

# **SOCIAL ECONOMIC AND HEALTH IMPLICATION OF WORK AT NIGHT- A STUDY OF WOMEN EMPLOYEES AT CALL CENTRES IN MANGALORE**

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## **ABSTRACT**

*A woman is the pride of nation. India is the country where people respecting the woman. If a woman moves, then the family moves, the society moves, the nation moves. It becomes very emphasis to uplift the woman representation in every filed. The social and Economical factors are reflecting the status of women in the country. This is the era where the women's are taking very proficient role in the development of the country. Through different stream the government taking initiative steps in regarding inclusion of women's into development concept. The ultimate intention of the government is to develop the country as well as to develop the present intricate situation of the common women. According to international monetary fund (IMF) "if the number of female workers were to increase to the same level as the number of men, GDP in the united states would expand by 5 percent, by 9 percent in Japan, and by 27 percent in India". It shows participation of women workers can boost growth of a country. The country must ensure the better Social, Economic and Health environment on women workers by solving their problems in work place. This study is basically to know the Social, Economical and Health Implication of women's who works at night. For the purpose of study both primary and secondary data has been considered. Primary data is collected from the women who are working in call centre in Mangaluru through distributing questionnaire. The research also feels that findings of the study has got a kind of direction in discussing the real condition and the suggestion which has given in the study may fetch some value if it is brought into practice.*

**Keywords: Women, Social, Economical, Health, Development.**

## **I. INTRODUCTION**

A woman is the pride of nation. India is the country where people respecting the woman, where people give a good respect for women. If a woman moves, then the family moves, the society moves, the nation moves. It is become very emphasis that to uplift the woman representation in the every filed. The social and Economical factors are reflecting the status of women in the country. This is the era where the women's are taking very proficient role in the development of the country.

India will be unique country in the earth. The people of this country treating women as the pride of the nation. So the social and Economical factors in relating to women are really going to make a difference in the society. How they are treating by society or what kind of status they have in the present Environment? All this points are really matter a lot. The security status or the financial inclusion among women's will be counting at the

movement of judging our nation as 'Developed country'. This paper is an attempt to study the Social, Economical and Health implications of women at night work.

## II. OBJECTIVES

1. To study the Social and Economic Conditions of women's who works at night in call center.
2. To study the Health Implications of women's who works at night in call center.

## III. RESEARCH METHODOLOGY

### 3.1 Data collection

For the purpose of study both primary and secondary data has been collected. Primary data has obtained from distribution of questionnaires and secondary data through published sources.

### 3.2 Sample Size

30 samples are selected randomly from women's who works at night in call centre mangaluru has been taken into consideration and information has been collected through distribution of questionnaires.

### 3.3 Limitation

1. The study has been conducted only in mangaluru.
2. Opinion of the respondents is not final, because the opinion or preference may differ from time to time depending on the situation.

## IV. DATA ANALYSIS AND INTERPRETATIONS

The survey results are organized as follows. In the first section, the demographic profile of respondents is presented. Where 30 respondents is taken into consideration.

### 4.1 Demographic Profiles of the Respondents

Table.1:

| Age            | Particular   | Frequency | Percentage |
|----------------|--------------|-----------|------------|
|                | Less than 25 | 6         | 20         |
|                | 25-30        | 16        | 53         |
|                | 30-40        | 5         | 17         |
|                | 40-50        | 3         | 10         |
|                | More than 50 | 0         | 0          |
|                | <b>Total</b> | <b>30</b> | <b>100</b> |
| Marital status | Particulars  | Frequency | Percentage |
|                | Married      | 23        | 77         |
|                | Unmarried    | 7         | 23         |
|                | Widow        | 0         | 0          |
|                | <b>Total</b> | <b>30</b> | <b>100</b> |

Source: Survey

Table .1 reveals the demographic profile of the respondents who are responded. On the basis of demographic profile we can make following analysis.

#### 4.2 Religion or Caste

**Table.2**

| Particular   | Frequency | Percentage |
|--------------|-----------|------------|
| Hindu        | 20        | 67         |
| Muslims      | 3         | 10         |
| Christians   | 7         | 23         |
| others       | 0         | 0          |
| <b>Total</b> | <b>30</b> | <b>100</b> |

Table.2 Reveals the caste or religion of respondents. Out of the respondents 67% of the people belongs to Hindu community, which reflects their strong representation in this filed. Only 10% respondents of them belong to Muslim community.

#### 4.3 Rate of Wage

**Table.3**

| Particular      | Frequency | Percentage |
|-----------------|-----------|------------|
| Less than 5000  | 6         | 20         |
| 5000-10000      | 12        | 40         |
| 10000-15000     | 8         | 27         |
| 15000-20000     | 4         | 13         |
| More than 20000 | 0         | Nil        |
| <b>Total</b>    | <b>30</b> | <b>100</b> |

Table 3 Reflect the wage rate earning by women's in call center. Out of that 40% of them earning wage between 5000 to 10000. However only 13% of them earning 15000 to 20000. This table helps us to know the monthly wage rate of women workers in call centre.

#### 4.4 Transportation System

**Table.4**

| Particular      | Frequency | Percentage |
|-----------------|-----------|------------|
| Company vehicle | 12        | 40         |
| By Bus          | 10        | 33         |
| Own vehicle     | 8         | 27         |
| <b>Total</b>    | <b>30</b> | <b>100</b> |

**Table 4** reveals the transportation system using by women workers to reach their work place. 40% of them provided vehicles by company itself. Among them 27% of women workers uses their own vehicles to access work place. It shows company concerned about the security issues of their women staff by providing company vehicles.

#### 4.5 Security In work place

Table.5

| Particular   | Frequency | Percentage |
|--------------|-----------|------------|
| Yes          | 18        | 60         |
| No           | 8         | 27         |
| Sometime     | 4         | 13         |
| <b>Total</b> | <b>30</b> | <b>100</b> |

**Table 5** Shows the security level of women workers. 60% of them responded that they feel secure in work place. And 27% respondents feel unsecure in the work place. Only 13% of them responded like sometime they feel secure and sometime they feel unsecure. In this table we could find the level of security of women workers.

#### 4.6 Promotion

Table.6

| Particular   | Frequency | Percentage |
|--------------|-----------|------------|
| Yes          | 12        | 40         |
| No           | 18        | 60         |
| <b>Total</b> | <b>30</b> | <b>100</b> |

**Table 6** Reveals the activities of promotion taken by company for women workers who works at night. 60% of them have not been promoted since they joined work. Only 40% of them promoted to higher work. To uplift the social factors of women workers the company must hire them.

#### 4.7 Comfortable with co Workers

Table.7

| Particular         | Frequency | Percentage |
|--------------------|-----------|------------|
| Comfortable        | 13        | 43         |
| Highly Comfortable | 9         | 30         |
| Not comfortable    | 8         | 27         |
| <b>Total</b>       | <b>30</b> | <b>100</b> |

**Table 7** Reveals the comfortableness among the workers. 43% of them responded that they are comforted with their co workers while only 27% of them are feeling uncomfortable with their co workers. The relevant companies have to take effective measures to make their workers to feel comfortable with their co-workers.

#### 4.8 Accommodation Facilities

Table.8

| Particular | Frequency | Percentage |
|------------|-----------|------------|
| Yes        | 30        | 100        |
| No         | 0         | 0          |
| Total      | 30        | 100        |

**Table 8** shows that Accommodation facilities given by companies to its workers. 100 of them agreed that they provided with proper accommodation facilities in the work place. It shows the companies providing accommodation systems to its workers.

#### 4.9 Impacts on Health

**Table.9**

| Particular | Frequency | Percentage |
|------------|-----------|------------|
| Yes        | 17        | 57         |
| No         | 5         | 17         |
| Sometime   | 8         | 26         |
| Total      | 30        | 100        |

**Table 9** Reveals the Health impact on women workers. 57% of them responded that working at night will impact on health. Only 17% of them said no impact will be taken on health. Therefore the company should be taken proper mechanism to prevent health impact on its workers.

#### 4.10 Mechanism to Redress the Grievance

**Table.10**

| Particular | Frequency | Percentage |
|------------|-----------|------------|
| Yes        | 12        | 40         |
| No         | 18        | 60         |
| Total      | 30        | 100        |

**Table 10** shows that whether companies having mechanism to redress its workers grievance. 60% of them responded that they don't have any mechanism while 40% of them responded that they have mechanism to redress their grievance in work place. It helps us to know the status of company in relating to provide mechanism to redress their workers grievance.

#### 4.11 Insurance

**Table.11**

| Particular | Frequency | Percentage |
|------------|-----------|------------|
| Yes        | 22        | 73         |
| No         | 8         | 27         |
| Total      | 30        | 100        |

**Table 11** Reveals whether companies providing insurance policy to its women employees who works at night. 73% of them responded that they provided with insurance policy while 27% of them not. To ensure the financial assistance the company must be provided with insurance policy to its workers.

#### 4.12 Financial Incentives

**Table.12**

| Particular | Frequency | Percentage |
|------------|-----------|------------|
| Yes        | 18        | 60         |
| No         | 12        | 40         |
| Total      | 30        | 100        |

**Table 12** Reveals whether companies providing financial incentives to its workers on the occasion of festivals. 60% of them responded that they getting financial incentives while 40% of them not provided with financial incentives. However the companies should consider those women workers in giving financial assistance to develop their economic status.

#### V. FINDINGS

1. It is found that most (53%) of the women workers who work at night in call centre are between 25-30 ages.
2. It is found that most (67%) of the women workers belong to Hindu religion.
3. It is found that 40% of women workers who works at night earning 5000 to 10000.
4. It is found that 40% of women workers provided with companies vehicle to reach work place.
5. It has been found that most (60%) of the women workers enjoying good security in related to their work place.
6. It has been found that most (60%) of the women workers have not been promoted in their work.
7. It is found that 47% of them feeling comfortable with their co workers while only 27% of them feeling uncomfortable with their co workers in work.
8. It is found that 100% of respondents have been facilitated with the proper Accommodation system.
9. It is found that 60% of them do not have proper mechanism to redress their grievance in work place.
10. It is found that 60% of them provided with financial incentives by the company.

#### VI. SUGGESTIONS

1. The companies should provide good salary to women workers who work in the night shift.
2. To develop the Economic status of women employees the company should be held promotion activities among those workers.
3. It is better if government form a committee to uphold the control on companies where women employees work in night shift.
4. The company should provide them with requirement facilities to redress their grievance.
5. In order to retain the spirit of women employees the company should take effective measures on their health implications.

## **VII. CONCLUSION**

If a women moves, then the family moves, the society moves, the nation moves. God bless the place where a woman gets respect and honour. The women empowerment is very hurry work which should be implemented in this world. The Above study reveals the different scenario of the women workers who work at night shift in call centre. It is essential that companies must be taken precautionary dimension to uplift the socioeconomic and Health implications of women employees.

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