



“The truth of the matter is that there's nothing you can't accomplish if:

- (1) You clearly decide what it is that you're absolutely committed to achieving,
- (2) You're willing to take massive action,
- (3) You notice what's working or not, and
- (4) You continue to change your approach until you achieve what you want, using whatever life gives you along the way.”

- Anthony Robbins

Chapter 6

CONCLUSION AND RECOMMENDATIONS

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In this chapter, the purpose is to summarize the findings, come to certain conclusions based on the research study and then give recommendations for women towards primarily dealing with conflicts in the future.

6.1 Summary of Findings

In most of the societies across the world, women are considered as second citizens as they are part of patriarchal system that gives more prominence to men. In such societies, women are curtailed from doing many things as they are controlled by men; men decide what a woman can do and cannot do in the society. In most such societies, women are considered to be in charge of the house and children and they do not have any basic rights; many such societies, being backward in nature, do not let women to be economically independent and it is the men who consider themselves as the providers and they are fully in charge of the resources also.

Women are segregated from men due to their biological constitution and so it is argued that they work differently because of its influence. Pregnancy and lactation brings down their efficiency due to both physical and psychological changes that happen in a woman's body and mind. In this century even in the societies that do not give women much freedom, the participation of the women in the workforce is very high due to the economic need, as most countries face recession due to economic slowdown. But in most of the homes, it is noted that as a woman gets more responsibilities in her domestic life, her participation naturally gets reduced in the job arena. When a woman takes up a job, then, the socio-economic status of the woman and the family improves as she becomes a dual earner. The participation of women in the workforce has increased phenomenally in 2011, as compared to 2001; women form nearly 50 per cent of the total labour force in India.

The factors that constitute the socio-economic status are age, education, income, occupation and marital status. In general, it is illegal to employ anyone below the age of 18 years in India. Schooling and basic education are free for many of the

disadvantaged sections of the societies in this country; it is natural to expect someone who is eighteen years of age to be having at least a secondary school level of education. In cases where an individual is having only secondary school education the opportunities to get a good job is very difficult. The more a woman gets educated, she has higher chances of getting a job that pays well and so the socio-economic status of the family definitely gets improved for the better.

In 2012, the overall employment in India was 700,000 out of which more than half the people were employed in the IT and BPO sectors. This shows how the public awareness has gone up with regard to the employment prospects in these industries and, unless the aspirants are properly qualified, they cannot get employment in this industry. The IT and BPO sectors, generally, pay better and have better working conditions and so aspirants prefer to take up jobs in these companies than elsewhere.

India has a very large young workforce and, most foreign investors look to this workforce as they are energetic as well as educated. Half the workforce in India is comprised of women; in the early 20th century, leaders like Raja Ram Mohan Roy were trying to better the lives of women in India and were spreading awareness about the need to educate women and allow them to compete with men in all walks of life. The struggles of such leaders who wanted to emancipate women have borne fruit and, in this generation in Urban India, families allow their daughters to work even in nightshifts like we see in BPO companies, which was not acceptable by the older generations. The reason behind this change is the economic need to earn by both the husband and the wife, in order to beat inflation that has been rising in the last few years.

In the literature background, the concept of feminism and feminist theories have been studied deeply to explore the problems faced by working women, especially women working in the IT sector and sectors related to IT. During this analysis, the research scholar has studied the socio-economic status of women who work in these sectors, the problems they are facing, the attitudes of their husbands and other family members and also the society, factors that influence such attitudes, management of homes by women who are dual earners and the rights and privileges of women in India.

This research focused on the power and difference of these working women, the roles played by them, factors that make women subordinates to men, factors that influence their married life and pose as a threat to marriage and the probability of divorce due to these elements. Based on all these aspects, the research scholar postulated the following hypotheses:

- a. **Hypothesis 1:** Working women in IT sector are not performing dual roles effectively.
- b. **Hypothesis 2:** There is a significant relationship between job insecurity and inconsistency of couples in IT sector.
- c. **Hypothesis 3:** There is a significant relationship between age, education, occupation, income and marriage stability and divorce probability among working women in IT sector.

Based on the research objectives, the researcher chose a methodology and data were collected from both primary and secondary sources of data. A questionnaire was prepared for the respondents and, using a comparative study, based on the primary sources of information, that is, women workers of IT in Bengaluru, data were collected using the questionnaire and using the secondary sources, information was collected from valid reports, journals and internet data were analyzed. Sample size was selected according to Cochran sampling formula based on the questionnaire. According to Cochran sampling formula method, the sample size was determined as 398 (rounded off 400).

Out of the 400 working women in IT sector to whom the scholar distributed the questionnaire, only 250 responded for reasons best known to them, and 150 questionnaires were not returned to the scholar at all. Based on the collected data and its structure, the statistical techniques were used wherever possible using the SPSS. T-test, and chi-square were used for primarily to test hypotheses and inferences were drawn from the results for accepting as well as rejecting them.

6.2 Working Conditions for Women in the IT Sector

Work environment, and the quality it maintains, is a very important aspect when a woman goes out to work as a woman spends most part of the day in the workplace. The quality of work environment is determined by factors affecting the quality of work life, the results of an individual's quality of work-life and results of an organization.

Work Hours, Schedules, and Time Off

All private and public sector organizations that employ staff at various levels have to adhere to the labour laws of the country governed by the Industrial Employment (Standing Orders) Act, 1946. From 2001 to 2012, the IT sector in Bengaluru enjoyed the exemption and so the employees in this sector did not get the legal cover that employees in other industries enjoyed. From 2012, the renewal of exemption by the Labour Department was not continued and so the job security and working standards improved for the employees.

According to this law, any company that has employed over 100 employees must have precise working conditions and this must be clearly informed to the employees. Workers have to be classified under this law, their working hours have to be clearly defined, if there is a shift system that has to be defined explicitly, wages should be mentioned as per the classification, and leave and attendance should be maintained by the company.

Having seen the plethora of problems in the work environment and problems that plague women, in the next few pages, the other factors that influence the working conditions are examined.

Professional Development and Training

When a company recruits a candidate, basically, they look for a specific technical knowledge that depends on the job that the candidate has applied for, apart from the social and cultural skills. Once recruited, these candidates are given further training so that they are moulded as per the needs of the company, both in technical as well as soft skills. Soft skills is very important as many of the software companies

which provide services to clients in various countries across the globe and the new recruits have to deal with the clients in these countries. Indian software professionals are not very good at communication skills and this is a very important skill to be learnt, especially if the customers are from countries like the U.K., U.S., and other European countries. This difference is because of the cultural divide, and to make the new recruit blend with the customer's culture, the company has to put some effort in training these candidates. It has been found that the Indian professionals do get transformed into very good and effective professionals through such training and they are accepted better globally.

There are a few major software companies that are considered as International or multinational companies, recruiting the major share of software professionals. The business that these companies give runs in billions of U.S. dollars and that is substantial revenue for India in terms of foreign exchange. These companies are able to run their business only because of the quality training they give their staff that interact with the clients from other countries as customer satisfaction is a very important aspect for large IT companies. Many large multinational companies work on development of products for their parent company. In India, the lower end coding is done by the local recruits and this job does not compel the recruits to have direct interaction with the clients. But there are companies with research divisions, where software developers are working on a complete project and these staffs have to interact with the clients sometimes.

The parent company is considered as a client by the local office and so the need to have staff with good communication skills is very important for the local office. When the professionals go abroad to have interactions with their parent company, then the question of soft skills arise and these are reasons for the local offices to train their professionals both in technical areas as well as soft skills.

Job Quality

Job quality is determined by a number of factors. If there is good communication between the management and the employee, who is allowed to communicate his thoughts, especially if employees are given an opportunity to have a

say in the matters related to their work life, then they can think of directing their careers in a better path. This can be done by the companies who take regular feedbacks from the employees. Managements will benefit from these feedbacks, if they listen to the employees' suggestions and make changes that are possible, which do not affect the business.

If the professionals are rewarded better, then they feel satisfied with their jobs; rewards need not be monetary in nature. But rewards help staff feel their work has been recognized by the management and so the feeling of job satisfaction is higher among the professionals. The quality of a job is also measured by the security that a job gives for the employee and any employee who has a permanent job is happier than someone recruited on a temporary basis. If the environment is not having any dangers that can injure a person or very risky, that also keeps the employee feel secure.

Workload

It plays a very crucial role in a working woman's life. If a married woman is overloaded with work, then she begins to resent the very fact that she has taken up her job and feels the job she does is interfering with her married life. There is also a feeling that she is unable to spend enough time with her family members. Among the respondents of this study, this feeling has been very much exhibited. Unless there is a balance in the workload at home and at work, to achieve the work-life balance is very difficult.

1. **Stop thinking you have to do it all!** As it is a very difficult task for women to do several peoples' work to keep the management happy, a woman must learn to think that she alone cannot do everybody's work.
2. **Step back and start thinking like your boss.** The supervisor is responsible for bringing results in a company and all the activities that are involved in bringing about this result is not equal as some activities are easier and some are difficult. One has to understand which activity needs to be focused upon more to bring the results and try to work on that area.

3. **Stick with your plan.** Any work that is beyond the scope of the list must be told so to the supervisor in a gentle and courteous manner that would help one to go on with their original plan. If plans are frequently interrupted or changed, then the goal cannot be achieved by the individual or the team. Based on the feedback and the communication from the individual, the managers take decisions that are most important for the company.

Strategies like the above suggested by the blog help women deal better with workload and have a better work-life balance.

Work-Life Balance

It is a fairly new concept to most Indians who have a mindset that makes them feel that job should be given higher priority as compared to family. This concept does not affect a man as much as it does a woman, as she is expected to do well both at home and office. Women should learn to prioritize her different responsibilities, learn to manage her time, hone her multitasking skills and learn to let go some things if it cannot be done by her. In order to please everyone, the woman will be seen trying to do everything and in the process face a lot of stress that affects her health.

In the IT sector, married working women's work-life balance depends on factors like size of their family, age of children, support from the organization, colleagues, and supervisor. The women also have to consider the various conflicts that affect their lives both at work and at home in order to ensure they are able to balance the conflicts to have a good work-life balance.

For women, who are dual earners, work-life balance is a very important aspect as the expectations both at home and at work are very high. The reason many women are able to stick to their jobs is because they have mastered the art of time management from very young age. Children should be taught the importance of time management at a very young age, if they are to be moulded into adults who are achievers.

Job Satisfaction

It is a very important issue, as a majority of the employees is not satisfied with their jobs. Lack of job satisfaction leads to bringing down the employees' motivation and a person who is not motivated is giving the company and the management a lot of problems because, as a team member, this employee does not cooperate with others or may give outputs that lack quality. One of the factors that affect job satisfaction is fringe benefits, if the company takes care of the expenses like telephone charges or give staff tea once or twice a day, then the employee feels cared for and she is motivated to work. If the job is recognized and rewards in any form is given in the presence of the rest of the team, then that makes the employee feel satisfied with the work and well cared for by the company. As mentioned earlier, the working conditions, the type of work and communication between the staff and management, are very important for one to feel satisfied with the job.

Job Insecurity

It is caused by numerous factors. It is faced by employees who are not well qualified, well informed and also aging. Many women do not have the time to upgrade their qualifications due to lack of time and also their inclination for education takes a back seat when they are fully involved in the domestic and work life at the same time. So when younger women who are better qualified start working in the same office, the question of job security is brought up. Though women feel less insecure than men, they feel the sense of insecurity especially if they are in a contractual job or temporary job. This feeling of insecurity de-motivates them and so they do not perform as well as they would have, otherwise. Many software companies outsource work and, women who take up job, are not very sure how long their opportunity would last and they lack a sense of security.

Work Team

It is the group with which any software professional works and it is a team that develops products or gives services to the clients. A good work team must have team members who are honest and straightforward. If all the members share the load equally, then there is no stress for any member and the collective motivation helps in giving a very good output and that raises the company's reputation. The team

members must be reliable so that deadlines can be easily met and work happens on time. Every member has some strengths and weaknesses and, if the team understands this and complement each other, the team would be very strong. All the members must be interacting with each other about the progress of the project or any problems they face so that on the whole everyone in the team would be able to deal with problems when they arise. The most important aspect of any team is the positive attitude. All this has to be developed by the team leader, who allocates work to every member, based on their strengths and weaknesses and have an overall control over the team and continuously motivate the team to perform to the best of their ability.

Dual Roles

This is a common feature in any working woman's life and a lot of research has been done in this area. When a woman works both at work and at home, she is in need of support from the family and her work team; lack of coordination at home or at work generates stress and the physical and mental health are affected by this. Many women suffer insomnia due to two reasons. When women take up jobs that have different shifts, the sleep pattern gets affected, which leads to insomnia and when a woman has a lot of mental tensions, she is again affected by lack of sleep. This leads to migraine, constipation, indigestion and other gastric problems. The woman's overall health is at stake due to all the stress she faces at home and at work.

6.3 Problems faced by Working Women

Maternity leave: Many organizations do not give more than 12 weeks of leave for women and this leave is without any pay in the many organizations that belong to the private sector. Women feel it is a punishment to become pregnant as the work gets affected due to their problems during pregnancy and this makes them hide the very fact that they are pregnant. Only in public sector organizations and Government offices, women get paid during maternity leave. In private sector, there is no guarantee that after childbirth the woman would get her job back. Many men think when a woman has a child, she has more responsibilities at home and is physically weaker than before; this kind of assumptions make the men feel that these women may not be able to perform in the office as well as they did earlier.

Transport

Even though there are many technological advancements, working women find managing home and work life difficult as they are completely responsible for managing their homes and work due to the dual responsibilities. Women's life is more complex than a man's life and the number of activities they do are more than what an average man does. This is because, apart from the usual chores at home, they are also expected to take care of children, sick people at home and care for the elderly, which fall squarely on their shoulders. So when there is travel involved in their work life that makes them lose precious time, it is very agonizing for women to deal with. Women learn to share time between their work and managing all the domestic chores and other responsibilities.

Distance

The distance between home and workplace is of utmost importance to working women who play dual roles. If the distance is shorter, the travel time is lesser and so the woman is able to achieve more each day as she has enough time on hand to take care of all the responsibilities she is shouldering. But the reality in Bengaluru is that women decide to live in an area that has good educational institutions that cater to the needs of their children and these women travel long distances for the sake of their jobs. The fact that Bengaluru has air conditioned Volvo buses from all major areas to Electronic City, Whitefield and other popular areas where IT and ITES companies are located, is proof enough about the long distances women travel for the sake of their jobs. This also shows how many companies do not provide any transport facilities for these women.

Gender Discrimination

Discrimination is widely spread in the Indian society and people can feel this discrimination in their daily lives. In many organizations in the private sector, the discrimination of wages, especially among the unskilled labourers, is very obvious even in this century. People are discriminated based on caste and religion, as the society is yet to come out of the 5-6 thousand year old culture. This kind of discrimination can be seen among the educated also, when it comes to selecting candidates for certain jobs. The mindset that influences the decision of recruiting

people belonging to a specific caste or religion for a particular kind of job can be seen in many private organizations.

6.4 Attitude towards Career

Women's attitude towards career has changed phenomenally. In the earlier generations, women went for jobs so as to tide over the financial difficulties she faced at home and to help her husband in overcoming financial difficulties women worked as co earners for the family. This attitude has changed completely with the women of this generation who at a very young age, sometimes at the high school or secondary school level, decide the career they want to choose. The competition in education is very high in India and only those who decide to specialize in some field and equip themselves with the right qualification get the best jobs in the industry. Parents encourage their daughters to follow their dreams and also support them in any way they can in order to help them face the stiff competition they have both in getting admissions in the best colleges followed by getting the jobs of their dreams.

This change in attitude among parents has also helped in changing the mindsets of young men who are willing to cooperate with their wives to help them realize their dreams by sharing the responsibilities at home to the extent possible. The change in the attitudes can be seen among all strata of the society in cities like Bengaluru where families from economically weaker sections are also encouraging their daughters to be well qualified. The society on the whole has realized that education is a very important aspect in one's life be it woman or man in order to stand economically independent. When families find themselves economically stronger, attitudes change for the better and so there is a cultural change in the society which helps women not to get stressed taking up all the responsibilities of home and work but share their burden at home with men.

6.5 Conclusion

Based on the data collected by the research scholar, the following conclusions are drawn:

- The number of women entering the workforce across professions has increased phenomenally. Working women are expected in many homes to do their household duties after a long day at work and this puts women into a lot of stress. This is because of the patriarchy that is dominant in many sections of the society, even in this day and age.
- This system brings up women instilling in them from a very young age the roles and responsibilities that are forced into their thoughts through various ways. Unconsciously adult women accept this and they work longer hours than men with more responsibilities to shoulder.
- In most homes, men are not expected to give the woman a helping hand with the household duties. Only when the women are sick their spouses help them in taking care of the children.
- Also in many homes men help with the studies of their children as they feel it is a manly act even though the well qualified women are capable of doing the same. If men decide to accept the house hold duties as their duties then they would be really helping the working woman
- Though many International companies give working women very good working conditions, there are a number of BPOs and small IT firms in Bengaluru that do not give even the basic transport facilities that should be given to women who work late nights
- If women get good transport facilities from their organizations then they would be able to travel safely and sexual attack on women will be reduced to a large extend.
- Though in most households women are completely responsible for various duties, as it is assumed as a role to be done only by women, there are some women who have their husbands help them in some of the chores. This shows the change in the mindsets of some men which is because of the exposure men

get through various media and interact with people from developed countries because their own jobs.

- Bengaluru is a cosmopolitan city and, due to a number of international companies that have set up their offices here, the opportunities to meet people from U.S., U.K. and other European countries help men also change their attitudes towards women. This cultural change over a period of time will help women to overcome the difficulties they are facing now.
- Compared to a generation before, the women today are well qualified and so the level of education among women is at a higher level as compared to two decades earlier. The more educated a woman, the more opportunities she has in getting good job, that in turn helps her to be financially independent.
- The financial independence she has, gives her the autonomy to take independent decisions in various situations at home as well as her workplace. The financial independence also allows her to have a standing in the society which earns her respect from other males as she is not dependent on anyone.
- Women who are well qualified also marry equally qualified men and so both the educational and financial level of the family improves thereby bring a change in the socioeconomic status of the family and the mindsets of the family members.
- As education becomes the top priority for a woman, she marries later in life as she wants to become financially independent by taking up a job that her education gives her. The other reason women marry later in life is because career mobility gets interrupted when a woman decides to get married as she has more responsibilities at home.
- Marrying late has become a very common issue in Bengaluru both among men and women as career has taken a higher priority in their lives.
- All these changes also show that divorce is not a taboo today as it was one generation ago; if a woman feels her husband is not compatible for her to live with she does not hesitate to divorce him as she is not financially dependent on him.

- Bengaluru has become the divorce capital of India with the divorce rates increasing every year steadily. Though in many ways divorce is not the best solution for conflicts, sometimes when compared to the sufferings women of earlier generations endured it is considered as the best solution by many women.
- Women get support from their families for divorcing and this is a new phenomenon in the cultural change that is happening in India and the society has started accepting such women getting married again after breaking their relations with the previous partners.

6.6 Recommendations

The Government of India has many laws implemented for protecting women and their rights but enforcement of the law should take place with more seriousness as women in this country are still not treated as equals in many occasions. Some suggestions that can help the society to uplift women are given below:

- a. The mindset of the men in the society should also change to accept women more as their equal. The awareness among men about women and their rights should begin at secondary level through curriculum. This will help men to understand that women are as capable as men.
- b. The age of marriage can be raised so that the opportunity for women to get better qualified. There are still a number of women who are not having even the basic education which is certainly a barrier for them to improve personally and professionally.
- c. In India, to help a working woman, there should be reliable childcare facilities that allow mothers to leave their young children without worrying about them. There should be after-school programs at school so that older children have someone to take care of them and they also learn new skills apart from being taken care of.
- d. Workplaces must have a quiet room where women can say their prayers if their religion expects them to pray at certain occasions as we have many religions in India that are a part of the social background.

- e. If the law is strict with regard to dowry harassment many educated women can be saved from dowry deaths.
- f. Girls in rural India do not get preference for education. There should be gender equality in families to get rid of illiteracy among women in rural India; gender equality will also help women get better job opportunities in the private sector. In the public sector due to strict laws the gender discrimination is not so apparent.

If the Government of India and the society follow the suggestions above, then there would be a welcome change in the overall system of the society that would help women to get equal opportunities in all walks of life and improve the quality of life for the family and the overall socio-economic status of the country would rise.