



A STUDY ON SAFETY AND WELFARE MEASURES PROVIDED TO THE WOMEN WORKING NIGHT SHIFTS IN IT INDUSTRY

Nikhita K* Dr S J Manjunath**

**Research Scholar, DOS in Business Administration, BIMS, University of Mysore.*

***Professor, DOS in Business Administration, BIMS, University of Mysore.*

Abstract

In today's competitive world, the global workforce participation rate is declining to both men and women. Women are less likely to get themselves involved and participate. Due to this we can see gender gap and the causes may be structural barriers and cultural restrictions. Women working in the IT sector of India are competitive and their career growth is remarkable. This study has tried to cover the perception of women workers and employers on the existing welfare measures provided and their satisfaction level regarding the same in the IT industry. It has tried to understand the different approaches and expectations of the workers and employers in order to make night shift working safe for women employees.

Keywords: IT sector, Women in IT, Night Shift.

Introduction

IT industry or the computer systems design and the services related to it is known to be amongst the economy's largest and fastest sources of employment and employment growth. The growth impetus for the IT industry is said to be the constant evolution of technology and the need for the business to adapt and integrate these resources in order to increase their productivity which in turn helps in expanding their market opportunities. In the global scenario of the IT industry, we can witness that the Indian IT sector is growing rapidly and is successful in making its presence known in all the parts of the world today. IT sector plays a prominent role in solidifying the economic and technical foundations of India. And Indian professionals are setting benchmarks in their proficiency in IT not just in India but abroad as well. The world today relies on IT for almost everything. Automation is taking over all the sectors of the economy. Due to this, we see the demand and need for Information Technology and the implementation of its resources is essential.

Indian IT Industry

Accessibility of exceptionally qualified talent pool at lower rates helps in cutting the expense for around 60-70 % to source countries. This enormous pool of qualified gifted workforce has empowered Indian IT organizations to assist customers with sparing US\$ 200 billion over the most recent five years. Because of enormous commitment of IT and ITes Administrations in the development of Indian Economy, Government has remembered IT and ITes Services as an important Champion Service for promotion and development. We have managed to establish superiority in terms of cost advantage, skilled manpower and it's availability, and the quality of services. To achieve this, they have constantly enhancing the combination of inorganic and organic initiatives. We can witness that the global leaders in the IT industry are establishing their captive centers in India as they believe that India is in the advantage of being the fastest growing IT markets in the Asia-Pacific region. IT industry is a widespread and has 4 broad categories in IT, they are • IT Services • Engineering Services • ITES-BPO Services • Hardware.



Women in IT sector

It is important to understand the participation of employees in the IT sector before we move on to the theoretical background of the title topic. Let us consider the gender ratio of employees in the IT sector. According to the census of 2001, the workforce of India is known to be 400 million, which is almost 39.1% of the country's total population. Gender differential among the number of male and female workers in the total workforce is significant. In the estimated 400 million workers, 275 million workers are males and the remaining 125 million workers are females. This totally constitutes to 51.7% of the workers being male and 25.5% being females. We can significantly notice that the number of female workers is less than half of the number of male workers. Therefore, in ratio it is about male : female :: 68.4 : 31.6 But when we consider the participation of female workers in IT industry, it is said to be more when compared to other industries, however the male dominate the count even here. The reason to this active participation is said to be the demand for Engineering in the country and the resources widespread across the country. The professional growth of women in the IT sector is said to be because of the fact that woman-friendly image is enjoyed by the computer in the world driven by socio-cultural stigmas. It is believed that computer and its specialization suits women and is said to be a safe job for women to take up. This nature of work involving computers and its specialization is given highest approval from the society. We all know that the IT sector offers white collar jobs with higher salary and they have policies that are gender neutral and is driven only by the skills the employee possess and acquire in order to sustain in the organization. These jobs are known to have easy mobility as well. The other perks of jobs in IT industry is that they have flexible work routine, requires knowledge centric skills, less demanding work process and is indoor. Secondary factors include, recognition and support women's needs, anti-harassment policies, transportation facility and health care. To support and encourage women to take up IT jobs and to cover up the talent shortage, initiatives were taken and as a result, women workforce was drawn into the industry which was predominant with masculine workforce. It is said that IT industry was the first to recognize the importance of diversity in the organization culture and also to show the significance of inclusion of women workers. They believe that diversity is the key of innovation.

Night Shift in IT industry

Shift work is something that has emerged in many industries from a long time. We have seen people work on shifts through the years in fields like medicine, transportation, emergency services, police, security and emergency services and so on. We have also seen factories and mining industry work through shifts to maximize the resources that are fetched. In today's world, multiple industries and companies under it are victims of globalization. And the acquirement of globalization across industries has made it important for them to work 24/7 in order to keep up with the time zones and also to keep up with the economy and emerge as a leader. In today's world, we can see that the IT and ITES industry has the maximum need of working through shifts in order to maintain the balance of ever-increasing demands in the work. Therefore a great number of people work through day and night shifts in the IT industry's various firms. These are white collar shift workers. Due to the demand to work through the night shift, we can see that the people are willing to take part in the non-traditional hours of the job, and are rewarded with greater opportunities and are paid surplus. Due to the existing demand, we can also see that there lots of opportunities available in it IT industry for working night shifts. Normally people who wish to study during the day time or are bound with family responsibilities take up night shifts. As a result of this, we see young people working this non-traditional shifts in the firms of IT industry today and nowadays women workers are a part of this.



Objectives of the study

- To understand the night shift working and its impact on the women employees
- To throw light on the pros and cons with respect to the career growth and opportunities, impact of social and personal life for night shift women workers
- To analyze gap between the requirements of the women workers and the existing measures that are in action.

I. Literature Review

1. **Title: Guidance for employees and employers on Night Shift Work, Health and Safety Authority**

Author: The Metropolitan Building, James Joyce Street, Dublin.

This article talks about the ways the employers and employees need to comply with the health and safety legislations. It tells the importance of following these safety legislations in order to minimize the adverse effects of the night shift works. It tells us about the potential impact of shift work on the health and safety and also the measures that the employers and employees should take in order to reduce the adverse effect of night shift working. It also assists in bringing down everyday symptoms like fatigue, illness associated with sleeping disorders in the employees. It gives a practical advice on carrying out risk assessments, shift design and maintenance of work environment.

2. **Title: Night Shift Women: Growth & Opportunities**

Author: The Associated Chambers of Commerce and Industry of India (ASSOCHAM).

This article gives experiences on the pre presence of night shifts for men and how the authorization of Factories Act has changed the workplace for ladies and how the nightshifts for ladies suggest increments in their profitability, quality and worldwide exposure. Representative workers asked to give compulsory advantages so as to remunerate the penances done towards the public activity. They gave an input that said extra advantages are genuinely necessary so as to keep them inspired. Aside from this, they indicated their disappointment towards not having the arrangement for childcare during the night shifts.

3. **Title: Safety measures for women working in night shifts**

Author: Bhaskar Bhattacharya

The author has put forth a legitimate database on ladies working in the night changes and the measures and security gears that the association needs to take so as to guarantee most extreme assurance that the lady ready to work night shift needs. It will be additionally the obligation of the business to make plans for transportation of the female representatives who work in the night move from their individual habitation to the manufacturing plant before the work begins and from the industrial facility to their separate living arrangement after the obligation hours of the night move if similar finishes before 6.00 a.m. In addition, as showed over, the courses of action ought to likewise be made for opening satisfactory clinical unit for such female representatives and the arrangement for creches as accommodated in segment 48 of the Demonstration ought to likewise be carefully clung to during the night-move. The proprietors/occupiers of the organization who expect to run night-move with ladies laborers will, before beginning such move, advise the respondents recorded as a hard copy regarding their goal and such night-move with ladies laborers will begin simply after the specialists of the State Government, after review, is happy with the game plan of wellbeing and safety efforts made by the proprietors/occupiers



and significantly in the wake of beginning such moves, if during resulting assessment any inadequacy is discovered, it will be available to the State Government to pass request halting such night-move.

4. Title: Legal framework and regulations concerning shift work in India

Author: Anubhav Pandey, Pleader’s Intelligent Legal Solutions

This paper speaks principally about enactment in India identified with night shift work. It discusses how the business needs to go to its obligations and care for the measures in order to stop the negative effect of night shift working. The structures and workplace that can be adjusted in the association to ease working and the significance of medicinal services and guiding in the association is also given prominence here.

II. Research Methodology Sample

A sample is drawn from the desired population. The sample consists of a combination of respondents who are women workers of IT firms and also employers. This sample is collected from across various IT industry employees. A sample of size of 100 participants is considered in this analysis.

This study is a combination of Descriptive and Exploratory survey

- Exploratory: This is a sort of examination directed on issues that are not concentrated top to bottom and are open for additional upgrades and recommendations so as to draw out the most ideal arrangement among the other options. Data is acquired from diaries, journals, research papers and other confided online sources.
- Descriptive: This is utilized to portray the highlights of what is being considered. We can utilize different techniques to gather data, for example, interviews, surveys, feedback, meeting, observations and perceptions to comprehend the impression of the workers in the pertinent field.

Mode of survey

Analysis

Google forms are made use in this survey, and are evaluated based on the obtained responses.

Particulars	Number of Respondents	Percentage (%)
Day Shifts	46	46
Night Shifts	4	4
Both	50	50

Table 1.1- Preference to shift working

Particulars	Number of Respondents	Percentage (%)
Yes	74	74
No	26	26
Total	100	100



Table 1.2- Support the concept of women working night shift

Particulars	Number of Respondents	Percentage (%)
Yes	63	63
No	37	37
Total	100	100

Table 1.3- Satisfaction with allotment of night shift

Particulars	Number of Respondents	Percentage (%)
Men only	26	26
Women only	2	2
Both Men and Women	72	72
Total	100	100

Table 1.4- Choice of shift based on gender

Particulars	Number of Respondents	Percentage (%)
Yes	52	52
No	26	26
Maybe	22	22
Total	100	100

Table 1.5- Is Equal opportunity given to men and women

Particulars	Number of Respondents	Percentage (%)
Strongly agree	32	32
Agree	30	30
Neutral	22	22
Disagree	8	8
Strongly disagree	8	8
Total	100	100



Table 1.6- Is Gender gap creating growth opportunity for women

Particulars	Number of Respondents	Percentage (%)
Easy commute	56	56
Increased productivity	52	52
Premium pay	76	76
Pursue education	60	60
Increased job opportunities and career growth	83	83
Lesser competition	62	62
More time in hand	73	73
Lesser disruptions	48	48

Table 1.7- Pros of working night shifts in India

Particulars	Number of Respondents	Percentage (%)
Unsafe to work at night	59	59
Gets monotonous and boring overtime	36	36
Changes in sleeping pattern	66	66
Affects personal and social life	73	73
Prone to health issues	80	80
Lack of concentration	55	55
Lack of access to support services	54	54
Change in eating habits due to unavailability	75	75
Lack of access to emergency services	37	37



Table 1.8- Cons of working night shifts in India

Particulars	Number of Respondents	Percentage (%)
Yes	79	79
No	11	11
Maybe	10	10
Total	100	100

Table 1.9- Firms implementing rules to safeguard women employees

Particulars	Number of Respondents	Percentage (%)
Strongly disagree	2	2
Disagree	10	10
Neutral	15	15
Agree	40	40
Strongly agree	33	33
Total	100	100

Table 1.10- satisfaction of rules implemented in the firms to safeguard women

Inference

Nearly half of the respondents prefer to work both the shifts and at the same time the remaining of them prefer to work only in day shift. Each one of them has their reasons for it. However negligible numbers of responses show that some prefer to work only night shift. From the study it is evident that 3/4th of the women are not against the concept of working night shift at their workplace. And the remaining of them do not support or encourage the concept of women working night shifts. The choice for working night shift should be left to the individual itself. However, men don't always have the privilege to stand up to them not working night shift. Similarly, some women are not satisfied with their employer deciding whether someone has to work night shift or not and the decision should be left to the worker itself. When it comes to shift working, priority is given to both men and women equally by the employer. Since women can do anything pretty much just as men, the only possible thing that could have been left out was shift working, therefore women being supportive of shift working is known to bring balance of gender gap. Women ready to work night shifts believe that they are open to more opportunities and growth at the workplace. Working night shift will have an increase in the pay and are given additional benefits for it. Night shift working gives more time in hand and therefore helps us pursue other commitments. Many women say that they like the commute part as there will be minimal traffic to the workplace from home. Most women in the survey are against night shift mainly because of the way it can affect the biological clock of a person and the health issues that can arise along with it. Other major concern is that there is limited access to emergency services during the night time and it could be a serious problem at times of need. Few women even have past experiences that are in appropriate and they are not willing to take up night shift again neither are they supportive to this idea.

Women, who are ready to work night shifts, do not opt for it because of the social stigma that they face in the society. Majority of the workers specially women prefer to work day shift for lesser salary than work for night shift for higher salary when given a choice. When asked for what should change in order to feel safer in night shift, the following responses were reported. (1) Mental health awareness camps (2)



Increased number of women workers (3) Online tracking of cab facilities given to women (4) Cab facilities exclusively for women (5) Increase the security facilities within the working premises.

Conclusion

Companies could avoid following shift working but the main reason is globalization. They connect to countries abroad and undertake projects which have to be worked during the working hours of those respective countries. However it is purely based on the project and the clients. Through this study we could see the measures that are taken by the government in order to safeguard the rights of the female workers working night shift. There are sufficient laws and amendments that are framed to protect and encourage the workers to take up shift working. Though there are plenty of laws and acts, the organization is responsible to execute them and bring justice to the laws. From the data obtained from the respondents, we could see that they are satisfied with the rules their respective organization has framed with this regard. However, intensifying them will be more helpful. Many women choose day shift working but not ready yet to give up on when asked to work night shift. There is a change in the work places today because of women like them. Some have shown disregard with the certain facilities like transportation only for women and not having security check while traveling in the cabs. Despite this, women workers are more than ready to be a part of shift working while the rules are improvised every day and followed strictly.

References

1. Thampi. D.S (2006) „Strategic Approach to Women working in night shifts in India “ Atlantic Publishers and Distributors, New Delhi.
2. Drake, C. L., Roehrs, T., Richardson, G., Walsh, J. K., & Roth, T. (2004). Shift work sleep disorder: prevalence and consequences beyond that of symptomatic day workers. *Sleep*, 27(8), 1453-1462.
3. Begum, K. J. A. (2013). Women and BPO's in India, *International journal of humanities and social, Science Invention*.
4. Rutenfranz, J. (1982). Occupational health measures for night-and shift workers. *Journal of Human Ergology*.