Chapter – 5

Findings, Suggestions and Conclusion

5.1 Findings

1. It was found that women empowerment was at moderate level for women working in service sectors. From the survey taken from among women working in the service sectors it was found that the mean level of women empowerment was 246.77.

2. From the chi square test to find the association between demographic variables and women empowerment, it was found that the demographic variables like age, religion, order of birth, qualification of respondents, marital status, family type, spouse’s educational qualification, spouse’s employment type, spouse’s annual income, number of children, type of house, ability to drive a car / two wheeler, type of savings and type of relaxation practiced are associated with women empowerment. But variables like mode of transport, nature of income of the respondents and hobbies of the respondents are not associated with women empowerment.

3. The chi square test between organizational profile variables and women empowerment showed association between these two variables. Significant association was seen between nature of job held by the respondents, nature of employment, occupational level, number of subordinates, work experience, annual income and computer and internet knowledge. But no association was
found between the status of tax payment by the respondents and their empowerment.

4. Chi square test between behavioural variables and women empowerment showed association between all the three behavioural variables namely emotional intelligence, work life balance and organizational commitment and women empowerment.

5. The correlation analysis between demographic variables and women empowerment showed positive relationship. A significant positive relationship was seen between the independent variables like age, educational qualification, educational qualification of spouse, annual income of spouse, number of children, ability to drive a car / two wheeler and the dependent variable women empowerment. No significant relationship was seen between the demographic variables such as order of birth, hobbies and type of relaxation and the dependent variable women empowerment.

6. The correlation analysis between organizational profile variables and women empowerment shows a significant positive correlation between occupational level, number of subordinates, work experience, annual income, knowledge of computer and internet, and women empowerment.

7. The correlation analysis between emotional intelligence and women empowerment shows a high degree of positive significant relationship between the above mentioned variables. The r value is 0.9261 and p value is 0.0 which shows that the relationship is positive and significant.
8. Similarly, the correlation analysis between work life balance and women empowerment shows a high degree of positive relationship between these two variables. The r value is 0.8567 and p value is 0.0 which shows that the relationship is positive and significant.

9. The correlation analysis between organizational commitment and women empowerment shows a high degree of positive correlation between the above said variables. The r value is 0.7643 and p value is 0.0 which shows that there is a significant positive relationship between organizational commitment and women empowerment.

10. The findings of the t test between demographic variables and women empowerment is given below. A significant difference was seen in the women empowerment score between married and unmarried women. A significant difference in women empowerment was also seen between employees living in joint and nuclear families. Whether spouses ran their own business or they were employed showed a significant difference in the women empowerment score. A significant difference in women empowerment was also seen between women with and without children. Whether the employees are living in own house or rented house showed a significant difference in the women empowerment scores. The mode of transportation of the respondents to the work spot and whether the respondents practiced any mode of relaxation showed no significant difference in women empowerment scores. But the variables such as ‘ability to drive a car or a two wheeler’, ‘whether employees
save for their future or not’, the nature of income of the respondents’ and ‘whether respondents have hobbies or not’ showed a significant difference in the women empowerment scores.

11. The t test between organizational profile variables and women empowerment showed a significant difference between all the profile variables such as nature of job held, nature of employment, number of subordinates, work experience of the respondents, computer and internet working knowledge and tax payment status of the respondents and women empowerment.

12. The t test between behavioural variables and women empowerment showed a significant difference between all the behavioural variables namely, emotional intelligence, work life balance, organizational commitment and women empowerment.

13. ANOVA test to find the significant difference in women empowerment score, done among the various groups of demographic variables and women empowerment, showed the presence of significant difference in women empowerment scores for demographic variables such as age, religion, order of birth, educational qualification, marital status, spouses’ educational qualification, spouses’ employment type, spouses’ annual income, number of children and type of savings. The demographic variables such as mode of transportation to the work place and type of relaxation practiced by the respondents showed no significant difference in women empowerment scores.
14. The ANOVA test to find the significant difference in women empowerment scores for different organizational profile variables showed a significant difference between the variables under consideration. That is significant difference was seen between the various groups of occupational level, number of subordinates, work experience and annual income of the respondents and the dependent variable women empowerment.

15. ANOVA test to find the significant difference between the various service sectors and women empowerment levels also showed a significant difference between the independent and dependent variables.

16. It was found that there is significant difference between the different groups of emotional intelligence and women empowerment using ANOVA. Similarly significant difference was also seen between work life balance and women empowerment and organizational commitment and women empowerment using ANOVA.

17. The regression equation for the study was formulated as seen below.

\[ Y = A + B_1X_1 + B_2X_2 + B_3X_3 \]

\[ Y = 186.03 + 3.0652X_1 + 2.9275X_2 + 1.0569X_3 \]

A t test was done to test the significance of each factors of women empowerment at 5% level of significance. t was significant for all three factors – emotional intelligence, work life balance and organizational commitment. Also, from the equation \( Y = 186.03 + 3.0652X_1 + 2.9275X_2 + 1.0569X_3 \) it was seen that emotional intelligence predicts women
empowerment above and more than work life balance and organizational commitment. The regression of women empowerment on emotional intelligence, work life balance and organizational commitment was tested for its significance using F test at 95% confidence interval. The F test showed that the regression of women empowerment on emotional intelligence, work life balance and organizational commitment was significant. Therefore the three behavioural variables - emotional intelligence, work life balance and organizational commitment influenced women empowerment and the following regression equation was arrived at.

\[ Y = 186.03 + 3.0652X_1 + 2.9275X_2 + 1.0569X_3 \]

18. From the hypothesis testing of multiple correlation between women empowerment and the behavioural variables viz. emotional intelligence, work life balance and organizational commitment the following result was found. The table value of F at 5% level of significance, i.e. \( \alpha = 0.05 \) for degrees of freedom 3, 583 was 2.6227. The calculated value 7.968 was higher than the table value 2.6227. Therefore the null hypothesis was rejected and inferred that there is significant relationship between women empowerment and behavioural variables viz. emotional intelligence, work life balance and organizational commitment.
5.2 Suggestions

Women empowerment must be increased totally keeping in view the various dimensions of empowerment such as economic, socio cultural, familial / interpersonal, legal, political and psychological. The overall women empowerment score was found to be 246.77 only for the respondents while the maximum empowerment score was 450. The following areas can be improved for improving the empowerment of women.

5.2.1 Improvements at the family level

Empowerment of women should start at the family level. When a child is born the only person the baby is close to is its mother. The mother, a woman herself, should bring up her child / children without partiality. Whether in schooling or in dressing or in providing food or in extracting domestic work etc. both male and female children should be treated equally. The male – female discrimination begins right from the early childhood. Female children are expected to behave in a certain way while male children can do anything as their wish. A male child can play as and when he wishes but a female child is expected to help her mother with the household chores. A male child gets to eat better and special food in unlimited quantities while the girl child is expected to wait until all the male members finish their food and eat only what is left over. So such kind of discrimination must be stopped at the earliest in the family level and it is the mother in the family who has a very significant role to play to put an end to such discrimination.
Parents must see to that they don’t get their daughters married at a very early age. Parents must see to that their girl children complete their post graduation education, and then take up a job. Girl children must be made financially independent before they get into the wedlock. They must also be given freedom to choose their own life partner.

So women empowerment starts at the family level by the mother who is a woman herself.

5.2.2 Improvements in education level

Empowerment for women cannot be achieved overnight. It is a slow and continuous process. It has to start right from childhood itself. So girls must be given the basic school education mandatorily irrespective of the type of family, location of the residence and the economic status of the family. Government has come up with many schemes for supporting girl children.

According to Azad India Foundation (n.d), to correct the male-female sex-ratio and limit the family size the Ministry of Human Resource Development, Government of India has come up with a novel scheme of providing free ships and scholarships to all girls from single child families up to the post-graduate level. According to this scheme, all single girl children will be eligible for free education from Class VI onwards for graduate and post-graduate studies. The scheme would apply to all government aided or affiliated schools and colleges in the country. If the two children in a family are girls, both will be entitled to a 50 per cent concession in fees. If there are two children in a family and one is a girl, she will
still get the 50 per cent concession. The fee waiver will cover tuition fee but exclude money charged for transport and food. The scholarships for undergraduates will be given for non-medical and non-engineering courses in recognized colleges. At the end of three years, 1,650 students will receive these scholarships. The CBSE, which conducts entrance examinations for medical and engineering students, will also offer 500 fellowships every year for these courses - 350 for engineering students and 150 for medical students. These too will be given on merit. The UGC will give scholarships of Rs 2,000 a month to first and second rank holders among girls in the BA, B.Sc and B.Com courses to pursue higher degree.

On the paper it seems a very generous scheme for universalizing and promoting female education. It is being hoped that it would have positive impact on the status of women by increasing their life choices through free education right up to college. It may also help to change family and community attitudes towards girl's education. Though the scheme aimed at promoting education for girls, it would not benefit the girls belonging to the poor families and those in the rural areas because they generally drop out by high school. It is necessary that the government should improve the educational infrastructure and make it more accessible and meaningful for the girl child. There should be an income ceiling for the beneficiaries as it should be given to girls who have limited resources but are keen to pursue higher education. Measures to prevent school drop outs must be ensured.
Apart from the schemes mentioned above, the governments at state level offer various schemes and scholarships exclusively to families with girl child / children.

5.2.3 Improvements in the work place level

In the work place level women must be involved in decision making. This will improve women empowerment in the work place. Apart from encouraging women to participate in decision making the important component to be considered is the glass ceiling effect. Women who are qualified and efficient and who deserve must not be denied the opportunity for promotion. When promotion is given to such women, they must not be denied the salary that they deserve. Generally while considering candidates for promotion or for increment the glass ceiling effect creeps in which must be avoided. A bias free organization culture aids in women empowerment.

Another facet to be considered is sexual harassment. Some women face sexual harassment of first degree or second degree and are emotionally disturbed. Emotionally unsound women cannot experience empowerment. Employees, particularly male employees, should be trained on the consequences of sexual harassment and the necessity to prevent or avoid it.

Women themselves must be trained on self empowerment and must be taught to stand up for their rights. They must be taught to voice their opinion and not keep silent when faced with suppression. The idea is not to dominate the male
counterpart or suppress them but to work in harmony with the opposite sex and to be treated equally.

Emotional intelligence training for doctors, nurses and teachers will help boost their self confidence and self esteem in the work spot which is essential for healthy working. The concept of work life balance is very important for empowering women because a balance in family and work life will allow women to make better decisions. Organizations can adopt techniques like flexi time, work from home etc to help women empowerment. Commitment towards the organization should be improved by providing the women employees with the required type of training and by motivation techniques.

5.2.4 Improvements at the financial level

These days, women are provided with loans at an interest rate lower than they would normally charge other common male loaners. Micro finance helps empower women. Women entrepreneurs are also provided with loans at a lower interest rate in order to empower them. Organizations can have tie ups with banks or other financial institutions so that women employees can avail loan facilities through their organizations itself. Payment of interest and other operations would become very simple that way instead of running to bank for any transaction.
5.2.5 Improvements in the women’s psychic level

Women must be first of all made to realize that they are equal with men and it is not necessary to undergo any kind of oppression or suppression or harassment. Awareness regarding their rights must be taught to them particularly the legal laws and rights which support women. Women must be taught that empowerment is their right which they have to grab and that nobody is going to grant it to them. Each and every woman in her capacity must make sure that she is empowered i.e. she has a say in decision making regarding her family, work, kids, number of children, finance, investment etc. Emotional intelligence helps improve women empowerment. Therefore organizations must strive to increase emotional intelligence for women who are lagging behind in it by identifying such employees and giving them the necessary training.
5.3 Conclusion

This research was concerned with factors influencing women empowerment in the services sectors. All around the world women worked in different occupations in different sectors. It is the services sector which employed the most number of women. Level of women empowerment among the services sector women employees was at a moderate level i.e. it was neither too high nor too low. It was found that emotional intelligence, work life balance and organizational commitment influenced women empowerment to a great extent. Demographic variables such as age, annual income, occupational level, educational qualification, type of family, religion, marital status etc. also influenced women empowerment. Empowerment of women and equality between women and men are prerequisites for achieving political, social, economic, cultural and environmental security among all people. Numerous studies have shown that, as a group, women still have less access than men to education, production resources and economic and social opportunities. They suffer more from inflexibility and inequality in the division of tasks and roles attributed to men and women, and participate less than men in decision-making. These inequalities between men and women therefore present a barrier to development.

The gender differences and other barriers must be overcome in order that women are empowered. One cannot deny the fact that women form the weaker sex of the society. Most of the problems regarding lack of women empowerment arise
due to this fact. Men, at some point in time start taking advantage over women’s weaknesses and curb women’s power in all areas.

But the message conveyed through this research is women must first of all be aware of all her rights and must understand that she need not let herself to be harassed or misused. When injustice is faced by her, she must know to stand up for her rights. Otherwise she will keep letting herself to be suppressed which will not be of any benefit to her or the society. In order to stand against injustice she must be educated. That is why the importance of education is stressed in this research.

Women must be educated enough to speak up for herself boldly. So every child, particularly the girl child must not be denied the right to education. Women must be given enough freedom to choose her life partner. Women must not be pushed into early marriage. She must be allowed to take up some job after her education and become financially independent before getting her married off.

Women empowerment is not something men can grant to women. It is a right which women have to exercise for themselves. To exercise their own rights women must be aware of their rights, must be educated enough and must be bold. Women must develop such qualities so that they can face any problem or can become empowered.

Women in urban areas have more exposure to things happening around them when compared to women from rural areas. Urban women also have better knowledge of society and ways of handling crisis. Rural women lack this
knowledge. Rural women must be empowered to great extent because urban women already are empowered at least to certain level.

Women must develop intelligence particularly emotional intelligence so that, in the work spot, they are able to differentiate people, appreciate individual differences and act or behave in a manner that exhibits leadership qualities which is acceptable in the sight of people rather than being autocratic and dominating.

Organizations should appreciate the concept of work life balance, keeping in mind all the working women in the society. When women work in organizations and other institutions their family status improves exponentially. When family status improves the economy of the country also increases. So, companies recruiting women must make sure the environment is conducive to work and maintain the welfare of the women working in the organizations. Supervisors must be helpful and must educate the women employees towards self development and the development of the organization too. Glass ceiling effect must be removed from the organizations.

When women have a sense of commitment towards the organization they will be motivated to perform better in their job. They will be in a position to make clear decisions which is the crux of women empowerment.

So, a combination of emotional intelligence, work life balance and organizational commitment mixed with conducive independent variables like women’s age, education qualification, marital status, income and decision making power will enhance women empowerment which is important for the individual
women themselves, for the organization they work in, for the society and therefore beneficial to the nation. The more women are empowered the more it will help in reducing poverty around the world.
5.4 Implications

Implications of this research study can be discussed under two major divisions.

1. Industry

2. Individual

5.4.1 Implications of this research study for industry

1. The performance of the services sectors would be tremendously increased if the influencers of women empowerment (emotional intelligence, work life balance and organizational commitment) are instilled in the minds of the women employees in the organization.

2. When the performance of the services sectors increases, the overall economy of Puducherry would develop and in due course this would develop the economy of the Nation.

3. In order to improve the overall performance of the services sectors, each individual organization / institution should provide the necessary training for increasing emotional intelligence and organizational commitment among the women employees.

4. Organizations must strive towards achieving work life balance for the benefit of the women employees. Strategies like flexible work hours, paid vacation, earned leave, provident fund, five days working per week, work from home etc can be adopted by organizations to help employees maintain a proper balance between work and personal life.
5.4.1 Implications of this research study for individuals

1. Emotional intelligence is the most important competence which helps develop the individual’s personality to a great extent.

2. Emotional intelligence, work life balance and organizational commitment are the three important influencers of women empowerment. At the individual level, the presence of the three influencers helps women become independent; acquire self esteem, self confidence, dignity, good presence of mind for right decision making and a sense of worthiness for the organization and in family life.

3. Management is more an art than science. Knowledge is very important. Equally important is knowing when to apply the knowledge gained. In organizations which respect work life balance, women employees who are emotionally intelligent and committed to their organization will become efficient managers / leaders.
5.5 Scope for further research

This research has taken into account only three behavioural variables as the influencing variables of women empowerment for the sake of efficient time management. However, the following variables can also be used for further study.

1. Variables such as personality, multiple intelligence, quality of work life can be used to find if these can influence women empowerment.

2. A comparison between rural women empowerment and urban women empowerment can be studied.

3. Influence of culture on women empowerment can be studied.

4. Influence of organizational ethics on women empowerment can be studied.

5. Leadership styles as an influencing factor of women empowerment can be studies.

However, the list is not exhaustive. Various combinations of behavioural variables and demographic variables along with the organizational profile variables can also be studied.