

# A study on stress and its impact on work life balance with reference to worker welfare facilities and wages in informal sector

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## ARTICLE DETAILS

### Article History

Published Online: 25 May 2019

### Keywords

Occupational stress, work life balance, worker welfare, informal sector.

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## ABSTRACT

*Informal sector contribute to the GDP and employment invisibly. There is lack of accurate data about this sector and most of the workers are untraceable. Workers in informal sector have to face to various hardships because of the nature of work and work environment. Stress has a direct impact on the work life balance of workers which adversely affect his condition at work place and home. Workers in informal jeans manufacturing units undergo through work related stress and low wages and absence of welfare facility makes his life miserable.*

## 1. Introduction

Informal sector all over the world is the largest employment provider to the working population. More than seventy five percent of the world's employment is created in informal sector. Informal sectors are mostly unregistered business which provides employment mainly to semi skilled and unskilled workers. Organized sector are normally owned and managed by big business houses which engage high technology which demands skilled workers. With the advent in technological development, new machines are replacing the human labour from such business. Artificial intelligence, robots are virtually reducing the human requirement in the formal sector. Situation is worst in under developed and developing nation as they are the hub of huge population with less literacy level as compared to developed nation. Technological development has affected unemployment more in developing countries like India. India is witnessing one of the severe unemployment in recent times. With limited ability of formal sector to create job, informal sector should be looked upon to provide the large number of employment. Government has acknowledged that same is pushing for self employment through schemes such as skill India, start up India, Mudra, bandhan bank etc.

Informal sector is invisible contributor to the employment, GDP and economy. It is important to study the impact and problems of informal sector. Workers working in informal sector are opened to various job related risk and are more vulnerable as compared to the organized sector worker. Present study concentrates on impact of stress on workers in informal sector with specific reference to jeans manufacturing units in Thane district of Maharashtra post demonetization and introduction of GST. Informal jeans manufacturing units were badly hit by GST and demonetization as this entire industry works on cash. Industry has seen the loss of business and many workers were left unemployed due to crash crunch. Many workers in this industry are migrant workers who work for six to ten months in a year and return back to their home state. Situation of migrant workers was even worst as compared to local workers and many of them returned backed to their home state. Owners

who had taken loan (formal and informal) also faced problem in servicing their loan and interest due loss of business.

## 2. Literature review

Literature review was done with the help of secondary data available to find stress and its impact on work life balance on workers-

WHO Report (2007), on raising awareness at work in developing countries, has touched upon on stress that workers have to face in developing nations. High workload, repeated work, risk at workplace, lack of social support are some of the causes of stress in workers. Report stressed on the need of thinking globally but acting locally. Stress may be common, but there is a need to study stress industry and units wise as conditions at different places will be different. Stress creates negative impact on health, safety, productivity, cost efficiency of the workers. With the new technology, there is a increase of stress among workers to perform and keep himself meaningful. There are different types of stress such as work place, time pressure, lack of control, job in security, irregular and low wages, harassment at work place etc.

Masil D and Dr Mabel J P (2018) in their research paper on women's in informal sector suggested the need for educating women and sensitize them about their rights at work. Women should be made aware of various laws which give them power to fight against injustice at work place. Authors felt the need of comprehensive law to safeguard the women's at workplace.

In ILO report (2018), based on informal economy, states that there is more than sixty percent of world's employment in informal economy. This informality has adverse impact on workers, societies and also nation. There is a need for creating decent work for all workers.

Chattopadhyay O (2005), in his article suggested the need to reach out the workers in informal sector at the place of their work and living. There is a need to conduct training program to the workers. This training should be conducted tailor made to

the specific industry or units as same program cannot be used for all the industry.

Ahmed A and Dr. Ramzan M (2013), on their study based on employees working in bank of Pakistan observed that, employees do their job but due to heavy workload and limitation of time, affects their performance. Authors further say that this same situation is applicable to the other industries of Pakistan.

Jutting J, Xenogiani T and Parlevliet J, (2007), felt the need of holistic approach to the informal sector. There is a need to convert informal sector in to formal sector however this conversion has not given the desired fruits.

Informal sector provides largest employment in the world. As compared to formal sector, informal sector workers are more prone to risk of health, job, security and welfare. Tracking of informal workers due to the nature of industry is difficult task. There is no specific information about the workers. There is a need to conduct industry or unit specific study to understand the stress of workers in jeans manufacturing units.

### 3. Methodology

For the purpose of the present study following research design was framed-

#### Objectives of the study:

Objectives of the study are-

1. To nature of worker stress in informal jeans manufacturing units.
2. To impact of occupational stress on informal worker's work life balance in jeans manufacturing unit.
3. To study wages and worker welfare of workers in informal jeans manufacturing owners.

#### Hypothesis:

Hypotheses are the starting statement which gives the direction to the research. Hypothesis framed are tested to accept or reject the statement. For the current study, following three hypotheses are framed in order to achieve the objectives-

1. Workers in informal jeans manufacturing unit do not have work related stress.
2. Stress affects the work life balance of workers in informal jeans manufacturing units.
3. Informal jeans manufacturing workers are satisfied with wages and worker welfare facilities.

#### Population:

Workers working in informal jeans manufacturing unit in the city of Ulhasnagar is the population of the study.

#### Sample size:

One hundred fifty jeans manufacturing workers is the sample size for the present study. Sampling was done by using simple probability method. All the workers were male.

#### Method of data collection:

Data for the study is collected from primary and secondary sources. Books, research journal, research article, newspapers are the source of secondary data.

Primary data is collected through questionnaire. Structured questionnaire was framed to collect the primary data. 5 likert scale questions were set for the respondents. Part A of questionnaire deals with general information of workers and Part B has question pertaining to the objectives of the study. Respondents were asked to mark the questionnaire and the data collected from the same was sorted and recorded in the excel sheet. Percentage, standard deviation and other statistical tools was used to analyze the data collected from the respondents.

#### Time gap:

Data was collected during the period of two months- January and April 2019.

#### Limitations:

Following are the limitations of the study-

1. Study is at a primary level and result obtained needs to be further analyzed.
2. Time and cost constraint has resulted in the small sample size.
3. Tracking of workers is difficult due to temporary nature of job.
4. Workers working in informal jeans manufacturing units of Ulhasnagar only. Other industries and informal workers working in other units were not considered.

### 4. Findings

Analysis of responses from the respondents revealed the following findings-

#### Stress related:

Workers in informal sector face high work stress due to high work pace. Workers are paid as per the units manufactured. Workers work for longer hours to earn higher wages. Workers are paid wages and they are not paid for their weekly off.

Facilities at work place are poor. They do not have access to clean drinking water, hygienic place to sit, place to eat food etc which adds to the stress.

Monotonous works without any recreation facilities add to the stress.

Most of the workers are migrant workers who have migrated from different places and states, need to work for longer (time pressure) duration as they have to sustain their life at work place and transfer the amount to their native place.

Workers working in the informal jeans manufacturing units have to face physical risks. Due to continuous work, they have face health issues such as backache, eye problems etc. they are not provided insurance coverage from the employer, and all the medical bills they have to borne.

Workers hardly get support from colleagues and employer. His existence at job place purely depends on his presence and quality of production.

A worker entering in this occupation throughout his lifetime remains in same place and there is no career development for them.

#### **Wages and worker welfare:**

- Workers do not have job security. There is no formal employer-employee contract which makes their job vulnerable.
- Workers do not have access to welfare security such as gratuity, pension, insurance or accident fund.
- Workers in jeans manufacturing unit get their wages on the basis of his quality of production and number of units produced. Per unit rate of manufacturing ranges from Rs.25 to Rs.100. workers are paid very low incomes. Workers are not paid bonus or overtime bonus.
- Workers are not paid for the days they are absent even if injury is sustained at workplace.

#### **Conflict of work life balance:**

- Longer working hours and fatigue results in conflict of responsibilities at work and home.
- Workers face difficulties in managing their daily life due to longer hours, no paid wages and other facilities.
- Poor wages, absence of welfare facilities results in to lack of self confidence among workers because of which they are under constant stress and affects their work life balance
- Most of the workers are less literate and do not have adequate skill which impacts their work life balance.

#### **Hypothesis testing and its findings:**

From the above findings, hypothesis testing shows-

1. Hypothesis: Workers in informal jeans manufacturing unit do not have work related stress: This hypothesis is rejected as workers in informal jeans manufacturing units goes through work related stress.
2. Hypothesis: Stress affects the work life balance of workers in informal jeans manufacturing units: this hypothesis is accepted.
4. Hypothesis: Informal jeans manufacturing workers are satisfied with wages and worker welfare facilities: hypothesis is rejected as workers are paid lower wages and they do not have access to worker welfare facilities.

#### **5. Recommendations and Conclusions**

Workers in informal sector should be provided with social security measures and job security. They should be covered under health scheme. Workers should be provided better working conditions at workplace and home as it will reduce stress. Workers should be provided with the recreational and other facilities so that they get better work life balance. There is a need to observe the wages paid and workers should be provided with overtime bonus and paid leave.

Happy and healthy worker is the asset of nation. Nation can grow when workers are satisfied and motivated. There is a need to work on reduction on worker stress so that productivity can be increased and thereby bring work life balance. Better wages helps workers in maintaining standard of living and social status.

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