

## **CHAPTER-IX**

### **FINDINGS, SUGGESTIONS AND CONCLUSION**

**9.1 FINDINGS**

**9.2 SUGGESTION**

**9.3 CONCLUSION**

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The final chapter of the study is to provide an epilogue for the findings and suggestions. The findings of the study are provided in nutshell so as to pinpoint the major issues and concerns. Problems of women in general and women conductors in particular do not confine only to the variables identified and the study conducted hitherto, but with the available methodology, techniques and tools, the present study has been conducted with all other limitations.

The findings mentioned in this chapter and suggestions provided are well within the framework of objectives and hypothesis of the study. Nevertheless, humanistic approach beyond any said boundaries were kept in mind while providing suggestions which have to be understood and need policy formulation, along with proper and timely implementations by the organization. The surrounding people need to be more sensitive to the sentiments, suffering, conditions and context, in which the respondents work. The present study explains Smith's view and theoretical dimension of *Standpoint* view of women in their 'situation' from *Institutional Ethnographic* perspective. The opinions, expressions of the respondents are directly from their heart, body and soul than the perceived one. The findings and suggestions are hence drawn from these aspects of the study than the already perceived notions, of masculine understandings of the society. The views of the research are from theoretical, substantial, statistical and empirical grounds hence the suggestions are to be incorporated through institutional means, by the organisation and the same should set a model to the remaining organizations of the country.

## **9.1 Findings of the study:**

### **A. Socio-Economic profile of the respondents:**

- The majority of the women conductors come under the age group of 19-33; it constitutes 91.6 percent of the total sample. It shows that the entry of women in transport sector as bus conductor is recent phenomena.
- In caste composition SC & ST concentrates 17.7 percent, OBC concentrates 79.7 and only 2.7 percent falls under GM. It reveals that the male dominated works are majorly occupied only by the socially lower strata of the society.
- Majority of the women bus conductors are from rural background which constitutes 79.3 percent whereas 20.7 percent comes under urban background. It reveals that rural young women are more attracted towards employment to become self-sufficient and utilize their education.
- 75.6 percent of the respondents have obtained pre-university of education. Even though 24.3 percent respondents have obtained graduation and post graduation, they entered the D group post which shows the intensity and inevitability of the economic condition and unemployment of the respondents.
- Marital status of the respondents reveals that 76.3 percent are married, 17.7 percent are unmarried, 5.3 percent are widow and 0.7 percent is separated from the marital relations. It shows that majority

employees are married and working for fulfill the economic needs of the family.

Through this profile, it is evident that the samples are representative, but the status and conditions are from the known standards. The next face of background also continues on the same line which addresses study objectives. The findings of the study are drawn from the sample which is representative of the larger universe. The findings in nutshell are presented as follows, to give a glimpse of the facts based on the scientific study. Many of the findings either reiterate the facts mentioned already or in some cases they reveal more heart throbbing facts.

In this section, the objective *one* has been analyzed and Hypotheses *one* and *two* have been proved.

*{O1: To understand the socio-economic profile of women workers of transport industry.}*

*H1: Economic aspect is the major which is forcing women to work outside their household, which include income rising to meet expenditure, and increase in the cost of living.*

*H2: Education, awareness and opportunities (legislative) have opened new spaces for women in the conventional work place.}*

## **B. Parent Family profile of the respondent:**

- Educational background is as known, very low of the respondents parents. 28.7 percent are literate, 42.3 percent have obtained primary level of education, 19.3 percent obtained secondary education, 6.3 percent pre- university education and only 3.3 percent has obtained graduation. It reflects the motivation and encouragement of the parents towards their daughter to work outside the home even though they possessed lower education qualification.
- With regard to occupation of the respondent's parent family, majority of them are from agricultural background which constitutes 63.6 percent and rest of the family are engaged in petty business and working in private sector for megre wages.
- 83 percent of the respondent's parent families are earning less than five thousand rupees monthly which reveals the economically lower strata of the society seeking social security through getting employment in public sector and improve the socio-economic status of their family.

Given this background of the respondents in the field, the social realities and opinions generated are presented in the form of statements which are substantial in nature than statistical. Though many variables correlate statistically, the 'social facts' and vulnerability are substantially connected, the same are revealed as per the following.

## **C. Occupational challenges and problems:**

- Shift work has created an occupational, psychological, household and social security problem among women bus conductor.
- Standing with long hours has led to physiological and other health related problems.
- Miscarriage is one of the major challenge and problem due to the nature of work.
- Child care is one of the major challenging tasks for working mothers in the transport organization.
- Women conductors are facing mental stress and psychological problems in occupation due to, handling commuters, misbehavior of the commuters, lack of leisure, and overcrowding in peak hours.
- Job dissatisfaction has been found due to over work load, occupational stress, dual role, lack of leave facilities, low salary, shift hours and health hazard.

In this section, objective *two, three, four* and *five* have been covered and discussed. Hypothesis *three* and *four* are been proved.

*{O2. To understand the factors responsible for their entry in to the industry.*

*O3. To understand the need for change in the structure of the transport workforce with reference to gender (feminization) of order.*

*O4. To access the kind and level of difficulties, as well as harassment faced by the women conductors.*

*O5. To study the impact on their social and health aspects because of their dual role and occupational stress.*

*H3: Financial and social freedom is the significant aspect which drives women to work*

*H4: Women conductors tend to face more problems than any other working women,}*

## **D. Personal and household challenges:**

- Improper child care, husband attitudes, dissatisfaction among the family members and failures in domestic works has emerged as one of the important challenges for women conductors due to the impact of dual role.
- To overcome the dual role and multiple roles the respondents expect their spouse and family members to share the household responsibilities.
- Lack of time to look after their family members, spouse, children and managing multiple roles like; attending social functions, meet friends and relatives have led to the stress problems among women conductors.
- To overcome the stress majority of the respondents prefer to spend more time among the family members, devotional activities and meditation.
- Dissatisfaction among spouse and children are high in married respondents due to spending more time in the office work.

- Expectation of the salary by the family members has taken away the economic freedom of women conductors.
- Social status, economic status and comfortable living are not much satisfactory among women conductors.
- All the above factors have directly impacted on work efficiency.

In this section, hypotheses *seven* have been proved.

*{ H7: Commuters are satisfied with the women conductors with respect to their service. }*

The response to the hypothesis three as individual being the focal point financial and social freedom being the significant aspects which drive women to work has not been statistically proved from the primary data with the existing sample structure. Hence hypothesis three stands nullified. However, the respondents are connected strongly to their family members and household activities, which is contradicting hypothesis three.

*{ H3: Financial and social freedom is the significant aspect which drives women to work }*

## **E. Opinions on women conductors:**

- The commuters and administrators are satisfied about honesty, sincerity and politeness regarding the work of women conductors.
- Commuters are of negative opinion that they are slow at work and are unable to handle difficult situation in peak hours.
- Administrators have opined that women conductors take more leaves and are not fit to the nature of work.

- The wider society have accepted the women entry to masculine job and appreciated their courage and challenges. It indicates that society has gradually accepting the changing new role of women in India.

In this section objective *six*, *seven* and *eight* have been covered and discussed. Hypothesis *six* and *seven* have been proved.

*{O6: To understand the commuters' response to the women conductors.*

*O7: To study the impact on the organization in terms of performance, quality of work, service profitability.*

*O8: To understand the legal provisions made so far and to make necessary suggestions.*

*H6: The organization is performing better in all aspects.*

*H7: Commuters are satisfied with the women conductors with respect to their service.}*

Through research it has come to notice that the society is divided on various issues and variables in terms of digital divide, regional divide/ regional imbalance even with most sophisticated processes of development. Since time immemorial is evident even today that division on gender lines. '*Gender Divide*' is still persistent and continuous probably even in future of course in different forms.

The present study of women conductors revealed similar such hard realities. Though the perceptions have changed drastically the stereotyped notions continue to be there in the minds. As the study covered a whole range of segments of the people connected with the respondents' group (women conductor). The larger society seem to be changing its views, but

with reservations. It is probably a matter of time which proves further with respect to their perceptions and notions.

The concept of division of labour from Durkheim's perspective was very true in the good old days. Gone are those days where the roles were predefined and confinement was the order of the day, especially for women. That looked very much structural and also functional probably. It was functional because of social constraints and abiding them with or without consent.

The scenario seem to have changed, as the 'second gender' has come out of the shelves and accepted all changes with better performance and potentiality proven to equate with men in some cases and excel in others. Though there was a continued existence of conflicts in the minds of the people that was not much manifested. As Marx (1963) indicates, 'the history of all hitherto society is the history of class struggle'. The conflicting class is nothing but gender for status, role, performance, decision making, leadership and even sharing (resources and power). Through continued effect and long struggle women have come to the fore and have accepted new challenges. This approach proves both from structural functional perspective as well as conflict perspective. Conflict exists in the daily day to day life along with structural understanding within the family and organizational structure.

Feminization of roles in formal organization is the resultant of conflicting situations as against smooth adjustment of existing stereotypes. In spite of differences, and problems like dual role, role conflict and health problems faced. As a result is also an extension of continent structural

understandings. In addition the roles, new definitions and new role performances and other familial rearrangements are also symbolic in nature as the interactions are against stereotyped notions and the new roles are mere symbolic, as they have to be performed either by men/ women.

It is also said men are a part of women linguistically '**wo/man**' as it may be constructed and a par Indian mythological constructions 'shiva' is 'Ardhanarishvara' i.e., male half (*Eshwara*) and female half (*Nari*). Symbolic is evident in many societies religious texts but practices. Yes, it is probably a matter of time to accept anything that is different from the existing understanding and practice. From the women's point of view it is still a struggle and continued agony in various spheres of their life.

## **9.2 Suggestions:**

Few suggestions are listed below for the well-being and to provide facilities especially for working women conductor;

- 1) In order to decrease Musculo-skeletal pain and fatigue organization should provide ten minutes leisure between the trips.
- 2) To introduce new model where conductors to be seated in the particular place inside the bus and commuters should proceed to the conductors for purchasing travel ticket.
- 3) As a policy, women conductors should not be assigned in the night shifts.
- 4) To introduce smart cards and tokens to avoid the monetary conflicts in work.

- 5) Work schedules should be flexible by allowing convenience to women workers.
- 6) Minimum number of commuters to be allowed according to the Regional Transport Office [RTO] [60 commuters per bus] rules to reduce the risk of overload of commuters.
- 7) Policies and privileges to be reframed and provide more facilities to increase their job satisfaction.
- 8) Policies should be reviewed from time to time regarding the social security, recruitment, maternity leave, creech facilities, especially for the working women in the male dominated employment.
- 9) To improve the quality of service and efficiency of women conductors, rewards and time bound promotions to be introduced. Penalties and punishment to be reduced.
- 10) Transportation facilities should be provided for women conductors.
- 11) BMTC should provide good, hygienic and nutritious food in all depot canteens.
- 12) Maternity leave period should be increased and office work should be assigned during the period of pregnancy.
- 13) Ladies rest room should be provided with all facilities in all depots and in the last destinations.
- 14) Organizational schools and hospitals should be opened for the welfare of the employees and their family.

- 15)Instead of generalizing the policies and privileges for working women, it is better to provide the policies and privileges according to the nature of work in different sectors.
- 16)To reduce the occupational stress due to child care the creach centers should be established in all depots of BMTC.
- 17)Women conductors be assigned routes, schedules during lean hours. As for possible busy schedules be avoided.
- 18)The plight of the trainees can be better addressed by provided them boarding and lodging facilities by means of organizations own hostel.
- 19)The experienced workers to be promoted to clerical cadre work from conductors' jobs.
- 20)During the peak hours two women conductors per bus may be implemented to avoid stress and difficulty in performance.
- 21)As for possible minimum route schedules to be assigned to women conductors.
- 22)Wherever long route schedules are concerned, organizations rest room facilities be provided at particular destinations to help women conductors to address pertinent physical problems.

### **9.3 Conclusion:**

Recently women in India play diverse role in society. Due to expansion of labour market women are entering even to the masculine jobs. Traditional society like India, women working in masculine jobs is gradually accepting the

new changes and values. The recent development of work force indicates the structural changes of the society.

The problems of women working in this sector are not the same as those faced by women working in other arena. The problems these women face are unique to their work environment. Society has also come to accept women's foray into these predominantly male bastion since the recent times only. There is a need to redefine the role of working women because of the dual roles they play. On one hand they cannot forgo the tasks traditionally undertaken by women at home, such as cooking and taking care of the family. On the other hand, they also cannot back off from the responsibilities entrusted them in the workplace. This has led to women undertaking responsibilities both at home as well as at workplace.

Hence, there is a need for the policy makers also to frame policies that can lighten the burden on women to some extent. Besides this the government should take necessary steps to implement the social legislations for working women and improve the facilities exclusively.

There is a need to study sociologically about gender discrimination and other problems of women employees in so called labeled as men's working sectors including transport. The problems of working women cannot be generalized in every sector, whereas transport has its own problems. Therefore there is a need to be exploring such neglected sections of the society.