

# A STUDY OF WORK LIFE BALANCE OF WOMEN BUS CONDUCTORS OF MSRTC

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## **Abstract:**

*The increasing presence of women in traditionally male-dominated fields, like bus conducting, is a global trend is most remarkable. The Maharashtra State Road Transport Corporation (MSRTC) also has taken forward steps for it and hired women as bus conductors, transforming its workforce from a single-gender to a mixed-gender environment with various reasons. Indeed it is most important step for women empowerment as well. But on the other hand, women face burden because she has to work in the home and on filed. No complain about it but also need to take cognizance of it to try to provide the solutions. The first step first is to know the problems at least. This paper try to understand the problems faced by women conductors to balance the work and life. These women face the challenges of balancing their demanding roles as bus conductors with their family responsibilities. This research paper explores the factors that influence the work-life balance of these female bus conductors and analyses their impact.*

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**Key Words-** *Women Bus Conductor, MSRTC, health, work and life balance,*

### Introduction:

Social success is defined as a specific type of self-fulfilment and a state that allows an individual to feel subjectively satisfied with the process of living. When people feel successful, they become more conscious of their own strengths and capabilities to handle everyday activities and solve problems. However, it should be mentioned that an individual desiring to achieve success in life is forced to acquire languages in order to be at the level of global achievements in various sectors of activity, that is, to have a planetary identity. (Mezuev, 2009)

As mentioned in the paper titled 'Social Success As A Psychological Phenomenon' by Olga Kobzeva and Olga N. Tuzova, the issue of identifying the determinants of the greatest impact on the formation and development of social success is still debatable. Most often they include self-esteem (Boudreau & Boswell, 2001; Sutin et al., 2009), motivation (Nickerson et al., 2003; Quinton & Brunton, 2017), orientation to authority, discipline, perseverance (Bowles & Gintis, 1976), behavioural flexibility (ability and a willingness to respond differently to different situational demands) (Zaccaro et al., 1992), an innate desire for continuous self-fulfilment and self-actualization. However, the leading place in the classification of reasons that allow an individual to achieve social success is the level of claims (Absatova et al., 2015).

According to Narasimha Murthy T., being successful entails having a mix of success stories from many aspects of your life. You cannot be called successful in business if your personal life is in shambles.

It's essential to balance assets and obligations in the workplace. Achieving a harmonious work-life balance requires balancing these two aspects. Research suggests that achieving optimal work-life balance is challenging. However, adopting asset-based facilitators can help improve this balance.

In other words, "The amount of time you spend doing your job compared preoccupied with work issues even after leaving the with the amount of time you spend with your family and workplace and feel difficulties in sleep at home. doing things you enjoy." Definition of work-life balance noun from The Cambridge Advanced Learner's Dictionary The demand from organisations to attend to the family &Thesaurus © Cambridge University Press.

### Factors of Work Life Balance:

#### Facilitators and Inhibitors -

The factors those supports to enhance one's work life is called as facilitators in common language. Now employers are becoming increasingly aware of the cost implications associated with over-worked of employees such as operating and productivity costs, overall punctuality, work commitment and overall performance. There are the practices being used to help employees to achieve work-life balance. Here It is an important to note that some work-life balance programs or workshops held by various organizations help employees to handle stress, control the conflict situations (at workplace also at home) and cope up more effectively.

The Inhibitors disturb the work life balance. As mentioned by Sullivan and Lweis (2006) Schedule inflexibility increased depression in both man and women and increased physical distress such as insomnia, appetite problems, tensions related to aches and pain.

In case of women, hurdles are more. In general terms married women often spend a lot of time and energy in taking care of their in laws, especially the parents of their affected the health of men and women, who provide care in their roles as wives, daughters differences in perceptions of work-home conflict.

Vijaya Mani (2013) has revealed the major factors influencing the Work Life Balance of Women professionals in India such as role conflict, lack of recognition, organizational politics, gender discrimination, children and elderly care issues, quality of health, problems in time management and lack of proper social support.'

To answer the situation many practices made by organizations to help the employee. Some organizations taken the steps for it with work in shift or flexible hours . Maternity leave, paternity leave and leave to take care of loved ones are again the example. Along with it the day care canters at the work place or nearby the home is again the major step. Providing the vehicle with or without the employee's payment makes life easy. Many policies by the government and law regulation mentioned in the constitution makes reduces work life conflicts.

### Literature Review:

In the literature review varieties of dilemmas one can add which includes by understanding the difficulty level in the situation, whether to take decision of job or not. Work life balance dilemma in the modern days has been the part and parcel of the situation. Work life balance in women bus conductor: A case study of Maharashtra State Road Transport, Pune Division. focus on women bus conductor's personal life, the achievements, her struggles and enjoyment along with satisfaction at work.

The study on work life balance of the women bus conductor's shares overview about occupational stress, personal stress, constraints in the working situations. As working conditions changes it reflects stress levels. These stress levels acts and shares hurdles for normal work life balance.

In Modern times the growing stress on the working population caused by role overload of work. The another reasons is the dilemma at each level. Along with it conflict between work and never ending family responsibilities is both an economic and social problem. The stress affects both men and women in both professional and non-professional jobs.

In the review process it is observed that many researchers studied the work life balance issues with different approaches. In the studies from 1990 to 2020 about the work life balance shares knowledge that 'work and family', 'work and life', 'work and health conditions' related interactions remained the major. Results showed that the employing the positive situations such as facilities, life balance workshop, life enrichment chances has been the methodological choices. In

various studies it has been observed in the review process that organizations are working towards the solutions positively. Institutions has been taken efforts to control the situations of stress and conflict. Also the employee attraction and retention has been the crucial factor.

**Objectives of the study:**

1. To identify various factors responsible which affects work life balance of women bus conductors.
2. To study the efforts taken by authorities towards solution to help women bus conductors.

**Research Methodology:**

For the study purpose researcher used mixed methodology- Qualitative and Quantitative methodology. From the Pune division three districts selected for the study those are Pune, Satara and Solapur.

**Sampling Plan:** Researcher planned 200 samples from population of women bus conductor from three districts. It is important to mention here that, to find the sample and work on survey, planned interview was the much difficult part. Sample meetings were necessary but the task was time consuming.

Sr. No.	District	Sample of Women Bus Conductors
1	Pune	102
2	Satara	39
3	Solapur	61
	Total	202

**Sampling Technique:** Researcher worked on questionnaire. While collecting the data researcher adopted survey and qualitative interview method. More importantly here researcher took efforts to contact the women bus conductor with snow ball technique.

**Primary Data:** According to need of the research , researcher collected the data with focus. Primary data was collected with the help of questionnaire which was with open ended questions, close ended questions, also brief and major long questions. The questionnaire was start with demographic questions and then the Likert attitude measurement scale. Through the questionnaire women bus conductor’s demographic information, family related information, responsibilities in job, the job benefits, hurdles, enjoyment in the job, satisfaction levels, working hours and related information was collected. Along with it qualitative interviews were carried out which includes women bus conductors, depo managers.

**Secondary Data:** To know the nitty gritty researcher met few women bus conductors and discussed on field situations. Along with it the data of Maharashtra State Road transport Corporation was collected through various reports, official visits. Researcher checked official website, ST related blogs. With the help of search engines data about recruitment, history of recruitment of women bus conductors was collected. Along with it the researcher collected the data from MSRTC’S various booklets, books, newspaper articles, previous research articles, national international journals.

**Data Analysis and Interpretation:**

**1) How many years women bus conductors are working?**

**Table No 1.**

Sr. No.	No. of Women Bus Conductor	Years
1	3	20
2	83	14
3	49	12
4	63	17

In the survey the 3 women bus conductors were completed their 20 years in service. While discussing with them how they feel about these years. They said that they feel very happy. They said that sometimes they work with drivers which were juniors and feel nice that they are seniors than them. In the survey 83 women completed their 14 years, 63 women bus conductors completed 17 years and they said that each day is different for them while working on filed.

**2) Are you happy and satisfied with you work?**

**Table No. 2**

Sr. no.	Women Bus Conductor’s response	Women Bus Conductors	Percentage
1	Satisfied	200	200
2	Not Satisfied	0	0
	Total	200	200

As the table show all women were satisfied with their job and feel happy about it.

**3) What is your opinion about facilities provided by MSRTC for women bus conductors?**

Sr. No.	Facilities Provided by MSRTC	Women Bus Conductors	Percentage
1	Clean Water	178	89
2	Clean Toilets	140	70
3	Working hours	130	65

Women bus conductors said that, the MSRTC provided them various facilities also they agreeing that authorities have been taking the efforts towards it. But also, clean water and clean toilets have been the difficult areas. Half of surveyed population said that flexible working hours have been privilege they get but not each time. Long hour duty hours, shifts were some difficult areas. Women conductors who travelling on long route said that rest rooms were available but those were only with basic but poor facilities.

**4) What type of health issues you are facing?**

Sr. No.	Health Issues	No. of women	Percentage
1	Weakness, fatigue	183	91.5
2	Headache, temperature	167	83.5
3	Body pain (back pain, Knee pain)	95	47.5
4	Stomach pain, Acidity	130	65

About the health issues women was vocal. They said that they suffer with the weakness, body pain regularly. Almost 83.5 percent women said that headache pain has been the normal for them. Women Bus conductor said that at the time of the period they face stomach pain and the body pain as well. And as ladies’ toilets has been dirty, they do not feel to go for toilet because of this situation also they suffer a lot.

**4) Suggestions shared by women conductors about their situation-**

In the discussion with women conductor’s researcher asked few questions about what kind of suggestions they want to share. Women very openly discussed the suggestions. They said that government, MSRTC give us facilities, but those has been not properly utilised by passengers. We face water issues as well. Clean water facilities has been there but not having clean place has been the problem. Long rout bus conductor’s male and female both of them faces many problems. From these conductors need of clean and with enough space rest rooms facility was the suggestion. Along with it women bus conductors said that we manage out duties according to work balance, also authorities provide their help regarding shifts and as and when family problems were there. But sometimes authorities have been helpless. Further, Women bus conductor suggested a up to date first box has been the necessity.

**Conclusion:**

In this research it was found that all women bus conductors were happy while working with MSRTC. It showed that they were satisfied while they has been working. Through the qualitative analysis it was clear that they feel respected at the job. Women bus conductors have been facing hurdles while working but they know the reasons as well. They expect small changes in the facilities like cleanliness, space for rest. Most importantly while discussing the concerns, they said that male colleague as well faces hurdles. Women bus conductors understand that need to cope with the working environment with this increase in private buses competition. The MSRTC provides good facilities for women and maximum women are happy. So it can be concluded that favorable working condition and leave benefits are positively contributing towards work life balance of women bus conductors.

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