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A Study on the Quality of Work Life of the Manual Scavengers (STUDY CONDUCTED AT TIRUCHRAPPALLI CITY CORPORATION WORKERS IN TAMIL NADU, INDIA)

Dr. J. Vincent Xavier

Asst. professor (M.A, MBA, M. Phil, Ph.D)

School of Management studies,(Business Administration)

St. Joseph's College (Autonomous),

Tiruchirappalli, Tamil Nadu, India

Abstract: *One of the most undignified works in the human community is manual scavenging. It is unsafe removal of human excreta from buckets or other containers that are used as toilets or from the pits of simple pit latrines even in the post globalized era in India. The workers who are involving in that profession they have faced many problems directly and indirectly. In this study the author tries to explore the QWL of the manual scavengers of Tiruchirappalli City Corporation, in Tamil Nadu state, India. The concept Quality of Work life (QWL) has received from management theorists and the business world alike, the definition and its application remain rather vague. In general, it is known as regard for authority, greater desire for self-expression, personal growth, and self-fulfillment. Here the author has understood the concepts in a border sense is related to their motivation and job satisfaction, health and safety condition of the worker, work climate, also the influence with socio demographic profile of the workers. For the present study, a semi-structured interview schedule was used to collect the primary data. The data were properly analyzed with appropriate statistical tools. The finding of this study is the manual scavengers have faced various problems, and this study has concluded that the QWL of the workers is poor in condition.*

Keywords: *QWL, Manual scavengers, Job satisfaction, Work Culture, work environment.*

I. INTRODUCTION

Quality of work life is a critical concept with having lots of importance in employee's life. To begin with, QWL is such a concept that directly related to the satisfaction of their work. It is very important for employees to have a sound mindset in their work field in order to utilize their full potential and to add value to the work. The post LPG era provides enormous changes in the execution work with the assistance of technology; still the solid waste management is an unsolved problem to the municipalities. Solid waste arising from human activity has become a major environmental problem causing extensive pollution, which threatens human health. There has been a significant increase in municipal solid waste over last few decades. Humans increasingly exploit resources as the population increases, using natural resources both for daily life and to improve overall living standards. The result is the depletion of natural resources and further negative effects on human life. Waste material in the air, water, and soil can be dangerous. Consequently, there has been a high incidence of illnesses, such as dysentery, typhoid, fever, cholera, and diarrhea. Here the researcher wants to bring out their real problems which they have faced in their day to day working life in the means of QWL in Tiruchirappalli city corporation, Tamil Nadu, India.

II. CONCEPT OF QWL

It is difficult to define the concept QWL, because basically it is human resource management related concept, later it was applied in various other fields. Many authors have explained this concept in different views. The concept QWL was first discussed in 1972 during an international labour relations conference. Robbins (1989) defined QWL as "a process by which an organization responds to employee needs by developing mechanisms to allow them to share fully in making the decisions that design their lives at work". In other words, it refers to the relationship between a worker and his environment, that can be broken down into different dimensions like the social, technical and economic, in which the work is normally viewed and designed. It is a complex, multidimensional, generic concept (Hsu & Kernohan, 2006).

In this context the researcher wants to examine the QWL, how it has maintained in manual scavengers' work life.

A brief history of Manual scavengers

The practice of manual scavenging in India dates back to ancient time. According to contents of sacred scriptures and other literature, scavenging by some specific caste of India exist since the beginning of civilization. One of the fifteen duties of slaves enumerated in Naradiya Samhita was of manual scavenging. There is evidence of existence of wet toilets in the civilizations of Harappa and Mohenjo-Daro. These cities had toilets, which were connected to underground drainage system lined with burnt clay bricks. In later stages manual scavenging became a caste-based occupation. This continues during the Buddhist and Mauraya period also. Not much documentary evidence exists about its maintenance. Municipal records from 1870 showed that the British organized municipalities in India which built roads, parks, public toilets etc.

Current prevalence

Manual scavenging still survives in parts of India without proper sewage systems. It is thought to be most prevalent in Gujarat, Madhya Pradesh, Uttar Pradesh, and Rajasthan. Some municipalities in India still run public dry-toilets. According to the official statistics, there are about 340,000 people who work as manual scavengers in India. Manual scavenging is done with basic tools like thin boards and either buckets or baskets lined with sacking and carried on the head. Due to the nature of the job, many of the workers have related health problems. Sanitation is a State subject as per entry 6 of the Constitution. Under this, in February 2013 Delhi announced that they are banning manual scavenging, making them the first state in India to do so. District magistrates are responsible for ensuring that there are no manual scavengers working in their district. Within 3 years time municipalities, railways and cantonments must make sufficient sanitary latrines available. The Employment of Manual Scavengers and Construction of Dry Latrines (Prohibition) Act, 1993 punishes the employment of scavengers or the construction of dry (non-flush) latrines with imprisonment for up to one year and/or a fine of Rs 2,000. No convictions were obtained under the law during the 20 years it was in force. Perhaps, still the practice of manual scavenging is existed in many cities of our country.

III. STATEMENT OF THE PROBLEM

The manual scavengers are the most underprivileged workers in our country; they are doing their work manually with the small and simple tools like tin sheets, broom sticks with baskets. Even though there are various statutes, most of things are not in proper enforcement, because this profession is closely linked with caste and it has its social stigma. At the time of work they have faced many problems both physically and mentally. Here the researcher tries to examine the real work related problems based on their QWL and suggests the ways to minimize them.

IV. OBJECTIVES OF THE STUDY

The major objective is to study the QWL of the manual scavengers at Tiruchirappalli City Corporation. There are some specific objectives:

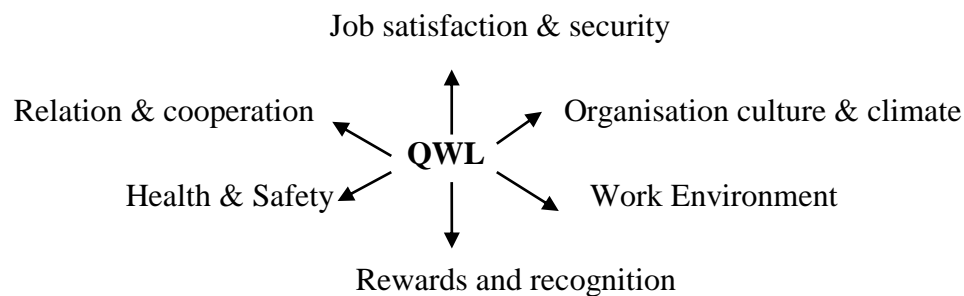
- i) To know the socio-demographic profile of the respondents.
- ii) To identify the health problems related to the occupation of the respondents.
- iii) To know the level of QWL of the respondents.
- iv) To provide feasible suggestions to improve their QWL.

Hypothesis of the study

There is a significant association between the dimensions and the overall QWL of the respondents

Conceptual framework

Based on the intensive study of various authors' explanations and research works the researcher has formulated a comprehensive framework for the QWL to the manual scavengers. Thus the quality of work life of the manual scavenging linked with following dimensions.



Street cleaning, collection of solid waste from the houses, maintain the drainages without blockages are done by manually. This affects the QWL of the workers and creates many problems to them. This research is all about identifying the factors that directly affects one's quality of work life.

Manual scavenging in Tiruchirappalli city

Tiruchirappalli city is governed by Municipal Corporation which comes under Tiruchirappalli metropolitan region. It is located the centre part of Tamil Nadu state of India. The municipal corporation looks after the city administration. It consists of a legislative and an executive body. The legislative body is headed by the city mayor while the executive body is headed by a Chief Commissioner. The civic administration of the city is divided into four zones - Abhishekapuram, Ariyamangalam, Golden Rock and Srirangam. The zones and the wards which come under each of them have been listed below.

Table-01

S.No	Zone	Total number of wards	Total number of workers
1	Main office		46
2	Abishekapuram	15, 40, 41, 45-60	171
3	Ariyamangalam	7, 14 19-29, 33, 61, 62, 64	401
4	Golden Rock	30-32, 34-39, 42-44, 46, 48, 63, 65	420
5	Srirangam	1-6, 8-13, 16-18	200

V. FUNCTIONS

The corporation has handled about 1000 tonnes of solid waste are released from city every day. The principal garbage dumping ground is at Ariyamangalam. At present there are totally 1238 manual scavengers worked in this corporation (both male and female) as the permanent basis. There are some (350) persons have worked as contract and daily wages labourers. Their nature of work is street cleaning, collection of the solid waste and disposal, drainage maintenance, public toilet cleaning.

The city is an important educational hub in the state, and internationally recognized institutions such , Anna University, IIMT, IIT, NIT, and Bharathidasan Institute of Management industrial units such as Bharat Heavy Electricals Limited (BHEL), Golden Rock Railway Workshop and Ordnance Factory Tiruchirappalli (OFT). The city has earned it the title of "Energy equipment and fabrication capital of India". A major road and railway hub in the state, the city is served by an international Airport. According to the National Urban Sanitation Policy (2010), Tiruchirappalli was one of the ten cleanest cities in India. The population of the city covers as per the provisional reports of Census India, in 2011 is 846,915; of which male and female are 418,128 and 428,787 respectively. This is not a planned one and the present needs and necessities push to upgrade the roads, streets are widening and the underground drainage system, this process is still in progress. Even a small rainfall makes the city very congested because of the poor draining system. The people often have faced problems like blockage of drainages and the sewage water overflows, straight away comes and stagnant in the roads. It makes more inconvenience to the people and also the school going children especially in the morning times. Sometimes, the two wheelers and pediatricians meet accidents and it is a routine issue; sometimes the sewage water enters in the houses, often it is an unsolvable problem. One of the major insanitary problems of this city is the disposal of medical waste; some private hospitals put the medical waste in the corporation dust bins. At that time of clean these things the manual scavengers have been affected by these things. Also they get down in the drainages without proper safety and clear the blockages with their bar bodies. It caused to various health problems and also they use to consume alcohol during the work time. Due to this they have affected by various occupational health problems.

VI. REVIEW OF LITERATURE

Gayathiri R. & Lalitha Ramakrishnan (2013) had examined the Quality of Work Life- Linkage with Job Satisfaction and Performance. The conclusion was the immediate effects on psychology of employees (positive attitudes, commitment, and satisfaction) and ultimate effects on performance of organisation are being considered. Nanjundeswaraswamy T. S. & Swamy D. R. (2013) had analyzed the literature on quality of worklife. The findings revealed that Good Quality of worklife is necessary for an organization to attract and to retain skilled and talented employees. Reginald Dennis and et al. (2014) had conducted a study on 'Respiratory and Occupational health problems of scavengers, in a municipal Landfill Site in Lobatse, The results of the study revealed a high prevalence of respiratory symptoms and a wide range of occupational health problems among landfill employees and scavengers and this could be due to lack of protective clothing. Poor safeguards against diseases, lack of toilet facilities for scavengers, atmospheric dust, and absence of soil cover material contribute to low health conditions.

VII. METHODOLOGY OF THIS STUDY

The period of the study was conducted between July to December 2018. It is purely an empirical and the exploratory form of study. The pilot study was conducted with the manual scavengers at Tiruchirappalli City Corporation as the universe of the study. The researcher has formulated a self prepared semi structured interview schedule based on the objectives and the identified dimensions of QWL to the manual scavengers and it covers totally 20 selected statements apart from the socio demographic factors. The interview schedule was properly tested its reliability and validity. The pre testing was conducted with ten respondents. The population has covered only the permanent (1238) workers and 75 numbers taken as samples for this study. The simple random sampling was employed and the primary data were collected through the interview schedule. The secondary data were collected through various books, journals and some web journals. The data were analysed with the proper

statistical tools. This study has certain limitations; as it was conducted only at a single city corporation therefore its findings are not generalized with other cities. The reliability of the research report is purely based on the consistency of the responses given by the respondents. While the data collection, the respondents were not come forward to give interview. Most of the workers are irresponsible and afraid of this study that if they give interview it may create problem to their job.

VIII. DATA ANALYSIS AND INTERPRETATION

The primary data were analyzed with the simple percentage and statistical analysis. The first part of the analysis is the socio demographic factors.

i) Based on Socio –demographic factors

Regarding the age group of the respondents, the highest per cent of the age group is between 41- 50 years.. More male workers working in this profession (63 per cent), the females are 37 per cent. Most of the respondents (71 per cent) have studied between 6th to 10th standard. Nearly half of the respondents (51 per cent) are involved in drainage cleaning and 38 per cent of them are in street cleaning alone. Regarding the experience of the respondents most of them are between 21 to 25 years (41 per cent). The salary between Rs 10001 to Rs 15000 is the highest ratio (53 per cent). 61 per cent of the respondents are married and 28 per cent are unmarried. Regarding their residence 58 per cent of the respondents are living in the quarters which are provided by the corporation. While, 67 per cent of the respondents have the habit of consume alcohol and smocking and 11 per cent of them have used panparacs, pan masala and tobacco products. 42 per cent of the respondents have consumed alcohol during the work time and they said every day consume alcohol before they start the work.

Analysis based on the QWL

Regarding their health status, 81 per cent of the respondents have expressed that they have frequent health problems. The highest level of the health problem traced out in this study is frequent cold and cough (41 per cent) and also 37 per cent of them have breathing problems like asthma. This study also found some people affected by skin allergy. The analysis regarding the hardness of the job a vast majority of the respondents have felt that the job is very hard (72 per cent), The statement regarding the superior's concern about the health of the workers, nearly half of the respondents (51 per cent) disagreed, 91 per cent of the respondents have accepted that they are given training to do the job effective. 58 per cent of the respondents have accepted that the municipality provides needed tools to do their work. Majority of the respondents have expressed (78 per cent) that the safety and health condition in the work spot is not good. 52 per cent of the respondents have disagreed that their general health condition is good. Only 41 per cent of them are agreed their health condition is good. Nearly 44 per cent of the respondents have agreed that they have mental problems like stress, depression and emotional imbalance and 52 per cent of the respondents have disagreed. While statement regarding injuries during the work time, majority of the respondents (63 per cent) have accepted that they have injured at many times. The statement regarding the overall job satisfaction 58 per cent of the respondents have disagreed and only 36 per cent of them have agreed. Finally the interference of work in the family needs 52 per cent have disagreed the statements and only 43 per cent of the respondents have agreed that the there is minimum opportunities to spend their family and relaxation due to the work.

IX. FINDINGS

Based on Socio demographic factors

It is found that this study covers more middle age people (41- 50 years) It shows that there is no recruitment in recent years in this corporation also most of them are male workers. The females are less in amount (37 per cent). Most of them are school dropouts, it is understood that the workers think that there is no need more educational qualification for this profession when they have joined in this profession their mindset was only to get permanent. Workers are involved in clean the drainage, street

and public toilets. It is evident that the outcome of age, experience and the salary are correlated. Maximum numbers of the workers are married and only minimum amount of the workers are unmarried and there are also found some people are living single, who are in disintegrated families due to over alcoholics and illegal contacts who are the males. It is a positive sign that the corporation provides housing facilities to the workers. It is found that more workers have the habit of consuming alcohol and smoking and 11 per cent of them have used panparac, pan masala and tobacco products. It is evident that still the selling of panparac, panmasala and tobacco products like Hans is in practice even after prohibition in India. Some of them have consumed alcohol during the work time and they said every day consume alcohol before they start the work then only they can do the work. It is a bad sign and it leads to more health problems to the workers.

Findings Based on QWL

It is found that most of the workers have frequent health problems due to handling the sewage water and the garbage. The private clinic and hospitals they use to put the medical wastes in the corporation dust bin, when they clean some workers have affected severe health problems. Some of them are compelled to do the work beyond the usual schedule and they treated in disrespect, it shows that exploitation is there. There is caste based discrimination by the superiors because the workers belonging in this profession is from particular caste. The workers have felt that this job is very hard it is due to irritating smell, dealing with hazardous solid wastes and garbage.

The corporation provides job related training programmes to the workers do the job effective like healthy and safety also the workers are supplied tools to do their job in safer manner. It is traced that the safety and health condition in the work spot is not good. Some female workers have faced sexual harassment in the work spot by their coworkers. Most of the workers are affected work related injuries when they are working, it is due to the broken bottles, tin sheets, iron materials, and glass wears, it is happened when they have get in the drainage to clear the blockage due to plastic carry bags, plastic use and throw tumblers, empty water packets. It is due to the irresponsible behaviour of the people. Sometimes it was septic and they themselves take treatment in their own expenses. It shows still the public have no awareness and regarding the solid waste management, but municipality often announced to the people to put the degradable and non degradable wastes in separate dust bin. People think that this is the worker's concern. It is observed that the workers do not have adequate time to spend with their family and own relaxation the work is interfered their family needs.

X. HYPOTHESIS TESTING

Ho- There is a no significant association between the socio demographic factors and the overall QWL of the respondents

One-way ANOVA difference between occupation of the respondents and their safety and health conditions

The safety and health conditions are good where I work	Mean	S.D	SS	DF	MS	Statistical inference
Between Groups			.048	2	.024	F=.244 .784>0.05 Not Significant
Salaried (n=46)	1.91	.285				
Contract (n=21)	1.86	.359				
Paid by the hour (n=8)	1.88	.354				
Within Groups			7.099	72	.099	

Statistical test: Oneway ANOVA 'f' test was used the above table

There is no significant difference between occupation of the respondents and their safety and health conditions. Hence, the calculated value greater than table value ($p>0.05$).

One-way ANOVA difference between occupation of the respondents and their overall QWL

Overall QWL	Mean	S.D	SS	DF	MS	Statistical inference
Between Groups			14.777	2	7.388	F=.851 .431>0.05 Not Significant
Salaried (n=46)	30.37	2.645				
Contract (n=21)	31.38	3.542				

Paid by the hour (n=8)	30.75	2.915				
Within Groups			625.170	72	8.683	

Statistical test: One-way ANOVA 'f' test was used the above table

There is no significant difference between occupation of the respondents and their overall QWL. Hence, the calculated value greater than table value ($p > 0.05$).

XI. SUGGESTION

This study has suggested that the corporation and the superiors have concern about the health/ welfare of the workers they must take necessary action to maintain good health of the workers. There must be a strict monitoring of the private hospital on handling the medical waste. It is also a major problem to the clean workers. Frequent free health camps may conduct for the workers; hand glows masks may supply to the workers and insisted them to wear during the work time .It may reduce the risk factors. The corporation must give a decent remuneration to them if the workers are doing extra time or overtime. It creates motivation to do the work better. The employer must train the supervisors to treat the workers fairly and respectfully because they are also human beings. The corporation has to conduct more training related to health and safety (including mental health) on handling solid wastes. The work based discrimination must be avoided. The researcher wants to insist from this study, the corporation must create more awareness to the public to put the degradable and non-degradable waste like broken bottles, tin sheets, iron materials and glass wears separately. If it is properly maintained it will reduce not only the health problems of the clean workers but reduce pollution and global warming.

XII. SCOPE FOR FURTHER RESEARCH

This study has its wider scope that this type of study may conduct all over India. The manual scavengers are still treated like second citizens of our country it is said they are doing their service to the country. Study may conduct in their welfare, health and safety aspects. Also a study based on the awareness on solid waste management by the people has to be conducted. In addition, a study may conduct about how the medical wastes are disposed in this city.

XIII. SUMMARY AND CONCLUSION

The manual scavengers are playing a key role in making clean India ,everyday they are cleaning what the people are making unclean the streets and drainage but, with in few hours again it is made unclean. This study has concentrated QWL of the manual scavengers, they have more health problems (both physical and mental), poor recognition, injuries, discrimination and bad habits due to the job. It is evident through the outcomes the QWL of the manual scavengers working in the Tiruchirappalli city corporation is not so good.

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