

QUALITY OF WORK LIFE OF FEMALE EMPLOYEES WORKING IN THE IT SECTOR

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ABSTRACT

In today's world as employees are becoming more and more unionized, skilled and affluent, the dysfunctional consequences of work like employee turnover and absenteeism which proves very costly affair. There is an all round demand for developing enriched jobs to sustain the human resources specially women in the Job. This leads to the concept of Quality of work life for women which are very close to Human Resource Development. An effective quality of work life is a major issue for women employees, and how organizations deal with the issue is of great significance for encouraging women to step forward and excel in the world outside home. Therefore looking the changing status of women in the Modern Indian society all the organization are much focused on hiring women and having a good man & women gender in India. This article presents an analysis of quality of work life of women working in Information technology sector.

KEYWORDS: QWL, Information Technology, Women Employment, Labour Laws.

Introduction

According to Rose, Beh, Uli and Idris (2006) Quality of work life (QWL) is a philosophy or a set of principles, which holds that people are trustworthy, responsible and capable of making a valuable contribution to the organization. It also involves treating people with respect. The elements that are relevant to an individual's QWL include the task, the physical work environment, the social environment within the organization, administrative system and a relationship between life on and off the job. Dolan, Garcia, Cabezas and Tzafir (2008) state that the concern for QWL has preoccupied social scientists for the past several decades. Therefore, it is no wonder that thousands of studies have revolved around the concept of job satisfaction, stress & Quality of work life. QWL and its relationship with employee health and performance has become an explicit objective for many of the human resource policies in modern organizations (Dolan, Saba, Jackson & Schuler, 2007). The International Labour office lists the following areas as concern of QWL. -Hours of work and arrangements of working time-Redesigning of jobs-Work related welfare services -Shop floor participation in the improvement of working conditions -Working conditions of women, young and older workers and other special categories. The following shows the various factors of Quality of Work factors for women's:

- **Leisure Activities :** Resort Facilities, Informal Groups
- **Childbirth & Maternity Protection:** Lounge/Nursing room, Childcare facilities, Maternity Leave.
- **Housing & Stable Living:** Housing Loans, Domestic Moving Costs, Congratulatory/Condolence Money.
- **Medical/Health:** Medical expenses, Regular Group Insurance, Paid sick leave/Counseling Center.
- **Education :** Scholarship, Educational programs, Special lectures (Healthcare/ Financial)
- **Legality Required Benefits:** National Pension, Health Insurance, Employment Insurance, Industrial Accident Compensation Insurance, Retirement Pension System.

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- **Selective Benefits:** Health Promotion, Personal Development, Leisure/Vacation, Gift Purchasing.

The well learned, talented, well trained and experienced employees are valuable asset as well as great strength for the company. Every company would like to retain them for forever. So to reduce the employee turnover, in the employees retention policy the companies are more focused to look at the quality of the work for man and women both. The organizations also realized that no economic and social development is possible without the women contribution to it. Earlier the Indian families because of the conservative thoughts and looking at the women safety used to be very much reluctant to send their learned girl child to work in the organizations. Now the thoughts are changing as the companies are focused and have a great concern on women related issues and they take the responsibility and ensure that no abuse will be there with any employees especially with women. With this they are facilitating the women and trying to make more convenient work timings for them. In IT the work at home facilities are provided to make more comfortable working for the employees. Today IT organization are providing neat & clean and a very hygienic working place. The air conditioners are implanted, vending machines and canteen facilities and recreational rooms, even the crèches are there, health checks ups and free medical care is provided to the employees. When we talk about 'Women in IT' we have with the IT sector, alone, employing 21 per cent of the six per cent of the working women population of India. In year 2015. In the conference organized by Infosys, under the banner of Infosys Women's Inclusivity Network Infosys founder chairman NR Narayan Murthy says that "On days when they have pressing demands at home they can work from here. Take a three year break from work to take care of growing children and during the period they can upgrade their knowledge sitting at home and then come back to work later."

The IT Industry & Quality of Work Life for Women

IT is a multi-billion dollar industry which is, according to the American Heritage Dictionary (2005) "the development, installation, and implementation of computer systems and applications. The U.S. Department of Commerce identifies the information technology workforce more broadly. In a report on information technology, the Department defines workers in information technology occupations as those who design, manufacture, operate, maintain, and repair information technology products and provide related services across all industries. The men and women in the IT industry have careers such as Computer engineer, computer programmer, computer scientist, computer user, database administrator, database specialist, interface designer, network specialist, software engineer, statistician, systems analyst.

Comfortability

There is a great need to facilitate the women to create a balance between their office working and meeting out the house responsibilities. Women have various rolls to play, this is being understood by the Indian IT companies and they are now facilitating the women to make their working comfortable at the working place.

Opportunities

The IT industry has been responsible for large-scale employment; there is a higher rate of women taking up education and careers in engineering, especially computer engineering. Computer engineering is a relatively clean field in the sense that it does not involve careers in factories. Most careers are in programming, which can be easily done from home too. Computer science graduates from prestigious universities are also highly respected. Parents also significantly affect choices as they overwhelmingly promote a career in computer engineering. As per various reports and studies conducted it has been seen that in India female employees working is far more improved and the top companies are have all the consideration which make the female feel comfortable and safe at workplace. A proper women commission is as a brief foray into the reality of female economics empowerment in India. The aim of this article is to gain a better understanding of the state of female employment, gender equality and the qualitative experience of being a working woman is one of the most important and rapidly growing economic sectors in the country. Indian women's right and labour statutes are very much focused on the overall quality of work life of female employees working in industries in India. The labour laws apply to that workplace where workers are working under a contract of employment, as the workers are being subject.

Work from Home

The Indian IT companies is promoting work from home concept so that women can work from home instead of rushing to office for the software work which can be done being at home also. With the IT sector, alone, employing 21 per cent of the six per cent of the working women population of India, issues like gender equality, greater participation, commitment to stretching jobs were the focus areas of the recent one-day annual conference on 'Women in IT'. The meet was organized by Infosys, under the banner of Infosys Women's Inclusivity Network. The conference was attended by 96 delegates from companies like

TCS, Wipro, Lucent Technologies and Sun and in that Infosys mentor and founder chairman NR Narayana Murthy has given an advice to companies are giving working women the option of working from home who aspires to reach at top in their career. He said "On days when they have pressing demands at home they can work from here. Take a three year break from work to take care of growing children and during the period they can upgrade their knowledge sitting at home and then come back to work later." "Companies should make policies such that it is a win-win situation, both for the employer and its employees," he said, while addressing women delegates representing IT sector in this recently held conference.

Indian Prominent IT Companies

- **Infosys:**

Infosys global employee count stands at 1,94,044 as on March 31, 2016, and covers over 129 nationalities. The percentage of women employees is 35.6%. Being an equal opportunity employer, Infosys do not mandate the disclosure of disability at the time of recruitment. The number of employees who have voluntarily disclosed their disability status and the nature of disability stands at 161. Infosys is committed to providing a work environment that is free from discrimination and harassment for all our employees. The Company is an equal opportunity employer and makes employment decisions based on merit and business needs. The Company policy prohibits harassment of any kind, including harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, sex, gender identity, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, or any other basis protected by law.

- **Diversity and Inclusion:**

A Global Diversity Council represented by senior employees from across the world working in delivery, human resources, sales and business functions supports and cascades the programs of the diversity office. The council determines the focus areas specific to the geography, sets goals and works to improve diversity along with periodic performance reviews. It also ensures the consistent implementation of policies and programs to equip women employees to reach leadership positions.

Creating a fair and Equitable Environment

Infosys anti-discrimination and anti-harassment policies apply to everyone involved in the operations of the Company, as well as vendors and clients. The forums to deal with issues and concerns raised by our employees are as follows:

- Hearing Employees and Resolving (HEAR)
- Anti-Sexual Harassment Initiative (ASHI)
- Whistleblower Policy

Enabling a Flexible Work Culture

Infosys believe that providing a flexible work culture helps us retain talent and keeps their employees motivated and engaged. Some of the flexible work options that are provided to their employees are:

- Nine days of work-from-home option every month for family care
- Paid maternity leave
- Sabbatical for personal reasons
- Paternity leave
- Adoption leave
- Part-time, flexi-hours and selective telecommuting
- Sabbatical for community service
- Sabbatical for higher education
- Work options from satellite offices

Tata Consultancy Services

TCS now has a strength of more than 100,000 women employees, making it one of the highest employers of women in the world. About 11% of the women hold leadership positions, paving the way for many more to take up the mantle and make this company stronger and more gender diverse. And on such a special occasion, TCS is proud to celebrate its wonderful women.

Wipro-Gender Diversity:

The Gender Diversity journey has now evolved and matured over the past few years. Focus on gender diversity in Wipro in 2016-17 has been around developing and nurturing the talented women in the organization through various initiatives. Their programs have been well received on the ground. Recognizing that at different life stages, the needs & expectations of women employees are different,

Wipro adopted a life-stage based approach to its gender equity initiative program called 'Women of Wipro' (WoW). In FY'17 we have over 15 percent women in managerial position.

Musigma

Musigma provides equal opportunities to both men and women. They facilitate the working women in their organization to uplift in their career at Musigma.

Citrix

Citrix have policies focused on training & development and career growth of all the women employees. At Citrix the working women are highly encouraged by providing them better career growth opportunities and supporting them in their tough times.

Conclusion

Efforts to improve women Quality of work life is a matter of grave concern in IT industry. Current initiatives such as Skill India, Make in India, and new gender-based quotas. The statistics shows that Indian IT organization is much focused on the quality of work life for women in their organization. They are facilitating the women in providing them a highly conducive working environment. The recent initiatives and highly promising efforts are being made by Indian IT organization for the career development of women showing that the quality of work life for women's is one of the most focused area in making India proud and eliminating the gender based disparities in the organizations. They are working on all the areas of quality of work improvement for women such as career development, job enrichment and job enlargement, crèche facility, work from home facility, providing proper medical care, medical and maternity leave and quick grievance women redressal facility. Thus IT organization is putting its great efforts but lot is to be done in this regard on continuous basis to uplift and providing them a suitable working place.

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