

## **CHAPTER – VII**

### **CONCLUSION AND SUGGESTIONS**

#### **7.1 Brief Review of Chapters**

They study is designed with 7 chapters. The First chapter deals with Introduction. It focuses on introduction, historical background and current problems which are being faced by the working women in information technological and biotechnology field. The chapter has explained the methodology used on the basis hypothesis, research questions, scope, research problems and objectives of the study. Service sector is playing an important role in providing maximum facility to the society in our country. In this sector, the major portion has been reserved for women employees. So it is the need of the hour to create greater opportunities for the women employees to explore their potential power for the purpose of development in this sector. There may be a lot of challenges for women employees at their work place but it is important that they do not lose their concentration in transforming challenges into opportunities. India's female workers for employment still remain lowest among the world. However, service sector like ITBT sectors are successful in giving many opportunities to women. Today women role is not only restricted to domestic region, but they able to grab many opportunities in labour market. Service sector jobs provide family friendly policies which help women in balancing between work and family roles.

The Second chapter deals with 'Impact of Industrialization on Working Women in ITBT Sector'. This chapter includes about Industrial Revolution, its growth, factory system, industrialization's global effects, how women are industrialized, impact of industrial revolution on female labour, positive and negative impacts of industrial revolution on working women. The history of women's participation in gainful employment is a recent one. After the industrial revolution, the social situation changed throughout the world and India was no exception. The family no more remained a centre of production. Due to industrialization and urbanization, new social norms and values emerged. Job opportunities, economic hardships at home and a favourable cultural and social situation encouraged women to seek employment outside the home. After independence, the number of women who left the portals of their homes in search of employment, increased day by day.

The Third chapter discussed about ‘The International Protections and the Rights of Women in Globalised World’ which includes Universal Declaration on Human Rights, International Conventions, Optional Protocols and Commission on Status of Women and other Conventions. The rights of women have been recognized in major human rights instruments since the establishments United Nations Organization. The Vienna Declaration adopted in the world Conference on Human Rights at Vienna 1993 recognized women’s rights as inalienable, and an integral and indivisible part of universal human rights. Freedom, justice and fraternity lie on the recognition of equal rights to all the members of society. UDHR has been adopted and proclaimed by the General Assembly of the United Nations on 10<sup>th</sup> December 1948 which has been envisaged in Article 1 and 2. All types of suffrage, humiliation, social negligence and deprivations have forced women to demand for their share of human rights. A number of women movements have forced the word to change attitudes and to make specific provisions for their rights on national and international levels. Gender equality is an important point for the growth and human development in a country. Removal of inequalities gives societies a better chance for development.

The Fourth chapter discussed about the ‘National Protection and Rights of Women in Technological Society’ which includes Constitutional protection, law relating to crimes against women and application of labour laws, Shops and Commercial Establishment Act. The Constitution of India contains several provisions for the protection and security of women. Our constitution has guaranteed freedom, equal rights and dignity to all citizens of India. This helps to eliminate discrimination between men and women on the basis of caste, creed, sex or religion. Constitutional safeguards are made available to women workers through different legislative protective legislations, plans, programmes, policies, and schemes of government. However, majority of the women workers are deprived of this protection. This lacuna has to overcome and these women also have to be covered under the law.

The Fifth chapter discussed about ‘The Role of Judiciary in Protecting the Human Rights of Women Employees; Case Laws with Reference to India’. This chapter focuses on the role of judiciary in protecting the rights of working women. The judgement claimed by Judiciary in many of the cases reflects that its attitude towards women related issues is very impressive and progressive in nature. People in general and women in particular are becoming more and more aware of their rights.

They are approaching the course in greater numbers to get justice and to safeguard their human and constitutional rights. The old stigma and fear of being looked down upon by the society has been honored by the judgments of the honorable courts. The report of judgments and debates on important cases has strengthened the confidence and belief of women in protecting the rights of working women.

The Sixth chapter titled ‘Empirical study in Bangalore-Results and Discussions’ examines about Information technology, human rights and women, its overview on the functioning of high-tech industries like Infosys, Wipro in Bangalore. This chapter also consisting of topmost companies of Bangalore and about facilities provided to them. In this chapter problems of working women, their rights and privileges are discussed. The chapter consisted of overall response for questionnaire from the women employees of ITBT.

Chapter Seventh is ‘Conclusion & Suggestions’ where it has concluded the study and also given suggestions on the of research problems. The chapter has focused on review of chapters, testing of hypothesis, findings, suggestions and bibliography.

## **7.2 Testing of Hypothesis**

The researcher has tested the following hypotheses

- **Women of all categories are vulnerable.**

Women are still engaged in traditional role of mother and family caretakers. It is quite common that women employees working motive gets affected by her physical, child rearing and family abidingness. Her personal or family chores shall hinder her working ability. Lack of independence and decision making power constrains women’s ability. Working in nightshift affects upon the reproductive health and family planning. Empowering women and achieving gender equality are important goal in the, but are also critical components of managing shift duties. Even though working women in ITBT have high status in the society, money and status do not work in all time. The hypothesis is proved to be correct as women of all categories are vulnerable.

- **Women are always compelled to act under dual capacity.**

In modern society women are eager and there is also a kind of competition to maintain their independent recognition and status along with their dual responsibilities at their working person and as housewife. However, they face many difficulties to keep a balance between the two. Condition of women has become miserable especially in India where on one hand they are expected to become economically independent and on the other hand they are expected to follow traditional responsibilities of the family. Gender equality is the main cause of child survival and development of society. Therefore rights and gender equality is very important. This hypothesis is proved to be correct in the existing situations.

- **Despite glamour and attractive salaries associated with the field, women in ITBT sector suffer from health problems like physical distress and mental tension, even in their posh office environment.**

Status of working women in ITBT is undergone considerable change. Even though women working in ITBT have high salary and posh office environment, still often the nature of work lead to tension and strained relations which causes for physical and mental problems. One can say that wealth is not soul to all purposes. The above hypothesis is proved to be true in the present scenario.

- **Despite of several Conventions, Declarations, and National Legislations there is still growing number of harassments to the working women. Though it is decreasing with constitutional acts, human rights, but still it is prevailed all over the world.**

Sexual Harassment has now become global issue. As per the report of ILO 1/3 of the women in present society are sexually harassed at their workplace. Majority of women even though have high qualification, but still they are unaware of their rights. In many families women not have a voice. A major problem faced by the working women is sexual harassment at the work place especially in case of night shift. They are deprived of promotion and growth opportunities for the non refusal of sexual favours. Even though so many rules and laws, all are in theory only. So the above mentioned hypothesis is proved to be true.

- **The traditional norm governing the concept of human rights is respect for human being irrespective of their colour, race, sex or religion. These rights are essential for the adequate development of women also for her happiness.**

Human Rights refer to the concept of human beings as having universal rights or status, regardless of legal jurisdiction or localizing factors, such as ethnicity, nationality or sex. These rights are inherent in our nature and without which one cannot survive as human beings. Even though her right is violated he has to suffer silently. If her rights are protected it will certainly leads to development of family, society and nation as a whole. The hypothesis is proved to be true for the growth of women and her happiness human rights very important.

### **7.3 Findings**

- The greater parts of women functioning in the ITBT in Bangalore are below 30 and sole.
- The bulk of women engaged in the ITBT in Bangalore are graduates with the majority of them holding engineering and technology.
- The women employees of ITBT are suffering from greater number of health problems due to stress, when one comparing to other professionals. The tension in altering shifts, of meeting deadlines and realization of targets lead a lot of troubles. There is no time for them to follow various methods of exercise to maintain their health.
- Most of women employers on nightshifts face travelling problems because of lack of enough transport facility arrangement by employers. This makes women to hurry into the strange vehicles and ask for lift from the strangers which can be very unsafe for them. It may reason harm to both their individual and family unit.
- Many of females working in ITBT are facing discrimination in their offices. Many times taking decisions related to work, taking power is not allowed to women.

- The cab drivers of the ITBT sector are men who have frequently been held responsible for so many offences like accidents, sexual harassment, rape and murder.
- Though women employees earn more income, are not independent financially, they are still poor. This is because they won't be the owner of their salary but their husbands or parents will hold their earnings.
- It is the mindset of many people that ITBT jobs are very easy to work. But without a doubt these are the jobs that involve high strain. Whatever may be the problem, they should reach their tricky target and work as cyber coolies.
- Female employees are handicapped by their own family members and associates. Lack of motivation from the loved ones, obstruct their improvement.
- Sexual harassment by colleagues and senior staff is a transparent issue these days. Several cases involving sex scandals, physical abuse and forced rapes are highlighted by media on regular basis. These cases are commonly encountered by the staff working in night shifts.
- Security for women employees in small ITBT firms is still deficient.
- Women are facing gender based discrimination in both personal and professional sphere of life. There still exists an ample gap between the goals enumerated in the constitution and the truth of status of women in India. Women are victims of violence as they are not safe.

#### **7.4 Major Policy Suggestions**

The researcher has given the following suggestions.

- **Creation of Friendly Working Atmosphere**

First and foremost there is an urgent need to create friendly working atmosphere by the companies or organizations in the unit. And it should help women employees to cope up with the stress.

- **Providing Training and Counseling**

There is an urgent need to provide training and counseling to the female employees of the unit from time to time. Training and counseling in the issues of handling office and family pressure, maintaining good relationship with the employees, etc should be provided. Besides, that awareness should also be created among the female employees regarding new Rules, Acts Regulations of women safety their rights and privileges etc. The government should make compulsory procedure to the all the companies to conduct such awareness.

- **Strict Punishment to those who Commits Mistake**

There should be strict punishment to the employers or any staff of the units who misbehave with the female employees. In each every company there must be open enquiry about that issue and punishment or legal action should be taken.

- **Service Benefits**

A machine cannot be operated unless it is in good condition. So is in the case of employees. They need in time benefits such as provident fund, dearness allowance, house rent allowance, insurance, bonus, gratuity, promotion, increment, medical insurance for self and family benefit etc to keep them in good stead. Benefits offered to employees are to be well laid down before joining any office of the employment otherwise a conflict occurs when they begin to do work in the place of employment.

- **Maternity Leave**

It is suggested that both male and female employees should be treated equally in providing leave facility. Maternity leave should be sanctioned to the women employees as per law and there should not be any discrimination in the unit. Present day, one may find breaking of statutory provisions in business process outsourcing especially given under Maternity Benefit Act, because of pressure of completion of task taken up for outsourcing and a fear of reaching of losing employment due to non-completion of task in time. It causes harmful effect on women employees who have rejoined employment prior to the completion of maternity leave. In this behalf, it is very much essential to take stringent actions against employers who forces women employees to rejoin employment without completing full quota maternity benefits. It is also known fact that provisions for rest hours are not properly implemented because

it may lead to fewer packages to women employees. It indirectly forces women employees to do nightshifts and neglect their child who is in need of care. Therefore it is necessary to keep vigil by an external agency over strict compliance of Maternity Benefit ACT. Further it is also essential to see that it shall not lead to non employment of women employees to avoid legal complications.

- **Working Hours**

Working hours in the company or organization should be adjustable to the female employee, late night and night shift should be avoided to the female employers. In this regard, male employees or colleagues can cooperate or help female employees. As per the Factory Act, 1948, women employees should not be employed for more than 9 hours in a day and 48 hours in a week. It should include sufficient break to have food and rest, but in no way they should be made to work 3 hours at a stretch. It is absolute to provide a weekly off. Even if it requires them to work on weekly holiday, it should be compensated only by way of leave on other working day but not by way of additional payment. Further they should have 15 to 20 days of annual leave in addition to regular leaves and entitlements. So attempt should be made to apply labour legislations.

- **Child Care Facility**

It was found that in any institution or company there is no crèche facility for baby and child care unit. Hence, it is suggested that there should be child care facilities in the unit. The expenditure of the child care unit can be bear by both female employees and by the institution. This may give some kind of relief and stress-free to the female employees of the company.

- **Family Friendly Policies**

There is a need to introduce family friendly policies in the workplace and it can act as motivational facts for the employee. Besides, that it can also helps in developing positive attitude among female employees.

- **Grievances Redressal Cell**

It is suggested that there should be one grievance redressal cell in each company or organization to take off the problems of women. The meetings of that cell

should be called when even necessary or once in a month. Pool-proof policies are to be evolved in every organisation to obviate any discriminatory and harassment problems in working place. In this behalf, an employer shall take an immediate initiative to set up committee consisting of not less than 3 members including representatives of employees and in it, it shall have at least one women member. The committee shall have power to examine all aspects of benefits and facilities given in the establishment. Further, a provision shall be made to seek an appeal against its recommendations before an agency suitably in the organization itself. A separate committee shall be established to deal with cases of sexual harassment if any being reported in and outside workplace especially to women employee working in the organization. In this connection the guidelines of the Supreme Court of India shall be complied.

- **Solving the Problem at the Initial Stage**

It is suggested that problems of women should be attended at the initial stage or when it is at the starting stage. Further, female employees whoever faced the problem should act bravely they have to compare or tell about their problems like sexual harassment, misbehavior to other colleagues or grievance cell or to police. So if it is detected early the problem can be solved easily or even management can warn the staff about the incidents.

- **Freedom to Try out New Method**

It is suggested that management of any organization or company should give opportunity to the female employees to try out new working methods. The researcher found from the study that most of female members are discouraged to try new working methods. Hence, management can think positively towards this.

- **Opportunity to get Promotion in Job**

From the study it was found that some female employees are not satisfied with the promotion. Hence, it is suggested that management must take strict decisions while giving promotion. Though all of them are temporary or contractual workers there must be some rules and regulations while giving promotion in job. Many times female do not prefer promotions if they want to go any other branches if they get

promotions in job. During that situations preference should be given to the females to stay in the same offices if they prefer.

- **Special Attention towards Women Employees**

It was found from the study that most of the organization or units neglect the issues or problems of women employees in the unit. Hence, there is a need to give special attention towards the problems of women, through establishment of special women cell in each and every company.

- **Providing Overtime Allowance**

It was found that most of the companies are not providing overtime allowance to the employees including women. Hence, it is suggested that there should be one universal rule or separate law regarding overtime allowance.

- **Awareness regarding harassment laws**

It is suggested that awareness should be created among the female employees regarding the laws and regulation regarding the sexual harassment or any kind of harassment of women. Besides, women should come forward voluntarily to raise their voice against discrimination harassment and sexual abuse.

- **Avoid discriminatory practices**

It has been noted down in the course of study that, women are yet to obtain due share of their worth even in the presence of exact mandate of the Constitution to provide equal protection of law under articles 14&15 of it. Even now, women employees are not treated at par with their male counterparts, while conferring promotions and increase in increment. Further certain jobs are meant for male employees, even if women employees showed their capacity to do it, better than male employees. It is quite common to find grudging of seniors for minor operations in performance of duties by women employees. Therefore it becomes sine qua non to establish and reaffirm the gender-neutral approach in the working place of the organization to avoid discriminatory practices against women employees in conferment of all forms of benefits and facilities.

- **Solutions to the health related problems**

There are many health related problems faced by the women employees of ITBT sector. Among that problem of eyesight is important one. Hence there is a need to provide quality monitors and it may reduce the problem of eyesight disorders.

- **Work from home or tele commuting**

Now a day, ITBT sector has become more flexible one. Now they are also allowed to work from home whenever necessary. This can be more advantages to women employees. Hence, management has to do special provisions to women to use this working method. It may reduce the pressure of work to the female employees of the unit. It may also reduce the commuting times. Finally it may lead to a less stressful work.

- **Need for friendly atmosphere in the office**

The superiors, boss, junior colleagues all should help women while they are in some problem. There must be a friendly atmosphere in the office.

- **Security measures**

In recent days women working in ITBT sectors are subjected to sexual harassment in many ways. It has been occurring due to lack of transport facilities available to women employees engaged in evening and night shifts. Even National commission of women affirms this fact, ITBT sectors express their inability to provide transport facilities to women employees working in its unit on account cost factors. If they pressurized to provide it, they stop employing women employees. It affects family life of women who rely on the employment. It may be solved by way of providing transport facilities in corporation with small BPOs. Before arranging transport facilities certain precautionary measures stated as under shall be followed.

- As far as possible a lady security guard must escort women in transport vehicle. Make a shift in such a way that women employees should work in group during night hour and even picking out and dropping them must be in group to avoid tricky incident being committed by cab driver.
- Verify the details of the drivers before employing him and furnish his details to the local police so as to keep an eye on him.

- Global positioning system (GPS) is a good method through which we can track anything including vehicle. Hence it is suggested that Government should make it compulsory for the ITBT companies to install GPS to the all companies' cabs or vehicle which carries female employees of the company. Installing of GPS helps to trace-out exact location of vehicle where in women employees are carried on. This also adds the moral support to the female employees.
- Need to provide 24 hours helpline service in which a message sent to a particular number will activate the company, police-headquarter and other security agency in charge to spot out the area of vehicle carrying women employees.
- Set-up adequate patrolling to prevent incidents of assault or eve teasing on women employees in round working premise through internal as well external agencies.
- Allocate reasonable amount for addressing safety issues in general to avoid resource crunch in providing basic facilities on security aspects.
- **Change in the mindset of male employees**

Whatever may be the rules regulations or strict times taken by the companies or government one should follow it. Unless the mindset of male employees changed such rule and regulations are of no use. Hence, first and foremost the mindset of male employees should be changed.

Hence it is suggested that male colleagues should treat female colleagues as their sisters or friends and help each other, when they are in problems. Male colleagues and husband of women employee, parents should motivate the female employees to raise their voice against injustice, discrimination and any kind of harassment.

- **Applicability of Labour Legislations**

In the context of India, one may find enough labour legislation to safeguard the interest of workmen employees. But it is often heard or seen that they are in record and not in practice. It occurs due to a notion prevailing in the minds of employers that they are antithesis to productivity and efficiency. In fact, it sprouts on account of 'parens patriae' approach of the government. It can be removed by having

an effective interaction with the government. Whatever apathy being shown by ITBT sectors towards the application of labour legislation has now been taken note by the governance and has given considerable relaxation in application of its rules and policies. In consonance with the relaxed approach of the Government, every employing unit shall comply with basic norms of labour legislation.

### **Initiatives by the organization**

- Need to develop and notify a code of Best Practices in a uniform manner especially in relation to women employees regulation and rules evolved in such manner will help in bringing effective enforcement of it of it. An effort shall be made to take the assistance of expert agencies such as NASSCOM or BPIAI in proper implementation of it.
- Need to hold a thorough induction process for employees concentrating on entire aspects of employment such as salary, promotion, work facilities and rules of organisation.
- Need to conduct workshops on regular basis to discuss various problems of women employees to in the organization which gives certain solutions.

### **Initiatives by the Government**

- Directive to develop and implement the code of Best Practices should be issued by the Central government, Department of Labour and Employment.
- ITBT should be directed to submit quarterly reports of Human Resource Development to the State Government, Department of Labour. That reports should include employees' welfare measures, legal measures, Code of Best Practices, set up of committees including cases disposed and penalties imposed, if any. Such report should be available to public also.
- The Inspectorate appointed under the Shops and Establishments Act of respective states must conduct periodic and surprise checks for compliance and submit reports to appropriate authority. Strict actions may be taken in case of non-compliance.
- Voluntary Feedback Mechanism Service must be established by the State Government, Department of Labour. It provides a feedback for any employee

to express their opinion. After verifying the state government may forward the same to the concerned organisation on suppression of personal details of the complainant. It may call upon the Inspector to hold immediate enquiry and submit a report in particular cases.

- A nationwide toll free helpline service for women employees' should be established by the Central Government, Department of labour and Information Technology jointly with public private partnership mode. It shall enable women to make SMS or calls in emergency situations. That may be tracked by the state police and organization to offer immediate help.
- National and regional level Seminars, Conferences, Workshops should be conducted by the Central Government, Department of labour and Information technology in association with any institution.
- Development of a course curriculum and its nationwide introduction in graduate level programs of all public and private colleges, universities and technical institutes is very important. Awareness is very much necessary for welfare of women. Therefore at college or university level must compulsorily required to take one course on Labour Law whereby they are informed of their basic rights and duties. So that violations and exploitations are reduced.

## **7.5 Conclusion**

Legal system, law and society are closely connected. It is not possible to enforce the legal rights without transformations in social institutions, values and attitudes. Society and government also play an important role in bringing about social changes. Law is only one method by which the various evils of women can be set on. For the sake of society women give up a lot and undergo a lot of mental, physical and emotional stress. Even if a woman lives in a domestic atmosphere where she is abused every time, she will hesitate to come out of marriage in spite of her economic independence. This is due to a strong following of culture and tradition and also lack of confidence to live as a single woman and face the challenges of life. Women have to get out of this. Economic empowerment will allow building women's self awareness, skill development, creative decision making abilities which may lead to produce better citizens and a new and modern India. Though development policies

have improved the status of working women in society, still women are facing many problems and difficulties at home and at workplaces. Women are suffering from the problem of sexual harassment at workplaces. It affects the wellbeing and economic livelihood of the woman employee. It also affects the productivity and integrity of the workplace. It has become increasingly necessity that both private and public sector employers develop a clear and precise code of conduct regarding interaction between their male and female employees. The employers though not a custodian of moral value and behavior of its employees but they required to ensure that its female employees can work with respect and dignity. The growing economic independence of women it becomes imperative to provide protection to women and respect their right of living with dignity. Sexual harassment is also a result of the nation that women are inferior to men. The guidelines issued by the judiciary will ensure gender equality and give women protection at workplace. But mere guidelines will not be enough parliament will have to make a law and ensure the implementation of that in the best possible manner.

As more and more women join the workforce, the law must ensure that women are able to enjoy the rights promised to them by the constitution. We must ensure that they are treated with dignity and assured of gender equality and that they are not discriminated against on account of their sex. Considering that until retirement, we spend a little less than two third of lives working, we must take pains to ensure that we spend it in a dignified and productive manner. True there are many laws protecting women but they are not as effective as of now because of the simple fact that there is no such awareness amongst people and the law is not intimating enough to secure scare the wrongdoers. Women are the wealth of nation and become our sacred duty to protect them against all harm. All the wings and layers of government, legislature, and executive, judiciary at state, central and local levels have responsibility towards the development of women. Though there are good laws but their implementation is the biggest problem. It is often said that women are either too ignorant of their rights or too weak to enforce them but it also follows that the law is more often weighed in favor of men. Women all over the world have, by and large been discriminated against in almost every sphere, of course except in their role of looking after the welfare of the family members. Unless women are brought into the decision making level directly, important women issues will never be tackled with the

seriousness they require. The women have their inherent rights to get respect for their human dignity. They have the same rights enshrined in the constitution, yet they are treated unequally. It resulted that reservation policy could get success to get social justice. In tune with various provisions of the constitution of India to protect the women against social discrimination like reservation in education, employment, policies etc., is rather has become more distressing. Therefore there is a need to protect and providing protective discrimination to them.