

Compendium of Small Scale Research Grants for University Students in Pakistan



**Women's Employment Concerns and Working Conditions in Pakistan
(WEC-PK)**



International Labour Organization



Government of Pakistan

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The compendium "Small Scale Research Grants for University Students in Pakistan" has been the part of "Women Employment Concerns and Working Conditions in Pakistan" funded by Canadian International Development Agency (CIDA).

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Printed in: 2009

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ACKNOWLEDGMENT

This compendium is the outcome of the joint efforts of the ILO Office for Pakistan and seven universities across Pakistan under the initiative “***Small Research Grants to University Students***” as an integral part of the national project “***Women's employment concerns and working conditions in Pakistan***” (WEC-PK). First of all, we acknowledge the financial support of CIDA to execute the national project. We are highly grateful to Malik Asif Hayat, Federal Secretary Labour and Manpower, for demonstrating keen interest and guidance to accomplish the initiative. We owe special thanks to Mr. Donglin Li, Country Director ILO Office, for his support and interest in this particular initiative. The program was conceptualized by Dr. Tauqir Hussain Shah, former National Project Coordinator and we are indebted to his invaluable technical support and direction which enabled the project team to bring the program to fruition.

We extend profound gratitude to the Vice Chancellors of the collaborating universities and the focal persons, for their kind support to commence the initiative in their respective institutes. Amongst are focal persons are: Dr. Hafeez-ur-Rehman (Former Chairman, Anthropology Department) Quaid-i-Azam University, Islamabad; Ms. Rubina Khilji (Head, Department of Gender Studies) University of Peshawar; Prof. Dr. Karamat Ali (Chairman, Department of Economics) Islamia University, Bahawalpur; Prof. Majeed Chandio (Chairman, Department of International Relations) Shah Abdul Latif University; Prof. Farkhanda Aurangzeb (Chairperson, Department of Women Studies) University of Balochistan; Dr. Arif un Nisa Naqvi (Director), and Mr. Muhammad Ilyas, Karakorum International University, Gilgit;

Mr. Talib S. Karim (Director Academics & Business Support Centre) and Mr. Javed Ahmed (HoD Management & HRM) College of Business Management. We offer heartfelt gratitude to the faculty members of nominated committees for rendering valuable precious time and technical guidance to the young researchers.

We are highly appreciative of all resource persons, who imparted training session on developing research proposal and facilitated the nominated committees and researchers to review and further improve the selected research proposals. Our special thanks are due to: Dr. Iram Anjum Khan, Deputy Secretary, Special Initiative Cell, Ministry of Industries; Dr. Muhammad Suleman Qazi, Provincial Coordination Officer, UNFPA Balochistan, Quetta; Dr. Iftikhar Ahmed, Development Consultant, Visiting Fellow, PILER, Karachi; Mr. Naseer Memon, Provincial Coordinator LEAD Pakistan, Sindh; and Mr. Saad. S. Khan, Deputy Secretary, Ministry of Finance.

The efforts of researchers are commendable towards highlighting the concerns of working women in Pakistan and providing the basis to reviewing/ forming the evidence based policies to address these concerns. Mr. Nadeem Dogar made enormous contribution of editing and compiling the research reports into precise compendium. We put on record the efforts of Ms. Naima Aziz (WEC-PK member) for her excellent services in co-ordination with universities, manuscript and proof reading the compendium. At the end I would like to acknowledge the utmost endeavours of Mr. Rashid Ali for rendering high quality services in layout and designing of the compendium.

Munawar Sultana
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LIST OF ACRONYMS

CIDA	Canadian International Development Agency
CBM	College of Business Management
ILO	International Labor Organization
IUB	Islamia University Bahawalpur
KIU	Karakurum International University
QAU	Quaid-e-Azam University
SALU	Shah Abdul Latif University
UoB	University of Balochistan
UoP	University of Peshawar
WEC-PK	Women's Employment Concerns and Working Conditions in Pakistan

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Introduction of Small Scale Research Grants Project for University Students in Pakistan

Employment Status and Conditions of Work in Pakistan

The employment status and conditions of working women in Pakistan present a dismal picture. Their problem is not only of exclusion but also of invisibility and a disadvantaged position. Apart from their low literacy rates, lack of access to vocational and skills training, lack of access to other productive resources, limited mobility, etc., there are contextual “disabling” factors that are not conducive to women's economic empowerment in Pakistan. They lack effective access to technology and skill training, credit, marketing information, business counseling, and other support services essential to the growth of women entrepreneurship.

Despite the fact that the share of women in the total workforce has almost tripled in about 30 years from 8.8 percent in 1973 to 20.3 percent in 2005-6, the overall workforce participation of women remains significantly low. As such, women constitute a disproportionately higher ratio of the 'working poor' of Pakistan. The incidence of poverty among Pakistani women remains much higher as compared to men, while women-headed households remain especially vulnerable to conditions of poverty and inadequate access to education and resources. The latest Workforce Survey done by FBS¹ Pakistan shows that total civilian workforce is comprised of 79.6 percent men and only 20.4 percent women. Further the workforce participation rate of men is 72.2 percent while it is only 19.3 percent for women. Furthermore the unemployment rate for men is 6.5 percent and for women it is 9.9 percent.

In the formal sector, women's share of professional jobs has increased to about 20 percent, but they are concentrated mainly in the traditionally feminine occupations such as education and health. The recent most Inquiry Report on Status of Women in Public Sector Employment of the National Commission on the Status of Women (2003) states that out of a total of 175,189 employees in the Federal Government 9,387 (5.4%) are women and of those a mere 1,898 are in the officer category.

More than three fourths of the economically active women in the urban areas are engaged in the informal sector. The majority of women in the informal economy are home-based workers in petty manufacturing, producing a variety of goods involving intensive labor inputs, often including the inputs of other family members, especially children. Micro level studies indicate that home-based workers constitute approximately 77 to 83 percent of all employed women in the informal sector. After agriculture, home-based work² constitutes the most important source of women's employment.

Women Employment Concerns and Working Conditions in Pakistan

In light of the current situation of Pakistani women in the world of work as articulated above, the International Labour Organization Islamabad, in collaboration with Canadian International Development Agency (CIDA) executed a project titled “Women's Employment Concerns and Working Conditions in Pakistan (WEC-PK)”. Other implementing partners include Ministry of Labour, Ministry of Women Development, key ILO Constituents (Workers and Employers Federations) and other social partners.

This project aims at enhancing the quantity and quality of women's employment in Pakistan. The project is striving women's fundamental right to decent employment through designing and implementing comprehensive and integrated policies and programs for achieving effective and sustainable improvements in women's employment.

1. Federal Bureau of Statistics

2. According to Home-Net South Asia (2006) there are approx five million home-based workers in Pakistan

Rationale for Research

Recognizing the present scenario of women's employment in Pakistan, Policy reform oriented research is imperative to make evidence-based policy decisions and strategies to enhance women's economic empowerment in Pakistan. Given the integral role of academic institutions in society, it is vital to augment the subject of women's economic empowerment and employment concerns in to their research agenda. It is equally important to encourage and build the capacity of researchers, especially young researchers at academic institutions in Pakistan. Initiation of Small Scale Research Grants for University Students is an effort to achieve this goal. This grant has funded small scale researches that have direct practical relevance to the women employment issues. The initiative has following objectives:

1. Building the capacity of young researchers;
2. Developing knowledgebase in priority areas of women's employment concerns in Pakistan that may help in revising and amending the existing policies and steer towards designing evidence-based interventions/strategies;
3. Develop a culture of policy oriented research in academic institutions.

To acknowledge the efforts of researchers, the best research reports have been compiled into this Compendium.

Implementation Mechanism

a) One-day Training Workshops on “Developing Research Proposals”

In view of geographical outreach, WEC-PK team collaborated with seven universities in four provinces of Pakistan for the commencement of Small Research Grant for the students and designed the implementation mechanism with the focal department. Recognizing the need to equip the students with necessary knowledge and skills on developing an appropriate proposal, one-day training workshop was organized at seven each of Universities which was hosted by the focal Department. The students from the department of Social Sciences including (Anthropology, Sociology, Social work, Gender Studies, Economics, and MBA) attended the training.

b) Scrutiny Committee

A nominated committee of faculty members of focal department and representative from the ILO, Islamabad Office received and assessed the research proposals and finally grants were awarded to best five proposals. Around US \$ 500 were awarded as a grant to meet the research expenses. All (Masters, M.Phil/PhD) students from Department of Social Sciences were eligible to submit their research proposals. The host institutions were fully empowered for administration and execution of the activity.

c) Role of ILO

WEC-PK team at ILO, Islamabad designed the initiative, coordinated with the focal departments, and sponsored the resource persons to conduct the training session, designed guidelines for developing proposals and research report. In addition, relevant resource material was shared with the students. WEC-PK team extended technical backstopping to focal departments and students during each phase of the activity. WEC-PK team accompanied the resource person during the training workshop. After the successful completion of program, WEC-PK team organized seminar, where all researcher presented their reports and certificates were awarded.

Overview of the Research Compendium

This section will provide information about the objectives of this research compendium and research procedure along with compendium layout and guidelines for the audience/readers for the effective utilization of compendium. This compendium has been compiled to disseminate the evidence-based research findings of Small Research Grants Project for the University Students in Pakistan regarding working conditions of women workforce across Pakistan. The possible target audience includes decision makers at legislation and implementation levels. Further it focuses on academicians to further explore the less researched areas on women employment.

This research project was designed in alignment with academic research protocols to yield relevant, useful and valid (evidence-based) information on the status of women employment in Pakistan. Generally the audience/readers of the academic research are comprised of academia and resultantly they feel comfortable with academic research language. However as this research compendium is aiming to share evidence-based research findings with practioners both at legislation and implementation level (usually the language of practioners is simple from academicians). Therefore for the wider dissemination and utilization of this research; this compendium has been compiled in simple and reader-friendly language. Resultantly this research compendium focuses more on research findings as compared to research methodology. Further it pays more attention to recommendations for the decision makers at both legislation and implementation level to improve the working conditions of women workforce across Pakistan. Each research study has been compiled in the standardized pattern to maintain uniformity among all research studies. Each study will contain following eight sections. The following paragraphs will contain the brief descriptions of each section.

1. Title
2. Abstract
3. Introduction
4. Research Objectives
5. Methodology
6. Research Findings and Analysis
7. Recommendations
8. References

1. Title

Generally title contains the research theme/scope/area, author(s) and name of relevant university.

2. Abstract

Abstract provides snapshots to the reader in the form of brief version of the whole research study. It contains the brief information about research theme (s), objective (s), methodology and research findings along with recommendations for improvement. The reader will find it soon after the research title to get the highlights of the whole research study.

3. Introduction

This section contains the background of the research theme and scope of the research. Further it incorporates the literature review on the research topic and provides chronological development on particular theme(s). Finally in most of the cases it identifies gaps between previous research and current scenario and provides rationale for the current research studies.

4. Research Objective(s)

This section spells out the broad or specific objective(s) of the research study. It provides guidelines to readers to find out relationship between research objective(s) and research findings.

5. Methodology

This section incorporates the research methodology along with its justification for selection to particular research. For the simplicity purposes readers have been provided information about the methods and research approach only without detailed descriptions.

6. Research Findings and Analysis

This section carries more space and information about research findings followed by analysis. Usually data has been shown in the forms of figures and tables. The figures contain percentage values in the bar charts, pie charts or other forms of diagrams. Therefore all numerical values shown in the figures are in percentage (otherwise it has been mentioned in that particular research study). The analysis section incorporates researcher comments/observation about particular research findings. It has been carried out along with the almost each research finding(s) to make it more meaningful and effective. In most of the cases, at the end it contains simple analysis of the whole research findings in just one paragraph or a few lines (it may be considered as conclusion).

7. Recommendations

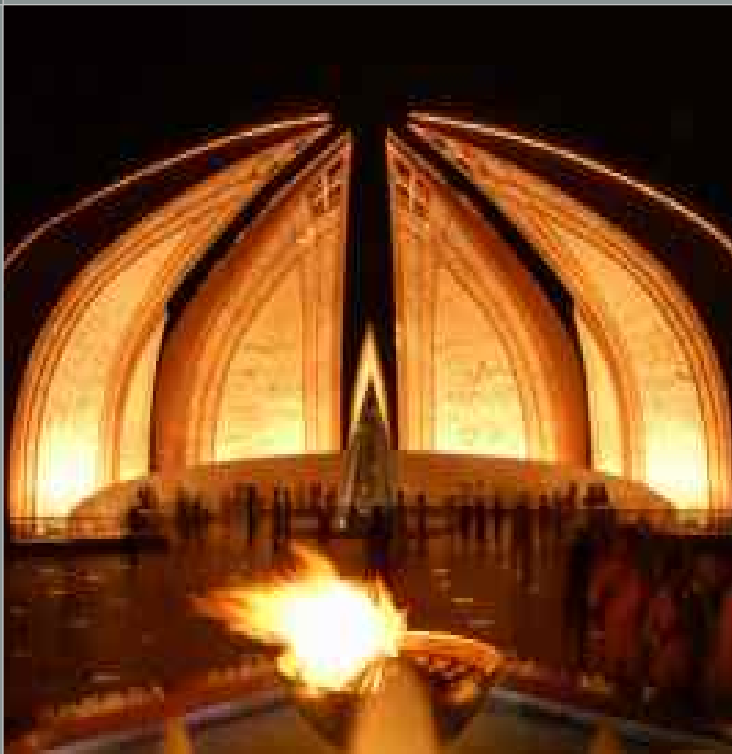
This section carries possible recommendations based upon research findings. It provides guidelines for the decision makers and implementers for the improvement of working conditions of women workforce in Pakistan in their particular area of research. However in some cases research recommendations may be generalized in societal issues related topics like stereotypes and gender discrimination.

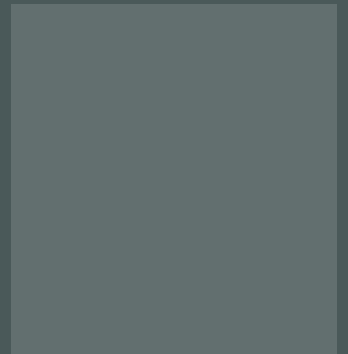
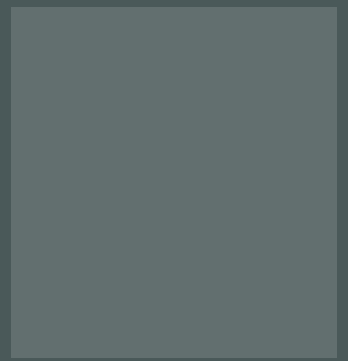
References

The last section of the research study contains information about references used in that particular study. It may be helpful to further explore area of interest for the readers.

Quaid-e-Azam University

Islamabad (QAU)





Sexual Harassment in the Nursing Profession: Challenges and Opportunities for Policy Implementation, (Tooba Riasat)

Abstract

Almost every country is facing the issue of sexual harassment in nursing profession with varying degrees and different problems. This research was carried out with two objectives namely; 1) to get recommendations from nurses about the essential aspects for an effective code that addresses sexual harassment in their setting and 2) to understand various challenges for implementation of a code or policy on sexual harassment in the nursing profession. To achieve these objectives; both qualitative and quantitative methods of research were applied. These methods include rapport building, interview/interview guides, questionnaires, non participant observation, snowball and convenience sampling, and key informant method. The sample size was fifty consisted of all female nurses. Research revealed that necessary steps were not taken to control sexual harassment in hospitals of Pakistan. Even if policies were formulated they were not implemented. Another reason was lack of awareness among nurses about their rights and laws aiming to protect them. Nurses have accepted their lower level and victimization as a part of their job; which leads to their psychological disorders and effect patient care. Further patients and their attendants were very negligent about the importance of nurse and many try to take advantage of her image in society instead of judging her honestly. Personalities among nurses also differ and one cannot blame all for one mistake. To improve the working condition of nurses recommendations include that implementation of policies at hospital level should be made compulsory. Hospitals should have a department such as Human Resource which should deal with all sorts of employee's problems including problems related to nurses sexual harassment. The reporting of sexual harassment should be made convenient and confidential so it becomes easy for the victim to speak about his/her mishap. Nurses should be made aware of their rights and should be told how to report such incident. They should have assurance of their importance as a Pakistani individual and their cynical thinking should be diverted towards positive side through regular workshops and seminars.

Introduction

Unfortunately 'Nursing' is not considered as respectful profession in our society. People take nurses as a person of very low status and lacking dignity and self esteem. We can see most of the women of Pakistan in this profession. It was the first profession which allowed the entry of women in such abundance. But it is embarrassing to note that nursing is among the most de valued and degraded professions in Pakistan. It is one of those professions in which women are most harassed and almost everyone knows this but nobody objects; people have accepted harassment in nursing as a part of profession. I feel sympathetic for nurses because very few voices have been raised against nurse abuse. It was very essential to conduct this study to get to the core causes of this problem. By knowing and learning the basic reasons behind nurse harassment, research would be able to formulate suggestions for the protection of nurse rights.

Sexual harassment is defined as “any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature, when it interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment”. Sexual harassment can take many forms and may include but is not limited to: unwelcome sexual advances, the forcing of sexual attention, verbal or physical, on an unwilling person; or the attempt to punish the refusal to comply. Specific examples are: verbal harassment or abuse, subtle pressure for sexual activities, sexual advances in the pretext of narrating sexual incidents, unnecessary touching, patting, or pinching, leering at a person's body, constant brushing up against a person's body, demanding sexual favors accompanying by subtle or overt threats concerning employment or advancement, physical assault, including rape.

Most nurses are women, and so the position of nurses in society and the power they hold, the respect in which they are held and the value which is given to their work is usually closely aligned to the position of women. Inevitably, if nursing work is not respected and valued, nurses will be denied positions of influence in healthcare planning and implementation. Education for nursing will not be seen as important and deserving of resources if nurses' work is seen as women's work and when women's contribution to the development, culture and maintenance of society is not perceived as significant. In common with all

female-dominated professions, nursing attracts low salaries, and often poor working conditions³. The nurses are essentially an abandoned breed, a friendless community. Hospitals exploit them to the hilt and pay them meager salaries, doctors often treat them badly, paramedics hate them, society feels they are 'untouchables', and for all pleasure seekers, they are objects of carnal desire. And then, on the other extreme, the patients demand that they behave like angels⁴.

Violence is a generic term that incorporates all types of abuse; behavior that humiliates, degrades or otherwise indicates lack of respect for the dignity and worth of an individual. Violence crosses all boundaries including age, race, socio-economic status, education, religion, sexual orientation, and workplace. More often than men, women are targets of violence. They are subjected to domestic violence and workplace violence that can be manifested through physical and verbal abuse, sexual harassment and bullying⁵.

Many nurses in Pakistan feel that they are being exploited just because they are women working in a world of men.⁶ "The nature of the work of nurses requires them to have contact with non-family males such as doctors and other healthcare workers, patients and their relatives. Such contact is contrary to the socio-cultural norms in many sectors of Pakistani society which govern the behavior of women. Studies have shown that this aspect of nursing contributes to its low social status. Women living or working outside the protection of their family are vulnerable targets for sexual harassment."⁷

The impact of physical violence, verbal abuse and sexual harassment is of great concern in view of its prevalence. The consequences of such acts may manifest themselves on the individuals involved but also on the healthcare services providers. Impact on personality includes Shock, disbelief, guilt, anger, depression, overwhelming fear, Physical injury, Increased stress levels; Physical disorders (e.g. migraine, vomiting); Loss of self esteem and disbelief in their professional competence; self blame; Feelings of powerlessness; sexual disturbances; Negative effect on interpersonal relationships; Loss of job satisfaction; Absenteeism leading to job insecurity; Anxiety of loved ones. And impact of healthcare services may include deterioration of the quality of care (e.g. increased medical errors); Breakdown of communication channels; Absenteeism; Deterioration of the work environment (e.g. loss of staff morale); Abandonment of the profession, reducing health services available to the general population; Negative effect on recruitment to the profession; Perpetuation of unacceptable societal behaviors; Increasing health costs; Increasing administration costs (e.g. litigation expenses); Anxiety of patients and staff. These incidents leave memorable traces over the long as well as short-term. A study showed that 18 per cent of nurse victims of physical assaults by patients continued to experience moderate to severe traumatic responses six weeks following the assault. Long-term follow-up highlighted that 16 percent of those respondents after one year were still suffering⁸.

It is evident from the literature that harassment in nursing profession is present. This area has been less explored in the past. Therefore this research would be beneficial in six following ways: 1) it would give the basis for the formulation of a sexual harassment code specifically catering nurses, which has not been done before. 2) It would be influential in regard of code formulation because it would confer the ideas and views of those whose life it would affect (nurses, doctors). 3) If implemented then this research will definitely bring about change in the status of nurses and the security which they are normally deprived of. 4) This research would benefit most working females of Pakistan, mainly in the nursing profession. 5) This research would bring a new change that research should be done for the welfare of nurses and analyse their problems and 6) this research would be an addition to the body of knowledge on sexual harassment in nursing profession in Pakistan.

Research Objectives

This section contains research objectives along with research methodology.

- ✦ To get recommendations from nurses about the essential aspects for an effective code that addresses sexual

3. WHO, (1997). 'Nursing Practice around the world' (pg15-57) Geneva: WHO, 1997

4. Bokhari, A. (1990). 'Nursing Grievances.' The Herald. February: 60-63, 1990

5. Kingma, M. 'Violence Against Nurses: Violation of Human Rights'(p144-145), In Nancy H. Byrant (ed.) Women in Nursing in Islamic Societies, 2003.

6. Shamim, A. (1998). 'Changing images of unsung nightingales.' The News on Sunday. 5 April, 1998.

7. Amarsi, Y. (1999). 'Key Stakeholders' Perceptions of NHRD in Pakistan.' Unpublished doctoral dissertation. McMaster University.

8. Poster, E.C. and Ryan, J. (1993). 'Nursing staff responses to patient physical assaults.' Presentation at Conference. Violence: Nursing Debates the Issues. American Academy of Nursing

harassment in their setting.

- ✦ To understand the various challenges for implementation of a code or policy on sexual harassment in the nursing profession.

Methodology

To achieve research objectives, a combination of qualitative and quantitative method of research was applied to collect relevant and valid data. The data collection tools include rapport building, non-participant observations, key informants, interview guide and questionnaires and socio-economic survey.

Pakistan Institute of Medical Sciences (PIMS) Islamabad-Pakistan was selected for research because it is the governmental hospital with much better conditions. Further PIMS has a nursing college which provides training to nurses from various cities and hospitals (Peshawar, Abbottabad, Rawalpindi and other cities). It was useful in getting diversified views on the issue of sexual harassment. A sample of 50 female nurses was selected from 665 nurses at PIMS through criterion sampling method to ensure quality⁹ of data. However around 150 socio-economic survey forms were filled to get the preferred characteristics of a sample.

Research Findings and Analysis

This section contains the research findings along with data analysis. Table 1 shows the age profile of 50 research respondents, the ages of participants were carefully selected to ensure the coverage and participation of maximum age group categories. As shown in Table 1, only five nurses were selected between age ranges of 15-20, this is because they are new in nursing and are students, who do not have to interact with doctors and patients at evening and night time. But few of them were selected to make this research more authentic. Ten nurses were selected from 21-30 age range, fifteen from 31-40 age range. The reason for selecting 15 from 31-40 age range was that they have just crossed the young and susceptible age of harassment, they are more experienced and knowledgeable about harassment cases and yet still they are vulnerable to harassment. Ten nurses from each 41-50 and 51-60 age ranges were selected because of their experience and time they have spent in nursing.

Table 2 shows the geographical breakup of respondent nurses across Pakistan. It was essential to select participants from each province to get the sample which best represents Pakistani nurses (except from Balochistan because not even a single nurse was working at PIMS from Balochistan). But it can be assumed that nurse has the same problems no matter regardless of their origin and workplace. Fifteen nurses from each Punjab, Sindh and N.W.F.P groups were selected. Further only five nurses were selected from Kashmir, as the ratio of Kashmiri nurses was smaller in PIMS as compared to other provinces.

Further efforts were made to ensure selection of nurses from each rank of nurses to ensure the input of all cadres of nurses based upon their experience and task/duties. As shown in table 3, only six student nurses were selected; as they are new in nursing. Another reason was that in PIMS they do not have to perform evening and night shifts (only

Table 1 Age Profile of Respondent

Serial No.	Age Range in years	Number of Respondents
1	15-20	5
2	21-30	10
3	31-40	15
4	41-50	10
5	51-60	10
Total No. of Respondents		50

Table 2 Geographical Breakup of Respondents

Serial No.	Provinces	Number of Participants
1.	Punjab	15
2.	N.W.F.P.	15
3.	Sindh	15
4.	Balochistan	-nil-
5.	Kashmir	5
Total No. of respondents		50

9. <http://www.socialresearchmethods.net/tutorial/Mugo/tutorial.htm>

when punished) which are most prone to harassment activities. Majority of participants were staff nurses, this is because they perform day, evening as well as night duties. They are the ones who have most interaction with doctors, patients, their attendants, ward boys and other staff. Ten head nurses were selected because of their past experiences. Four nursing superintendents were selected out of the six superintendents of PIMS.

Does sexual harassment exist in nursing profession?

Though it has been proven by the literature review that sexual harassment exist in the nursing profession. This finding was further validated by this research findings, as shown in Figure 1, 72 percent participants confirmed the existence of sexual harassment at workplace. However 18 percent refused its existence while 10 percent remained indifferent. Further the issue of sexual harassment was explored and participants ranked three types of sexual harassment/abuse at workplace namely staring/gesture abuse (32%), verbal abuse (52%) and physical abuse (16%), (see Figure 1). The percentages of verbal abuse and stares/gesture abuse are seen as higher than physical abuse because people feel much easy and open while complaining about them. However due to fear of bad rapport and severe consequences, nurses usually avoid reporting physical abuse.

In addition to form of harassment, nurses were asked to rank the responsible factors for the occurrence of harassment as per criteria shown in figure 2. Majority of nurses (68%) ranked administration and codes and policies as key responsible factors for the sexual harassment cases. Further 24 percent considered doctors as perpetrators of sexual harassment followed by just 8 percent blamed nurses themselves. Hence sexual harassment can be controlled by design and implementation of fair and transparent policies and procedures.

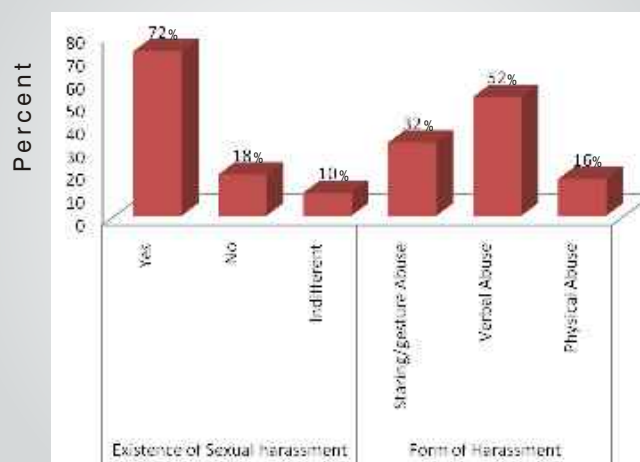
Further the key factors identified in figure 2 were further explored to narrow down the responsible factors/perpetrators. Firstly regarding administration, a high level of disbelief by nurses was observed and mostly nurses said that administration usually turned their eyes blind towards reported incidents of sexual harassment. Many believed that sexual harassment can be controlled by the sincere efforts of hospital administration. It was reported that in most of the sexual harassment cases; the senior authorities/administration was identified as perpetrators. Therefore in such cases victims were terrified to lose their jobs and resultantly opted to keep silent. It is unfortunate and miserable situation when victim cannot find any appropriate forum to register their complaints for justice.

Secondly the level of awareness of nurses about policies and procedures about sexual harassment was assessed. Unfortunately majority of nurses (55%) were ignorant about the policies and procedures for sexual harassment issues. They had no idea about their rights or any legal help which they can get and they were cynical enough not to opt for it. It clearly shows that ignorance was a key factor behind occurrence of sexual harassment. As mentioned above, most of the nurses preferred to keep silent on the cases of sexual harassment due to fear of losing their jobs or other rapport issues. However, if someone has dared to register the case against the perpetrators; they found reporting mechanism complicated one containing delays due to long channels. In many cases, corrupt employees try to delay the reporting process to save the guilty person. They were forced by deliberate delays to withdraw their cases to save the perpetrators. Further it was reported that reporting of harassment case is normally delayed by senior authorities themselves to avoid action. However if any

Table 3 Rank wise Breakup of Respondent Nurses

Serial No.	Rank of Nurses	Number of Participant
1.	Student Nurses of General Nursing and midwifery	6
2.	Staff Nurses	30
3.	Head Nurses	10
4.	Nursing Superintendents	4
Total No. of Participants		50

Figure 1 Existence and form of Sexual Harassment at Workplace



harassment incident happens with lady doctor, authorities take quick actions. This shows that nurses and their harassment are ignored because of their low status in the society. This kind of differentiation is creating a wide gap between nurses and doctors both socially and professionally.

Thirdly it was identified that doctors play a very significant role regarding sexual harassment or any other problems in a ward. As a head of hospital wards, they acquire power of decision making that put them in authoritative position. Nurses are subordinate to all doctors and therefore are pretty much dependent on their

commands for peacefully continuing their job. This positioning also gives space to the abuse of authority type of harassment. Further due to this position gap; nurses and doctors in most of the wards did not have any coordination or team work. They worked as indifferent individuals to each other leading to wide gap between the both. Usually this gap provides space to the outsiders (patients and their attendants) to misbehave and misinterpret the nurses. In such cases when nurses do not get any backing from their colleagues especially doctors; they become de-motivated. Nurses also believed that verbal abuse by patients or their attendants can be stopped if the doctors in the ward pay respect and concern to nurses. They believed that due to unrespectable behaviour of doctors in front of patients; patients or their attendants do not respect nurses and bother little while abusing or harassing them. Usually most attendants of patients do not dare to abuse senior staff or head nurse, but their targets are student nurses or junior staff nurses.

Lastly as mentioned in figure 2, eight percent nurses blamed nurses themselves as responsible factors for cases of sexual harassment in hospitals. It was grief-striking to report that in many hospitals; head nurses has started a sort of sex business in which they create a hostile environment for juniors and try to misuse them. Head nurses play key role between authorities and nurses by reporting cases upwards and vice versa. They have a high degree of control on false reporting about their subordinates which can cause them their job. Therefore junior nurses with the fear of losing their job quietly obey whatever their head nurses say. This kind of situations leads to the involvement of nurses in sex business willingly or unwillingly. From the above findings, it is evident that high degree of authority on the part of doctors and head nurses put nurses at the mercy of doctors and head nurses about their dignity and job security. Therefore the situation requires an immediate intervention by government to institutionalize and fair, just and transparent sexual harassment mechanism to ensure justice to victims.

Figure 2 Responsible Factors for Sexual Harassment



Recommendations

Based upon the research findings following recommendations have been put forward to improve the working conditions of nurses particularly at PIMS and generally in Pakistan:

- ✦ Government should include a section specifically dealing with hospital harassment issues in “Hakook-e-Niswaa”; this will add on to the knowledge of nurses about their rights and how they should protect themselves.
- ✦ Proper implementation of code of sexual harassment should be ensured by the government along with provision of need based changes. The copies of Code of Sexual Harassment should be sent to each and every private and government hospital, and its application should be ensured through effective accountability mechanism.
- ✦ A course should be added in nursing education, imparting knowledge that how a nurse should react in incident of harassment. What channel of complaint she should follow and whom she should take in confidence. This course should give them knowledge about their rights, laws and policies related harassment and other problems in nursing.
- ✦ There are certain types of women whom molesters try to harass; these are quiet, shy and weak personality women. And nurses normally tend to develop such personalities, as they join this profession at an early age and different experiences lead to demolition of their strong inner self. Further lack of respect which their profession gets leads them to feel inferior. Therefore a personality grooming course should be introduced aiming to teach nurses that how

they must carry themselves with in hospital and among hospital employees and patients. They should be made confident in themselves and their duties, and should have strong personalities which would not let anybody dare to harass them.

- ✦ A Human Resource Department should be formulated in every hospital and it should have a Complaint Section, to deal with every employees and patients complaints. These complaints can be of minor as well as major levels.
- ✦ HRD department would be an easy way of reporting complaints directly and in short duration. Through HRD nurses would not have to go through their own head nurses or nursing supervisors.
- ✦ HRD should work on complaints on daily basis, minor issues should be solved by discussing while bigger should be send to the administration. It will also ease out the pressure on administration by filtering minor problems. Further it can also help in keeping record of employees, as if there has been a complaint more than thrice about an issue then it means there is really some problem at workplace.
- ✦ One of the basic problems in reporting harassment is that normally it is difficult to get the proof, as it is normally done when no one is around. Even if somebody sees it he will not say for the sake of his own job. Therefore cameras in hospitals should be installed to ensure surveillance. These cameras will not disturb anyone's privacy as hospital is a working place indeed the busiest one.
- ✦ Hospital administration should make sure that all their employees are aware of the laws, rules and regulations which are followed against sexual harassment with in the hospital; they should also be made aware of the punishments which would be given to the guilty. Victims should be given confidence that they will be helped.
- ✦ Patients and attendants should be given general and simple rules which they should follow during their stay and these rules should state that no abuse is accepted by the patients' attendants or by employees and each should respect each other.
- ✦ Patients' attendants on admission should sign that they agree that their registration can be canceled if they sexually harassed any employee of hospital. This would develop a fear that they might not be able to pursue their patients' medication.
- ✦ Doctors should sign an agreement with administration that their job can be terminated immediately if doctors sexually harass anyone at workplace. This will develop a fear factor among doctors. In addition to their termination, a note should be included in their service files that this doctor is a sexual harasser.

The recommendations which have been given above are not so difficult to carry out. It only requires good planning and will-power on the part of government and hospital administration. It is the time that we should leave our negligent attitude towards the nurses' conditions and problems. We should try to make them a strong workforce by treating them with dignity and honour, as our country, our people needs them.

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Wage Discrimination among the Women School Teachers: A study of Private Schools in Tehsil Hazro, District Attock, (Mohammad Ali)

Abstract

Hazro has the male dominant society along with strong religious mindset. People mostly believe that female should not work out because female is considered as a symbol of respect and dignity. They believe that God created male to work outside while female should take care of the household. Such cultural practices always restrict females to work in organizations and develop a career to find a secure job. Such practices also contribute to exploit the females. In-depth interviews were conducted both from male and females teachers as well as from administrator and community people. Research has revealed that most of the private schools administrators know that females who are working cannot get good jobs due to availability of fewer female jobs as compared those for men. Therefore they offer low salaries to women to exploit the current situation. Further most of the females working in the private schools were not aware about their rights like actual salary rate, working hours, overtime payments etc. If few women teachers know about all these rights they did not fight against it due to fear of losing the job in tight labor market. Suggestions to improve working conditions of women teachers include: to create awareness about the equal rights of wages, to develop a mechanism to ensure the implementation of existing law, to provide counseling among stakeholders of the community to play their role, government should develop such policies where government and private schools should coordinate with each other to maximize the wages for women teachers, there should be a monitoring and evaluation on the private schools to check the pay levels of teachers and lastly there should be a platform where teachers could complain against the school authorities.

Introduction

International Labour Organization (ILO) started its struggle to secure the right of workforce (man and women) for equal pay for the equal work in 1919. Resultantly ILO Convention No. 100 on equal Remuneration was adopted in 1951 and UN Convention on the Elimination of all forms of Discrimination against Women was adopted in 1979. Most recently, its reaffirmation was found in its inclusion as one of the fundamental labour conventions underlying the salient principles expressed in the ILO Declaration on Fundamental Principles and Rights at Work and it's Follow-Up.¹⁰

Peace cannot be created without creating social justice in the society. Social justice is the phenomena of the equality in all sphere of the life without discrimination on the basis of sex or gender. The struggle for the equality of men and women has a long history of almost hundred years. The issue of wages discrimination existed internationally even in developed countries, but in developing countries women is more vulnerable to discrimination regarding wages.

Pakistan belongs to that group of countries where women have been suffering from the problem of wage discrimination. Govt. of Pakistan is the signatory and has notified the declaration aiming at fair and gender sensitive wage policies. Usually in the Pakistani culture women is perceived as the subordinate of the man that provides the reason and causes of the discrimination? Traditionally women in Pakistan have always been typecast as weak creature with limited intelligence¹¹. The Govt. of Pakistan is doing good efforts for ensuring the women participation in all spheres of the life and since last 2 decades the ratio of women's participation has been growing rapidly. Due to globalization and awareness; trends have been changed and women are not supposed to be only domestic worker anymore. She needs to work in the labour market to ensure continuing livelihood of her family as bread earner. However current situation is not conducive for women workforce, it needs to be improved to ensure productive participation of women workforce. There is a big question mark about fair and just workplace system that ensures equity at workplace. To make a strong case for women rights for equal pay for equal work¹²; it is necessary to present real situation regarding wages discrimination for work of equal value along with factors and causes of

10. Conference on equal pay for work of equal value: Hong Kong, 18 March 2000

11. Nighat saira khan and afiya Sheherbano Zia. Unveiling the Issues, Pakistani women's perception on social, political and ideological Issues. ASR PUBLICATION.1995 p.134

wage discrimination against women. Therefore this research was conducted to provide evidence about women wage discrimination in the private schools of Hazro, District Attock-Pakistan.

Research Objectives

This study was carried out with following five objectives:

1. To provide the situational analysis about wage discrimination in the private schools of Hazro District Attock;
2. To find out the causes and factor responsible for the wages discrimination;
3. To find out any gaps between existing policies, laws and its implementation;
4. To know the awareness level of working female teachers about their wage rights;
5. To come up with set of suggestions aiming to eliminate wage discrimination against women teachers in private schools.

Methodology

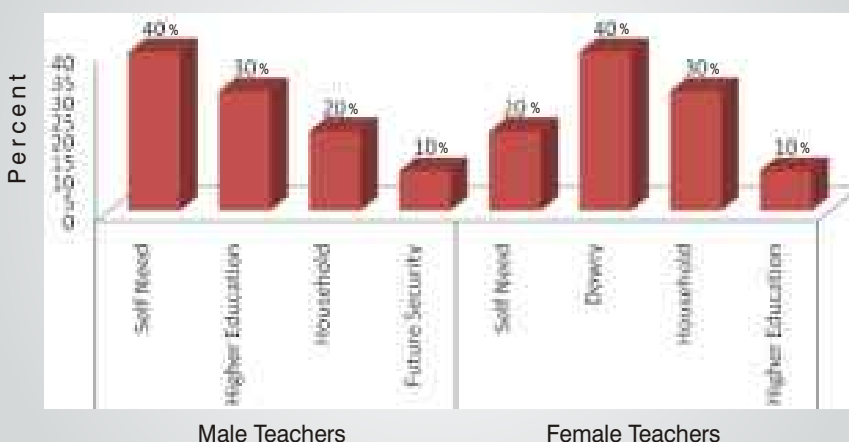
To achieve research objectives, a combination of qualitative and quantitative research approach was applied to engage relevant stakeholders. The selection of this area was made on the basis of the stratified sampling. The whole area of the Tehsil Hazro was divided into three strata on the basis of their geographical distribution (east region - 40 private schools, north region 31 private schools and south region - 35). A sample size of 12 schools was selected from the population. Data was collected through in-depth interviews with school administrators (10), through focused group discussions with male (10) and female (10) school teachers and through interviews with community representatives (10)¹³.

Research Findings and Analysis

The research findings are comprised of the views of female school teachers, male school teachers, school administrators and community representatives. The research process was initiated by asking questions about reasons/needs for doing a job as school teacher. Figure 1 shows responses of both male and female teachers. The male teachers identified four set of reasons. It was evident from the findings that among male teachers self needs and household responsibilities were among top priorities for their jobs. On the other hand, female teachers identified and ranked as per priority four reasons/needs for having jobs. These include self need (20%), dowry (40%), household responsibilities (30%) and higher education (10%). The findings reflect that female teachers have to take care of their dowry in addition to self needs and household responsibilities. These responsibilities have different impact on the job holders depending upon their needs. Male teachers demand higher salaries and increments on the basis of their position as bread earner for their families. However on the other hand, it forced female teachers to keep silent to keep their jobs safe to ensure minimum inflow of income to continue with their financial requirements. Therefore it was evident from research findings that needs and requirements have different impact on both genders. It put male in demanding position and female in defensive positions.

In addition to question about possible reasons/needs for having job (as mentioned above), participants were asked to rank both genders on the basis for their dominance in society/workplace and their

Figure 1 Possible Reasons/Need for a Job among Male and Female Teachers



12. In the notion of equal pay implies that men and women should receive equal pay only when they have the same qualifications and experience and when they are performing the very same work under the same conditions.

13. Community representatives includes retired school teachers, councilors, retired government officers, and religious leaders of the area

ability/tendency to fight for their rights. Figure 2 captures the responses of the research respondents (male and female teachers together), similar responses for both questions were sought therefore both dimensions will be discussed together. Majority of respondents termed male (80%) as dominant in the society/workplace, female (10%) and both (10%). On the basis of qualitative analysis it was found that those who said that male have dominant position, justified their rankings by saying that males have

more responsibilities than the female and they are physically stronger than the females. Those who said that female have the dominant position were inspired by those females who were the bread earner and were playing vital role for their family development. While those who believe that both has dominancy and ability to fight for their rights; justified on the basis that now family matters cannot be solved without involvement of the both male and female.

Further analysis of ability to fight for their rights revealed that male mostly fight for their rights. It is believed that usually female school teachers do not speak for their rights especially for wages and extra work payments. Resultantly female teachers were exploited by school administration on the basis of their defensive attitude and were denied extra payments for extra work. Further most of the time female teachers did have the permission to leave school as once they enter in the school premises. But on the other hand males are not bound. If any female teacher leaves, administration deducts half day pay. And most of the female teachers did not argue on this issue. While on the other hand male teachers resist. One male teacher said, "Why administration should deduct my pay." This finding was further validated by the comments of male teachers; they said that female teachers are on fault because of their timid attitude they are being exploited.

Who is hard working?

Figure 3 shows the responses on the dimension of hard work. The male teachers (70%) termed themselves as hard working as compared to female teachers (25%). However five percent male teachers termed both as hard working. On the other hand, 65 percent female teachers termed themselves as hard working as compared to 30 percent weightage they gave to male teachers. The equal number of teachers on female side as well termed both genders as hard working. The results show that both genders feel themselves as hard working. Further to check the validity of these claims, the feedback of school administrators was sought out. As figure 3 shows that their responses was in alignment with female responses with litter differences. Furthermore administrators were asked that who gets frequent salary increases (see Figure 3). Majority (70%) said they have same rules for both genders, 20 percent said that they raise male salaries frequently and 10 percent said they raise female teacher salaries frequently. The responses about salary increases are not in alignment of administrators' views about hard working dimension of female teachers. It reflects that despite of hard working nature of female teachers they are not given fair salary increases at private schools.

Figure 2 Dominancy Versus Fight for Rights phenomenon among Teachers

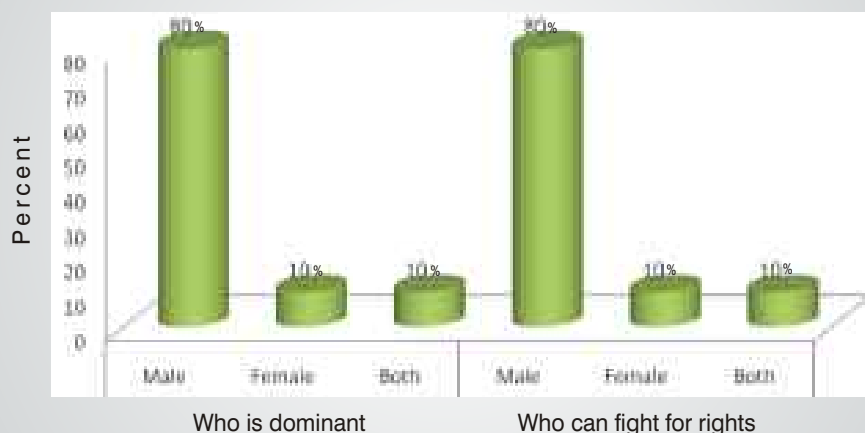
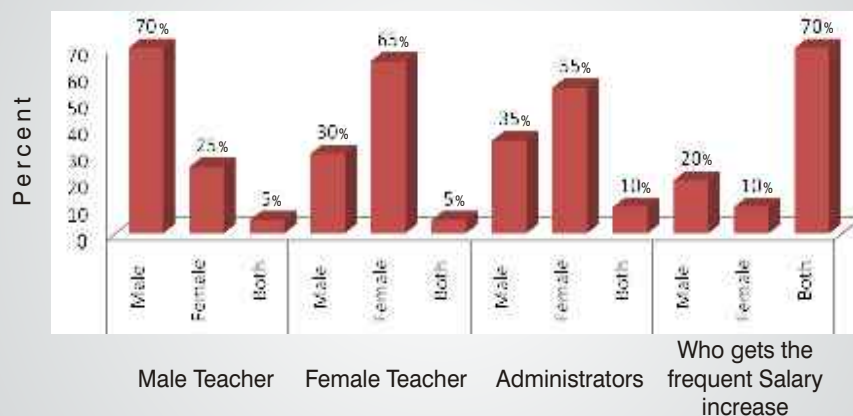


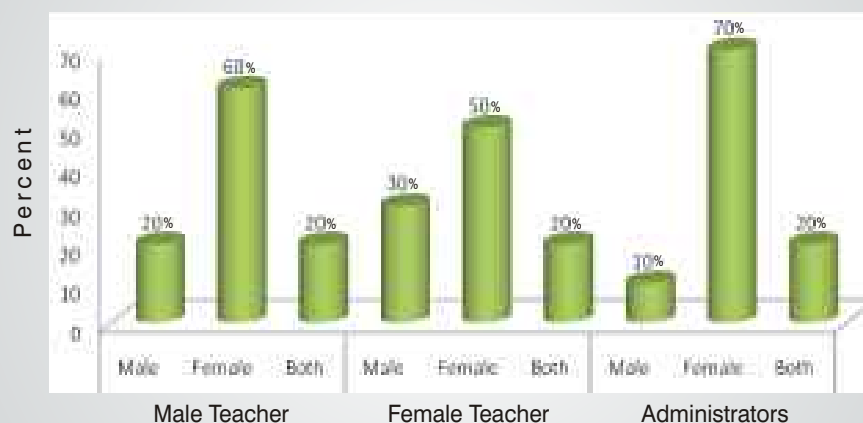
Figure 3 Hardworking versus Salary Increase Pattern at Private Schools



Who can get job more quickly?

Figure 4 shows the responses about provision of quick jobs in private schools in Hazro. It is evident from the figure 4 that female teachers can get jobs more quickly as compared to male teachers in private schools. The possible reason for getting quick job includes women hard working ability, timid nature, passive attitude towards salary increase/promotions and ability to make compromises. They were working on very low salary levels like 600-1500 rupees per month. As one female teacher said that “I am working in this school since last 5 years. I was appointed on rupees 600 per month and now I am getting rupees 1400 per month.” Due to above mentioned reasons women were able to get jobs quickly in the private schools in Hazro.

Figure 4 Tendency towards Getting Job in Private Schools



Who faces more Problems at Workplace/Job?

Figure 5 reflects that according to majority of male teachers' (40%) responses both teachers face similar problems at workplace. However, majority of female teachers (75%) said that female teachers face more problem than their male colleagues (10%). Usually male problems include traveling to remote schools on bicycles, unnecessary restrictions of communication with female colleagues and biased investigation on the charges of sexual harassment at workplace. On the other hand, female school teachers' problems include extra work without extra payment, strict pardah conditions from male colleagues, low salaries, less provision of leaves and stereotypes in the society.

Figure 5 Tendency of Problems at Workplace

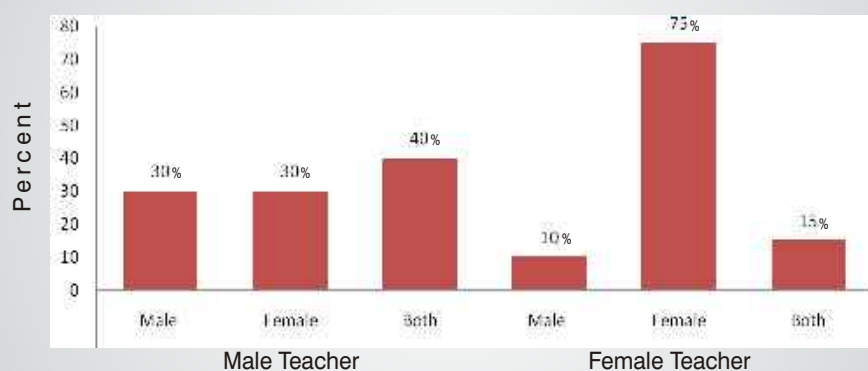


Figure 6 Risk of losing Job in Private Schools

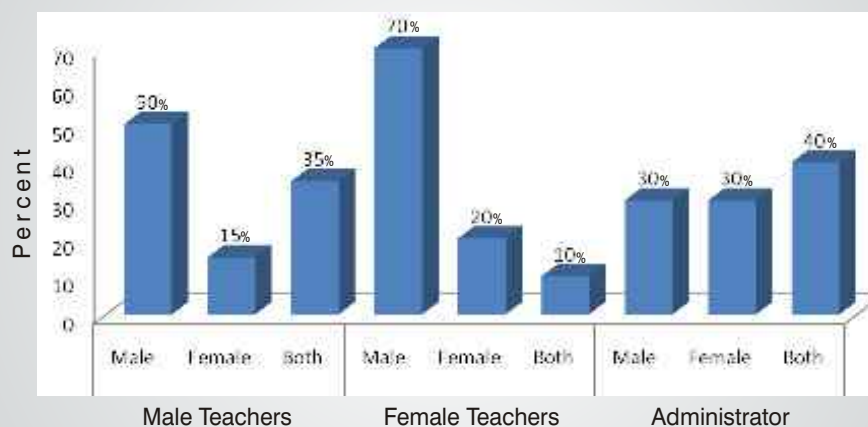


Figure 6 shows that according to the male respondents; 50 percent male were vulnerable to lose their jobs, 35 percent feel both male and female have the risk of losing the job and remaining 15 percent reported female teachers face risk of losing job.

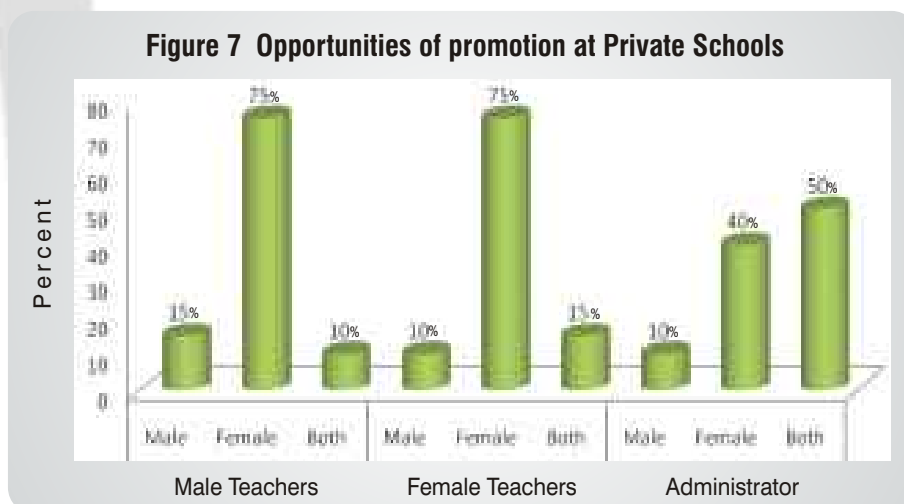
The responses of female teachers revealed that 70 percent male face the

risk of losing of jobs, 20 percent female have the risk of losing job. Further according to school administrators' male and female teachers both (40%) were at risk of losing their jobs. Other gave similar responses for both genders. The possible reasons for male teachers include always demanding salary rise, disturb their female colleagues and have excuses for leave. The possible reasons for female teachers include marriages and conflict with the administration. The combined reasons include lack of discipline, lack of sincerity education profession, and high demands.

Opportunities of Promotion in the Job

It was interesting to note that male and female responses towards chances of promotion in the job were similar. Majority of both respondents termed (75%) that female teachers have more chances of promotion in their jobs in private schools (see Figure 7). This finding was in alignment with other findings about hard working nature of female teachers, ability to get job quickly, timid and compromising nature. It should not be termed as success factors rather these should be termed as basis for exploitation in private schools.

On the other hand, the responses of school administrators varied from those of male and female teachers' responses. Around 50% replied that both have equal chance of promotion in their jobs, 40 percent said that female have more chances of promotion and 10 percent said that male have more chance of promotion in their jobs.



The prevailing phenomena in the society term female teachers as most suitable for the job in the private schools. Resultantly it encourages more female teachers to get into the labour market leading to abundance supply in the market. This abundance supply further contributes to lower salaries for female teachers. Furthermore it provides the opportunity to school administrator to exploit female teachers on the basis of low salary because in case any girl refuses, then administrators have more options to appoint other females from the waiting list. On the other hand, as male teachers have multiple job opportunities in the external job market due to their mobility factor. However this mobility factor is denied for female teachers on cultural and religious basis. It is evident from the research findings that female teachers were discriminated on wages, opportunities and mobility.

Recommendation

Based upon the research findings following recommendations has been chalked out to improve the working conditions of working women especially to eliminate wage discrimination among female teachers in private schools in Hazro, Attock Pakistan.

- ✦ Awareness about the equal rights of wages should be created among female school teachers through workshops and learning materials.
- ✦ To ensure proper implementation of employee rules, a check and balance mechanism along with a strong element of accountability should be developed.
- ✦ Counseling of the stakeholders at community level should be carried out aiming to play their role.
- ✦ Government should develop such policies where government and private schools can coordinate with each other to maximize the wages for female teachers.
- ✦ There should be a monitoring and evaluation on the private school to check the pays of teachers.

- ✦ There should a platform where teachers could complain against the school authorities regarding wage discrimination.

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URL: www.pay-equity.org/info-Q&A.html

URL: <http://en.wikipedia.org/wiki/Discrimination>

Post-Retirement Stress among Female School Teachers: A case study of Farooqabad District Sheikhpura , (Asima Hafeez)

Abstract

This research was conducted to explore the post-retirement stress among female school teachers in Farooqabad-Pakistan. The main research objective was to find out the socio-economic and psychological reasons of stress among female school teachers after the retirement. The researcher also explored their expectations from the Government about the welfare of the retired people. The target population of the research was comprised of the retired teachers of all the girls' schools in Farooqabad, District Shiekhpura. The researcher used purposive sampling due to the lack of the accessibility to the respondents. The researcher participated in their day to day activities in order to collect in-depth information about their problems and issues. An interview guide was developed for data collection. After collecting and analyzing the data, the researcher found that school teachers were facing different financial, health and social problems that resulted in post-retirement stress. The sudden change in life style, lack of social connections and financial problems also causes post-retirement stress. The study shows that most of them wanted to spend an active life by continuing their jobs. The respondents also felt that the attitude of the people and their colleagues towards them have also changed after their retirement. The result shows that they wanted that government should launch some plans for the welfare of retired people, so that they may spend good life even after the retirement.

Introduction

Women are important part of the society and are playing active role in the development process. Women are now socially, politically and economically more empowered as compared to the past. Participation of women in the formal and non-formal organizations has made significant changes in their social status as well as their position within the family. Further participation of women in these organizations is a clear indication of a change in the traditional norms which restricted free movements of a female in society for social and political participation. Any deviation from these norms naturally resulted in the improvement in her position in society (Harish1991).

These so called societal norms create multiple problems and stress for the women. These stresses are more pervasive in nature from employment to retirement and post-retirement. Post-retirement stress is the most important issue in the study of aged people. Retirement is a symbol of the transition into old age. The population of aged individuals in Pakistan consists to a large number of women and many of them are retired, and number of these retired women can increase in future. Retired women are among the socially and economically the most disadvantaged population. They are suffering from different problems after retirement, including missing of social contacts, feelings of uselessness, or failure to achieve work-related goals, not getting any reward after retirement. These things create the feeling of stress and depravedness among retirees; they lose their interest in life because of the change of social status and social contact after retirement.

According to Woodruff and Birren, "older persons with adequate physical and financial resources are inevitably faced with the problem of social loss. Essentially every older adult loses some rights and responsibilities attached to social roles that are specialized positions within social groups. Men and women retire from work, losing such roles as coworker, union members, manager, or fund chair. By the time of retirement, most people have already shed such parenthood roles as cook, confidant, disciplinarian, school visitors, and committee member. The deeper losses are those brought about as friends and spouses and other family members die, sometimes leaving the aged individual entirely alone. With every loss of role and relationship, the number of contacts diminishes. Often physical restraints make it increasingly difficult to continue other social roles, such as club or political membership, or substitute activities that might fill the expanding amount of free time."

Most of the educated women prefer to join teaching profession because it is considered as a respectable and suitable profession for females. During the job period teachers spend most of the time out of the house which effect their relation to relatives and children. They have week-end routine of life which most of the time they spend in kitchen or with children, which effect the intensity of relations with the other family members. The life style of working women differs from the housewife's

life style. After the retirement, they feel that their domestic responsibilities and duties have increased which sometimes create the feeling of stress among them. The socio-economic status of women is changing due to the female education and participating in economic activity. After the retirement, they have to face significant problem of the income reduction and loss of social contact.

School teachers have close relationship with teachers and students due to their job and develop fewer pursuits and perhaps may have fewer interpersonal ties outside the place of work. After the retirement the breakup of this relationship affect their psychological, social health and physical health. Especially the unmarried school teachers suffer from a lot of troubles including financial problems as for as loneliness and isolation which is really a difficult and heart rending period for them. Loneliness most of the time cause depression and sadness among them.

The main cause of loneliness in old age is the withdrawal from the job and missing informal associations with co-workers is one of the losses associated with retirement. Recent researches on depression show that the employment is a main indicator of the mental health because it sets a goal for a person and he or she feels that there is a positive goal in his or her life. They are more independent and self-sufficient to their economic and decision making powers. They have autonomy to move and take decisions about their life and career. But after the retirement their role change immediately reverse from an independent person to a dependent person. So their feelings of optimism start to convert in pessimism.

Pakistani society is a male dominant society but the socio-economic status of women in relation to men varies. The research topic is “post-retirement stress among retired female school teachers.” The main purpose of the present study is to explore the socio-economic and psychological problems which cause stress among female school teachers after the retirement. In the past, most of the researches focused on the study of male adjustment problems and experience after the retirement. But the problems of women always remain victim of negligence in research.

Women are the important part of the society and playing active part in the development process. Teachers also spend her lives as economically and socially empowered women. But there is a change in the status and responsibilities of teachers after the retirement which some times creates the feelings of sadness and stress among them. After the retirement, their communication circles reduce which cause depression and deprivation among them. The retirement age is 60+ and at that stage of life they need more moral and financial support. Now the situation is changing in our society as compared to the past when the senior members of the society have great hold and importance in family and economic matters. After the retirement there is sudden change in the role and status of retired women, when the children are married they have less time and money to support their parents in old age. Therefore after the retirement the depending role of women create the feeling of deprivation and stress and low self-esteem. The researcher wanted to know that after retirement when women have less power in family and society which kinds of problems they have to suffer which cause stress.

Research Objectives

The main objectives of the study are as follows:

1. To evaluate the social connections of female school teachers after the retirement and to identify the attitude of the family member's of retired female school teachers towards them.
2. To know the correlation among socio-economic status and feeling of tension and stress
3. To explore welfare oriented opportunities for retired teachers

Methodology

A combination of qualitative and quantitative research methodologies was applied to achieve the research objectives. The geographical universe of the present study was Farooqabad District Shiekhpura. The total population of Farooqabad is almost 100,000. There are almost six government girl's school and many private schools which are working for the education of children. The ratio of women employment is high in this area. Especially women work in the educational institutes. The retired teachers of all the government girls' schools were the target population of this research and the sample was selected from this target population. For the researcher it was not possible to access all the responds because of migration of the respondents from that place or death. Due to these problems the researcher used the purposive sampling.

Key informants interviewing is an integral part of ethnographic research, good informants are people who you can talk to easily, who understand the information you need, and who are glad to give it to you or get it for you (Bernard 1994:166). Therefore the researcher selected two key informants to know the post retirement stress among female school teachers and social connections and status of women in that community. The key informants make it easy to access the houses of the retired teachers and to convince them for true response.

To collect information from respondents, an interview guide was developed. It contains a list of points and topics which an interviewer must cover during the interview. It is a flexible tool of data collection the researcher can add or subtract the questions or can change the sequence according to the situation. An interview guide has greater proportion of unstructured or open ended question, which help to obtain in depth response/answers. During the research the interview guide prove to be a very useful tool to collect information about socio-economic and psychological conditions which cause the post retirement stress in female teachers because of its flexibility. It provided a chance to the respondents to explain their problems and issues in detail.

Research Findings and Analysis

This section contains an overview of the research findings and interpretation of the data both in qualitative and quantitative way. The respondents own views and feelings about their problems have been explained. Figure 1 shows the age profile of women respondents. Majority of respondents (60%) was from age group of 60 and above. However 40 percent respondents were from the age group of 50-60 years. These respondents took early retirement due to health and other family considerations. As educational profile is concerned, 30 percent were matriculate, 40 percent were intermediate and 30 percent were graduate.

Figure 2 shows the marital status of respondent, most of them (65%) were married, 25 percent were widowed, 10 percent were divorced and only 5 percent were unmarried. The unmarried/divorced/widowed respondents were suffering more from financial problems and post retirement stress as compared to those who

Figure 1 Age Profile of Respondents

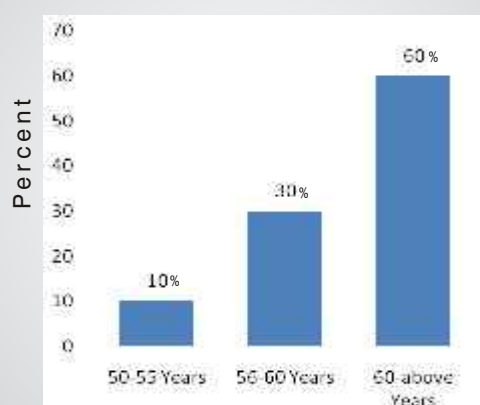
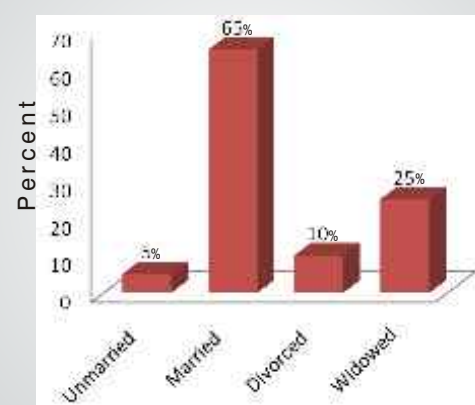


Figure 2 Marital Status of Respondents



were married. Especially one of the unmarried respondent said that there is no reason for her to joy except when the children of her siblings come to meet her. Further she said that she has to manage her home within her pension and she finds difficulty when she wants to give any gift to her sibling's children on their birthdays or marriages. She termed loneliness and financial problems as main reasons for her mental stress and depression. Similarly widowed were suffering more emotional and financial problems as compared to those who were married because there was no male person to support them financially for the education or marriage of their children. The problems of unmarried, divorced and widowed were more as compared to the married because their husbands were sharing their problems and have less depression as compared to others.

Further 65 percent respondents were living in joint families as compared to 35 percent who were living in nuclear family system. The joint family system has burdened the retired women with more responsibilities. However both were suffering from the issues of lack of care and attentions from their children. One school teacher said that she did job for the better education and future of her children but in the old age when she needs their company, they all have left them in Pakistan and living with their wives in abroad. Further she said that it makes her more depress when she remembers her children because there is no one to take care of her in old age, when she is really in need of the love and care of her children. On the other hand,

some of the respondents who were living with their children still said that they have less attention from their children side due to their busy life and responsibilities of their own children after marriage. Sometimes due to the busy routine work, the children forget to buy medicines for their parents or to take them to doctor for the monthly checkup which is a main reason of mental stress in old age. It shows that it makes little difference either retired women live in joint or nuclear family system because they both share similar problems.

The figure 3 shows the current activities/occupation of the retired teachers. Only 15 percent were running any type of business or working but majority (85%) was engaged with household issues after the retirement. Three retired teachers were running their private schools because they still want to spend a busy and active life. They were earning good income from these schools. It indicates that percentage of those women who were doing work after the retirement is very low due to the low education level and lack of job opportunities of these retired teachers. Even they were not able to provide tuition to students because

now the syllabus has been changed and most of children prefer to have tuitions from those teachers who are teaching them in schools instead of the retired teachers. Further as level of sufficiency of resources to meet current needs was concerned, 80% people said that they are facing problems to fulfill their financial necessities of life. One of the divorced school teachers said that it is very difficult for her to run the financial matters of her family alone because most of the time she remains ill and the education and well being of her children also depends upon her pension only. On the other hand, only 20 percent teachers said that their monthly resources are sufficient to meet their needs. Overall it shows that majority of school teachers were suffering from economic problems after the retirement to fulfill their necessities of life.

Figure 3 Current Activities of Retired Women Respondents and Sufficiency level of Resources



Figure 4 captures the post-retirement impact on the different aspects of life (responsibilities, change in behavior of others, hold on family matters, loss of social connections and health related issues) of retired women teachers. As responsibilities are concerned, majority of respondents (90%) said that their responsibilities have increased after the retirement. They have to handle their family matters and other household chores. One respondent said that after the death of her husband, her responsibilities and duties have increased.

Now she has to handle the property/finance related issues herself. Further she has to handle her household matters including work at home and purchases from bazaar. In addition to this the responsibility of the marriage of children also lies on her shoulder. Only 10% said that their responsibilities have decreased after the retirement because now their children are married and self-sufficient. They said that they did not have anything to do to keep them busy. It indicates that majority of the teachers felt that their responsibilities were increased after the retirement.

Figure 4 Post-retirement Impact on the different aspects of life



On the dimension of change in behavior of others, majority of the respondents (75%) felt that the behavior of the people and their colleagues had changed after the retirement. They have observed that now people or students did not welcome them in a good way as before the retirement. As one retired teacher said that when they were on jobs people used to approach them and showed respect due to their interests. But now when they have no authority after the retirement, the attitudes of people had changed. They felt themselves socially and economically less empowered. On the other hand, 25 percent teachers had felt upto some extent change in the behavior of people. A retired female school teacher said that still the staff of school invites her on different functions, but now she does not enjoy so much as when she was the part of that environment. It indicates that respondents felt a great change in the behavior of people after retirement.

Further it was interested to note that 65 percent respondents were of the opinion that their hold in family matters have not affected after the retirement. They are as important as before the retirement. A respondent said that she deals with all the matters of home as before the retirement, and her decisions in family matters still have great importance. On the other hand, 35 percent responded had experiences an increase or decrease in their hold on family matters. The 20 percent respondents said that now they have more time to see family matters; therefore, their hold in family matters has increased. However 15 percent said that now there children take decisions at their own, their hold have decreased in family matters. Another retired teacher said that now her children have been married and her daughters-in-law take decisions about different household matters. It indicates that majority of the respondents hold on family matters have not been affected, as a mother they take care most of the household matters.

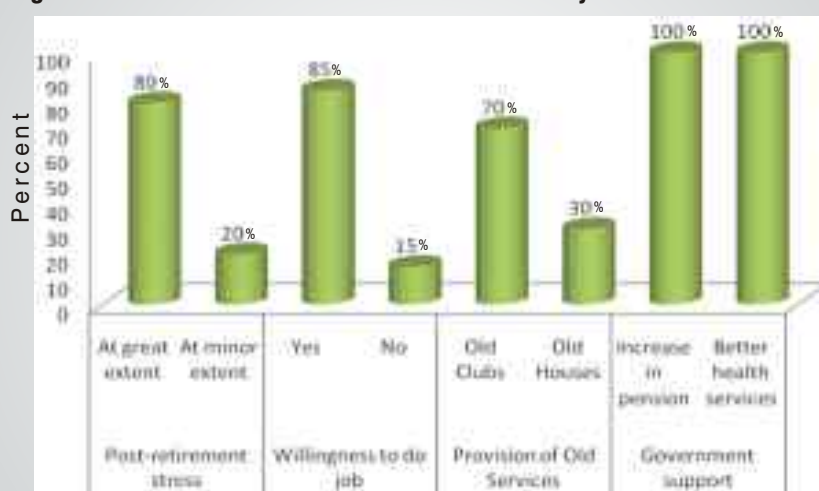
On the dimension of social connections, majority of the respondents (80%) felt a great extent of loss of social connections after the retirement. They felt that their social circle has reduced after the retirement. A respondent expressed that while at job, she used to have close social ties with her friends and colleagues as she often met them on different occasions and functions. Another respondent told about her feelings; she was in restlessness condition after the retirement and to overcome these depressive feelings, she had to visit the neighbors' houses or nearly residential relatives. She told that with the passage of time her condition is improving. However 20 percent experienced mild degree of loss of social connections after retirement. They still have good social ties but like before the retirement. It clearly shows that majority of respondents felt that their social circle has reduced after the retirement

Lastly 75 percent respondents were suffering from minor health problems. However 25 percent were suffering from severe health problems. There was not even a single respondent who did not have any type of health problem. The sudden change in the life style after the retirement has made them to think as a useless people that has affected the mental and physical heath of the respondents. Further aging factor has led to different diseases like blood pressure, headache, anemia and mental pressure. Due to these diseases, they have to make frequent visits to the doctor which also create mobility, socio- psycho and economic problems. It indicates that in old age most of the respondents were suffering from minor health problems but still they have stress due to the different reasons.

Figure 5 shows that 80 percent respondents suffered a severe degree of stress after the retirement and 20 percent respondents felt post-retirement stress to some extent. There was not a single respondent who did not face any type of stress after retirement. Therefore to overcome this stress

85 percent respondents wanted to continue their jobs. They can remain busy and enjoy their life that can reduce the stress. Further one unmarried respondent said," it was easy for me to manage financial matters during my job but now I am alone to face all the troubles. I did not

Figure 5 Post-retirement Stress and Possible ways to overcome Stress



want to burden my siblings; therefore I want to continue my job once again". On the other hand, 15 percent respondents did not want to continue their jobs due to health or other problems. It indicates that majority of the respondents wanted to continue their jobs, so that they can remain busy and active in their social life and also can be economically empowered.

Further all the respondents expressed the need of old clubs/societies (70%) and old homes (30%) to overcome the problem of social isolation. Furthermore they said that those people who have no children or dear ones to care them in old age can spend their lives easily in old homes. But it shows that majority of the respondents said that there should be such places in our society for the betterment and welfare of the old people. Finally the respondents strongly urged the government to increase their pension to meet the challenges of economic hardships. Further they expect to get better health services and welfare focused interventions from government on free and regular basis in an honorable way.

Recommendations

The government should make some serious plans for the welfare of retired school teachers especially for females. Because their social security, financial and psychological problems are bitter than male as they have low status as compared to male in our society. Government should provide following facilities to retired people:

- ✦ Increase the pension of the school teachers, so they may fulfill their basic needs of life easily.
- ✦ Govt. should provide future job opportunities to those people who are willing and healthy to continue their jobs after the retirement.
- ✦ Free medical facilities should be provided even after the retirement, so they may not be burdened on their family due to bad health.
- ✦ There should be free travelling facility for them in train, buses and other transport means. So that they can move from one place to another place easily.
- ✦ Government should provide home facilities for retired government servants.
- ✦ There must be old societies and clubs for retired people, in this way their life will not be inactive or damaged after the retirement. They can remain busy and happy even after the retirement.
- ✦ The Government should organize such trainings to provide skills & techniques for retired people, so that they can earn money and can reduce their loneliness after the retirement.
- ✦ Government should organize meetings with psychologist to create awareness among family members and the community about the needs and problems of older people.
- ✦ The Government should conduct research to know the conditions of retired people and for proper planning about the retired female school teachers to keep them functional and healthy.

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Occupational Safety and Health Challenges Faced by Women Workers in a Textile Unit at Faisalabad, (Amna Shafaat Bokhari)

Abstract

This study has examined the occupational safety and health challenges faced by women workers in a textile unit in Faisalabad Pakistan. Further it has explored the links between the following considerations namely women's occupational, reproductive and general health; the division of labour by gender and women's specific roles in the textile industry. The research methodology employed all major anthropological techniques in relevance with the topic. A textile spinning unit at Faisalabad was selected for this research, which is part of one of the renowned industrial groups of Pakistan. This group started industrial activity with textile weaving sector in 1956. This textile spinning unit was established in 1990, and is engaged in the production of top quality Polyester Cotton (PC) and Polyester Viscose (PV) having daily production capacity of 22080 spindles (45,000 Lbs Approx.). The major occupational hazards include: cotton dust, noise and high temperature and diseases include: Lung Cancer, Tuberculosis (TB), Asthma, Hearing Loss, Scabies and Skin Allergies in the textile spinning unit. Major Injuries include breaking/spraining and burning of body part(s). The women workers considered problems associated with health and illness as part of their jobs and fate. The role of government functionaries regarding the occupational health and safety concerns in this textile spinning unit was not much significant because women workers were working on contractual basis. Elementary and secondary level education of women, welfare focused approach of government and an equal opportunity and treatment to all workers by factory management is recommended.

Introduction

Technological development leads to changes in working methods and patterns. The rapid spread of industrialization for many developing countries came at the expense of occupational diseases, industrial injuries and work related accidents. In such countries there is little education and training relating to occupational health and safety (Ahasan 2003). Since 1950, the International Labour Organization (ILO) and the World Health Organization (WHO) have had a common definition of occupational health. This definition was adopted by the Joint ILO/WHO Committee on Occupational Health at its First Session (1950) and revised at its 12th Session (1995):

"Occupational health should aim at: the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations; the prevention amongst workers of departures from health caused by their working conditions; the protection of workers in their employment from risks resulting from factors adverse to health; the placing and maintenance of the worker in an occupational environment adapted to his physiological and psychological capabilities; and, to summarize, the adaptation of work to man and of each man to his job."

When occupational health and safety issues are discussed from the perspective of working women; one tends to think of their status as workers, the nature of work and implications of the work on their health. For socio-cultural and economic reasons; women's occupational health and safety issues call for specific attention in a country like Pakistan. Gender complicates the situation because of the multiplicity of women's work; which begins with domestic responsibilities early in the morning at home, continues at the workplace, and ends late at night with the completion of domestic chores. Another facet of the multiplicity of women's work is the broad spectrum of tasks typically done by women. Many women work in agriculture or home-based piecework to sustain the household income. Often, women work at a construction site; employed as casual helper or on a daily wage basis. Other women are migrants working in a city far away from the home (village); employed perhaps on an assembly line in the electronics industry or at a textile factory. Each of these occupations entails its own specific health hazards.

At the same time; some issues are common to all women workers like sexual harassment at the workplace (Sabeeha 1981). A holistic definition of health as "a state of complete physical, mental and social well-being and not merely the absence of disease and infirmity" (Karkal 1995) underlines the fact that a 'worker' whose health is neglected whether because of some social norm or economic fallout will not be a healthy worker. Also, if the conceptual base of such terms as 'work' and 'worksite' is expanded to include the less conventional, elusive, hidden structures of work e.g. home-based work,

housework, prostitution, informal sector activities, etc. then the probable occurrence of occupational health hazards increases proportionately. The resulting health problems include weakening of eyesight, backache, headache, and loss of weight, loss of hearing, extreme tiredness and fatigue. In addition, some of the chemicals used are toxic. Organic solvents and corrosive acids are commonly used and cause a range of problems, including nausea, dizziness, organ damage, cancer and burns. Lung diseases have also been reported (Kapur 1999).

Furthermore, some major occupational diseases include: Byssinosis (brown lung disease, Asbestosis, Lung Cancer (Mesothelioma), Liver Cancer, Bronchitis, Asthma, Tuberculosis (Robin & Kumar 2000). Though legislation exists for monitoring of working conditions and provision of social security benefits; the lack of ability to understand legal text means that women do not have the information or skills needed to benefit in full from these laws. Most importantly, the low proportion of women in trade unions or the lack of awareness concerning labour-related issues amongst those who work at scattered worksites (e.g. home-based work) means that women workers cannot lobby for their basic rights (Kapur A. 1999).

Occupational health and safety and work related research, education and training have increasingly become an essential component of the industrial development, social progress and economic growth. Though these are all discrete subject areas with their own individual importance, but if integrated these lay a significant role in the workplace improvement. However, these are still neglected and remain unrecognized in many developing countries. Furthermore, industrial anthropology as a subject itself has been seldom explored and researched even by the professional academics and researchers in developing countries like ours. This study is aimed to highlight the importance of occupational health and safety (OHS) in particular and industrial anthropology in general.

Research Objectives

The Major objectives of the study include:

- ✦ The identification of the major occupational diseases in a particular textile unit along with identification of the perception of women workers about health, illness and causes of hazards and investigation of the health risks for women workers in the factory, including musculoskeletal diseases, the hazards of office work, emotional stress, and reproductive hazards;
- ✦ The creation of awareness about the occupational diseases among women workers as well as among factory management and identification of the measures taken by the factory management for the prevention and control of occupational diseases;
- ✦ To identify the role of government functionaries regarding the awareness of occupational health and safety in textile industry.

Methodology

To achieve research none participant observation was used which enabled to observe the real life of the women factory workers in the way they were practicing it without disturbing them while performing their assigned tasks. Further in combination of interviews and questionnaire survey was applied to seek relevant information from respondents. In addition to primary data, secondary data was collected through internet, books and journals. By spending time among workers in the blow room enabled the researcher to observe the factory workers and how they perceived occupational health. This way, they used to consider the researcher among one of them, and allowed here to view the conduct of the factory management towards the women workers, what is the association among workers coming from a variety of ethnic backgrounds, what are the major occupational diseases found there, etc.

A sample size of 22 women workers from blow room section of textile factory was selected by purposive or judgment sampling method. Further the socio-economic survey was conducted from the whole sample (i.e. 22 socio-economic forms were being filled during research). Socio-economic survey provided useful information about age, sex, different ethnic groups, and level of education, economic condition, occupational status, marital status, etc. of the women workers, where the research was conducted. Furthermore, three persons were selected as the Key Informants who were well acquainted with the factory and provided relevant information about the establishment of the factory, various sections of the factory,

various health hazards and their effect on the health of the women workers, etc. All three Key Informants informed about the major health hazards found within the factory premises, and the risks involved while working in different departments of the factory. They provided all the possible details and record related to the topic of research that helped to validate the collected data.

Research Findings and Analysis

This Textile Spinning Unit was a 24 hours manufacturing unit having 3 shifts (8 hours each). The timings of the general shift were from 9:00 am to 5:00 pm and the management as well as the women workers work only in this general shift. There are five departments of the factory including: blow room department, drawing department, card department, auto cone and ring department. The factory was comprised of 534 employees in two broad categories namely skilled workforce (459) and unskilled workforce (75).

The women workers (44) were found to be unskilled and were not included in the pay roll of the factory because they were working on contract basis in the blow room section of the textile factory. The number of women workers was being decided by the contractor on the basis of the production plan of the factory which is shaped and reshaped continuously in view of market demand of the thread. The production plan gets change every 20-25 days and so is the number of the women workers in this section of the factory. The factory management hires a contractor, who is like a tribal chief and it is his responsibility to gather and arrange a workforce composing of women workers only who can sort out impurities like dust and hay from 1-3 cotton bales daily. It is his headache to pay them daily or monthly as the factory management is paying him almost 1, 15, 000 rupees per month.

Further the contractor is responsible for transporting these women workers to and from the factory. The contractor or one of his representatives supervises this workforce composed of women during working hours. These women workers are hired only for working in the blow room section of the factory and it is in this department where, the opening and cleaning of cotton bales and blending of different fibers is done. The women workers, by sitting on floor in rows remove dirt, thread pieces, hay and other foreign particles manually from the bales of cotton. Then this cotton fiber mass is rolled into sheets for feeding into card; in advanced machines that is done in the next section of the spinning unit, and is done by male workers only. The women workers are at a greater risk of developing occupational diseases resulting from the excessive inhalation of cotton dust as compared to their male counterparts working in other sections of the spinning unit and they are not provided with any masks for their faces to prevent inhalation of cotton dust and they cover their faces with their dopattas and chaaders (forms of stoles, used for women for covering their faces and heads).

The Government of Punjab has declared that each worker should get a minimum wage of 4600 rupees per month and the factory management is following this law strictly in case of their permanently employed workers but as far as these women workers are concerned it is totally the responsibility of the contractor to pay them the minimum wage rate. But the respondents revealed that they are paid 150 rupees for opening and cleaning of one bale but the rate fixed by the government is 225 rupees per bale, this way he keeps 75 rupees per bale as his profit and even their complain to the factory management is of no use because the contractor is like a tribal chief and does whatever he likes. The factory management is only concerned with their production at whatever cost. Furthermore, this practice is common in the whole textile culture in Faisalabad, so these women are forced to work under such conditions to meet their domestic needs and economic necessities as all of them come from very poor backgrounds. About 91 percent of these women work to supplement their family income where as 9 percent are the only bread winners of their families, according to the data collected through census survey forms.

Major Occupational Hazards, Diseases and Injuries at Textile Spinning Unit

The major occupational hazards in this factory include Cotton dust, Noise, Fire and High temperature. Lung Cancer, Tuberculosis (TB), Asthma, Hearing Loss, Scabies, Skin Allergies, Byssinosis are the diseases that are found in the spinning unit especially in the departments of "Blow room" and "Ring". Three percent of the women workers had asthma, 10 percent had scabies, 1 percent had tuberculosis, and 2 percent had different types of skin allergies in this textile unit (see Table 1).

The major causes of the occupational diseases include: Cotton dust, noise and heat. The inhalation of cotton dust can cause

any of the above mentioned occupational diseases and it has been observed that the women workers are not provided with any masks as a protective measure against cotton dust in the Blow room. As injuries were concerned, it has been observed that in the “Blow room section”, there are hazards of falling from huge machines. There are dangers of catching fire because cotton is inflammable and sometimes carelessness on behalf of workers results in injuries like breaking or spraining and burning of any body part etc.

Table 1: Most Common Occupational Diseases in Textile Spinning Unit

Occupational Diseases	Most Common	Not So Common
	Tuberculosis	Byssinosis
	Scabies	Lung Cancer
	Asthma	Hearing Loss
	Skin Allergies	

The Perception of Women Workers about Health, Illness and Causes of Hazards

The perception of women workers regarding health and illness is that illness comes naturally and one can fall sick at any time. The workers that during illness they suffer from body ache, they run fever and dry cough and get worried in case of children. One of the respondents expressed in an interview that illness comes only naturally and the workers have no idea about occupational health and safety concerns. Their awareness level is almost zero regarding occupational health and safety concerns. The women workers revealed in their interviews that the environment of the factory affects their health only in the working hours like they experience dry cough, Chest tightness, dryness of throat, difficulty in breathing, irritation in throat, headache, and watery eyes due to cotton dust in the blow room and they think that this cotton dust that they inhale in working hours has no affect on their health in later hours of the day. Their ignorance regarding OSH concerns is basically due to their illiteracy and low level of education as well as due to the absence of any such OSH training and education on behalf of the factory management for these contractual based women workers.

The Preventive Measures by the Factory Management against Occupational Diseases

The key informants disclosed that the Production Incharge is like a “Tribal Chief” here and the employers are the profit hunters and they are mainly concerned with production. Regarding occupational safety and health concerns, the factory management is following the “Labor Code of Pakistan” and they have implemented almost every possible measure mentioned in the chapter of “Health and Safety” in the “Labor Code of Pakistan”.

Further measures regarding cleanliness, disposal of wastes, ventilation and temperature, dust and fumes, lighting, drinking water, latrines and urinals, spittoons, precautions against contagious or infectious diseases, vaccination and inoculation, provision of canteens, precautions in case of fire, casing of new machinery, etc. are mentioned in the 3rd chapter i.e. “Health and Safety” of “Labor Code of Pakistan”, which is being strictly followed and implemented in this textile spinning unit.

It has been observed that the factory management has been providing a clean environment to the workers. As far as the preventive measures against cotton dust are concerned; the factory management has equipped the whole spinning unit with latest vacuum dust collector and filter system. To reduce the high temperature at workplace; Air Conditioning system was maintained at workplace. Further to check on humidity level, in addition to the hygro-meters, automatic meters were fixed in each department. During research, a very different system for firefighting was being witnessed; it is known as the “Showering System”, which is latest firefighting equipment. This is fixed both in the “Blow room” as well as in the “Card room” in the factory. This spinning unit has a fine and fulfilling equipment including cylinders, fire extinguishers, buckets, sand, etc (see Table 2).

The factory management was maintaining a trained firefighting department under the supervision of security manager which remains alert all the time to deal with any kind of fire emergencies. It was observed that the factory management holds a daily corrective and preventive maintenance of the machines (2-3 machines daily) to avoid any kind of accidents. Further in case of an emergency, factory management take the injured worker (male/female) to the Social Security Dispensary situated 3 Km

from the factory through the factory transport; then depending upon the severity of the case, the factory management take the injured worker either to the Social Security Hospital situated in Khudianwala at a distance of 5 km from the factory or to the Aziz Fatima Hospital in Faisalabad.

It was observed that the factory management was maintaining a “First Aid Kit” at the main gate of the factory and all the workers have a 24 hours access to that first aid kit: that contains medicines for headache, fever, cough, bandages for small injuries, etc. This kit remains under the supervision of a Security Officer and there is no doctor available within the factory premises.

Role of Government Functionaries regarding the OSH Concerns in Textile Spinning Unit

It was reported by one of the Factory Managers that the government health teams used to make regular annual visits of the factory. The last health visit by government functionaries was made in year 2003 by the District Labor Officer, Assistant Director, and Deputy Director of Social Security Department. That team expressed satisfaction regarding all the working conditions provided to the workers by the factory management. However since year 2003, the Government has not sent any team despite of the factory management twice written requests.

Punjab Employees Social Security Institution (PESSI)

Punjab Employees Social Security Institution (PESSI) is an autonomous body, which is concerned with the welfare of the workers to provide the medical facilities to different type of industrial units throughout the Punjab i.e. Chemical, Spinning, Dying, etc. The Social Security scheme was launched in 1967 under the West Pakistan Employees' Social Security Ordinance of 1965 with the assistance of ILO. The main source of income is the social security contribution made by the member employers at the rate of 7 percent of their wages paid to insurable workers. The social security scheme provides services like Emergency Centers, Dispensary, small hospitals and large Hospitals.

The Medical Officer (MO) of the Social Security Dispensary (SSD); Dr. M. Khalid, who was working there since 7 years expressed that medical fitness certificate of workers was carried out by SSD at the time of employment. He used to examine about 80-100 patients daily. He mentioned that in spinning units, there are more risks of occupational injuries as there are more occupational hazards because of the mechanical nature of work like amputation of any body part. Moreover, he said that there is also a higher ratio of occupational diseases in the textile spinning unit because of the presence of cotton dust.

District Labour Department, Faisalabad

The District Labour Officer (DLO) termed new legislation as main reasons for irregular health inspections at industrial units by labour department. He revealed that the employers consider those inspections as interference in their business and this practice has been identified as one of the major irritants of the business community. Therefore on their request, the Government of Punjab introduced “PUNJAB INDUSTRIAL POLICY, 2003”. According to this new system, the inspection of industrial units by labor inspectors has been abolished. The Government of Punjab has replaced the system of “INSPECTIONS” by “SELF DECLARATION”. The industrial units are supposed to carry out their own inspections and to declare it to government. The Salient Features of the New System include:

- ✦ All industrial units with 10 or more workers will under the new law submit a simplified declaration within the month of July each year.
- ✦ An Urdu version of this form will be enlarged and displayed at a prominent place (entry point) of each industrial unit

Table 2: Adequate/Inadequate Preventive Measures against Occupational Diseases and Hazards

Adequate	Inadequate
Vacuum dust collectors	Inoculation against infectious diseases
Air conditioning system	Latrines and urinals
Filter system	Provision of canteens
Hygrometers	Doctor
Controlled temperature	Industrial psychologist
Disposal of wastes	Helmets for fire fighters
Adequate lighting and Cleanliness	Fire extinguishing cylinders and Masks
Showering System	
Fire extinguishers and Fire Buckets	
Clean drinking water	

so that the employees are aware of their company's declaration.

- ★ The Labor Department will computerize all the returns and inspect only 5 percent of registered units through by a computerized random process, each year. A list of the business units chosen by the computer will be made public and communicated to these units in advance.
- ★ These 5 percent inspections will be conducted in association with District Human Resource Boards in which the private sector is well represented.

It was further discovered that this Industrial Policy 2003 was not successful in attaining its desired objectives due to irresponsible attitude of the employers, who were not submitting these declaration forms to the District Labour Department within stipulated time frame. The DLO expressed that their department received about 200 declaration forms in the year 2003 and in year 2007 received only 4 declaration forms out of the 814 registered factories in Punjab. When the DLO was asked, what role is now being played by their Department regarding this poor feedback of the employers about the declaration forms, he said that the Secretary has proposed considerations to the Chief Minister Punjab for the allowance of regular inspections and it is yet under consideration.

Child Labour

A law was made by the government mentioned in the Labour Code of Pakistan stating that individuals below 18 years of age should not be hired by the factory management and if under certain circumstances hiring them is necessary or unavoidable then such individuals should be given a relief that their working hours should not exceed 6 hours a day.

However it was observed that 14 percent of women workers below 18 years of age were working in the factory for 8 hours a day (see Figure 1). Factory management termed it as a common

practice in the textile sector. Either these women did not possess their national identity cards or birth certificates resulting in confusion about their ages or they wanted to hide their age to ensure employment due to poor economic conditions and low literacy rate resulting in limited job opportunities (see Figure 2 for literacy rate of women respondents). The later view was validated by women workers as well.

Figure 1 Age Profile of women Respondents

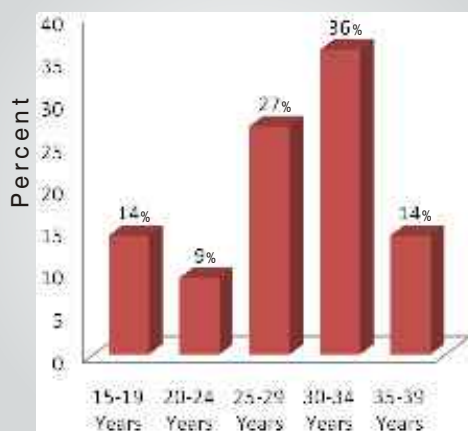
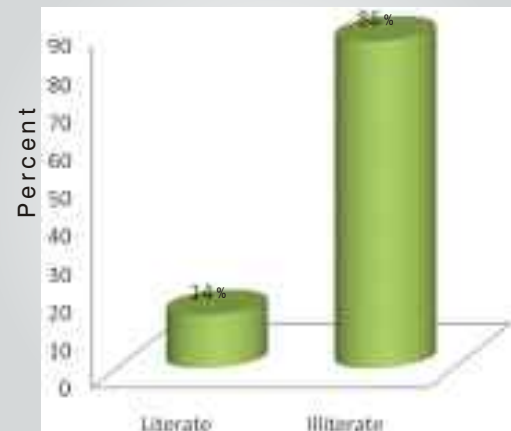


Figure 2 Literacy Level of Women Respondents



Recommendations

Based upon research findings, following recommendations have been made to improve the working conditions of textile women workforce:

- ★ Basic education for women is suggested as a way forward. Further it is suggested that the government and the management should play a more proactive and welfare focused role.
- ★ Women as men should be employed as permanent staff members which would improve both their occupational health as well as their performance. If this cannot be done right away then it must be ensured on behalf of the government that; Labor Code of Pakistan is fully practiced and followed by the contractors.

- ✦ Furthermore, pre-placement medical examination which is the foundation of an efficient occupational health service, and it should be conducted for women workers at time of their employment and include: 1) Medical, family, social, and occupational history of worker, 2) Blood and urine examination, 3) Vision test and 4) General physical examination.
- ✦ Periodical Examination is also recommended for these workers because many diseases of occupational origin show signs and symptoms after many years. So their regular check-up is essential.
- ✦ The provision of medical and healthcare services should be ensured at factory. First-aid facilities must be provided. Immunization is also an important part of healthcare services.
- ✦ Supervision of working environment is also an important recommendation as periodic inspection gives information about occupational diseases.
- ✦ In addition, health education and counseling should be provided on regular basis. Medical specialist should be appointed and he/she should provide health education to all workers especially women workers. Proper information should be provided to these women how to use protective devices like masks, etc.

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Emerging Trends in Women's Empowerment and Participation: A Myth or Reality? A Study of Tourism based economy, (Taniya Shah)

Abstract

This research was carried out in a village of Murree¹⁴ with a purpose to investigate nature, scope and rate of women participation and employment in the hospitality industry. The principle technique employed for data collection was "participant observation" along with other qualitative and quantitative research tools. Major findings reveal that tourism has enhanced the female education in the locale but on the other hand it has limited the female mobility and the employment opportunities. The underline factor for strictness is the host's cultural baggage which defines tourism on the level of antagonism where tourist is seen as the bringer of all ills and evils to the host community. To bring women strata participate actively and earn productively in the tourism industry; the mindset of the host community needs to be addressed and revised. This will be only possible when tourism policy equally response to community concerns, which implies an effective mechanism for community awareness, motivation, organization and participation, incorporated from the planning stages till the implementation. Tourism by all bounds is labor intensive and I believe that labor has no gender rather it is our cultural norms, fears and misconceptions which make it gender bound.

Introduction

Tourism today can no longer be viewed as a peripheral or luxury oriented activity. The ramifications of tourism related activities have reached along with affects to many sections of the state. Besides tourism's impact on the faster economic growth, larger employment opportunities, and more effective resource mobilization, there also exist its negative impacts and consequences. The interaction between tourism and that of cultural exploitation and environmental pollution also needs to be equally looked at. According to the Federal Bureau of Statistics, Pakistan's labour force amounts to 46.45 million out of a population of 160 million. Women comprise approximately 50 percent of the population, but their participation in the commercial sector was estimated at only 13.6 percent in 1997-98. The key sectors where women are economically active are agriculture (60%), health, education and government service (20%).¹⁵

The results of a sample survey show that women form only 2 percent of the total workforce in hotels and are generally employed as receptionists, clerks, secretaries and housekeeping staff with very few in the hotel industry's upper hierarchy. However, women employment in the travel and tour sector is better where 14 percent of the total workforce is female with a growing number in supervisory posts. While the impediments to women's employment in Pakistan cut across the socio-economic spectrum, their involvement in tourism is limited by many factors.¹⁶ The undertaken research aimed to target the same determinants responsible for this limited role and participation of Pakistani women in hospitality industry. These can be socio-cultural and even psychological in terms of the mindsets and cognitive maps of host community with respect to the participation of their female strata into the same profession in which their men are primarily indulged.

"The economic impact of tourism on regional, national and international economy is of far reaching significance both in magnitude and directions due to the expansion of market. Broadly speaking in the developing economies through the transfer of resources (from rich to poor nations) areas and from affluent to the weaker sections of the society) has a powerful potential to influence the peace and direction of development and expand employment opportunities (R.K. Malhotra 1997:25)

UN World Tourism Organization (UNWTO) marked 27 September 2007 as World Tourism Day, on the theme "Tourism opens doors for women" hosted by Sri Lanka. UNWTO Secretary General Francesco Frangialli's said in his address "Tourism is a sector of the economy that not only employs significant numbers of women, but provides enormous opportunities for their advancement." Being a part of international community, President of Pakistan added that Pakistan joins the international community in celebrating the day, with its theme 'Tourism opens doors for women' that highlights the issue of prime importance - promoting gender equality and women empowerment. Moreover, he claimed¹⁷ that "More and more women are joining Pakistan's tourism industry in professions like travel agents, tour operators, guest relations officers, housekeepers etc. There are a number of tour and travel companies in Pakistan which are being successfully run by women chief

executives". However these remarks made by the president of Pakistan do not merge well with the participatory research carried out in the selected field.

Murree hills of Pakistan is one example of a small resource based sight which builds a demand upon the urban industrial market for a "change of pace" and a "breath of fresh air" by promoting and developing its natural and wilder assets. Chau identifies this potential coining the same situation in Canada where "A large portion of leisure and recreational travels tend to flow to economically backward areas where natural resources are generally unsuitable for agricultural or industrial purposes: snow for winter spots, the hills and mountains for climbing, hiking etc, forest lands for national and provincial parks. The Tourism allows these areas, which have been apparently disinherited to enter into stages of regional and national growth; and the resources, which are unproductive for other industries, represent a source of wealth for tourism." (Chau 1973:73)

Dr. T. T. Sreekumar in Asian Mirror strictly denies the direct relationship between tourism and progress of women. He argues with respect to India that "like children, women also have always been victims of tourism development. Not surprisingly, responses of several civil society organizations in Asia are critiquing contemporary mass tourism practices and its various avatars such as eco-tourism, health tourism, sustainable tourism etc to UNWTO's theme of 'tourism opens doors for women'".

The basic assumption behind this project was that development policy and practice need to be constantly and rigorously evaluated, considered and rethought so that more informed and effective programme interventions can be made. Women's advancement has long been recognized as a core programme area in development, and the resources committed to it by successive governments, donors and private organizations only make it all the more necessary to keep improving and updating our collective understanding of women's issues.

While initiatives by various governments to institutionalize women's empowerment and participation have necessarily focused on the big picture imagining women as a social category, this study has contributed to reinstate the individual woman in that big picture. It highlights the imperatives that govern individual women's lives and affect their decisions. In doing so, it attempts to identify means by which women's mobility continues to be restricted by 'soft hurdles' (for instance, care, affection, tradition, protection) that automatically make some life choices attractive and others difficult for them.

Research Objectives

This research outlines following three objectives aiming to study role of women in hospitality industry:

1. To identify the determinants responsible for limited women's employment and empowerment in hospitality industry
2. To investigate patterns of women's economic and cultural participation in the transitional subsistence of Murree by using mobility as an indicator
3. To relate these patterns of economic participation to general analyses of women's empowerment and participation as vehicles for gender equality in employment sector of Pakistan

Methodology

To achieve research objectives, qualitative research methodology was applied in combination with participant observations method¹⁴ and use of key informants¹⁵. Other than participant observation, 16 in-depth interviews, 3 Focus Group Discussions and survey of 118 households was conducted to obtain the thick description. The research was carried out in area known as "Dhar Jawa"¹⁶ a village of Tehsil Murree, District Rawalpindi. It lies in the North Western end of Murree at a distance of 4 km from Murree hills.

Research Findings and Analysis

The total population of Dhar Jawa was 6262 comprised of 921 households. This can be further divided as male (3169) and

14. A very popular tourist resort in Pakistan

15. Source: Tourism Master Plan 2000, p.84.

16. Ibid.

female (3093) population (see Figure 1). The male community made 50.6 percent of total population as compared to 49.4 percent of female population. Figure 2 shows the family structure of sample size (118 households), 58 percent were living in joint extended families as compared to 42 percent in nuclear family structures.

Figure 1 Distribution of Population of Dhar Jawa by Sex

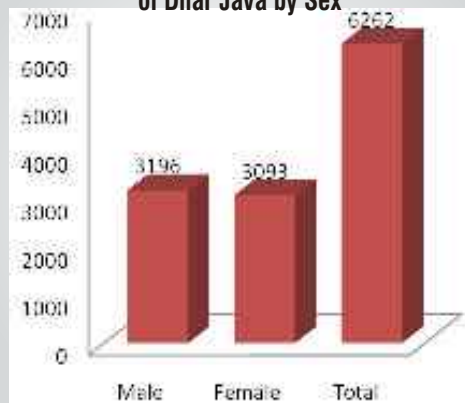
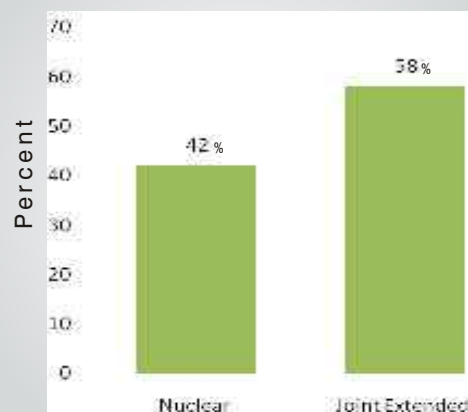


Figure 2 Family Structure of Dhar Jawa



Occupations

Traditionally the economy was based upon agricultural land and cultivation. However with the passage of time, average land holding has declined due to intergenerational land transfers. Resultantly agriculture has remained a very little source of income for villagers. Usually maize is planted but potatoes and chilies are also grown occasionally. Whatever is grown here hardly meets local area needs. Therefore people were moving towards other occupations to ensure their livelihood especially hospitality sector (tourism). Usually male member of village Dhar Jawa joined the hospitality industry and become the bread winner. Out of 118 households taken for socio economic survey 186 men form the workforce of the village in occupations other than farming (see Table 1 for breakup of workforce).

Table 1 Occupation of men in Dhar Jawa associated with Tourism

Kind of Occupation	Occupation	No. of Persons
Business	Hotel owners	10
	Canteen contractors	19
	Shopkeepers	8
	Jeep owners	10
Clerical	Senior	3
	Junior	1
Skilled	Electrician	7
	Workman	32
	Cook	4
	Driver	11
	Waiter	5
	Attendant	9
Unskilled	Bearer / service	28
	Kitchen staff	3
	Laborer	29
	Watch man	7
Total		186

Role of Women

Tourism is believed to have both positive and negative impact on women folks of the tourist destination areas. The literature review showed that no society restrict women's mobility but Dhar Jawa it did so. It is surprising to note that in Dhar Jawa only four women were participating in the labor force²¹. Out of these four, one was a lady health worker (LHW) and other three were school teachers in girls' primary school in the same village. Education was not a reason for low rate of participation in labor force. Seven Graduates and 2 postgraduates from the same community were interviewed but they were not allowed to start a profession by their families due to cultural norms.

The community does evaluate gender differently and this evaluation has consequences for how the gender is expected to behave. Until the age of six or seven there is a little emphasis on the difference between both sexes. Whether he is boy or girl, he will eat with her mother; sleep with her and his playmates will be of either sex. By the age of eight and nine not only sons

17. ISLAMABAD, Sep 26 (APP)

18. This implies "You try to experience your informants' life to the extent possible". For this purpose, I tried to adopt every habit and routine of my research community in which speaking their language, eating and walking, sleeping times and moreover, I also adapted the dress pattern as well its material. These were some of my steps towards participant observation.

19. These informants are selected on a criterion that depends upon the knowledge about community and their public relations with other community members. Six key informants were selected for this study who told me many things relating to their area and served as useful guides for introducing me to other people.

and daughters are educated together they also take the livestock to graze on the hillside, or to fetch something from nearby shop. However by the time puberty approaches closer, their roles become more clear and obvious. While boys of 10, 11 years gather together to play cricket, explore the forest, smoke their first cigarettes, the attention of village girl of same age turns towards home for learning how to cook and care the siblings. Approaching puberty is a traumatic experience socially as well as physically. Until then she was able to move freely but now her life is restricted to home, school and the immediate vicinity of her household. Even to collect firewood or to fetch water, she must accompany mother/elder sister/sister-in-law.

Further on household front, a girl is supposed to wake up early in the morning before other males of household to light the fire, prepare breakfast, fetch water, wash clothes, feed domestic livestock and to manage her school classes. It is important that all her work except the formal education is done in the compound of the house. For two to three months of the year when there is severe cold; the family moves indoor, otherwise the rooms of house are used either for sleeping or for watching television. In the home compounds there are special areas for cooking on earthen grates.

Tourism in Murree has created awareness about education among the neighboring villages. Consequently parents were motivated to educate their children; especially the female education grew rapidly. However it was not instrumental in breaking the cultural barriers that limit women to household chores. In this way tourism has negatively affected the females of the village in two ways. First they are literate, able to earn but they cannot work outside due to tourists. Second education even at intermediate level has increased their average marriage age which was around sixteen and now has risen to twenty one. This has further exaggerated frustration in females and put pressure on their parents to look for a suitable partner.

Adolescent's Education

Before the research, it was assumed that tourism brings progress through development of infrastructure and educational awareness at tourist sites which would be beneficial for the indigenous community. However, the research has yielded opposite results.

Dhar Jawa is one of the most populated and nearest village of Murree. Murree itself is famous for its high quality educational centers and institutions. Despite of these facts, the literacy rate of Dhar Jawa was only 58 percent which was the lowest among all the villages of Murree. However literacy rate at remote villages like Dawel and Rawat has exceeded 75 percent where students are supposed to travel long distances to get to their schools. On the other hand, Murree is situated at a little distance to Dhar Jawa and even then education failed to grow. This situation made us inquisitive to explore this phenomenon in detail.

What actually happened was that the people of Dhar Jawa got two options along with tourism either education or cash money from serving industry. They decided the ready-made money creation program that implies leaving education and adopting labor work. Their parents and elders pressurized the youngsters who wanted to study for working and bringing money to the home economy. That's how the net literacy rate could not meet the expected level. Most interestingly this situation is gender sensitive. As the indigenous community did not build any pressure on female for money earning; therefore, the female education kept on growing gradually. This implies a striking difference between the education of male and female adolescents.

The focus group discussions (FGD) were conducted separately with hospitality serving men, mothers and lastly with school and college going girls in the ages of 14-22. FGD with men revealed that they found environment of Murree as corrupt and harassing. Due to this reason they never wanted their sisters and daughters to become part of this job market. This is not a matter of women empowerment rather it's a matter of morality and ethics that this job market lacks.

Further mothers state that in summer, their men work in Murree and in winter they go to Rawalpindi and Islamabad for labor due to hard weather conditions. Therefore, the responsibility to look after houses and children becomes manifold. They are

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20. The Dhar Jawa was comprised of 43 Dhoks (hamlets/sectors). Dhok is the native word in Potohar language meaning "the place of living". The elderly people of village report that the names of these Dhoks were given by the ancestors and they do not know for what these names stand for.
21. In 118 selected household surveys, not a single case of women employment was reported. Therefore through snowball sampling technique we found these four cases from the total women population of 3,093.

accountable not only for the food but also for the education (religious and schools) of children. Apparently it looks like a matri-weighted society but the in-depth analysis revealed that the choices for female become more limited and her dependency continues to grow.

The FGD conducted with school going girls came up with the most striking facts. Girls felt frustrated for going through subjects which were applied like science or even home economics but were not allowed to practice them for their welfare. Hence, it was more of a de-learning phase for them to follow throughout their educational career. Another throbbing consequence of too much strictness on girls was that some of them started taking education as a refuge from their home and they do left for schools in the morning but use to bunk and spent it on the Mall making pocket money. Thus, in this way lack of tourism planning from the host perspective made it less of blessing and more of blight.

Recommendations

Based upon the research findings and analysis, following recommendations has been made to enhance the women participation and empowerment in tourism industry particularly in Murree:

- ✦ Tourism raises awareness and awareness augment education in a community. If tourism can vote female enrolment in a host community it can also create employment for them. The only need is to have a host perspective added to a sustainable tourism policy and a close collaboration between policy makers, implementers, NGOs, community leaders, promoters and the pressure groups;
- ✦ Tourism if made a subject added to curriculum both for male and female students can have a massive impact;
- ✦ Training institutes and vocational centers in the vicinity of host communities can welcome larger enrolment and productivity;
- ✦ It is not surprising to find the entire Mall Road filled with China material and nothing of our own country. A little concern to generate our own handicrafts by the host women can be a positive turn;
- ✦ An active contribution is vital to the creation of favorable working conditions. To improve the image of the industry, awareness programmes should be launched to increase women employment in the sector.

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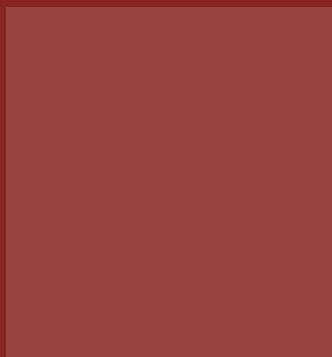
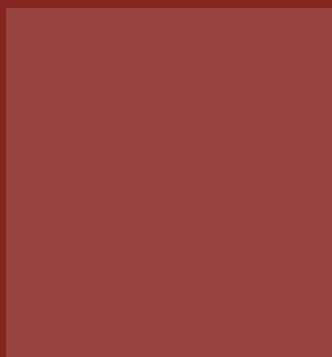
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Sexual Harassment of Female Nurses at Workplace: A Case Study of Khyber Teaching Hospital Peshawar, NWFP, (Ahmed Zeb)

Abstract

This study was conducted for the better understanding of sexual harassment issues of female nurses at hospitals in Peshawar - Pakistan. It explores the causes of harassment faced by female nurses and its effects on their lives, on the nursing profession and the health services. The study also provides the views of female nurses about safe and harassment-free working environment. This research was conducted through qualitative method of data collection while data is presented in three level i.e., Focus Group Discussions (FGDs), Thematic Analysis of In-Depth Interviews and Personal Observations. First of all two FGDs were conducted for the rapport building and to construct the interview guide for intensive interviews. The sample consisted of 20 respondents drawn from Khyber Teaching Hospital Peshawar through quota sampling technique. The findings show that working environment of hospitals is not conducive for female nurses while sexual harassment is a major problem for female nurses at workplace. Possible reasons include their close contact with males, patriarchal structure, unequal customary laws, working in an open environment, in-sensitive and weak administration, in-sensitive treatment of the males, and lack of gender-sensitive policies. They have faced harassment throughout their nursing career from male doctors, paramedical staff, patients, attendants and ward boys. It has negative physical, psychological and social impacts on them. They are harassed due to their entrance into the public spheres, which are always dominated by men. The findings of this study will lead to the recognition and acceptance of female nurses' work at their domestic, community and workplace levels. The findings recommend formulation of gender sensitive policies and procedures for complaint launching and investigation.

Introduction

Harassment happens every day in government offices, private firms, industrial areas, hospitals, and educational institutions (like schools, colleges, universities as well as in Madarsa) and even at homes. Female professionals like doctors, teachers, engineers, office workers, female nurses and other working women are mercilessly harassed by their bosses, colleagues, employees, and some of their family members to obtain sexual favours. Women are teased, stalked, abused, assaulted, and even raped while this issue is rarely addressed because women are not considered to come out of private to public sphere.

Working women and especially female nurses are harassed only because "they are women working in a world of men" (Shamim 1998). Female nurses of Pakistan are harassed more severely than the other professional women. The practice of female nurses' employed in government hospitals is not in accordance with the cultural and religious values and people look down upon them. As a result they face crude comments of sexual nature, jokes, taunts, jeering, and a lot of other forms of insult. This attitude has filtered down to the public as well and an atmosphere ripe with such anti-nursing attitude thrives. Historically, nursing has encountered sexual harassment since the era of Florence Nightingale, the first volunteer nurse in England. Despite legislation and increased media attention in some societies, nurses continue to experience frustration, embarrassment, and psychological repercussions because of sexual harassment. In some societies as pointed out by Bryant in her book 'Women in Nursing in Islamic Societies' they also face economic repercussions but with reference to Pakistan this is not the case as all state employees are divided into twenty two pay scales and grades irrespective of their gender. However, since they are working in the male dominated area, their job demands for close interaction, which makes them vulnerable to harassment.

Harassment of working women is not a new phenomenon. Nursing is a profession where 95 per cent of 'nurses around the world are women' (Bryant, 2003). Attitudes towards women are often reflected in interactions with the profession. Female nurses are more vulnerable to harassment because of their close physical interaction with men. "Nursing is a profession that is looked down upon because it requires close physical contact with male patients" (Mirza, 2002). It is true that this profession is seen as indecent for women because of this close physical contact and men take advantage of this physical contact to harass them. Although the modes of harassment vary depending on the circumstances, women are harassed only because of their sex. "The nature of the work of nurses requires them to have contact with non-family males such as doctors and others health care workers, patients, and their relatives. Such contact is contrary to the socio-cultural norms in many

sectors of Pakistani society. Women living or working outside the protection of their family are vulnerable targets for sexual harassment' (Amarsi, 1999).

As Amarsi mentions, due to a conservative society of Pakistan where females live mostly in segregated environment with little interaction or exposure to males, they are not used to such close contact necessary during patient care. But when such proximity arises it is usually taken in the wrong sense, which leads to sexual harassment of female nurses.

'Recent cases of abuse against nurses (1990) are not isolated incidents, but form a long history of violence that has been associated with the nursing profession in Pakistan. 'The recent uprising of nurses was reported as a direct result of an armed attack by a gang of four on two nurses who had earlier complained about the doctors' alleged misbehaviour.... While most nurses have suffered this degradation silently, the ones who protest by taking the issue to the police are said to be subjected to terrible punishment ranging from torture to even murder at the hands of implicated influential' (Bokhari, 1990). As most of the nurses have suffered and are suffering this degradation silently, the harassers become more violent. Nurses suffer from this kind of problems throughout their nursing career because of their sex and domestic division of labour as Shamim (1998) mentions 'Many nurses in Pakistan feel that they are being exploited just because they are women working in a world of men'.

'Male physician were identified as major perpetrator of sexual harassment in a study undertaken in Pakistan. As the investigators of sexual harassment against nurses patients and patients' relatives were reported less frequently but significant in number of cases' (Shaikh, 2000). This sentence may be right to some extent for Pakistani society in general but when we talk about Pukhtoon culture in Peshawar we may say that female nurses face harassment from male doctors, paramedics, patients, attendants, and even from the orderlies.

Sexual harassment is not only the problem of female nurses 'even women from the upper class working in corporate organization don't have the law which can protect them from sexual harassment at work' (Ishfaq 1998). Men consider sexual harassment as a normal thing because there is no law to take action against the harassers. 'The most important strategy to recruit and retain sufficient numbers of nurses in Pakistan is to check the sexual exploitation of nurses. Society must start viewing nurses as professionals and not as objects of desire who can be harassed through brute force' (Bokhari 1990).

Peshawar which is the provincial capital of NWFP has a large population with very poor health indicators. There are a large number of female nurses working in the hospitals of Peshawar who face harassment in different modes throughout their nursing career. There is a need to conduct a study for the greater understanding of harassment being faced by female nurses at hospitals in Peshawar in view of the growing conservative and fundamental tendencies among the local population, which frowns upon females working in public places and in such close proximity such as the nursing profession. This study will provide guidelines for the policy makers and will also help the students in research studies in future. It was also an attempt to sensitize female nurses about the issue of sexual harassment at their workplace.

Research Objectives

This research study was conducted to achieve following three objectives:

- ✦ To identify the modes of sexual harassment of female nurses at hospitals.
- ✦ To identify the causes of sexual harassment of female nurses at hospitals.
- ✦ To assess the effects of sexual harassment on the lives of female nurses, nursing profession and their health services.

Methodology

To achieve research objectives, following research design was formulated. A qualitative framework of research with an investigative viewpoint was applied to collect useful, relevant and valid information from respondents. Focused Group discussions and in-depth interviews were used as tools of data collection. Focused group discussion a tool to seek diversified views of participants to bring them on same page. 'An in-depth interview an open-ended, discovery-oriented

method that is well suited for describing both program processes and outcomes from the perspective of the target audience or key stakeholder. The goal of the interview is to deeply explore the respondent's point of view, feelings and perspectives. In this sense, in-depth interviews yield information' (Lisa 2006).

Finally the researcher used personal observation as a method of data collection. The main reason behind keeping this method was researcher's personal observation of harassment of female nurses at the time of doing his diploma in General Nursing at Karachi. The researcher used his personal observation of his student life in Karachi, while to observe the situation within the natural setting he made contacts with the doctors' community in the hospital and used to visit the hospital throughout the study.

The sample of the study for In-depth Interviews comprised of 20 respondents (12 were head/staff nurses and 8 were student nurses). The sampling technique was Quota sampling which is the non-probability equivalent of stratified sampling. The study was conducted in the Khyber Teaching Hospital Peshawar. This hospital has been selected for research because it was easily accessible by keeping in mind the time limitations of the study.

Research Findings and Analysis

This section will analyse the findings of focused group discussions (FGD), in-depth interviews and personal observations of the researcher followed by a conclusion of research findings.

1. Findings of Focus Group Discussions:

Two Focus Group Discussions were held to collect relevant data. First FGD was conducted with Head and Staff Nurses while the second was carried out with student nurses of 3rd and 4th year. The issues/questions addressed in both the FGDs were related to: 1) General problems of female nurses, 2) Their perception regarding their working environment, 3) Their perception regarding workplace harassment, 4) The causes and effects of sexual harassment they face and 5) Suggestions to improve their working conditions and to eliminate sexual harassment from hospitals.

1.1. First FGD from head and staff nurses:

First FGD was conducted with head and staff nurses affiliated with Khyber teaching Hospital Peshawar. Initially the informants/respondents were briefed about the issue. Further group discussion was carried out on the issues. The researcher himself carried out his role as facilitator. He developed rapport with the respondents and created friendly, frank and non-hierarchical environment so that the respondents could express their true feeling.

Below is the brief of the findings of FGD:

- a. The problems faced at work place included accommodation problem for boarders including electricity charges, gas charges, room rent and non-availability of facilities in the hostel, conveyance problems, no security in the hospital, promotion problems, problems in gradation, no service structure, no availability of duty rooms and bathrooms in ward, no recognition of female nurses as a women in the society and sexual harassment at the hospital are the general problems of nurses;
- b. The working environment of the hospital is not conducive for female nurses because they are women working in the public sphere dominated by men;
- c. The respondents were familiar with the word harassment. Harassment is considered any action that is not appreciated by women and finds it threatening. Female nurses are more vulnerable to harassment because of their exposure and direct contact with males in the society. Nurses are harassed through different means like staring, mocking, ridiculing, molestation, offering financial help and then demands for sexual favours. They are harassed by males, whether doctors, paramedical staff, male patient and attendants and even by the ward boys;
- d. Nurses are more vulnerable to harassment because of their close contact with their male counterparts. Ignorance of common masses, male dominance, no recognition of women rights in the society, illiteracy, less effective

administration and lack of policy for female nurses are some of the causes of sexual harassment of female nurses at the hospital. Harassment affects nursing profession, quality of care providing and health services. It also has a negative impact on their personality and family life;

- e. Most of the suggestions were about the improvement of existing working environment and to eliminate from hospitals. Some of the important suggestions are stated below:
- ✦ Nurses should be properly educated in schools about the working environment of hospitals;
 - ✦ Male nurses should be recruited in nursing profession to deal especially with the specific problems of male patients;
 - ✦ Media should play its role in sensitisation of people about the rights of female nurses;
 - ✦ Nursing union should be strong and effective to take actions against the complaints of female nurses about harassment and other problems;
 - ✦ Khateeb in mosques should sensitize people in their sermons to give respect to female nurses as they respect their own daughters and sisters;
 - ✦ Security should be provided in hospital.

Second FGD from student nurses of 3rd and 4th year:

Second FGD was conducted with student nurses of 3rd and 4th year affiliated to School of Nursing Khyber teaching Hospital Peshawar. The respondents' observations about the key issues are briefly stated below:

- a. Main problems includes non-availability of facilities in the hostel, workload, treating student nurses as a free labour force by administration, conveyance problems for day scholars, no security in the hospital as well as in the hostel, no recognition of female nurses in the society and sexual harassment at hospital are the general problems of nurses;
- b. The working environment of hospital is not conducive for female nurses and especially for student nurses. Because of their immaturity every one dominates them and uses them as he/she wants. Because nursing profession demands close contact with male that is why nurses are considered as available;
- c. Any action that is not appreciated by women and finds it threatening is harassment. When there is a man, there will be harassment but nurses are the more vulnerable group, among working women, for harassment. Nurses are harassed by males through different means like staring, mocking, ridiculing, molestation, offering gifts, offering for lunch or dinner outside, touching and pinching their sensitive body parts and demanding for sexual favours. They are harassed by males whether doctors, paramedical staff, male patient or attendants and even by the ward boys;
- d. Close physical contact of nurses with male patients and staff, nature of male, ill socialization, treating women as a commodity, ignorance of common masses, male dominance, illiteracy, less effective administration and lack of complaint system female nurses are some of the causes of sexual harassment of female nurses at hospital. Harassment affects nursing profession, quality of care providing and their health services. It also has negative impact on their personality and family life;
- e. Most of the suggestions were about the improvement of existing working environment and to diminish harassment from hospitals. Some of the important suggestions are stated below:
- ✦ The senior students should listen to junior's problems and should take conscious actions against any unwanted behaviour.
 - ✦ Male nurses should be recruited in nursing profession to deal especially with the specific problems of male patients.
 - ✦ Media should stop the negative portrayal of female nurses.
 - ✦ Security should be provided in hospitals.
 - ✦ There should be a student union to fight for the rights of student nurses.
 - ✦ The number of attendant should be reduced in the wards.
 - ✦ Administration should understand our problems.

- ★ Representatives of students should be consulted when any rule and regulation is made for them.

2. Findings of Intensive Interviews

Findings of intensive interviews regarding perception of head, staff and student nurses affiliated with Khyber teaching Hospital Peshawar are presented in the following section.

2.1. Concept of Workplace Harassment

Participants affiliated to three different categories of nurses were asked to define sexual harassment. The most frequent responses included phrases such as using: 'Staring, commenting, whistling, consciously touching and pinching sensitive parts of female bodies, exposing their sensitive parts of body. Physical abuses were mentioned as a facet of sexual harassment by most of the respondents like: 'Touching and pinching sensitive body parts and slapping'. Psychological abuse was also regarded by most of the respondents as harassment and is defined as: The use of abusive language, being mean and unlike and threatening and criticizing. There was a slight difference between the responses of junior and senior nurses. Junior nurses, especially student nurses were seen more sensitive to the issue, while head nurses and senior staff nurses were more hesitant in their remarks. Most of the head nurses responded, when they asked about their personal experience about harassment in the hospital, that *'I never faced harassment in my nursing, it depends on ill socialization and bad character of a nurse'*.

2.2. Modes of Sexual Harassment

This study identifies four types of harassers that include doctors, paramedic staff, patients, and attendants. According to most of the respondents, harassment includes 'Staring, mocking, ridiculing, molestation, offering financial helps and then demands for sexual favours'. The following expressions reflect types of harassment from doctors, *'they do not respect nurses and treat them as their servants, mocking and sexual remarks, abuse student nurses sexually in night duty, unnecessarily calling to their private offices, demanding for sexual favours in isolation, keeping us busy in order to have our company when there is no need of it and staring at us'*.

Harassment from male paramedical staff includes following expressions of respondents. *'They try to misuse period of isolation by impressing us through different tactics and then harassing us sexually, they use abusive language in front of us, they consciously touch us during duty time. Types of harassment from male patients and attendants includes following expressions from respondents. 'Repeatedly calling without any reason, roaming around the nursing counter, offering something to eat or drink, offering gifts and sitting in an objectionable manner'*.

2.3. Causes of Sexual Harassment

The respondents identified following causes of sexual harassment at workplace. 'Ignorance, male dominancy, open working environment, media's negative portrayal of nurses and no security in the hospital. Three respondents, two from staff and one from head nurses, clarified by stating that *'the tight uniform of female nurses is also a cause of sexual harassment'*. Briefly whatever the reason is they are harassed only because they are women working in the public sphere related to men folk of the society.

2.4. Impacts of Sexual Harassment

When the respondents were asked about the impacts of the sexual harassment on their life, most of them were of the opinion that *'It affects our whole life, we feel emotionally and physically sick'*. Further they feel *'Weight fluctuations, headache and eating difficulties'*. Psychological problems include *'Depression, aggression, shock and disbelief'*. While responding to the question about impacts of sexual harassment on nursing profession, the most common responses were: *'Nursing profession is considered not well because of this problem and that is why people from reputed families do not want their daughters to join this profession'*. Further Two of the senior respondents said that *'I myself do not want my daughter to join this profession'*. The most common responses regarding the impact of sexual harassments on the health services include phrases like, *'it increases medical errors, absenteeism and loss of staff morals'*.

2.5. Perception of Nurses about Working Environment:

In interviews most of the respondents believed that working environment is not satisfactory for female nurses because they are women working in the public sphere of men. The most common responses about the causes of unsatisfactory environment were, 'No security at hospital, direct contact with men, no respect for female nurses in society and working in open environment. As one senior staff nurse replied that our working environment is not good for us because I am a nurse and this is the main cause for our degradation.

The act of sexual harassment in the hospitals showed that female nurses were found more prone to harassment because of their close interaction with males and because they are working in an vulnerable environment where, according to a staff nurse, "they are on the screen" while among the nurses student nurses are more vulnerable to harassment because of their young age, immaturity and lack of experience. Female nurses face harassment throughout their nursing career from doctors, paramedical staff, patients, attendants, and even from the orderlies (ward boys). They are harassed because they are working in the productive/public sphere dominated by men. Men do not want women to step out of their domestic sphere because in societies like ours women are confined to their homes and they are not allowed to join the productive labour force. If a woman breaks this norm and joins the productive labour force she has to face a lot of problems, one of which is sexual harassment.

The findings of the present study and literature review depicts that harassment has serious physical, psychological and social impact on the lives of female nurse specifically and on the nursing profession and their health services in general. There is a need to sensitize people about the importance of nurses and nursing profession. They should not be treated merely as commodities that can be used and treated according to one's own wish; rather they should be treated with respect and dignity because they are performing a noble duty.

There is no effective implementation of the laws dealing with the issue of sexual harassment at workplace for female nurses and their complaints about the issue are never considered with the seriousness it deserves, which leads to the silence of nurses and gives the harassers a free hand to harass them. There is a need of an effective law enforcement mechanism to provide secure working environment for female nurses that is free of harassment, exploitation and bias.

Recommendations

Based upon the research findings from the interviews and FGDs and personal observation, the following recommendations were brought out:

- ✦ Security should be provided in the hospital wards and the places from where nurses pass to ensure safety and security of nurses from harassers;
- ✦ Nurses should be given the status of normal human beings rather than treating them as a commodity and available;
- ✦ Nurses should be properly educated at nursing schools about the working environment of hospitals;
- ✦ Male nurses should be recruited in nursing profession to deal especially with the specific problems of male patients;
- ✦ Media should stop negative portrayal of female nurses and should play its role in sensitizing people about the rights of female nurses;
- ✦ Nursing union should be strong and effective to take actions against the complaints of female nurses about harassment and other problems;
- ✦ Khateebis in mosques should sensitize people in their sermons to give respect to female nurses as they respect their own daughters and sisters because they are performing a sacred duty;
- ✦ There should be a complaint box in each ward, which should be checked each month, discussed in a meeting including the representatives of female nurses and these complaints should be treated with non-discrimination;
- ✦ Administration, including the Chief Nurse and the principal of nursing school should avoid bias among the nurses;
- ✦ Chief Nurse should listen to the complaints of nurses and should be empowered to take action against the harassers;
- ✦ The rules and regulations of Pakistan Nursing Council should be followed, rather than the rules made by a group of

senior nurses for their own convenience;

- ✦ There should be a student union to fight for the rights of student nurses as the Doctors' union fights for their rights;
- ✦ The number of attendants should be reduced in the wards;
- ✦ Representatives of students should be asked when any rule and regulation is made for them;
- ✦ There should be a staff room and bathroom in each ward for female nurses, in which they can change, eat and have some rest while needed;
- ✦ Senior Staff should support the students while these types of problems occur;
- ✦ Check and balance mechanism should be kept in the hospital to avoid favouritism/ nepotism.

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Unemployment among Educated Pukhtoon Women, (Muhammad Faisal)

Abstract

This study was carried out to explore the factors responsible for the unemployment among educated Pukhtoon women in district Mardan. Effect of unemployment on these women and to suggest remedies to reduce unemployment in the target group. Women unemployment among Pukhtoon is a burning issue but very little work has been done to find its causes to improve living standards of Pukhtoon women. This research will provide a useful insight to government and NGOs in formulation of need based policies for the economic empowerment of women of this area. Data was collected primarily through a well-defined questionnaire. A sample of 130 women from Mardan was selected through stratified random sampling. The sample age composition was from 20 to 45 years, as most people enter the job market in this age group. The minimum qualification of the respondents was matriculation. The parents of 36 percent women respondents were illiterate. The findings show that the major causes of unemployment of women include; low literacy of parents/family member (56%), male dominance / patriarchy (58%), strict Purdah system (70%), lack of decision making power of women (39%), gender biased culture (69%), and Pukhtoon honor (60%). The analysis further shows the effect of unemployment lead to increased gender discrimination (70%), poverty (79%), and illiteracy (63%), low standard of life (80%), weak governance (41%) and strengthened patriarchy (63%). Finally it is suggested that education of parents / family members, proper socialization, gender sensitization, women economic and political empowerment, provision of equal opportunities and equal right to both men and women in all sphere of life can mitigate unemployment among Pukhtoon women in general & Pakistani women in particular.

Introduction

Unemployment²² is one of the key challenges that Pakistan is currently facing. These unemployment challenges may be divided into five categories. First Pakistan is a densely populated country having a population of 160 million with 35 percent working-age group. Second labor force participation rate is about 93 percent of the working-age population. Third, employment growth rates are lower than both gross domestic product (GDP) and labor force growth rates. Fourth, agriculture sector is the predominant employer. Last, half of Pakistanis are below poverty line and equal number of the population is illiterate (Shehzad 2004:P1).

Pakistan has an unemployment rate²³ of 6.50 percent that ranks it at 66 out of the 198 countries in the world. In 1999-2001 Pakistan was ranked 6th in South Asia with an unemployment rate of 7 percent. Pakistan has the second highest female unemployment rate in the South Asia with 14.9 percent. The Female/Male unemployment ratio is 3.5 percent which is alarming. Further the unemployment rate among Pukhtoon²⁴ women is very high as compared to rest of the Pakistan.

In Pukhtoon society, traditionally man is responsible for all economic provisions; whereas woman is economically dependent on man. She is always restricted to home to take care of household chores, kids and male folk. Pukhtoon culture and civilization has an old origin in history. Pashto language which is almost five thousand years old is not only a language but a code of life called Pukhtoonwali. It is such a code which covers all aspects of the Pukhtoon way of life. Pukhtoon live their lives according to the code prescribed for them by Pukhtoonwali. Anyone who breaks the code of Pukhtoonwali ceases to be a Pukhtoonwali. These virtues are courage, honor, loyalty, truthfulness, Justice, self-respect, hostility and so on. Pukhtoonwali does not exist in written form. It is based on conventions and practices left to them from their forefathers. Majority of Pukhtoon is poor. Their living is mainly dependent on agriculture and a large part of their land is not fertile (Shaheen 2004:P1)

22. A person is said to be "unemployed" if he or she is looking for work, is willing to work at the prevailing wage, but is unable to find a job (Salvatore 1998: pp 101).

23. The unemployment rate is the number of unemployed workers divided by the total civilian labor force, which includes all those willing and able to work for pay - both employed and unemployed.

24. Pukhtoon are Pashto speaking people of South-Eastern Afghanistan and North-Western Pakistan. They constitute the majority of the population of Afghanistan and North-West Frontier Province (NWFP) of Pakistan.

Pukhtoon do not give importance to women education, resultantly most of the women are illiterate. If in some way; a woman completes her schooling and wants to continue her education, she is discouraged and convinced that home is a better place for her to be safe and honored. Due to lack of educated women in Pukhtoon areas, there is always a high demand for their employment. However Pukhtoon feels dishonored if their wife/daughter is working and earning money. Therefore half of the population of Pukhtoon stays out of income generating activities resulting in poverty and low living life standard. Like people in other societies, Pukhtoon can also be divided into upper, middle and lower classes. Women of the upper class cannot break the social chains. They are bound by conventions and restrictions. Women of the lower class work side by side with men. They cannot get education due to financial problems. Change has taken place only in the women of the middle class. It is the middle class in societies which defuse for the progress and prosperity. Pukhtoon women exhibit a strong character. Despite all the restrictions on her in all walks of life; Pukhtoon women know how to live her life with dignity and honor which gives her a distinguished position. She is the considered as custodian of Pukhtoon culture. However Pukhtoon society is not sympathetic towards women. A young woman whose husband dies spends all her life with a small child. In simple words, there is only one place for Pukhtoon women either home or grave (Shaheen 2005:P5).

Women cannot think of marrying the man of her choice. Pukhtoon considers their honors and dignity above everything else. They do not give their daughter/sister to those who possess low moral character and enjoy no respects in the society. At the same time they do not consider it important to get their consent in decision regarding her. Daughters, sisters and wives are not given share in inheritance. Generally the birth of a daughter is not welcomed as against the birth of a son which is celebrated. A woman, who bears many sons, enjoys honor and respect in the family. Due to the social restrictions and exploitation, Pukhtoon women have been unable to prove their talents and potentials in education, employment or any other field outside their domestic sphere. It is the society that deprives them of opportunities; despite of the fact, many women have proved themselves in the fields of learning and politics.

The figure 1 and 2 show the gaps between the population and employment in Mardan district. It shows that that the population of

Figure 1 Distribution of population of Mardan by Sex

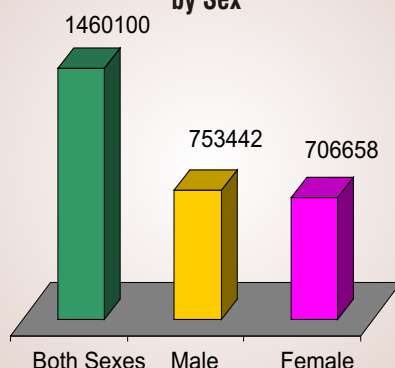
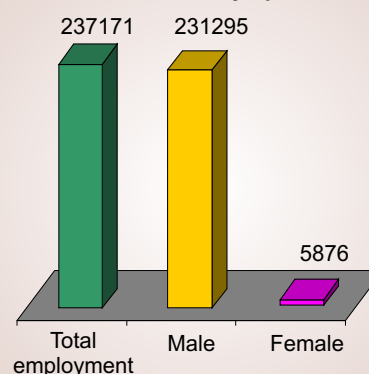


Figure 2 Gender wise Employment in Mardan



District Employment by Sex in Mardan

both sex in Mardan is nearly equal but the employment ratio is quite imbalance. In Mardan district, a small number of women are employed as compared to male population (see Figure 2, Source: 1998 Census Report Bureau of Statistics Govt. of Pakistan).

Women's unemployment among Pukhtoon has been a burning issue for years but very little work has been done to find its causes and to improve living standards of these women. Therefore this research was focused mainly on the major causes of unemployment among Pukhtoon women. The following section will highlight the research objectives. The research findings will add valid information to the research field and that the future researchers and policy makers will get quality information about the topic. Further this research can be very useful for government and non-government organizations for policy formulation and implementation of future women development initiatives and programs.

Research Objectives

This section deals with the objective and method of the present study. The objectives of the research are as follows:

1. To find out the major causes of unemployment among Pukhtoon women.
2. To find out the effect of unemployment among educated Pukhtoon women.

3. To find out the gender discrimination in different dimensions i.e. education, health, property rights, mobility, recreations, liberty, food and decision making, caused by women unemployment.

Methodology

Present study utilized quantitative approach to find out the statistics of educated unemployed Pukhtoon women. The population of the study was comprised of unemployed educated Pukhtoon women in District Mardan. The study was conducted in the District Mardan to identify the causes of low employment rate despite of high literacy rate of women in the district. A sample size of 130 women from Mardan was selected through purposive random sampling. The sample age composition was from 20 to 45 years, as most people get a job in this age group. The data was collected using self-administered questionnaire by female enumerators²⁵. Finally SPSS (Statistical Package for Social Sciences) was used to analyze the data.

Research Findings and Analysis

The majority of the respondents (60%) were single young girls and their education level was intermediate (33%) and graduation (30%). In Mardan education for girls is available only up to graduation level. For post graduation, girls will have to leave their home town that is highly unlikely. Majority of respondents were between the ages of 20-25 years (59%). Pukhtoon society is male dominated where male take all the decisions. Pukhtoon men decide the fate of women regarding education, property, recreation, number of children, clothing, mobility, or employment (see Figures 3 and 4). Pukhtoon try their best to provide education and all other facilities to their male children, as they think that male are the bread winners and women role is only confined to the domestic sphere. In this way their male members do not encourage those women who want to contribute and support their families financially and they are prevented from gainful employment.

In exploring the different factors for educated women unemployment, the researcher assumption was that illiteracy of the parents may be one of the cause but this was proved wrong by this study which shows

Figure 3 Percentages of Pukhtoon Women by age

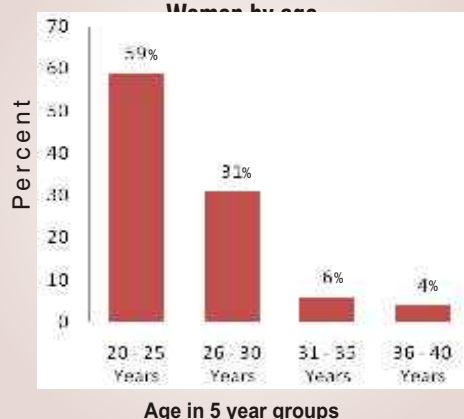


Figure 4 Educational Level of Pukhtoon Women

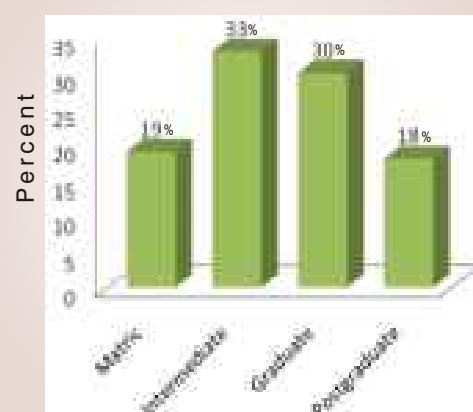


Figure 5 Literacy Level of Heads of Households of Respondents

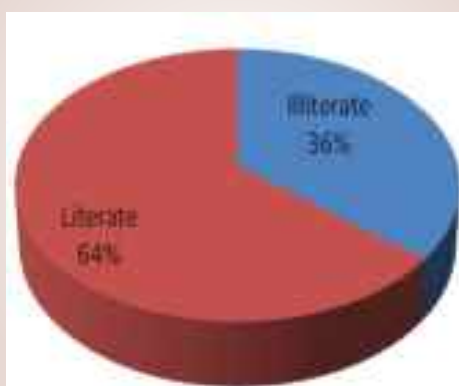
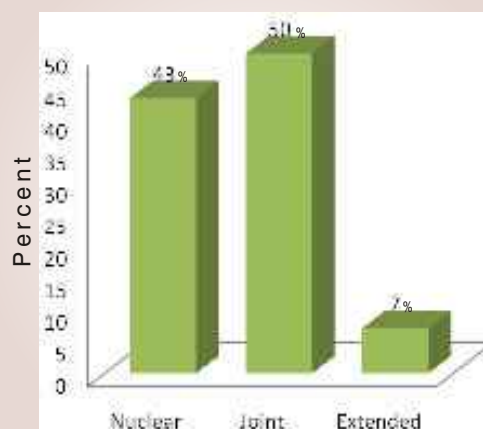


Figure 6 family Structure of Respondents



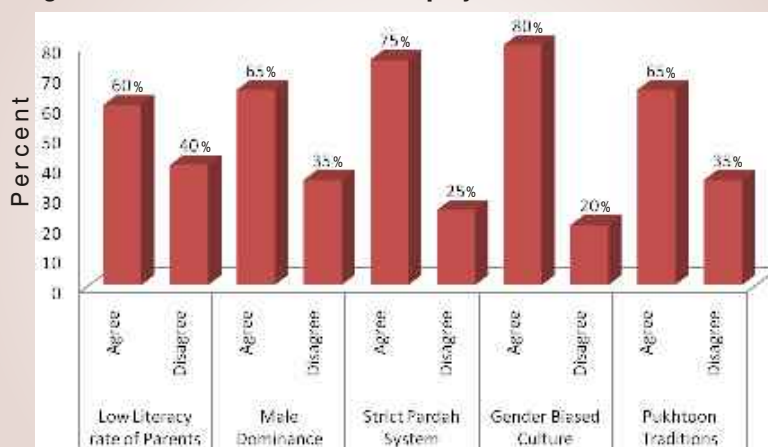
25. It was difficult to interact directly with Pukhtoon women, as it is against the culture of the Pukhtoon. Therefore two female enumerators were hired belonging to NCHD (National Commission for Human Development), NCHD has been working in District Mardan for past six years. Therefore female enumerators (social mobilizer) know the area well.

that majority (64%) of the heads of households were literate (See Figure 5).

Among the literate, who belonged to the farming community (29%) were strongly opposed to their women jobs. However those who were in services (32%) and business (11%) were found relatively more sympathetic towards women employment. Further the women coming from joint family systems (50%) faced resistance not only from their fathers and brothers but also from the male member of their extended families such as uncles/ male cousins (see Figure 6).

Figure 7 shows possible causes of Pukhtoon women unemployment level identified by women respondents. This study also highlights that low literacy of parents/family members as expected is one of cause of women unemployment. Among those women who were educated and wanted to get paid employment, were not allowed (60%) to do so by their parents. Another finding is that strict pardah system (75%) is also a hurdle in the women employment. Pukhtoon society is very rigid. They did not want their women folk to go out of home for employment. They restrict their women to homes, and want them to serve at home, and take care of children. They feel that their masculinity is challenged (65%) if their women earn and contribute financially to their husband.

Figure 7 Possible Causes of Unemployment of Pukhtoon Women



Pukhtoon culture was extremely gender biased (80%). It discriminates between men and women in each and every thing like education, health, property, mobility, dressing, food and employment. They provide quality and standard education to their male children but restrict women to either no education or poor quality of education. Pukhtoon think that the best education facilities should be provided to the male children and girls don't need quality education as they mostly stay at home where there is no need for high education. Because of these reason women are mostly deprived of high education and even those who get it to a certain extent are not allowed to become paid employees and earn money. Lastly Pukhtoon traditions (65%) of honor and so called dignity were the major causes of unemployment amongst educated Pukhtoon women (see Figure 7).

Further this study identify that majority of educated Pukhtoon women (80%) want to be gainfully employed because they want to be independent, improve their standard of living, support their children/family, enjoy life, and contribute in the development of the country. But majority of the women never try to get jobs because Pukhtoon families do not like their women to step out of their home into the public sphere or for paid work due to gender bias culture or because of the issues of mobility or transport, security or fear of male harassment. This outcome may be attributed to factors identified in figure 7.

Furthermore this study highlight that more than half of the respondents had applied for paid jobs and a few of them were already in employed but some respondents who had tried for job and also got employment had to give it up because of the family pressure, cultural constraints and workplace harassment. My study also highlights that those women who get education but never tried to get jobs was because their family's considered it against the culture and tradition (see Figure 7).

This research explores the different dimensions of gender discrimination limiting the Pukhtoon women economic empowerment (see figure 6). When women are treated differently from men in the workplace and society due to gender stereotypes, it prevents them from enjoying their full potential and human rights. Gender based-discrimination often places women in an unequal, subordinate and disadvantaged position in relation to men. It is pertinent to mention that women's right are denied under the name of various pretexts especially in the name of Islam in Pukhtoon society particularly in the field of education.

Figure 6 shows that however Islam strongly supports the concept of education for all. One of the golden principles and

exemplary teaching of Islam is the persuasion for and importance and significance assigned to education, knowledge, and learning both for men and women. Islam enjoins on all men and women to get education and gain knowledge and transmit the same to the descendents and next generations. In this regard there is no distinction between male and female. Some of Hadiths (saying of the last Prophet of Islam, Muhammad Peace Be upon Him) promise more and greater reward for those who assign priority and give preference to education and training of their daughters over sons. The Holy Quran which is the last Divine Book of Islam and the complete and comprehensive code of conduct of human life promulgated the doctrine of human equality, and negates all inequalities due to sex, race, color, nationality, caste or tribe. Therefore Pukhtoon traditions are not in alignment of teaching of Islam.

The study proves that if discrimination exists in all of the above areas mentioned in figure 8, this will definitely contribute to higher rate of unemployment among women. The research also highlights that women unemployment or economic dependency lead to gender discrimination. If society gives equal importance to women education and employment then gender discrimination in terms of rights will be decreased. Another finding is that economic dependency of women is the root cause of illiterate nation, low standard of life, and patriarchy, which are the major problems of the third world nations (see Figure 9). Exclusion of Pukhtoon women from the mainstream will further strengthen the Pukhtoon traditions and will lead to women economic and social dependence. The Pukhtoon women will remain in this vicious cycle of subordination and dependence.

Recommendations

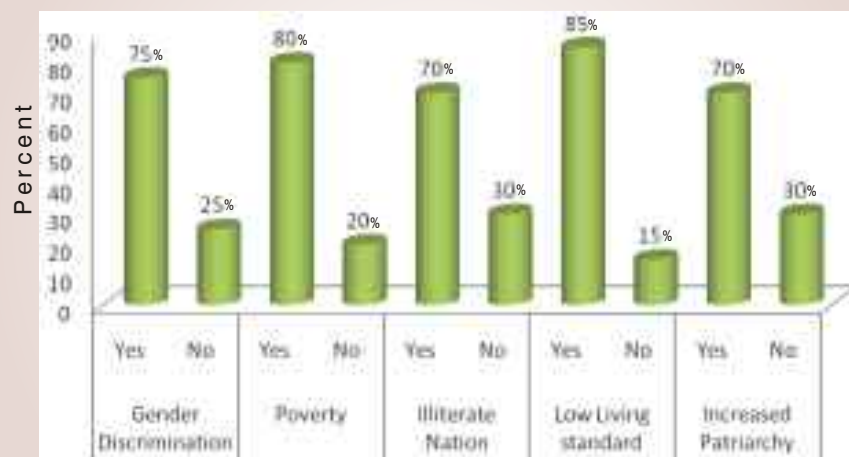
Based upon the research findings, following recommendations have been made aiming to improve the current situation of Pukhtoon women in district Mardan-Pakistan:

- ✦ Adult literacy program should be implemented by government and non-governmental organization, where special emphasis should be given to sensitize the elders and the youth of the community regarding gender issues including women economic empowerment along with its benefit to society.
- ✦ Religious scholars can also play a vital role to mitigate gender discrimination. Proper awareness and educational programs should be implemented to sensitize these important people of the society as well.
- ✦ Education of youth, elders and children regarding gender issues should be the top most priority of any program related to developmental sector, thus reducing barriers to women employment.

Figure 8 Dimension of Discrimination in women's life



Figure 9 Consequences/Affects of Women Unemployment



- ✦ Women should properly participate in political process and should take active part in the political activities so that they should have a say in legislation regarding women.
- ✦ Women political rights should not be only limited to papers or just filling out the seats, they should be given proper authority to work for the uplift of women.
- ✦ The government should make and implement policies where women should have reserved seats in all government and private jobs.
- ✦ Pleasant working environment should be assured and work place harassment should be discouraged.
- ✦ The community should be sensitized to respect all women in general and working women in particular because participation in economic activity is there basic right and it contributes to the development of the country.
- ✦ Harassment can be minimized through the reservation of proper seat for women in public transport and at bus stops.
- ✦ The Government should also implement laws regarding the protection of women inside and outside workplace.
- ✦ Media should be used as an important tool for bringing awareness and sensitization regarding gender discrimination in general and women employment in particular. Different programs like dramas, documentaries, talk shows, short advertisements, and stories regarding the importance of women should be made to highlight the issue.

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Sexual Harassment of Female Pharmaceutical Industrial Workers: A Study of Industrial State Hayatabad Peshawar, NWFP, (Nazia Hassan)

Abstract

This study titled as “Sexual Harassment of Female Pharmaceutical Industrial Workers” was carried out to explore the existence and different modes of harassment in pharmaceutical factories in Hayatabad (Peshawar). Further it was aiming to find out the causes of harassment along with its physical and psychological impacts on women workers. The Industrial State of Hayatabad was selected as the universe of the study and fifteen respondents were selected for interviews through purposive convenient sampling. It was a qualitative study in which in-depth interviews were carried out. The main themes of the study were explored from the respondents and they were asked to express their problems and experiences of workplace harassment. Findings of the study showed the existence of different forms of harassment in all pharmaceutical factories. Results showed that male dominance, gender blindness, poverty, low position of women at workplace, lack of trade unions and the inviting attitude of female workers were the factors which create stigma for female workers in the society. Women workers not only face harassment at workplace from their colleagues and management but also outside the factory from male staff, conductors and drivers due to joint bus system. Workplace Harassment not only affects women workers physically and mentally but also affects the overall reputation of female workers, who worked in those factories. It creates stigma for workers and hesitation for parents and they don't like to send their girls for working in factories. The findings of the study showed that it is essential to take action against workplace harassment at individual, societal, governmental, national and international level, to increase the participation of women in labor force and make them active agents of change, which is the need of the time.

Introduction

Pakistan with its population of about 153 million is a developing country and primarily considered as male dominated society. The women of Pakistan make up 34 percent of its total active population and the adult's literacy rate for women is 25 percent. Women stand at less than 20 percent of the salaried labour force. One of the challenges faced by Pakistani women is their right to work in a safe and respectable environment (Ferdoos, 2005). Workplace sexual harassment is widespread in Pakistan. It is defined by Alliance Against Sexual Harassment as; “Any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature, when it interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.”

There are two manifestation of sexual harassment namely 1) Abuse of Authority and 2) Creating Hostile Environment (AASHA, 2003). At least 50 percent of women in public sector face harassment at work place (NCFJAP, 2007). To assess the prevalence of sexual harassment in Pakistan, working women Support Centre Karachi carried out a study on sexual harassment of women at workplace in December 2000. All respondents (200 women) faced mental and sexual harassment. The present study is important in highlighting that how women's sexuality/ femininity is used as a tool against them to damage their competitive labour qualities and to make them oppress in the labour market.

Research Objectives

This research is aiming to achieve four following objectives;

- ✦ To find out whether the working environment is conducive for women workers or not,
- ✦ To explore the different modes of sexual harassment existed in pharmaceutical factories,
- ✦ To know about the causes of sexual harassment in the pharmaceutical factories
- ✦ To explore the impacts of sexual harassment on female workers

Methodology

Qualitative research method was applied along with principles of socialist feminist theoretical framework to get insight of this sensitive matter. Fifteen respondents were selected from three pharmaceutical factories namely Libra, Hamdard and Atlantic (five each).

Research Findings and Analysis

The findings reflect the critical conditions of women in the factories and how this condition is perpetuated due to women vulnerability. In one factory the extent of harassment problems was comparatively less than other two factories. Following section will discuss research findings in the nine broad themes.

a) Perception of Female Workers Regarding Their Working Environment

Female workers were not satisfied due to un-conducive, unrespectable, non-friendly and non-cooperative working environment. High degree of interaction with male staff resulted in verbal and physical harassment. Girls felt uncomfortable, uneasy, hesitant and irritated while interacting with male colleagues and Managers/ In-charge. Non-verbal harassment was the normal condition of their workplace. They not only faced harassment at workplace but also outside the factory from male staff, conductors and drivers due to joint bus system.

According to one respondent, "when a woman steps out of his home for work, all sort of harassment becomes its destiny. Therefore one must forget these and should keep quite to remain in the workforce."

Attitude of male Co-workers

Male colleagues always tried to create a hostile environment for girls due to their traditional gender roles. Male colleagues never respected female workers. They were only interested in girls' frankness, beauty and friendship. They never missed any opportunity to talk to girls and show strong urge to know about their personal family matters. Always made indecent comments about girls' physique and made off colour jokes. Further use of abusive language, friendship offers and efforts to touch the girls were very common on part of male colleagues. Particularly teenage girls were more vulnerable because of their immaturity.

Attitude of Managers/Supervisors

Overall attitude of the management was biased and harassing toward the girls. Management used their authority to get personal favours from girls. Due to awareness about girls' personal problems, management tried to take advantage of their vulnerability. Usually financial offers in exchange for personal favours were very common among managers/supervisors. If refused by a girl, they tried to blackmail those girls in other ways. Girls became the target for their criticism and humiliation. Further they never discouraged the insulting and harassing attitude of male colleagues towards girls.

b) Concept of Workplace Favoritism

Majority of the respondents argued that workplace favoritism exists in all factories because of frankness and good looks of some girls. According to one respondent, "it's very difficult for me to get promoted because I am not a beautiful girl". Other examples for favoritism include less workload, high raises and quick promotions than senior girls. Refusal of a girl was considered as an offence and a matter of honour.

c) Modes of Harassment

According to the findings of the study both types of harassment verbal as well as physical prevailed in all factories. Harassment includes staring, indecent comments and whistling, mocking, ridiculing and molestation, black mailing, off color jokes and touching and sexual relations (in rare cases).

d) Causes of Work Place Harassment

The findings had identified following causes of harassment; Patriarchy and gender insensitivity, lack of trade unions, lack of professional skills, low position of women at workplace, poverty, joint bus system, inviting attitude of the girls and femininity. According to one respondent, being a woman is enough to get harassed.

e) Impact of Harassment

Workplace harassment affects women workers professionally, physiologically and psychologically.

Professionally: Restricts women participation in labour force, reduce the creativeness of women worker. Due to lack of admiration for professional contribution, women are unable to develop their working skills.

Physiologically: Create physical weakness. "If I get insulted, I could not eat anything the whole day."

Psychologically: Creates tension and stigma for women workers at workplace and at societal level. It keeps women under stress and strengthens male dominancy, effected the reputation of factories and girls, creates hesitation for parents. It sustains male dominance and women's subordination by privileging the sexual desires of men over the needs of women

Complaint Mechanism

No separate complaint mechanism existed. The only option for victims was to lodge a complaint to In-charge/ Managers. (In cases of facing harassment from management side, there was no one to whom they can lodge a complaint or turn to. Management never treated girls' complaints seriously. They took it lightly and paid no attention rather made fun of victims. The harassers were never discouraged by the management.

Concept of Repression

The findings of the study show that victims faced negative reaction as a result of complaint lodgment. Negative reactions include secrete complaints became publicized; stigma was created for victims, everyone tried to take advantage of their vulnerability and sometimes suspended from the job. According to one respondent; usually women get suspended more as compared to male colleagues in sexual harassment cases. Due to fear of negative reaction, girls stay quiet and never speak about harassment problems. Even they did not allow other girls to speak for the victims.

The study proves that there was no real value of women's professional qualities. Everyone was interested in their appearances and in getting sexual favours. Patriarchy, poverty, lack of professional skills, low ranks in the workplace, absence of trade unions, their femininity and sexuality were the causes of harassment at workplace.

Recommendations

For the elimination of sexual harassment against female workers, following recommendations are the culmination of this study:

- ✦ Gender sensitivity should be created at workplaces through awareness workshops.
- ✦ Professionalism should be developed at workforce and women should be treated as respectable colleagues.
- ✦ Segregated working section should be established to minimize interaction with male colleagues in culturally sensitive areas like Peshawar.
- ✦ A just complaint mechanism should be introduced and follow up should be ensured about the outcome of complaint lodgments.
- ✦ The management should consciously consider their own attitudes and recognize the men and women both as their equal employees.

- ✦ Representation of women in the management should be encouraged to raise voice of women concerns at decision making levels.
- ✦ Non-governmental organizations should organize the awareness sessions for the labor force, professionals and employers.
- ✦ Governmental and non-governmental institutions/ organizations need to conduct research on harassment issues to find out ground realities leading to policy formulation.
- ✦ The ministry of labor and manpower should have a check and balance system upon all factories.
- ✦ Media needs to highlight harassment issues along with its negative impacts on women productivity.
- ✦ Trade unions must have women representatives on board to address sexual harassment issues promptly
- ✦ National policy for the elimination of workplace harassment should be formulated and implemented.

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Women's Working Conditions and Concerns in Legal and Judicial Profession: A case study of District/Session Court Peshawar, (Rahat Ullah)

Abstract

Legal Profession is considered as one of the most powerful and prestigious profession among the so-called learned professions that plays critical role in the development, empowerment and participation of women in the decision making process. But the participation of women in legal profession is very low as compared to other professions. In Pakistan the percentage of women in legal profession is 5.34. The lack of women participation in the legal & judicial profession has gross affects on the protection of women rights because the rights of the public are protected and enforced in these courts of law but women restrained them from joining and approaching to the courts of law in Pakistan. The main objectives of the research study were to highlight the importance of women's role in legal & judicial profession and to analyze females working conditions and concerns in legal and judicial profession along with identification of problems faced by women in legal and judicial profession. Finally it was aiming to present recommendations for women to overcome their problems in legal and judicial profession leading to women's empowerment and development. The impediments are broadly divided into social, cultural & economical barriers which affect women participation in legal & judicial profession. Besides the wrong perception that female lacks the quality & competence required for the legal profession and adjudication also leads to the lack of female participation in legal profession. Long working hours, discrimination and harassment at workplace also prevent women to join legal & judicial profession. Serious efforts are required to provide equal opportunities, social security and to improve the working conditions at the District & Session Court Peshawar in order to encourage women to join legal & judicial profession which leads to the development, empowerment and participation of women in the decision making process.

Introduction

According to International Labour Organization (ILO) report of 1989, women account for the half of the world population, perform two-thirds of hours worked, receive one tenth of the world's income and have one hundredth of the worlds property registered in their name. In the western advanced countries like USA & Canada, the women participation is quite high. According to US department of labor 1988, 58 percent of all American women over age twenty were working. In Canada female labor force participation rate was 49 percent in 1979 which consisted of 30 percent single women, 60 percent married women and 10 percent widowed/ separated or divorced women (Women's Bureau, Labor Canada, 1980).

The scenario of female labour force participation in the third world is not encouraging. According to the census of Pakistan 1998, the highest occupational group in terms of female participation is professionals. This group comprises of scientists, researchers, doctors, nurses, teachers, engineers, judges, lawyers & health related paramedics and persons who are in the profession of performing art. All these occupations are such where educated females were mostly working as teachers, nurses, doctors & artists.

When Pakistan came in to existence there was only one female barrister while in judiciary in sixties there were two lady magistrates one in Lahore and the other in Karachi. However with the passage of time women lawyers emerged and with the dint of hard work established themselves. Today there are women lawyers all over the country who have worked hard and have setup their own offices and are working independently. In Punjab female lawyers are 1161, in Sindh 550, in NWFP 225 and in Baluchistan 48.4 Women percentage in legal profession as compared to male advocates is only 4.35 in the whole country which is extremely low.

The total number of female lawyers registered at the High Court level in NWFP is 95 out of 2710 lawyers. At the District level there are 490 female lawyers out of 9192. In District Peshawar there are 57 female lawyers registered at the High Court level out of 1136. At the District level there are 257 female lawyers out of 2966.5 The percentage of female lawyers in NWFP as compared to male is only 4.9 percent. However in district Peshawar the percentage is 7.6. It must also be noted that the number of the female lawyers refer to those female lawyer who have just registered their names with the NWFP Bar council &

practically very few female lawyers have joined the profession and practice law. Many women who studies law preferred to take up jobs in Govt. or in multinational companies as legal advisors or otherwise very few actually came into practice. In Peshawar there are hardly 10 female lawyers known and practicing law at the High Court level.

Till 1960 women lawyers were rare and not acceptable to the general public but due to the legislation of Family Laws ordinance 1961 the female cliental started preferring women lawyers which encouraged the women participation in this profession. In 80's, when a number of female judges were appointed to decide family disputes, serious objections were raised that women are not allowed to become judge in the court of Law but the Federal Shariat Court in the very famous case of Ansar Burney versus Federation of Pakistan² gave very positive judgment in the favor of the women. The judgment of the Federal Shariat Court greatly encourages the women to join legal profession. There are a large number of female lawyers who accepted judicial posts and have done well in their respective fields. At present the largest judicial officers in the lower courts/district level are in Sindh. However superior judiciary was without any female judges till 1994.⁴

The present century recognizes that the sphere of women is no longer a mooted question. Merit has no sex; and the meritorious lawyer, man or woman, who deserves success, who can work and wait to win, is sure to achieve both recognition & reward. No more is required of women than of man for it is said: "God made her to match the men," nay rival them, but perhaps not one in the ten of the men who enter the legal profession succeeds, and not one in fifty of those attains any degree of eminence.¹

Despite a lot of socio-cultural & economical hurdles women are performing significant role in legal profession. Women on the basis of their personal quality, strength and hard work have attained a respectable status in legal & judicial profession which was not considered suitable for them. There are a number of females' lawyers running independent legal offices and organizations for the protection of the women rights. Many women are judges at the High Courts & District Courts deciding disputes between the public.

The role of the women is very important and cannot be ignored in legal profession particularly for the protection of the women rights. It is the lawyer who bitterly understands his rights and the procedure for its protection. Besides a woman litigant can bitterly express her view to a female lawyer as compare to a male lawyer in family or criminal litigations and prefer to associate with those who are like themselves with whom they can easily communicate and share common interests.

Research Objectives

The main objective of the study was to probe the working conditions and find out the problems faced by them in the Legal profession.

Methodology

This research was carried out in the District/Session Court Peshawar. The Sample size of the research consisted of 35 female Law graduates. Respondents were taken from female advocates (20), judges (5) and female law gradates who gave up the professions (10). Sample was selected through stratified random sampling to get views of different categories of stakeholder to minimize/eliminate the sampling bias if any.

Three different questionnaires (one of each category of respondents) were used for data collection. Besides the interviews, personal observations were used to get more accurate information and to know the real situation. Finally focus group discussion of 6 female lawyers was held to discuss the problems & apprehension of women in legal & judicial profession.

Research Findings and Analysis

Figure 1 shows the age profile of women in legal profession. Majority of women respondents (46%) belonged to age group of 30-35 years. The percentage of young women professionals is 23. This trend is quite encouraging in Pashtoons tribes that are known for their conservative trends and values. Further majority of women respondents (66%) were unmarried (see figure 2). It was reported that after marriage majority of women has to quit this profession either due to family responsibilities or non supporting attitude of family towards job.

All respondents were well educated & qualified women. Majority of respondents (89%) were simple BA-LLB or MA-LLB. The 9 percent possessed LLM & two percent respondents (one respondent) got PhD degree in law (see Figure 3). As reasons for joining this profession is concerned, majority of the respondents (66%) joined legal profession due to personal interest & choice but later on due to undesirable working conditions, tough competition with male advocates & long working hours gave up advocacy and joined other services. Besides 23 percent respondents have joined legal profession due to parents' decision and 11 percent respondents were impressed or induced from others for joining legal & judicial profession (see Figure 4).

Figure 1 Age Profile of Respondents

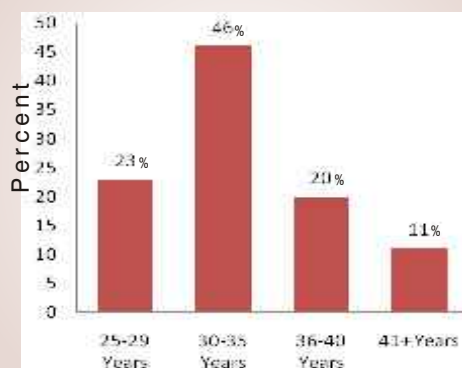


Figure 2 Marital Status of Respondents

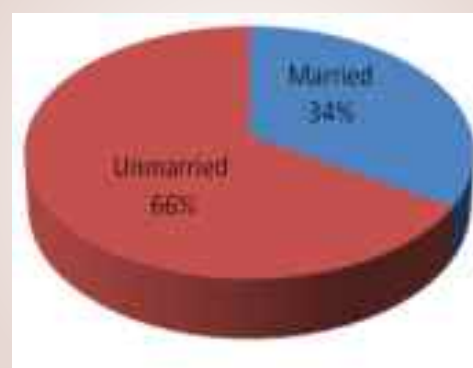


Figure 3 Level of Educational attainment of Respondents

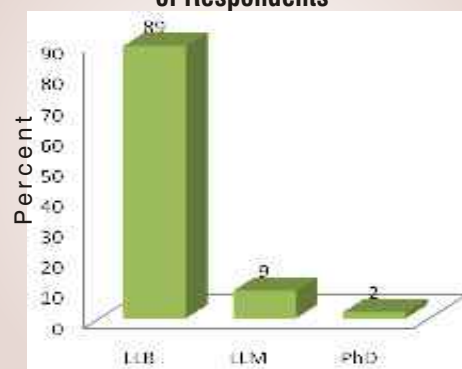
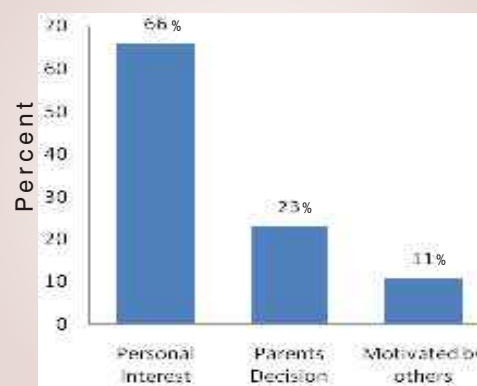


Figure 4 Reasons for Joining Law Profession



Legal profession is a full time service. Majority (54%) of women lawyers usually work 10 to 12 hours a day. Among the respondents female judges & females who joined other services worked up to 8 hours a day (46%). Despite the hard work and long working hours, women lawyers earn less as compared to their male counterparts because female are considered less competent in law profession. Majority of the female lawyers (77%) earned less than 15 thousand per month and 23 percent earned more than 20 thousand per month. The financial position of the females who joined other services was much better than the female advocates. Resultantly Majority of the female advocates interviewed were not satisfied of their monthly income. They were not satisfied due to long working hours & less earning, lack of extra facilities & family responsibilities etc. Some of the respondents considered it difficult job to do with such a low economic growth.

Majority of the female lawyers (66%) interviewed were not satisfied with legal profession (see Figure 5). The causes of dissatisfaction were lack of facilities, long working hours & less earning, lack of security, social status & respect etc. Further there is no concept of maternity leave or vocation in special days for females in legal profession rather this is considered the reason of their exclusion from the lucrative legal profession. However, female judges were much more satisfied of their profession due to their perks and good working environment.

Interestingly similar responses were received from the families of respondent women lawyers. Majority of families (66%) were not satisfied with their girls' professions. The majority were not permitted by their families (father, husband, brothers

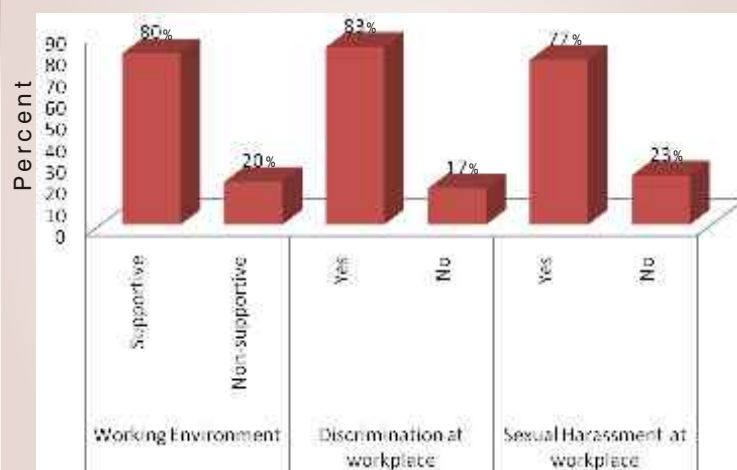
Figure 5 Level of Job Satisfaction (Personal and Family)



etc) to establish their independent offices. That is why only 3-5 female lawyers have established independent offices at the District & Session Court Peshawar.

Majority of the respondents (80%) were of the view that environment at the District & Session Court Peshawar is not supportive for female lawyers. Non supportive elements include bias attitude of public towards female lawyers, lack of cooperation, and gender discrimination. Further some were of the view that it is a male dominated environment & there is the lack of opportunities for female advocates. Furthermore, sitting arrangements at the District & Session Court Peshawar was not suitable for female lawyers. There were no separate seats, offices & law bar rooms for female lawyers at the District & Session Court Peshawar. Even there were no separate toilets for female lawyers. However, in Peshawar High Court there were separate seats, offices & bar rooms for female lawyer.

Figure 6 Working Conditions in Legal Profession



Majority of respondents (83%) were of the view that women were discriminated in legal profession at workplace. There were lack of opportunities and lack of respect for women in legal profession. Further it was perceived that females were considered incompetent for legal profession.

Besides discrimination, harassment at work place also affects women participation in legal & judicial profession. Majority of respondents (77%) were of the view that women are harassed (physically, verbally and sexually) at workplace at the District & Session Court Peshawar.

The socio-economic status of women

The socio economic status of women also affects their participation in legal profession. The social life & responsibilities (husband, children and household) do not permit women to join legal profession. The economic growth in the legal profession is very slow therefore, majority of the females advocates have joined other services for quick economic response.

According to the majority of the respondents 'Pathan' culture also affects women participation in legal profession. The customs & traditions of Pukhtoon society are more rigid than the religious obligation of Islam & do not permit women to participate in social & economical activities. Pathan culture does not allow public interactions of women in society however; public interaction is the basic need of legal profession. In Pukhtoon society women are not allowed to decide their personal matters. They are even not allowed to set in Hujra (public meeting place) where dispute regarding the life of women are decided by the male member of the community. Further, Purdah (veil), male domination & lack of security also affect women participation in legal profession.

The respondents interviewed approved that the lack of proper representation of women in legal community affect the protection of their rights. The rights & interest of women is involved in more than 50 percent litigations at the lower court & on the other hand female lawyers are hardly 5 percent of the total legal community. Further, female litigants may not freely express the facts and issues of her civil or criminal cases to male lawyers which also affect the protection of their rights. Finally majority of the respondents were of the view that legal profession has good & pleasant affects on their personalities weather they have joined the practical field or not. They were of the view that legal profession enables us to know our rights & the procedure for its protection & implementation. This has built and enhanced their confidence.

Recommendations

On the basis of the study findings and the analysis of the working conditions and concerns of the female lawyers at the District & Session Court Peshawar the following are some suggestion & recommendations to address the alarming situation as stated by the female lawyers and the members of the judiciary.

- ✦ In view of the social and cultural constraints faced by women, positive and affirmative steps are required to encourage women to join legal & judicial profession.
- ✦ Importance should be given to the training, continuing education and prompt guidance to the females so as to develop in them an informed, balanced & proactive attitude towards legal & judicial profession.
- ✦ Women encounter scores of difficulties in the legal profession. They can overcome these problems if law favoring them are prepared & implemented at various levels.
- ✦ The committees of the Bar and Bench has to be established to overcome the complaints of female lawyers & judges.
- ✦ Giving more opportunities to women to enter in judiciary rules may be relaxed without sacrificing merit.
- ✦ Judicial complexes should be provided with security and transport facilities to female judges to overcome the difficulties of transport, security and housing.
- ✦ Pakistan Bar Council and NWFP Bar Council will have to make rules & regulations to provide financial aid & security to the young lawyers particularly females in order to encourage them so that they do not give up the profession.
- ✦ Measures should be taken to eliminate socio-economic & cultural exploitation, lobbying for better working conditions & social protection to female lawyers.
- ✦ The sitting places of the lawyers at the District and Session Bar must be improved & separate sitting place be provided for women to encourage their participation in legal profession.
- ✦ Collective efforts are required to encourage interaction, consultation, consensus and institutional handling of the problems faced by female lawyers instead of isolated individual attempts.
- ✦ There is discrimination against women in hiring which also discourage female lawyers. In order to overcome this problem, the firms and companies would offer at least 25 percent of its position each year to female lawyers.
- ✦ Ratification & implementation of ILO's conventions for women rights also help in providing protection against discrimination on the basis of sex alone.
- ✦ Seminars, Workshops & conferences should be arranged to create awareness among people that women are as competent as men, equal opportunities be provided to them so that they actively participate in the development of social life. Image of working women be presented in electronic and other media showing her equal and complementary to their men and families.
- ✦ Loan should be provided to young lawyers particularly to females for the establishment of the offices so that they feel secure in the profession.
- ✦ The fresh law graduates of law schools should be required to possess excellent knowledge of law and above all utilize their abilities to apply their minds to the practical solution of problems.
- ✦ Teams of lawyers and other stakeholders should be formed at all levels to strengthen and advance the rule of law, the cause of justice, good governance and fairness in the society.

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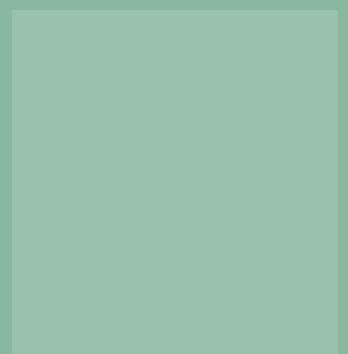
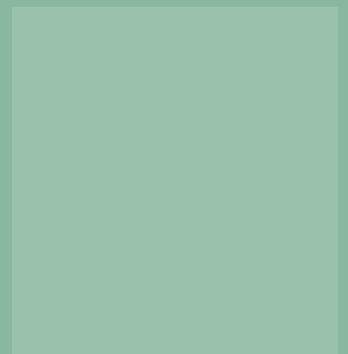
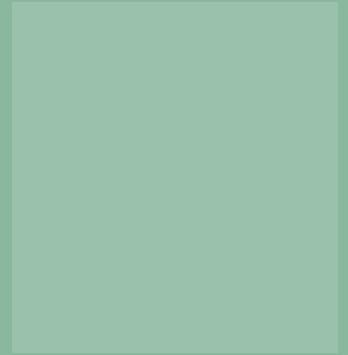
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A Study to Examine the Socio-Economic Status of the Daewoo Hostesses, (Ammara Aziz)

Abstract

In the road transport system of Pakistan, the introduction of women as bus hostess is a recent development. The Daewoo Bus Company (foreign company) was innovative in this sector. Later on this pattern was adopted by other local road transport operatives. Therefore this study was carried out to explore the working conditions of women bus hostesses (Daewoo Bus Company) in Pakistan. The research findings based upon the interviews of 100 women bus hostesses from Daewoo reveals that overall working conditions of women bus hostesses was good and majority of them was satisfied with their jobs. However in terms of weekly working hours, majority of women were working more as compared to international labour standards for road transport. Even in some instances weekly working hours were more than 80 hours a week. Further being a single as job criteria was depriving married women to enter into this profession or delaying the marriages of working women. Therefore recommendations include that service providers should rethink about both problematic areas namely long working hours and single marital status.

Introduction

Generally Pakistani society is based upon Islamic values that require women to observe Pardah especially at workplace. Moreover in Pakistan gender segregation plays an important part; resultantly the female employment rate in formal labour market is very low and females can concentrate only on some prescribed fields that are especially regarded as 'respectable' for females i.e. doctors and teachers. Other professions in labor market such as office jobs are considered inappropriate for women that require public interaction between male and females.

Women that are entering into the formal labor market are mostly belonging to the lower middle class. Klein and Nestrogl (1986) describes the lower middle class as very heterogeneous in Pakistan that have income levels above than the minimum wage rate; have appropriate living conditions; do not live in poverty according to international standards and can afford to educate their children minimum up to tenth class. This type of society's life is pervaded by Purdah and they are also characterized by conservatism. The male section in this society is considered as a bread winner(s); therefore they try to keep the females out of the formal labour market. But now women that are entering and trying to enter the labour market are experiencing a new trend in the society that may be inappropriate or below dignity for them as well as for their families.

The increased participation of the women has received a considerable attention in most developing countries due to their critical role in the national development. Many developing countries are making planned efforts and strategies for accomplishing the integration of women in development process in different ways. But these countries are facing a problem in collection of reliable and valid information on the current socio-economic and demographic situation of women. Pakistan is similar to certain other developing countries; so far it does have an explicit policy about integrating women into the development process but faces a shortage of reliable and valid information on their socio-economic and demographic characteristics. Moreover there are no clear-cut guidelines telling exactly how women are to be integrated into the development process and defining their appropriate roles.

In order to understand the status of women in society, it is essential to analyze their role not only in the public sphere but also within the domestic domain. This is in particular of great importance in a society like Pakistan; where due to high level of conservatism, the majority of women seldom take interest in public sphere. Hence their level of "emancipation" to a certain extent can be assessed from their degree of participation in household decision-making and their ability not only to decide about their own preferences and needs but also about those of others. Urban areas as compared to rural location provide the women with better opportunities of education; consequently formal employment and income endow a woman with more decision-making ability. However as the power patterns between the family systems are concerned, it may be expected that due to an absence of the adult (especially male) women in nuclear families participate more in household decision-making. Further educated women are expected to be trusted with more power in household decisions. The employed women, due to

their ability to interact well with the outside world are generally believed to yield more authority in household decisions than unemployed women; a part of this power, however, can be attributed to their income generating ability.

In Pakistan, generally a woman and a girl is closely observed by the male members of her family. Traditionally a sister, a daughter, or a wife is considered as a joint responsibility of the male household members. It is the responsibility of the male household members to pick and drop and to take all other responsibilities of the sisters, daughters and wife (Tirmizi 1989). Hence all women in a family are considered as symbol of honor of the male family/ household members. So any type of negative attitude of the female of household not only results to affect her own honor but also affects the moral values and reputation of the family. The negative attitude/conduct of a girl also affects the future life of her own but also of her other sister (s) (Weiss 1994; Pastner 1990). There are different indicators of the behavior pattern that indicates the loose moral character of a girl in our society. These include talking with unknown male person, coming home after dark and chatting with a boy in a street.

The gender structure of the Pakistan has been changed now in the urban labour market during the last two decades. Now in addition to traditional sectors like teaching and medicine; women are performing different kinds of jobs such as secretaries/receptionist, telephone operators, drafts women, designers, computer operators and air/road hostesses. Although a road hostess is a new phenomenon in Pakistan's transport sector but encouraged by mostly working women due to attractive salary packages. But the working women still constitute a very small minority. However the trend about women traditional profession is changing and it is also challenging the gender order of the society. Traditionally the women working in professions that require frequent interactions between male and female are considered inappropriate for women and contains stereotypes about their characters.

Interestingly these stereotypes contain an element of dichotomy in societal attitude towards working women from upper/upper middle class and middle/lower class. The most important professions require quality education that only upper/upper middle class can afford resultantly they occupy professions like doctors and other executive jobs. Due to lack of financial resources female of middle/lower middle class cannot afford to get quality education and resultantly get into blue collar jobs like nurses or bus hostesses. These professions are generally not considered respectable professions for women. However usually female join these professions due to their poor economic conditions and becomes the target of society. The attitude of society is quite different about female employment concept in upper/upper-middle classes. These women enjoy a respect in the society due to her family background and job. However these two reasons in reverse order serve as problems for women working class that belongs to middle/lower middle class. Generally they are considered less worthy and respectable due to their economic status and jobs. Further the women who work in low level professions that requires staying out of home is considered as corrupt lacking good character.

A common societal concept is that a woman working outside home meets different men and creates links with them; which is strongly against the conservative societal values and breaks the rules of society. This situation further get complicated when a working woman usually does not accept or admit that they work for the fulfillment of their financial requirements (want to hide their poor background) instead they mostly claim that they work for self-interest. That makes people concept stronger that these working women are not fair and mostly they work only to meet with different men. The transport system requires women hostesses to travel away from their home stations and further require them to stay outside home in hostels. Therefore female hostesses can be vulnerable to above mentioned societal phenomenon.

In Pakistan, unfortunately the lack of modern transportation facilities is a major hindrance in its development (Microsoft Encarta Encyclopedia Articles 2005). But now the trend of privatization in all the sectors of the economy especially in the transportation sector is bringing improvement through provision of better transport services to its clients and to its workforce especially women bus hostesses. The Daewoo Bus Service Company was innovator in introducing women bus hostesses and now this idea has been adopted by other bus operators in Pakistan. Therefore the socio-economic status of working women as hostesses in the Daewoo Bus Service has been examined with the objective to find out their working conditions and concerns along with recommendations for improvement in bus hostess profession in Pakistan.

Research Objectives

The precise objective of the study is to examine the socio-economic status of the Daewoo female hostesses to find out their working conditions and concerns along with recommendations for improvement.

Methodology

To achieve research objectives, a combination of quantitative and qualitative research approaches was applied to collect valid and reliable information about target audience. The information collection tools were comprised of questionnaires and interviews. The target population of this research was comprised of Daewoo Bus Company's three terminal stations namely Sadiqabad, Bahawalpur and Multan in Punjab. A sample size of 100 female hostesses working at Daewoo Bus Company was selected for this research.

Research Findings and Analysis

This section will discuss the research findings along with its data analysis. Figure 1 show the educational and skills profile of the women bus hostesses. Majority of respondents (54%) has acquired 12 years education (intermediate) and remaining (46%) held 14 years of education (graduation). Further as professional education (language, computer courses) is concerned, only 19 percent of hostesses have got the professional skills/diplomas in addition to their general education aiming to increase their performance and employability; while 81 percent of the respondents were depending upon their general education.

The possible reasons and sources for bus hostess job have been shown in Figure 2. The overwhelming reasons for job was financial needs (53%) followed by attractive pay (33%). Non availability of jobs was also one of the reasons for bus hostess job. Further possible sources for Bus hostess job include personal decision (42%), job advertisement (27%) and persuasiveness of friends/relatives/parents (31%). The results reflect that majority of women joined this profession based upon their financial needs and personal choice.

The table 1 reflects the working conditions of women bus hostesses in terms of weekly working hours. As the table shows that 49% of the hostesses were working weekly in between 21-50 hours in alignment with international labour standard²⁶ working hours.

Figure 1 Educational and Skill Profile of Women Hostesses



Figure 2 Reasons and Sources of Job

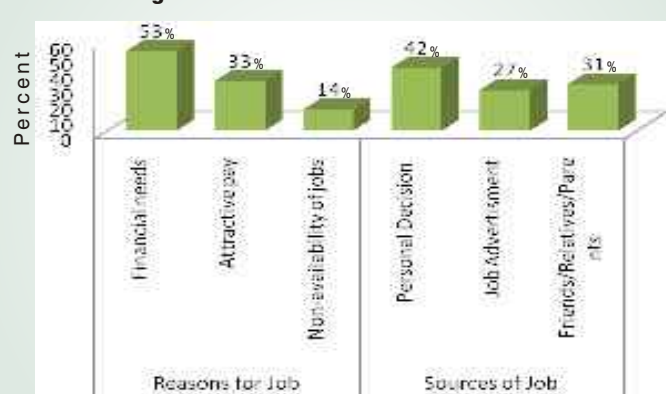


Table 1 - Working Hours of the Respondents

Weekly working hours	No. of respondents
21-30	31
31-40	10
41-50	08
51-60	22
61-84	29
Total	100

Table 2 - Monthly Income of the Respondents

Income in Rs.	No. of respondents
7000-8000	
8100-9000	19
9100-10000	11
11000-12500	20
12600-13400	09
Total	100

26. According to the ILO Hours of Work and Rest Periods (Road Transport) Convention, 1979 (No 153), the maximum weekly total travel time should not exceed 48 hours

However majority of women bus hostesses (51%) were working in between 51-84 hours a week. It was tough and stressful situation for a women bus hostess. Further the adjoining Table 2 shows the personal income of the hostesses. Majority of the hostesses (41%) belong to the lower income group of Rs.7000-8000. Only 9 percent of these working women were earning an income within income range of Rs.12600-13400. This pattern reflects a positive relationship with working hours shown in table 1. The basic pay of these hostesses was fixed at Rs.5400/= across the country. The difference in income is based upon number of working hours; the women hostesses that were working for long hours were making more money. This fact reveals that women may be working more hours to generate more income or vice versa.

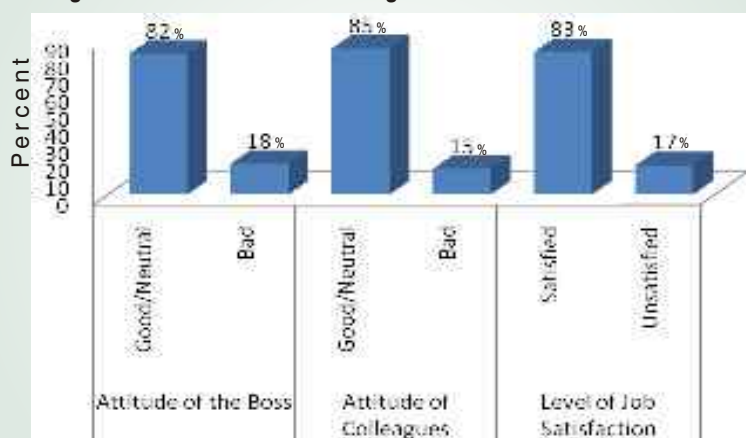
In addition to working hours and income level, participants were asked about job criteria and availability of different facilities and benefits. Table 3 shows that women bus hostesses were able to get almost all basic facilities like accommodation, transport, medical and refreshment. Further their nature of job was permanent and these were eligible for gratuity benefits. However a condition about marital status was discriminatory towards married women.

Further figure 3 reflects responses of women bus hostesses on three key dimensions of attitude of boss and colleagues and level of job satisfaction. All these three dimensions yielded similar responses. Majority of respondents termed attitude of their boss (82%) and colleagues (85%) good/neutral. Resultantly these positive outcomes have positively influenced the level of satisfaction of job (83%). It reveals that working environment was conducive on these two interpersonal dimensions. On the other hand; strictness, unpleasant attitude and non-cooperative behaviors were identified for possible causes of bad attitude. Overall the women working as Daewoo Hostesses were enjoying good working environment and were satisfied with their jobs.

Table 3 Job Criteria and Available Facilities for Bus Hostesses

Age requirement	18-22 years
Educational requirement	Minimum intermediate
Marital status	Single
Night duties	Yes
Transport facility from office to home	Provided by the company
Permanent/contract based job	Permanent
Pension/gratuity	Gratuity
Overtime charges	Available
Medical facility/Allowance	Yes
Travel refreshment	Available
Duty dress	Provided by the company
Provision of accommodation during night duty	Yes

Figure 3 Dimensions of Working Conditions & Job Satisfaction



Recommendations

Based upon the research findings, overall working conditions of female hostesses at Daewoo Bus Company were satisfactory except on two accounts. Therefore following two recommendations are made to fix two issues.

- ✦ The working hours of the hostesses are too much and there should be some policies to fix the working hours of the hostesses.
- ✦ In this profession the marital status is required as single. Therefore it serves as barrier to married women. This point should be considered because there should be no discrimination to the entrance of the women into this profession.

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Women's Employment in Formal Sector: A case study of Police Women in Southern Punjab, (Muhammad Atif Nawaz)

Abstract

This study was carried out to explore the working conditions of women police personnel in the Southern Punjab of Pakistan. A sample size of 110 women police personnel was selected from a population of ten districts from Southern Punjab. The respondents were working in regular police stations and national highway and motorway police. Mostly interviews were conducted to collect the required information from target respondents. The research has revealed that women police personnel were facing financial and health issues due to low salaries and insufficient medical benefits respectively. Further working environment was not conducive due to lack of infrastructure and other facilities. Therefore recommendations include competitive salary packages along with medical facilities aiming to address financial and health issues of women police personnel enabling them to overcome performance barriers.

Introduction

Woman, the soul of the society has been covered very little in the history. Wherever her coverage is found, she has always been presented with a derogatory status, whereas women are the nuclei of a society. Just as the body is made up of millions of cells controlled by their nuclei, in the same way a society is made up of millions of families depending upon women for their health and happiness, plenty and progress. Hobhouse, an eminent sociologist, has rightly pointed out, in unequivocal terms, that "the position of women in a given society is the sure index of the development of the country to which they belong". So far as the integrity and the development of women are concerned, a great deal of emphasis is laid on the proper education and development of women nowadays.

As stated by Muhammad Ali Jinnah (Father of the Nation) in 1944 that "No nation can rise to the height of glory unless your women are side by side with you; we are victims of evil customs. It is a crime against humanity that our women are shut up within the four walls of the houses as prisoners. There is no sanction anywhere for the deplorable condition in which our women have to live." At the end we'll come to know why Mr. Jinnah was of the above stated view. It also suggests that it's not Islam to have reduced women to specifically function either as a mother or a wife; it is the biased norms which have been brought down to us from generation to generation since the primitive times. Instead Islam has allowed women to be socially, professionally and efficiently to be an integral part of the society, just by complying with the injunctions from Allah.

In the near past, women were considered inferior to men. They were debarred from taking part in social life. Their sphere of activity was limited to domestic work. Up to the 19th century, it was believed that women were the servants of homes and of their husbands. In those days, women were not allowed to take part in political and social life and administration. Rousseau, the French philosopher, who never married, once said: "The dignity of women consists in being unknown to the world, ___ her glory is the esteem of her husband; her pleasure the happiness of her family". But time created new situations and the old outlook underwent a change.

Quite recently, women have come to take more and more prominent part in the many spheres of life. In some respects, they have excelled men. In sports, intellectual and artistic pursuits, in office and industry, they have set a new record of honesty and efficiency. They have succeeded marvelously as teachers and nurses. Goldsmith, the famous poet and writer, made a complaint two centuries ago: "Women famed for their valor, their skills in politics, or their learning have left the duties of their sex, in order to invade the privilege of ours". This is what the women are doing today.

There is practically no field where women are not competing with men. In professions, outdoor life and law, they claim equality with men. In business, trade, industry, in the learned professions, in politics, administration, scientific research, literary and artistic activities, Eve is making herself felt everywhere. They are police and military officers. They are working as sale-girls, as air-hostesses and as clerks and steno-typists. They are turning out men from the posts of personal secretaries. As the days pass, we have to get more and more use to the idea of seeing women working side by side men in riding, driving,

flying, playing, even fighting. Even in Pakistan, we have women athletics, writhers, leaders, administrators. They are fast discarding "Pardah" and taking to active, outdoor life. Law has given to women a status equal to that of men. In nearly every democratic country, women have the right to vote. They are claiming better rights to property.

Many thinkers including most of the Muslims don't like the idea of women taking an active part in public life and in the professions. They argue that biologically, women's function is different from men she has to be a mother. Women are not suitable for every job. They are too delicate to perform arduous duties of life. The real greatness of a woman lies in her role as mother. It is rightly said, "The hand that rocks the cradle rules the world". The mother who can bring up the right sort of children is really a great benefactor of society. It is as a mother then she can best serve the nation.

Women in all developing countries and our country suffer from the disadvantages or repressions according to gender and class. They are victims of the multiple negative factors, and they face both vertical (class) and horizontal (gender) oppressions. The legal equality of women is accepted in every modern society, but real equality in social and economic spheres can only be achieved through a transformation of ideas, attitudes and values of the members of society. There is a gender difference in every sphere of society, for example, societal roles which are linked with the domestic organization, are more or less confined to women.

In Pakistan, the situation is worse due to regional, religious and cultural differences and urban-rural disparities. Women's position has worsened considerably in every sphere with the expectation of some gains for middle class women in terms of education and employment. They are more visible section of the society; their advance generated a myth that, unlike some of the Asian societies, women's status in Pakistan is very high, that women are able to perform their dual roles adequately and they get considerable support from their men. The constitution also provides equality to women.

"Women's studies can play a significant role in expanding the scope of theoretical research in social sciences. For instance, the attempt among the western feminist scholars to understand the basis of women's oppression and subordination and the form it has taken historically has helped to highlight many of the limitations of existing theoretical frameworks offered in social sciences. (Agarwal 1983)

Employment of women belonging to middle and upper-middle classes, in urban areas, is only a twentieth century phenomenon in all developing countries especially in Pakistan. The contemporary position of women employment has significantly changed. Today, not only those women who are under economic pressure but also those who wish to lead a socially useful life and want to add to the family finances have engaged themselves in paid jobs. They are realizing that work gives them separate identity. Consequently, the functions, role expectations, and values have changed to an extent. As Nye and Hoffman have stated that their (women) values have become more egalitarian in nature and they no longer wish to be a decorative piece to be caged and confined within the four walls of their houses.

With urbanization, industrialization, spread of education, legal reforms and economic changes, the society of Pakistan is undergoing rapid transformation. The family patterns too are changing fast and so are the envisaged roles of various family members. Change in the economic contributions of married women has far reaching effects on performance of their family roles and expectations of other family members. This situation has given rise to the issue management of family roles.

Women's participation in the formal workforce is increasing in most developing countries, but work conditions, wages, and job security are declining. As governments retreat from policies designed to protect workers and enhance their employment, the special needs of women workers are neglected. International pressures for structural adjustment in developing economies have resulted in relaxation of labor laws, privatization of industry and services, and the encouragement of international investment. Joint action is called for among governments, donors, researchers, and labor activists. They should examine the job creation process for possible interventions in investment decisions and address the nature of labor laws, the extent of their application, and the ability of unions and other workers' organizations to lobby for effective defense of workers' rights.

The word "Police" has a wide variety of meanings. In one sense it signifies the entire public activity of the city state; and in Germany today police administration includes the whole sphere of internal governmental administration. In a somewhat more limited sense, the word is used in the United States to indicate a sphere of governmental action that is definable only to

this extent, that it excludes foreign relations and the economic functions of government. The police power in Pakistan extends to all matters that affect public order and the moral of the community. In other words, word "Police" is used in its narrowest sense in Pakistan, to denote the special machinery for the preservation of law and order and the prevention and detection of crime. This machinery is found more particularly in modern urban municipalities. It consists of an organized and disciplined force of men and women for the systematic patrol of the public ways and of special magistrates for dealing summarily with the large mass of minor cases which demand prompt decision.

The maintenance of law and order in a free society will not be achieved through centrally imposed targets, directives, inspections and copious Acts of Parliament. Law and order will, however, be achieved by an effective partnership between the people and their police. It is essential that people accept their individual responsibilities in a civilized society and believe that most of the time responsibility for encouraging good standards of behavior rests with them as parents, friends or colleagues. The police then need to uphold those standards of behavior, to intervene when there is wrongdoing and to protect the vulnerable. As Sir Robert Peel argued so many years ago, 'the public are the police and the police are the public'. Policing is above all a local activity: it is based on strong relationships of trust and prompt action to provide a service when needed.

Police officers can in no sense be regarded as agents or servants of the city. Their duties are of a public nature. Their appointment is devolved on cities and towns by the legislature as a convenient mode of exercising a function of government; but this does not render them liable for their unlawful and negligent acts. The detention and arrest of offenders, the preservation of the public peace, the enforcement of the laws, and other similar powers and duties with which police officers and constables are entrusted are derived from the law, and not from the city or town under which they hold their appointment. For the mode in which they exercise their powers and duties, the city or town cannot be held liable.

An interesting issue, discovered during the early stages of the research was that despite popular belief to the contrary within Pakistan, there had been women wearing the police uniform of the blue shalwar-kameez in the various state police forces for 21 years. The first women officers were appointed in the state of Sindh in 1976. This initiative resulted from a view among senior police at that time that women would be more efficient than men at keeping records of reported crimes, and less corrupt. Thus 30 women were brought in to perform a mainly supportive, clerical role. The use of women to undertake such work could be viewed as an attempt to resolve concerns about irregular practices. On the basis of reports from elsewhere (Holloway and Amos-Wilson 1995; Amos-Wilson 1997), this may be an example where senior managers have specifically employed women because they have perceived them to be less corruptible than men, and more diligent in their attention to detail.

The role of these women officers did not develop as intended because the management of the reporting of crime and maintenance of police records is a highly political issue in Pakistan, and remains so to date. Two years after the initiative was started it was abandoned and the women recruited were generally moved to duties such as traffic education officers for schools or driving instructors for female members of the public.

Gradually women were admitted to other police support roles, and gender quotas were set. At first the roles were clerical and it is still not uncommon to see policewomen in Pakistan used as computer data entry clerks. The idea of employing women as police officers spread around various state forces after the Sindh experiment, and roles diversified. These now include chaperone for female criminals; assistance in house searches where women are present; bodyguard for female dignitaries; control of women demonstrators under riot control legislation; forensic technician. All but the last of these roles are a reflection of the highly gender segregated way of life in Pakistan. For example, it simply should not be possible for a male officer to be alone with a woman suspect witness or victim.

More recently, some forces have used women officers for their investigative skills, although this is usually limited to where women are thought to be the perpetrators of crime, and there is an underlying assumption that women officers will understand the "psychology" of a woman criminal. It is rare for a woman investigator to be used in operations simply for her general policing skills. The establishment of women-only police stations by Benazir Bhutto, in 1994, raised the profile of women police officers and generated debate within the profession, parliament and the media on their role.

The present study is an attempt to highlight the socio-economic status, living conditions and working conditions of working

women in police department. The methodology we are going to use is qualitative as well as quantitative in nature. We use primary data which is being collected through questionnaire and interviews. The research area is Southern Punjab which is neglected in every way. This study on Police Women in the police stations of Southern Punjab with the worthy collaboration of police services and department is primarily on the grounds why young Pakistani women choose to enter in this profession where every step forward introduces a new hurdle, given that profession such as working in police in Pakistan is historically unfriendly towards women, and to get promotion there is not very easy. This study highlights the problems posed for policewomen's career progression, which encompasses glass walls and glass ceilings.

Research Objectives

This research is aiming to achieve following four objectives:

- ✦ Greater understanding of problems being faced by women police in their departments and to identifying key stakeholders who are either causes or solutions for these problems
- ✦ To analyze the socio-economic status of the women working in police department along with their living conditions and working conditions
- ✦ To analyze the change in power structure due to the participation of women in the economic activities
- ✦ Identifying practical and policy gaps in working conditions for women in police department along with recommendations and policy guidelines for women's work in police department.

Methodology

To achieve the research objectives; a combination of qualitative and quantitative research methodologies was applied. The research tools include interviews, likert scale and questionnaires aiming to collect reliable and valid information from research respondents. Southern Punjab was selected as the area of research. It consists of ten districts²⁷. All the women working in police department were considered as universe for the sampling. A sample of 110 women police workers from district police (107) and national highway and motor way police (3) was selected through snowball sampling method. Further police training school Lahore was also visited to conduct some interviews with under trainee women police workers.

Research Findings and Analysis

The table 1 shows sample size selected from each district depending upon the employability of women police personnel in these districts. The number of women police respondents was above ten in four districts namely Bahawalpur, Bahawalnagar, Multan and Dera Ghazi Khan. In other remaining six districts, the number of respondents was below 10 (see Table 1). In the following sections, mostly research findings of all total number of respondents will be mentioned on their socio-economic profiles and working conditions. However important information about highest numbers or lowest may be provided district wise.

The figure 1 shows the profile (age, education, marital and residential) of police women respondents. First, the average age of respondents was around 24 years. Highest average age was found in District Bahawalpur (29 years) and lowest average age was found in District Khanewal (21 years). Second, average education of police women was approximately 12 years; some of them were master degree holders while some had only a matriculation. Highest average education was found

Table 1 - District wise Breakup of Research Respondents

District	Sample Size	District	Sample Size
Bahawalpur	20	Vehari	05
Bahawalnagar	20	Muzaffargarh	03
Multan	26	Khanewal	05
Layyah	08	Rajanpur	03
Rahimyar Khan	09	Dera Ghazi Khan	11
Total			110

27. Bahawalpur, Bahawalnagar, Multan, Layyah, Rahimyar Khan, Vehari, Khanewal, Muzaffargarh, Rajanpur and Dera Ghazi Khan

in district Rajanpur about 14 years while lowest average education was found in district Vehari which was about 12 years. Third, marital status was classified as married, unmarried and widowed. Majority of respondents (77%) were unmarried as compared to 22 percent married. Some of the unmarried police women stated that their job as main reason for being single because it has a negative effect among society. Further neither divorced nor separated woman was found in any district. Last, 71 percent of police women had urban background as compared to 29 percent with rural background.

Figure 1 Socio-economic Profile of Women Police Respondents

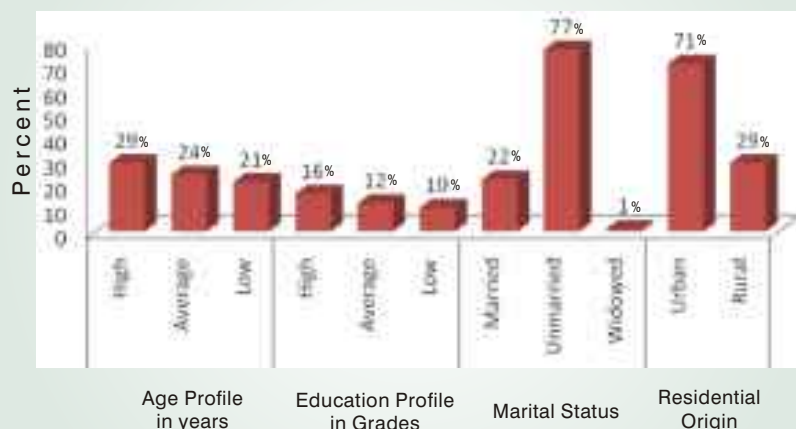


Figure 2 shows the average length of service of police women (4.53 years). Highest average length of service was found in District Bahawalpur (8.30 years) and lowest average length of service was found in District Layyah (2.63 years). Further the average length of service of police women in their present designation was 4.41 years. It is approximately the same as the average length of their service. It reflects that women were not able to have a single promotion ever since they joined police service. Only in district Bahawalpur 3 police women were promoted from the National Highway & Motorway Police (NH & MP). Here, women were discriminated as usually policemen were promoted but police women were not. Further when women were asked about possibility for future promotion, majority (70%) were confident that they will get the promotion.

Figure 2 Average Length Service of Respondents in years

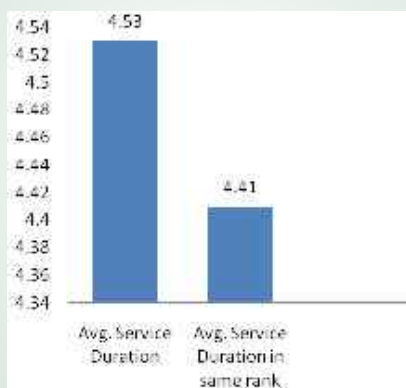
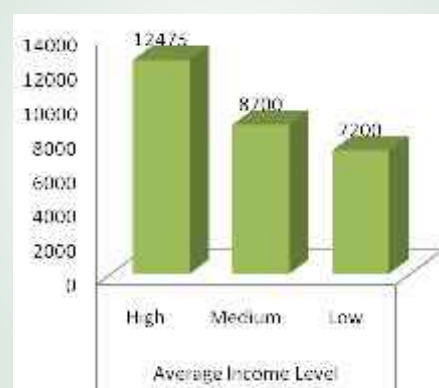


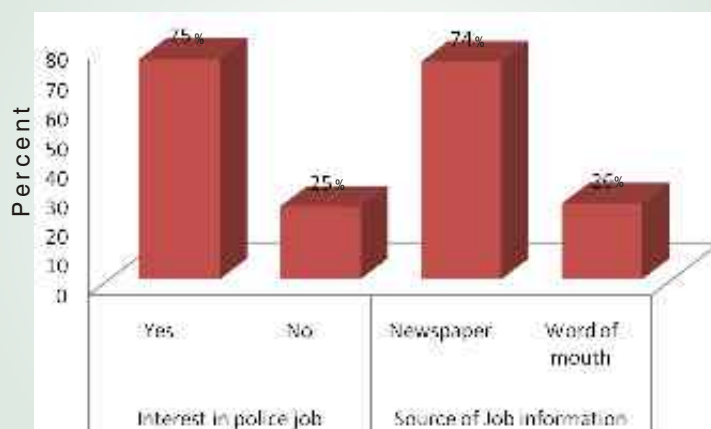
Figure 3 Average Income Level of Respondents in Pak Rs.



Similar situation was found in average income level of police women (see Figure 3). It shows very miserable condition. Average income of police women was rupees (Rs.) 8700; highest average income was Rs.12475 in district Bahawalpur and lowest average income was Rs. 7200 in district Rahimyar Khan.

Figure 4 shows responses of police women about their level of interest in police job and source of job information. Majority (75%) of police women responded that they wanted to join the police force due to their personal interest and likeness for police job. However 25 percent respondents joined police department due to non-availability of other jobs. Further main sources of job information included newspapers (74%) and word of mouth (24%). It is reflective that as majority of women were interested in police job therefore they were looking for newspaper job advertisements on regular basis. Furthermore when they were asked, despite of low salary and no promotion, would you like to continue

Figure 4 Level of Interest of Respondents in Police Job



with this job? The response was still in yes that reflects that they joined police department due to their personal interest and likeness towards police job.

Figure 5 shows the type of jobs of police women along with daily average working hours. Majority of women police (90%) were engaged with field duty followed by a small percentage engaged with office and office plus field. Further there was a difference in daily average working hours in relation with type of job. Office jobs were subject to 12 hours of average working hours per day. However other categories were supposed to work round the clock (24 hours). It was unrealistic demand but that is the normal practice of police department regardless of sex and age.

Further Table 2 shows the district wise monthly average medical allowance, house rent and travel allowance (TA)/ daily allowance (DA). The monthly average medical allowance for all respondents was Rs. 413, monthly average house rent was Rs. 752 and monthly average TA / DA was Rs. 381. All these allowances were higher in district Bahawalpur because some of the sample respondents were from National Highways and Motorways Police (NH&MP) and salaries and allowances are higher in NH&MP as compared to district Police. The findings reflect a miserable situation on all dimensions of financial allowances. It will badly impact the performance and behavior of police women.

Finally responses were sought on the following four dimensions namely attitude of colleagues, incidents of sexual harassment, attitude of family/relatives/friends towards police women and household empowerment. First, overwhelming majority (100%) police women responded that the behavior of their male colleagues was quiet normal as they were not too good and not too bad. Second, It was very strange to disclose that even not a single police woman responded that she was ever been exploited by any officer or male counterpart in either way (physically, verbally or sexually). Generally bosses/colleagues exploit their female subordinates but there was no evidence of any type of exploitation by the males officers/colleagues. Third, 77 percent police women said that their relatives/friends had normal attitude towards their job like their colleagues (not too good or too bad). However 14 percent police women

Figure 5 Type of Job and Daily average working hours of respondents

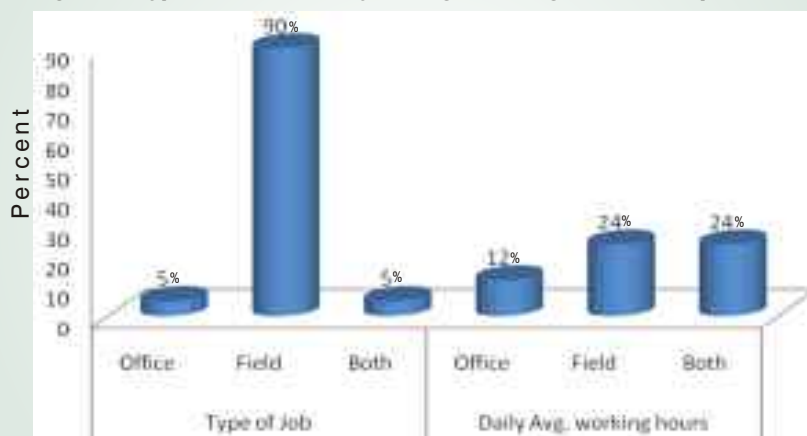
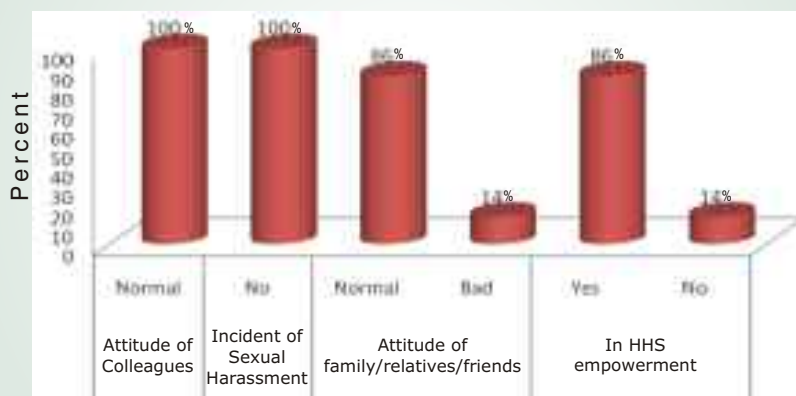


Table 2 - Average Medical Allowance, House Rent and Travel Allowance (TA) / Daily Allowance (DA)

District	Average Medical Allowance (Rs.)	Average House Rent (Rs.)	Average TA / DA (Rs.)
Bahawalpur	925	1,365	698
Bahawalnagar	610	673	480
Multan	312	600	184
Layyah	150	600	225
Rahimyar Khan	150	600	256
Vehari	150	600	232
Muzaffargarh	150	600	150
Khanewal	150	600	330
Rajanpur	150	600	333
Dera Ghazi Khan	150	600	450
All Districts	413	752	381

Figure 6 Attitude of colleagues/friends towards women police and empowerment



experienced bad attitude of their relatives/friends toward their job. Lastly, majority of women (86%) experienced household empowerment through provision of input in key household decision making after their jobs. However remaining 14 percent were not able to get any say or importance in household matters. These findings were positively related with attitude of family/friends/relatives towards their job.

Policy Recommendations

Based upon the research findings it was found that overall working conditions for the women in police department were not good. It was true for male colleagues as well. Therefore to improve the working conditions in police department especially for women following recommendations have been made:

- ✦ Pay scales should be improved.
- ✦ Working hours should be reduced.
- ✦ Medical facilities should be provided by the department.
- ✦ Daily and travel Allowance should be increased.
- ✦ Police department should be free from any political pressures aiming to enable employees to work independently without any stress or pressure.

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Labour Policy and Standards: A Case Study of Female Teachers in Private Schools of Bahawalpur, (Hina Rafique)

Abstract

The purpose of this study was to develop a greater understanding of working conditions in private education sector and come up with practical policy recommendations so that this important sector of women's employment could become more cohesive leading to empowerment for women workers. The study also focus on women working conditions, female labor force participation, impact of labor policies on women workers, international labor standards and their role in national labor legislation i.e. in policy formation. The job conditions and environment in private education sector need to be seen more deeply for the better understanding of its intrinsic characteristics, particularly relating to its matching the professional demands of women workers. In case of Bahawalpur, the situation of women teachers in private schools is different as the area has different socio-economic environment and infrastructure. It was significant to analyze the working conditions of female teachers in private sector schools in this area to make a comparison with other areas along with policy implications to improve the working conditions of women and to enhance the empowerment of women according to the ILO²⁸ constitution.

Introduction

The constitution of the Islamic Republic of Pakistan guarantees the right of association and liberty to choose a trade or occupation to every citizen. Discrimination on the basis of gender, religion, race and creed has been prohibited. Since independence, five labour policies have been announced by the government in the years 1955, 1959, 1969, 1972 and 1999 (approved in 2002), which laid-down the parameters for the growth of trade unionism; the protection of workers' rights; the settlement of industrial disputes; and the redress of workers grievances. These policies also provided for compliance with international labour standards ratified by Pakistan. Pakistan has ratified about 34 ILO conventions including five core conventions on human rights. National labor legislation is brought in consonance with the international labor standards through amendments in existing labor laws or by enacting new ones in the form of Labor policies. Keeping in line with international labor standards, the government, through labor legislation, fixes minimum wages, term of services and conditions of work and also confers on workers and employers the right to settle industrial disputes concerning employment and non-employment, terms of employment and conditions of work through the process of Collective Bargaining.

The feminization of the labor market has increased the burdens on women. Further female labor force participation rate present a misleading picture of women's actual place in the labor market. Such problems point to improve women collective economic position and for a more coherent set of employment policies for women to improve working conditions. In the perspective of Pakistan; despite of dramatic increase in female labor force participation, female education and the expansion of high status occupation, there are gender earning gap and disadvantaged position of women in labor market. The role and status of women are not isolated social phenomena and women's struggles do not take place in a vacuum. Both are determined by the social, political and economic development of a people's history. Women have been employed increasingly, but in low paid professions, limited learning and lack of advancement opportunity or job security characterize sector jobs. So, there is a pressing need for coherent and effective employment policy

Education is considered to be one of the major forms of investment in human capital and serves as a key input in human capital formation. There is evidence to suggest that it also leads to greater female labor force participation. The situation of education in Pakistan is generally unsatisfactory. Behrman, et, al. (1996) found that low school enrollment and achievement in Pakistan are caused by an insufficient number of schools. The period of 1980s witnessed a rapid expansion in the education sector due to the high rates of number of institutions for female and female teachers. Primary school enrollment rates in Pakistan are lower than in other countries at the same level of economic development. The proportion of children reaching grade 5 is about half that in Sri Lanka and China and three quarter that in India. Nationally, the gross primary School ratio is 74 and 101 for boys and 45 for girls. According to the National Education Policy 1999-2002, the target of literacy rate was set at 70 percent by the year 2002, which was achievable besides other measures, by inviting the private sector into

education.

The 2000 Millennium Development Goals (MDGs) created a powerful global consensus to improve the development of poor countries by 2015. Central to this promise are the MDGs related to educational outcomes: (1) Ensure that all children complete primary education by 2015. (2) Eliminate gender disparities in primary and secondary education by 2005. By 2006, most countries have already fallen well behind the necessary targets to meet these goals. These worrying trends led to renewed calls for greater public investment in schools through school construction, teacher training programs and cash transfers for children. Notably absent in the proposals has been any role for private schools.²⁹

One reason why private schools have never been seen or used as an instrument for mass education is that they typically serve the elite. In the US, 4 percent of low-income families send their children to private schools compared to 19 percent among the rich. Of parents with less than high school education, only 3 percent send their children to private schools compared to percent for parents with graduate or professional degrees.³ The share of private schooling is higher in secondary compared to primary education a majority of countries worldwide; in others the difference is fairly low and usually associated with the high state funding of private schools (Belgium, Spain, Netherlands and Chile are four such examples).³⁰ In contrast, South Asian countries such as Pakistan, Bangladesh and India all show high shares of private enrollment at the primary level.

Pakistan's educational system is highly fragmented and segmented. It has, therefore, created some problems in the optimal utilization of human resources under the given labor market conditions. The previous studies reveal that women are generally facing problems of limited mobility, limited options, and sexual harassment at workplace, low wages and lack of unions. Therefore the focus of this study is on "labor policy & standards through a case study of women teachers in private sector education" to define the role and implementation of labor policy and standards to improve women working conditions. Further this study is aiming to develop a great understanding of working conditions in private education sector. It also aims to explore whether the implication of effective and efficient ingredients of women employment policy has the potential to reduce the problems of women works. It also recommends affirmative action and policy guidelines for women's work in private sector education. It also proposes to examine the relationship between the qualities of education; female teacher's working condition and its overall economic impact.

Research Objectives

This section will highlight the research objectives along with proposed methodology to achieve research objectives. The major purpose of the study was to investigate the impact and implementation of the labour policies and standards in understanding the working conditions of working women in formal sector especially private schools. The following specific issues were explored:

- ✦ To identify the problems women teachers are facing;
- ✦ Exploring the effects of private schools on female's employment;
- ✦ To find out the ingredients of women employment policy and how does the labor policy impact on the working conditions?
- ✦ To what extent an association between misallocation of human capital and skills in private school and economic performance exist?
- ✦ Identifying the best ways to reduce problems and working condition.

Methodology

To achieve research objectives, a combination of qualitative and quantitative research approach was used. Further questionnaires were developed to facilitate information collection process. Interviews were also conducted to explore insight of the complex issues. The field research was conducted in Bahawalpur City. Bahawalpur is situated in south of the Punjab

29. The United Nations (2005)

30. Based on the World Bank's Edstats database, available at <http://www1.worldbank.org/education/edstats/>

and have strong educational background. For this study, population was comprised of all the private schools of Southern Punjab along with all the female teachers working in these Schools. The sample size of 25 private schools of Bahawalpur City was selected along with 150 female teachers in these private schools. These 25 schools were further divided into three categories on the basis of monthly fee to evaluate the quality of work and quality of education at different level of schooling in private sector. The three categories were namely 1) category 1 fee upto rupees 500, 2) category 2 fee upto rupees 1000, and 3) category 3 fee upto rupees 3000 per month.

Research Findings and Analysis

Work participation may eventually provide women with confidence in their own abilities and lead to a real expansion of roles. The factor of age, marital status and education of female workers has strongly affected their participation labour force. These factors are explained below:

Age of the Teacher

The age factor in Table 1 shows that majority of teachers (80%) in the private sector belonged to age group of 18-28 years. The individuals belong to this age group are young, more energetic, having more passion and free from household responsibilities so they can better concentrate to their jobs as compare to others. So, they are preferred in the sector by the private school administration. The 94 percent teachers of 2nd category were from age group of 18-28 years. The reason for this weightage is that mostly teachers in these schools were from upper middle class families (as other results of study support it) and come to join the workforce to avail leisure or due to self satisfaction factor.

Table 1 Age Profile of Women Teachers in the Private Schools

Age-group (years)	Category 1	Category 2	Category 3	Overall
18-28	86%	94%	60%	80%
29-38	8%	6%	28%	14%
39-48	6%	0%	8%	5%
Above 48	0%	0%	4%	1%
Overall	100%	100%	100%	100%

In category 1, 86 percent teachers were from age group of 18-28 years. This means that these schools did not consider the experience and prefer the teachers who are young in age. The other reason is that administrations of these schools wanted to avoid the experienced teachers for the sake of their financial benefits and to save their profits because they have to pay more to experienced teachers as compared to young ones. These results also explain the commercialization of social sectors like education. Such commercialization no doubt, cause low quality of education due to lack of experienced teachers in the sector as the preference is given to financial benefits rather than social benefits.

3rd category had the 60 percent teachers of age group of 18-28 years. Mostly teachers more than half came from the age group 18-28 years due to their devotion to job as compared to members of other age groups. But there was great variation for other groups from other categories; 28 percent from age group of 29-38 years shows that female teachers continue their job to get more experience enabling them to attain allowances and benefits.

Marital Status of Teachers

Marital status was another characteristic of the individuals in this study. The results show that mostly female teachers in the sector were single. Overall 82 percent were single while 17 were married. In the three categories, trends to join the work force remain the same. Category 1 had 90 percent single, category 2 had 82 percent single, and category 3 had 64 percent single.

The majority of teachers were single in private schools because there was no formal deal between the teachers and administration when they were appointed. Hence their jobs were not contractual; they were free to leave the job whenever they want. They do not continue their jobs and the administration also prefer the new comers in the workforce to save their profits as increment in pay is done after one year. They prefer to appoint new teachers rather than increase the pay of old

teachers in the school. The abundant supply of educated unemployed women in the labor market makes it easy for the administration of the school to exploit the female teachers for their benefits. Further most of teachers consider this job no more than an activity to keep them busy so they leave the job when they get engage in another activity like marriage or continuity of their studies etc.

Education of Teachers

Neo classical economists consider education to be one of the key determinants of women entering the labor market .The higher level of education; the greater is women's participation in the labor market (Kazi & Raza, 1991). The table 2 shows the educational status of the teachers; educational status was measured in the years of education. The results show that in the private education sector overall 12 percent teachers were within 10-12 years of education, 40 percent within 13-15 years of education and 48 percent teachers within 16-18 years of education. In category 1, mostly teachers (54%) were graduate. The proportion of teachers according to the years of teacher's education also explains the quality of education which the school is facilitated.

Table 2 - Educational Profile of Respondent Women Teachers

Years of education	Category 1	Category 2	Category 3	Overall
10-12	32%	4%	0%	12%
13-15	54%	40%	26%	40%
16-18	14%	56%	74%	48%
Overall	100%	100%	100%	100%

In 2nd category, 56 percent teachers were within range of 16-18 years of education .The schools in this category were of average level and were mostly middle level schools. So it can be seen that high qualified teachers were teaching in the average schools of private sector while it does not happen in public sector. In middle schools of public sector mostly teachers are graduates. Hence the result supports that quality of education is better in private sector than public sector as more qualified teachers were providing their services in private sector. In 3rd category, 74 percent teachers were within group of 16-18 years. These results show that high qualified teachers were preferred in schools of this category. The schools in this category were charging high fees and did not want to compromise for quality of education; they required high qualified teachers who were really trained for teaching.

Household income

Household income determines the economic status of the female teachers along with their tendency to join the economic activity through the profession of education. In the given table, total household income of the teachers is analyzed to measure their social and economic status and their tendencies for the job. Ratio of their income to household income also measured to analyze their participation

Table 3 - Income of Teachers and Ratio of Their Income to Household Income

Income	Category 1	Category 2	Category 3	Overall
Household Average income	9748	16240	21146	15711
Ratio of household income and income of individual	15%	18%	43%	25%

in the household income. Average household income of the teachers in category 1 was rupees 9748 per month, rupees 16,240/month of the teachers in category 2 and rupees 21,146.34 per month in category 3. Overall household income of female teachers in private schools was rupees 15,711 per month. Household income of female teachers in category 1 was less than of in category 2 and category 2 was less than from category 3. Overall teachers were contributing 25 percent towards household income. The results explain that the teachers with high household income level teach in the high level schools. Their income level, employment level and social status correlate with each other.

In category 1, the contribution in household income was 15 percent, in category 2 it was 18 percent and 43 percent in category 3. The contribution was in alignment with their average income levels. Therefore results prove that teachers' income positively affect the household income of teachers. Women empowerment is linked with their income. The greater the share of income of female teacher in the household income shows enhancement of their empowerment (Siddiqui, 2005).

Reasons to join the profession of Teaching

The reasons to join this profession are different for different teachers according to their priorities, household characteristics, educational status, economic status and social status as explained in table 4. In private sector, 28.7 percent teachers joined the workforce to meet their financial requirements, 36.7 percent for their self satisfaction and 7.3 percent teachers joined this profession due to the lack of opportunities in other departments. Further 14 percent teachers preferred this job due to comfortable working hours as in other jobs working hours are more than this job. They can manage their household responsibilities with their job more easily as compared to other jobs and 12.7 percent teachers joined the workforce only to avail the leisure time.

Working Conditions

Working conditions include minimum wages, allowances/benefits, hours of work, over time work, rest break and leave arrangements, including annual leave, sick leave and special leave issues, and job security provisions. Further three additional aspects of working conditions must be addressed, namely, maternity benefits and leave, sexual harassment, and termination due to privatization or unexpected closure. The private education sector absorbs a number of unemployed, well-educated females and increases the contribution of females in the labor market. But the study shows that female workers in this sector deprive of their labor rights according to labor policies and labor standards.

Wage/Pay

Discrimination takes the form of lower wages for similar work. In economic terms, discrimination occurs whenever market allocations are affected not by the criterion of productivity, but by non-pecuniary or extraneous factors such as sex. The fact that the women accept these unfavorable terms only underlines their economic vulnerability and limited work options. The given table shows how female teacher were discriminated by explaining the working conditions regarding pay given to female teachers in the private sector. The result explains that 53.3 percent teachers got pay during holidays in addition to working duration. Further 49.3 percent teachers availed medical leave and only 12 percent availed medical leave with pay. 76.7% teachers have got increment in pay with the passage of time. In the private sector, increment in pay usually starts after obtaining 1 year experience in the same school. As the results shows that no overtime remittance was given in private schools while overtime work is done in these schools. Overtime hours should not normally exceed 12 hours per week, must always be voluntary (unless included in a collective agreement), and their right to receive premium rates prescribed law or in a collective agreement.³¹

Table 4 - Reasons for Joining Teaching Profession

Reasons to Join	Category 1	Category 2	Category 3	Overall
To meet financial requirements	40%	16%	30%	28.7%
Due to self satisfaction	22%	46%	42%	36.7%
Lack of opportunity in other departments	8%	10%	4%	7.3%
Comfortable working hours	18%	14%	10%	14%
To avail leisure	20%	8%	10%	12.7%
Comfortable working conditions	14%	16%	12%	14%

Table 5 - Working Conditions Regarding Wage/Pay

Working conditions	Category 1	Category 2	Category 3	Overall
Holidays with pay	24%	56%	80%	53.3%
Avail medical leave	30%	38%	80%	49.3%
Medical leave with pay	4%	2%	30%	12%
Overtime remittance	0%	0%	0%	0%
Increment in pay with passage of time	52%	92%	86%	76.7%

31. Labour Protection Policy 2006, pp33

Allowances and Benefits to Private School Teachers

To attain the social and economic benefits is the right of the individual in which sector he/she is employed. In private sector of education such allowances and benefits are given but in a very small ratio as shown in the table 6. Only 17 percent teachers attain family allowances in private sector, 30 percent teachers had social security benefits. No school in each category was providing group insurance. As results show that in category three y schools, mostly schools were providing all benefits except group insurance. The scheme of Old Age Benefits applies to formal sector enterprises with more than five employees and is funded by contribution from both employers and employees, with almost 90 percent of the contribution coming from employers. 27 percent teachers obtained old age benefits in private sector and 77 percent teachers attained maternity benefits. This means that about 23 percent teachers were deprived of their right to attain maternity benefits and it is recommended in the conventions of international labor organization and labor policy of Pakistan.

Table 6 - Working Conditions Regarding Allowances and Benefits

Working conditions	Category 1	Category 2	Category 3	Overall
Family allowances	0%	10%	40%	17%
Group insurance	0%	0%	0%	0%
Social security benefits	0%	10%	80%	30%
Old age benefits	0%	0%	82%	27%
Maternity benefits	52%	92%	86%	77%

Labour legislation in Pakistan also provides for comprehensive benefits for female employees. Such laws are seldom enforced in practice. Examples include the entitlement of women workers to maternity leave with full wages. Entitlements to maternity leave are prescribed by law, but two issues require reinforcement. The Government is of the view that the payment of wage equivalents during the period of leave should remain the responsibility of the social security system, and not the responsibility of the individual employer. The responsibility of the employer is to meet the leave period entitlements, and to keep the job open for the returning worker on completion of the maternity leave period.

Provision of Facilities to Female Teachers

The table 7 explains different facilities given to private school teachers. In private sector, lunch on payment was available for 72 percent teachers. Mostly schools in private sector facilitate the teachers with lunch during their work. Further transport facility on payment was available to 12 percent teachers. Drinking water was available to 76 percent teachers and toilet facility was available to 64 percent teachers, this means the remaining teachers in private sector were deprived of their basic human needs/rights along with labor rights. 61 percent teachers were able to have separate sitting room facility. Furthermore daycare centers were not available for the married female teachers. However 41 percent teachers availed the skill development facility provided by school through conducting workshops and short courses to improve their teaching skills. As class rooms were concerned, 87 percent teachers were working in the ventilated rooms and 64 percent teachers were able to have chair in the class. This finding shows an interesting comparison between primary and high schools: in primary schools where working conditions are relatively poor as compared to high schools; chair was available for teachers but at high level schools chair was not available. The administration argued that teacher concentrate better on class in standing position and it is necessary for the provision of good quality of education. Therefore chairs were not provided to teachers as part of strategy.

Table 7 - Provision of Facilities to Female School Teachers

Working conditions	Category 1	Category 2	Category 3	Overall
Lunch available	76%	50%	90%	72%
Transport facility	0%	16%	20%	12%
Toilet facility	94%	58%	40%	64%
Drinking water	60%	76%	92%	76%
Sitting room	40%	50%	92%	60%
Daycare centre	0%	0%	0%	0%
Skill development facility	34%	42%	48%	41.3%
Chair available in the class	94%	58%	40%	64%
Ventilation facility	84%	88%	90%	87%

Working Hours

As per government rules and regulations, working hours must not exceed 48 hours per week. Workers must be provided with at least one day off in each seven-day period. The result shows that all the three categories followed the law and there was not even a single teacher who worked more than 48 hours. It can be noted that more flexible working hours were provided in category 1 schools while in category 2 teachers had to work in tighter schedule as compared to category 3 schools. In Category 2, the trend of overtime work was also found aiming to provide good quality at average fee. That was one factor for tight scheduling for category 2 school teachers.

Table 8 - Working Hours in the Private Schools

Working hours (weekly)	Category 1	Category 2	Category 3	Overall
Up to 30	66%	0%	48%	38%
31-35	10%	44%	38%	31%
36-40	8%	30%	12%	17%
41-45	16%	26%	2%	15%
Overall	100%	100%	100%	100%

Satisfaction Level of Female Teachers towards working environment

Modern view of labour inspection places the emphasis on prevention, protection and improvement. However, the enforcement is forgotten. Flagrant abuses of the law, for example deliberate and intentional under-payment of wages must always be detected and punished. The table 9 explains the working environment in these schools; 43 percent and 29 percent teachers were working in very good and good environments respectively as compared to 8 percent teachers who found their workplace bad. However there were 8 percent teachers who found their working environment as excellent.

Table 9 - Level of Satisfaction of Teachers toward Working Environment

Environment	Category 1	Category 2	Category 3	Overall
Fine	16%	8%	6%	10%
Good	40%	24%	20%	28.7%
Very good	24%	42%	62%	42.7%
Excellent	0%	20%	12%	10.7%
Bad	20%	6%	0%	8.0%
Overall	100%	100%	100%	100%

Behavior of Students, Parents and Owner of the School towards Teachers

Behavior and attitudes of Students, Parents and Owner of the school towards teacher can have significant impact on the quality of work and education. Teachers can perform better when attitude of students and others are encouraging. Table 10 explains the behaviors of above mentioned three stakeholders towards teachers. Overall teachers experienced good behavior from students (61%), parents (55%) and owner of the schools (49%). However a small number of teachers (3.8%) experienced bad behavior. No significant difference about findings was found across three categories of schools. Therefore results were compiled cumulatively. Overall the findings reflect a positive attitude of students, parents and owner of the schools towards teachers.

The private education sector is considered a formal service sector but mostly schools in the sector were unorganized. Further majority of schools had less than 10 employees with poor infrastructure due to improper management and low investments in the sector. Resultantly teachers in private sector were experiencing above-mentioned various difficulties. This non-supportive environment badly affects their performance and ultimately nation will pay the cost in terms of poor education.

Table 10 - Behaviors of Students, Parents and Owners towards Teachers

Behaviors	Fine	Good	V.Good	Excellent	Bad	Total
Behavior of students	13.3%	61%	14%	7.3%	4.7%	100%
Behavior of parents	24.7%	55%	11.3%	8%	1.3%	100%
Behavior of owner	14.7%	49%	21.3%	10%	5.3%	100%
Overall	17.6%	54.7%	15.5%	8.4%	3.8%	100%

Recommendations

Based upon research findings, this section will contain four levels of recommendations namely policy recommendations, labour market recommendations, future labour policy recommendations and recommendations for private schools.

Policy Recommendations

In the light of above findings and analysis, it can be strongly suggested that the status and position of women need to be strengthened through wider opportunities for education, paid employment and other opportunities for self-development to increase their participation in socio-economic development. This will lead to diversification of their roles into other productive and employment channels.

1. Women must develop their own identity and individuality without depending on the physical presence of the man to attain the social and economic empowerment. Women's organizations and networks can play a vital role in bridging gender gaps exist in labour market and society.
2. ILO should play a greater role to make labour market secure for women. Academicians and professional should come forward and speak out on such issues and make the nation aware of it. Civil society should also do something practical.
3. Government should initiate a number of programs and projects for women in education, training and skill development and also for facilitating income generation activities for women.
4. The political environment which conditioned the early phase of industrial relations is undergoing change. The historical alliance between the labour movement and the social democratic regime of industrial countries has weakened over time. The pervasive presence of an activist State, committed to full employment and pursuing expansionary economic policies in both public and private sectors, did not continue beyond the 1970s. In contrast the State has been withdrawing from the domain of employment and income policies, and governments have been moving away from any direct involvement in the creation of jobs. The new policy emphasis should be on the governance of institutions to ensure the functioning of markets.

Labour Market Recommendations

It is imperative to recognize that implementing legislative and public policy changes does require gender-conscious planning. It is also necessary to engage in activism that seeks consciousness raising especially since patriarchal institutions are well ingrained in Pakistan, and low literacy rates of women testifying to strength of patriarchal gender relations. Some suggestions are offered to empower the women by changing the Labour markets, provide them better labour market scenario and well working conditions.

1. Women should benefit from better information concerning their working conditions and arrangements from improved maternity arrangements, codes of conduct relating to sexual harassment and, where possible, day care arrangements for their children.
2. There is a need to improve the role and contribution of women in the labour force and to provide them equal opportunities for employment. The work place will be made conducive for women workers.
3. There should be legally established or recognized machinery for wage determination and it may possible through the interaction and co-operation of directorate of relevant sectors at provincial level.
4. Re-examination of existing legislation to ensure that women are not denied to access to suitable jobs that are arising due to Pakistan's changing Labour markets.
5. The provision of labour extension services will require additional resources at provincial level, particularly with the capacity to be trained in the delivery of services through reliance on encouragement, persuasion and education as distinct from enforcement and sanctions typically associated with labour inspection activities. Action should be taken to make National Tripartite Labour Conference more active.

Future Labour Policy Recommendations

The following suggestions are offered for favorable consideration by the concerned authorities for the formulation of the future labour policy:

1. Human Resource development projects will have to be seriously put into both at public as well as private levels for increasing the skills and employability of the labour force.
2. Foreign and local private investments will have to increase through new reforms in legislation in such a way that they introduce labor intensive technologies, so that only growth is enhanced, more labor can employed without comprising on cost effectiveness of the investments.
3. A critical review of all the previous labour policies should be carried out to identify basic markets and draw appropriate conclusions from them.
4. For every future policy, implementation machinery should be constituted to ensure its success by creating an appropriate agenda for each sector of formal economy.
5. Abrupt changes in labour laws must be avoided.
6. In the recent past, there has been mushroom growth of legislation governing labour in Pakistan .There is a dire need for one brief code to be developed by consolidating and amending suitably in the previous.
7. Consolidated law must be comprehensive and easy to understand as the main reason of violation of law is that laws are complicated to understand and to implement so labour remains unaware of their rights.
8. Policy initiatives must be taken to promote the process of self inspection and self reporting.
9. Academicians should be associated with future labour policies and various national and international labour moots, seminars and conferences.
10. Micro level research based on different categories of industries should be initiated for developing a yard stick measure for measuring productivity. Hence sector wise improvement in working conditions of female worker would be possible.
11. Due to inflationary trade and change in objective conditions, there is a need to review the minimum wage previously fixed. Further, increase in wage be linked with productivity as this would represent non-inflationary and self-financing approach.
12. There should be commission a study on labour productivity in the private sector to explore the linkage between improved working conditions and labour productivity enhancement.
13. The Workers Employers Bilateral Council of Pakistan Should organize sector wise awareness programmes and training programme for both employers and employees to sensitize them and increase their understanding about Sexual Harassment & Discrimination as well as implementation of Code of Conduct should be organized.

Recommendations for Private Schools

The following recommendations are made for the improvement of private sector education institutions:

- ✦ One way of getting private schools to improve their performance while keeping fees down is for the government to develop benchmarks for identifying private schools that perform well and devise mechanisms for supporting and subsidizing such efforts. Some major reforms are proposed for the betterment of private sector of education;
- ✦ State should encourage the private schools to forgo the purpose of creating an exclusive class of rulers, for an opportunity to contribute to the overall social goal of equal opportunity;
- ✦ Conditional charitable status for private schools, reserved only for those contributing to a legitimate public purpose;
- ✦ There should be Partnership schemes linking inner-city public schools with private schools to share facilities. Policy initiatives should be taken not only for an increase in enrollment but also for an increase in quality of employment and quality of education.

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Medical Facility to Public Sector Working Women: A Case Study of College Teachers of Bahawalpur, (Muhammad Arshad Baig)

Abstract

The objective of the study was to examine the standard of medical facilities provided by public sector to government officials especially the reimbursement of Medical Charges to the working women in Education sector of Bahawalpur City in Pakistan. The medical facility is globally accepted as a measure to enhance efficiency and productivity of the workers. That is provided by all the provincial governments of Pakistan to the government employees. The procedure to avail the facility is through the reimbursement of medical charges. Research findings based upon primary data from three girls colleges of Bahawalpur reveals that the rules were rigid and procedure was complex in the eyes of claimant. Resultantly they could not get their fair share of medical charges and they had to compensate this loss to maintain their health either through taking loan or cutting the budget of education or food of their children. Moreover, the attitude was developed to leave the medical charges unclaimed due to lengthy/painful procedure and abnormal delay in payments. It was evident from the research survey that in some of the colleges the medical grant could not be utilized within the financial year and was lapsed. The piece of mind has also been disturbed which adversely affected the performance and productivity. Whereas, the employer is contractually bound to provide proper and timely medical facilities and reimbursement of medical charges to keep the health intact as per provisions of the contract of appointment in order to achieve the productivity which is the ultimate goal.

Introduction

The worldwide perception prevails that performance depends upon health. Health ensures peace of mind. Peace of mind does exist when there is no anxiety, stress and depression while on the job, particularly for the women in the teaching profession. Chatterjee, Meera (1990) is of the view that the relationship between women's health and their (physical and economic) productivity is complex and multi-dimensional. It is characterized by "flows" in both directions and a host of intervening factors. Two simple statements summarize the major directional flows: (a) women's health affects their productivity; and (b) productivity affects women's health. In the latter case, women's own productivity, that of their households, and even that of larger units such as the local, regional or national economy may be implicated. Women's health is intricately linked with family health and their productivity with family productivity and related characteristics.

Banerji (2001) states that women makes 50 percent contribution in the development of the nation. These women must include the working women in the public sector education. Women's education has assumed special significance in the context of the country's planned development. This is because women constitute nearly half the nation's population representing a valuable human resource, and play an important role in the development of the community and the national economy.

Banerji (2001) also states that women carry two-thirds of the total work load in the country and receive not more than 10 percent of the total wages, out of which they probably do not get even 1 percent for their own use. In addition, he also argued the concept that woman is as much a human being as man and thus entitled to the same freedom, rights and responsibilities is yet to find universal acceptance in spite of the unequivocal assertion that woman have complete and equal rights with men in every respect by the International Bill of Human Rights.

While talking about the stress and its effect on the health the Kumar and Clark (2005) argued that psychological stress can exacerbate gastrointestinal symptoms, and psychological disturbances are more common in patients with FGIDs (Functional Gastrointestinal Disorders). These disturbances alter attitude to illness, promote healthcare seeking, and often lead to a poor clinical outcome. These have psychosocial consequences with poor quality of life at home and work. Early in life, genetic and environmental influences (e.g. family attitudes towards bowel training, verbal or sexual abuse, exposure to an infection) may affect psychosocial development (susceptibility to life stress, psychological state, coping skills, development of social support) or the development of gut dysfunction (abnormal motility or visceral hypersensitivity).

It has also proved that whilst acute pain or stress can raise blood pressure, the relationship between chronic stress and blood pressure is uncertain. In their further studies they state physiological 'stress' and acute illness produce rapid increases in ACTH (Adrenocorticotropic hormone) and Cortisol, growth hormone (GH), prolactin, epinephrine (adrenaline and norepinephrine (noradrenaline)). These can occur within seconds or minute.

It has been observed with great concern that working women in recent decade have experienced increasing stress in their personal and work lives due to multiple roles in a society. The women have to take care of the family with a greater responsibility, particularly, when they are employed in public sector. It has been concluded in empirical research that both work stress and family stress should be considered together when addressing the health of working women (Kim 2005).

On the other hand Nicholas and Colledge (2006) are of the views that anxiety disorders are characterized by the emotions of anxiety, anxious thought, and avoidance behavior. Anxiety may be stress related and phobic anxiety may follow an unpleasant incident. Patients often have also depression. A phobia is an abnormal or excessive fear of an object or situation, which leads to avoidance of it. Panic disorder entails attacks of severe anxiety which are not restricted to any particular situations and circumstances and are therefore unpredictable.

The perusal of secondary data has revealed the no such study have been ever made specifically with reference to reimbursement of medical charges payable to the working woman in public sector of education in BS-17 and above. Due to complexity and difficulty in drawing the expenses, it adversely affects the health (peace of mind) and ultimately the performance is reduced. Therefore this study will look into the similar case where health is directly related to the medical treatment facilities and reimbursement of the medical charges as per actual expenditures incurred at the occasion of illness. Further we aim to link the health (peace of mind) with the performance on the job on the part of a working women in BS-17 and above of the colleges of Public Sector of Bahawalpur. The working women can hardly avail the medical facilities by one way or the other as per existing rules and procedures prevailing in public sector.

Research Objectives

The main objective of this research study is to examine the possible relationship between the medical facilities to health and peace of mind and its effect on the performance of a working woman in formal education sector of Bahawalpur.

Methodology

To achieve the research objectives, primarily evaluation form of research approach was used to assess the effectiveness and efficiency of mechanism for reimbursement of medical charges. A questionnaire was used to collect relevant information from research respondents. The population for this research study was comprised of all the female teachers in BS-17 and above of the public sector colleges of the Bahawalpur. The sampling was made randomly and 92 teachers were surveyed. The survey was made by personal contact with the college teachers.

Research Findings and Analysis

This section contains the research findings along with its analysis. The following section describes the existing reimbursement mechanism for medical expenses at public sector education institutions. Currently the Government employees in BS-17 and above are entitled to reimburse the medical charges as per paid vouchers/receipts produced either in case of indoor hospitalization or outdoor treatments. No fixed medical allowance is being paid to them. On the other hand the Government employees in BS-1 to BS-16 avail the medical reimbursement charges in case of hospitalization on production of paid vouchers/receipts and in the case of outdoor treatment fixed medical allowance is admissible corresponding to their scales and its payment is made with monthly salary, irrespective of the fact whether the employee was found seriously ill or not. We aim to look into the matter regarding disparity between the two classes on the same facility and later on concentrate the problem of working women of BS-17 and above in education department being faced due to rigidity of the rules. On the other hand the practice in vogue or procedure prevailing over here is so difficult that none of claimant can succeed in completing the required documentation. Resultantly, no payment of reimbursement of medical charges could be made.

The maintenance of health of formal sector is the prime responsibility of the Government of the Punjab. Generally the government of Punjab allocates amounts to the colleges along with payment criteria. As sufficiency of funds is concerned, it was estimated that for the college (A) per head per annum budget for an employee was only of Rs.329/- for the year 2005-06. This figure is self explanatory and reflects a huge gap between actual allocated amount and actual expenditures.

Despite of small allocated amount, it is evident from the Table 1 that either allocation of medical expenditure was lapsed or a small amount was paid in the whole year to the population of more than 300 staff and their family members. Further the column titles "Claims in the pipeline" exhibit the true picture of pending cases of medical charges. On extreme end, a particular claim was submitted during 1998 for Rs. 15,920/- which was finalized during 2007 without any material change in the amount. Similarly a claim of Rs. 18,280/- was pending for two years due to the reason that indoor treatment was made in Combined Military Hospital which is not on the panel of the organization. It is astonishing that only 30 bills were passed for payment of medical charges benefiting the 14 employees within our sample size during the period of last tow year. This finding reflects the rigidity of procedures and employees engaged with the processing of medical claims in the public sector educational institutions.

Table 1 Medical Budget for Women College of Bahawalpur

Name of The College	No. of BS-17 & Above /Total staff	Year	Medical Budget provision	Amount utilized	Amount Lapsed	Claim in Pipe Line
College (A)BWP	88/146	2005-06	48000/-	47848/-	152/-	35000/-
College (A)BWP		2006-07	90000/-	Nil	Nil	60000/-
College(B) BWP	41/69	2005-06	20000/-	Nil	20000/-	15000/-
College(B) BWP		2006-07	40000/-	8000/-	32000/-	19000/-
College(C) BWP	28/62	2005-06	30000/-	15000/-	15000/-	Nil
College(C) BWP		2006-07	30000/-	3000/-	27000/-	Nil
College (D) BWP	30/65	2005-06	40000/-	Nil	40000/-	15920
College (D) BWP		2006-07	80000/-	15920/-	64080/-	19280

Characteristics of the Teachers and medical re-imbursement Pattern

Figure 1 shows a relationship between women job experience and pattern of medical claims. It shows that the women with high experience and high age groups (43%) were taking more reimbursement. It may be explained as the morbidity is higher in latter age groups so they need more medical funding and they claim more reimbursement of these funds. Further in the latter age group, the employees got married and having children so they feel more responsibility not only of their own health but also of their house hold members. Figure 2 shows that almost 88 percent families had availed medical facility. The amount of claims was positively related with family size numbers. The more children, the more medical expense. Further it shows that women feel stress due to illness in their family and corresponding medical claims. It can affect their productivity at work.

Figure 1 Job Experience and Medical Reimbursement Claims

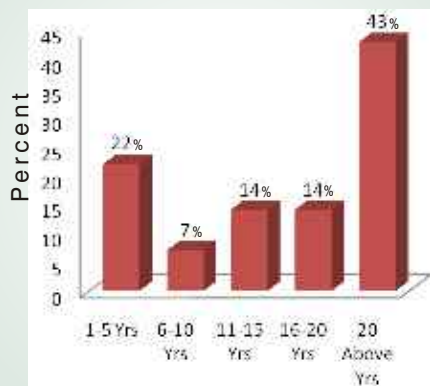
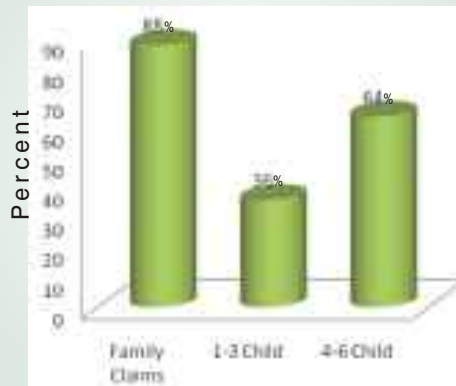


Figure 2 Family Size and number of Medical Claims



Further the type of illness of women respondents and their family was categorized in to outdoor and indoor (see Figure 3). It reflects that majority of respondents (43%) experienced indoor treatment or a combination of both (outdoor and indoor). The level of seriousness of disease can affect the level of work of the women. Further 54 percent women respondents were satisfied with the level of hospitalization. It reflects that hospitals were not providing the proper medical facility to the lady teachers. It is the responsibility of Punjab Government according to the Medical Attendance Rules 1959. Therefore it is recommended that policy should be formulated to ensure quality of health service in addition to accessibility. Furthermore the findings show that 81 percent respondents did not claim the medical charges due to difficult process which causes loss to their exchequer in addition to their health. Majority of respondents (92%) termed the claim procedure as complex and painful. However the respondents who claimed their medical expenses through reimbursement policy were not able to recover full medical expenses (87%). Only 13 percent were able to recover their full medical expenses.

These findings show that first the medical service was not satisfactory, second the medical claim procedures were painful and complex and finally they were not able to recover their full medical expenses. All these elements can badly affect the productivity of women workforce.

Further the intensity of the financial losses was measured due to partial reimbursement of medical expenses. Figure 4 shows that 48 percent respondents suffered a loss upto rupees 10,000/- during the last couple of years whereas nine percent respondents suffered a huge loss of over rupees 40,000/- in the last couple of years. The figure 5 shows the four patterns to match the shortfall of medical expenses. First it shows that 61 percent respondents had to compensate the loss of nonpayment of medical charges from their savings which were available with them for investment in profitable schemes. Second, about 19 percent respondents had to take loans for this purpose. Third, the compensation of loss from the food supply (15%) will definitely put whole the family under nutrition. Finally the trend to take money out of education budget of children (5%) was less significant. All these patterns were source of stress for the respondents and their respective families. The figure 6 shows the possible impact of

Figure 3 Hospital Treatment and level of Satisfaction and Number of Medical Claims

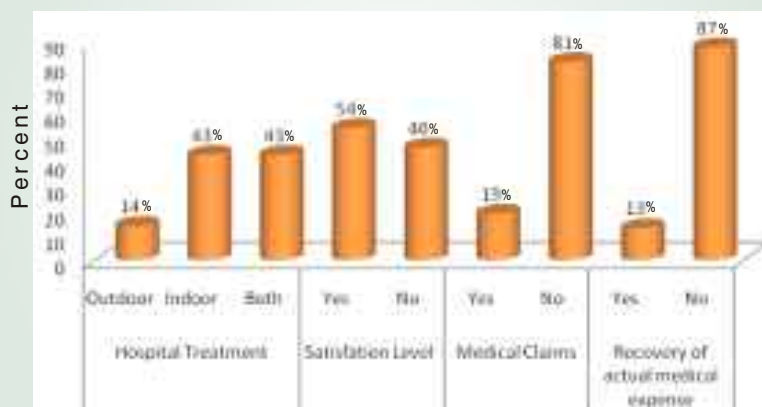


Figure 4 Losses due to partial Reimbursement

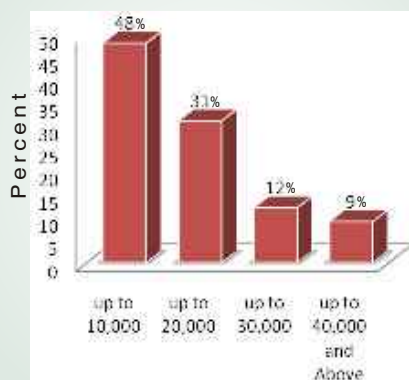


Figure 5 Impact of losses on Family

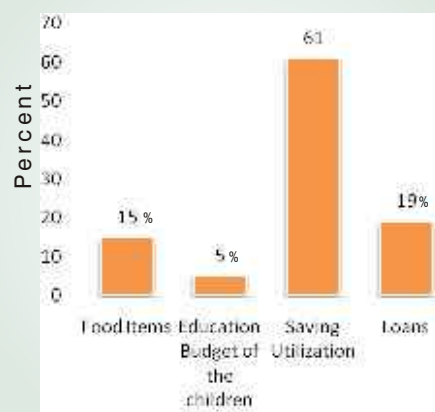


Figure 6 Impact of Stress



stress among respondents. Majority of respondents (84%) felt anxiety, followed by burnout (10%). However six percent experienced zero level of stress. Resultantly they were facing psychological stress and disturbance which affected the attitude and peace of mind (98%) as well as quality of life. Therefore these findings show a positive relationship between reimbursement of medical claims and peace of mind of women respondents. Medical claims reimbursement mechanism contains a potential to affect peace of mind and ultimately the performance of women workforce in educational institutions in Bahawalpur particularly and across Pakistan generally.

Recommendations

This study proves that the rules were not user- friendly and the procedure was difficult and complex, for the reimbursement of medical charges to the working women of BS-17 and above in the public sector colleges of the Bahawalpur. The working women could hardly get their fair share to maintain their health which is necessary for the high level of productivity while teaching at work place. On the basis of these findings; this study makes the following policy recommendations.

- ✦ Procedure for reimbursement of medical charges should be simplified and rules should be made user-friendly and the power of sanction of medical charges is to be decentralized. The amount of medical charges should be equal to amount actually incurred by the patient. The reimbursement of medical charges should be switched over to the medical allowance.
- ✦ The medical allowance should be sufficient to cope with the medical expenditure.
- ✦ Direct payment system may be adopted to authorize hospitals.
- ✦ The plastic card may please be issued to the individuals for presentation before the authorized medical authority for genuineness of the case. The system may be computerized.

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Role of Local Government System towards Women Empowerment: A Myth or Reality A Case Study of District Multan, (Waseem Alam)

Abstract

This research was carried to explore the role of local government system towards the women empowerment in district Multan-Pakistan. The provision of 33 percent women reserve seats in local government system seems apparently laudable but has merely inducted a few women in the political process and any desirable signs of their active participation in decision making in the interests of women. Women won their seats not because of any political consciousness or commitment to the interests of women community but because of their association with highly influential politicians and landlords of their villages/towns. Thus for all practical purposes they were analogous to a puppet swaying at the behest of its master who held all the strings. They admitted that they could not do anything as the whole proceedings of the local governance were largely hijacked by the rigidly dominant male class. There was unanimity about the fact that their performance was primarily hindered on account of illiteracy, lack of mobility, poverty coupled with little or no access to productive assets, being women, family responsibilities, corrupt/indifferently non-cooperative government officials, male militancy and traditionally orthodox biased social institutions. The issues like promotion of girls' education, vocational training to women, improving the health, maternity and sanitation facilities, fighting against social evils like dowry, sexual exploitation, domestic violence etc remained a dream. They still found themselves unable to take up the gauntlet for there is an intricate web of adverse factors which effectively infringes their desire and ability to do so. Undoubtedly the political process of empowerment provides collective strength to women. Individually a woman feels weak, shy and vulnerable but when they do get a platform we see them shedding that mantle readily and form a class to fight for their rights and amelioration of women related problems and issues. Women's effectiveness at promoting women's rights once in public office, however, is dependent upon many other factors besides their numbers. Institutional changes are needed in civil society, the media, political parties, legislatures and the judicial system to support women's policy agenda and to make a smooth transition from policy to practice.

Introduction

Pakistani society is characterized by tremendous linguistic, ethnic and cultural diversity. There are also considerable economic disparities between different sections of society, as well as divisions of caste, tribe, clan and class. It is dominated by a feudal and tribal value system, with strong patriarchal trends which permeate attitudes and behavior even where the actual social structure has changed. Pakistani society is so entrenched in culture, those customary and traditional laws and practices usually override both statutory and Islamic laws, which are only used selectively or adapted in accordance with cultural traditions. All these social, cultural, economic and historical factors have directly and indirectly affected the status and rights of women at every level and in all sectors, and have negatively impacted on their integration in development or their real participation in the processes of decision-making.

There is considerable disparity between the status of men and women in Pakistan. While some indicators relating to women's status have improved marginally in recent years, several have remained static, and there has been further deterioration in other areas. The reasons for disparities in almost all areas are diverse. They include negative social bases and cultural practices, discriminatory legislation, and inadequate policies, plans and programs, including budget allocations. The lack of political will and the absence of meaningful or effective affirmative action ensure that the disparities continue without any significant change.

Politics is male dominant and andocentric. There is usually slim possibility for the integration and reflection of women's perceptions and needs in state politics that are determined, directed and controlled by men. As women are not adequately represented in political decision-making, issues of public policy relating to women's equality and empowerment remain

under the competence of men, who may not be interested in these issues. In spite of the recognition of the principle of gender equality in the constitution, state policies could be seen as reinforcing women's subordination or as not prescribing bold steps for removal of gender disparity. Thus, there is a tendency to move beyond the traditional typology as determined by political science on the basis of political system and ideology, and identified the state as patriarchal (Chowdhury 1994).

Empowering women is good (for) governance. Equality between men and women is now a leading global political principle. However, gender differences, based on the social construction of biological sex distinctions, is one of the great fetters of all societies. Though the constitution provides women the right to be elected in political and public representative institutions, such as parliament and local government bodies (Husain, S. A. 2000), gender inequality, as a collection of interlinked problems, is manifested in the political arena too.

The term empowerment has different meanings in different socio-cultural and political contexts, and does not translate easily into all languages. An exploration of local terms associated with empowerment around the world always leads to lively discussion. These terms include self-strength, control, self-power, self-reliance, own choice, life of dignity in accordance with one's values, capable of fighting for one's rights, independence, own decision making, being free, awakening, and capability to mention only a few. These definitions are embedded in local value and belief systems.

In a patriarchal society like Pakistan, women's political participation has always been a low priority, except at the time of independence when they were involved on equal footing. Political parties and masses also perceive them as worth a guided vote at the time of election. Their role within the party was confined to women wings to fill election campaign rallies, motivating other women voters and/or forerunners in agitation rallies. Their presence at the decision making elected bodies and political party's level has been negligible.

The 1956, 1962 and 1973 Constitutions all were inclusive of reservation of seats for women at National and Provincial Assemblies. This reservation varied from 3-10 percent. The Constitution of 1956 had a 3 percent quota under Article 44(2) but later on it was changed to 10 seats for women for 10 years. Further 1973 Constitution provided 10 seats for 10 years or 3 elections whichever occurred later. These seats were increased to 20 in 1985. This reservation lapsed in 1988 after three elections, which further reduced women's existence in Parliament to a negligible level i.e. 3.2 percent in National Assembly, 2.4 percent in Senate and 0.4 percent in all 4 Provincial Assemblies in 1997-1999. The democratically elected governments of both Nawaz Sharif and Benazir Bhutto neither revived nor increased this constitutional reservation. Women's participation in all aspects of the political process was at the lowest during their tenure despite twice having a female Prime Minister.

Over the years, increased association and participation of women in various political parties has not paved a way to their elevation in party hierarchy or political system. Women in politics are either from the elite classes or middle class both having different set of restrictions and advantages and comparatively later lack decision-making at party and community level. For women in Pakistan choice of joining political arena sometimes is a prioritization between family life and politics and those having not so favorable enabling environment especially a political family background prefer family life table.

In Pakistan's political history many events have led to change in its democratic discourses for better or worse; one of them was in October 1999 which was a blow to democratic journey of Pakistan yet it proved to be a blessing in disguise for women. Pakistan had ratified CEDAW and formally endorsed Platform of Actions, adopted at the 4th World Conference for Women in Beijing in 1995. The Government of Pakistan's (GOP) national commitments are stated through its National Plan of Action (NPA) for women launched in 1999 which includes promoting women's political empowerment. Building on Pakistan's international commitment and decades long efforts of the civil society for empowerment of women, National Commission on Status of Women (NCSW) was established in 2000. It is in itself a paradigm that a "Military government" facilitated women's empowerment, which should have come from a democratically elected regime. Women were given adequate voice at national level politics by reserving 60 seats for them in National Assembly and 17 in Senate. This has brought the political empowerment for the women of Pakistan and has given them a berth in the line of first world countries.

Devolution/Decentralization is gaining ground globally to devolve power and improve service delivery. Decentralization aims to provide improved economic performance and resource mobilization and transparency of systems as per the satisfaction of local preferences. The concept gained popularity in the developing countries, including Pakistan, as it has the outreach

capacity particularly beneficial for rural development and community empowerment.

Unfortunately in Pakistan, Military Governments have been the architects and executors of the Local Government Systems (LGS). After the failure of initial local government systems introduced by military dictators; another dictator (General Pervez Musharaf) introduced a new system of local government. To institutionalize decentralization, Local Government Ordinance (LGO) 2000 was promulgated, federally and then re-enacted provincially in August 2001. The system has three tiers i.e. Union Council, Tehsil (sub district) Council and Zila (District) Council. Local Government Elections were held in 5 phases from August 2001 to 2002. The present LGS is a by-product of the military government's reform agenda, therefore stands controversial. Musharaf government introduced the devolution plan without being pilot tested to complete the task before October 2002 deadline. This hurried implementation was followed by the Presidential referendum in April 2002 to gain Constitutional legitimacy (Hamid 2001).

The present system of decentralization is designed to ensure genuine people participation in bottom up developmental planning, improved service delivery mechanisms and promises checks and balances to safeguard against abuse of authority. This system has a provision for a 33 percent reserve seats for women and a 20 percent reserve seats for workers/peasants on all local councils. These reserved seats are directly elected at village level for union councils and indirectly elected at district and sub-district levels for District and Tehsil councils. To examine the relationship between women reserve seats in the political councils and their empowerment, this research study was carried out to find out the actual situation in district Multan-Pakistan.

Research Objectives

This research was carried out with following six objectives:

- ✦ To examine the fact as to whether inadequate representation and participation of women in the Local Government institution is one of the major factors that has contributed to the low status of women.
- ✦ To examine as to how far the participation of women has been successful in integrating the issues concerned with the women community in the mainstream of decision making.
- ✦ To substantiate the existence of disparity and disadvantages faced by women in their participation in the Local Government system.
- ✦ To identify the causes and obstacles that infringes the participation of women in the Local bodies.
- ✦ To examine the effectiveness of the legislative measures and developmental measures in raising the status of women
- ✦ How effective gender budgeting can be as a tool for women's empowerment, in its present form, in the Pakistani context?

Methodology

To achieve research objectives, a combination of qualitative and quantitative research approaches was used. Further primary and secondary sources of data collection were applied. Primary sources included interviews with women councilors, interviews with selected union/town/district/city Nazims, interviews with concerned bureaucracy from national reconstruction bureau (NRB) and provincial governments.

For this research study, population was comprised of women representatives in union councils, town councils and district councils. A sample of 100 women councilors/members from Union councils (76), Town councils (12) and District councils (12) was selected to measure empowerment at union, town and district council level. Further to compare women empowerment at the each tier (union council, town council and district council), 20 percent sample was drawn from town councils and district council. To collect information from target audience, interviews through questionnaire were conducted. Further series of interviews, dialogue and focus group discussions were conducted with other stakeholders to incorporate their input into research findings.

Research Findings and Analysis

The research findings are comprised of econometric and non-econometric results. Both types of results are given below:

1.0 Non Econometric Results

Legal Empowerment is defined as how much government (GOVT) made legislation to empower its citizens. Devolution plan and Local GOVT Ordinance ensure the legal empowerment of women at all three tiers of local govt. There are given the 33 percent reserve seats for women in union council, town council and District council. For assessing legislative empowerment was assessed through three variables (see table 1).

Table 1 - Legal Empowerment of women

Indicators	Union councils	Town councils	District council
Structure and Power	39.5 %	83.3 %	58.7
Number Of Members In Union Councils	48.7 %	50 %	58.3
Female Participation In Councils	44.7 %	33.3 %	41.7

In table 1, the first variable is structure and power given to the councils (union, town and district). Result shows that women were satisfied on this dimension as per following pattern; 39.5 percent in UC, 83.3 percent in town council and 58.7 percent in district council. At union council (UC) level powers less power has been devolved as compared to town and district level.

As female participation in councils was concerned, result shows not too much variation in union councils but at town level female members significantly disapproved 33 percent reserved seats, 66.7 percent member claims female participation must be according to their population ration (female to male ratio). At district level women's are also demands more participation. Trend shows that the weak powers were trickled down to grassroots level (union council level). Most of female member were not aware of their legislative rights.

Participatory Evaluation is another indicator for measuring empowerment because empowerment is multi-faceted phenomena which is not only asses through empowerment to the people but also empowerment by the people. Five variables were used to assess female participation in their council's at all three tiers (see Table 2).

Table 2 - Participatory Evaluation of Female Members in Councils

Indicators	Union councils	Town councils	District council
Meetings held in councils	71.1	58.3	100
Member attend meetings	78.9	83.3	91.7
Meetings with Women in Councils	64.5	58.3	75
Approved Women Proposal in Councils	40.8	81	75
Women Proposal execution	28.9	50	50

First, monthly meetings were held in council's at all three levels (union, town and district). It is a minimum requirement for participation in councils to make them aware about the council issues and functions. At UC levels, 71.1 percent female member acknowledged that meetings held on monthly basis. At town level and district levels; 58.3 and 100 percent acknowledged monthly meetings respectively and they were satisfied in the similar pattern. Second, on the dimension of female attendance in the meetings; about 80.9 percent gave the positive response that they attended meetings. Third, on the dimension of meeting with women reside in councils; 64.5 percent in UC, 58.3 percent in TC and 91.7 percent in DC female members were meeting with women of their constituency on monthly basis.

Fourth, 40.8 percent in UC, 83.3 percent in TC and 75 percent in DC were satisfied with the level of their input in the approval of schemes in their respective councils. At union councils level this variable expressed the bad performance as compared to town and district level. Finally on the dimension of execution of women approved proposals; at grassroots level 71.1 percent out of 40.8 percent women said their proposal were not executed while 28.9 percent out of 40.8 percent were satisfied. At town and district levels 50 percent proposals were executed. This indifferent behavior shows the low empowerment at town

and district councils.

In local government system, monitoring committees were established at three levels to monitor the performance of public sector institution. Thirteen types of Committees were established at all three levels for education, health and cleanliness, social welfare, code of conduct, law and order, finance, insaaf (justice) and etc. women participation level in these committees was assessed by three variables (see Table 3).

Table 3 Participation of Female Members in Council Monitoring Committees

Indicators	Union Councils	Town Councils	District Councils
Monitoring Committees in Councils	55.3 %	58.3	91.7
Women Membership in Committees	46.1 %	83.3	75
Women proposal Acceptance	21.1 %	36	50

The first variable shows existence of monitoring committees at all three levels in councils; at district level 91.7 percent respondent said that all monitoring committees existed but at town and union council levels 55 percent to 58 percent respondents acknowledged the existence of these committees. Monitoring committees is considered as a key signal of people empowerment but this important variable shows the bad performance. Second, as women membership in monitoring committees was concerned; in union council level 46.1 percent, in town council 83.3 percent and in district council 75 percent females were satisfied with level of membership of women councilors in monitoring committees. At town level this variable shows good performance but at union council level nearly 53.9 percent women were not satisfied with female membership in monitoring committees. In union councils on average 95 percent women were given membership in education and health monitoring committees. At town level on average 90 percent female member were given membership to education, health and social welfare only. However they were not given the memberships to key committees like finance committee, code of conduct and other committees.

Finally on the dimension of acceptance of women proposals aiming to solve the problems of residence in monitoring committees meetings, the responses shows a bad performance at all three levels especially at union council it was worst (the acceptance level was only 21.1 percent followed by 36 percent at town councils and 50 percent at district councils. It is disappointing fact that 80 percent of female member proposals were not recognized at union council level. It reflects the level of women empowerment at grassroots level through local government system.

In local government ordinance 2001, government of Pakistan gave the 33 percent political participation to females in local GOVT system. The following section will assess that whether 33 percent political participation truly represents the women empowerment or not? Female Political participation is broad indicator for measuring women empowerment. In UNDP report states that female political participation is first indicator for women empowerment. Therefore following four variables were used to assess the political empowerment of women (see Table 4).

Table 4 - Political Empowerment of Women

Indicators	Union Councils	Town Councils	District Council
Member Affiliation With Political Parties	57.9	83.3	83.3
Meeting With District Members	61.8	58.3	- - -
Resolution Passed in District	32.9	58.3	83.3
Approved Resolution in District	11.8	25	41.7

First, on the dimension of member's affiliation with the political parties, in union councils 57.9 percent female member said that women should have affiliation with political parties. Further at both town and district levels 83.3 percent female expressed their support for affiliation with political parties. It shows that majority of female members supported affiliation with political parties. Therefore local government elections should be held on political party basis. Second, Meeting with female district members variable was taken to assess that either female members meet the higher tier female members to solve the people problem or not because the entire female problem are not possible to solve union level or town level. It is also necessary to recognize the female voice at higher tier. Result shows on average basis 60 percent female were meeting with higher tier female members and they were satisfied with the cooperation level of district female members.

Third, on the dimension of resolution passed in district council by the female member either in union council, town council and district council, this variable shows the political awareness and women voice recognition at higher tier for female

problem solving. Result shows worst performance at union council level (32.9 percent were satisfied). However, at town level it was 58.3 percent and at district level 83.3 percent. Poor performance at union councils shows the exclusion of female from decision making process at grassroots level. Lastly an approved resolution in district is a very important indicator for women political empowerment because it links up the female voice at all three tiers. The performance of this variable was worst at all three levels. In union councils, 88.2 percent out of 32.9 percent, at town level, 75 percent out of 58.3 percent and at district level, 58.3 percent out of 83.3 percent were not satisfied on this key dimension. Overall on average less than 30 percent resolutions approved in union councils were presented by female members in union council while on average 50 percent resolutions approved in district council were presented by female town and district member.

Socio economic empowerment of women is measured through financial autonomy given by the members' women at all three tiers in local government system. Following table 5 contains different indicators which show the female economic as well as social empowerment.

First, about level of awareness of council resources/funds, result shows that in union councils 64.5 percent, at town level 50 percent while at district level 75 percent were aware of the council resources/funds. Second, on dimension of funds allocated to women, this indicator shows the worst performance at union council level as well as in town councils. The satisfaction level of women members was very low at (19.2%) at union council, 25 percent at town council and 75 percent at district council. This finding reflects either shortage of funds at council level or they only women were not able to get sufficient funds for their constituencies. It needs to be explored further.

Third, proposal for separate funds for women shows the vast negligence of women council members. Only 9.2 percent in union councils, 16.7 percent in town councils and 66.7 percent in district council member women gave proposals for separate funds for women. The performance at union council and town council was discouraging; it may reflect lack of awareness on part of women members or their lack of interest for proposal preparation. Whatever was the reason, women council members were not able to utilize their mandate for the benefit of their constituency. Fourth, as approval of proposal for separate funds was concerned, data gave a very gloomy picture because only 3.9 percent out 9.2 percent were satisfied in union councils, in town council 25 percent out 16.7 percent were satisfied and at district level 35 percent out of 66.7 percent were satisfied by the outcome of their proposal for separate funds. It reflects that approval rate for separate funds proposals was not very encouraging and it was setting a wrong precedent for future efforts.

Fifth, honoraria payment shows a very worst performance in union councils. At union councils level, female union councilors never got honoraria of rupees 1500 announced by the president. At town level only 25 percent received honoraria which show again bad performance while at district level 100 percent female members got honoraria. This situation reflects poor economic empowerment at union and town levels.

Lastly, table 5 shows trend about improvement in socio-economic and political status of women in all three councils. In union councils 47.4 percent women, in town councils 50 percent and in district council 75 percent female experienced an improvement in their socio-economic status. To get more refined result of this important indicator, researcher asked more parallel questions to female members. Overall now the women become more aware about their rights and a platform has been provided in local government system which were not in past. Further women were politically aware but their socio-economic status has experienced little improvement. However, if this system continues, gradually women will be able to experience high degree of political, social and economic empowerment.

Table 5 - Socio-Economic Empowerment of Women

Indicators	Union Councils	Town Councils	District Council
Awareness of funds of councils	64.5	50	75
Funds Allocated for Women	19.7	25	75
Proposal for Separate Funds	9.2	16.7	66.7
Approved Proposal For funds	3.9	25	33.3
Honorary Payment For Members	0.00	25	100
Improved Socio-Economic Status of Women	47.4	50	75

Recommendations

Transforming the whole society especially empowering women is a long and difficult process because we are changing power relations and we all have to take responsibility for ensuring that we bring it into our personal lives. But we should not be daunted by the task. We take small steps now, a quantum leap next time and perhaps backtrack another time. Whatever our progress we must commit to moving the process forward because our goal is for women and men to have equal power to shape their societies.

Mainstream politics is where society's governance happens. Women, comprising half of our society, must exercise their right and responsibility to participate equally & should have financial autonomy with men in governance. The impact of women's participation in politics can only be guaranteed by two conditions: a popular demand for their transformative socio-economic agenda and a developed system of public accountability in public office, two conditions that do not exist in most if not all developing countries including Pakistan. Hence, the following measures are urgently proposed for international community, national government and local governments in Pakistan:

- ✦ Implement the Beijing Platform for Action, Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW).
- ✦ Recognize the local level as the level of governance nearest to the citizens with a critical role to play in attaining the objectives of women empowerment agreed upon by National Governments through the United Nations, and thereafter.
- ✦ Work with Local Government and its institutions at all levels to promote the equal participation of women and men in local decision-making in all its forms, formal and informal;
- ✦ Support programmes initiated by local governments and their associations aimed at increasing the representation of women in local government and local positions of leadership.
- ✦ Acknowledge that local government has a critical role to play in creating sustainable democracies and gender equal societies, and therefore, to grant constitutional, legal and financial autonomy to local governments to enable them to meet their socio-economic responsibilities.
- ✦ Support, encourage and create opportunities and resources for local governments to work for and promote women empowerment.
- ✦ Guarantee and enforce the right of women to participate in the democratic system, by ensuring women the equal right to access funds, to encourage contesting key posts in Local Government system.
- ✦ Develop and augment knowledge in the field of gender by ensuring that statistics collected on individuals are gender segregated and analyzed with a gender perspective, and to make available resources for academic research with a gender perspective, that can be of use for the development of gender equality in local government.
- ✦ Take the specific issue of gender equality included in the goal of equality. We have been assuming wrongly, particularly in developing countries, that most women, because they are women, agree with and want gender equality.
- ✦ Experiences of other countries more advanced in their goal for a more equal society could help inform these reflections. We could attain gender equality de jure but not de facto unless these values get woven into the fabric of society.
- ✦ Special training should be developed for parents and teachers on how to apply and teach the values of human rights, equality, especially gender equality, and democratic governance (at every level of the state especially at local level) in the family and in schools.
- ✦ Local government should intensify its programs in gender consciousness raising and in reducing women's multiple roles.
- ✦ Gender training should be aimed at enhancing gender sensitivity and in increasing capabilities of both women and men local government officials in providing services (gender responsive programs).
- ✦ Local government must initiate and implement gender budget initiatives.

- ✦ Participatory development planning in which local government involves women as beneficiaries is crucial in producing gender appropriate policy formulation and development design.
- ✦ Local government should put national and other policy on gender mainstreaming into effect.
- ✦ Continuous monitoring and evaluation is urgent in ensuring that local governments have been gender sensitive in their policy formulation, design and implementation.
- ✦ Local governments need to extend their collaboration with civil society including women's community based organizations.

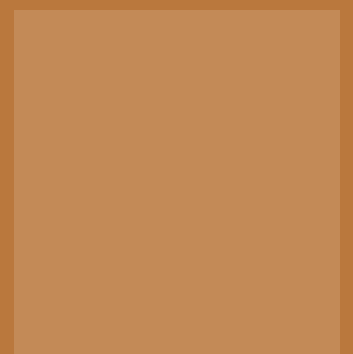
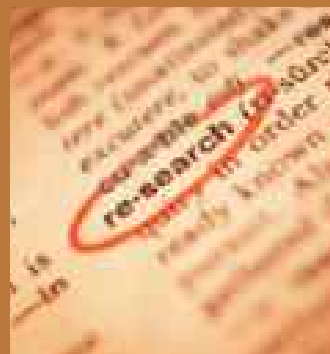
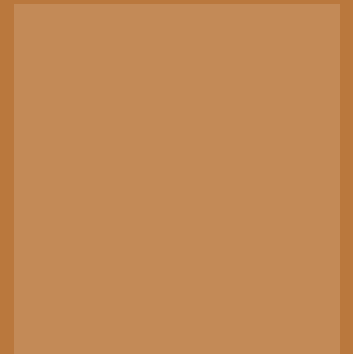
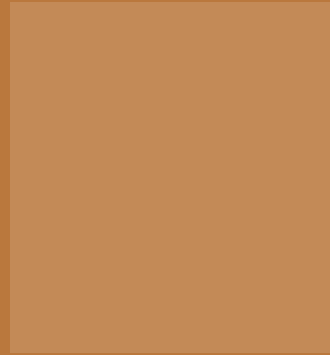
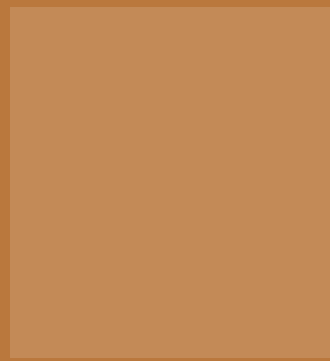
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Gender Inequality in Employment in Public Sector: Absence of Gender Policy Leading Towards Gender Inequalities,

(Rabia Khalid)

Abstract

This study was carried out to find gender inequalities in public sector in employment due to absence of gender sensitive policies. Further it was aiming to identify possible factors associated with the gender that may create workplace problems for working women in public sector organizations of Balochistan. This study was conducted through quantitative methods. A questionnaire was developed to gather information regarding prevailing gender policies and discriminatory practices in the public sector. Women working at mid level management in government departments were selected as the sample for this study. A few questions were exploratory but the rest were quantitative. This study has revealed that there was no gender policy presently being practiced in public sector. People working in this sector had no idea about gender policies and resultantly majority of employees especially male were not known to gender issues. This miserable situation of gender inequality requires immediate attention and institutional reforms are recommended to be taken up as the top most priority. All the departments must identify the gender focal persons to assess the needs and suggest regular implications of gender sensitive environment.

Introduction

Women are active participants in the productive process. They play a vital role in both formal and informal sectors as farmers, as employees in the manufacturing industries, and in service sector. Women are an integral part of the economy and their problem is not of exclusion but of invisibility and a disadvantaged position. They are not represented at economic and political decision-making forums as per their proportion in population coupled with the existing inequities in education and skill levels, social constraints to women's mobility and institutional barriers.

This study attempted to contribute in finding out the problem of inequalities while knowing the importance of women's work. It also highlights the issues that absence of Gender Policy for employment in public sector caused inequalities in employment. The ultimate consequence is that the country's Gender Development Index is lowering down in the world.

Gender disparities in Pakistan are severe and pervasive. Pakistan ranks 115 out of 143 countries in the gender-related development index and ranks 100 out of 102 countries on the gender empowerment measure. Deeply rooted cultural and institutional constraints prevent Pakistani women from playing an active role in the development of their society. Women's presence in the public sphere is restricted under the guise of cultural and religious values, thus, making their contribution outside the home difficult, if not impossible. Institutionalized violence against women in Pakistan allows crimes of 'passion' and 'honour' to go unpunished and gender discriminatory legislation violates the human rights of Pakistani women. They remain largely excluded from decision-making at national and provincial as well as community and household levels. Pakistani women are less educated than Pakistani men, and their access to employment and income generation activities is limited.³²

Most official data sources including the Population Census and Labor Force Surveys are known to greatly underestimate the extent of female work participation. This study clearly highlights the basic need to address the issue by forming and reforming Gender Employment Policy where required.

The under-enumeration of female employment is due largely to inappropriate definitions of economic activities which lay stress on encircling single main activity as well as unsuitable methods of data collection where both the enumerators and respondents are males. In Pakistan where a woman has to perform multiple tasks even after having cultural inhibitions and to admitting to the fact that women work for remuneration, then these information gathering methods are not likely to yield accurate data.³³

32. <http://www.pakistan.gov.pk>

The labor force participation rate of urban women is considerably lower than rural women. Urban women now comprise a growing proportion of the occupational category of professionals. Although they have made some inroads in non-traditional areas such as engineering, banking and law but even so, their number remains limited. The increases have been largely confined to the traditional teaching and medical professions.

In the public sector women comprise less than 5 percent of employment and mainly concentrated in departments related to social sectors such as education and health. The representation of women at higher levels in government and non-government sector is negligible. The previous studies has gathered very significant data even points out the need of gender policy but specifically having facts on the issue are merely found. This study emphasized upon knowing the fact that public sector is lacking gender employment policy and even employees women especially have no idea of gender policies. In the private sector women share of managerial occupations is not only extremely low but has shown no significant improvement since decades.

Gender inequalities in employment have widespread ramifications and clear economic and social costs. Blocking the access of women and girls to education and health is detrimental to human capital development and labour force participation, and thus to individual welfare and economic growth. The opportunities that women must forgo have an intergenerational impact, impairing the health, education and well-being of their children and grandchildren. Women's voicelessness and inability to exercise rights deprive them of assets and obstruct economic and social participation.

In Balochistan, such studies have not been undertaken specifically in the area of suggested topic and sector of implementation. Therefore, this study would be significant as the first hand knowledge in analyzing the real situation of gender inequalities in employment in public sector. In the consequences of its results, obviously, policy making would become appropriate.

It is stated by the United Nations' social and economic arm that huge differences in the way men and women are treated is costing the Asia-Pacific region billions of dollars a year.

The UN Economic and Social Commission for Asia and the Pacific (UNESCAP) said in its annual report 2007 that "Appalling disparities remain" in the region despite some progress. Restrictions on women's access to employment opportunities cost the region \$42bn to \$47bn annually while \$16 to \$30bn a year are lost because of gender gaps in education & employment.

Research Objectives

This study have the objectives to record the level of sensitization about gender equality in public sector, exploring the status of gender employment policies, if it exists merely in papers or is it being practiced as well. Finding out facts about the issues that may help in developing or reforming the gender policies in the public sector and also to sensitize both male and female about gender equality.

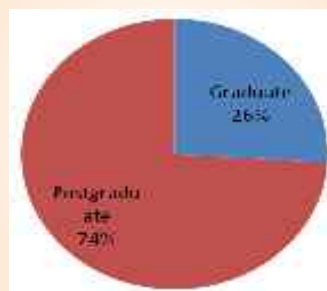
Methodology

Quantitative research method was used and questionnaire was developed containing the questions related to the working environment, general practices, dimensions of inequalities and knowledge about gender issues. Women working at mid level managerial positions in the public sector organizations were focused in this research. In total the sample size of 30 has been analyzed.

Research Findings and Analysis

This section discusses the research findings including participant's educational profile, organizational factor and gender policies. Figure 1 shows the educational status of the participants. It is encouraging to note that 74% women possessed post graduate degrees

Figure 1 Educational Status



and 26% possessed graduate degrees. It shows that educational level of women in public sector is improving particularly areas like Balochistan.

Education and Marital profile of the respondents

Figure 2 shows the marital status of women in public sector. The majority of women (80%) were married as compared to 20 percent single women employees. It implies that women have household responsibilities in addition to job obligations.

Figure 3 depicts trend about public sector recruitment and selection criteria. The majority of the employees (87%) were selected without competitive exam. Only 13% were selected through a competitive exam. On one hand, it shows a compensatory to women in remote areas like Balochistan. However on other hand, it may underestimate the potential and competence of women candidates.

Figure 4 reveals level of satisfaction of employees about their jobs. It is disturbing to note that 60 percent women were not satisfied with their jobs. Only 20 percent answered as satisfied and equal number of women kept silent on this question. The reasons for job satisfaction were permanent job and pension plan. This trend of overwhelming lack of job satisfaction is alarming and it

can create performance and turnover problems. Figure 5 shows reasons for this trend of job satisfaction. Out of three identified areas namely low wages (22%), no growth opportunities (16%) and lack of worthy/conducive working environment (62%). The lack of worthy/conducive environment scores the highest (62%) which points towards less supportive working environment for women due to gender problems.

Figure 6 shows facts about impact of gender issues on women job promotion and performance at workplace. The majority of women (90%) have no idea about gender policy at workplace as compared to 10% who had awareness about gender policy. Further 97% women were of the view that public policy (organizational policies) supports only male workforce for promotion to higher positions. This finding was further validated when 77% participants termed gender issues as hurdle in job promotions for women. Women had a strong believe that they have equal right for equal opportunities at workplace and they were convinced that women at higher positions can change the current scenario through just and fair promotion policies.

Figure 2 Marital Status

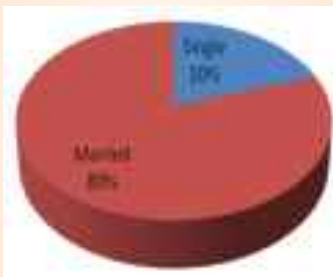


Figure 3 Selection Criteria in Public Sector

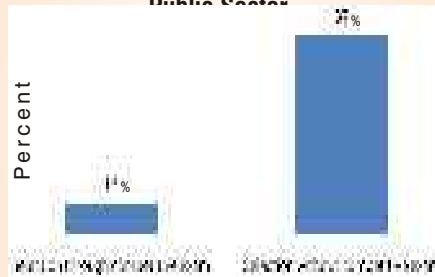


Figure 4 Level of Job Satisfaction

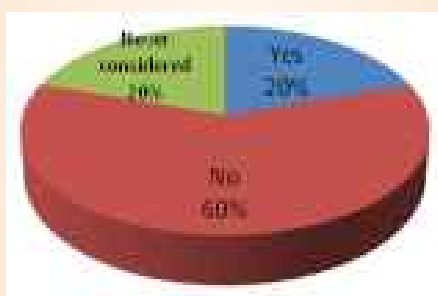


Figure 5 Reasons for Lack of Job Satisfaction

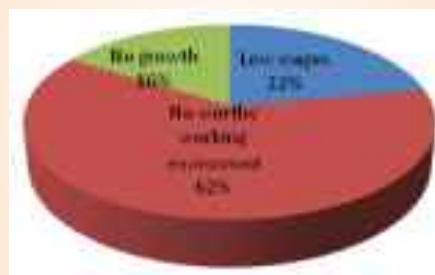


Figure 6 Impact of Gender Issues on Promotion of women at work place

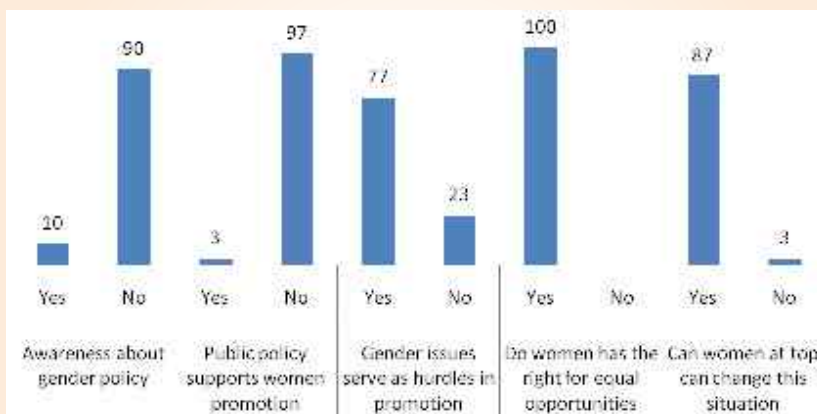
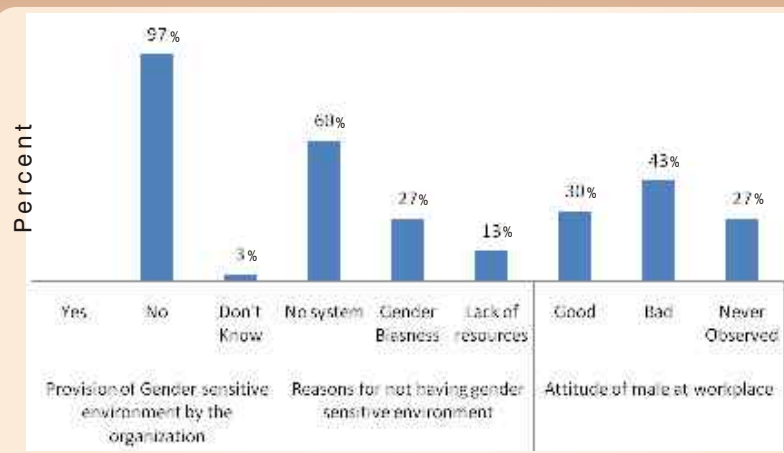


Figure 7 quantifies the impact of gender sensitivity at workplace. As provision of gender sensitive environment by the organization is concerned, the situation is very pathetic and alarming. The overwhelming majority of participants (97%) said that gender sensitive environment has not been provided by the organization. When this matter was further investigated and participants were asked to list down the reasons for not having gender sensitive workplace environment. They listed following three factors like no system (60%), gender biasness (27%) and lack of resources (13%). The majority was of the view that there is no system available at workplace that ensures gender sensitive workplace environment. Gender biasness was also considered as key reason in addition to lack of resources to ensure gender sensitive policies and systems at workplace.



Finally respondents ranked the key dimension of attitude of male at workplace towards women colleagues. It was in alignment with initial findings, 43% termed it bad, 30% considered it good and 27% never pay attention to this issue. It may implies to two extents, first they may have never experienced this biasness or secondly may be never expected a good attitude from male colleagues.

In short, absence of gender sensitive policy and procedures may be considered as main reasons for having non-conductive workplace environment for women workers in public sector organizations. Further cultural issues like stereotypes play critical role in shaping non-supportive role of male colleagues towards women workers at workplace.

Recommendations

- ✦ The results of the study have revealed that working environment for women in public sector is miserable and needs attention on priority basis. There is no gender policy in practice in the public sector who addresses the gender issues.
- ✦ These gender issues can be addressed easily if gender reforms are made efficiently. It is therefore recommended that public policy must be reviewed and gender based policies must be introduced.
- ✦ Institutional reforms are recommended to have better results out of women participation in economic generation and development.

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Glass Ceiling in Management in Private Sector: Lack of Education and Skills is the underlying Factor (Syed Tanzeem)

Abstract

This research was carried out to identify impact of multiple factors primarily education, gender, workplace environment and culture on the working conditions and employment concerns of working women in private sector of Balochistan. A sample size of 30 women from private sector specifically NGOs (national/international), UN-Agencies and other humanitarian organizations was selected. Information was collected through a questionnaire. This research revealed that the root cause of Gender Inequalities in Employment is lack of education and skills. Ninety percent of the respondents confirmed that they were barred from reaching higher positions due to lack of appropriate knowledge, education, and skills. Further culture & norms cannot directly influence on women development if gender sensitivity is developed among society. Furthermore household responsibilities do not act as a bar for a well educated and skilful woman to reach the top most position in management. Based upon the research findings, it is recommended that female education must be emphasized in societal development plans on priority basis. A separate career counseling centre for females must be established immediately. All the organizations must consider their gender policies for reforms.

Introduction

The term 'glass ceiling effect' gained attention in the seventies. It is known as hidden barriers that prevent women from receiving promotions to top management positions in their organizations. The glass ceiling effect is subtle and can be discovered only by looking at the promotion statistics, that women are greatly under-represented in executive positions. Further to find out reasons for this glass-ceiling is equally important and difficult task because it is embedded culturally and socially. Therefore, this study is an attempt to reveal the fact of gender inequalities.

In Europe, women make up about forty one percent of work-force but only one per cent of board members. The situation is slightly better in the United States women have about ten per cent of the top level board member positions. It is much worse in Asia. (US Labor force Survey 2001). In the nineties, the US Department of Labor officially recognized the glass ceiling as “an artificial barrier based on attitudinal bias that prevents qualified women from advancing upward

This study has been conducted on the hypothesis that gender inequalities in employment have the underlying cause that is lack of education and appropriate skills. Having ourselves on the way to development has started evolving the ideas of gender equality as far as working conditions are concerned. This is evident from history that equality could never be attained simply by recognizing the issues. Something has to be done very efficiently to have effective results and for that education is recommended as the top most priority.

Glass Ceiling is defined as a subtle and informal barrier that does not allow capable professionals to go beyond a certain level despite possessing sufficient skills to merit rising to the top of the hierarchy. The glass ceiling effect may stem firstly from barriers created by organizational practices which leads to inequalities, and secondly from barriers due to behavioral and cultural causes which leads to lack of education.

The first category of barriers emanates from stereotyping and therefore easier to change and is also evident from this study. Another category of causes are rooted in explanations that revolve around behavioral and cultural issues like stereotyping and the psychodynamics of male/female relations in given cultures which are also transformed into another state only by education.

The behavioral and cultural barriers on the contrary are latent, subtle, and deep rooted. Thus no single approach alone can eliminate, or even control, them. Bringing change in the society needs social mobilization and that is education for the communities, therefore first of all education is a concept that simply remains to be a catalyst and indicator for gender justice or equality. A third subtle hurdle is the communication style of women. Men often devalue or misinterpret the linguistic styles

of females. The less aggressive and assertive forms of communication associated with females may be particularly unacceptable ways to communicate in the upper levels of most corporations. That means there may be lack of confidence which is an obvious consequence of lower education and appropriate skills.

Gender norms tend to underplay the leadership potentials of females. Women may possess a number of desirable leadership traits, but their significance is generally overlooked. These norms shape which leadership skills are going to be most valued and recognized in organizations. For example some believe that women have lower self and organizational referent attitude that is what holds them back from grading up the level. But it is now being recognized that the gender-based discrimination, particularly the glass ceiling effect, is not simply attributable just to women. Organizational norms and policies systematically create such environment which requires education and skills to survive in.

Even countries with strong track record for promoting gender equality still have strong degrees of occupational segregation. Compounding the problem, so-called women's jobs are often assigned a lower market value. Even in women-dominated fields, such as in health and education, men usually occupy the "more skilled", "responsible" and better-paid positions. Developments in job evaluation methodologies, however, have demonstrated that many jobs occupied by women in fact require levels of skills, responsibilities and complexity similar to the higher paid jobs held by men.

Gender equity issues are not solely dependent on greater economic empowerment but women that do not control at least a portion of economic life in society are most unlikely to be empowered in other spheres. It is of course possible that women can actively participate in the economic life of society and still be relatively disempowered even in the context of economic empowerment, such as when women are not in a position to influence how financial resources are attained. Here the study also argues it is necessary to differentiate between empowerment issues for women already active in the economy e.g. women who come up against the "glass ceiling" and find they have no real power or position in the organization and women who would like to be or should be active in the economic life of society.

Research Objectives

This research was carried out with the objective to identify impact of multiple factors primarily education, gender, workplace environment and culture on the working conditions and employment concerns of working women in private sector of Balochistan.

Methodology

A combination of qualitative and quantitative research methods was applied along with principles of participatory method to collect useful and relevant data from stakeholders. Quantitative research methodology was used for quantifiable measure of variables to formulate and test the hypothesis, and to draw the inferences from samples. Qualitative research methodology was descriptive and conclusive research to test the hypothesis. The data was collected by using open ended and close ended questions. The results were gathered with detail on attitude and behavior. The qualitative research technique was included in-depth interview to receive ultimate quantitative results. A sample size of 30 women employees working in the UN Agencies, Local / National / International NGOs was selected for this study.

Research Findings and Analysis

This section discusses the major findings of this research study including participant's profiles and factors that has an impact on women employment conditions. The majority of the respondents were unmarried (73%) due to which issues relating to childcare in the organization might not have much weight in the results. The Figure 1 shows the marital status of the women.

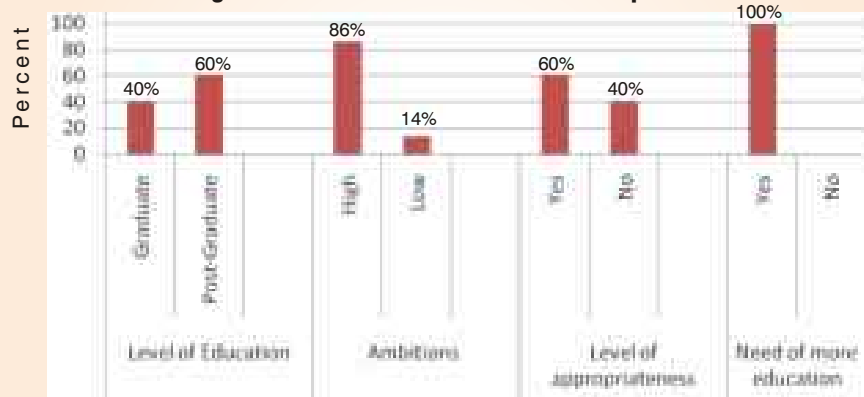
The figure 2 shows information about educational background and future interest of participants about acquiring higher education. The horizontal axis contains 4 key areas related to education and vertical axis shows responses in terms of percentage. The figure shows that 40 percent posses graduate degrees and compared to 60 percent postgraduate degrees.

As ambitions of life of participants were concerned while studying, 86 percent were very ambitious about their future and 14

Figure 1 Marital Status of Participants



Figure 2 Educational Profile of Participants



percent were low. In other words majority was very optimistic about their careers. The next area related to education was about level of appropriateness of current education with their job requirements. The 60 percent respondents were satisfied; however 40 percent were not satisfied due to gap between their existing education and job requirements. Lastly as intention for higher study were concerned, all participants showed their desire and willingness to attain higher education to gain higher organizational positions.

The figure 3 shows breakup of work experience of the participants. It shows that majority of the participants (73%) have less than five years work experience. Interesting almost all the organizations requires a work experience of five years for managerial post. Therefore less experience is serving as a barrier of organizational promotion.

In addition to work experience, organizational promotion mechanism plays critical role in addressing promotional gaps through organizational career counseling and guidance. It seems very unfortunate that most of the females (80 %) did not have support in career development.

As education and work experience was identified as major hurdles in initial findings. When participants were asked to list down perceived hurdles in organizational promotion, being women received lowest ranking along with response of don't know. It reflects that being women is not a major issue in gaining top position. The top most among perceived hurdles was lack of appropriate education and skills in addition to work experience. The figure 4 captures responses to key dimensions.

Figure 3 Work Experience of Participants

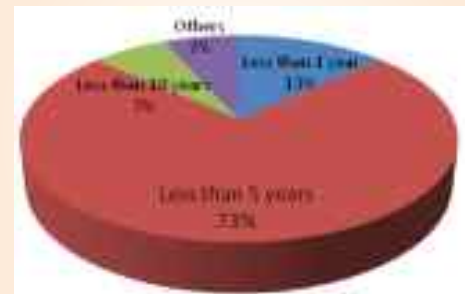
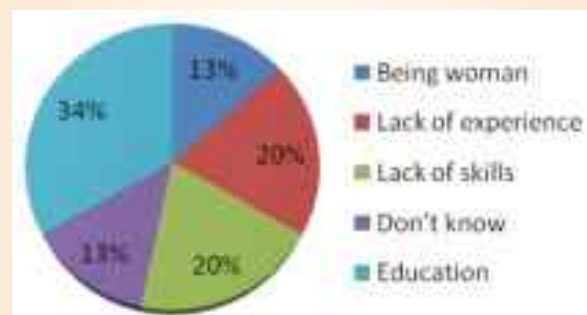
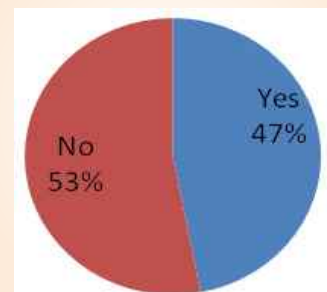


Figure 4 Perceived Hurdles in Promotion



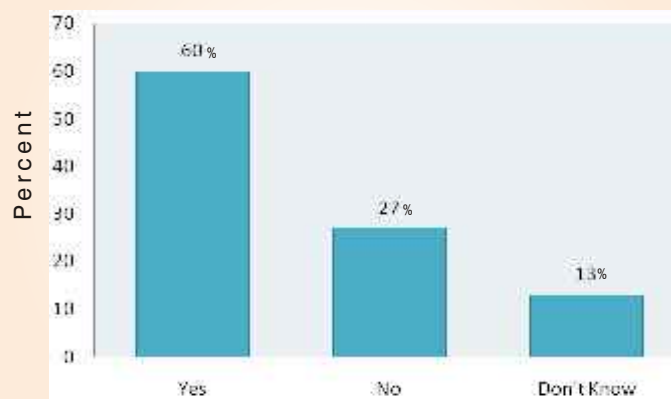
In addition to above-mentioned perceived hurdles for promotion. When participants were asked about suitability of workplace environment for women to get to the top position, 47 % were of the view that workplace environment suit them. However 53% were of opposite views (see Figure 5). It is difficult to conclude because it depends upon organizational policies and working environment. However it communicates that environment is getting better for women promotions at workplace. Further women were positive about support provided by organizations regarding job facilitation particularly for field work and other challenging tasks.

Figure 5 Conducive Work Environment



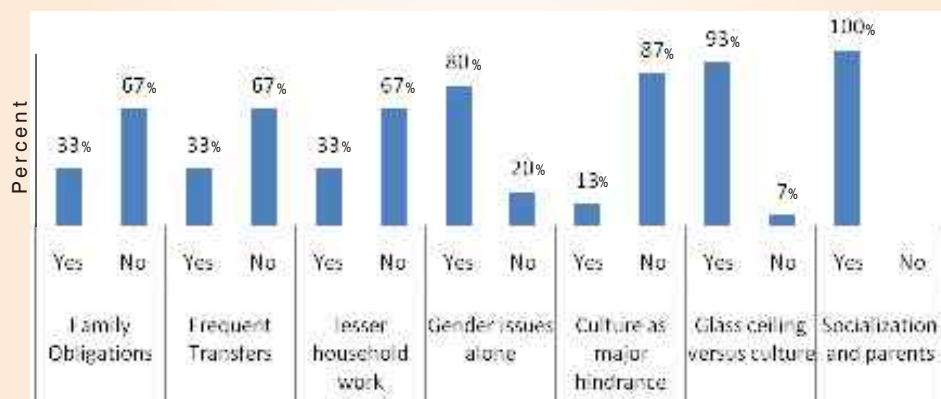
When participants were asked about nature of organizational policies in terms of biasness towards gender, it was interesting to note that 60 percent participants termed organizational promotions policy biased favoring male colleagues in terms of higher education and work experience. They acknowledged that organizations are being sensitized for gender sensitive environment but still women are facing hidden barriers for promotion. Figure 6 shows responses of participants on this key dimension of biasness of organizational promotion policy.

Figure 6 Biased of Promotional Policy of Organization



The figure 7 shows impact of multiple factors on the professional life of women workers at workplace. The factors include family obligations, frequent transfers, magnitude of household work, gender issues, and culture/stereotyping glass-ceiling and socialization. Family obligations of female are generally not counted. It is a critical issue with several aspects but talking of higher position or moving towards higher position, most of the women don't find it as a bar. The figure 7 shows that 67 percent participants had not considered family obligations as major hurdles in promotions.

Figure 7 Impact of Multiple Factors on Women Promotions



Further similar responses were received about impact of frequent transfers/field work and lesser household work obligations. Majority of women participants (67%) considered these factors as low category in terms of their impact on their promotions. As impact of gender issues is concerned, it was interesting to note that 80% of participants considered that alone gender issues are not directly responsible for overall problems or inequality for women at workplace. However, at large in society, gender issues (80%) are indirectly responsible for such problems like stereotypes and glass-ceiling (93%). Women are getting less education opportunities due to cultural issues. Most importantly parents are equally responsible for having inappropriate socialization of women (100%).

Recommendations

This research reveals that gender inequalities in employment are mostly caused by the perceived worthlessness of the females. That is why a few renowned females are on the screen so far. Based upon the research findings, following recommendations have been made to improve existing working conditions of women in private sector.

- ✦ Work is required on policy reformation of organizations as well as female education.
- ✦ Programs must be designed on long term basis to bring a positive change in the society towards working women.

- ✦ Gender issues must be considered on female as well as male basis to create a gender balance.
- ✦ To have better participation of females a gender sensitive environment must be developed in all organizations on priority basis.
- ✦ Women as well as men must be provided with the technical support and appropriate knowledge in the offices regarding their jobs and must be obligatory for all the organizations.

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Women and Entrepreneurship: Enabling environment for business women is developing in Quetta, (Tasneem Fida)

Abstract

This research study of fifteen women entrepreneurs in Quetta was carried out to identify their strategic and operational issues, strengths and weaknesses. Further this study was focused to create a business manuscript to keep women updated and to expand their work for their better economic development. The sample was comprised of women entrepreneurs from a variety of sectors. In Quetta city women entrepreneurs are hardly found due to its cultural values and non-favorable environment for females in the market. Therefore all women who were found through various sources just having their own business regardless of status or size of the enterprise were interviewed. The study has revealed interesting information about women entrepreneurs' issues, strengths and weaknesses. The majority of women entrepreneurs was well educated and initiated their businesses alone without any financial and technical assistance from government agencies. Further it has identified barriers and constraints, as well as the opportunities facing these women entrepreneurs. Government and other business organizations must involve these entrepreneurs in activities that help them out in growing their businesses.

Introduction

The environment for women in Pakistan for business produces the composite interaction of many factors including social, cultural, traditional and religious elements. This feature of the environment has taken shape over many centuries and it is fastened by the patriarchal system and clearly manifested in the lower status of women. The gender bias of this type of system is rigid and deep-rooted as it draws legitimacy from the perpetuation of a traditional mind-set, established rituals and a firm belief system.

The gender differences provide compelling reasons to study female entrepreneurship looking specifically at women founders, their ventures, and their entrepreneurial behaviors as a unique subset of entrepreneurship. It is important to look at female entrepreneurs who think they share many characteristics with their male colleagues, are unique in many aspects. Observable differences in their enterprises reflect underlying differences in their motivations and goals, preparation, organization, strategic orientation, and access to resources.

The social and cultural picture with slight variations according to geographical region and social class perpetuates a traditional patriarchal structure with compartmentalized gender roles. The stereotyped functions of reproduction and production assigned to women and men determine the overall ambiance of Pakistani society and also establish the status of both sexes. The reproductive role limits women to the home, where they bear children and raise the family, playing only an auxiliary part in production activity. The tradition of male honor associated with the chastity of their female relations restricts women's mobility, limits social interaction and imposes a check on their economic activity. The social, cultural and traditional taboos on women allow men to carve legitimacy for themselves in public affairs, as well as in the sphere of production and related economic activity.

Balochistan is the largest province of Pakistan and it has the smallest population (around 5 per cent of the total). The provincial government has no corporation or board catering to the small-scale sector and cottage industry. The Directorate of Industries under the Department of Industries, Commerce and Minerals looks after the development of small and cottage enterprises. Owing to the size of the province it has 63 training centers that teach traditional skills. These centers have trained 2,750 persons in carpet weaving; 450 in Balochi embroidery; 500 in leather embroidery; 375 in tailoring and cutting; 350 in handloom weaving; 200 in woodwork; 225 in marble work, and 1,500 in other skills. There is hardly any history of special projects for women entrepreneurs, but a majority of trainees in carpet weaving have been women. Presently 361 women are being trained in these centers.

The women entrepreneurship has been assessed and analyzed to some extent in other provinces of Pakistan which reveals a good sign increasing the number. But, the real situation in Balochistan is not yet confirmed through the survey although the

number of women entrepreneurship has increased.

With reference to the economic recession in Pakistan, there is a pressing need to empower women economically and to create employment opportunities and income generating activities to enable them to survive, prosper and provide support for their families. For the development of women-to-women business potential, women entrepreneurs require support in the form of training in strategic business development, access to credit funds, and assistance with marketing skills, product design and development.

The last decade has seen a number of initiatives using micro-credit as a tool for poverty alleviation. Examples include the Pakistan Poverty Alleviation Fund (PPAF), the National Rural Support Program (NRSP), other Rural Support Programs (RSPs), and more recently the Khushali Bank. These programs have tried to target women in their lending programs for two reasons. First, because the success of micro-credit in Bangladesh is partly linked with lending to women borrowers whose conservative and trustworthy behavior has made it possible for the bank to sustain its lending operations. Second, the rising levels of poverty in Pakistan and the preponderance of poor women have forced policy makers to give special attention to women who intend to start a tiny or micro business activity.

The modern institutional environment has a cosmetic tinge of equality and sometimes even discriminates positively in favor of women, but the underlying power of tradition and the vested interests of the patriarchal system work to maintain the status quo. The legal framework, the policy environment and the regulatory structures thus embed or are interpreted to discriminate against the economic activity of women. Article 25 of the Constitution of Pakistan (1973), for example, guarantees equality of rights to all citizens irrespective of sex, race and class and also empowers the government to take action to protect and promote women's rights. But contemporary legislation covertly discriminates against women's economic activity as producers and providers of services. The policy and regulatory environments are cosmetically better as they sometimes positively discriminate in favor of women.

This research will consider several units of analysis like women founders, their teams, their ventures and targeting groups. At the individual level, the research provides demographic information identifying characteristics of women entrepreneurs, their personal goals, as well as their reasons for selecting business ownership over wage and salary work. It will also study operational descriptions of how women create their businesses, which builds an understanding of their expectations for their businesses. At the business unit level, research focuses on organizational structure, financing and growth strategies, and operations. A fundamental understanding of these issues is essential in identifying areas for research that can support and advance the growth and development of women-owned businesses and the economy.

Research Objectives

The objective of this study was to examine the level of female entrepreneurship in Quetta. Further to identify gaps, and propose directions for future women entrepreneurships along with recommendations for policy makers and women economic development agencies.

Methodology

Quantitative method was used for the research and a questionnaire was developed to seek information from women entrepreneurs in Quetta. Sampling was not restricted to the level or status of the enterprise of the entrepreneurs. In Quetta city women entrepreneurs are hardly found due to its cultural values and non-favorable environment for females in the market. Therefore all women (15 entrepreneurs) who were found through various sources just having their own business regardless of status or size of the enterprise were interviewed. Data on women entrepreneurs could not be found. Therefore theme of the questionnaire was developed on the studies conducted on women entrepreneurs outside Quetta.

Research Findings and Analysis

This section will discuss the research findings based upon the interviews of 15 women entrepreneurs in Quetta, Balochistan. The main factors include women entrepreneurs profile, business profile and issues associated with business. It was

interesting to note that all women entrepreneurs own businesses on sole proprietary basis.

Figure 1 shows the age profiles of women entrepreneurs. It ranges from 18 years to 59 years. The ratio of very young women entrepreneurs is just 7 percent. Majority of the women entrepreneurs lie in the middle age group (47%). Almost equal numbers of entrepreneurs (46%) lie in the age groups of 40-60 years. The trend shows that entrepreneurs belong to mature age group. Figure 2 shows statistics about educational profile of women entrepreneurs. It is encouraging to note that majority of participants' possess postgraduate (13%) and graduate degrees (53%). The remaining entrepreneurs' possess secondary (27%) and non-formal education (7%).

Figure 3 shows the marital status of women entrepreneurs. The majority of women (53%) are married and doing their business with the consent of their husbands. The single entrepreneurs accounts for 33 percent of the respondents and enjoy the confidence of their family mainly parents. The small percentage belongs to divorced (7%) and widowed (7%) entrepreneurs.

Figure 4 shows a family size in terms of number of children. The majority of respondents (60%) have more than eight children and 40% respondents have children in between 4-8. Further 67 percent women belong to joint family systems as compared to 33 percent who are living with their immediate families. The number of children reflects number of direct beneficiaries as a result of their mothers' enterprise. It also reflects that women entrepreneurs are taking care of economic needs of their family members (in the case of joint family system) or may be supplementing their husbands in meeting overall expenditures of family.

Figure 5 reflects the trend about entrepreneurs' prior business experience. The majority of entrepreneurs (60%) have a very little experience prior to their business. It reflects that they took high risk and may have faced difficult times as women to establish their businesses. This is equally true for the women (13%) who established their business from scratch. Twenty seven percent were relatively comfortable due to their prior business experience. The success of business may be attributed to their education and family support in addition to prior business experience.

Further figure 6 shows interesting information about foundation of business enterprises. The majority of entrepreneurs (80%) established their business at their own. A small number of entrepreneurs was able to establish with the help of family (7%) and friends (6%). Finally 7 percent entrepreneurs were fortunate to occupy their family established business. The

Figure 1 Age Profile of Women Entrepreneurs

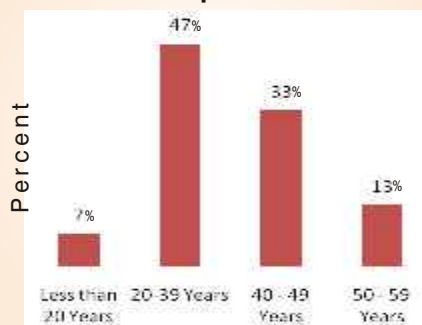


Figure 2 Educational Profile

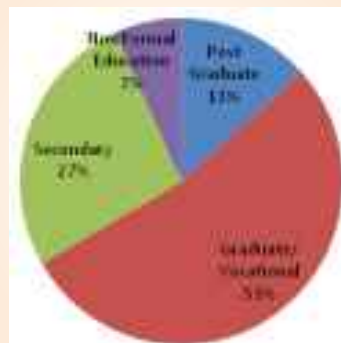


Figure 3 Marital Status

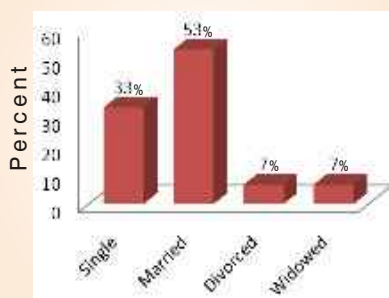


Figure 4 Number of Children

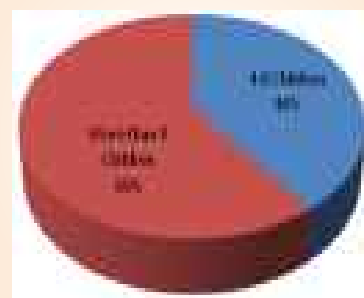


Figure 5 Prior Business Experience

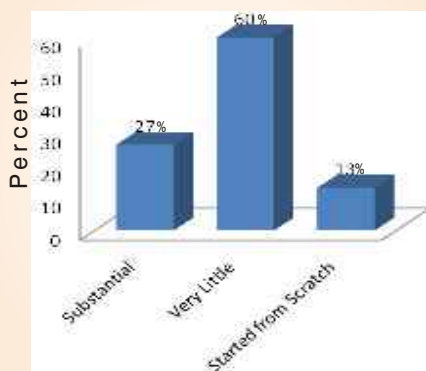
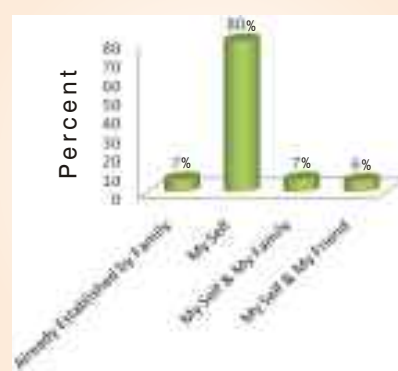


Figure 6 Founder of the Business



establishment of totally new business (80%) was a positive development in city like Quetta and it reflects promising environment for women entrepreneurs.

Figure 7 reveals nature of business of women entrepreneurs. Majority of women (47%) were engaged in manufacturing business. Seven percent were engaged in service sector and 13 percent were engaged with trading. A sizable number of entrepreneurs (33%) were engaged with other businesses. Figure 8 shows different products/services being provided to customers through these women businesses. The main share belongs to women dress selling (33%) and kids garments (27%). The next key products are belongs to fields like decoration pieces (14%) handicrafts and embroidery (13%). Relatively small number of activities belongs to beauty parlor (7%) and boutiques (7%).

Figure 7 Type of Business

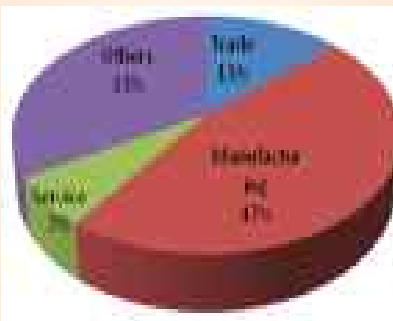
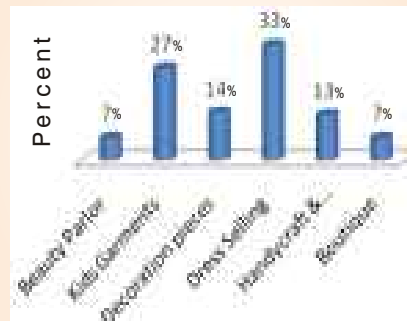


Figure 8 Main Products

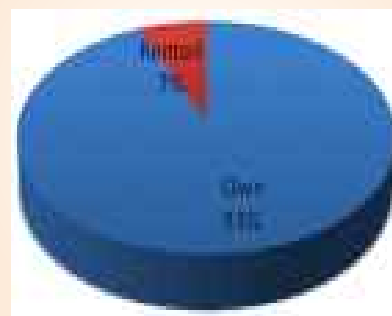


The life span of business plays critical role in its success especially in gaining experience of the market and business dynamics. The majority of women entrepreneurs' (40%) business life is in between 1-5 years. The 33 percent are above five years and 27 percent are in its infancy. The five year old business may be considered relatively stable as compared to newly established businesses. In addition to life span of the business, it is equally important to know the ownership of business premises. The place/land plays critical role in the success of any business by having control on rent or other expansion related business issues. It was interesting to note that overwhelming majority of women entrepreneurs (93% - see figure 10) own their business premises. Only seven percent has leased/rented facilities. Further 73 percent women entrepreneurs were able to have their own bank accounts. It shows their financial autonomy and control on financial resources. The 27 percent women entrepreneurs were not able to have their own bank accounts. They were relying upon their family members.

Figure 9 - Life of Enterprise



Figure 10 - Ownership of Business Premises



Membership of different business forums plays critical role in keeping any organization updated about recent developments on the part of business world and governmental policies. Figure 11 and 12 show trends of women entrepreneurs on both key dimensions. As membership is concerned, 20 percent enterprises are associated with chamber of commerce and industry, 40 percent are members of business groups, 20 percent have associations with other business

Figure 11 Membership with Business Forums

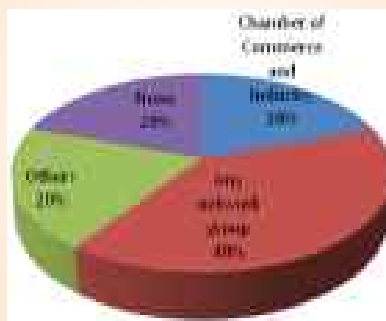
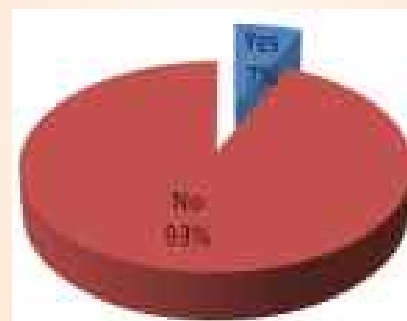


Figure 12 Support from Government



bodies and 20 percent have no association with any of three categories. It is encouraging that women entrepreneurs are taking active role in getting their enterprises associated with business forums to keep themselves part of overall business community.

Further as support from government institutions/organizations is concerned, only small number of women entrepreneurs were able to received support from government. Majority of women entrepreneurs (93% - see figure 12) were not able to receive any kind of support/assistance from government. They were not confident about any favorable support from government. Furthermore when they were asked to express their views about any business policy discrimination by government or other business bodies, it has strange that majority of women entrepreneurs (80%) did not respond to this question. Only one entrepreneur felt that business policies are discriminatory against women entrepreneurs.

Counseling and source of advice plays critical role in addressing the business issues. Particularly it really matters for women entrepreneurs because they usually want to share their problems and seek guidance. Figure 13 shows main source of advice for women entrepreneurs. Majority of women (60%) rely on family member's advice to address business issues. The 20% seek advice from their friends and small number of entrepreneurs (7%) seeks advice from business professionals.

Further time spent on business equally plays critical role in its success. Figure 14 shows time spent on business in number of hours per day by the women entrepreneurs. Majority of women (47%) spend eight hours per day as compared to 33 percent that spend more than 16 hours per day on their business. Time duration may be linked with the stability of the business. The stable business may require less time as compared to newly established business that requires more time.

There are always critical factors that can impact the business performance directly or indirectly. Figure 15 shows responses of women entrepreneurs towards such critical factors. Majority of entrepreneurs (53%) identified lack of business development services as a major factor in limiting their business growth. Poor law and order situation (7%), lack of adequate financing facilities (7%), economic slowdown (6%) and unidentified factors (27%) were among other critical factors those have badly impacted the business performance in Quetta.

Figure 13 Source of Business Advice

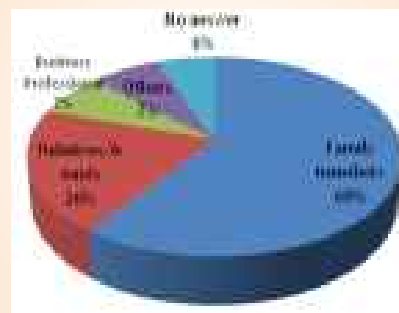


Figure 14 Time Spent on Business

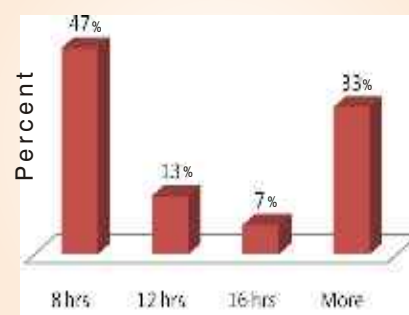
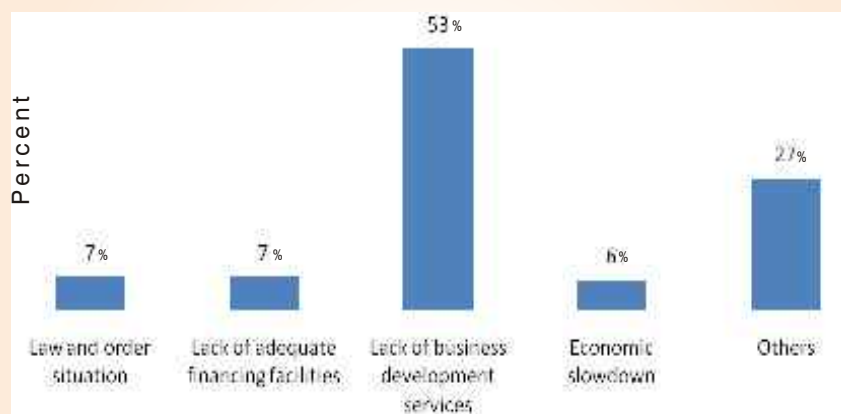
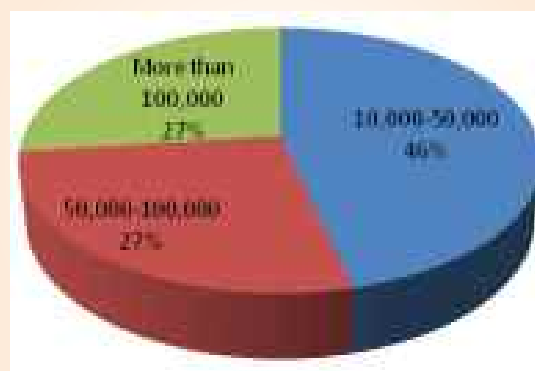


Figure 15 Impact of multiple factors on Business Performance



Finally it was important to get data about the performance of women entrepreneurs' enterprises. The average monthly sales range from Rupees 10,000 to more than 100,000 (see figure 16). The monthly average sale of majority of entrepreneurs (46%) remained within range of rupees 10,000 to 50,000 (the worth of business assets was 50,000 to 100,000). However the sales within the ranges of 50,000 to 100,000 (the worth of business assets was 100,000 to 200,000) and more than 100,000 (the worth of business assets was 200,000 to 350,000) remained at 27 percent each. This trend shows a positive relationship between size of business and monthly average sales. If financial and technical assistance will be provided to these women entrepreneurs, it can improve their business performance enabling them to improve their economic and social conditions in Quetta.

Figure 16 Monthly Average Sales



Recommendations

- ✦ Government and other business organizations must involve these entrepreneurs in activities that help them out in growing their businesses.
- ✦ Government should provide business development facilities to women entrepreneurs to further establish their business on modern trends.
- ✦ Government should provide financial and technical assistance to women entrepreneurs to improve their businesses
- ✦ Government must establish separate business vocational training centres for women aiming to facilitate them keeping in mind cultural values.

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Women's Employment Conditions in the Field of Embroidery: It's a Form of Bonded Labour, (Aliya Nazar)

Abstract

The main purpose of this research was to explore working conditions of women workforce in the field of embroidery in Quetta. Further it was aiming to identify issues related to wages, working conditions and childcare issues along with recommendations for improvement. Women's situation in the field of embroidery is vulnerable. They did not get sufficient wages to meet their financial obligations. Further women were working in this field without their consent and even stressed to work which is a form of bonded labor. More than 70 percent women were working in this field without their consent and even did not want to continue if a choice is given to them. Women are bonded in this work by the authorities of the family. There was no sign of public policy or institutional development consideration in this sector which could help women working in this regard. Women in this sector must have direct approach to the markets and institutions are required to be formed and strengthened on gender sensitivity basis.

Introduction

In rural Pakistani environment embroidery is a prominent activity of income for women. It is important to be mentioned here that embroidery is not only an economic activity but also a traditional heritage. Quetta being a multi-lingual city is the custodian of traditional heritage of Pashtoons, Balochis, Brahvis and Hazaras. So a variety of embroidery can be seen. The traditional embroidery work includes Cushion small shirt neck in embroidery, Balochi Cap, Embroidered floor cushion, Cushion patch work, Tea cozy, Floor cushion, Namda, Ladies hand bags with zari work, Balochi waist coat, Block printed bedspread. Females are mostly involved in this activity.

Embroidery works are performed by women both in and outside the household boundaries. There is also the opportunity to sell the produced outside the district through NGOs. In this connection, exhibitions are held periodically at Lahore, Karachi and Quetta. The needlework of Muslim Bagh, Gulistan and Zhob, Pushto speaking areas, are different. It is, however, less expensive and requires less labour, as use of threads in these cases is smaller. This work has also been introduced in Quetta district. A variety of designs are made on female clothes, including bridal dress and those of small kids in open and close stitching. The influx of Afghan refugees in Balochistan after the Sur-revolution in Afghanistan, in Pathan areas brought new designs and employment of needlework. It is believed that Afghan women are good at embroidery, and they are actively engaged in crafting different designs of handicrafts. The designs they make can be seen in different handicrafts shops in Quetta.

Embroidered pieces have economical value and are good source of income for many businessmen in the market but not for those who actually are making it especially women. This study is based on the right of women over her income. She has nothing to motivate her to have dignity in the work but just a reason of survival. Embroidery alone is considered as a mean by which women related to it can mainstream their economy very easily but the ground realities are far more than that. Her work has never been acknowledged by employers, or even admitted by the male members in their households. National planners are also intentionally oblivious to this contribution.

However, when the national planners do try to integrate women into the developmental process, the efforts are at involving them in the petty production of small commodities, which are largely considered to be 'feminine tasks'. Thus, instead of strengthening the position of women as workers in the areas in which they do work, and empowering them to challenge the exploitation of their labor, most programs designed for the development of women only reinforce this exploitation. At the same time they reinforce the incorrect assumption that women are unskilled, all of which are assumed to be traditional tasks of women and therefore acceptable to women. Women working in this field have to put in a lot as laborer keeping aside their physical and mental health. Male members have full right to have their income for whatever reasons. Women are just spending their routine life. This study aims to confirm that women are not the authority for spending their own income.

The study will point out that why the myths associated with these stereotyped roles of women needs to be broken to enable

women to choose the occupation of their choice, in terms of their own knowledge as well as marketable goods, rather than predetermining their roles. Since this process will take time, therefore there are some crafts within the arena of so-called women's crafts, that could be used as 'entry points', especially if their use value were to be re-established, and, or a new use put upon the skill. Thus, the study will also explore these crafts.

All who do it are mostly females with more family liabilities. Women workers attempt embroidering as a part-time job and they do it after they are done with managing the affairs of household. Also, the absolute majority of those engaged in embroidery are females without or little education.

Most of the women express the learning of embroidery skills a necessity of choice because of not having any education. They wish to have enough schooling to avoid this tiresome embroidery. This unsatisfied attitude of women workers must be considered to turn into satisfaction by letting them avail the full benefits of their work of embroidery. These women belonging to the lower class of society live below the poverty line and for them making money on embroidery skills is a real bonus in life. Those who make the handicrafts, nonetheless, have not benefited from the art. It is commonly believed that in majority of cases, they are paid much below the cost of the efforts and labor put into. The majority of those skilled in this job belong to lower class without any formal education and mobilization in life. They are mostly confined to their houses or then village surroundings, without any vocational centers to improve their embroidery skills under scientific advancement. They receive orders from outside. They are visited by the owners/agents of boutiques or craft shops, and ordered different variety of works. After they complete the embroidery, they are paid for that, but unjustly.

Research Objectives

The main objective of this study was to identify the facts about the consequences of gender imbalance in right over income. Further it will bring forth the real situation, root causes of the problem to recommend rational steps towards economic empowerment of women and gender justice in this field.

Methodology

A combination of qualitative and quantitative research approaches was applied to collect useful information from respondents. Qualitative methods were used to extract their feelings, impressions and judgments about discriminatory practices and quantitative method was used to understand the issue of women being oppressed as it is out there. By this method the representation of all aspects was analyzed in quantifiable figures. Women associated with the profession of embroidery in the Quetta city were selected as the sample regardless of economic status. A sample size of 30 women associated with the profession of embroidery in the Quetta city was selected as the sample regardless of economic status.

Research Findings and Analysis

This section will critically discuss the research findings. The factors will include respondents' profiles, marital status, family structures, income levels and working conditions. Figure 1 shows the age profiles of women respondents in the field of embroidery in Quetta. Majority of respondents (80%) belonged to age brackets of 10-40 years. This is a matter of concern that 25 percent women lied in the age bracket of 10-20 years. It is a reflective of child labour in embroidery sector in Quetta.

Figure 2 shows the marital status of women respondents in the field of embroidery in Quetta. The majority of respondents (60%)

Figure 1 Age Profile of Respondents

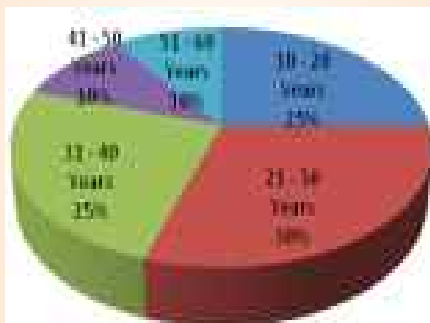
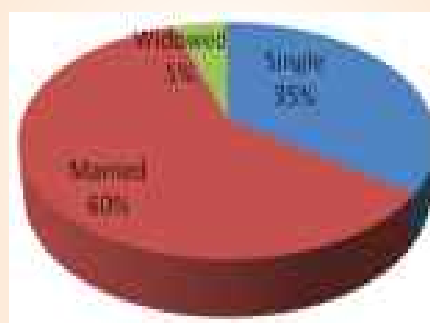


Figure 2 Marital Status of Respondents



were married, 35 percent were single and minor percentage of 5 was widowed. Majority of the married women were entered into married life in early ages due to poverty.

Figure 3 shows the educational profile of the women respondents, around half of the respondents were literate (primary 25% and middle 25%). The percentage of illiterate women was 40. The ten percent got professional training in embroidery. The high illiteracy rate was reflective of child labour and poverty. Low level of education was major hurdle in getting good employment opportunities.

Figure 3 Educational Profile

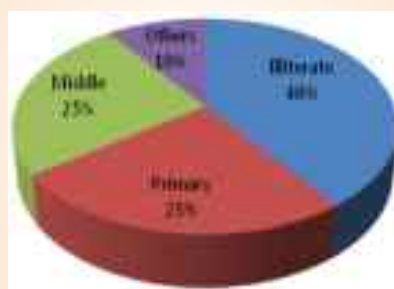


Figure 4 Living Family Structure



Figure 4 shows a living family structure of women respondents. The majority of women (65%) were living in a joint family system as compared to 35 percent who were living independently with their own family members. This trend of joint family was reflective of societal factor and shows high level of responsibility for working women both at work and household level.

In addition to family structure, information was collected about family size and number of earners in each family to find out number of dependants per family and level of workload on women workers. Figure 5 show that 43 percent of women respondents have family members in the range of 11-15 persons per family.

There were 33 percent respondents who have number of family size in the range of 6-10 persons per family. There were even respondents (17%) who have family members in the range of 21- 25. The high number of family members was reflective of joint family system and level of responsibility of working women. Figure 6 shows number of earners per family. It was interesting that there were more than one family earner in most of the families (94%). However there was 23 percent women who were the sole earner of their families and was reflective of their workload and poverty.

Figure 5 Family size of Women

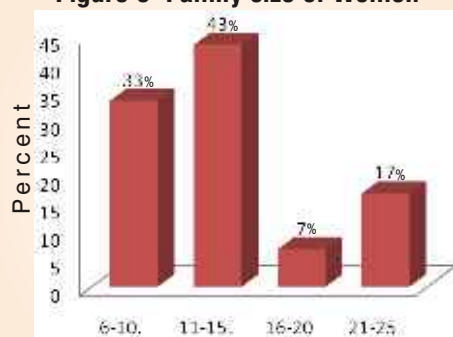
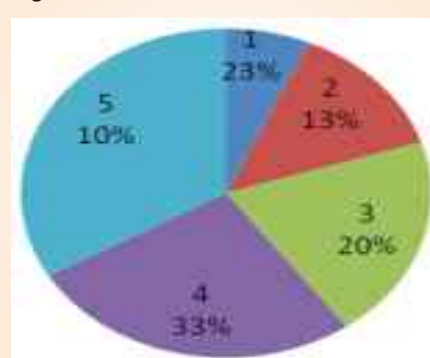


Figure 6 Number of Earners in Family



The information about monthly income of family and respondents has been shown in figures 7 and 8. Figure 7 shows that 53 percent of the respondents' families' monthly income was rupees 15000 or more. It was reflective where there was more than one earner in the family.

There were 30 percent respondents' families with rupees 11000-15000 monthly income and 17 percent with monthly income of 5000-10000 rupees. It was reflective where there were more family earners their monthly income was higher

Figure 7 Monthly Income of Family

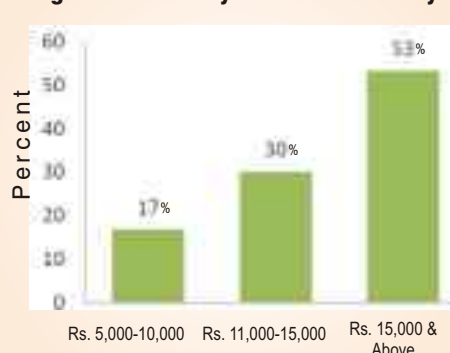
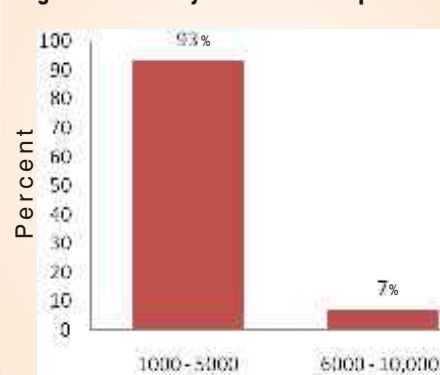


Figure 8 Monthly Income of Respondents



as compared to low number of earners per family.

Figure 8 shows the monthly income of women respondents. Majority of respondents (93%) have monthly income in the range of rupees 1000-5000. There was a small percentage of women (7%) who have monthly income in the range of rupees 6000-10,000. The difference in income was based upon expertise. The monthly income of respondents shows that they are contributing a major portion of their family monthly income. However it is still very low as compared to their level of effort. The low income may be attributed to low literacy rate, lack of expertise and skill and low wages. Further it was matter of concern that Majority of women (83%) were of the view that they have no control on their income and it has been utilized by the male members of their families. There were only 17 percent women who said that they have control over their income and can utilize it by themselves.

Figure 9 provides reasons for adoption of this profession by women. The majority of women (63%) have adopted this profession to earn/increase their income to meet the needs of their families. Further ten percent was aiming to gain experience and 27 percent were just passing their time.

Figure 10 and 11 shows trend about workplace and childcare arrangements of working women. Most of the respondents (73%) worked at home. Only 27 percent women worked at centres (see figure 10). They usually work on orders at their homes. The payment dealings were made by the male members of their families. Women cannot approach markets to negotiate with the middle man and businessmen.

Figure 11 shows childcare arrangements of working women. Majority of women (37%) have to take care of their children while at work. However there were certain percentage of fortunate women who were able to have care services for their children from children fathers (17%) and children grandparents (23%). The 23 percent women were unable to have any sort of care arrangements for their children. It was injustice to their children and may affect their health and educational needs.

Lastly women respondents were asked to show their willingness to continue this work/job and to mention their motives for this work. Figures 12 and 13 show their responses to both queries. Women in this field have nothing to be truly inspiring and motivating except survival (see figure 13). Most of the respondents (70%) showed their consent in negative as they did not like to continue with this work

Figure 9 Reason for adopting this profession



Figure 10 Work Place

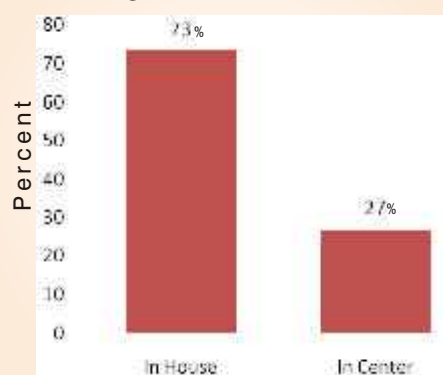


Figure 11 Childcare Arrangement at Workplace

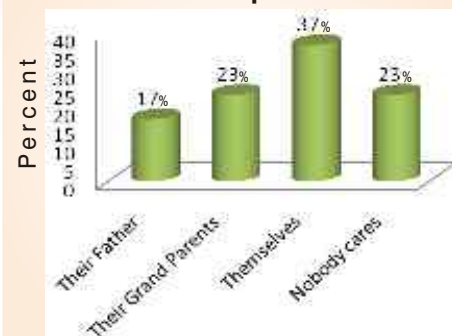


Figure 12 Willingness to continue this Job

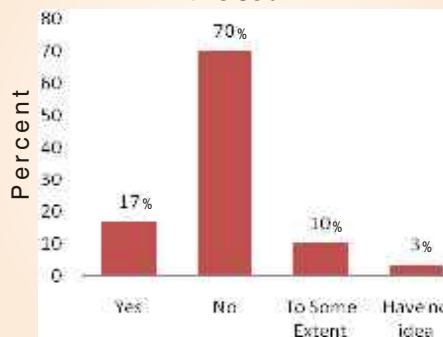
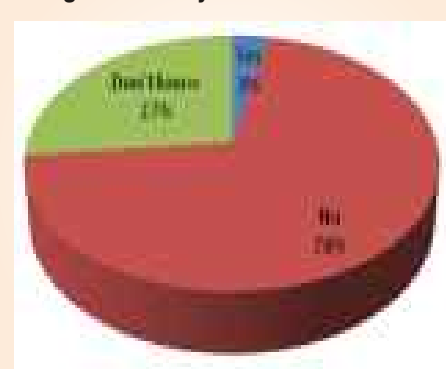


Figure 13 Any Motive of this Job



if they were given a choice. They were forced to work as their male members usually take advances from middleman or businessmen in the market. Male members of the family use that amount wholly by themselves for whatever reasons but then women have to complete the consignments. Working in this situation without will, wish and consent is surely a form of bonded labor.

Recommendations

Based upon the research findings, following recommendation have been made to improve the working conditions of women workforce in the embroidery sector of Quetta:

- ✦ The research shows that women in this sector need extensive mobilization at grassroots level for gender balances.
- ✦ Government must institutionalize this sector and all the work must have its real price and profit for the laborers especially women.
- ✦ Humanitarian agencies must play their role in minimizing the gender injustices and take steps to stop this bonded labor.

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Working Conditions in Balochistan for Women in Carpet Industry, (Zafarullah)

Abstract

This study was carried out to find the causes of health hazards in the weaving industry which badly affect the health of women workers and limits their productivity. The method of the study was quantitative to have a clear picture (supported by data) of the present situation of working concerns of female workers especially regarding their health and facilities at workplaces. The findings of the study reveal that though carpet weaving industry earns a huge profit but that is not for the workers but employer alone. Most of the female workers in the industry get 600 per month which is negligible and this issue seeks immediate response by government and decision makers. Lastly this study has identified key health related issues in the carpet weaving industry, urging government to take immediate action for workplace improvement in weaving industry in Quetta.

Introduction

A high number of women in various parts of the country including Baluchistan are employed in the carpet industry and they suffer from tuberculosis due to wool dust along with many other problems like work-related injuries, eye disease and eye strain due to insufficient light in workplace, pain due to continuously sitting in specific positions, headaches due to concentration required by the work, skeletal deformation and weakness and malnutrition due to inadequate food.

Tuberculosis has been eradicated from the most of the developed world. Such bad situation of women in the carpet industry is known due to their ruined working conditions. True primary data about women's working conditions is vital to launch projects that spread positive attitudes and initiate valuable behavioral change among people who have never cared for such issues.

This study has been conducted to identify the present health situation of women in carpet weaving industry. Among the four provinces, Baluchistan is the poorest. The highest incidence of poverty is found in the rural areas of Southern Punjab and Baluchistan. The link between gender and poverty is evident all over the world. Out of 1.3 billion people living in poverty, 70 percent are women. Feminization of poverty is a global phenomenon. Women are the poorest among the poor and the most vulnerable among communities. Poverty in Pakistan has a "woman's face." Therefore emphasis upon women economic conditions is of utmost importance. The cause of this study is one of the reasons of women vulnerability.

The carpet industry received no government patronage till 70s and limited carpet weaving activity took place in big cities of Punjab and Sind. Later it was spread by setting up small centers for weaving throughout the country. This effort increased production and demands routed to the European and American markets. The data on carpet exports shows a 1.68-time increase in earnings in just one year, i.e. from 1970-71 to 1971-72, with an increase in earnings from Rs.65million to Rs.109million. The upsurge in demand for hand-knotted carpets in foreign markets continued in the 1980s and 1990s. However, with the downfall in the international economy in recent years, the demand for hand-knotted carpets has declined. Even so, Pakistan managed to earn more than Rs15 billion in past years. The USA is the largest buyer of carpets from Pakistan and imports carpets worth US\$70-80 million annually.

Most of the carpets reaching the international market are produced in small centers/sheds and homes rather than in big workshops or centers. With the implementation of the labor laws and the Factory Act of the mid-1970s, many big centers disintegrated into small units that eventually moved into residential areas to operate in private homes and sheds. The business also expanded to small cities/towns and villages and therefore women became the most important part of it but still are being exploited in all respects, socially, ethically and economically. The carpet sector is one of the most important industries in Pakistan, providing jobs to a large number of women. Due to the industry's great potential to absorb labor and the availability of an abundant labor supply, the risk of exploitation is high. This study will explore the existing social and economic situation of women in carpet industry and the working conditions of employees to identify issues pertaining to women.

The differences in all aspects in employment for women are clear by viewing their conditions of both, health and economy. The number of households headed by women or women as earners is increasing. On the other hand employers treat women as a tool for income generation on a very low cost. The opportunity, being an important part of weaving industry doesn't facilitating women to have its returns fully. This would become the foremost reason for women to undergo an intergenerational negative impact, damage the health, education and well-being of their children and grandchildren. This unspoken eventually leads life as unable to exercise rights and obstructed economic and social participation.

The studies of relevance have been undertaken long before and suggestions might have also been given to the implementing agencies but, situation now seems worst than before. For the reason mentioned, this study will add some valid points in analysis of situation of women in the weaving industry and will also help in policy making.

Research Objectives

The objective of this research was to find the causes of health hazards in the weaving industry of Quetta. Further it was aiming to identify work related issues of working women along with recommendations for improvement.

Methodology

Qualitative and Quantitative methods have been used in data collection. All the women and girls of any age working in this industry were focused by using a questionnaire. Females (30) working in various places in Quetta city were the sample for this research.

Research Findings and Analysis

Mostly weavers in this industry belong to poor families mainly from Hazara and Brahvi communities in Quetta. Working in this industry is full of health risks. Good wages are related to the expertise and skills. In the research it was found that most of the female weavers (40%) belonged to age group 11-15 years as shown in figure 1. The 67 percent employees were below the age group of 20. It shows that mostly school going girls were engaged in child labour in carpet industry.

Along with the age, the educational profile provides alarming information about women literacy trend. Most of the respondents (57% - see figure 2) were illiterate. This information validates the trend found in age profile, majority of school going girls were engaged in child labour. Resultantly these girls were unable to attain any level of education. This child labor has deprived these girls from their basic right of education.

Figure 3 shows marital status of women respondents. Overwhelming majority (90%) of women participants were single. Only 10 percent women were married. This trend is reflective of child labour.

Figure 4 shows statistics about the work experience of women respondents. Majority of respondents (77%) have less than five years

Figure 1 Age Profile of Women

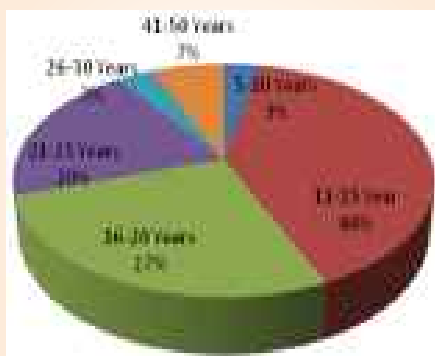


Figure 2 Educational Profile of Women

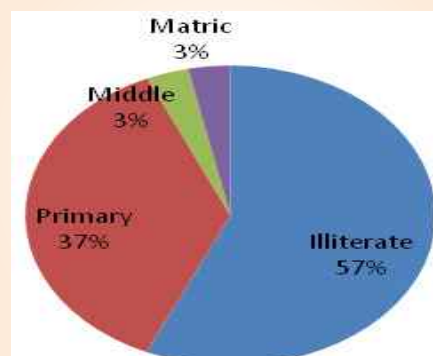
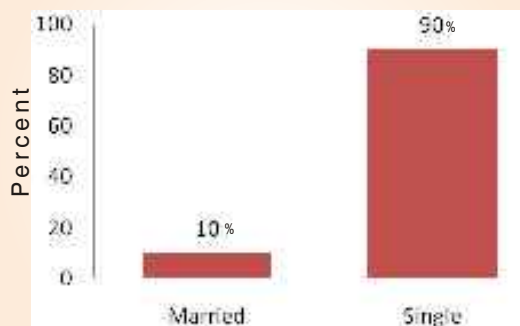


Figure 3 Marital Status of Women



work experience as compared to 23 percent who have more than five years work experience. On the other hand, figure 5 shows trend about daily working hours, majority of women (83%) work less than eight hours a day as compared to 17 percent who worked eight hours a day.

In response to overtime query, almost all respondents replied no to provision of overtime due to toughness of the work. Further as majority of workers belonged to age group of 20. They find it difficult to even work eight hours a day. Therefore, they were atleast interested in the overtime.

Further this sector lacks wage policies and other regulatory measures because it is not formally looked after by the government or any other organization. Wages vary from person to person. The basic criterion is set on experience and skills. However women were of the view that male get more wages compared to women workers.

Figure 6 shows a pathetic situation of monthly wages of respondents. The majority (73%) was earning rupees 600 per month. Only there were ten percent women who were earning around rupees 8000 per month based upon their expertise. The wages were paid on monthly basis.

The working conditions play critical role in the employee performance and satisfaction with their jobs. The figure 7 shows a situational analysis of working

conditons of weaving industry in Quetta based upon respondents feedback. All the responents were not satisfied with the overall working conditions of weaving industry in Quetta. However when these conditions were explored in details, some positive aspects were identified. For example, 77 percent respondent were satisfied with the lighting arrangements at workplace. The 73 percent respondents were ranked their workplaces comfortable and conducive in terms of space. Further all the participants were satisfied with the provision of fresh air at their workplace. Almost all participants (97%) were getting clean drinking water at their workplace. The researcher have observed availability of fans and heaters at almost all the weaving centres.

Figure 8 shows health related problems of working women in weaving industry at Quetta. Majority of women were facing continuous headache (57%) and breathing problems (40%). Small number of women was facing eye problems as well. Almost all women workers face finger injuries in addition to above-mentioned health problems.

Figure 4 Work Experience

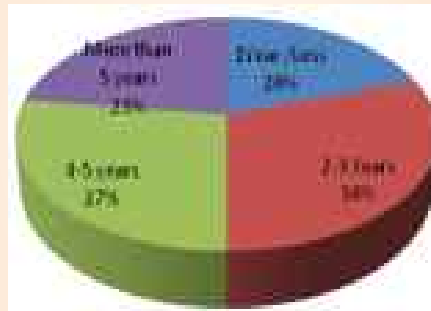


Figure 5 Daily Working Hours



Figure 6 Monthly Wage

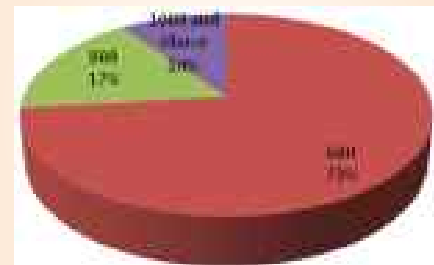


Figure 7 Situational Analysis of Working Conditions

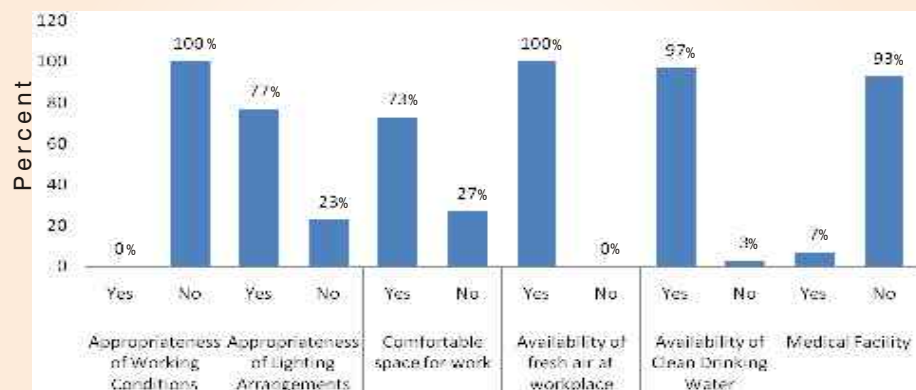
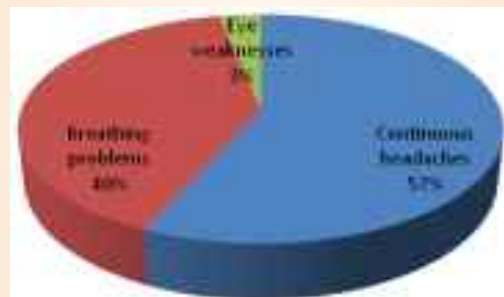


Figure 8 Health Problems at Workplace



However as medical facility was concerned, majority of women workers (97%) were deprived of this key facility. There were no arrangements made by the owners for health facilities for their workforce. Further pregnant women were unable to get any relaxation in terms of work assignments and schedules.

Recommendations

The situation analysis of weaving industry in Quetta depicts that it mainly engages child labour and lacks in provision of conducive working conditions particularly health facilities and flexible working hours for pregnant women workers. To improve the working conditions of women worker at weaving industry in Quetta, following recommendations have been made:

- ✦ Health facilities must be provided to weavers as it is the most serious issue of this industry.
- ✦ Government should increase employment opportunities for women in the modern organized sectors of the formal economy to improve their living.
- ✦ Conducting an appraisal of skills needed in the labor market, adapting existing training programs and strengthening the capacity of existing institutions to offer skills that match labour market needs
- ✦ Government and other organizations should provide relevant skills training to women to improve their chances of accessing quality jobs on the labor market because skillful gets more wages in the carpet weaving industry.
- ✦ Partnerships must be extended between employers/business associations and training institutions to match trainees with existing jobs, and ensure training is kept relevant for job needs.

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Shah Abdul Latif University

Khairpur (SALU)





Gender Inequality in Employment: A case study of Shah Abdul Latif University Khairpur - Sindh, (Khalil-ur-Rehman Shaik)

Abstract

The purpose of study was to examine the working conditions of working women in Shah Abdul Latif University (SALU), Khairpur-Sindh. The study tried to identify problems and hindrances faced by the women employees along with recommendations for policy makers for improvement of their working conditions. The research findings are based on 34 sample women employees from various departments of SALU. Results indicate that women employees in SALU were facing discrimination in terms of equal job opportunities at work place. The other problems included unfair gender policy and lack of facilities mainly trainings, pick and drop, and official accommodation. Further work related issues namely inflexible work timings (night duty), low salary, lack of appreciation for work, security, and non-conducive work environment emerged as problems faced by women workers at SALU, Khairpur. The study recommends that gender sensitive policy for recruitment, gender sensitive working conditions, and pick and drop facility should be provided to women employees at SALU Khairpur-Sindh to improve their performance.

Introduction

Gender Inequality is a basic and key issue both at workplace and society. Traditionally the male is considered as bread winner and female is supposed to look after the household activity. Gender inequality regarding the women can be categorized as economic and social both at home as well as at workplace. However in this research study, we will discuss the gender inequality in employment/workplace at Shah Abdul Latif University, Khairpur.

The society has allowed certain "respectable" professions for women that they are designated to follow, like teaching and medicine. Thus the females pursue education not with the objective of specific careers in mind but as eligibility criteria to catch the most eligible bachelors in their social strata. Remaining professions are pursued by those few females who dare risk the gossip and slandering of the society. Due to this professional discrimination, the number of male and female is not equal at workplace in most of the male dominated professions. Therefore this research will find the causes and reason of the gender inequality in employment of Shah Abdul Latif University, Khairpur.

Research Objectives

This research primarily focuses on exploring the working conditions of female employees in different departments of Shah Abdul Latif University (SALU), Khairpur-Sindh and problems associated with gender discrimination. The specific objectives include the following:

- a To determine whether or not women are receiving equal employment opportunities;
- a To explore whether or not that the working timings are flexible for women
- a To examine whether or not harassment is an issue for women at workplace along with analysis of security concerns.
- a To find out strategies to promote gender equality at workplace.

Methodology

This was a descriptive research which explains the Gender Inequality in Employment of Shah Abdul Latif University Khairpur-Sindh. Data was collected through primary and secondary sources. Primary sources include discussions and interviews with employees of the SALU. The Secondary sources include Books, Journals, Magazines, Daily Newspapers, and Internet. A sample size was comprised of 34 teaching and non-teaching (male & female) employees belonging to mainly nine different faculties and departments³⁴ for collection of relevant information. The respondents were approached at workplace.

34. Women Chair, Archeology, Zoology, Microbiology, Botany, Chemistry, Computer science, B.Ed/ M.Ed, International relations and others

Research Findings and Analysis

This section contains brief discussion of the research findings. First section highlights the profile of the respondents followed by problems faced by working women. The final section discusses the possible way out for the improvement in the current working conditions of working women at the Shah Abdul Latif University, Khairpur-Sindh.

The Figure 1 shows a gender wise breakup of employees at SALU in numbers and shows gender wise breakup in percentage at two levels namely 1) teaching and 2) non-teaching levels. In total women employees were just sharing a 6 percent slice of employment at SALU. Further in teaching category women were comprised of 18 percent of workforce as compared to 82 percent male workforce. The number of women employees in non-teaching profession was very nominal as compared to teaching profession. It was just 2 percent of non-teaching workforce at SALU. This finding reflects the intensity of workforce discrimination at SALU.

Figure 1 Gender Wise Break-up of Employees at SALU

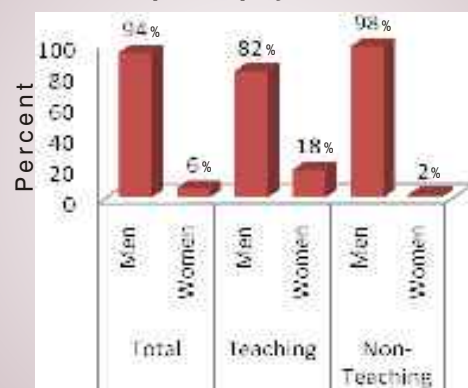
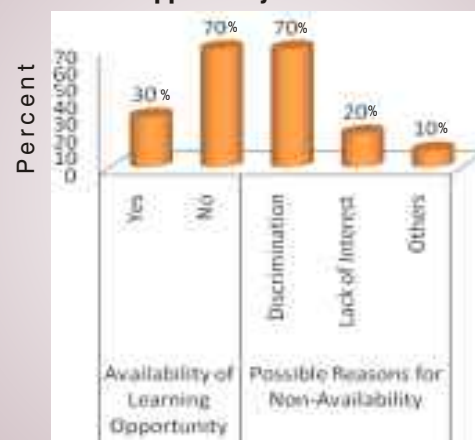


Figure 2 Prevalence of Working Problems at SALU



Figure 3 Availability of Learning Opportunity at SALU



Working Conditions

To assess the nature of working conditions at SALU, women were asked to identify prevalence of working problems (if any). Figure 2 shows that majority of women employees (70%) confirmed the existence of working problems at SALU. The main problems include security (40%), accommodation (40%) and others (20%). The other problems include transportation related issues.

Further participants were asked about the availability of learning opportunities like trainings or other professional development programs (see Figure 3). Majority of respondents (70%) said that such opportunities were not available to them. The possible reasons include discrimination (70%), lack of interest (20%) and others (10%). The discrimination was identified as overwhelming reason for non-availability of learning opportunities for women employees at SALU. This finding further confirms the discrimination at workplace at SALU.

Figure 4 reflects level of satisfaction of women employees towards job, salary and cooperation from male colleagues at

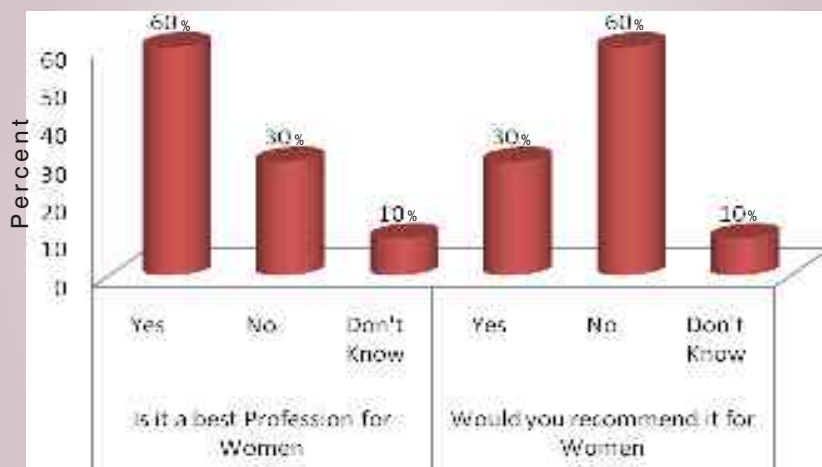
Figure 4 Level of Satisfaction about Job/Salary/Male Colleagues at SALU



SALU. Overall 60 percent women were satisfied from their jobs. However majority of women employees (60%) were not satisfied with their salary. They considered it insufficient to meet financial requirements. Further mixed results were found on the dimension of cooperation from male colleagues at SALU. Half the respondents were satisfied with the cooperation level of male colleagues and half were not satisfied. The possible reason for later finding was bad attitude of male colleagues towards female colleagues.

Further women respondents were asked about the suitability of this profession for women. Figure 5 shows that majority of women (60%) termed it as suitable profession for women, 30 percent considered it non-suitable and 10 percent did not reply to this question. However, when women respondents were asked about their recommendations for other women to join this profession, the results were exactly opposite of the first response. Majority of women (60%) did not recommend other women to join this profession at SALU (the main reasons included bad attitude of male colleagues, security concerns and transportation problem). It contradicts their first finding; therefore it was confusing that if they feel this profession is suitable for women then why they did not recommend it for other women. This situation needs more in depth analysis and may be seen in association with findings of next section.

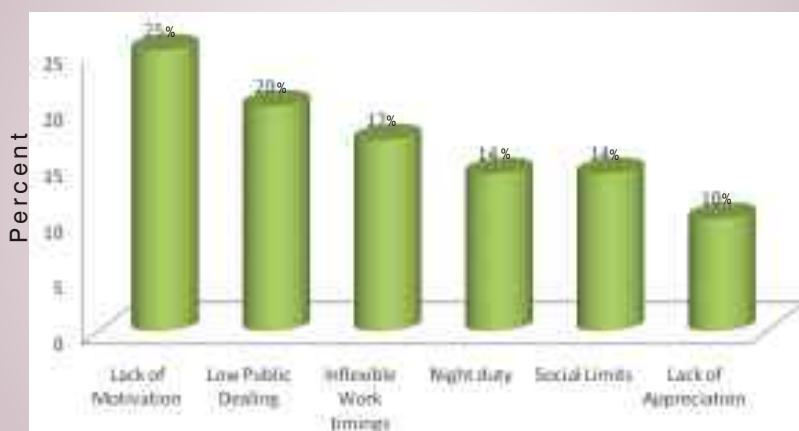
Figure 5 Suitability Level of Teaching Profession towards Women



Major determinants of low participation of women employees at SALU

Figure 6 shows Major determinant leading to low participation of women employees at SALU that include, lack of motivation (25%), low public dealing (20%), inflexible work timings (17%), night duty (14%), social limits (14%) and lack of appreciation (10%). The findings reflect that lack of motivation and lack of appreciation was emerged as key determinants with overall weightage of 35 percent followed by inflexible work timings plus night duty with 31 percent weightage. The last but not the least was social limits that was also limiting factor for women active participation at SALU.

Figure 6 Major Determinants of Low Participation of Women at SALU



Recommendations

The overall findings of this study reflect discrimination against women at SALU Khairpur-Sindh. Therefore, the following recommendations have been made to improve the working conditions of working women at SALU Khairpur.

- ✦ Authority should announce quota for female positions to ensure maximum participation of women employees at SALU
- ✦ Authority should examine the factors for low participation of women workers at SALU

- ✦ To women should be empowered through education and employment opportunities to ensure their access to the job market
- ✦ Higher authorities should check the progress at SALU Khairpur on regular basis to ensure compliance of gender sensitive policies
- ✦ Implementation should be ensured for convention on the rights of women at SALU
- ✦ Women employees at SALU must be encouraged by offering some incentives that encouraged women employment
- ✦ The security concerns should be addressed through provision of fool proof security mechanism

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Women Working Conditions in Pakistan 1st edition by Safia Talpur

Women's Role in the Development of Handicraft Industry: A Case Study of Khairpur City, (Uzma Iqbal Arain)

Abstract

The study aimed at exploring the state of working conditions of women in the development of handicrafts of the Khairpur city in Sindh-Pakistan. Further the study tried to identify work related problems faced by the home-based working women of Khairpur city. The data is based on the sample of 50 women from different areas of Khairpur city. Results indicate that women engaged with the handicrafts were facing multiple problems namely lack of understanding with their male family members/lack of support in their business, non-availability of raw material in their areas, lack of transportation, lack of training opportunities and lack of credit facility. In addition, their inability to reach marketplace forced them to sell their handicrafts at low prices to the middle person. Who used to get good profit and passed on limited amount to original women workers.

Introduction

After 1980 home-based work has increased rapidly in the world especially in South Asia. Pakistan is one of those countries where a large number of women are engaged in home-based work. Unfortunately these women are the most unprivileged part of the society. They have no social and legal recognition of their work. They are working in isolation and have no rights as workers by law. These workers need support to forge their struggle to claim their rights. That would only be possible when they will organize themselves in the form union. Further it is also increasingly evident that women and girls in poor households bear a disproportionately high share of the burden of poverty. Their greater deprivation is due to a host of factors, including restricted mobility, lack of education and training, lower access to resources and assets, and limited access to credit and social services. As a result Pakistani women have limited participation in decision-making in all spheres of life especially in family affairs.

Majority of women workers are home-based in contrast to only 4 percent male home-based workers. These home-based workers contribute to the country's economic growth. Pakistan accounts 80 percent of the world's match-grade footballs and earns nearly \$50 million in foreign exchange from this industry alone.

Khairpur is hosting one such home-based women workforce associated with handicraft industry. Khairpur is culturally a rich city of interior Sindh. It remained the state of Talpur dynasty before the partition of sub-continent. The Talpur rulers were used to promote Baloch cultural & traditional trends in their state. During their rule, they paid full attention to establish different types of industries like garments industry (Banars cloth market). Resultantly now Khairpur is rich in handicrafts industry. Handicraft industry is the main economic source of earning of women folk in Khairpur city. Therefore the aim of this research was to find out the role of women in the development of handicraft industry in Khairpur along with its issues and suggestions for improvement.

Research Objectives

The main objective of this research is to find out the role of women in the development of handicraft industry in Khairpur along with its issues and suggestions for improvement.

Methodology

This was a descriptive research which explains the condition of home-based working women of Khairpur city engaged in manufacturing of handicrafts. Further primary and secondary sources for data collection were used in this study. Primary sources included interviews and meetings with the concerned women at their homes. Secondary sources included newspapers, T.V. programs etc.

A sample size of 50 women was selected belonged to rural areas and in some cases from training institute for women namely women chair. To seek relevant information, questionnaire was developed which entailed close ended and open ended questions. The questionnaires were distributed to sampled females but among only those who were at least matriculate and were collected on the next day. The respondents were approached at workplace and at their homes. Detailed instructions were carefully provided to all respondents.

Research Findings and Data Analysis

This section contains brief discussion of the research findings. First section highlights the profile of the respondents followed by problems faced by working women. The final section discusses the possible way out for the improvement in the current working conditions of working women in the Khairpur city. Table 1 shows the list of key handicraft items made by the home-based women workers in the Khairpur city. These items were in high demand due to embroidery work.

Table 1 - Women Made Handicraft Products of Khairpur City

Item	Description
Topi/Cap	It is a type of cap with different embroidery designs
Rilhi	It is a very famous product of Khairpur
Gajj	This product is concerned with the glamour of cloths
Sofa's Cushion	Beautiful sofa cushions made up of embroidery designs
Show pieces	Home showpieces made with different kinds of designs
Pindi, orha, Chick, Pankha	Household items

Figure 1 shows the age profile and marital status of home-based women workers in the handicraft industry of Khairpur city. It shows that 60 percent of the respondents lie in the age brackets of 21-34 years and remaining 40 percent belonged to 35 and above age group. Further 65 percent of women respondents were unmarried. The results show that relatively young and mature women were engaged with handicraft work and issue of child labour was not found.

The figure 2 shows the educational profile/qualifications of the women respondents. The majority (38%) held intermediate level of education. The 24 percent and 20 percent held bachelor and master level education respectively. The high level of education reflects an interesting aspect of home-based workers in the handicraft industry in Khairpur city. Majority of these women (70%) were supporting their families through their business. The remaining 30 percent were in the process of learning and acquiring expertise. Therefore they were not able to support their families financially. However once they will acquire the skill, they will be financially supporting their families.

Figure 1 Age Profile of women respondents



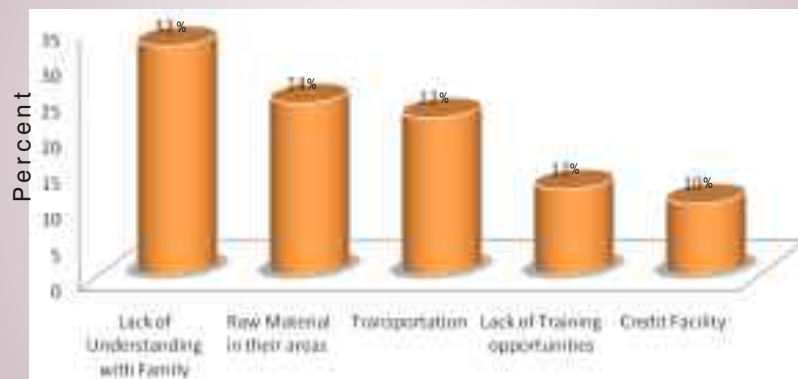
Figure 2 Educational Profile of Women Respondents



Finally home-based women workers were asked to identify their work/business related problems. Figure 3 shows that women respondents identified five major problems namely lack of understanding with family members (32%), non-availability of raw material in their areas (24%), transportation (22%), lack of training opportunities (12%) and lack of credit

facility (10%). All five problems were termed as hindering factors for women handicraft business in Khairpur city and were affecting their business in multiple ways. First, due to lack of understanding with family members, women were not able to get family support in provision of raw materials and sale of their products in the market. Resultantly they were at the hands of middle men exploitation. Second, non-availability of raw material in their areas and restricted mobility due to social traditions and lack of transportation, women were not able to get access to the broader handicraft market and were limited to Khairpur market. This limited access was affecting their business profits. Third, due to lack of training opportunities for women at Khairpur, they were not able to acquire modern learning to make their handicraft in alignment with modern age requirements. Finally due to lack of credit facility, women were not able to leverage their potential through expansion of their businesses across multiple markets.

Figure 3 - Hindering Factors for Home-based Handicraft Women Workers



Recommendations

Following recommendations have been made to overcome the problems of home-based women workers in the handicraft industry of Khairpur city:

- ✦ Awareness among family members of women home-based workers should be created through dialogues and awareness programs to portray the real contribution of these women to their homes and nation. It will be instrumental in yielding family member support.
- ✦ Provincial or district government should establish a proper market for raw material of handicraft industry at industry concentrated areas to ensure provision of raw material to women at their door steps.
- ✦ Government should ensure proper market buying and selling mechanism to minimize exploitation by middle men and women should get their proper share in the businesses.
- ✦ Proper training opportunities should be provided to home-based women workers to equip them with modern age designs and trends.
- ✦ Finally credit facilities should be provided to home-based women workers to expand their business as per their potential.

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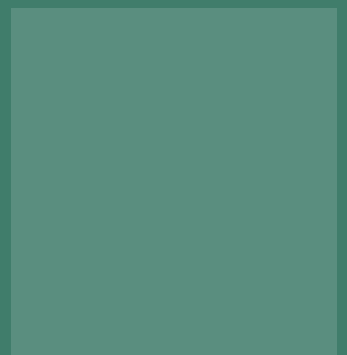
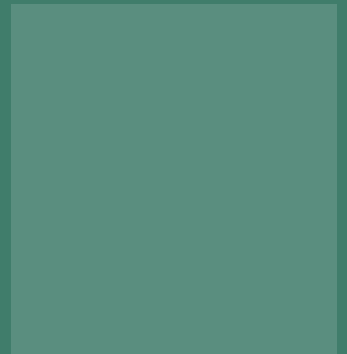
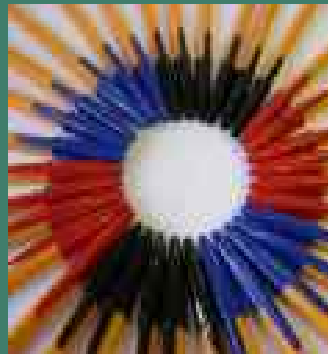
Women chair training institute for women at Khairpur Mirs



Karakorum International University

Gilgit Northern Areas-Pakistan





Role of Women Entrepreneurs in the Economic Development of Gilgit City, (Bushra, Rozina and Nargish Khatoon)

Abstract

This study was undertaken to identify the role of women entrepreneurs in the economic development of Gilgit City. Further it was aiming to identify problems serving as barriers for women entrepreneurs along with recommendations to overcome such barriers enabling women entrepreneurs to leverage their potential. The research reveals that women entrepreneurs were engaged with traditional (garment shops) and non-traditional professions (beauty parlors, and gems and stones) in the service sector, manufacturing and agriculture. Majority of the women were engaged in service sector but were lacking basic business education for service sector requiring government to build their capacity to meet business challenges smartly. To leverage the potential of women entrepreneurs, public and private sector should play their role and should ensure enabling environment for women that ensure provision of easy loans, trainings and networking. Finally it is strongly recommended that women development policy should be implemented in its true spirit to ensure outreach of benefits to women entrepreneurs in Gilgit city.

Introduction

Gilgit City has been the capital of Northern Areas for centuries before and after the liberation in November, 1948. This region contains a rich cultural heritage of Buddhist era, British colonialism and Kashmir. Resultantly five different languages are spoken here. According to the 1998 Census, the population was 56,000 persons with the annual growth rate of 2.47 percent. Therefore the present population is estimated to be 0.100 million. The female population is estimated to 96,000 (48 % of the total Population). The average household population is 5-7 persons. Rapid and haphazard urbanization has been taking place since 1979, because of easy excess to the national market. Besides proximity with china, new avenues of business opportunities opened both for male and females. The literacy rate is 45 percent which is highest as compared to the other parts of the country. Most of the population in the city depends on the jobs provided by the public, private sectors and the NGO's. Women are holding a negligible portion of private sector jobs.

This study was carried out to reveal the role of women entrepreneurship in the economic development of an urban locality (Gilgit city). In recent past, some studies were carried out by the Government and the NGO's (mainly AKRSP³⁵) related to the women entrepreneurship in Northern Areas. The focus of all studies remained to the rural areas. Therefore, this study can be termed as first ever study of an urban locality-Gilgit City with reference to women entrepreneurs. This study is aiming to provide a base line for future studies and data bank for future interventions in the public and private sector.

The word entrepreneurship by gender has no difference and has the same meaning and definition. The Oxford Dictionary defines entrepreneurship as one who owns enterprise-development of business by the people of a country rather by a government. It means a person (male or female) who makes money by starting and running business specially taking financial risks. In Economics it is defined as "Free and private venture taking risk of management of factors of production" This definition is based on the risk theory.

According to the XAVIER INSITUTE OF SOCIAL SERVICE INDIA defines entrepreneurs as ".....a person from the local, indigenous or native population who decides to become self employed in an area or its surroundings by starting his own shop, trade, repair service, studio production unit or any other service performed for earning profits."

Although the women entrepreneurship was in existence traditionally and hardly one or two lady shops were owned by females in the city areas. The concept of women entrepreneurship gained importance with the extension of First ever Women Development Policy 2002 in the region. The Planning and Development Department of Northern Areas and the NGO's particularly AKRSP raised awareness in the area besides making certain interventions and providing incentives to the women

in the private sector for the last three years. Now it is predicted that the literate women have come forward in this field and adopted entrepreneurship as a profession. No proper study has been carried out particularly in the urban area and the relevant data was masked.

Woman Entrepreneur (WE) is generally referred to one she has started a business, or she is managing family business or partnership, or she is a shareholder in a public or private company in which she is actively involved in managing the business affairs. Categorically it is also said that women entrepreneurship is a process of creating something new by devoting necessary time and effort or assuming the risks and reward involved in the process. Women entrepreneurship has gained tremendous importance in Bangladesh, Malaysia, Jordan, Egypt and Iran among the Muslim World. Unfortunately in Pakistan, the issue of Women Entrepreneurship has gained little attention among policy makers over last few years. The women represent around 50 percent of the total population of Pakistan, while female labor participation rate is only 16 percent. The position in Northern Areas is very adverse because of dominant role of man in the society, rigid attitudes, traditional and cultural constraints and illiteracy.

Similarly the business environment for women in Northern Areas of Pakistan reflects the complex interplay of many factors like social, cultural, traditional and religious elements. This aspect of the environment has taken shape over many centuries; it is anchored in the patriarchal system and clearly manifested in the lower status of women. The gender bias of this type of system is rigid and deep-rooted as it draws legitimacy from the perpetuation of a traditional mind-set, established rituals and a firm belief system.

Research Objectives

The research objectives include identification of the role of women entrepreneurs in the economic development of Gilgit City followed by problems serving as barriers for women entrepreneurs along with recommendations to overcome such barriers enabling women entrepreneurs to leverage their potential.

Methodology

The purpose of this study was to identify the role of women entrepreneurship in the economic development of Gilgit city. This study has been developed in relationship between the dependent variable “Women Entrepreneurs Performance” and the independent variables “Personal and social development of Entrepreneurs, Human and material resources, Financial problems”. Furthermore, the effects of a moderating variable “Willingness and interest” has also be studied. The whole exercise has been undertaken in non-contrived setting i.e., a natural work environment with no interference with the normal work routine. Neither an artificial environment was created nor the variables manipulated or controlled.

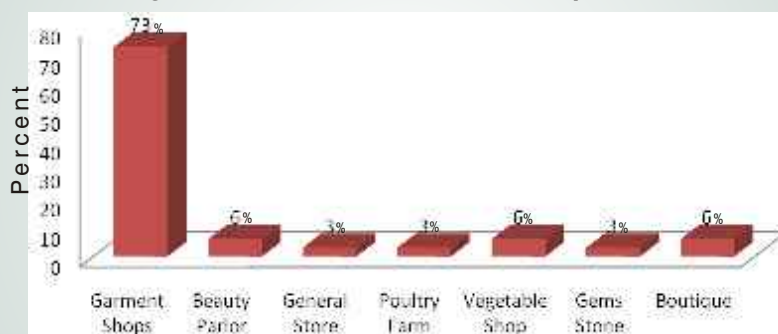
Thirty five women entrepreneurs were given the questionnaires to collect useful information about their enterprises. This sample was drawn from the 29 different localities/Mohallas of the city which contribute to 45 percent of the population of the target area. Further the source of secondary data includes studies, reports, publications both in the public and private sector.

Research Findings and Analysis

In the first stage of data analysis the complex task of dividing all the surveyed data in to major categories was under taken. The details can be seen in the following section.

Figure 1 shows the trend about women enterprises. Majority were managing garment shops (73%) known as traditional women business. However, women were entering into non-traditional businesses like beauty parlor (6%), general stores (3%), Poultry farms (3%),

Figure 1 Classification of Women Entrepreneurs



vegetable shops (6%), gems and stones (3%) and boutiques (6%).

Figure 2 shows trend about nature of business. Majority of the businesses (94%) were managed round the year. However, there were only six percent women businesses that were seasonal like vegetable and seed growing.

Figure 3 shows the educational status of women entrepreneurs. Majority of women entrepreneurs (51%) possessed matriculation level education followed by intermediate (22%), graduation (12%) and masters (3%). Further twelve percent women entrepreneurs were just literate and their ability was limited to reading, writing and counting. The women having matriculate and intermediate educations belonged to poor families and were engaged in business to support their families. However women having graduation and master degree education established their businesses due to non-availability of jobs. Further they were facilitated by their family members. All women entrepreneurs were lacking business management skills requiring capacity building in business management.

Figure 4 shows information about classification of business areas. Among surveyed women entrepreneurs, 17 percent women entrepreneurs own business assets worth of rupees 200, 000 whereas 26 percent own upto rupees 100, 000 and 57 percent possessed assets worth of rupees 50, 000. The last category of business assets belonged to poor segment of the society. Further all women entrepreneurs were carrying their

businesses on self employment basis. Due to limited sales, business activities and profitability they were not able to provide job opportunities to other women in their businesses. Furthermore, on profitability dimension, all the 35 women entrepreneurs reported that they did not know how much profit they are earning. No business accounting system was maintained except credit register. Therefore the position with regard to the profitability is quite alarming. It reflects deficiency of women entrepreneurs in profit calculations requiring training or provision of accounting systems enabling them to manage their businesses on modern scale.

Figure 5 shows sector-wise classification of businesses of women entrepreneurs. Majority (86%) was engaged with services sector followed by agriculture (6%), value addition (5%) and manufacturing (3%). Though services sector requires less physical burden as compared to agriculture and manufacturing; however, it requires more mental work based upon updated knowledge and information of the market. But this research reveals that women entrepreneurs are lacking in business knowledge and skills. Therefore it requires immediate and effective intervention by government departments to equip women entrepreneurs with business education and skills to meet the challenges of today's business environment especially in service sector.

The women entrepreneurs are playing critical role in the social and economic uplift of their families and society despite of economic and social barriers. Their role in mobilizing the economy in the lowest tiers of city needs to be recognized. Unfortunately this segment of the population has

Figure 2 Nature of Business

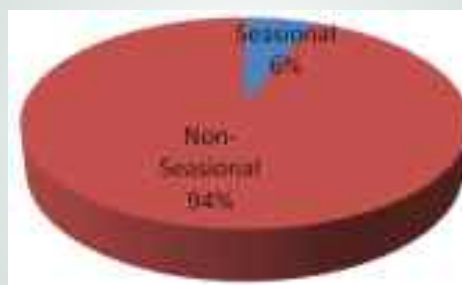


Figure 3 Educational Status of Women Entrepreneurs

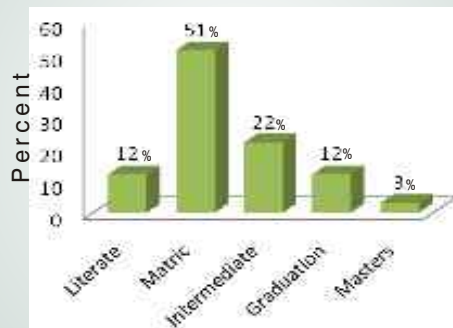


Figure 4 Businesses Classification of Assets

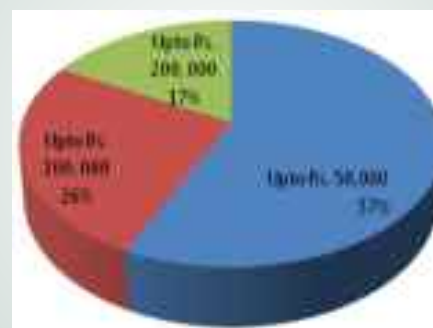
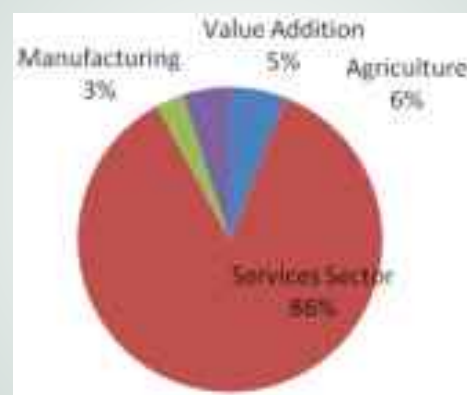


Figure 5 Sectorwise Classification



been ignored both by the public and private sector while framing policies and interventions. It has been observed during the study that the women entrepreneurs contribute in family income and bear family expenses like, daily necessities of life, medical expenses, and educational expenses of school going children. In addition to business, women entrepreneurs were involved in household management like family sanitation, preparation of food for the family and looking after the children.

Recommendations

To build the capacity of women entrepreneurs in the Gilgit city, following recommendation have been made.

- ✦ The women entrepreneurs are required to be given training in business management skills to enhance their productivity through smart management of their businesses.
- ✦ Women market should be developed in the city to provide enabling environment to women entrepreneurs.
- ✦ The women entrepreneurs have no access to financial institutions. Therefore special measures should be taken to provide easy loaning facilities to them.
- ✦ The women development policy should be implemented in its true spirit to ensure outreach of benefits to women.

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Working Conditions of Women in Non-Government Organizations (NGOs) In Northern Areas (Gilgit), (Fatima Zahra, Mah-Bilquees and Rafia Bibi)

Abstract

The issues of gender equity and globalizations were the underpinning factors for the selection of research topic aiming to draw a profile of problems faced by working women of non-governmental organizations (NGOs) in Gilgit, Northern Areas of Pakistan. Further it was aiming to make valid recommendations for the policy makers to improve working conditions of women in NGOs to make them gender friendly and productive. The target audience was comprised of 40 respondents selected through random sampling approach working in 8 NGOs namely AKES, AKRSP, AKHS, PDCN, WWF, FOCUS, PMAC and IUCN. The participants were requested to provide information by responding to questionnaire in the presence of researchers aiming to facilitate them by describing questions. The overall performance of working conditions at NGOs was satisfactory and gender friendly. Resultantly women felt comfortable with their male colleagues and were able to receive cooperation in official matters. They termed promotion, salary and overtime policies just and fair. However, working women problems were associated with societal norms outside the workplace like stereotypes, steering and taunting, household work, child rearing and moral support from family and society at large. The recommendations include joint efforts by NGOs and government institutions to create awareness among society about the utility and effective participation of women in economic, social and political activities enabling them to utilize their potential and competencies in the overall development of the Northern Areas of Pakistan.

Introduction

Traditionally women perform the work of reproduction and household. However now in addition to their traditional role, they are working outside their homes to meet their financial needs. Women constitute a sizeable percentage of the workforce and work hard like their male counterparts, but discriminated as "second class" workers. Despite many improvements in women's economic status over the past three decades, employment discrimination and unfairness in the workplace are still a fact of life for majority of women. Women development organizations in Gilgit are committed to ensuring equal employment opportunity and fair workplaces for all.

Hostile working environment affect both men and women workers. Women are the victims of sexual harassment and workplace violence. Often, women workers who are the targets of such assaults advances by their superiors find that submission to this conduct becomes a condition for continued employment. The working environment thus becomes increasingly intimidating and hostile. Studies estimated that workingwomen are experiencing different sort of problems at some time during their lives. There are problems on the position of women workers. Women workers face more problems than their male counterpart. Millions of women, despite working full-time year-round, earn too little to support themselves and their families. For every wage a man earns, women receive considerably less for doing work of equal value. Moreover, women are segregated into basically low paying jobs. As a result, certain kinds of jobs have acquired a 'gender' cast. Many people mistakenly think that after decades of progress, most women are earning good salaries in professional jobs. The truth is nearly 40 percent of women still work in jobs with low pay, unpredictable work schedules, meager benefits, and little opportunity for advancement.

In Pakistan, the issue of gender equity has over the years, gained significance acknowledgment at policy formulation level. At the highest levels, gender issues have been and continue to be studied and analyzed within the overall national social, political and economic context. There have been significance efforts towards achieving a gender balanced development vision for the Pakistan. For Example, the 6th five Year plan for national development (1983-88), for the first time, included a profile of Pakistani women in its chapter on Women and Development. Similarly subsequent five-year plans made provisions for inclusion of women's concerns particularly in education, health, population, environment, employment, and social welfare. Realizing that the roots of poverty lie in gender disparities and in access to basic needs, 8th five year plan (1993-1998), emphasized on enhancing access of women and marginal communities to social services through the Social Action

Programme (SAP) (GoP MoWD 1995).

In addition, increasing poverty is largely attributed to women's lack involvement in economic sector, their least access to technology, information, and financial and marketing infrastructure. The government has taken several initiatives to remove these constraints, however, the magnitude and level of steps is still limited (Tahira, 2003). Simultaneously, a large number of Pakistani NGO's have been endeavoring to improve access of deprived genders to the basic services. Through advocacy, awareness raising and training programmes, the civil society has been a key agent for change (Tahira, 2003). Obliging its international commitments to various conventions and decelerations, Pakistan has started taking measures at different levels e.g. policy formulation, planning and implementation, etc. The Pakistan National Conservation Strategy was designed within the parameters provided by the constitution of Pakistan, especially the framework for socially equitable development, and well being of the people irrespective of sex, cast, creed and race. Subsequently, gender considerations were followed and well recognized by the provincial strategies through Sarhad Provincial Conservation Strategy (SPCS) and, more recently, the Baluchistan Conservation Strategy (BCS).

An educated and productive women workforce is essential for the economic health of the nation. Women, as all development practitioners realize, is one of the most important determinants of a meaningful development. The fundamental objectives of any programme/project within NGOs cannot be achieved without taking into account the role of women. This report will discuss the findings of the research study of NGOs in Gilgit, Northern Areas of Pakistan aiming to highlight working conditions of women at workplace along with recommendations for improvement.

Research Objectives

The research objective was to identify the work related problems of working women at NGOs in Northern Areas of Pakistan along with recommendations for improvement.

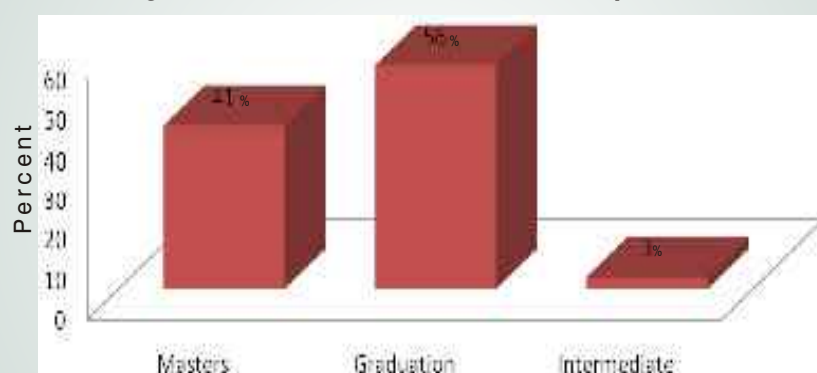
Methodology

A combination of quantitative and qualitative approach was applied to collect quantitative and qualitative information to meet research objectives. A questionnaire was designed to collect required information from respondents. In addition to questionnaire, unstructured interviews were conducted to get insight of unquantifiable issues. Forty women workers were selected as respondents from different NGOs working in Gilgit.

Research Findings and Analysis

The data was obtained through questionnaires and interviews from women respondents who were working with NGOs in Gilgit. The following section will critically analyze the research findings. Figure 1 shows the educational profiles of the women respondents. It shows that overwhelming majority (97%) possessed graduation (56%) and master's level (41%) education. Majority of women got their education from well reputed institutions across Pakistan enabling them to acquire diversified knowledge and exposure to different parts of Pakistan.

Figure 1 Educational Level of Women Respondents

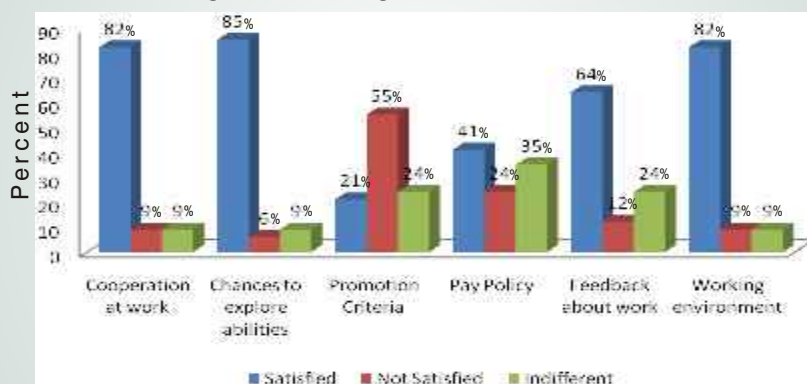


Organizational working environment reflects its values, norms and practices. To assess working environment at NGOs, respondents were asked questions about cooperation at work, chances to explore abilities, promotion criteria, pay policy, feedback about work and overall working environment (working environment includes provision of maternity leave,

indigenous cultural values, childcare, outstation duty and flexible working hours for women). Participants were supposed to give their responses in one of three possible options namely 1) satisfied, 2) not satisfied and 3) indifferent (indifferent means either it was not applicable or they were not clear about the answer) Figure 2 shows responses of women workers on above mentioned key dimensions in terms of percentage. Majority of women (82%) were satisfied with cooperation of their male colleagues at work. However a small number of respondents (9%) were not satisfied on this dimension.

Similarly majority of women (85%) were satisfied with the level of opportunities and chances to explore their abilities in their respective organizations. It reflects that women were encouraged by the organizations to take challenging assignments without fear of failure. On the dimension of promotion criteria, 55 percent women were not satisfied as compared to 21 percent who were satisfied. Women felt that promotion criteria was biased towards women and provided benefits to male colleagues. There were mixed responses about pay policy, 41 percent women were satisfied, 24 percent were not satisfied and 35 percent were indifferent. Further majority of women (64%) were satisfied by the level of feedback on their work performance by their management. Finally overall working environment that includes provision of maternity leave, childcare and flexible work arrangements was satisfactory (82%). It reflects that overall working environment at NGOs was conducive for women workforce.

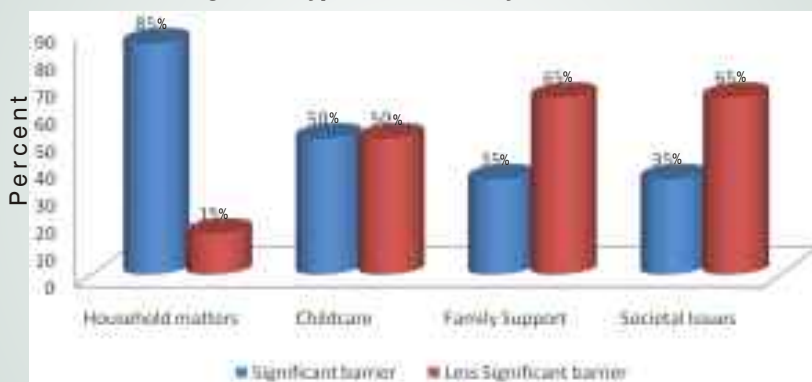
Figure 2 Working Environment at NGOs



In addition to working environment, women were asked to identify and then rank barriers for women development in terms of its intensity (significant barrier or less significant barrier). Figure 3 shows that household matters (85%) were identified and ranked as top most barrier for women advancement. It limits their ability to focus and concentrate fully on their career. Other barriers include childcare, family support and societal issues (religious and cultural issues). These issues were considered as barriers but less significant as compared to household matters.

However as compared to organizational matters, these barriers at household level and societal level were more significant for women career development. In terms of societal issues, women were more concerned about steering, taunting and stereotyping behaviors outside the workplace. Further they were not getting due support from their family members in terms of facilitation at household matters and moral support. These factors were indirectly affecting women performance. Lastly childcare was a matter of concern for mothers where there was not suitable arrangement either at family level or organizational level. In addition to these barriers, women were asked about the issue of sexual harassment, all women did not term it as barrier because they did not face even a single incident of sexual harassment. However, there were not well spelled out mechanism to address cases of sexual harassment.

Figure 3 Types and Intensity of Barriers



This research reveals that overall working environment for women in NGOS in Gilgit was satisfactory and women were getting opportunities to harness their potential. However, there were some concerns about promotion criteria and pay policies. Organizational policies and commitment of top management were key factors in establishing conducive work environment for women workforce in NGOs in northern areas of Pakistan.

Recommendations

Although NGOs were providing good working environment to women workforce however following recommendations should be considered by the NGOs to further improve the working environment.

- ✦ The working hours for workingwomen must be appropriate enabling them to meet their household obligations effectively.
- ✦ Society must have to change their attitude towards workingwomen and encourage them to come outside and participate to leverage their potential. Working women should get respect and honor in society.
- ✦ The organization must provide development opportunities to women and should encourage and support them to take higher level positions to leverage their potential.

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A Research Report on the Conditions of Working Women in Government Organizations in the Gilgit City,

(Hooran Paree and Shahina Perveen)

Abstract

The study aimed at exploring the state of working conditions of women in the government organizations/departments of the Gilgit city in Northern Areas of Pakistan. Further the study tried to identify problems and hindrances faced by the target audience along with recommendations for policy makers for improving their working conditions. The data is based on the sample of 50 women from different governmental departments. Results indicate that women employees in government organizations are facing discrimination in terms of equal job opportunities at work place. The other problems included unfair gender policy, lack of facilities like, trainings, pick and drop, separate toilets for women; day care centre for their children, access to internet facilities at their offices, official accommodation and cafeteria facility. In addition, inflexible work timings (night duty), low salary, lack of appreciation for their work emerged as problems faced by women workers in government organizations, Further reported concerns included harassment at work, workload, security, stagnant work, and non-conducive work environment. Furthermore the factors like night duty, inflexible timings, lack of appreciation, lack of higher education and social constraints also restrict women's active participation in government organizations in the Gilgit city. The study recommended that there should be gender sensitive policy for recruitment, gender sensitive working conditions, and pick and drop facility, day care centre and access to computers and internet to improve productivity of women workers at government organizations in Gilgit city.

Introduction

The lives of the rural women of the Northern Areas have traditionally been characterized by household work load, restricted mobility, limited access to educational and other basic social services. The changing society and economy of region has had a great impact on these women.

Since the early 1980,s the policy makers and planers have become actually aware of the economic significance of women productive activities, and the nature of their contribution to income generation. It has been firmly established that women in Gilgit city are vital and productive contributor to the region's economy but their access to knowledge, skill, resources, opportunities and power still remained low. Women constitute 48% of the NAs population. However, their contribution to the region's well being remained undervalued and largely unseen. Further their needs and aspirations often remained unrecognized. Despite the execution of government initiative over the last two decades, there have been only modest improvements in economic and social conditions of women. By and large women are still secluded and have fewer rights, less mobility and fewer economic opportunities than men.

In the most societies of the world, household affairs are dealt by women, and public and political activities are the concerns of the men. These roles have been assigned on the basis of the biological and physical differences of men and women. Male are physically stronger than women. Female gives birth to children and feed the newly born children.

This initial idea of research emerged when we observed working conditions of the women in the Government organizations in northern areas to find out factors responsible for the low participation of female employees in Government organizations for the completion of research work of business research methods. The rationale behind the selection of this topic of research is based upon the realization of the intensity and severity of the issue. Besides, one may find that discrimination exists in almost all parts of the country and perhaps its worst form exists in remotest and isolated parts of Pakistan and women residing in Northern Areas face the most severe form of discrimination. To obtain data we selected current employees (women) of the Government departments and ensured the confidentiality of personal information.

Despite considerable progress in the area of women's development in the recent past, it is recognized that women are still the

deprived in our society. It is an established fact that no society can make real progress without active participation of women. The first imperative for effective national development policy for women should acknowledge that women have been neglected and the result is low productivity, illiteracy and poor health. The existing inequality gets further intensifies among those isolated, traditional, patriarchal societies where political situation is uncertain and ambiguous. It looks imperative to have a look at the geo political and the cultural background of these areas, which would give better insight about the issue under discussion. In northern areas, concept of human rights does not exist in its finest form. Even men do not enjoy exposure to opportunities of quality, scientific and technical education, economic resources, human capital and people are denied of political and constitutional rights.

According to the 1998 census, the total population of Northern Areas is 0.88-million, comprising of 0.42 million women population. These women are even discriminated against for their basic rights, for instance, girls schools are often challenged in the name of culture, custom or religious norm. These culturally oppressed women have been given secondary status. They are living in an environment of absolute seclusion, are suffering from impoverishment, and are still forced to live at basal social level. The cumulative result of these factors, affect the overall personality growth of women, which in turn hamper their socio-economic, political and above mental and spiritual growth. Women in these areas traditionally are dispossessed from land and other property rights, social and legal rights, while forced to do all the agricultural and domestic labor. Apart from that, they have scanty basic health facilities, while burden of family planning rest solely on the women (Conference report 1995 violence against women).

Research Objectives

This research primarily focused on exploring the working conditions of female employees in different government organizations and problems associated with gender discrimination. The specific objectives include:

- ✦ To determine whether or not women are receiving equal employment opportunities
- ✦ To explore whether or not that the working timings are flexible for women
- ✦ To examine whether or not harassment is an issue for women at workplace
- ✦ To find out strategies to promote gender equality at workplace.

Methodology

This is a descriptive research which explains the condition of working women in the government organizations of the Gilgit city. A sample size of 50 women was selected who belonged to rural areas and in some cases from Gilgit city. To seek relevant information, Questionnaire was developed which entailed close ended and open ended questions. The questionnaires were distributed to sampled female employees in different sector of govt. organization and were collected on the next day. The respondents were approached at workplace and at their home. Detailed instructions were carefully provided to all respondents. Data was compiled through interviewing the women employees in government departments which include: Planning and developing department, Family health association, population, Northern Area Transport Corporation, and District Head Quarter Gilgit etc.

Research Findings and Analysis

This section contained brief discussion of the findings of the research. First section highlights the profile of the respondents followed by problems faced by working women. The final section discusses the possible way outs for the improvement in the current working conditions of working women in the Gilgit city.

Figure 1 indicates that around 60 percent the respondents lie in the age brackets of 21-34. Majority of them (70%) were married. The figure 2 shows the educational qualifications of the respondents. The majority of them (38%) held intermediate level of education. The 20 percent and 24 percent held master and bachelor level education respectively. In terms of the job experience, 44 percent of them had been engaged in work for the last 1-5 years. Around 34 percent and 12 percent respondents had experience of 6-10 and 11-15 years respectively.

Respondents were asked whether or not their respective organizations have specific policy to address the gender concerns. In the majority of the organizations (62 %), gender policy was not available. The figure 3 shows the availability of various types of facilities, including pick drop, national and international training, separate toilets, day care center and flexible working timings. Data shows that only 14 percent respondents were fortunate to

enjoy the facility of pick and drop as compared to 86 percent who were deprived of this. Further around 54 percent of the respondents reported that they have opportunities of national trainings. In response to the question about the opportunities of international trainings, 28 percent of them were able to avail this opportunity, which shows a positive sign aiming to give international exposure to women employees.

Around 70 percent of the respondents do have the facility of separate toilets at their respective work place. Child care facility is regarded as an important concerns of working mothers, unfortunately, in most the government organizations this facility is not available. Only 4 percent of the respondents have this facility for their children at workplace. Further the figure explains that there were 38 percent respondents who said office timing were flexible for female staff in government organization while rest of them did not consider the working timings flexible for them. Furthermore there was no cafeteria facility available to even a single respondent.

Figure 4 presents the responses regarding; satisfaction with the existing salary structure, provision of maternity leave; criteria for promotion; and appreciation of work. Around 22 percent respondents were satisfied with the existing salary/pay structure, while majority showed dissatisfaction with existing system. Further 74 percent respondents were satisfied with the promotion opportunities and criteria. To further support this statement, 42 percent respondents were promoted to managerial positions by their respective organizations. On the dimension of equal appreciation of work, the 58 percent perceived that their work is not appreciated on equal terms to their male colleagues. They were feeling discriminated on this dimension.

Figure 1 - Age distribution of respondents

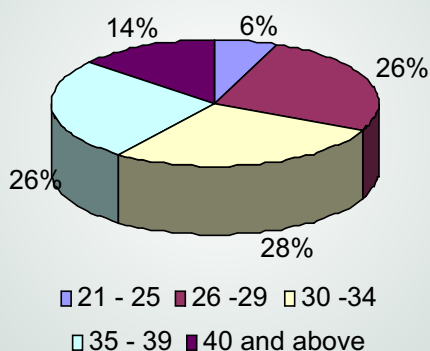


Figure 2. Educational attainment of Respondents

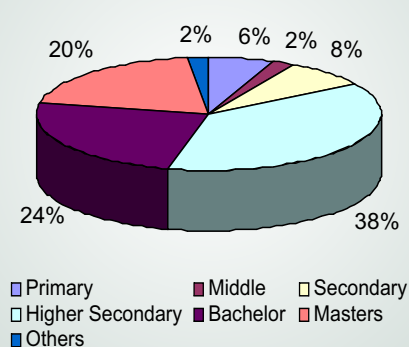


Figure 3 - Availability of various types of facilities

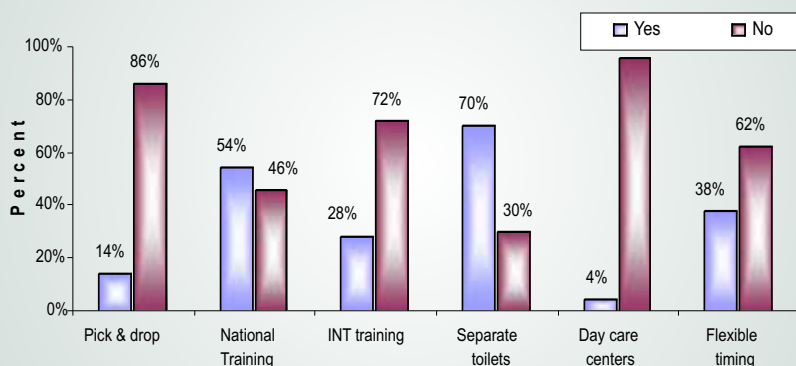


Figure 4 - Provision of various policies

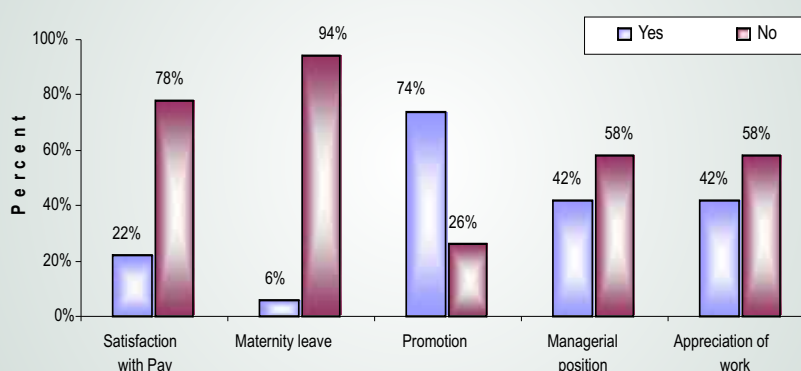
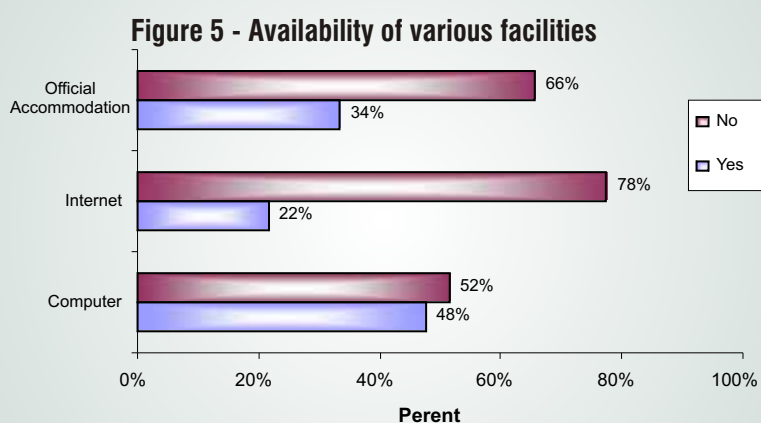


Figure 5 shows that the facilities of computer and internet were available to 48 percent and 22 percent respondents respectively. This trend shows that there is plenty of work that needs to be done in these areas enabling women to get access to the state of the art technology to make their work smart and effective. Further 66 percent respondents were unable to have official accommodation at work. It coincide with the factor that majority of workers were not provided neither official accommodation nor the pick and drop facility by their respective organizations.



On the dimension of harassment at work, the 74 percent respondents were fortunate to avoid this as compared to 26 percent who were victim of harassment at work. Further 40 percent respondents were getting discriminated on the basis of gender.

The following table presents the facilities which respondents suggested to be provided to women employees at government organizations. The priority was given to facilities like pick and drop (31%), day care centre4 (21%) and cafeteria (20%).

Table 1 - List of Suggested Facilities

Facilities	Frequency	%
Day care centre	31	21%
Cafeteria	30	20%
Pick & Drop	47	31%
Higher Salary	12	8%
Separate Toilet	4	3%
Computer facility	4	3%
Training opportunities	4	3%

The following figure 6 shows the major concerns of women working at government organizations. The 18 percent respondents identified security issue at work place as a major concern, 17 percent identified unfriendly environment and 10 percent reported excessive work overload as major problem at workplace.

Figure 6 - Major concerns of working women in government organizations

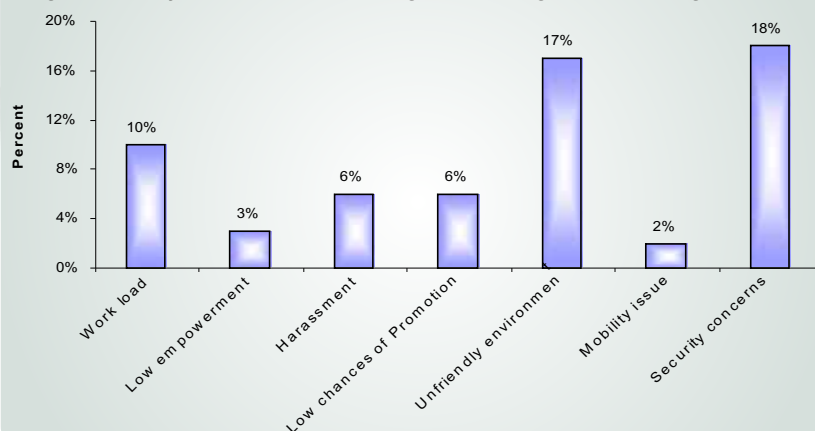


Table 2 shows responses towards identification of major factors that limit women active participation in the government departments. The 28 percent respondents have termed social restrictions as major hindrance. Around 19 percent considered that the working timings are problem for women employees at government organizations. This was supported by 17 of the respondents who consider night duty as a major problem.

Table 2 - Major determinants of low participation of women in Government organizations

Factors	Frequency	%age
Night duty	25	17%
Problem of working timing	29	19%
Low public dealing	5	3%
Lack of appreciation	7	5%
Lack of motivation	1	1%
Lack of higher Education	4	3%
Social limits	42	28%

Recommendations

The results of this study shows discrimination against women in the Govt. organizations in Gilgit city. The following recommendations have been made to improve conditions of working women in the Gilgit city of Northern Areas of Pakistan. Serious efforts and honest strife need to be taken.

- ✦ Govt. needs to look at the facts regarding low participation of women workers in governmental organizations.
- ✦ The government needs to provide all facilities for the women in its own organizations so that they can perform their duties properly.
- ✦ Higher authorities should check the progress in Govt. organization on regular basis to ensure compliance of gender sensitive policies.
- ✦ Ensure the implementation of convention on the rights of women.
- ✦ Gender sensitive political environment should be forged to minimize all kind of harassment and exploitation of native women.
- ✦ Women employees in Govt. organization must be encouraged by offering some incentives that encouraged women employment.
- ✦ Focus need to be made culturally sensitive and result oriented activities to build trust among target groups.
- ✦ Never undermine abilities of women who work in the government organization.

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Impact of Female Entrepreneurship on Family Income: A descriptive Study, (Sadaf & Basit)

Abstract

The objective of the research was to evaluate the “Impact of female entrepreneurship on family income” in Gilgit City. Female entrepreneurs were interviewed from different colonies and towns of Gilgit city to collect required information. Further, secondary data about female entrepreneurs was collected from AKRSP³⁶ and some other organizations in Gilgit city. A list of female entrepreneurs was then made and 50 potential female entrepreneurs were selected as a sample. The selection was made on the basis of different scales such as the business sector, income level etc. It was primarily a qualitative study enabling the interviewer to observe notable changes on the entrepreneurs and their family what the entrepreneurs were not able to explain, like impact of their income on the life standard of their family after their contribution. It was not possible for the interviewer to measure it quantitatively. All the sample entrepreneurs were interviewed personally to get insight of the impact. The research has identified following key dimensions. About 25 percent women have had their family income less than 5000 rupees per month before starting their own business, more than 50 percent female entrepreneurs were contributing more than Rs.5000 monthly to their family and almost all of the members in our research sample were agreed on the 100 percent positive effect of their entrepreneurship on family income.

Introduction

Women in the Northern Areas of Pakistan have been discriminated and marginalized since centuries. Traditionally they were restricted to the role of reproduction and were excluded from decision making process. In traditional agrarian society, sons have been seen as more important as they take responsibility for the farming, whereas daughters kept at home. Generally politics has always been male dominated; therefore women were not appreciated by men in entrepreneurial activities as it was almost impossible for women to come out of their houses.

Due to increasing awareness, economic depression and interventions made by the government, the role and work relationships of women have been changing gradually. Now they perform a variety of roles. They are responsible for productive as well as reproductive work. As a result of these different activities, their daily workload has increased than men. Despite of this, women were not given their deserving status.

Women now have more opportunities for earning cash income through various entrepreneurial activities. Women participation in cash generating economic activities has become very important and essential for the improvement of the economic situation of their families especially in Northern areas where half of total population is female. By contributing in family income, they take part in decision making. They have become self-confident and even the women entrepreneurs of this mountainous area have exposure to foreign countries. Now they are earning as much as the men in each business sector. Some of the case studies of such female entrepreneurs have been analyzed in this research study.

Research Objectives

The objective of the research was to evaluate the “Impact of female entrepreneurship on family income” in Gilgit City.

Methodology

A descriptive research was conducted to find out the Impact of female entrepreneurs on family income. A sample of 50 female entrepreneurs was selected to collect required information. Data was collected with the help of questionnaires and unstructured interviews while the data was analyzed manually.

Research Findings and Analysis

To overcome the economic problems, some men allowed their women to help them in income generation. Most of the

36. Aga Khan Rural Support Program (AKRSP)

entrepreneurs took this initiative after the death of their male partner to meet family financial needs like food for their children. Moreover, there is a concept of having a large number of children and it is not possible only for men to facilitate a large number of dependants. During the research, it was felt that most of the women were earning profit and had brought a big change in the living conditions of their families. It was also observed that their families especially their husbands are satisfied from their business and even encourage them to take different initiatives in business. Following section will present the three case studies of such female entrepreneurs in Gilgit.

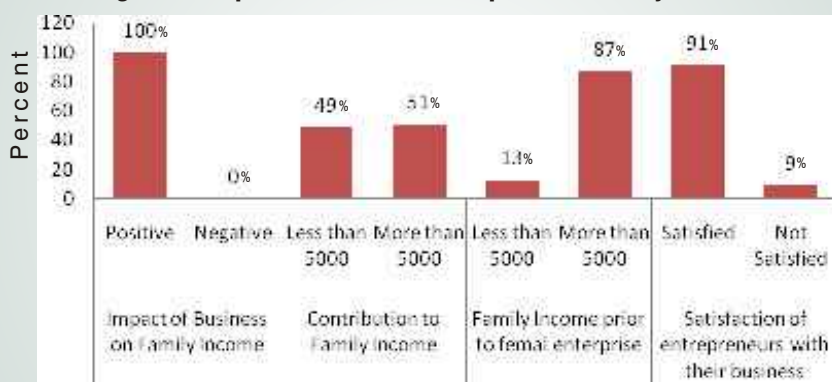
1. Mrs. Zaiwar was enjoying a good income from her well established enterprise. She was running a photo copy machine in a local market of Oshikhandaas (a small town of Gilgit). She was the first woman in her area that opened her shop outside her home in a male dominated market. Planning and Development Department of Northern Areas and AKRSP had supported her in purchasing the machinery. She has three children and her husband was a teacher in a private school. She started her business to provide best education to her children. Moreover, she wanted to help her husband in income generation to uplift their family economic and social standard. According to her, the monthly sales were about rupees 8000. She spent about rupees 2000 on her children education (children were enrolled in well known public school). Further she spent rupees 2000 to purchase raw material for her business. The rest of the amount was spent on household expenses and to make some savings as well. She was satisfied from her business and has plan for expansion.

2. Mrs. Shama Charagh, the most popular female entrepreneur in Basin was a widow having nine children. She lost her husband when her eldest daughter was of just thirteen years. She migrated to Basin from Bonji because nobody supported her from her husband's family. She left her husband house with empty pocket. She started earning money with the production of potato seeds with the support of different NGO's. She faced multiple problems but it was her hard work, commitment and interest that kept her motivated and ambitious. Resultantly she was managing more than five profitable businesses. The main businesses included a secondary school, vocational centre, dispensary and fisheries etc. Further she was managing some seasonal businesses like seed and vegetable production as well as marketing of different local products to other parts of the country. She was the president of the women organization in her area established by AKRSP. Although she is illiterate but due to the exposure of different countries with the help of NGO's and her twenty years experience in business, she developed expertise in business management. Her monthly sales were about rupees 100,000 earning her an amount of rupees 40, 000 as monthly profit. She saved about rupees 20, 000 and spent equal amount on household expenses.

3. The third case study is about honey bee business. Honey bee farming has become an emerging business among the female in Northern Areas. "Nine Stars" is the group which is involved in production of honey at large scale in Oshikhandaas. Nine female entrepreneurs have been registered in this group. They have opened shops in the market for the sale of locally produced honey. According to Mrs. Farida (the president of "Nine Stars"), in addition to local sales, the locally produced honey was even exported to different countries by a middle man. Each member in the group was earning almost rupees 250,000/- per season.

Figure 1 shows the impact of female enterprises on their families and the level of satisfaction by women entrepreneurs. All the respondents were confident that their businesses have a positive impact on their family incomes. There were 13 percent families whom income was less than rupees 5000 per month as compared to 87 percent whom income was more than 5000 but less than 10,000 per month prior to establishment of women enterprises. Now 51 percent women entrepreneurs were contributing more than 5000 rupees per month to meet the financial needs of their families. The 49 percent women entrepreneurs were contributing less than rupees 5000 per month towards financial obligations of their families. Finally 91 percent women entrepreneurs were satisfied with their enterprises and its contribution in overall economic and social uplift of their families. However nine percent women entrepreneurs were not satisfied with their contribution towards uplift of their families and wanted to improve their business performance in future.

Figure 1 Impact of Female Enterprise on Family Income



Business Ideas and Future Plans

Future plans based upon business ideas play critical role in the growth of business. When women entrepreneurs were asked about this dimension, majority was unable to generate ideas for business due to lack of education and lack of resources awareness. However, NGO's were arranging different awareness programs and through which women were now involved in different business sectors namely 1) Food Processing, 2) Dairy farming, 3) Quilt making, 4) Honey production, 5) Green house and 6) Gem cutting and polishing.

Effect of female entrepreneurship on decision making power of women

Engagement and participation of women in decision making process is a key indicator of women empowerment. On this dimension, all women entrepreneurs were confident and related it with financial autonomy. They said that financial empowerment leads to social empowerment enabling them to play key role in family decision making process as well as in societal issues at community level. Following section will contain comments of three women entrepreneurs regarding their engagement and participation in decision making process.

When asked about the decision making power of women, Mrs. Tahira of Basin said,

“Ten years back, my husband decided to take loan to start business because I was dependent on him. Now I am running a good business and even earn more than my husband. I am able to take independent decisions. Resultantly he encourages me to participate in decision making of family matters as well.”

Another entrepreneur Mrs. Farida from Oshikhandaas said,

“Now men are encouraging our participation in decision making affairs like the education of our children and their marriages that was traditionally considered as male domain. This change is a result of financial empowerment. In fact we are helping them in enhancing their income to uplift the social and economic uplift of family.”

Mrs. Rukhsana (an owner of beauty parlor in khome) responded emotionally to question about impact of her entrepreneurship on her family,

“Now my children are getting good education from one of the best school of the city and my family enjoys a good life standard. Otherwise before 5 years, it was a dream to live in this commercial area as my husband was serving a local hotel for only rupees 3000 per month and I was not running business at that time.”

Problems Faced by Female Entrepreneurs

Though income generation has paved way for women empowerment in family and society but still most of the women entrepreneurs were facing multidimensional problems in managing their businesses. On societal front, religious leaders and some narrow minded men discourage women to participate in economic activities. Usually business men consider women as their potential competitor and resultantly decline cooperation. On the business front, problems include, lack of business awareness, lack of management and technical skills and lack of entrepreneurial network

Recommendations

To overcome existing problems of women entrepreneurs following recommendations have been made. On societal front, awareness programs for male community must be organized to engage them in a dialogue to make a case for women entrepreneurship through logic and evidence. Further on business front, business awareness Programs, enterprise trainings, business networks and low interest rate loans should be provided to women entrepreneurs to build their professional capacity to make them more competitive in the business world.

References:

Research and Methodology by Uma Secaran

Women Entrepreneurship by monitoring and Evaluation section Aga Khan Rural Support Program Gilgit

Women's Employment Concerns & Working Conditions in the Northern Areas, (Fayaz Karim)

Abstract

This research paper depicts the women employment concerns and working conditions in the northern areas of Pakistan (NA). But due to time constraints and the resources available, the research only has been confined to all those working women who are in the profession of teaching and working in various offices of governmental and non-governmental organizations in district Gilgit particularly in sub-division Gilgit. Normally it has been observed that those women working in offices are relatively in stress and tired than those women who are in teaching profession. This research discloses that which professional category has more concerns in their jobs. Besides these concerns many more social concerns has been dig out and divulged, like level of marital life, family and the spending pattern of the salaries. Gender division of labor is deeply rooted in our society. It defines different roles and responsibilities of men and women on the basis of sexual differences not on the basis of the capabilities. Women face different hindrances if they want to take part effectively in the productive work. The law relating to women employed in any organization regulates health, safety, welfare, working place physical condition, gender dynamics, working hours, leave and other provisions relating to working women employed in an organization. All the findings have been mentioned in the analysis and some recommendations have been given by the end of the research paper.

Introduction

The women employment concerns and the working conditions are aggravating for the past two decades. The establishments of more educational institutions results higher rate of young educated women in the area. Many young educated women are getting jobs in appropriate positions with the governmental or non-governmental organizations (NGO) in the area. But both these sectors have their own budgetary and other financial systems and the organizational culture. In the past decades, females were supposed to adopt teaching profession but were unable and hesitating to get non-teaching jobs in organizations for some or other reasons. Since 2000 under the devolution initiative, the whole situation suddenly changed when a numerous young women completed their education and got job in different organizations.

In northern Areas women are endeavoring responsibilities defined by the cultural and social values. They are mostly restricted to perform domestic jobs. Due to different socio-cultural and religious constraints, they could not perform their jobs in all aspect of development hence they have capabilities to perform all sorts of jobs. Traditionally women of NA perform jobs related to agriculture that is indiscernible and unrecognized. Their work is hardly represented/included in national economy because the work, which they perform, has no remuneration.

In NA, due to strong influence of socio-cultural norms, women could not participate in activities associated with community development. The women participation in all aspects of development like labor market and other activities outside of the housing unit is directly affected by extensive amount of time which women devote to the reproductive activities. This division of labor is not rationale it is due to consequences of prevailing customs and social norms.

The basic purpose of this research is that pre 2000 most of the young women were not allowed to do job and post 2000 many of them are in good positions in teaching and in other governmental and non-governmental organizations. This study revealed their concerns in their working places like the loyalty of their organization on their career development, social values of the organization and so on.

Research Objectives

The main objective of this research study was to find out the existing working conditions for women in education sector (teaching and office management). Further to explore impact of employment opportunities on women personal and social life.

Methodology

Both qualitative and quantitative approaches were applied for data collection and data analysis. The primary data was collected through questionnaire and some secondary data (school time table, incentives, and professional development opportunities) was also collected to get in-depth information about the problem area. Similarly some structured and unstructured interviews were conducted in order to include more relevant variables in the questionnaire, so that the reliability and validity of the findings ensured.

The target population for this research was all those women from Northern areas who performed their jobs as a teacher and remained as an office employee/worker. Since it was impossible to get access to each and every element of the target population, therefore Gilgit city was taken as a target population.

According to the population frame there was more women teacher than the office employees. Therefore approximately 10 percent samples were selected from each target audience namely teachers (48 out of 500) and office workers (12 out of 120) by using proportionate stratified random sampling. In this way 60 women were interviewed for this research study.

Research Findings and Analysis

This section will discuss the research findings along with analysis. Pie charts and graphs have been constructed for comparisons and simple interpretations.

Most of the respondents (52%) belonged to age group of between 20 to 24 years (see figure 1). It indicates that most of the females joined their organizations after completion of their degrees/ graduation. Further it is interesting to see that none of the working women were above 40 years.

Figure 1 Age Profile of Women

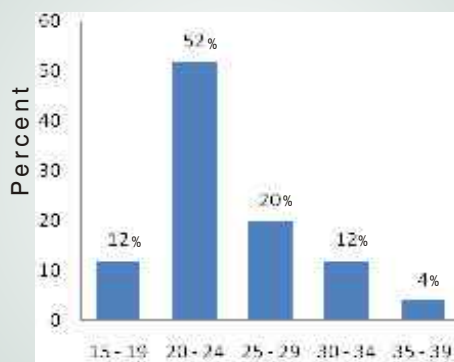


Figure 2 Marital Status of Women

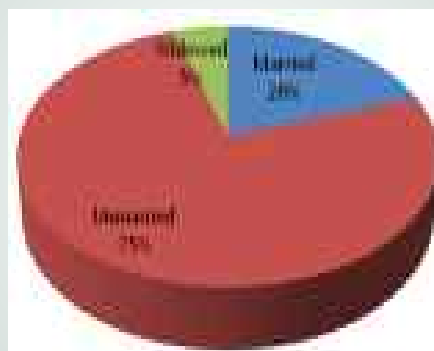


Figure 2 shows that most of the job holders (75%) were unmarried, only 20 percent women were married. The single women were of the view that as long as they are single, they will continue with their jobs. However they were not confident about their future jobs after their marriages. It will be dependent upon their in-laws and household responsibilities.

Figure 3 shows educational profile of women respondents. It was encouraging that 35 percent respondents possessed master degrees, 32 percent bachelor degrees. It shows that 67 percent women have bachelor and higher qualification. This trend shows that women possess higher qualifications and prefer to do jobs at good positions in any organizations.

Figure 3 Educational Profile of Women

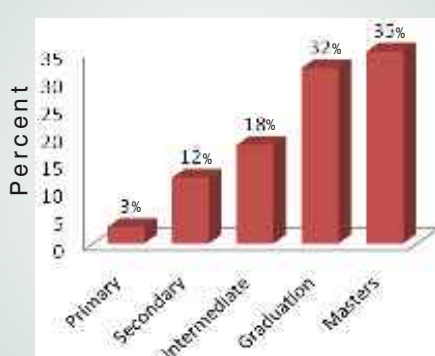


Figure 4 Family System of Respondents

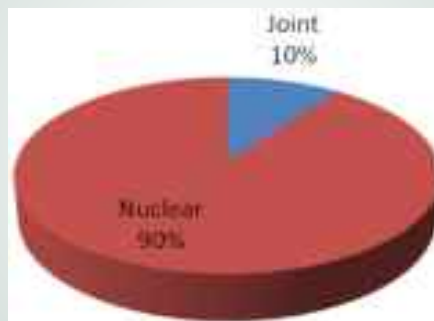


Figure 3 shows interesting information about family system of women respondents in the Gilgit. Ninety percent of working women belonged to nuclear family system and only 10 percent belonged to joint family system. Figure 5 shows trend

about family size of the respondents. Majority of the respondents (58%) have a family size in between 10 to 14 persons. Despite of the nuclear family system, the family size is still large and reflects the household workload of working women especially married women.

Number of earners plays critical role in meeting financial needs of family members particularly in large families like in this research study. Figure 6 shows trend of income earners in the family. The 52 percent respondents have two earners, 15 percent have three earners and 11 percent have four earners. However there were 22 percent women respondents who were the sole earner of their families. Figure 7 shows professional categorizations of the family earners of women respondents. Majority of families (55%) were associated with traditional profession of farming. The equal number of family earners was associated with government jobs and business (16% each).

Before discussing the job satisfaction and other factors, it is important to have job wise distribution of women respondents. Figure 8 shows that 30 percent respondents worked in schools, 28 percent in colleges, and 12 percent at university levels. Equal numbers of women (15% each) were engaged with government offices and NGOs.

Majority of the respondents (78%) were satisfied with their jobs. However 22 percent respondents were not satisfied with their jobs (see figure 9). The possible main reasons for this high percentage of job satisfaction includes sufficient salary (20%), good environment (35%) and learning opportunities (40%). This trend shows that women are not only interested in good salaries to improve their living standards but they are more interested in good working environment equipped with learning opportunities. It is reflective that women are interested in their careers rather just work.

It was important to know the level of financial autonomy of women respondents.

Figure 5 Family Size of Respondents

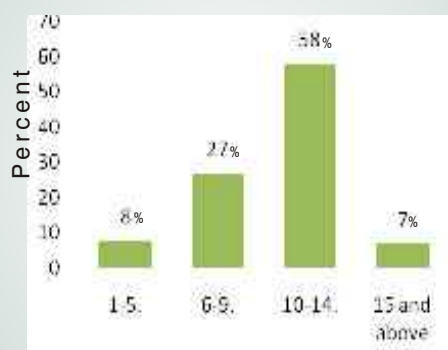


Figure 6 Number of Family Earners

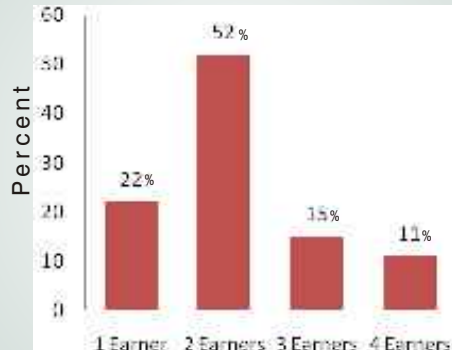


Figure 7 Professions of Family Earners

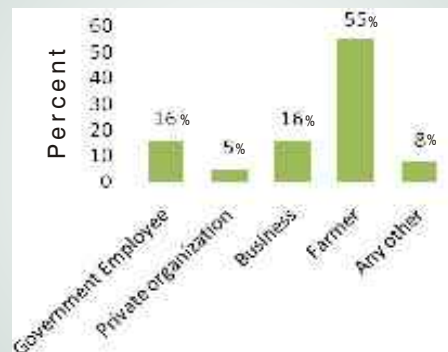


Figure 8 Job wise Distribution of Respondents

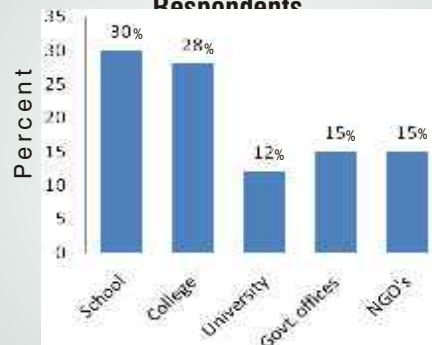


Figure 9 Job Satisfaction of Respondents

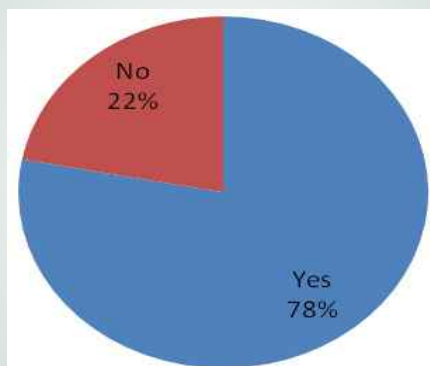


Figure 10 Reasons for Job Satisfaction

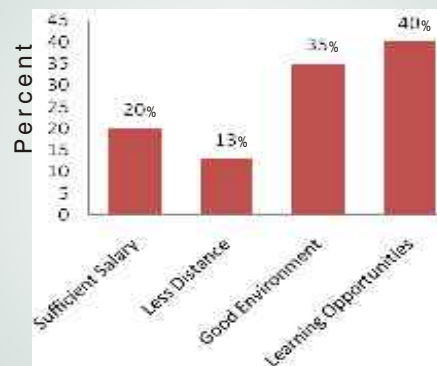


Figure 11 Income spending pattern of Respondents

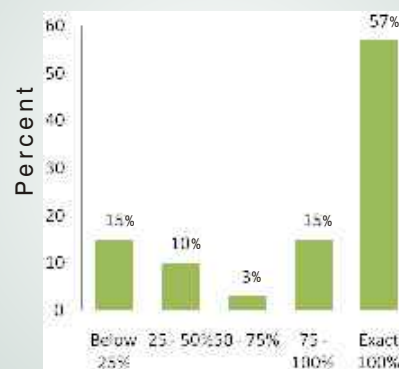


Figure 11 shows trend about use of respondents' salaries/income. Majority (57%) was spending their total salary on themselves. It may be the trend in the case of unmarried women. Other patterns reflect that women were sharing their income to meet family requirements. On consumption pattern, majority (63%) was utilizing their income on clothing and 23 percent was spending it for their education. High spending on clothing may be considered as need of working women or traditional habit.

Figure 12 shows impact of job on working women social life. Majority of women (65%) were of the view that job has an impact on their social life. Due to their job commitments, they were not able to meet social obligations. However, 35 percent women had experienced no impact of jobs at their social life; they were able to manage both. Further it was interesting to see that similar responses were received on the dimension of household workload. The same number of women was meeting their household obligations mainly cooking and washing. Finally majority of women (72%) families were satisfied with their jobs as compared to 28 percent whom families were not satisfied to see them as working women.

Finally it was important to find out concerns and working conditions of working women. Figure 13 shows responses of working women on three key dimensions namely sexual harassment, availability of separate workplace and washrooms. It was encouraging that women have never faced issue of sexual harassment at workplace. It may be attributed to supportive working environment and credit must be given to male colleagues in addition to gender sensitive policies. Further 23 percent women were able to have separate workplace as compared to 77 percent who were not able to get it. Furthermore, majority of working women (73%) were able to have separate washrooms at their organizations. There were 27 percent women who were not able to have separate washrooms and were using common washrooms. It was difficult for them to use common washrooms.

Recommendations

Though the overall working conditions for working women in the area of education sector of Gilgit is satisfactory. However to bring further improvement, following recommendations have been made:

- ✦ Separate workplaces should be provided to women to work independently and comfortably
- ✦ Separate washrooms must be provided to women to meet ensure their privacy.

Figure 12 Impact of Jobs on Social Life of Working Women

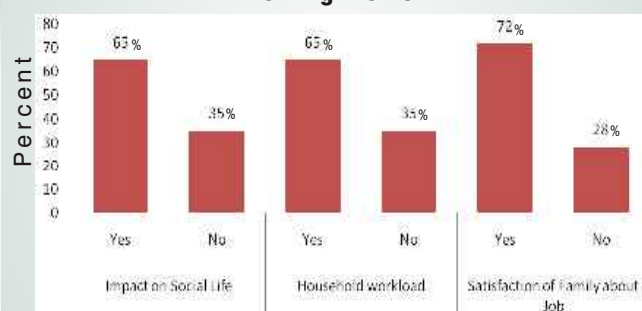
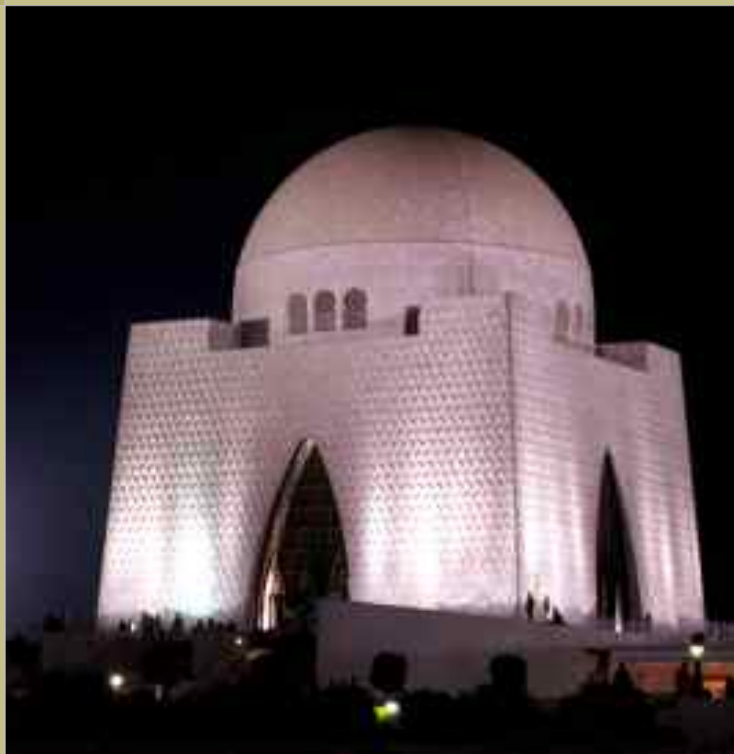


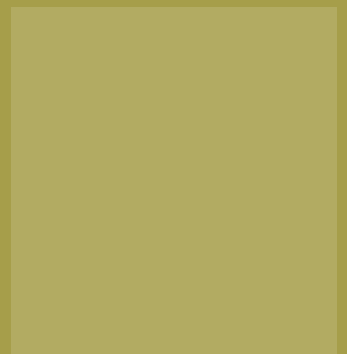
Figure 13 Working Conditions and Concerns of Women



College of Business Management

Institute of Business Management Karachi





Glass Ceiling and Working Conditions at Call Centers in Pakistan, (Sadia Aziz Ansari)

Abstract

The objectives of this study were mainly exploring 1) prospective association between working conditions and turnover at call centers in Pakistan (Karachi, Lahore and Islamabad), 2) profile of call center agent 3) glass ceiling at call center employment and wage 4) career prospects of call center agent and gender discrimination. To address the study questions a call center Manager and a Human Resource Manager of international Call center were interviewed. The field study was also carried out. The questionnaire was completed by 143 (male and female) call center agents. The results indicate that call center agents were typically male fresh graduates with little or no experience. Findings also suggest that high turnover was mainly because of job insecurity, long working hours slow career progression and being a victim of work stress. These findings could form the baseline for strategies to overcome turnover issues and improvise appropriate Human Resource (HR) practices in call center industry. But further research is needed to examine different HR practices at different call centers, whether call center agents shift to another call center or career.

Introduction

The obvious benefit of tele-services for developing countries is the amount of employment they brings. Richardson and Bell point out in their article “saved by the Bell” that call centers in the North East and Highland region of UK have created large numbers of jobs in a short period of time. In India three cities, Delhi, Mumbai and Bangalore account for most of the country's call center employees. (Taylor and Bain 2004)

Pakistan too is eager to search for new opportunities for the betterment of services and generation of additional revenue. Ministry of Science and Technology, Government of Pakistan (MOST) is not only interested in revenue generation but also interested in generating new employment opportunities. The Computer Telephony Integration (CTI) in the form of Information Technology would be generating plenty of employment opportunities. Since call centers are one of the products of Information Technology applications. It has enormous growth potential due to unique growth in service industries of the developed countries. Being labor intensive, call center business is becoming a major source of employment generation in developing countries like Pakistan and India where the labor rates are comparatively low and educated class is fluent in English language. The typical services are airline booking/confirmation; help line, banking, hotels, reservations, medical prescription entries, insurance claims, data entries etc.

The exponential growth of call centers has raised numerous concerns to employers about the working conditions, discrimination at work, wages and health etc. Belt in her essay “Women's Ghetto?” identifies two main career paths that agent can take. The first path involves promotion within the call center itself, while the second path views the call center as a “foot in the door” to the parent company. Belt concludes that women most often take the first route and the men are more likely to choose the second. Women may gain employment with ease, but their employment is either concentrated in poorly paid or unskilled jobs characterized by the absence of upward mobility and opportunity.

Research findings shows that women call center employees in UK were having trouble moving ahead into higher positions beyond middle management. Women make up 70 percent of the workforce industry. Moreover the jobs themselves are highly repetitive and monotonous. Dealing within a limited range of inquiries and tasks, workers take hundreds and sometimes thousands of calls every week. Just as in factories where workers can perform the same task day-in day-out, so too do telephone operators. Unlike their counterparts in the factories however, workers in call centers are subject to an unprecedented level of surveillance by supervisors. With the aid of computers, call center industry has fine-tuned the art of exploiting human labor.

Managers not only listen in on calls without the operator knowing, but also generate daily detailed reports of their performance, measuring how many calls they take, the average time on a call and how long they have been available to take

them. Despite limitation on how many calls can be handled in one day, constant pressure is mounted on employees to lift productivity. Often they have quotas of hundreds of calls per shift. Further breaks are also monitored from the time each operator logs off to the time they log back in again. Rules require them to be logged in and taking calls for a specified number of hours in a day. The supervisors are quick to send instant messages via computer to anyone 'caught' being logged out or unavailable to take calls for more than a few minutes.

Universally, call centers work has been recognized as, stressful, intensive and tedious. The combinations of repetitive tasks performed in a high-pressure environment have led to annual attrition rate of 25 to 35 percent in India. This high turnover rate is considered as most significant challenge to the Indian industry (Taylor and Bain, 2004). Taylor and Bain (2004) have reported problems of exhaustion; withdrawal and burnout by call center agents in India. Physical and psychological costs of the call centers are higher in developing countries. However call center agent work just as in part-timer during the day in developed world. Never ending demands by management, monotonous work, and dealing with angry and abusive customers regularly produces continuous stress. Call centers are giving one of the highest staff turnover rates of any industry--the average operator lasts about two years. The typical call centre worker is under 30 years of age.

Faced with no prospects of obtaining a decent job in the profession or trade of their choice, many youth, including university graduates, are filling up these places. With high unemployment, employers and recruitment agencies are using the most rigorous and humiliating selection techniques. The average pay for a call-centre worker internationally is around \$20, 000 a year, but most earn much less. A high-proportion of them is casual and part-time. Working hours are usually on a shift basis, staggered from early morning through too late at night, with 24-hour call centers becoming standard.

Research Objectives

As compare to India and others call centers in world we know little about call centers in Pakistan. The objective of this research is to collect primary data from the call centers in three major cities of Pakistan. This is an exploratory field study intend to illustrate the current level of women empowerment through their presence in the call center workforce. This will also provide insight into the wage and promotions on equal basis as per the international labor standards exist in Pakistan. This study will point out inhuman and poor working conditions call center agents have experienced. The study will also determine women's career growth in call center industry and factors that prevent women working at call centers.

The study will cover following six issues namely 1) what is the profile: age, education and gender of call center agent?, 2) what is the overall ratio of men and women agents in call centers?, 3) what is the turnover rate? And why?, 4) what is the average level of women worker's wage? And identifying wage discriminations? and 5) what are the prevailing working conditions at call centers in Pakistan and how are related to well-being and employee turnover at call center.

Methodology

The current study is based on a combination of quantitative and qualitative methods. The quantitative part is based on questionnaire consists on Part I: Demographic details: age, educational status, gender, employment details: job tenure, salary, nature of work, career prospects; working conditions: working hours, breaks during work and Part II: statement about work stress. The qualitative part based on in depth interviews with two call center managers and a human resource manager of international Call center.

The field survey covered employees in the lower end of the business process outsourcing (BPO) industry. Call center agents both men /women between 18 to 34years of age were picked up on non-probability sampling bases for fulfilling the questionnaire. We were able to reach call center agents working at both international and domestic call centers located in Karachi.

For cross sectional data five different firms were randomly selected from the list of call centers in Pakistan; dispatched 30 questionnaires to each firm located in Islamabad and Lahore³⁷. Distribution of the total sample is as follow: 36 company A, 25 company B, company C 27, company D 30, company E 25 participants correspondingly.

Research Findings and Analysis

Around 325 questionnaires were distributed at both registered international and domestic call centers located in Karachi, Lahore and Islamabad. Total 168 were returned including 25 incomplete questionnaires. The response rate is therefore (44%). The analysis is based on 143 completely filled questionnaires. Distribution of the total sample: 36 company A, 25 company B, company C 27, company D 30, company E 25.

The data analysis offers demographic details: age, educational status, gender; employment details: job tenure, salary, nature of work, career prospects; working conditions: working hours, breaks during work and level of stress of call center agents.

Objective 1: to explore profile of call center agents: age and education.

The findings suggest mainstream call center agents were between 18-26 years of age (89%) in the quest of career, while just (8%) of them were above 26-30 years of age (see Figure 1.1). The mean age of call center agent is 23 years. Our findings are consistent to the agents in the global south who are fresh college graduates. Likewise reported average age of an Indian call center agent is 24 years.³⁸

The educational qualification of call center agents can fairly be of two types. Almost half of the participants (47%) were graduates and the next majority (41%) was intermediate. About (10%) of call center agents were postgraduate (see Figure 1.2). Our data confirms that call center agents are typically those who speak English rather possess American accent. Like it is reported in developing countries, call center jobs are carried out by those who have less education but possess good communication skills.³⁹

Figure 1.1 Age Profile of respondents

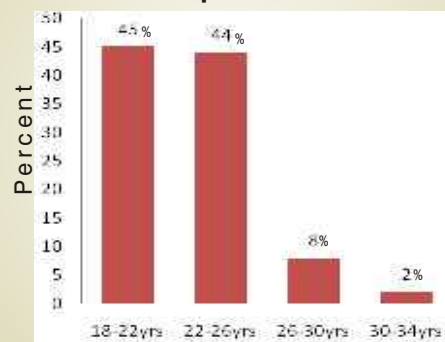
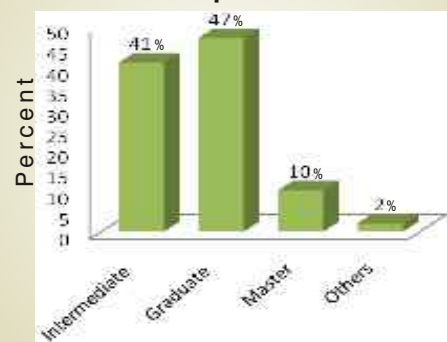


Figure 1.2 Educational Profile of respondents



In country like Pakistan where more than a half of the 167 million people are illiterate and live in poverty, call center jobs are attracting university graduated and undergraduates to have good start and great way of earning part-time with no professional requirement. Yet English is the official language of communication mandatory for any job. Consequently, fresh graduates and college students with excellent communication skills are preferably recruited as call center agent and trained further with foreign languages like Dutch, Spanish, and Arabic etc as needed.

Objective 2: What is the overall ratio of men and women agents in call centers?

Female call center agents are preferred for their friendliness in UK and US. Studies in US reported 66 percent of call center employees are female and employed in the lower end⁴⁰. In contrast of the industry in Pakistan most of the call center employees are men (61%) and (39%) are women (see Figure 2.1). This is because of the nature of work demanded and gender ideologies in Pakistani culture. Call centers jobs are usually shift based, in particular international call centers offers job from 7 pm to 5am perhaps unfortunately limit Pakistani women to work in business process outsourcing (BPO) industry. Since, one can get a job with no professional degree and experience. Furthermore literacy still stands at only 50 percent in Pakistan and only 20 percent of urban women are literate and possess good communication skills.

37. Setting up Call centers in Pakistan, A guide for local Entrepreneurs and Businesspersons

38. (Elmoulden, 2004)

39. Batt et al (2004)

40. Batt (2005)

Objective 3: What is the average level of women worker's wage? And identifying wage discriminations?

Though call centers were run by multinationals but most of companies were offering low salary for nine to ten hours a day job. In the same way, almost half of the call center agents (48%) got every month salaries between rupees (Rs.) 15,000 to 30,000 and (36%) got less than Rs. 15,000. However, 16 percent of respondent got every month salaries between Rs. 30,000 to 45,000 (see Figure 3.1). The mean salary per month of call center agent is Rs.22, 185.

As a call center agent reported "our employer knows that we need a job and money so they simply use us". Referring to the interview with manager call center reported..... we offers higher salary to our employees starting with Rs. 15,000 to 18,000 per month which a fresh graduate cannot get without experience elsewhere.

Our findings did not support obvious gender differences as expected. Altogether 56 percent of participants experienced inequity between wage and chances of promotion at most. Whereas men (57%) experienced greater inequity then women (54%) call center agents with respect to their salary and promotions (see Figure 3.2). Besides women have lesser participation in the workforce and employment opportunities.

Objective 4: What is the turnover rate and why?

There has been a substantial growth of call centers in major cities of country in last five to seven years. But most agents were less experienced, 51 percent of the total sample reported that they have been working at present call center for less than two years and about (49%) were working for up to 2-4years (see Figure 4.1).

This is indicative of higher turnover and raises concern for human resource practices at call center industry to retain worker. Comparatively it is less than the Indian BPO earning billions from the industry more than 88 percent call center agents working for less than two years.⁴¹ Conversely it is interesting when unemployment rate is high in the country and industry provides increasing job opportunities to people with less education. As in an interview with call center manger reported, working in night shifts is main reason for

Figure 2 Gender-wise Breakup of Call center Agents

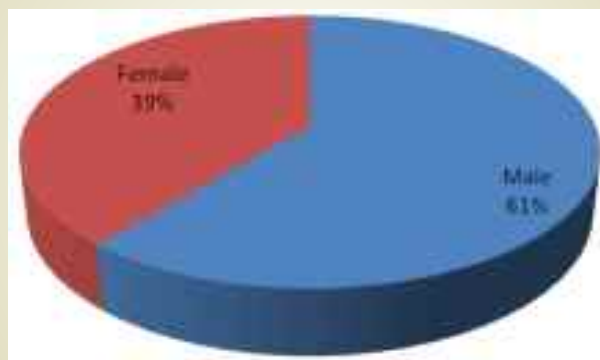


Figure 3.1 Wage level

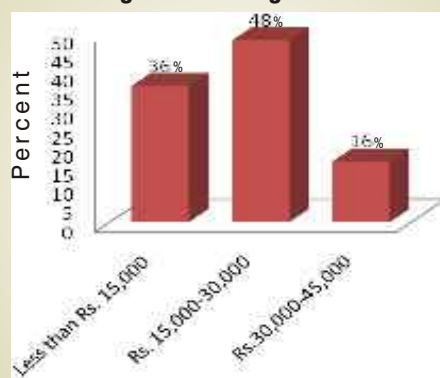


Figure 3.2 Perceived Inequity in wage and promotion

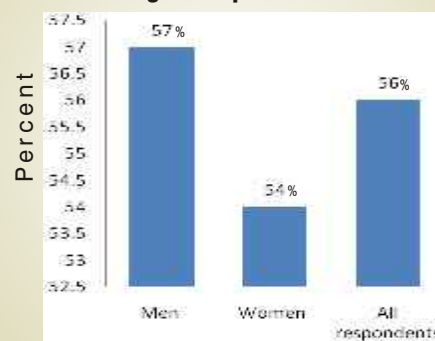
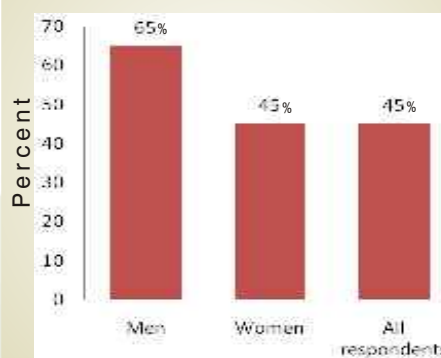


Figure 4.1 Job Tenure at Call Centers Figure



4.2 Job Quitting Trend at Call Centers



41. Batt, et. al (2004)

workers mobility and students leave shortly pursuing their higher studies.

We have cross examined job tenure with perceived inequity to understand relation between two. Present findings shows higher perceived inequity (60%) in those has been working between two to four years at present call center. This is most probable when country has very high unemployment rate and getting a job at call center is quite easier than somewhere else even with low education. People are ready to compromise their salary and designation in particular when they do not have another option. Moreover, around 52 percent of call center agents perceived that they have no chances of promotion in the present job and 48 percent believed that there were chances of promotion at present call center (see figure 4.3). Perhaps it is the one of the reasons for quitting trends among call center agents irrespective of gender. In an interview with a manger at domestic call center it was stated “the growth in the industry has speed up promotions”. Promotion are expected similarly for call center agent to team leader/ supervisor or manager call center if you have been exceptionally well” whilst Mr. Manger was wordless to explain criterion for being exceptionally good. Another cross comparison of gender with higher quitting inclination suggests significant differences between men 65 percent and women 45 percent (see Figure 4.2). All in all 45 percent of call center agents typically thought about quitting their jobs. Perhaps it is indicative of gender differences women tend to be more consistent with their job unless they are force to leave due to societal pressures.

The most unexpected findings are that most of the call center agents (75%) did not know rather they were employed on a permanent or a temporary basis. On the other hand just (17%) and (86%) have reported that they were employed on temporary and permanent basis respectively (see Figure 4.4). Whereas ratio of contractual employees is very high (24%) in Indian call centers compare to other developing countries⁴²

Figure 4.3 Perceived Chances of Promotion

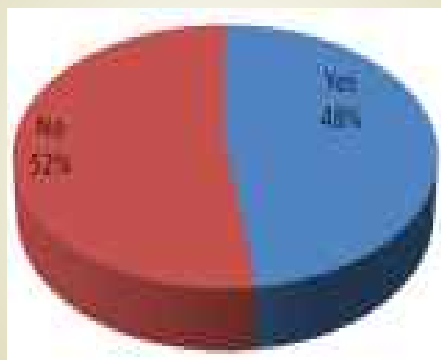
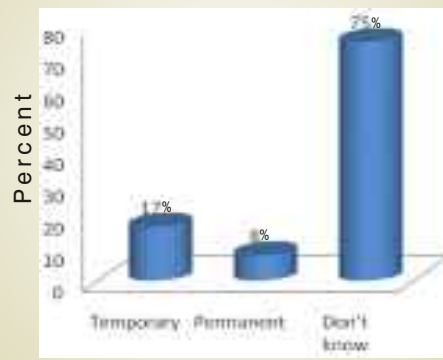


Figure 4.4 - Nature of Employment at Call Centers



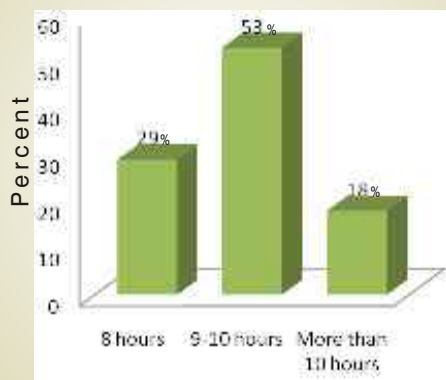
Yet again a call center agent reported “our appointment latter clearly state their service can be ended anytime without prior notice”. On the other hand call center manger argue lack of motivation among employees and political insecurities reasons for high turnover in the industry.

Objective 5: To what extant prevailing working conditions are related to well-being and employee turnover at call centers.

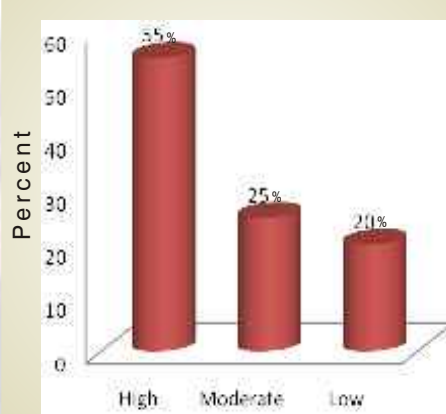
Working hours at call centers were not standardized. Nearly 53 percent of agents worked 9 to 10 hours, 29 percent worked 8 hours and 18 percent worked more than 10 hours a day (see Figure 5.1). Our study found greater working hours than their counterpart in other developing countries like India normally working hours are 8 to 9 hours a day.

Infrequent rest breaks, long work hours and shift work; hectic and

Figure 5.1 Working Hours at Call Centers Figure



5.2 Stress Level at Call Centers



42. Batte,et ai (2004)

routine tasks implies little sense of control physical and emotional exhaustion among call center agent. Likewise reported data reveals that most of the participants (55%) thought; their working environment was extremely stressed, 25 felt it was moderately stressed, and 20 percent were at low level of stress (see Figure 5.2).

As suggested earlier by a research, commonly observed burn out stress syndrome (BOSS) among young people working in call centers. The symptoms of this syndrome include chronic fatigue, insomnia and complete alteration of the 24 hour biological rhythm of the body, leading to sickness absenteeism⁴³. Our findings are consistent that working conditions at call center are stressful even in Pakistan.

In accordance to our findings conclusion we can made that call center agents were typically male fresh graduates with little or no experience getting somewhat higher salary for nine hours job compared to their counterpart working in other industries. It also indicates that generally high job insecurity, lack of opportunities to grow, poor appraisal system, unreasonable demands such as working even on public holidays unlike other jobs, ends up quitting jobs among call center agents. In addition women's participation was smaller at call centers in Pakistan while a large majority of the global call center workforce is women. Since the call center industry is continuing to grow in Pakistan and career growth is expected too. But still there is strong need to make important distinction about call center's organizational structure and employment practices in Pakistan to undermine discrimination in the industry.

Recommendations

The Current findings suggest recommendations in the following areas;

- ✦ Pakistan offers far better infrastructure and cheapest cost for setting up an outsource business in Asia therefore primarily organizational structure and appropriate Human Resource (HR) practices are needed to develop to undermine employment and turnover issues in call center industry.
- ✦ Government must assure local & foreign investors, political stability to set up call center industry in Pakistan.

Further research is off course needed to examine to what an extent Human Resource (HR) practices varies at local and foreign call centers in Pakistan and to what extent career development influences turnover issues at call centers. Furthermore it is needed to address gender impacts in the tele-service industry in Pakistan.

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Glass Ceiling in Financial Institutions of Pakistan, (Muhammad Zuhaib)

Abstract

Overall objective of this research study is to enrich human resource (HR) professionals of financial institutions of Pakistan with valuable and helpful information, revealing the insights and recommendations to battle the glass ceiling, advance women in the workplace and expand women's leadership roles on domestic and global fronts. This report presents a perspective on the status of women in the workplace focusing on glass ceiling and their corporate work life. To seek relevant information about glass ceiling in Pakistan, 200 respondents (150 women and 50 men) were selected from 20 different financial institutions of Pakistan (Banks and Brokerage houses). The findings reveal that women were facing glass ceiling problems at their workplaces like limited access to organizational resources, stereotyping and misperceptions about women abilities, commitment and leadership. To mitigate glass ceiling phenomenon this study had made some recommendations and suggestions for the top leadership especially HR professionals.

Introduction

Hymowitz and Schellhardt introduced the term "Glass ceiling" in 1986 Wall Street Journal report on corporate women. Afterwards it started gaining attention of the corporate world. The glass ceiling is a notion that most recurrently refers to barriers faced by women who endeavor, seek or aspire to attain senior positions as well as higher salary levels in corporations, government, education and non-profit organizations. More broadly, racial, ethnic minorities, and men when they face and experience barriers to advancement can also refer to Glass ceiling. For this research study, the concept of glass ceiling will be confined to women in financial sector of Pakistan with mainly focus on advancement to senior positions (Hymowitz, C., & Schellhardt, 1986).

Cutler and Jackson (2002) highlighted that racism, discrimination and attitude towards female employees are core components of the employment equity principle. In US labour force remains 41 percent during the last decade and one most important reason of it is the low participation and under estimation of female workers. Gender discrimination has clear economic and social costs. It is detrimental to human capital development and labour force participation, and also to economic growth. The economic and social costs of gender discrimination are huge. Discrimination obstructs women participation, reduces their productivity and diverts resources. (Cutler, M. M., & Jackson, 2002)

Cultural and social attitude towards male or female suitable jobs results in job segregation but the extent of the problem varies from country to country and job to job. Women are mainly concentrated in feminize jobs such as teaching and medicine. However women have started working in non-traditional fields such as law, information technology, computer science and engineering and employers are beginning to promote women more systematically and introducing friendly policies to retain them. However women in non-traditional jobs face constraints in growth, limited access to mentoring, and sexual harassment.

According to DiNatala, M., and Boraas (2002), men are in the majority among managers, top executives, and higher level of professional workers while women are still concentrated in the lower categories of managerial positions. The rate of the progress of women's share of managerial positions is slow. Women tend to be excluded from the informal networks dominated by men at workplace, which are vital for career development. This may be due to the assumption that women are unable to devote their full time and energy like men, due to their family responsibilities. Consequently women are not given as many opportunities as men to do more demanding and responsible jobs, which would advance their career. Therefore women have to work harder to prove themselves and sometimes have to unwillingly adapt male working style and attitudes.

Leaders always have a broader impact on any organization and human resources. Human resource (HR) professionals are often in a leadership positions that permit them to have a broad impact on organizational values and culture. It is imperative to be well-informed about how the trend of glass-ceiling may directly or indirectly impact an organization's reputation, customer loyalty, diversity of skill set, growth potential and even its bottom line.

HR professionals are also required to be knowledgeable of employment laws, programs and practices for their organizations. Because the law provides protection for certain demographic groups, such as women, in the labour market, HR professionals need to understand the potential impact of glass-ceiling barriers (e.g., discrimination) on women including women of color regarding advancement in the workplace.

In Pakistan, discrimination in the workplace is portrayed as unethical. Nevertheless, discrimination does exist in many forms in our culture and society. For women, for example, discrimination can result in lower pay and fewer advances in salary when compared with men. It is perhaps also evident in hiring practices, training and development, and promotional opportunities that is disproportionately in favour of men.

This research contains its significance in the fact that human resource is one of the most important and valuable asset for every organization's growth and stability. Women do play their part as determined and enthusiastic stakeholder at workplace. Developing countries are coming out of glass ceiling predicament by creating awareness and sought things out on a large scale. This research helps in figuring out the current situation of glass ceiling in Pakistan business world. How women are treated in this particular region? In what forms glass ceilings exist? Whether human resource departments had taken any prominent steps to prevent it?

Research Objectives

This research has the following four objectives:

- ✦ Whether organizations in Pakistan provide equal opportunities for women in the leadership positions,
- ✦ Whether organizations in Pakistan provide equal opportunities for women in management activities,
- ✦ What type of discrimination exists in Pakistani organizations?
- ✦ What form of barriers exists in the working environment that hinders women in reaching to top level positions?

Methodology

Keeping in mind the pervasive nature of this topic, a combination of exploratory and descriptive research was applied to collect relevant, valid and useful information from stakeholders. Exploratory research was effective in exploring this topic in detail with multiple organizational stakeholders like management, women and colleagues. The descriptive research was useful in transforming thoughts into words and framing questions to explore this topic. Further secondary data was collected through journals, newspapers and articles to facilitate the entire process.

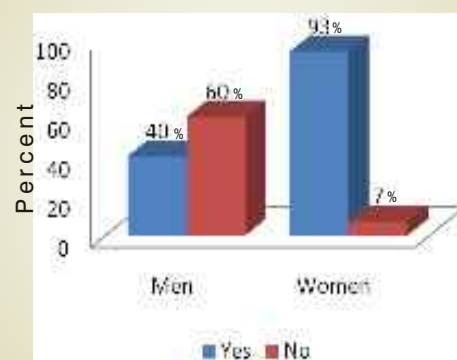
For this research financial sector (banks and brokerage houses) of Pakistan was selected as target population. Two hundred employees (150 women and 50 men) were selected as sample to collect relevant information from the respondents. To ensure the coverage and participation of maximum organizations, 10 organizations (20 respondents from each organization) were selected through quota sampling method.

Research Findings and Analysis

This section will critically analyze the research findings with the help of figures and diagrams. There were 50 men and 150 women respondents for this research. Both genders were selected to seek views of both stakeholders to identify their respective issues related to glass ceiling. Figure 1 shows level of job satisfaction of both groups of respondents. Majority of male respondents (60%) was not satisfied with their jobs. However majority of women respondents (93%) was satisfied with their jobs.

Figure 2 shows responses of respondents on the dimension of provision of

Figure 1 Level of Job Satisfaction



equal opportunities for women for the leadership and management activities at workplace. The majority of men respondents (80%) were of the view that women were not provided equal opportunities regarding leadership and management activities. On the other hand, 47 percent women validated men findings; however, 53 percent women were satisfied with provision of equal opportunities for women leadership and management. Further respondents were asked about the prevalence of glass ceiling at their workplaces. Figure 3 shows that majority of men respondents (60%) felt prevalence of glass ceiling at their workplaces. However majority of women (67%) said that glass ceiling was not prevailed at their workplaces. It reflects that either organization was providing equal opportunities for women or women were not aware of the glass ceiling.

Figure 2 Provision of equal opportunities for women

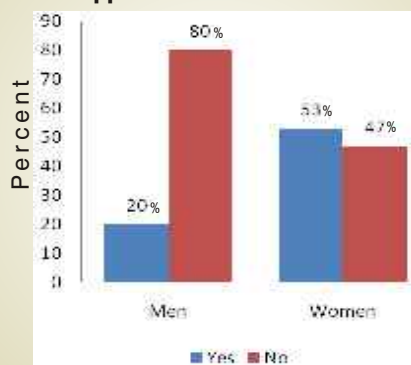


Figure 3 Prevalence of Glass Ceiling for Leadership/ management activities

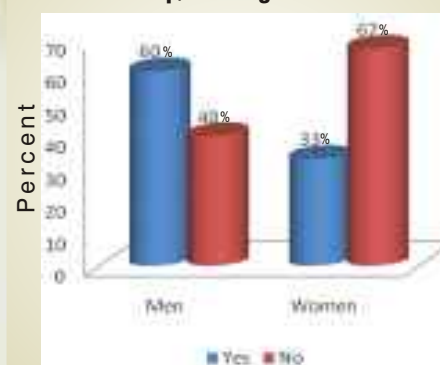


Figure 4 Existence of Discrimination

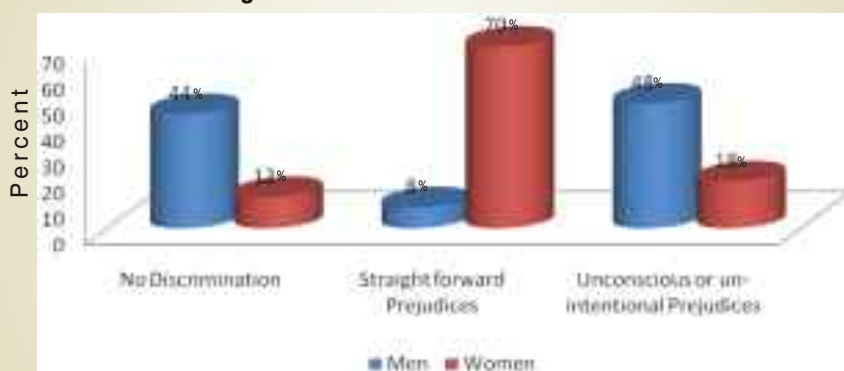


Figure 4 shows responses of the men and women about the existence of discrimination at workplace. Majority of women (70%) was facing straight forward prejudices (being a woman) as compared to male who were (48%) facing unconscious or un-intentional prejudices at workplaces. It reflects that both genders were facing discrimination at workplaces but their type of different.

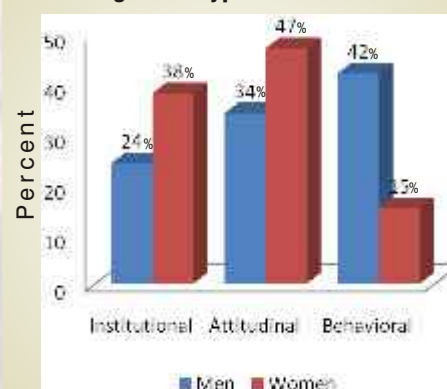
Figure 5 Types of Straight forward Prejudices



The dimension of straight forward prejudices was explored further and respondents identified three key aspects of this type of discrimination namely devaluation, less challenging work and less reward for similar task. It was interesting that both genders were facing similar types of straight forward prejudices in same proportionate at their workplaces (see figure 5).

For the identification of barriers at workplace, respondents were asked to rank three barriers namely 1) institutional (learning), attitudinal and behavioral. Figure 6 shows the responses on this key dimension. Majority of men respondents (42%) identified behavioral barrier followed by attitudinal (34%) and institutional barriers (24%). On the other hand, majority of women identified attitudinal barrier (47%), followed by institutional barrier (38%) and behavioral barriers (15%). Further to explore availability of mechanism to

Figure 6 Types of Barriers



overcome such barriers and to ensure equal opportunities, participants were asked about availability of counseling services at their organizations. Figure 7 shows that majority of respondents (96 percent men and 66 percent women) said that counseling services were not available at their organizations. However 34 percent women confirmed availability of counseling services at their organizations.

To identify possible hindrances for women promotion to top level positions in the organizations, a discussion was carried out and results are shown in Figure 8. Women had identified two most hindrances namely 1) stereotyping and preconceptions about women ability, commitment and leadership style (31%) and 2) lack of career and succession planning. However, men had identified lack of flexibility in work schedule for women (30%) as top most hindrance for their promotion to top level positions. Other hindrances include lack of management experience and lack of mentoring by senior level women.

To assess the neutrality/biasness of organizational structures and practices, respondents were asked to give their weightage. Figure 9 shows the responses of respondents. Only 16 percent respondents considered it as huge obstacle as compared to 21 percent who considered it as a minor obstacle. However 40 percent respondents considered this dimension as noticeable and significant obstacle.

Further Figure 10 shows the responses of respondents on key dimension of control and influence of male network on organizational resources. Majority of respondents (76%) termed it as noticeable (35%) and significant obstacle (21%). However 18 percent did not consider it as obstacle. The responses reflect that existing masculine networks contains influence and control over organizational resources and resultantly favour male employees as compared to women employees. It serves as major obstacle for women advancement and career development.

In addition to hindrances for women advancement being shown in figure 8 (those were identified separately by men and women respondents), respondents (combine) were asked to identify key obstacles for women career development. Figure 11 shows four key obstacles for women development. These include lack of confidence by women (83%), unwillingness of male colleagues to be supervised by women leader (80%), non-supportive spouse (87%) and biased promotion criteria (83%). The responses revealed that in addition to organizational obstacles, non-supportive spouse has emerged as key obstacle for women advancement and career development. It shows that women workers are facing problems both at organizational level as well as household level.

Figure 7 - Availability of Counseling Services

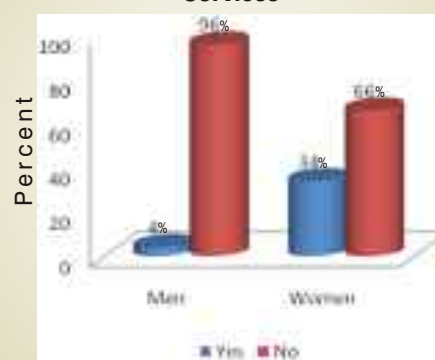


Figure 8 Hindrances for promotion of women to top level

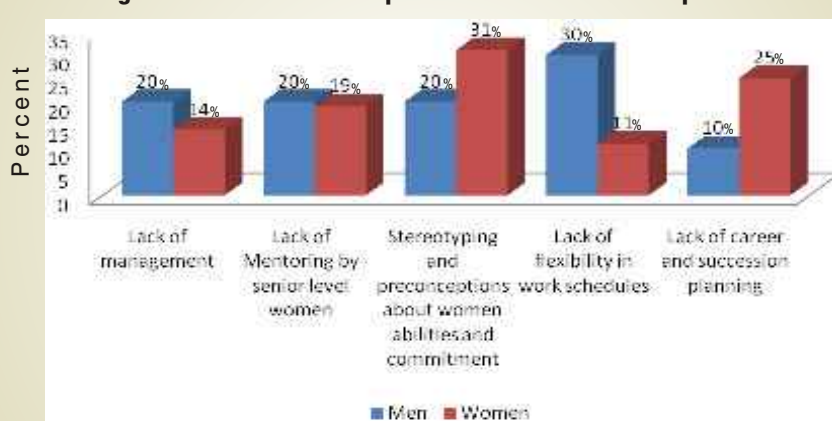


Figure 9 Neutrality/biasness of organizational structure

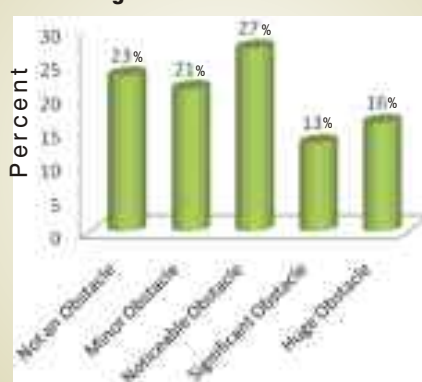
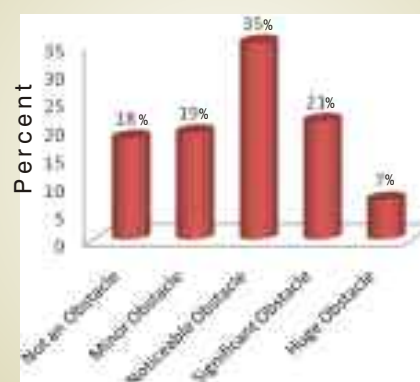


Figure 10 Masculine Networking and Control



To address above mentioned hindrances and obstacles for women career development and promotion to top level positions, respondents were asked to identify mechanism for improvement for existing system, practices and policies. Figure 12 shows eight identified areas that can serve as mechanism to improve women existing problems. Mentoring program will be helpful in the provision of ongoing support by senior leadership. Gender sensitive recruitment criteria will ensure recruitment of women on basis of their natural abilities and fast track career development program will enable women to get proper organizational support and resources that are traditionally managed and controlled by male colleagues.

Participation in social activities will provide opportunity to women to establish professional networks enabling them to get access to influential bodies and individuals. Work life balance programs and flexible work schedules will enable women to strike a balance in home and work. Further provision of onsite childcare centres will put women at comfort and enable them to ensure childcare. Finally managerial accountability for women development will put pressure on male colleagues to ensure provision of gender sensitive human resources management policies and practices. These policies will discourage glass ceiling and will enable women to get access to equal development opportunities at their organizations.

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Figure 11 Key Obstacles for women career development

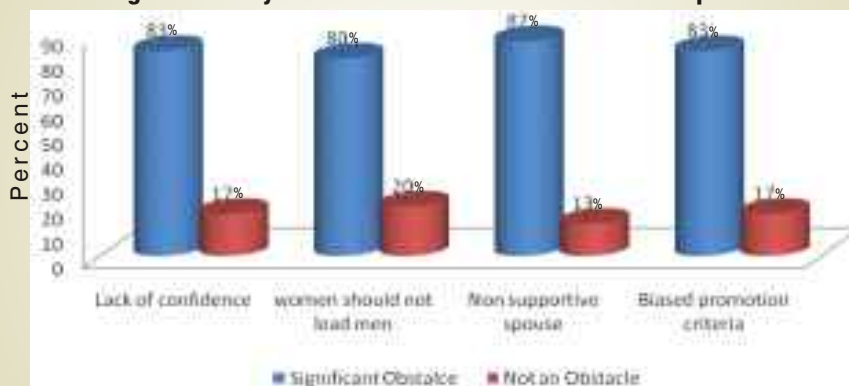
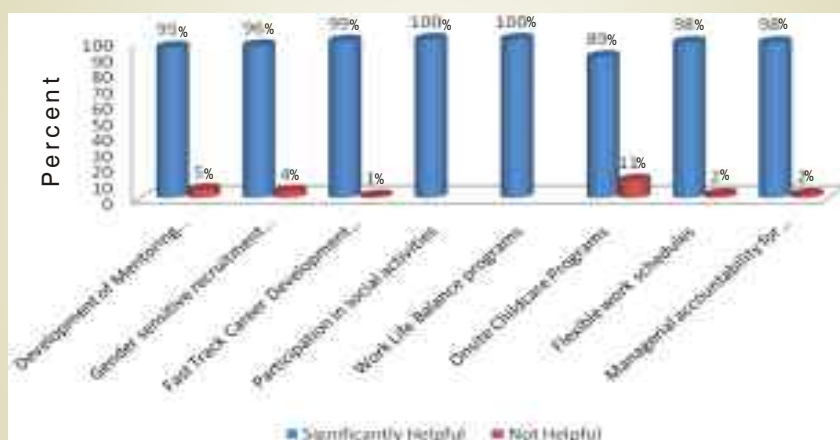


Figure 12 Mechanism to encourage women career development



Recommendations

Based upon the research findings, following recommendations have been made to improve working conditions of women in financial institutions of Pakistan particularly with reference to glass ceiling phenomenon. Human Resource (HR) experts should take a proactive role to recognize whether the glass ceiling phenomenon is operating within their organization and should lead the way to find solutions to address it. Following section contains some suggestions for top management especially for HR professionals in the areas of organizational culture, support in women career development and change assessment to address issue of glass ceiling. Understanding organizational culture, values and norms should be the starting point along with commitment of the top management to mitigate glass ceiling.

Inspect the Organizational Culture

1. Reviewing of HR policies and practices to find out if they are fair and all-encompassing (e.g., pay differences, hiring practices, history of promotions to senior positions, affirmative action plans).
2. Inspect the organization's informal culture: look at subtle behaviors, traditions and norms that may work against women.
3. Through surveys and focus groups, discover men's and women's perceptions about the organization's culture, their career expectations and what drives their intentions to stay or leave.

4. Identify the organization's best practices that support women's advancement.
5. Map the strengths and weaknesses of policies and programs and ensure support of top-management commitment to talent management, including women in senior positions.
6. Ensure that diversity (including women in senior positions) is a key business measurement for success that is communicated to all employees by top management.
7. Management should be accountable for advancement of women by incorporating it in performance goals.
8. Train line managers to raise awareness and understand barriers to women's advancement.
9. Establish and lead a change-management diversity program for managers and employees.
10. Affirm diversity inclusion in all employment brand communications.
11. Develop a list of women for succession planning.
12. Develop and implement retention programs for women.

Educate and Support Women in Career Development

1. Emphasize the importance of women acquiring line management experience.
2. Encourage mentoring via informal and formal programs.
3. Acknowledge successful senior-level women as role models.
4. Support the development and utilization of women's networks inside and outside the organization.
5. Create and implement leadership development programs for women, including international assignments, if applicable.

Assess Changes

1. Monitor the impact of recruiting strategies designed to attract women to senior levels of the organization.
2. Track women's advancement in the organization (hiring, job rotation, transfers, international assignments, promotions).
3. Determine who gets access to leadership and management training and development opportunities.
4. Evaluate differences between salary of men and women at parallel levels within the organization.
5. Measure women's turnover against men's.
6. Explore reasons why women leave the organization.

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