

## ATTITUDE OF WORKING WOMEN-A CASE STUDY

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Women have always been playing a significant role in the economic development of a society since the time immemorial. Earlier they mainly concentrated in unpaid domestic occupations, they have now started moving towards paid, non-domestic and even professional occupations. However, women still continue to concentrate in less skilled and lower paid jobs: and still are in minority in most of the managerial positions. This is in spite of the fact that women represent over 50 per cent of the world population. The working conditions and wages of women workers, particularly manual workers in unorganised sectors, are not satisfactory even after 50 years of independence. Dual role as house wife and employee has further made them liable to face life stresses which has adversely affected their attitude towards job. Various research studies have shown that attitude and job performance are positively correlated. Keeping this in view, the present study was conducted with the following specific objectives.

- i. To study the socio-personal profile of working women of Solan city (HP).
- ii. To determine the attitude of the working women towards their job.
- iii. To study the relationship between working women's selected socio-personal traits and their attitude towards job.

### METHODOLOGY

The study was conducted in purposively selected Solan town of Himachal Pradesh. A list of women working in various private, public and government sectors, such as, University, School, Hospital, Mahila Vikas Nigam, Himachal Futuristic Communication Ltd. was prepared. A sample of 100 working women was selected by using random numbers, but due to one reason or the other, data could be collected only from 72 working women for the purpose of the present study. The data were collected with the help of personal interview technique on well-structured pre-tested interview schedule and analyzed by applying suitable statistical tests.

### Dependent and independent variables

Respondents attitude towards their job was taken as dependent variable whereas age, education, marital status, institutional status, parents'/spouse's educational status, monthly income, experience in the present and other institutions, position of respondents in the institution were taken as independent variables.

### Attitude measurement

Attitude refers to the degree of positive or negative effects associated with some psychological object (Thurstone, 1946). It is a tendency to regard things with approval or disapproval. When there is approval, there is a feeling towards or attraction for it. When there is disapproval, there is a feeling against or repulsion from it. For the purpose of the present investigation, attitude may be conceptualized as the respondents' degree of positive or negative

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effect associated with their respective jobs. A respondents who had associated positive effect or feelings with her job was said to like the job or to have a favourable attitude towards it. Similarly, the respondent who had associated negative effect with the job was considered to dislike or to have unfavorable attitude towards her job. Attitude was measured with the help of "Likert type scales" developed for the purpose by following the criteria as laid down by Edwards (1969). On the basis of their attitude scores, the respondents were divided into three categories as under :

Favorable	:	> Mean + Standard Deviation
Neutral	:	= Mean $\pm$ Standard Deviation
Unfavorable	:	< Mean - Standard Deviation

## RESULTS AND DISCUSSION

### Socio-personal profile of the respondents

The socio-personal characteristics of working women have been presented in Table-1. It is evident from the data presented in the Table-1 that a maximum percentage of respondents were married (90.28%), post graduate (44.44%), employed in government

**Table-1 Profile of working women**

			Respondents		
S.No.	Traits	Category	Number	Percentage	
1.	Age (years)	(18-30)	24	33.33	
		(31-40)	31	43.06	
		(Above 40)	17	23.61	
2.	Education	Illiterate	1	1.39	
		Higher Secondary	18	25.00	
		Graduate	21	29.16	
		Post Graduate	32	44.44	
3.	Marital Status	Married	65	90.28	
		Unmarried	7	9.72	
4.	Institutional Status:	Private	16	22.22	
		Public	13	18.06	
		Government	43	59.72	
5.	Monthly income (Rs):	Up to 5,000/-	4	5.56	
		5001 to 10,000/-	13	18.06	
		10,001 to 15,000/-	15	10.83	
		Above 15,000/-	40	55.55	
6.	Experience (years):	(a) In the present institution			
		upto 10	47	65.28	
		11 to 15	13	18.06	
		16 to 20	5	6.94	
		above 20	7	9.72	
		(b) In the other institution			
		Up to 10	52	72.22	
		11 to 15	20	27.78	
7.	Position in the institution :	Managerial	6	8.33	
		Ministerial			
		(a) higher grade	17	23.61	
		(b) lower grade	15	20.83	
		Teaching	34	47.22	
8.	Praents'/Spouse's educational status (Number and percentage)	Illiterate			
		Higher			
		Graduate			
		Post Graduate			
	Mother's education	14 (19.44)	43 (59.72)	10 (13.89)	5 (06.94)
	Father's education	10 (13.89)	24 (33.33)	25 (34.72)	13 (18.06)
	Spouse's education	—	13 (20.00)	23 (35.38)	29 (44.61)

Note : Figures in parentheses denote percentage



sector (59.72%) and in the age group of 31-40 years (43.06%). While 34.72 per cent of them had graduate fathers, 13.89 per cent had graduate mothers. The percentage of illiterate mothers and fathers was found to be 19.44 and 13.89 per cent respectively. Four-fifths of the married working women had their husbands either graduate or post graduate and earning more than ten thousand rupees per month; only 5.56 per cent of them had monthly income up to five thousand rupees. A significant percentage of the respondents (more than 60%) had total work experience of up to 20 years. Those having more than 15 years of experience in the present job/organization formed about 17 per cent. Majority of the working women were teachers (47.22%) followed by support services like ministerial/ clerical jobs (44.44%). Only 8.33 per cent of working women were at managerial level. These findings concluded that only a few women had attained senior positions in the banking sector and, so, they could neither exert any organized influence in banking operations nor any influence on banking policies. Women are perceived as inferior to men, and men accept women in subordinate positions or roles. This requires an immediate attention of the policy makers and social reformers.

### Respondents' attitude towards their jobs

An employee's attitude towards the place of work, his/her perceptions regarding the role he/she is supposed to perform in an organization and the organizational climate in which he/she works, directly or indirectly affect the level of job satisfaction, organizational commitment and life of an individual within the organization.

The data presented in Table-2 revealed that majority of the working women had neutral attitude towards their jobs. About 19 per cent of women had favourable attitudes towards their jobs while about 11 per cent did not feel happy about it. This is somewhat undesirable situation. Therefore, efforts should be made to transform the neutral attitude of working women into the favorable one as the unfavourable attitude would adversely affect the level of job satisfaction. This can be done by recognising their work, encouraging and providing them some incentives in form of job security, adequate salary, proper work environment etc. Because these hygienic factors are very important in influencing the job satisfaction rate of working women.

**Table:2 Respondents' attitude towards their jobs**

Attitude	Number	Percentage
Favorable	14	19.45
Neutral	50	69.44
Unfavorable	8	11.11
Total	72	100.00

### Age and Job attitude

A perusal of the data in Table-3 has shown that a maximum percentage of respondents (62.50%) in the age group of 18 to 30 years had unfavorable attitude towards their job. In the age group of 31 to 40 years, half of the respondents had neutral attitudes and no respondents above 40 years had unfavorable attitude towards his job. This might be due to the fact that young employees are generally enthusiastic, courageous and ambitious; and remain in search of better assignments. They do not hesitate to leave the job in case they get better job opportunities, which may affect their role performance and job satisfaction.



Thus, age and role performance are positively and significantly correlated, which means older the employee better would be his/her performance. This might be the possible reason for their relatively more favorable attitude towards their jobs.

**Table:3 Respondents' job attitude according to their age**

Job attitude	Age category (years) in percent			Total number
	18-30	31-40	Above 40	
Favorable	50.00	21.43	28.57	14
Neutral	24.00	50.00	26.00	50
Unfavorable	62.50	37.50	—	8
Total (Number)	24.00	21.00	17.00	72

### Education and Job attitude

Education plays a significant role in forming attitude of an individual. It is clear from the data given in Table-4 that the maximum number of the respondents having neutral, and unfavorable attitude were post graduate. More than four fifths of the respondents having favourable attitude possessed education up to higher secondary. Highly educated persons are generally found to be ambitious with a competitive feeling to excel in various job careers and this influences their perception towards their jobs.

**Table-4: Respondents' job attitude according to their level of education**

Job attitude	Educational Status in percent				Total number
	Illiterate	Up to HS	Graduate	PG	
Favorable	7.14	84.71	7.14	—	14
Neutral	—	10.00	34.00	56.00	50
Unfavorable	—	12.50	37.50	50.00	8
Total Number	1	18	21	32	72

Note: HS denotes Higher Secondary; PG denotes Post Graduate

### Marital status and job attitude

The data presented in Table-5 have revealed that a larger majority of the married women had favourable to neutral attitude towards their jobs. The percentage of the married and unmarried women having unfavourable attitude was equal. After marriage a working women more or less gets settled and doesn't believe in frequently changing her place of posting or doesn't like to serve in the remote areas of distant places even if some promotion is offered to her.

**Table-5: Respondents' job attitude according to their marital status**

Job attitude	Marital Status in percent		Total number
	Married	Unmarried	
Favorable	92.86	7.14	14
Neutral	96.00	4.00	50
Unfavorable	50.00	50.00	8
Total (Number)	65	7	72

**Institutional status and job attitude**

About 42.86 per cent of the working women respondents having favourable attitude were found to serve in government and public sector jobs. The percentage of the respondents having unfavorable attitude and serving in the private sectors was 50 per cent. However, women serving in public and government jobs with unfavorable attitude were equally distributed (25% each) as shown in Table-6. Employees serving in public and government sectors feel more job security as compared to private sectors. This might be the reason for the respondents to have favorable attitude towards their jobs in government/public sector.

**Table-6: Respondents' job attitude according to their institutional status**

Job attitude	Institutional Status (Percent)			
	Private	Public	Government	Total number
Favorable	35.71	12.43	42.86	14
Neutral	14.00	16.00	70.00	50
Unfavorable	50.00	25.00	25.00	8
Total (Number)	16	13	43	72

**Attitude according to the position and job/work experience in the institution**

The data presented in Table-7 indicate that maximum percentage of respondents having favorable to neutral attitude were in teaching line. All the respondents having unfavorable attitude towards their job were in ministerial/clerical grade. This is, in fact, quite natural as teaching is considered as the most respectable and peaceful job for the women.

**Table-7: Respondents' job attitude according to their position in the institution**

Job attitude	Position in the institution (Percent)				
	Managerial	Ministerial		Teaching	Total number
		UG	LG		
Favorable	28.57	28.57	14.29	28.57	14
Neutral	4.00	20.00	16.00	60.00	50
Unfavorable	5-	37.50	62.50	—	8
Total (Number)	6	17	15	34	72

Note: UG denotes upper grad; LG lower grade

**Attitude according to experience in a job**

Experience does not seem to have significant influence on the respondents' attitude towards their job but it is very interesting to note that the percentage of respondents having 11 to 15 years experience each in the other and the present institution has decreased as compared to their counterparts having to 10 years experience each in the 'other' and 'present institutions' (in which it has increased as far as their unfavorable attitude is concerned. It implies, therefore, that the more experienced a person is, more matured he would be in his rational thinking (Table-8).



**Table-8: Respondents' job attitude according to their experience in the job**

Job attitude	Experience (years) in percent				Total number
	Up to 10	11-15	16-20	>20	
<b>Present insitution/job</b>					
Favorable	7.14	14.29	35.71	42.86	14
Neutral	80.00	18.00	—	2.00	50
Unfavorable	75.00	25.00	—	—	8
Total (Number)	47	13	5	7	72
<b>Other instituion/job</b>					
Favorable	84.17	14.29	—	—	14
Neutral	76.00	24.00	—	—	50
Unfavorable	62.50	37.50	—	—	8
Total (Number)	52	20	—	—	72

**Salary structure and job attitude**

Income plays a pivotal role in influencing the attitude of an individual towards his/her job. This is clear from the data in Table-9 that more than four fifth (92.85%) of the respondents having favorable attitude towards their jobs were earning a monthly income of more than 10,00 rupees. All the respondents having unfavorable attitude were earning less than 10,000 rupees per month.

**Table-9: Respondents' job attitude according to their monthly income**

Job attitude	Monthly income (Rs.) (Percent)				Total number
	Up to 5000/-	5000/- to 10,000/-	10,000/- to 15,000/-	15,000/-or above	
Favorable	—	7.14	32.71	57.14	14
Neutral	2.00	14.00	20.00	64.00	50
Unfavorable	37.50	62.50	—	—	8
Total (Number)	4	13	15	40	72

**Attitude according to husband's education**

It has inferred from the data in Table-10 that the respondents whose spouses were graduate and post graduate had favorable attitude toward their jobs than those whose spouses were higher secondary passed. The spouses of working women having favorable attitude are generally in government jobs and, in cases where they are not, they hoped that they would get jobs sooner or later due to their higher qualifications and, thus, they would not remain idle. This type of perceptual thinking might be one of the factors creating favorable attitude among working women towards their jobs.

**Table-10: Respondents' job attitude according to their husband's education**

Job attitude	Institutional Status (Percent)			Total number
	HS	Graduate	PG	
Favorable	30.72	38.46	30.77	13
Neutral	10.42	37.50	52.08	48
Unfavorable	100.00	—	—	4
Total (Number)	13	23	29	65

Note: HS denotes Higher Secondary; PG denotes Post Graduate

# **Relationship between respondents' selected socio-personal traits and attitude towards job**

In order to determine the relationship between the respondents' socio-personal traits and attitude towards their job, correlation coefficients were computed and the results are presented in Table-11.

It is inferred from the data that there was a positive and significant correlation of age ( $r=0.28$ ), spouse's education ( $r=0.46$ ), marital status ( $r=0.45$ ), monthly income ( $r=0.33$ ), institutional status ( $r=0.23$ ), and job satisfaction ( $r=0.47$ ) with the respondents attitude towards their job. However, the variables like, respondents' education, mother's education, father's education, institutional status, position in the institution, experience in the present and other institution/organization were found to have no correlation of significant level with the respondents' attitude towards their job. The multiple correlation coefficient was found to be 0.43 which was statistically significant at 0.01 level of probability. Infact, married women with the increasing age intend to settle in life rather than frequently changing their jobs. Thus, they get contended with their present positions.

**Table-11: Correlations coefficient between respondents' socio-personal traits and attitude towards their jobs.**

S.No.	Traits	Correlation coefficient
1.	Age	0.2824*
2.	Education	-0.0467
3.	Mother's education	-0.113
4.	Father's education	-0.0101
5.	Spouse's education	-0.4609**
6.	Marital status	0.4497**
7.	Monthly income	0.3337**
8.	Institutional status	0.2325*
9.	Position in the institution	0.0411
10.	Experience in other institution/job	0.2106
11.	Experience in the present institution	0.1631
12.	Job satisfaction	0.4659**

Multiple correlation coefficient = 0.4321\*\*

\* Significant at 0.05 level of probability, \*\* Significant at 0.01 level of probability

This in turn may develop in them a better perception towards their job. Kuraria et al (1997) found a positive and significant relationship of age, education, caste, social participation, political contact, and training obtained, with the role performance. The authors further reported that job involvement and job satisfaction were highly related with each other. A job involved person was found to be more punctual/regular in work, task oriented and preferred to do work without delay. Therefore, it is suggested that efforts should be made for boosting the involvement of working women in their jobs. This can be done by providing some sort of incentives like advance increment, award, certificate, etc. and better working environment.



## **CONCLUSION**

It may be concluded from the study that a majority of the working women had neutral attitude towards their job which, in fact, is not a desirable situation. The study implies that efforts should be made to boost the involvement of working women in their jobs in order to transform their neutral or unfavorable attitude to the favorable one. This can be made possible by providing them extrinsic and intrinsic motivations.

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