outside jobs are best left to men, while women, work 'inside'. A number of women said that the men did more skilled work. This is especially true in the garment sector where the men are the main tailors and the women get only one part of the garment to stitch. A small number of women also said that men did mainly supervisory work. In Pune, the women said that they did clerical work while men did outside work or that women did all the work while the men did only loading.



#### *Work Paid Same or Different:*

Seeing that there are differences in the kind of work that men and women do, we asked them if there was a difference in pay between men and women for the same kind of work. While 72 percent did say no, a fair number (28%) of women said there was a difference in pay (Chart 3.3). In Pune only 2 women said that men doing the same work were paid more. Of the 21 women who said that there was a difference in pay only five gave the difference. The amount ranged widely.



It is clear that discrimination takes two forms, one in the nature of work allotted where women are slotted into certain jobs based on the real and perceived constraints which then justifies gender based wage differentials. Perceived differences take the form of jobs predominantly staffed by women categorised as low skilled and therefore low paying. Real differences take the form of women being denied access to training and skills. The second and more overt form of discrimination found, although to lesser extent in the organised sector, is lower wages for identical work done by women.

### **3.3 Wages**

Even after 50 years of the passing of the Minimum Wages Act (enacted in India in 1948), obtaining minimum wages remains on paper for a large segment of the workforce particularly in the unorganised sectors<sup>18</sup>. This law was later followed by the Equal Remuneration Act in 1976, aimed at providing equal pay for equal work for women and preventing any

<sup>18</sup> Nirmala et al. (1998)

discrimination against women workers. However, the wage differentials in observed earnings across gender remains a reality in many occupations and companies.

In some cases the wage differentials are fixed by Wage Boards based on geography, occupation and industry. Today, according to Bhagoliwal (1995), the wage Boards have succeeded in narrowing the differentials down to regional variations and cost of living. Still several studies have shown severe wage discrimination against women.

Usha (1983) labeled the causes of sex differentials in earnings in Madras to be due to differences in skill, as well as discriminatory differentials where for equal skills women are paid less. Das (1985) found the perception of wage discrimination in Andhra Pradesh's unorganized construction industry to be fairly high and even higher in developed areas due to modernization which displaced women. According to him women were also discriminated against due to their withdrawal from the workforce for marriage and children.

Nirmala et al. (1998) find that the statutory minimum wage announced for males was Rs. 35.40, the actual wage was Rs.32.14 per day and for women while the statutory minimum wage announced was Rs. 23.40, the actual wage was Rs.15.63. Therefore even the gap for males was much smaller (Rs. 2.83 than for females Rs. 7.77). The wage differential created by the government was Rs. 12 while that created by employers was Rs. 16.54 with female labour being paid half that of male.

The results indicated that age, education and experience did not significantly affect the wage differentials. However male-female annual days worked reduced the wage gap implying that the higher the male labour supply relative to female labour supply, the lower the male wage rate and therefore the wage gap. Male education contributed to higher male wage rates, while an increase in annual days worked lowered the wage rates for both sexes, and better 'health led to an increase in wages.

### *Findings on Wages*

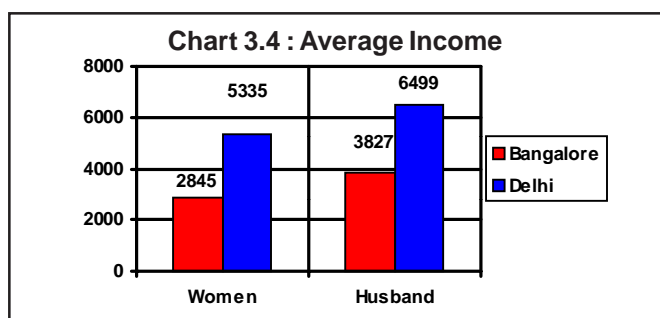
Our survey on mean wages of women workers did not show such a wide gap between the men, and women. Here the ratio of mean monthly earnings of men to women was Rs. 1.35 to every 1 Rupee earned by a woman.

<b>Table 3.2: Average Monthly Wages in Rupees</b>	
	Mean
Husband of the Woman Worker	5,333
Woman Worker	4,012
Family	10,261
Male Worker	5,420

The average wage earned by a woman was reported to be 4,012 while women respondents reported their husband's mean wage to be 5,333. The mean wages of male workers interviewed turned out to be very close to the mean of the women's workers husband's 5,420, although slightly higher (Table 3.2). Often the reasons women workers cited for male workers earning more money for the same work than they did was because men were able to stay and work the night shift and therefore doing the same work could earn over time rates namely double that of women.

Looking at Bangalore-Delhi wage differentials by gender we see a large difference between the average monthly wage earned by both women and their husbands. While the mean wage of women and their husbands in Delhi were about 70 to 80 percent higher than their Bangalore counterparts, we find that men earned at least 30 percent more than their wives in Bangalore while in Delhi they earned only 20 percent more than their spouses.

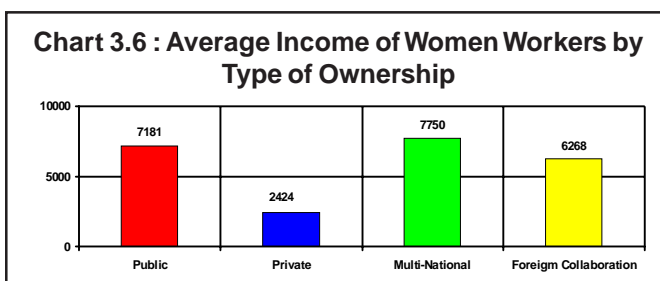
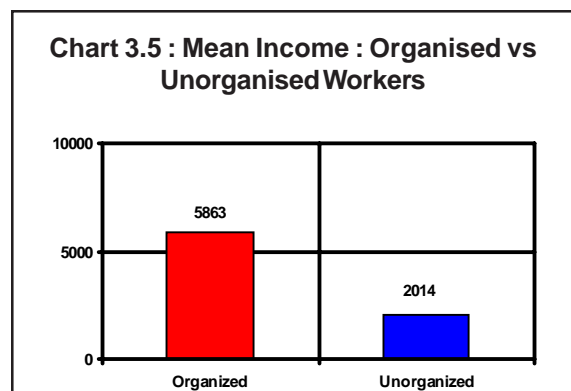
Why are average wages in Delhi being reported as higher? Partly this is because of the work force composition. The Bangalore industrial sector has a very high number of unorganized firms including the garment sector, which employs predominantly very young, single women, many of whom either quit when they marry and have children or are fired. This is reflected in the demographics where the age composition of the Bangalore sample is skewed in favour of the younger age group 18-25 years old and the Delhi sample is skewed in favour of the older age group 35 plus.



Organized vs Unorganized: The average wage in the organized sector was found to be much higher, almost three times that of the unorganized sector (Chart 3.5). Similarly average wage of women employees in non-unionized companies was less than half that of those in unionized companies. Looking at this data by type of ownership, women's mean wages were highest in multi-nationals, followed by the public sector, then by companies with foreign collaboration and finally by domestic private sector (Chart 3.6).

### 3.4. Part-Time Work

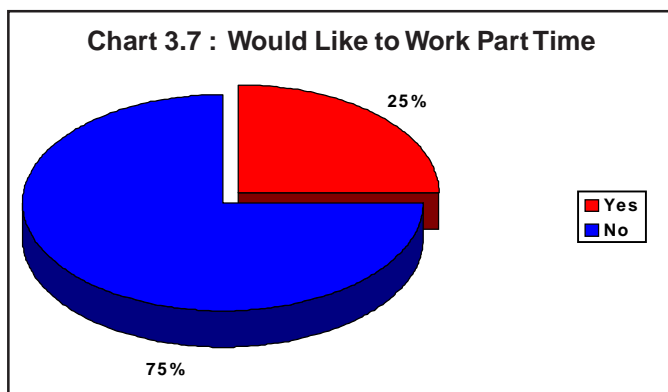
Very few women workers considered the



option of part time work as a serious one for the following reasons:

- Many simply could not afford it.
- Companies themselves do not offer such an option.
- Full time work itself is poorly paid and part time work wherever it existed is even more poorly paid.

Many women never even understood the question and often interpreted part time work as over-time work. Therefore the responses to this question must take into account these interviewing problems.

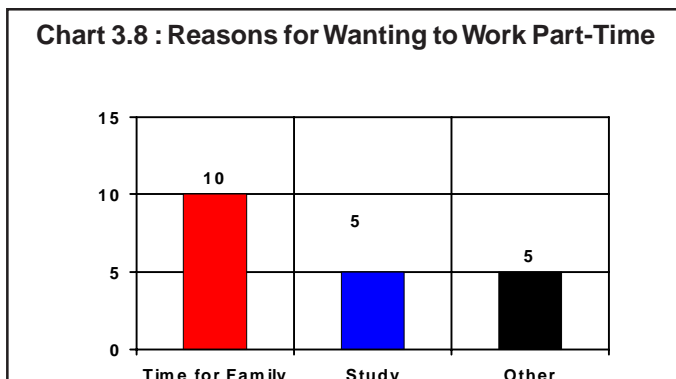


Most of the responses were more stated as reasons for wanting to work full time instead of part time. The responses of women to why they would not want to work part time included the following:

- *Low salary not acceptable at part time.*
- *Because I am government employee and the nature of the job is such.*
- *No part time jobs in Banks*
- *Patients depend on you, so you need to work full time to do the work properly.*
- *No Part time work available*
- *My children will starve.*

These responses were a clear indication that most of the respondents did not see part time work as a viable option financially. Second in banking and in the public sector employees defined their job in ways that they did not even consider the possibility of working part time nor did they think their employers would offer them such an option.

For the 25% who said they wanted to do part time work, the reasons they stated were mainly to have more time for the family or to study. While there was no significant difference by city in the number of women wanting to do part time work, the reasons varied. In Bangalore most women wanted to do part time work in order to study while in Delhi the women wanted part time work to spend time with their families (Chart 3.8). This variation in the reasons is mainly because of the age differences between the Bangalore and Delhi sample populations. In Delhi, referring to why she would like to do part time work, one 48 year old

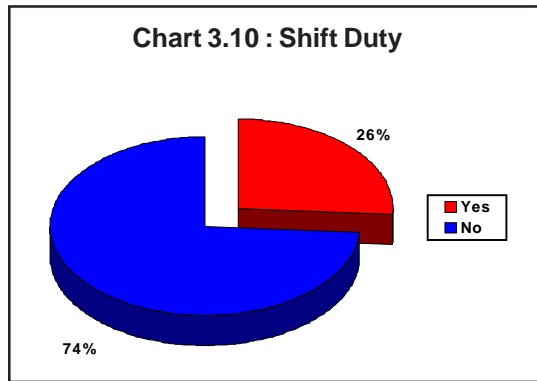
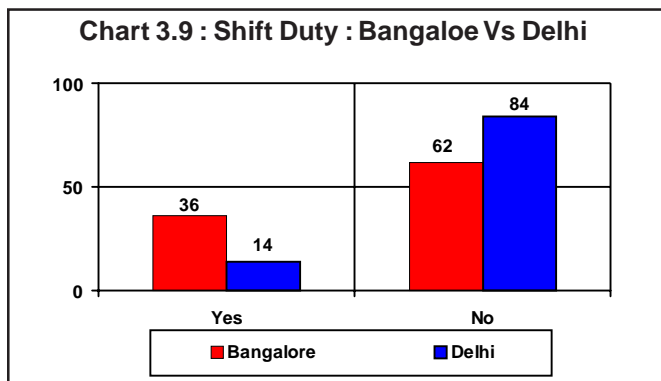


woman said “I do not mind at this age if need arises because the children have grown up.”<sup>19</sup> In most cases part time work was seen by women workers, young or old, as a luxury which they could only afford to take once their children had grown up or in the case of younger women, in order to further their career opportunities mainly, by engaging in higher studies.

Male Workers Responses to Part Time ‘Work: A high proportion of male workers (85%) did not want to work part time and the three that did wanted to do so for personal reasons.

*Shift Duty*

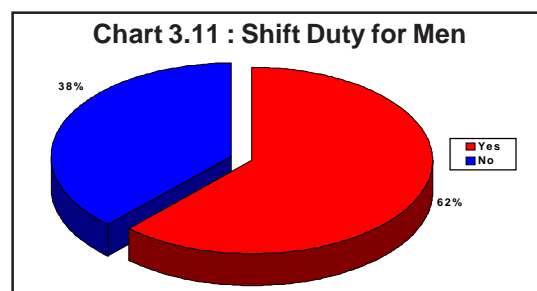
Only a quarter the women worked on shift duty (Chart 3.10). Of those who did shift duty,



a larger proportion were in Bangalore (Chart 3.9). At least a fifth were nurses and the rest were distributed across, the silk, rubber products, electronic, hospitality, and garment sectors.

*Shift Duty For Male Workers*

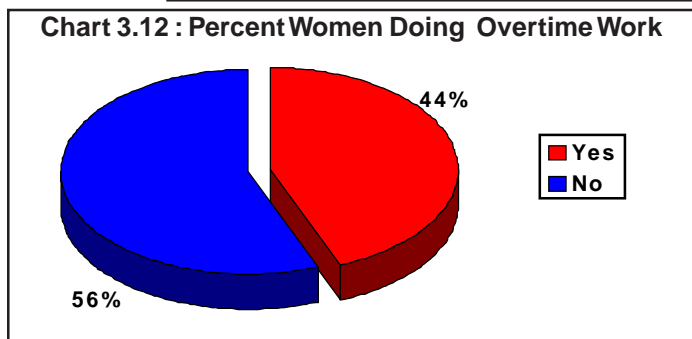
Two thirds of the men interviewed reported working shifts (Chart 3.11 ). This is probably because of men’s greater mobility and easier access to transportation. Also 90 percent of the male workers in Bangalore worked in shifts while only 36 percent in Delhi did.



*Over time Work*

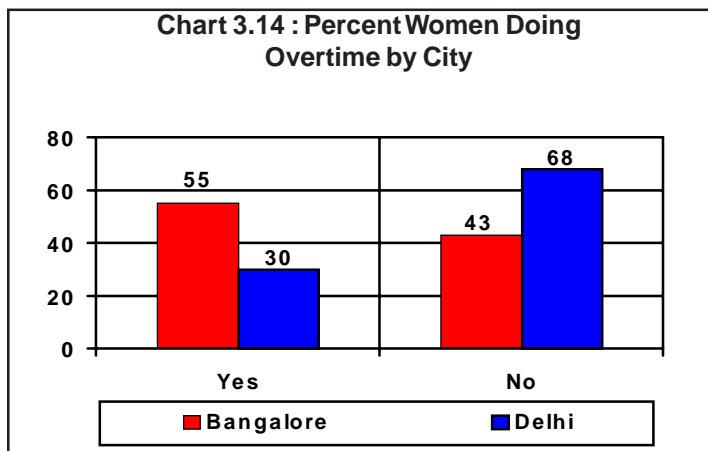
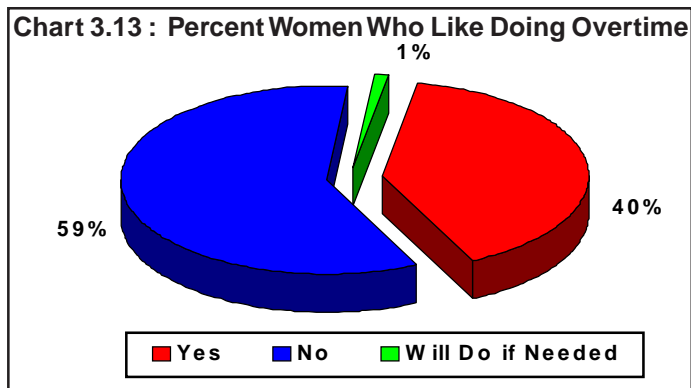
Over half the women (56%) did not work over time (Chart 3.12).

About 40 percent of the women respondents said they would like to work over time (Chart 3.13).

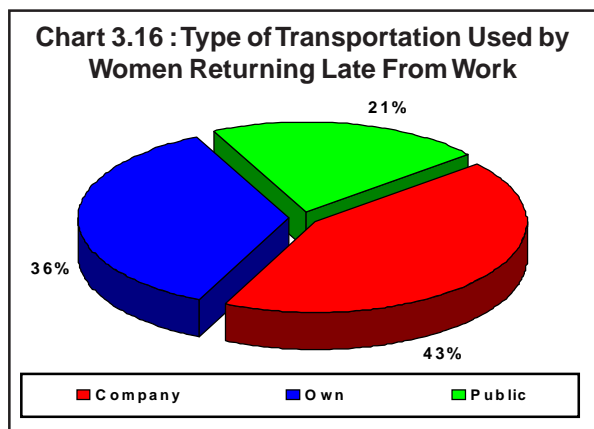
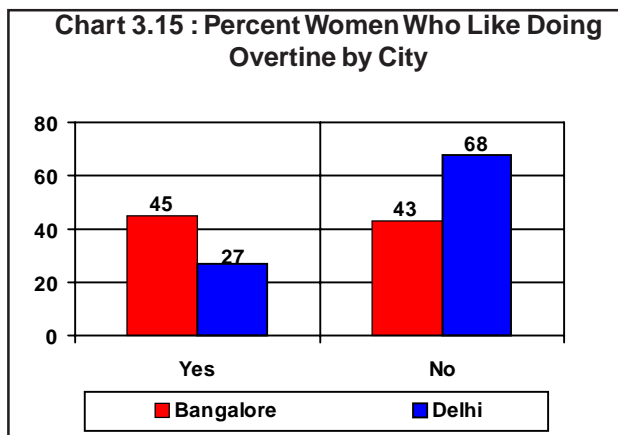


<sup>19</sup> Interview with woman worker in Engineering Company, Faridabad, September, 1999.

A higher proportion of women in Bangalore worked over time (55%) relative to Delhi (29%) (Chart 3.14). A larger proportion Of women workers in Bangalore wanted to work Overtime (45%) relative to Delhi (27%) (Chart 3.15).



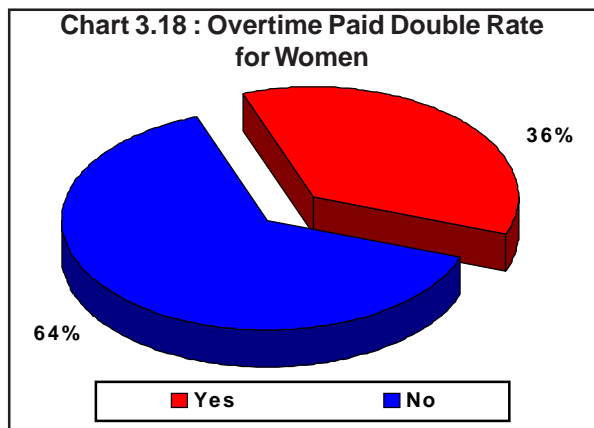
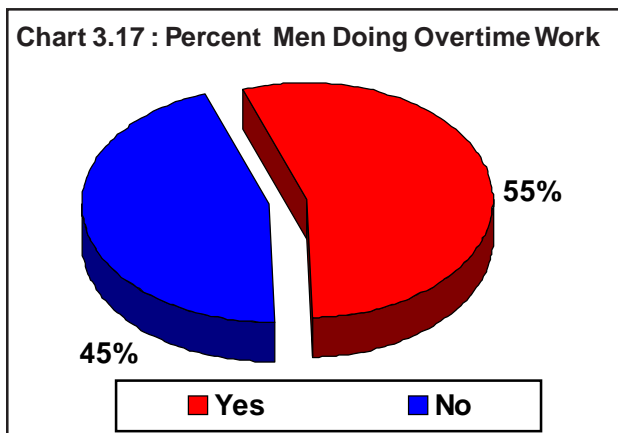
The fact that more women in Bangalore were doing shift duty, overtime work and were interested in doing over time work reflects the age demographics of the sample relative to Delhi. The respondents in Bangalore did not have as many familial obligations and domestic responsibilities as did the respondents in Delhi which made them more able to and willing to work flexibly.



For women doing over time the issue of how they return home becomes important. This issue is resolved if they have their own vehicle or if the company provides transportation to those who work late. As can be seen from (Chart 3.16), only a fifth relied on public transportation to return home. Three fourths of the women were either dropped home by the company (36) or had their own transportation (43%).

### Male Workers and Over time Work

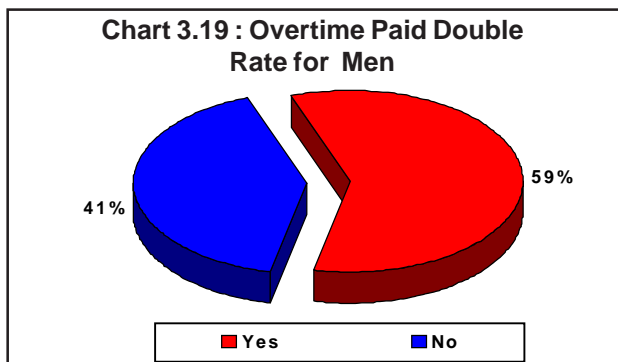
More than half the men interviewed said they did over time work (55%) (Chart 3.17). Of these a much higher proportion of men did overtime work in Delhi (64%) than in



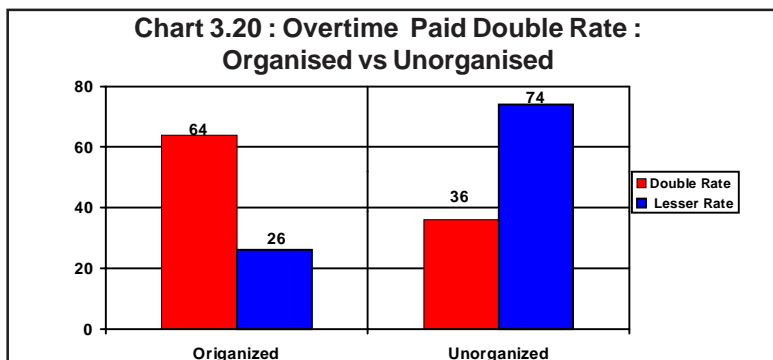
Bangalore (40%). However 74 percent of the male workers wanted to do over time. Of Bangalore male respondents half wanted to do over time while 80 percent of the total Delhi male respondents wanted to do overtime work. Most men and women who work over time do so for the money. Therefore it is important to know what companies are paying workers who do over time.

#### Over time Rates

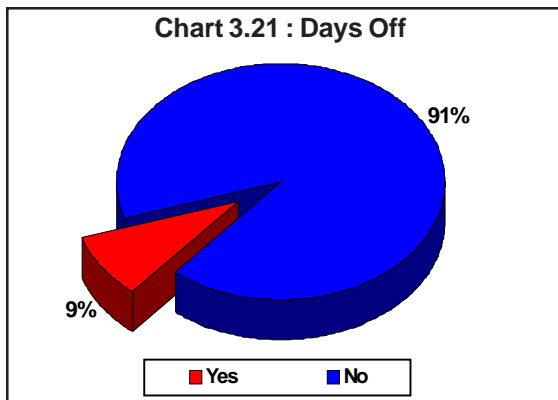
Only a third of the women were paid double rates while about half the male workers interviewed were paid double their regular rate for overtime work. (Chart 3.18 & Chart 3.19)



Of the remaining 64 percent, i.e. those who were not paid double the rate, close to half the respondents were paid the same rate as they would earn during the work day. Another one third were paid 1.5 times the rate earned. However some women were not paid at all. A higher proportion of Bangalore respondents were paid the same rate as they normally earn as with the proportion who did unpaid over time work.



Of those women being paid double rate for overtime work, approximately two thirds were organized.

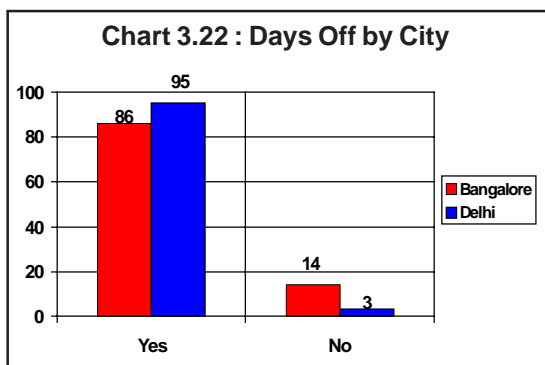


Of those who were being paid less than double rate for overtime work, nearly three fourths of them were unorganized. (Chart 3.20)

Of those who are organized and not getting overtime, 50 percent were nurses who had only six hour shifts and when they had to work an extra hour or so, were not paid for that time. These nurses felt they had shorter shifts (6 hours only) than other nurses or women employees and therefore did not see not getting double overtime payment as an issue.

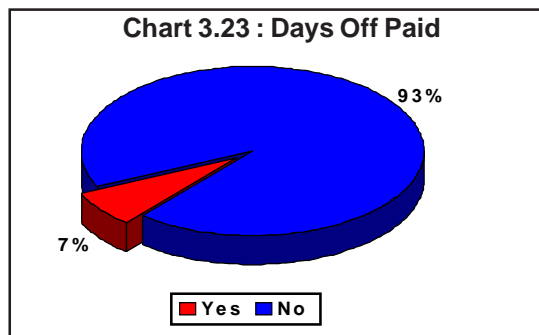
*Day Off for Women*

A large majority of the women (91%) got a day off during the week (Chart 3.21). However a higher proportion of the Delhi, respondents (95%) got days off in a week compared to Bangalore (Chart 3.22).



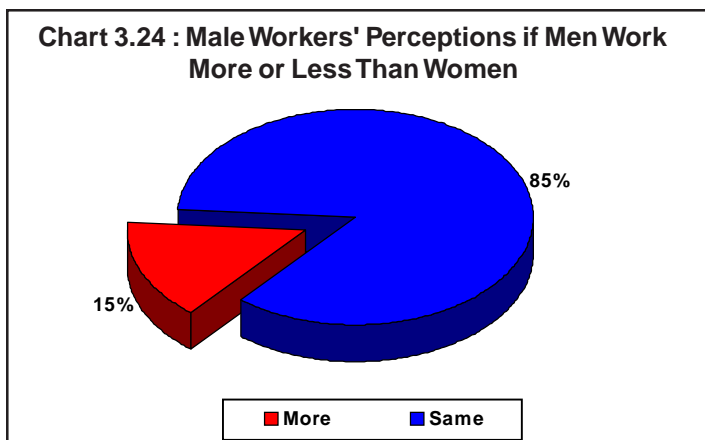
While most of the respondents (95%) got days off in a week, a slightly smaller proportion (93%) was paid for these days off (Chart 3.23). In other words, there were at least five

women who were not paid for their days off in a week and four of these five women were from Bangalore. Almost all of these women were in the unorganized sectors like pharmaceutical, garments, electronics, entertainment and furnishing.



All male workers had days off during the week and only one worker said that he was not paid for his days off.

*Do Men Work More or Less than Women*

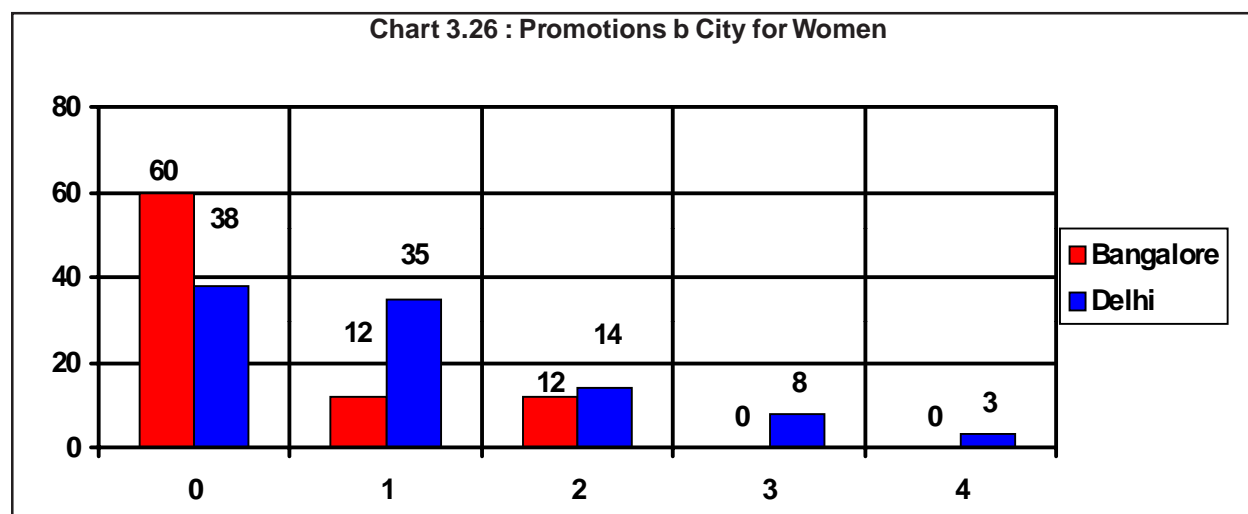
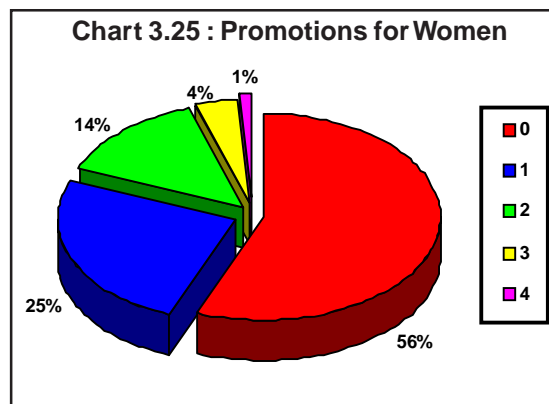


Most of the male workers interviewed claimed that men and women worked the same amount. When women workers were asked this question, about two thirds also felt that men and women worked the same amount of time. However 3 women said that men worked less hours and more than double that (7 women) said they worked more hours.

### 3.5. Promotions

#### *For Women Workers*

Women's lower wages get further reflected in the history of promotions they have had. Partly the number of promotions women get are a function of their age and partly of the industry in which they are employed. The study reveals that over half (56%) of the respondents had never been promoted. A quarter had experienced one promotion at best while only one-fifth had experience 2 or more promotions (Chart 3.25).



Promotions broken down by city revealed that in fact the 20 percent in the latter category were predominantly from Delhi. In fact only the Delhi respondents had got 3 or 4 promotions, while a small proportion (12%) of the Bangalore respondents had been promoted either once or twice. The large majority of the women in Bangalore (60%) had never been promoted (Chart 3.26). In Delhi women workers were more evenly divided in experiencing promotions with a little more than a third never having been promoted, another third experiencing one promotion and a fourth experiencing 2 or more promotions. For women who had been promoted, some reported that their jobs became more technical with each promotion<sup>20</sup>. For many women workers however promotions were not easily forthcoming and in the case of one company, "Promotion comes to those who please management".<sup>21</sup>

Looking at promotion across companies based on type of ownership and degree of unionization we see the following patterns:

<sup>20</sup> Interview with woman worker in an electronics company, Bangalore, September, 1999.

<sup>21</sup> Interview with woman worker in a garment unit, Delhi, September, 1999.

- There were no employees in the public sector who had no promotions while in the private sector two-thirds had no promotions at all. In the Indian companies with foreign collaborations the situation was only slightly better (46% of employees had no promotions).
- More than half of public sector women employees had been promoted at least once unlike in the private sector.
- Wherever there were unions, two thirds of the women had received at least one promotion while the reverse was true for those Companies where there was no union (68.8%).

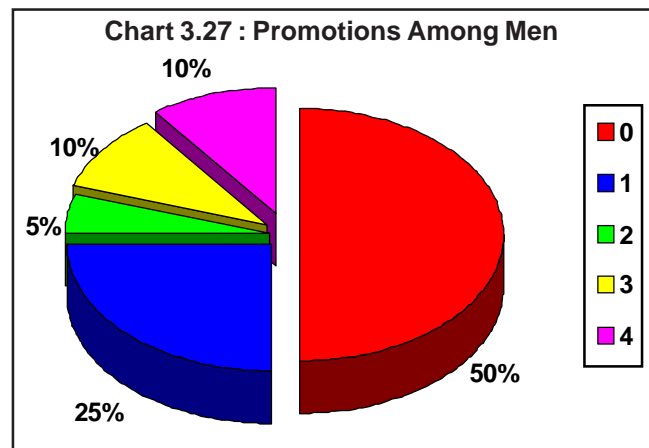
Thus the prospects for promotion for women employees appear better in public sector and in those companies where there was a union.

### *Promotions Among Male Workers*

Men seem to have had a wider range of promotions with a few even getting 5 promotions (Chart 3.27).

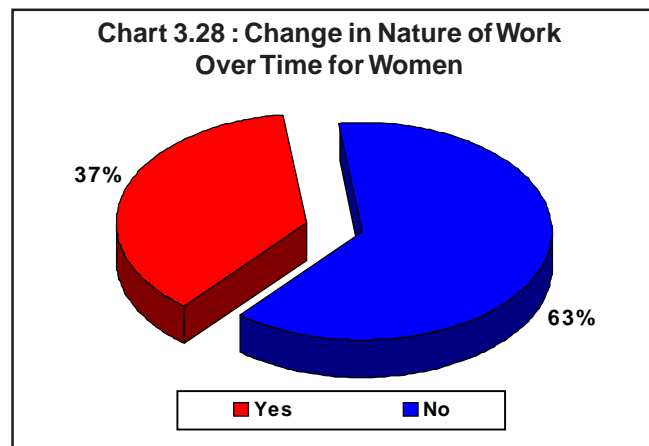
Also, relative to women (56%), a smaller proportion of male workers (50%) got no promotions. The distribution of promotions by city closely resembles that of women workers.

Comparing men and women, we see that more women were never promoted and in general men receive more promotions.



### *Change in Nature of Work for Women*

To understand whether the work of all women changed over time i.e. whether they were promoted in terms of having more skilled jobs or holding supervisory positions or even more challenging jobs, we asked them whether or not their work had changed over the years. Findings showed that in fact for most respondents (close to two-third) the nature of their work, had not change.



Therefore whether women were promoted or not, whether they earned more or not, whether they were older or younger the fact remains that for most, their work stayed more or less the same. Comparing data across city we find that for both Bangalore and Delhi,

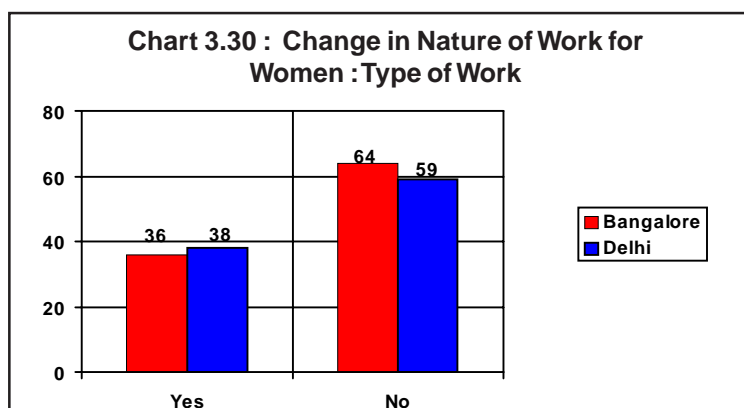
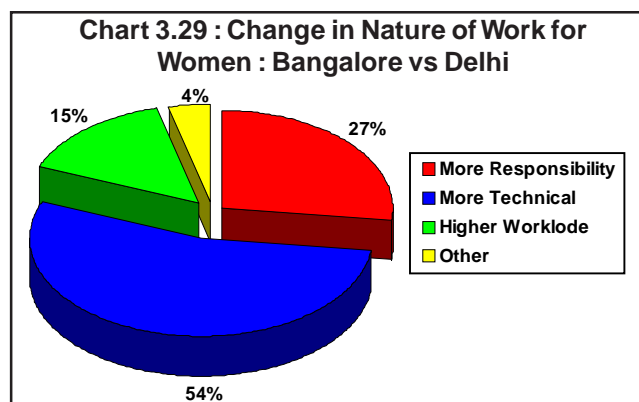
this proportion did not change predominantly by city, i.e. a little more than a third experienced a change in work (Chart 3.29). For those women for whom work had changed they reported the following ways in which their work had changed (Chart 3.30):

- Increased responsibility
- increased level of skill required on the job
- Higher Workload

**Higher Workload:** A small proportion of women said that they work just a higher work load (15%) or a different spot on the assembly line. One woman referring to the increased workload due to policy decisions in the public sector, said, "Work load has increased due to pay commission. Work has increased but work force has not increased."<sup>22</sup> For example, as one woman worker from a pharmaceutical company put it, the change in the nature of her work involved a simple "job rotation for everybody including those in manufacturing and packing:"<sup>23</sup> For one garment worker this meant a change from "pocket to sleeve"<sup>24</sup> or from line stitching to embroidery<sup>25</sup> or to cuffs.<sup>26</sup>

**More Responsibility:** A quarter of the women reported having a change in grades but no promotion. For example according to one woman worker, she did "5-6 different types of assembly work but it is same work. Grades change but there are no promotions. Men are now working on machines where women used to in the past"<sup>27</sup> One nurse reported that, "junior nurses only help the senior nurses and don't go for rounds. Now as I have become a senior nurse I have more responsibilities:"<sup>28</sup>

**More Technical:** Far large majority of women, the work changed along with their title and their pay. For one garment worker she was upgraded "from ordinary tailor to machine stitching, and now I do supervision of quality control"<sup>29</sup> Another garment worker said, "I became a quality controller from a thread cutter"<sup>30</sup> This move to quality control meant



<sup>22</sup> Interview with woman worker in Railways, September 1999.

<sup>23</sup> Interview with woman worker in pharmaceutical unit, Bangalore, September, 1999.

<sup>24</sup> Interview with woman worker, garment unit, Bangalore, September, 1999.

<sup>25</sup> Interview with woman worker, garment unit, Bangalore, September, 1999.

<sup>26</sup> Interview with woman worker, garment unit, Bangalore, September 1999.

<sup>27</sup> Interview with woman worker, auto component, Faridabad, September, 1999.

<sup>28</sup> Interview with nurse, Hospital, Bangalore, August, 1999.

<sup>29</sup> Interview with woman worker, garment unit, Bangalore, September, 1999.

<sup>30</sup> Interview with woman worker, garment unit, Delhi, September, 1999.

moving from doing the work to checking other people's work. Several women said that the workers checking the work were mainly men. Therefore to be moved up to checking is significant rise for a garment worker.

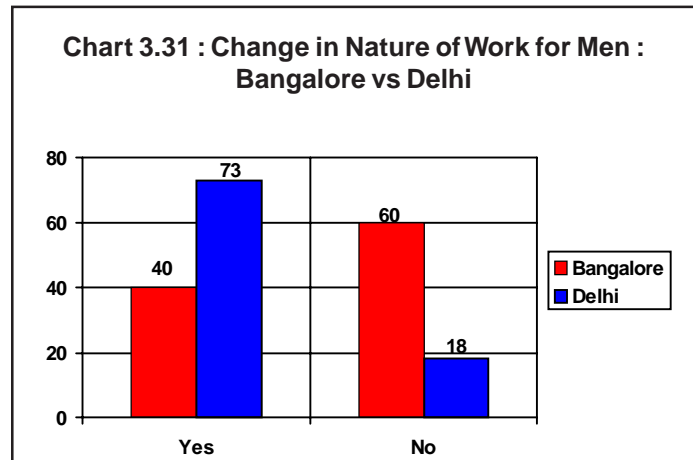
For some women the difference in work was simply that of getting job security, "I was made permanent after one year."<sup>31</sup> While for others it meant developing multiple skills, "I work as a steno, office assistant, receptionist, and am multi skilled."<sup>32</sup>

#### *Male Workers. Change in Nature of Work*

Overall there is not much difference between male and female workers in the change of nature of work over time. Across city however we find variation. For 73 percent of male workers in Delhi (more than two-thirds) the nature of work did in fact change over time (Chart 3.31 ). For these male workers

in Delhi, the changes experienced were an increased workload; more technical work and an improved position. However these were also workers who had got 3-5 promotions, who were saying that their jobs had changed. In fact these workers had titles that were now clearly supervisory in nature. According to one male worker, he joined as a helper, now is a checker.<sup>33</sup> In fact in his job description he includes inspection as one task. Another male worker said his job changed from testing of the products to operator. He too had received a promotion and said his job changed as a result.<sup>34</sup>

Overall men seem to get more promotions and for those getting the higher number of promotions, their jobs also seem to change more than for women.



<sup>31</sup> Interview with woman worker, Hotel, Delhi, September, 1999.

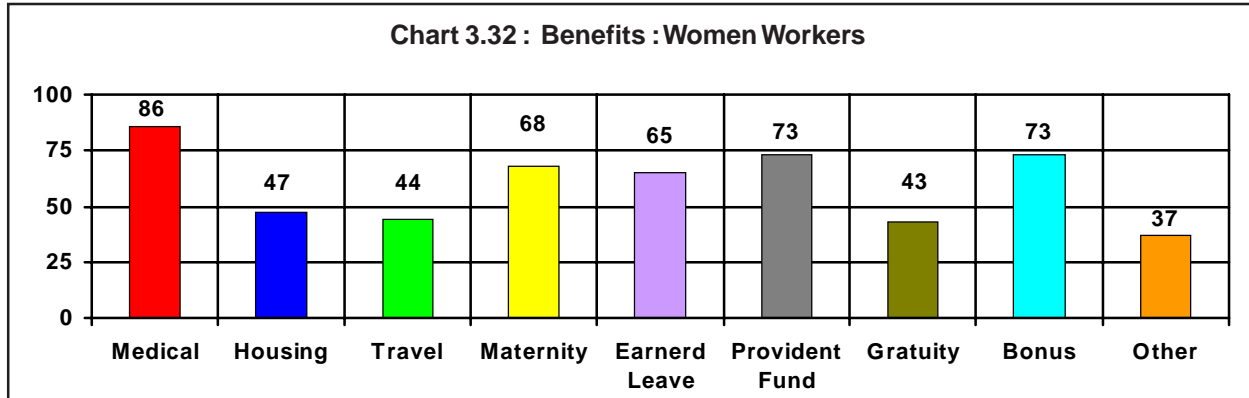
<sup>32</sup> Interview with, woman worker, Engineering Company, Delhi, September, 1999.

<sup>33</sup> Interview with male worker, clothing sector, Delhi, September, 1999.

<sup>34</sup> Interview with male worker, Automotive sector, Faridabad, September, 1999.

### 3.6. Overall Benefits for Women Workers

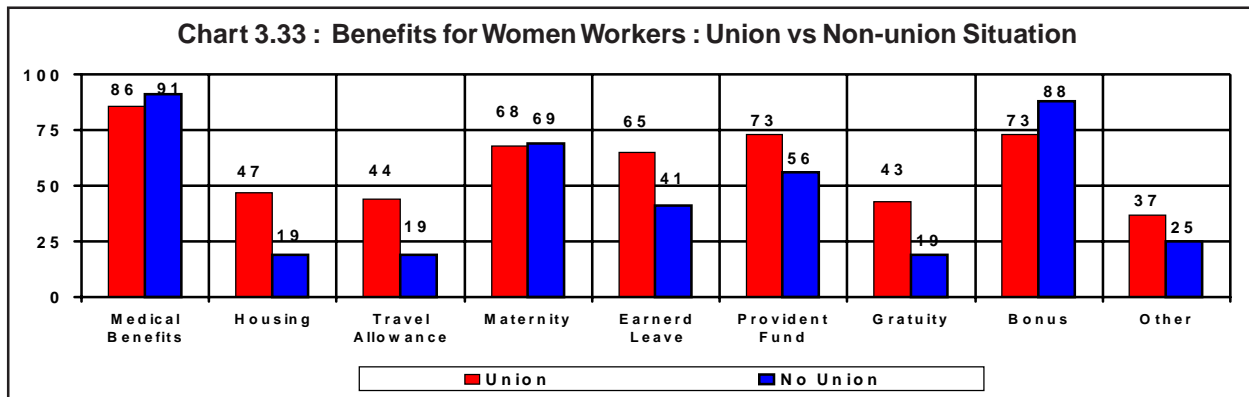
Respondents were asked Which of the following benefits were given to them by their employers: medical benefits, housing and travel allowances, maternity leave, earned leave, provident fund, gratuity and bonus. Women were also asked to list any other benefits that their companies provided besides the above.



Overall, nearly three-fourths of the women surveyed were given provident funds and bonuses. A large majority (86%) got medical benefits. At least two-third got maternity benefits and paid leave. However, less than half got housing or travel allowances and gratuity (Chart 3.32).

For the unorganized sector, benefits received were arbitrary and depended on personal relationships with the management, workers and the union. When asked about benefits one woman in the silk industry said, "I am told that if I quit the union only then will I get my DA. I was singled out because I joined the union later." Yet another woman in the same company said, "If you are sweet to the management then you get your benefits:"<sup>35</sup>

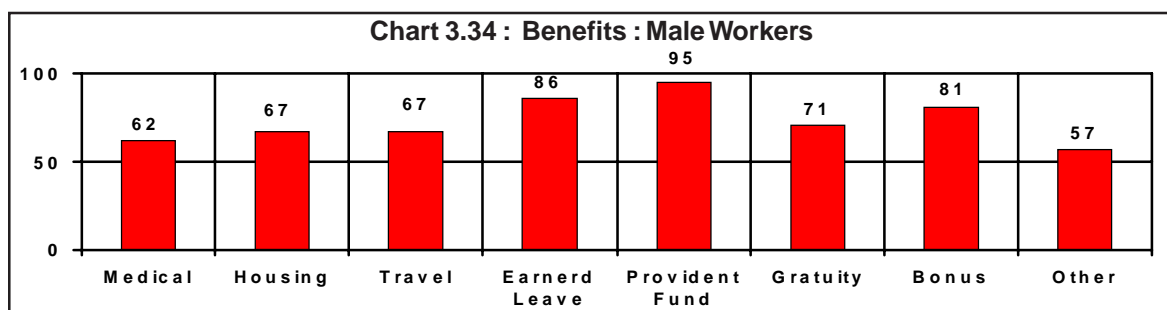
Union Vs Non-union Situation:



The presence of unions has generally meant more benefits for the workers, including women. Chart 3.33 shows that in most categories of benefits, having a union meant at least double the proportion of workers got access to benefits compared to non unionized situations, such as housing allowance (65%), travel (61%), earned leave (83%), provident

<sup>35</sup> interview with woman workers, garment unit, Bangalore. September, 1999.

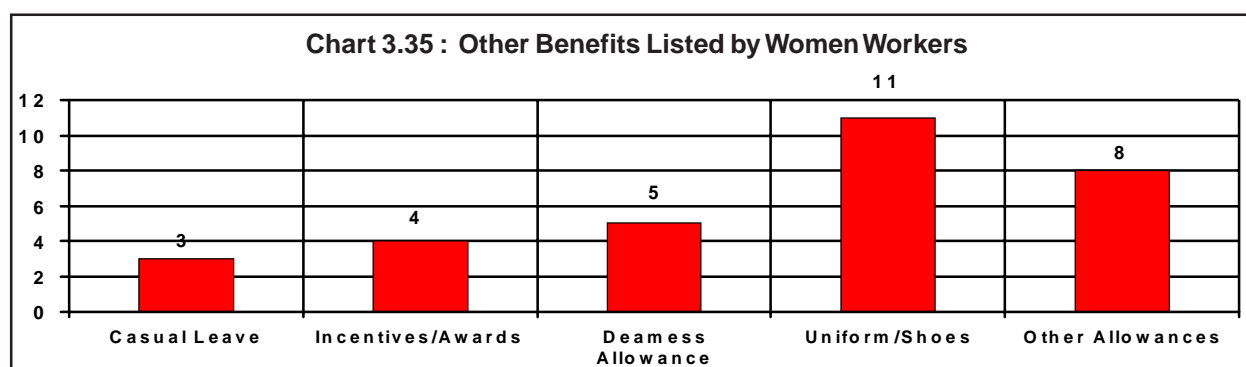
fund (87%), and gratuity (61%). The only exceptions are the annual additional payment which they referred to as bonus (88%), and coverage under Employees State Insurance (ESI) Scheme. In Bangalore a high percentage of women (91%) reported medical benefits in a non-union situation which mainly reflects ESI coverage. In some of the least organised of Bangalore companies, unlike Delhi, ESI is seen as a basic benefit which further serves to insure employers against having to make payments/ compensation in case of employees' accidents and sickness, including maternity benefits. In Bangalore due to the large presence of garment sector, where there is no collective bargaining and wages and facilities are quite low, employers give an annual payment to their regular workers as a matter of tradition. However this annual payment or bonus is not the same entitlement as under the Payment of Bonus Act which provides 8.33% of basic pay plus Dearness Allowance (DA) as minimum bonus which is approximately equivalent to one month's salary. This data across city validates the fact that access to statutory benefits for workers are higher in companies where there are unions. However when facilities particularly those for women were looked at, having a union made no significant difference as shown in Section on Facilities.



#### *Overall Benefits for Male Workers*

Comparing the proportion of male and female workers receiving benefits, we see that in all categories across the board, more than half of the male workers got benefits. In fact, in all the major categories of benefits, at least two-thirds of the men received these benefits (Chart 3.4).

#### *Other Benefits*



A third of the respondents also listed other kinds of benefits including getting a dearness allowance, washing allowance for uniforms, or allowances to buy uniforms, shoes and

being able to cash in their leave. The largest proportion of workers cited uniform allowances in the other benefits category (Chart 3.35).

Many workers also got additional payments in the form of incentives and/or awards. These incentives included “attendance incentives, and production incentives.”<sup>36</sup> Attendance incentives particularly on festival days were cited.

Allowances came in a variety of forms. In Delhi for the public sector in particular, these included a “City allowance and transport allowance.”<sup>37</sup> Some allowances discriminated against women. According to one woman worker working in rubber products, “If you do night shift or second shift, you get Rs. 100 allowance and men do the night shifts invariably and women do not in general.”<sup>38</sup> Others were designed by the management and according to one woman worker, “under the Good Management Practices program (GMP) we are given a special shoe allowance, uniforms and coats.”<sup>39</sup>

Some benefits were oriented towards family welfare, taking into account the higher expenses undergone by families during festivals and included, “Festival advance of Rs 2000 without interest, and Family Welfare Fund.”<sup>40</sup> Others served the same propose by providing gifts in kind during festivals such as “Sweets for Pooja and gifts for Diwali.”<sup>41</sup> Some incentives in the public sector were designed to promote family planning such as a “family planning allowance”<sup>42</sup> and were obviously initiated from government policies.

Some forms of benefits were particularly beneficial for women. A women worker in the unorganized sector mentioned that her company gave workers interest free loans<sup>43</sup>, Given the very few credit sources that exist for poor women, an interest free loan from the company is by far more preferable to high interest loans from local money lenders. Other benefits that benefited women, included an education allowance for the first 2 children<sup>44</sup> and a children’s scholarship for those workers whose children get 60% marks.<sup>45</sup>

Some nurses felt that their hospital while private had a series of benefits, which other hospitals did not have.<sup>46</sup> These included getting a “washing allowance for uniforms. We et free accommodation in the form of a hostel, our shifts are shorter (only 6 hours), and we get an increase in pay after 6 months to one year.” In the hotel industry women

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<sup>36</sup> Interview with woman worker, Electronics, Bangalore. September, 1999.

<sup>37</sup> Interview with woman workers, Delhi, September, 1999.

<sup>38</sup> Interview with woman worker, rubber product, Bangalore, September, 1999.

<sup>39</sup> Interview with woman worker, pharmaceutical unit, Bangalore, September, 1999.

<sup>40</sup> Interview with nurse, Hospital, Bangalore, September, 1999.

<sup>41</sup> Interview with woman worker, garment unit and food company, Bangalore, September. 1999.

<sup>41</sup> Interview with woman worker, Railways, September, 1999.

<sup>42</sup> Interview with woman worker, garment unit, Bangalore, September, 1999.

<sup>43</sup> Interview with woman worker, Computer unit, NOIDA, September; 1999.

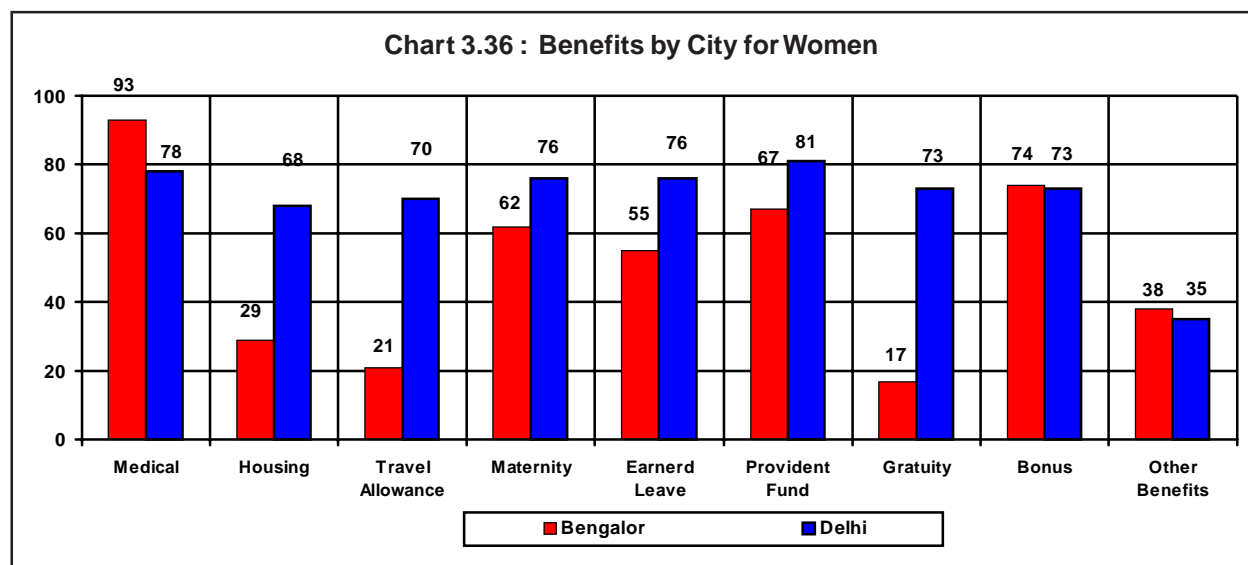
<sup>45</sup> Interview with woman worker, Engineering Company, Faridabad, September. 1999.

<sup>46</sup> Interview with nurse, Hospital, Bangalore, October, 1999.

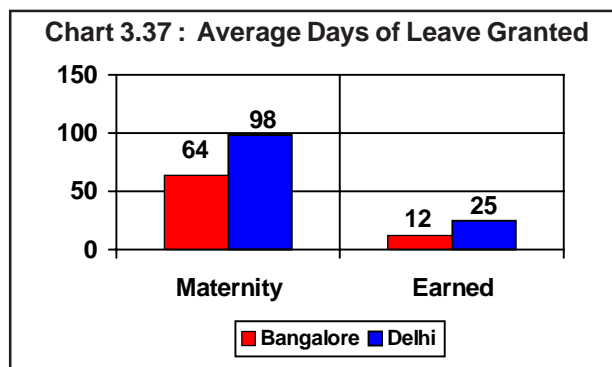
mentioned a variety of benefits that came from the large array of facilities available for the guests that got extended to workers such as "uniforms, sandals, meal allowance, access to the beauty parlour, and loan facilities.

#### *Variation in Benefits by City for Women*

In examining the variation between what benefits women workers get in Delhi relative to Bangalore we see a wide gap between benefits received in both cities. With the excep-



tion of getting medical benefits and bonus, more women workers in Delhi are able to avail of benefits by the way of housing, travel allowance, maternity, earned leave, provident, fund and gratuity. The areas where there are the maximum gaps between Delhi and Bangalore include gratuity (73% vs 17%), travel allowance (70% vs 21%) and housing allowance (68% vs 29%). Areas where there was practically no difference between benefits received by women in both cities included maternity and bonus (Chart 3.36). In both cities respondents provided the number of days of earned leave and maternity leave they got from their employers. The mean number of days women got for maternity leave was 98 in Delhi or when railways was excluded this mean was 88 in Delhi<sup>47</sup>



compared to only 64 in Bangalore. Similarly the number of days of earned leave workers in Delhi got was also higher (25 days vs 12 days) than in Bangalore (Chart 3.37).

The maternity Benefit Act specifies, "The maximum period for while a woman can get maternity benefit is 12 weeks. Of this, six weeks must be taken prior to the date of delivery of the child and six weeks

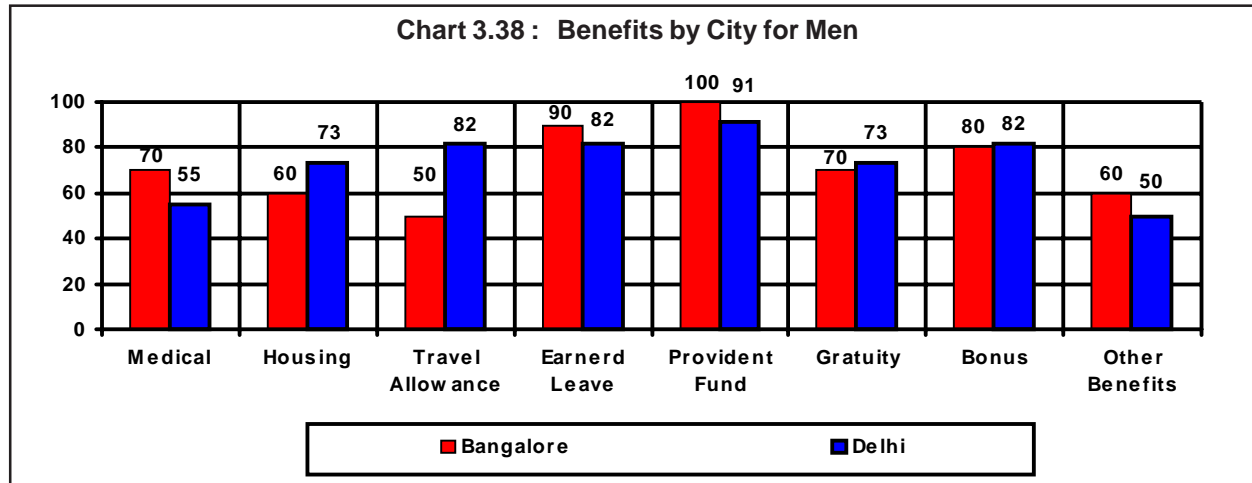
immediately following that data." (Sarma, 1990)

<sup>47</sup> Railways as excluded because the maternity leave reported by women was as high as 135 days which was the exception.

Overall benefits in Delhi appeared to be available to more women and of those benefits made available, Delhi respondents got more facilities than did Bangalore women workers.

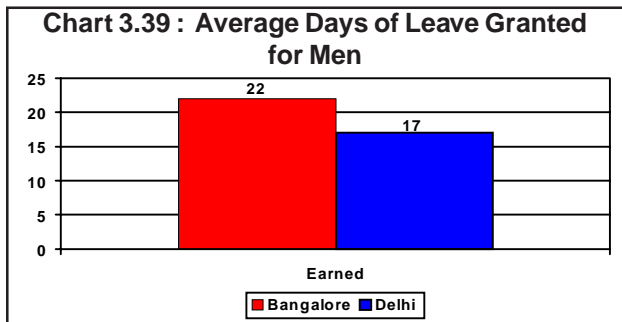
Variation in Benefits by City for Male Workers

Unlike the findings for women workers where the proportion of women receiving benefits



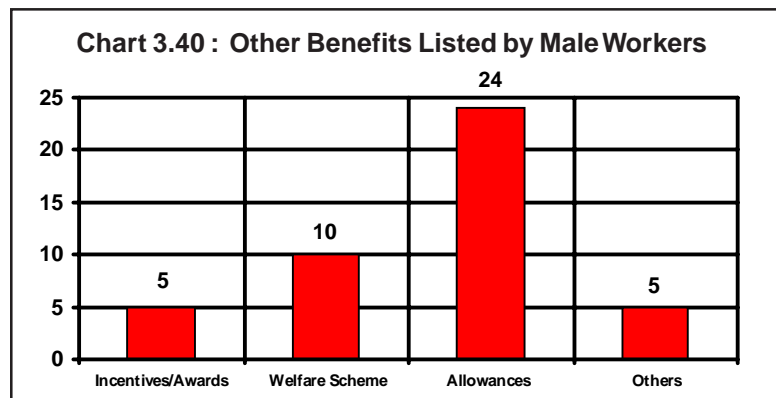
in Bangalore were consistently lower than those found in Delhi, here there are variations across city. Here too more male workers in Bangalore receive medical benefits but more also receive earned leave (100%) and provident funds (100%) (Chart 3.38). These proportions are significantly higher than the proportion of

Regarding earned leave for men, male workers in Bangalore were entitled a much higher average number of days (22) than are women (12). The reverse was found to be true in Delhi however with reporting a mean of 25 days of earned leave and male workers only reporting 17 days (Chart 3.37 & 3.39).



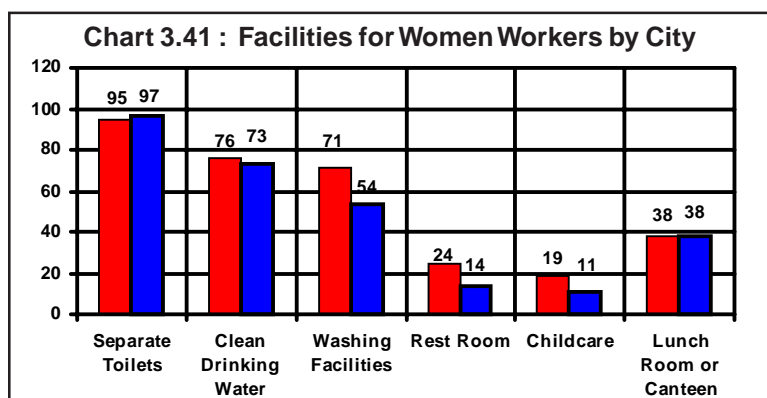
*Other Benefits Listed By Men*

These benefits included incentives, awards, allowances and welfare schemes. The allowances which most listed (24%) included education allowance, conveyance allowances, leave and travel allowance (Chart 3.40). For some it included free food as well.



### 3.7 Facilities

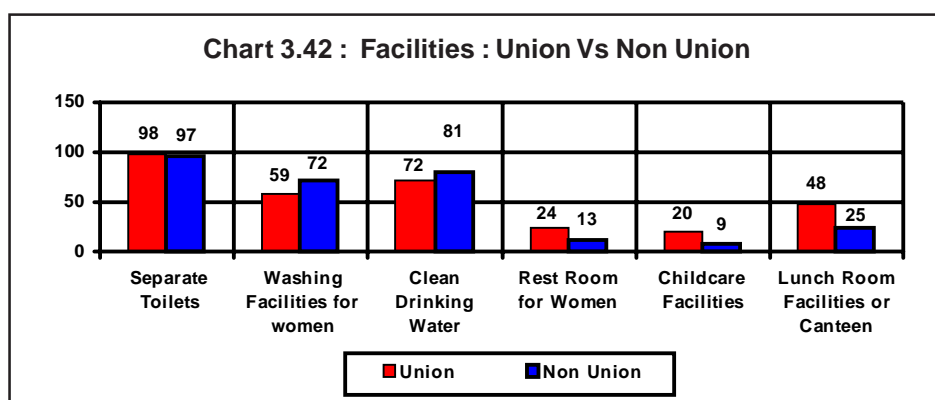
While the facilities available at work did not vary much by city, they varied widely by the type of facility available at the work place. Overall more women workers in Bangalore got access to facilities such as drinking water, washing facilities, rest rooms and child care, with only two exceptions namely separate , toilets and canteen or lunch room facilities where again the differences were not drastic.



The largest proportion of women had separate toilets, yet there were 2 companies in Bangalore, which, actually did not have separate toilets for men and women. Close to two thirds of the workforce had access to clean drinking water. A larger proportion of women workers in Bangalore had access to washing facilities (71% vs only 54%) relative to in Delhi. Very few less than a quarter of the workforce had access to a rest room or to a rest room or to child care facilities. One third of the female workforce interviewed reported access to lunch room or canteen facilities (Chart 3.41).

#### *Did the Union Presence Improve Facilities for Women?*

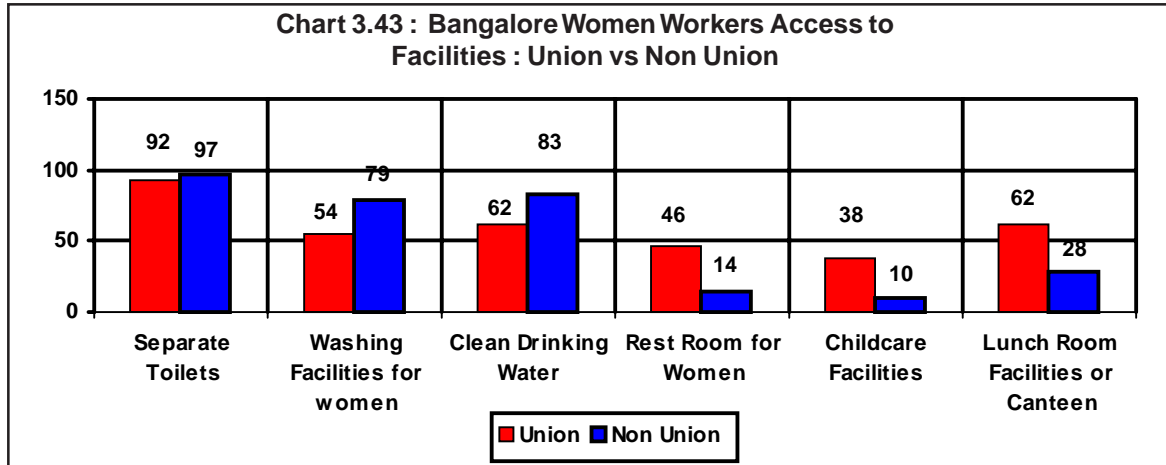
Overall looking at the facilities by union and non-union situations, we see that there is



not much of a difference in facilities for women where there is a union (Chart 3.42). This contrasts sharply with other generic benefits where union presence made a substantive difference. What this clearly reflects is the lack of atten-

tion paid by unions in the charter of demands to specific needs of women workers. In the bargaining process these facilities are often under-emphasized relative to wage demands which benefit all workers. Management's violations of verbal/written assurances on such women-specific demands has never led to situations of strikes or any industrial relations dispute.

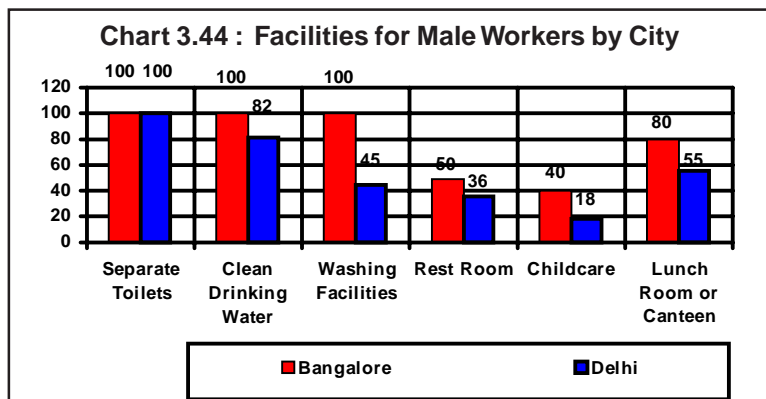
In Bangalore we see that far unionised companies access to gender specific facilities for women is less than for non-unionized companies. This data shows that for specific facilities such as restrooms and child carp the presence of unions has made a positive difference (Chart 3.43). However looking at the overall proportions of women getting access



to gender specific needs particularly restroom and child care we see that a very small proportion are getting these facilities. Therefore there is a strong need for unions to place greater emphasis on these neglected women specific needs.

**Facilities for Male Workers**

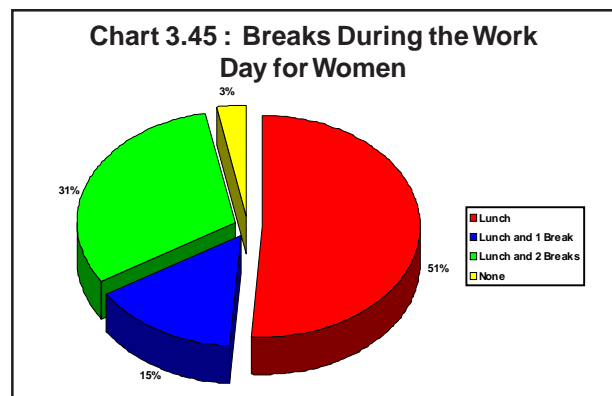
All men in both cities said there were separate toilets for men and women. A higher proportion of men in both cities said they had clean drinking water, restroom facilities, child care facilities and lunchroom and canteen facilities. More men said there were separate



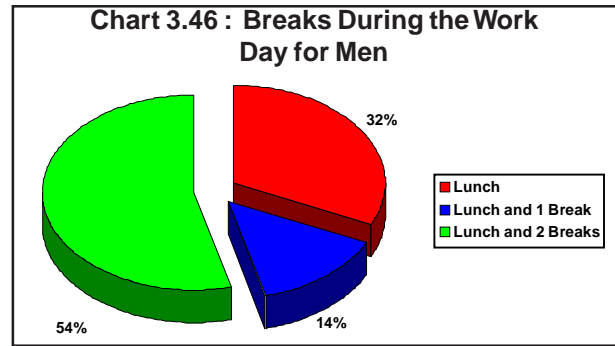
wash room facilities for men and women in Bangalore than women. Overall a larger proportion of men reported having access to facilities at the workplace than did women.

**Breaks During the Work Day**

Half the women workers got just a lunch break compared to only 32 percent of male workers (Chart 3.45 & 3.46). Close to a third of the women workers reported having lunch and two tea breaks while more than half the male workers reported

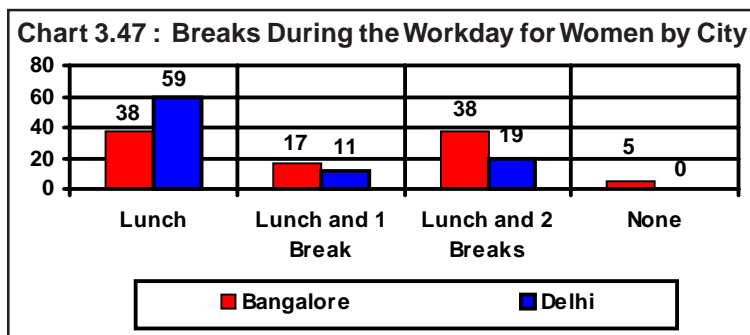


having lunch and tea breaks while more than half the male workers reported having lunch and two breaks. A very small percentage (3%) reported no breaks at all. These women were in Bangalore. There were no men who reported not having a break at all.



*Variation By City in Breaks During the Work-day for Men and Women*

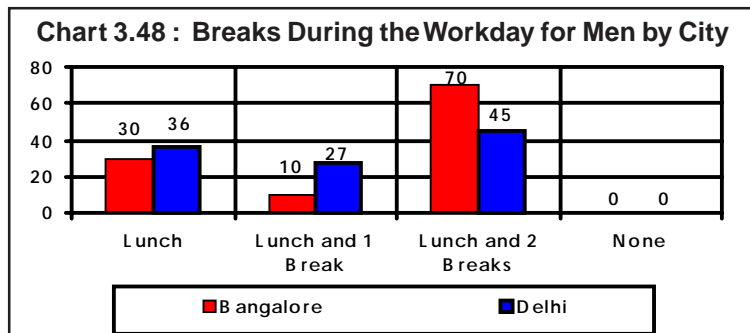
Looking at the same data for men and women we see that the largest difference is in the fact that a higher proportion of men in both Bangalore (70%) and Delhi (45%) get two breaks in addition to lunch.



Therefore men overall have better work conditions (Chart 3.48).

However, looking across city, for both men and women, a higher proportion get lunch and two breaks in Bangalore compared to Delhi (Chart 3.47). Therefore

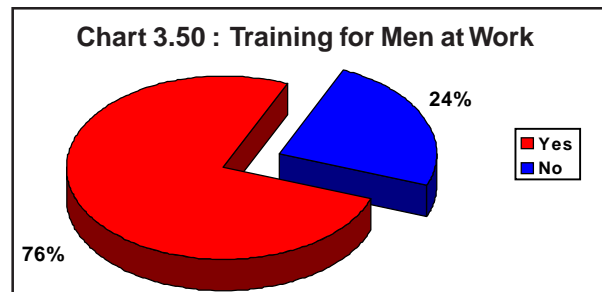
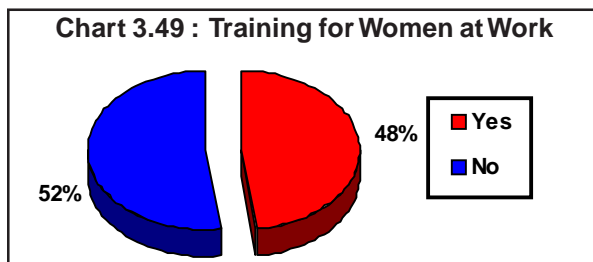
conditions overall in Bangalore are better on one end of the spectrum but at the other end it is the women in Bangalore mainly who have no breaks at all. This is untrue for any of the men or any of the Delhi respondents, male or female.



A higher proportion of women in Delhi only got one lunch break. A much larger percentage of women in Bangalore got more breaks than just lunch than in Delhi, with 38 percent of Bangalore women getting two breaks (vs 19%) and 17 percent getting one extra break (vs 11% in Delhi (Chart 3.47)

3.8. Training

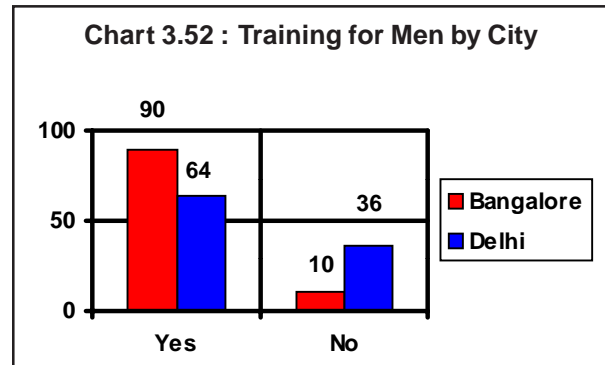
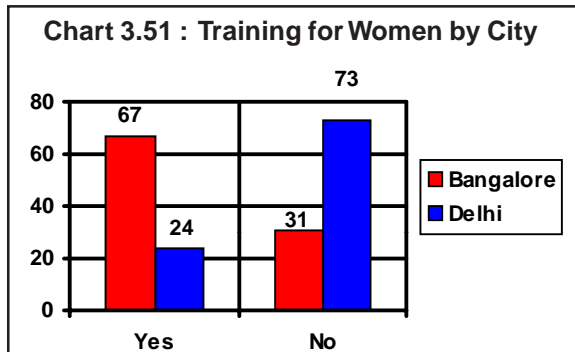
One major barrier to women rising on the job is their lack of access to education and training opportunities.



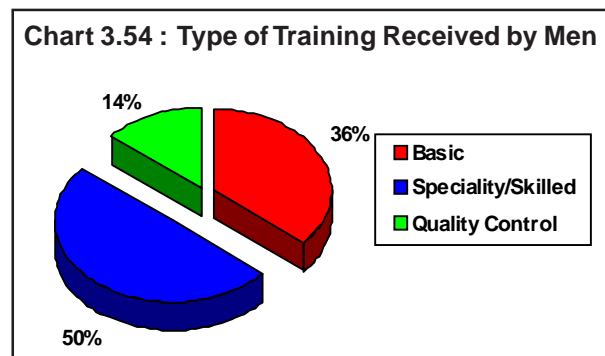
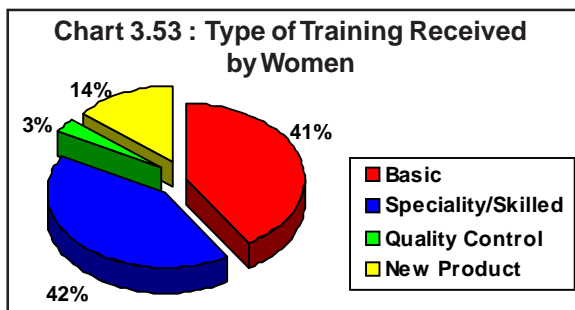
Over half the women interviewed had never received training of any kind. Comparing men and women we see that more than three fourths of the men received training (78%) compared to less than half the women interviewed (48%) (Chart 3.49 & 3.50).

### Training Across City

Examining women's access to training across city, reveals that a much] larger percentage of women in Bangalore (67%) received training compared to women workers in Delhi (24%) (Chart 3.51 ). The same holds true for men as well with 90 percent of men in



Bangalore received training while only 64 percent of men in Delhi receiving training. Nonetheless the proportions of men getting training in both cities exceeds that of women getting training (Chart 3.51 & 3.52).



### Types of Training

Female respondents who received training, when asked about the type of training received on the job reported essentially four types:

- Basic training
- Skilled or specialized training
- Training to improve quality
- Training when a new product had to be manufactured.

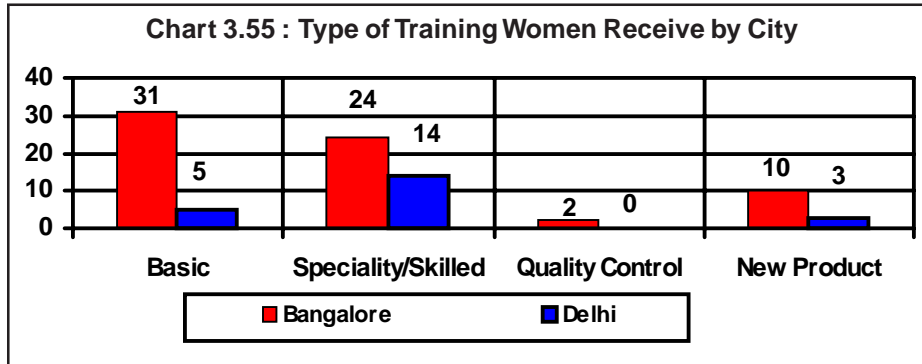
A more or less equal proportion of women reported receiving skilled training (42%) compared to those receiving basic training (41%) (Chart 3.53).

### Male-Female Differentials on Access to Training

- A higher proportion of women workers (41%) reported getting basic training than men (36%).

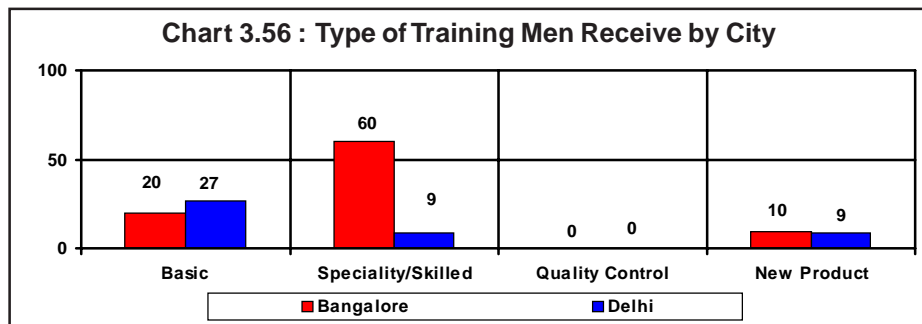
- A higher proportion of male workers (50%) reported getting speciality or skilled training than women (42%).

Clearly men had a higher possibility of getting into the skilled category of workers and of getting more promotions and more pay if more of them had access to skilled training.



Examining differences in access to training in greater detail by city, in every category, basic to skilled, a higher proportion of women workers in Bangalore receive training than their Delhi counterparts

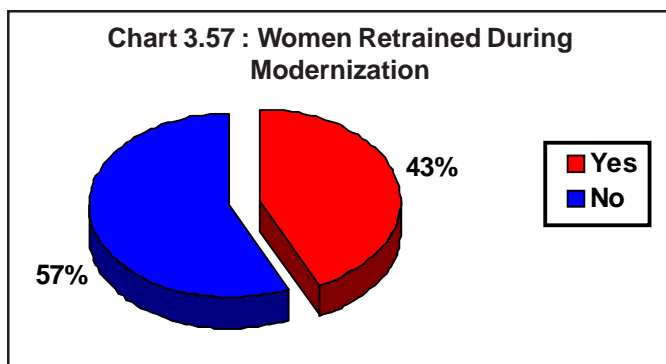
(Chart 3.55). The data for men corroborate these findings with 60 percent of the male workers in Bangalore getting specialized training compared to only 9 percent of male workers in Delhi



However a slightly higher proportion (27%) of male workers in Delhi got basic training compared to Bangalore male worker (20%).

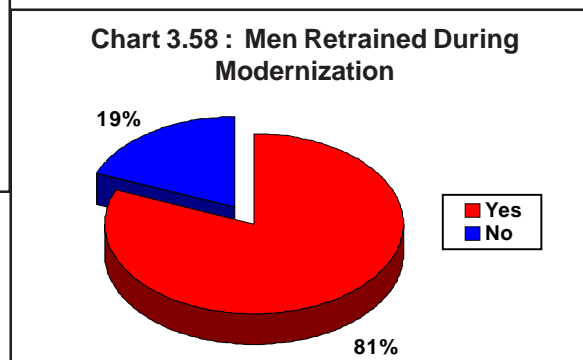
*Retraining During Modernization*

Only 43 percent of women workers were retrained when their companies went through modernization or mechanization



when their companies went through modernization or mechanization (Chart 3.57). Comparing this to the data on men we see that 81 percent of men (almost double the proportion

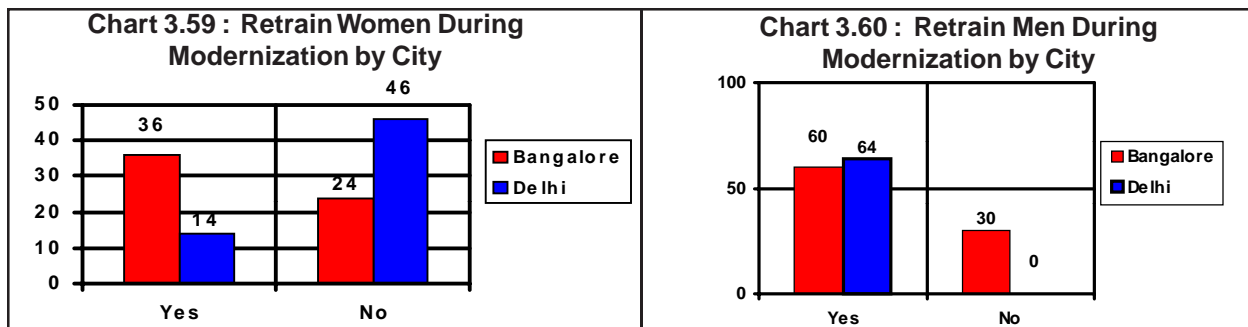
of women) received retraining during modernization or mechanization (Chart 3.58).



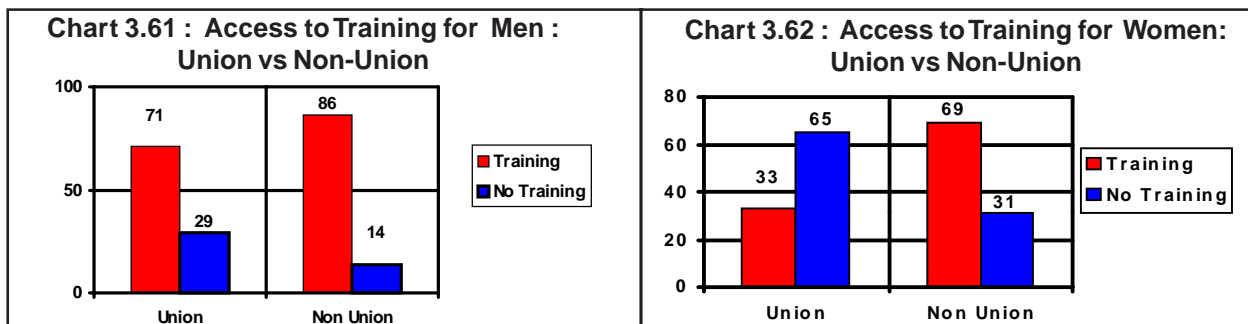
In periods of change therefore the companies seem to interest far more in ensuring that their male work force is able to keep up with the new machines, and demands of the market relative to their women workers.

#### *Variation in Retraining During Modernization Across City*

Comparing across city we see a much higher proportion of women receiving retraining in Bangalore (36%) relative to Delhi (14%) (Chart 3.59).



This is not true for the men however where we see a similar proportion of male workers in both cities retrained during modernization (Chart 3.60). Therefore differential access to training across city is more prevalent in the case of women.



#### *Training by Union Presence*

Findings indicate that access to training is lower in unionized situations for both men and women. What this reflects essentially is that training of workers and choice of who gets this training is a management prerogative and also low on the priority list on union demands.

Second, where there is access to training and where there is union presence, a greater proportion of men get training relative to women. This reflects that there are barriers to women getting training, which could include mobility (freedom to travel) and male bias in choice of who gets training on the part of management. Also the choice of who gets trained is adversely affected by the minority presence of women in the work-place. In other words, in situations where more than one or two potential trainees are being selected by a manager, when faced with a large male work force (relative to women), he would in all likelihood choose mostly men barring the token presence of a women. Even in situation where his choice is a woman, if the training is

out-station, she may not be able to utilize the opportunity due to family concerns (which rarely stop men from going).

What this reflects is that

- Training should be made part of collective bargaining by the unions
- Unions in their advocacy of training should promote women
- Training should take into consideration wherever possible gender constraints to mobility.

### 3.9. Occupational Health in the Work Place

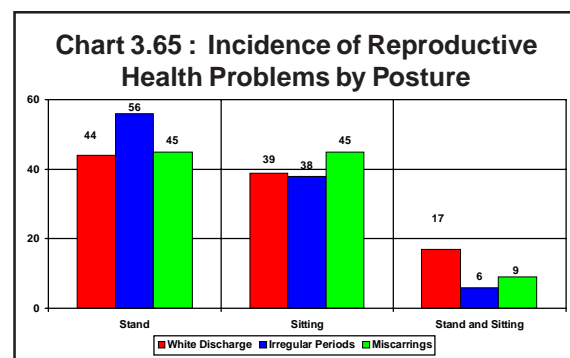
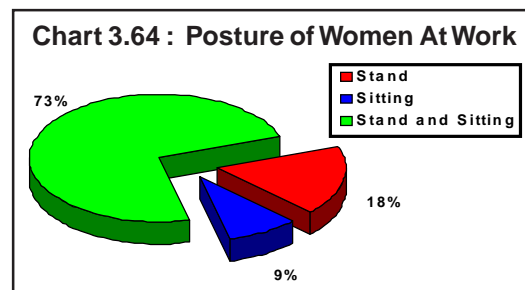
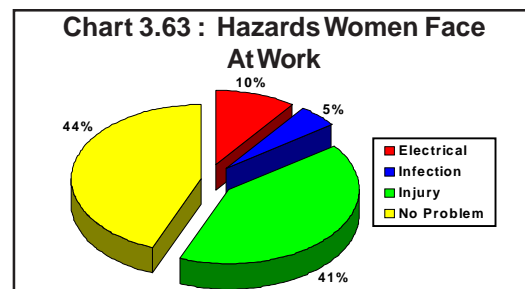
Occupational health includes the environment and the conditions in which the worker spends the majority of his/her time. These conditions are often occupation specific and hence vary in their impact on the worker. The occupational health issues of women workers of the two areas of Bangalore and Delhi is assessed from their awareness of:

- The hazards faced in doing their work
- The ailments experienced as a result of their job requirement
- Problems faced during pregnancy and their menstrual cycle
- Accidents that occur at their site of work
- Safety measures and safety training given.

#### Women Workers and Health Hazards

Health hazards that women encounter are related basically to the tools of work and the work environment. We found very little awareness about health hazards among workers and unions, a state which management policies also seem to perpetuate by not providing any information on occupational health & safety. When women respondents were asked about the hazards at work, 44 percent of the women respondents said they had no problems, while 41 percent mentioned the possibility of injury while at work (Chart 3.63). A tenth of the respondents identified electrical hazards. Nurses, for instance said that the hazards they faced were in the form of infections from the patients they treat.

Health problems of women are also related to working in one position continuously like bending, crouching, sitting or standing for several hours every day, over a period of time. These postures result in backache, injury of the spinal cord, aches and pains in joints and shoulders. Of the total respondents 57 percent



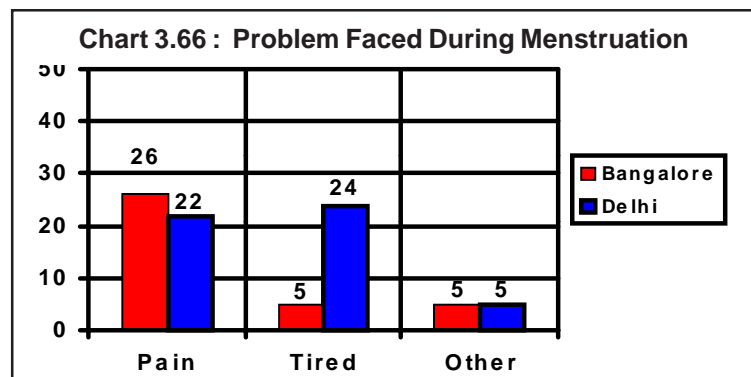
have to sit all day to do their job. Over a third of respondents have to stand while working while the rest said that their work involves both standing and sitting (Chart 3.64). This means that 87 percent of the female workforce as represented by this sample is engaged in work that makes them stay in one position continuously for the entire work time. In the case of standing, this can lead to varicose veins, back pain, and pain in leg muscles and in the case of sitting, can lead to swollen feet and back pain. We noticed that a large proportion of women experiencing reproductive health related problems were also related to their posture during work, i.e. whether they were only standing or only sitting. The findings showed that 90 percent of women who have experienced miscarriages, 94 percent of those experiencing irregular periods and 83 percent of those experiencing white discharge had jobs that involved only standing or sitting (Chart 3.65).

#### *Variation in Health Problems of Women by City*

In asking about the health problems faced by the women workers in Bangalore and Delhi, only 17 and 35 percent respectively said that they experienced work related health problems. Of them, a majority (19%) of the Delhi and 5% of Bangalore respondents said they experienced weakening of their eyesight. Of the rest, 11 percent and 5 percent of complained of back pain and only 7 and 5 percent said they experienced ailments like headache and stomach pain. Of those who reported weakening of the eyesight, 89 percent of them were engaged in computer work. The sectors where these cases were concentrated were electronics, engineering, data entry, among others.

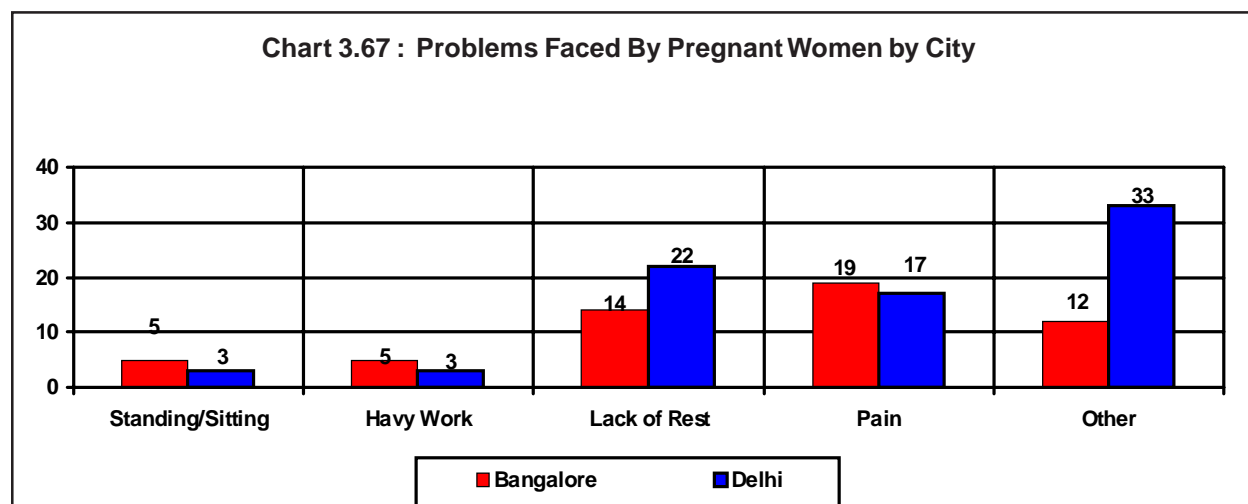
A very important aspect of a woman's health is related to her reproductive health. From puberty to menopause she undergoes changes in her hormonal balance that effects her work output. Hence it is of great importance to understand the problems faced during her menstrual cycle like excess white discharge, irregular periods and miscarriages during pregnancy. The study shows 41 percent of the overall respondents have irregular periods, 44 percent have excess white discharge and 29 percent have had miscarriages.

Of the women who report white discharge, a majority (56%) were in the garment sector. Usually women experience pain and tiredness during their menstruation periods and this too shows at the work site. The study shows that in Bangalore and Delhi almost an equal (26 and 22) percent of women experience pain during their periods while 24 percent of the Delhi respondents and only 5 percent of Bangalore respondents said they felt tired on those days (Chart 3.66).



## Problems Pregnant Women Face At Work

Women are traditionally advised good nutrition, adequate rest and health care during the pregnancy period. Often their work responsibilities affect the required care that they need. Lack of rest and pain while working is the major problem identified by a third of the women. A worker describing the situation, said that, “a pregnant woman may want to



stretch out a bit when she has back aches, weakness and nausea.<sup>48</sup> A Pune respondent said that, ‘supervisor not even allow pregnant women to go to the toilets during working hours.’<sup>49</sup>

Women respondents of Delhi had descriptions of their problems related to morning sickness and difficulty in regular work attendance. Other problems included oedema (swelling, especially the feet) and the probability of miscarriage and abortion.

Recommendations that will help pregnant women at work: Majority of the women respondents (at least a third) recommended rest or breaks during work to help the pregnant women deal with her pain and tiredness. Some women (10-11%) suggested that the maternity leave be increased such that the women can get enough time in the third trimester of the pregnancy. Few (5%) suggested giving the women lighter work during the pregnancy period. One worker who had severe morning sickness during her pregnancy suggested that “during pregnancy rules should be relaxed for granting sick leave (reasons for sick leave can’t be explained).”<sup>50</sup> These demands from women reflect the unfortunate fact that employers are not implementing the Maternity Benefits Act which recommends right work, rest and provision of rest rooms, and for illnesses arising out of pregnancy. It may be noted that the Maternity Benefit Act provides following protective legal provisions for pregnant women:

*No work of arduous nature, long hours of standing likely to interfere with pregnancy/normal development to foetus: or which may cause miscarriage or is*

<sup>48</sup> Interview with woman worker, Auto-components unit, Faridabad, September, 1999

<sup>49</sup> Interview with women worker, Fisheries unit in Thane, October 1999

<sup>50</sup> Interview with woman worker, banking sector, Bangalore, September, 1999

*likely to affect health, to be given for a period of one month immediately preceding the period of six weeks before delivery.*

*On medical certificate, advance maternity benefit to be allowed.*

- Ministry of Labour, Annual Report, (1998-99), p.94.

Other factors of importance during pregnancy is the psychological and nutritional well-being of the women. Hence in this context the occupational health includes the emotional and stress related factors at work such as job security, stress due to not getting leave, domestic problems and the conflicts that arise out of managing home and work.

Management, male and union perspectives of the occupational health of the working women during pregnancy are related to the provision of maternity benefits as given by the ESI schemes. Majority of the company managements claim to provide a period of 84 days (ESI specified) to around 90 days as maternity leave. However from what women said, the reality was reflected in the mean which varied by city and was found to be much lower in Bangalore (64 days).

Accidents at the work place, according to the management, are a result of carelessness of the worker and according to workers, due to stress and lack of safety measures on the machines that they use. In this study (33 percent) of women respondents said that there were accidents at their work place. These accidents consist usually of injury to the limbs (23%) and, to a lesser extent, shocks (5%). Garment workers said that the majority of the accidents that occurred at their work place were of injury caused by the needles and scissors that they used. The nurses whose main hazard is the spread of infection also said that they were often injured by the syringes. Rare accidents like "Violent patients attacking the nurses" are of those in the psychiatric wards when patients become violent.<sup>51</sup> Two of the eight railway employees recollected accidents in which workers were run over by trains. A women worker of a transport company in Pune said that, "accidents occurred only to the bus drivers and conductors."<sup>52</sup>

**Table 3.3 Descriptions of Accidents**

Accidents	Bangalore		Delhi		Total	
	Number	Percent	Number	Percent	Number	Percent
Shocks	3	7	1	3	4	5
Injury	12	29	6	16	18	23
Other	1	2	3	8	4	5
No Accidents	25	60	24	65	49	62

The accidents listed out by the women respondents are related to the materials they use while they work. The use of electricity and the sharp implements, are directly linked, by most respondents, to the accidents that occur. The use of the computer, on

<sup>51</sup> Interview with woman worker, in a mental health institute, Bangalore, October, 1999

<sup>52</sup> Interview with woman worker, Motor Transport, Pune, October, 1999

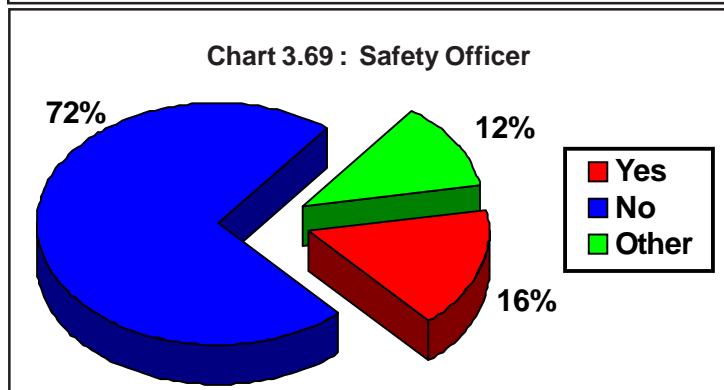
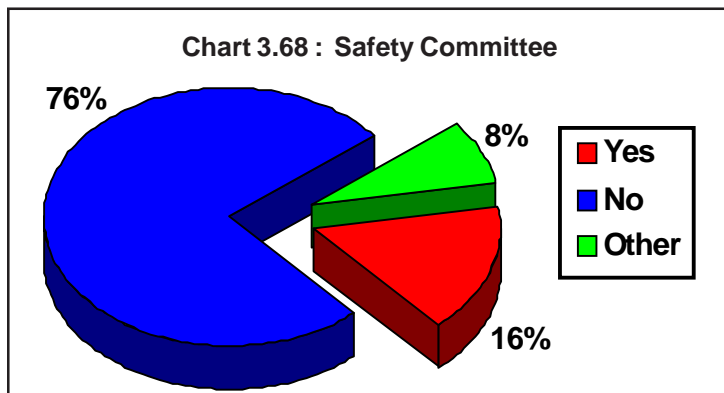
the other hand, is understood as the cause of ailments like weakening of the eye-sight. Yet, when asked if they could see a link in their health and the work environment, 95 percent said no and only 4 respondents were able to see the link.

### Occupational Safety

Hazards and accidents at the work place can be averted by the use of not only the proper machines and tools but also a well-trained and well informed workforce. Furthermore, most modern machinery has safety devices that accompany the machine as part of safety regulations world over. But these devices are perceived to cut down on the speed of the machine or are considered cumbersome to handle or use and often put away. Furthermore there is often a conflict set up between use of safety protocol and money earned by the worker, often based on production targets, which require faster work. In order to promote the right use of the safety devices, workers need to be trained, reminded and encouraged to use them. Furthermore, the collective bargaining process needs to take into account safety requirements while setting production targets or designing incentive schemes.

#### *Women Workers*

Respondents were asked if there is a safety committee in their work place. Of the total respondents, about three-fourths (76%) of the women surveyed, said



their companies did. Five percent did not even know if their work place (Chart 3.68). Some of the respondents mentioned the existence of an officer in charge of safety, even in the absence of a safety committee.

Often the supervisor or other representatives of the management take over the responsibility of specifying the use of the safety devices and this is perceived as the role of a safety officer. Women describing the safety training provided to them said it included training in fire fighting, use of safety devices and informal briefing by the management on the safety precautions and procedures. Three-fourths if the respondents did not have any training at all. Of the remaining one

fourth, half only got fire training, a quarter got informal training and only one quarter (or 6 percent of the total sample) got training in the use of safety devices.

In the absence of a safety committee, the majority women respondents also mentioned that they did not get any safety training. Where Safety committees did not exist the safety officer in charge “told [us] to wear helmets, gloves, masks and finger gloves”<sup>53</sup>. Yet others who did not have formal safety training said that they would “check all machines regularly.”<sup>54</sup> The respondents in the medical care division who were constantly exposed to various infections, including AIDS, regarded the presence of a safety committee and a safety officer as irrelevant to their place of work i.e. the hospital. In the absence of a formal committee, they still regarded safety as a key issue in the prevention of infectious diseases. They mentioned the practice of special regular orientation in the prevention and control of infection.

Even most of the managements agreed that there were no safety committees (only 20% said there were). However a larger proportion of management personnel said there was safety training.

Fire Fighting is the most prevalent form of safety training among those who receive training, though the occurrence of accidents due to fire is less (less than 2%). Fire training usually forms part of the statutory regulations of the construction and establishment of the factory site. Moreover, the government fire fighting services has in its agenda the supervision and training of fire prevention.

The hospitality services also give special attention to the fire training as cooking gas is their main medium of fuel and carelessness in handling it can cause disaster. First aid training is the only other formal training listed out by two of the respondents. Training in the use safety devices includes the use of gloves, caps and shoes that may contaminate the product and affect its quality. The informal practices of safety as listed by both workers and the management includes vigilance in the use of the devices and regular checks of the machines. Supervisors in an electronic industry<sup>55</sup> are given the responsibility of safety in the work place and are rewarded for effective implementation of safety precautions.

In conclusion it is clear that the large majority of women workers got no safety training at all. Whatever training is offered by management is typically fire training aimed at preventing loss of property. The focus on minimizing accidents and hazards, removal of unsafe processes, and on workers' health and safety gets entirely lost in this process.

### **3.10. Collective Bargaining and Other Consultative Mechanisms**

In India, while workers have the right to form unions, there is no fundamental right to collective bargaining. Even in our survey we found that where there were unions, in only 50 percent of the cases was there a collective agreement.

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<sup>53</sup> Interview with woman worker, in a rubber product unit, Bangalore, September, 1999

<sup>54</sup> Interview with woman worker, garment industry, Bangalore, September, 1999

<sup>55</sup> Interview with management, electronics industry, Bangalore, October, 1999

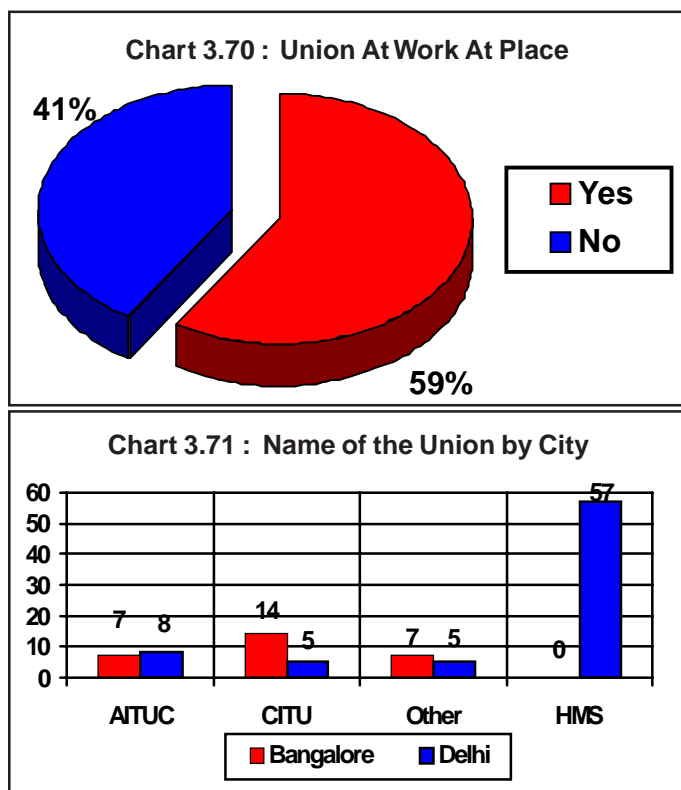
Collective bargaining is a means through which the unions try to arrive at a settlement on workers demands with employers. It generally involves preparing a written charter of demands, followed by negotiations and then settlement. Collective agreements are rarely reached amicably, especially in the Private sector. This process often leads to strikes by workers, or lockouts by the employers: The focus of collective bargaining has usually been on wages rises. It is rare to find in these agreements any women-specific provisions.

### Women Workers

Over half the women respondents said that there is a union in their work place (Chart 3.70). Of the other 41 percent, majority belong to the unorganised garment sector.

The majority of the Delhi respondents in this survey belong to the unions affiliated to Hind Mazdoor Sabha and some to AITUC, while the Bangalore respondents represent several unions including AITUC, CITU and one of BMS (Chart 3.71 ). The nurses have their own associations, the affiliation of which the respondents were not very sure of as they said the union was not very active. The inactivity of the union is, according to a respondent, a result of "management is very strong and good to us."<sup>56</sup> On asking if there was a union at the work place, one respondent said that, "15 years back there was an union [which] the management made [used] a lockout to ban the union."<sup>57</sup>

On asking the women workers what issues they would like the union to address, the majority (41%) of the women replied that the union should tackle wage and salary related facilities (Chart 3.72). The other respondents had varied answers that included the benefits that each respondent found lacking in their institutions such as creches, rest rooms, transportation and lunchroom facilities. One respondent summarised what she thought the union should handle and this included "grievances of the workers, irregularities, punishment, pay and transfers."<sup>58</sup> Another respondent raised the very gender specific problem of alcoholism and said that, "the union should intervene in domestic violence and deal with alcoholism. [The union] should meet the family."<sup>59</sup>



<sup>56</sup> Interview with women worker, Hospital, Bangalore, October, 1999

<sup>57</sup> Interview with women worker, garment industry, Bangalore, September, 1999

<sup>58</sup> Interview with women worker, Railways, September, 1999

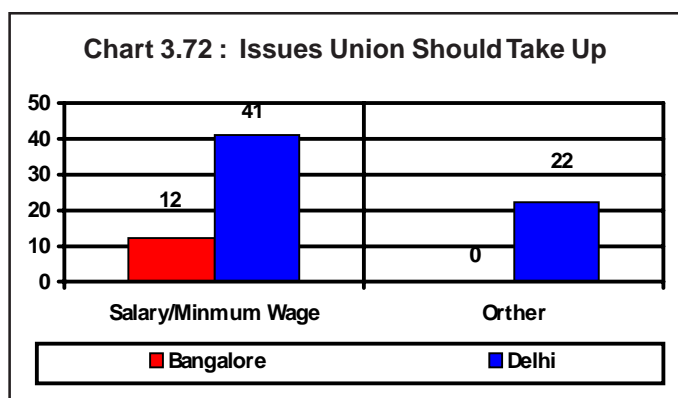
<sup>59</sup> Interview with women worker, Hotel, Delhi, September, 1999

Expressing doubt of the union's capacity to effectively address issues, one women worker said, "What is the point? The issues taken up are not heard."<sup>60</sup> One women worker of a garment industry who had a union at her work place and was not a member said, "Whichever union comes, they will get on the side of management. The union leader will take money. Small, unimportant demands get met. [If] there is a worker who is on the side of the union, management is scared [of him]. Workers [who] is seen to belong to a union, and shouts slogans, are fired."<sup>61</sup>

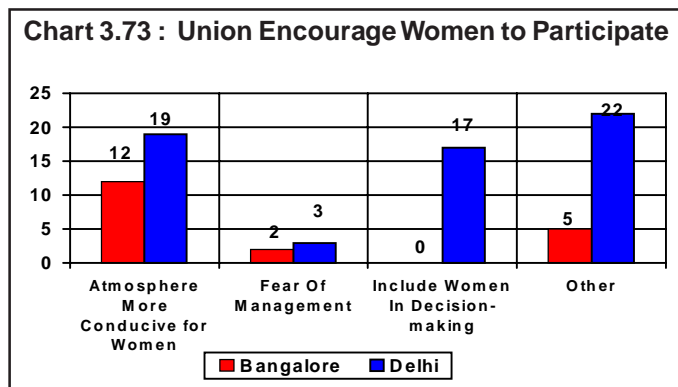
A women worker who was also a union member said that, the union should address the issue of, "VRS, [and) staff should not be forced [to take it]. Unions are sold out. Cannot do much. I go to the union to seek advice, little support is there."<sup>62</sup>

Other women union members said that the issue taken up should reach somewhere or it loses face"<sup>63</sup>. Yet another suggested that the union should create "awareness about union activities among members and steps to be taken to increase the number of members in the union."<sup>64</sup>

A railway employee who wished she could have studied further suggested that the union address "Adult education."<sup>65</sup>



The study has included a good proportion of women workers who are union members yet women's active participation is not very visible. Unions still remain very male dominated. On asking women workers what the union should do to encourage the participation of women in their activities, a third of the overall women respondents replied that the atmosphere of union activity should be made more conducive for them (Chart 3.73). To elicit this point further, respondents said "Take up more women's issues in their activities"<sup>66</sup> and "Conduct women's education"<sup>67</sup>. A few (5%) of the women said they did not



<sup>60</sup> Interview with women worker, amusement park, Delhi, September, 1999

<sup>61</sup> Interview with women worker, garment industry Delhi, September, 1999

<sup>62</sup> Interview with women worker, Private Company, Delhi, September, 1999

<sup>63</sup> Interview with women worker, Private Engineering Unit, Delhi, September, 1999

<sup>64</sup> Interview with women worker, Railways, September, 1999

<sup>65</sup> Interview with women worker, Railways, September, 1999

<sup>66</sup> Interview with women worker, Railways, September, 1999

<sup>67</sup> Interview with women worker, Railways, September, 1999

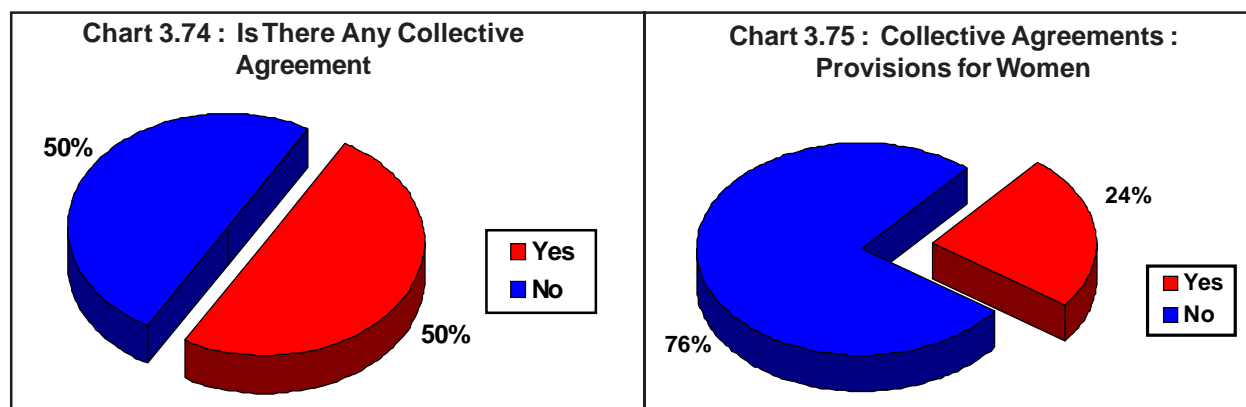
think women could participate due to the fear of management. This was simply stated by one respondent who said, "No union, management will throw us out."<sup>68</sup> A Bangalore respondent working in a condom factory said that to encourage women to participate, the union "should stop men talking behind the women's backs and teasing women."<sup>69</sup>

Of the Delhi respondents 17 percent of the women said that the union has to include women in its activities especially in decision making and planning. Reiterating this view a respondent said that the union should, "tell us about the union, support women, call us for meetings, stop calling women to choose colours [women not called for negotiations]" and that "unions hold meetings at nights and it is difficult for women to attend."<sup>70</sup>

Including workers' specific interests one respondent felt that the practice of, "benefits like credit systems and cooperatives that will help the workers"<sup>71</sup> will encourage women's participation as it has in this company, where women take equal part in all union activity.

A few respondents felt that there was not much the union could do since "women do not have time."<sup>72</sup> One women said, "the poor union encourages women, [but] people do not want to do [participate in the union]. I do not like social work - how can you force people."<sup>73</sup> Another respondent who also voiced similar feelings said, "women will not join, for example, I will not go, it is bothersome"<sup>74</sup>

**Collective Agreement:** A sign of healthy industrial relations in any company is the existence of a written collective agreement. In the study, half the respondents said that there is a collective agreement in their institutions (Chart 3.74).



Of those who said there was a collective agreement, only 24 percent said that the collective agreement had special provisions for women (Chart 3.75).

In understanding the variation by city of the special provision for women in collective agreements, 17 percent were from Bangalore and 11 percent from Delhi (Chart 3.76).

<sup>68</sup> Interview with women worker, garment industry Bangalore, September, 1999

<sup>69</sup> Interview with women worker, rubber product, Bangalore, October, 1999

<sup>70</sup> Interview with women worker, Computer unit, Noida, October, 1999

<sup>71</sup> Interview with women worker, Pharmaceutical unit, Bangalore, October, 1999

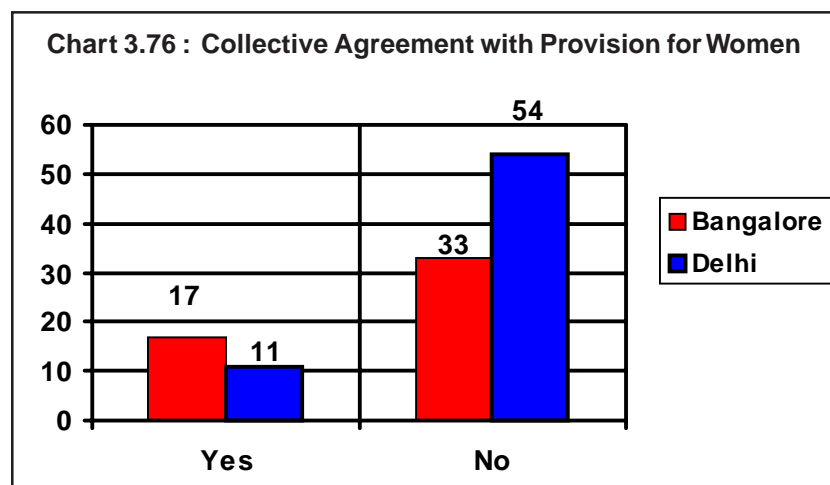
<sup>72</sup> Interview with women worker, Engg. unit, Faridabad, October, 1999

<sup>73</sup> Interview with women worker, Hotel, Delhi, October, 1999

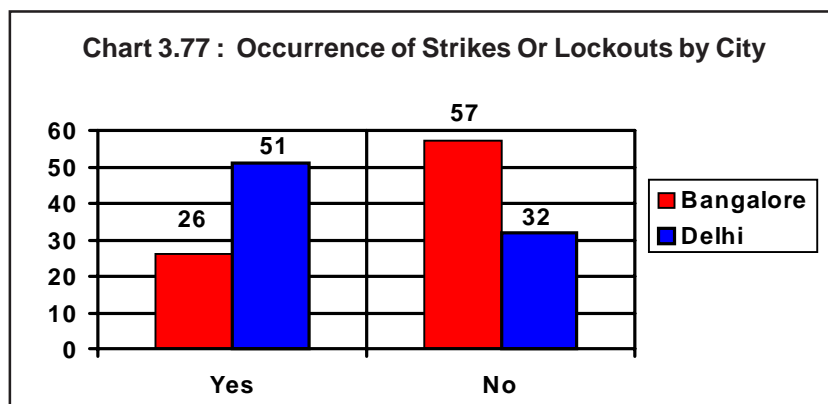
<sup>74</sup> Interview with women worker, Railways, October, 1999

These findings were validated by union leaders, whereby 75 percent said that there was a collective agreement and 25 percent said that there were special provisions for women in their agreements. For example, in one major industrial group, in the last agreement the retirement age for women was raised from 55 to 58 years in line with that of men. In a small company making electronics parts, women were given a special place to sit and

eat. Also, their shift timings were adjusted to end at 5.30 instead of 7 p.m. In one public sector hotel, for example, provisions for the personal safety of house keeping staff were made. These were changing the uniform to salwar kameez' for female house-keeping staff and making sure that the timings for housekeeping were made at a time when guests were out of the rooms.



In demanding the rights of workers, unions are often forced to resort to strikes and employers, to deny these rights, impose lockouts. The study shows that in Delhi, 51 percent of respondents said that there were strikes or lockouts in their work place, while in Bangalore only 26 percent reported the same (Chart 3.77).



In asking for the reasons of strikes and lockouts the union said that usually it occurred as a result of the management not agreeing on certain issues of the charter of demands put forward by the union. In one case the union said that suspensions occurred immediately after a strike in the factory. The aspect of retrenchment was rare and occurred due to low business and recessions.

When the management was asked about the industrial relations problems that they face, most listed, "cases of alcoholism, absenteeism among casual workers."<sup>75</sup> One manager speaking of organisational behavioural issues, he said that he faced the problem of "low morale and low performance output."<sup>76</sup> Along with the problem of absenteeism, one management respondent said that he had to deal with, "rivalry among women and theft."<sup>77</sup>

<sup>75</sup> Interview with manager, Pharmaceutical unit, Bangalore, October, 1999

<sup>76</sup> Interview with manager, garments, Bangalore, October, 1999

<sup>77</sup> Interview with manager, electronics unit, Bangalore, October, 1999

### 3.11. Sexual Harassment

The prevalence of sexual harassment in the work place is high but rarely reported. Most of these women did not complain for fear of losing their jobs, hostility and social stigma. One such survey conducted by Sakshi's<sup>78</sup> said that 54 percent of the women interviewed experienced sexual harassment in one form or the other and it invariably was from a colleague or a senior. Another study by the National Commission for Women reported about 50 percent of working women in the country have faced mental, physical harassment and gender discrimination. However, only 3.5 percent reported the matter to their superiors." They further report that adequate action was not taken even in those cases reported.<sup>79</sup> This hesitance to talk about sexual harassment is reflected in our findings too where very few women spoke or admitted to being harassed.

#### Defining Sexual Harassment

According to Sahehi, a Delhi-based woman's organization, "sexual harassment at the workplace is a form of systematized violence against women. This form of harassment which constitutes acts of mental, emotional and physical violence against women is often trivialized as 'eve teasing'."<sup>80</sup>

**The Supreme Court (SC) in a landmark judgement in the case of Vishakha vs. the State of Rajasthan, defined what constituted or amounted to sexual harassment. The verdict itself defined sexual harassment as an unwelcome sexually determined behaviour, direct or by implication and included a number of objectionable conducts in it. These include physical contact and advances, a demand or request for sexual favours, sexually coloured remarks, showing pornography to women employees and any other unwelcome physical, verbal or nonverbal conduct of a sexual nature.<sup>81</sup> This definition has now also been included in the Central Rules under the Industrial Employment (Standing Orders Act) 1946.<sup>82</sup> The essence of the SC guidelines are available in Annexure 1.**

The Supreme Court Judgement viewed sexual harassment as violation of the [women's] right to equality, life and liberty and also as violation of the Article 19 of the Indian Constitution, "which guarantees the right to practice any profession, trade or business. Since the right to work depends on the availability of a safe working environment and the right to life means a life with dignity, the hazards posed by sexual harassment need to be removed for these rights to acquire meaning."<sup>83</sup>

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<sup>78</sup> Kapur, 1999, p120

<sup>79</sup> The Asian Age, 1 999

<sup>80</sup> Saheli Report, October 1998.

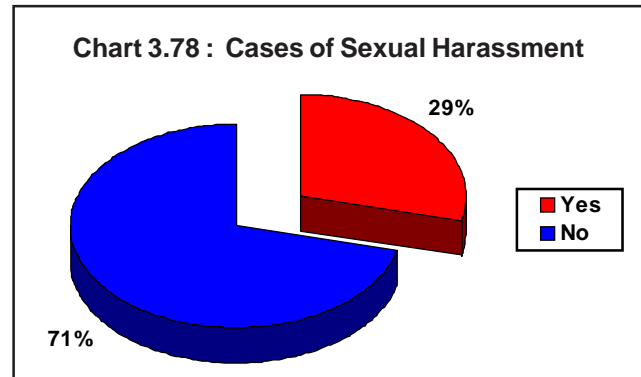
<sup>81</sup> The Telegraph, August 1 3, 1 997

<sup>82</sup> Ministry of Labour Notification dated 5/11/99

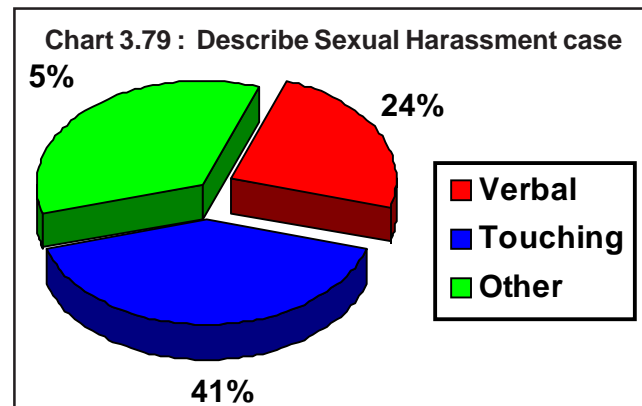
<sup>83</sup> Murthy L. (1997)

### *Sexual Harassment:*

When asked if there were cases of sexual harassment in their work place, only 29 percent said yes (chart 3.78). In Pune only 2 out of the 13 women interviewed admitted there was sexual harassment in the work place. This view is supported by most male workers (90%) and the management (87%), who say that there has been no sexual harassment at the work place. However, half the union representatives reported sexual harassment (50%). None of the union members or the management and only one male worker in Pune said that there was sexual harassment. This seems to be a situation of gross under reporting. As the secondary literature points out even when women have reported cases very little has happened and as such this may further reinforce the politics of silence surrounding this issue. In the city wise break up there is not much of a variation in both cities with 24 percent in Delhi and 26 percent in Bangalore of the women respondents reporting sexual harassment at the work place.



**Nature of Harassment:** Among the women who said that there was sexual harassment at work, 41 percent of them described the act as touching, 24 percent as verbal, while the remaining third (35%) said that it was 'other things' (Chart 3.79). These other situations included harassment by patients for nurses and by clients for hotel staff, among others. The nurses generally faced harassment from both the patients and the doctors. In another company, a woman narrated a case of a supervisor who would disrupt the production line if the women did not respond to him as is seen her comment, "This was some years ago. The supervisor would ask for sexual favours. If we did not respond he would keep changing us in the line. Production suffered as a result."<sup>84</sup>



Sometimes, the harassment takes place in a lonely area where no one is around. "A contractor harassed one woman when she was taking her lunch in a place where no one was around."<sup>85</sup> In such cases there is no witness, an important aspect in any court case. Having a union at the work place helps as the complaints can be taken to them, "Once a lady was beaten by a male employee. The matter was taken to the union and he [the offender] was suspended. Subsequently he was taken back with a cut in pay increment. The lady was transferred from the office."<sup>86</sup> Having a woman supervisor can help as the women can talk to her and she

<sup>84</sup> interview with woman worker, Atuo Components unit, Faridabad, September 1999

<sup>85</sup> interview with woman worker, Railways, September 1999

<sup>86</sup> interview with woman worker, Railways, September 1999

could get the man punished as is seen in one case “More talking helped. Some years ago there was a supervisor who tried to harass me. I slapped him. I was suspended but we had a lady manager then. She got the supervisor removed finally.”<sup>87</sup> In Pune one woman reported “All possible types of sexual) harassment”.<sup>88</sup>

The city wise break up follows the same trend. The women had different stories on the kinds of sexual harassment that took place. While a number of them said that the men made comments, passed remarks or even tried to touch them, others said that the men followed them home or tried to take them out.

While most male workers said that there was no sexual harassment at the work place, couple of them admitted that verbal comments are passed sometimes and only one said, “senior supervisors teased the junior ladies, sexually harassed many a time”<sup>89</sup>. The union response to sexual harassment was that there was only general teasing or that visitors harassed the women. Only one union person admitted that, “in 1987-88, local union leader harassed a woman employee”<sup>90</sup>. The management on the other hand rarely had anything to say about it except to deny it. If ever talked about by management, sexual harassment was contextualized as having happened before their time.

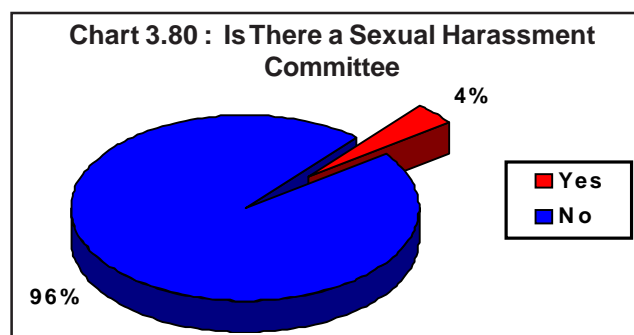
#### *Sexual Harassment Committee:*

Under Supreme Court guidelines employers have to prevent sexual harassment in the work place by<sup>91</sup>:

- Adopting specific preventive measures
- Establishing a sexual harassment complaints committee

A majority (96%) of the women said that there was no sexual harassment committee at their work place. Only 4 percent of them said that they had a committee, all of whom were from Delhi (Chart 3.80). Ninety percent of the men and eighty three percent of the management say there is no sexual harassment committee. All the union leaders interviewed reported no committee at all. In companies where there was a sexual harassment committee, it was basically comprised of top management officials, most workers were not aware of it and these committees had only recommendatory powers. In only one company did all the respondents (women, men, union and management) know that there was a sexual harassment committee.

Even after the Supreme Court guidelines saying that there should be a committee there are a number of factories that do not have one. Though some management personnel, union personnel and women workers said that they had a sexual harassment committee, only in one case, a five star hotel, did all three say there was a committee. In some places where management claimed to have committees neither women nor men had heard of it.



<sup>87</sup> Interview with woman worker, Auto-components unit, Faridabad, September 1999

<sup>88</sup> interview with woman worker, Fisheries, Thane, September 1999

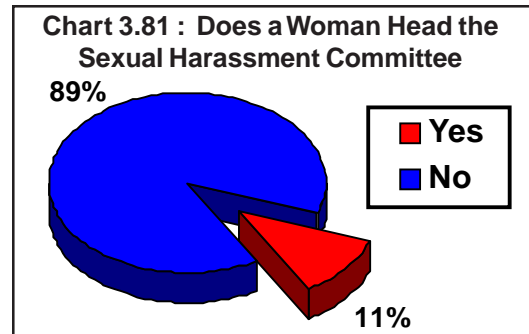
<sup>89</sup> Interview with male worker, Auto unit, Faridabad, September 1999

<sup>90</sup> Interview with union, R&D Centre, Delhi, September 1999

<sup>91</sup> See Annexure 1 .

### *Women Headed Committee:*

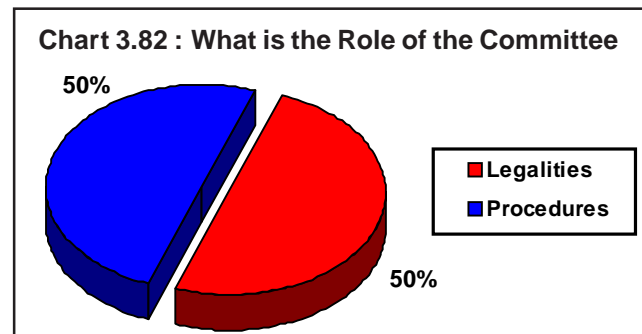
The mandatory prerequisite for a sexual harassment committee is that a woman has to head it. When asked if a woman heads the sexual harassment committee, only 11 percent of the women said yes (2 women of the ones who said that there was a committee) (Chart 3.81). The woman worker, male worker and the management of one hotel and one public sector service company said that a woman heads the sexual harassment committee. However in two totally different sites the management said they had a sexual harassment committee about which workers were unaware.



### *Role of this Committee:*

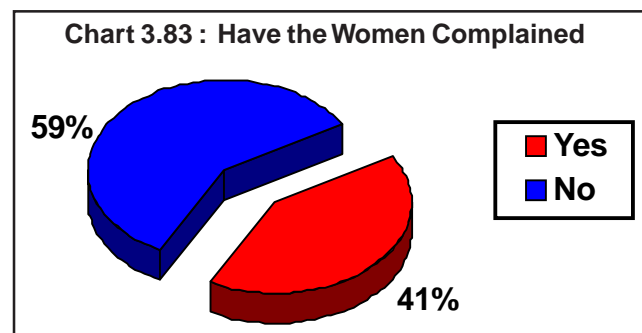
None of the women in Bangalore knew what the role of the sexual harassment committee was, as they did not have one. Among the women in Delhi, only two women knew the role of the committee. One said it was for legalities and the other said it was for procedures (Chart 3.82).

Of the male workers only one knew the role of the committee and said that it was for procedures. Of the three management persons who responded, two said it was for legalities and one said that it was for procedures. Where these committees existed, they did not have the right to punish, only to recommend and review the case.



### *Have the Women Complained:*

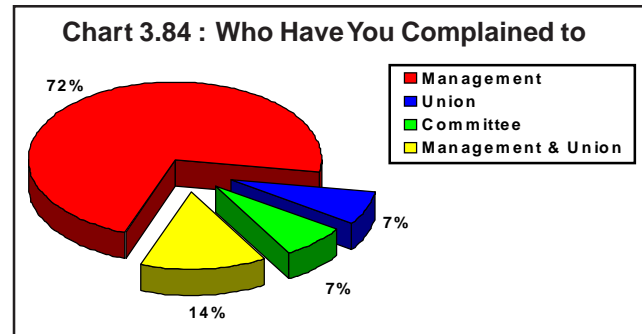
Most women (59%) who faced sexual harassment have not complained as can be seen in the chart 3.83. Of the women who have complained (41%), there was a lower proportion in Bangalore (30%) than in Delhi (86%). Of the 14 women who had complained, 10 were in the organized sector and 4 were in the unorganized sector. Looking at the type of ownership, the public and private sectors had 6 each while there were 2 women from the multinational companies. In Pune there was no response to this question.



Only one union person said that the women complained and two management and three male workers, including one in Pune, said that the women complained.

### Who the Women Complained to:

Of the total women, 72 percent say they have complained to the management and 14 percent to both the management and the union. Only a small number have complained to only the union or the sexual harassment committee (Chart 3.84). In the city wise break up, the women from Bangalore (19%) complained only to the management. The women in Delhi complained to both the management and the union and also to only the union and the committee and rarely to the management only.

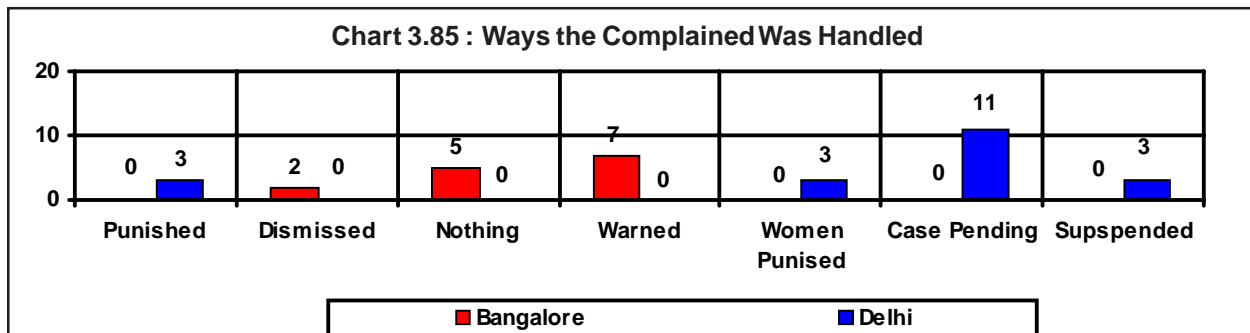


One union person said that the women complained to the union and another said they complained to both the management and the union. Twenty six percent of the management said that the women complained to the management and 9 percent said that they complained to the union.

### Ways in Which the Complaint Was Handled:

The complaints of women were handled in many ways. Either nothing was done about it or the man was warned, punished, dismissed, suspended or the case is still pending. In few cases the women have been punished for complaining (Chart 3.85).

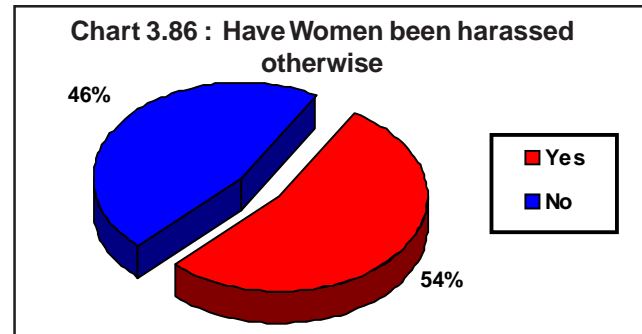
From the chart it can be seen that in Bangalore the men have been warned (7%) or dismissed (2%) or in some cases nothing was done about it (5%). In Delhi, on the other hand, most of the cases are pending (11%) or the man was either punished (3%) or suspended (3%). In some cases, the women themselves have been punished for complaining (3%).<sup>92</sup> As one woman workers put it, "in cases of sexual harassment the men are supported".<sup>92</sup>



One management person responded to the question and said that the complaint was reported to the top management. One union member said that the man was warned and another said that the case was investigated. Among the male workers, one said that the man was warned, another said that the man was suspended while the third said that nothing was done. In Pune the male worker who said that the woman had complained said that the union discussed it with the management.

<sup>92</sup> interview with woman worker, garment unit, Bangalore, September 1999

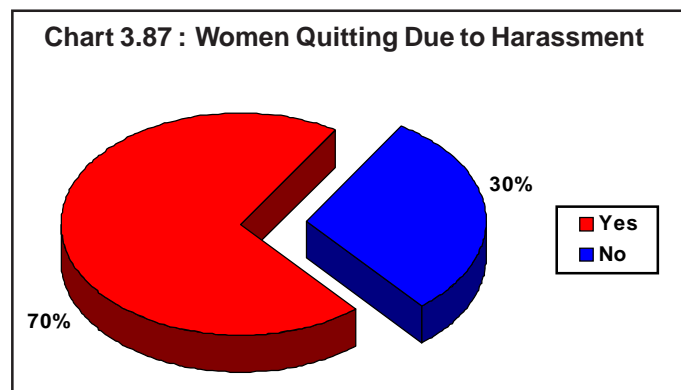
From the above data it can be seen very clearly that not many companies have a sexual harassment committee. Even if the woman does complain, not much is done about it and sometimes it is the woman who are punished for complaining. This raises questions about the efficacy of the entire redressal system for sexual harassment.



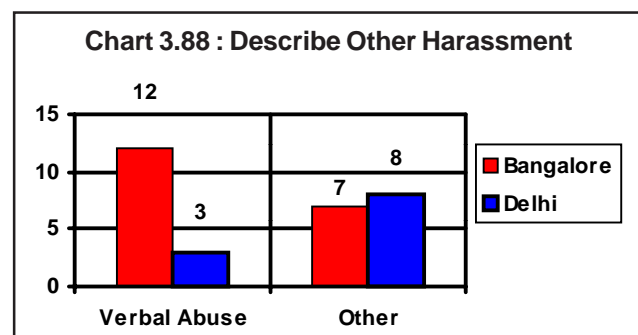
#### *Other Harassment:*

Apart from sexual harassment, there are other kinds of harassment that happen in the work place. This can take many forms - from verbal to mental or emotional. When asked if there were other kinds of harassment at work, 46 percent did admit to the same (Chart 3.86). A smaller proportion of women in Bangalore (38%) felt it happened than women in Delhi (64%). In Pune survey, only 2 women reported facing other harassment, which they said was mental and emotional. Only 33 percent of the union leaders and 3 percent of the management said that women faced other harassment.

About 30 percent of women respondents and only 4 percent of the management said that the women left the job due to harassment.



When asked to describe the other harassment, most women said that it was verbal abuse and some women said that it was mental harassment. Verbal abuse is higher in Bangalore (29%) (Chart 3.88). One nurse said that, "they [nurses] are not able to cope with the tensions of working with these patients, they have become depressed and left."<sup>93</sup> Another woman said that, "Some girls fell in love, the mother, father complain, so they had to leave the job"<sup>94</sup> and according to another respondent, "I left because I was sacked but also it was the way I was transferred and treated. I will not go. Even if the case is settled in my favour." This case was one where the woman was sacked because she refused to take the transfer and filed a case.

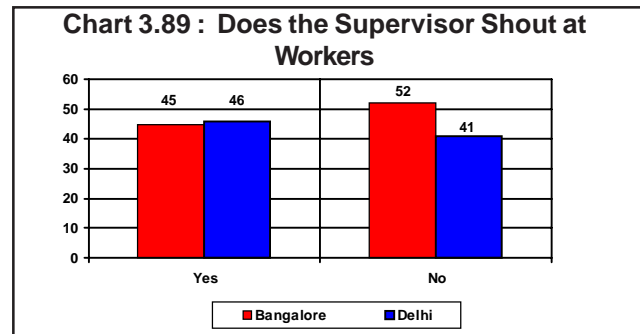


<sup>93</sup> Interview with woman worker, mental health unit, Bangalore, September 1999

<sup>94</sup> interview with woman worker, garments, Bangalore, September 1999

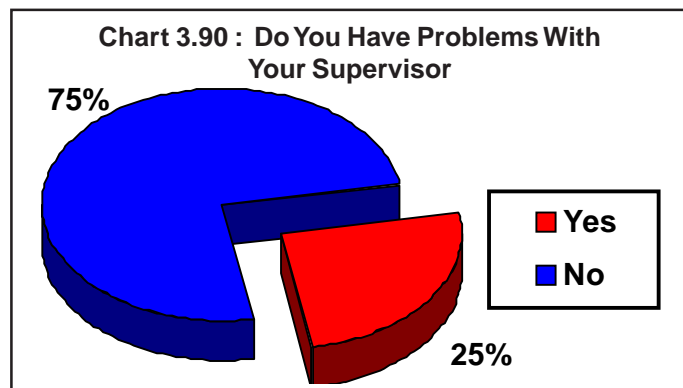
### *Cases Where the Supervisor Shouts at Women:*

Forty nine percent of the women respondents said that their supervisors shouted at them, which did not vary much by city. Nearly 40 percent of the women in Pune said that their supervisors shouted at them. A much lower percent (29%) of the male workers said that their supervisors shouted at them. In Pune 3 male workers (compared to 5 women workers) said that the supervisors shouted at them.



### *Problems with Supervisors:*

Despite a number of women saying their supervisors shouted at them, only 25 percent of the women said they had problems with their supervisors (Chart 3.90). A similar proportion of union leaders reported (25%) problems with their supervisors. In the city wise break up more women in Delhi (27%) had problems with their supervisors than in Bangalore (19%).



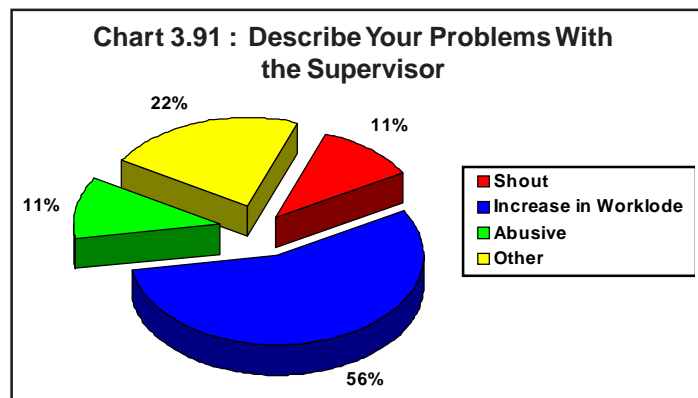
Among the male workers only 14 percent had problems with their supervisors. Of the 3 male workers in Pune who said that their supervisors shouted at them only 2 of them had problems with them.

A higher proportion of management (26%) admitted that workers have problems with the supervisors. Two union members and no management personnel in Pune said that women had problems with their supervisors.

### *Type of Problems with Supervisor:*

The problems women had with their supervisors was that the supervisors shouted at them (56%), increased their work load (11%), abused them (11%) and other problems (22%) (Chart 3.91)

The other problems included the behaviour of the supervisors, not giving the work in time and then accusing the women of not working enough or with the nurses who said that the supervisors shouted at them in front of the patients. The women in Pune said that their supervisors



bossed over them and were not concerned with their problems. Sometimes the supervisors even became physical and beat the women. One woman said, "Difficult to achieve target, even if there is a management fault, we have to suffer and have to do extra work."<sup>95</sup>

The men also say that the supervisors increased the workload (10%) or that the supervisor shouted at them (5%) but the proportions were significantly lower. In Pune the management said that the supervisors of women shouted at them and increased their workload. The following statements give an idea on the types of problems women faced with their supervisors:

- Production levels have been raised. We have been asked to manage 2 machines instead of one and we cannot keep up with the pace. If a machine stops the manager sends a letter home saying work was not done. Now the management is forcing 2 machines on me and if 1 complain the manager shouts at me.<sup>96</sup>
- Supervisors never happy with the production level and threaten to tell upper management about the production level. Supervisors wants us to do more work then required.<sup>97</sup>
- (The women have to be in the) good books of the supervisor who is good but partial<sup>98</sup>
- They tell us we have not done more but very often material is not given in time.<sup>99</sup>
- Always want us to work, we cannot be machines. He just goes on and on<sup>100</sup>
- There is more work and we are expected to always sit in our seat and work. We take lunch and tea in the seat.<sup>101</sup>

### **Key findings on Sexual Harassment:**

- Sexual harassment committees have not been set up in most places and where it has, the workers are not aware of it. More over these committees have no powers to take action, only to recommend.
- Most women do not complain and when they do, they complain mostly to the management.
- The action taken is usually warning and suspension. Most of the cases are pending. Current redressal mechanisms have been found to be non-existent or ineffective.
- At least 25 percent of women reported problems with their supervisors.
- A major problem with the supervisor was that they increase the work-load.
- The presence or the absence of unions has no significant impact on supervisors shouting at the workers, especially women.
- The presence or the absence of unions seems no significant impact on the extent of sexual harassment at the work place.

<sup>95</sup> Interview with women worker, private company, Pune, September 1999

<sup>96</sup> Interview with women worker, garment unit, Bangalore, September 1999

<sup>97</sup> interview with women worker, garments, Bangalore, September 1999

<sup>98</sup> interview with women worker, Hospital, Bangalore, September 1999

<sup>99</sup> interview with women worker, Engineering, Faridabad, September 1999

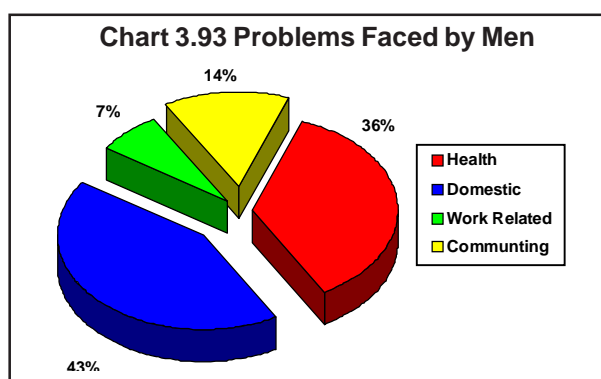
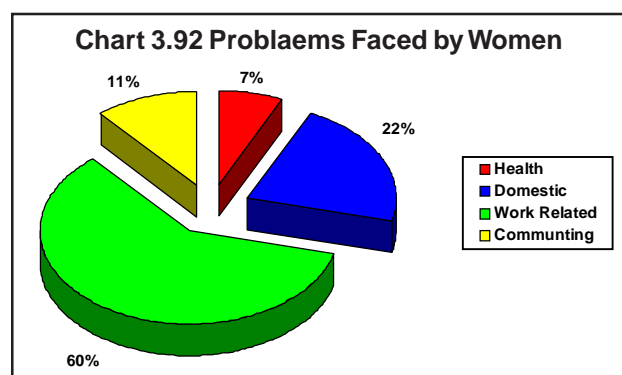
<sup>100</sup> interview with women worker, garments, Delhi, September 1999

<sup>101</sup> interview with women worker, Railways, Delhi, September 1999

It is important that every organization or company or institution has a clear policy to combat sexual harassment at the work place. This policy should be regularly and clearly communicated to its employees so that they are aware that their complaints will be dealt with fairly and quickly. The trade unions also should treat this as an important issue.<sup>102</sup> Redressal mechanisms for sexual harassment need to be firstly put in place, second need to involve women and finally, need to be better designed to allow the sexual harassment committees more powers. The Committee should be trained on its, role which should include regular reporting to the labour department about the number and the nature of complaints received and action taken by them (Hind Mazdoor Sabha, 1999).

### 3. 12. Problems faced by Women

When asked what problems women workers faced, the most frequently cited problems were work related (60%), domestic problems (22%), and to a lesser extent, commuting to and from work (11 %) and last of all health (7%) (Chart 3.92).

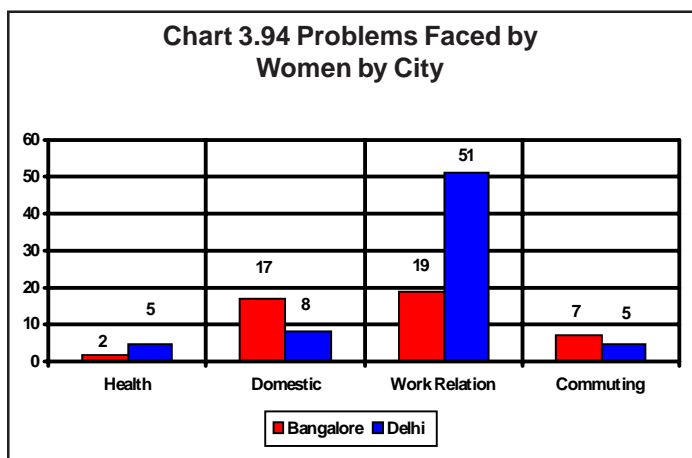


Male Workers: One third of the male workers surveyed reported no problems. Of the two thirds who had problems, 43 percent had problems at home (domestic problems), followed by health related problems (36%) (Chart 3.93).

#### *Variation Across City*

Looking at the variation in the problems faced by women across city we see that a higher percentage of women in Delhi (51 %) have work related problems relative to women in Bangalore (19%). However, a higher percentage of women in Bangalore reported having domestic problems (17%) than women in Delhi (8%) (Chart 3.94).

Women workers face a myriad complex set of problems as is evident by the following statements of workers:



<sup>102</sup> Bajpai Asha (1997) - 25

- *There are no reasonable wages, no grades, promotions, no training so that we can become more than thread cutters. We stand and work. For women whole day long we stand except when sleeping at night or even when we walk. Further we experience fear on the road when we walk at 8 pm from factory.*

Women workers listed out several problems faced by them:

Sexual Harassment from the male clients or workers: For nurses the patients posed the maximum problems as care work involved closer proximity to men than does other kinds of work. This is clear in the following statements made by women workers:

- *Men use vulgar language*
- *Men write things about the women in the toilets*
- *Men pass comments*
- *Sexual harassment from male patients is common.*
- *Nurses are facing a lot of problems with patients; attendants and administration.*

Job Security : A second set of problems related to insecurity about being fired or transferred as jobs get reorganized or eliminated. This is evident from the following comments:

- *A sense of insecurity at loss of jobs.*
- *Uncertainty of the future and career prospects of Medical transcription.*
- *Fear of transfer.*
- *We cannot think of asking for facilities, they are throwing us out. What will we do at home? The job should stay.*
- *We stand all the time while working. We can be removed at will*
- *We stand all the time, no rest. Can be fired at will*

The lack of job security was compounded by the fact that women have little or no access to training.

Lack of Training : Women stated their fears of staying in the same job forever or being fired and not being able to get a new job.

- *No training so that we can become more than thread cutters.*
- *Something new has to be taught. To expect us to do something we have not done is hard. We should be given computer training.*
- *If I was not in the union office I would be thrown around. I am willing to learn but there is no opportunity for me. I would like to work as technical operator.*
- *These statements also revealed the willingness on the part of women to learn but not finding the opportunity to do so.*

Health, and Reproductive Health: Women typically face problems that they cannot talk to their supervisors about.

- *Menstrual problems exist, why even tell anyone.*
- *Pain during periods makes it difficult to work*

- *We have to work continuously for 8 hours standing. Pregnant, feeding mothers and ill nurses also have to work the same amount of time.*

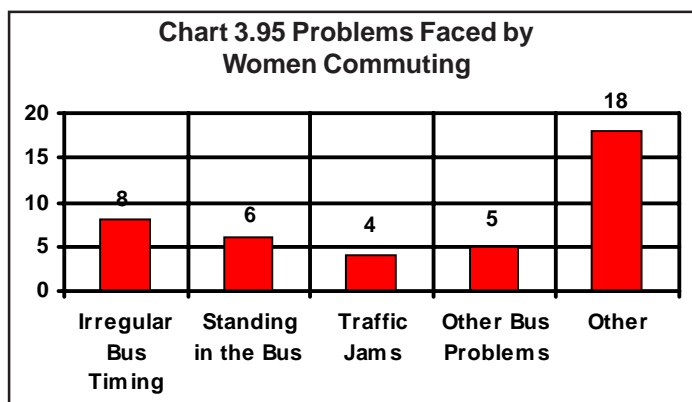
Other: Several other problems were stated by women including the difficulty of getting leave or having to constantly prove that leave was legitimately taken. As put by one woman, "Even in times of emergency getting permission is difficult. Even if sick leave is plenty getting fit certificate is a big problems from hospitals."<sup>103</sup> This is particularly true in public sector jobs.

Returning late or even when it is light, women face eve teasing and chain snatching which makes them scared. These are problems male workers do not face and, as one woman worker put it, these are problems that male workers in fact create. For widows, coming back from the bus stop to their homes is frightening, "no husband, very difficult to walk near house late in the evening, all the men are drinking and come behind me, following me.' They also have to take care of personal work such as paying bills or going to the children's schools.

Women also face problems related to perceptions of light and heavy work: As one nurse said, We work in the ICU, if a well built man comes we have difficulty in lifting him. Male patients give us problems if they get hurt. In the case of head injuries patients are restless and may push us:'

#### *Problems Women Faced Commuting to Work*

While not many women listed this as a generic problem, when specifically asked about the types of problems faced while commuting at least a third (35%) reported experiencing some problems both in Delhi and Bangalore. The variation across city was not significant. While only a small proportion (less than 10%) listed certain problems, they all relate to problems around public transportation particularly buses and deserve mention. These include irregular bus timings, standing in the buses, and traffic jams. After a long day at work having to spend an hour on the bus standing is tiring. Standing in the bus is even more of a problem for women whose workday involves continuous standing. "We stand and come and then stand and work."<sup>104</sup> Therefore fewer, overcrowded buses pose yet another burden on women (Chart 3.95).



Commuting back and forth to work is definitely a gender specific problem. This gets accentuated for women when companies are strict about punctuality. One worker in the silk industry said, "In a given year, I miss 50-60 days of work because the bus does not

<sup>103</sup> Interview with woman worker, Railways, September, 1999.

<sup>104</sup> Interview with woman worker, auto components, Faridabad, September, 1999.

come and if we are late by one minute we are sent back. Men have cycle's or motorcycles and therefore have no problems in commuting. Women have nothing. Earlier the shift started at 8 am. Since they joined the union, the management changed the hours to 6 in the morning. The women are trying to change it to 7am."<sup>105</sup> For one garment worker, "It takes me 1 hour, and I cannot be even 5 minutes late. If I am late, 1 hour pay is cut. We stand and come. If we cannot afford to pay the fare, we walk and come."<sup>106</sup>

Access to transportation itself is a problem. For another silk industry worker, "There is no bus. My brothers drop me but if no one is available then I can't come. I miss at least 50-60 work days a year because of lack of transportation."<sup>107</sup> Other problems the women related to commuting included issues around security. For example one woman reported "difficulty in coming because there are murders."<sup>108</sup> Another silk industry worker said the bus comes very early in the morning and it is dark and therefore dangerous. She missed 80 work days in a year due to transportation problems."<sup>109</sup>

For other women the problems related to coming back late, the expense incurred and to the amount of time it took to get from work to home. As put by one garment worker. "After dark coming back alone it is a problem."<sup>110</sup> Another garment sector worker said "Women not given transport at night." For a women worker in Delhi, "It takes 70-80 minutes. I spend more than the company gives."<sup>111</sup> For another it was due to "traffic jams. It takes one hour."<sup>112</sup> For other Delhi workers the bus problems summed up included, "Traffic jam, standing and fights."<sup>113</sup> This was particularly true of women workers in Delhi where long distances, combined with dense traffic routes made commuting probably one of the harder parts of the work-day.

For those who stated that there were no problems commuting, the reasons included the following:

- Company provided Transport: "(No problem), van service arranged by the company up till our door step."<sup>114</sup>
- Private transportation: "I have my own Two-wheeler."<sup>115</sup>
- Easy access to Public transportation: "None- frequent buses:"

**Male Workers Perspectives on Commuting:** Only a quarter of the men said they had problems commuting. The large majority had no such problems.

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<sup>105</sup> Interview with woman workers, garment unit, Bangalore, September, 1999.

<sup>106</sup> Interview with woman workers, garment industry, Delhi. September, 1999.

<sup>107</sup> Interview with woman workers, garment unit. Bangalore, September, 1999.

<sup>108</sup> Interview with woman workers, garment unit, Bangalore, September, 1999.

<sup>109</sup> Interview with woman workers, garment unit, Bangalore, September, 1999.

<sup>110</sup> Interview with woman workers, garment unit, Bangalore, September, 1999.

<sup>111</sup> Interview with woman worker, Engg. Unit, Faridabad, September, 1999.

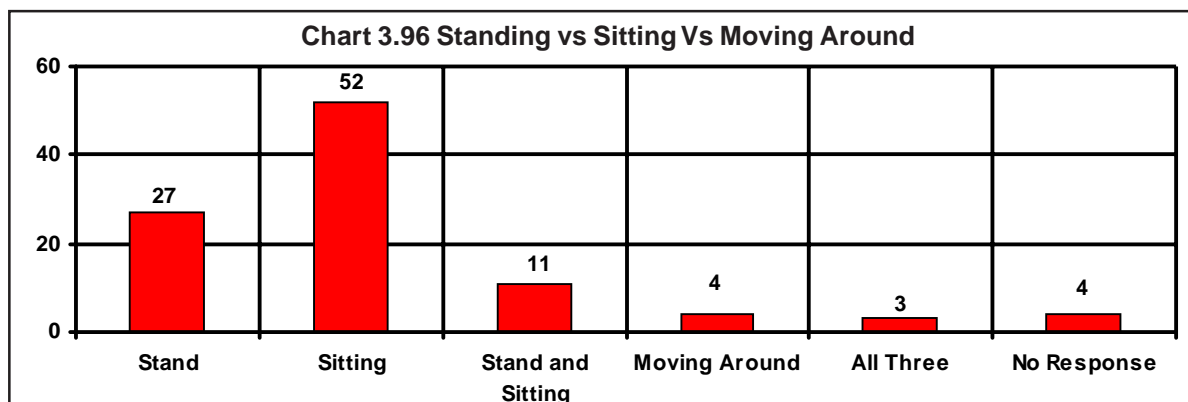
<sup>112</sup> Interview with woman worker, Corporate office, Delhi, September, 1999.

<sup>113</sup> Interview with woman worker, Amusement Centre, Delhi, September, 1999.

<sup>114</sup> Interview with woman worker, Private medical transcription work, Bangalore, September, 1999.

<sup>115</sup> Interview with woman worker, Medical transcription, Bangalore, September, 1999.

### Standing, Sitting or Moving Around on the Job



More than half of the women had to sit at work through the day. At least a quarter of the women stood continuously. The remaining fifth did some combination of the two or moved around (Chart 3.96). There were no significant differences in these proportions across city.

#### *Problems at Home and at Work*

Acharya (1999) writing on working women today shows that they do not necessarily get support from their family and-household members. Yet many have no choice as they have to supplement family earnings. Most working women according to her face a dichotomy in their lives “as they grapple with the traditional role expectations at home and the demands imposed on them by their jobs at the workplace”. The study based on a sample of 296 school teachers in Orissa, revealed that conflict was less if the respondent came from a nuclear family, with fewer children, better income and the husband was well inclined towards the woman working. Moreover if the woman worked for personal satisfaction rather than out of economic compulsion, she was better adjusted. However, in joint families, the favourable attitude of the other members and their cooperation lessened conflict and when the woman had no support from her spouse or other family members, conflict increased.

Women workers listed the problems they experience at home as the following:

- *Financial: In my house my mother in law and husband are fighting for more money.*<sup>116</sup>
- *Housework: I feel constant tension over the housework.*<sup>117</sup>
- *Child care: I worry about children.*<sup>118</sup>

#### Recommendations for Women to better Manage the Home-Work Conflict:

Acharya (1999) recommends traditional perceptions of masculine and feminine roles must change on the part of family members and women themselves as well as adequate arrangements made for child-care in terms of creches, nurseries or baby-sitters for women to perform in their jobs.

<sup>116</sup> Interview with woman worker, garment industry, Bangalore, September, 1999.

<sup>117</sup> Interview with woman worker, garment industry, Bangalore, September, 1999.

<sup>118</sup> Interview with woman worker, Engineering company, Delhi, September, 1999.

## Findings

Women have personal problems that cannot be explained when you take leave.<sup>119</sup>

Many problems women workers face, relate to the conflict between domestic responsibilities and work related concerns. For example the classic problem most women faced was managing housework. "Because of housework, coming to work on time becomes difficult."<sup>120</sup>

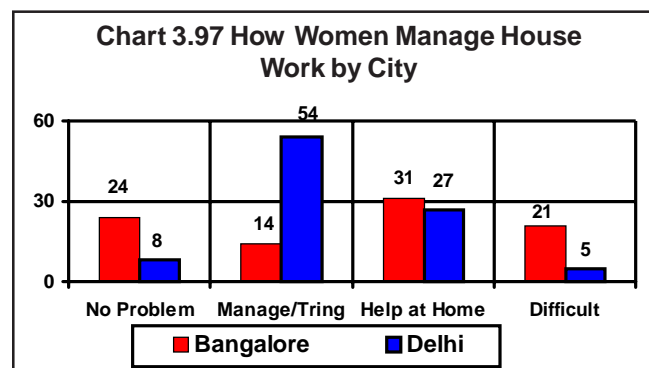
The conflict women experience comes out in variety of ways:

- Creche, no time for self, stress and anger comes out on children.
- I was not used to do work outside the house. I suppressed all my joys. I would cry. The lack of money pushed me out of the house to work. He started work at a pay of Rs. 200 after 2 children. Women get irritable. We have to be concerned about production. There is no rest room at work.

Number	Total	Percent
No Problem	13	16
Help at Home	23	33
Manage/Tiring	26	29
Difficult	11	14
No Response	6	8
Total	79	100

Our study's findings indicate that in fact 43 percent find that managing housework over and above their jobs was either tiring or difficult. Another third said they managed because they have help at home which came in the form of either domestic help or because their family or husband's helped with the housework. Only a small percent (16%) said they experienced no problem in this regard (Table 3.4).

Examining this issue by city, the large majority of women who said they did not experience any problem in managing housework were from Bangalore. In fact 54 percent of the respondents from Delhi stated that they found housework tiring and somehow managed it. A fourth of the respondents from Bangalore either found housework to be no



<sup>119</sup> Interview with Women Workers, Bank, Bangalore, September 1999

<sup>120</sup> Interview with Women Workers, garment unit, Bangalore, September 1999

problem while another fourth found it very difficult (Chart 3.97). Further analysis revealed that a large number of the respondents in Bangalore were young and single and therefore did not have to do very much housework, which was mainly handled by their mothers.

#### *Male Worker's Perspectives on Problems Faced*

In describing work conditions and issues around those facilities:

- *I am doing work in a standing position for 7 to 8 hours.*
- *They give us nothing.... not even a cup of tea*
- *I have to do a lot of work standing in water*
- *We do not get our due rewards on promotion*

*Regarding domestic problems:*

- *If worker is troubled at home, then he is troubled at work. My problems are pay related.*
- *If there is some emergency at home, no leave is given.*

In general men described problems related to insufficient pay or bad working conditions that could be hazardous for their health or domestic problems.

#### **How women manage their house work is best illustrated by the following statements:**

- *After factory work I go home rest for an hour and then start house work.*
- *I wake up early, cook, have a bath, fetch water. If my husband leaves the kids go off to school without a bath or food. The teachers say to them what kind of a job does your mother have that she sends you to school like this. After factory work I go home rest for an hour and then start housework. When I can't manage to do all the work my husband helps but curses at the same time.*
- *It is very hard because of the kids. I make the sambar the previous night. I live with my in-laws and if I do not do they house work the shout at me. After factory work I go home rest for an hour and then start housework.*
- *House maintenance is a problem. Cannot do house work. No time with the children. On Sunday I am on duty. I work difficult hours.*
- *It was very difficult at first, now children are big. - It is very difficult.*
- *It is difficult. I am managing somehow.*
- *At 4.30 am, we get up, cooking and eating*
- *I get up at 5, finish the shopping on weekends, and take help from my Mother in law.*
- *Like a machine we get up at 5 or 5.30. We don't keep a servant.*
- *Get up early, husband helps if he feels like.*

As can be seen by the above statements many women seem to rise very early in order to manage their housework.

For women who were not experiencing problems, their reasons ranged from help at home to having child care:

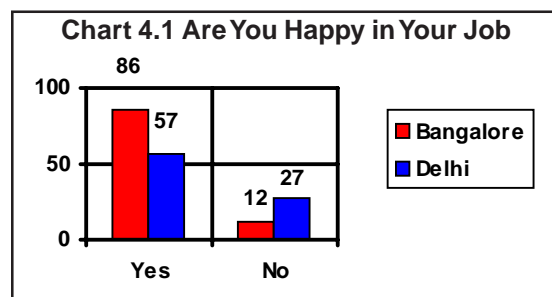
- *I have employed a maid for the child*
- *I have only a 6 hour shift so it is not difficult*
- *My mother does most of the work so I rest for 1 hour and then help her.*
- *Parents will take care of the house*
- *Joint family so there is help for me*
- *Joint family and in-laws take care of the house work*
- *Difficult only managing with mother's help*
- *Children with creche*
- *The housework gets adjusted with my in-laws and husband*
- *My mother in law lives at home and she helps*
- *Daughter in law helps*
- *No problem, manage well. Children and husband assist me in household work.*
- *I get up early, sister's daughters help now.*
- *I live with daughter, so I get up a little late now. I get up at 6 am.*
- *I get up early daughter helps, bought a machine, not washing daily.*
- *I get up early, my daughter helps, she goes to school but... she helps*

Where there are in laws or where husbands help at home, women seem to manage the best. It is interesting to note that wherever the help seems to be forthcoming it seems to be from the women in the household, be it daughters, mother in laws, mothers, daughter in laws or female domestic help, women are primarily responsible for the housework. In some instances the husbands help, though often this help is reluctant or sporadic.

## IV Best Practices and Recommendations of the Workers

### *Are You Happy in Your Job:*

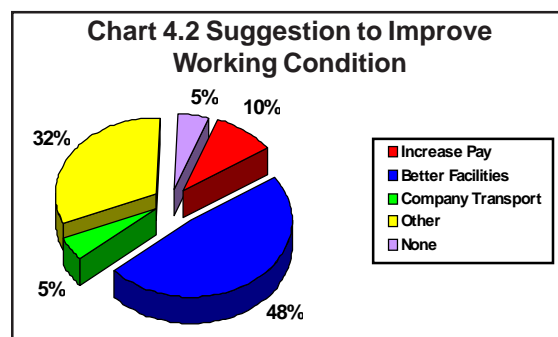
At the end of the interview when women were asked if they were happy in their jobs, 79 percent of the respondents said that they were. A larger proportion of women reported being satisfied in their jobs in Bangalore (86%) than in Delhi (57%) (Chart 4.1 ). In Pune, close to half of the women reported being happy in their jobs. Despite many reporting serious problems at their work place, still women reported being happy in their jobs. This could be a function of the freedom experienced by working women as against those who are confined to their homes. But it could also be that women feel useful in the workplace and essentially like their identities as workers. Finally it could just reflect gratitude for having a job in times of downsizing as is happening currently.



Similarly, among men, 95 percent of the respondents were happy in their jobs and only 5 percent were not. There was no difference between the cities. In Pune, more than two-thirds of male workers were happy in their jobs.

### Suggestions to Improve Working Conditions:

When women respondents were asked to suggest ways to improve their working conditions, 48 percent recommended better facilities, 10 percent wanted more pay, and 5 percent asked for company transport (Chart 4.2). In Pune, suggestions varied from better facilities, wages, having a five day week, training to job security. Other suggestions included:



- *Spacing of the tables personal space and entertainment to break the monotony<sup>121</sup>*
- *Supervisors should realize that they have been in this position before. They should not shout in front of the patients<sup>122</sup>*
- *When the women complain the management should respond<sup>123</sup>*
- *Remove partiality between piece workers and regular workers<sup>124</sup>*
- *Women should work together and help to make working conditions and facilities and provide a good atmosphere<sup>125</sup>*

<sup>121</sup> Interview with Women Workers, Bank, Bangalore, September 1999

<sup>122</sup> Interview with Women Workers. Hospital, Bangalore, September 1999

<sup>123</sup> Interview with Women Workers, Rubber Products, Bangalore, September 1999

<sup>124</sup> Interview with Women Workers, Garments, Bangalore, September 1999

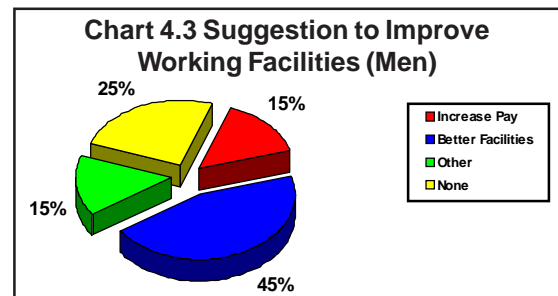
<sup>125</sup> Interview with Women Workers, Engineering, Bangalore, September 1999

- *Communication between departments can be improved*<sup>126</sup>
- *Employer should look at workers as assets and negotiate with them fairly.*<sup>127</sup>
- *Employers should be fair and reasonable*<sup>128</sup>
- *Awareness among women and mingling with other union members*<sup>129</sup>
- *The job should continue*<sup>130</sup>

Several of these comments reflect women's need to be treated with more dignity and respect at the work place. Another major concern is the issue of unity among women. Yet other concerns seemed to be discrimination between time-rate and piece-rate work and finally with job security.

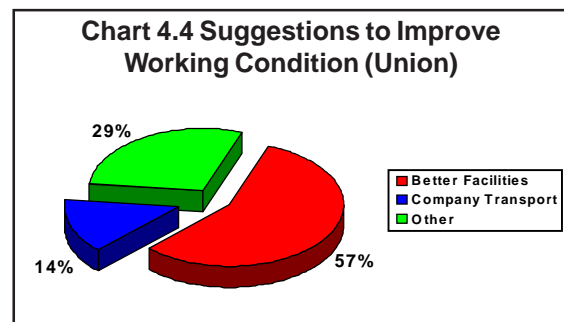
Male workers' suggestions support those of women, with 45 percent recommending better facilities to improve working conditions and 15 percent asking for increased pay (Chart 4.3). A quarter of the workers had other suggestions including:

- *Work to be computerised, paperwork should be less, incentive schemes should be introduced*<sup>131</sup>
- *Management should discuss with the union before introducing any changes.*<sup>132</sup>
- *VRS is being forced upon (workers) under the threat of transfer to places, (and giving workers) charge sheets.*<sup>133</sup>
- *Jobs should be secure.*<sup>134</sup>
- *Crane and conveyance systems should be there so that manual load reduces*<sup>135</sup>
- *Self respect*<sup>136</sup>



Union leaders also want better facilities to improve working conditions (57%) (Chart 4.4). The second suggestion made was company transport. In Pune, transport and better facilities/wages were recommended along with other suggestions such as:

- *More training for women and facilities for skills learning.*<sup>137</sup>



<sup>126</sup> Interview with Women Workers, Hotel, Delhi, September 1999

<sup>127</sup> Interview with Women Workers, Auto components, Faridabad, September 1999

<sup>128</sup> Interview with Women Workers, Auto components, Faridabad, September 1999

<sup>129</sup> Interview with Women Workers, Railways, September 1999

<sup>130</sup> Interview with Women Workers, Hotel, Delhi, September 1999

<sup>131</sup> Interview with Male Workers, Computer Co. in Noida, September 1999

<sup>132</sup> Interview with Male Workers, Engineering Delhi, September 1999

<sup>133</sup> Interview with Male Workers, Engineering Faridabad, September 1999

<sup>134</sup> Interview with Male Workers, Escorts, Engineering Faridabad, September 1999

<sup>135</sup> Interview with Male Workers, Escorts, Engineering Faridabad, September 1999

<sup>136</sup> Interview with Male Workers, Engineering, Pune, September 1999

<sup>137</sup> Interview with union member, Engineering, Delhi, September 1999

- *Personal safety for housekeeping staff, due to harassment by the guests.*<sup>138</sup>
- *Training*<sup>139</sup>
- *Reduce their family tensions*<sup>140</sup>
- *Participation in unions*<sup>141</sup>

*The management's recommendations to improve working conditions included:*

- *New employment opportunity for women.*<sup>142</sup>
- *Should look after the family.*<sup>143</sup>
- *Safety, good hygiene practiced*<sup>144</sup>
- *Women should have a healthy environment where they can have good interaction with all supervisors.*<sup>145</sup>
- *Part time might help. Better on-line facility can help women work from home as in the west*<sup>146</sup>
- *More women should be employed so that they need to work for less number of hours only*<sup>147</sup>

In Pune the management recommended transportation and participation in all areas. Looking at the various perspectives we see one common thread namely better facilities coming from the women, men and the union. The second common issue seemed to be increase in wages and to some extent transportation. Child care in the work-place has not emerged as a crucial recommendation from women mainly because of distance of the workplace from schools and home as also the work environment.

Management seemed to have a different point of view recommending part time and more flexible work opportunities. This is not what women are saying they want unless part-time work is better paid. In fact women found the pay for full time work itself insufficient.

Union leaders had a different emphasis as well, recommending training for skills development and the need for increased participation of women in trade unions.

#### *Best Practices:*

When women were asked what were the best practices in their companies, 27 percent of the women in Delhi and 19 percent in Bangalore felt nothing was good at all in their

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138 Interview with union leader, Hotel, Delhi, September 1999

139 Interview with union leader, Pharma, Pune -Mumbai region, September 1999

140 Interview with union leader, Pharma, Pune -Mumbai region, September 1999

141 Interview with union leader, Engineering unit, Pune, September 1999

142 Interview with Management, Rubber Products, Bangalore, September 1999

143 Interview with Management, Rubber Products, Bangalore, September 1999

144 Interview with Management, Rubber Products, Bangalore, September 1999

145 Interview with Management, Pharmaceuticals, Bangalore, September 1999

146 Interview with Management, Medical Transcription, Bangalore, September 1999

147 Interview with Management, Garments, Bangalore, September 1999

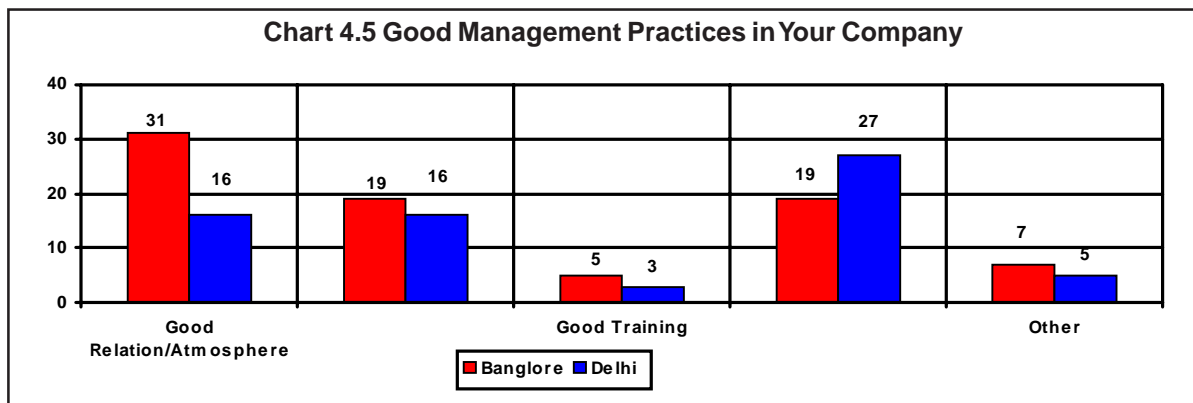
companies (Chart 4.5). Management practices are not good. They are not giving a reward for good work and no punishment for bad work. [There is] no appreciation for any work.<sup>148</sup>

Among women who said that there was some thing good in their companies, a majority felt it was good relations or atmosphere and/or good salaries. Good training was another area where the women felt the company was doing well. The other best practices were:

- *Very friendly, understanding.*<sup>149</sup>
- *Giving advance and leave far children study, sick.*<sup>150</sup>
- *Train the trainers, quarterly. (They teach) Hindi, computer training and acupressure guidelines.*<sup>151</sup>
- *Supervisor ensures the distribution of work when there is too much work load on one person.*<sup>152</sup>
- *They came to my house and gave me the job when my husband died in an accident. Now they do not give widows jobs. It is a pity.*<sup>153</sup>

Sometimes even small things are really appreciated by workers as can be seen in the following two statements:

- *I asked for a coat to cover my pregnancy, which they gave me. Facilities are good.*<sup>154</sup>
- *Birthday cakes (are given)- earlier the company used to play music and give birthday parties, cake and gave gifts when we met targets. Gift checks for Diwali*<sup>155</sup>



Most of the male workers felt there were some good practices in their companies with a majority saying that there were good facilities and salary (48%), good relations/atmosphere (29%), good training (5%) and other (5%). In Pune the same issues were brought up as good practices with one male worker saying that his company had, “Good industrial relations, training and salary.”

<sup>148</sup> Interview with Women Workers, Hotel, Delhi, September 1999

<sup>149</sup> Interview with Women Workers, Engineering, Bangalore, September 1999

<sup>150</sup> Interview with Women Workers, garments, Bangalore, September 1999

<sup>151</sup> Interview with Women Workers, Hotel, Delhi, September 1999

<sup>152</sup> Interview with Women Workers, Computer unit, Noida, September 1999

<sup>153</sup> Interview with Women Workers, Hotel, Delhi, September 1999

<sup>154</sup> Interview with Women Workers, Engineering, Faridabad, September 1999

<sup>155</sup> Interview with Women Workers, Computer unit, Noida, September 1999

The other best practices were:

- *Annual sports day, annual picnics, annual day on which employees are given awards*<sup>156</sup>
- *Implements CBA in time, has implemented what it agreed to with the union, pays salary on time*<sup>157</sup>
- *They listen carefully to our problems, takes suggestions, awards are given for good work, timely increment*<sup>158</sup>
- *Management is responsive to workers problems, listens and helps to solve problems*<sup>159</sup>

The union's response to the best practices of their companies again were good relations/ atmosphere (50 %) and other (8%), with 8 percent of them saying that there were no best practices in their companies. One union leader said,

There is a safe environment for women to work<sup>160</sup>. Two union leaders felt that their companies had good practices. One said that there was, "No discrimination" and the other said, "Annual get together, dinner, entertainment programmes and once a year sports:'

Of the management 48 percent said that the company had good relations or atmosphere, 26 percent said salaries and facilities were good, 9 percent said there were other good practices and there was one management person who felt that there was no good management practices in their company. In Pune, half the managements felt that their company had good practices including teamwork and no discrimination.

As can be seen, one common thread valued by workers, management and union alike is having a good work environment and healthy working relations. Comparing the male and female perspectives, women value this factor more while men valued wages higher than relationships. The work environment and satisfaction of employees seems to be greatly enhanced by social gatherings and public appreciation for their work in the form of gifts and incentives.

Women also expect greater understanding and flexibility on the part of management to accommodate their household and family responsibilities. Access to credit for women is particularly important given the very few liquid resources that women can access in times of emergency. The dire need for advances on pay every month reflects that either that their pay levels are very low or that women are shouldering the main burden of meeting household expenditures and are not just supplemental earners as is popularly believed.

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<sup>156</sup> Interview with Male Worker, Hotel, Delhi, September 1999

<sup>157</sup> Interview with Male Worker, Computer unit, Noida, September 1999

<sup>158</sup> Interview with Male Worker, Home Furnishings, Delhi, September 1999

<sup>159</sup> Interview with Male Worker, Automotive, Faridabad, September 1999

<sup>160</sup> Interview with Union, Entertainment centre, Delhi, September 1999

One important perspective that emerged from male workers is the importance of management listening to workers and implementing quickly what is agreed under collective bargaining. This reflects the greater awareness of male workers of the issues being raised with management and of their rights at work.

Training was another common concern among the workers but this concern does not get reflected in management or even in the union perspectives.

## V. Conclusions and Recommendations

Discrimination against women was found to assume multiple forms. These included wage and non wage discrimination as well as qualitative differences in the nature of work offered to women.

### *Nature of Work:*

Women are slotted into certain jobs based on the real and perceived constraints which then justifies gender based wage differentials by the employers. Perceived differences take the form of jobs predominantly staffed by women then categorised as low skilled and therefore low paying. Employers tend not to value women's skills even though they profit from these skills. For instance, dexterity of the fingers of women are often commented upon and is one of the major considerations when women are deployed for Assembly work (in electronics & auto components sector). But this work is treated as unskilled work mostly.

Real differences take the form of women being denied access to training and skills.

### *Inequity in Pay :*

The second and more over from of discrimination found is unequal pay for equal work. Inequity in pay was also dependent on the following factors:

Hours of Work and Timing: Women are often not deployed for overtime or night shift duties where payments are higher.

Degree of Organization/unionization: The average wage in the organized sector was found to be almost three times that of the unorganized sector. Similarly, average wage of women employees in non-unionized companies was less than half that of women in unionized companies.

Type of Ownership: Women's mean wages were highest in multi-nationals, followed by the public sector, then by companies with foreign collaboration and lowest in the domestic private industry.

Promotions: Comparing men and women, we see that more women were never promoted and in general men receive more promotions. For men, the nature of their jobs often changed with these promotions, unlike women. For women promotions only meant increased responsibility and higher workload. However, in promotion policies we see the situation for women is better in the public sector vs private sector and in unionized companies.

### *Inadequate Access to Benefits and Facilities*

Benefits: Comparing men and women we see that the proportion of men receiving all categories of benefits was higher than that of women. The presence of unions has generally meant more benefits for the workers, including women. For the unorganized sector, benefits received were arbitrary and depended on personal relationships between the management, workers and the union.

Facilities: Overall a larger proportion of men reported having access to facilities at the workplace than did women. In general there was an inadequate provision of those work facilities which are specific to women workers such as rest rooms for women and child care. There is not much of a difference in facilities for women where there is a union. This contrasts sharply with other generic benefits where union presence made a substantive difference. What this clearly reflects is the lack of attention paid by unions in the charter of demands to specific needs of women workers such as child care facilities and rest rooms for women.

#### *Access to Training, Skills and Education*

Training: Over half the women interviewed had never received any training. Comparing men and women, more than three fourths of the men received training compared to less than half the women interviewed. Among those who received training, a higher proportion of women reported getting basic training, while a higher proportion of male workers reported getting higher skilled training than women.

Retraining: During periods of modernization and restructuring, more often than not, men got retrained rather than women workers.

These findings indicate that there are barriers to women getting training, including mobility (freedom to travel) and male bias in choice of who gets training on the part of management. Also the small presence of women in the workplace also adversely affects the choice of who gets trained.

#### *Occupational Health and Safety*

There is a very low level of awareness among women workers and unions about occupational health hazards at work. Very few workers saw any links between the nature of their work, the materials they used, posture at work and the ailments they experience. For the management, health and safety has primarily meant fire safety training aimed more at preventing loss of property rather than focusing on the worker's health. Overall safety of the worker is a low priority as is reflected by the fact that the majority got no training, functional safety committees are few and far between, and as with safety officers, these committees were generally ineffective where these existed. For pregnant women workers also, except for the maternity leave, there is very little consideration shown as mandated by the Maternity Benefit Act such as in the form of flexibility in duty allocation, lighter work, etc. Employers generally tend to leave the question of the health of the workers, including women employees, all to Employees State Insurance scheme.

#### *Sexual Harassment*

There is a politics of silence around the issue of sexual harassment which reflected itself in the number of women unwilling to talk to us about this issue. Very few women reported both the incidence of harassment as well as the incidence of complaints when it did occur. The issue was largely ignored by management as is indicated by the virtual absence of sexual harassment committees and the lack of punitive action in cases reported. On the contrary there have been cases where the women were punished

(suspension) rather than the men who harassed them. On the part of women too, most were not aware that there should be a committee to whom such complaints could be addressed, nor that a woman should be heading such a committee.

*Other issues raised by women related to:*

- Reproductive health problems: At least a fifth of the women reported reproductive health problems such as white discharge and these women were also mostly confined to one particular position in their work situations.
- The need for rest rooms
- The problems with supervisors who constantly increased their workloads.

## **Recommendations**

The recommendations below follow from the findings and those given by the respondents themselves.

*Nature of Work:*

There should be equal access to jobs, training, skills, and equal pay for equal work. Therefore a list of jobs that are female dominated and underpaid should be identified in all sectors and industries, and unions sensitized in their collective bargaining processes to ensure that women or certain jobs occupied by women do not get short-changed in terms of payment.

*Inequity in Pay:*

There should be equal pay for equal work, already a legal requirement. Yet since certain factors have resulted in wage differentials by gender, in every job, policy makers, unions and employers should be sensitized on when women are being paid less for certain types or work and the factors that create these differences.

Timing: Despite the sound logic behind the Factories Act not allowing women to work late, it must be kept in mind that at many women want to work late hours and be paid the overtime rates for this work. Where women want to work late they should have the option and this requires amending the Factories Act. There should not be a blanket ban on overtime and Night work for women in Industry.

Degree of Organization/unionization: Wages in the organized sector and unorganized sectors should be equalized. Government must ratify ILO Conventions No. 87 and 98 pertaining to Rights of Association, Organising and Collective Bargaining - to Promote unionisation, which in turn will help prevent discrimination between organised and unorganised sectors.

Type of Ownership: Reasons for variation between women's mean wages by type of ownership of company must be identified and such discrimination eliminated, particularly for identical work.

Promotions: Unions, policy makers and employers must be sensitized when they design their promotion policies of the companies to equalize access to promotions. Furthermore

promotions cannot be in name only for women. When women get promotions they should also be given more growth opportunities: The nature of their jobs must change to involve increased access to skilled jobs, supervisory positions and not just an increased workload.

#### *Inadequate Access to Benefits and Facilities*

Almost all respondents, workers, union leaders and employers alike recommended improved facilities particularly those that involved special attention to gender issues such as child care facilities and restrooms. All Employers (and employees) should contribute towards a central fund for promoting creche facilities. These creches/child care facilities should not be in the factories, but near the residential areas of the workers. Local private initiatives for child care services should be supported from this central fund.

#### *Access to Training, Skills and Education*

Training programmes should be designed to take into account constraints women face in their daily lives such as mobility (freedom to travel) and management's decisions on choice of who gets training should be made affirmative in favour of women. What this reflects is that

- Training issues should be part of collective bargaining for the unions;
- Unions in their advocacy of training should promote women workers' access;
- Training should take into consideration wherever possible gender constraints to mobility;

#### *Occupational Health and Safety*

For pregnant women also, apart from the leave and the wages, the other provisions of the Maternity Benefit Act, concerning lighter work and rest periods should be properly implemented.

In about a fifth of the cases women reported experiencing reproductive health problems such as white discharge, irregular periods and miscarriages. Our findings suggest there may be some relationship between these problems and their posture and other conditions at work. We were however unable to establish in such a short study period a causal link between materials used, type of work and the illnesses reported particularly reproductive health related problems. Systematic longitudinal research is needed to identify and surface these links and then efforts made to correct these problems.

Similarly a fourth of the cases reported accidents at the workplace. Again systematic longitudinal research is needed to establish causality between type of work, and hazards. Recommendations are only possible once these links have been established.

Nonetheless even in the absence of any real causality we can recommend however that continuous standing or sitting or any posture held continuously for 8 hour may lead to reproductive health problems. Furthermore this may be true for back-pain as well and therefore jobs should be designed to give workers intermittent breaks from postures they have to hold while working.

Recommendations that will help pregnant women at work : Most women respondents (at least a third) recommended rest or breaks during work to help the pregnant women deal with her pain and tiredness. Some women wanted to increase maternity leave, give women lighter work during pregnancy and sick leave be granted for those experiencing excessive nausea. Employers must be monitored on why the Maternity Benefits Act is not being properly implemented and they should provide light work, rest and rest rooms. Particular attention must be paid to ensuring that women do not do arduous work that may jeopardize her pregnancy or lead to a miscarriage to correct the incidence of cases that the survey found.

### *Collective Bargaining*

Benefits that each respondent found lacking in their institutions such as creches, rest rooms, transportation and lunchroom facilities should be made part of collective bargaining by the unions, in addition to the question of wages.

Trade Unions also need to create space for active participation of women workers in the union executives, in the process of framing charter of demands and finally as members of the negotiating team. To facilitate women's participation in the unions, the unions also need to reschedule their usual timings for union meetings, so that after work meetings are minimal. Central Trade Union Organisations should conduct education programmes among its unions to - sensitise male workers and union leaders towards their women colleagues. There is a great necessity for introducing gender perspective in trade union work in India.

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**Annexure 1****Towards A Safer Workplace: the SC Guidelines in Brief**

1. It shall be the duty of the employer or other responsible persons in workplaces and other institutions to prevent or deter the commission of acts of sexual harassment, and to provide for the resolution, settlement and prosecution of sexual harassment by taking all steps required.
2. Definitions: Sexual harassment includes such unwelcome sexually determined behaviour (Whether directly or by implication) as.: a) Physical contact and advances; b) A demand or request for sexual favours; c) Sexually coloured remarks; d) Showing pornography; e) Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

The Court noted “It is discriminatory when the woman has reasonable grounds to believe that her objection would disadvantage her in connection with her employment or work, including recruitment or promotion, or when it creates a hostile work environment.”

3. Preventive Steps: All employers or persons-in-charge of workplaces, whether in the public or private sector should take appropriate steps to prevent sexual harassment
  - a) Express prohibition of sexual harassment at the workplace should be notified, published and circulated.
  - b) The Rules/Regulations of Government and Public Sector bodies relating to conduct and discipline should include rules/regulations prohibiting sexual harassment, and provide for penalties against offenders.
  - c) Steps should be taken by private employers in the standing orders under the Industrial Employment Act, 1946.
  - d) Work conditions should be provided in respect of work, leisure, health and hygiene to further ensure that there is no hostile environment towards women at workplaces.
4. Criminal Proceedings: Where such conduct amounts to a specific offence under the Indian Penal Code or any other law, the employer shall initiate action by making a complaint with the appropriate authority. In particular it should ensure that the victims or witnesses are not victimised or discriminated against while dealing with complaints of sexual harassment. The victims of sexual harassment should have the option to seek transfer of the perpetrator, or their own transfer if they so desire.
5. Disciplinary Action: Where such conduct amounts to misconduct as defined by the relevant service rules, disciplinary action should be initiated by the employer.
6. Complaint Mechanism: Whether or not such conduct constitutes an offence under

law or a breach of the service rules, an appropriate, time-bound complaint mechanism should be created for redressal of complaints.

7. **Complaints Committee:** The Complaint mechanism should provide, where necessary, a Complaints Committee, a special counsellor or other support service. Confidentiality should be maintained in all these dealings. The Complaints Committee should be headed by a woman, and not less than half of its member should be women. To prevent the possibility of undue influence from senior levels such Complaints Committee must make an annual report to the party such as an NGO or other body familiar with the issue. This Committee must make an annual report to the concerned Government Department regarding the Complaints received and action taken.
8. **Workers' Initiative :** Employees should be allowed to raise issues of sexual harassment at workers' meetings and in other appropriate forums. It should be affirmatively discussed in Employer employee meetings.
9. **Awareness :** Awareness of the rights of female employees in this regard should be created, in particular by prominently notifying the guidelines (and legislation when enacted) in a suitable manner.
10. **Third Party Harassment:** Where sexual harassment occurs as a result of an act by any third party or outsider, the employer and person-in-charge will take necessary steps to assist the affected person in terms of support and preventive action.
11. **The Central/State Governments** are requested to consider adopting suitable measures including legislation, to ensure that the guidelines laid down by this order are also observed by the employers in the private sector.

Source : Saheli Women's Resource Center, New Delhi.

## Annexure 2

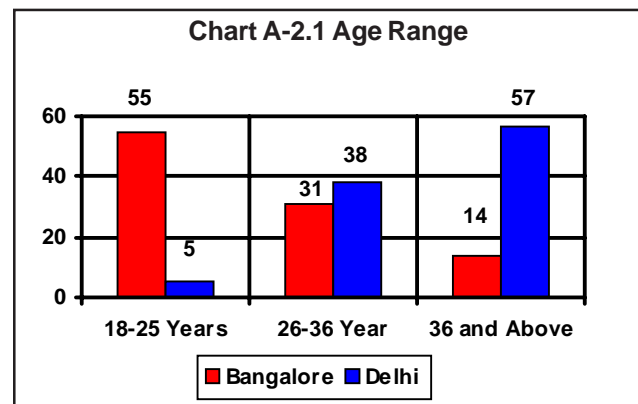
### Demographics

This study was conducted in cities, Bangalore and Delhi with seventy-nine women respondents. Interviews were also conducted with twenty-one men, twelve union people and twenty two management personnel to get their perspectives on the working conditions of women. In addition, qualitative interviews were conducted in Pune with 13 women, 7 men, 9 union representatives and 4 management personnel. To get background information on the women, questions on age, marital status, number of children, religion, their educational qualifications, incomes of the women, their husbands and the total family income were included.

#### Age

##### *Women Workers.*

The age of the women ranged from 18 years to 53 years. While there was an equal distribution of the age groups, there are difference between Bangalore and Delhi. In Bangalore there were more women in the lower age group (18-25) while in Delhi there were more women in the higher age group (36 and above) (Chat A-2.1 ). In Pune, like in Delhi, more women were in the age group of 36 and above (54%), 31 percent between 26 and 35 years and 15 percent in the lower age group (18-25).



The differences in the predominant age groups covered between Bangalore and Delhi could be due to composition of industries of our sample in the two cities. In Delhi there are more established and organisation industries while in Bangalore there are more unorganized industries such as the garments and silk industry where turnover of the workers is relatively higher and hence there is a higher likelihood of younger workers. Younger women are chosen because they are more dexterous and have better eyesight.

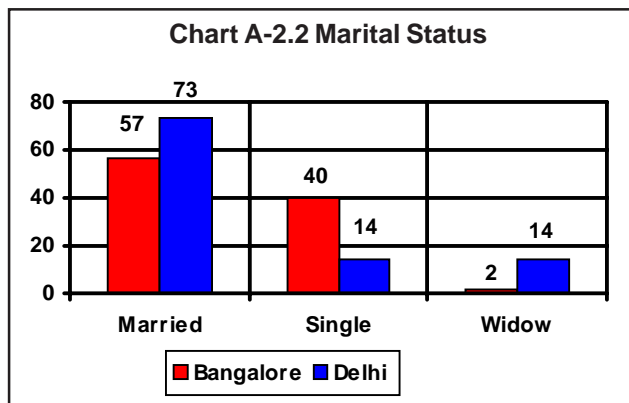
##### *Male workers:*

The age range of the male workers also follows the pattern of the women workers with more men being in the lower and middle age range in Bangalore and in Delhi the age range is higher (36 and above). In Pune too the men were in the higher age range (86%) with only one man in the lower range.

**Marital Status**

*Women Workers:*

Of total women respondents, 64 percent were married, 28 percent single and 8 percent were widowed. Delhi had a higher proportion (73 %) of married women than 40 Bangalore (57%). However in both cities, married women form the largest category of workers (Chart A-2.2). This is also due to the fact that the average age of the women Married Single Widow respondents in Bangalore was lower than in Bangalore · Delhi that of Delhi. While there are widows in both cities, they are in a higher number in Delhi. This again relates to the age of the respondents in the two cities. In Pune the majority of women were married (84%) and an equal number were either single or widowed (8% each).



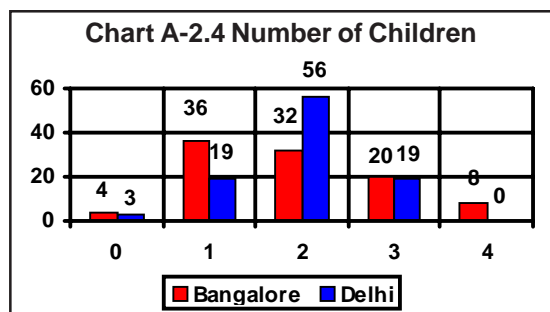
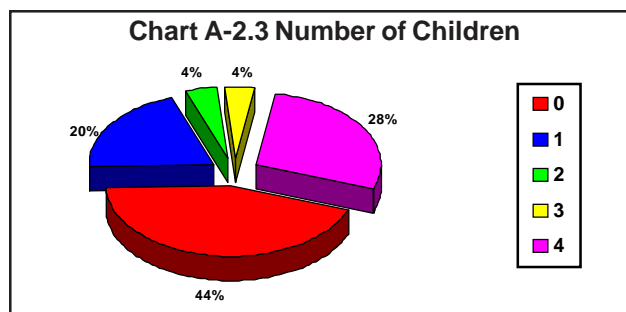
*Male Workers:*

Most men are married and this is true across city. Only in Bangalore there are a few single men (4). Therefore the trends are the same in both the cities. In Pune all the men who came under the higher age range (86%) were married and the only man who was younger was single (14%).

**Number of Children**

*Women Workers:*

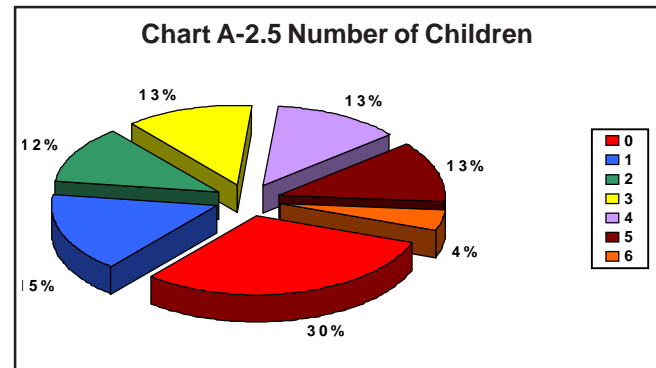
The number of children range from 0 to 4. Most respondents have two children (44%), followed by one (28%) and three (20%).



Only four percent had no children and the remaining four percent had four children (Chart A-2.3). In the city wise break up Delhi has more respondents with two children and Bangalore has more respondents with one child followed closely with two children. Those with three children or no children are nearly the same in both cities, only

Bangalore has respondents with four children (Chart A-2.4). In Pune 42 percent of the women respondents had three children, 25 percent had 2 children and 33 percent had one child.

Higher number of children imply more responsibility and financial obligations for the workers. Therefore for women workers in Delhi, who had relatively more than the average number of children, their needs must be analysed in this context.



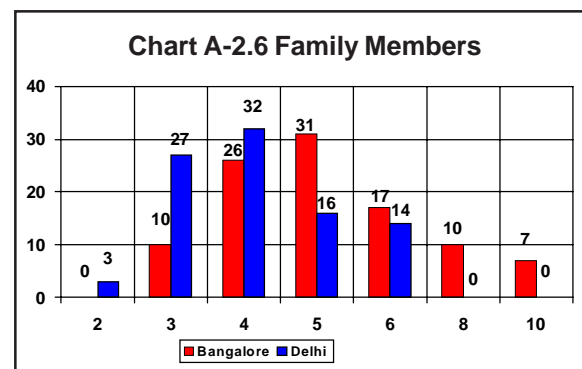
#### *Male Workers:*

The majority of the male workers have no children. Those who reported having children reported a range of 1 to 4 children with only 6 percent reporting six children. In Bangalore 33 percent of men have no children and the rest range equally from 1 to 4. In Delhi there is an equal number of respondents saying they have 1 to 4 children with only 9 percent saying that they have 6 children. In Pune also the number of children ranged from 1 to 4. Men with 2 or 3 children were 33 percent each and men with 1 or 4 children were 17 percent each.

### **Number of Family Members**

#### *Women Workers:*

The number of members in the family range from 2 to 10 overall. While 4 members have the highest percentage (31%), there are also a number of families with either 5 or 3 members. In the city wise break up Bangalore seem to have larger families with 31 percent of the respondents saying they have 5 members in their family followed by a four member family (26%). In Delhi on the other hand there are smaller families with 32 percent of respondents saying they have only four members in their families and 27 percent reporting three members. Only in Bangalore are their large families of eight (10%) and ten (7%) (Chart A-2.6). In Pune the family size ranged from 1 to 6 members with an equal number (31%) having 6 or 5 family members and 15 percent having three members. Families with 4, 7 and 8 members had equal representation. Even though in Bangalore the average number of children is less the family size is larger implying the greater existence of joint families.



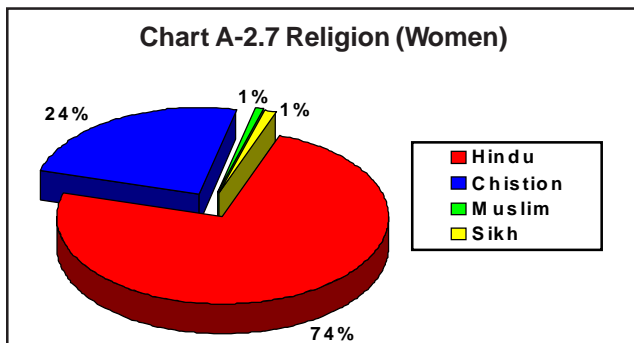
#### *Male Workers:*

Male workers in Bangalore seem to have slightly smaller families with 30 percent reporting four members. In Delhi on the other hand the majority report five family members

(27%). Though there is a variation between the men and the women it is not a vast difference. The number of family members also follows the same pattern as that of the children. Families with 5 or 6 members are 33 percent each and those with 7 or 9 members are 17 percent each.

### Religion

The religion breakdown of the workers sampled is as follows: Hinduism (74%) followed by Christianity (24%). The other religions are Islam and Sikhs with 1 percent each. Muslims and the Sikhs were only in Delhi and not in Bangalore. In Pune too there were more Hindus (69%) followed by Christians (23%) and only one Muslim (8%) (Chart A-2.7).

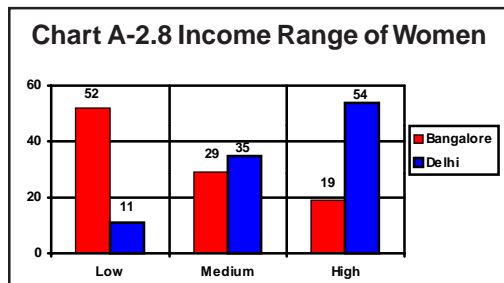


#### Male Workers:

With male workers just the opposite is true. While the predominant religion still is Hinduism (81 %) followed by Christianity (9%), the small percent of the Muslims and the Sikhs (5% each) are in Bangalore. In Delhi all the male respondents are Hindu. In Pune there are 6 Hindus (86%) and one Muslim (14%).

### Income

To understand the income levels, respondents were questioned on their husband's income, total family income along with their own income. The income range has been divided into three categories namely, low medium and high, based on the distribution curve for each of the variables.

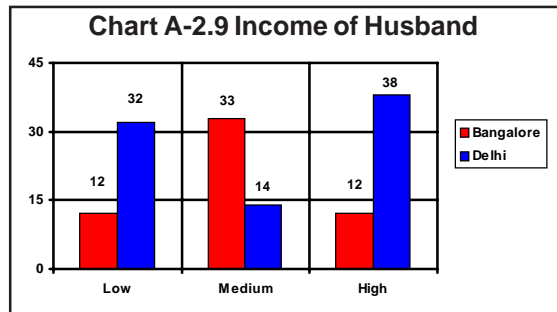


#### Incomes:

The findings show that in Bangalore there are more women (52%) in the lower range of the income level whereas in Delhi there are more women in the higher range (54%) (Chart A-2.8). This again could be due to the fact that there are more unorganized industries in Bangalore than in Delhi in the survey sample. In Pune the trend is more like that of Delhi with more women in the high income group (54%) and the rest (46%) were in the medium income group with no woman in the low income group. The same trends follow for the male workers too. In Bangalore most (40%) of the male workers fall into the low-income range while in Delhi most of them (55%) fall in the higher range. But it should be kept in mind that the amounts vary for the men and women in each category.

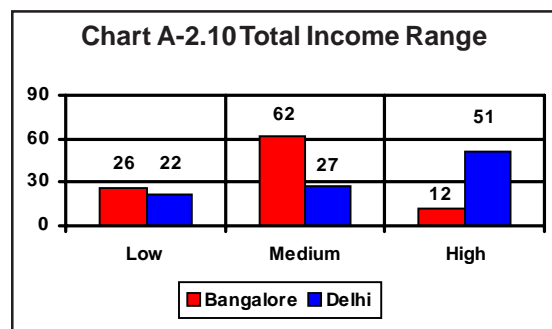
*Income of the Husbands:*

The income levels of husbands show that in Bangalore most (33%) fall in the medium category. In Delhi a slightly higher proportion them fall in the high category (38%) than in the low category (32%) (Chart A-2.9). In Pune an equal number of women had husbands earning in the high and medium categories while only 17 percent were in the low category.



*Total Family Income:*

While the incomes of the women and their husbands seem to follow the same trends the total family income varies slightly. In Bangalore most of the total family income come under the medium range (62%) while in Delhi the trend follows here too with the majority in the high income range (51%) (Chart A-2.10). In Pune the total family income was medium to high with 47 percent falling into the medium category, 38 percent in the high and only 15 percent in the low category.

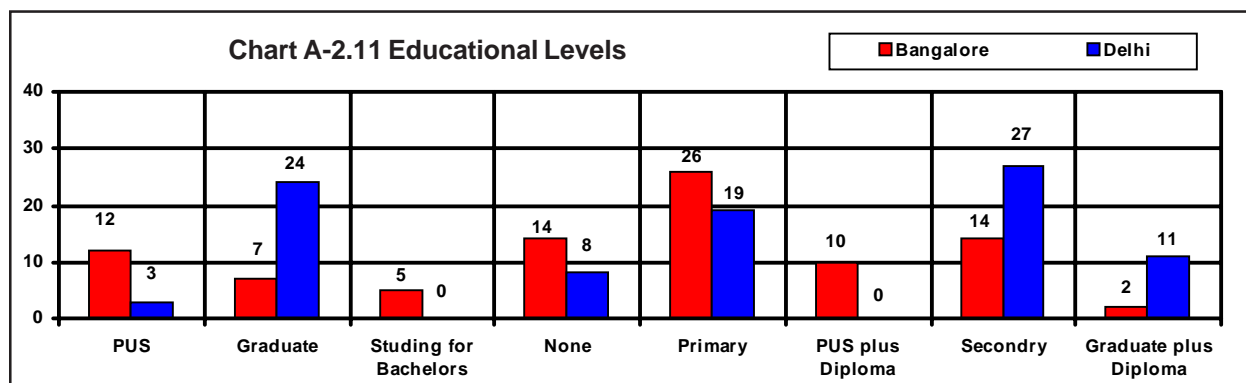


For the men in Bangalore the total family income is higher with 50 percent of them falling under the high range category. In Delhi just the opposite is true with 45 % of the male total family income falling under the low-income group.

*Women Workers:*

**Education**

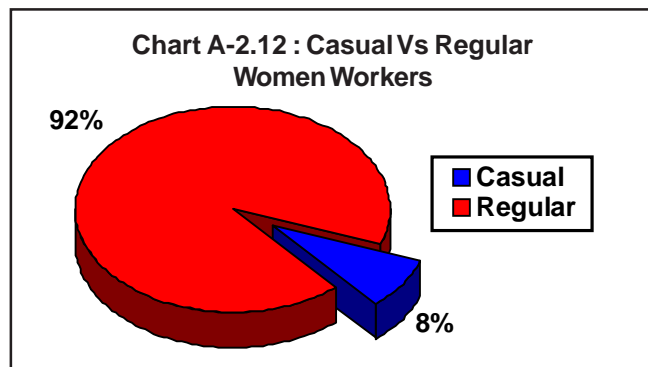
Most of the women were educated with just a smaller number who had received no education at all. Of these women there are more of them in Bangalore (14%) than in Delhi (8%) (Chart A-2.11). Among the educated Delhi has most of the women in higher education when compared to Bangalore. In Pune all the women were educated with only one who studied up to primary (8%) and one who had done her post graduation (8%).



There are no uneducated men in the sample and the men with higher education are more in Bangalore than in Delhi. In Pune 58 percent of the men had studied their metric plus diploma. The rest were equally divided between secondary, graduate and post-graduate. (14% each.).

#### Casual Vs Regular Workers:

The survey sample has 92 percent regular women workers and 8 percent casual women workers (Chart A-2.12). In the city wise break up Bangalore has 5 percent casual women workers and in Delhi the number is slightly higher (11 %). In Pune there was only one woman who was a casual worker the rest were regular workers. There were also two casual workers who had lost their jobs.



There was only one male casual worker (5%) and the rest were regular workers (95%). All the men were regular workers in Pune.

### Annexure 3 : Tables for Overview on Women Workers

Female Labour Force Participation (1901-1991)				
Year	Female workers as % of female population	Male workers as % of Male population	Population on ratio of females per 1000 males	Female worker as per 1000 male workers
1901	31.7	61.11	972	504
1911	33.73	61.9	964	525
1921	32.67	60.52	955	516
1931	27.63	58.27	950	450
1951	21.31	54.04	946	408
1961	27.93	57.12	941	460
1971	14.22	52.75	930	215
1981	19.67	52.62	934	367
1991	22.27	51.61	927	400

Source : Women Workers Rights in India : Issues and Strategies - a References Guide, ILO, New Delhi. Pp. 10

Table 8: Main Workers by industrial Sectors and Sex (1981 and 1991)		
Industrial Category	Percentage of females to total females	
	1981	1991
Cultivator	33.09	34.22
Agricultural labourers	46.34	44.93
Livestock, forestry etc	1.83	1.6
Mining and quarrying	0.35	0.34
Manufacturing in household	4.57	3.53
Manufacturing in other than Households	3.6	3.88
Construction	0.87	0.66
Trade and Commerce	2.04	2.26
Transport and communications	0.37	0.32
Other services	6.94	8.26
Total	100	100

Source: Census of India 1991, series - 1 Paper-2 of 1992 also quoted in Gopalan 1995

**Table 5: Structure of Main Workers (1981 & 1991 ) [Percentage]**

	1981	1991
Wages and salary earners	43.4	43.5
Organized Sector	10.3	9.6
Public	7.0	6.8
Private	3.3	2.8
Unorganized Sector	33.1	34.0
Agricultural	24.9	26.4
Non-Agricultural	7.5	8.1

Source: CMIE data from the Census

**Table 10: Labour Force Participation Rates by Rates of Educated Persons (percentage)**

Educational level		Male		Female	
		Rural	Urban	Rural	Urban
1983	Below Matric	88.5	84.2	38.2	18.9
	Matric	74.3	71.7	23.2	13.8
	Graduate	88.3	87.4	37.6	35.3
1987-88	Below Matric	88.9	83.5	53.5	23.8
	Matric	74.2	70.7	26.3	16.2
	Graduate	90.1	86.4	39.9	37.7

Source CMIE, 1996

<b>Table 15 : Distribution of workers by category of employment (usual status)</b>		
	Male Percentage	Female Percentage
<b>Self employed</b>		
1977-78	57.9	54.8
1983	55	52
1987-88	53.8	53.1
1990-91	53	57.2
<b>Regular salaried employment</b>		
1977-78	17.9	6.6
1983	18.5	7.3
1987-88	18	8.3
1990-91	20.6	7
<b>Casual wage employment</b>		
1977-78	24.2	38.6
1983	26.5	40.7
1987-88	28.2	38.6
1990-91	27.4	35.8

Source : CMIE, 1995

<b>Table 3: Percentage of workers to total population in 1981 &amp; 1991</b>					
Year	Rural		Urban		
	Female	Male	Female	Male	
1981	main	16.0	52.6	7.3	48.5
	marginal	6.9	1.1	1.0	0.5
1991	main	18.7	51.8	8.1	48.5
	marginal	8.0	0.7	0.1	0.3

Source: Census of India, GOI, 1981

<b>Table 3: States/Union Territories according to level of female work participation rates</b>		
10-20% Female work participation	20-30% Female work participation	30-40%
Andaman & Nicobar Bihar Chandigarh Haryana Kerala Pondichery Tripura Uttar Pradesh West Bengal Other States/UTs less than 10%	Daman & Diu Goa Gujarat Karnataka Orissa Rajasthan	Andhra Pradesh Arunchal Pradesh Himachal Pradesh Madhya Pradesh Maharashtra Meghalaya Manipur Nagaland Tamil Nadu

**Table 1: Statutory Minimum Wages and Differentials**

Sl. No	Sex Between Wages	Minimum Wages	Actual Wages	With Differential Minimum and actual
1	Male	35.4	32.17	2.83
2	Female	23.4	15.63	7.77
3	Wage differential between male and female	12.00	16.54	

Source: Genderwise Minimum Wages, Wage Differentials And Determinants: A Micro Analysis Of Agricultural Labourers by V. Nirmala, R. Ramesh, A. Jude Anpazhagn and Subodh K The Indian Journal of Labour Economics, Vol. 41, No. 2, 1998.

<b>Table 4: Industrial classification of male and female main workers*, 1991 Millions Total</b>						
All India Urban						
Industrial Classification (Nic)	Female	Male	Person	Female	Male	Person
Agriculture, Hunting, Forestry and Fishing	52.04	139.66	191.70	1.87	6.82	9.69
Mining and Quarrying	0.22	1.61	1.83	0.06	0.71	0.77
Manufacturing	4.84	24.55	29.38	1.84	14.32	16.16
Electricity, Gas and Water	0.05	1.20	1.24	0.03	0.68	0.71
Construction	0.42	5.23	5.65	0.28	3.07	3.35
Wholesale and Retail Trade and Restaurants and Hotels	1.15	16.46	17.61	0.62	10.71	11.33
Transport, Storage and Communication Services	0.24	8.13	8.37	0.18	5.24	5.42
Financial, Insurance, Real Estate and Business Service	0.25	2.64	2.89	0.21	2.03	2.24
Community, Social and Personal Services	4.91	21.12	26.03	3.10	11.15	14.25
Activities not Adequately Defined	0.16	1.06	1.23	0.08	0.64	0.72
Total Worker	64.27	221.66	285.93	8.27	55.37	63.64

Main workers are those who work for 183 days or more in a year. Totals may not tally due to rounding off.

Source: Registrar General of India, 1991 Census.

## Annexure 4

## Labour Laws

## Laws for Unorganised Labour

No.	Enactments	Objectives
1.	Minimum Wages Act, 1948	To fix and revise minimum of wages in scheduled employments. (40 such scheduled employment)
2.	Payment of Wages Act, 1936	To regulate Payment of Wages to certain classes of workers. It seeks to provide speedy and effective remedy to employees arising out of illegal wage or unjustified delays in payment of wages. Wage periods and methods and modes of payment are also stipulated.
3.	Contract Labour (Regulation and Abolition) Act, 1970	The Act seeks to regulate employment of contract labour in certain establishments and provides for registration of establishments engaging contract labour, licensing of contractors, provision of welfare and health amenities for contract.
4.	Inter-State Migrant Workmen (Regulation of Employment and conditions of Services) Act, 1979	This law regulates employment of Inter State Migrant Workmen and provides for registration and of principal employers, licensing contractors engaging Inter-State Migrant Workmen and lays down the manner of regulation of wages and provision of welfare and other facilities.
5.	Bonded Labour System (Abolition) Act, 1976	It provides for the abolition of Bonded Labour System so as to prevent economic and physical exploitation of the workers; termination of liabilities to repay bonded debts, liberation of encumbered properties from encumbrances; protection against eviction from house-steads etc.
6.	Child Labour (Prohibition and Regulation Act), 1986	It provides for prohibition employment of children in hazardous occupations and processes and regulates conditions of work in all others.
7.	Children (Pledging of Labour) Act, 1933	The Act prohibits pledging of the labour of children
8.	Beedi and Cigar Workers (Conditions of Employment) Act, 1966	The Act provides for the welfare of workers in Beedi and Cigar establishments and regulates all conditions of their work
9.	Welfare Cess and Fund Acts (Covering Workers in Beedi Industry, Cine Ore, Chrome Ore, Lime Stone, Dolomite and Mica Mines)	These Laws provide for collection of cess and creation of funds out of Industry and in Iron Ore, Manganese such collections to provide welfare for the respective categories of workers.
10.	The Building and other Construction workers (Regulation and Employment and Conditions of Service) Act, 1996 and Building and other Construction Workers's Welfare Cess Act, 1996	To regulate employment and Conditions of Service of building and other construction workers and to provide for welfare matters connected therewith or incidental thereto.

Source : Ministry of Labour : Annual Report (1996-97), MoL Government of India, New Delhi

### Employment of Women - Protective Legal Provisions

S.No	Name of Enactment	Protective Provision
1 .	The Beedi & Cigar workers (Conditions of Employment) Act, 1966.	Provisions of creches for the benefit of women workers. When 50 or more women are employed in employments covered by the 1 <sup>st</sup> and 2 <sup>nd</sup> laws.
		When 20 or more women are employed in employments covered by the 3 <sup>rd</sup> and 4 <sup>th</sup> laws. When 30 or more women are employed in employments covered by the 5 <sup>th</sup> law.
2.	The Plantations Labour Act, 1951	Women workers to be provided time off for feeding children.
3.	The Contract Labour (Regulation and Abolition) Act, 1970	Not to be required to work beyond 9 hours between 6a.m. and 7 p.m. - with the exception of mid-wives and nurses in plantations
4.	The Inter-State Migrant workers (Regulations of Employment and Conditions of Service) Act, 1979	Separate toilets and washing facilities to be provided in employments covered by the 3 <sup>rd</sup> and 6 <sup>th</sup> laws.
5.	The Factories Act, 1948	In factories, women are not to be engaged for cleaning, lubricating or adjusting any part of prime or transmission machinery; maternity leave upto 12 weeks with wages to be provided.
6.	The Mines Act, 1952	Employment in mines below ground prohibited.
7.	Maternity Benefit Act, 1961	<p>Maternity benefits to be provided on completion of 80 days working.</p> <p>Not required to work during six weeks immediately following the day of delivery or miscarriage.</p> <p>No work of arduous nature; long hours of standing likely to interfere with pregnancy/ normal development of foetus; or which may cause miscarriage or is likely to affect health to be given for a period of one month immediately preceding the period of six weeks before delivery.</p> <p>On medical certificate, advances maternity benefit to be allowed.</p> <p>Rs. 250.00 as medical bonus to be given when no prenatal confinement and post natal care is provided free of charge.</p>
8.	Equal Remuneration Act, 1976	Payment of equal remuneration to men and women workers for same or similar nature of work protected under the Act and also under the provisions at SI No. 4. No discrimination permissible in recruitment and service conditions except where employment of women in prohibited of restricted by or under any law.

Source: Ministry of Labour Annual Report 1996-97, Government of India, New Delhi.

**Annexure 5****I - Questionnaire for Women Workers****I. Company name** \_\_\_\_\_**Date :** \_\_\_\_\_

Number of Workers	Men	Women	Total
1.1 Regular			
1.2 Casual			

1.3 Products of the company : \_\_\_\_\_

**II. Background Information/Demographic Data**

2.1. Name \_\_\_\_\_ 2.2 Age \_\_\_\_\_

2.3. Married (Single) \_\_\_\_\_ 2.4 Number of children \_\_\_\_\_

2.5. Number of Family members: \_\_\_\_\_ 2.6 Religion \_\_\_\_\_

2.7. Husband's income \_\_\_\_\_ 2.8 Caste : \_\_\_\_\_

2.9. Your monthly income \_\_\_\_\_ 2.10 Total Family Income \_\_\_\_\_

2.11 . Education \_\_\_\_\_

**III. Employment**

3.1 Are you a casual worker \_\_\_\_\_ or a regular worker \_\_\_\_\_

3.2 Occupation/ Job Title \_\_\_\_\_

3.3 Describe your work? \_\_\_\_\_  
\_\_\_\_\_

3.4. When did you join the Company \_\_\_\_\_

3.5. At what wage: \_\_\_\_\_

3.6. What kind of work do men do and what kind do women do?  
\_\_\_\_\_  
\_\_\_\_\_

3.7. Do male workers doing the same work get more than you? Yes \_\_\_\_\_ No \_\_\_\_\_

3.7.1 . If yes, how much \_\_\_\_\_

**IV Promotion & Benefits***Promotions*

4.1 How many promotions have you got since joining? \_\_\_\_\_

4.2. Has the nature of your work changed over time? Yes \_\_\_\_\_ No \_\_\_\_\_

4.2.1 If yes how? \_\_\_\_\_

### *Benefits*

4.3. ESI Yes \_\_\_\_\_ No \_\_\_\_\_

4.4. Other Medical benefits Yes \_\_\_\_\_ No \_\_\_\_\_

4.5. Housing allowance Yes \_\_\_\_\_ No \_\_\_\_\_ If Yes how much \_\_\_\_\_

4.6. Travel allowance Yes \_\_\_\_\_ No \_\_\_\_\_ If Yes how much \_\_\_\_\_

4.7. Maternity leave Yes \_\_\_\_\_ No \_\_\_\_\_ If Yes how many \_\_\_\_\_ days

4.8. Annual paid leave Yes \_\_\_\_\_ No \_\_\_\_\_ If Yes how many \_\_\_\_\_ days

4.9. Provident Fund Yes \_\_\_\_\_ No \_\_\_\_\_ If yes specify \_\_\_\_\_

4.10. Gratuity Yes \_\_\_\_\_ No \_\_\_\_\_

4.11. Bonus Yes \_\_\_\_\_ No \_\_\_\_\_

4.12. Other benefits Yes \_\_\_\_\_ No \_\_\_\_\_

4.13. Specify \_\_\_\_\_

## **V. Working Conditions**

### *Hours of Work*

5.1. What are your hours of work? From \_\_\_\_\_ To \_\_\_\_\_

5.2. Would you like to work part-time \_\_\_\_\_ or full-time \_\_\_\_\_

5.3. If yes why? \_\_\_\_\_

5.4. What are the problems in commuting? \_\_\_\_\_

5.5. Does your work involve Shift duties? Yes \_\_\_\_\_ No \_\_\_\_\_

5.6. Does your work involve standing \_\_\_\_\_ or \_\_\_\_\_ Sitting

5.7. Do men work less hours \_\_\_\_\_ or more hours \_\_\_\_\_ than women?

5.8. Do you work over time? Yes \_\_\_\_\_ No \_\_\_\_\_

5.9. Do you like doing over time? Yes \_\_\_\_\_ No \_\_\_\_\_

5.10. If you work late hours, how do your return home?

5.11. Is overtime paid double the rate? Yes \_\_\_\_\_ No \_\_\_\_\_

5.12. If not, how much are you paid? Yes \_\_\_\_\_ No \_\_\_\_\_

*Days Worked*

5.13. Do you get any days off in a week? Yes\_\_\_\_\_ No\_\_\_\_\_

5.14. Are these off-days paid or not? Yes\_\_\_\_\_ No\_\_\_\_\_

5.15. Why and how you usually take leave

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*Facilities at Work*

5.16. Do men and women have separate toilets? Yes\_\_\_\_\_ No\_\_\_\_\_

5.17. How many toilets are there? \_\_\_\_\_ toilets

5.18. Is there clean drinking water? Yes\_\_\_\_\_ No\_\_\_\_\_

5.19. Do separate washing facilities exist for women employees? Yes\_\_\_\_\_ No\_\_\_\_\_

5.20. Is there a rest room for women workers? Yes\_\_\_\_\_ No\_\_\_\_\_

5.21 . Are there child-care facilities/creches? Yes \_\_\_\_\_No\_\_\_\_\_

5.22. What lunch room facilities are there?

5.23. What breaks do you have during the workday?

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5.24. How do you manage your company work and house work?

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5.25. What problems do you as a woman face at work?

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*Training*

5.26. Have you received any training at work? Yes\_\_\_\_\_ No\_\_\_\_\_

5.27. Describe \_\_\_\_\_

5.28. When mechanization/restructuring occurs do women get retrained? Yes\_\_\_No\_\_\_

**VI. Occupational and health safety**

6.1 . Is there any Safety Committee in the Company? Yes\_\_\_\_\_ No\_\_\_\_\_

6.2. Is there any Safety Officer in the Factory? Yes\_\_\_\_\_ No\_\_\_\_\_

6.3. What are the hazards at work? \_\_\_\_\_

6.4. What kind of ailments/health problems have you been experiencing?  
\_\_\_\_\_

6.5. Have there been cases of:

6.5.1 . Irregular periods  6.5.2. Miscarriages  6.5.3. White discharge

6.5.4. Other (specify) \_\_\_\_\_

6.6. What types of materials (chemicals, raw materials, tools) do you handle?  
\_\_\_\_\_

6.7. Have there been any accidents? Yes\_\_\_\_\_ No\_\_\_\_\_

6.8. Describe \_\_\_\_\_

6.9. Does the company provide any safety training Yes\_\_\_\_\_ No\_\_\_\_\_

6.10 Describe \_\_\_\_\_

6.11 . During your menstrual periods do you experience any problems at work?  
\_\_\_\_\_

6.12. For pregnant women what problems do they experience at work?  
\_\_\_\_\_

6.13. What would you recommend will help the above?  
\_\_\_\_\_

## VII. Collective Bargaining or Other Consultative Mechanisms

7.1 Is there any Union at your workplace? Yes\_\_\_\_\_ No\_\_\_\_\_

7.2 If yes, name of the union(s) and its affiliation, if any. \_\_\_\_\_

7.3 Are you a member of the union? Yes\_\_\_\_\_ No\_\_\_\_\_

7.4 If not, why not? \_\_\_\_\_

7.5. When you have a problem at work, who do you approach? \_\_\_\_\_

7.6. What are the main issues that union tackles? \_\_\_\_\_

7.7. What issues would you like the union to take up? \_\_\_\_\_

7.8. Is there any written collective agreement? Yes\_\_\_\_\_ No\_\_\_\_\_

7.9. Does this Collective agreement have any provisions specific to the women workers?  
Yes\_\_\_\_\_ No\_\_\_\_\_

7.10. What should the Union do to encourage women workers to participate in the  
Union's activities? \_\_\_\_\_

7.11. Have there been any strikes or lockouts? Yes\_\_\_\_\_ No\_\_\_\_\_

7.12. Have been any employees been suspended \_\_\_ retrenched \_\_\_ transferred \_\_\_

7.13. Is there any voluntary retirement scheme in your company? Yes\_\_\_ No\_\_\_

7.14. Have women taken VRS? Yes\_\_\_ No\_\_\_

7.15. If yes, why? Yes\_\_\_ No\_\_\_

### **VIII. Relationships with supervisors/seniors/colleagues**

8.1. Does your supervisor shout at workers Yes\_\_\_ No\_\_\_

8.2. Do you have any problems with your supervisor? Yes\_\_\_ No\_\_\_

8.3. Describe \_\_\_\_\_

8.4. Does he/she have the power to suspend you \_\_\_\_\_ promote you \_\_\_\_\_ ?

8.5. Has there been any cases of sexual harassment at work? Yes\_\_\_ No\_\_\_

8.6. Describe \_\_\_\_\_

8.7. If yes, have you or the concerned women complained? Yes\_\_\_ No\_\_\_

8.8. If a complaint was given, to whom \_\_\_\_\_

8.9. And what was done about the complaint \_\_\_\_\_

8.10. Is there a committee that deals with sexual harassment cases? Yes\_\_\_ No\_\_\_

8.11. If yes, does a woman head it? Yes\_\_\_ No\_\_\_

8.12. What is the role of this committee? \_\_\_\_\_

8.13. Was the man penalized? Yes\_\_\_ No\_\_\_

8.14. Have women been harassed otherwise? (mental/emotional) Yes\_\_\_ No\_\_\_

8.15. Have women left the job due to harassment? Yes\_\_\_ No\_\_\_

8.16. Describe \_\_\_\_\_

### **IX. Examples of Successful Mutual Cooperation/ Best Practices**

9.1. Are you happy in your job? Yes\_\_\_ No\_\_\_

9.2. Yes No Do you have any suggestions to improve the working conditions and facilities?

\_\_\_\_\_

\_\_\_\_\_

9.3. What are the good management practices in your company that help you?

\_\_\_\_\_

\_\_\_\_\_

## II - Questionnaire for Male Workers

I. Company name \_\_\_\_\_

Date : \_\_\_\_\_

Number of Workers	Men	Women	Total
1.1 Regular			
1.2 Casual			

1.3. Products of the company: \_\_\_\_\_

### II. Background Information/Demographic Data

2.1. Name \_\_\_\_\_ 2.2 Age \_\_\_\_\_

2.3 Married  Single  2.4 Number of children \_\_\_\_\_

2.5. Number of Family members: \_\_\_\_\_ 2.6. Religion: \_\_\_\_\_

2.7. Your monthly income \_\_\_\_\_ 2.8. Total Family Income \_\_\_\_\_

2.9. Education \_\_\_\_\_

### III. Employment

3.1. Occupation/ Job Title \_\_\_\_\_

3.2. Are you a casual worker \_\_\_\_\_ or a regular worker \_\_\_\_\_

3.3. Describe your work? \_\_\_\_\_

3.4. When did you join the Company \_\_\_\_\_

3.5. At what wage: \_\_\_\_\_

3.6. Do women workers doing the same work get less than you? Yes \_\_\_ No \_\_\_

3.6.1 . If yes, how much? \_\_\_\_\_

### IV Promotion & Benefits

#### *Promotions*

4.1. How many promotions have you got since joining? \_\_\_\_\_

4.2. Has the nature of your work changed over time? Yes \_\_\_ No \_\_\_

4.2.1. If yes how? \_\_\_\_\_

#### *Benefits*

4.3. ESI Yes \_\_\_ No \_\_\_

4.4. Other Medical benefits Yes \_\_\_ No \_\_\_

4.5. Housing allowance Yes \_\_\_ No \_\_\_ If yes how much \_\_\_\_\_

4.6. Travel allowance Yes \_\_\_ No \_\_\_ If yes how much \_\_\_\_\_

- 4.7. Annual paid leave Yes \_\_\_ No \_\_\_ If yes how many days \_\_\_\_
- 4.8. Provident Fund Yes \_\_\_ No \_\_\_ If yes specify \_\_\_\_\_
- 4.9. Gratuity Yes \_\_\_ No \_\_\_
- 4.10. Bonus Yes \_\_\_ No \_\_\_
- 4.11. Other benefits Yes \_\_\_ No \_\_\_
- 4.12. Specify \_\_\_\_\_

## V. Working Conditions

### *Hours of Work*

- 5.1. What are your hours of work? From \_\_\_\_\_ To \_\_\_\_\_
- 5.2. Would you like to work part-time \_\_\_\_\_ or full-time \_\_\_\_\_
- 5.3. If yes why? \_\_\_\_\_
- 5.4. What are the problems in commuting? \_\_\_\_\_
- 5.5. Does your work involve Shift duties? Yes \_\_\_ No \_\_\_
- 5.6. Do men work less hours \_\_\_\_\_ or more hours \_\_\_\_\_ than women?
- 5.7. Do you work over time? Yes \_\_\_ No \_\_\_
- 5.8. Do you like doing over time? Yes \_\_\_ No \_\_\_
- 5.9. Is overtime paid double the rate? Yes \_\_\_ No \_\_\_
- 5.10. If not, how much are you paid? Rs \_\_\_ per \_\_\_

### *Days Worked*

- 5.11. Do you get any days off in a week? Yes \_\_\_ No \_\_\_
- 5.12. Are these off-days paid or not? Yes \_\_\_ No \_\_\_
- 5.13. Why do you usually take leave?  
\_\_\_\_\_  
\_\_\_\_\_

## Facilities at Work

- 5.14. Do men and women have separate toilets? Yes \_\_\_ No \_\_\_
- 5.15. How many toilets are there? \_\_\_\_\_ toilets
- 5.16. Is there clean drinking water? Yes \_\_\_ No \_\_\_
- 5.17. Do separate washing facilities exist for women employees? Yes \_\_\_ No \_\_\_
- 5.18. Is there a rest room for workers? Yes \_\_\_ No \_\_\_
- 5.19. Are there child-care facilities/creches? Yes \_\_\_ No \_\_\_
- 5.20. How long is your lunch-time? \_\_\_\_\_ minutes
- 5.21. What lunch room facilities are there? \_\_\_\_\_
- 5.22. Are there any other breaks during the workday? Yes \_\_\_ No \_\_\_
- 5.23. What problems do you face at work? Yes \_\_\_ No \_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Training*

- 5.24. Have you received any training at work? Yes \_\_\_ No \_\_\_
- 5.25. Describe \_\_\_\_\_
- 5.26. When mechanization/restructuring occurs do workers get retrained? Yes \_\_\_ No \_\_\_

**VI. Occupational and health safety**

- 6.1. Is there any Safety Committee in the Company? Yes \_\_\_ No \_\_\_
- 6.2. Is there any Safety Officer in the Factory? Yes \_\_\_ No \_\_\_
- 6.3. What are the hazards at work? \_\_\_\_\_
- 6.4. What kind of ailments/health problems have you been experiencing?  
\_\_\_\_\_
- 6.5. What types of materials (chemicals, raw materials, tools) do you handle?  
\_\_\_\_\_  
\_\_\_\_\_
- 6.6. Have there been any accidents? Yes \_\_\_ No \_\_\_
- 6.7. Describe \_\_\_\_\_
- 6.8. Does the company provide any safety training? Yes \_\_\_ No \_\_\_
- 6.9. Describe \_\_\_\_\_

**VII. Collective Bargaining or Other Consultative Mechanisms**

- 7.1. Is there any Union at your workplace? Yes \_\_\_ No \_\_\_
- 7.2. If yes, name of the union(s) and its affiliation, if any. \_\_\_\_\_
- 7.3. Are women members of the union? Yes \_\_\_ No \_\_\_
- 7.4. What should the Union do to encourage women workers to participate in the Union's activities? \_\_\_\_\_
- 7.5. When you have a problem at work, who do you approach? \_\_\_\_\_
- 7.6. What are the main issues the union tackles? \_\_\_\_\_
- 7.7. Is there any written collective agreement? Yes \_\_\_ No \_\_\_
- 7.8. Does this Collective agreement have any provisions specific to the women workers?  
Yes \_\_\_ No \_\_\_
- 7.9. Have there been any strikes or lockouts? Yes \_\_\_ No \_\_\_
- 7.10. Have been any employees been suspended \_\_\_\_\_ retrenched \_\_\_\_\_ transferred \_\_\_\_\_
- 7.11. Is there any voluntary retirement scheme in your company? Yes \_\_\_ No \_\_\_
- 7.12. Have women taken VRS? Yes \_\_\_ No \_\_\_

**VIII. Relationships with supervisors/seniors/colleagues**

- 8.1 . Does your supervisor shout at workers Yes \_\_\_ No \_\_\_
- 8.2. Do you have any problems with your supervisor? Yes \_\_\_ No \_\_\_
- 8.3. Describe \_\_\_\_\_
- 8.4. Does he/she have the power to suspend you \_\_\_\_\_ promote you \_\_\_\_\_?
- 8.5. Have there been cases of sexual harassment at work? Yes \_\_\_ No \_\_\_
- 8.6 Describe \_\_\_\_\_
- 8.7. Is there a committee that deals with sexual harassment cases? Yes \_\_\_ No \_\_\_
- 8.8. If yes, does a woman head it? Yes \_\_\_ No \_\_\_
- 8.9. What is the role of this committee? \_\_\_\_\_
- 8.10. If yes, have the concerned women complained? Yes \_\_\_ No \_\_\_
- 8.11. And what was done about the complaint Yes \_\_\_ No \_\_\_

**IX. Examples Of Successful Mutual Cooperation/ Best Practices**

- 9.1. Are you happy in your job? Yes \_\_\_ No \_\_\_
- 9.2. Do you have any suggestions to improve the working conditions and facilities?  
 \_\_\_\_\_  
 \_\_\_\_\_
- 9.3. What are the good management practices in your company that help you?  
 \_\_\_\_\_  
 \_\_\_\_\_

### III - Questionnaire for the Union

I. Company name \_\_\_\_\_

Date : \_\_\_\_\_

1.1 Name \_\_\_\_\_

1.2. Total Number of workers in the company:	Male _____	Female _____	Total _____
1.3. Number of contract/casual workers:	Male _____	Female _____	Total _____

1.4. Products of the Company \_\_\_\_\_

1.5. Name of the Union(s) and affiliation:  
\_\_\_\_\_

#### II. Employment

2.1 Are you employed in the company? Yes \_\_\_ No \_\_\_

2.2 Occupation/ Job Title \_\_\_\_\_

2.3 What kind of work do men do and what kind do women do?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2.4. Are there instances where women doing the same work get paid less than men?

Yes \_\_\_ No \_\_\_

2.5. If yes, give example \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### III Promotion & Benefits Promotions

3.1. Is there a promotion policy? Yes \_\_\_ No \_\_\_

3.2. What is the criteria for promotions? \_\_\_\_\_  
\_\_\_\_\_

3.3. In what ways do women find it difficult to meet these criteria? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Benefits in your company

3.4. ESI Yes \_\_\_ No \_\_\_

3.5. Other Medical benefits Yes \_\_\_ No \_\_\_

3.6. Housing allowance Yes \_\_\_ No \_\_\_ If yes how much \_\_\_\_\_

3.7. Travel allowance Yes \_\_\_ No \_\_\_ If yes how much \_\_\_\_\_

3.8. Maternity leave Yes \_\_\_ No \_\_\_ If yes how many \_\_\_ days

- 3.9 Annual paid leave Yes \_\_\_ No \_\_\_ If yes how many \_\_\_ days
- 3.10 Provident Fund Yes \_\_\_ No \_\_\_ If yes specify \_\_\_\_\_
- 3.11 Gratuity Yes \_\_\_ No \_\_\_
- 3.12 Bonus Yes \_\_\_ No \_\_\_
- 3.13 Other benefits Yes \_\_\_ No \_\_\_
- 3.14 Specify \_\_\_\_\_

#### IV. Working Conditions

##### *Hours and Days of Work*

- 4.1. What are the hours of work? From \_\_\_ To \_\_\_
- 4.2. Are there shift duties? Yes \_\_\_ No \_\_\_
- 4.3. Do women work over time? Yes \_\_\_ No \_\_\_
- 4.4. If women do not want over time work do they have a choice? Yes \_\_\_ No \_\_\_
- 4.5. If women work late hours, how do they return home? \_\_\_\_\_
- 4.6. Is overtime paid double the rate? Yes \_\_\_ No \_\_\_
- 4.7. If not, how are they paid? \_\_\_\_\_
- 4.8. How many off-days do workers get in a week? \_\_\_\_\_ days
- 4.9. Are holidays and off-days paid or not? Yes \_\_\_ No \_\_\_
- 4.10. Do you think there should be part time jobs available? Yes \_\_\_ No \_\_\_
- 4.11. If yes, what kinds of jobs and for who?

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##### **Facilities at Work**

- 4.12. Do men and women have separate toilets? Yes \_\_\_ No \_\_\_
- 4.13. How many toilets are there for men \_\_\_\_\_ and women \_\_\_\_\_?
- 4.14. Is clean drinking water available? Yes \_\_\_ No \_\_\_
- 4.15. Do separate washing facilities exist for women employees? Yes \_\_\_ No \_\_\_
- 4.16. Is there a rest room for women workers? Yes \_\_\_ No \_\_\_
- 4.17. Are there child-care facilities/creches? Yes \_\_\_ No \_\_\_
- 4.18. What lunch room facilities are there? \_\_\_\_\_
- 4.19. What breaks are there during the workday? \_\_\_\_\_

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## V. Working and Service Conditions, Especially for Women Workers

*Problems faced at work:*

5.1 What problems do workers face?

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5.2 What problems do women workers face at work?

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## VI. Training

6.1. Do workers receive any training in your company? Yes \_\_\_ No \_\_\_

6.2. Do women workers get any training? Yes \_\_\_ No \_\_\_

## VII. Relationships with supervisors/seniors/colleagues

7.1. Do women workers have problems with their supervisors? Yes \_\_\_ No \_\_\_

7.2. Describe \_\_\_\_\_

7.3. Have there been any cases of sexual harassment? Yes \_\_\_ No \_\_\_

7.4. If yes, describe \_\_\_\_\_

7.5. Is there a committee that deals with sexual harassment cases? Yes \_\_\_ No \_\_\_

7.6. If yes, does a woman head it? Yes \_\_\_ No \_\_\_

7.7. What is the role of this committee? \_\_\_\_\_

7.8. If yes, have you or the concerned women complained? Yes \_\_\_ No \_\_\_

7.9. If a complaint was given, to whom \_\_\_\_\_

7.10. And what was done about the complaint \_\_\_\_\_

7.11. What was the punishment? \_\_\_\_\_

7.12. Have women left the job due to harassment? Yes \_\_\_ No \_\_\_

7.13. Have women been harassed otherwise? (mental/emotional) Yes \_\_\_ No \_\_\_

7.14. Describe \_\_\_\_\_

## VIII. Occupational safety

8.1. Is there any Safety Committee in the Company? Yes \_\_\_ No \_\_\_

8.2. Is the Safety Committee functional? Yes \_\_\_ No \_\_\_

8.3. Do Employees undergo any annual health checkups? Yes \_\_\_ No \_\_\_

8.4. Which jobs are considered dangerous? \_\_\_\_\_

8.5. Who does this work- regular employees or contract ? \_\_\_\_\_

8.6. What kind of ailments/health problems do workers experience generally?'

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8.7. What medical attention have they got when sick?

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8.8. Do you see a link between the work and worker health problems? Yes \_\_\_ No \_\_\_

8.9. What types of materials (chemicals, raw materials, tools) do workers handle?

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8.10. Have there been any accidents? Yes \_\_\_ No \_\_\_

8.11. Describe \_\_\_\_\_

8.12. Does the company provide any safety training? Yes \_\_\_ No \_\_\_

8.13. Describe \_\_\_\_\_

8.14. What initiatives has the union taken to promote safety? \_\_\_\_\_

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### **IX. Collective Bargaining or Other Consultative Mechanisms**

9.1. Are women members of the Union? Yes \_\_\_ No \_\_\_

9.2. What should the Union do to encourage women workers to participate in the Union's activities? \_\_\_\_\_

9.3. Is there any written collective agreement? Yes \_\_\_ No \_\_\_

9.4. Does this Collective agreement have any provisions specific to the women workers? Yes \_\_\_ No \_\_\_

9.5. Are you aware of ILO & /or its Conventions? Yes \_\_\_ No \_\_\_

9.6. Over what issues have there been: \_\_\_\_\_

9.7. Strikes \_\_\_\_\_

9.8. Lockouts \_\_\_\_\_

9.9. Suspensions \_\_\_\_\_

9.10. Retrenchments \_\_\_\_\_

9.11. Is there any voluntary retirement scheme in your company? Yes \_\_\_ No \_\_\_

9.12. Does your union oppose VRS? Yes \_\_\_ No \_\_\_

9.13. Have women taken VRS? Yes \_\_\_ No \_\_\_

9.14. If yes, why? \_\_\_\_\_

### **X. Examples Of Successful Mutual Cooperation/ Best Practices**

10.1. What are your recommendations to improve working conditions of women

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10.2. What are the good management practices in your company that help women workers?

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## IV. - Questionnaire for Management

1. Company name \_\_\_\_\_

Date: \_\_\_\_\_

1.1. Name \_\_\_\_\_

Number of Workers	Men	Women	Total
1.2 Regular			
1.3 Casual			

1.4. Products of the company: \_\_\_\_\_

1.5. Ownership: Public \_\_\_\_\_ Private \_\_\_\_\_ Joint Sector \_\_\_\_\_ Multi national \_\_\_\_\_

1.6. Is there a union in your company? Yes \_\_\_ No \_\_\_

### II. Employment

2.1 . What kind of work do men do and what kind do women do?

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2.2. What are the reasons for women earning less than men for similar work?

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### III. Promotion & Benefits

#### *Promotions*

3.1 . Is there a promotion policy? Yes \_\_\_ No \_\_\_

3.2. What is the criteria for promotions? \_\_\_\_\_

3.3. In what ways do women find it difficult to meet these criteria? \_\_\_\_\_

#### *Benefits in your company*

3.4. ESI Yes \_\_\_ No \_\_\_

3.5. Other Medical benefits Yes \_\_\_ No \_\_\_

3.6. Housing allowance Yes \_\_\_ No \_\_\_ If yes how much \_\_\_\_\_

3.7. Travel allowance Yes \_\_\_ No \_\_\_ If yes how much \_\_\_\_\_

3.8. Maternity leave Yes \_\_\_ No \_\_\_ If yes how many \_\_\_\_\_ days

3.9. Annual paid leave Yes \_\_\_ No \_\_\_ If yes how many \_\_\_\_\_ days

3.10. Provident Fund Yes \_\_\_ No \_\_\_ If yes specify \_\_\_\_\_

3.11. Gratuity Yes \_\_\_ No \_\_\_

3.12. Bonus Yes \_\_\_ No \_\_\_

3.13. Other benefits Yes \_\_\_ No \_\_\_

3.14. Specify \_\_\_\_\_

#### IV. Working Conditions

##### *Hours and Days of Work*

4.1. What are the hours of work? From \_\_\_ To \_\_\_

4.2. Are there shift duties? Yes \_\_\_ No \_\_\_

4.3. What is the company policy on overtime for women?

4.4. If women work late hours, how do they return home? \_\_\_\_\_

4.5. Is overtime paid double the rate? Yes \_\_\_ No \_\_\_

4.6. If not, how are they paid? \_\_\_\_\_

4.7. How many off-days do workers get in a week? \_\_\_\_\_ days

4.8. Are holidays and off-days paid or not? Yes \_\_\_ No \_\_\_

4.9. Do you think there should be part time jobs available? Yes \_\_\_ No \_\_\_

4.10. If yes, what kinds of jobs and for who?

##### *Facilities at Work*

4.11. Do men and women have separate toilets? Yes \_\_\_ No \_\_\_

4.12. How many toilets are there for men \_\_\_\_\_ and women \_\_\_\_\_?

4.13. Is clean drinking water available? Yes \_\_\_ No \_\_\_

4.14. Do separate washing facilities exist for women employees? Yes \_\_\_ No \_\_\_

4.15. Is there a rest room for women workers? Yes \_\_\_ No \_\_\_

4.16. Are there child-care facilities/creches? Yes \_\_\_ No \_\_\_

4.17. What lunch room facilities are there? \_\_\_\_\_

4.18. What breaks are there during the workday? \_\_\_\_\_

#### V. Working and Service Conditions, Especially for Women Workers

##### *Problems faced at work:*

5.1. What are the main problems that workers bring to you?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5.2. What problems do women workers face?

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### VI. Training

6.1. Do workers receive any training in your company? Yes \_\_\_ No \_\_\_

6.2. Do women workers get any training? Yes \_\_\_ No \_\_\_

6.3. Has your company undergone any modernization/restructuring Yes \_\_\_ No \_\_\_

6.4. If yes, what \_\_\_\_\_

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### VII. Relationships with supervisors/seniors/colleagues

7.1. Have any women reported problems with their supervisors? Yes \_\_\_ No \_\_\_

7.2. Describe \_\_\_\_\_

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7.3. Have there been any cases of sexual harassment? Yes \_\_\_ No \_\_\_

7.4. If yes, describe \_\_\_\_\_

7.5. If yes, have the concerned women complained? Yes \_\_\_ No \_\_\_

7.6. Is there a committee that deals with sexual harassment cases? Yes \_\_\_ No \_\_\_

7.7. If yes, does a woman head it? Yes \_\_\_ No \_\_\_

7.8. What is the role of this committee? \_\_\_\_\_

7.9. If a complaint was given, to whom \_\_\_\_\_

7.10. And what was done about the complaint \_\_\_\_\_

7.11. What was the punishment? \_\_\_\_\_

7.12. Have women left the job due to harassment? Yes \_\_\_ No \_\_\_

7.13. Have women been harassed otherwise? (mental/emotional) Yes \_\_\_ No \_\_\_

7.14. Describe \_\_\_\_\_

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### VIII. Occupational safety

8.1. Is there any Safety Committee in the company? Yes \_\_\_ No \_\_\_

8.2. What powers does the Safety Committee have?

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8.3. Do employees undergo any annual health checkups? Yes \_\_\_ No \_\_\_

8.4. What kind of ailments/health problems do workers experience generally?  
\_\_\_\_\_

8.5. Which jobs are considered hazardous? \_\_\_\_\_

8.6. Who does this work- regular employees or contract ? \_\_\_\_\_

8.7. What types of materials (chemicals, raw materials, tools) do workers handle?  
\_\_\_\_\_  
\_\_\_\_\_

8.8. Have there been any accidents? Yes \_\_\_ No \_\_\_

8.9. Describe \_\_\_\_\_

8.10. What initiatives has the company taken to promote safety? \_\_\_\_\_  
\_\_\_\_\_

### **IX. Collective Bargaining or Other Consultative Mechanisms**

9.1 . Are women members of the Union? Yes \_\_\_ No \_\_\_

9.2. Is there any written collective agreement? Yes \_\_\_ No \_\_\_

9.3. Does the collective agreement have provisions specific to women? Yes \_\_\_ No \_\_\_

9.4. Are you aware of ILO & /or its Conventions? Yes \_\_\_ No \_\_\_

9.5. What are the major industrial relations problems facing your company?  
\_\_\_\_\_

9.6. Have you had to reduce your workforce in recent years? Yes \_\_\_ No \_\_\_

9.7. If yes, why? \_\_\_\_\_

9.8. Is there any voluntary retirement scheme in your company? Yes \_\_\_ No \_\_\_

9.9. Have women taken VRS? Yes \_\_\_ No \_\_\_

10.1 . If yes, why? \_\_\_\_\_

### **X. Examples Of Successful Mutual Cooperation/ Best Practices**

10.1 . What are the good management practices in your company that help women workers?  
\_\_\_\_\_  
\_\_\_\_\_

10.2. What are your recommendations to improve working conditions of women  
\_\_\_\_\_  
\_\_\_\_\_

# WOMEN WORKERS : INEQUALITIES AT WORK



This report is based on a survey of women workers in industry as diverse as Pharmaceuticals, Medical Care, Rubber Products, Electronics, Garments, Packing Materials, Hospitality Services, Furnishing, Entertainment, Engineering, Services, Medical Transcription and Banking. It examines the working conditions for women in industry and analyses possible discrimination against them from four perspectives: the woman worker, the male worker, the management and union leader. The study looks at specific working conditions, promotions and benefits, facilities, occupational health and safety and harassment of women at the workplace.

This study reveals significant differences in the nature and conditions of work, and incomes between men and women at the workplace. Women face worse conditions, have less access to education and training, and thereby have lower skill levels than men.

The report also tries to surface best practices with respect to women workers so that workers organisations, could use these to advocate changes in working conditions, and make collective bargaining more gender sensitive.