



**Night Shift For Women:
Growth & Opportunities**

A Research Study

Conducted by

The Associated Chambers of Commerce & Industry of India
(ASSOCHAM)

Sponsored by
National Commission For Women
(NCW)

Foreword

Women are the backbone of any economy primarily shaping future of the country. She who earlier stayed at home to attend her domestic duties is now maintaining work and home simultaneously, participating in the process of economic development on an equal footing with men.

The Government of India, meeting a longstanding demand for gender parity in the workforce, has approved an amendment in The Factories Act 1948 to allow women employees to work in nightshifts. The amendment suggests that nightshift for women shall be allowed only if the employer ensures safety, adequate safeguards in the factory as regards occupational safety and health, equal opportunity for women workers, adequate protection of their dignity, honour and transportation from the factory premises to the nearest point of their residence are met.

The study is an attempt to find the impact nightshifts has on women and the opportunities for growth that are offered them by the various sectors. ASSOCHAM believes that favourable conditions of work for women in terms of security, monetary compensation and provision of fringe benefits are necessary for nightshifts to be successful and socially acceptable.

We are extremely grateful to Chairperson - Dr. Girija Vyas and officials of the National Commission for Women for their constant interest and in giving us this opportunity to conduct and partner the study. We hope this report would be an interesting read.

Anil K. Agarwal
President

Preface

Nightshifts have been in existence for a long time; however for India it was only recently through an amendment to the Factories Act 1948 that it was allowed under the law for women to work nightshifts. Nightshifts for the top employers of women imply increases in their productivity, quality and international competitiveness.

The study has been bifurcated in five chapters. In Chapter I, role of women in the past, the present and the future is discussed. Chapter II outlines the terms of reference of the study and research methodology used. Chapter III focuses on the results of the survey conducted discusses their problems and insecurities. Chapter IV highlights the emerging opportunities for women working nightshifts in India. The last chapter (Chapter V) of the study presents conclusions, suggestions based on the previous chapters and recommendations from various organizations.

We would like to place on record our deep appreciation for the hard work put in by ASSOCHAM Research Team led by Dr. S. P. Sharma, Senior Economist and assisted by team members Kalpana Sharma, Arpita Pradhan, Umesh Goel, Aarti Sharma and Anjali Narang in producing this study of analytical value and policy relevance.

We would also like to appreciate Ms. Nirjala Fen, President - National YWCA, Ms. Nirjala Antony - Director YWCA (RDP) New Delhi and Dr. Seema Sharma - Clinical Psychologist YWCA for providing valuable inputs. We thank the companies, agencies and last but the most important components - women employees - for extending their support.

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We welcome your comments and suggestions.

D. S. Rawat
Secretary General

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Chapter-1

(Introduction)

Ever since India opened its doors to liberalization in the early 1990s there has been a steady transformation in India's economy. Self-reliance helped in building great institutions of learning and taking strides in various field of life in keeping pace with the rapidly changing world. Women who earlier stayed at home to attend their domestic duties now maintain both work and home simultaneously, participating in the process on an equal footing with men in social and economic development. Women have moved away from their traditional roles of homemaker and child rearing to social and business solutions.

The liberalization policy of the last 15 years has yielded good results. The textiles, garments and leather sectors have flourished as a result of liberalization policies of the government. In the same way information technology (IT) sector has boomed and now India is among the top IT hubs in the world. It has become a major centre for Business Process Outsourcing (BPO). The business has grown tremendously and has given excellent opportunities to women to think beyond the four walls of traditional households.

Women have become equal participants in many respects at all levels of society. The future would see more women venturing into areas traditionally dominated by men. This will lead to income generation and greater sense of fulfillment among women. In almost all the countries governments are providing special provisions for women's development & efforts are being made to extract maximum of their talent. In India, as during Veda & Upanishad periods, women are being accorded with respect and are facilitated in all spheres of life.

In the modern India, although during British era steps were taken to improve the status of women, it was only after Independence, they enjoyed privileges. As per the Constitution, women are at par with men and several special provisions are provided

for upliftment. Women today have made use of their intelligence, knowledge and education. They have a prestigious role to play in the present households as well. They enjoy all the comforts & luxuries of life being economically independent; working not only in the Primary & Secondary sectors but also in the Military & Defense fields.

So many women Doctors, Lawyers, Scientists, Teachers, etc. have shown that they are equally efficient, intelligent & hardworking as the men. There are women that have shone in the industrial and commerce sectors and earned both name and fame outside the country. The special provisions and facilities available for women in the business field would result in more rapid growth of the nation in the future. In this modern world where the cost of living has increased significantly, it becomes necessary for women to undertake economic activity and support their families.

The attitude of the society is changing, though slowly. Women are not seen with suspicious eyes as before; she is more liberated now and can lead a peaceful family life and support it economically as well. The World Bank has stated that the only surest way to lift India out of poverty is to educate and enhance the status of women. Women's health and skill are important for any family as they also contribute to the income of the family. And hence steps are being taken to uplift her position, health, education and ability.

Thus women are participating in almost all the spheres of economic activity. From village to city, we can see number of women workers and entrepreneurs contributing towards the national income of the country. The Government and Non-Government organizations are also promoting self-employment among women and build women entrepreneurship. Special financial assistance is provided and training programmes are being organized for women to start their ventures. Meeting a longstanding demand for gender parity in the workforce, the Government of India approved an amendment in the Factories Act to allow women employees to work night shifts.

The amendment, allowing women to work between 10 pm and 6 am, is expected to benefit those working in Special Economic Zones (SEZs), textiles, garments, handicrafts, leather and IT sector (especially call centres). Garment units already employ 60% of women workforce; and with growth in this industry the number this will go up tremendously. Now India is at par, if opportunities availed, with her immediate competitors for the use of women workforce as most Asian countries, including China, Singapore, Malaysia, Korea and Taiwan, have huge women labour force.

The amendment suggests that night shift for women shall be allowed only if the employer ensures safety, adequate safeguards in the factory as regards occupational safety and health, equal opportunity for women workers, adequate protection of their dignity, honour and transportation from the factory premises to the nearest point of their residence. So far, the IT sector and SEZs were employing women for late-night work hours but had no legal obligation to provide these safety measures.

1.1 Women Working in Nightshifts: International Experience

An investigation of the industrial employment of women and children in the early 1840s indicates that working conditions were often unsanitary and the work dangerous. It was the Industrial Revolution that brought women out of households into the factories and fueled the economic necessity of both single and married women to find waged work. Women mostly found jobs in domestic services, textile factories, and piecework shops. They also worked in the coalmines. The Industrial Revolution provided independent wages, mobility and a better standard of living. For the majority, however, factory work in the early years of the 19th century resulted in a life of hardship.

The question of whether nightshifts for women should be banned has been debated upon for over a hundred years. The discussions within International Labour Organization have reflected this debate. The working class in Europe first raised the demand for prohibition of night work by women. Some industrialized countries in

Europe enacted legislation in the early years of the twentieth century prohibiting women from working at night.

This was followed by demands for international prohibition of night work for women so as to equalize the costs of production and make uniform the conditions of industrial competition between states by inducing those states, which had not already prohibited night work for women to enact legislation to this effect. In order to ensure that such a ban did not place employers at a disadvantage, Government negotiated international treaties for a simultaneous ban on the night work for women.

In 1919, the ILO decided to completely prohibit night work for women in Public and Private Industry. However, the Convention stated that the night work should be permitted in case of, force majeure, when in any undertaking there occurs an interruption of work which was impossible to foresee and which is not of a recurring nature or in case where the work has to do with raw materials or materials in the course of treatment, which are subject to rapid deterioration, when such night work is necessary to preserve such materials from certain losses.

This convention made it clear that women could be allowed to work at night in the greater national interest or in the economic interests of preventing loss of raw materials. To encourage greater number of countries to ratify the ILO Convention concerning the women non-employment in the nightshifts, the Convention was further made flexible as women holding responsible position of management, who were not ordinarily engaged in manual work, were exempted from provisions of ILO Convention. Subsequently women in higher posts of a managerial or technical character were exempted from its provision as also women employed in health and welfare services.

The Convention concerning night works for women employed in industry adopted in 1948 defined night hours in such a manner as to allow longer hours of work for women and provided sufficient flexibility to industry to permit a double shift system of work. The revised Convention of 1948 further permitted the ban on night work to be

suspended by the government in the national interest, i.e., in case of serious emergency only after consultations with the employers and workers organizations concerned.

The General Conference of ILO in June 1990 had adopted a protocol known as Protocol of 1990 under those provisions the competent authority in a country under its national laws and regulations is authorized to rectify the duration of the nightshifts or to introduce exemptions from ban on night works for women for certain branches of activity or occupations. This required:

- i. Agreement of said organizations in a specific branch of activity or occupation;
- ii. Agreement between the employers and workers representatives in one or more specific establishments;

The Protocol adopted in 1990 to the night work (women) Convention (revised) stated that above-mentioned variations or exemptions could not apply to women workers during a period of at least 16 weeks, before or after child birth of which at least eight weeks should be before the expected date of child birth. The prohibition of night work by women shall apply to additional periods if medical certificate is produced stating that this is necessary for the health of mother or child. It further stipulates that a women worker should not be dismissed or given notice of dismissal because of pregnancy or childbirth only.

The Conventions, which were adopted by ILO in 1990, stated that workers of both sexes who perform a certain number of hours of nightshift are to be provided with sufficient rest periods, health assessment, medical advice and safety measures. It will not be applicable to those persons, who are employed in agriculture, stock raising, fishing, maritime transport and inland navigation. In case of women workers, the Convention requires that alternate works be made available before and after childbirth and if necessary, during pregnancy and a prolonged period after childbirth.

During these periods women shall not be dismissed or given notice of dismissal, except for justifiable reasons not connected with pregnancy or childbirth.

The Court of Justice of European community states that the protective rule banning nightshift work for women should be restricted to cases of pregnancy and maternity only and a blanket ban on nightshifts for women was completely in violation of Council Directive of equal treatment to men and women with regard to access in employment, vocational training, promotion and work conditions.

1.2 Women in the Night Shift: Indian Scenario

In India, labour laws come in the concurrent list of Indian Constitution. Both Indian Parliament and State Legislatures have the right to make laws. Therefore, we have in relation to labour laws, The Factories Act, 1948 and various State Shops and Establishments Acts. The Factories Act 1948, under Section 66, banned working of women in night shifts by stating that no women shall be required or allowed to work in any factory except between the hours of 6 AM and 7 PM, provided that:

1. State government may make rules providing for the exemption from the restrictions to such an extent and subject to such conditions as it may prescribe, of women working in fish-curing or fish canning factories, where the employment of women beyond the hours specified in the said restrictions is necessary to prevent damage to or deterioration in any raw material. The rules made under the Sub Section (2) shall remain in force for not more than three years at a time. Women working in Hospitals & Agriculture are exempted from Factories Act, 1948 and State Shops and Establishment Acts regarding ban on nightshifts for women employees.
2. According to The Factories Act 1948, Factory means, any premises including the precincts (i) where ten or more workers are working, or were working on any day of the preceding twelve months, and in any part of which a

manufacturing process is being carried on with the aid of power, or is ordinarily so carried on, or (ii) where twenty or more workers are working or were working on any day of the preceding twelve months, and in any part of which a manufacturing process is being carried on without the aid of power, or is ordinarily so carried on but does not include a mine subject to the operation of the Mines Act, 1952 (xxxv of 1952) or a mobile unit belonging to the armed forces of the union, a railway running shed or a hotel, restaurant or eating place.

3. The Factories Act, 1948 states that manufacturing process means any process for (i) making, altering, repairing, ornamenting, finishing, packing, oiling, washing, cleaning, breaking up, demolishing or otherwise treating or adopting any article or substance with a view to its use, sales, transport, delivery or disposal or (ii) pumping oil, water, sewage or any other substances or (iii) generating, transforming or transmitting power or (iv) composing types for printing; printing by letter press, lithography, photogravure or other similar process or book bindings or (v) constructing, reconstructing, repairing, refitting finishing or breaking up ships or vessels or (vi) preserving or storing any article in cold storage.
4. The factories Act 1948, states that a worker means a person employed directly or by or through any agency including a contractor with or without the knowledge of the principal employer whether for remuneration or not in any manufacturing process, or in cleaning any part of machinery or premises used for a manufacturing process or in any other kind of work incidental to or connected with manufacturing process or subject of the manufacturing process but does not include any member of armed forces of the union.

The High Court of Mumbai in its judgment dated 10th June 1999 passed an interim order allowing deployment of women in Santa Cruz Electronic Export Processing Zones (SEEPZ) in the nightshift. The High Court of Andhra Pradesh in its judgment

has struck down Section 66 (1) (b) of the Factories Act 1948 as unconstitutional. Madras High Court ruled that Section 66(1) (b) of the Factories Act 1948 was (a) violation of the constitutionally guaranteed fundamental right to equality enjoyed by women (ii) was discriminatory to women on sole ground of sex and (iii) interfered with the fundamental right of petitioners to carry out their fundamental right to practice any profession or to carry on any occupation, trade or business. Keeping in mind the various arguments against the lifting of ban on nightshifts for women employees, Madras High Court made several provisions for safety and security of women and preservation of their dignity and honour before declaring Section 66 (1) (b) of The Factories Act 1948 unconstitutional.

The measures given by Madras High Court state that before the Central and State Government introduce rules following measures should be adopted by every employer who wants to employ women in their factory in nightshifts; employers should prevent and deter any sexual harassment and provide procedures to resolve, settle or prosecute any such act; the employers should maintain a complaint mechanism, including a complaint committee headed by women and half the members of the committee should be women; women should be employed only in batches, of not less than ten or not less than two thirds of the total nightshifts' strength; separate work sheds, canteen facilities, all women transport facility, additional paid holiday for menstruation period, medical facilities should also be provided besides two or more women wardens to work as special welfare assistants; the employer shall provide proper working conditions with respect to work, leisure, health and hygiene and there should be proper lighting in and around the factory where female workers may move, there should be security at entry and exit points of factory and at least twelve consecutive hours of rest or gap between shifts; the employers should send fortnightly reports to the inspector of factories about night shifts including any unwanted incident and also to the local police station.

The Central Government keeping in view the suggestions of Supreme Court of India, judgments of various High Courts, proposals of Women's Organizations, Trade

Unions and National Commission on Labour, recommendations of Standing Committee on Labour and Welfare and the present economic scenario, satisfied the ILO Protocol of 1990 and amended the Factories Act 1948 including Section 66 there so that women could work in night shifts in factories between 7 PM and 6 AM in India. For the purpose of amending the Factories Act, 1948 so as to allow women to work in the nightshifts, the Factories (Amendment) Bill, 2005 was introduced by Union Government in Lok Sabha on 10th August 2005, which envisages that the employer ensures occupational safety and adequate protections to the women employed. The owner of the factory has to ensure occupational health, equal opportunity for women workers, adequate protection to their dignity, honour and safety and their transportation from factory to the nearest point of their residence.

In conclusion, the efforts of Union Government in opening new opportunities for women in employment sector by allowing night shifts for women employees is really a bold step and worth applaudable. It would empower the State Governments for allowing the necessary flexibility in employment of women during night shifts in factories. The State Government or any person authorized by it would be allowing employment of women during night only after consulting workers or their representative organizations and concerned employers or their representatives. State Governments may also frame their own rules for giving such permissions. Also the amendment would result in optimal utilization of the installed capacity, promotion of exports and generation of employment opportunities for women.

However, studies on the physical, psychological and medical effects of night work generally agree that if night shift work is regularly performed, it causes negative effects on the health and family life of workers whether male or female. Gender plays no role, thus there appears to be no justification for protecting only women except as to their reproductive function. However, the effects vary from one individual to another. Studies suggest that in consideration of their reproductive function, the night shift should be continuously disallowed for pregnant and nursing mothers and those engaged in strenuous activities. Literature also suggests that legislations should

consider specific measures to diminish the ill effects of night work not only for women but for men as well. If night work is an unavoidable necessity, workers should be compensated more in terms of social, monetary and health.

A recent survey conducted by the National Sleep Foundation of America shows that women who do night shifts do not just miss out on family time but can expose themselves to medical problems related to lack of sleep. The physiological, emotional and biological needs of a woman are based on a rhythmic pattern of sleeping and awakening. While hormones and chemicals are produced when a person is awake, body organs 'rest' and are at their lowest during night time. A change in the working schedule affects all this balance and leads to sleep deprivation disturbing the rhythm of the body and negatively affecting concentration, job performance, social and family interactions and general health. A study done by researchers at the University of North Carolina has revealed that working night shifts in the first three month of pregnancy increases the risk of giving premature birth by up to 50%.

Chapter - 2

(Research Methodology)

The Government of India has amended the Factories Act, 1948 allowing women to work in nightshifts (discussed in Chapter – I). Keeping in mind the various arguments regarding the tremendous opportunities that women can avail in the emerging manufacturing base of the Indian economy, the Associated Chambers of Commerce & Industry of India (ASSOCHAM) conducted a study “Night Shift for Women: Growth and Opportunities” on the following terms of reference:

2.1 Terms of Reference

1. To study the role of women in the present economic and business environment in India.
2. To conduct a survey based empirical study to: -
 - i. Find the emerging opportunities for women vis-à-vis the most promising sectors.
 - ii. Assess the business readiness to provide safe and adequate environment for women.
 - iii. Investigate and examine all matters relating to the safeguards provided for women under the amended Factories Act.
3. Recommendations for the effective implementation of those safeguards for improving the working conditions of women.

2.2 Research Methodology

The empirical verification of the objectives is dependent primarily on the reliable measurement of the variables and secondly on the methods and procedure applied for deriving conclusions. This required: -

- (a) Selection of an adequate sample.

- (b) Selection of appropriate tools that could be profitably used for reliable measures.
- (c) Planned interview schedules.
- (d) Selection of a suitable statistical technique for analyzing the data.

Thus it seems appropriate to describe the sample, the tools used and the method and procedure employed. This also comprises description of the sample used for collecting reliable measures pertaining to the objectives of study, information concerning different tests, description of procedure followed for the administration of the test and also the procedure followed for conducting interviews.

We have derived inferences using multivariate analysis (ANOVA¹) on the responses received through a questionnaire. The questions were framed keeping in mind the multivariate analysis in later stages of research. The sector to which a respondent belonged was taken as an independent variable and various aspects of night shift working were taken as dependent variables. Apart from studying the perception of employees from different sectors, the factors that impact most to working in night shift were also studied by comparing the mean values of the responses that were obtained for the different statements asked from the respondents. A higher mean value suggests disagreement whereas a lower mean value suggests strong agreement with these statements. The statistical significance of the differences in the mean values of responses of respondents from different industries was tested at 5% level of significance.

2.3 Participants

The sample comprised of **272** participants including **216** women doing night shift work at least for the past 6 months, **56** employers and supervising women for

¹ The key statistic in ANOVA is the F-test of difference of group means, testing if the means of the groups formed by values of the independent variable (or combinations of values for multiple independent variables) are different enough not to have occurred by chance. If the group means do not differ significantly then it is inferred that the independent variable(s) did not have an effect on the dependent variable. If the F test shows that overall the independent variable(s) is (are) related to the dependent variable, then multiple comparison tests of significance are used to explore just which value groups of the independent(s) have the most to do with the relationship.

nightshift work and various key persons of the leading organizations like women organizations, Universities, Police authorities, Law enforcing strata (judges, advocates), hospitals, industrialists, etc. The ages of the participants (women doing night shift work) ranged from 20 to 50 years, and were randomly¹ chosen from different BPOs, hospitals, textiles, garments and leather industries from 9 different cities. The participants who were part of the research also satisfied the following conditions:

- i. They were living with their families.
- ii. There was no evidence of drug addiction or alcoholism at the time of interview.
- iii. They were not diagnosed for any type of psychological or serious medical illness.
- iv. They had at least 6 months experience working in night shifts.

2.4 Questionnaire

Keeping in mind the nature of the study, three types of questionnaire were prepared:

1. Questionnaire to women employees in night shift.
2. Questionnaire to employers of women employees for night shift.
3. Questionnaire for leading organization/law enforcing agencies, social scientists, etc.

All three questionnaires were prepared by combined effort of industrialists, economists, psychologists, doctors and social scientists. Brief description of questionnaire is as follows: -

¹ Probability sampling methods or random sampling techniques are those in which every item in the universe has a known chance, or probability, of being chosen for the sample. There are five types of random sampling techniques: simple random sampling; systematic sampling; stratified sampling; cluster sampling and multi-stage sampling. An example of simple random sampling: if the sample size is to include 2,000 people, then each name in a telephone book can be numbered sequentially. Computer could randomly generate 2,000 numbers or numbers could be picked out of a hat. These numbers could then be matched to names in the telephone book, thereby providing a list of 2,000 people.

2.4.1 Questionnaire for women employees in night shift

This questionnaire was designed basically to analyze the impact of night shift work on women. The questionnaire was divided in 4 main parts and consists 11 questions. First part (1st question) reveals information regarding company, 2nd question was about demographic status of the employee. Question 3-6 reveals information about nature of work done during nightshift; reason opting for nightshift, problems faced while commuting, safety issues, and promotion benefit schemes. Question no. 7 was absolutely devoted to health related issues and problems. Finally it draws the general comments to the participants for overall improvement in work scenario.

2.4.2 Questionnaire for employers

This questionnaire was similar to the earlier one, but with one major difference that it gives information from the employer's point of view; what he/she thinks about nightshift work and how it impacts women's life in general and from specific points. Emphasis was also laid on the suggestions from employers for overall improvement in the work scenario.

2.4.3 Questionnaire for key persons from leading organizations

This questionnaire was designed to note the viewpoints of key persons from leading organizations about work in nightshift by women. It was prepared to assess the impact of nightshift on the lifestyle of women vis-à-vis society. Finally the questionnaire investigated the work environment of women working in nightshifts.

Finally responses from all the nine cities (Delhi, Mumbai, Chennai, Kolkata, Hyderabad, Bangalore, Ludhiana, Ahmedabad and Pune) were analyzed with the help of tables and diagrams. Results followed the further discussions and conclusions.

Table - 1
City-wise selection of respondents¹

Cities	Employees	Employers	Total
Delhi	43	14	57
Mumbai,	37	09	46
Chennai	31	07	38
Kolkata,	22	05	27
Hyderabad,	17	03	20
Bangalore	22	07	29
Ludhiana,	18	04	22
Ahmedabad	12	03	15
Pune	14	04	18
Total	216	56	272

Table - 2
Sector wise selection of respondents²

Sectors	Employees	Employers	Total
BPOs	127	38	165
Health	22	4	26
Textile/garments/handicrafts	44	9	53
Leather	23	5	28
Total	216	56	272

Table - 3
Variables of the study

Variable	Expectations from the variable
Insecurity	This variable defines how much employees feel insecure during night shift work.
Duration of night shift	Explains the total working hours put by employees for night shift and also the level of satisfaction for duration of night shift.
Child care facility provided	This simply explains that childcare facility is available with in the company premises or not.
Satisfaction from employer	This variable put light on the employer's behavior towards subordinates.
Mental Harassment	This variable explains the state of mental satisfaction of employees at work place.
In house trainings	Explains the no. of trainings being conducted for employees benefit especially on safety and health related issues.
Better pay package	This variable explains that how many employees work in night shifts for better pay package.
Demand by nature of job	This variable explains that how many employees work in nightshift because nature of job demand works in night shift.
Social problems	This variable explains social problems faced by night shift employees because of their night shift work.
Appropriate number of women in night shift	This variable put a check on appropriate no. of females working in night shift.

¹ Since night shift work is not popular in India, majority of the respondents were found in metropolitan cities.

² Also except BPOs and health services, majority of the respondents were found in the unorganized small-scale factories of textiles, garments, handicrafts and leather sector.

Chapter - 3 (Results & Discussion)

One of the major objectives was to examine the perception of women regarding night shift and to know the safety and security issues, safeguards being provided to women employees under the amended Factories Act. In this chapter we have analyzed the various aspects of night shift from the employees' and employers' point of view.

3.1 Women in Nightshift: Women's perception

Responses from women employees (Table - 4) shows that 28.9% respondents feel insecure in the night shift work, the rest 71.1% do not feel insecure during night shift work. It is observed that despite the high rate of crime in metropolitan cities insecurity felt is quite low among night shift women employees. Bangalore and Ludhiana are found to be in highly insecure zones, showing 44% and 45% insecurity perception respectively. In Bangalore, the Pratibha's murder case of has affected the situation adversely. In the case of Ludhiana gender discrimination could have played a major role coupled with people's orthodox attitude and rigid behavior towards women right from childhood.

**Table - 4
Responses from Different Cities**

(Perception of respondents in %)

Variable Considered	Delhi	Mumbai	Chennai	Kolkata	Hyderabad	Bangalore	Ludhiana	Ahmedabad	Pune	Avg.
Insecurity	15	18	24	22	38	44	45	29	24	28.9
Duration of night shift	85	87	91	83	94	79	63	83	82	83
Commuting problems	14	17	8	18	13	8	10	16	17	13.04
Child care facility provided	8	8	14	3	14	16	3	8	4	8.6
Satisfied from employer	84	91	98	88	94	97	54	88	76	85.5
Mental harassment	14	9	7	19	8	6	27	19	17	13.3
In house trainings	5	3	2	2	2	2	0	0	0	2
Better pay package	17	23	19	08	23	31	8	16	6	16.8
Demand by nature of job	94	97	84	98	88	85	99	89	98	92.8
Social problem	15	12	9	19	8	8	23	21	14	13.5
Appropriate no. of women in night shift	95	93	96	95	97	98	98	96	98	96.2

3.1.1 Duration of Night Shift

It is observed that 83% of the populations from the total target population are satisfied from the duration of nightshift work. The duration they described (10-11 hours) also includes almost two hours journey to and from the work place. Duration of night shift has been observed more for the senior positions. It is felt unanimously and significantly at 5% level of significance that given a choice the employees want the length of night shift including the time of travel to be reduced to 7-8 hours instead of the present demand of job that takes 10-11 hours.

3.1.2 Commuting Problems

Out of the employees surveyed 13% of the respondents face difficulties during commuting whereas 87% are satisfied about the arrangements made by their employers. Problems of 13% are qualitative in nature in the way that employers may sometimes accommodate passengers of two cabs in one, attitude of drivers is rude or that drivers drink and drive during nightshift, etc. that provide an uncomfortable environment for women. Where transportation is totally free and employees belong to unskilled strata like textile and leather industries, women labour force face more problems. BPO employees are satisfied in Delhi, Mumbai, Chennai and Hyderabad, in Bangalore situation is fearful because of recent rape and murder case of Pratibha. Commuting problems are being faced more by women of Kolkata, Mumbai and Pune i.e. 18%, 17% and 17%, respectively. Delhi, Hyderabad and Ludhiana employees face less commuting problems i.e. 14%, 13% and 10%, respectively. Chennai and Bangalore are facing the least commuting problems (8%).

3.1.3 Child Care Facilities

People reported that only 8.6% respondents were satisfied and got childcare facilities within company premises. Only few reputed companies can afford to provide childcare facility and separate lounges for nursing mothers. Situation worsens if

employee belongs to nuclear family and company does not provide any child care facility. In metropolitan cities percentage of nuclear families working in the night shift is higher (24%) than other cities like Ludhiana (13%), Pune (14%), Hyderabad (14%) and Ahmedabad (13%). Govt. needs to think about some effective measures for this problem, so that companies do not lose their skilled women workers just for said reason. More childcare facilities are provided in Bangalore (16%), Hyderabad (14%) and Chennai (14%), whereas in Delhi and Mumbai where the percentage of nuclear families is also higher, only 8% of respondents said that childcare facility is being provided. Only 3-4% respondents from Kolkata, Ludhiana and Pune reported that the employers are providing childcare facility.

3.1.4 Employee-Employer: Satisfaction Level

Results of the study shows that 85.15% women employees are satisfied with their employer's attitude. They reported that their employers try to create a friendly environment for them. Some of the employees complained about their immediate team leaders because they have to monitor and evaluate work of employees at micro level. The respondents from Chennai (98%), Bangalore (97%), Hyderabad (94%), and Mumbai (91%) are satisfied from the employers. 84% respondents from Delhi and 88% from Kolkata are satisfied with their employers. From Ludhiana and Pune correspondents are least satisfied with their employers i.e. 54% and 76% respectively.

3.1.5 Mental Harassment

It is felt that 13.3% employees have to face a lot of problems resulting into mental tension, if they have to work in the night shift. This response came in majority from textile and leather industry. Mental harassment is reported more in Ludhiana (27%), Kolkata (19%), Pune (17%) and Delhi (14%) whereas it is less in Mumbai (9%), Chennai (7%), Hyderabad (8%) and Bangalore (6%). Textile and leather industry, where women employees have to depend upon their employers for every basic need

like transportation, meals, etc. have to work whole long nights standing or in a very compact place. Worst is the condition that their livelihood depends on this means only. For this chunk of employees, employers need to put efforts to improve the cognitive skills and general well being of the employees at a significant level.

3.1.6 Nightshift: Better Pay Package vis-à-vis nature of Job

Only 16.8% of the respondents perceived better pay package to be a major attraction for working nightshifts. The rest responded that there is no other choice; job demands this. This is also found true where the workers are of unskilled type. Women workers in the leather and textile mills have to work nightshift because the expensive machinery used in these factories are highly efficient; productivity and profitability is greatly increased by day and night utilization of the machinery. Demand by nature of job was the major reason for working in night shifts among all the cities surveyed e.g. it is 98% in Kolkata and Pune, 99% in Ludhiana, 97% in Mumbai, 94% in Delhi, 85% in Bangalore, 88% in Hyderabad and 84% in Chennai. Social problems were more in Ludhiana (23%), Kolkata (19%), Delhi (15%), and Pune (14%). It was less in Mumbai (12%), Chennai (9), Hyderabad (8%) and Bangalore (8%).

3.1.7 Nightshift: Appropriate Number of Women

Appropriate number of women is found working in all the cities surveyed in the night shift. Majority of the employees (96.2%) are satisfied from the appropriate number of women employees working in one shift at a time. Bigger companies hire large number of employees and therefore during night shift also percentage of women employees is found satisfactory. Problem arises where the call centre and health centre units are very small and they have limited number of employees and customers.

3.1.8 Social Problems

No doubt the Indian Constitution treats women equally with men, but strong patriarchal traditions persist in society and shape women's life largely. Survey observed that 13.5% nightshift working women face social problems. They are unable to devote time to evening parties and small get-togethers in their neighborhoods and among relations. The company that children also need in the evenings is not met. Women felt that it becomes really hard to spend quality time with children and to attend their school functions and meetings. Unfortunately women working in night shift are blamed for breaking up the institution called family system and for poor childcare accorded even though they may be working harder than men.

3.1.9 In-house Safety Training Provisions

Only 2% employees get the opportunity of in-house training on self-defense and safety. Companies need to closely associate themselves with other organizations like police and NGOs who can train women employees to protect themselves when need arises. Survey reported that there is no in house training on self-defense, security, safety and health related issues in Ludhiana and Pune. In Chennai, Kolkata, Hyderabad and Bangalore only 2% respondents receive in house training. 5% respondents of Delhi and 3% respondents of Mumbai receive in house training. Better pay package as the reason for work in night shift was 31% in Bangalore, 23% in both Hyderabad and Mumbai, 19% in Chennai and 17% in Delhi and 8% in both Kolkata and Ludhiana and 6% in Pune.

3.1.10 Health Problems

We have observed the following health problems among targeted population. Some of the employees generally feel ill because of their health related problems. Employees' responses related to their health are described below:

Table - 5
Physical Problems during Nightshift

(Perception of respondents in %)

Backaches	30.0
Continual Tiredness	45.0
Digestive Disorders	50.0
Anger & Irritation	37.5
Sleep Difficulty	60.0
Sprains & Strains	15.0
Depression	10.0
Frequent Cold & Headache	55.0
High Blood Pressure	60.0
Menstrual Problems	50.0
Respiratory Illness	45.0
Pregnancy related problems	35.0
General illness	45.0

Table - 5 shows results related to physical problems of employees. 30% of the respondent experience backache, 45% experience continual tiredness, 50% talk about minor and major digestive disorders, 60% are suffering from sleep difficulties, sprains and strains are also experienced by 15% respondents, 10% are diagnosed for clinical depression, frequent cold and cough is common among 55%, a major chunk is suffering from high blood pressure i.e. 60%, 50% suffer from menstrual problems, 45% are suffering from respiratory illness, 35% of them complaint about pregnancy related problems and 45% generally feel ill because of one or the other reason. Employees who work in night shift reported that they feel generally lethargic because they perform at night.

Although our findings are consistent with already conducted studies nationally and internationally, however from our particular study we cannot say that these physical problems are a resultant product of night shift work. During the survey most of the people unanimously felt that government should make mandatory in-house medical check-ups for all employees instead of providing medical allowances. This will curb the problem in the nub and will save the country's expenditure for treating patients for serious illnesses. This viewpoint emerged significantly and also satisfied 1% level of significance under ANOVA.

3.2 Sectoral Analysis: Women In Night Shifts

The responses of the employees from different sectors indicate that employees from textile and leather industry face maximum problems. Insecurity is found more in leather (45%) and textiles (34%). It is much less in hospitals (14%). It is found least in BPOs (only 8%). It shows that BPO companies follow stringent safety norms. Hospital employees (87%) are most satisfied with their duration of night shift because it occurs only once or twice a week. This level of satisfaction is 84% in BPOs, 78% in leather and 75% in textiles industry. Less commuting problems are faced by BPOs (4%) and hospital employees (6%).

But employees of textiles (23%) and leather industry (19%) face relatively more commuting problems. Less childcare facilities are provided to textiles and leather employees, only 6% and 5% respectively. BPOs and hospitals provide more child care facilities to their employees, which are 10% and 8% respectively. Survey observed that 95% of BPO employees are satisfied with their employers. This figure is 93% in case of hospital employees. The level of satisfaction is observed less in textiles (74%) and leather employees (69%). Mental harassment is least among BPOs (3%) and hospital employees (5%). It is much higher in textiles (15%) and leather industries (21%).

Table - 6
Responses from Different Sectors

(Perception of respondents in %)

Variable Considered	BPO	Textiles	Leather	Hospitals	Average
Insecurity	8.0	34.0	45.0	14.0	25.25
Duration of night shift	84.0	75.0	78.0	87.0	81.0
Commuting problems	4.0	23.0	19.0	6.0	13.0
Child care facility provided	10.0	6.0	5.0	8.0	7.25
Satisfied from employer	95.0	74.0	69.0	93.0	82.75
Mental harassment	3.0	15.0	21.0	5.0	11.0
In house trainings	8.0	3.0	0.0	0.0	3.0
Better pay package	35.0	18.0	12.0	3.0	17.0
Demand by nature of job	80.0	90.0	92.0	98.0	90.0
Social problem	13.2	16.1	18.4	6.1	13.45
Appropriate no. of women in night shift	97.4	92.1	94.9	97	95.35

Respondents from Hospitals and leather industry felt that they do not receive in-house training; it is 3% in case of textile industry and 8% in BPOs. Only 3% hospital

employees responded that their reason to work in night shift is better pay package. It may be mentioned that pay package is generally higher for the hospital employees as compared to other sectors. Survey observed 35% of employees from BPO, 18% from textiles and 12% from leather industry to work in night shifts because of better pay package.

Demand by nature of job was the dominant reason to work in night shift across the sectors surveyed. 80% employees from BPO, 90% from textiles, 92% from leather industry and 98% from hospitals responded that it is the demand by nature of job that is the reason for them to work in night shift. Social problems are found more among textiles (16.1%) and leather industry (18.4%). It was found 13.2% in BPO and only 6.1% in hospitals. It was also observed that in all sectors appropriate number of women work in night shifts.

3.3 Scale of the Firm

Level of satisfaction on the basis of size of the firm indicate that large scale firms are on better grounds from all points of consideration. Large companies try to introduce strategies, which are multi directional in nature; they conduct regular cross-functional interactive sessions for the night shift employees. A special agenda for such session is formulated and team heads nominate representatives from each department. Such is not feasible for small-scale companies in terms of both time and money. Medium sized firms are better than small-scale firms, but need lot of improvement in their arrangements for women working in night shift for their health and security related issues.

Table - 7
Responses of Employees According to Scale of Firm

(Perception of respondents in %)

Variable Considered	Small Scale Firms	Medium Scale Firms	Large Scale Firms	Average
Insecurity	45.0	26.4	13.0	28.1
Duration of night shift	76.3	84.7	96.0	85.6
Commuting problems	21.0	10.0	9.0	13.33
Child care facility provided	0.0	0.0	8.0	8.0
Satisfied from employer	73.0	92.4	95.9	87.1
Mental harassment	21.0	14.0	8.0	14.33

In house trainings	0.0	0.0	2.0	1.6
Better pay package	6.3	14.0	28.0	16.1
Demand by nature of job	94.0	89.2	95.1	92.76
Social problem	25.0	12.4	4.3	13.9
Appropriate no. of women in night shift	89.0	95.9	98.6	94.5

Insecurity is high in the small-scale firms (45%), it is lower in medium scale firms (26.4%) and large-scale firms (13%). 96% employees in large scale firms, 84.7% employees in medium scale firms and 76.3% employees of small-scale firms reported the duration of night shifts to be appropriate. Commuting problems are more in small-scale firms (21%) whereas these are much less in medium scale (10%) and large-scale firms (9%). No childcare facilities are provided to small scale and medium scale firms. Only 8% people from large-scale firms reported that childcare facilities are provided. 95.9% employees of large-scale firm, 92.4% employees of medium scale firm and only 73% employees of small-scale firms were satisfied with their employers.

Mental harassment is faced more by of small-scale firms employees (21%); it is least in case of large-scale firms (8%) and moderate in medium scale firms (14%). No in-house training is provided in small-scale and medium scale firms. It is only 2% in large-scale firms. For only 6.3% of small-scale employees, better pay package was the reason to work in night shifts. 14% medium scale firms and 28% employees of large-scale firms have expressed this reason to work in night shifts. Again it is demand by nature of job, which induces 94% of small-scale firm employees, 89.2% of medium scale firm employees and 95.1% large-scale firm employees to do night shifts. Social problems associated with the women employees are least in large scale firms (4.3%), highest in small scale firms (25%) and moderate (12.4%) in medium scale firms. 89.5% respondents from small scale firms, 95.9% from medium scale firms and 98.6% from large scale firms' women employees responded that appropriate number of women are working in night shifts.

3.4 Employees' Skills

Survey observed that low skilled strata from all the industries: BPOs, textile industry, leather industry and hospitals are subject to maximum problems. They are dependent highly on the immediate bosses and employers, which creates a good breeding ground for problems to germinate whereas skilled workers face lesser problems relatively. Insecurity is observed higher among low skilled women (34%). Only 8% highly skilled women and 29% moderately skilled women face insecurity. Commuting problems were least among highly skilled women employees (only 2%), and highest among low skilled women employees (23 %).

Table - 8
Responses of Employees According to Skills

(Perception of respondents in %)

Variable Considered	Low Skilled Women	Moderately Skilled Women	Highly Skilled Women	Average
Insecurity	34.0	29.0	8.0	23.66
Duration of night shift	65.0	89.0	98.0	84.0
Commuting problems	23.1	10.1	2.0	11.73
Child care facility provided	2.0	9.0	15.0	8.6
Satisfied from employer	78.0	85.7	93.1	85.6
Mental harassment	18.9	14.9	4.5	12.76
In house trainings	0.0	0.0	8.0	2.6
Better pay package	6.0	15.8	28.9	16.9
Demand by nature of job	90.08	89.3	95.8	91.72
Social problems	23.7	15.1	7.2	15.33
Appropriate no. of women in night shift	94.3	97.8	98.4	96.83

98% of highly skilled women were satisfied with their duration of night shifts while only 65% of low skilled women were found satisfied with their duration of night shifts. As far as childcare facility is concerned highly skilled women tend to get maximum benefit (15%), followed by moderately skilled women (9 %) and low skilled women (2%). It may be mentioned that childcare facilities provided by their employers are negligible for working women; the nearby centres, provide these facilities at very high costs.

Highly skilled women are more productive and useful for companies as compared to moderately and low skilled women. So the company gives priority to their needs. 93.1% highly skilled women were satisfied with their employers as compare to their

low skilled counterparts (78%). Low skilled women tend to also feel maximum mental harassment (18.9%); it is least among highly skilled workers (only 4.5%).

More in-house trainings are arranged for highly skilled workers (8%). There are no training arrangements for others. Among highly skilled women 28.9% responded that better pay package was the reason for them to work night shifts. 95.8% workers from low skilled strata feel that it is again demand by the nature of job that compel them to work in night shift. Social problems were least among highly skilled workers (7.2%); one of the reasons for this may be that highly skilled women generally belong to upper class of the society where outlook of the people is pretty modern. Social problems are highest among low skilled women (23.7%). An appropriate number of women were found to be working in all the sectors.

3.5 Salary

We have observed that highly paid employees are at a better position than moderately and low paid employees. They endure fewer problems in comparison to moderately and low paid employees. The reason could be that they can afford maximum chunk of their salary for themselves. And their sharp skills also help them to lead a quality life. Moderately paid employees are also satisfied from their work, because along with family responsibilities they can afford to spend some part of salary on them. But low salaried workers face maximum difficulties all factors under survey. The reason is that their total income is absorbed by the family, leaving them with nothing for personal expenses, so their level of job satisfaction also declines.

The low paid employees have felt higher insecurity (37%) while only 16.6% highly paid employees and 28.9% moderately paid employees feel insecure. The duration of night shift has been observed more for the highly paid employees. 90.6% highly paid employees, 86.1% moderately paid employees and 79.9% low paid employees are satisfied with their duration of night shift. Commuting problems are least among

highly paid employees (3%), highest among low paid employees (22.5%) and moderate among moderately paid employees (7.9%). In terms of childcare facilities,

Table - 9
Responses of Employees According to Income Scales

(Perception of respondents in %)

Variable Considered	Low Paid Employees	Moderately Paid Employees	Highly Paid Employees	Average
Insecurity	36.8	28.9	16.6	27.43
Length of night shift	79.9	86.1	90.6	85.53
Commuting problems	22.5	7.9	3.0	11.13
Child care facility provided	3.0	8.0	16.0	9.0
Satisfied from employer	79.0	84.9	92.0	85.3
Mental harassment	23.4	10.1	3.2	12.23
In house trainings	0.0	0.0	7.0	2.3
Better pay package	8.1	13.2	25.0	15.43
Demand by nature of job	89.9	93.5	94.6	92.66
Social problem	19.9	13.2	6.8	13.3
Appropriate no. of women in night shift	94.8	95.9	98.7	96.46

the highly paid women employees (16%) avail this facility while it is only 8% among moderately paid and (3%) among low-paid employees. 92% highly paid, 84.9% moderately paid and 79% low paid employees are satisfied with their employers. Mental harassment is more in low paid employees (23.4%) whereas it is much less in moderately paid employees (10.1%). It is least in highly paid employees (3.2%). No in house training is provided to low paid and moderately paid employees; even it is very less in highly paid employees (1%).

Only 8.1% low paid employees reported that better pay package is the attraction for them to work in night shift. 13.2% moderately paid and 25% highly paid employees reported the same reason to do night shift. 94.6% highly paid employees, 93.5% moderately paid employees and 89.9% low paid employees reported that demand by nature of job is the major reason to work in nightshift. Social problems are less among highly paid employees (6.8%), highest among low paid employees (19.9%) and 13.2% among moderately paid employees. 94.8% low paid employees, 95.9% moderately paid employees and 98.7% highly paid employees reported that appropriate number of women are working in night shifts.

3.6 Hierarchy

It is observed that in industrial set-ups, employees on the upper ladder are enjoying the things better than their counterparts who still have to achieve that status. Insecurity was found more at workers' levels (32%) as compared to executive (29%) and manager level (18.7%). 89.1% managers reported that they are satisfied with the duration of night shift work followed by executives (87.3%). Commuting problems are faced more by workers (16%) and least by managers (3.2%). Childcare facilities are availed more by managers (14.8%) as compared to executives (6.5%). 89.4% managers are highly satisfied with their employers, and 87.3% among executives and 79.6% among workers are satisfied with their employers. Mental harassment is faced least at the managerial level i. e only 2.3%.

Table - 10
Responses of Employees According to Hierarchy in Organization

(Perception of respondents in %)

Variable Considered	Workers	Executives	Managers	Average
Insecurity	32.0	29.0	18.7	26.56
Length of night shift	81.4	87.3	89.1	85.93
Commuting problems	16.0	14.7	3.2	11.3
Child care facility provided	0.0	6.5	14.8	7.1
Satisfied from employer	79.6	87.3	89.4	85.43
Mental harassment	23.1	11.0	2.3	12.13
In house trainings	0.0	2.0	6.0	2.4
Better pay package	9.2	14.1	24.0	15.76
Demand by nature of job	93.4	91.9	91.2	92.16
Social problem	18.5	12.4	5.9	12.26
Appropriate no. of women in night shift	95.4	97.2	98.4	96.93

In house training is provided more to managers (8 %). 24% managers responded that they work in night shift because of better pay packages. 14.1% executives and 9.2% workers gave the same reason to work in night shifts. Demand by nature of job was the dominant reason for everybody. Social problems are faced more by workers (18.5%). Executives face less social problems and very few managers face social problems (only 5.9%) due to working in the nightshifts. Appropriate number of women work at all levels whether it is at worker, executive or managerial level.

3.7 Married Vs. Single Women

We have observed that married women find it slightly difficult to carry night shift jobs because of family demand and their reproduction function. In case of unmarried women, family is not dependent on them for many things. In fact parents and elder siblings try to provide a helping hand to them, which reduces the level of difficulty by many folds. Insecurity is less in single women (24.1%) as compared to married women (28.2%). Majority of single women are satisfied with the duration of night shift (94.8%) whereas it is lesser in married women (76.9%).

Table - 11
Responses on the basis of Marital Status

(Perception of respondents in %)

Variable Considered	Married Women	Single Women	Average
Insecurity	28.2	24.1	26.05
Length of night shift	76.9	94.8	85.85
Commuting problems	11.9	10.1	11.0
Child care facility provided	6.0	-	6.0
Satisfied from employer	90.7	80.2	85.45
Mental harassment	11.25	15.1	13.17
In house trainings	2.7	2.4	2.55
Better pay package	18.5	13.9	16.2
Demand by nature of job	92.6	91.9	92.25
Social problem	16.3	9.8	13.05
Appropriate no. of women in night shift	94.4	97.8	96.1

The problems faced in commuting are almost same for both married (11.9%) and single women (10.1%). 6% married women reported that their employers are providing childcare facility. 90.7% married women and 80.2% single women are satisfied with their employer. Mental harassment is felt more by single women (15.1%) and less by married women (11.25%). In house training is almost same for both married (2.7%) and single women (2.4%). 18.5% married women work in night shift because of better pay package and 13.9% single women work in night shift because of this reason. Demand by nature of job proved to be the major reason for both married (92.6%) and single women (91.9%). Social problems are more for married women (16.3%) as compared to single women (9.8%). 94.4% of married women and 97.8% of single women reported that appropriate number of women work in night shift.

4. Women in the Night Shift: Employers' perception

We also analyzed the employers' perception regarding the same variables i.e. duration of nightshift, commuting problems, childcare facilities, in-house trainings, and number of women (mandatory requirement) doing night shifts work. Survey observed some significant and considerable difference between the employer and employees perception. The major differences are observed in the better pay package provided by the employer's vis-à-vis the demand by the nature of job.

Table - 12
Comparison: Employers Vs. Employees' Perception

(Perception of respondents in %)

S. No.	Variable Considered	Employers' Perception	Employees' Perception
1	Security	95.7	71.1
2	Duration of night shift	85.4	83.0
3	Commuting facilities	93.6	87.0
4	Child care facility provided	23.4	8.6
5	In house trainings	24.8	2.0
6	Better pay package	94.6	16.8
7	Demand by nature of job	97.2	92.8
8	Appropriate no. of women in night shift	98.2	96.2

In our survey of employees and employers, it was found that 95.7% of the employers perceived safe environment being provided to their female employees unlike 28.9% of the employees who felt insecure while working in the night shift. In terms of the responses to the duration of nightshift, there was a consensus among employers and employees (85.4% and 83%) that the length of nightshifts was satisfactory. 93.6% of the employers felt that commuting facilities being provided to their women employees at night are satisfactory, in comparison only 87% of the employees' agreed. However major differences in opinion were experienced in the child care facilities provided, in-house trainings, and better pay packages. Where 23.4% of the employers felt that the childcare facilities are being provided, the employees', only 8.6% of them, affirmed. 24.8% of the employers' perceived that in-house trainings were being provided while it was only 2% among the employees'.

As opposed to the view of the employers' that the employees working in nightshifts earn a better pay package, employees (83.2%) do not aver. This is a very significant result that negates the view that many employees work nightshifts in order to earn

higher incomes. Another significant result of the survey that surfaced was that employees work in nightshifts because it is the demand of the job, employers (97.2%) and employees (92.8%). Majority of the people surveyed in the respective categories were of the opinion, employers (98.2%) and employees' (96.2%) that appropriate number of women were working during nightshifts.

In conclusion, it is observed that night shift working of the women, across the sectors surveyed, seriously vimp pinged social life of women. Night shift jobs consumes the day time at home, devoting at least 5 to 6 hours to sleep in the daytime create lot of problems for performing social obligations up to the expectations of family and society. Women tend to feel lethargic and lifeless during the day. It is very important for the peace of the family that a woman should get her proper sleep. For the married women when children are extremely demanding, it's not possible to sleep during the daytime. In any case, naps during the day can never make up for a full night's sleep. Because of the time differences, the natural order of things gets reversed and that plays havoc with mind.

However, survey has found favorable conditions of work for women in night shift work, in terms of security, monetary compensation and provision of fringe benefits. During the survey employees felt that sacrifices toward social life should be compensated by more additional benefits with the effective implementation of mandatory benefits. Working women felt that Instead of holiday swap or compensatory day offs mandatory benefits such as premium pay and holiday pay should be given. With respect to work hours, survey results revealed that although work schedules adopted by employers deviate from the usual shifts, employees are satisfied because their job desires this. It is found that a considerable percentage of the workers render more than 8 hours of work in the night shift, and sometimes are required to work on holidays also.

Chapter - 4

(Emerging Opportunities for Women in the Night Shift Work)

As discussed in our introductory chapter (Chapter-1) women today are far more educated than they used to be before, have higher aspirations and are better prepared for greater challenges to fulfill their ambitions and strive for higher positions in organizations and corporations, on equal foot with men. This shows that women are progressing on the upward graph, towards attaining higher levels of education and employment.

Since the early years of globalization women are seen as major beneficiaries with a massive increase in the labor force participation. The traditional role of a housewife has gradually changed into working women and housewife. Women have now taken up professional roles in order to create a meaning for themselves. The major factors responsible for this change are: -

- a. Better education
- b. Changes in socio-cultural values
- c. Supplementary income.

Thus, throughout the world women's participation in economic activities is increasing. In US, about more than 50 years ago, the majority of children lived in traditional families with the father working and the mother staying at home. Today women form a significant portion of the country's workforce, not only in the agricultural sectors of the country but also in the hitherto male dominated arena such as business (as entrepreneurs, managers of leading corporations, politics, economic fields and much more).

China always prided itself of women with bound feet, the typical Chinese women. During the 1990s, the majority of the labor force in China's rural areas was a woman. However, now China has a total of 330 million workingwomen accounting for more than 46.6% of the labor force in the world's most populated country.

4.1 Survey of Women

In our country, in this era of globalization education is playing the pivotal role to bring women up and use their resources for regional and national development. The female literacy rate has increased from 8.86% in 1951 to 54.16% in 2001. It is noticed that the female literacy rate during the period 1991-2001 increased by 14.87% whereas male literacy rate rose by 11.72%. Although the female literacy rate increased by 3.15% more compared to male literacy rate (National Literacy Survey). The participation of women in the organized sector is only 19.5% including 12% in public and 27% in private sector as compared with men. This figure could be increased if a more helpful working environment is created for women in the workplace.

Our survey has covered a wide spectrum of organizations that included women-centric organizations with women as holding their own businesses and as professionals. Very few women have stated the non-existence of opportunities for them. This clearly reveals that women are ready for any challenge that they are likely to face. It is also observed that although women are today better prepared to take on bigger challenges than ever before, yet there are several conditions that need to be fulfilled for women to work in an encouraging environment.

- Opening greater sectors (Amended Factories Act is a major development) to women would enable higher levels of empowerment in women and they would learn to handle better their dual responsibilities at home and at work.
- As women rise in economic status, they will gain greater social standing in the household and will have louder voice.

Though most of the organizations have women's cell or a grievance redressal, especially catering to sexual harassment issues, more and more organizations should be forthcoming towards making their working environment woman-friendly, taking preventive measures against sexual exploitation and having effective written

laws and codes against the same. This would certainly make comfortable and more receptive atmosphere towards women employees.

4.2 Opportunities

Survey observed that the mushrooming of the service sector has led to the teeming up of many small and tiny companies promoted by women. The telecom revolution & the Internet have opened up new job opportunities for women (e.g. Software companies and BPOs recruit women as easily as men). Survey has found that it is only the BPO industry, which has the maximum provisions for nightshift working women, in other words it is solely the BPO women who enjoy maximum benefits while working during nightshifts. It may be mentioned that health sector which is a traditionally nightshift centric sector is also in a better position.

The manufacturing sectors undertaken in the survey that are the actual beneficiaries of the amended Factories Act, i.e. textiles, handicrafts, garments and leather are, in fact, in the worst position to provide adequate facilities for women in the night shift. It is very important to have adequate attention and high levels of social spending by the State and the Central government towards women's health, childcare, education, vocational training, social status and employment provisions for low strata/unskilled women's labour force in the manufacturing sector. This step would encourage more and more women to take on their ambitions in the manufacturing sector.

A recent study by the UN Population Fund (World Population Report 2005) states that though India might be on the cusp of a demographic bonus, the state of women in the country may prevent it from capitalizing on that opportunity. While this may sound alarming, the fact is that India could have grown to a level of 1% GDP every year, but for the poor demographic status the country was plagued with. When the poorest, least educated and most disenfranchised members of the society experience empowerment, the most important effect will be when they say, "I do not feel afraid".

Our study has observed that women from low skilled strata in all the firms/industries surveyed are subject to the maximum problems. They are so much dependent on their immediate bosses and employers that it creates a good breeding ground for problems to germinate whereas skilled workers experience lesser problems. Insecurity is observed higher among low skilled women, who work mostly in the unorganized/informal sectors such as factories in textiles, handicrafts, garments, shoemakers, etc. For the women in the informal sector one of the ways to improve their working conditions and their capabilities is through organizing and creating responsible organizations. Organizations would address the weaknesses of informal work as well as the vulnerability, insecurity and dependence commonly experienced by women in the nightshift. Sectoral analysis regarding the opportunities for women working in nightshift are as follows: -

4.2.1 Business Process Outsourcing

BPO is defined as the delegation of non-core operations or jobs from internal production to an external entity that specialize in that operation. Business segments outsourced from India includes IT, HR, Real Estates, etc. The clients are based in US, UK, Australia and other major countries; therefore big time differences exist between India and these countries. This makes nightshifts by Indian service providers compulsory for their work to remain in business. Thousands of young women in India are gainfully working in BPOs, earning the kind of money they could have only dreamt earlier. The women working nightshifts in BPOs constitute 40% of the total workforce in BPOs in India.

Our survey observed that it is the BPO sector, which is the most promising sector for women to work in night shift. They adopt very stringent security rules and provide an efficient and friendly environment for women working in night shift. Many families who would otherwise not permit their daughters to do night shifts have accepted their working in BPO companies. One of their assumptions is that despite the strange

hours of work, their daughters will be safe because “the company will take care of them.”

The reason could be that the insecurity is found least in BPOs (only 8%). Women’s level of satisfaction for the duration of night shift is observed 84%. They face less commuting problems (4%), are satisfied with their employers (95%) and mental harassment is felt the least (3%). However the attraction to work in the nightshift due to better pay package is only 8 %. Only 13.2% women employees working in the night shifts in BPOs face social problems. As an attractive and most dynamic sector, it is suggested that more benefits should be provided to nightshift working women to equalize social life and minimize other problems.

4.2.2 Textiles, Garments & Handicrafts

Textile is any type of material made from fibre or other extended linear material such as thread or yarn. Classes of textiles include woven, knitted, knotted, tufted and non-woven fabrics. The textile industry is the largest industry of modern India after agriculture; it is the single largest net foreign exchange earner for the country. Direct employment in the textile industry is more than 35 million. Textiles are mainly a woman’s field and important from the export point of view. On January 1, 2005 the Multi Fibre Arrangement (MFA) was fully phased out through the implementation of the Agreement on Textiles and Clothing (ATC). Post-ATC, competition has increased manifold for developing nations. Positive mood of the industry following the end of the quota regime and reforms have contributed to growth in the sector despite competition from low cost suppliers like Bangladesh, China and Pakistan. Investments in the core sector and ongoing modernization process have also helped the industry to become competitive in the international market. With the increase in demand for Indian textiles in international markets the opportunities for women to work in nightshifts in textile industry are expected to increase manifold.

Although the proportion of women in the textile sector is significantly high but the environment of women working in night shifts in textiles is not comfortable. Insecurity is found high in textiles (34%). Employees of textiles face relatively more commuting problems (23%). Childcare facilities provided to textiles employees are less (only 6%). Also the level of satisfaction is observed less in textiles (74%). Mental harassment is much higher in textiles (15%). Only 18% employees from textiles work in night shifts because of better pay package. Social problems are also found more among textiles (16.1%). So there is a need to create helpful environment for textile employees working in the night shift as provided in the service sectors of BPOs and Health Sectors.

4.2.3 Leather

The Indian Leather Industry occupies a unique position in the Indian economy in terms of its contribution to employment and export potential. In spite of a strong raw material base, India's share in global leather trade is meager. Traditionally the leather industry, particularly footwear had been an important employer of women and employment opportunities were generally concentrated in the lower range of skills. With the modernization of this industry, new working patterns require extra hours, shift works, night shifts and continuous run of the machines to compensate for the high investment costs of machinery. Earlier these types of shift works had proved to be less acceptable for female workers but now with the amendment in the Factories Act, more and more women would be working in night shifts.

Our survey has found insecurity in leather and leather industry (45%) and relatively more commuting problems (19%). Less childcare facilities are provided to leather employees (only 5%). The level of satisfaction is observed less in leather employees (69%). Mental harassment is much higher in leather firms (21%). Only 12% employees from leather industry work in night shifts because of better pay package and social problems are found more in this industry (18.4%) for women employees working in nightshifts.

It may be mentioned that India is a major exporter of leather and leather products and is the second largest footwear producer in the world, most of the production is undertaken from the unorganized sector. There are export opportunities in the UK, USA, Germany, Italy, France, Netherlands, Canada, Sweden and Russia. Leather exports account for 7% in India's export basket, it could be increased significantly if women employment is increased with effective facilities in day and night shifts.

4.2.4 Health Services

In hospitals, doctor and nurses have been working in night shifts even before the amendment in Factories Act because it has no link with the factories/manufacturing activities. In India, over 8000 nurses qualify service annually from more than 400 nursing institutions. The nature of these jobs demand working in night shifts. Almost 90% nurses work in rotating night shifts in hospitals. Insecurity felt is much less in hospitals (14%). Hospitals employees (87%) are most satisfied with their duration of night shift because it occurs only once or twice a week. 93% employees are satisfied with their employers and mental harassment is felt low among the hospital employees (5%). Only 3% hospital employees responded that their reason to work in night shift is better pay package; it is the demand by nature of job that induce them to work in night shift. But pay package is generally higher for the hospital employees as compared to other sectors. With the governments' inclination towards health sector expenditure and opening up of new hospitals, healthcare centres, etc., this sector offers tremendous opportunities for women to work in the nightshift.

In conclusion, women have now taken great strides to walk alongside men, even in the corporate world. They have become more conscious and conscientious about their individuality and independence. Tremendous opportunities exist for women in nightshifts, as it offers both a better pay package and security. But the state of safety and security is not the same amongst all the sectors. Comparing the sectors it was found that BPO conforms the maximum satisfaction to women, in both pecuniary and security aspects (Table - 13). BPO sector has been observed as the more promising

sector for women in the nightshift. Women employees in this sector are facing minimal problems as compared with textiles and leather sectors undertaken for study in the survey.

Table – 13
Summary of Findings

S. No.	Sectors	Opportunities
1	Business Process Outsourcing	<ul style="list-style-type: none"> • Better facilities/perks/provisions • Security satisfaction; follows stringent security rules • Less of mental harassment and commutation problem
2	Textiles	<ul style="list-style-type: none"> • Being largest industry of India offers higher employment • Considered woman's field – fashion designing, technology, manufacturing, etc. • A direct positive relation exists between demand for textile products in international market and employment
3	Leather	<ul style="list-style-type: none"> • Amendment in Factories Act increased women's employment proportion for nightshifts • Better working facilities for women to work day and night; therefore can increase export opportunities • India is second largest footwear producer of the world, that mainly takes production from unorganized sector, support women employment there in the nightshift
4	Health Services	<ul style="list-style-type: none"> • Nightshift of doctors and nurses has been in existence even before Factories Act Amendment • Women Satisfied with the nightshift as it occurs only once or twice a week • Provide both security and better pay package

Chapter - 5

(Conclusions & Suggestions)

Meeting a longstanding demand for gender parity in the workforce, the Government of India approved an amendment in the Factories Act to allow women to work in late-night shifts if the employer ensures safety, adequate safeguards in the factory as regards occupational safety and health, equal opportunities for women workers, adequate protection of their dignity, honour and their transportation from the factory premises to the nearest point of their residence. So far, the IT sector and SEZs were employing women for late-night work hours but had no legal obligation to provide these safety measures. Under the new act State Governments may frame their own rules for giving such permissions.

Internationally, nightshift for women has been debated upon for over a hundred years. The working class in Europe first raised the demand for prohibition of night work by women. Some industrialized countries in Europe enacted legislations in the early years of the twentieth century prohibiting women from working at night. The General Conference of ILO in June 1990 adopted a protocol known as Protocol of 1990. Under the provisions of this protocol, the competent authority in a country under its national laws and regulations is authorized to rectify the duration of the nightshifts or to introduce exemptions from ban on night works for women for certain branches of activity or occupations.

Keeping in mind the tremendous opportunities that women can avail in the emerging manufacturing activity in the Indian economy, the Associated Chambers of Commerce & Industry of India (ASSOCHAM) conducted a survey to know the role of women in the present economic and business environment of India; to find the emerging opportunities for women vis-à-vis the most promising sectors; to assess the business readiness to provide safe and adequate environment for women; and to investigate and examine all matters relating to safeguards provided for women under the amended Factories Act. The sample comprised of 272 participants including 216

women doing night shift work at least from last 6 months, 56 employers supervising women for nightshift work and various key personalities of leading organizations like women's organizations, Universities, Police, Law enforcing strata (judges, advocates), Hospitals, Industrialists, etc.

Survey has found favorable conditions of work for women in night shift work, in terms of security, monetary compensation and provision of fringe benefits. During the survey employees felt that sacrifices toward social life should be compensated by more additional benefits with the effective implementation of mandatory benefits. Working women felt that Instead of holiday swap or compensatory day-offs, mandatory benefits such as premium pay and holiday pay should be given. Survey observed that 28.9% women employees feel insecure in the night shift work; the rest 71.1% do not feel insecure during night shift work. Despite the high rate of crime in metropolitan cities insecurity felt is quite low among night shift women employees.

With respect to work hours, survey results revealed that although work schedules adopted by employers deviate from the usual shifts, employees are satisfied because their job desires this. It is observed that 83% population from the total target population is satisfied from the duration of the night shift work. The duration described also includes almost two hours journey to and from the workplace. The duration of night shift has been observed more for the senior positions. It is found that a considerable percentage of the women workers render more than 8 hours of work in the night shift, and sometimes are required to work on holidays also.

13% of the respondents felt difficulties during commuting whereas 87% are satisfied about the arrangements made by their employers. The 13% respondents reveal that the problems are qualitative in nature such as when employer accommodates passengers of two cabs in one or the attitude of drivers is rude towards passengers, etc. Only 8.6% respondents reported childcare facilities within company premises. They felt that only few reputed companies can afford to provide childcare facility and

separate lounges for nursing mothers. Situation is worse if employee belongs to nuclear family and company does not provide any childcare facility for them.

Results of the study show that 85.15% women employees are satisfied with their employer's attitude. They have reported that their employers try to create a friendly environment for them. Some of the employees complained about their immediate team leaders because they monitor and evaluate work of employees at micro level. 13.3% employees felt that they have to face a lot of problems that may result in mental tensions if they have to work in night shift. This response came in majority from textile and leather industry women employees working in the nightshift.

Only 16.8% of the people responded that better pay package is a major attraction for them. The rest responded that there is no other choice; job demands this. This is also found true where the workers are of unskilled type. Women workers in the leather and textile mills have to work in nightshifts because the expensive machinery used in these factories are highly efficient; productivity and profitability is greatly increased by day and night utilization of the machinery. Demand by nature of job was the major reason for working in night shifts among all the cities surveyed.

As suggested by the amended Factories Act, appropriate numbers of women are found working in all the cities surveyed in the night shift. Majority of the employees (96.2%) are satisfied from the appropriate number of women employees working in one shift at a time, as suggested by the new amendment in Factories Act. It is observed that bigger companies hire large number of employees and therefore during night shift also the percentage of women employees is found satisfactory. Problems arise where the units are very small and they have limited number of employees and customers. Regarding the in-house training facilities, only 2% employees get the opportunity of in-house training on self-defense and safety. Companies need to network with other organizations like police and NGOs who can train the employees to protect themselves when the need arises.

In our survey of employers, it is found that 95.7% of the employers perceived a safe environment being provided to their female employees unlike 28.9% of the employees who felt insecure while working in the night shift. In terms of the responses to the duration of nightshift, there was a consensus among employers and employees (85.4% and 83%) who felt the length of nightshifts as satisfactory. 93.6% of the employers felt that commuting facilities being provided to their women employees at night are satisfactory, in comparison only 87% of the employees agreed. However major differences in opinion were experienced in the childcare facilities provided, in-house trainings and better pay packages. Where 23.4% of the employers felt that the childcare facilities are being provided, the employees', only 8.6% of them, affirmed. Only 24.8% of the employers' perceived that in-house trainings were being provided while it was only 2% among the employees'.

As opposed to the view of the 94.6% employers' that the employees working in nightshifts earn a better pay package, employees (83.2%) do not aver. This is a very significant result that negates the view that many employees work nightshifts in order to earn higher incomes. Another significant result of the survey that surfaced was that employees work in nightshifts because it is the demand of the job, employers (97.2%) and employees (92.8%) both agreed. Majority of the people surveyed in the respective categories were of the opinion, employers (98.2%) and employees' (96.2%), that appropriate number of women were working during nightshifts.

Survey observed that women working in night shift experience social problems and poor childcare. 13.5% nightshift working women face social problems. No doubt that Indian Constitution treats women equally with men, but strong patriarchal traditions persist in society and shape women's life largely. It is observed that night shift work of women across the sectors surveyed, seriously vim pinged social life of women. Night shift jobs consume the daytime at home, devoting at least 5 to 6 hours to sleep in the daytime that create lots of problems for performing social obligations up to the expectations of family and society. Women tend to feel lethargic and lifeless during

the day. It is very important for the peace of the family that a woman should get her proper sleep.

For the married women when children are extremely demanding, it is not possible to sleep during the daytime. In any case, naps during the day can never make up for a full night's sleep. Because of the time differences, the natural order of things gets reversed and plays havoc with mind. They are unable to devote time to evening parties and small get together in neighborhood areas and in relations. Their children also need company in the evening, which the night shift working mothers are unable to provide. Women felt that it becomes really hard to spend quality time with children and to attend their school functions and meetings. It is suggested that baby care centres should be opened at the workplace where she can leave her child. Social relationships should be encouraged. They are not only fun, but also necessary for good mental health; when our internal resources are depleted, the comfort of close friends can help lessen our worries and burdens.

Results related to physical problems of the employees reveals that 30% of the respondents experience backache, 45% experience continual tiredness, 50% talk about minor and major digestive disorders, 60% are suffering from sleep difficulties, sprains and strains are also experienced by 15% respondents, 10% are diagnosed for clinical depression, frequent cold and cough is common among 55% and a major chunk suffers from high blood pressure i.e. 60%, menstrual problems are also a problem affecting 50% women population working in the night shift. 45% are suffering from respiratory illness and 35% of them complain about pregnancy related problems and 45% generally feel ill because of one or the other reason. Employees who work in night shift reported that they feel generally lethargic because they perform at night.

Studies on the physical, psychological and medical effects of night work generally agree that if night shift work regularly performed, it causes negative effects on the health, social and family life of workers whether male or female. Gender plays no role, thus there appears to be no justification for protecting only women except as to

their reproductive function. However, the effects vary from one individual to another. Studies suggest that in consideration of their reproductive function, the night shift should be continuously disallowed for pregnant and nursing mothers and those engaged in strenuous activities. Literature also suggests that legislations should consider specific measures to diminish the ill effects of night work not only for women but for men as well.

During the survey doctors felt that night shift employees face physiological, emotional and biological problems, based on disturbed rhythmic pattern of sleeping and waking. While hormones and chemicals are produced when a person is awake, body organs rest and are at their lowest during sleep. They feel that a change in the working schedule affects all this balance and leads to sleep deprivation disturbing the rhythm of the body and negatively affecting the concentration, job performance, social interactions and general health.

So to overcome these problems women must get at least 7-8 hours undisturbed sleep by simulating night-like conditions using heavy drapes to block the sunlight. It is also suggested that women in night shift should try to restrict the use of caffeine, alcohol, cigarettes and chocolates. Yoga and meditation will prove beneficial for them. Doctors agree that if they can do that, most of their health problems would be over. In fact, they may end up saving a couple of more working hours for themselves and their families. It is suggested that proper rest and alternate employment in daytime should be given to women during illness and menstruation period and a period of at least three months before and two months after the child birth. This time period should be extended in case a medical certificate is produced to the effect that it is necessary for the health of the mother or child.

Women organizations are very much in favour of women working in nightshifts. They felt that women have all rights to work in night shifts. Full opportunity should be given to women for work in night shifts. But the employers should take full responsibility in providing security arrangements. Some times women employees face problems at

night in going out to have food and sometimes to the hospitals. By considering this seriously, the company/organization should provide food and healthcare services within the campus. There is no need to seek help from the police, if the company itself is providing full security for the women employees. Employees should also keep in mind their dressing code.

All the women organizations/NGOs unanimously felt that companies/organizations who hire women for night shift work should provide security for working women. They felt that equal opportunities could be celebrated, only if gender discrimination act is implemented in society and women feel comfortable. Women can get respect in society if night shift jobs do not crush their moral and ethical values and at the same time employer considers safety and security of their women employees' prime responsibility and provides separate work sheds, canteen facilities, medical facilities and at least twelve hours rest between two shifts.

According to Judges/Advocates/lawyers, the opinion that emerged unanimous is that women employee's representatives should be encouraged in the factories having nightshifts of women with adequate powers and linkage with police and law enforcing organizations. Stringent penal provisions should be made against an erring employer in case of non-implementation of the conditions for nightshift work of women. If women are secure on these grounds then they can work in the nightshift work.

Police authorities are of the opinion that companies should provide escorts for female employees from their homes to their workplace and also keep record of photographs and work histories of their drivers that they hire for commuting purposes of their employees. Companies must take responsibility for security practices like verification of third party workforce and posting of security guards on vehicles carrying women employees. A proper grievance handling mechanism should be adopted in factories employing women in night shifts, majority in the grievance settling mechanism should be of women and it should be headed by women. Adequate women wardens should be employed to assist women working in night shifts and the employer should send

fortnightly a report to the inspector of factories and to the local police station about night shifts of women and related issues. Additional provisions that could be managed are well-lit parking lots and reserved spaces for the off shifts to be able to park near the facility. Women transport facility should be made available from and up to their residence in the night hours instead of the nearest point of their residence as proposed in the Bill. If they are being provided these safety measures then night shift work can be done without any harm. One more thing to take into consideration is that women should be employed in batches of not less than ten or not less than two-thirds of total night shift strength.

ASSOCHAM feels that more and more research and survey programmes should be conducted in the companies to localize the problems of the women workforce. Companies should try to increase their practical knowledge by organizing various seminars and group discussion programmes. Women should be made aware of their constitutional and legal rights both in their work and in the social sphere. Seminars, conferences and workshops encourage women to participate in different activities and express their views. Seminars may be managed on how women can achieve a satisfying work/social balance and deal with issues that might come up in the office. We suggest that work hours for night workers should be limited to 8 hours a day, the provision of rest day should be strictly enforced. There should be periodic medical check-ups for night workers to determine fitness for night work. It is likewise recommended that an assessment/study be undertaken on the health not only of subject workers but male night workers in call centres as well, to look into its effects given the nature of work.

ASSOCHAM believes that the government and non-government organizations should come forward to uplift the status of women because throughout the world women participation in economic activities is increasing. Her problems at any level should not be ignored. Working women form major part of labour market of Indian industries and contribute to home and national economy. They should be given the due respect and status which they deserve in the society. In the changing socio-cultural environment

of India, women are entering into a new era. We feel that women should not be discriminated against at any level, her rights should be given equal importance either it is the right to the equal employment opportunities, including the application of the same criteria for selection in matters of employment; the right to free choice of profession and employment, the right to promotion, job security and all benefits and conditions of service as well as equality of treatment in the evaluation of the quality of work. If women will get support on all the said issues, only then can the future see more women into areas traditionally dominated by men.

In view of the above considerations, it is recommended that night shift work for women should be facilitated. The amended Factories Act to allow women workers in night shifts is a progressive step and it is our duty to safeguard women during night shifts. If the rules and conditions regarding women working in night shifts are strictly enforced, there is no reason why this step should not be a success story and bring economic prosperity to the nation.

Table – 14
A Summary of Findings

Employees	During the survey employees felt that sacrifices toward social life should be compensated by more additional benefits with the effective implementation of mandatory benefits. Another thing felt by them was that there are no childcare facilities for their little ones.
Employers	Employers perceived a safe environment being provided to their female employees. They also felt length of nightshifts as satisfactory; commuting facilities are being provided to their women employees at night. Employers felt that the childcare facilities are being provided and that the employees working in nightshifts earn a better pay package.
Women Organizations/ NGOs	Women organizations are in favour of women working nightshifts but on the condition that employers take full responsibility to provide security. Companies should provide food and healthcare services within the campus. Employer must provide for women employees separate work sheds; canteen facilities, medical facilities and at least twelve hours rest between two shifts.
Doctors	During the survey doctors felt that night shift employees face physiological, emotional and biological problems. A change in the working schedule affects balance of the body, sleep and has a negative consequence on one's concentration, job performance, social interactions and general health.
Judges/Advocates/Lawyers	Judges/Advocates/lawyers are of the opinion that representatives of women employees should be equipped with adequate powers and linkage with police and law enforcing organizations in factories that have nightshifts for women. Stringent penal provisions should be made against an erring employer in case of non-implementation of the conditions for nightshift work of women.
Police	Police authorities are of the opinion that companies should provide escorts for female employees from their homes to their workplace and also keep record of photographs and work histories of their drivers that they hire for commuting purposes of their employees. Factories should adopt a proper grievance handling mechanism and women should head it.

Questionnaire to Employers

1. Company name: _____

No. of workers: _____

Total no. of male & female employees _____

Nature of your company: _____

(Give options of the industry)

2. Kinds of work done by:

Men _____

Women _____

3. Is there a nightshift provision for women employees in your company?

Yes No

Why? _____

4. How many women employees work on a nightshift basis in your company? _____

5. What are the hours of work during nightshift for women employees? _____ to _____

6. Do you provide any conveyance during nightshift?

Yes No

7. Do women and men have separate toilets & washrooms?

Yes No

8. Are childcare facilities/crèche provided for the young mothers' children at night?

Yes No

9. Do women workers in your company get any special training for their safety during nightshift?

Yes No

10. Has any woman reported problems with their supervisors during nightshift?

Yes No

If yes, describe? _____

11. Is there a committee that deals with harassment cases?

Yes

No

(a) If yes, who heads it? _____

(b) What is the role of this committee?

12. What are the main problems that women employees generally take to this official?

13. What are the main problems that women employees face during nightshift in your company?

14. What is the rate at which women leave their jobs? What is the cause for it?

15. Has any safety committee for women employees during nightshift been made in your company?

Yes

No

16. What powers does the safety committee have?

17. Do employees in your company undergo any annual health check ups?

Yes

No

18. What kinds of ailments/health problems do women workers in nightshift experience generally?

19. What initiatives has the company taken to promote safety of women employees during nightshift?

20. Are women members of the union?

Yes No

21. Is there any written collective agreement?

Yes No

22. Does the collective agreement have provisions specific to women employees doing nightshift?

Yes No

23. What are the major provisions for women employees doing nightshift?

24. What is the management practice in your company that helps women employees in nightshift?

25. What are your recommendations to improve the working condition?

Questionnaire to Women Employees in Nightshift

1. Company Details

(a) Name of the company:

(b) Nature of Company: (give options of industry)

(c) No. of workers: _____ Male: _____ Female: _____

2. Personal Information

(a) Name:

(b) Age:

(c) Designation:

(d) Married/Single:

(e) Education:

(f) No. of children:

(g) No. of family members:

(h) Religion:

(i) Salary:	Below 5000	<input type="checkbox"/>	5,000 - 10,000	<input type="checkbox"/>
	10,000 - 15,000	<input type="checkbox"/>	15,000 - 20,000	<input type="checkbox"/>
	20,000 – 25,000	<input type="checkbox"/>	25,000 and above	<input type="checkbox"/>

(j) Total family income:

3. Job profile:

4. Nature of job of men/women:

5. Why do you work in nightshift? (Tick all that apply)

Demand by nature of job Prefer working those hours

Better pay package More time off

Others (Please Specify) _____

6. What is the length of your nightshift?

- | | | | |
|-------------------|--------------------------|------------------------|--------------------------|
| Less than 8 hours | <input type="checkbox"/> | 8 hours | <input type="checkbox"/> |
| 10 hours | <input type="checkbox"/> | 12 hours | <input type="checkbox"/> |
| 14 hours | <input type="checkbox"/> | Others (specify) _____ | |

7. How many total hours per day do you spend in travel for workplace?

- | | | | |
|--------------------|--------------------------|-------------------|--------------------------|
| Less than one hour | <input type="checkbox"/> | 1 – 2 hours | <input type="checkbox"/> |
| 2 – 3 hours | <input type="checkbox"/> | 3 – 4 hours | <input type="checkbox"/> |
| 3 – 4 hours | <input type="checkbox"/> | more than 4 hours | <input type="checkbox"/> |

8. Do you face any difficulties while traveling to workplace?

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

9. Guidelines recommend that employers provide transport where night & extended shifts are worked.

Does your employer provide sufficient and safe transport facilities with travel to and from work?

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

If no, what assistance is needed? _____

How many promotions have you got since joining? _____

10. ESI:

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

11. Other medical benefits:

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

12. Housing Allowance:

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

13. Maternity Leave:

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

If Yes, how many days? _____

14. Other benefits (Please Specify): _____

15. Do you prefer nightshift?

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

Why? _____

16. No. of Male & Female employees working with you daily in nightshift?

Male _____ Female _____

17. Do you feel insecure during nightshift?

Yes No

Why? _____

18. What problems do you face as a woman at workplace during nightshift?

19. Are childcare facilities/crèche provided by your organization?

Yes No

20. Do separate washing room facilities exist for women employees?

Yes No

21. Have you experienced any of the following symptoms as a result of nightshift?

Backaches	<input type="checkbox"/>	Feeling depressed	<input type="checkbox"/>
Continual tiredness	<input type="checkbox"/>	Frequent cold & headache	<input type="checkbox"/>
Digestive disorder	<input type="checkbox"/>	High blood pressure	<input type="checkbox"/>
Feeling angry & irritable	<input type="checkbox"/>	Menstrual problem	<input type="checkbox"/>
Sleep difficulty	<input type="checkbox"/>	Respiratory illness	<input type="checkbox"/>
Sprains & Strains	<input type="checkbox"/>	Others (specify): _____	

22. Do you feel your health has been affected by nightshift?

A lot to some extent
Not at all

23. Does your workplace provide training and/or any information on the health and safety effects of nightshift workers?

Yes No

24. What are the problems faced by pregnant women at workplace during nightshifts?

25. What would you recommend that will help the above?

26. Are you able to contact your manager/supervisor easily during your nightshift?

Yes No

If no, what are the difficulties? _____

27. Do you have to work alone?

Never Sometimes

Frequently

28. If you have to work alone, do you feel you are provided with an effective alarm or communication system?

Yes No

29. Do you have any problems with your supervisor?

Yes No

If yes, describe _____

30. Have you faced any of the below given harassment at work place in nightshift? (Tick that applies.)

Mental Sexual

What did you do about it? _____

31. Name and designation of the official who handles women grievances

32. Is there a committee that deals with sexual harassment cases?

Yes No

33. How many women have left their job due to difficulties faced during nightshift?

Yes No

34. Is there any union at your work place?

Yes No

35. What are the main issues that union tackles?

36. What issues would you like the union to take up?

37. Does nightshift cause problems with your family or childcare responsibilities?

Never Sometimes
Frequently Not applicable

38. Does your family complain about your nightshift work?

Never Sometimes
Frequently Not applicable

39. Can you be contacted readily at work in case of family emergencies?

Yes No

If no, Why? _____

40. What are your family's main concerns about your nightshift?

41. Are there any advantages/disadvantages during nightshift, which have not been covered in this survey? Please provide in detail.

42. If you had a choice, would you work in 'normal hours' rather than in 'nightshift'?

Yes No

43. Do you have any suggestion to improve the working conditions and facilities for women employees during nightshift?

44. What is the good management practice in your company regarding nightshift that helps you?

Questionnaire for NGOs/Women Organizations

- o NAME _____
- o AGE _____
- o ORGANISATION NAME _____

1) Are you aware about factories amendment act, which states that women can work during nightshift?

Y N

2) Does implementation of law will help in creating equality between men and women?

Y N

3) Does women will be in more troubling situation?

Y N

4) Does this will increase her social circle and social relations

Y N

5) Do difficulties faced during night shift created health related problems like:

6) Does work at night shift will create more vulnerable environment towards exploitation (physical, mental, sexual)?

Y N

7) Does work at night shift will affect women's marital relationships?

Y N

a. Does work at night shift make women more dependent on men for commuting purposes?

Y N

b. Does work at night shift by mothers affect the personality development of children?

Y N

c. What are your main recommendations for overall improvement in women's status as a night shift workers _____

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