

A STUDY ON WOMEN SAFETY MEASURES IN IT COMPAINES IN CHENNAI

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MASTER OF BUSINESS ADMINISTRATION

SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade “A” by NAAC

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of SHATCHAYANI.R (40410165) who carried out the project entitled “**A STUDY ON WOMEN SAFETY MEASURES IN IT COMPAINES IN CHENNAI**” under my supervision from January 2022 to March 2022.

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DECLARATION

I **SHATCHAYANI.R (40410165)** hereby declare that the Project Report entitled “**A STUDY ON WOMEN SAFETY MEASURES IN IT COMPAINES IN CHENNAI**” done by me under the guidance of **DR.N. KUMAR**, MBA, MHRM, M.Phils., TNSET, Ph.D., Assistant professor, School of Business Administration is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

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ABSTRACT

As the participation of the women employees in corporate sector is huge during the recent years, the marvelous revolution came in the society. Women expected being valued for their brain power, assuming it would serve to create equanimity in the workplace. Women were leading some organizations by handling management positions in par with their male peer. The problems they face while climbing such heights are innumerable many just give up and few others tastes the success. The safety of women is also becoming questionable these years majorly due to gender discrimination that exist in the imbalanced society where male is taught to be more powerful than female in completing their task. Traditionally bounded rural society of the nation, preaches the female children to take care of their family responsibilities whereas male is to go and earn for livelihood of the family. Urban culture has tremendously changed with equality in education and job for both the gender and such imbalance has paved way for crimes against women. The main objective of the study is to understand the problems and issues faced by working women in Information technology sector in Chennai. The objectives also included identifying the key socio-economic attributes contributing to women's status, safety and security, and to study women's involvement in various activities / organizations for improving of family, community and society. This report is preceded with questionnaire as a primary data collection tool and the results were interpreted to draft suggestions that can be considered for enhancing safety and to find out the possible solutions for working women which could help them to overcome problems that they face in the workplace.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION OF THE STUDY

In 2012, an international consulting and management firm called Booz & Company released “The Third Billion”, a global ranking of the level of economic empowerment attained by woman on 128 countries. The indicators used included equal pay for equal work, non-discrimination policies, the male-to-female employee ratio, and equality in terms of female managers and senior business leaders. India rated quite poorly at spot 115. Further, the International Labor Force recently reported that the rate of female participation in the total labor force in India has fallen from 37% in 2004-05 to 29% in 2009-10, leaving India at the 11th lowest spot out of 131 countries. Despite these declining rates, it was estimated in 2010 that approximately 5.5 million Indian women were entering the formal workforce each year at that period in time and though the aforementioned statistics likely indicate that a larger proportion of men are entering the formal workforce each year than women, this is a significant number of employees, many of whom will be facing a unique set of challenges in the workplace simply because of their gender. In fact, research done by the Centre for Talent Innovation has found that 55% of female Indian employees routinely encounter such severe bias in the workplace that they disengage from their work or consider dropping out altogether.

This is where the IT industry comes in. From aggregate revenue of USD 3.9 billion in Fiscal Year (FY) 1998 to more than USD 100 billion in FY2012, the Indian IT-BPO industry has been growing exponentially over the last 15 years, and it continues to be one of the fastest growing sectors in the Indian economy. Further, it has rapidly become one of the most economically significant industries in India in terms of share of total exports (approximately 25% for FY2012) export revenue (USD 69.1 billion and growing by more than 16%) and proportion of national GDP (from 1.2% in FY1998 to 7.5% in FY2012). IT services alone account for more than half of the software and services exports in the industry, and is the fastest growing segment of the sector at 18%. Further, NASSCOM

estimates that the sector will create 230,000 jobs in FY2012, increasing the number of individuals employed directly in India's IT-BPO industry to about 2.8 million individuals. The industry is estimated to indirectly employ another 8.9 million people.

Because the IT industry in India is such an important source of employment for young Indian professionals (the median age of IT-BPO employees in India was about 24 in 2011), and because an unprecedented amount of those young professionals are women (women made up 42% of India's college graduates in 2010, and that figure was expected to continue to rise), IT companies have the potential to become leading examples of women-friendly employers. However, according to Data Quest's Best Employer Survey 2012, the percentage of women employed in the IT industry in India has actually decreased from 26% in 2010 to 22% in 2012 even though the number of jobs created in this sector continues to increase annually. Again, these statistics most likely point to a larger number of males available for employment than females (and therefore a larger proportion of men being employed), but they also show that the number of women employed in the IT sector is not significantly increasing. Considering, then, how important the IT industry may be for the employment of young female professionals (and if it is not now, it will be soon), the responsibility to create nondiscriminatory and comfortable workplace environments should fall heavily on the largest and most economically significant companies in the software sector, as they have the opportunity to set precedents not only for the rest of the industry but for Indian employers as a whole.

1.2 INDUSTRY PROFILE

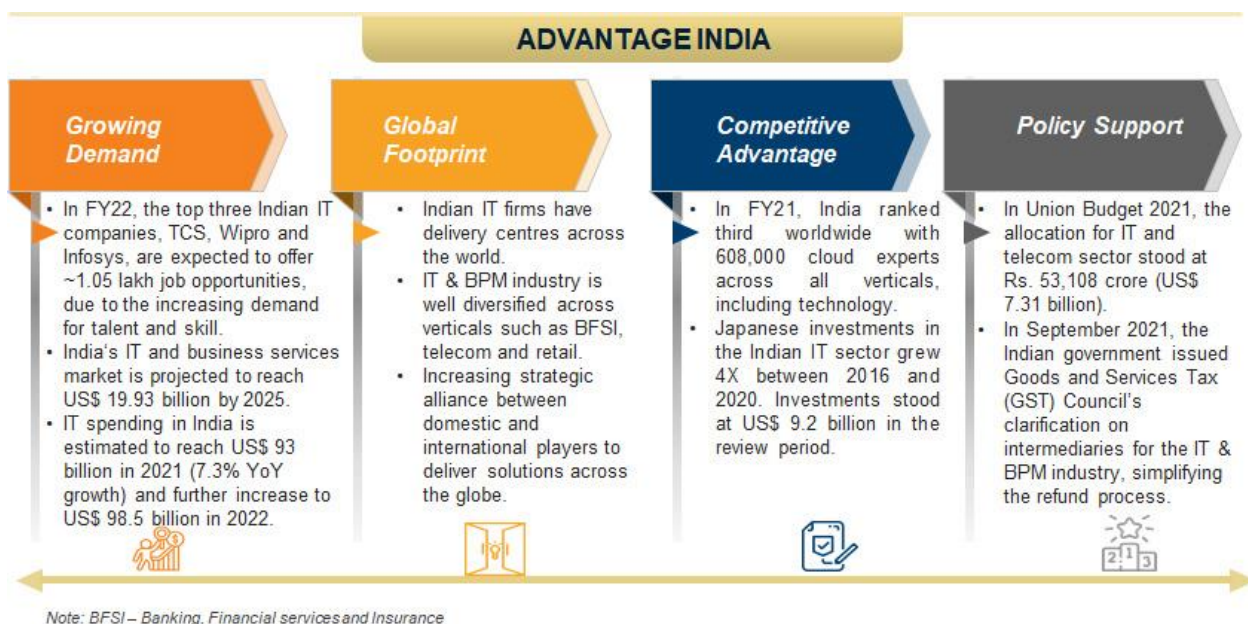
Introduction

The global sourcing market in India continues to grow at a higher pace compared to the IT-BPM industry. India is the leading sourcing destination across the world, accounting for approximately 55% market share of the US\$ 200-250 billion global services sourcing business in 2019-20. The IT industry accounted for 8% of India's GDP in 2020. According to STPI (Software Technology Park of India), software exports by the IT companies connected to it, stood at Rs. 1.20 lakh crore (US\$ 16.29 billion) in the first quarter of FY22.

Market Size

The IT & business service industry's revenue was estimated at ~US\$ 6.96 billion in the first half of 2021, an increase of 6.4% YoY. The export revenue of the IT industry is estimated at US\$ 150 billion in FY21. According to Gartner estimates, IT spending in India is estimated to reach US\$ 93 billion in 2021 (7.3% YoY growth) and further increase to US\$ 98.5 billion in 2022. The BPM sector in India currently employs >1.4 million people, while IT and BPM together have >4.5 million workers, as of FY21.

India's software services exports (excluding exports through commercial presence) increased by 4% in FY21 compared with FY20 and are estimated at USD 133.7 billion during 2020-21. Indian software product industry is expected to reach US\$ 100 billion by 2025. Indian companies are focusing to invest internationally to expand global footprint and enhance their global delivery centers. In line with this, in February 2021, Tata Consultancy Services announced to recruit ~1,500 technology employees across the UK over the next year. The development would build capabilities for TCS to deliver efficiently to the UK customers.



As of FY21, the IT industry employed 4.5 million people. The data annotation market in India stood at ~ US\$ 250 million in FY20, of which the US market contributed ~ 60% to the overall value. The market is expected to reach ~ US\$ 7 billion by 2030 due to accelerated domestic demand for AI.

Investments/ Developments

Indian IT's core competencies and strengths have attracted significant investment from major countries. The computer software and hardware sector in India attracted cumulative foreign direct investment (FDI) inflows worth US\$ 74.12 billion between April 2000 and June 2021. The sector ranked 2nd in FDI inflows as per the data released by Department for Promotion of Industry and Internal Trade (DPIIT). Japanese investments in the Indian IT sector grew 4X between 2016 and 2020. Investments stood at US\$ 9.2 billion in the review period.

Leading Indian IT firms like Infosys, Wipro, TCS and Tech Mahindra are diversifying their offerings and showcasing leading ideas in blockchain and artificial intelligence to clients using innovation hubs and research and development centers to create differentiated offerings. Some of the major developments in the Indian IT and Its sector are as follows:

- In November 2021, Wipro partnered with TEOCO to build solutions for communication service providers (CSPs) to improve network automation, efficiency, flexibility and reliability.
- In August 2021, Tata Consultancy Services was adjudged a leader in the Nelson Hall NEAT for CX Services in Banking, Financial Services and Insurance (BFSI).
- In August 2021, SAP India and Microsoft announced the introduction of Tech Saksham, a collaborative skilling initiative aimed at enabling young women (from underprivileged regions) to pursue careers in technology. 62,000 women students will be trained in artificial intelligence (AI), cloud computing, web design and digital marketing as a result of this collaboration.

- In August 2021, Startek, a business process management company, announced a plan to increase its minority stake in CSS Corp to reach a wider market. It also announced a plan to recruit >2,000 employees in India, in FY22.
- In July 2021, Wipro announced plans to invest US\$ 1 billion over the next three years to expand its cloud technology capabilities through acquisitions and collaborations.
- In July 2021, Infosys announced that it has set up an Automotive Digital Technology and Innovation Centre in Stuttgart, Germany. Automotive IT infrastructure professionals stationed in Germany will transfer from Daimler AG to the new Digital Technology and Innovation Centre as part of Infosys' relationship with Daimler.
- In July 2021, TCS expanded its strategic partnership with Royal London, the largest mutual life insurance, pensions and investment company in the UK, to help the latter transform its pension platform estate and deliver market-leading services to members and customers.
- In July 2021, Tata Technologies partnered with Stratasys, a 3D printing technology company, to provide advanced additive manufacturing technologies to the Indian manufacturing ecosystem.
- In July 2021, Tech Mahindra Foundation and Wipro GE Healthcare have joined forces to offer skilling and upskilling courses to students and healthcare technicians.
- In July 2021, HCL announced a multi-year agreement with Fiskars Group, consisting of a family of lifestyle brands including Fiskars, Gerber, Iittala, Royal Copenhagen, Waterford and Wedgwood for digital transformation.
- In July 2021, TCS launched Jile 5.0, a key release of its Enterprise Agile, on-the-cloud services, planning and delivery tool that enables enterprises to meet the large-scale development needs of multiple distributed teams.

Government Initiatives

Some of the major initiatives taken by the Government to promote IT and ITeS sector in India are as follows:

- In November 2021, the government launched Internet Exchange in Uttarakhand to enhance the quality of internet services in the state.
- The Karnataka government has signed three MoUs worth US\$ 13.4 million (Rs. 100.52 crore) to help the state's emerging technology sector.
- In August 2021, the Union Minister of State for Electronics and Information Technology, Mr. Rajeev Chandrasekhar, announced that the IT export target is set at US\$ 400 billion for March 2022. In addition, the central government plans to focus in areas, such as cybersecurity, hyper-scale computing, artificial intelligence and blockchain.
- In September 2021, the Indian government announced a plan to build a cyber lab for the 'Online Capacity Building Programmer on Crime Investigation, Cyber Law and Digital Forensics' to strengthen cyber security capabilities.
- In September 2021, the Ministry of Electronics and Information Technology (MeitY) organized a workshop under the theme of 'Connecting all Indians', to promote public and private stakeholders' interest in the country and expand internet access to remote areas.
- In September 2021, the Indian government launched the Meghalaya Enterprise Architecture Project (MeghEA), to boost service delivery and governance in the state by leveraging digital technologies, to make Meghalaya a high-income state by 2030.
- In September 2021, the Indian government launched Phase II of Visvesvaraya PhD Scheme to encourage research in 42 emerging technologies in Information Technology (IT), Electronics System Design & Manufacturing (ESDM) and Information Technology Enabled Services (ITES).
- In September 2021, the Indian government inaugurated five National Institute of Electronics & Information Technology (NIELIT) Centers, in three North Eastern states to boost availability of training centers and employment opportunities.

- In August 2021, the India Internet Governance Forum (IIGF) – 2021 was launched at Electronics Niketan in New Delhi by the National Internet Exchange of India (NIXI), the Ministry of Electronics and Information Technology (Meity) and the Chairman of the Coordination Committee of the IIGF-2021. The event will take place over three days beginning October 20, 2021. The meeting's topic this year is Inclusive Internet for Digital India.
- On July 2, 2021, the Ministry of Heavy Industries and Public Enterprises launched six technology innovation platforms to develop technologies for globally competitive manufacturing in India. The six technology platforms have been developed by IIT Madras, Central Manufacturing Technology Institute (CMTI), International Centre for Automotive Technology (iCAT), Automotive Research Association of India (ARAI), BHEL and HMT in association with IISc Bangalore.
- In Budget 2021, the government has allocated Rs. 53,108 crore (US\$ 7.31 billion) to the IT and telecom sector.
- Department of Telecom, Government of India and Ministry of Communications, Government of Japan signed a MoU to enhance cooperation in areas of 5G technologies, telecom security and submarine optical fiber cable system.

Road Ahead

India is the topmost offshoring destination for IT companies across the world. Having proven its capabilities in delivering both on-shore and off-shore services to global clients, emerging technologies now offer an entire new gamut of opportunities for top IT firms in India. Indian IT & business services industry is expected to grow to US\$ 19.93 billion by 2025.

In November 2021, Mr. Piyush Goyal, Minister of Commerce and Industry, Consumer Affairs, Food and Public Distribution and Textiles, lauded the Indian IT sector for excelling its competitive strength with zero government interference. He further added that service exports from India have the potential to reach US\$ 1 trillion by 2030.

1.3 NEED FOR THE STUDY

The contribution of women to the growth of IT industry has been immense and it is the major responsibility of the companies to provide a safe and secure working environment to their employees. Many IT organizations taught women and girls to protect and defend themselves, and to fight by means of physical techniques, as well as verbal and mental training. However, today women are taking control and moving up the ladder. They are tired of being an oppressed group. This breakout has resulted in many opportunities for women both as individuals and productive members of society. It is for the employer to create a positive atmosphere at the workplace where a woman is encouraged to come to work, secure in the knowledge that she will be treated with dignity, respect and will be protected from harassment.

1.4 OBJECTIVES OF THE STUDY

1.4.1 Primary Objective

To Study on women safety measures in IT companies in Chennai.

1.4.2 Secondary Objectives

- ✓ To study the safety and security measures adopted in IT industry for employees in Chennai.
- ✓ To know the satisfaction level of the safety and security measures for women employees.
- ✓ To find out the extent of awareness of women employees towards safety, welfare and measures.
- ✓ To gain knowledge about the problems and challenges faced by working women in the workplace.

1.5 SCOPE OF THE STUDY

The study would help us in understanding the present status of women in our society and the problems they are going through. This study would also help to find out possible solutions for problems and issues faced by working women. The gaps between the problems faced and probable solutions to the problems faced by working women are discussed. The study can yield results that can help us in better understanding the problems and challenges faced by working women. The study helps to understand the awareness about safety is crucial at any workplace. Conducting sessions is a great way to spread awareness. There are many ways to spread awareness apart from policies, plays, and speeches. Interactive discussions would have a greater influence on people. Encouraging women in the workplace to be in charge and take up complete responsibility of companies is a major confidence boost. It is observed and said by many working women that they were not given the chance they deserve and were discriminated against. The results of the study would reveal that different age group of working women have different kinds of problems and challenges and different categories as married, single, divorcee, single parent, separated, have different issues at stake in the workplace.

CHAPTER 2

REVIEW OF LITERATURE

1. According to Akinlolu and Haupt (2020), construction has not been an obvious career choice for women all over the world as a result of the strongly held masculine perception that they are not suited for the industry and several other consequent challenges they encounter. The terrain of physical work and associated ergonomic hazards are two of such perceptions. Despite the advocacy for liberalization and feminization concerning gender roles, traditional stereotypes regarding occupational roles continue to dominate both in theoretical discourses and practice. Women all over the world constitute a minority in the construction workforce and compared to their male counterparts, have unique health and safety needs as construction work exposes them to high risks of injuries and fatalities. The paper reported on studies focusing on gender differences in occupational exposures and outcomes in the South African context as well as internationally. The study also highlights (i) gender considerations in workplace safety (ii) issues pertaining to women's occupational workplace health and safety in construction. The paper suggests that a gender-sensitive approach is required to address and accommodate the health and safety needs of women in construction.

Source: Mariam Akinlolu and Theo C. Haupt, 2020, Women at Work: Complexities of Occupational Health and Safety Challenges in a Male Dominated Environment, International Conference on Women Leadership and Empowerment July 23rd 2020, Page No.269-280

2. Zainol et.al., (2019) This study proposes to investigate the relationship between women's right and gender equality in a Malaysian workplace. There is lack of evidence on gender equality specifically in promoting women in a workplace. Nowadays, the women's roles are questionable and have been denied. Despite the efforts in implementing policies on gender equality, there is lack of law and enforcement pertaining to this matter. Indeed, in Malaysia, Federal Constitution Article 8(2) prohibits gender discrimination in the workplace but merely focuses on gender equality. Thus, this study

suggests implementing the policy on women's rights namely sexual harassment, gender balance in management, family-friendly working practices and job security in encouraging gender equality. Women employed at managerial position has been selected as target respondents for this study and six states have been chosen as sample location. It is expected that this study has vital implications on various workplaces. This study also contributes to women equality literatures in performance, leadership and decision-making. Thus, the proposed study will create awareness on the implementation of the gender equality policy.

Source: Siti Subaryani Zainol, Azni Suhaily Samsuri, Tengku Rahimah Tengku Arifin, Suhaili Mohd Hussin and Zam Zuriyati Mohamad (2019), Promoting Gender Equality in Workplace: A Conceptual View, International Journal of Advanced Scientific Research and Management, Volume 4 Issue 5, May 2019, ISSN 2455-6378

3. According to **Mahammad Shahid (2018)** Women in the workforce earning wages or a salary are part of a modern phenomenon, one that developed at the same time as the growth of paid employment for men, but women have been challenged by inequality in the workforce. Majority of workplaces were not safe for the women to perform their work smoothly. Human resource management should be done properly in the organization. 'Workplaces are not safety for women' this we can see in discrimination among male and female employees in pay scale, job security, higher designations and so on. But at present every organization has to play a great role in the development of women workforce in the organization. Giving equal opportunity to women is part of business ethics. Women workers will

be given all rights that will safeguards the interest of them in the workplace. This paper attempts to give information about safety and performance of women employees at the workplace. The present study was based on primary data collected from respondents of Mangalore city, Karnataka state.

Source: Mahammad Shahid (2018), Safety and Performance of Women Employees at the Work Place, a Study with reference to Mangalore City, EPRA International Journal of Multidisciplinary Research (IJMR) ISSN (Online): 2455-3662, Volume: 2 Issue: 6 June 2016

4. According to **Shruthi and Murugan (2018)**, Women's participation within the work force has been a comparatively increasing and is developing. Nowadays, legal and cultural practices, combined with the inertia of long non secular and academic conventions, restricted women's entry and participation within the workforce. Particular barriers to equal participation within the geographic point enclosed a scarcity of access to academic opportunities; prohibitions or restrictions on members of a selected gender coming into a field or finding out a field; discrimination inside fields, as well as wage, management, and status hierarchies; and therefore, the expectation that mothers, instead of fathers, ought to be the first child care suppliers. Challenges that stay for women within the geographic point embrace the gender pay gap, the distinction between women's earnings because of decisions and express discrimination; the "glass ceiling", that prevents ladies from reaching the higher echelons inside their companies; favoritism and sexual harassment; and network discrimination, whereby recruiters for high-status jobs area unit usually men who rent different men. In Spite of all these barriers women are exploring in all the fields. When it comes to the security of women's which still a question mark at certain situations which frightened many women which discourages them to extent where they either stop working or they drop out their plan to work. There are also certain women who reach higher levels and create many other budding aspiring women with same interest. There also certain firms where women are taken for granted where they are given minimal wages though they work more and also the UN pertained hours for work. This study has stated the issues with the women at workplace. This research is done by survey questionnaire method where the respondents were women belonging to various workforce. This study has recorded 80 respondents. And the findings and discussion are briefly discussed below. This study concludes that the women face issues but they achieve their goals by overcoming all the issues

Source: S.Shruthi, 2Dr.Murugan Ramu, A Study on the Women at Workplace with special reference to the Geographically Mobile, Qualified and Liberated as a Global Phenomenon, International Journal of Pure and Applied Mathematics, Volume 120 No. 5 2018, 595-612, Special Issue.

5. Confederation of Indian Industry, 2017 According to a Nimbuzz poll, 47 percent of women feel the top issue at work is sexual harassment and 51 percent of male colleagues feel that their female colleagues have faced sexual harassment in one way or another.⁷ Businesses are held to standards set in internationally recognized human rights.⁸ These rights are also enshrined in the Constitution of India. The United Nations' Guiding Principles for Business and Human Rights states that businesses have a responsibility to respect human rights. Furthermore, actions on combatting sexual harassment support at least two of the United Nations' Sustainable Development Goals (5.2 and 16.1). There is an increasing need for businesses that want to benefit from international markets to demonstrate that their workplace meets high ethical standards, in addition to other production values such as quality and timeliness.

Source: Women's Safety in the Workplace Helping Business Prevent Sexual Harassment, Toolkit guide, published by Confederation of Indian Industry, 2017

6. According to **Reena (2015)**, the global mainstream media characterizes the IT sector, and transnational call centers in particular, as catalysts for social change in India. Yet, the emergence

of this industry is not shifting patriarchal relations of power in a significant way due to social and spatial constraints on women's mobility in the urban nightscape. Specific to call center employment, mobility is important because it requires night shift workers. For a woman in India to be out at this hour is generally considered improper and unsafe. However, women are participating in this industry and corporate strategies, such as the use of private shuttle vans to transport women to and from work in the middle of the night, reflect the ways in which both the industry and its female employees negotiate a presence in the public sphere. Based on exploratory research conducted in Mumbai, India in January, 2015, she argues that the insertion of women into the urban nightscape, via the night shift requirements of the global economy, is met with covert resistance. Although there are no visible barriers such as "men only" signs written into public space, women's bodies continue to be marked as a site of transgression.

Source: Reena Patel (2015), Working the Night Shift: Gender and the Global Economy, Department of Geography and the Environment, University of Texas at Austin, Campus Mail Code A3100, Austin, TX 78712, USA.

7. According to **Varsha Kumari (2014)**, the main objective of the study was to understand the problems and issues faced by urban working women in India. The objectives also included identifying the key socio-economic attributes contributing to women's status, safety and security, and to study women's involvement in various activities/ organizations for improving of family, community and society. The study was confined to the urban working women in white collared jobs in the city of Rourkela, India. A mixed methods approach involving face to face interviews, focus group discussions and questionnaire technique including both close-ended and open-ended questions was chosen for effective elicitation of data from the respondents. Methods triangulation was adapted for establishing validity and reliability of the study. The study was based on primary data collected from Rourkela city to find out the possible solutions for working women which could help them to overcome the problems that they face in the workplace.

Source: Varsha Kumari (2014), Problems and Challenges Faced by Urban Working Women in India, National Institute of Technology

8. According to **NIOSH (2014)**, Workplace safety is a priority. Much needs to be done to encourage employees, employers and industries to put occupational safety and health at the top of their agenda. The most important thing is our commitment in taking action; our commitment to make the necessary changes to ensure that safety is at the forefront of everyone's thinking. The Journal of Occupational Safety and Health, (JOSH) the first to be published in Malaysia, aims to boost awareness on safety and health in the workplace. It is no longer sufficient to simply identifying the hazards and assessing the risks. We aim to increase understanding on the OSH management system. We aim to strengthen commitment to workplace safety and better working conditions. We believe these aims can be achieved through participations and involvement from every industry.

Source: National Institute of Occupational Safety and Health (NIOSH) (2014), Journal of Occupational Safety and Health, June 2014, Vol 11, No 1 ISSN 1675-5456 PP13199/12/2012 (032005

9. According to **Asmita and Bhola (2012)**, the emergence of Information Technology sector in mid-1990s has unveiled a potential employment opportunity for women in this organized sector congenially befitting their job environment and offering, in principle, least gender discrimination. This paper attempts to analyze the issues of opportunities and constraints the women employees face in the Information Technology sector in India. IT sector, through its employment, contributes substantially to women empowerment. Its employment potentiality provides inspiration to female students to take up technical and professional courses with an eye to the job market. Most reviews reveal that, notwithstanding overall satisfactory gender-neutral pursuit by this sector, an optimal level of gender inclusivity is still to be achieved, especially to the senior level. Moreover, this sector requires to be extra-careful in doing away with the prevailing maladies such as 'Feminization', 'Glass ceiling' etc. The theoretical aspect of individualization in the workplace is palpable but at the societal level, patriarchal strategies dominate on the Indian psyche. The reflection of this paper is arrived at, on the basis of, the inputs drawn from different literatures of secondary sources.

Source: Asmita Bhattacharyya and Bhola Nath Ghosh (2012), Women in Indian Information Technology (IT) sector: a Sociological Analysis, IOSR Journal Of Humanities And Social Science (JHSS) ISSN: 2279-0837, ISBN: 2279-0845. Volume 3, Issue 6 (Nov. - Dec. 2012), PP 45-52

10. According to **Rujeko et.al., (2014)**, a strategy on how to take a gender sensitive approach when negotiating health and safety policies and procedures in the workplace. This was done by carrying out case studies on how companies are managing gender in their occupational health and safety policies, thereby highlighting the different health and safety risks that female and male workers are exposed to. The methodology was based on a structured questionnaire and direct observations to gather information from companies within a Southern African case country. Women's response to the questionnaire and the content of their answers were quite different from those of their male colleagues, indicating that industry is defined, to a large extent, in gender terms as far as working conditions are concerned. Literature from researches that have been carried out on occupational safety and health (OSH) pertaining to gender was reviewed and it described differences in health at work by gender accounting for both psychosocial and physical hazards at work. The paper outlined a set of interesting lessons for

academics, industry and safety practitioners by providing guidelines that will assist in ensuring a correct focus to select an appropriate safety performance evaluation model.

Source: Rujeko Masike, Bupe Mwanza and Lodrina Masiyazi (2014), A Gender Sensitive Framework to Safety and Health at Work, European Scientific Journal April 2014 edition vol.10, No.11 ISSN: 1857 – 7881 (Print) e - ISSN 1857- 7431

11. According to **Moodley (2012)** the majority of the houses in informal settlements and rural areas were built and preserved by women. Tradition women in pastoral communities in Tanzania, Zimbabwe, Botswana, South Africa, Kenya and Lesotho were responsible for building houses for their families. In various parts of Africa, like Botswana and Zimbabwe, women undertook different manual building tasks such as mixing and molding bricks, building walls, wall decorations and thatching. Principally, men were responsible for hunting, cow grazing and protecting the family admits wars. Women performed similar tasks as men and in some cases, were more involved in the building process.

Source: M.S. Moodley, “An investigation of the role of women in the South African Construction Industry, University of Johannesburg, Unpublished Msc thesis, 2012

12. Charity-Leeke, 2012, Gender-based barriers continue to be a problem in the recruitment and retention of women in the construction industry. Several studies revealed that women are often discouraged from undertaking careers in the construction industry by informal recruitment processes, advertisement and promotional materials with content which reflect masculine qualities and interests, unstructured Interviews, unfair selection measures and chauvinist demeanors. Evidence showed that the existence of gender equality in the construction industry impacts the recruitment, retention and advancement of women and to a great extent is attributed to social and structural barriers. The segregation women encounter in the labour market which is dominated by men is influenced by social norms.

Source: P. Charity-Leeke, “Women in Engineering; A Phenomenological Analysis of Sociocultural Contextual Meaning of Gender Roles” ETD Archive, 2012.

13. Othman and Jaafar (2013) concluded that not only is the construction industry male-dominated, but involvement and participation of women remains relatively low. Although both first and third world countries share the problem of inadequate representation of women, women are very present in the construction workforce of some developing countries compared to European countries. Unlike European countries, Latin America and sub-Saharan Africa where women are almost invisible and debarred from staying in the construction profession, men are outnumbered by women on construction sites in Asia

Source: N.L. Othman, M. Jaafar, “Personal Competency of Selected Women Construction Project Managers in Malaysia “Journal of Engineering, Design and Technology, pp. 276- 287, 2013.

14. Swathi & Reddy (2016), Women are playing a vital role in the economic and social development of the nations all over the world. Working women have a whole set of problems involving both family and professional lives. Women have to play their role as a wife, a mother and an earner. They have to manage their career while maintaining traditional roles. That means for working women it is two sets of overlapping responsibilities. Therefore, in addition to their traditional roles, professional roles seem to be one of the major sources of stress that working women have to face. This review of literature gives information about working women stress, factors in the working environment that cause stressful situations among working women.

Source: Stress Among Working Women: A Literature Review, V. Swathi, M. Reddy Published 2016, semanticscholar.org

15. Dasgupta et.al., (2017), This article, based on the report of the fact-finding team on the gang rape and death of an accredited social health activist (ASHA) in Muzaffarnagar in January 2016, attempts to analyze the issues of the safety and mobility of front-line women health workers. It argues that although the National Health Mission is often alluded to as a flagship programme of the government, it has failed in its basic responsibility as an ethical employer, since there is no support and back-up system that can be easily accessed by ASHAs in terms of dealing with the fallout of their social role

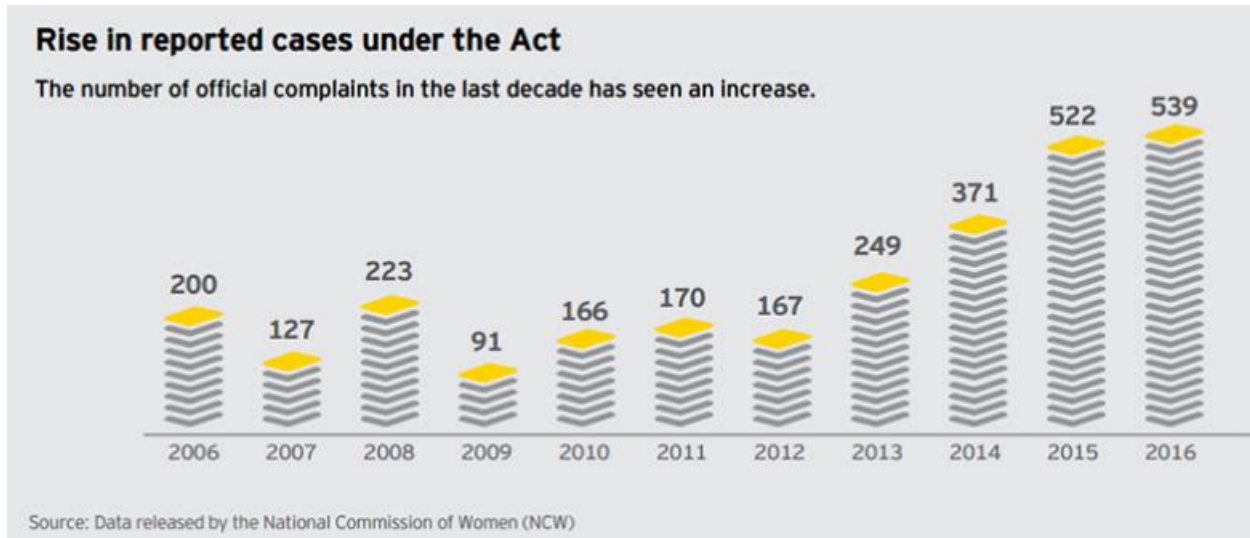
as “change agents” in rural areas, and community reactions to their mobility and public exposure. The report stresses the need to consider the deeply patriarchal system within which ASHAs function in states such as Uttar Pradesh. It also discusses the fact that the workforce is increasingly shifting from the formal to the informal sector, which has given rise to an assumption that the employer is no longer accountable for women workers’ safety at the workplace

Source: Jashodhara Dasgupta, Jayashree Velankar, Pritisha Borah, Gangotri Hazarika Nath (2017), The safety of women health workers at the frontlines, Indian Journal of Medical Ethics Online First Published February 21, 2017

2.2 RESEARCH GAP

With the onset of IT&BT industry, women work in night shifts. It is the responsibility of the firm to provide office transportation to such employees. When the sexual assault incident on a woman BPO employee came to light a few days ago, a general opinion prevailed all over. Police as well as public believed that the unfortunate incident would have been avoided, had the BPO Company she was working for provided her official transportation facility to reach home safe.

There are rules in place which mandate providing transportation to women who work after 8 pm. However, the establishments tend to violate these rules often. In this backdrop, here are answers for your questions on role of an employer in safeguarding the safety of female employees, government rules, guidelines for IT/BT sector etc.



The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 is an Indian legislative act passed on 9 December 2013. This Act supersedes previously laid archaic laws and guidelines. It defines sexual harassment at the workplace and establishes a system of redressal and safeguards against false complaints. It covers various other aspects of workplace harassment and defines the “aggrieved woman” who will be protected under the Act.

Does the Indian law allow women to work at night shifts?

Though night shift was in practice from long time, it was legally not approved till recently. In fact, in 1919, International Labor Organization had completely prohibited women from working at night. Factories Act 1948 did not have provisions for women to work past 7 pm. With changing times, in 1990, the ILO adopted a protocol to allow women to work at night. Thus, an amendment to Factories Act 1948 came into existence in 2007. This amendment allowed women to work at late night shifts in factories (up to 10 pm).

What about women employees working in non-factory establishments?

If Factories Act is a Central government law, shops and establishments come under the purview of the State government. In Karnataka, Shops and Commercial Establishments Act, 1961 is in force. This Act too had originally restricted women from working after 8 pm. With the onset of information technology and BPO sector, an amendment was brought to the Act in 2002. This amendment allows an exemption to any establishment of

IT or IT-enabled service to permit women to work in night shifts. Here, night shift refers to working hours that is between 8 pm and 6 am.

Is there a need for the firm/establishment to take permission from Labor department if they are allowing women to work after 8 pm?

A clause in the Act mandates IT/BT firms to get permission to allow women to work after 8 pm, by submitting Form R. The form comprises information about women employees who are willing to work at night shifts, mode of transportation provided to them etc.

Does the law mention about safety measures to be taken up by the company for their female employees who work at night shifts?

In case of women working in a factory, the Factory Act lays down certain conditions for factory owner for the safety of women working at night shifts. It includes providing free transportation facility for women employees who work after 7 pm, to return their homes after work, extending canteen and creche facility etc., while allowing women to work after 8 pm, specifies that it is subject to the condition that the establishment provides transportation facilities and security to women employees.

What are the measures to be taken up by the company for the safety of female employees who work at night shifts?

Shops and Establishments Act has laid down a few conditions under Form 'S' to protect female employees who work before 6 am and after 8 pm. This new amendment was introduced in 2007. Here are the conditions that the companies need to follow:

- ✓ Provide transport facilities from the residence to workplace and back, free of cost and with adequate security.
- ✓ Employment of women employees in night shift shall be on rotation basis.
- ✓ Post adequate number of security guards during night shift.
- ✓ Provide sufficient rest rooms, latrines and washing facilities with water supply separately for women employees so as to secure privacy.
- ✓ The establishment should bear the cost of creche facility obtained by women employees from voluntary or other organizations.

- ✓ The Company should obtain bio-data of each driver.
- ✓ The Company must conduct pre-employment screening of the antecedents of all drivers employed on their own.
- ✓ While hiring drivers through outsourcing, the company should ensure that the collection of bio-data and pre-employment screening of the antecedents of the drivers is carried out by the service providers.
- ✓ The Schedule of route of the pickup and drop is to be decided by the supervisory office of the company only. In case of an urgent need, change of drivers/ routes/ shifts shall be allowed only with the prior knowledge of supervisory officers/ employees.
- ✓ The telephone number, particularly mobile phone numbers and address of the women employees should not be disclosed to unauthorized persons.
- ✓ Careful selection of routes shall be made in such a way that ordinarily no women employees shall be picked up first and dropped last.
- ✓ The company should provide security guards at work place and for night shift vehicles when women employees are being picked up first or dropped last
- ✓ The designation supervisors of the company/ service providers may randomly check the vehicles on various routes as far as possible
- ✓ Company must have a control room/ travel desk for monitoring vehicle movements.

Breach of aforesaid conditions can lead to withdrawal of exemption (from the rule of not letting women employees work at night shifts) granted to the firm.

What if the company is too small say for example 50 employees or less and does not have financial and logistics support to provide drop facility for its employees who work at night shifts?

Since the law does not differentiate between a small and a big firm, it is the employer's responsibility to provide transportation facility to women working at night shifts. They cannot avoid their responsibility with claims such as lack of financial backup or logistics support.

Apart from the government laws, is there any other guideline in place for the IT companies to follow for the safe commute of women employees?

According to **reports**, the National Association of Software and Services Companies (Nasscom) has laid down few security measures for the safety women employees who work at night shifts. Code of conduct includes,

- ✓ Conducting regular detailed audits of existing transport system, examining the employee rostering mechanism, punctuality, speeding of vehicles and instances of unacceptable behavior of transport personnel.
- ✓ Maintain a helpline number.
- ✓ Provide employees with phone numbers of at least three senior members of the organization.
- ✓ Ensure all cabs have side mirrors intact.
- ✓ Ensure that a security guard accompanies the employees in cab.
- ✓ Do background verification of the driver and security guard.
- ✓ Strict disciplinary action in case of inappropriate behavior by any member of vendor staff, among others.

What if a female employee decides to use her own personal mode of transport to commute during the night shift?

In such a case, the female employee should give it in writing to the company HR, that she does not need company's transportation. Preferably, she must mention the shift hours, so that the company can understand that despite odd shift hours, she has decided to use her own means of transport. This will make the company non-accountable in case the particular employee faces an untoward incident during the course of her journey. In case a woman employee wishes to avoid using office cab on a particular day, she must give it in writing to the company, by mentioning the specific date and reason.

Are the existing laws related to safety and transport applicable only to women?

Factories Act speaks only about the safety of women who work at night shifts. Perhaps, when the Act was amended the possibility of sexual harassment against men was never thought of. But of late, there are **incidents of sexual violence** against men coming to light and police complaints being made.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN

This study involves descriptive analysis and it is based on primary as well secondary data, however primary data collection was given more importance. One of the most important users of research methodology is that it helps in identifying the problem, collecting, analyzing the required information data and providing an alternative solution to the problem. It also helps in collecting the vital information that is required by the top management to assist them for the better decision making both day to day decision and critical ones. The study consists of analysis about women safety on IT sector. For the purpose of the study 100+ IT employees were picked up at random and their views were solicited on different parameters.

3.2 DATA DESIGN

Type of Data Used

Data are facts, figures and other relevant materials, past and present, serving as bases for study and analysis.

Sources of data; a) Primary Data

b) Secondary Data

Data Source

The sources of data are from two sources. The first data is primary data and it was collected through questionnaire and the secondary data was collected from magazines like Economic Times, e-journals, white papers, articles etc.

Primary Data

The primary data are those, which are collected a fresh and for the first time for the collection as a primary data a sample survey method was used in the study. Personal interview as conducted with a help of questionnaire prepared for the study.

Secondary Data

The secondary data are those which have been already collected and analyzed by someone for its own use later the same data are used by the different agency. The secondary data collected by research books, articles, journals, magazines, Newspapers, etc.

3.3 QUESTIONNAIRE DESIGN

Type of Questionnaire

Questionnaire is the source of data collection. The questionnaire is prepared with suitable questions and distributed among the employees of the organization. Few open ended and majority closed ended question types are used in this study

Scales used for Questionnaire Development

According to **Robert Gatewood, Hubert S. Field, Murray Barrick**, measurement includes the systematic application of rules for allocating numerical values to objects to represent the quantities of a person's attributes or traits. The first evaluation is Rules, attribute, psychological factors, metrics or units. Likert 5 scales are used in this study. A Likert scale is commonly used to measure attitudes, knowledge, perceptions, values and behavioral changes. A Likert-type scale involves a series of statements that respondents may choose from in order to rate their responses to evaluative questions (Vogt, 1999).

Reliability and Validity of the questionnaire

Reliability is the "concept" used for testing and evaluating the quantitative information. The most important part of the study is its quality.

Validity is the concept of "described" wide range of terms. Some qualitative researcher agreed that for qualitative research the validity is not expected but at the same time many researchers create or establish by what they declare as right like rigidity; excellence and trustworthiness.

The questionnaire framed is valid and reliable.

3.4. HYPOTHESIS FRAMED

H₀ (Null hypothesis) = There is no significant relationship between education of the respondents and their opinion on their ability to self-deal with the unsafe condition

H₁ (Alternate hypothesis) = There is a significant relationship between education of the respondents and their opinion on their ability to self-deal with the unsafe condition

H₀ (Null hypothesis) = There is no significant relation between marital status of the respondents and their opinion on intrusive questions about their private life that made them to feel offended

H₁ (Alternate hypothesis) = There is no significant relation between marital status of the respondents and their opinion on intrusive questions about their private life that made them to feel offended.

3.5 SAMPLING DESIGN

Sample Size: 120 respondents.

Sample Location: Chennai based individuals selected randomly from Chennai Zone.

Sample Targeted People: Employees working in IT sector across Chennai.

Period of Study: 4 months from December 2021 till March 2022.

3.6 TOOLS FOR DATA ANALYSIS

- ✓ Percentage Analysis
- ✓ Weighted Average and
- ✓ Rank Analysis
- ✓ Chi Square Test
- ✓ Correlation co efficient

3.7 LIMITATIONS OF THE STUDY

- Respondents are less interested in answering the questionnaire, as it is an interruption to their regular work.
- Primary data has been collected using questionnaire, which has the problem of respondents not giving factual information occasionally.
- The study was limited to specific city, sample size was limited, and past data were not available.

CHAPTER 4

DATA ANALYSIS & INTERPRETATION

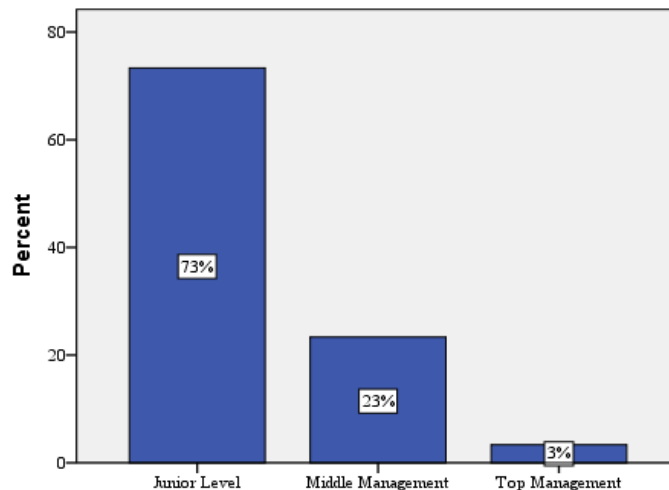
4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1: DESIGNATION OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Junior Level	88	73%
Middle Management	28	23%
Top Management	4	4%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.1: DESIGNATION OF THE RESPONDENTS



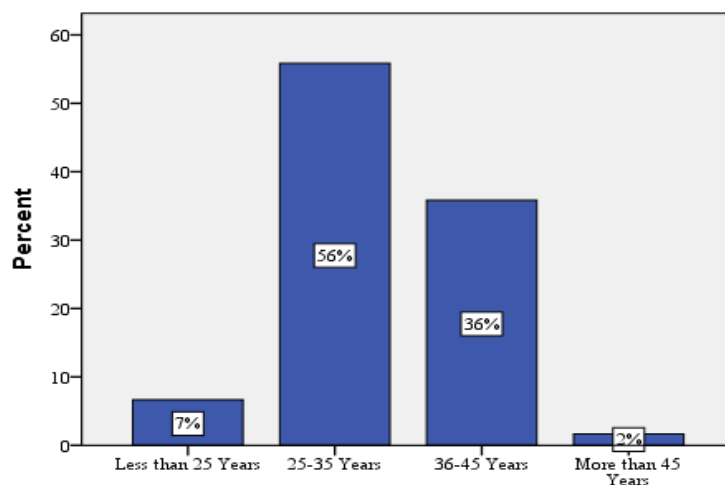
INTERPRETATION: 73% of the respondents are working as junior level employees, 23% of them are in the middle management of their company and rest 4% of them are ranking in top management of their company.

TABLE 4.1.2: AGE OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Less than 25 Years	8	7%
25-35 Years	67	56%
36-45 Years	43	36%
More than 45 Years	2	1%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.2: AGE OF THE RESPONDENTS



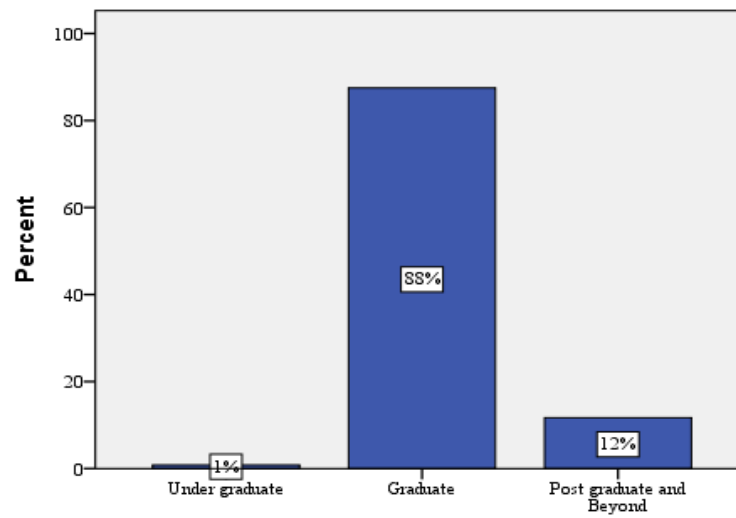
INTERPRETATION: 7% of the respondents are less than 25 years old, 56% of them are 25-35 years old, 36% of the respondents are 36-45 years old, 1% of them are more than 45 years old.

TABLE 4.1.3: EDUCATION OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Under graduate	1	1%
Graduate	105	87%
Post graduate and beyond	14	12%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.3: EDUCATION OF THE RESPONDENTS



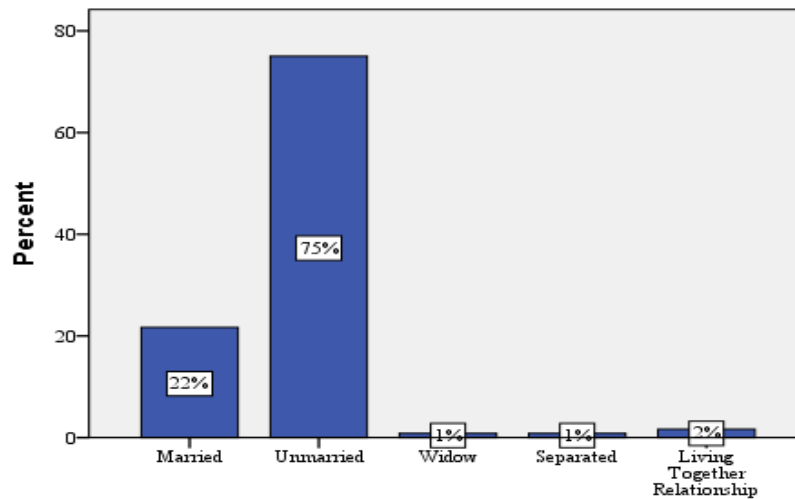
INTERPRETATION: 1% of the respondents are undergraduates, 88% of them are graduates and rest 12% of them are post graduates and beyond that.

TABLE 4.1.4: MARITAL STATUS OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Married	26	21%
Unmarried	90	75%
Widow	1	1%
Separated	1	1%
Living Together Relationship	2	2%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.4: MARITAL STATUS OF THE RESPONDENTS



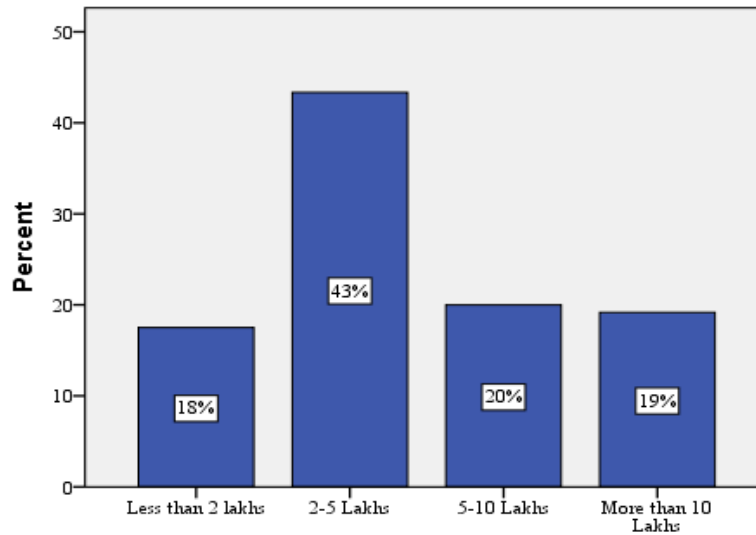
INTERPRETATION: 22% of the respondents are married, 75% of them are unmarried, 1% respondents are widow, 1% of them are separated and rest 2% respondents are having living together relationship.

TABLE 4.1.5: ANNUAL INCOME OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Less than 2 lakhs	21	18%
2-5 Lakhs	52	43%
5-10 Lakhs	24	20%
More than 10 Lakhs	23	19%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.5: ANNUAL INCOME OF THE RESPONDENTS



INTERPRETATION: 18% of the respondents are earning less than 2 Lakhs per annum, 43% respondents' annual income is around 2-5 Lakhs, 20% of them are earning 5-10 Lakhs an year and rest 19% of them are earning more than 10 Lakhs per annum.

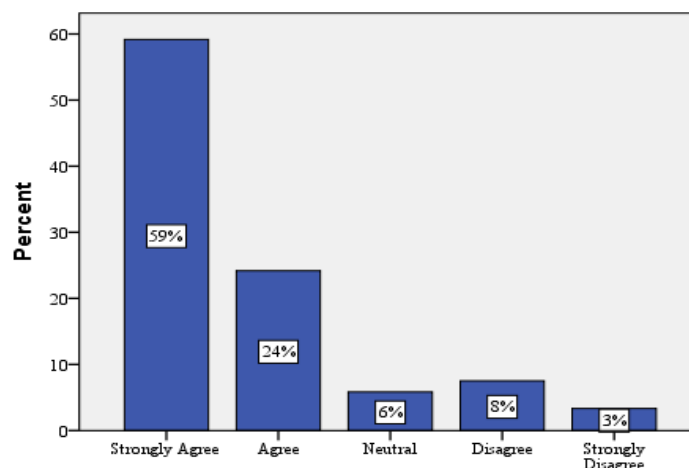
BASIC RELATIONSHIP STATUS

TABLE 4.1.6: ABILITY TO COMMUNICATE FREELY WITH PEER

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	71	59%
Agree	29	24%
Neutral	7	6%
Disagree	9	8%
Strongly Disagree	4	3%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.6: ABILITY TO COMMUNICATE FREELY WITH PEER



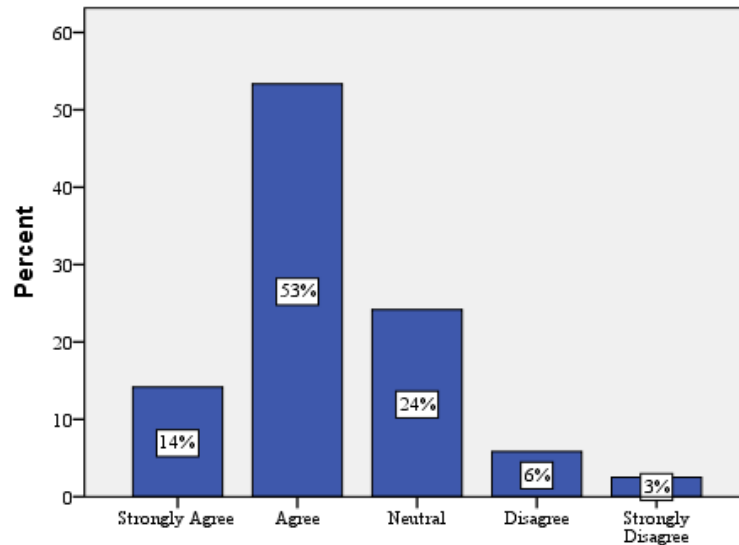
INTERPRETATION: 59% of the respondents strongly agree that they have ability to communicate freely with peer, 24% of them agree, 6% of the respondents neither agree nor disagree, 8% of the respondents disagree and rest 3% respondents strongly disagree with this.

**TABLE 4.1.7: FACING STRESS DUE TO SHIFTS AND SAFETY FEAR AT
WORKPLACE**

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	17	14%
Agree	64	53%
Neutral	29	24%
Disagree	7	6%
Strongly Disagree	3	3%
TOTAL	120	100%

(Source: Primary Data)

**CHART 4.1.7: FACING STRESS DUE TO SHIFTS AND SAFETY FEAR AT
WORKPLACE**



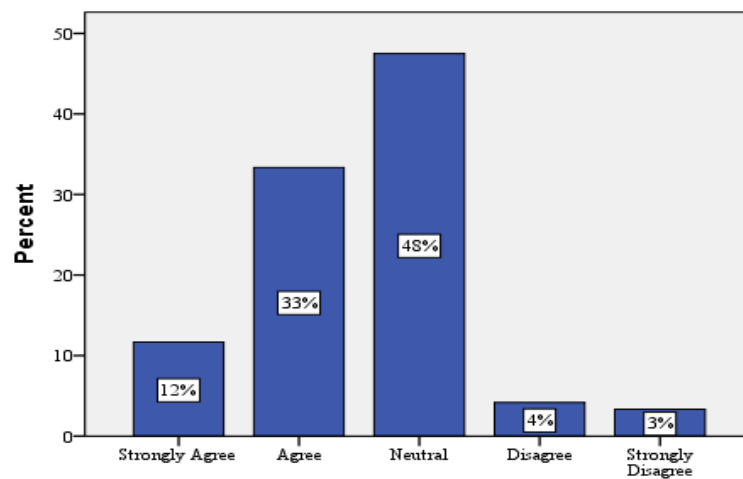
INTERPRETATION: 14% of the respondents strongly agree that they face stress due to shifts and safety fear at workplace, 53% of them agree, 24% of the respondents neither agree nor disagree, 6% of the respondents disagree and rest 3% respondents strongly disagree with this.

**TABLE 4.1.8: HAVING FREEDOM TO TRY OUR NEW THINGS AT HOME AND
WORKPLACE**

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	14	12%
Agree	40	33%
Neutral	57	48%
Disagree	5	4%
Strongly Disagree	4	3%
TOTAL	120	100%

(Source: Primary Data)

**CHART 4.1.8: HAVING FREEDOM TO TRY OUR NEW THINGS AT HOME AND
WORKPLACE**



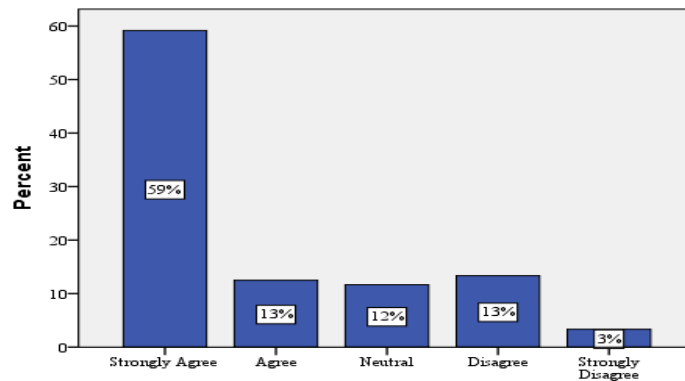
INTERPRETATION: 12% of the respondents strongly agree that they have freedom to try their new things at home and workplace, 33% of them agree, 48% of the respondents neither agree nor disagree, 4% of the respondents disagree and rest 3% respondents strongly disagree with this.

**TABLE 4.1.9: SUPERIORS RECEPTIVE TO SUGGESTIONS OF WOMEN
SUBORDINATES**

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	71	59%
Agree	15	13%
Neutral	14	12%
Disagree	16	13%
Strongly Disagree	4	3%
TOTAL	120	100%

(Source: Primary Data)

**CHART 4.1.9: SUPERIORS RECEPTIVE TO SUGGESTIONS OF WOMEN
SUBORDINATES**



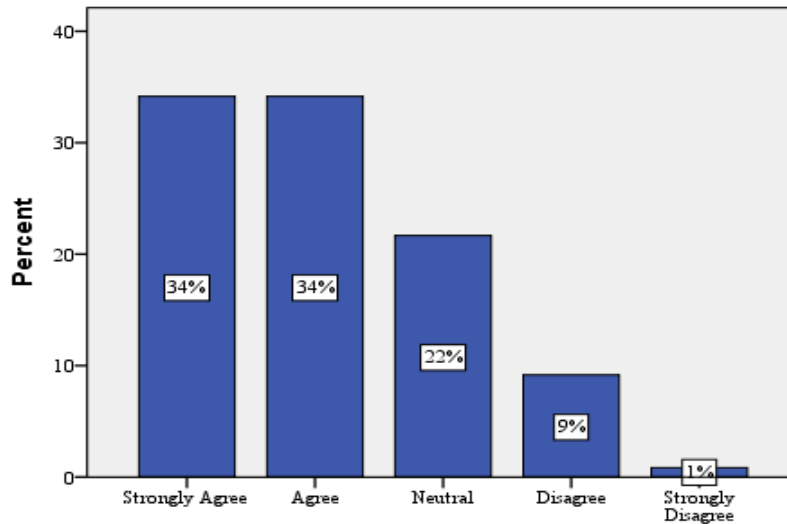
INTERPRETATION: 59% of the respondents strongly agree that their superiors are receptive to suggestions of women subordinates, 13% of them agree, 12% of the respondents neither agree nor disagree, 13% of the respondents disagree and rest 3% respondents strongly disagree with this.

TABLE 4.1.10: RECEIVING SUPPORT FROM PEER / MANAGEMENT AT TIME OF OCCUPATIONAL PROBLEMS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	41	34%
Agree	41	34%
Neutral	26	22%
Disagree	11	9%
Strongly Disagree	1	1%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.10: RECEIVING SUPPORT FROM PEER / MANAGEMENT AT TIME OF OCCUPATIONAL PROBLEMS



INTERPRETATION: 34% of the respondents strongly agree that they are receiving support from Peer / Management at time of occupational problems, 34% of them agree, 22% of the respondents neither agree nor disagree, 9% of the respondents disagree and rest 1% respondents strongly disagree with this.

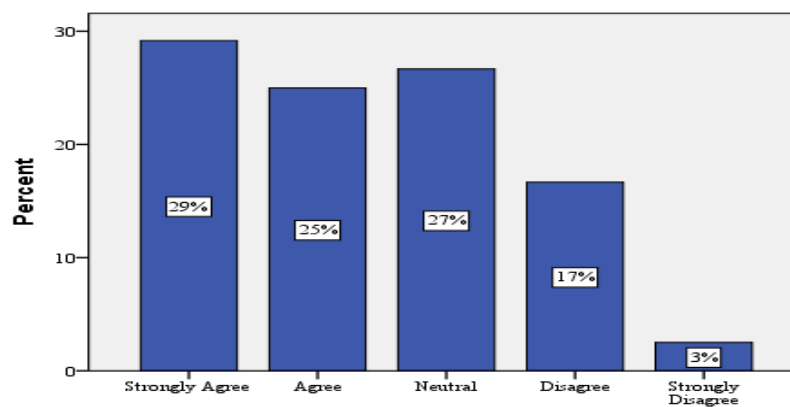
UNSAFE FEELING

TABLE 4.1.11: INTRUSIVE QUESTIONS ABOUT PRIVATE LIFE THAT MADE FEEL OFFENDED

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	35	29%
Agree	30	25%
Neutral	32	27%
Disagree	20	17%
Strongly Disagree	3	2%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.11: INTRUSIVE QUESTIONS ABOUT PRIVATE LIFE THAT MADE FEEL OFFENDED



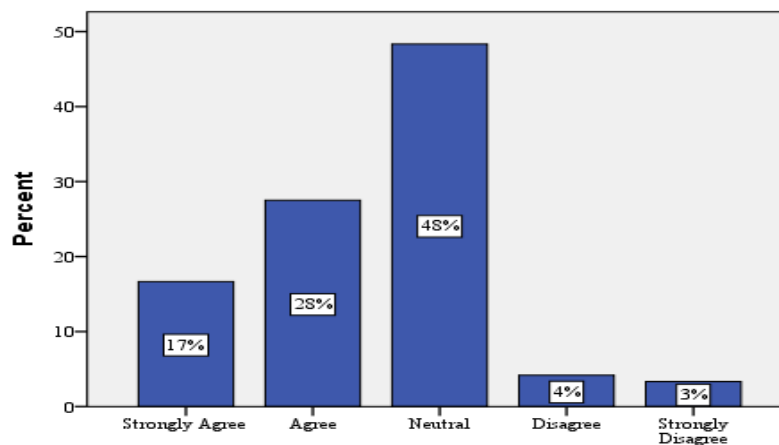
INTERPRETATION: 29% of the respondents strongly agree that intrusive questions about their private life that made them feel offended, 25% of them agree, 27% of the respondents neither agree nor disagree, 17% of the respondents disagree and rest 3% respondents strongly disagree with this.

**TABLE 4.1.12: INAPPROPRIATE STARING OR LEERING MADE FEEL
INTIMIDATED**

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	20	17%
Agree	33	28%
Neutral	58	48%
Disagree	5	4%
Strongly Disagree	4	3%
TOTAL	120	100%

(Source: Primary Data)

**CHART 4.1.12: INAPPROPRIATE STARING OR LEERING MADE FEEL
INTIMIDATED**

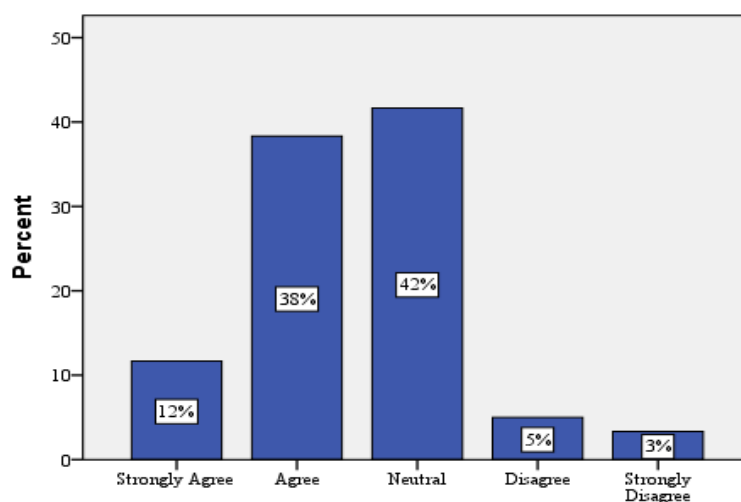


INTERPRETATION: 17% of the respondents strongly agree that inappropriate staring or leering that made them feel intimidated, 28% of them agree, 48% of the respondents neither agree nor disagree, 4% of the respondents disagree and rest 3% respondents strongly disagree with this.

TABLE 4.1.13: INAPPROPRIATE INVITATIONS TO GO OUT ON DATES

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	14	12%
Agree	46	38%
Neutral	50	42%
Disagree	6	5%
Strongly Disagree	4	3%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.13: INAPPROPRIATE INVITATIONS TO GO OUT ON DATES

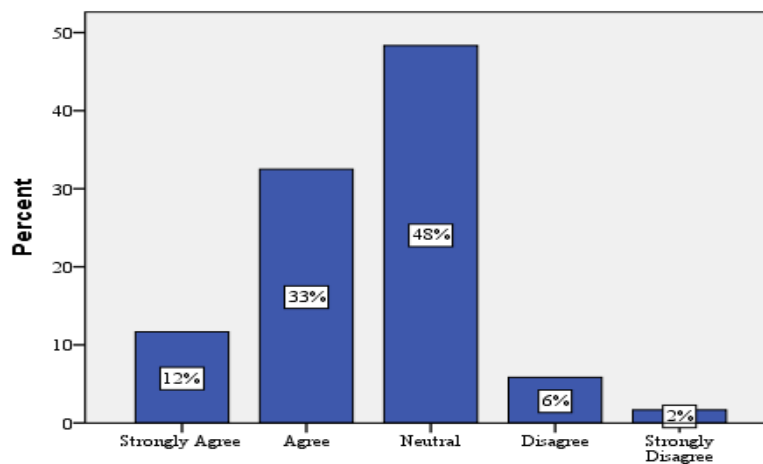
INTERPRETATION: 12% of the respondents strongly agree that they are receiving inappropriate invitations to go out on dates, 38% of them agree, 42% of the respondents neither agree nor disagree, 5% of the respondents disagree and rest 3% respondents strongly disagree with this.

**TABLE 4.1.14: UNWANTED SEXUALLY EXPLICIT EMAILS OR SMS MESSAGES
THAT OFFENDED**

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	14	12%
Agree	39	33%
Neutral	58	48%
Disagree	7	5%
Strongly Disagree	2	2%
TOTAL	120	100%

(Source: Primary Data)

**CHART 4.1.14: UNWANTED SEXUALLY EXPLICIT EMAILS OR SMS MESSAGES
THAT OFFENDED**



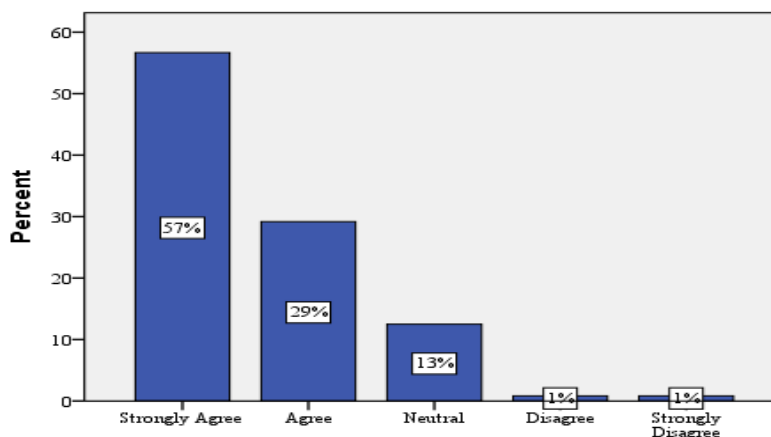
INTERPRETATION: 12% of the respondents strongly agree that unwanted sexually explicit emails or SMS messages that offended them, 33% of them agree, 48% of the respondents neither agree nor disagree, 6% of the respondents disagree and rest 2% respondents strongly disagree with this.

TABLE 4.1.15: INAPPROPRIATE ADVANCES THAT OFFENDED ON SOCIAL NETWORKING WEBSITES SUCH AS FACEBOOK, OR IN INTERNET CHAT ROOMS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	68	57%
Agree	35	29%
Neutral	15	12%
Disagree	1	1%
Strongly Disagree	1	1%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.15: INAPPROPRIATE ADVANCES THAT OFFENDED ON SOCIAL NETWORKING WEBSITES SUCH AS FACEBOOK, OR IN INTERNET CHAT ROOMS



INTERPRETATION: 57% of the respondents strongly agree that they inappropriate advances that offended them on social networking websites such as Facebook, or in internet chat rooms, 29% of them agree, 13% of the respondents neither agree nor disagree, 1% of the respondents disagree and rest 1% respondents strongly disagree with this.

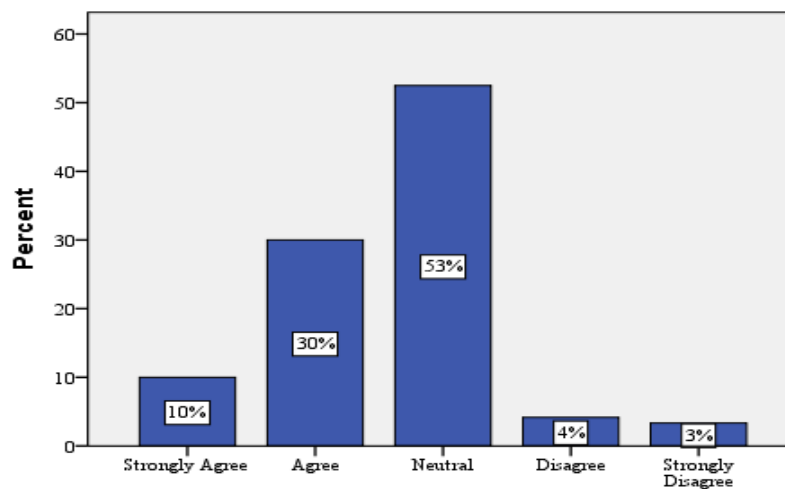
SELF-MEASURES TAKEN

TABLE 4.1.16: REPORT TO EMPLOYER/BOSS AT WORKPLACE

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	12	10%
Agree	36	30%
Neutral	63	53%
Disagree	5	4%
Strongly Disagree	4	3%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.16: REPORT TO EMPLOYER/BOSS AT WORKPLACE



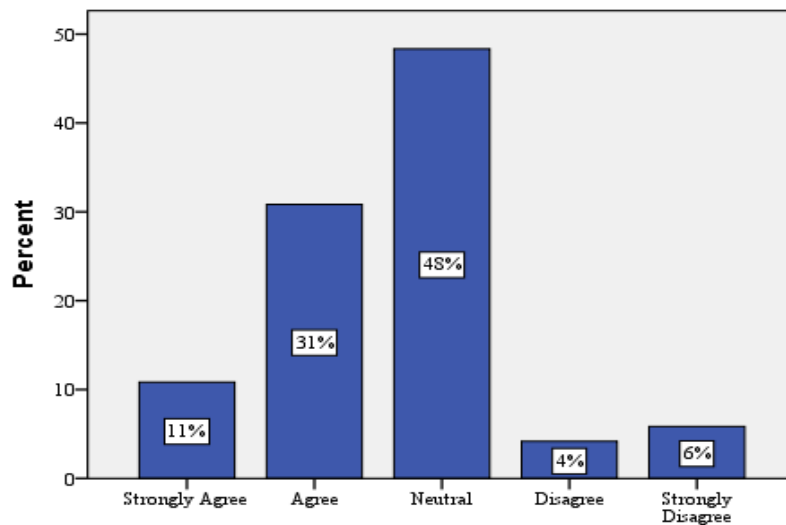
INTERPRETATION: 10% of the respondents strongly agree that they report to Employer/boss at workplace if they feel unsafe, 30% of them agree, 53% of the respondents neither agree nor disagree, 4% of the respondents disagree and rest 3% respondents strongly disagree with this.

TABLE 4.1.17: REPORT TO FAMILY OR FRIENDS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	13	11%
Agree	37	31%
Neutral	58	48%
Disagree	5	4%
Strongly Disagree	7	6%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.17: REPORT TO FAMILY OR FRIENDS



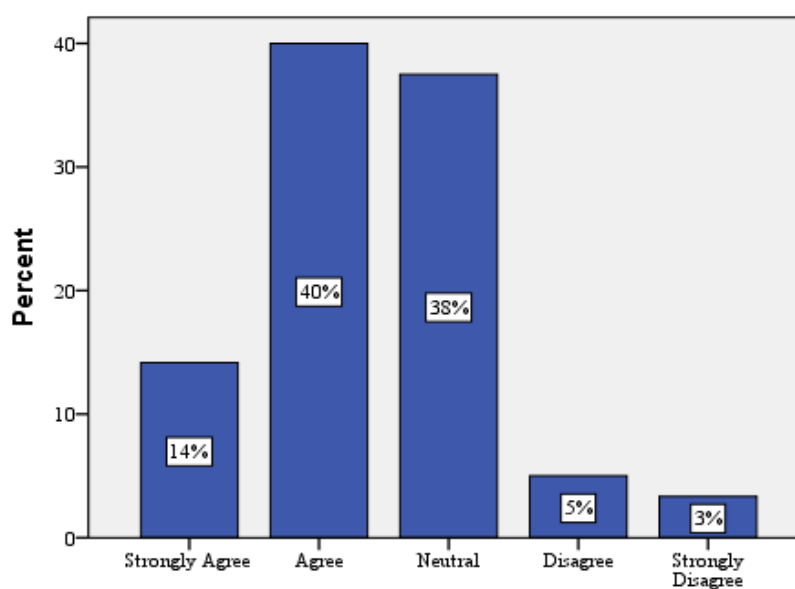
INTERPRETATION: 11% of the respondents strongly agree that they report to family or friends if they feel unsafe, 31% of them agree, 48% of the respondents neither agree nor disagree, 4% of the respondents disagree and rest 6% respondents strongly disagree with this.

TABLE 4.1.18: ABILITY TO DEAL WITH IT SELF

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	17	14%
Agree	48	40%
Neutral	45	38%
Disagree	6	5%
Strongly Disagree	4	3%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.18: ABILITY TO DEAL WITH IT SELF



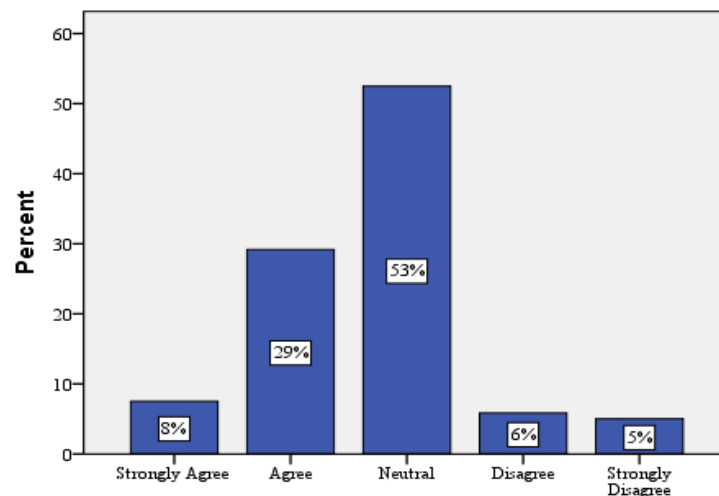
INTERPRETATION: 14% of the respondents strongly agree that they have ability to deal with unsafe circumstances by themselves, 40% of them agree, 38% of the respondents neither agree nor disagree, 5% of the respondents disagree and rest 3% respondents strongly disagree with this.

TABLE 4.1.19: WILL SPEAK TO CONCERNED PERSON TO STOP THE ACT

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	9	8%
Agree	35	29%
Neutral	63	52%
Disagree	7	6%
Strongly Disagree	6	5%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.19: WILL SPEAK TO CONCERNED PERSON TO STOP THE ACT



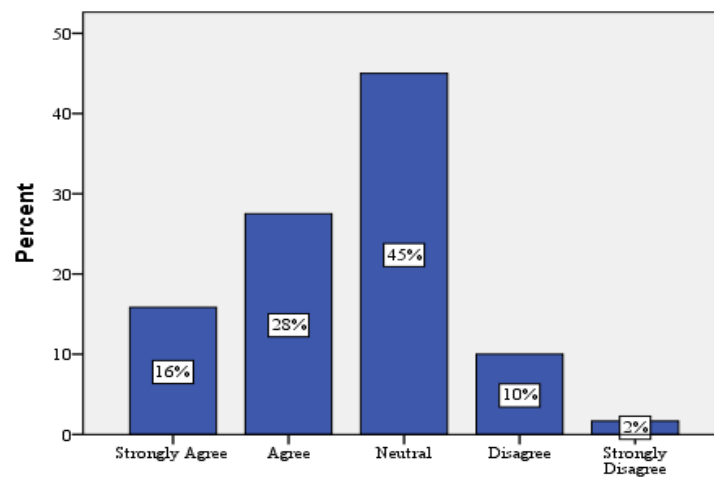
INTERPRETATION: 8% of the respondents strongly agree that they will speak to the concerned person to stop the act, 29% of them agree, 53% of the respondents neither agree nor disagree, 6% of the respondents disagree and rest 5% respondents strongly disagree with this.

TABLE 4.1.20: NEVER TAKE IT SERIOUSLY

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Strongly Agree	19	16%
Agree	33	28%
Neutral	54	45%
Disagree	12	10%
Strongly Disagree	2	1%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.20: NEVER TAKE IT SERIOUSLY



INTERPRETATION: 16% of the respondents strongly agree that they never take it seriously, 28% of them agree, 45% of the respondents neither agree nor disagree, 10% of the respondents disagree and rest 2% respondents strongly disagree with this.

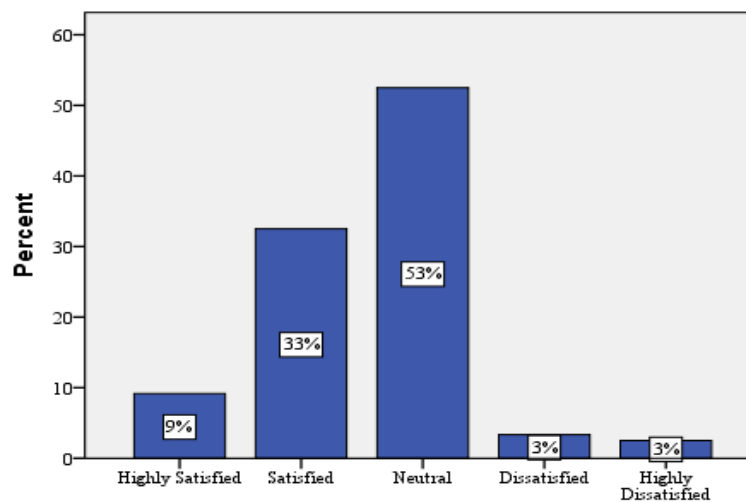
CORPORATE MEASURES

TABLE 4.1.21: SHUTTLE PROVIDED FROM BUS / TRAIN POINTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Highly Satisfied	11	9%
Satisfied	39	33%
Neutral	63	53%
Dissatisfied	4	3%
Highly Dissatisfied	3	2%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.21: SHUTTLE PROVIDED FROM BUS / TRAIN POINTS



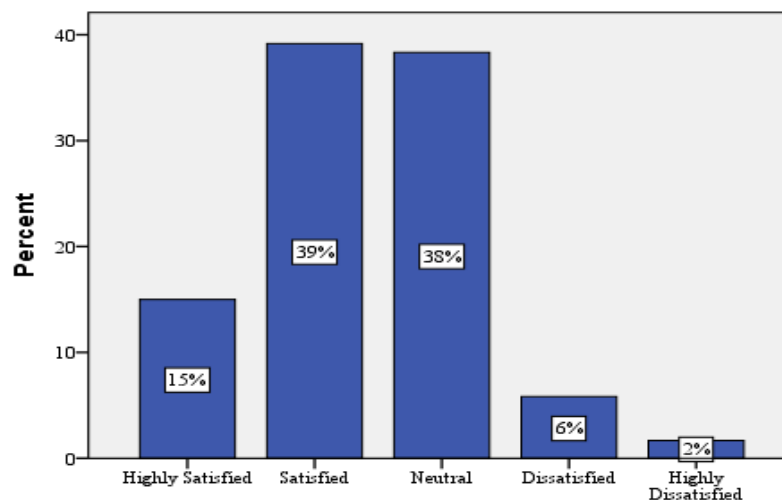
INTERPRETATION: 9% of the respondents are highly satisfied with the shuttle provided from Bus / Train points, 33% respondents are satisfied, 53% of the respondents are neither satisfied nor dissatisfied with this, 3% respondents are dissatisfied and rest 3% respondents are highly dissatisfied with this.

TABLE 4.1.22: DOOR TO DOOR PICK UP AND DROP WITH SECURITY ASSISTANCE

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Highly Satisfied	18	15%
Satisfied	47	39%
Neutral	46	38%
Dissatisfied	7	6%
Highly Dissatisfied	2	2%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.22: DOOR TO DOOR PICK UP AND DROP WITH SECURITY ASSISTANCE



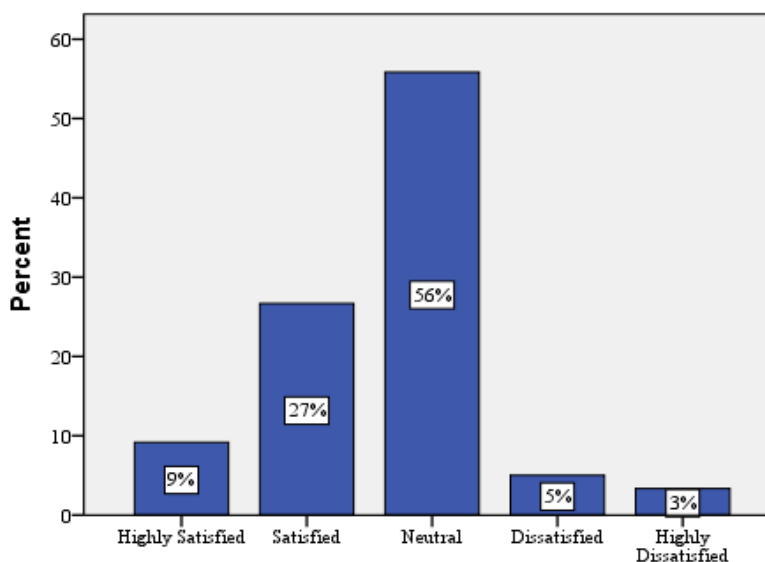
INTERPRETATION: 15% of the respondents are highly satisfied with the door to door pick up and drop with security assistance, 39% respondents are satisfied, 38% of the respondents are neither satisfied nor dissatisfied with this, 6% respondents are dissatisfied and rest 2% respondents are highly dissatisfied with this.

TABLE 4.1.23: GRIEVANCE REDRESSAL COMMITTEE

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Highly Satisfied	11	9%
Satisfied	32	27%
Neutral	67	56%
Dissatisfied	6	5%
Highly Dissatisfied	4	3%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.23: GRIEVANCE REDRESSAL COMMITTEE



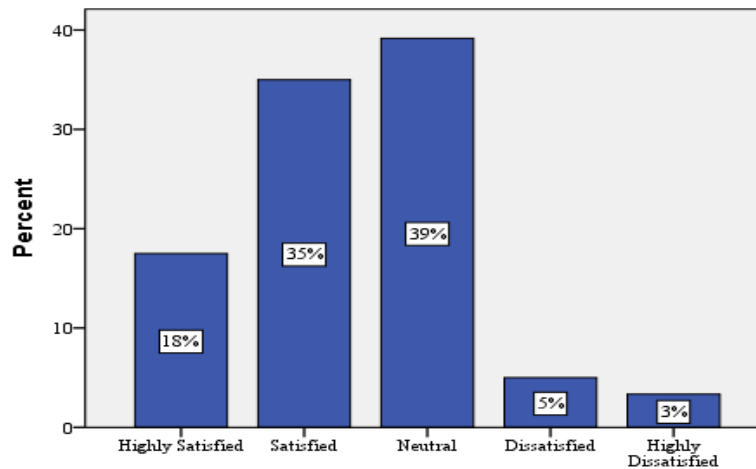
INTERPRETATION: 9% of the respondents are highly satisfied with the Grievance redressal Committee, 27% respondents are satisfied, 56% of the respondents are neither satisfied nor dissatisfied with this, 5% respondents are dissatisfied and rest 3% respondents are highly dissatisfied with this.

TABLE 4.1.24: COUNSELING AND TRAINING ON SAFETY

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Highly Satisfied	21	18%
Satisfied	42	35%
Neutral	47	39%
Dissatisfied	6	5%
Highly Dissatisfied	4	3%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.24: COUNSELING AND TRAINING ON SAFETY



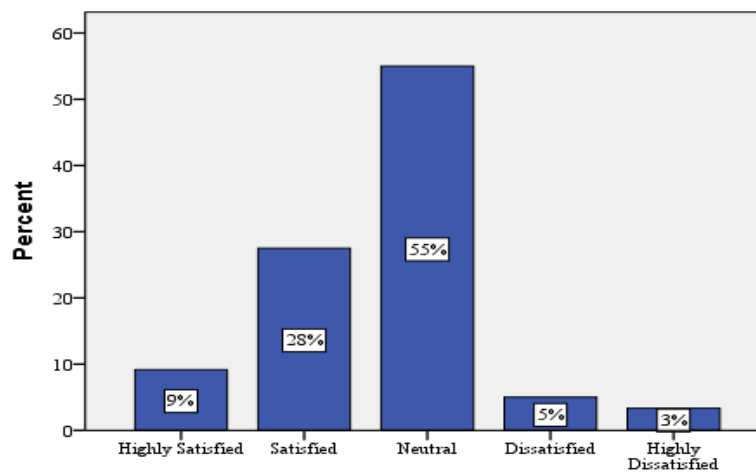
INTERPRETATION: 18% of the respondents are highly satisfied with the counseling and Training on safety given by the company, 35% respondents are satisfied, 39% of the respondents are neither satisfied nor dissatisfied with this, 5% respondents are dissatisfied and rest 3% respondents are highly dissatisfied with this.

TABLE 4.1.25: STRESS COPING MEASURES

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE %
Highly Satisfied	11	9%
Satisfied	33	28%
Neutral	66	55%
Dissatisfied	6	5%
Highly Dissatisfied	4	3%
TOTAL	120	100%

(Source: Primary Data)

CHART 4.1.25: STRESS COPING MEASURES



INTERPRETATION: 9% of the respondents are highly satisfied with the company's Stress coping measures for women employees, 28% respondents are satisfied, 55% of the respondents are neither satisfied nor dissatisfied with this, 5% respondents are dissatisfied and rest 3% respondents are highly dissatisfied with this

4.2 WEIGHTED AVERAGE

4.2.1 WEIGHTED AVERAGE METHOD

BASIC RELATIONSHIP STATUS

Basic Relationship Status	SA	A	N	DA	SDA
Ability to communicate freely with peer	71	29	7	9	4
Facing stress due to shifts and safety fear at workplace	17	64	29	7	3
Having freedom to try our new things at home and workplace	14	40	57	5	4
Superiors receptive to suggestions of women subordinates	71	15	14	16	4
Receiving support from Peer / Management	41	41	26	11	1

SCALE REPRESENTATION

Strongly Agree → 1

Agree → 2

Neutral → 3

Disagree → 4

Strongly Disagree → 5

$$\begin{aligned}\text{Ability to communicate freely with peer} &= (71*1) + (29*2) + (7*3) + (9*4) + (4*5) / 120 \\ &= 2.813\end{aligned}$$

$$\begin{aligned}\text{Facing stress due to shifts and safety fear} &= (17*1) + (64*2) + (29*3) + (7*4) + (3*5) / 120 \\ &= 2.058\end{aligned}$$

$$\begin{aligned}\text{Having freedom to try our new things} &= (14*1) + (40*2) + (57*3) + (5*4) + (4*5) / 120 \\ &= 2.75\end{aligned}$$

Superiors receptive to women subordinates = $(71*1) + (15*2) + (14*3) + (16*4) + (4*5) / 120$

$$= 2.813$$

Receiving support from Peer / Management = $(41*1) + (41*2) + (26*3) + (11*4) + (1*5) / 120$

$$= 2.813$$

RANK ANALYSIS

Basic Relationship Status	WA	Rank
Ability to communicate freely with peer	1.72	V
Facing stress due to shifts and safety fear at workplace	2.29	II
Having freedom to try our new things at home and workplace	2.54	I
Superiors receptive to suggestions of women subordinates	1.89	IV
Receiving support from Peer / Management at time of occupational problems	2.08	III

INTERPRETATION

From the above rank analysis table, it is clear that most of the respondents said they are having freedom to try our new things at home and workplace. Rank 2 has been given to facing stress due to shifts and safety fear at workplace, receiving support from peer / management at time of occupational problems come the next, Superiors receptive to suggestions of women subordinates was given the next rank and finally rank 5 was given to ability to communicate freely with peer.

4.2.2 WEIGHTED AVERAGE METHOD

UNSAFE FEELING

Unsafe Feeling	HS	S	N	DS	HDS
Intrusive questions about private life that made feel	35	30	32	20	3
Inappropriate staring or leering that made you feel intimidated	20	33	58	5	4
Inappropriate invitations to go out on dates	14	46	50	6	4
Unwanted sexually explicit emails or SMS messages	14	39	58	7	2
Inappropriate advances that offended on social networking	68	35	15	1	1

SCALE REPRESENTATION:-

Strongly Agree → 1

Agree → 2

Neutral → 3

Disagree → 4

Strongly Disagree → 5

$$\begin{aligned}\text{Intrusive questions about private life} &= (35*1) + (30*2) + (32*3) + (20*4) + (3*5) / 120 \\ &= 2.38\end{aligned}$$

$$\begin{aligned}\text{Inappropriate staring or leering intimidated} &= (20*1) + (33*2) + (58*3) + (5*4) + (4*5) / 120 \\ &= 2.50\end{aligned}$$

$$\begin{aligned}\text{Inappropriate invitations to go out on dates} &= (14*1) + (46*2) + (50*3) + (6*4) + (4*5) / 120 \\ &= 2.50\end{aligned}$$

$$\begin{aligned}\text{Unwanted sexually explicit emails or SMS} &= (14*1) + (39*2) + (58*3) + (7*4) + (2*5) / 120\end{aligned}$$

$$= 2.53$$

Inappropriate advances on social networking = $(68 \times 1) + (35 \times 2) + (15 \times 3) + (1 \times 4) + (1 \times 5) / 120$

$$= 1.60$$

RANK ANALYSIS

Unsafe Feeling	WA	Rank
Intrusive questions about private life that made feel offended	2.38	IV
Inappropriate staring or leering that made you feel intimidated	2.50	II
Inappropriate invitations to go out on dates	2.50	II
Unwanted sexually explicit emails or SMS messages	2.53	I
Inappropriate advances that offended on social networking	1.60	V

INTERPRETATION

From the above rank analysis table, it is clear that most of the respondents said unwanted sexually explicit emails or SMS messages made them to feel unsafe. Rank 2 has been given to Inappropriate staring or leering that made you feel intimidated and Inappropriate invitations to go out on dates, Intrusive questions about private life that made feel offended was given the next rank and finally rank 5 was given to Inappropriate advances that offended on social networking.

4.2.3 WEIGHTED AVERAGE METHOD

SELF-MEASURES TAKEN

Self-measures taken	HS	S	N	DS	HDS
Report to Employer/boss at my workplace	12	36	63	5	4
Report to family or friends	13	37	58	5	7
Was able to deal with it self	17	48	45	6	4
Will speak to the concerned person to stop the act	9	35	63	7	6
Never take it seriously	19	33	54	12	2

SCALE REPRESENTATION:-

Strongly Agree → 1

Agree → 2

Neutral → 3

Disagree → 4

Strongly Disagree → 5

Report to Employer/boss at my workplace = $(12*1) + (36*2) + (63*3) + (5*4) + (4*5) / 120$

$$= 2.61$$

Report to family or friends = $(13*1) + (37*2) + (58*3) + (5*4) + (7*5) / 120$

$$= 2.63$$

Was able to deal with it self = $(17*1) + (48*2) + (45*3) + (6*4) + (4*5) / 120$

$$= 2.43$$

Will speak to the concerned person to stop = $(9*1) + (35*2) + (63*3) + (7*4) + (6*5) / 120$

$$= 2.72$$

Never take it seriously = $(19*1) + (33*2) + (54*3) + (12*4) + (2*5) / 120$

$$= 2.54$$

RANK ANALYSIS

Self-measures taken	WA	Rank
Report to Employer/boss at my workplace	2.61	III
Report to family or friends	2.63	II
Was able to deal with it self	2.43	V
Will speak to the concerned person to stop the act	2.72	I
Never take it seriously	2.54	IV

INTERPRETATION

From the above rank analysis table, it is clear that most of the respondents said they Will speak to the concerned person to stop the act, if they feel unsafe. Rank 2 has been given to Report to family or friends, report to Employer/boss at workplace come the next, never take it seriously was given the next rank and finally rank 5 was given to deal the problems on self.

4.2.4 WEIGHTED AVERAGE METHOD

CORPORATE MEASURES FOR WOMEN SAFETY

Corporate Measures	SA	A	N	DA	SDA
Shuttle Provided from Bus / Train points	11	39	63	4	3
Door to Door pick up and drop with security assistance	18	47	46	7	2
Grievance Redressal Committee	11	32	67	6	4
Counseling and Training on safety	21	42	47	6	4
Stress coping measures	11	33	66	6	4

SCALE REPRESENTATION:-

Highly Satisfied → 1

Satisfied → 2

Neutral → 3

Dissatisfied → 4

Highly Dissatisfied → 5

$$\begin{aligned}\text{Shuttle Provided from Bus / Train points} &= (11*1) + (39*2) + (63*3) + (4*4) + (3*5) / 120 \\ &= 2.58\end{aligned}$$

$$\begin{aligned}\text{Door to Door pick up drop with security} &= (18*1) + (47*2) + (46*3) + (7*4) + (2*5) / 120 \\ &= 2.40\end{aligned}$$

$$\begin{aligned}\text{Grievance Redressal Committee} &= (11*1) + (32*2) + (67*3) + (6*4) + (4*5) / 120 \\ &= 2.67\end{aligned}$$

$$\begin{aligned}\text{Counseling and Training on safety} &= (21*1) + (42*2) + (47*3) + (6*4) + (4*5) / 120 \\ &= 2.42\end{aligned}$$

$$\begin{aligned}\text{Stress coping measures} &= (11*1) + (33*2) + (66*3) + (6*4) + (4*5) / 120 \\ &= 2.66\end{aligned}$$

RANK ANALYSIS

Corporate Measures	WA	Rank
Shuttle Provided from Bus / Train points	2.58	III
Door to Door pick up and drop with security assistance	2.40	V
Grievance Redressal Committee	2.67	I
Counseling and Training on safety	2.42	IV
Stress coping measures	2.66	II

INTERPRETATION

From the above rank analysis table, it is clear that most of the respondents said the corporate organize grievance redressal committee, rank 2 has been given to stress coping measures of the company, shuttle provided from Bus / Train points comes the next, counseling and training on safety was given the next rank and finally rank 5 was given to door to door pick up and drop with security assistance

4.3 CHI SQUARE TEST

EDUCATION OF THE RESPONDENTS VS

ABILITY TO SELF DEAL WITH THE UNSAFE CONDITION

H₀ (Null hypothesis) = There is no significant relationship between education of the respondents and their opinion on their ability to self-deal with the unsafe condition.

H₁ (Alternate hypothesis) = There is a significant relationship between education of the respondents and their opinion on their ability to self-deal with the unsafe condition.

**CROSS TABULATION FOR EDUCATION OF RESPONDENTS AND ABILITY TO
SELF DEAL WITH THE UNSAFE CONDITION**

			Self-Dealing					Total
			Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	
Education	Matriculation	Count	0	1	0	0	0	1
		Expected Count	.1	.4	.4	.1	.0	1.0
	Diploma / ITI	Count	10	41	44	6	4	105
		Expected Count	14.9	42.0	39.4	5.3	3.5	105.0
	Bachelors	Count	7	6	1	0	0	14
		Expected Count	2.0	5.6	5.3	.7	.5	14.0
Total		Count	17	48	45	6	4	120
		Expected Count	17.0	48.0	45.0	6.0	4.0	120.0

FORMULA

$$\text{CHI SQUARE} = \sum [(O-E)^2 / E]$$

O – Observed frequency

E – Expected frequency

(O – E) = Difference between observed frequency and expected frequency.

(O – E) = Square of the difference

$$\text{Degree of freedom} = (R-1) (C-1)$$

$$= (4-1) (3-1)$$

$$= 6$$

CHI SQUARE TEST TABLE

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	21.168 ^a	8	.007
Likelihood Ratio	19.526	8	.012
Linear-by-Linear Association	11.913	1	.001
N of Valid Cases	120		
a. 9 cells (60.0%) have expected count less than 5. The minimum expected count is .03.			

At 5% level of significance and df (8) the table value is 21.168

Calculated value = 0.007

Table value (21.168) > Significance (0.007)

H₀ is accepted.

INTERPRETATION

Hence, there is no relationship between education of the respondents and their opinion on their ability to self-deal with the unsafe condition.

4.4. CORRELATION CO-EFFICIENT

A Pearson correlation was run to determine the relationship between marital status of the respondents and their opinion on intrusive questions about their private life that made them to feel offended.

Correlations			
		Marital	Intrusive
Marital	Pearson Correlation	1	.018
	Sig. (2-tailed)		.847
	N	120	120
Intrusive	Pearson Correlation	.018	1
	Sig. (2-tailed)	.847	
	N	120	120

INTERPRETATION

The data showed no violation of normality, linearity or homoscedasticity. There was a positive correlation between marital status of the respondents and their opinion on intrusive questions about their private life that made them to feel offended, which is statistically significant ($r = 0.018$, $n = 120$). The Pearson correlation coefficient, r , is 0.018, and that this is not statistically significant.

CHAPTER 5

FINDINGS & SUGGESTIONS

5.1 FINDINGS OF THE STUDY

- ✓ 73% of the respondents are working as junior level employees, 23% of them are in the middle management of their company and rest 3% of them are ranking in top management of their company.
- ✓ 7% of the respondents are less than 25 years old, 56% of them are 25-35 years old, 36% of the respondents are 36-45 years old, 2% of them are more than 45 years old.
- ✓ 1% of the respondents are undergraduates, 88% of them are graduates and rest 12% of them are post graduates and beyond that.
- ✓ 22% of the respondents are married, 75% of them are unmarried, 1% respondents are widow, 1% of them are separated and rest 2% respondents are having living together relationship.
- ✓ 18% of the respondents are earning less than 2 Lakhs per annum, 43% respondents' annual income is around 2-5 Lakhs, 20% of them are earning 5-10 Lakhs a year and rest 19% of them are earning more than 10 Lakhs per annum.

BASIC RELATIONSHIP STATUS

- ✓ 59% of the respondents strongly agree that they have ability to communicate freely with peer, 24% of them agree, 6% of the respondents neither agree nor disagree, 8% of the respondents disagree and rest 3% respondents strongly disagree with this.
- ✓ 14% of the respondents strongly agree that they face stress due to shifts and safety fear at workplace, 53% of them agree, 24% of the respondents neither agree nor disagree, 6% of the respondents disagree and rest 3% respondents strongly disagree with this.

- ✓ 12% of the respondents strongly agree that they have freedom to try their new things at home and workplace, 33% of them agree, 48% of the respondents neither agree nor disagree, 4% of the respondents disagree and rest 3% respondents strongly disagree with this.
- ✓ 59% of the respondents strongly agree that their superiors are receptive to suggestions of women subordinates, 13% of them agree, 12% of the respondents neither agree nor disagree, 13% of the respondents disagree and rest 3% respondents strongly disagree with this.
- ✓ 34% of the respondents strongly agree that they are receiving support from Peer / Management at time of occupational problems, 34% of them agree, 22% of the respondents neither agree nor disagree, 9% of the respondents disagree and rest 1% respondents strongly disagree with this.

UNSAFE FEELING

- ✓ 29% of the respondents strongly agree that intrusive questions about their private life that made them feel offended, 25% of them agree, 27% of the respondents neither agree nor disagree, 17% of the respondents disagree and rest 3% respondents strongly disagree with this.
- ✓ 17% of the respondents strongly agree that inappropriate staring or leering that made them feel intimidated, 28% of them agree, 48% of the respondents neither agree nor disagree, 4% of the respondents disagree and rest 3% respondents strongly disagree with this.
- ✓ 12% of the respondents strongly agree that they are receiving inappropriate invitations to go out on dates, 38% of them agree, 42% of the respondents neither agree nor disagree, 5% of the respondents disagree and rest 3% respondents strongly disagree with this.
- ✓ 12% of the respondents strongly agree that unwanted sexually explicit emails or SMS messages that offended them, 33% of them agree, 48% of the respondents neither agree nor disagree, 6% of the respondents disagree and rest 2% respondents strongly disagree with this.
- ✓ 57% of the respondents strongly agree that they inappropriate advances that offended them on social networking websites such as Facebook, or in internet chat

rooms, 29% of them agree, 13% of the respondents neither agree nor disagree, 1% of the respondents disagree and rest 1% respondents strongly disagree with this.

SELF MEASURES TAKEN

- ✓ 10% of the respondents strongly agree that they report to Employer/boss at workplace if they feel unsafe, 30% of them agree, 53% of the respondents neither agree nor disagree, 4% of the respondents disagree and rest 3% respondents strongly disagree with this.
- ✓ 11% of the respondents strongly agree that they report to family or friends if they feel unsafe, 31% of them agree, 48% of the respondents neither agree nor disagree, 4% of the respondents disagree and rest 6% respondents strongly disagree with this.
- ✓ 14% of the respondents strongly agree that they have ability to deal with unsafe circumstances by themselves, 40% of them agree, 38% of the respondents neither agree nor disagree, 5% of the respondents disagree and rest 3% respondents strongly disagree with this.
- ✓ 8% of the respondents strongly agree that they will speak to the concerned person to stop the act, 29% of them agree, 53% of the respondents neither agree nor disagree, 6% of the respondents disagree and rest 5% respondents strongly disagree with this.
- ✓ 16% of the respondents strongly agree that they never take it seriously, 28% of them agree, 45% of the respondents neither agree nor disagree, 10% of the respondents disagree and rest 2% respondents strongly disagree with this.

CORPORATE MEASURES

- ✓ 9% of the respondents are highly satisfied with the shuttle provided from Bus / Train points, 33% respondents are satisfied, 53% of the respondents are neither satisfied nor dissatisfied with this, 3% respondents are dissatisfied and rest 3% respondents are highly dissatisfied with this.
- ✓ 15% of the respondents are highly satisfied with the door to door pick up and drop with security assistance, 39% respondents are satisfied, 38% of the respondents are neither satisfied nor dissatisfied with this, 6% respondents are dissatisfied and rest 2% respondents are highly dissatisfied with this.
- ✓ 9% of the respondents are highly satisfied with the Grievance redressal Committee, 27% respondents are satisfied, 56% of the respondents are neither satisfied nor dissatisfied with this, 5% respondents are dissatisfied and rest 3% respondents are highly dissatisfied with this.
- ✓ 18% of the respondents are highly satisfied with the counseling and Training on safety given by the company, 35% respondents are satisfied, 39% of the respondents are neither satisfied nor dissatisfied with this, 5% respondents are dissatisfied and rest 3% respondents are highly dissatisfied with this.
- ✓ 9% of the respondents are highly satisfied with the company's Stress coping measures for women employees, 28% respondents are satisfied, 55% of the respondents are neither satisfied nor dissatisfied with this, 5% respondents are dissatisfied and rest 3% respondents are highly dissatisfied with this.

5.2 SUGGESTIONS AND RECOMMENDATIONS

This research has identified some factors which are responsible for creating Glass door effects. It also revealed some factors which help women to advance their safety. Under this, it is expected to point out a set of recommendations enabling to enhance the existing level of safety and self-defense overcoming the personality traits

Accordingly, following recommendations are made,

- ✓ Foundational understanding of the career and employability related theories and concepts are to be provided for young girls.
- ✓ There should be an inclusion of the influences from other life roles and responsibilities that ultimately lead to a satisfactory quality of life.
- ✓ Safety of women employees should be a high priority. Nowadays, women also work late or work in night/graveyard shifts. They entrust the company with their safety and wellbeing and the company must reciprocate with appropriate measures like adequate security staff, surveillance and security within and around the office premises. Places that require long/late hours from employees can also provide shuttle transport for their personnel.
- ✓ Organizations must modify or introduce policies that are oriented to women. With the instances of harassment in the workplace increasing, companies are forming sexual harassment committees to ensure there is zero tolerance towards any such misdemeanor. Female employees should be given assurance that misbehavior by any colleague, especially of this sort, will be dealt with strictly.
- ✓ Technology should be leveraged as an enabler to address workplace safety. Some examples include tracking public transport through GPS and installing CCTVs. In addition, organizations with internal pick-up and drop facilities can create certain policies and procedures to streamline safety measures — for example, conducting background checks of drivers before hiring them, ascertaining bus drivers or conductors wear non-tamper able photo IDs and frequently rotating the drivers. On the other hand, women at an individual level can take advantage of the plethora of tech-based women-friendly mobile apps that can send alerts to family or friends in

case of distress. Most of these apps are easily downloadable and have inbuilt GPS facility.

5.3 CONCLUSION

The subject of women safety at the workplace is a broad umbrella, covering many aspects. While the Government and organizations continue to strengthen and enhance awareness levels on safety of women at a broader level, in most cases it is only when an incident of harassment takes place that it leads to multiple discussions in the society. It may have a kind of a chain effect with everyone suddenly voicing their opinion on a particular incident and what could have been done to avert it. That said, it is seen that such discussions are short-lived. Realizing the importance of such cases can enable cities become more gender sensitive, and potentially discourage harassment at the workplace. Thus, the emphasis has to be on eliminating women safety issues at a nascent stage than adopting a reactive approach to do damage control. Career decisions are to be made throughout the lifespan as a career has a major bearing on individuals' lifestyle.

Women-friendly organizations display this affinity to female colleagues in the daily course of work. They do not make women feel guilty about taking leaves because of duties outside of work and rather encourage them to balance work and home. It is a common grouse of female employees that they experience strong gender bias even when it comes to assignment of critical projects, budgets and subsequently promotions and pay hikes. There should be no glass ceiling for women who display the same amount of ambition, zeal and productivity as their male colleagues.

As a conclusion, I would end up my report saying women to be self-aware of the social sick on gender disparity. Young girls and boys are to be given awareness on gender equality. It is a crucial accountability of parents and teachers to make them realize their social responsibility to protect womanhood.

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QUESTIONNAIRE

Demographic Profile

1. **Company you are working** _____.
2. **Designation:** a. Junior Level b. Middle Management c. Top Management.
3. **Age:** a. Less than 25 Years b. 25-35 Years c. 36-45 Years d. More than 45 Years.
4. **Education:** a. under graduate b. Graduate c. Post graduate and beyond.
5. **Marital status:** a. Married b. Unmarried c. Widow d. Separated e. Living Together Relationship.
6. **Income per annum:** a. Less than 2 lakhs b. 2-5 Lakhs c. 5-10 Lakhs d. More than 10 Lakhs.

Study Profile

Kindly tick any one appropriate answer, were,

SA=Strongly Agree; A=Agree; N= neither agree nor disagree; DA=Disagree;

SDA=Strongly Disagree

HS=Highly Satisfied; S=Satisfied; N= neither satisfied Nor Dissatisfied; DS=Dissatisfied;

HDS=Highly Dissatisfied

Q.No	Basic Relationship Status	SA	A	N	DA	SDA
7	Ability to communicate freely with peer					
8	Facing stress due to shifts and safety fear at workplace					
9	Having freedom to try our new things at home and workplace					
10	Superiors receptive to suggestions of women subordinates					
11	Receiving support from Peer / Management at time of occupational problems					

Q.No	Unsafe Feeling	SA	A	N	DA	SDA
12	Intrusive questions about your private life that made you feel offended					
13	Inappropriate staring or leering that made you feel intimidated					
14	Inappropriate invitations to go out on dates					
15	Unwanted sexually explicit emails or SMS messages that offended					
16	Inappropriate advances that offended you on social networking websites such as Facebook, or in internet chat					

Q.No	Self-measures taken	SA	A	N	DA	SDA
17	Report to Employer/boss at my workplace					
18	Report to family or friends					
19	Was able to deal with it self					
20	Will speak to the concerned person to stop the act					
21	Never take it seriously					

Q.No	Corporate Measures	HS	S	N	DS	HDS
22	Shuttle Provided from Bus / Train points					
23	Door to Door pick up and drop with security assistance					
24	Grievance Redressal Committee					
25	Counseling and Training on safety					
26	Stress coping measures					

27. Suggestions, if any_____: