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Editorial ...

Major issues in society – develops alternate sources of energy and a sustainable environment, improving health, and minimizing the effects of climate change which require a collective effort by different disciplines working in interdisciplinary groups. Indeed, the boundaries between the different disciplines are becoming increasingly blurred. Society's response to major social challenges must be informed by an improved understanding of human perceptions, responses, and of the economic and social impacts of the physical, and biological processes to promote social wellbeing. A comprehensive understanding of the main social challenges requires the collaboration of physical scientists, social scientists, humanities scholars, management experts and engineers, and will be highly interdisciplinary.

Globalization has had a profound effect on social work practice, changing service delivery, altering the labour process for professional social workers, creating new social problems for practitioners to address, such as people – trafficking and environmental issues, and producing demands for indigenization, or the development of locality specific forms of theory practice.

Contemporary Issues in Management seek to develop a critical appreciation of the challenges faced by management professional in a complex, dynamic and increasingly risky business environment. It synthesizes cutting edge conceptual discussion with the honing of diagnostic, analytical and communication skills for effective human interaction and decision making.

Interdisciplinary research preparation and education are central to future competitiveness, because knowledge creation and innovation frequently occur at the interface of disciplines. Interdisciplinary Programmes help to ensure better educational Programmes, which give students better ability to work in a problem – oriented way and at the same time the ability to think across fields and interact. It responds to the need to prepare the students for an increasingly interdisciplinary, collaborative, and global job market. Interdisciplinary Programmes provide opportunities to strengthen the interaction between the business sectors and research, especially in relation to the humanities social science research and education, where interaction has been specially under developed.

Editors

CURRENT TRENDS AND ISSUES OF INDIAN RURAL LABOUR MARKETS

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ABSTRACT

The paper examines the rural labour market in the context of recent trend and issues. Providing employment to the millions of job seekers has been a major challenge for our planners since the beginning of India's planning process. According to 2011 census 71 percent of the Indian people are living in rural area and most of them are employed in agriculture and remaining work in small scale industries. Agriculture is a fundamental resource available for generation of income and employment in rural area. Labour force is considered as the backbone in each and every economic enterprise and nation. Labour market is an emerging prominent field that is taking shape throughout industries and workplaces worldwide. As economies modernize and develop, the small industries become the principal form of industry. Since independence small scale industries encouraged as a matter of policy. With the emergence of small scale to the industries new labour market has been created and it provides employment opportunities to the local population. In recent years Mahathma Gandhi National Employment Assurance scheme plays a vital role to create a 100days employment assurance for rural labour market. This paper uses the primary observation and secondary data collected from various sources. Agriculture labour is already unorganized and mostly depends on casual employment; the economic reforms may not have directly adverse consequences. This study concludes that awareness about labour welfare acts is scanty among the rural labourers and occupational situation in the labour absorption is the segment that creates more fluctuation in employment opportunities in the country-wide situation.

Keywords: Rural, Labour, Market, Trends, Issues.

Introduction

India is a largely agrarian economy currently with 3/5th employed in agriculture, living in rural areas and producing 1/4th of gross domestic product of the nation. Labour market reforms have acquired a centrality and labour market flexibility is being prescribed as the key to enhance productivity, to be more competitive, to accelerate employment generation and also to step up the tempo of economic growth (Blanchard and Wolfers, 2000; Besley and Burgess, 2004; Burki and Perry, 1997; Forteza and Rama, 2002; Heckman et al 2004; Salvances, 1997 among others). Such a thinking is at the core of the so called Washington consensus, or what Stiglitz (2002) called market fundamentalism, and the essential message is to improve overall economic performance, it is absolutely necessary to deregulate the labour market and remove or cut protective provisions for labour. As is well-known, labour markets across the world are usually characterized by a variety of regulations which impact directly (or indirectly) on wages, labour demand, labour supply etc., and do not permit unfettered rights and powers to the private agents. Also, through the standard fiscal systems, a whole range of redistributive measures are put in place, which include a degree of protection to the non-working population via unemployment benefits, welfare policies etc; further, labour in several countries have, to varying degrees, access to employment protection laws and some active employment policies by the government, among other supporting regulations.

In a service oriented era, the quality, quantity and utilization of labour forces are the major factor for development. Agriculture labour is already unorganized and mostly depends on casual employment; the economic reforms may

not have directly adverse consequences. Labour markets play a central role in determining the macro economic success of stabilization and adjustment polices and mediating the impact of polices on living standards of the people in general and the poor in particular (Nagarajan R, 2005).

Labour market may be defined as a system of allocating jobs and rewarding with a salary depending on their skills and ability. Its main function is to match workers and jobs to fix remuneration in a manner that ensures required quantity as well as quality of labour supply; its performance is judged by the efficiency with which labour market process performs these functions (Prohit, 1985). As a different type of labour exist, differentiated by skill, allocation, gender, qualification and so on.

In India lot of researchers take in to study the organized and unorganized classification of Indian labour markets. Rural labour markets are mostly unorganized and informal sectors, most of the people depend on the agriculture employment and small scale industries (Vettriselvan.R and Balakrishnan.A, 2011). Here these interest the researches going to analyze about different kinds of labour markets and its characteristics, functions and recent developments.

Statement of the Problem

According to NSS survey of 2000-2009 mentioned that totally 76 percent of population has a income lower than the US$ 2/per day. India has 33 percent of population under the age group of 15 and 3 percent in age group of more than 65. The remaining 62 percent of the population are in younger age, so India is a youngest country in the world and it have more amount of population with working capacity. So India has a large labour force and different kind of rural market segments. Rural labour market condition is changing rapidly because of different policies and programmes that are implemented by the Indian Government. Evolution and operation of labour markets has been a subject of considerable research and controversy in the economic analytic literature (Praveen J, 1994). The main function of the labour market is to match workers and jobs and do fix remuneration in a manner that ensures

required quantity as well as quality of labour supply; its performance is judged by the efficiency with which labour market process performs this functions (Prohit, 1985). Hence it is desired to study the different kinds of labour markets and its characteristics, functions and recent developments in rural India.

Rural Labour Market in India

In India about 71 percent of the population lives in rural areas and according to various studies 12.2 percent of the world population has lives in rural India according to census report 2011. Some studies points out, the open unemployment may rise when the problem occurs on the Indian economy facing to creating capacity of employment in organized sector which appears to be on the decline (Papola, 1992; Sanjay. K. and Sharma N.K, 2003). Employment in the unorganized/informal sector has always been an important part of the economic structure in rural India.

The issue of poverty and inequality of the disadvantaged groups need to be specially looked after. For this position, a plea is often made for a policy to favour unorganized sector in matter of government policy of providing public utility services, financial help and other assistance (Banerjee, 1983).

The economic reforms have been largely perceived that they would result in casualisation of organized labourers, if labour market reforms are vigorously pursued (Joshi, 1995). The marketaisation reforms in farm sector may force the farm laborers to seek non-farm employment. The experience in rural non-farm employment in India in the post reform period has not been quite encouraging. The relevance and significance of the rural non farm sector (RNFS), holds that the employment scenario during 1990s was marked by a serious setback in rural non farm employment (Chadha G.K, 2002). With regard to employment diversification in the rural area however suggested a selective approach to rural employment expansion keeping in view the ground realities and future potential in all the state.

The structural change of economic condition of the nation leads to selective withdrawal of labour force from farming and

shifting of the same to non-farming activities either within the rural sector or to the urban and semi urban areas through short-term migration. Alongside the employment elasticity's not only in the agricultural sector but also in the economy as a whole and growth rate on employment has been found to be declining (Bhalla, 1993, 1997).

Objectives of the Study

➢ To study the nature and structure of the labour market in rural India.
➢ To analyze the issues related to wage pattern and labour migration in rural India.
➢ To measure the growth of rural labour market and its trend.
➢ To suggest measures to improve the standard of rural labour market and to create new employment opportunities.

Condition of Rural Labour Market

As per National Sample Survey 2004-05 totally 45.9 crore workers are got employment in both organized and unorganized. 2.6 crore in the organized sector and the remain 43.3 crore workers engaged in unorganized sector. Out of 43.3 crore workers in the unorganized workers 26.8 core workers employed in agricultural sector; about 2.6 crore in construction work and remaining in manufacturing and service. In order to take care of those unorganized labourers government implemented the Unorganized Workers Social Security Act 2008 and follows the two-pronged strategy, i.e., legislative measures and implementation of welfare schemes and programmes have been followed and issued a smart card to the unorganized labourers to cover with insurance, welfare funds and provides the old age pensions for helpless elders.

Several initiatives have been taken recently to extend larger benefits to all the workers under various Acts, i.e., Maternity Benefit Act1961, Minimum Wages Act 1948, Industrial Disputes Act 1947, Workmen Compensation Act 1923, Employee State Insurance (ESI) Act 1948 and so on.

Working and Service conditions

That part of labour welfare which concerns with the worker's health, safety, comfort and efficiency in work setting is termed as working conditions. Thus, the term 'working condition' is described in the context of the health, safety, working environment, hours of work, and welfare of the workers in rural areas. Provision of sanitation, drinking water, rest shelter, and other similar facilities are included in it. As a part of labour welfare activities, working conditions include welfare amenities provided within the premises of an establishment. These consist of facilities like (i) latrines and urinals, (ii) washing and bathing facilities, (iii) rest shelters, (iv) arrangement for drinking water, (v) arrangement for prevention of fatigue, (vi) health services including occupational safety, and (vii) administrative arrangements within the working environment to look after welfare of workers.

Regulation of Working Hours

The Factories Act regulates the working hours of workers employed in factories. It is provided that no adult worker shall be required or allowed to work in a factory for more than 48 hours in any week. This is the maximum. But most of the rural labourers non aware of this regulation, agricultural labourers are forced to do the work in more working hours in rural areas in India.

Weekly holidays

No adult worker shall be required or allowed to work in anywhere in the first day of the week. If he/she works on that day, he/she will have a holiday for the whole day on one of the three days immediately before or after that day. The manager of the firm has to decide about the day the workers would be given as weekly holiday. The manager has to display a notice to this effect in the firm. No weekly holidays are available to the agricultural sector on that basis rural industries also keep the same practices in weekly holidays in the rural areas.

Compensatory holidays

Where a worker is deprived of any of the weekly holidays, he shall be allowed within the month in which the holidays were due to him or within the two months immediately following that month, compensatory holidays of

equal number to the holidays so lost. There is no weekly holiday in a rural labour market so compensatory holiday also not at all possible for rural area laborers.

Daily Hours of Work

No adult worker shall be required or allowed to work in a firm for more than nine hours on any day. This regulation has followed by all the rural employers but some time this may over ruled to the agricultural labourers and unorganized labourers in rural India.

Intervals for Rest

The duration of work of adult workers in a firm each day shall be so fixed that no period shall exceed five hours and that no worker shall work for more than five hours before he had an interval for rest of at least half an hour. Unorganized labourers take intervals for rest of their own in interest and working condition, there is no regular interval for rest during the working hours.

Spread Over

The period of work of an adult worker in a factory shall be so arranged that inclusive of his intervals for rest, it shall not spread over more than ten and a half hours on any day. This regulation is unknowingly followed in all the rural areas.

Night Shifts

Where a worker in a firm works on a shift which extends beyond mid night—
— A holiday for a whole day shall mean in his case a period of 24 consecutive hours beginning when his shift ends,
— The following day for him shall be deemed to be the period of 24 hours beginning when such shift ends, and the hours he has worked after mid-night shall be counted in the previous day. But mostly all the rural industries are allocate compulsory night shift to their labourers, they must work in night shift at the routine spell.

Prohibition of Over-Lapping Shifts

There is prohibition of over-lapping shifts in the Factories Act. It is provided that work shall not be carried on in any factory by means of a system of shifts so arranged that more than one relay of workers is engaged in work of the same kind at the same time. Where work of the same kind is carried out by two or more sets of workers, working during different periods of the day, each of such set is called a 'relay' and each of such period is called a 'shift'. This measure prohibits working in multiple shifts. But still some of the small scale industries not provides the multiple shifts in rural areas.

Extra Wages for Over-Time

Where a worker works in a firm for more than nine hours in any day or for more than 48 hours in any week, he shall, in respect of over time work, be entitled to wages at twice his ordinary rate of wages. The provision thus provides for payment of extra wages at twice the normal rates for working more than prescribed hours. This may followed by all the segments in the rural labour markets.

Restriction on Double Employment

No adult worker shall be required or allowed to work in any firm on any day on which he has already been working in any other firm except in circumstances as may be prescribed by the appropriate authority. Most of the rural labourers are got double employment due to the economic status of their family; employers are not bothering about this issue.

Notice of Period of Work for Adult Worker

A notice shall be displayed and maintained in every firm in respect of periods of work for adults, showing clearly for every day, the periods during which adult workers may be required to work. The period shall be fixed before hand. Mostly this regulation is not followed in rural areas, rural industries are having the notice boards but mostly that has been unused.

Restriction on Employment of Women

Women workers shall not be employed in the firm except between the hours of 6 A.M. and 7 P.M. The state government by notification may vary the limits, but in no case variation shall authorize the employment of women between

the hours of 10 P.M. and 5 A.M. Thus, there is a general restriction on employment of women at night. Most of the rural industries are not followed this regulation regards to restriction on employment of women.

Prohibition of Employment of Young Children

No child who has not completed his 14th year of age shall be required or allowed to work in any firm. It is the duty of the employer to ascertain the age of the children whom he allows to work in the firm. He/she cannot depend on the statement of the applicant. In rural unorganized sector employers are not bothering about the age of their labourers.

Non-Adult Workers to Carry Tokens

A child who has completed his 14th year of age shall not be required or allowed to work unless he is granted a certificate of fitness. The child shall carry a token giving reference of such certificate while he is at work. A certifying surgeon shall examine such person and ascertain his fitness for work in the firm. The certifying surgeon may grant to such young person in the prescribed form a certificate of fitness to work in a factory as a child. This is not followed in rural labour markets.

Labour Standards in Rural India

Labour force participation rates trend; typically, to be lower for both males and females in urban areas than in rural areas, the historical impact of urbanization on crude activity rates has been negative. The pattern of employment distribution of Indian workers is one of marked concentration in agriculture with a considerably smaller fraction involved in industry.

Growth of Labour Market in India

	1998-99			2007-08		
	Rural	Urban	Total	Rural	Urban	Total
No. of Factories	47498	84208	131706	60512	85873	146385
No. of .Workers	2463183	3901281	6364464	3708577	4489534	8198111

Source: *Annual Survey of Industries*

The above table shows the data about number of factories and labour force in Indian 2-digit industries and this explains the trends on

growth of labour market (In generally overall India labour growth is 29 percent in 2007-08 compared to 1998-99). Indian labour market growth mostly depends on rural labour market it register nearly 51 percent for the decade when urban labour market register 15 percent compound growth rate. It shows that there is a increasing trend in labour market in rural areas.

Wage pattern of Labourers

RANGE OF MINIMUM WAGES FOR UNSKILLED WORKERS IN DIFFERENT STATES/ UNION TERRITORIES

S. No.	States/Union Territories	Range of Minimum Wage for Unskilled Workers (In Rupees per day)
	Central sphere*	146 - 234
	State Sphere	
1	Andhra Pradesh*	69 – 249
2	Arunachal Pradesh	80
3	Assam*	58-100
4	Bihar*	109-119
5	Chhattisgarh*	100-134
6	Goa	150-157
7	Gujarat*	100-162
8	Haryana*	167
9	Himachal Pradesh	110
10	Jammu & Kashmir	110
11	Jharkhand*	111
12	Karnataka*	72-168
13	Kerala*	100-372
14	Madhya Pradesh*	110-158
15	Maharastra*	90-248
16	Manipur*	81
17	Meghalaya*	100
18	Mizoram	132
19	Nagaland	80
20	Orissa*	90
21	Punjab*	136
22	Rajasthan*	81-112
23	Sikkim	100
24	Tamil Nadu*	81-203
25	Tripura*	65-130
26	Uttar Pradesh*	100-159
27	Uttarakhand*	91-183
28	West Bengal*	96-156
29	A & N Islands	156-186
30	Chandhigarh*	170
31	Dadra & Nagar Haveli*	130
32	Daman & Diu*	126
33	Delhi*	203
34	Lakshadweep*	147
35	Puducherry	100-205

* The system of VDA is in vogue
Source: *Ministry of Labour and Employment*

The range of wages for unskilled labourers as fixed/revised in respect of employment, covered under central and state sphere. The minimum of wages includes special allowances. i.e. Variable Dearness Allowance (VDA) linked to CPI number of state-wise data are presented above.

The Minimum Wage Act, 1948 provides not only for adequate wages for physical subsistence, but also maintenance of health of workers by ensuring minimum wages for workers in certain industries.

The above table presents the data for each state labourers minimum wage level, this highlighted that central sphere is from Rs.146/- to Rs.234/-. This wage rate is differed for all the states depends on the geographical and availability of alternative choice of labour. Many of the states register less than Rs.100/-. And some other registers Rs.200/-. Kerala Register high wage of Rs.372 and Nagaland register the low wage of Rs.81/-. This table shows the disequilibrium between the wage patterns in different states, this may shows the inequality between the labour standards. Due to this inequality most of the labourers migrates other states to increase their capacity of earning. This migration causes the unemployment in one state, at the same time over employment in other state. Government should take initiation to balance these inequalities and fix the appropriate minimum wage rate for all the states.

Labour Market Performance

In India registers 478 billons as a labour force in 2010 among 52 percent of them engaged in agriculture, 34 percent in service sector and 14 percent of them are employed in industrial sector. Still totally 9.4 percent of the population are faced the unemployment problem and 37 percent of population live under the poverty line in India (NSS Report 2010). The different types of employment and levels of wages are discussed below.

Employment	Rural wage (Rs)		Urban wage (Rs)	
	Male	Female	Male	Female
Regular wage	175	108	276	213
Casual labour in public works (rural)	76	71	-	-
Casual labour in other works	67	48	87	51

Source: *Annual Survey of Industries*

From the above table it is evident that, in both urban and rural segments irrespective of the different employment type the women labourers are paid lower wages in par with the urban male labourers. Rural labourers are getting lower wages in par with the urban labourers, this may pave way for the migration of rural labourers in to urban areas.

Findings

➢ India has more than 70 percent of population in rural area.
➢ Nagaland register lowest percapita average minimum wage of Rs.81/- and Kerala register a highest of Rs.372/-.
➢ Among 35 states 6 states register minimum wage as Rs.100/- or less and 6 states register more than Rs.200/- and remaining 23 states are in between these two.
➢ Participation of rural workers into total workers has steady and higher growth when compared to urban areas.
➢ Rural areas are the industrially growing parts of the India, when compared to the urban areas.
➢ Government implemented more than 45 Acts to prevent the labourers from various problems they face in the working condition and for disputes settlements.
➢ Most of the rural industries are not providing the basic requirements of the labourers.
➢ The education qualification has been low when compared to the urban labourers, average schooling years of rural labourers in India is 4.2 years.
➢ In all the labour market female labourers are paid lower wages.
➢ Rural-Urban migration is considerably increasing.

Suggestions

➢ Government should change or frame a new polices depending on current improvements on the rural labour markets.

➢ Government should fix common wage for both rural and urban area to remove the inequality interms of wage.

➢ Government should take initiative to remove the inequality in minimum wages in different states.

➢ Employer must fulfill the basic needs of the labourers like toilet, canteen, restroom, and so on, Where ever it is possible.

➢ Government should take initiation to remove the compensation gap between the male and female labourers.

➢ Government should take preventive measures to reduce a migration of rural labourers.

➢ Conduct awareness programmes about Right to Education Act 2009 to encourage rural labourers to get a school education or to their next generation.

➢ Government and local NGOs shall join together to create awareness about various acts and their rights and duties in a work place environment.

Conclusion

India is a very vast country with has which is the second highest population in the world. Very younger country with more than 60 percent of working age group compare to other nations. It has 35 different states/union territories with different kind of working population and culture, 71 percent of total population has lived in rural areas. Still 37percent of population lives under poverty line and 9.4 percent of population under unemployment. This study conferred that there is a steady and constant growth in rural labour market if compared with urban segment. Rural labour market plays a vital role to provide employment opportunities to the people. But lot of rural labourers enjoy poor infrastructure and poor quality of work life, they got only 4.2 years of school education for their life. Rural labourers especially female labourers are getting lower wage than the urban segment. Most of the rural area labourers are unaware of the labour welfare acts and their rights and duties in a work place, government and NGOs shall take initiation to improve the standard of living of

the rural labourers by providing proper education to the rural workers.

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A STUDY ON EMPLOYEE EMPOWERMENT IN SRF LIMITED COMPANY MANALI, CHENNAI

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ABSTRACT

Empowerment refers to a process in which a manager shares power with a subordinate. Manager may empower subordinates by sharing resources with them, allowing them to participate in the decision making process, and by giving them access to relevant and important information. When such sharing of resources, decision making and information or curtailed, this increases powerlessness. "A Study on Employee Empowerment in SRF Limited Company, Manali, Chennai". The method of data collection is primary sources. The data was collected through interview schedule. Questionnaire was prepared with the combination of various types of questions which gave been listed below. The questions used each type are yes/no questions, close ended questions, open ended question and scaling questions. After collecting the data, analysis and Inference has been done by using simple percentage analysis, weighted average and chi-square analysis. Based on the findings the data analysis is made and what it was found that most of the employees feel the empowerment is not given them. Because in they are having high return of knowledge and there is no risk.

Key Words: Empowerment, superiors, subordinates, job satisfaction, decision making

INTRODUCTION

A growing number of today's organizations recognize that employee empowerment is a technique for unleashing employee potential and empowered employee can make the difference between success and failure in the long run. It is the responsibility of the management to transform the culture from command and control to giving employees the power to make decisions about their work. A survey of major firms revealed that firms which have transformed their culture claim to have increased productivity, number of clients, boosted employee camaraderie, this made each employees feel a sense of ownership and increased profits. Organization can achieve excellence by building a culture that drives risk-taking and decision making down to the lowest possible level. When employees are encouraged to take initiative and responsibility at every level and function they develop a feeling of psychological ownership leading to concern.

OBJECTIVE OF THE STUDY

➢ The primary objective of this study is to find out the level of employee empowerment and its effectiveness in the SRF Ltd.

➢ To determine the status of the organization prior to implementing the empowerment strategy.

➢ The study aims at ascertaining the aspects of improvements in employee morale out of employee empowerment.

RESEARCH METHODOLOGY

Research Design

The research used Descriptive Research design.

Sampling Size

The sample size for this study is fixed at 40 respondents.

Sampling Method

Probability sampling technique has been used for this study. Under this Simple random sampling method was adopted for selecting the sample item. The total population of technical workers in A STUDY ON EMPLOYEE EMPOWERMENT IN SRF LIMITED COMPANY MANALI, CHENNAI is around 3000. By adopting simple random method, it is proposed to select 40 respondents from the company.

Data Collection Method

Data are the basic input to any decision making processing of data gives statistics of importance of the study.

Sources of Data

Primary data was collected through Questionnaire. The data those which are collected as fresh for the first time and happen to be original in character. Secondary data were collected from Company Websites.

Statistical tools Applied for the Analysis

Simple percentage method, Weighted average method, Chi-square method and Correlation method.

DATA ANALYSIS AND INTERPRETATION
Table No.1
OPINION ABOUT EMPOWERMENT RELATED WITH PRODUCTIVITY

S. No.	Response	No .of respondents	Percentage
1	Strongly agree	16	40
2	Agree	14	35
3	Sometimes agree	8	20
4	Disagree	2	5
	Total	40	100

Inference

40 Percentage of the respondents strongly agree with the relationship of empowerment and productivity.

Chart No.1
OPINION ABOUT EMPOWERMENT RELATED WITH PRODUCTIVITY
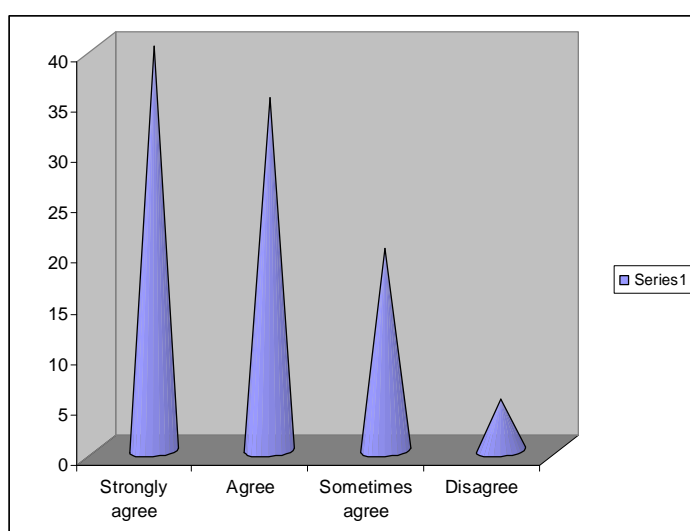
Table No.2
THE BASIS OF LEADERSHIP TRAINING IS GIVEN TO THE EMPLOYEES

S. No.	Response	No. of respondents	Percentage
1	Performance	10	25
2	Experience	16	40
3	Recommendation	7	17
4	Seniority	7	18
	Total	40	100

Inference

A glance through the table reveals that out of selected respondents, 25% were feel that, on the basis of performance the leadership training was given to employees. In case of 40% of respondent, on the basis of experience the leadership training was given to the employees while the recommendation basis the leadership training was given to the employee 17% of respondent were felt that the same. Finally seniority basis training was given to the employee 18%of the employees to felt above the same, it was clear from the table that among all the basis experience and performance play a pivotal role in given the leadership training.

Chart No.2
THE BASIS OF LEADERSHIP TRAINING IS GIVEN TO THE EMPLOYEE
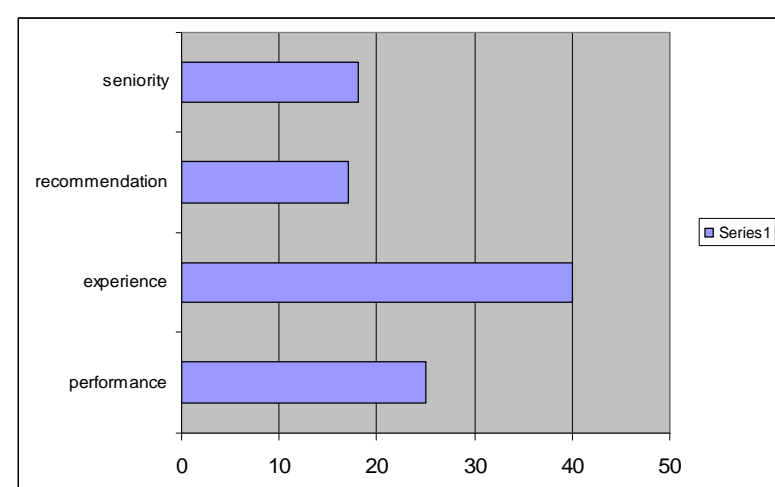
FINDINGS

- Majority of the respondents are highly satisfied with their job.
- A good numbers of employees agreed that it is essential to undergo leadership training to make right decisions, whereas a few in members never to profile any opinion.

SUGGESTIONS

- Organization may work to provide new and challenging assignments to the employees, so that people get motivated and delegated towards job profile
- Employees participation in management activities has to be encouraged so that innovation and creativity among the employees can be experimented.
- The employee has to develop self confidence to solve the problem.

CONCLUSION

Employee empowerment has become a buzzword in today's business. Employee empowerment has become a new way of thinking for many who are used to more hierarchical management structures. High level of empowerment can be achieved by implementing simple procedures in the organization. The study had identified the attitude of employees towards various factors. The study also suggested certain features and action which the organization should implement, so that the company can bring in high degree of empowerment among employees and generates high performance in achieving organization goals.

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A STUDY ON HEALTH STATUS AMONG THE TRIBAL MALAYALI ELDERLY PERSONS IN KOLLI HILLS IN NAMAKKAL DISTRICT, TAMILNADU

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ABSTRACT

Indian tribals are a heterogeneous group; most of them remain at the lowest stratum of the society due to various factors like geographical and cultural isolation, low levels of literacy, primitive occupations, and extreme levels of poverty. The present paper attempts to study the health status among the tribal malayali elderly persons in Kolli Hills in Namakkal District. Nearly two third (65%) of the respondents are in the age group of 60 to 69 years. More than half (54.5%) of the respondents are male. Absolute majority (89%) of the respondents are illiterate. Nearly two third (64.2%) of the respondents are engaged in their agricultural activities. The study suggested the provision of mobile clinic to cater to the needs of the community every month on a selected date on a regular basis.

Key Words: Health status, Tribal, Elderly persons.

Introduction

Ageing is mainly associated with social isolation, poverty, apparent reduction in family support, inadequate housing, impairment of cognitive functioning, mental illness, widowhood, loss, bereavement, limited options for living arrangement and dependency towards end of life. Generally, at household level, cultural norms and practices and socio-economic factors determine the extent of health problems among tribal people. Change in socio-economic status and various health problems adversely affect an individual's way of life during old age. In India the size of the elderly population, i.e. persons above the age of 60 years is fast growing although it constituted only 7.4% of total population at the turn of the new millennium. For a developing country like India, this may pose mounting pressures on various socio economic fronts including pension outlays, health care expenditures, fiscal discipline, savings levels etc. Again this segment of population faces multiple medical and psychological problems. India is home to almost half the tribal population of the world.

According to the 2001 Census, the population of STs is 84.3 million constituting 8.2% of the total population of the country.

Chhattisgarh (31.8%) has the highest percentage of ST population followed by Jharkhand (26.3%) and Orissa (22.1%). These proportions are in the lowest in Uttar Pradesh (0.1%), Bihar (0.9%), Tamil Nadu (1.0%) and Kerala (1.1%). Good health corresponds to dynamic stability, normal function and homeostatic control. Ill health corresponds to a state of instability, loss of function and failure of self-regulation. The regional variations in human health depends upon the effect of environment, geographic variations such as mountains, plateaus, plains and desert areas, besides cultural differences in terms of customs, traditions, diet and food taboos. Indigenous communities often depend on eco systems that are rapidly deteriorating through no fault of their own. These problems come in the wake of social disintegration caused by modernization and the destruction of traditional authority structures and autonomous decision-making. Such factors remain unexplored and no one tries to make an attempt to study overall health status of the tribal people.

Review of Literature

Although scheduled tribes are accorded special status under the fifth/sixth schedules of the Indian Constitution, their status on the

whole, especially their health still remains unsatisfactory. Tribal communities in general and primitive tribal groups in particular are highly disease prone. Also they do not have required access to basic health facilities. They are most exploited, neglected, and highly vulnerable to diseases with high degree of malnutrition, morbidity and mortality (Balgir, 2004). (Mohammad Awais, 2009) concluded that tribal women play a major role in the co-management of their natural, social, economic resources and agricultural development including crop production, livestock production, horticulture and post harvest operations but they remain backward due to traditional values, illiteracy, superstitions and dominant roles in decision making, social evils and many other cultural factors. Dam, A., et al. (2010), the elderly living in rural areas of the tribal state of Jharkhand suffer from poor physical and mental health, a factor which was rather unexpected in the Indian cultural system in the rural setting. Stephen Fuchs, (2012) described that although the tribes of India are a small minority with a low status and are considered politically and economically insignificant, it must be borne in mind that they inhabit the land-bound frontiers of the country and, therefore, cannot be ignored.

Significance of the paper

Despite remarkable world-wide progress in the field of diagnostics and curative and preventive health, still there are people living in isolation in natural and unpolluted surroundings far away from civilization with their traditional values, customs, beliefs and myth intact. They are commonly known as "tribals" and are considered to be the autochthonous people of the land. About half of the world's autochthonous people, comprising 635 tribal communities including 75 primitive tribal communities live in India. Tamil Nadu has a total Scheduled Tribe (ST) population of 0.65 million (Table 1) which constitute about 1.04% of the total population of the state. The major tribes that inhabit the state include Kadar, Muduvan, Paaliyan, Kanikkar, Malayali, Soliga and Konda Reddi. Majority of them are economically deprived, socially marginalized and lack resources. Their access to Health, Education, Employment and other income generation opportunities is limited. The literacy percentage of the scheduled tribes is 27.89 percent as against 63.72 percent of the general population. There is a need for proper intervention to solve their problem. This made the researcher to choose the about said topic.

Materials and Methods

The main objectives of the study were (i) to study the socio-demographic characteristics of the tribal malayali elder persons. (ii) to assess the health problems of the tribal malayali elder persons, (iii) to find out the problems faced in accessibility of health services, (iv) to give suggestion for the improvement of the respondents. The research hypotheses are: There is a significant difference between the type of family and the health status of the tribal malayali elder persons; There is a significant difference between monthly income and the health status of the tribal malayali elder persons; There is a significant difference between the type of house and the health status of the tribal malayali elder persons and there is a significant difference between the number of rooms in house and the health status of the tribal malayali elder persons. The research was undertaken to describe the health status of elderly people living in Kolli hills in Namakkal District. Thus the Descriptive Research Design was adopted. The Kolli hills was purposively selected by the researcher. There are 14 panchayats in Kolli hills block. The researcher decided to select 3 panchayats (Alathur Nadu, Gundani Nadu, and Gundur Nadu) from kolli block through lottery method. As per the available data from the kolli hills block office, there are 372 elderly were residing at those 3 panchayats. For the present study the researcher selected one third of elderly as sample. Hence, the sample size constitutes 123 elderly persons. A self prepared semi structured interview schedule was used to collect the socio-demographic details of the respondents. It consisted of personal details, family details and intervening questions. To assess the 'Health status' of the respondent, the researcher used the Health Status Questionnaire by Knoght Chiropractic (2011) comprises of 55items.

Results and Discussions
Socio-demographic findings

Nearly two third (65%) of the respondents are in the age group of 60 to 69 years. More than half (54.5%) of the respondents are male and the remaining (45.5%) of the respondents are female. Cent percent of the respondents belonged to ST community. Cent percent of the respondents belonged to Hindu religion. Absolute majority (87.8%) of the respondents are married, about 11% of them are widow/widower and the remaining (1%) of them are unmarried. Absolute majority (89%) of the respondents are illiterate. Nearly two third (64.2%) of the respondents are engaged in their agricultural activities. Most majority (84%) of the respondents' income category is the range of Rs.1000 to Rs.2000. Majority (83%) of respondents belonged to nuclear family. More than half (54%) of the respondents are living in hut house. Two third (67%) of the respondents had own land. Vast majority (95%) of the respondents' source of drinking water was from well. Majority (69%) of the respondents do not have the habit of smoking. Majority (76%) of the respondents do not have the habit of consuming alcohol. Absolute majority (94%) of the respondents eat healthy food and majority (60%) of them reported that they have hospital facility at their place.

Table-1: Distribution of the respondents by their Health status

S. No.	Level of Health Status	No. of respondents	Percentage
1.	Low	70	56.9
2.	High	53	43.1
	Total	**123**	**100.0**

From the above table, we could infer that more than half (57%) of the respondents had low level of health status and the remaining less than one third (43%) of them had high level of health status.

Findings related to hypotheses

1. There is a significant difference between the type of family and tribal malayali elder persons.

2. There is a significant difference between the monthly income and tribal malayali elder persons.
3. There is a significant difference between the type of house and tribal malayali elder persons.
4. There is a significant difference between number of rooms in house and tribal malayali elder persons.

Role of Social Worker

In India, due to the elite structure of health care facilities, the poor and the elderly people are often neglected. In the study undertaken it was found that once the elderly fall sick, they do not visit the PHC or clinics or any outpatient departments.

Social work is mainly believed to be problem oriented but while working with the elderly it may be process oriented. The most appropriate place through which they can operate is while they are employed as social workers in public/government hospital or while they are employed in community based rehabilitation schemes in the communities.

Suggestions

1. For improving the level of nutrition and health condition, adequate infrastructure facilities are needed. Surveillance team needed for monitoring the development programme regularly.
2. Some definite health intervention measures are necessary to cater to specific diseases associated with old age. This calls for the establishment of special geriatric wards within public sector health facilities and concessions in private hospitals through identity cards for the poor elderly.
3. There should be special wards for treating the elderly in general hospitals throughout the country.
4. There should also be mobile hospital for elderly patients so that they do not have to travel or wait.
5. Enhancing the quality of life and emotional well being of older people, maintain communal gardening sites offer one practical way in which it may be possible to develop a 'therapeutic landscape'.

6. There is a great need for an appropriate insurance scheme for enabling the elderly to meet their medical expenses.

7. Providing social and economic incentives and support for combating the common prevalent.

8. Communicable and non-communicable diseases in the tribal community through NGOs run by tribals.

Conclusion

Health care is one of the most important of all human endeavors to improve the quality of life especially of the tribal people (Balgir, 1997; 2000). Health must meet the need of the people, as they perceive them. Health cannot be imposed from outside against people's will. It cannot be dispensed to the tribal people (Balgir, 2000). These elderly tribal persons prefer to use indigenous medicines for their illness and feel that it is a waste of time to travel to places away at a long distance form home for treatment. If health services are available at their door step it would be a welcome change for them.

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ROLE OF INFORMATION COMMUNICATION TECHNOLOGY (ICT) IN AGRICULTURAL DEVELOPMENT

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Introduction

A.ICT Defined

ICT can be interpreted broadly as "technologies that facilitate communication and the processing and transmission of information by electronic means."

B. ICT and Development

According to Nelson Mandela, "Eliminating the distinction between information rich and information poor countries is critical to eliminating other inequalities between North and South and to improving the quality of life of all humanity" (Mandela, 1998).

C. Rural India

"Just as the whole universe is contained in the Self, so is India contained in the villages"…This has been said by **Mahatma Gandhi**, the father of our nation and the visionary architect of India's rural development programme. The villages epitomize the soul of India. Rural India reflects the very essence of Indian culture and tradition.

Arokoyo (2005) enumerated the following as important potentials applications of ICTs in agricultural extension:

- capacity to reach a large target audience e.g. with the use of Radio, TV, and internet;
- can be used to make the extension systems and structures more efficient through better management of information and scarce resources e.g. with the use of data bases for managing information software (MIS) and Networking software;
- ICTs may be used effectively for not only normal weather forecast but also a warning system for disease/pest outbreaks and other disasters before they occur;
- For the provision of timely and sensitive market information e.g. with the use of Radio, TV, and SMS;
- ICTs are important for networking among and between the key stakeholders in Research-Extension-Farmers-Inputs-Linkage System (REFILS) e.g. the use of telephone, video, conferencing, network software, SMS;
- ICTs can also be effectively used for community mobilization learning and action e.g. with the use of Radio, TV, public Address systems, and the web.

Areas of IT convergence

Applications of IT in support of agricultural and rural development fall into five main areas, as outlined by Don Richardson (FAO, 1996). These are:

1. Economic development of agricultural producers; community development Research and education;
2. Small and medium enterprises development and media networks.
3. Online services for information, education and training, monitoring and consultation, diagnosis and monitoring, and transaction and processing;
4. E-commerce for direct linkages between local producers, traders, retailers and suppliers the facilitation of interaction among researchers, extension (knowledge) workers, and farmers;
5. Question-and-answer services where experts respond to queries on specialized subjects ICT services to block- and

district-level developmental officials for greater efficiency in delivering services for overall agricultural development;

6. Up-to-date information, supplied to farmers as early as possible, about subjects such as packages of practices, market information, weather forecasting, input supplies, credit availability, etc.;

7. Creation of databases with details of the resources of local villages and villagers, site-specific information systems, expert systems, etc.;

8. Provision of early warning systems about disease/pest problems, information regarding rural development programmes and crop insurances, postharvest technology, etc.;

9. Facilitation of land records and online registration services;

10. Improved marketing of milk and milk products;

11. Services providing information to farmers regarding farm business and management;

12. Tele-education for farmers;

13. Websites established by agricultural research institutes, making the latest information available to extension (knowledge) workers and obtaining their.

ICTs in Developed and Developing Country Agriculture

Information and communication technologies are rapidly transforming the face of agriculture in industrialized countries. Many if not most activities in the agricultural marketplace are now mediated by web-linked databases specifying prices, qualities, and quantities demanded. Electronic communication and websites enable farmers to access credit, government programs, and technical assistance under a variety of finance modes. Livestock semen, transgenic crops, and business development services can be located, bought, and paid for over the Internet, often delivered by next-day courier. Access to knowledge and information in many forms has become a key element of agricultural competitiveness at household, regional, and international levels. Information about agricultural products themselves and the conditions under which they

are produced account for an increasing proportion of the final price, as demonstrated by the premiums attached to organic and fair-trade products. In short, the face of developed agriculture has changed as ICTs have become increasingly critical to farmers and agricultural planners in the developed world. In economic terms, information has become so critical that it needs to be recognized explicitly as a fourth production factor in agriculture.

The transformation of agriculture in developed countries has taken place in a context of high literacy rates, well-functioning telecommunication systems, readily available electricity, an established and regulated credit and banking system, well-developed transportation networks, high labor costs relative to the cost of computing equipment, and reasonably easy access to ICTs.

Scope of Information Technology to Farmers

Farmers need of information on generated technology from the research system to apply them for agriculture production. This technology may include harvesting time, optimal planting, right method of diseases control, storage and processing methods, soil control methods, storage and processing methods and many more. Farmers also take decision about what and where to sell their farming products. Information not only help farmers to make beneficial decision in short period, it is also help to decide what will be produce.

ICTs provide transparency in implementation mechanisms that could be seen in paddy procurement systems of government, and several other purchase schemes of various crops all across the country. The money is directly transferred to bank account of farmers that reduces the possibility of malpractices by agents and also addresses the corruption menace to large extent. The department of weather forecasting predicts about rain and weather in general, helps the farmers in planning managing of various stages of agriculture. ICT plays crucial role in agriculture production, crop management and others, however, the implementation is affected by several factors such as required infrastructure for access and affordability of ICT tools and facilities internet connectivity in

production and commercial areas outreach of awareness programmes, the quality and availability of suitable information content choices and appropriation of individuals towards ICT based approaches etc.

Equipment of ICTs which are used in Agriculture-

ICTs (information communication technology) includes any communication device or application as radio, computer, television, network hardware, cellular phones, software, and satellite systems etc., as well as the various services and applications associated with them, such as distance learning and video conferencing. It is an integration of the technologies and the processes to distribute and communicate the desired information to the target audience and making the target audience more participative in nature.

Farmer participatory knowledge system with four kinds of symbiotic linkages

Lab-to-Lab – this will involve organizing a consortium of scientific institutions and data providers.

Lab-to-Land – this will involve symbiotic linkages between the providers of information and the users, so that the information disseminated is relevant to the life and work of rural families.

Land-to-Lab – there is considerable traditional knowledge and wisdom concerning the sustainable management of natural resources, particularly water. Therefore, the technical experts should not only learn from traditional knowledge and experience, but also take steps to conserve for posterity the dying wisdom and the dying crops.

Land-to-Land – there is much scope for lateral learning among rural families; such learning has high credibility because the knowledge is coming from a fellow farm woman or man who would have subjected the information to an impact analysis from the point of view of its economic and social development

Three important roles which ICT can play are as following:

1) Enhancing agricultural production

Farmers often face many threats like poor soils, drought, and pests. Key areas where ICT can help improve this is by providing up-to-date information about pest and disease control, early warning systems, new varieties, new ways to optimize production and regulations for quality control.

2) Improving market access

Providing up-to-date information and consumer trends can improve a farmer's negotiating position and their livelihood, while enabling farmers to make better decisions.

3) Capacity-building and empowerment

ICT technologies can be used to strengthen communities and farmer organizations strengthen their own capacities and better represent their constituencies when negotiating input and output prices, land claims, resource rights and infrastructure projects. Rural communities are able to interact with others via the use of ICT which reduces social isolation that they would otherwise be facing. Besides that, ICT technologies are able to make processes like law-making and land-title approvals more transparent.

Awareness of ICT in Rural Agriculture Markets/Products

The success of agricultural development programs in developing countries largely depends on the nature and extent of use of mass media in mobilization of people for development in general. Radio and Television have been acclaimed to be the most effective media for diffusing the scientific knowledge to the masses. In countries like India where literacy level is low, the choice of communication media is of vital importance, particularly Electronic Media.

The Television and Radio are significant, as they transfer modern agricultural technology to literate and illiterate farmers and peasants alike even in interior areas, within short period of time. With the main stream of Indian population, engaged actively in agriculture, television could serve as a suitable medium of dissemination of farm information and latest technical know how. The farmers can easily understand the operations, technology and instructions through television. The coverage of different subject matter by radio, television,

newspaper and farm magazine are almost similar with regard to agriculture, horticulture, animal husbandry, agricultural marketing, agricultural engineering and cooperatives etc.

Benefits of Information Technology in Agriculture sector

Now days, Information technology is playing a vital role in agriculture sector. Farmers,

1. Improve in decision making

Information technology is very useful for farmers, researchers and other person to take any decision regarding future. From having necessary information any farmers can make decision concerning their agricultural activities as what should be growing and where should be selling. From the exchange of knowledge from various areas and various territory farmers be more conscious before decision making.

2. Agriculture breakthrough

Scientists are developing new and improve grains or techniques to help winter crops become strong against the cold. Framers of all worlds may benefits from the same breakthrough simply by being connected from the agriculture world. Sharing of this information helps everyone to progress much easier through resources made available by information technology.

3. Suitable planning

Information technology has provided farming software which can keep better track of agriculture and predict yields. By using of modern farming technology and methodology, farmers can better control on their crops.

4. Prediction of weather

Information technology is also very help to make prediction about weather. Through satellites and other technology farmers get the knowledge about future weather condition, it will be starvation, dry, hailstorm, rainfall and other natural conditions.

5. Better selling opportunity

Information technology also provide the knowledge about what and where is suitable market for better opportunity of selling product on fair value

ICT IN MARKET LINKAGES TO FARMERS
ICT can help in the following ways:

i. Spot exchanges to function

Spot exchanges helps arbitrage the price levels effectively and help farmers to find buyers at right prices. In effect, it breaks down barriers of communication which farmers face in finding the optimal price and its buyer. Combined with an operational feature exchange, it can integrate speculation and other aspects of trading, making the price discovery transparent to the individual farmer

ii. Supply chain management

ICT can help individual small farmers to find such aggregators who can buy small lots and sell to big buyers. This function can also be shortened and facilitated by electronic means of the exchanges, if agricultural produce becomes standardized and conforms to specified quality standard levels. Buyers place orders with minimal inspection as to quality, which add to the cost of supply chain management. ICT alone cannot help, if physical infrastructures like warehousing, quality standardization, grading systems are not in place. Warehousing also creates commerce through trade in warehouse receipts, which in effect become a commercial bill of exchange

iii. B2B commerce

ITC E Choupals are reaping the benefits since its Choupals connect to the rural market. Similarly Hindustan Level Ltd (HLL) in India is expanding its Shakti network which includes women and Self Help Groups, who become entrepreneurs with an alternative livelihood in direct marketing of HLL consumer goods.

ICT enhancements to agricultural programs – the four "C's"
Class of ICT enhancement

Connectivity and access	• Providing or enhancing rural connectivity through private or Public Tele centers and ISP promotion • Developing inexpensive access alternatives to traditional PCs, such as cell phones, pagers, and PDAs • Reducing the overall cost of information access in rural areas • Ensuring access to key intermediaries and stakeholders (e.g., women, extension agents, community centers, etc.)

Capacity building through social networks and training	• Developing ICT training activities for key players such as agricultural policy makers, planners, researchers, extension agents, or other intermediaries such as community radio stations and NGOs • Using ICTs to enable or strengthen distance education and/or teacher support for agricultural education and rural communities • Creating virtual communities for both non-specialists and specialists • Linking productive value chains through web portals and ICTs
Content and application development	• Creating and stocking online digital libraries with new or repackaged digital material targeted at small farmers and community intermediaries • Producing new or adapted agriculture decision support tools targeted at agricultural users, particularly women, small farmers, and local intermediaries
Conducive governance and policy	• Policy advocacy, especially in the telecommunications sector, but also in commerce, agriculture, culture, and privacy law • Upgrading or establishing ICT capacity at national agricultural statistics systems and environmental monitoring systems • Creating investment funds and incubators for rural and agriculturally oriented ICT ventures • Tracking and dissemination of emerging uses and models for cost-effective ICT use

REASONS FOR SUCCESSFUL ADOPTION OF ICT IN AGRICULTURE

1. An increased need for information

Agricultural production is in the process of constant structural adaptation dictated by deteriorating terms of trade and characterized by larger, commercialized production units (Ministry of Agriculture and Rural Development, 1999). The larger the production unit and crop diversity the larger the need for more sophisticated data management and support for decision making.

2. Prevalence and simplicity

The prevalence of computers is consistently increasing which in turn reduces reluctance to adopt them. Eventually reduced inhibition and lower costs lead farmers to seek and adopt software to suit their needs. The less sophisticated farmers tend in time to join the process by seeking suitable simple, non-challenging solutions.

3. Returns on investment

Farmers that found ICT to be beneficial and compatible with their needs pointed out the following advantages: easy collection of data, favorable comparisons of cost and income, follow up of data input, establishment of cumulative data sets, their use and information accessing all translating into management efficiency. Measuring the benefit from the use of information systems is difficult. This makes measuring the expected benefit of information systems very difficult. One of the intuitively obvious variables is the return on investment but the level of investment is not necessarily correlated to profitability. Contrary to expectations it was found that quantifiable changes were modest at best (Christensen, 1992). Since performance goals are usually presented as justification for investment in information technology the measure should be an improvement in the production process and not necessarily a direct return on investment. In this case if ICT indeed improved the production processes, these improvements should eventually be evident. Examples would include better decisions in a specific production process, shorter supply lead-time, etc. No effort was made to quantify the benefit from ICT although the negligible cost of such package contributes to the farmer's favorable cost benefit ratio.

iv. Maintaining existing competencies

An adopter's level of education and training correlates positively with the ability to manage information, production processes and attain benefit from adopting a new technology (Gelb, 1998). It stands to reason as well that an adopter's level of education correlates positively with the level of benefit accrued to adoption of the managerial information systems. ICT enables

even the most conservative farm managers to utilize the system for supporting decisions without a threat of unfamiliar changes in management procedures. Older and traditionally trained managers can easily adopt ICT without a need to study new background data sets and or management methodology. As such prior knowledge for using ICT is not a prerequisite for adoption. Despite the approach that agriculture is a comprehensive business as any other, most farmers limit their management efforts to production aspects. In comparison to other businesses, farmers are usually isolated professionally in their users get many benefits from this. Some benefits are following decisions. This is a self-perpetuating situation that encourages resistance to changes in production methods and changes in business management methodology. It is in line with the contention that individuals tend to justify their actions according to their beliefs, past experience and reluctance to relinquish their time proven traditions and experience (Varela et al.,, 1994). ICT enables the user to maintain his habits thereby minimizing the resistance

v. Flexibility

ICT is not confined to a specific crop or crop-pattern which in turn allows the farmer maximum adaptation flexibility. Consequently, different farmers growing the same crop may utilize the program differently. Experience indicates that in many cases dedicated programs, attempting to be all-inclusive become inflexible, and eventually irrelevant

vi. On time Information

When information is unavailable when needed on time at a decision point, the decision is taken based on a currently different situation. This can distort the managerial processes. ICT enables accessing data and information when needed. This is due to the simplicity of entering data as well as extracting reports.

vii. Training and support

Operational proficiency training is a necessary condition for successful information technology adoption, the more so with complicated software (Ptak and Schragenheim,

1999). Some ICT packages needs limited training being technically simple enabling adaptation to various production patterns. Regardless, on-line and phone support are available on request without charge. Occasional refresher courses are held on demand.

PROSPECTS OF ADOPTING ICT IN AGRICULTURE

Development economy has witnessed industrial revolution, agricultural revolutions (green-food grain, white-milk, yellow-edible oil, blue-fish, and now rainbow), information technology revolution, Information Technology have now become the "drivers" of globalization of the economy, with their complementarities of liberalization, privatization and tighter intellectual property rights. As we entered into the 21st century, the realm of electronic communication, which encompasses telecommunication, broadcasting, information technology, and services and industries, is undergoing profound changes, leading to a Global Information Infrastructure (GII), which will be capable of carrying any type of information, be it text, data, voice or video. Information is now broadly defined to embrace voice in telephony, text in fax and newspapers, images in video and TV broadcasting, and data in computers. All information can be digitized, transported, stored, retrieved, modified, and then distributed. The application of Information and Communication Technology (ICT) in agriculture is increasingly important. E-Agriculture is an emerging field focusing on the enhancement of agricultural and rural development through improved information and communication processes. More specifically, e-Agriculture involves the conceptualization, design, development, evaluation and application of innovative ways to use information and communication technologies (ICT) in the rural domain, with a primary focus on agriculture.

Information and Communication Technology (ICT) can play a significant role in maintaining the above mentioned properties of information as it consists of three main technologies. They are: Computer Technology, Communication Technology and Information Management Technology. These technologies are applied for processing, exchanging and

managing data, information and knowledge. The tools provided by ICT are having ability to:

i. Record text, drawings, photographs, audio, video, process descriptions, and other information in digital formats,
ii. Produce exact duplicates of such information at significantly lower cost,
iii. Transfer information and knowledge rapidly over large distances through communications networks.
iv. Develop standardized algorithms to large quantities of information relatively rapidly.
v. Achieve greater interactivity in communicating, evaluating, producing and sharing useful information and knowledge.

RECOMMENDATIONS

❖ This study recommends the following:
❖ The Government should provide at least one ICT centre in every local government headquarter. This ICT centre should have computers equipped with IT such as email and the World Wide Web, for ready access to farmers.
❖ The Government should provide training and support staff in each of these ICT centres.
❖ The Government should educate farmers on the role/benefits of ICT in agriculture so as to boost user's trust on ICT
❖ To Empower agricultural and rural intermediary organizations such as extension agents, local
❖ NGOs, and producer associations through ICTs in order to increase their effectiveness at understanding and servicing their clients' needs.
❖ To promote e-learning system like internet, mobile, slides etc.,
❖ To establish more permanent networks and exchange on Internet e.g. E-agriculture global platform www.e-agriculture.org etc.

CONCLUSION

The main aim of the research study was to evaluate the use of ICT in agricultural information dissemination. Result from the study had shown that ICT channels had positive impact on the awareness of agricultural information. The reason advanced by farmers for increase productivity were, adequate information from ICT channels about recommended farm practices, increase farm size, use of improved varieties. Finally, the study clearly showed the importance of using ICT channels in the dissemination of agricultural information and consequently in agricultural development in the state.

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A STUDY ON STUDENTS' PERCEPTIONS ON THE USE OF ICT IN HIGHER EDUCATION IN TRICHY DISTRICT

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INTRODUCTION

Information Communication Technology (ICT) is potentially a powerful tool for extending educational opportunities and can provide remote learning resources. ICT encourage students to take responsibility for their own learning and offers problem centered and inquiry based learning which provides easy access and information based resources. It is necessary to acquire the ability to use technology as a tool to research, organize, evaluate and communicate information and the possession of the fundamental understanding of the ethical or legal issues and use of information. Today knowledge of networking, communication and retrieval technologies has become core to the profession. It is believed that the use of ICT in education can increase access to learning opportunities. It can help to enhance the quality of education with advanced teaching methods, improve learning outcomes and enable reform or better management of education systems.

India has one of the biggest systems of education with a total enrolment of 189.2 million, with 81.1 million girl students and 5.45 million teachers in schools, nearly 10 million students in 350 universities and 15,000 colleges and 420,000 teachers. This includes 11 open universities and 104 distance education institutions of dual mode; and the Open University system has an enrolment of about 20 percent of the total. The rate of growth since Independence is quite high, coverage has increased, dropout rate has reduced, and the percentage of girl students in education is increasing.

The introduction of Information and Communications Technology (ICT) in education reflects and responds to present and future needs of people functioning in an intensely changing and challenging intellectual environment. Since the advent of the computer, the internet and the web numerous changes have occurred. The presence of IT has actually transformed the teaching, learning and administrative environment in post-secondary education worldwide and in order to keep pace with the rapidly changing landscapes it has become inevitable to implement technology integration.

HIGHER EDUCATION IN INDIA

The Indian Higher Education System has established itself as the largest system in the world in terms of number of institutions and third largest in terms of student enrollment (after China and USA). India being one of the largest higher education systems in the world consisting of over 651 universities according to UGC as on 2013. Besides there are 31,324 colleges of higher learning in the country as on August 2011 according to the Higher Education in the 12th Five-Year Plan Report (2012-17). The number of students enrolled in the universities and colleges has increased since independence to 13,642 million in the beginning of the academic year 2009-10 with 1,669 million (12.24%) in the university departments and 11.973 million (87.76%) in the affiliated colleges (MHRD, Annual Report, 2009-10).

Higher education plays a pivotal role in the development of a country, as it is viewed as a powerful means to build knowledge based society. In India, higher education imparted by universities is facing challenges in terms of Access, Equity and Quality. The Government of India has taken several initiatives during the Eleventh Five Year Plan period to increase access to higher education by adopting state specific strategies, enhancing the relevance of higher education through Curriculum reforms, Vocational programs, Networking, Information Technology adoption and Distance Education along with reforms in governance.

ICT POLICY OF INDIA

The ICT Policy in higher education aims at preparing youth to participate creatively in the establishment, sustenance and growth of a knowledge society leading to all round socio-economic development of the nation and global competitiveness. The introduction of ICT in the higher education has profound implications for the whole education process ranging from investment to the use of technologies in dealing with key issues of access, equity, management, efficiency, pedagogy and quality.

- **Student-centered Learning:** ICT provides a technology that has the capacity to promote and encourage the transformation of education from a teacher directed enterprise towards student-centered models. As more and more students use computers as information sources and cognitive tools, the influence of the technology will increase to support their studies.

- **Supporting Knowledge Construction:** Learning approaches using contemporary ICTs provide many opportunities for constructivist learning and support for resource-based, student centered settings by enabling learning to be related to context and to practice.

- **Any place Learning:** With the help of ICT, educational institutions can offer programs at a distance mode. Today many students can use this facility through technology-facilitated learning settings.

- **Any time Learning:** Technology-facilitated educational programs remove the geographical barriers. Students are able to undertake education anywhere, anytime and at any place. This flexibility has provided learning opportunities for many more learners who previously were constrained by other commitments.

- **Information Literacy:** The growing use of ICT as tools of every day life have seen the pool of generic skills expanded in recent years to include information literacy. It is highly probable that due to the future developments and growth in technology, it will help further for information literacy.

The Four Rationales for Introducing ICT in Education

Rationale	Basis
Social	Perceived role that technology now plays in society and the need for familiarizing students with technology.
Vocational	Preparing students for jobs that require skills in technology.
Catalytic	Utility of technology to improve performance and effectiveness in teaching, management and many other social activities.
Pedagogical	To utilize technology in enhancing learning, flexibility and efficiency in curriculum delivery.

Source: *Cross and Adam (2007)*

TECHNOLOGY TRENDS IN HIGHER EDUCATION

Technology will play a bigger role in transforming higher education imparted by universities to the next level. The tools help to create a social, highly collaborative and personalized environment with innovative solutions that will enhance the way students learn, communicate & collaborate and study both on and off campus. Some of the exciting Technology trends in Indian Universities are:

- **Digitization of Books (E-Text Books):** There is an increased trend towards creation of a digital repository of books to create a digital learning environment for students. The digital version of the books embedded with text, pictures along with video, simulations and visualizations help students learn the concepts in an interactive way. The National mission on Education through ICT plans to generate new online course content for UG, PG and Doctoral education.

- **Content Delivery using IT/ICT:** Higher Education is purely a content driven play where educational content is delivered through innovative use of ICT. There is an increased trend in higher education institutes to render content through Radio, TV and Satellite.

- **Open Education Resources:** Many Indian universities are contemplating Technology enabled free access of education resources. AICTE Indian National Digital Library in Engineering & Technology (AICTE –INDEST) is a consortium set up by the Ministry of Human Resource to enhance greater access and generate annual savings in access of bibliographic databases. UGC has also launched its Digital Library Consortium to provide access to peer reviewed journals and bibliographic databases covering subjects such as arts, humanities, technology and sciences.

- **Virtual Technical University:** The National mission on Education through ICT is working on a war foot to establish a virtual technical university to impart training to UG/PG students along with new teachers. National mission on Education through ICT.

Challenges of Using ICT
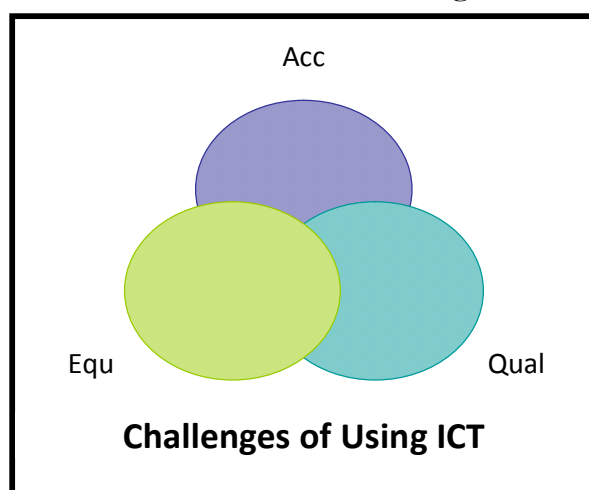
- **Mobility:** With the Proliferation of mobile phones on campus, colleges everywhere are compelled to capitalize on feature -rich phones that are capable of much more than just voice calls. Adoption of the BlackBerry, iPhone and other smart devices that have Internet access allows students and faculty to perform a wide range of assignments. Tasks like administration, sharing class notes, downloading lectures, instant messaging, etc., are possible anywhere cell phone service is available. Mobile phones are also being used to access computer files from remote locations. With services like "Soonr", students who have forgotten to bring an assignment to class can use their cell phone to access the completed work on their home computer and show it to the professor.

- **Social Learning:** The emergence of Web 2.0 and social networking such as blogs and wikis, as well as new online video repository and delivery websites such as YouTube, iTunes U and Big Think is influencing a new trend in higher education. The emergence of smartphones such as the iPhone and other intelligent devices has enhanced mobile learning (referred to as m-learning). These technologies create new channels for content delivery, online video expansion and podcasting. Also, the adoption of virtual reality websites such as Second Life has provided higher-education institutions with new venues.

BENEFITS OF ICT IN EDUCATION

In absence of ICT, most of the responsibility of teaching and learning lies on the teachers. However, with the help of ICT one can transfer the responsibilities to the students so that they can self manage. It helps to individualize the teaching or guidance method as per the student's need. It also boosts the confidence level and the self-esteem of the students who acquire the ICT skills through the process of being exposed to such kind of learning also puts forth the view that ICT-based registration, evaluation, and administration help to link different levels of information and facilitate an overall view of the whole educational setup. It facilitates the evaluation and examination of the learning process and results by the students and the parent's in a flexible and convenient way. The globalization process has also created a large market of offshore students. To reach them, information technology is the only convenient medium, which can offer education as a service (Bhattacharya and Sharma, 2007). It increases education provision substantially and can contribute to mass education. It also creates competition among the institutions for providing education and hence improves the quality (Cross and Adam, 2007).

Stakeholder	Benefits
Students	• Increased access, • Flexibility of content and delivery, • Combination of work and education, • Learner-centred approach, • Higher-quality of education and new-ways of interaction.
Employers	• High quality, cost effective professional development in the workplace, • Upgrading of employee skills, increased productivity, • Developing of a new learning culture, • Sharing of costs and of training time with the employees, • Increased portability of training.
Governments	• Increase the capacity and cost effectiveness of education and training systems, • To reach target groups with limited access to conventional education and training, • To support and enhance the quality and relevance of existing educational structures, • To ensure the connection of educational institutions and curricula to the emerging networks and information resources, • To promote innovation and opportunities for lifelong learning.

Source: *UNESCO, 2002.*

OBJECTIVES OF THE STUDY

The main purpose of this study is to explore the extent to which training problems influence ICT implementation in higher education.

1. To find out how students respond to the increasing use of ICTs in all levels of education.

2. In order to build up a profile of students' attitudes, it was considered necessary to obtain data on different elements which might contribute to or explain the patterns of response. These elements include
   • barriers to the use of ICTs arising from the 'Digital Divide' or the 'Knowledge and expertise gap'
   • attitudes to computers in general as part of the modernisation process
   • attitudes of using ICT in general as well in education.

STATEMENT OF THE PROBLEM

ICT can be integrated into curriculum delivery through use of e-learning, video conferencing, electronic platforms, World Wide Web and open source software. Much as investment in ICT continues to increase, information communication technologies have not been effectively used into lecture rooms in institutions of higher learning. Few institutions have tried to integrate ICT into teaching and learning environments, but they have faced a problem of high costs in purchasing ICT tools and maintenance (Farrell, 2007). And yet, failure to access and adopt information and communication technologies and knowledge critically has hindered sustainable progress for individuals and communities as we enter the 21st century (Katundu, 2000). While there could have been several contributing problems; cost of ICT training materials, skills development in ICT, and administrative support may have played a major role in affecting ICT implementation in institutions of higher learning. (Rogers 2003). Hence the need for this study arouse due to the factors influencing ICT implementation in Higher Education.

SIGNIFICANCE

The study could provide vital information to the institutions of higher education about the technical bottlenecks and measures of dealing with them in prompting ICT implementation. Knowledge gained from this research study would be useful to educators and policy makers in making wise decision in relation to their ICT investment. Theoretically,

the study would also prompt more researchers in the area having contributed to literature for future studies.

RESEARCH METHODOLOGY

The researcher adopted descriptive design as the research aimed at describing the students' perception about the use of ICT in Higher Education. About 60 Post Graduate students in Trichy District from both arts and science were selected through Stratified Systematic random sampling. It was decided that the most effective method of collecting data among the student groups was by means of a questionnaire. Both primary and secondary data used for this study. The primary data were collected by using a pre-tested questionnaire. Secondary data were also used from published and unpublished sources.

KEY FINDINGS

- The study illustrated that the respondents had high access to Personal Computers and Internet usage. More than half (58.4%) of the respondents had huge access either at home or internet centre and one third of the respondents had extensive access to Internet.
- A little more than two third i.e. 37.6% had restricted access to the Personal Computers and a little less than half 46.4% had restricted access to the websites. The study found that only a negligible portion had minimum access to internet.
- The study revealed that the access level of the respondents to ICT technology differs by their branch of study (MA/MSc). The respondents belonging to arts subject had relatively more restricted access (42.6% had extensive access compared with 68.4% of Science respondents).
- One of the key findings from this survey is that students are not a homogenous mass of end users and that disciplinary differences and orientations will affect the degree of receptivity to new technologies. It identified that access to technology differs by their age, previous

educational qualification, family background and their economic status. About 28.4% of the respondents felt that they had no issues in accessing internet.

- Out of those who had issues related to usage, 32.6% mentioned the opening hours is not related to their college timing and some reported inadequate PCs to use.

Use of Computer Hardwares
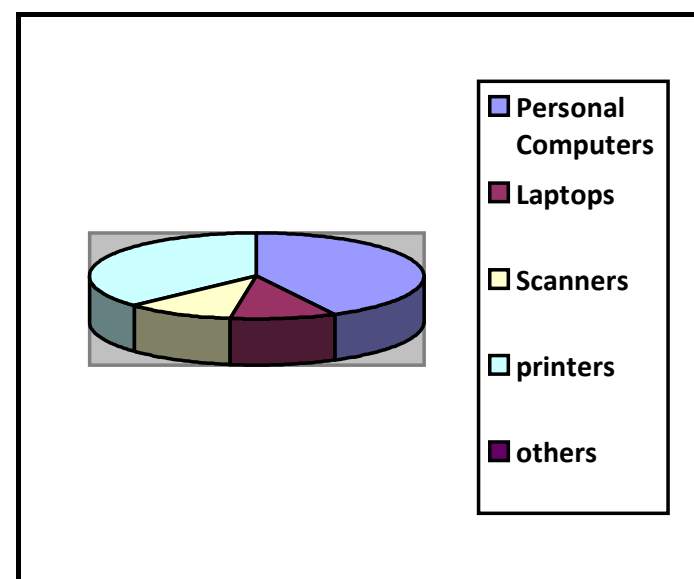
- About half of Arts respondents did access to computers for educational purposes, when compared to almost two third of Science respondents. Only one fourth of the respondents had owned a PC at their home. Out of these respondents only 6.8% described that they had issues in using their computers when they need to use it.
- The high majority of respondents felt confident and had ability to use word processing (88.2%), email (78.6%), and Internet browsers (96.2%). However the arts respondents did not have adequate confidence to use Excel spreadsheets and powerpoint presentations.
- Nearly three fourth of the respondents did not have formal training in internet usage while a small portion had received some sort of training either in MS office or internet use.
- There was resistance to removing face-to-face and personal contact from the learning experience even among those who were supportive of technological enhancement.

- With regard to preparedness to pay for PCs in courses requiring access to computers, over one fifth of respondents either indicated that they would be unable to afford anything, or wouldn't want to take a course requiring a computer.

- Almost a high majority of the respondents had internet access once in three days either for educational purpose (study material or assignments, etc.).

- Findings in this study indicate that the few lecturers who used computers were further confronted with lack of skills of trouble shooting in case of technical problems. This shows that lecturers were not facilitated in acquiring computers for official use and thus unable to employ computers in teaching. Nevertheless, their keenness in ICT knowledge advancement motivated such individuals in this category to acquire their own desk top computers or Laptops for their personal use.

RECOMMENDATIONS

Although ICT offers a whole lot of benefits there are some risks of using ICT in education which have to be mitigated through proper mechanisms. They are:

- ✓ The challenge for institutions is to develop models which fit in with the reality of students' expectations and circumstances. Students welcome the enhancements that technology offers: access to resources, communication with students and tutors.

- ✓ Of concern is the level of resistance to technologies among up to one fifth of students. The students can be persuaded on the benefits of the new technologies, only if those benefits are actually realised and demonstrated through successful, sustainable programmes, carried out in real- life situations, and the real concerns and fears of students are listened to and addressed.

- ✓ It may create a digital divide within class as students who are more familiar with ICT will reap more benefits and learn

faster than those who are not as technology savvy. It may shift the attention from the primary goal of the learning process to developing ICT skills, which is the secondary goal.

- ✓ The stakeholders need to check whether use of ICT affect the bonding process between the teacher and the student as ICT becomes a communication tool rather than face to face conversation and thus the transactional distance is increased.

- ✓ To overcome the problem of poor and lack of skills in ICT, institutions of higher learning could be encouraged to employ a variety of teacher training methods, ranging from face-to-face workshops to online self study programs. Teacher has to adapt continuous professional development in the educational uses of technology. In this sense, teachers have to be ready to make use of the possibilities that ICT offer, such as different learning contexts, focused on the students, presenting them with several types of interaction, offering different degrees of control of their own learning, adapting to their personal interests, promoting collaborative tasks and developing autonomy in their work and study

- ✓ There is also a need to address the potentiality of plagiarism which is high as student can copy information rather than learning and developing their own skills and also to address the issue of heavy cost involved in the purchase of hardware and software.

CONCLUSION

The integration of ICTs in higher education is inevitable. The very high demand for higher education has stimulated significant growth in both private and public provision. Use of ICT in education can increase access to learning opportunities. It can help to enhance the quality of education with advanced teaching methods, improve learning outcomes and enable reform or better management of education systems. The continued use and development of ICTs within education will have a strong impact

on: What is learned, how it is learned, when and where learning takes place, & who is learning and who is teaching. ICT usage makes an open environment which facilitates storing and reusing information materials and also it facilitates the interdialogue among the teachers as well as students.

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A STUDY ON KNOWLEDGE OF NUTRITION AMONG LACTATING MOTHERS IN THANJAVUR DISTRICT

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Introduction

The health status of the people is the wealth of a nation and nutrition is one of the most important pre-requisites for good health. Child malnutrition is a wide spread public health problem having international consequences because good nutrition is an essential determinant for their well-being. The nutrition of infants and young children are causing great concern among social scientists and planners these days, since child is the chief victim of interplay of nutritional, socio-economic and health factors that cause malnutrition. Health and nutrient investments may be particularly important forms of human capital investments for low-income populations, including those in developing countries. The proportion ranged from 2.9% of children in developed countries to 31% in developing countries. Protein energy malnutrition has been identified as a major health and nutrition problem in India. It is estimated to be an underlying cause in 30% of deaths among children under age 5. As many as 43% of the children in the developing world (230million) have low height for their age (stunting) and 9% (50 million) children have low weight for height. It is estimated that about 2 billion people are affected by micronutrient. Infectious diseases morbidity and mortality are also high in developing countries resulting in 15% deaths due to diarrhoea, 13% due to acute respiratory infection.

Children are the future of any nation. It is well established that the welfare of a child and his future are totally dependent upon the care and attention bestowed upon him before and after birth. Care of the children had always traditionally been the forte of mothers irrespective of education, income and social class differences. The important task of motherhood is to fulfill physical, emotional, social, intellectual and moral needs of children.

The determinants of malnutrition are multi factorial, where poverty related factors, such as economy, educational and sanitation level, climate, food-related norms, as well as food production, breastfeeding habits and access to the health service, are influential factors. To reduce mal- nutrition at an early age, the WHO recommends breast- feeding for about six months, followed by continued breastfeeding and, as an important addition, the introduction of supplements to the regular diet. Many countries and organizations have implemented projects to prevent malnutrition in children and Vietnam is no exception.

Since the implementation of the government's original policy, the economic situation in Vietnam has developed significantly and the standard of living has therefore improved. However, there is a significant difference in different areas and age groups. Recent studies from Vietnam showed that 19.7%-27.7% of children less than three years of age were underweight, 23.4%-36% were stunted and 5.3%-10.2% were wasting. This confirms that a healthy nutritional status for children in Vietnam has not yet been achieved and the nutritional status differs in areas within the country.

Protein energy malnutrition usually manifests itself at an early stage, in children between six months and two years of age, and it is associated with early weaning, the delayed introduction of complementary foods, a low-protein diet and severe or frequent infections. Even if mothers breastfeed for the first month, only 50% continue for the first six months. Moreover, fewer mothers begin breastfeeding within 30 minutes after delivery. Studies have found a significant negative relationship between

parental breastfeeding classes and breastfeeding in practice, but they also reveal that the prevalence of under nutrition increases with age. In spite of this, several studies have demonstrated the importance of parental breastfeeding education in the developing countries.

Objectives of the study

1. To find out the knowledge of mother related to nutrition of the respondent.
2. To find out the mother health and child health of the respondent.

Research methodology

The researchers adopted descriptive design as the research aimed at describing the Knowledge of Nutrition among Lactating Mothers. 50 Respondents were selected through simple random sampling in Orathanadu Block of Thanjavur District. Both primary and secondary data used for this study. The primary data were collected by using a pre-tested interview schedule for. Secondary data were from published and unpublished sources including the reports of the Knowledge of Nutrition among Lactating Mothers.

Results

Table1. Socio-demographic Profile of Study subject

Demographic factor	Frequency (50)	Percentage (100%)
Age distribution (age in years)		
18-23	11	22
24-29	35	70
30-35	04	08
Religion		
Hindu	40	80
Christian	04	08
Muslim	06	12
Type of Family		
Nuclear	34	68
Joint	16	32
Educational status		
Illiterate	07	14
Primary	02	04
Secondary	21	42
Higher secondary	10	20
Graduate & above	10	20
Place of Residence		
Urban	22	44
Rural	28	56
Working status of Women		
Working (Women)	30	60
No working (Women)	20	40

Table 1.shows that, age of all 50 lactating mothers ranged between 18-35 years. Majority of 35 (70%) were between age group 24-29 years. 40 (80%) were Hindu. Most of the mothers belongs to nuclear family, i e 34 (68%). Majority 21 (42%) had education up to secondary level where as only 2 (4%) were Primary.

Table 2 Pre-lacteal feed practices

Type of Pre-lacteal feed	Frequency (50)	Percentages (100%)
Honey	12	24
Cow's milk	10	20
Sugar water	28	56

Table 2.shows that, 25 (50%) mother gave Pre lacteal feed. The commonest pre lacteal feed given was Sugar water 28 (56%).

Picture 1
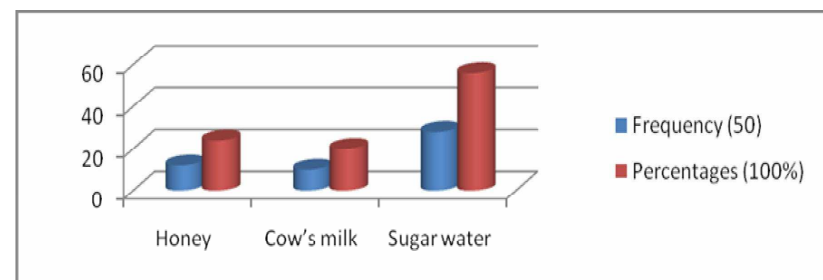
Table3. Reasons for late initiation of breast feeding

Reason	Frequency (50)	Percentages (100)
Milk s mot produce immediately	10	20
Delivery complication	11	22
Baby was in NICU	8	16
Caesarian section	21	42

Most common reason for delay in initiation of breast feeding, which was mother undergone Caesarean Section 21 (42%), delivery complication was the next important reasons.

Picture -2
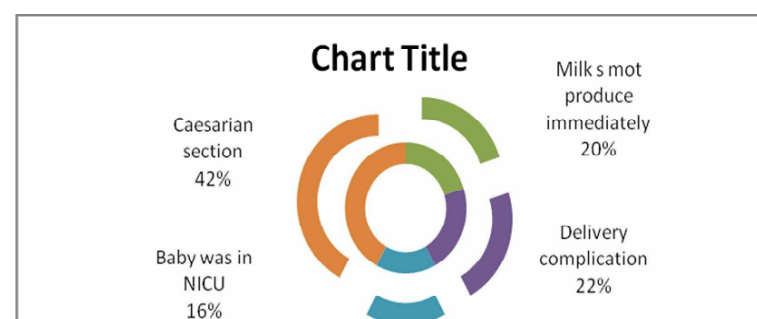
Key finding

- **Awareness on proper breast feeding practice:** All the invited mothers were included in the study. There was a lack of knowledge about breastfeeding and nutrition at base line, but it improved after the nutrition course. The greatest improvement in knowledge related to breastfeeding less than 30 minutes after delivery, not giving milk or fruit juice instead of breast milk, increasing the frequency of breastfeeding in the event of a smaller amount of milk and knowledge about giving supplementary food after six months. Moreover, the results revealed that the mothers reported better knowledge of the consumption and frequency of more healthy food supplements.

- **Knowledge of Nutrition When Breastfeeding:** Summaries the findings related to the mothers' knowledge of nutrition during the time of breastfeeding. The time at which the first breast feed was offered was collected by asking the responders to choose the most correct answer; less than 30 minutes after birth or 30 minutes to 2 hours after birth or up to 2 hours after birth or do not remember.

- **Number of meals per day:** Moreover, there was a decrease in the use of sugar, candy and biscuits in meals for children aged 5-12 months. In terms of knowledge, the mothers reported using sugar, candy and biscuits less frequently. According to the nutrition guidelines, there are recommendations about additional meals per day related to the age of the children. When it came to meals per day, in which breastfeeding was not included, the mothers were asked how many meals they offered their children at certain ages, 4-6 months, 7-8 months, 9-11 months and 12 months.

- **Provision of Supplementary food:** The results showed that there was a statistically significant increase in the number of meals for all age groups when comparing before and after the course. The percentage of respondents answering according to the guidelines among the mothers in was 40% and 60% for children aged 4-6 months, 33% and 60% for children aged 7-8 months old, 33% and 63% for children aged 9-11 months and 40% and 73% for children aged 12 months

Hypothesis Test

- There is no significant association between age of the respondents and their knowledge of mother related to nutrition. It had been proved by chi-square test ($x2 =1.603$). The table value of $x2$ at 5percent level for 2 degree of freedom is 5.99. The calculated value of $x2$ is less than the table value and hence the null hypothesis is accepted and concludes that there is no significant association between the age of the respondents and their knowledge of mother related to nutrition.

- There is no significant association between religion of the respondents and their mother health and cultural practice related to child health. It had been proved by chi-square test($x2 =13.553$). The table value of $x2$ at 5percent level for 2 degree of freedom is 9.49. The calculated value of $x2$ is more than the table value and hence the null hypothesis is rejected and concludes that there is significant association between the religion of the respondents and their mother health and cultural practice related to child health.

Conclusion

There was a lack of knowledge about breastfeeding and nutrition among mothers with children under one years of age. The one day nutrition course increased their knowledge of every aspect of nutrition. This is important in order to prevent malnutrition and its consequences in the target group. It comes to finding key audiences in an effort to improve the knowledge of nutritious foods for children early in life.

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THE BUSINESS OF TRAVEL AGENCY

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The Tourism and Travel Industry is developing at a faster rate. It has mushroomed tremendously in the last few decades and has become an important factor in the economy of many nations. People often plan their travel for various purposes like business, religious, entertainment, week end tour, cultural, historical and so on. Once they fix the place they need some basic information about the places and approach the Travel Agency and Tour Operators for this purpose, who guide them further.

This paper endeavours to highlight about the business of the Travel Agency, their functions, operations, service, income and also about the future of the Travel Agency.

Travel in the 18th century was an activity undertaken by a small wealthy, elite group who travelled chiefly for educational or official purposes. Travel was initially limited to travel by ships. Then the railroads came of age. **Thomas Cook** is frequently credited as being the father of the travel agency industry. In 1841, he organised the first group tour and took 570 passengers on a day's train excursion from Leicester to Loughborough for a meeting.

On December 17 1903, Orville Wright made man's first airplane flight at Kitty Hawk, North Carolina. Initially, flying was still reserved for mail and an adventurous few.

Today air travel is one of the most important means of transportation, which has brought the world closer. The great potential of air transportation created the modern travel agency.

The travel agency is basically a service oriented organisation. It is the primary duty of an agent to ensure the passenger's comfort and maximum consumer satisfaction. The role of the travel agent is vital to the success of the Tourism Industry as it is the travel agent who is responsible for identifying the traveller's expectations and ensuring that the destination visited will have the services required at a standard desired by the traveller.

General functions of the Travel Agency

The work of the travel agent starts by **providing information** to the customer regarding transport, accommodation, places of tourist interest and destinations. The person behind the travel desk should have up to date information about the tourist industry, which is of great help to the clients. **Liasoning** is the main task of the travel agent. He should have necessary information for services like transport, accommodation, requirements for obtaining passports, visa and other travel related services. **Reservation and Ticketing** is the important function of the travel agent. The agents are also expected to offer **insurance** services for persons as well as baggage during travel. Preparation of **itineraries** is another important function of the travel agency.

Basic requirements to start a travel agency

The first requirement is the proper financial base. **Capital** is required to start a proper travel agency. Next comes the **Premises,** the adequate place with suitable location and easily accessible to public. The agency must have Competent, **Qualified and Trained Personnel** to take care of the needs of the customers. The travel agency must have the necessary **licenses** or registrations required to carry on the business. **Recognition by airlines, hotels** and other supplier of services is needed, which will enable them to sell their products on their behalf and earn commission on such sides. Good **communication facilities** to contact airlines, hotels for quick reservations and confirmations of airline tickets and hotels. Latest **technology software, Equipment and Machines** to carry out all travel related services.

Services provided by the Travel Agency

The services provided by the Travel Agency includes transportation bookings like rail, road, water and air, hotel bookings, sightseeing tours, Documentation like Passport, Visa, health documents, travellers cheque,

money changing facility, Insurance and passenger facilitation.

In order to provide the above services, it is beneficial for a travel agent to have formal recognition from airlines, hotels, IATA and other Government organisations. IATA recognition is the most important one because it enables the travel agent to issue tickets for most international airlines throughout the world. The Ministry of Tourism also grants recognition to travel agents to act as tour operators and excursion agents. An agent can get approval from the External affairs Ministry to obtain passport. Agents dealing with foreign exchange have to get a RBI's money changer License. Agents can also get approval from the railways and local domestic airlines. They can also get recognition from hotels and issue vouchers for hotel accommodation.

Sources of income of the travel agent

A travel agency runs on the commission received for providing travel and travel related services to its customers. The profitability of the agency depend on how much the above commissions are passed on to the client. Due to very stiff competition nowadays, the travel agencies have to part with the majority of the commission earned and so the margin of profit is very small. This makes it doubly important to ensure that the agency is run efficiently and all unnecessary expenses be curtailed.

The internet and the Travel Agency

With many people switching to self-service internet websites, the number of available jobs as travel agents is decreasing. Counteracting the decrease in jobs due to internet services is the increase in the number of people travelling.

Since 1995, many travel agents have exited the industry, and relatively few young people have entered the field due to less competitive salaries. However, others have abandoned the "brick and mortar" agency for a home-based business to reduce overhead, and those who remain have managed to survive by promoting other travel products, such as cruise lines and train excursions, or by promoting their ability to aggressively research and assemble complex travel packages on a moment's notice, essentially acting as an advanced concierge. In this regard, travel agents can remain competitive, if they become "travel consultants" with flawless knowledge of destination regions and specialize in topics like nautical tourism or cultural tourism.

The future of the Travel Agency

The future of travel agencies looks questionable while especially the internet allows principles and destinations to promote their products online. This enables the costumer to develop and purchase their own itineraries online.

The following trends in the market place will affect travel agencies:

- a number of international airlines pay lower commission or totally banned them.
- increase of low budget airlines that perform their own reservations online.
- increase of electronic intermediaries (online travel portals).
- increases e-ticketing.
- development of regional systems for destinations which attract direct bookings.

Even though there are difficulties for the travel agencies, still a properly managed travel agency plays an important role in the tourism sector. The following points are noteworthy for this statement

- Travel agencies are professional travel advisers and offer valuable services and advice.
- Travel agencies use expertise to save time for the consumer.
- Technology is difficult to use and expensive to acquire for individuals.
- A large part of the market is computer-illiterate and unwilling to improve its skills.
- The more complex computers and the Internet become, the more people need experts to use them.
- Travel agencies offer free counselling services and add value by giving advice.

- Electronic intermediaries primarily serve the business market and are more expensive.
- There is currently limited provision for the organized inclusive tourist on-line.
- Travel agencies can achieve better prices through the right channels and deals and by buying in bulk or through consolidators.
- Travel agencies offer a human touch and a human interface with the industry.
- Travel agencies reduce the insecurity of travel, as they are responsible for all arrangements.
- Internet transactions are not secured or reliable yet and consumers are not willing to provide credit card details.

Thus the travel agency is an organisation in the private sector which plays a key and crucial role in the entire process of developing and promoting tourism. It is the travel agent who packages and processes all the various attractions of the country and presents them to the tourists. Travel agency and tour operators play an important role in the tourism sector.

The economy of the country is promoted through tourism and travel agent plays an important role in this. It is this tourism industry which brings in the foreign exchange and also the multiplier effect is generated through this industry. Tourism industry also employs a large number personal in various sectors both directly and indirectly. And the travel agency plays a crucial role in promoting this industry by overcoming various difficulties and challenges. There are many success stories of the travel agencies. They manage themselves for the difficult situation and proceed further marching to the success.

End Notes

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A STUDY ON COMPETENCY MANAGEMENT AMONG THE STAFF MEMBERS OF TOOLFAB ENGINEERING INDUSTRIES (P) LIMITED, THUVAKUDI

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ABSTRACT

Competence is a standardized requirement for an individual to properly perform a specific job. It encompasses a combination of knowledge, skill and behaviour utilized to improve performance. More generally, competence is the state or quality of being adequately or well qualified, having the ability to perform a specific role. Competence management approaches, aiming at making transparent individual competencies and their relationship to organizational goals, suggest promising instruments for more effective resource allocation, knowledge management, learning support, and human resource development in general. Competency assessment can effectively isolate staff members' current skill gaps and help them in mapping out training and development plans targeted at closing those gaps. Hence the present study has focused on assessing the level of competency management among the staff members of Toolfab Engineering Industries (P) Ltd., Thuvakudi. The aim and objectives of the study is to find out the socio-economic status and to measure the level of various dimensions of competency management among the staff members of Toolfab Engineering Industries (P) Ltd., Thuvakudi. The researchers have adopted descriptive research design for this study. The total staff members is the Toolfab Engineering Industries (P) Ltd., Thuvakudi is 136. The researcher selected all the staff members working in the organization for the present study. Therefore researcher used census method for the present study. The major findings of the study reveal that 51.5 per cent of the respondents are having high level of competency management and 48.5 per cent of the respondents have low level of competency management.

Keywords: Competency, Management, Staff Members

Introduction

Competence is the capability of an individual to do a job properly. A competency is a set of defined behaviours that provide a structured guide enabling the identification, evaluation and development of the behaviours in individual employees. The term "competence" first appeared in an article authored by R.W. White in 1959 as a concept for performance motivation. Competence is the state or quality of being adequately or well qualified, having the ability to perform a specific role. For instance, management competency includes the traits of systems thinking and emotional intelligence, and skills in influence and negotiation.

A staff member possesses a competence as long as the skills, abilities, and knowledge that constitute that competence are a part of that person, enabling the person to perform effective action within a certain workplace environment. Therefore, one might not lose knowledge, a skill, or ability, but still lose a competence if what is needed to do a job well changes (Sharma). Performance management is complementary to competency management in that performance management determines how well the individual is achieving the stated competencies. Most organizations include roles and competencies for its workforce. Roles are usually defined in the context of positions in the organization, with an attempt to fit all employees under several broad areas. There are also professional skill competencies that are common throughout the organization. (Liebowitz)

The Four General Areas of Competence

1. **Meaning Competency:** The person assessed must be able to identify with the purpose of the organization or community and act from the preferred future in accordance with the values of the organization or community.

2. **Relation Competency:** The ability to create and nurture connections to the stakeholders of the primary tasks must be shown.

3. **Learning Competency:** The person assessed must be able to create and look for situations that make it possible to experiment with the set of solutions that make it possible to complete the primary tasks and reflect on the experience.

4. **Change Competency:** The person assessed must be able to act in new ways when it will promote the purpose of the organization or community and make the preferred future come to life.

Aspects of the Competent Organization

First, competence must include the ability to respond to the dynamic nature of an organization's external environment and of its own internal processes. The requirement of sustainability in the above definition of competence encompasses both forms of dynamics. To be sustainable, a competence must respond to the dynamics of the external environment by enabling an organization to maintain its ability to create value in the marketplace even as changes take place in market preferences and available technologies. Sustainability also requires overcoming internal organizational dynamics that result in various forms of organizational entropy, such as a gradual loss of organizational focus, a narrowing and increasing rigidity in the patterns of activity the organization can or does perform, a progressive lowering of organizational expectations for performance and success, and the like.

Second, competence must include an ability to manage the systemic nature of organizations and of their interactions with other organizations. The requirement of coordination of resources addresses this dimension of competence. In the first instance, competence requires an ability to coordinate an organization's own organization-specific resources - i.e., the resources within the boundaries of the organization and thus under its direct control - in processes of creating value through product creation and realization. In addition, competence involves accessing and coordinating important organization-addressable resources that lie beyond the boundaries of the organization. Providers of key organization-addressable resources include materials and components suppliers, distributors, consultants, financial institutions and customers.

Third, competence must include an ability to manage the cognitive processes of an organization. The requirement of deployment of resources - directing organizational resources to specific value-creating activities - addresses this dimension of competence. Organization's managers are ultimately responsible for deciding the ways in which an organization will try to create value in its targeted product markets.

Fourth, competence must include the ability to manage the holistic nature of an organization as an open system. The requirement of goal achievement addresses the multiplicity of individual and institutional interests that intermingle in and are served through any organization. To lead an organization in achieving goals requires that managers be able to define organizational goals that promise a satisfactory level of goal achievement for all individual and institutional providers of the essential resources the organization needs.

REVIEW OF LITERATURE

Skarzauskiene and Parazinskaite (2010) evaluated the intelligence competencies of managers' in Lithuania. The total sample of 201 consists of subsamples in two industries: retail (103 respondents) and manufacturing (98 respondents). The objective of the paper was to identify what competencies are predictors of leadership performance. The Wilcoxon rank-sum test found that levels of both emotional and social intelligence competencies among Lithuanian executives were higher than cognitive intelligence competencies. The major findings revealed that executives in the manufacturing industry possess higher level of

systems thinking competency, while executives in the retail industry have greater levels of emotional and social intelligence competency. **Manohar (2013)** conducted a study on the leadership competencies in organizational change management. The researcher focused on the role of leadership in change management process. The research is based on extensive review of literature, in order to find out the leadership competencies. In response to complex and fast-moving marketplace realities, companies increasingly have no choice but to make changes, according to the environmental forces. Organizations must also address other changes, such as the appointment of new top leaders, the introduction of advanced technology, or revamped product lines. Change management must be spearheaded by leadership competencies and several crucial elements, including an awareness of the different roles and capabilities at all levels of the employee's effective systems, processes, and an appropriate structure. The leaders have to play a role to define and measure success of the organization periodically and assess progress.

MATERIALS AND METHODS
Aim of the study

The aim of the study is to measure the level of competency management among the staff members of Toolfab Engineering Industries (P) Ltd., Thuvakudi.

Objective of the Study

- ➢ To find out the socio-demographic characteristics of the respondents.
- ➢ To assess the various dimensions of competency among the respondents.
- ➢ To provide suggestions to improve the competency level among the staffs members.

Research Design

Descriptive research studies are those studies which are concerned with describing the characteristics of a particular group. The researchers are interested in studying the competency management among staff members with special reference Toolfab Engineering Industries (P) Ltd., Thuvakudi. Hence for this study descriptive research design is adopted.

Universe and Sampling

The universe of the present study comprises of employees working in the Toolfab Engineering Industries (P) Ltd., Thuvakudi and the total strength is 556 which include 420 workers and 136 administrative staff members. The researcher selected only the staff members working in the organization, hence all 136 staff members were selected for the present study. Therefore researcher used census method for the present study.

Tools of Data Collection

The socio demographic details of the respondents were framed by the researcher in accordance with the needs of the present study. The questionnaire method was used and it consists of personal data, economic status etc. In this study the researchers have used a standardized tool developed by Dulewicz and Fletcher's (1986) on job competency to collect the data from the respondents. The scale consists of 45 questions with six dimensions such as intellectual competency, personal competency, communication competency, interpersonal competency, leadership competency and result oriented competency. The researchers have used questionnaire method for data collection.

FINDINGS AND CONCLUSION
Socio-Demographic Characteristics

This findings of the study indicates that more than one fourth (28.7%) of the respondents are at the age group of 31-35 years and majority (81.6%) of the respondents are male and half (50.1%) of the respondents are Hindus. Nearly half (49.3%) of the respondents come under BC community and more than one fourth (27.2%) of the respondents are have graduated in engineering degree. It is understood that nearly half (42.6%) of the respondents are senior executives and more than one fourth (23.5%) of the respondents are from other departments. It is also seen that majority (60.3%) of the respondents are from urban areas and half (51.5%) of the respondents are married and more than half (69.1%) of the respondents have up to 5 years working experience.

Regarding family type, more than half (55.9%) of the respondents are from nuclear family and more than one third (39.7%) of the respondents are earning Rs.15001-20000 as monthly income and more than half (55.9%) of the respondents have 4-5 members in their family.

Table: 1 Distribution of the Respondents by their Level of Competency

S. No.	Dimension	Level of Competency Management	No. of Respondents (n :136)	Percentage
1	Intellectual Competency	High	62	45.6
		Low	74	54.4
2	Personal Competency	High	86	63.2
		Low	50	36.8
3	Communication Competency	High	64	47.1
		Low	72	52.9
4	Interpersonal Competency	High	65	47.8
		Low	71	52.2
5	Leadership Competency	High	83	61
		Low	53	39
6	Result Oriented Competency	High	-	-
		Low	100	100
7	Over all	High	70	51.5
		Low	66	48.5

It is observed from table 1 that 54.4 per cent of the respondents are having low level of intellectual competency whereas 45.6 per cent of the respondents are having high level of intellectual competency. Regarding personal competency, majority of the (63.2%) respondents are having high level of personal competency because they are having personal interest, skills and motivation in their job and 36.8 per cent of the respondents having low level of personal competency.

It is evident from the study that little more than half of the respondents (52.9%) are having low level of communication competency whereas 47.1 per cent of the respondents are having high level of communication competency and this is due to their educational qualification and experience. Regarding interpersonal competency, 52.2 per cent of the respondents are having low level of interpersonal competency and 47.8 per cent of the respondents are having high level of interpersonal competency.

It is also revealed that majority of the respondents (61%) are having high level of leadership competency because the organisation provide opportunities to the staff members leading their working environments and earlier studies indicates leadership competency will be able to change management process and 39 per cent of the respondents are having low level of leadership competency. It is unfortunate to know that all the respondents are having low level of result oriented competency and it is clear that the staff members have stress and other welfare issues that hinder them from effective functioning in their work place. The overall score indicates that 51.5 per cent of the respondents are having high level of overall competency and even though the industry conducts periodical training programmes, vocational programmes, morale classes etc to the staff members 48.5 per cent of the respondents are having low level of overall competency.

Table: 2 One-Way Analysis of Variance among the Work Experience of the Respondents and Various Dimensions of competency

S. No.	Dimension	Df	SS	MS	$\overline{\text{X}}$	Statistical Inference
1	**Intellectual Competency** Between Group Within Group	2 133	44.651 2897.349	22.326 21.785	S1=40.851 S2=41.794 S3=39.375	F=1.025 P>0.05 Not significant
2	**Personal Competency** Between Group Within Group	2 133	108.398 2013.948	54.199 15.142	S1=27.883 S2=28.588 S3=24.5000	F=3.579 P<0.05 Significant
3	**Communication Competency** Between Group Within Group	2 133	208.643 1897.122	104.321 14.264	S1=17.670 S2=17.529 S3=12.375	F=7.314 P<0.01 Significant
4	**Interpersonal Competency** Between Group Within Group	2 133	167.142 2374.792	83.571 17.856	S1=19.734 S2=20.823 S3=15.750	F=4.680 P<0.05 Significant
5	**Leadership Competency** Between Group Within Group	2 133	4.918 1485.487	2.459 11.169	S1=21.021 S2=20.6176 S3=21.250	F=0.220 P>0.01 Not Significant
6	**Result Oriented Competency** Between Group Within Group	2 133	34.423 2541.342	17.212 19.108	S1=25.840 S2=26.911 S3=27.000	F=0.901 P>0.05 Not Significant
7	**Over all** Between Group Within Group	2 133	1662.287 30044.11	831.143 225.896	S1=101.530 S2=101.562 S3=101.402	F=3.679 P<0.05 Significant

S1= Up to 5 years   S2= 6-10 years   S3= 11-15 years

The table clearly indicates that there is significant variance among the work experience of the respondents and various dimensions of competency such as personal competency, communication competency, and interpersonal competency and overall dimensions of competency. Furthermore the mean score shows that the respondents who have 6-10 years of work experience have high level of personal competency, interpersonal competency and overall competency. The mean score also shows that the respondents with 1 to 5 years of work experience have high level of communication competency. The table clearly indicates that there is no significant variance among the work experience of the respondents and the dimensions of competency such as intellectual competency, leadership competency and result oriented competency.

SUGGESTIONS
- ❖ Training and resources must be arranged for executives, managers and staff members.
- ❖ Organizing soft skill programme to improve the communication skills for effective communication.
- ❖ The staff members should take responsibility for their emotions and their happiness.
- ❖ The company should give counselling to the workers how to manage all the situations that are arising in the organization.

CONCLUSION

Competencies are essential both for the organization and for staff. Competencies are forward-looking which describe the skills and attributes the staff and managers will need in order to build a new organizational culture and meet future challenges. Competency management is a very important part of a well-functioning of organizations especially during the individuals long-term development, planning and organizational learning. This present study indicates that the staff members have high level of competency managements. It is important to note that the industries must consider this to be more vital along with proper training, skills, abilities (talent), attitudes (values).Thus it will enhance both technical, formal knowledge and ability for problem solving and social skills.

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SOCIETY AS GLEANED FROM THE INSCRIPTIONS OF KUMBAKONAM REGION (800-1200)

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ABSTRACT

Cholamandalam had a glorious past in the history of TAMILNADU. After the Sangam period, this region was ruled by various dynasties namely Pallvas, Muttarayas, Cholas, Vijayanagara, Nayaks and Marattas between 7th and 16th centuries. In this period an inevitable socio and cultural changes took place in Cholamandalam. The scholars like K.A. Nilakanta Sastri, T.V. Sadasivapandarathar, S.R. Balasubramaniam and others wrote a comprehensive history of Cholamandalam, particularly the political, economic and religious life of the people of this region. But no one has done an elaborate research on socio and cultural history of that people so far. An attempt is made here to highlight "the society" of the medieval period as gleaned from the inscriptions of Kumbakonam region. Kumbakonam, at present a talk head-quarter, was central province and the core region of the Cholamandalam.

Sources

Besides the sources from the literature archaeology and the modern works, the main source material of this study is the inscriptions of stone and copper plates. More than thousand inscriptional records belong to the medieval period issued by different kings of various dynasties cited above have been collected for this study and analyzed through the computer

Objectives

1. to study the secular administrative bodies like nadu, valanadu, kurram, Ur etc. and its basic features and the geographical locations.
2. to study the various nonsecular bodies of devakanmis, kanappereumakkal, Mulattar and their status in the society and its related tax-free lands like brahmmadeyam, devadanam, pallichandam, tirunamattikkani, nallur, etc.
3. to trace out the community base settlements like Brahmn settlement, vellala settlements, Merchantile settlement, etc., by studies the suffix and the prefix of the place names found in the inscriptions.
4. to surmise the religious in the name of Saivam, Vainavam, Jainism, Buddhism and the deities especially the village deities of that period.
5. to bring out the salient features of fertile and dry lands of this region by the influences of the rivers like Kaveri, Arisilaru, vennaru, vettaru, kollidam, kudamurutti, etc.
6. to infer the landlordship and the peasents society during the medieval period. These impact in the and cultural changes in the throughout study will be the conclusion.

The research primarily concerns with the complex social structure of the Kumbakonam region, that once formed the core area of the mighty Chola empire (9th-12th century A.D). Attempt has also been made to understand the subsequent trends that prevailed in this region through the ages. The beginnings of Kumbakonam and its environs such as Arisil, Alattur, Kudavayil, Nallavur date back to the Sangam period (3rd century BC-3rd century AD). A number of poets seen possessed with the suffix 'kilar' along with the concerned village, (eg. Arisil-kilar) there by suggesting that these people would have been householders of that village. The term '*kilar*' literally means a householder which could be equated with the tearm '*gahapati*' found frequently in north India. Because of the fertile alluvial tract, the very occurrence of such names demonstrates that the seed for the social order was sown as early as the early centuries of Christian era.

Area of Study

Like many other parts of Tamil Nadu, Kumbakonam is again heard in the records after the co-called Kalabhra interregnum of the Pallava times. The Pallankovil copper plates (6-7th centuries A.D) issued by Pallava king

Simhavishnu confirm the annexation of this region and go on to describe that the river adorned his neck like that of a garland. The Pallava regime over the Kaveri delta lasted for about two centuries. At the fag end of the 8th century A.D., it came under the sway of the Muttaraiya chieftains with Tanjavur as their capital. After the decisive battle fought at Tirupurambiyam (9th century AD). During the times of the entire region went into the hands of the Cholas. It is during this period one could observe resurgence of all the social activities that had a tremendous impact. In the subsequent centuries (9th centuries AD), under the Vijayanagar monarchs, Tanjavur Nayakas and the Maharattas, Kumbakonam underwent a series of changes in both social and religious set up, with Vaishnavism occupying centre stage.

Traditionally the vast land encompassed between the Bay of Bengal in the east the Vellar river in the South, Kottaikkarai in the west and the Vellar in the north constitute the macro region of Chola mandalam. About half of this area is occupied by Tanjavur and its environs. The area undertaken for study, i.e., the micro region of Kumbakonam, falls within this part sharing boundaries with Tanjavur kurram in the west, Tiruvazundur nadu in the east, Purangarambai nadu in the south, and Gangaikonda cholapuram in the north. Eventually in this land often referred to as the rice bowl of south India, one would expect the assimilation of different social aspects spanning more than three centuries. But quite contrary to our expectations, the sociological growth owing to the vast uneven landscape and environment is not seen in a uniform pattern. This aspect had a serious effect and as a result one could discern the complex sociological setup under two broad divisions such as the fertile river irrigated area and the elevated arid area.

Sources

The published lithic records such as South Indian Inscriptions. Annual Report on Epigraphy (Archaeological Survey of India) Kanyakumari Inscriptions (State Archaeology Department, Tamil Nadu), South Indian Inscriptions (University of Madras), Karandai copper plates form the bulk of the primary source material. Besides many unpublished and newly discovered inscriptions both by private individuals and by the author himself have been frequently cited in appropriate places. In addition, numerous articles and short published in recognized journals have also been incorporated.

Earlier works

An overview of the earlier attempts in this direction could be categorized under two broad divisions. The first category onsets of the traditional historians belonging to the post-Independence period. These works inclusive of the magnum opus 'The Colas' by the doyen of south Indian history, K.A. Nilakanta Sastri (1976) concentrated in collating the political history of the Cholas. During this period, S.R.Balasubramanyam (1966), contributed to the study the architectural contribution of the Cholas. This work is useful to understand how the Chola kings used these temples as a tool to mobilize the society. The temple as a single unit served as an employee for all the sections of the society. The last quarter of the 1070's witnessed a series of commendable works carried out far away from the traditional approach. These works were successful in analyzing the inscriptional records using statistical methods. The works by Y. Subbarayalu (1973), Burton Stein (1980), Kenneth Hall (1989), Karashiman (1995), Champakalakshmi 1966) in this direction deserve mention. Though these works to certain extent deal with the sociological aspects of the Chola region, due to the vastness of the landscape a micro level research of a particular region was felt necessary. Hence the core region of the Chola kingdom (i.e) Kumbakonam with its multifaceted culture was selected as the fruitful area of research.

The occasional discoveries of urn burials and black-and-red ware sherds in and around kumbakonam suggests that the antiquity of this region starts from the Iron Age. The place is prominently figures in many of the Sangam works, in which it is described as the centre of the treasury of the Cholas. During the early medieval period, kumbakonam became a bone of contention between the Pallavas and Pandyas. The battles fought between Nandivarma Pallva II and Varaguna Pandya II, Srimara

Srivallabha would reflect the hostile atmosphere of this place during this period.

The epic battle of Tirupurambiyam (880 AD) fought under the leadership of Aditya I proved to be a turning point in the history of Tamil Nadu. This decisive battle helped Aditya in laying a firm foundation for the Chola empire after flushing out both the Pallavas and Pandyas from his territory. Kumbakonam once again set free from their clutches and made as the capital of the early Chola kingdom. The importance of this place as a centre of culture is duly attested by a large number of temples (150) dotted within a radius of eight kilometers. The Nagesvara temple located within the present Kumbakonam city is the oldest surviving specimen built during early Chola times. The temple is notable for the aesthetic royal portraits of the early Chola period. Some of the lithic records found in the temple suggest that there existed probably a Jain temple earlier at this place. The temple gets words of praise in the hymns of Tirunavukkarasar and Appar.

It has been suggested that the classification of territorial divisions was basically made after or a feature related to the society. This holds true in the case of kumbakonam region, as we find a substantial number of *nadu* land *ur* falling under this pattern. The nadu divisions were subjected to periodical alterations and hence the frequency of this division was either increasing or decreasing in numbers. The naming pattern of the village provides interesting details of various sections of the society under which they were classified. For instance the *brahmadeya* village populated by Brahmin community was categorized as *mangalam* and *chaturvetimangalam.*

Likewise the non-brahmin community dominated by the agriculturists, artisans and merchants were classified under *ur*, and *pattinam.* The villages and lands donated specifically for the temples go by the name *nallur, tirunamattukani, tiruvittaiyatam, pallichandam*, etc. These villages were then artificially segregated as residential areas (*nattam, pidagai*), non-residential areas (waterbodies, cemetery) and public places (*ampalam*). But such type of settlement pattern could not be seen in a uniform manner in all the territorial divisions.

Vennadu, Vennikurram, Tirunaraiyur nadu, Tiraimur nadu, Ingan nadu are some of the important divisions to possess with such features. On the whole, the sociological setup knitted with complex network had its humble beginning from 9th century A.D, and reached zenith by the end of the 12th century AD. The Kumbakonam region during this period underwent a series of changes and as a result reveal a multifaceted character in its social setup.

Three attempts a detailed analysis of the Society under the Cholas with the backdrop of various landholding communities. One group consisting of the religious institutions like *devakanmi, pathipadamulattar* etc. received generous donations from various sources for the regular maintenance of the temples. This group was empowered to donate and acquire any assels for the temple thereby playing a dominion role in the welfare of society. The second group consisted of non-religious institutions like the assembly of Brahmin villages (*sabha*) and non Brahmin villages (*urar, nagarattar)* which are seen managing all the transaction the villages and all the land deeds related with them. The lithic records taken for the research attest to the fact that all these assemblies flourished till the 12th cent AD.

The records found after this period reflect a change in this atmosphere. We see the disappearance of public landholding system and the emergence of private land holding system. The dominance of the *sabha* and mercantile assemblies are seen gradually taken over by the *vellalas* (agriculturalists). The Kumbakonam region with no exception witnessed widespread domination of this community.

The fourth chapter titled Temple and Society' accounts for the relationship that existed between the society and temples. The role played by the Saivite, Vaishnavite, Jain, Buddhist temples and the folk deities such as *Pidari, Jyestha, Ayyanar, Srikoyil* and Mathas has also been discussed in detail. A temple located in one *nadu* received generous donations not only from the particular nadu but also from distant places. It is interesting to note that the local folk deities were given more importance than the other temples in *vellala* type of villages. But quite contrary to this, the Kumbakonam region

possessed with more number of Saivite and Vaishnavite temples. The frequent reference made to the presiding deity of the temples like *Mahadeva, Isvara, Nayanar, Udaiyar* and the subordinate deities like Ganesa, Candesvara adds strength to the argument.

Has been devoted to analyse the setup of the society through various names in inscriptions related with different communities. These names in most of the cases are found associated with various professions as well as a particular community. This change in the society could be classified into three stage, namely king, *vellalas* merchants (2) craftsmen, weavers (*kaikolas*), *armymen, blacksmith, carpenters, goldsmith, watermen barabers* and temple *musicians*, (3) The tillers of both two groups such as *pallar, paraiyar* and untouchables formed the third stage. The impact of the three tiered stages was widely prevalent in Kumbakonam region but differed from place to place and time to time due to uneven landscape within the region itself. In due course, the professional names got replaced by community names.

Conclusion

The conclusion part makes an overview of the above discussed chapters and explain the importance of statistical and micro level research for a better understanding of a micro region. It also proposes the need of critical approach of the records to solve the unsettled issues in the near future.

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MENTAL HEALTH PROBLEMS OF WORKING WOMEN IN INDIA

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ABSTRACT

At present the mental health problems of women are spread all over the world especially in our country. Mental health is the level of psychological well-being or an absence of a mental disorder. World Health Organisation (WHO) estimates, depression, is expected to be the second largest disease by the year 2020. According to the World Health Organization report, 1/3rd of women are affected by mental health issues due to various reasons worldwide. Since women in India, face gender-based discrimination at every stage of their lives, their psychological well-being becomes a cause for great concern. In India the percentage of mental health affected women is little bit high compared with other countries. Since working women in India are prone to more stress due to multiple roles, gender-based discrimination at every stage of their psychological attitudes become the causes for it. This paper attempts to discuss the problems and suggest remedial measures. Understanding the causes of psychological distress among women, adopting a gender-sensitive approach and formulating health policies could work wonders to promote the mental health of Indian working women.

Introduction

It is an open truth that working women have to face problems just by virtue of their being women. Working women here are referred to those who are in paid employment. Social attitude to the role of women lags much behind the law. This attitude which considers women fit for certain jobs and not others colors those who recruit employees. Thus women find employment easily as nurses, doctors, teachers the caring and nurturing sectors, secretaries or in assembling jobs-the routine submissive sectors. But even if well qualified women engineers or managers or geologists are available, preference will be given to a male of equal qualification. A gender bias creates an obstacle at the recruitment stage itself. Mental health is the level of psychological well-being or an absence of a mental disorder. There are different types of mental health problems some of which are common such as depression and anxiety disorders and some are not so common such as schizophrenia and bipolar disorders. Burden of these disorders is likely to increase to 15% by 2020 (World Health Report 2001). Proper understanding on mental health issues in women is very important for an effective counselling. Good mental health is an important part of a woman's overall health. Women suffer up to 40 per cent more mental health problems than men due to stress of juggling roles, a study claims. WHO estimates depression is expected to be the second largest disease by the year 2020. According to Freeman's study, women are approximately 75% more likely than men to report having recently suffered from depression and around 60% more likely to report an anxiety disorder.

Depression in women manifests in headaches, sleepless nights, constant tension, detachment, irritability, loss of appetite, dryness of mouth, fear, self-blame, lack of concentration, lack of interest in any kind of activity. While studying the psychological construct of mental health, we come to realize that it is deeply entrenched within an individual's social and socioeconomic relationships. Since women worldwide, and more so in India, face gender-based discrimination at every stage of their lives, their psychological well-being becomes a cause for great concern.

The most common types of depression are:

Mild Depression

Depression is described as mild when it has a limited negative effect on our daily life.

Major Depression

Severe Symptoms that interfere with a woman's ability to work, sleep, study, eat and enjoy of life. An episode of major depression may occur only once in a person's lifetime.

Symptoms of Depression

Feeling sad, feeling hopeless, irritable, anxious, or guilty, loss of interest in favourite

activities, feeling very tired, not being able to concentrate or remember details, not being able to sleep, or sleeping too much, overeating, or not wanting to eat at all, thoughts of suicide, suicide attempts, aches or pains, headaches, cramps, or digestive problems are the symptoms of depression.

Biological and Hormonal causes of Depression

Premenstrual problems, pregnancy and infertility, postpartum depression, pre menopause, menopause and chronic health problems are the biological and hormonal causes of depression in women.

Psychological causes of Depression

Negative feelings, overwhelming stress at work, body image issues, feelings of inadequacy, low self-esteem, anxiety, anger, or lonliness.

Environmental causes of Depression

Death of husband or divorce, separation of children, dysfunctional family life, changing jobs, social or cultural expectations

Objectives of the Study

- To find out the mental health problems of working women in India.
- To examine the causes of depression among working women in India.
- To analyze the treatment of depression among working women.

Review of Literature

Depression is normal features of our lives. Modernity brought women education in its wake and she changed the arena of activity. She stepped out of the threshold of house and joined service like man. Now she got admiration, equality and opportunity. But the euphoria was ephemeral as she was supposed to take to this job as an additional responsibility. She not expected to shrink household work. This brought problems like strain and depression (Pillai and Sen) (1998).

The sense of one's identity or self is an important dimension of individual's personality giving each one of us unique individuality. Women and depression is holding a relationship

of much interest over the last two decades. As more and more women enter the work force, they are increasingly exposed not only of the same work environment as men, but also to unique pressure created by multiple roles and conflicting expectations (Nelson and Burke 2000; Chang 2000). It has long been observed that women are about twice as likely to become clinically depressed (to have dysthmia or unipolar depression) as are men. These differences occur in most countries around the world (Nolen -Hoeksemo and Girgus, 1994; Whilelm and Roy, 2003; Ge and Conger, 2003).

Methodology

This paper is a descriptive based on secondary data and the study period is confined to the years 2005-2011.

Details of Mental Health Problems of Working Women in India (2005-2011)

S. No.	Name of the Diseases	2005-07	2007-09	2009-11
1.	Depression	293437	313434	456736
2.	Schizophrenia	31344	34912	39763
3.	Psychosis	21437	25767	29434
4.	Mood Disorder	31140	34497	43564
5.	Conversion Disorder	3354	4543	5012
6.	Obsessive Disorder	5220	5543	5967
7.	Anxiety	4392	12034	5654
8.	Dementia	1320	2435	2335
9.	Eliepsy	20116	77	1007
10.	Childhood MI	854	987	1024
11.	Others	1728	61	29

Source: *Government of India, Annual Report, National Mental Health Programme for India, 2011 Ministry of Health and Family Welfare, New Delhi.*

From the above data reveals that there were 293437 depressive cases in 2005-07 among working women and in 2009-11 the number of cases increased to 456736. There were 21437 working women affected by Psychosis in 2005-07 and it increased up to 29434 in 2009-11. There were 5220 working women affected by obsessive disorder in 2005-07 and it increased

up to 5967 in 2009-11. There were 1320 Dementia cases identified in 2005-07 among working women and in 2009-11 the number of cases increased to 2335. From the above data, it is noted that within a short periods, different types of more mental disorders increased in India.

Total No. of working women treated for mental health problems during the year 2005-2010

S. No.	Years	Treatment given to working women in
1.	2005	4475
2.	2006	6425
3.	2007	8923
4.	2008	11236
5.	2009	17980
6.	2010	21735

Source: *Government of India, Mental Health Programme 2011, Annual Report-2012.*

From the above table number of working women got treatment for mental health problems in India. In 2005, there were 4475 women got treatment and the number increased every year. 21735 working women received treatment for mental health problems in 2010. It is implicated from the table that there was increased awareness among working women who suffered from mental health problems in later years because more number of working women got treatment for their mental health problems.

Treatment of Depression

Anti-depressive medicines are available for the treatment of depression. Psychotherapy can also be sought to get relieved form depression. Electro Convulsive Therapy (ECT), interpersonal therapy, Cognitive therapy and other therapies are also given to the depressive patients. Women have to think of risks and benefits of treating depression while they are pregnant or nursing. Along with the therapies proper exercise, balanced diet, avoidance of alcohol and drug, support from family and colleagues and counseling help the patients to get rid of depression very soon.

Conclusion

Few percentage of working women realize that they are affected by mental health problems and they come forward to take treatment in India. The remaining do not realize that they have mental health problems. Today, women are facing more problems in personal life as well as in their working place. No woman wants to expose herself that she is suffering from mental health problems due to the fear that it will affect her family life, career and social life. Considering the gravity of the matter, urgent remedial measures such as understanding the underlying causes of psychological distress among women, adopting a gender-sensitive approach, working towards women's empowerment and formulating women-friendly health policies could work wonders for the mental health of Indian women.

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A CRITICAL OVERVIEW ON THE LEGAL PROVISIONS AND THE POLICY ENVIRONMENT FOR THE URBAN HOMELESS IN INDIA

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ABSTRACT

The living conditions of the urban homeless community in India are appalling. With increasing urbanization, the trend in the concentration of the population in urban areas is not going to reduce in India. This paper mainly examines the theoretical underpinnings of the situation of the urban homeless in India. It attempts to track the various milestones achieved in the areas of social legislations and welfare policies concerning the urban homeless in India. These milestones are proving to be a catalyst in transforming the state of distress underlying homelessness into to actually a state of hope. This legal development and policy change has happened due to multiple factors. This paper also attempts to look at the potential loop holes in the recent national scheme brought out by the State with regard to the creation of shelters for the urban homeless in India.

Key words: *Homelessness, Social Exclusion, Multiple Stakeholders*

Introduction

While worldwide, the number of extremely poor people is declining it is a cause for concern that the number of extremely poor people is continuing to be high in India. It is indicated in the study, *The State of the Poor: Where are the Poor and Where are the Poorest* that the number of extremely poor people continues to be high in India. In fact the study has illustrated that every third extremely poor person in the world is an Indian.

India is facing a distinctive crisis in terms of distribution of poverty. The incidence of urban poverty is unrelentingly high. According to the factsheet generated by the *India: Urban Poverty Report 2009*, the scenario with regard to the number of poor people in the cities and towns is estimated to be over 80 million. The report goes on to talk about urbanization of poverty which roughly means that even as the urban population is growing so is urban poverty.

The challenges and issues posed by urban poverty can be varied. It could be directly related to accessing minimum basic services such as water, sanitation, housing, shelter. At the next level it could also be about discussing the availability of important resources such as social

security, livelihood options for the general community. And yet at another level, urban poverty can threaten the very fabric of provision of resources and welfare for the benefit of vulnerable groups particularly that of children and women.

It is important to understand that as India is getting more urbanized, its cities have to accommodate more Homeless persons. Indian cities are attracting the rural jobless youths and under employed youths like 'magnets'. The glitz and glamour of cities publicized by media is a major draw among many youth. Unaware of the high cost of living and the lack of space, the jobless from India's villages are prepared to eke out a living and squat on pavements and other illegal areas in urban areas. Another dimension to this problem is that the poor people continue to live in poverty and destitution over several generations. Therefore in several cases, it can be found that homeless families continue to exist in the same circumstances across generations. The cycle of poverty is never ending and exploitation of such population continues silently.

Among the extremely poor in Urban India, the Homeless are a very important community to be considered for launching interventions. With the advent of globalization,

the homeless in cities of India are increasingly becoming a major source of unorganized labour. Much disliked for their presence in public places by people, much exploited as unorganized labour by businesses, much neglected by policy makers, the Homeless live on edge. The conditions in which they live is appalling, a great deal has been documented about their everyday problems.

There has been a myopic vision in treating the problem of Homeless as part of the social planning programmes; it has been a cause for concern that with the real estate values going up in Indian Cities, the strategies directed towards provision of housing facilities for the Homeless have been very minimal. However, this community has started gaining the attention of the judicial system, civic administration, civil society organizations, non-governmental organizations, human rights activists and media over the past few years.

It is not a simple achievement that the support systems for the Homeless by the government of India are slowly but surely getting strengthened. The overall policy climate is becoming favorable towards the urban Homeless in India.

The actual implementation of the directives/suggestions by the judiciary and the important social policies leaves a lot to be desired. The gap between the judicial guidelines/social policies of the government and the way in they are accomplished is distressing. This perhaps highlights the necessity for better monitoring of the system and a more active participation on the part of the client (in this case the Homeless) that could ensure effective accomplishment of the judicial guidelines and social policies.

However it is heartening to note that slowly but surely, the homeless are becoming more and more visible and interventions for their support are being promoted by law and the state of India.

Objectives of the present study
1. To trace the evolution of the legal provisions/safeguards available for the benefit, welfare and development of the Homeless in India.

2. To analyze the Policy document on the **Scheme of Shelter for Urban Homeless (SUH)** under the **National Urban Livelihoods Mission (NULM)** being implemented by **Ministry of Housing & Urban Poverty Alleviation.**

1. **The evolution of the legal provisions / safeguards available for the benefit, welfare and development of the Homeless in India**

1.1. *Understanding Homelessness as a convergence of different dimensions of Exclusion (theoretical background)*

The world is becoming more and more urban and it is a reality that developing nations need to accept. This reality is going to challenge the very notion of city/urban area as the ultimate modern solution that establishes a fair and equitable development for all. A comprehensive and authentic report on the world's cities is presented by UNHABITAT titled as "[3]State of the World's cities 2010/2011 Bridging the Urban Divide". The report clearly illustrates the worrying existence of opposites: the rich and poor in the urban landscape of today's world. Even though cities on the one hand generate opportunities, drive economic growth, pummel industrialization, boost domestic and international trade, they also serve as sources for cheap and unskilled labour, offer poor infrastructure for a section of citizens and contrive to create a life of exclusion to the marginalized.

A concept discussed in the report is the "enormous gap", "the open wound" that exists between the rich and the poor. It goes on to bring about an understanding of the social instability that this open wound may cause. In this context, it is important to concentrate on the plight of the homeless community in the urban setting. The report talks about exclusion on different dimensions namely Social, Economic, Political and Cultural.

It can be inferred that the homeless community suffer in the overall situation created by the various dimensions of exclusion. The following excerpt from the "[3]State of the World's cities 2010/2011 Bridging the Urban Divide" report highlights the ugly truth about

the urban divide which can also apply to the homeless community:

> *Fragmentation of society is reflected in clear differences in the way space and opportunities are produced, appropriated, transformed and used.*
> *Economic and social exclusion typically results in cultural and political exclusion.* (Pg 74)

In the report, "You are not welcome here – The dynamics of socio spatial exclusion – A Case Study of Homeless Shelters in Hyderabad, India", Sorensen describes the situation of the homeless people as an example of inter - linkages of the four dimensions of the urban divide.

Figure 1- INTERLINKAGES OF THE FOUR DIMENSIONS OF EXCLUSION CONTRIBUTING TO HOMELESSNESS

It is very enlightening to note the views on social exclusion by the 4French politician René Lenoir. He has used the exact term 'social exclusion' in the context of poverty and disadvantage in the 1970's. Lenoir in describing the rights and responsibilities of citizenship highlights the relationship between people and the concerned with relationships between people and government of the state. He underlined the fact that people who are excluded from formal labour markers and welfare system\the social protection offered by the government of the state suffer social exclusion. Another interesting definition conceptualized by Silver (1995) suggests that the list of things people may be excluded from included:

'a livelihood; secure, permanent employment; earnings; property, credit, or land; housing; minimal or prevailing consumption levels; education, skills, and cultural capital; the welfare state; citizenship and legal equality; democratic participation; public goods; the

nation or the dominant race; family and sociability; humanity, respect, fulfillment and understanding'.

It can be safely argued that there is a causal relationship between homelessness and social exclusion. Sen argues that "5being excluded from social relations can lead to other deprivations as well, thereby further limiting our living opportunities". He stresses that Social exclusion can be a part of **Capability Deprivation**, "Social exclusion can, thus, be constitutively a part of capability deprivation as well as instrumentally a cause of diverse capability failures."

1.2. *Visibility of the problems of the homeless in India*

It was the winter of the 2009-10 that caused the death of homeless people in the national capital of India, Delhi. This was an unfortunate incident and a rude awakening to the administrative set up working for the welfare of the marginalized. This incident captured the attention of the public in general and the judiciary in particular thanks to the zealous and activist role played by the media. The spirit of the public and the judiciary was moved because of the deaths of the homeless people.

It's important to note that the judiciary in India has been playing a proactive role in bring forth social legislations that promote the responsibility of the state towards its citizens, prohibit the traditional customs that are dehumanizing and also provide for legal relief in the case of the marginalized. India fortunately enjoys a long standing tradition of *judicial activism* that time and again provides vision to the legislative and the administrative set up based on the fundamental values and principles enshrine in the Constitution of India.

Even before the 2009-10 winter death of a few of the homeless in Delhi, the Judiciary have been looking at the provisions available for the poor and the marginalized. The Article 21 of the Fundamental rights (Part III, Constitution of India) states that no person should be deprived of his life or personal liberty except according to the procedure established by the law. Time and again, the judiciary has upheld this right and also has interpreted it in many of its judgments.

In *Francis Coralie Mullin v. Union Territory of Delhi* (1981) 1 SCC 608, Bhagwati J stated that:-

> *"the right to life includes the right to live with human dignity and all that goes along with it, namely, the bare necessaries of life such as adequate nutrition, clothing and shelter and facilities for reading, writing and expressing oneself in diverse forms, freely moving about and mixing and commingling with fellow human beings. Of course, the magnitude and content of the components of this right would depend upon the extent of the economic development of the country, but it must, in any view of the matter, include the right to the basic necessities of life and also the right to carry on such functions and activities as constitute the bare minimum expression of the human-self (at para. 8)."*

"The State owes to the homeless people to ensure at least minimum shelter as part of the State obligation under Article 21." In *Parmanand Katara v. Union of India* (1989) 4 SCC 286, Court observed that Article 21 casts the obligation on the State to preserve life which is the paramount duty of the State according to the Constitution.

In *C.E.S.C. Ltd. v. Subhash Chandra Bose* (1992) 1 SCC 441 this Court held that

> *"right to social and economic justice is a fundamental right. Right to health of a worker is a fundamental right. Therefore, right to life enshrined in Article 21 means something more than mere survival of animal existence. The right to live with human dignity with minimum sustenance and shelter and all those rights and aspects of life which would go to make a man's life complete and worth living, would form part of the right to life. Enjoyment of life and its attainment — social, cultural and intellectual — without which life cannot be meaningful, would embrace the protection and preservation of life guaranteed by Article 21."*

In *Chameli Singh v. State of U.P.* (1996) 2 SCC 549, this Court interpreted Article 21 in the following words:-

> *"Right to live guaranteed in any Civilized society implies the right to food, water, decent environment education, medical care and shelter. These are basic human rights known to any civilized society. All civil, political, social and cultural rights enshrined in the Universal Declaration of Human Rights and Convention or under the Constitution of India cannot be exercised without these basic human rights. Shelter for a human being, therefore, is not a mere protection of his life and limb."*

The right to food movement was probably one of the movements that set the stage for discussions on the basic / fundamental rights of the Indian Citizen promised by the Constitution of India but nevertheless proving to be only a mirage. The movement was spearheaded by an organization called as People's Union for Civil Rights (PUCL) during 2001. In that year, the organization submitted a petition to Supreme Court of India urging for the enforcement of the right to food. This appeal was grounded on the fact that "Right to life" as per Article 21 would guarantee right to food also.

The Commissioners appointed specifically for the "Right to Food" case during January 2010, informed to the judges *"that many of the winter deaths of homeless people could have been avoided had government implemented food schemes for the people living on the streets and provided shelters to them."* (Mander, 2010:3).

The Judges of the Supreme Court immediately took cognizance of the letter of the commissioner of the "Right to Food" case ordered the Delhi Government to arrange shelters for the homeless within two days.

Supreme Court Order dated 20ᵗʰ January 2010

> *The Supreme Court order dated 20 January 2010 issued the following directions to Government of Delhi, the Municipal Corporation of Delhi, the New Delhi Municipal Corporation and Cantonment Board:*
>   a) *To set up at least 100 temporary shelters for people living in streets within one week;*
>   b) *To build at least 140 permanent shelters for people living in the streets by December 2010;*
>   c) *To set up at least 500 community kitchens across the city and provide nutritious and cheap cooked food;*
>   d) *To issue AAY ration cards to all homeless people in Delhi with a validity of at least two years and renewable if they remain homeless in the city by March 31, 2010 and;*

e) *To file an affidavit to the Supreme Court on steps undertaken to protect the food and shelter rights of homeless people in the City by 15th February 2010.*

Supreme Court Order dated 5th May, 2010

The Supreme Court order dated 05 May 2010 transmits responses of states to the petition of the OSCC dated 25 January 2010 demanding that the same directions (issued on 20 January 2010 to the Delhi Government Municipal Corporation of Delhi, the New Delhi Municipal Corporation and the Cantonment Board) should be issued to all states and state's agencies working for the homeless. States' and Union Territories' affidavits and responses are positive and some important actions they would undertaking are:

a) *take a detailed survey on the homeless and respond to their entitlements accordingly;*

b) *build a shelter for a lakh population in all urban centers and provide basic facilities and amenities such as clean drinking water, light, toilet and provisions for their security and;*

c) *formulate comprehensive policies protecting the rights of the homeless.*

The Supreme Court Commissioners while submitting **"The National Report on Homelessness for Supreme Court of India as part of the Review of the compliance of State Governments with Supreme Court orders up to DEC 31, 2011",** define homeless in the following words:

Who are the Homeless -Defining Homeless?

Going beyond the Census definition of 'homeless' which defines houseless population as persons not living in 'census houses', we argue that the benefits of the SC orders shall prevail and be applicable for all categories of people listed below. They are:

Persons who do not have a house, either self-owned or rented, but instead:

i. *Live and sleep at pavements, parks, railway stations, bus stations and places of worship, outside shops and factories, at constructions sites, under bridges, in hume pipes and so on;*

ii. *Spend their nights at night shelters, transit homes, short stay homes, beggars homes and childrens' homes;*

iii. *Live in temporary structures without full walls and roof, such as under plastic sheets, tarpaulins or thatch roofs on pavements, parks, nallah beds and other common spaces.*

It is to be noted that within this group there are multiple degrees of vulnerability, for instance the multiple vulnerabilities of single women, infirm and old, disabled, and persons who have special needs, and those involved in substance abuse. In addition to their social and economic vulnerability, these are also the groups who often have no kind of shelter whatsoever, and live in open subject of various forms of exploitation and abuse. This group of homeless should be taken special care of and provided care homes accordingly.

Figure2- Timeline - events leading to legislation for homeless

*Thus it can be noted that the landmark judgment on the 5th of May 2010, by the Supreme Court of India*n *has the following features*

- an account the travails of the homeless
- the availability of the resources that could mitigate their suffering
- the role and the functions of the local administrative set up in the implementation of schemes and services for the urban homeless.

Supreme Court Orders dated April 19th, May 9th, July 18th, September 20th, December 12th during the year 2011 further consolidated various other features required for the implementation of night shelters scheme and provision of other necessary services to the homeless.

2. Analysis of the Policy document on the Scheme of Shelter for Urban Homeless (SUH) under the National Urban Livelihoods Mission (NULM) implemented by Ministry of Housing & Urban Poverty Alleviation

2.1. Overview on Government Policies/schemes those were operational before the Landmark Judgment of the Supreme Court

One of the first Government programmes launched by the Ministry of Urban development, Government of India was during the year 1992. The programme was named as *The Shelter and Sanitation Facilities for the Footpath Dwellers in Urban Areas*. The programme aimed to "ameliorate the living condition and shelter problems of the absolutely shelter less households till such time as they can secure affordable from ongoing efforts of State housing agencies." The agency that was responsible for implementing this scheme was HUDCO (Housing and Urban Development Corporation Ltd). Major Urban Centres that had a concentration of homeless persons or foot path dwellers adopted this programme. The programme had the following features:

1) *Construction of Community night shelters with water and sanitary facilities.*
2) *Pay and use toilets/baths.*
3) *Renovation of existing structures, like market places etc. as Night Shelter.*
4) *Temporary or mobile night shelter of adequate standards on the basis of justification provided by state Governments considering the prevailing local factors.*

The programme - *The Shelter and Sanitation Facilities for the Footpath Dwellers in Urban Areas* was renamed as the *Night Shelter for Urban Shelter less* during the year 2002. An important negative development to this scheme is the withdrawal of the component if Pay & Use Toilets and baths for the homeless. The scheme conceptualized boarding facilities in terms of night shelters/halls with plain floors. This facility was to be used for social purpose during the day time such as health care centre, training for self employment, adult education, etc and to be used as night shelter for the homeless during nights.

Unfortunately, this scheme was not implemented by many State governments. During 2005, because of non-utilization of funds allocated for the scheme; the scheme was withdrawn by Government of India.

2.2. Salient Features of the Scheme "The Scheme of Shelter for Urban Homeless (SUH)"

The current scheme has been created a result of judicial enforcement, social activism by civil society and non-governmental organizations working for the homeless community. Answering the clarion call for responsibility and action in the case of the homeless community the State on its part has created an ambitious plan that not talks of welfare measures but also interested in the providing 'entitlements' and long term shelter within the urban landscape to the homeless community. The name of the scheme is "The Scheme of Shelter for Urban Homeless (SUH)". It is being carried as part of the National Urban Livelihoods Mission (NULM). NULM is implemented by the Ministry of Housing and Urban Poverty Alleviation.

The scheme came into existence on the 24th September 2013. The scheme is comprehensive in the sense that it has looked at different dimensions of implementation and has addressed the gaps that exist in the provision of services to the homeless.

- It is a national scheme and thus is for the welfare of all the homeless people urban areas starting from major cities to towns.
- As per directions given by the Supreme Court of India, this scheme covers one lakh urban population and there is a provision for a shelter that can cater to 50-100 homeless persons.
- The shelters are open throughout the year and are open 24 hours as homeless need shelter throughout day and night and their work patterns may vary from normal work patterns, i.e., they may work during nights and may need shelters during day time. These shelters are to be facility with all basic amenities.

This is to be provided in order to ensure that the homeless live a life of dignity in the shelters. The shelters are to be equipped with beds and bedding, toilets, potable drinking water, lockers, first aid, primary health, de-addiction and recreation facilities.

- The scheme provides for reservation 30% of shelters as permanent. Moreover, the scheme guidelines elucidate that the shelters need to designated and designed for the most vulnerable populations, such as (a) single women and their dependent minor children, (b) aged, (c) infirm, (d) disabled, (e) mentally challenged.

- A very distinct feature of the scheme is it that provides for identity proof and therefore easy access to entitlements for the homeless community. The people who were invisible and voiceless are to be given their rightful identity. The schemes provides identify proof and access to schemes:
  - ✓ Identity Proof & Postal Address,
  - ✓ Elector's Photo Identity Card (EPIC), etc.
  - ✓ Old age, widows and disability pensions
  - ✓ BPL cards, PDS ration cards, etc.
  - ✓ Bank or post office accounts
  - ✓ ICDS services
  - ✓ Admission to government school
  - ✓ Rashtriya Swasthya Bima Yojana
  - ✓ Admissions to public hospitals for health care
  - ✓ Linkage to Rajiv Awas Yojana
  - ✓ Free Legal Aid

- The deaths of the homeless are to be recorded and the scheme provides for the same.

- The scheme also has a detailed framework for the oversight, supervision and convergence of for the various programmes among the State, district and City levels.
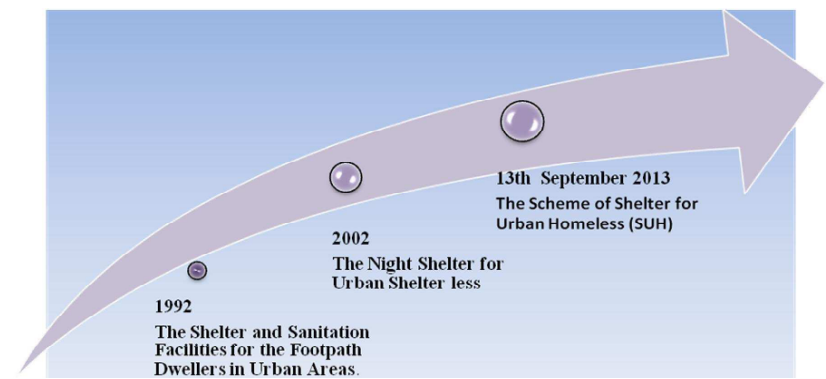
Figure3- Timeline – Schemes for homeless in India by GOI

2.3 The Challenges in the implementation of this scheme are many

A few of them could be:

Availability of space for the construction of new shelters is a major problem. As it can be observed that in many urban areas, the homeless community live and working areas that are highly crowded and sometime are also commercial in nature. The areas where they earn their livelihood could be market places or places of tourism and hence the local government may find it difficult to accommodate a shelter.

In the report, "You are not welcome here – The dynamics of socio spatial exclusion – A Case Study of Homeless Shelters in Hyderabad, India", Sorensen describes the situation of NIMBY – Not in my backyard Syndrome where residents may feel apprehensive about a newly created Shelter in their neighborhood. This NIMBY syndrome can create conflicts and lack of mutual trust and may even lead to closure of Shelters.

Even as the SUH document talks in detail about the survey on homeless, the enumeration of homeless is not easy as their availability during enumeration is a problem. They may not be available to be enumerated as part of the survey.

It is true that the Nongovernmental organizations working at the grass root level are more aware of the concentration and presence of the homeless community. There is a need for organizations to come together in mapping the homeless in the city. Such an initiative was under taken during 2013 by Transparent Chennai that evoked large scale participation by local NGOs and that resulted in identification of several homeless hotspots in the city of Chennai City.

Convergence of services is another major area where if there is lack of collaboration, deliverables may not be achieved for the homeless. The guide lines of the scheme with regard to the operations and management of shelters are:

The operations and management of the shelters can be undertaken by ULBs (Urban Local Bodies) or any other agencies identified by the ULBs such as:

(i)   Homeless persons' collectives
(ii)   Youth and Women's community based groups
(iii)   Universities and Institutions
(iv)   Nehru Yuya Kendras
(v)   Unorganized workers' trade unions
(vi)   NGOs and CSOs registered under the Societies Registration Act, 1860 and Trust Acts or other similar laws of the State Governments.
(vii)   Self Help Groups and committees recognized by the State Govt./Urban Self Governments.
(viii) Resident Welfare Associations
(ix)   Public/Private Sector Companies or Associations

The agencies mentioned above are from different management bases and therefore may have their own means and methods of running the shelters because of which standardization in operations could be a problem. However, it can also be hoped that diverse styles of functioning may lead to evolution of best practices in the long run.

The Guidelines does not provide for a multiple stakeholder analysis of specific areas of where there is a concentration of the urban homeless. It is very important as to identify the causal factors that lead to the concentration of the urban homeless in specific areas. For example, if a location is heavily commercialized and there is a bulge in that area, there could be a causal relationship between provision of livelihood opportunities and the existence of homeless community. The homeless communities are a source of inexpensive and readily available labour to a large trading or business community.

It is essential that even as the 'State' through ULBs provides facilities and entitlements to the homeless, the communities that directly gain from the services of the homeless also are made accountable in providing towards the homeless. Such communities are led by associations (local trade associations).These associations should be involved in running of the shelters. These associations should be made accountable as they are the direct beneficiaries of the services provided by the labour force among the homeless.
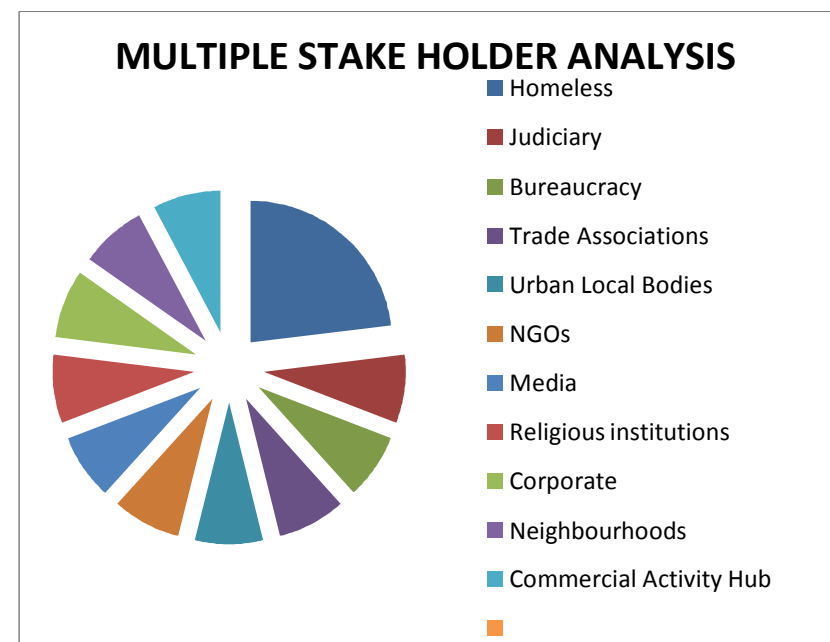
Figure 4 - Multi stakeholder analysis in the context of urban homelessness

The above graphical representation is a rough depiction of the kind of stakeholders involved in the problem of homelessness. This is in no way an exhaustive representation and this is bound to vary in different locations.

In traditional Indian Society, places of religious worship also patronized the homeless community through charitable homes and food for all programmes. There is a need to strengthen and revive such practices as there is a lot of interaction between the homeless and public in such cases.

Conclusion

The UNHABITAT is celebrating "the right to City". Every Country is gearing up to honor citizenship of people in the midst of myriads of challenges. In India, there is a conscious effort on the part of most important stake holders, the 'State', the 'Judiciary', the 'bureaucracy', the media, and the Civil society Organizations in providing better opportunities to the homeless community.

On the part of the homeless community, they have always been the silent and

in some cases the resilient community who are eking about an existence bellying average living conditions and expectations. Study by Action Aid, proclaims that the urban homeless as the City makers. It is important that corporate in the form of social responsibility need to focus on supporting the Urban Local Bodies. The involvement of corporate would definitely benefit in creating a highly standardized model for the shelters.

The urban homeless community needs to be rehabilitated into permanent dwellings. Skill training and access to education is imperative if the urban homeless are to be made as independent.

Also collectives of the urban homeless need to formed and trained to lead the community and provide for political representation. The urban homeless should not only be able to vote but also be made to participate in the larger political process. In doing so, if the urban homeless are able to become leaders and thereby able to participate in the urban local bodies they may be able to bring in better implementation of the schemes.

If the scheme for the urban homeless, *"The Scheme of Shelter for Urban Homeless (SUH)"* is not implemented in letter and spirit, then it leads to a situation where the homeless is unable to enjoy the "Right to Life" guaranteed by Art.21 of Constitution of India. This would be an act of abdication of duties by the State. It is to be hoped that the spirit of judicial activism would continue to monitor the implementation of the scheme. Furthermore, the Civil Society Organizations and the media should always play a proactive role with regard to the implementation of The Scheme of Shelters for Urban Homeless. These two agencies should not be critical of the gaps that may occur as part of the implantation of the scheme but also facilitate and promote the scheme to a large extent.

Sustainable development of all the communities living in the urban landscape should not be could be a utopian dream but a realistic possibility as every human being has a right to live with dignity.

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MICROFINANCE FOR THE POOR: A BLESSING OR A CURSE?

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"This is not charity. This is business: business with a social objective,
which is to help people get out of poverty."

- Muhammad Yunus
Founder of Grameen Bank and Nobel Peace Prize recipient

"Give a man a fish; he'll eat for a day. Give a woman microcredit, she, her husband,
her children and her extended family will eat for a lifetime."

- Paul David Hewson (Bono)
Lead Singer-songwriter, musician, businessman, philanthropist for the band U2

ABSTRACT

Poverty alleviation was the major agenda for Indian government since 1950s. The government experimented with the tools of grants and subsidy for poverty alleviation. For the implementation of these tools they took the help of banking institutions, but unfortunately these programmes remained unsuccessful in achieving this socio-economic objective. A tool to alleviate poverty, creating self employment for the poor and to empower poor women evolved and that is Microfinance. Microfinance can be defined as any activity that includes the provisions of broad range of financial services like credit, savings, insurance, payment services, money transfer, to low income individuals who fall just above the nationally defined poverty line, and poor individuals who fall below that poverty line and, their micro enterprises, with the goal of creating social value. Even after so many years, more than 60% of Indians are below poverty line. The question arises, "Is Microfinance a blessing or a Curse?" As the government and many economists criticized it because of its higher interest rates and as the companies going public, its move from towards earning profits. Contrary is it a blessing? As it alleviates poverty, empowers women and is a tool for socio-economic development. The paper explores the concept and evolution of microfinance and analysis whether is it a blessing or curse for the poor.

Key Words: Microfinance, Socio-Economic Development, Poverty Alleviation, Blessing and Curse.

Microfinance

International Labor Organization (ILO) defines microfinance as, "Microfinance is an economic development approach that involves providing financial services through institutions to low income clients". In India, "The National Microfinance Taskforce, 1999" has mentioned the definition of microfinance as "provision of thrift, credit and other financial services and products of very small amounts to the poor in rural, semi-urban or urban areas for enabling them to raise their income levels and improve living standards" Microfinance can be defined as any activity that includes the provisions of broad range of financial services like credit, savings, insurance, payment services, money transfer, to low income individuals who fall just above the nationally defined poverty line, and poor individuals who fall below that poverty line and, their microenterprises, with the goal of creating social value.

Social value may be created by several means:-

- poverty alleviation
- improving livelihood opportunities
- insurance for risk mitigation
- savings for smooth consumption in the crisis period

Microfinance services providers:-

- Formal institutions (e.g. - rural banks and cooperatives)

- Semiformal institutions (e.g. - nongovernment organizations) and
- Informal sources (e.g. - money lenders and shopkeepers).

Microfinance Institution

These institutions cater the services of microfinance and include formal and semiformal institutions.

Microfinance Activities

- **Micro credit:** Credit of small amount given to the borrower, often without any collateral, either by a bank or other institution.
- **Micro savings:** Receiving the small amount of deposits in the saving accounts often opened without any minimum balance requirement. Purpose is to motivate small savers to keep savings for future contingencies or consumption.
- **Micro insurance:** It is the financial compensation against future uncertainty.
- **Remittances:** These are transfer of funds from people in one place to people in another, usually across borders to family and Friends. Compared with other sources of capital that can fluctuate depending on the political or economic climate, remittances are a relatively steady source of funds.

MICRO-FINANCE: Bridging the gap between Demand and Supply

Just after the independence of India, since 1950s, government started the Indian economic planning and poverty alleviation was the major agenda for Indian government. Government experimented with the tools of grants and subsidy for poverty alleviation. For the implementation of these tools they took the help of banking institutions, but unfortunately these programmes remained unsuccessful in achieving this socioeconomic objective. These programmes were characterized by target orientation, credit finance through commercial banks, and grant/subsidy as problem solving tool. The results of these programmes led to misuse of both credit and subsidy and depended ultimately on government employees for delivery. Banks too never took this concern as seriously as it was neither commercial nor profitable activity.

According to a 1995 World Bank estimate, in most developing countries the formal financial system reaches only the top 25% of the economically active population - the bottom 75% have no access to financial services apart from moneylenders. India is also not far from this reality. The formal financial institutions do not recognize the poor as credit worthy, particularly women because they lack collateral. Structural rigidities and overheads makes small loan very costly and thus difficult to get repaid. Finally the low level recovery gets eroded by loan waiver programmes by the formal financial institutions. These all are profit eroding programmes for formal financial institutions and thus the core purpose got defeated of these poverty alleviation programmes.

The poor need credit, not subsidy

The actual need of the poor is the access to credit and providing subsidy was not the root level solution of poverty alleviation programme. Lack of regular employment convert them into a non bankable prospect and ultimately they fulfill their credit requirements from local money lenders at very high rate of interest by pledging his few belongings. This high rate of interest makes them unable to repay their borrowings and the poor becomes poorer.

Various needs of the poor

In Stuart Rutherford's recent book The Poor and Their Money, he cites several types of needs:

- Lifecycle Needs: such as weddings, funerals, childbirth, education, homebuilding, widowhood, old age.
- Personal Emergencies: such as sickness, injury, unemployment, theft, harassment or death.
- Disasters: such as fires, floods, cyclones and man-made events like war or bulldozing of dwellings.
- Investment Opportunities: expanding a business, buying land or equipment, improving housing, securing a job (which often requires paying a large bribe), etc.

Most often the poor tries to meet these needs through the exchange of non-cash value belongings like grains, jewelry, livestock or other precious metals. Reasons why low income households still do not receive finance:- The branch density in India as per the study undertaken by LOK capital (People's capital), New Delhi, India. The financial services to over 6.8 million (64% customers are women) Indian populations residing in 25 states, union territories and rural and urban areas are being provided by-

- 50,000 commercial bank branches
- 12,000 co-operative bank offices
- 15,000 regional rural bank branches (RRBs)
- 100,000 primary agriculture credit societies (PACS)

But unfortunately this high density of financial services providers is not able to cater the needs of low income class people. Reason behind this unfortunate economic condition is:-

- Absence of collaterals makes the rural poor unbankable. Normally the rural poor lack the regular employment and thus they do not have any source of regular income. So, they cannot provide any collateral.
- Sometimes the need of collateral becomes the regulatory constraints rather than safety constraint.
- High fixed and operating costs to open the branch in rural areas resulting in high delivery cost
- High illiteracy rate among rural poor population results in poor knowledge of financial market and its instruments.
- Negligible sales incentives to the sales employees in cooperatives and regional rural banks
- Deficiency of suitable product for rural poor people
- Poor transportation services in rural areas creates another obstacle for the rural poor as they lose their daily wage to meet transportation expense to reach the nearer traditional bank branches.
- Private sector banks are profit oriented and thus least interested in increasing their fixed and operating costs by opening their branch in rural areas.

Above mentioned are the major hurdles why around 150mn households of India are deficient in availing the benefits of financial services from formal financial service providers. All these roadblocks of poverty alleviation measures gave rise to the concept of micro-credit for the poorest segment. They introduced the new set of credit delivery techniques.

Microfinance sector journey

Loans to poor people by banks have many limitations including lack of security and high operating costs. As a result, microfinance was developed as an alternative to provide loans to poor people with the goal of creating financial inclusion and equality.

Initially the concept of small Self Help Groups (SHGs) came into existence that started mobilizing savings of their members and lending these resources created out of saving among the members on a micro scale. These SHGs started working like financial intermediaries. Their functioning was based on community participation and it was more sustainable. Even the rate of recovery was far higher than that of commercial banks. That is why it gained more popularity and the success of SHGs paved the way of introduction of Micro Finance Institutions.

In India, during the year 1992, the National Bank for Agriculture and Rural Development (NABARD) took this idea and started the concept of microfinance in India. Under this mechanism, there exists a link between SHGs (Self-help groups), NGOs and banks. The purpose was to cover millions of poor rural families. India got further boost by the success of micro-credit concept in neighbor countries where the socio-economic condition is identical to that of India. Success examples are Muhammad Yunus, a Nobel Prize winner, introduced the concept of Microfinance in Bangladesh in the form of the "Grameen Bank", Commercial and Industrial Bank in Phillipines, Bank Rakiat in Indonesia etc. Unlike SHG, a MFI is a separate legal organization that provides financial services directly to the poor borrowers. As of March 2012, MFIs have reached 26.8 million borrowers (Source: CRISIL). Though both SHG and MFI model have expanded over the years, but their reach

has been limited with a penetration of less than 15% (Source: Intellecap). The major contributors of MFI customers (54%) belong to the three major southern states of Andhra Pradesh, Karnataka and Tamil Nadu. The Global Summit on Micro Finance held in Washington in Feb '97 set a global target of covering 100 million poor families with credit by 2005 - it was expected that 25-30 million of these could be in India alone. According to the State of the Sector Report released as part of the annual Microfinance India Summit 2013 "India's Microfinance institutions reached 76.6 million against last year's 59 million". Even after this growth the demand and supply gap exists. The Planning Commission estimate of 1993-94 says 36% of the population or 320 million people live below the poverty line there would be 140-150 million women alone living below the poverty line. Out of total women population, if we consider only 30% poor women who would need micro-credit, the figure come to be 40-45 million poor women. But the fact sheet says that barely 1 million poor people had been served by all the agencies in India engaged in the provision of micro-finance services. In India the National Credit Fund for Women or the Rashtriya Mahila Kosh (RMK) are two major prominent apex organizations to provide micro-finance services to the women.

Microfinance - A Curse

Microfinance has been criticized because of a number of reasons which are as follows:

1. **High interest rates**: The first and foremost is the higher interest rate being charged from the borrower. The interest rates being charged by most of the MFIs in ranges from 30% to 50% a year. It proves to be a curse at times when the borrowers' ends up in debt trap after going for the option of microfinance because the interest rate at times reaches to 100% a year. This places a heavy burden on the poor borrowers. Higher interest rates in India are criticized even by micro credit guru, Muhammad Yunus. He proposed that the interest rate on such loans should not exceed 20 per cent. This interest rate is not only

criticized by the Government of India but also by Bangladesh, Pakistan and Srilanka.

2. **Ignoring social service activities**: Microfinance in India is being criticized as it has actually started ignoring the social service aspect. During the initial stage it used to be considered as a not for profit concept but now with the commercialization of MFIs it seems to have moved the focus towards earning profit. In July 2010, When the SKS Microfinance, India's biggest MFI went public. Muhammad Yunus said that the companies must focus on the social business and must not go with the option of generating profit from MFIs. He stated that the only beneficiaries of microfinance should be poor.

3. **An Illusion of Poverty reduction**: The author of Why Doesn't Microfinance Work?: The Destructive Rise of Local Neoliberalism?, Milford Bateman argued that microfinance merely provides the illusion the it can alleviate poverty. Micro finance is blamed for over 80 deaths in the year 2010, basically suicides in just one state of India i.e. Andhra Pradesh. It seems that the reality of microfinance is lesser attractive than it seems.

Microfinance - A Blessing

1. **Empowering Women**

The World Bank has reported that all those societies which discriminates the public on the basis of gender have greater poverty, the growth rate of those societies is comparatively slower, and thus have a lower standard of living. In order to alleviate poverty and to have a higher economic growth, the focus is now equally on women. The proven strategy for reaching poor women to empower them is none other than Microfinance. Women can be a very good contributor for the economic development of the country. Research shows that MFIs focuses more on women as they are considered to be more responsible than men and their unemployment rate is comparatively higher. They have the ability not only to save but also to

raise the money and thus benefiting the whole family. As quoted by Susy Cheston and Lisa Kuhn in their paper Empowering Women through Microfinance, MFIs are quite successful in providing a number of opportunities for empowering poor women and encourages them to participation and to lead. MFIs must place more and more emphasis on educating and creating awareness amongst women so as to empower women.

2. Alleviating Poverty
Microfinance plays an important role in alleviating poverty. Microfinance by providing the money helps the poor to start his own small business and thus increase his household income and thereby increase their standard of living.

3. A tool for socio-economic development
Microfinance is a tool for socio-economic development of the country. It is not a charity. As a development tool, it tries to empower poor and reduces poverty. MFIs are even participating in social developmental activities. In few parts of the country, they are actively is running a programme for increasing the level of awareness about HIV/AIDS. Another project is Peru by Innovations for Poverty Action; it educates and trains the borrowers to enable them to earn higher profits.

Conclusion
To conclude, though MFIs are criticized by various government and economist still the importance of MFIs cannot be ignored. It is very instrumental for the socio economic development of a developing country. It is a proven tool to alleviate poverty, creating self employment for the poor and to empower poor women.

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MASS COMMUNICATION IN PROMOTION OF SUSTAINABLE RURAL DEVELOPMENT

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INTRODUCTION

Communication plays a central role in the existence, development and maintenance of society. To all societies, Islamic or otherwise, communication is basic. No society can function, or achieve goal without communication. The main functions of communication in society include: Vertical transmission of heritage, from generation to generation, as such, heritage is to be transmitted to subsequent generations, society must have the ability to preserve that heritage through various means of preservation and storage. Socialization is the act of transmitting the tradition, values, and more of society. Also socialization is the social education of young members of society; therefore, it is understand as part of the transmission of heritage from generation to generation. (Galander, 2001, p.11)

If anything, the differences in mass media roles and functions in different social systems support a contingency view of communication (Wiio, 1975, 1982). According to this view, the communication processes and outcomes are influenced by internal and external contingencies (situations) as well as by the degree of freedom of the work processes of the system.

Mass Communication

Mass communication involves sending messages through a mass medium to a large number of people. For mass communication to exist, we need an intermediate transmitter of information called a mass medium. A lot of mass media are used in mass communication such as newspapers, magazines, film, radio, television, internet, books or combination of these. Mass communication messages are directed at a group of people via mass medium. Books were the first mass media, followed by newspapers, magazines, film, radio, television and now the advent of the World Wide Web (www).

DEFINITION

Channel filtered or controlled at different level by reporter, sub editor, news editor, editor Mass communication, the term Mass denotes great volume, range or extent (of people or production), while communication refers to the giving and taking of meanings, the transmission and reception of message. According to (Janowitz, 1968) mass communications comprise the institutions and techniques by which specialized groups employ technological devises (press, radio, films etc) to disseminate symbolic content to large, heterogeneous and widely dispersed audiences. In this and similar definitions, the word communication is really equated with transmission, as viewed by the sender, rather than in the fuller meaning of the term, which includes the notion of response, sharing interactions.

Components of Mass Communication

For better understanding of the nature of mass communication, we should analyze its two basic components: the mass and the communication media.

- **The Mass:** The concept "mass" in mass communication is defined as a large, heterogeneous, assorted, anonymous audience.

- **'Large':** means we can't exactly count the number of the members of audience. It is relatively large but it doesn't mean that the audience includes all people.
- **'Heterogeneous':** means the audience of mass media includes all types of people – the rich, the poor, farmers, bureaucrats, politicians and so on.
- **'Assorted':** means the audience of mass media is not necessarily limited to a particular geographical sector. They may be scattered everywhere. For example, a newspaper may have a reader in every nook and corner of the world.
- **'Anonymous':** means we can't specifically identify a reader of a newspaper of newspaper with his certain characteristics. Today he may be reader of a particular newspaper. Tomorrow, he may change his media habit. Anybody at any time may be a member of mass media audience. The channels of communication that produce and distribute news, entertainment content, visuals and other cultural products to a large number of people. Mass media can be classified in to three major groups on the basis of their physical nature.

Nature of Mass Communication

1. Mass communication experience is public one. It means that anybody can be a part of this communication process at any time without much effort or permission.
2. It is a mediated communication act. Nature of the media involved in the process defines the mediation in mass communication. For example, television can transmit a news instantly as it is a fast medium, newspaper takes to bring the same news report to the public because of its limitations. This is how nature of the media defines the mediation process in mass communication.
3. Mass communication is filtered communication. This filtering processing is called gate keeping. For example, a news report in a newspaper or on a television.

4. It is the most complicated form of communication as it involves complex technology like satellites digital networks, management structure, marketing chain etc.
5. Mass communication can alter the way the society thinks about events and attitudes.
6. Mass communication experience is transient. It means that once you used a message (for example, a news report or a film) you may not use it again. The message is meant to be used once and it is gone. Who will read yesterday's newspaper?
7. Mass communication is most often remains as one-way communication. As receivers, how many of us write letters to editor (sender)? A very few. But, in interpersonal communication, senders and receivers are in active conversation sending feedback to each other.
8. Unlike other communicators, mass communicators can't see their audience. Karan Tapar or Pranoy Roy, the leading television personalities in India know that their programmes are watched by millions of Indians. But, they can't see how people respond or react while watching their presentations. That's why they can't change the style of presentation or mode of communication instantly as we do in interpersonal or group communication.

Role of Communication for Sustainable Development

Communication is a basic instinct of man. It is the fact of life of not only human beings, but also of animals, birds and other living beings. Communication maintains and animates life. It is also the expression of social activity and civilization. It leads people from instincts to inspiration through various processes and systems of enquiry, command and control. Communication integrates knowledge, organizations and power and runs a thread linking the earliest memory of man to his noblest aspiration through constant thriving for a better life. As the world has advanced, the task

of communication has become ever more complex and subtle to liberate mankind from want, oppression and four and to write it in community and communion, solidarity and understanding .Mass communication comprise the institutions and technology by which specialized groups employ technological devices (press, radio, T.V films etc.) to disseminate symbolic content to large, heterogeneous and widely dispersed audiences. Poverty eradication, protecting the environment, reducing the consumption of non-renewable resources and increasing the use of renewable resources, conservation of biological diversity, controlling various types of pollution, land degradation and deforestation, waste management using appropriate technologies land reforms, population control and stabilization, upholding basic human rights, social welfare and woman's upliftment, promoting intra-generational and intergenerational equity and participation of people from individual, local levels to global level, being the various important objectives of sustainable development, different communication channels have a potential role to play in fulfilling these objectives. Though communication alone is not sufficient to meet these objectives. It is a crucial element in facilitating the fulfillment of these objectives.

Communication policy and Strategy for sustainable Development

Strategies that include communication for sustainable rural development as a significant aspect of agricultural and rural development are sorely needed. Efforts in this direction are being made, but governments have yet to recognize fully the potential of this factor in promoting public awareness and information on agricultural innovations, as well as on the planning and development of small business, not to mention employment opportunities and basic news about health, education and other factors of concern to rural populations, particularly those seeking to improve their livelihoods and thereby enhance the quality of their lives. Rural development is often discussed together with agricultural development and agricultural extension. In fact "agricultural extension" is often termed "rural extension" in the literature. In contrast, rural development includes but

nonetheless expands beyond the confines of agriculture, and furthermore requires and also involves developments other than agriculture.

The Role of Communication in National Development

Mass media channels have some distinctive operational features such as hardware, soft ware, professional managers and "gatekeepers". According to Yahaya (2003), "gatekeepers" apply to institutions wherein both people and technology interact to control the events that determine the transfer of information for the source to the receiver. Information passed by gatekeepers may be considered reliable because such messages might have compiled and edited by a team of experts such as reporters, editors, cameramen, engineers, writers etc. In this respect, gatekeepers are shapers of opinions in communication and media industry. Mass media institutions such as newspapers, magazines, books, motion pictures, radio, TVs, internet and sound recording help in the generation and dissemination of messages that are of immediate needs to the general public.

Besides, these media institutions contribute greatly towards the growth and development of knowledge as well as its preservation through documentation.. Mass media help in sensitization of all stakeholders and beneficiaries of agricultural, rural and the overall national development programmes. Mass media channel such as radio and television are used to create awareness in people about newly introduced programmes, projects or farming technologies with a view to adopting them. The mass media try to persuade the beneficiaries or target audience in order to engender or kindle interest in the minds of the target audience so that they can develop favorable attitudinal changes needed for adoption of innovations or programmes. Any development programme that is bereft of realistic objectives and has not taken into consideration social needs and interests is bound to founder. It is the responsibility of mass media to direct such developmental objectives to the target population and to ensure that such a programmers meets the needs and interest of the famine.

Scope of the study:

Mass communication has an important part of human life. without communication we did not know anything .mass communication provide lot of information about social, economic, political, level so people know about their day to day affairs through the medium the mass media can be a bridge between government department to community people .in rural community mass media play a vital role through the mass communication rural people know about current event that occurred abroad and domestic to know quickly and easily through the medium at their door step. The mass communication have the ability to deliver information effectively it focus attention traditional society moving toward a modern little by little began to hang up his knowledge on the media so that the things about what's important which is dangerous, what is interesting and forth from the media . the media gradually bringing in community in develop their conditions mass communication has prominent role to play in our society . It can bring about radical change and improve social situation as it influences our social, civil, political, economic, out look.

Significance of the study:

The input of mass communication may be positive or negative depends upon the person who utilized it. But most of the time it created only a positive impact particularly among the rural people. In the researchers view the promote mass communication in sustainable rural development.

Objectives
- To know about mass media create sustainable rural development.
- To know about mass communication influence the rural development.
- To find about general impact of mass communication in the society.

Definition of key terms
- **Rural development:** Rural development encompasses agriculture, education, infrastructure, health, capacity-building for other than on-farm employment, rural institutions and the needs of vulnerable groups. Rural development aims at improving rural people's livelihoods in an equitable and sustainable manner, both socially and environmentally, through better access to assets (natural, physical, human, technological, and social capital), and services, and control over productive capital (in its financial or economic and political forms), that enable them to improve their livelihoods on a sustainable and equitable basis.
- **Mass communication:** Mass communication should not only provide information but also motivate people in participate in development oriented efforts

Research Methodology

The formulation of the research design is an indispensable part of any research hence the researcher adopted descriptive research design. Descriptive research design aims at describing the variables. In the present study the research describes promote the mass communication to sustainable rural development. There are more than 100 rural people in Thanjavur district among them the researcher selected 50 respondents for the study. The researcher adopted simple random sampling to draw sample from the universe the sample size of the sample is 50 respondents. Both primary and secondary data were used for this study. Information collected form the respondents using an interview schedule containing 55 question which from the primary method of data collection used for this study. Self prepared interview schedule was administrative to the respondents between the collect data the tool consists of 55 statements covering the personal data how mass communication promote the sustainable rural development.

KEY FINDINGS
- A little more than one third(i.e) 42% of the respondents fell into the occupation of private job. A Little less than one third (i.e) 32% of the respondents belonged to the qualification of Agriculture. A small portion (i.e) 26% of

the respondents fell into the occupation of Govt. Study may reflect the most respondents in private job.

- About one third of respondents used in (i.e) 30% T.V again one third of respondents used in news paper. Most of the respondents suggest in T.V and news paper improve their development.
- More than 84% of the respondents says yes. A small portion 16% of the respondents not were the habit of reading news paper.
- High majority of the respondents 82% says radio listing is use full for improve their economic activities A Small portion 18% of the respondents has says not use full. Two third of the respondents 80% says yes. About one third 20% of the respondents felt that they did not aware about that government programme. The study suggested that most of the respondents aware the programme through medium.
- One third of the respondents 42% says mass communication utilized social attitude. A little more than one third of the respondents 40% fell in Job opportunities. Most of the respondents 42% utilized the media for their job opportunities.
- Little more than two third 72% of the respondents suggested the mass communication improve their knowledge .A Little less than one third 28% of the respondents says no.
- High majority of the respondents 90% says mass communication provide overall development A small portion of the respondents 10 were said no. The study suggested that most of the respondents says through the medium provide guidance improve their socio economic development.
- A vast majority of the respondents 84% felt into the reading news paper is very use full to develop their knowledge. A vast majority 90% respondents suggested that mass communication is improve their socio economic conditions. A vast

majority of the respondents 82% felt in radio listing in very use full. A little half two third 70% of the respondents says mass communication improve their knowledge.

HYPOTHESIS TESTING

- There is significance relationship between sex of the respondents and affected by using mass communication for their development. The table value (0.45) of X^2 for 1 degree of freedom at 5 percent level of significance is 3.841. The Calculated value of X^2 is much higher than this table value and hence the result of the experiment support the hypothesis.

RECOMMENDATIONS

- Mass communication should encourage villagers to take an active part in the development process or even better to take their own initiative to improve the living conditions in their communities.
- Since most farmers have not been to school, rural Broadcast acts as a substitute for formal education. This is improve their knowledge.
- There is need to use a mixed media strategy. Traditional folk media can be integrated with modern conventional media. It is use full for people future development.
- There is need to decentralize radio and television broadcasting using local languages; and
- Involvement of various social groups in video, radio and television programming and to highlight the various roles of media personnel, institutions and extension to avoid multiplicity of information.
- Mass communication should highly focus on agriculture related information it is improved their economic development more pr.
- Media should give more priority to broad cost government policies procedure it is very use full for rural people.

CONCLUSION

The right to receive and impart information is, guaranteed under Article 19 of the Universal Declaration of Human Rights, and the mass media are key actors in preserving that right. But the media, in all oral, print, broadcast and electronic forms, are also a key factor in political, economic and social development. Indeed the development and management of effective independent media has historically been a key factor in the success of modern nation-states. Mass media has proved to be a sustainable and interactive medium for poor and marginalized populations to informed, shape knowledgeable opinions, learn the give-and-take of informed become more decisive agents in development.

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EMOTIONAL INTELLIGENCE ON JOB INVOLVEMENT OF NURSES IN MULTI-SPECIALTY HOSPITALS

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ABSTRACT

The concept of emotional intelligence has gained popularity and acceptance over the years. Our ability to appropriately identify, recognize and manage our emotions for our own well-being as well as the wellbeing of people around us is what termed as emotional intelligence. Our emotional sensitivity, maturity and competency are ultimately deciding our destiny.

Today, the conditions of the workplace are changing rapidly. People never wanted their ego to be affected. The IQ of a person may take him to a top position, but does not make him as a top person. The most important is, to remain emotionally poised in addition to the academic qualification and expertise, a person has.

It is difficult for a person to manage his emotions when the stressors are many. In this background, this study explores the emotional intelligence on job involvement of nurses in multi-specialty hospitals, since the nurses need to meet many clients in exceptional circumstances. Respondents were 200 nurses working in two multi-specialty hospitals at Coimbatore. Descriptive research design and disproportionate random sampling were adopted. Results indicated that education, income, number of training programmes attended, residential place, relationship with the superiors and satisfaction on welfare measures has relationship with emotional intelligence and family, designation, marital status, age and work experience has no relationship with emotional intelligence. Residential place, income, satisfaction on job and relationship with the superiors has relationship with job involvement and family type, education, age, marital status and work experience has no relationship with on job involvement. Further, it was found that emotional intelligence was a predictive factor to job involvement.

Key Words: EI, Job Involvement, Multi-specialty Hospitals.

GENERAL INTRODUCTION

The concept of emotional intelligence (EI) has gained popularity and acceptance over the years. It has been an area in organizational behaviour, where many studies have been conducted in the recent times. The world is growing faster and having high intelligent quotient (IQ) is not sufficient for a successful employee. In addition to the IQ, one has to have emotional quotient (EQ). One has to be emotionally intelligent to overcome any situation he comes across.

Our ability to appropriately identify, recognize and manage our emotions for our own well-being as well as the wellbeing of people around us is what termed as EI. Our emotional sensitivity, maturity and competency are ultimately deciding our destiny.

Today, the conditions of the workplace are changing rapidly. People never wanted their ego to be affected. The IQ of a person may take him to a top position, but does not make him as a top person. The most important is, to remain emotionally poised in addition to the

academic qualification and expertise, a person has.

Every management would like to take their organization or institution to a greater height and most importantly without any problem. This is possible, when the EI of the employees are good and well maintained. In addition to this, majority of the organizations are facing internal politics. Though, there are no official records for it, but it is the truth. This also could be overcome with the help of proper EI.

On the other hand, job involvement (JI) is the effect of many factors and one of the important and present day factors is EI. When the employees possess very good EI, definitely that will pave way for JI.

Emotional Intelligence

EI is the capacity for recognising our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships (Daniel Goleman, 1998). EI describes abilities distinct from, but complementary to, academic intelligence or the purely cognitive capacities measured by IQ. Goleman also identified a set of emotional competencies that differentiate individuals from one another. The competencies fall into four clusters: (*a*) *self-awareness*: the capacity for understanding one's emotions, one's strengths and one's weaknesses; (*b*) *self management*: the capacity for effectively managing one's motives and regulating one's behaviour; (*c*) *social awareness*: the capacity for understanding what others are saying and feeling, and why they feel and act as they do; and (*d*) *social skills*: the capacity for acting in such a way that one is able to obtain the desired results from others and reach personal goals.

Later, Reuven Bar-On (1997) describes EI as one's ability to deal with daily environment challenges and helps to predict one's success in life, including professional and personal pursuits after having done the research with 33,000 individuals worldwide. He is the one, who coined the word EQ.

Research studies indicated that teaching EI improved the general health of intensive care unit nurses (Sharif et al, 2013) and there was difference between professionals in managing

their tasks with EI affects the qualitative characteristics of the services that they produce and offer (Apostolos Efkarpidis et al, 2012). EI has been helpful in bringing anxiety down (Nooryan et al, 2012) and nursing professionals have clear feelings about their emotions and situations that occur, and are capable of dealing with those emotions, have lower levels of stress in their work (Jose Maria, 2010). It has been also proved by Jose Antonio da Conceicao Alves, et al, (2007) that older nurses and those with longer service, as well as chief nurses, have a greater capacity for EI (global), with the exception of empathy, compared with specialist nurses in charge of service.

Job involvement

JI is the individual's perception or belief that he is identified with his/her job (Kanungo, 1982). The multi-dimensional model of job involvement presented by Yoshimura (1996) states that the concept of JI consists of three dimensions viz., emotional JI, cognitive JI and behavioral JI. Emotional JI indicates how strongly the worker is interested in his/her job or how much the worker likes his/her job. Cognitive JI indicates how strongly the worker wants to participate in his/her job related decision making or how important the job is in his/her whole life and behavioral JI indicates how often the worker usually takes extra-role behavior such as taking an evening class to enhance job related skills or thinking about the job after leaving the office.

The individual variables like personality, locus of control, growth need, work value, socialization, EI, career and success experience, organizational variables like participation in decision making, job type, job satisfaction, organizational commitment and human resource management, non-organisational variables like non-organisational involvement and family involvement could have an impact over JI.

Rasool Gowhar, Jasrothia Partika et al (2013) found that flow of information, job engagement factors, empowerment, parity, egalitarian culture, learning culture were the favouring factors and two were the hindering factors dissatisfaction and exploitation. Further hindering factors were divided into external &

internal factors. External factors were, burdened, less pay, trouble sleep and internal factors were emotional factor and work life imbalance. Robert Knoop (2010) identified that involvement was not related to overall satisfaction but only to two specific facets, satisfaction with work and promotion opportunities. JI of nurses significantly relates with their turnover intention was found by Biswas Soumendu (2001).

Nurses in health care

The status and role of women has changed in the present scenario. Today, women have entered into all fields and find success and popularity. The caring and loving attitude of women is always regarded. The nursing field is both mentally and physically demanding and nurses are often exposed to health risks from infectious diseases. Nursing profession demands long hours of work and duties which incorporate both skill and understanding of patients' needs. Those who come forward to take up this as a career has to be patient, courageous, have a service mentally and at the same time be ready to work for extra hours even night.

HYPOTHESES

It was hypothesized that the personal variables would have an impact over EI and JI. It was also hypothesized that job satisfaction has an association with EI and JI and further JI would be predicted by EI.

METHOD
Objectives of the study

The study was conducted to understand the personal profile, to measure the EI, to measure the JI of the respondents, to understand the influence of personal variables on EI and JI and to know the impact of EI on JI of the respondents.

Respondents

Respondents consisted of 200 nurses working in two multi-specialty hospitals at Coimbatore, Tamilnadu. These hospitals were National Accreditation Board for Hospitals & Health care providers (NABH) certified. Only

female staff nurses and nursing in-charges working in the selected hospitals were included in the study. The male staff nurses, nurses working in critical areas (like ICU, ICCU, Operation Theatre, etc.) and nursing assistants were excluded from the study. Participants were recruited from a universe of 560 staff nurses and nursing in-charges.

97% of the respondents were between 21 and 40, 62% were unmarried, all the respondents were educated either with diploma or Degree (B.Sc nursing), 95% were having experience of 0 to 10 years, 72% lives in nuclear family and 91% of the respondents had attended 1 – 6 training programmes.

Research Design

Descriptive research design was adopted for the study. The personal profile of the respondents, level of EI and JI and the role of EI on JI were described.

Sampling frame work

200 nurses were selected from a universe of 560 in two hospitals by using disproportionate random sampling. 100 respondents (70 staff nurses and 30 nursing in-charges) from each hospital were recruited as respondents.

Procedure

Respondents were recruited through the employees list provided by the hospitals. Upon completion of the informed consent, participants completed the questionnaires measuring personal profile, EI and JI. The principal investigator collected the completed data from the respondents.

MEASURES
EI

Schutte EI Scale (SEIS) (Schutte et al. 1998) was used to measure EI of the respondents. The SEIS comprises 33 self-referencing statements and requires respondents to rate the extent to which they agree or disagree with each statement on a five-point scale (1 = strongly disagree; 5 = strongly agree). The SEIS assesses optimism/mood regulation, appraisal of emotions, social skills and utilization of

emotions. The reliability of the scale was alpha value 0.70 – 0.85.

JI

JI scale by Ashok Pratap Singh (1988) was used to find the level of JI among the respondents. The scale contained 54 statements and ranging from 1= strongly agree to 4 = strongly disagree. The scale comprised of both positive and negative statements. The increasing score was indicative of the higher degree of JI. The reliability of the instrument is 0.83.

TABLES
Table No: 1
Correlation between EI and other Variables

Other variables	EI
Education	.278**
Residence	.191**
Overall Job Satisfaction	-.175*
Optimism/Mood Regulations	.917**
Appraisal Of Emotions	.873**
Social Skills	.916**
Utilization Of Emotions	.783**
JI	.898**

*Significant at 0.05 level; **Significant at 0.01 level*

A Pearson product-moment correlation coefficient was calculated to assess the relationship between the EI and the other variables. EI has a positive and strong correlation with, education, place of residence, mood regulation appraisal of emotions, social skills and utilization of emotions and JI at 0.01% significant level. There was a negative correlation between job satisfaction and EI.

Table No: 2
Correlation between JI and other Variables

Other variables	JI
Optimism/Mood regulation	.104
Appraisal of emotions	.089
Social skills	.740*
Utilization of emotions	.670
EI	.898**

*Significant at the 0.05 level; **Significant at the 0.01 level*

A Pearson product-moment correlation coefficient was performed to assess the relationship between the JI and the other variables. JI had no relationship with none of the personal variables. JI has a positive and strong correlation with social skills at 0.05% level and EI at 0.01% significant level. It expresses that JI was closely related to EI. EI improves the employee's social skills and these skills may increase the JI. The correlation between job satisfaction and JI was not identified through the analysis.

Table No: 3
Linear Regression analysis summary for EI and JI

Variable	ß	t	p
EI	.098	1.388	.016

The R^2 for the proposed model was 0.510 and adjusted R^2 was 0.509. This tells us that the independent variable EI is reasonable for 50.9% variance in the JI. The correlation coefficient (ß) was obtained as 0.098. Hence, the linear regression results shows that when other variables made as dummy, EI has strong influence on JI of the respondents.

DISCUSSION

This preliminary study investigated the level of EI, the level of JI and the relationships among personal variables, EI and JI.

EI can be useful in many facets of life; it demands for the acquisition of certain emotional skills. The usage of EI is highly essential for a professional in his workplace. Though, the organization deals with materials, it also deals with people. The service industry, deals mostly with people and their emotions. The employees in these industries were expected to have high emotional maturity and intelligence level to deal with demanding situations. The success of an organisaiton highly depends on the reflection of proper emotions of its employees. The workplace of today, functions mainly on better teamwork, flexibility and services.

EI uniquely explained individual work performance (simulated) over and beyond the level attributable to general intelligence (IQ) (Thilam & Kirby, 2002). Feist and Barron, 1996 concluded that emotional and social competencies were four times more important than IQ in determining professional success and prestige.

EI

The level of EI was found to be moderate (51%) and one fourth of them were equally spotted in high and low level of EI.

The researcher hypothesized that personal variables would have an impact over EI, job satisfaction has an association with EI and JI would be predicted by EI. Surprisingly education, income, number of training programmes attended, residential place, relationship with the superiors and satisfaction on welfare measures had relationship with EI and family, designation, marital status, age and work experience has no relationship with EI. Job satisfaction had a negative relationship with EI and JI was predicted only to 51% by EI. This reveals that there could be other factors which can influence JI in addition to EI.

It express that EI is a multiple construct and the components are very closely related to EI. EI improves the employee in the emotions control, appraisal utilization in the usage of social skills at appropriate places. These skills may increase the JI.

JI

The level of JI was found to be moderate (42%) and 30% of the respondents were spotted having low level of JI.

It was hypothesized that personal variables would have an impact over JI; job satisfaction has an association with JI. Shockingly none of the personal variables had a relationship with JI. This was against the study by Chin-Chih HO (2006) where he found socio-demographic variables like age, education status, personal income, and position were partially statistically significant with JI. It was inferred that job satisfaction is having relationship with JI.

EI on JI

It was hypothesized that EI would have a relationship with JI and would predict JI. This was highly supportive to the study done by Mirhashemi et al. (2008), where EI and nurses' JI are significantly correlated to one another was found.

It is clear that those organizations that are successful in today's dynamic business world take a more proactive approach to developing a positive service climate. It follows that excellent service, with positive emotional content, is most likely to be facilitated by employees who are emotionally self aware and who understand others on a more emotional level. Positive reinforcement of an emotionally intelligent environment will enable the development of a service oriented climate which is authentic in nature, and therefore more effective.

The managements of the hospitals need to concentrate on the building of strong EI, since, the EI is found only to be moderate. It is obvious that the JI was also moderate corresponding to EI. The nurses had to be protected well and provided with a conducive working climate, so that their EI could be enhanced. Definitely, this measure by the managements would help them to maintain their goodwill earned from the stakeholders.

Limitations of the study and suggestions for future research

The data collected in this investigation are from two hospitals in Coimbatore only. Additional research using larger and more representative sample from all the hospitals is needed to confirm the generalizability of the results. In addition, the samples could be drawn from all categories of nurses could yield different results. Future studies could be done with more variables, so that the influential factor of JI could be clearly understood.

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ROLE OF COMMUNICATION IN CREATING AWARENESS AND IDENTIFYING SEXUAL ABUSE AMONG SCHOOL GIRLS IN SALEM

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Introduction

The period of adolescence during which a child slowly transforms into a mature adult involves biological, intellectual and psychological change. Yet, the growth into adulthood of adolescent girls in India is acknowledged almost solely in terms of physiology. At their age, the most aggravating aspect of being a female seems to be the restriction of their freedom and mobility, especially from the preadolescent stage onwards. Reports of atrocities against women make them nervous and insecure. They are well aware of crimes like rape, wife battering and dowry-related violence, to which many girls and women fall victim. But apart from the possibility of outright violence, there is the ever-present reality of sexual abuse which plays a major role in diminishing a girls' mobility. Virtually every girl has experienced some form of abuse either knowingly or unknowingly and the phenomenon of sexual abuse is a constant source of tension. In addition, the threat and fact of such harassment both restrict their freedom and contribute towards making them more timid than they would otherwise be. The dilemma of deciding how to deal with it every day is not only stressful but traumatic.

The possible reasons for girl child sexual abuse are cultural, economic and social: poverty, lack of adequate nutrition, poor access to medical facilities, migration from rural to urban areas and exclusion repeatedly force helpless children to turn to child labor or to sexual exploitation where they are physically, emotionally, sexually abused. Similarly children who are without caregivers are extremely vulnerable to all kinds of abuse on street or in institutions. But the most important is the lack of awareness. Lack of awareness in general and sex education in particular are critical factors for the abuse against children.

Most often children cannot describe a sexual activity; it is difficult for a child to express coherently his or her experience. Moreover, they are extremely disturbed as they try to make sense of what has happened to them. Hurt and fear of disclosure or punishment are the initial responses that prevent a child from speaking out. And the families rarely talk about the abuse of such nature to their young daughter(s); when the culprit is a father or brother, the chances of reporting is even lower. At the same time, sexual abuse damages children physically, mentally and behaviorally, the impact resulting in both short and long-term consequences on the individual, on their family and on the community. The effects of sexual abuse include depression, post-traumatic stress disorder, anxiety, and a number of psychological problems in addition to physical injury. Hence it becomes crucial to prevent to it before it happens rather than trying to find out ways to control the consequences.

Unfortunately, while the physiological aspects of adolescence are beginning to generate concern, the psychological and social aspects of growing up, in India, seem to receive little attention from any quarter. Even if they get all the nutrition, healthcare and education they require and deserve, unless this problem is tackled, adolescent girls will continue to be unjustly punished and thereby prevented from realizing their full human potential. Since both governmental and non-governmental programmes for adolescent girls in India are still in their infancy, there is wider scope for incorporating and implementing them through a more systematic study which will help to effectively address the needs and problems of this target group. Educating the new-generation girl and empowering her with the knowledge and skills necessary to build self confidence and self defense is the only long-term solution.

Review of Indian Literature

Child sexual abuse takes place in all cultures, races and in every strata of the social level. Both males and females are sexually abused. According to World Health Organization

(WHO)**,** one in every four girls and one in every seven boys in the world are sexually abused. Girls however, are abused more frequently and over a longer period of time. Approximately 15% to 25% of women and 5% to 15% of men were sexually abused when they were children. Most sexual abuse offenders are acquainted with their victims; approximately 30% are relatives of the child, most often brothers, fathers, uncles or cousins; around 60% are other acquaintances such as friends of the family, babysitters, or neighbors; Most child sexual abuse is committed by men; Even though both men and women can sexually abuse a child, most abusers are male.

India has the world's largest number of sexually abused children; with a child below 16 years raped every 155th minute, a child below 10 every 13th hour and one in every 10 children sexually abused at any point of time. The wide prevalence of the crime in India can be gauged by the fact that according to a study, 16 percent of the patients being treated for genito-urinary symptoms in the dermatology and sexually transmitted diseases department of a public hospital in New Delhi, were below 14 years of age.

In 1994, Samvada, a Bangalore based NGO, carried out a study with 348 girls from Karnataka which revealed that 83% of the respondents had experienced some form of child sexual abuse. Survey conducted in 1996 by the same organization found 15 % of the respondents were sexually abused as children, 31% of them when they were less than 10 years old. 75% of the abusers were adult family members and close relatives. Around 50% of these CSA cases occurred at home. According to Panchal and Nahida (1997) 58 of the 150 girls surveyed in Mumbai were sexually abused before the age of10; 50 among these had been abused by a family member or friend of the family. The study revealed that 68% of CSA in lower class little girls had been perpetrated by male family members and acquaintances trusted by the victims. Three fourth of the offenders were gainfully employed or had their own business. Only 27% of them were non-working offenders.

In a survey by Sakshi (1997) in New Delhi with 350 school girls, 63% had experienced sexual abuse at the hands of family members. Nearly 33% said the perpetrator had been a father, grandfather or male friend of the family. In 1998 Indian NGO Recovery and Healing from Incest (RAHI) (1997) conducted a study of child sexual abuse among middle and upper class women from Chennai, Mumbai, Delhi, Kolkata and Goa wherein 76 percent among the 600 English –speaking middle and upper-class women said they had been abused in childhood or adolescence, 40 percent by at least one family member, most commonly an uncle or cousin.

Many studies (Banyard & Williams 1996; Brier N.J & Elliott M.D 1994; Madu S. N, 2001) have shown that the severity of CSA depends upon the relationship with the perpetrator, the age at which the child is abused and the amount of force used. Also the symptoms of abuse intensify with the severity of abuse in women than in men (Scott et.al, 1999). Though CSA is reported by both boys and girls, the studies show that low self-esteem and problematic behaviors were more apparent in girls than in boys (Tong et al, 1987). Cameron's (2000) study had brought to light that the victims of this experience suffer severe damage to the personality at each stage of development depending upon the age at which the experience had occurred. There are studies (Bass and Davis 1988; Banyard et al., 2001) which confirm that the effects of this experience in the childhood are lasting and the victims suffer even as adults.

In 2005, the international organization Save the Children and an Indian NGO, Tulir - surveyed 2,211 school going children, from different backgrounds, in Chennai were surveyed. At least 48 percent of the boys and 39 percent of the girls interviewed said they had faced sexual abuse of one form or another, mainly from people they knew, while 15 percent of the children complained of severe forms of abuse. Children of all socioeconomic groups were found to be equally vulnerable. Another study on child abuse in Kolkata, Elaan, an NGO, found that four out of 10 boys faced sexual harassment in schools. Generally the age of maximum abuse is between 9 to 12 years. The national study found that the abuse gained momentum at the age of 10 and peaked between

12 and 15; most children did not report the abuse to anyone.

According to Shayan Dasgupta (2013) the subject of child sexual abuse is still a taboo in India. Part of the reason lies in a traditional conservative community structure that does not talk about sex and sexuality at all. Parents do not speak to children about sex and puberty changes. A girl feels shy to talk to her mother about menstruation, as she is scared. No complaint is filed in order to save the social image of the girl or the boy. This silence encourages the abuser to continue the abuse and to press his advantage to subject the child to more severe forms of sexual abuse. Rajeev SETH (2013) states that in India, child rights, protection and exploitation (street children, child labor, trafficking, etc.) are intimately linked to poor socioeconomic conditions in a large population base. Illiterate parents are ignorant of their children's rights. They must be made aware of child rights, must demand and fight to obtain them.

According to Human Rights Watch (2013), India is home to 430 million children, roughly one in five of all children (individuals under age 18) in the world. The government estimates that 40 percent of India's children are vulnerable to threats such as trafficking, homelessness, forced labor, drug abuse, and crime, and are in need of protection. It estimates that 20 million Indian children end up in institutional residential care. The sexual abuse of children left in the care of institutions is disturbingly common. Of the children interviewed, more than half (53 percent) said that they had been subjected to one or more forms of sexual abuse.

The survey also found that very few cases are ever reported. The vast majority of victims (72 percent) said that they did not report the matter to anyone and only 3 percent of them or their families told the police. In most cases the perpetrator was known to the child. For example, 31 percent of sexual assaults were committed by the victim's uncle or neighbor. Among those interviewed, children living on the street, in institutions, or already working were more likely to be the victims of sexual assault than those living with their parents and

attending school, but even wealthy families were affected. The sexual abuse of children left in the care of institutions is disturbingly common.

An adolescent girl must be aware of the nonverbal cues that could convey the real intentions of an abuser because the majority of sexual offenders are family members or are otherwise known to the child. She may not always be aware of the difference between physical contact of affection and that of abuse - a kind of sexual violation which is different from other forms of physical abuse like thrashing. Unless and otherwise children are taught/trained to see through the abuser's actions, the damage will be unrepairable.

Salem, one of the biggest & the fifth most prosperous district of Tamil Nadu, with a high infrastructure index (134 compared to the national average of 100), is poor in social indicators. It has the dubious distinction of being one of the worst districts in the country in terms of juvenile sex ratio. In Tamilnadu, the sex ratio is less than 900 in four districts as per 2001 statistics. In the rural areas of Salem, it is 763, in Dharmapuri 869, Theni 873, and in Namakkal, it is 862. This low juvenile sex ratio-a manifestation of several cultural, social and economic factors-is linked to sex determination tests, female foeticide and female infanticide, which reflects the poor status of women in this part of the country. It is also the only district in southern India to figure among the worst 50 districts in the country.

All the social indicators in Salem district point to a social system crying for attention. And it becomes crucial to educate the girls of this region because they are the victims in all these issues of concern. For girls in Salem district, the mobility problem is more acute and affects all spheres of their live style early from the access to education. While most of them get to attend primary school, generally located reasonably close to home, many are subsequently forced to drop out even if they are doing well in their studies because attending middle and high school usually involves travel to a bigger village or town. Decisions about their education as well as other aspects of their lives are often dictated by their parents or elder brothers.

Primary school drop-outs are engaged as child labor in the tile and brick factories as well as mills. In many villages, adolescent girls are simply kept house-bound, performing domestic chores in their natal home until they are relocated to undertake the same tasks in their marital home. It is clear that, for these girls the reasons underlying the restrictions placed on them are extremely important issues. According to them, girls -are expected to be calm, sensible, hard-working, well behaved, unassertive and above all subservient. Invariably they are inhibited by the fear inculcated in them from childhood—fear of gossip and fear of violence; breaking away from this is not going to be easy and needs systematic approach. Thus the study tries to utilize both psychological and communication components to (i) to create awareness and (ii) to understand the impact of the problem in this region.

Objectives

1. To identify the sexually abused girl students in Salem city.
2. To check the awareness of children about being sexually abused.
3. To assess the influence of socio-economic status on sexually abused students.
4. To collect pertinent information about abusers and the place of abuse.
5. To find out the interpersonal and non-verbal cues with which abusers could be identified.

Methodology

The present study adopted both quantitative and qualitative approaches. While survey helped in identifying the victims of abuse, an in-depth interview gave information about the mental state and emotional effects of sexual abuse. A survey was conducted among the school girls in the city of Salem. Girl children of the age group 12-14 studying in various schools of Salem city constituted the population. This age group was selected because according to world statistics, girls of age 13 & 14 are found to be more vulnerable to sexual abuse than others. For the purpose of study, Salem city was divided in to three zones – inner circle,

middle and outer; from each zone four schools representing government, aided and private management were identified using stratified random sampling technique. In total, the sample consisted of 1061 girl students from 12 schools.

The study was conducted in two phases. The first phase involved identifying the awareness level of the respondents and giving them an orientation regarding sexual abuse. This was done by gathering all the respondents in a common place within the school campus and while addressing the students, various questions related to sexual abuse were asked. Also they were probed to share their experiences at home and school. Next, orientation was given to them about what is sexual abuse and how children become prey to it. The programme also gave an insight into the communication aspects associated with it. Both verbal and nonverbal cues that indicate right and wrong approaches were demonstrated.

A structured questionnaire was administered to find out the existence of symptoms of sexual abuse among them. It consisted of four sections, the first part dealt with the demographic variables of the respondent such as type of family, members in the family, information about parents and siblings (age, education, occupation and income). Also media preferences and personal interests of the respondents were recorded. The second section comprised of statements related to their home environment – relationship with their family members and communication pattern within the families. The third section dealt with statements regarding their school environment - their relationship with teachers and the feelings associated with it. It also included questions pertaining to persons with whom they were comfortable, with whom they shared their time and emotions, their mode and place of spending leisure time. The last section of the questionnaire consisted of statements about the symptoms of sexual abuse. An exhaustive list of symptoms which are indicative of possible abuse were identified and they were formed as statements. Survey helped in identifying the victims of abuse. Data about the respondent's type of family, parent's educational and socio-economic status were all collected.

From the 1061 questionnaires, 149 were separated as they showed symptoms of having trouble either at school or home: also they had more than half the symptoms of sexual abuse. Rosenberg Self-esteem scale was administered to them to evaluate their self-esteem.

The second phase of the study would be carried out with in-depth interviews with these 149 possible victims of sexual abuse. They would be questioned about the abusers, the place of abuse, frequency of abuse and the effect, along with the reasons for their compliance. The objective was to examine the communication pattern which the abusers used to exploit their victims, so that girls can differentiate between affection and exploitation. This was done to find out the after effects of the crime on the children- to know whom do they blame for the happening because it leads to shame and guilt feel among the victims.

Findings & Discussion
Demographic information

- Majority of the respondents (88%) were in class VIII while the rest (12%) were from Std. IX.

- 15% of the respondents were 12 years old, 65% of them were 13 years and 17% were 14 years old while the remaining 3% were 15 years old.

- 18% of the respondents belonged to joint family system while 82% of them were from nuclear families.

- 60%of the children belonged to lower income group, 30% of them belonged to middle income group and only 75% were from upper middle class. A small percentage of 3 belonged to upper class.

- 71% of the girls had the habit of reading newspapers; 59% read magazines and 60% listened to radio while majority (96%) of them watched television. One third (33%) of the of the girls used internet.

Emotional aspects

- Almost all the respondents had a comfortable environment at home, though some of them had mentioned some disturbances which were mainly because their parents/brothers were very strict. Regarding their communication within their family, it was found to be satisfactory.

- Similarly all of them enjoyed school life and did not have any complaints regarding the school environment. They took the scolding/punishments as part of school life. Some of them were afraid of their school teachers mainly because they were strict.

- However other forms of abuse like beating by the teachers was mentioned by the respondents in many schools.

Awareness about Sexual Abuse

- Awareness about sexual abuse among the respondents was zero. No one knew the meaning of sexual abuse.

- None of the parents talked to their girl children regarding sexuality though some of them teach their children about menstrual cycle. But that again that was not a scientific explanation, but related mostly to cultural practices like they should wash their hair on particular days and they should not enter the kitchen, pooja room and so on.

- Issues like loss of appetite, habit of clinging to the parent, over dependence on others, hyper vigilant, crying without provocation etc., were found among one fourth of the girls.

- However during discussion later on, it was identified that the reasons for those symptoms were different.

Sexual Abuse

- 149 students among the 1061were found to have problems at home. They were shortlisted for further in-depth interview which would constitute the second phase of the study. Rosenberg Self-esteem scale was administered to them to evaluate their self-esteem.

- Among the 149, majority of them (87%) showed low self-esteem. They were not confident in whatever they did either academics or other activities. They did not mingle with others in their classes except with one or two who were either their neighbors or their classmates. All of them who had low self-esteem were very emotional, ready to cry even without any provocation. During the orientation session some of them were on the verge of crying.

- 29 girls out of the 149 accepted that they had been sexually abused. The perpetrators were their own family members or relatives, mostly cousins and uncles.

- Only in one case, the perpetrator was a girl's father. Though none of the other cases were reported to anyone, this particular case was told to her mother; but the mother did not believe it.

- More importantly, they victims were threatened by the perpetrators of dreadful consequences if the girls did not comply to the perpetrator's wishes. None of the respondents stated emotional black mail as reason for their compliance.

- Abuse occurred in their homes when no one was at home. No single case was reported to the police because the children first of all did not have any one to confide in either at school or in their houses. Moreover they did not know how to express it. They did r because they were afraid that they would be blamed and scolded for what had happened.

Conclusion

People in India think that sexual abuse is a western problem and that it does not exist in our country. This is one important reason for the neglect of sexual abuse cases not only by the authorities; but also by the parents. They are very rarely reported nor taken any action against. Also child abuse has its roots in the culture where the girl children are blamed even for atrocities against them. As far as society is concerned, the most esteemed quality in a girl is a good character, best demonstrated by socially acceptable behavior. Anything that could give the notion that her character and behavior are not quite up to the socially defined mark is, therefore, not allowed. This leads to the girls not reporting their victimization in all aspects including sexual abuse. More importantly, girl children lack the awareness and knowledge when it comes to identifying the abusers and their intentions. This in addition to the physical and emotional changes that happen during the growing years of adolescence leaves them in a literally awful world without anyone to support them or clarify their doubts.

Hence sensitizing the girl children on the issues of sexual abuse is the need of the hour. All sides of this issue should be taken care of by defining the role of government machinery, educational system, judiciary, parental care and media intervention in this issue. Multidisciplinary child professionals should work together and monitor the government efforts in protection of child rights. They should be able to collate available national child health indicators, address key issues and concerns in their region, involve children in research and facilitate their participation in projects and policy development. There is an urgent need to assign responsibility and accountability to Government, elected representatives, policy makers, proximate community and education and empowerment of families.

Both parents and media should help the young ones to become more knowledgeable and to gain confidence. Instead of focusing on the victims, media should focus more on enlightening the youth and provide more information about the abusers. The institution of school on the other hand, should provide an ambience where the children should feel free to share their experiences without any hesitation and encourage them to fight against abuse and abusers even if they are their own fathers/brothers. The role of communication is highly significant in creating this awareness as well as in highlighting the consequences of this problem. Communication campaigns should be

designed to promote this objectives keeping in mind the socio-cultural and psychological aspects associated with it.

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A STUDY ON THE PSYCHOLOGICAL CONDITIONS OF DESTITUTE WOMEN

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ABSTRACT

An individual who remains single and never marries feels out of place socially and culturally. Traditionally, single persons were supposed to be the responsibility of the extended family and this tradition still continues, remaining single is more acceptable for men than it is for women. When a woman is not married it is assumed that there is something wrong with her, she may be very difficult to get along with, she may be uncompromising and therefore she is single. Women faces problem on all dimensions such as physical, psychological, emotional, economical, social, and culturally. A depressive disorder is not the same as a passing blue mood it is not a sign of personal weakness or a condition that can be wished away. Anxiety can affect one's thought, physical reactions moods and behaviors, anxiety of destitute women may occur due to stressful situations in family. Nowadays ever one talks about stress, it is cutting across all social economic groups of population and becoming the great level. It raises blood pressure and can cause a multitude of bodily complain such as nausea, vomiting, stomach pain, ulcers, dieted tingling weakness, and shortness of breath. Hence the researcher was interested to study the depression, anxiety and stress among the destitute women residing in Trichy. The aim and objectives of the study is to analyze the socio-economic status and depression, anxiety and stress among the destitute women. The researcher has adopted descriptive research design for this study. The universe of the present study is infinite as there is no list of all the destitute women; the researcher has used purposive sampling method to collect the data from 60 respondents. Interview schedule method was used to collect the data on DAS from the respondents.

Key words: *destitute women, depression, anxiety and stress.*

Introduction

Single men and women are not allowed to participate in religious festivities and marriage celebration because it is considered unlucky, whole, and inauspicious (Rao and Rao 1979). Parents who were not able to find a suitable match for their daughters were ostracized and looked down on. According to Manusmrithi and other ancient Sanskrit texts, the ideal women are those who do not strive to break the bonds of control and dependency. Most married women learn to suffer silently and bear with any type of cruelty perpetrated on them without resent. Men and the society at large, exploit the modesty and helplessness of women. Broadly speaking, men intentionally and covertly seem to keep women subservient to them in matters of power and finance, and undermine social reforms to improve the status of women. The traditional patriarchal structure of families gives husbands the privilege of power over their wives. Men benefit from the subordinate position of women (Eisenstein, 1979).

Relations in the family, class status, and the ideology of the social group to which they belong affect women's status. All these are part of inheritance. Among the ideologies underlying inheritance is patriarchy. Safa (1996) mentions three crucial sites of women's subordination, family, workplace, and the politics, and maintains that patriarchy is manifested in all the three sites. Walby (1966) has given a clear picture of women's status in a patriarchal society: "Women's household labour is expropriated by their husbands, fathers or cohabiters. Within the economic level, women are excluded from the better forms of work and are segregated to jobs which are less skilled". The sexual double standards, prostitution, and pornography are practices common in patriarchy, which again devalue the status of women. The purdah system, sati, female infanticide, polygamy, and

child marriage have played significant roles in bringing down the status of women (Majumdar, 1961). Religion, education, and media also represent women in a patriarchal gaze. The ruthless customs of patriarchal society and male arrogance leave long-lasting scars on womanhood. Women are given poor education and subjected to poor living conditions, strained family relationships and specifically oppression, violence, sexual abuse, subordination, and devaluation inherent in patriarchal oppression (Jeffreys, 1990). As Bachrach (1988) stresses, women typically experience a variety of social disadvantages as a consequence of the oppression that contributes to their social disablement. Other social disadvantages may be seen as a consequence of the problems themselves. Poverty, homelessness, stigmatization, exclusion from many aspects of 'normal' life, and disrupted family and social networks are just a few of them. Psychological problems of destitute women are depression, women regardless of nationality, race, ethnicity, or socioeconomic level, have twice the rate of depression than man. While men are more likely than women to die by suicide, women are twice as likely to attempt suicide. The causes of such higher rates of depression appear to be a mix of social cultural and hormonal factors: sociocultural factors, hormonal factors, menstruation, and per menopause and menopause. Many factors unique to women are suspected to paly a role in developing depression. Research is focused on understanding these factors, including reproductive, hormonal, genetic or other biological factors abuse and oppression interpersonal factors and certain psychological and personality characteristic but the specific causes of depression in women remain unclear. Many women exposed to these stress factors do not develop depression.

Review of Literature

Sarup (2004) states that widowhood is not just transition from one marital status to another after the death of the husband. Entering into widowhood is more hazardous, painful and humiliating to women than to a widower because of the discrimination, ritual sanctions of the society against widows. Widows in India not only suffer with social and economic sanctions

but also face many psychological consequences, loneliness and in many cases deprivation causing emotional disturbances and imbalance. Dunitz (2003) revealed that women not only experience psychological disorders differently from men, but also respond to medications at different rates and intensities as well. Stevens (2008) articulate that women abuse physical abuse of women in domestic violence is well documented health care and law enforcement professionals are trained to look for abuse of women. In addition, shelters, counseling and other help is readily available for the asking. Kapur (1979) his shown that the twin roles of women cause tension and conflict due to her social structure which is still more dominant .In her study on working women in Delhi, she has shown that traditional authoritarian set up of Hindu social structure continues to be the same basically and hence.

Methodology

The researcher was interested to study the psychological conditions of destitute women residing in Trichy. The aim and objectives of the study is to analyze the socio-economic status and psychological conditions of destitute women the psychological conditions include DAS. The researcher has adopted descriptive research design for this study. The universe of the present study is infinite as there is no list of all the destitute women; the researcher has used purposive sampling method to collect the data from 60 respondents. Interview schedule method was used to collect the data. The research adopted for this study is descriptive in nature. The descriptive study aims to describe the psychological conditions of destitute women.

Findings and Discussion
- ➢ Majority of the respondents (61.7%) had an arranged marriage.
- ➢ Majority of the respondents (70%) have 1-2 children.
- ➢ More than half of the respondents (53.3%) are from rural areas.
- ➢ Majority of the respondents (76.6%) belong to Hindu religion.

➢ Little more than half the respondents (53.5%) are getting vocational education through the NGO's.
➢ Majority of the respondents (71.7%) feel that they don't need any assistance from others to solve their problems.
➢ There is no significant relationship between the age of the respondents and depression, anxiety and stress.
➢ There is a significant difference among the educational qualification of the respondents and depression.
➢ There is no significant difference among the source of income of the respondents with regard to the dimension of DAS.
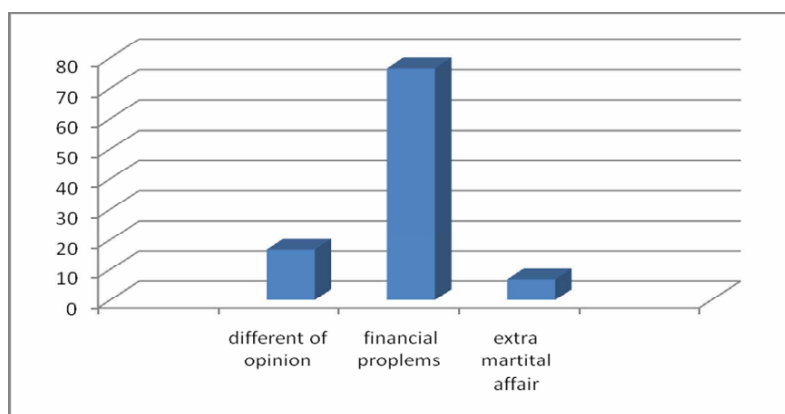
Fig 1 Distribution of the Respondents by their Reason for destitution

It is clear from figure 1 that majority of the respondents (76.6%) have been destituted due to financial problems. A sizeable number of respondents (16.7%) had different of opinion with their spouse and a very few (6.7%) respondents have extra marital affair. These were the major reasons for destitution of married women as per the study.
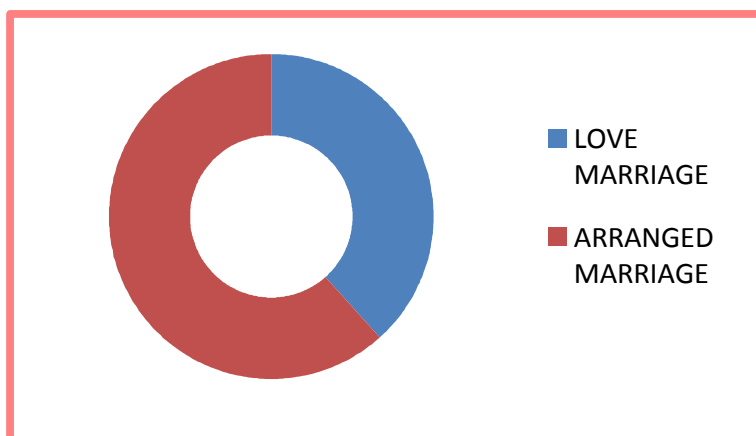
Fig 2 Distribution of the Respondents by their Type of Marriage

It is clearly understood from figure 2 that majority of the respondents (66.7%) had an arranged marriage and a one third of the respondents (33.3%) had love marriage.
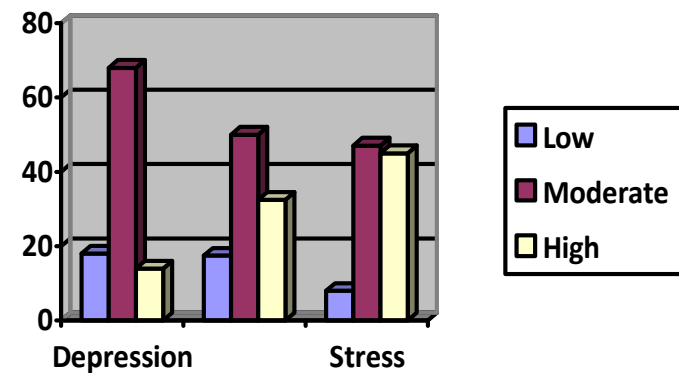
Fig 3 Distribution of the Respondents by their Level of Psychological Problems

It is evident from figure 3 majority of the respondents (68%) have moderate level of depression, half of the respondents (50%) have a moderate level of anxiety, less than half of the respondent (47%) have a moderate level of stress.

Table 1
Association between Assistance required by the Respondents and the Depression, Anxiety and Stress

Dimension	Yes (n:17)	No (n:43)	df	Statistical inference
Depression				$X2=4.946$
Low	10	13		$P >0.05$
Moderate	5	26	2	**Not**
High	2	4		**significant**
Anxiety				$X 2=8.956$
Low	8	10		$p<0.05$
Moderate	3	26	2	**Significant**
High	6	7		
Stress				$X2=2.699$
Low	5	6		$P >0.05$
Moderate	5	21	2	**Not**
High	7	16		**significant**
Overall score				
Low	5	2		$X 2=7.540$
Moderate	5	21	2	$p<0.05$
High	7	20		**Significant**

From table 1 it is inferred that there is significant association between help required by the respondents and their anxiety levels and the overall score of DAS. There is no significant

association between the assistance required by the respondents and the dimension of depression and stress.

Table 2
One way Analysis of Variance among Education Qualification of the Respondents with the Various Dimensions of DAS Depression, Anxiety and Stress

Various measures of dimensions	SS	MS	df	$\overline{X}$	Statistical inference
Depression Between groups With in groups	4.176 20.008	1.044 .363	4 55	G1 =1.86 G2 =1.83 G3=1.58 G4=1.00 G5=2.00	F =2.870 P<0.05 **Significant**
Anxiety Between groups With in groups	2.811 27.773	.703 .505	4 55	G1 =1.82 G2 =1.83 G3=2.33 G4=1.67 G5=2.00	F =1.392 P>0.05 Not **Significant**
Stress Between groups With in groups	2.125 29.475	.531 .536	4 55	G1 =2.23 G2 =2.22 G3=2.17 G4=1.83 G5=3.00	F =.991 P>0.05 **Not Significant**
Overall score Between groups With in groups	3.879 23.455	.970 .426	4 55	G1 =2.45 G2 =2.33 G3=2.33 G4=1.67 G5=3.00	F =2.274 P>0.05 **Not Significant**

G1=primary   G2= middle school   G3 = high school
G4 = UG   G5=Illiterate

It is inferred from the table 2 that there is a significant difference among the educational qualification of the respondents and depression. There is no significant difference among the educational qualification of the respondents and the other dimensions like anxiety, stress and overall score.

Suggestions

Medical social workers are employed in hospitals, clinics and other medical settings and their job includes many diverse tasks aimed to improve the quality of life for patients and their families. Counseling plays a vital role in solving most of their problems. Women Must to be educated on the importance of family and community based programmers must be carried out for destitute women on how to cope with their problems. At present there are a large number of after-care homes and institutions in India for the care and protection of destitute women. The social welfare department of all the States in the country as well as the Central Social Welfare Board runs Mahila Mandirs under the 17 government's direct control. In addition to the institutions run by the governmental agencies, there exist several other homes run by non-governmental agencies for the care of destitute women and orphan girls. Counseling services and capacity building training programmers must to be conducted for the welfare of women.

Conclusion

Social workers may not be the professionals engaged in care management but will be the most appropriate professionals in complex care management where adults are in need of protection, are in danger of exploitation or significant harm and are at risk of causing significant harm to themselves or others. Social workers should have the capacity to manage risks and promote the well being of vulnerable children and adults and women.

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SOCIAL WORK INTERVENTIONS FOR ENVIRONMENTAL PROTECTION

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ABSTRACT

The environmental problems in India are growing rapidly. The increasing economic development and a rapidly growing population that has taken the country from 300 million people in 1947 to more than one billion people today is putting a strain on the environment, infrastructure, and the country's natural resources. Industrial pollution, soil erosion, deforestation, rapid industrialization, urbanization, and land degradation are all worsening problems. Overexploitation of the country's resources is it land or water and the industrialization process has resulted environmental degradation of resources. Environmental pollution is one of the most serious problems facing humanity and other life forms on our planet today. Environmental issues in India include various natural hazards, particularly cyclones and annual monsoon floods, population growth, increasing individual consumption, industrialization, infrastructural development, poor agricultural practices, and resource misdistribution have led to substantial human transformation of India's natural environment

India is equipped with a solid brigade of legal provisions and policy documents designed to protect and improve the natural environment. Article 48(a) directs the State to take strong measures not only for its protection but also work actively for its improvement. Article 51(a) incurs a corresponding duty on the citizen to do the same. We have an Air (Prevention and Control of Pollution) Act and a similar Water Act. We have an Environmental Protection Act of 1986 amended from time to time to control hazardous pollutants. Each one of our nine five year plans contains a chapter on safeguarding the environment.

India is a developing country and certainly needs to eliminate this growing waste stream. If not taken seriously, this growth can be alarming for the country. So the Social workers and NGOs should take action oriented immediate steps to protect the mother earth. Social Workers and NGOs can create awareness and provide proper training in recycling of wastes like plastic, metal, paper etc. In some ways, the waste can actually serve as a resource. A comprehensive and holistic plan is required to be implemented in the next decade or so. Both the state and the Centre must pitch in with their policies to revive the water table, and work towards achieving it. The Social Workers must take initiative for this immediate action.

Introduction

The environmental problems in India are growing rapidly. The increasing economic development and a rapidly growing population that has taken the country from 300 million people in 1947 to more than one billion people today is putting a strain on the environment, infrastructure, and the country's natural resources. Industrial pollution, soil erosion, deforestation, rapid industrialization, urbanization, and land degradation are all worsening problems. Overexploitation of the country's resources be it land or water and the industrialization process has resulted environmental degradation of resources. Environmental pollution is one of the most serious problems facing humanity and other life forms on our planet today.

Environmental Challenges in India

The environmental problems in India are growing rapidly. The increasing economic development and a rapidly growing population that has taken the country from 300 million people in 1947 to more than one billion people today is putting a strain on the environment, infrastructure, and the country's natural resources. Industrial pollution, soil erosion, deforestation, rapid industrialization, urbanization, and land degradation are all worsening problems. Overexploitation of the country's resources is it land or water and the industrialization process has resulted environmental degradation of resources. Environmental pollution is one of the most serious problems facing humanity and other life forms on our planet today. Environmental issues in India include various

natural hazards, particularly cyclones and annual monsoon floods, population growth, increasing individual consumption, industrialization, infrastructural development, poor agricultural practices, and resource misdistribution have led to substantial human transformation of India's natural environment. An estimated 60% of cultivated land suffers from soil erosion, water-logging, and salinity. It is also estimated that between 4.7 and 12 billion tons of topsoil are lost annually from soil erosion. From 1947 to 2002, average annual per capita water availability declined by almost 70% to 1,822 cubic meters, and overexploitation of groundwater is problematic in the states of Haryana, Punjab, and Uttar Pradesh. Forest area covers 18.34% of India's geographic area (637000 km²). Nearly half of the country's forest cover is found in the state of Madhya Pradesh (20.7%) and the seven states of the northeast (25.7%); the latter is experiencing net forest loss. Forest cover is declining because of harvesting for fuel wood and the expansion of agricultural land. These trends, combined with increasing industrial and motor vehicle pollution output, have led to atmospheric temperature increases, shifting precipitation patterns, and declining intervals of drought recurrence in many areas.

E-Wastes: A Major Health Hazard

E-waste, an acronym for electronic waste refers to the old, discarded, obsolete and broken electronic and electrical devices such as, PCs, laptops, television sets, mobile phones, calculators, etc. These wastes contain harmful substances such as, lead, cadmium, beryllium and mercury along with valuable materials such as, gold, palladium, silver and copper. Owing to its mammoth size, consumer-oriented fast rate of growth and technological advancement, product obsolescence, etc., e-waste accumulation in India has become a huge menace.

E-waste contains many hazardous substances and chemicals, many of which are toxic and are likely to cause adverse effects on the environment and your health.

- Effects on the environment: Pollution of ground water, air pollution and acidification of soil.

- Effects on your health: Chronic damage to the brain, DNA damage, lung cancer, immune system damage, respiratory problems etc.

The hazard of e-waste has grappled India, especially metropolitan cities such as, Delhi, Mumbai, Bangalore, etc., in its jagged tentacles. As India is firmly marching towards growth and development, the average usage of mobile phones, PCs and television sets is plummeting incredibly. Volatile changes in trends ensuing increase in affordability and rise in the standard of living have all contributed to the skyrocketing levels of e-wastes in the country. Owing to the enormous volume of these wastes generated, the components of toxic and valuable materials in them, has led to the emergence of business opportunities besides being an environmental hazard. Valuable metals such as, iron, copper, aluminum and gold account for a fraction of over 60%, whereas plastics and hazardous pollutants comprise of 30% and 2.7% each respectively. Obsolete electronic items in India are done away with by exchanging them for purchase of new equipments from the retailers. A whopping 1,46,000 tons per year, is the total e-waste generated in India, according to the reports of Confederation of Indian Industries (2006).

Presence of toxic and hazardous materials such as, lead, mercury, hexavalent chromium, cadmium, etc., can cause immeasurable and irrecoverable damage to health and the environment. Air, water and soil are all endangered due to the emissions of recycled e-waste toxics, when left to unsuitable techniques and unprotective measures. Informal recycling processes, being unreliable inflict dire impacts on the health of the workers and the environment. This has been proved by a study conducted in 2004 on the burning of printed wiring boards. Alarmingly, enormous concentration of dioxins was detected around the adjacent areas in which the wiring boards were burnt openly. Fatal diseases such as, cancer and asthma can be caused by inhaling these toxins or by their presence in the food chain via crops from the nearby agricultural fields. Mobile phone battery, something we hardly ponder on, is capable of polluting 600 cubic meters of water. Groundwater is highly

endangered by leaching of lead, a result of land filling of e-waste. Brominated flame retardants, present in the printed wiring board and housings of electronic products are clearly monstrous for health and the environment.

Disposal of Waste

India's garbage generation stands at 0.2 to 0.6 kilograms of garbage per head per day. Also, it is a well known fact that land in India is scarce. The garbage collector who comes to our house every morning to empty our dustbins inside his truck, takes all the garbage from our neighborhood and dumps it on an abandoned piece of land. Garbage collectors from all parts of the city meet there to do the same. Such a land is called a landfill.

India's per capita waste generation is so high, that it creates a crisis if the garbage collector doesn't visit a neighborhood for a couple of days. Typically, each household waits for the garbage boy with two or three bags of trash. If he doesn't turn up, the garbage becomes too much to store in the house. The household help or maid of the house will then be instructed to take the bags, walk a few yards away – probably towards the end of the lane – and dump the bags there. Seeing one household, all the others in the neighborhood immediately follow suit. This land, at the end of the lane, soon becomes the neighborhood's very own garbage dump – a convenient place to dump anything if the garbage boy doesn't show up. Of course, when the quantity of the waste becomes too much to bear then diseases are feared, the residents would march up to their colony's welfare association and demand for the waste to be cleaned up at once. The waste will then be picked up from there and dumped in another piece of land – this time further away from the colony – probably in a landfill. People in India also litter excessively. The sweeper again sends all this garbage to the local dump, from where it finally goes to a landfill. At the end of the day, it is safe to say that all garbage gets dumped in a certain piece of land called a landfill.

Vehicular Pollution

Vehicular pollution refers exclusively to the air pollution caused by the emission of exhausts produced by the combustion of fuels. Most vehicles use petrol, diesel or other derivatives or blends of petroleum as fuels. Fossil fuels provide high energy output upon combustion, but also produce many by-products as wastes. The most notable among these being Particulate matter (PM), Nitrogen oxides, Sulphur dioxide, Carbon Monoxide, Ozone and toxic pollutants. Ground level ozone is produced when vehicular pollutants react with sunlight and form "smog" which irritates the respiratory tract, causes coughing, choking and decreases lung capacity. Particulate matter, of diameter less than 10 micrometer, poses the most harmful threat to humans as they can penetrate very deep into the lungs and cause irritation and abrasion. Carbon Monoxide pollution is extremely dangerous as the presence of CO in the blood prevents the intake and supply of oxygen to the brain and other vital organs, which could be fatal. Sulphur dioxide, produced by burning diesel, is toxic and is extremely harmful for asthmatic patients. Apart from drastically reducing air quality and causing dangers to health, vehicular pollution also majorly contributes to Global warming. This is an immediate concern, as climate change is becoming more and more prominent and rapid. Carbon dioxide is the major contributor to the green house effect and much of CO_2 emissions come from motor vehicles.

Light Pollution

Light has always been associated with the positive side of life. Even today it continues to be the same but merely as a saying. As a fact, it has now become a source of pollution. Light pollution is one of the latest members in the large family of types of pollution. Light pollution can be largely defined as alteration in the levels of natural light due to human interference. Use of excessive and inappropriate lighting is termed as light pollution. Light pollution can be attributed as a side-effect of our present day lifestyle. Apart from the normal illumination needed inside houses and offices, exterior lightings, commercial lightings, street lights, sport complexes, factories are the chief reasons for this kind of pollution. It consists of issues like over illumination, sky glow, glare and

light trespass. These all not only lead to energy wastage but, also have ill effects on human and animal life. Decreased visibility in the night, entering of light in areas where it is not needed and disturbing the natural night landscape is also a part of light pollution. The world energy consumption has been highly increased due to the factors leading to light pollution. Apart from stress, fatigue and anxiety, people working in the night shifts have been reported to be at a higher risk of increased blood pressure as well as some types of cancer. It also leads to the impairment of normal night vision. Animal life has also been highly affected by this kind of pollution. Many ecosystems contain missing food chains as a result. Migratory birds are disoriented due to lights on tall structures which is fatal for most of them.

River Water Pollution

Contaminated and polluted water now kills more people than all forms of violence including wars, according to a United Nations report released on March 22, 2010 on World Water Day that calls for turning unsanitary wastewater into an environmentally safe economic resource. According to the report -- titled "Sick Water?" -- 90 percent of wastewater discharged daily in developing countries is untreated, contributing to the deaths of some 2.2 million people a year from diarrheal diseases caused by unsafe drinking water and poor hygiene. At least 1.8 million children younger than 5 die every year from water-related diseases. Fully 80 percent of urban waste in India ends up in the country's rivers, and unchecked urban growth across the country combined with poor government oversight means the problem is only getting worse. A growing number of bodies of water in India are unfit for human use, and in the river Ganga, holy to the country's 82 percent Hindu majority, is dying slowly due to unchecked pollution.

Ground Water Exploitation

Ground-water exploitation is a serious matter of concern today and legislations and policy measures taken till date, by the state governments (water is a state subject) have not had the desired effect on the situation.

Groundwater Quality and Pollution is most alarming pollution hazards in India. On April 01, 2010 at least 18 babies in several hamlets of Bihar's Bhojpur district have been born blind in the past three months because their families consume groundwater containing alarming levels of arsenic, confirmed by Bihar's Health Minister Nand Kishore Yadav on Wednesday, 31st March 2010 confirmed the cases of blindness in newborns in arsenic- affected blocks of the district. Kids in Punjab villages losing sight to polluted drinking water Fazilka (Punjab), published in India Today on August 16, 2010. At Dona Nanka, a village on the Indo-Pak border where children are going blind apparently after drinking contaminated water. At least a dozen children were either born blind or have been gradually losing sight within a few years of birth. It's the same story in several villages nearby. These villages drink groundwater hoisted to the surface by several hand-driven pumps. In a village they draw water from a hand pump and pours. In about 20 minutes, the water turns yellowish. The government, on its part, has simply painted warnings on the walls of houses that the groundwater is unfit for human consumption.

Constitutional Provisions

India is equipped with a solid brigade of legal provisions and policy documents designed to protect and improve the natural environment. Article 48(a) directs the State to take strong measures not only for its protection but also work actively for its improvement. Article 51(a) incurs a corresponding duty on the citizen to do the same. We have an Air (Prevention and Control of Pollution) Act and a similar Water Act. We have an Environmental Protection Act of 1986 amended from time to time to control hazardous pollutants. Each one of our nine five year plans contains a chapter on safeguarding the environment. We have Forest Acts stretching from 1861 to 1988. We have State and Central boards for the prevention of pollution. Our Judiciary has been exceptionally active in allowing public interest litigations that have resulted in the State being directed to take measures for its improvement or to refrain from taking measures that would degenerate our

ecology. However, the core issues effecting or rather controlling India's natural environment have remained the same.

Our government of India established the following legislations for the protection of environment.

- **Water**
  - Water (Prevention and Control of Pollution) Act, 1974
  - Water (Prevention and Control of Pollution) Cess Act, 1977

- **Air**
  - Air (Prevention and Control of Pollution) Act, 1981
  - The Air (Prevention and Control of Pollution) Rules formulated in 1982

- **Forests and Wild Life**
  - The Wildlife (Protection) Act, 1972, Amendment 1991
  - The Forest (Conservation) Act, 1980
- Environment (Protection) Act, 1986 (EPA)
- The Environment (Protection) Rules, 1986
- The National Environment Appellate Authority Act, 1997
- National Environment Tribunal Act, 1995

Social Work Interventions for Environment Protection

- India is a developing country and certainly needs to eliminate this growing waste stream. If not taken seriously, this growth can be alarming for the country. So the Social workers and NGOs should take action oriented immediate steps to in eradicating e-waste through
  - Waste minimization,
  - Restructuring
  - Recycling,
  - Protective protocol for workers and
  - Building awareness among citizens.
- Through Community awareness we can insist the people to separate the biodegradable from non-biodegradable waste. Biodegradable wastes can then be subjected to composting, which is a process of converting plant and animal wastes to humus by soil microorganisms.

Humus enhances the fertility of soil. Non-biodegradable wastes then further have to be categorized on the basis of their toxicity. Toxic wastes, when dumped in the land, may eventually contaminate and poison ground water. They have to be stored in tightly sealed underground containers.

- Social Workers and NGOs can create awareness and provide proper training in recycling of wastes like plastic, metal, paper etc. In some ways, the waste can actually serve as a resource.

- A comprehensive and holistic plan is required to be implemented in the next decade or so. Both the state and the Centre must pitch in with their policies to revive the water table, and work towards achieving it. The Social Workers must take initiative for this immediate action.

- Promoting environmental education, training and Capacity-building; implementing demonstration projects;

- Conducting advocacy work in partnership with the government; and

- The promotion of regional and international cooperation on environment.

- Many also get involved in the practical management of conservation areas, and

- Promote community or individual action and

- Campaign for greater accountability on the part of the government and corporate sector.

- Establish network in consultation with State Pollution Control Boards/Zonal Offices of CPCB;

- Provide training to the NGOs and equip them with facilities, like water testing kits, analytical instruments, books, literature etc. In order to enhance their capabilities in the field of pollution control; and

- Organize mass awareness programmes and pollution control activities.

- Working for participation of masses in achieving the targets committed in the Policy Statements for Abatement of Pollution

- Demonstration on Public interest litigations
- Significant pressure on polluting industries for adopting pollution control measures.
- Providing information on mass awareness with regard to control of pollution
- Conducting preliminary river and air surveys for identification of any pollution source
- Keeping vigil on abstraction of water/discharge of sewage trade effluent by any industry in quantity in relation to flow/volume
- Conducting sampling and analysis of river/well water to ascertain the quality of river/well water
- Creating awareness and Providing information on poisonous, noxious or polluting matter into any stream or well or on land or in air
- Creating Awareness and Providing information on river stretch requires prohibition on use for disposal of polluting matters – (for notification under Section 24 of the Water Act)

Conclusion

The march of human civilization is always accompanied by the process of development. As the progress of human civilization is a continuous process, so is the case of the process of development. Therefore, the process of development has been in progress since the inception of human civilization, however, the thrust and course of development have changed over a period of time depending upon the time and space. Apart from being a continuous process, the development has always had an intimate relationship with its surroundings, which is known as environment. Environment has two vital components: first is physical and second is social. Further, the process of development has over exploited the natural resources, which did not only belong to the present generation but to the future generations as well. It means that the process of development has not remained compatible with the natural surroundings. Although, Indian state started responding to problem of environment by inserting the

provisions related to protection of environment in the chapter dealing with the Directive Principles of State Policy and as one of Fundamental Duties in the Article 51(A) of the Indian Constitution by the 42nd amendment, which was later followed by the enactment of statutory laws related to protection of environment, but the state response has remained neither adequate nor appropriate. The state approach has remained more cosmetic which led to the articulation of judicial activism in the domain of environment.

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A STUDY ON AWARENESS OF EMOTIONAL INTELLIGENCE AT DEY'S MEDICAL STORES PVT. LTD – BANGALORE

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ABSTRACT

The researcher got an interest to do the research about *Awareness of Emotional Intelligence in Dey's Medical Stores Pvt. Ltd – Bangalore. The reason is, there are very few studies conducted in the past. So the researcher chose this topic as an area of her study. To proceed the study, the researcher gave an in-depth study of this topic and reviewed previous works, so the researcher got a clear-cut idea about the topic. This review helped the researcher to adopt a suitable methodology through which the research could be carried out.*

Researcher used descriptive design which is very feasible for the researcher to carry out the study. A stratified disproportionate sampling had been adopted by the researcher for data collection. For the analysis of data researcher used percentage, mean, median, standard deviation, chi-square test, 't' test, one way ANOVA 'f' test. The major findings of research reveal that there is no significance between demography factors and overall emotional intelligence. Their overall emotional intelligence level is high.

As conclusion of the study emotional intelligence can make a big difference for both individual and organisational effectiveness. However, if the current interest in promoting emotional intelligence at work is to be a serious, sustained effort, rather than just another management fad, it is important that practitioners try to utilise practices based on the best available research. Only when the training is based on sound, empirically based methods will its promise be realised.

Key Words: *Emotional Intelligence, Self-awareness, Self-Management, Social Awareness, Relationship management, Leadership.*

INTRODUCTION

Emotional Intelligence is gaining popularity in management literature, because of its significant contribution to managerial effectiveness. According to the proponents of emotional intelligence, a person's emotional make-up largely determines his personal and professional success. They believe that emotional intelligence is the most important determinant of the extent of personal and professional success in life. They further argue that so many people with high mental intelligence fail whereas those with less intellectual endowment are extremely successful. This success is largely due to high emotional intelligence. Therefore understanding of emotional intelligence and its application in organizations is essential for all those who want to understand the intricacies of dealing with people.

DEFINITION

Emotional Intelligence "is the ability to perceive and express emotion, assimilate emotion in thought, understand and reason with emotion in the self and others" **(James Dozier 2002).**

Emotional Intelligence as "a form of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and action" **(Salovey and Mayer 2007).**

"Emotional intelligence refers to emotional awareness and emotional management skills which provide the ability to balance emotion and reason so as to maximize long-term happiness" **(Danial Golemuns 2008).**

MAIN EMOTIONS WITH THEIR BLENDS

According to Goleman, there are hundreds of emotions along with their blends, variations and nuances.

- **Anger:** Fury, outrage, resentment, wrath, exasperation, indignation, vexation, acrimony, animosity, annoyance, irritability, pathological hatred, and violence.

- **Sadness:** Grief, sorrow, cheerlessness, gloom, melancholy, self-pity, loneliness, dejection, despair and pathological severe depression.
- **Fear:** Anxiety, apprehension, nervousness, concern, misgiving wariness, qualm, dread, fright, terror, phobia and panic.
- **Enjoyment:** Happiness, joy, relief, contentment, bliss, delight, amusement, pride, sensual pleasure, thrill, rapture, gratification, satisfaction, euphoria, ecstasy and at the extreme, mania.
- **Love:** Acceptance, friendliness, trust, kindness, affinity, devotion, adoration and infatuation.
- **Surprise:** Shock, astonishment, amazement and wonder.
- **Disgust:** Contempt, disdain, scorn, abhorrence, aversion, distaste and revulsion.
- **Shame:** Guilt, embarrassment, chagrin, remorse, humiliation, regret and mortification.

Though this is the partial list of emotions and their variants, it does represent the majority of cases of emotions. Emotional intelligence tries to keep the level of these emotions at manageable level. Emotional intelligence includes components like self-awareness, ability to manage moods, motivation, empathy, and social skills such as cooperation and leadership **(Prasad 2008).**

THE DOMAINS OF EMOTIONAL INTELLIGENCE

Individuals have different personalities, wants, needs, and ways of showing their emotions. Navigating through this to succeed in life requires scientific understanding of Emotional Intelligence. The five domains of emotional intelligence are personal (self-awareness, self-regulation, and self-motivation) and social (social awareness and social skills) competences.

Self Awareness
(i)   Emotional awareness: Recognizing one's emotions and their effects.
(ii) Accurate self-assessment: Knowing one's strengths and limits.

(iii) Self-confidence: Sureness about one's self-worth and capabilities.

Self-Regulation
(i)   Self-control: Managing disruptive emotions and impulses,
(ii) Trustworthiness: Maintaining standards of honesty and integrity.
(iii) Conscientiousness: Taking responsibility for personal performance,
(iv) Adaptability: Flexibility in handling change.
(v)   Innovativeness: Being comfortable with and open to novel ideas and new information.

Self-Motivation
(i)   Achievement drive: Striving to improve or meet a standard of excellence,
(ii) Commitment: Aligning with the goals of the group or organization,
(iii) Initiative: Readiness to act on opportunities,
(iv) Optimism: Persistence in pursuing goals despite obstacles and setbacks.

Social Awareness
(i)   Empathy: Sensing others' feelings and perspective, and taking an active interest in their concerns,
(ii) Service orientation: Anticipating, recognizing, and meeting customers' needs.
(iii) Developing others: Sensing what others need in order to develop, and bolstering their abilities,
(iv) Leveraging diversity: Cultivating opportunities through diverse people,
(v)   Political awareness: Reading a group's emotional currents and power relationships.

Social Skills
(i)   Influence: Wielding effective tactics for persuasion,
(ii) Communication: Sending clear and convincing messages,
(iii) Leadership: Inspiring and guiding groups and people,
(iv) Change catalyst: Initiating or managing change.
(v)   Conflict management: Negotiating and resolving disagreements,

(vi) Building bonds: Nurturing instrumental relationships,

(vii) Collaboration and cooperation: Working with others toward shared goals,

(viii) Team capabilities: Creating group synergy in pursuing collective goals.

In brief, the five domains relate to knowing your emotions; managing your emotions; motivating yourself; recognizing and understanding other people's emotions; and managing relationships, i.e., managing the emotions of others.

1.6 GOLEMAN'S FAMEWORK OF EI

Goleman has given a framework to understand the dimensions of Emotional Intelligence and develop the same.

Increasing self awareness

Learn to "step outside yourself!" watch and listen to your emotions and responses carefully and consistently; learn to understand your inclinations. Track tendencies in emotionally charged situations and learn how your emotions are affected by different people and situations. Understand what it is about the person or situation that elicits your reaction.

Increasing Self management

Pause — take time to analyze before responding to significant challenges. Learn to "catch" your emotions before they initiate! Plan and prepare for difficult situations from what you've learned from self awareness. Discipline yourself. Learn to reshape and direct your reactions.

Increasing Social awareness

Empathize! "tune-in" — focus and maximize your powers of observation on the emotions, actions and reactions of others. Ask, listen and learn what other people are feeling. Look into and understand their perspectives and sensibilities. Determine the factors that influence them positively and negatively.

Increasing Relationship management

Understand that emotions play a role in every interaction between two or more people. By "tuning-in" to emotions, you will understand the impact they leave on others. Use your emotions as a "change catalyst" to promote positive interactions with others. Determine what you have a "knack for" that helps you maximize your relationships with others. Use all these skills in forming solid relationships.

	PERSONAL	SOCIAL
RECOGNITION	**SELF – AWARENESS** Emotional self awareness Accurate self assessment Self – confidence	**SOCIAL AWARENESS** Empathy Service orientation Organizational awareness
REGULATION	**SELF – MANAGEMENT** Self – control Trustworthiness Conscientiousness Adoptability Achievement drive Initiative	**RELATIONSHIP MANAGEMENT** Developing others Influence Communication Conflict management Leadership Change catalyst Building bonds Team work & collaboration

Goleman's Framework of Emotional Intelligence

IMPORTANCE OF EMOTIONAL INTELLIGENCE

In today's context, emotional intelligence is being perceived as the most important element in a person's success. In particular, the emotional intelligence is important in the following ways (Prasad 2008).

General Happiness: Emotional intelligence leads to general happiness. The high EQ people will have the following characteristics such as motivation, satisfaction, mental peace, appreciation friendship, fulfillment, awareness, happiness, self-control, autonomy, contentment, balance and focus. The low EQ people will have the following characteristics such as frustration, disappointment, mental disturbance, emptiness, loneliness, resentment, guilt, sorrow, depression, dependence, victimization, instability, failure. Thus, high EQ generates positive feelings which result into general happiness. As against this, low EQ generates negative feelings which result into general unhappiness.

Rationality in Behavior: Emotional intelligence leads to rationality in behavior-

Rationality is defined as the capacity for objective action. It is usually characterized by patent behavioral nexus between ends and means. Thus, if appropriate means have been chosen to reach desired ends, behavior is rational. With high EQ, a person is able to see the situation under which the behavior takes place in right perspective. With such a perspective, the person is able to establish right relationship between ends and means and his behavior tends to be rational. Lack of emotional intelligence leads to wrong perception of situation and the person interprets the information based on his emotions rather than reality. In fact, the emotional barrier in communication is one of the biggest problems. With the result, the person does not show rational behavior.

Fulfilling Social Objectives: Since human beings live in society, they are not only responsible to themselves but also to the society. Living in the society, a person takes something from it and gives something to it. This something may be in physical as well as in psychological forms. In taking and giving process, a person with high EQ displays the same behavior towards others which he expects from them. If such a behavior is reciprocated by others, the behavior becomes gratifying to all the persons concerned. This brings general happiness in the society including family, friendship group, and work organization. As against this, a person with low EQ acts with emotions and becomes self-centered. His behavior is often dysfunctional leading to general unhappiness in the society. Thus, person with high EQ are assets of the society while persons with low EQ are liabilities for it.

APPLYING EMOTIONAL INTELLIGENCE IN ORGANISATIONS

Emotional intelligence has a number of applications in organizations, both business and non-business. It can be instrumental in many areas in the workplace and can achieve organizational development. On the basis of various researches, psychologists have concluded that in the present fast-changing business environment, one needs more than just brain to run the business. They argue that

managers must get in touch with their emotions and feelings for effective decision making and problem solving in business. Some of the immediate benefits of emotional intelligence are increasing productivity, speeding up adaptation to change, developing leadership skills, stimulating creativity and cooperation, responding effectively to competition, encouraging innovative thinking, improving work environment, reducing stress level and frustration and developing sense of competence. All these can be achieved by applying emotional intelligence in the following areas (Prasad 2008):

- Filling organizational positions
- Work life
- Credibility of managers
- Leadership effectiveness
- Effective communication
- Handling frustration
- Stress management
- Conflict resolution

REVIEW OF LITERATURE

The researcher has reviewed the literature in journals, books, and on the internet in order to see what researchers have discovered about it so far. It has been found out that no much study has taken in the same topic "A study on Awareness of Emotional Intelligence". But there are several studies have taken place related to the present research topic which would help doing her research.

Jenifer (2008) finds out that there is a significant relationship between age, experience, education, designation, and Emotional Intelligence whereas there is no significant relationship between gender, marital status and Emotional Intelligence. She further adds that the executives with high IQ have good interpersonal relationship with superiors and subordinates. They become a source of inspiration to the subordinates. Even at crucial juncture they remain cool and assertive and that helps them to take effective decisions. They are not motivated by lower level needs but only by sense of achievement.

Thomas, Susanna Tram and Linda (2005) relation of employee and manager emotional intelligence to job satisfaction and

performance examined the relationships among employees emotional intelligence, their manager's emotional intelligence, employee's job satisfaction, and performance for 187 food service employees from nine different locations of the same restaurant franchise. In addition, manager's emotional intelligence had a more positive correlation with job satisfaction of employees with low emotional intelligence than for those with high emotional intelligence.

Nikolaou & Tsaousis (2005) wanted to explore the relationship between emotional intelligence and sources of occupational stress. A total of 212 participants were administered the Emotional Intelligence Questionnaire as well as the Organizational Stress Screening Tool (ASSET), a new organizational screening tool, which measures workplace stress. The results were in the expected direction showing a negative correlation between emotional intelligence and stress at work, indicating that high scorers in overall EI suffered less stress related to occupational environment. A positive correlation was also found between emotional intelligence and organizational commitment, which according to the ASSET model is considered as a consequence of stress, suggesting a new role for EI as a determinant of employee loyalty to organizations. Finally, the relationship between EI, job stress, and various demographic variables such as gender, age, and education was investigated and results are discussed in the light of the organizational framework.

Nel& Villers (2004) The relationship between Emotional Intelligence and Job Performance in a Call Center environment shows a statistically significant and positive correlation between EI and Job Performance in the call center environment.

Yvonne & Shelley (March-2004) Emotional intelligence has been extensively researched in workplace settings. It has been related to increased success among those who share similar positions (e.g., senior managers). Additionally, hiring individuals with higher levels of emotional intelligence as well as training existing staff to be more emotionally intelligent has been associated with financial gains in the private sector. Training in emotional intelligence in the workplace can occur at all levels, and

several evaluated programs have found success in developing more emotionally intelligent workforces.

Carmeli (2003) attempted to narrow this gap by empirically examining the extent to which senior managers with a high emotional intelligence employed in public sector organizations developed positive work attitude, altruistic behavior and work outcomes. The result indicated that emotional intelligence augments positive, altruistic behavior, work outcomes, and moderated the effect of work-family conflict on career commitment but not the effect on job satisfaction.

Brigette Ann Rapisarda (2002) The impact of emotional intelligence on work team cohesiveness and performance showed that EI competencies, empathy and achievement orientation were positively related to students and faculty ratings of team cohesiveness.

Dunning (2002) in his study on the leadership in the new millennium has found that Emotional Intelligence has dramatically increased in the recent times among the leaders and that has become essential for the leaders in the era of globalization.

Ahmed (2000) suggests that there is a relationship between low Emotional Intelligence and low performance of the managers. Further it is also revealed that managers with high EI make better decisions and enjoy better social relations in the organization. He also emphasizes that individuals can be trained to improve their EI unlike IQ that becomes stunned after a particular age.

George and Bettenhausen (1990) in the study on social awareness also plays a key role in the service competencies, the ability to identify clients or customers often unstated needs and concerns and then match them instill strategy with meaning and resonance. Emotional are contagious, particularly when exhibited by those at the top, and extremely successful leaders display a high level of positive energy that spreads throughout the organizations. The more positive the style of a leader, the more positive, helpful and cooperative are those in the group.

OBJECTIVES OF THE STUDY

1. To study the Socio Economic background of the respondents.
2. To identify the Level of Self Awareness of the respondents.
3. To find out the Level of Self Management of the respondents.
4. To analysis the Level of Social Awareness of the respondents.
5. To find out the Level of Relationship Management of the respondents.
6. To find out the relationship between Socio-Economic Variables and the overall level of awareness of Emotional Intelligence.

HYPOTHESIS

Hypothesis is defined as a tentative solution posed on a cursory observation of known and available data and adopted provisionally to explain certain events and to guide in the investigation of others. It is, in fact, a possible solution to the problem. The following are hypotheses of the study:

1. There is a significant association between age of the respondents and their overall Emotional Intelligence.
2. There is a significant difference between educational qualification of the respondents and their overall Emotional Intelligence.
3. There is a significant difference between experience of the respondents and their overall Emotional Intelligence.
4. There is a significant difference between marital status of the respondents and their overall emotional Intelligence.
5. There is a significant difference between monthly income of the respondents and their overall Emotional Intelligence.

VARIABLE MAP

INDEPENDENT VARIABLE	DEPENDENT VARIABLE
a. Age b. Educational Qualification c. Work experience d. Marital Status e. Salary	a. Self-Awareness b. Self-Management c. Social Awareness d. Relationship Management

RESEARCH DESIGN

The study is descriptive in its design as it describes the facts about the awareness of emotional intelligence.

UNIVERSE AND SAMPLING

Sampling is a process of selecting representative part of the universe. There are different methods to select a sample from the universe. The universe is the population of the study Stratified into five departments namely (HR, Finance & Sales, Marketing, Quality Control & Research, Manufacturing) stratified disproportionate sampling was applied and the respondents were selected from each department using lottery method. Total number of employees in the organization is 345. From the available universe the researcher has selected a sample of 100 respondents.

SOURCE OF DATA COLLECTION

1. Primary data for the study is collected through a defined 'Questionnaire' which was tested in the field.
2. The secondary data required for the study are collected from books, journals and internet.

TOOLS FOR DATA COLLECTION

The researcher has chosen the questionnaire method as the tool of data collection from among various tools in social research. The type of questionnaire selected for this study is a structured one and the respondents were requested to answer the questions. Since the respondents are educated, the researcher preferred the questionnaire method as a tool. The questionnaire was constructed based on the pilot study.

DATA COLLECTION AND ANALYSIS

The researcher herself collected the data the study, to explore the nature of the data and the subjects to get an insight into the total situation. This study comprises of editing, categorization and tabulation, as an intermediary stages between collection of data and their analysis and interpretation.

STATISTICAL TOOLS

Statistical methods are mathematical technique used to facilitate the interpretation of numerical data secured from the samples. Data collected from the field were analyzed using SPSS software and the statistical techniques.

STATISTICAL RELATED TABLE DISTRIBUTION OF THE RESPONDENTS AND THEIR VARIOUS DIMENSIONS OF EMOTIONAL INTELLIGENCE

S. No.	Various dimensions of emotional intelligence	No. of respondents (n=100)	Percentage (100%)
1	**Self awareness**		
	Low	53	53
	High	47	47
	Mean: 50.50 / Median: 49.00 / S.D.: 9.039 / Min.: 27 / Max.: 70		
2	**Self management**		
	Low	52	52
	High	48	48
	Mean: 51.40 / Median: 50.50 / S.D.: 9.396 / Min.: 28 / Max.: 70		
3	**Social awareness**		
	Low	50	50
	High	50	50
	Mean: 51.90 / Median: 51.50 / S.D.: 8.958 / Min.: 29 / Max.: 68		
4	**Relationship management**		
	Low	48	48
	High	52	52
	Mean: 54.05 / Median: 55.00 / S.D.: 8.916 / Min.: 31 / Max.: 69		
5	**Overall Emotional Intelligence**		
	Low	54	54
	High	46	46
	Mean: 207.85 / Median: 201.50 / S.D.: 33.502 / Min.: 115 / Max.: 273		

DIAGRAM FOR OVERALL EMOTIONAL INTELLIGENCE
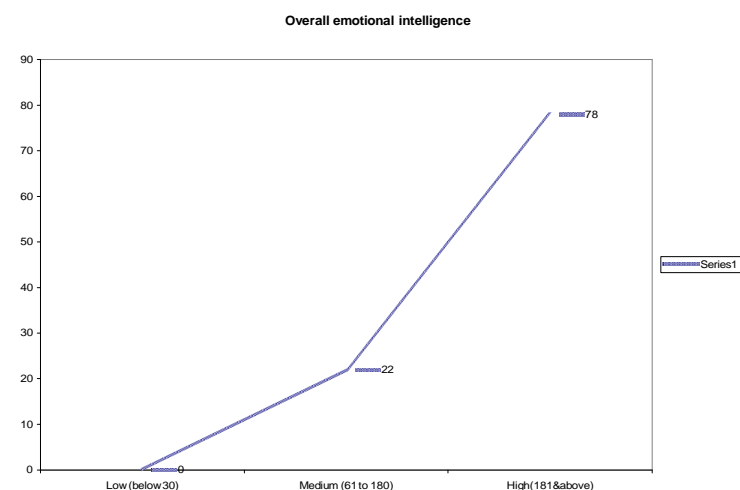
RESULTS AND DISCUSSION

The table clearly indicates that the level of self awareness high among the respondents due to their training programme. The working environment has helped them to be high in their self management as well as in their relationship management which is very much needed for their profession. Though the respondents are aware of the various dimensions of emotional intelligence it is quite surprising to know that they are not familiar with the term emotional intelligence.

SUGGESTIONS

On the basis of the findings the researcher has given the following suggestions to the organization generally to focus on those areas which have to be improved yet more.

1. It is clear from the findings that emotional intelligence is much significant for all the employees to get satisfied with their job and development to personal and organization. So the organization can provide OBT (out bond training) sessions regarding emotional intelligence by some specialists on that particular area.

2. It is obvious that the demographic facts influence the person's emotional intelligence. So it is wiser decision to promote a social worker in each company to concentrate on the personal side of the employees.

General suggestion for the development of the Organization

1. During the time of recruitment the concerned authorities can give equal importance to emotional intelligence of the candidates with other areas like technical knowledge, theoretical knowledge, communication skills and IQ.

2. Organizations need to hire for Emotional Intelligence along with whatever other technical skills or business expertise they are seeking. When it comes to promotions and succession planning, Emotional Intelligence should be a major criterion, particularly to the extent that a position requires leadership.

3. When those with high potential are being selected and groomed, Emotional Intelligence should be central. And in training and development, Emotional Intelligence should again be a major focus.

Through the present research study, the researcher came forth with the result that emotional intelligence influences all aspects of work life as well as individual development and organizational development.

Conclusion

It is possible for people of all ages to become more socially and emotionally competent. However, the principles for developing this type of competence differ greatly from those that have guided much training and development practice in the past. Developing emotional competence requires that we unlearn old habits of thought, feeling, and action that are deeply ingrained, and grow new ones. Such a process takes motivation, effort, time, support, and sustained practice, as the guidelines presented in this article make clear. The guidelines also suggest that the preparation and transfer-and-maintenance phases of the training process are especially important. Yet too often these phases are neglected in practice.

Organizations increasingly are providing training and development that is explicitly labeled as "emotional intelligence" or "emotional competence" training. However, the guidelines presented here apply to any development effort in which personal and social learning is a goal. This would include most management and executive development efforts as well as training in supervisory skills, diversity, teamwork, leadership, conflict management, stress management, sales, customer relations, etc.

Emotional intelligence can make a big difference for both individual and organisational effectiveness. However, if the current interest in promoting emotional intelligence at work is to be a serious, sustained effort, rather than just another management fad, it is important that practitioners try to utilise practices based on the best available research. Only when the training is based on sound, empirically based methods will its promise be realised.

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A STUDY ON LEVEL OF AWARENESS OF MENTAL HEALTH DISORDER AMONG COLLEGE STUDENTS IN PRESENT CONDITION

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ABSTRACT

Mental health is a level of psychological well-being, or an absence of a mental disorder;[1] it is the "psychological state of someone who is functioning at a satisfactory level of emotional and behavioral adjustment". Serious mental illnesses include major depression, schizophrenia, bipolar disorder, obsessive compulsive disorder (OCD), panic disorder, posttraumatic stress disorder (PTSD) and borderline personality disorder. The good news about mental illness is that recovery is possible. Mental Illness has been shrouded in stigma, ignorance and superstition since a long time in India. Instead of offering help to the mentally ill, most of us treat them with suspicion, ignorance or cold-hearted apathy. Mental Illness is rising at epidemic rates around the world, including India. WHO predicts that 20% of India's population will suffer from some form of mental illness by the year 2020. We are woefully under-equipped to handle mental health issues on such a large scale. Currently, we have only 3,500 psychiatrists for the 20 million Indians suffering from mental illness. This means that there is one psychiatrist for more than ten thousand people; which is not even a proverbial drop in the ocean. Globally, mental illness has affected over 450 million people, and 80% of them live in middle and low income countries. According to a community based study under the WHO Mental Health GAP Action Program, in India, the life time prevalence of mental disorders range from 12.2% to 48.6%. Main aim of this study is to know about awareness level on mental health disorder among college going students. Biju Viswanath and Santosh K. Chaturvedi in her studies reveal that, mental disorder is an important public health issue worldwide; stigmatization and negative attitudes towards people with mental disorder are widespread among the college students. In present condition the college students they don't aware about mental disorders. College students' attitudes towards people with mental disorder vary based on mental health. Attitudes may be positively improved by revising curriculum design to incorporate educational sessions about mental disorder. These are essential steps to combat discrimination, and potentially enhance the promotion of human rights for the mentally ill.

Introduction:

A **mental disorder**, also called a **mental illness** or **psychiatric disorder**, is a mental or behavioral pattern or anomaly that causes either suffering or an impaired ability to function in ordinary life (disability), and which is not a developmental or social norm. Mental disorders are generally defined by a combination of how a person feels, acts, thinks or perceives. This may be associated with particular regions or functions of the brain or rest of the nervous system, often in a social context. Mental disorder is one aspect of mental health. The scientific study of mental disorders is called psychopathology.

The causes of mental disorders are varied and in some cases unclear, and theories may incorporate findings from a range of fields.

Services are based in psychiatric hospitals or in the community, and assessments are carried out by psychiatrists, clinical psychologists and clinical social workers, using various methods but often relying on observation and questioning. Clinical treatments are provided by various mental health professionals. Psychotherapy and psychiatric medication are two major treatment options, as are social interventions, peer support and self-help. In a minority of cases there might be involuntary detention or involuntary treatment, where legislation allows. Stigma and discrimination can add to the suffering and disability associated with mental disorders (or with being diagnosed or judged as having a mental disorder), leading to various social movements attempting to increase understanding and challenge social

exclusion. Prevention is now appearing in some mental health strategies.

Classifications
Main article: Classification of mental disorders

The definition and classification of mental disorders is a key issue for researchers as well as service providers and those who may be diagnosed. For a mental state to classify as a disorder, it generally needs to cause dysfunction.[1] Most international clinical documents use the term mental "disorder", while "illness" is also common. It has been noted that using the term "mental" (i.e., of the mind) is not necessarily meant to imply separateness from brain or body. There are currently two widely established systems that classify mental disorders;

- 'ICD-10 Chapter V: Mental and behavioural disorders*, since 1949 part of the International Classification of Diseases produced by the WHO,*
- the *Diagnostic and Statistical Manual of Mental Disorders* (DSM-IV) produced by the American Psychiatric Association (APA) since 1952.

Both these list categories of disorder and provide standardized criteria for diagnosis. They have deliberately converged their codes in recent revisions so that the manuals are often broadly comparable, although significant differences remain. Other classification schemes may be used in non-western cultures, for example the *Chinese Classification of Mental Disorders*, and other manuals may be used by those of alternative theoretical persuasions, for example the *Psychodynamic Diagnostic Manual.* In general, mental disorders are classified separately from neurological disorders, learning disabilities or intellectual disability.

Unlike the DSM and ICD, some approaches are not based on identifying distinct categories of disorder using dichotomous symptom profiles intended to separate the abnormal from the normal. There is significant scientific debate about the relative merits of categorical versus such non-categorical (or hybrid) schemes, also known as continuum or dimensional models. A spectrum approach may incorporate elements of both.

In the scientific and academic literature on the definition or classification of mental disorder, one extreme argues that it is entirely a matter of value judgements (including of what is normal) while another proposes that it is or could be entirely objective and scientific (including by reference to statistical norms).[2] Common hybrid views argue that the concept of mental disorder is objective even if only a "fuzzy prototype" that can never be precisely defined, or conversely that the concept always involves a mixture of scientific facts and subjective value judgments.[3] Although the diagnostic categories are referred to as 'disorders', they are presented as medical diseases, but are not validated in the same way as most medical diagnoses. Some neurologists argue that classification will only be reliable and valid when based on neurobiological features rather than clinical interview, while others suggest that the differing ideological and practical perspectives need to be better integrated.

The DSM and ICD approach remains under attack both because of the implied causality model[6] and because some researchers believe it better to aim at underlying brain differences which can precede symptoms by many years.

Disorders

There are many different categories of mental disorder, and many different facets of human behavior and personality that can become disordered.[8][9][10][11][12]

Anxiety or fear that interferes with normal functioning may be classified as an anxiety disorder.[13] Commonly recognized categories include specific phobias, generalized anxiety disorder, social anxiety disorder, panic disorder, agoraphobia, obsessive-compulsive disorder and post-traumatic stress disorder.

Other affective (emotion/mood) processes can also become disordered. Mood disorder involving unusually intense and sustained sadness, melancholia, or despair is known as major depression (also known as unipolar or clinical depression). Milder but still prolonged depression can be diagnosed as dysthymia. Bipolar disorder (also known as manic depression) involves abnormally "high" or

pressured mood states, known as mania or hypomania, alternating with normal or depressed mood. The extent to which unipolar and bipolar mood phenomena represent distinct categories of disorder, or mix and merge along a dimension or spectrum of mood, is subject to some scientific debate.[14]

Patterns of belief, language use and perception of reality can become disordered (e.g., delusions, thought disorder, hallucinations). Psychotic disorders in this domain include schizophrenia, and delusional disorder. Schizoaffective disorder is a category used for individuals showing aspects of both schizophrenia and affective disorders. Schizotypy is a category used for individuals showing some of the characteristics associated with schizophrenia but without meeting cutoff criteria.

Personality — the fundamental characteristics of a person that influence thoughts and behaviors across situations and time—may be considered disordered if judged to be abnormally rigid and maladaptive. Although treated separately by some, the commonly used categorical schemes include them as mental disorders, albeit on a separate "axis II" in the case of the DSM-IV. A number of different personality disorders are listed, including those sometimes classed as "eccentric", such asparanoid, schizoid and schizotypal personality disorders; types that have described as "dramatic" or "emotional", such as antisocial, borderline, histrionic or narcissistic personality disorders; and those sometimes classed as fear-related, such asanxious-avoidant, dependent, or obsessive-compulsive personality disorders. The personality disorders in general are defined as emerging in childhood, or at least by adolescence or early adulthood. The ICD also has a category for enduring personality change after a catastrophic experience or psychiatric illness. If an inability to sufficiently adjust to life circumstances begins within three months of a particular event or situation, and ends within six months after the stressor stops or is eliminated, it may instead be classed as an adjustment disorder. There is an emerging consensus that so-called "personality disorders", like personality traits in general, actually incorporate a mixture of acute dysfunctional behaviors that may

resolve in short periods, and maladaptive temperamental traits that are more enduring.[15] Furthermore, there are also non-categorical schemes that rate all individuals via a profile of different dimensions of personality without a symptom-based cutoff from normal personality variation, for example through schemes based on dimensional models.

Eating disorders involve disproportionate concern in matters of food and weight. Categories of disorder in this area include anorexia nervosa, bulimia nervosa, exercise bulimia or binge eating disorder.

Sleep disorders such as insomnia involve disruption to normal sleep patterns, or a feeling of tiredness despite sleep appearing normal.

Sexual and gender identity disorders may be diagnosed, including dyspareunia, gender identity disorder and ego-dystonic homosexuality. Various kinds of paraphilia are considered mental disorders (sexual arousal to objects, situations, or individuals that are considered abnormal or harmful to the person or others).

People who are abnormally unable to resist certain urges or impulses that could be harmful to themselves or others, may be classed as having an impulse control disorder, and disorders such as kleptomania (stealing) or pyromania (fire-setting). Various behavioral addictions, such as gambling addiction, may be classed as a disorder. Obsessive-compulsive disorder can sometimes involve an inability to resist certain acts but is classed separately as being primarily an anxiety disorder.

The use of drugs (legal or illegal, including alcohol), when it persists despite significant problems related to its use, may be defined as a mental disorder. The DSM incorporates such conditions under the umbrella category of substance use disorders, which includes substance dependence and substance abuse. The DSM does not currently use the common term drug addiction, and the ICD simply refers to "harmful use". Disordered substance use may be due to a pattern of compulsive and repetitive use of the drug that results in tolerance to its effects and withdrawal symptoms when use is reduced or stopped.

People who suffer severe disturbances of their self-identity, memory and general awareness of themselves and their surroundings may be classed as having a dissociative identity disorder, such as depersonalization disorder or Dissociative Identity Disorder itself (which has also been called multiple personality disorder, or "split personality"). Other memory or cognitive disorders include amnesia or various kinds of old age dementia.

A range of developmental disorders that initially occur in childhood may be diagnosed, for example autism spectrum disorders, oppositional defiant disorder and conduct disorder, and attention deficit hyperactivity disorder (ADHD), which may continue into adulthood.

Conduct disorder, if continuing into adulthood, may be diagnosed as antisocial personality disorder (dissocial personality disorder in the ICD). Popularist labels such as psychopath (or sociopath) do not appear in the DSM or ICD but are linked by some to these diagnoses.

Somatoform disorders may be diagnosed when there are problems that appear to originate in the body that are thought to be manifestations of a mental disorder. This includes somatization disorder and conversion disorder. There are also disorders of how a person perceives their body, such as body dysmorphic disorder. Neurasthenia is an old diagnosis involving somatic complaints as well as fatigue and low spirits/depression, which is officially recognized by the ICD-10 but no longer by the DSM-IV.

Factitious disorders, such as Munchausen syndrome, are diagnosed where symptoms are thought to be experienced (deliberately produced) and/or reported (feigned) for personal gain.

There are attempts to introduce a category of relational disorder, where the diagnosis is of a relationship rather than on any one individual in that relationship. The relationship may be between children and their parents, between couples, or others. There already exists, under the category of psychosis, a diagnosis of shared psychotic disorder where two or more individuals share a particular delusion because of their close relationship with each other.

There are a number of uncommon psychiatric syndromes, which are often named after the person who first described them, such as Capgras syndrome, De Clerambault syndrome, Othello syndrome, Ganser syndrome, Cotard delusion, and Ekbom syndrome, and additional disorders such as the Couvade syndrome and Geschwind syndrome.[18]

Various new types of mental disorder diagnosis are occasionally proposed. Among those controversially considered by the official committees of the diagnostic manuals include self-defeating personality disorder, sadistic personality disorder, passive-aggressive personality disorder and premenstrual dysphoric disorder.

Two recent unique unofficial proposals are solastalgia by Glenn Albrecht and hubris syndrome by David Owen. The application of the concept of mental illness to the phenomena described by these authors has in turn been critiqued by Seamus Mac Suibhne.[19]

Signs and symptoms

The likely course and outcome of mental disorders varies, depends on numerous factors related to the disorder itself, the individual as a whole, and the social environment. Some disorders are transient, while others may be more chronic in nature.

Even those disorders often considered the most serious and intractable have varied courses i.e. schizophrenia, psychotic disorders, and personality disorders. Long-term international studies of schizophrenia have found that over a half of individuals recover in terms of symptoms, and around a fifth to a third in terms of symptoms and functioning, with some requiring no medication. At the same time, many have serious difficulties and support needs for many years, although "late" recovery is still possible. The World Health Organization concluded that the long-term studies' findings converged with others in "relieving patients, carers and clinicians of the chronicity paradigm which dominated thinking throughout much of the 20th century."[20][21]

Around half of people initially diagnosed with bipolar disorder achieve syndromal recovery (no longer meeting criteria for the diagnosis) within six weeks, and nearly all achieve it within two years, with nearly half

regaining their prior occupational and residential status in that period. However, nearly half go on to experience a new episode of mania or major depression within the next two years. Functioning has been found to vary, being poor during periods of major depression or mania but otherwise fair to good, and possibly superior during periods of hypomania in Bipolar II.

Disability

Some disorders may be very limited in their functional effects, while others may involve substantial disability and support needs. The degree of ability or disability may vary over time and across different life domains. Furthermore, continued disability has been linked to institutionalization, discrimination and social exclusion as well as to the inherent effects of disorders. Alternatively, functioning may be affected by the stress of having to hide a condition in work or school etc., by adverse effects of medications or other substances, or by mismatches between illness-related variations and demands for regularity.

It is also the case that, while often being characterized in purely negative terms, some mental traits or states labeled as disorders can also involve above-average creativity, non-conformity, goal-striving, meticulousness, or empathy. In addition, the public perception of the level of disability associated with mental disorders can change.

Nevertheless, internationally, people report equal or greater disability from commonly occurring mental conditions than from commonly occurring physical conditions, particularly in their social roles and personal relationships. The proportion with access to professional help for mental disorders is far lower, however, even among those assessed as having a severely disabling condition. Disability in this context may or may not involve such things as:

- Basic activities of daily living. Including looking after the self (health care, grooming, dressing, shopping, cooking etc.) or looking after accommodation (chores, DIY tasks etc.)

- Interpersonal relationships. Including communication skills, ability to form relationships and sustain them, ability to leave the home or mix in crowds or particular settings
- Occupational functioning. Ability to acquire a job and hold it, cognitive and social skills required for the job, dealing withworkplace culture, or studying as a student.

In terms of total Disability-adjusted life years (DALYs), which is an estimate of how many years of life are lost due to premature death or to being in a state of poor health and disability, mental disorders rank amongst the most disabling conditions. Unipolar (also known as Major) depressive disorder is the third leading cause of disability worldwide, of any condition mental or physical, accounting for 65.5 million years lost. The total DALY does not necessarily indicate what is the most individually disabling, because it also depends on how common a condition is; for example, schizophrenia is found to be the most individually disabling mental disorder on average but is less common. Alcohol-use disorders are also high in the overall list, responsible for 23.7 million DALYs globally, while other drug-use disorders accounted for 8.4 million. Schizophrenia causes a total loss of 16.8 million DALY, and bipolar disorder 14.4 million. Panic disorder leads to 7 million years lost, obsessive-compulsive disorder 5.1, primary insomnia 3.6, and post-traumatic stress disorder 3.5 million DALYs.

The first ever systematic description of global disability arising in youth, published in 2011, found that among 10 to 24 year olds nearly half of all disability (current and as estimated to continue) was due to mental and neurological conditions, including substance use disorders and conditions involving self-harm. Second to this were accidental injuries (mainly traffic collisions) accounting for 12 percent of disability, followed by communicable diseases at 10 percent. The disorders associated with most disability in high income countries were unipolar major depression (20%) and alcohol use disorder (11%). In the eastern Mediterranean region it was unipolar major depression (12%) and schizophrenia

(7%), and in Africa it was unipolar major depression (7%) and bipolar disorder (5%).

Suicide, which is often attributed to some underlying mental disorder, is a leading cause of death among teenagers and adults under 35. There are an estimated 10 to 20 million non-fatal attempted suicides every year worldwide.

Causes

As defined by experts, a mental disorder is "a clinically significant behavioral or psychological syndrome or psychological pattern that occurs in an individual and that is associated with present or disability or with a significantly increased risk of suffering death, pain, disability, or an important loss of freedom"[1] The **causes of mental disorders** are generally complex and vary depending on the particular disorder and the individual. Although the causes of some mental disorders are unknown, it has been found that different Biological, Psychological, and Environmental Factors can all contribute to the development or progression of mental disorders. Most mental disorders are a result of a combination of several different factors rather than just a single factor.

Review of literature

Biju Viswanath and Santosh K. Chaturvedi in her studies reveal that, mental disorder is an important public health issue worldwide; stigmatization and negative attitudes towards people with mental disorder are widespread among the college students. In present condition the college students they don't aware about mental disorders. College students' attitudes towards people with mental disorder vary based on the course that they are enrolled in. Attitudes may be positively improved by revising curriculum design to incorporate educational sessions about mental disorder. These are essential steps to combat discrimination, and potentially enhance the promotion of human rights for the mentally ill.

Thornicroft G, Brohan 2012

This report presents the findings of a survey of attitudes towards mental illness among adults. In this studies reveal that, mental disorder is an important public health issue worldwide; negative attitudes towards people with mental disorder are widespread among the college students. In present condition the college going students 65% they don't aware about mental disorders. College students' attitudes towards people with mental disorder vary based on the course that they are enrolled in. Attitudes may be positively improved by revising curriculum design to incorporate educational sessions about mental disorder.

Evans-Lacko S, Brohan E, Mojtabai R, 2012

In this studies reveal that, mental disorder is an important public health issue worldwide; stigmatization and negative attitudes and opinion towards people with mental disorder are widespread among the college students. In present condition the college students they don't aware about mental disorders. College students' attitudes towards people with mental disorder vary based on the course that they are enrolled in. Attitudes may be positively improved by revising curriculum design to incorporate educational sessions about mental disorder.

RESEARCH METHODOLOGY
INTRODUCTION

In this chapter the research explain about the methodology used for carrying out the present study. Research methodology is a key to solve the research problem. It's explain various steps that are generally adopted by researcher in studying the research problem along with logic behind them. This would elicit the scientific procedures.

TITLE OF THE STUDY

"A study on Level of Awareness about Mental Health disorder among college going student"

OBJECTIVES
1. To study the awareness about the mental disorder.
2. To find out the mental health problem.
3. To provide suggestions for the betterment of life.

RESEARCH DESIGN

The researcher adopted descriptive research design which will help to study.

UNIVERSE

The study was conducted with the college students in Ambikapuram area in Trichy.

SAMPLE SIZE

Since the size of the population is definite. The researcher used Non – Probability sampling method. The researcher selected 30 respondents by using Fish bowl method sampling.

TOOLS OF DATA COLLECTION

The researcher used self-prepared questionnaire to collect the data from the samples. The self-prepared questionnaire prepared based on objectives of the study.

Table and interpretation

TABLE-1
Distribution of the respondents by their Awareness about mental health disorders

S. No.	Awareness about mental health disorders	Frequency n = 30	Percentage
1.	YES	3	10%
2.	NO	27	90%
	TOTAL	**30**	**100%**

The above table shows that majority 90 percentage of the respondents are they don't know about mental disorders.

TABLE-2
Distribution of the respondents by their Awareness about people easily affect by mental health disorders

S. No.	Awareness about people easily affect by mental health disorders	Frequency n = 30	Percentage
1.	YES	27	90%
2.	NO	3	10%
	TOTAL	**30**	**100%**

The above table shows that majority 90 percentage of the respondents are they think people in present condition they easily affect mental disorders.

TABLE-3
Distribution of the respondents by their college students need awareness about mental disorders

S. No.	College students need Awareness about mental health disorders	Frequency n = 30	Percentage
1.	YES	30	100%

The above table shows all the respondents are said that college students they must aware about mental disorders.

Major findings

- Majority 90 percentages of the respondents are they don't know about mental disorders.
- Majority 90 percentages of the respondents are they think people in present condition they easily affect mental disorders.
- All the respondents are said that college students they must aware about mental disorders.

Conclusion

People's beliefs and attitudes toward mental illness set the stage for how they interact with, provide opportunities for, and help support a person with mental illness. People's beliefs and attitudes toward mental illness also frame how they experience and express their own emotional problems and psychological distress and whether they disclose these symptoms and seek care.

College students' attitudes towards people with mental disorder vary based on the course that they are enrolled in. Attitudes may be positively improved by revising curriculum design to incorporate educational sessions about mental disorder. These are essential steps to combat discrimination, and potentially enhance the promotion of human rights for the mentally ill.

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A STUDY ON SOCIO-ECONOMIC AND WORKING CONDITIONS OF WOMEN WORKERS IN UNORGANISED SECTORS, CHENNAI

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ABSTRACT

The prosperity of a country depends on the harmonious progress of both the genders. Men and women have to have meaningful roles in the economic life of the nation. In India, a vast majority of women workers are employed in the unorganized sector. Owing to this, several major problems affect the lives of these workers. They are outside the reach of protective labour laws and trade union organizations. Women workers have to recourse for any remedies owing to the invisible and unorganized nature of their work. The rapid industrialization in India has resulted in women being involved in industries both in the organized and unorganized sectors. The unorganized sector is characterized by lack of labour law coverage, seasonal and temporary forms of employment, high labour mobility, discretionary wages, dispersed nature of operations, actualization of labour, lack of organizational support, low bargaining power etc. At about 90 percent of women workers belong to the unorganized sector, which consists of small-scale industries, khadi and village industries and cottage industries.

The concept of employment of women has assumed a dominant role in the economic structure of the world. Employment opportunities for women are expanding widely with the advent of industrialization in developed and developing countries alike. Traditionally women's occupational status has always been closely associated with the home and family. In recent times educational, political, economic and social changes have necessitated a change in women's status and their role, which was hitherto that of a house wife. Ever since independence women's status has taken rapid strides. There is no job to which they cannot aspire. There is no political office they cannot achieve. There is an increasing number of married women engaged in white collar jobs. This has made the better-educated women conscious of her rights. They are also the ones who are more prone to internal conflicts. This is due to incompatibility between the conception of women's role and new occupational role. The Steel Utensil industry is one of the important unorganized cottage industries. In the Chennai district, Steel Utensil industries are prevalent, especially in North Chennai areas. As this industry requires very little technical know-how, women are employed in considerable numbers. Many studies on the working and living conditions of organized labour is available in India. Labour laws in India cover organized industries. Unorganized labour has mostly been left out of their purview.

INTRODUCTION

Women, of course, have always worked. Today, in addition to the traditional unpaid labour required for maintaining a household, which often involves growing food and securing water and fuel supplies, women increasingly take on paid work outside the home to augment personal and family income. The world over, these dual responsibilities respectively termed 'reproductive' and 'productive' by social scientists have always play vital role in human economic activity. Although women as workers have traditionally been regarded as dependent adjuncts of their husbands, Partners on closest male kin, the rapid influx of women into labour markets worldwide over the past three decades has become a key factor in the growing independence of women, economically, socially and legally. Increasingly, too, their 'household'

work, long taken for granted is being acknowledged as a central contribution to society's wealth. Similarly their right to equality with working men is finally being recognized. Equally importance, the newly found economic independence of millions of woman has inevitably caused dramatic transformation of women's self image, their growing sense of independence as well as mounting responsibilities and expectations at home and in their communities.

WOMEN WORKERS

The concept of employment of women has assumed a dominant role in the economic structure of the world. Employment opportunities for women are expanding widely with the advent of industrialization in developed and developing countries alike. Traditionally women's occupational status has always been closely

associated with the home and family. In recent times educational, political, economic and social changes have necessitated a change in women's status and their role, which was hitherto that of a house wife. Ever since independence women's status has taken rapid strides. There is no job to which they cannot aspire. There is no political office they cannot achieve. There is an increasing number of married women engaged in white collar jobs. This has made the better-educated women conscious of her rights. They are also the ones who are more prone to internal conflicts. This is due to incompatibility between the conception of women's role and new occupational role.

The Steel Utensil industry is one of the important unorganized cottage industries. In the Chennai district, Steel Utensil industries are prevalent, especially in North Chennai areas. As this industry requires very little technical know-how, women are employed in considerable numbers. Many studies on the working and living conditions of organized labour is available in India. Labour laws in India cover organized industries. Unorganized labour has mostly been left out of their purview.

WOMEN WORKERS IN UNORGANIZED SECTOR

The prosperity of a country depends on the harmonious progress of both the genders. Men and women have to have meaningful roles in the economic life of the nation. In India, a vast majority of women workers are employed in the unorganized sector. Owing to this, several major problems affect the lives of these workers. They are outside the reach of protective labour laws and trade union organizations. Women workers have to recourse for any remedies owing to the invisible and unorganized nature of their work. The rapid industrialization in India has resulted in women being involved in industries both in the organized and unorganized sectors. The unorganized sector is characterized by lack of labour law coverage, seasonal and temporary forms of employment, high labour mobility, discretionary wages, dispersed nature of operations, actualization of labour, lack of organizational support, low bargaining power

etc. At about 90 percent of women workers belong to the unorganized sector, which consists of small-scale industries, khadi and village industries and cottage industries. G.Ravindran Nair (1998) in his article 'women workers demand a better deal ' says that unorganized sector employs the vast majority of rural women. In his view this sector, while extracting the maximum contribution from them, has given them very little in return.

WOMEN WORKERS IN STEEL UTENSIL MAKING INDUSTRIES

In today's changing conditions it has become essential for women to work along with men. By being employed, the women are able to supplement their income and lead more comfortable lives. With this object in view many of the women of Chennai district are now offering themselves to work in Steel Utensil industries.

OBJECTIVES

- To know the Demographic details of the Women workers in Steel Utensil industries
- To study the Social Conditions of Women workers in Steel Utensil industries
- To analyze the Economic conditions of Women workers in Steel Utensil industries
- To explore the living conditions of Women workers in Steel Utensil industries
- To reveal the Working conditions of Women workers in Steel Utensil industries

METHODOLOGY

The researcher adopted 'Descriptive design' for this study. The researcher personally visited and collected the data from the respondents. Multi-stage sampling method is used for sampling. The researcher collected the necessary data from the respondents with the help of an Interview schedule within the purview of the objectives of the present study. The total number of respondents covered by this study was 100. The data are analyzed and interpreted with a view to study this life style.

RESULTS AND DISCUSSION

It is observed that 52.3 percent of the respondents are between the age group of 18-24

years. It can be inferred that 43 percent of the respondents have completed their Middle School education only. Most of the respondents (61.6 Percent) are from Backward communities. Majority of the respondents (74.1 Percent) are Hindus. High number of respondents (68.2 Percent) are married. It can be inferred that 72.6 percent of the respondents are in nuclear family system. It is found that 54.3 percent of the respondent's family monthly income is in between rupees 3001-6000. It is seen that 38.4 percent of the respondents travel by the employer's vehicle from home to their office. The data indicates that 47.9 percent of the respondents leave from home for going job in between 7.30 AM to 8.30 AM and 70.8 percent of them are returning from the job after 5.30 PM.

Majority of the respondents (69.4 Percent) have got Rs.5000 to 8000 as advance amount from employers of Steel Utensil industries. It is clear that majority of the respondents are satisfied with the working condition (54.4 Percent), working environment with ventilation (67.4 Percent), wages (52.1 Percent) and Bonus (55.5 Percent) they get. More than half of the respondents (58.9 Percent) are satisfied with welfare amenities (drinking water and toilet facilities). A vast majority of the respondents (75.4 Percent) said that leave facilities are available in their units. It is known from the data that for 53.5 percent of the respondents said that there is no first aid facility in their industries. Majority of the respondents (74.1 Percent) said that the employers always help to solve employee' personal problems. The data reveals that 62.4 percent of the respondents express that the employers are considering their grievances. Most of the respondents have own tiled houses (76.1 Percent); their house is not in good condition (53.5 Percent) and is not convenient (54.2 Percent) also.

Majority of the respondents (66.8 Percent) said that they have sufficient utensils for cooking, adequate dresses (67.2 Percent), and do not have adequate jewels (64.5 Percent). It is understood that 72.5 percent of the respondents use firewood as a fuel for cooking, and they get drinking water from roadside tap (78.9 Percent). Most of the respondents (81.3 Percent) purchase the household provisions daily, and they are not accustomed to hotel food (86.9 Percent). Most of the respondents (92.1 Percent) sleep on the floor. Majority of the respondents (84.8 Percent) are not having toilet facilities at their house. Most of the respondents (80.8 Percent) are using tooth powder for brushing tooth and they are not having separate soap individually (89.9 Percent) for bathing. Majority of the respondents (72.3 Percent) get treatment through Government hospital for their ill health. Majority of the respondents' are having Television (97.3 Percent), Bi-cycle (58.4 Percent), Cattle (56.7 Percent) and agriculture land (65.9 Percent). More than half of the respondents (56.5 Percent) get time to meet relatives.

It is understood from the study that 67.5 percent of the respondents object their husband who has the bad habit of smoking and drinking. It is seen that 69 percent of the respondents view that there is no inter-caste marriage among employees in Steel Utensil industries. Majority of the respondents (55.1 Percent) said that there is recognition for women workers of Steel Utensil industries by village people. It is clear from the study that 70.6 percent of the respondents feel pleasure for working in Steel Utensil industries.

DISCUSSION

Now a days it has become compulsory to work even for survival. It is no longer possible to maintain a decent standard of life unless the husband and wife earn in a family. As far as India is concerned the number of women in the unorganized sector is greater than in the organized one. This is seen more in rural areas than in the urban areas. As most of the women belong to the unorganized sector education is not an important criterion for jobs. So the unorganized sector contributes a lot to women to supplement their family income. One of the chief industries of this unorganized sector is Steel Utensil industry in which women are employed more. This is more common with Chennai district. There are plenty of potentials for using women for employment in Steel Utensil industries. The nature of job in Steel

Utensil industries is specially suited for women. This explains as how 90 percent of the workers are women. This is because the parents of the women workers find that it is better to send their daughters at an early age to work in Steel Utensil industries to support the family income.

An overview of the living conditions of women workers in Steel Utensil industries suggests that their families cannot reach the status of not even the lower middle class. The economic status of these families is low even with the income earned by women. The marital status of women workers and women employment has contributed for nuclear family systems even though they are living in rural areas. The availability of employment for women and the poor family background have disturbed their educational status. Most of the women workers are dropouts at primary school level.

The type of houses they live, the availability of drinking water facility, the usage of open space for toilet and the pattern of purchasing household provisions further expose their economic condition. On the whole their living condition suggests that their way of life is almost similar to "Culture of Poverty".

The most conducive working condition for the women workers in Steel Utensil industries seems to be the attractive advance amount given to them by their employer. In fact this has become a work culture for Steel Utensil industries in Chennai district. Another similar attractive feature is the transport facility provided by the employers to women workers. Even though their working hours are long they are satisfied with the overall working conditions, salary and bonus. In a rural cottage industry environment, the expectations of women workers are minimum and hence they are satisfied with working conditions. The employers make their working condition conducive by extending help to women workers personal problems and redressing their grievances frequently.

SUGGESSTIONS

While the women workers give a variety of reasons for working, the reason given by the highest percent of them was less income earned by the husband. Majority of them are self-

motivated to work and they are engaged in unorganised sector due to lack of any skill. These women workers are usually the wife of husbands who are either in unskilled work which is less paying or there may be few husbands who may not be employed. Seeing the unfulfilled demands of the family, the women might be self-motivated to go out and work. As unorganised labours are inducted without training, the women workers might have been forced to join this particular sector only. Voluntary organizations, extension workers and social workers should organize some skill development training programmes for this class of workers.

The empowerment of women is an important necessity of the present day. The following steps can be taken for empowering such women workers:

- Voluntary organizations should make themselves popular among these women. Workers education can include Street plays, meetings in regional language either near the work sites or colonies of these women workers about government schemes.
- Women should be educated. When she is educated, she can manage here dual responsibility of home and work. So Adult education programmes may introduce among these workers through Voluntary organizations.
- Social action can be done for increasing of wages and for implementing minimum wages.
- Research related to the problems of women workers in Steel Utensil industries can be conducted.
- More seminars, conferences and workshops on women should be organized. They should be encouraged to participate in them for expressing their views.
- Counseling can be practiced among women workers. Women should change their attitude about themselves. They should be developed with self-confidence in their approach.

- Social awareness programmes, medical camps and eye camps can be organized by the social workers along with employers of Steel Utensil industries for the benefit of these workers in rural areas.

CONCLUSION

Women workers development should be viewed as an issue in social development but also are seen as an essential component in every dimension of development. The Steel Utensil industry is considered a vital one in many respects. It provides major employment opportunities to women in this district. The present study is a novel attempt to study the life style of women workers in Steel Utensil industries. The findings of the present study will be highly useful to the workers, Chambers of the Workers association, State and Central Government and employer of the Steel Utensil industries in particular to improve the quality of life of women workers in Steel Utensil industries. In Northern part of Chennai, Steel Utensil industry is a great boon for the women workers.

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A STUDY ON EMOTIONAL ADJUSTMENT OF VISUALLY CHALLENGED ADOLESCENT STUDENTS

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ABSTRACT

Adolescence is a crucial stage of development where they have frequent emotional instability which is expressed in the form of excitement, happiness, sadness, anger etc. The plight of the visually challenged adolescents is worst in nature as they do not have the eyesight to see the other person's non-verbal reactions. Often they feel very low about themselves and develop inferiority complex, try to isolate from the worldly events and do not like to maintain friendly relationship with others due to low self esteem. The parents at home also consider them as burden and do not understand the needs and desires of the visually challenged wards and all these pose an intimidation for the positive emotional development of the visually challenged adolescent students.

Hence the present study aims to analyze the emotional adjustment of visually challenged adolescents in school and suggest suitable life skills to enhance their emotional adjustment. The researcher has planned to adopt descriptive research design to describe the emotional adjustment of visually challenged adolescent students in school. The researcher has planned to adopt census method. Adolescent's Emotional Adjustment Inventory developed by Dr. R.V. Patil (1989) will be executed and the reliability co-efficient under split half method is 0.82. The findings and suggestions will be discussed in the full length paper.

Key words: *Visually challenged adolescent school students, emotional adjustment, life skills*

INTRODUCTION

Adolescence is a period of mutiny where the adolescent students face many changes in their physical, emotional and social development. Visually impaired adolescent students also undergo profound physiological, emotional and social changes and occasional turmoil which even worsen their life situation due to their impairment. Physical changes that take place in them are increase in height, weight, change in body shape, change in voice and growth of primary and secondary sex organs etc. They may also undergo Emotional changes such as mood changes, loneliness, sadness, happiness, excitement etc. in them. Social changes such as desire to participate or isolate from social activities either in the family or in the society makes the adolescent to be in mystification.

Visually impaired adolescents often feel shy with their bodily changes and try to isolate themselves from others in the family. They also develop a tendency to make decisions on their own and always want to be independent from their parents which they will not be able to do it because of their impairment. Hence they become frustrated. On the other hand some parents will over protect the visually impaired adolescent or think as burden to them. Visually impaired adolescents views are not considered when they talk with others and think that their desires are not properly understood by others. Hence they confine themselves with home atmosphere.

Adolescent students have academic pressure such as understanding the subject, maintaining cordial relationship with teacher, scoring good marks, maintaining goodwill and reputation of the school. They feel nervous during examination days. They need the help of others in preparing for the examinations, to understand their views and help them. In such a way they become dependent on others which

they do not like. Hence they consider study as burden for them.

Visually impaired adolescent students do not have many friends to interact with them and share fun and jokes. They also have peer pressure that influences them through their views and behaviour. They can also be influenced by negative peer pressure to which they become easy prey for unwanted behaviours such as smoking, alcohol and drug addiction etc. They even do not feel mixing up with other friends in school as they feel guilty and jealous about other's progress in life.

Visually impaired adolescent students often get irritated when other students tease them. They even feel inferior when they talk with other sighted people due to their vision impairment. They have fear about travelling, cannot see or understand others about their feelings or actions and finally cannot adjust themselves to the situation. They always have suspicious mind and do not rely on others. All these will have an adverse effect on the positive emotional development of the visually impaired adolescent students.

REVIEW OF LITERATURE

Hefziba Lifshitz, Irit Hen, and Izhak Weisse (2007) made a study on "Self-concept, Adjustment to Blindness, and Quality of Friendship among Adolescents with Visual Impairments" The self-concept and quality of friendship of 40 adolescents with visual impairments (20 in public schools and 20 in a residential school) were compared to those of 41 sighted adolescents. The findings indicate a similar self-concept profile for sighted adolescents and adolescents with visual impairments, although the scores of the participants with visual impairments were higher in all domains except their fathers' concept of them.

Patterson and Blum (1996) made a study on "Risk and resilience among children and youth with disabilities" revealed that disability may often cause added demands in family life and problems in family relationships.

Kef (1999) made a study on "Outlook on relations. Personal network and psychosocial characteristics of visually impaired adolescents" revealed that their relationship with parents are close and their family members are an important source of social support.

Mc Anarney (1985) made a study on "A challenge for handicapped and chronically ill adolescents" revealed that many visually impaired may find it difficult to become independent of their families because of their physical incapacity or psychological dependence and others may not be allowed by their families to develop distance.

METHODS AND MATERIALS
AIMS AND OBJECTIVES

The present study aims to analyze the emotional adjustment of visually impaired adolescent students with the following objectives.

1. To study the socio-demographic characteristics of visually impaired adolescent students.
2. To study the emotional adjustment problems of visually impaired adolescent students.
3. To suggest suitable life skills to enhance the emotional adjustment ability of the adolescent students.

HYPOTHESES

1. There is a significant relationship between age and the level of emotional adjustment of visually impaired adolescent students.
2. There is a significant difference between domicile with regard to the level of emotional adjustment of visually impaired adolescent students.
3. There is a significant difference between the standard studied with regard to the level of emotional adjustment of visually impaired adolescent students.
4. There is a significant relationship between father's education and the level of emotional adjustment of visually impaired adolescent students.
5. There is a significant relationship between mother's education and the level of emotional adjustment of visually impaired adolescent students.
6. There is a significant relationship between parent's status of vision and the level of emotional adjustment of visually impaired adolescent students.

7. There is a significant relationship between father's income and the level of emotional adjustment of visually impaired adolescent students.

8. There is a significant relationship between mother's income and the level of emotional adjustment of visually impaired adolescent students.

Research Design

The researcher has adopted descriptive research design to describe the socio demographic characteristics such as age, domicile, nature of the vision problem, level of vision, the parent's status of vision and also describe the level of emotional adjustment of the visually impaired adolescent students.

Pilot study

The researcher obtained permission from the Head Mistress of Government Girls Blind School, Tiruchirappalli to study the emotional adjustment of students studying in the school. The researcher interacted with few adolescent students studying in IX standard and XI standard, narrated them about the nature and purpose of the study and collected the data.

Universe of the study

The universe of the study consisted of students studying in IX standard and XI standard which comprised of 44 students (IX-23 students and XI -21 students respectively).

Sample for the study

The researcher adopted census method and collected data from all the students studying in IX standard and XI standard respectively.

Tools of Data Collection

The researcher has administered the Adolescent Emotional Adjustment inventory developed by R.V. Patil and the reliability co-efficient under split-half method is 0.82.

RESULTS AND DISCUSSIONS

Table No:1
Socio-demographic characteristics of visually impaired adolescent students

S. No.	Variable	No. of Respondents (N=44)	% of Respondents
1	Age of the respondents 14 to 17 years Above 17 years	39 5	89 11
2	Education status IX standard XI Standard	23 21	52 48
3	Domicile Urban Rural	32 12	73 27
4	Father's Education Illiterate Upto X standard Upto XII standard	20 19 5	46 43 11
5	Mother's Education Illiterate Upto X standard Upto XII standard	24 15 5	55 34 11
6.	Father's Occupation Daily Labour Private Employee Business Government Employee	25 7 10 2	57 16 23 4
7	Mother's Occupation Housewife Daily labour Private employee Government employee	18 19 4 3	41 43 9 7
8	Father's Income Below Rs.5000 Rs.5001 to Rs.10,000 Rs.10,001 and above	35 8 1	80 18 2
9	Mother's Income No Income Below Rs.5000 Rs.5001 to Rs.10,000	18 21 5	41 48 11

The Table No: 1 indicates that as far as age of the respondents is concerned, majority (89%) of the respondents are in the age group of 14 to 17 years and 11% of the respondents are in the age group of above 17 years.

It is inferred from Table No: 1 that more than half (52%) of the respondents are studying IX standard and nearly half (48%) of the respondents are studying in XI standard.

It is inferred from Table No: 1 that majority (73%) of the respondents are from

urban area and more than one-fourth (27%) of the respondents are from rural area.

The Table No: 1 indicates that nearly half (46%) of the respondents father's are illiterate, nearly half (43%) of the respondents father's have studied upto X standard and 11% of the respondents father's have studied upto XII standard.

It is inferred from Table No: 1 that more than half (55%) of the respondents mother's are illiterate, more than one-third (34%) of the respondents mother's have studied upto X standard and 11% of the respondents mother's have studied upto XII standard.

It is inferred from the table No: 1 that more than half (57%) of the respondents father's are employed as daily labour, nearly one-fourth (23%) of the respondents father's are involved in business, 16% of the respondents father's are private employees and 4% of the respondents father's are government employees.

It is inferred from the Table No: 1 that nearly half (43%) of the respondents mother's are daily labourers, 41% of the respondents mother's are house wife, 9% of the respondents mother's are private employees and 7% of the respondents mother's are government employees.

The Table No: 1 indicates that majority (80%) of the respondents father's earn below Rs.5,000 per month, 18% of the respondents father's earn between Rs.5001 and Rs.10,000 per month and 2% of the respondents father's earn above Rs.10,001 per month.

The table No:1 shows that nearly half (48%) of the respondents mother's earn below Rs.5,000 per month, 41% of the respondents earn no income and 11% of the respondents mother's earn between Rs.5001 and Rs.10,000 per month.

Table No:2
Nature of Visual Impairment of the Respondents

S. No.	Variable	No. of Respondents (N=44)	% of Respondents
1	Vision level of parents Father had vision problem Mother has vision problem Father and Mother does not have vision problem	2 2 40	5 5 90

2	Status of vision of the respondents Complete Blindness Partially Blind	32 12	73 27
3	Reason for Impairment By Birth (congenital) Impairment happened in between	38 6	86 14

The Table No:2 indicates that vast majority (90%) of the respondents parents do not have vision problem, 5% of the respondents father's had vision problem and 5% of the respondents mother's had vision problem.

It is inferred from Table No: 2 that majority (73%) of the respondents had complete blindness and more than one-fourth (27%) of the respondents are partially blind.

It is inferred from Table No: 2 that majority(86%) of the respondents opined that they had the vision problem from birth and 14% of the respondents opined that they had become visually impaired in between their life time.

Table No:3
Level of Emotional Adjustment of Visually impaired adolescent students

Variable	No. of Respondents (N=44)	% of Respondents
Level of Emotional Adjustment Low High	 26 18	 59 41
Total	**44**	**100**

It is inferred from Table No:3 that more than half (59%) of the respondents had low level of emotional adjustment and 41% of the respondents had high level of emotional adjustment.

Table No:4
Correlation between Age and the level of Emotional adjustment of the Visually Impaired Adolescent Students

Respondents Age	Correlation Value	Significance
Level of Emotional Adjustment	.209	P<0.01 Significant

It is inferred from Table No: 4 that there is a significant relationship between age and the level of emotional adjustment (Value: .209, P<0.01) of the respondents. This may be due to the age maturity which provides insight for the adolescent students. Hence the researcher has accepted the research hypothesis and rejected the null hypothesis.

Table No:5
"t" test between Standard Studied with regard to the level of emotional adjustment of visually impaired adolescent students

Variable	N	Mean	SD	Statistical Inference
Level of Emotional Adjustment IX Standard XI Standard	23 21	48.43 51.33	4.84 4.40	t = .784 df = 98 P >0.05 Not Significant

It is inferred from Table No: 5 that there is no significant difference between standard studied with regard to the level of Emotional adjustment of the visually impaired adolescent students. Hence the researcher has accepted the null hypothesis and rejected the research hypothesis.

Table No:6
"t" Test between the Domicile with regard to the level of emotional adjustment of visually impaired adolescent students

Variable	N	Mean	SD	Statistical Inference
Level of Emotional Adjustment Urban Rural	32 12	49.78 49.91	4.96 4.60	t = 0.082 P > 0.05 Not Significant

It is inferred from the table No:6 that there is no significant difference between the domicile with regard to the level of emotional adjustment of visually impaired adolescent students. Hence the researcher has accepted the null hypothesis and rejected the research hypothesis.

Table No:7
Correlation between Father's Education and the level of Emotional Adjustment of the Visually Impaired Adolescent Students

Respondents Age	Correlation Value	Significance
Level of Emotional Adjustment	.055	P<0.05 Significant

It is inferred from the Table No:7 that there is a significant relationship between father's education of the respondents and the level of emotional adjustment of visually impaired adolescent students. This may be because educated father's understand the needs and desires of their adolescent wards and teach them the coping ability to manage their emotions and better adjust with the environment. Hence the researcher has accepted the research hypothesis and rejected the null hypothesis.

Table No:8
Correlation between Mother's Education and the level of Emotional Adjustment of the Visually impaired Adolescent Students

Respondents Age	Correlation Value	Significance
Level of Emotional Adjustment	.052	P<0.05 Significant

It is inferred from the Table No: 8 that there is a significant relationship between mother's education of the respondents and the level of emotional adjustment of visually impaired adolescent students. This may be because the educated mothers will always motivate their adolescent wards to enhance their self-confidence and to face the reality of world. Hence the researcher has accepted the research hypothesis and rejected the null hypothesis.

Table No:9
Correlation between Parents status of vision and the level of Emotional Adjustment of the Visually impaired Adolescent Students

Respondents Age	Correlation Value	Significance
Level of Emotional Adjustment	.260	P<0.01 Significant

It is inferred from the Table No:9 that there is a significant relationship between parents status of vision and the level of emotional adjustment of the visually impaired adolescent students. This may be because if the parents are blind then they will not allow their adolescent wards to share their views and mingle with others as they cannot understand the non-verbal communication of others in the society.

Table No:10
Correlation between Father's Income and the level of Emotional Adjustment of the Visually Impaired Adolescent Students

Respondents Age	Correlation Value	Significance
Level of Emotional Adjustment	.087	P<0.05 Significant

It is inferred from the Table No:10 that there is a significant relationship between the father's income of the respondents and the level of emotional adjustment of the respondents. This may be because father's income will enable their adolescent wards to fulfill their needs and desires without much stress and provide them self contentment. Hence the researcher has accepted the research hypothesis and rejected the null hypothesis.

Table No:11
Correlation between Mother's Income and the level of Emotional Adjustment of the Visually Impaired Adolescent Students

Respondents Age	Correlation Value	Significance
Level of Emotional Adjustment	.057	P<0.05 Significant

It is inferred from the Table No: 11 that there is a significant relationship between the mother's income of the respondents and the level of emotional adjustment of the respondents. This may be because mother's who earn income will have the courage to tackle the problems that arise in their day-to-day life and also inculcate the same to their adolescent wards. Hence the researcher has accepted the research hypothesis and rejected the null hypothesis.

LIFE SKILLS INTERVENTION

Life skills are those skills which are specially designed to cater to the needs of the adolescent students to enhance their coping ability and promote healthy development. Interventions such as story telling, group discussions, debate, case study, drama, skit could be nourished and promoted among the visually impaired adolescent students through which they can enhance their creative thinking, critical thinking, problem solving ability, decision making and interpersonal relationship skill, communication skill, empathy and enable them to cope up with their stress and emotions. Hence life skill intervention is very much essential for the positive development of visually impaired adolescent students.

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CROSS CULTURAL LEADERSHIP STYLE

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ABSTRACT

A leader can be a motivator, organizer, team member and a person with empathy towards his/her team, a person who can influence others and make the group to work effectively towards the common goal. On the whole leadership is a dynamic responsibility to be an example and to be the source that can create the positive energy in his/her team. Though there are many vital responsibilities for a leader, it is very important how the leader leads the cross cultural group. Since the group includes different types of culture, a great responsibility lies on a leader not harming their cultural aspect, because it plays a vital role in everyone's perception. As each individual is unique there is difference in each one's leadership style, and this article tries to find out which leadership styles are followed in cross cultural teams and which will be the suitable one to be followed.

Keywords: *Leadership Style, Responsibility, Cross culture, Cross cultural teams, Empathy.*

Introduction

The globalization of the world economies had made it important for leaders to understand how to relate and lead people with different cultures. A leader can be a motivator, organizer, team member and a person with empathy towards his/her team, and a person who can influence others and make the group to work effectively towards the common goal. On the whole, leadership is a dynamic responsibility to be an example and to be the source that can create the positive energy in his/her team. Though there are many vital responsibilities for a leader, it is very important how the leader leads the cross cultural group. Since the group includes different types of cultural people, a great responsibility lies on a leader in not harming their cultural aspect, because it plays a sensitive as well as very vital role in everyone's perception.

Culture

"Culture is the shared knowledge and schemes created by a set of people for perceiving, interpreting, expressing, and responding to the social realities around them." "Culture has been defined in a number of ways, but most simply, as the learned and shared behavior of a community of interacting human beings."

The impact of culture on business is obvious. To study these impacts, we need to study culture itself first. Marketing scholars define culture as that which gives people a sense of which they are, of belonging, of how they should behave, and of what they should be doing. It provides a learned, shared, and interrelated set of symbols, codes, and values that direct and justify human behavior (Harris and Moran, 1987).

Cross Culture

The interaction of people from different backgrounds in the business world is inevitable. Cross culture is a vital issue in international business, as the success of international trade depends upon the smooth interaction of employees from different cultures and regions. A growing number of companies are consequently devoting substantial resources toward training their employees to interact effectively with those of companies in other cultures in an effort to foment a positive cross-cultural experience. Cross culture can be experienced by an employee who is transferred to a location in another country. The employee must learn the language and culture of those around him, and vice-versa. This can be more difficult if this person is acting in a managerial

capacity; someone in this position who cannot effectively communicate with or understand their employees' actions can lose their credibility. In an ever-expanding global economy, cross culture and adaptability will continue to be important factors in the business world.

Studies on Cross Cultural Leadership Styles Transformational and Transactional leadership styles

Transformational leadership is loosely defined as a charismatic leadership style that rallies subordinates around a common goal with enthusiasm and support. Transactional leadership is characterized by a give and take relationship using rewards as an incentive. These concepts were introduced by Bass (1985) and have been updated and studied throughout the years, claiming the transferability of these types of leadership styles across cultures.

Dong I. Jung, Bruce J. Avolio (1999) manipulated transformational and transactional leadership styles and compared them in individual and group task conditions to determine whether they had different impacts on individualists and collectivists performing a brainstorming task. Results showed that collectivists with a transformational leader generated more ideas, but individualists generated more ideas with a transactional leader. Group performance was generally higher than that of individuals working alone. However, contrary to expectations, collectivists generated more ideas that required fundamental organizational changes when working alone.

James C. Sarros, Joseph C. Santora (2001) examined the value orientations of executives and their linkages to leadership behaviors. The 181 executives in this study were randomly selected from the top 500 Australian companies. Value orientations of Australian executives compared with their Russian, Japanese and Chinese counterparts reveal as many similarities as there are differences. In general, transformational leadership styles were most closely related to personal values orientations. The implications of the findings are discussed, and practical suggestions for leadership development and research are proposed.

Shahin and Wright (2004) decided to test transactional and transformational leadership in Egypt, an emerging market that had yet to be studied. In a questionnaire study of employees at 10 different banks, responses indicated that only 3 of the 7 factors that were found in the ideal leadership style in Egypt corresponded with the US factors. The other 4 were unique to Egypt or perhaps the Middle East in general. These results indicate an inability to assume that transactional and transformational leadership will succeed in non-western cultures.

Casimir, Waldman, Bartram, and Yang (2006) similarly found that transactional and transformational leadership styles may not be as universal as some assume. In a study of transactional and transformational leadership in China and Australia, results indicated that transformational leadership significantly predicted performance and trust in the Australian population, while only predicting trust, and not performance in the Chinese population. Transactional leadership did not predict trust or performance in either population. This is another indication that these theories may not be as universal as proposed.

Walumbwa, Lawler, and Avolio (2007) compared data from China, India, Kenya, and the U.S. and found a strong presence of transformational and/or transactional leadership in these countries.

Madzar, Svjetlana (2005) This field study takes interest in subordinates' information seeking from their superiors through inquiry in a complex organizational setting. Information inquiry is investigated via typology, in the context of upward communication, in which organizational hierarchy and corresponding communication rules and procedures play an important role. Data were collected amid high levels of uncertainty, also capturing cultural influences by including in the study multi-country operations of a large, US-based MNC. The countries involved in this study are France, Italy, Spain, the UK, and the USA. Survey data (N = 2213) show significant influence of perceived transformational leadership style on the frequency of subordinates' information inquiry across all five countries. A series of moderated multiple regressions reveal weak

moderating effects of vertical individualism, power distance, tolerance for ambiguity, and an employee's level in the hierarchy on this relationship.

Consideration and Initiating Structure leadership styles

Initiating Structure leadership style is characterized by assertiveness, aggressiveness, and drive for material success.

Peter Lok, John Crawford (2004) examined the effects of organizational culture and leadership styles on job satisfaction and organizational commitment in samples of Hong Kong and Australian managers. Statistically significant differences between the two samples were found for measures of innovative and supportive organizational cultures, job satisfaction and organizational commitment, with the Australian sample having higher mean scores on all these variables. However, difference between the two samples for job satisfaction and commitment were removed after statistically controlling for organizational culture, leadership and respondents demographic characteristics, For the combined samples, innovative and supportive cultures, and a consideration leadership style, had positive effects on both job satisfaction and commitment, with the effects of an innovative culture on satisfaction and commitment, and the effect of a consideration leadership style on commitment, being stronger in the Australian sample. Also, an "initiating Structure" leadership style had a negative effect on job satisfaction for the combined sample. Participant's level of education was found to have a slight negative effect on satisfaction, and a slight positive effect on commitment. National culture was found to moderate the effect of respondents' age on satisfaction, with the effect being more positive amongst Hong Kong managers.

Osuoha, Cyprian Onyema.I (2000) The purpose of this study was to explore the interaction between elements of national culture and leadership styles, and empirically compare leadership styles of Nigerian and United States managers in financial institutions. Leadership styles of Initiating Structure and Consideration were measured with the Leadership Opinion Questionnaire and

used to estimate, evaluate and explain the influence of national cultural values, gender, age, religious belief, and educational qualifications on leadership behavior of business managers from United States and Nigeria. Results of the analysis revealed significant differences in Initiating Structure and Consideration leadership styles between the United States and Nigerian managers in financial institutions and lends support to Hofstede's 1985 findings. The differences were primarily due to the influence of national culture. The combined effect of gender and country of nationality also demonstrated significance in Initiating Structure leadership style. No significant differences were found in the two leadership styles considered due to age, religious belief or educational qualifications. Analysis of data also revealed that 60% of U.S. respondents were women. These women hold low and mid-level management positions in banks and other financial institutions. They scored higher than men did in Initiating Structure leadership style. Results of this study will be useful to the international business community, especially firms seeking business ventures in Nigeria for training employees for assignments in Nigeria or hiring qualified Nigerians for management level positions.

Paternalistic Leadership Styles

Paternalistic leadership "combines strong discipline and authority with fatherly benevolence and moral integrity couched in a 'personalistic' atmosphere" (Farh & Cheng, 2000, p. 94). Paternalistic leadership is composed of three main elements: authoritarianism, benevolence, and moral leadership (Farh & Cheng). At its roots, paternalistic leadership refers to a hierarchical relationship in which the leader takes personal interest in the workers' professional and personal lives in a manner resembling a parent, and expects loyalty and respect in return (Gelfand, Erez, & Aycan, 2007).

Pellegrini & Scandura (2008) A great deal of research has been conducted on the prevalence of this leadership style in non-Western business organizations, indicating the prevalence of paternalistic leadership in countries like China and Taiwan.

Pellegrini, Scandura, and Jayaraman (2010) examined paternalism in the Western business context and found that paternalistic leadership was positively associated with job satisfaction in India, but not in the United States. In both Indian and United States cultures, paternalistic leadership was positively related to leader-member exchange and organizational commitment. Based on recent cross-cultural studies, paternalistic leadership seems to be more apparent across cultures than previously believed. Further research is needed to explore how prevalent it is, and how individual characteristics may play a role in where paternalistic leadership is found.

Situational leadership in cross-cultural environments

Glick, Norman David (2001) extends Situational Leadership Theory (SLT) to cross-cultural environments to investigate factors such as cross-cultural experience and training that may affect a leader's choice of leadership style appropriate to the host country culture. The effective leader, according to SLT, will adopt a leadership style appropriate for a given task after evaluating the situational variables, including the characteristics of the subordinates. Culture is possibly the most important situational variable affecting the leader/follower relationship in cross-cultural environments. However, despite the growing importance of international management in the global economy, few empirical studies have tested SLT in cross-cultural environments or investigated factors that help an expatriate manager evaluate the local situation. The study found that within the survey sample, high Consideration was the preferred leadership style in all categories and countries studied and may transcend cultural differences. Initiating Structure, however, was variable. High Structure was preferred leadership style except for nonprofessional and Japanese employees. The relationship between Cross-cultural experience, Consideration, Initiating Structure and employee satisfaction with supervision was not statistically significant. A larger percentage of supervisors in the sample population who exhibited the perceived high-high leadership style had culture training than those without training. However, the relationship between supervisors who had culture training and those who did not and choice of effective leadership style was not statistically significant.

Discussion and suggestion

Though there are many leadership styles are available but very few styles like transformational, situational are often practiced in cross culture. Authors like Neil Kokemuller expresses that transformational leadership and situational leadership are both effective approaches to organizational leadership depending on the work environment and situation. Transformational leaders typically lead based on personal traits of vision and inspiration. Situational leaders rely on intuition and analysis of a given situation to lead in a way that makes sense based on that particular situation. Situational leadership has emerged as a prominent approach to organizational leadership in the early 21st century. Whereas other leadership styles are based on the traits and approaches of the leader, situational leadership is based on the notion that the leader adapts to each situation he faces. ChangingMinds.org refers to transformational leadership as a single preferred style, while situational leadership means applying different leadership skills to the motivation and capabilities of the employee in a situation. One may adopt any leadership style to practice but if needs it can be (leadership skills, effectiveness of leadership) improved through leadership development programs because leaders are not only born even they are made.

Conclusion

The leadership style is not fixated or predetermined rather it is contingent to the situational demand. To work skillfully with these cultural similarities and differences in the worldwide adaptation and acceptance is vital. Tara Duggan, Demand Media also explains that an effective leaders recognize the benefits of choosing a leadership style that allows them to achieve their strategic goals in the most efficient manner. Transformational leaders focus on establishing a vision, inspiring subordinates and motivating people to work in new ways. With

enthusiasm and vigor, they promote the company's mission and long-term success. In contrast, situational leaders focus more on the current problems and challenges than the future, because neglecting conflict typically leads to poor employee morale, low customer satisfaction rates and diminished productivity. Leaders usually need to apply each approach, at different times, to achieve their goals. Globe define "effective business leaders in any country are expected by their subordinates to provide a powerful and *proactive vision* to **guide** the company *into the future* , strong *motivation*al skills to *stimulate* all employees to fulfill the vision, and *excellent planning skills* to assist in implementing the vision". On the basis of the review of literature the author goes along with results with the globe research program and agrees that the transformational leadership style can work well comparing with the other leadership styles in cross cultural work environment.

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A STUDY ON ROLE CONFLICT IN WOMEN

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ABSTRACT

Role conflict is looked upon as the most important barrier that hinders women's career in Information Technology industries. Both family-work conflict and work-family conflict seems to exert negative influence in both family and career. Working women have multiple roles to be played as wives, mothers, homemakers along with the role of being professional women. Women try to juggle between their work and personal lives. When conflicts between these two domains occur their consequences are reflected both in organization and domestic life. This paper attempts to study the difficulty experienced by the women professionals who play multiple roles. It also attempts to pose various measures to maintain work life balance.

Key words: *Role Conflict, Family work conflict, Work family conflict, Work life balance*

Introduction

Technology and globalization have created job opportunities for women, particularly in the service sectors. As IT sector remains a leading player in the industry, women have come to play a major role in the growth of this sector. The important factors that encourage women workforce to participate in IT sector are for embracing a white-collar job with comparatively high salary, easy international mobility, gender-neutral policy based on knowledge-centric skills possession, flexible work routine and physically less demanding work process in comfortable indoor work - environment (Kumar 2001; Upadhya 2006; Shanker 2008). The profession helped women to enhance their social status in terms of economic independence and prestige attached with the profession. Yet women in IT are unable to move beyond certain positions and get stagnated at a lower level. The primary reason for stagnation at lower level is poor work life balance arising out of role conflict.

Review of Literature

Singh (2002) in the study on "Women in the corporate world" says that Conflicting demands of the workplace, the family and their role in society, places an unequal burden on women and as more and more women enter business, they will have to face the strains of managing their dual managerial roles- corporate manager and family manager.

Venkataraman (2007) in the study on "Work Life Balance - Can Women be both Sharers and Careers? Has stressed the need to create congenial conditions in which employees can balance work with their personal needs and desires become a factor that companies had to take note of both to retain them as well as to improve productivity. It was found out in the study that majority of women are working 40-45 hours per week and 53% of the respondents report that they are struggling to achieve work/Life balance. Women report that their lives are a juggling act that includes multiple responsibilities at work, heavy meeting schedules, business trips, on top of managing the daily routine responsibilities of life and home.

Aim of the study

- To know the factors contributing towards role conflict and the consequences arising out of role conflict.
- To pose some initiatives for work life balance.

Role Conflict

Role can be defined as a "Set of expectations applied to an incumbent of a particular position". Conflict arises when the

member in a position cannot perform in terms of all of them at the same time. Working women have multiple roles to be played as wives, mothers, homemakers along with the role of being a professional. Women try to juggle between their work and personal lives as both are important domains in life for employed women. When conflicts between these domains occur, their consequences are reflected both in organization and domestic life. The concept of role conflict explains the difficulty experienced by the individual professionals simultaneously being a professional worker, wife and mother.

Women have proved their proficiency in all fields and the question whether women can go to work or not has come to an end. The time has come to think about the possible ways to sustain them in their career and make them reach top managerial positions and corporate decision making positions. Women encounter various problems of being a professional woman. One of the main issues faced by Indian women is the role conflict. Women are primarily responsible for household work and hence they experience higher degree of stress and lower levels of job satisfaction with their work life balance than the men do. Thus working women in India are faced with the dilemma of fulfilling the expectations of career and domestic roles which create some kind of role conflict. The intensity varies according to the type of industry and the nature of the job.

The factors identified on the work front that influence role conflict are based on the working hours, Industry requirements, Career growth, Work culture and to a certain extent the attitude of the employee.

The factors on the family side are marital status, number and age of children, dependents in the family, style of family and other commitments in the order of importance on the different categories.

Work–family conflict and family–work conflict

Work Family Conflict (WFC) has been defined as a type of inter-role conflict wherein some responsibilities from the work and family domains are not compatible and have a negative influence on an employee's work situation.

These roles tend to drain them and cause stress or inter-role conflict. Results of previous research indicate that Work-Family Conflict is related to a number of negative job attitudes and consequences including lower overall job satisfaction and greater propensity to leave a position.

Family–work conflict (FWC) is also a type of inter-role conflict in which family and work responsibilities are not compatible. Family-work Conflict is more likely to exert its negative influences in the home domain, resulting in lower life satisfaction and greater internal conflict within the family unit. Family–work conflict is related to attitudes about the job or workplace. Both Work Family Conflict and Family–work conflict basically result from an individual trying to meet an overabundance of conflicting demands from the different domains in which women are operating.

The organizations expect the employees to invest their valuable time completely into their profession. This is not possible for women at all times. Long working hours, travel, business trips, socialization after working hours, extended working hours, virtual training sessions and outbound training program has become the norms of the present day working environment. Inability to cope up with this scenario becomes a setback for women in their career. Sometimes, the dual role of women makes them sacrifice their career choice, accept lower pay and reject the promotion opportunities.

Women feel guilty about going late, missing important milestones in their children, not helping their in-laws and parents in domestic work etc. Even when both partners are working in IT sector and uniformed jobs, women is expected to look after the house. These factors create stress not only to women but also on marriages within the family.

Previous researches reveal that the crucial phase in woman's life is 23 years to 38 years. This is crucial in the sense, that in this stage the women sets her career and she also look after the child bearing and rearing activities. While men concentrate on career in these years women are drawn into marriage- child-family web. Women need better support from the family and society to cross this stage successfully.

If a woman is unable to prioritize between family and work, a woman quits the job and prioritizes family to be the immediate focus in this stage.

Work life balance

Work–life balance is the maintenance of a balance between responsibilities at work and at home. Work life balance is the need of the hour, particularly for women in IT industries, as more and more women with children are entering the industry. Work life and personal life are the two sides of the same coin and both are significant in terms of where we spend our time and the qualitative impact that they have on our lives. Work-life balance primarily positively influences five key areas: employee time saved; employee retention; increased motivation and productivity; reduced absenteeism; and decreased health care costs and stress-related illness.

The consequences of poor work-life balance include emotional distress, depression, physical health, fatigue and decreased life satisfaction. At the work place the outcomes are decreased job satisfaction, increased burnout, poor job performance and job turnover.

Tackling role conflict and promoting work life balance is an important area of concern in the present scenario. Some of the steps to balance work and family:

- Female employment should be viewed differently from male employment. Male members should be sensitized towards the problems of the female colleague. Because at most times men feel that women are given more considerations and provided with more privileges than men. A lot of hostility and resentment is therefore experienced by women in such situations.
- Creating more supportive work environment by working with the employees to identify and implement the types of support they need and better inform them about the policies that may be available to them.
- Provision of part time work, work from home and other flexible measure to opt out and opt back after career interruptions would help women to sustain their

career. Part-time work is viewed as a temporary – and therefore reversible – measure to meet employees' life-cycle needs. In this case, part-time work is mostly preferred by female, and this kind of part time work will not ensures professional development, unless there is an explicit commitment in this regard and specific action is taken. This is because these approaches tend to enhance phenomena such as marginalisation in the workforce, lack of opportunities for professional development and discrimination in terms of promotion and the segregation of work.

- Giving employees the explicit rights to refuse overtime work. Providing employees this facility appears to be quite effective in reducing high role overload. This may reflect in increased ability of employees to schedule their time with family and work.
- Provision of Parental leave beyond the legal provisions like family service/maternity and paternity service.
- Provision of crèche facilities, sick child care programs, referral services for child care, tie-up with schools, sick leave options with full benefits and job protection, medical insurance policy etc. are created to help women give equal platform by helping them to stop worrying about the health of their kids, family and ensuring that they work with or without the same pressures as men does. These are done to eliminate guilt from women employees.
- Implemention of online services to take care of some of the personal day-today activities of women employees like dropping cheques, drawing cash, paying electricity bills and school fees of children.
- Mentoring by a senior person.
- Leisure and recreation are crucial components of a balanced and healthy life. This provides with a sense of identity away from work activities and it encourages personal growth and self-

experience. This kind of recreational activities reduces symptoms of depression, stress and anxiety and provides an outlet for mind.

Above all women look forward for their help from the spouse to tackle the role conflict. Women who were very successful in their career had support from their husband. The individual own home support system, ambitions, career aspirations and women friendly work environment determine whether a woman professional is able to balance her career and family.

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GENDER DISPARITY IN HIGHER EDUCATION: A CASE OF KARNATAKA

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ABSTRACT

The paper is an attempt to critically examine the gender disparity in higher education with reference to Karnataka state. The educational attainment of men-women is compared in general and between rural-urban. The levels compared were matriculation/secondary, higher secondary, diploma technical and non-technical and graduation and above. The development parameters with reference to human development index are discussed. The gender disparity in higher education is multifaceted, complex and influenced by myriad of factors. The families are to struggle for meeting their basic needs. The poor socio-economic situation of the women hardly gives a space for higher education. Women in the Poor families, Dalits, Muslim minorities, Tribal areas and Urban Slums, Nomadic and Semi-Nomadic Tribes, living in unorganized sector rarely have priority for higher education. Accessibility to higher education for women is continued as a challenge. To include those excluded women in higher education, the risk of poverty and hunger needs to be addressed. This has something to do in establishing gender justice, equity and equality. Further, it has a bearing on attaining inclusive development.

Key Words: *Gender Disparity, Gender Justice, Inclusive Development, Higher Education.*

Introduction

Higher education enhances the quality of human resources by providing necessary skills, knowledge base and confidence. Education is an important parameter of development which has positive impact on the indicators of development. To establish peace and unity in the society education is essential. It can change the quality of life drastically. Educated women can lead household efficiently and contribute in its prosperity and development. As mother, she not only takes care of her family but also advises and guides her children to shape their personality (Leach, 1998; and Sushma, 2010).

Gender inequality in education in the developing countries like India is extreme. Gender disparity in socio-economic aspects in general and higher education in particular is witnessed in Karnataka state. Girls have less access to schools, to remain in school or to achieve in education than their counterpart. For attaining true state of development of any nation, integrated approach of development is essential. Higher education should be accessible to both male and female. Special focus is needed in case of a woman who is poor, downtrodden, marginalized and living in excluded families. Therefore, it is worthwhile to prioritize the higher education and promote the same among females as they are in equal proportion and no way inferior to men (Somashekhar, 2010).

Human Development and Gender Disparity in Karnataka:

Human Development indicators when compared with gender disparity in Karnataka, it is found in all the spheres of life. It is particularly prevalent in the areas of socio-economic, political as well as educational setting. Karnataka Human Development Report (2005) reveals that the developmental attempts in post democratic independent India were ineffective in establishing gender justice. Women are viewed as homemakers, rather than as equal citizens. The following table describes the situation of women in Karnataka against human development indicators.

Table-1: District-wise selected key Indicators of Karnataka

S. No.	Districts	Female Literacy	Girls Married under 18 years	Current users of Family Planning method	Birth order 3 and above	Safe Delivery	Complete Immunization	Decadal Growth rate of Population	Composite Index	Regions
I	Districts with Good Performance									
1	Hassan	59.0	15.20	75.10	19.70	69.70	92.90	9.66	81.55	SK
2	Shimoga	66.9	16.50	69.30	22.80	83.00	92.90	12.90	80.37	SK
3	Kodagu	72.3	22.00	70.60	18.80	79.40	94.80	11.64	80.06	SK
4	Dakshina Kannada	77.2	4.50	63.70	32.00	91.50	86.00	14.51	78.77	SK
5	Uttara Kannada	68.5	15.00	66.00	27.20	86.10	89.90	10.90	76.11	SK
6	Udupi	75.5	4.50	63.70	32.00	91.50	86.00	6.88	75.97	SK
II	Districts with Average Performance									
7	Mandya	51.5	37.00	71.70	26.10	61.90	88.00	7.14	75.86	SK
8	Mysore	55.8	47.90	65.40	23.90	69.70	92.70	15.04	75.70	SK
9	Bangalore Rural	55.0	21.05	63.00	16.40	79.10	83.70	34.80	75.34	SK
10	Bangalore Urban	77.5	37.00	60.10	26.10	90.60	77.00	34.80	75.19	SK
11	Chitradurga	53.8	30.05	59.90	34.40	53.80	88.40	75.05	73.98	SK
12	Tumkur	56.9	27.10	61.30	27.30	63.50	88.00	11.87	73.97	SK
13	Dharwad	61.9	36.50	61.20	37.40	65.30	74.80	16.65	73.03	BK
14	Chamarajnagar	42.5	47.90	65.40	23.90	69.70	92.70	9.16	72.18	BK
15	Chikmagalur	64.0	37.00	71.40	26.10	78.00	83.50	11.98	72.13	BK
16	Kolar	52.2	33.50	57.10	29.70	59.20	90.60	13.83	71.92	SK
17	Gadag	52.2	36.50	61.20	37.40	65.30	74.80	13.14	69.72	BK
18	Belgaum	52.3	55.80	61.80	36.70	68.60	64.80	17.40	68.75	BK
19	Haveri	57.4	36.50	61.20	37.40	65.30	74.80	13.29	65.66	BK
III	Districts with Poor Performance									
20	Bellary	45.3	44.20	50.40	48.60	54.00	52.60	22.30	65.54	HK
21	Davangere	58.0	35.50	59.90	34.40	53.80	53.80	14.78	65.43	SK
22	Bijapur	43.5	64.80	47.10	43.00	50.10	53.20	17.63	62.86	BK
23	Bidar	48.8	67.60	50.60	52.90	52.50	50.30	19.56	60.55	HK
24	Raichur	35.9	57.10	45.40	52.80	48.00	37.20	21.93	58.34	HK
25	Gulbarga	37.9	47.70	39.20	53.70	47.70	25.30	21.02	58.31	HK
26	Bagalkot	43.6	64.80	47.10	43.00	50.10	53.20	18.84	54.71	BK
27	Koppal	39.6	57.10	45.40	52.80	48.00	37.20	24.57	53.09	HK

Note: *BK: Bombay Karnataka; HK: Hyderabad Karnataka; SK: South Karnataka*
Sources: *1. Karnataka State Integrated Health Policy, Page 10*
2. Registrar General of India, Census, 2001.
3. National Commission on Population: District-wise indicators, Table 12 (b)

Facts about Gender Disparity in Karnataka-2005

Table no.1 reveals the various indicators of development related to gender. The indicators depicted are; female literacy rate, girls married under 18 years, current users of family planning method, birth order 3 and above, safe delivery, complete immunization, decadal growth rate of population, composite index and regions. The following facts are drawn from the above table in order to understand the gender disparity exist in contrast with developmental indicators in Karnataka.

- There is a geographical and gender disparity exists in terms of female literacy rate in Karnataka.

- The highest literacy rate is found in Bangalore urban district at 77.5 percent. The lowest literacy rate is found in Chamarajanagara district at 42.5 percent.

- With reference to poor performance in terms of female literacy rate in Karnataka, it is 8 districts fall in the geography of two regions viz., Hyderabad Karnataka and Bombay Karnataka.

- The highest literacy rate was found in Davanagere district at 58.0 percent. The lowest literacy rate is recorded in the district of Raichur at 35.9 percent.

- Female literacy rate is poor in the regions of Hyderabad and Mumbai Karnataka regions.

- The lowest rate of girls married under 18 years is reported in district of Dakshina Kannada at 4.50 percent. The highest rate is found in Bidar district at 67.60 percent.
- Lower the female literacy rates have a bearing on more number of the girls married under the age of 18 years.
- A highest current user of family planning rates in the state is recorded at 75.10 percent in the district of Hassan. The lowest current user of family planning is recorded in the district of Gulbarga at 39.20 percent.
- Higher the female literacy rate is associated with the higher practice of family planning methods.
- Birth order of 3 and above is found more at 53.70 percent in the district of Gulbarga. The lowest birth order of 3 and above is found at 16.40 percent in the district of Bangalore rural.
- Higher the female literacy rates have a bearing on lower the birth order of 3 and above in the state.
- The highest safe deliveries (institutional) in the state are reported at 91.50 percent in the couple of districts viz., Dakshina Kannada and Uttara Kannada in South Karnataka region. The lowest safe deliveries (institutional) in the state are reported at 47.50 percent in the district of Gulbarga in North Karnataka region.
- The districts having high female literacy rate have more safe (institutional) deliveries when compared with the districts having low female literacy rate.
- Complete Immunization is done at 94.80 percent in Kodagu district fall in South Karnataka region. The lowest complete Immunization in the state is witnessed in the district of Gulbarga at 25.30 percent fall in North Karnataka region.
- The districts which are better in female literacy rate are performed better in Complete Immunization.
- Higher the rate of female literacy has something to do with the awareness level on immunization and having done Complete Immunization.

- The lowest Decadal Growth Rate of Population in the state is recorded at 6.88 in Udupi district. The highest Decadal Growth Rate of Population is found in the district of Bangalore rural and urban districts at 34.80 percent respectively.

Higher Education in Karnataka

Karnataka Human Development Report (2007) reveals that the university level educational attainment of Karnataka state was 6.1 percent in urban and 0.9 percent in rural areas for both male-female (Kazi and Sonar, 2012). The highest university level educational attainment is made by Kodagu district in urban at (6.9 percent) and lowest is by the Bangalore rural (2.9 percent) in the state. On the contrary, the highest university level educational attainment in rural Karnataka is found at (1.5 percent) in Bangalore urban district and lowest in Gulbarga and Raichur districts at (0.5 percent) respectively.

Table-2: Breakup of Educational Attainment in Karnataka district wise (Rural and Urban Areas)

(In percent)

S. No.	District	University Level Educational Attainment	
		Urban	Rural
1	Bangalore	8.5	1.5
2	Bangalore (Rural)	2.9	0.8
3	Belgaum	5.1	0.8
4	Bellary	3.9	0.6
5	Bidar	4.1	0.7
6	Bijapur	4.3	0.8
7	Chikmagalur	5.8	1.4
8	Chitradurga	4.8	0.9
9	Dakshina Kannada	6.2	1.6
10	Dharwad	4.8	0.8
11	Gulbarga	4.2	0.5
12	Hassan	6.0	0.8
13	Kodagu	6.9	2.2
14	Kolar	3.8	0.6
15	Mandya	4.4	0.9
16	Mysore	7.3	0.6
17	Raichur	3.4	0.5
18	Shimoga	5.3	1.1
19	Tumkur	5.9	0.8
20	Uttara Kannada	5.7	1.4
	State	6.1	0.9

Source: *Karnataka Human Development Report (2007) P-177.*

The districts fall in the developed regions have better higher educational attainment when compared with the backward regions. It is to be noted that at all the levels of higher educational attainment; men are in majority when compared with women irrespective of regional variation. This is a clear indication of disparity in higher education prevails in the state. Further, the higher education of women in the backward region of the state is very much neglected (see table no.2).

Table-3: Percentage of Population with Educational Attainment of Secondary and Above (Rural-Urban and Male-Female) in Karnataka

Education	Total			Rural			Urban		
	Total	Male	Female	Total	Male	Female	Total	Male	Female
Matriculation/Secondary	6.8	8.7	4.8	4.3	6.2	2.4	12.4	14.4	10.3
Higher Secondary/Equivalent	2.3	3.1	1.4	1.3	1.9	0.5	4.6	5.6	3.5
Diploma/Certificate (Non-technical)	0.3	0.4	0.3	0.2	0.4	0.1	0.5	0.5	0.6
Diploma /Certificate Technical	0.3	0.6	0.1	0.9	0.2	0.0	0.9	1.5	0.2
Graduation and above	2.5	3.5	1.4	0.9	1.4	0.3	6.1	8.1	3.8
Total	12.2	16.3	8.0	6.8	10.1	3.3	24.5	30.1	18.4

Source: *Karnataka Human Development Report (2007) P-176.*

Table no.3 explores that the educational attainment with reference to Matriculation/Secondary education in Karnataka was 6.8 percent. Out of them, males were majority (8.7%) when compared with females (4.8%). The situation is even worse in the rural population. Out of 4.3 percent, a majority of them 6.2 percent were males in comparison to females (2.4%). The situation is comparatively better in urban Karnataka. Out of 12.4 percent a majority 14.4 percent were males when compared with females (10.3 percent). It is clearly evident that females are not only lagging in Matriculation/Secondary in general but also more disparity is found in the rural areas.

The educational attainment with reference to Higher Secondary in Karnataka was 2.3 percent. Out of them, the males were majority (3.1%) when compared to females (1.4%). The situation is even worse in the rural Karnataka. Out of 1.3 percent, a majority of them 1.9 percent were males in comparison to females (0.5%). The gender disparity is slightly less in urban population. Out of 4.6 percent, a majority of them were males (5.6%) when compared with females (3.5%). It is clear from the figures that the gender disparity is persistent in total population. Perhaps, the gender disparity is

more in rural Karnataka when compared to urban (see table no.3).

The educational attainment with reference to Diploma/Certificate non-technical courses in Karnataka was 0.3 percent. When compared between genders, it was males (0.4%) in comparison to females (0.3%). The disparity in rural areas in this regard is much higher. Out of 0.2 percent, males were 0.4 percent when compared to females (0.3%). It is interesting to note that the females were better than males in the urban Karnataka in this regard. Out of 0.5 percent, it was females 0.6 percent slightly greater than males (0.5%). It is an evident that except urban Karnataka, the gender disparity at Diploma/Certificate non-technical courses prevails in rural and general population (see table no.3).

The educational attainment with reference to Diploma/Certificate technical courses in Karnataka was 0.3 percent. Out of that the males were majority (0.6%) when compared to females (0.1%). The gender disparity is still higher in rural Karnataka. Out of 0.9 percent the males were (0.2%) and females were nil. It is to be noted that in rural Karnataka no women is encouraged to take up technical courses like Polytechnic. Besides, in the urban Karnataka the total educational attainment in this region was

0.9 percent. Out of that males were 1.5 percent when compared with females 0.2 percent. It is clearly apparent that gender disparity exists in higher education with reference to Diploma/Certificate technical courses. The disparity is higher in rural areas when compared to urban counterpart (see table no.3).

The educational attainment with reference to Graduation and above in Karnataka was 2.5 percent. Out of them, males were majority (13.5%) where as females were only (1.4%). The gender disparity is large in this regard in rural areas. Out of 0.9 percent, the males were 1.4 percent when compared to females 0.3 percent. This is an alarming level of disparity between males and females. However, this disparity is slightly less in case of urban Karnataka. Out of 6.1 percent, males were 8.1 percent where as females were 3.8 percent. It is clear that gender disparity at graduation and above level is still large. It is much prevalent in rural Karnataka than the urban counterpart (see table no.3).

Educational attainment of men at all the levels in general is higher when compared to their counterpart. Gender disparity is more when compared between rural-urban. There are myriad of reasons for non-attainment of higher education by the women in Karnataka. It calls for the immediate, appropriate and holistic interventions to address gender inequality, injustice and disparity in higher education.

Conclusion

This paper attempts to critically examine the gender disparity in higher education comparing the levels of educational attainment from post-metric to graduation and above levels. Further, it is attempted to compare the prevalence of gender disparity in rural-urban Karnataka. The issue gender disparity in relation to higher education in Karnataka is multifaceted, highly complex and influenced by variety of forces. Human rights to education, Universal Declaration of Education promoted women education. It was also a strategy of reaching the un-reached women. The National Policy on Education and plan of action marked a major departure from conventional policy documents by including a separate chapter on women's

education. It clearly shows the constraints that have prevented Indian women from accessing educational facilities. Gender justice, equity and equality are the different phenomenons which are hardly addressed in higher education. Human resource of the women is largely undermined due to dogmatic socio-cultural values that exist in our society. There is a need to recognize higher education as one of the rights of women. It is to be noted that gender discrimination in higher education is largely prevailing due to increasing economic inequality in our society.

Fulfilling the basic needs is a challenge to a good chunk population, they hardly think of education in general and higher education of women in particular. Women who are Poor, Dalit, Muslim Minorities, living in Rural, Tribal and Urban Slums, belong to Nomadic and Semi-Nomadic Tribe, working in Unorganized Sector hardly have any space for higher education. Hence, establishing independent state university in every district as suggested by National Knowledge Commission would have nothing to do with those excluded women. To include such women in catering higher educational needs, their risk of poverty and hunger needs to be addressed. Through this it is possible to establish gender justice, equity and equality and inclusive development.

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EMPOWERMENT OF WOMEN THROUGH SELF – HELP GROUP

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ABSTRACT

Women have been always considered to be source of inspiration of strength for the growth of any individual and thus contributing directly or indirectly towards the prospering of any nation. They are the major participants in the population too.

Women empowerment as "a process of awareness and conscientisation of capacity building leading, to greater participation, effective decision making, power and control leading to transformative action". This involves ability to get what one wants and to influence others on our SHGs.

With reference to women the power relation that has to involved in multiple levels, family, community like Social empowerment, economic empowerment, access to technology and political empowerment in society and the nations.

This study focuses towards the empowerment of women through SHGs. How can be SHG help for them and what facilities they can provide to them for the development on Women through SHG for the economic and other developments poverty alleviation unemployment, etc.

INTRODUCTION

Women have been always considered to be the source of inspiration and strength for the growth of any individual and thus contributing directly or indirectly towards the prosperity of any nation. They are the major participants in the population too.

Women empowerment defined as a process of awareness and conscientization of capacity building leading to greater participation, effective decision making power and control leading to transformative action. This involves ability to get what one wants to influence others on our self help groups are agents of empowerment and development of weaker sections.

With reference to women the power relation that has to involve in multiple levels, family, community, market and the state. In recent years it involves at the psychological level Women's ability to assert them and this is constructed by the gender roles assigned to her especially in a Cultural which resist change like India.

Today where Women is working not in a single field but they all are working in different fields like Agriculture, Animation, Insurance, Scientist, Administrator, Lawyer, Doctor, Engineers, State womens, CEOs, Educationist, etc., are more enthusiastic to work in different sectors, except the weaker section like the poor Women, voiceless peoples of weaker sections those who work as a bread earner in its field. These women are realize their potentialities and capabilities through joining and participation of SHGs to develop the capacity at different levels like and function as a group around some common need which their individual and collective interests. To achieve these objectives the members of the groups should start contribution of thrift within their limited resource. Thus individual knowledge, skills, competency, bargaining power resources and opportunities, self employment, entrepreneurial development, economic independence, which enables more effective action and interpersonal relations and wellbeing ultimately leads to its contribution. The individual who has become more empowered becomes more human in the fullest sense of the word.

A women is entitled to live in dignity and in freedom from want and from fear i.e. empowering women through Self-Help Group is an indispensable tool for advancing development and alleviate poverty, increase the economic growth and sustainable development and for the promotion of better standard of living and for the empowerment of women in the rural economy.

Self-Help Group (SHGs) Bank Linkage Programme is emerging as a cost, effective mechanism for providing financial services to the "Unreached Poor" which has been successful not only in meeting financial needs of the rural poor women but also strengthen collective Self Help capacities of the poor, increasing the strength of women empowered such as Spiritually, Socially, Psychologically, economically and Politically.

Empowered Women contribute to the health and productivity of whole families and communities and to improve prospects for the next generation.

SELF HELP GROUPS

The SHG in our country has become a source of inspiration for Women's Welfare formation of SHG is a viable alternative to achieve the objectives of rural development and to get community participation in all round development programmes. SHG is also viable organized set up to disburse micro credit to the rural women and encouraging them together into entrepreneurial activities (Abdul – 2007)

Self Help Groups are voluntary association of people formed to achieve collective social and economic developmental goals. People come together a common fund is made by contributing by the members of the group which is available to be lent to its members as per group decisions to meet the emergent needs of the members both for productive and consumption purposes. The great merit of SHGs has been their ability to inculcate among members the sound habits of thrift, savings, prompt repayment and so on.

Association of Self Help Group has enabled women to gain greater control over resources like material possession, intellectual resources like knowledge, information, ideals and decision making in the home, community society and nation.

The common feature of the SHG is that consist of small homogeneous group of 15-20 individual belonging to the same Socio – Economic strata, who meet at regular intervals, share common problems and save a certain sum of money periodically.

Evolution of SHGs in India

The origin of Self Help Group (SHGs) is the brainchild of Grameen Bank of Bangladesh, founded by economist Prof. Mohamed Yunus in 1975, who tried out a new approach to rural credit in Bangaladesh. He observed that most villagers were unable to obtain credit as reasonable rates. So he began to lend them money from his own pocket, allowing the villagers to buy materials for projects like weaving bamboo tools and making pots. Later the years Dr. Yunus had setup Grameen Bank as a Pilot project in Bangladesh in 1976 to assist poor families by providing credit to them without collateral or security.

The Government of India has launched a programme called Development of Women and Children in Rural Areas (DWCRA) is September 1982 as a Sub scheme of Integrated Rural Development Programme (IRDP). The main objective of the programme is to improve a lot of rural women through the creation of Income generating activities. The programme envisages formation of groups of rural women as thrift groups and each group will be sanctioned a revolving fund and it has helped them to carry on income generating activities. Before 1999, poverty alleviation approach in rural India was mainly individual and (or) family oriented. From 1st April 1999 with the launching of Swarnajayanthi Gram Swarozgar Yojana (SGSY), Group approach has been adopted (Shankar, 2004).

In India NABARD initiated SHGs in the year 1986-1987 at New Delhi, and launched the pilot project for linking 500 groups in selected districts in 1992. NABARD has extended the linkage programmes to all Cooperative Banks through its Circular No. NB/DPD/SHG/618/92-A 92-93, dated 29th May 1993. SHG-Bank Linkage Programme provide the financial services in to "Un-reached Poor" of India. The Self-Help Group scheme was introduced in Tamilnadu in 1989 at Dharmapuri District. It is paved the way for development of the rural economy across the states in India.

Statement of the problem

Most of the studies are indicate that Self-Help Groups programmes often in the

form Micro Credit from Financial Institutions for Micro enterprise projects and Saving schemes, skill development, awareness programmes and inculcation of thrift, Self Entrepreneurship and management of Credit for the economically deprived sections of women and poor people through the promotion of economic interest and better standard of living in the society.

Hence this present study is undertaken to find out the answer to the following questions.

1. To what extent the selected SHG Women members are empowered?
2. Has the extent of Women empowerment improved over a period of time?
3. What are the factors determining the Women empowerment?
4. To what extent Self Help Groups have played their role in Women empowerment?

Objectives of the Study

The following objectives are

1. To examine the socio-economic profile of SHG Women Members.
2. To analyse the primary motives for joining in the SHG as a members.
3. To analyse the overall empowerment of Women members.
4. To find out the problems faced by the members in SHG.
5. To explore the innovative strategies and to suggest measures for the better management of SHGs.

Methodology

The present study is based on field survey method through collection of primary and secondary data for analysis. A structured questionnaire was constructed to collect information regarding the socio – economic background of members, to explore the motives for joining the SHG and to measure the empowerment of Women.

Sampling Design

Purposive and Random sampling technique was adopted in the present study to choose Two Panchayat Unions of Coimbatore District. Accordingly Periyanaickenpalayam Panchayat Union and Karamadai Panchayat Union were selected as Sample areas. 10 SHGs from Periyanaickenpalayam Panchayat and 10

SHGs from Karamadai Panchayat Union were selected as sample units. The sample respondents selected from these SHGs. In each SHGs 10 women members were selected on Simple random basis. Thus totally Two hundred respondents (sample size) from Periyanaickenpalayam and Karamadai Panchayat Union respectively.

Analysis and Interpretations

The present study average and percentage analysis was carried out to draw the meaning full interpretation of the results were given and to find out the reasons for participation in the SHGs and what are the factors influencing women empowerment in the selected study area?

Women Empowerment through SHGs

The SHGs are inevitable tool for poverty alleviation and income generation of the rural masses in India. The rural poor have realized that SHG can help them to get skill development, gaining access to credit from financial institutions for Micro enterprises, inculcating thrift and savings, and management of credit for the weaker sections of women.

In the present study, the women members are more empowered through SHGs. The following factors are influenced under the criteria like Economical, Socio Cultural, Psychological, Political, Legal and Technology etc.,

1. ECONOMIC EMPOWERMENT

S. No.	Factors	No. of SHG Members			Percentage (%)		
		Yes	No	Total	Yes	No	Total
1	Economic Self-Reliance	183	17	200	91.5	8.5	100
2	Financial Autonomy	147	53	200	73.5	26.5	100
3	Better Standard of Living	175	25	200	87.5	12.5	100
4	Increase the Family Income	145	55	200	72.5	27.5	100
5	Access to opportunities and Resources	130	70	200	65	35	100
6	Asset Ownership/ Start a business / Investment	166	34	200	83	17	100
7	Financial and Business related decision making	157	43	200	78.5	21.5	100
8	Control over their Own Income	115	85	200	57.5	42.5	100

2. SOCIO-CULTURAL EMPOWERMENT

S. No.	Factors	No. of SHG Members			Percentage (%)		
		Yes	No	Total	Yes	No	Total
1	Strengthening existing member group	135	65	200	67.5	32.5	100
2	Accountability and Reponsibility of the State and Society	142	58	200	71	29	100
3	Identification and Utilisation of the Resources	120	80	200	60	40	100
4	Play a better role in Public life	165	35	200	82.5	17.5	100
5	Increased bargaining power	172	28	200	86	14	100
6	Increased Social Status	154	46	200	77	23	100
7	Right to have a Choice	138	62	200	69	31	100
8	Participation in Meetings and Social Ceremonies	150	50	200	75	25	100
9	Ability to resolve conflict in the community	148	52	200	74	26	100
10	Educational Status of Women	130	70	200	65	35	100
11	Improve the Children's Education	185	15	200	92.5	7.5	100
12	Health Care and Birth Control	162	38	200	81	19	100
13	Capacity to organizing and conducting Training Programmes/Cultural Events	110	90	200	55	45	100
14	Decision Making in House hold and Community level	137	63	200	68.5	31.5	100
15	Counselling for other Women members	125	75	200	62.5	37.5	100
16	Better and Smooth Relationship with Family members and Community	128	72	200	64	36	100
17	Improve the Cultural Habitats and Traditions	145	55	200	72.5	27.5	100
18	Social Security	156	44	200	78	22	100
19	Gender equality and gender justice	139	61	200	69.5	30.5	100
20	Sense of freedom to do work	128	72	200	64	36	100
21	Aware of Health Insurance	140	60	200	70	30	100
22	Declining Maternal Mortality	118	82	200	59	41	100
23	Reproductive Health Services	134	66	200	67	33	100
24	Environmental Protection	126	74	200	63	37	100

3. PSYCHOLOGICAL EMPOWERMENT

S. No.	Factors	No. of SHG Members			Percentage (%)		
		Yes	No	Total	Yes	No	Total
1	Increased Dignity and Esteem	182	18	200	91	09	100
2	Capacity of Self Reliance	150	50	200	75	25	100
3	Self Confidence to Speak up	145	55	200	72.5	27.5	100
4	Personality Development (Knowledge and Skill)	132	68	200	66	34	100
5	Ability to take risk and Judge opportunities	127	73	200	63.5	36.5	100
6	Fulfillment	141	59	200	70.5	29.5	100
7	Perceived more respect by others	135	65	200	67.5	32.5	100
8	Identity	148	52	200	74	26	100
9	Control over body and Sexuality	142	58	200	71	29	100
10	Independent Thinking and Decision making	136	64	200	68	32	100
11	Increased welfare of Family and Children	164	36	200	82	18	100

4. POLITICAL EMPOWERMENT

S. No.	Factors	No. of SHG Members			Percentage (%)		
		Yes	No	Total	Yes	No	Total
1	Active participation in the Democracy	140	60	200	70	30	100
2	Decentralisation	115	85	200	57.5	42.5	100
3	Transparency and access to Information	138	62	200	69	31	100
4	Public Participation in service	124	76	200	62	38	100
5	Power to influence decisions of the community	128	72	200	64	36	100
6	Encouraging Women to participate Leadership role	148	52	200	74	26	100
7	Integrating Women in Decision making process	137	63	200	68.5	32.5	100
8	Government policy to sponsor/Promote micro lending to women	110	90	200	55	45	100
9	Political participation	119	81	200	59.5	40.5	100

5. LEGAL EMPOWERMENT

S. No.	Factors	No. of SHG Members			Percentage (%)		
		Yes	No	Total	Yes	No	Total
1	Equal Opportunities and Rights	152	48	200	76	24	100
2	Safeguard from Violence	165	35	200	82.5	27.5	100
3	Support other Women for Social Issues / Legal Help	126	74	200	63	37	100
4	Create Legal Awareness among the group and others	148	52	200	74	26	100
5	Capacity to express themselves / Defend their rights	156	44	200	78	22	100

6. TECHNOLOGY AND SKILL EMPOWERMENT

S. No.	Factors	No. of SHG Members			Percentage (%)		
		Yes	No	Total	Yes	No	Total
1	Avail the Credit facility	195	05	200	97.5	2.5	100
2	Access the Banking Operations and Credit Management	145	55	200	72.5	27.5	100
3	Development the skills through Training	178	22	200	89	11	100
4	Increasing Efficiency	165	35	200	82.5	27.5	100
5	Access Productive tools and Technologies	143	57	200	71.5	28.5	100
6	Access to Jobs	150	50	200	75	25	100
7	Access to Markets (buyer and seller)	127	73	200	63.5	36.5	100
8	Access the Market Information	165	35	200	82.5	27.5	100
9	Develop the Communication Skills	188	12	200	94	06	100
10	Networking Links (Social Network, Media, Internet, Facebook, Phone and Modern Equipments)	110	90	200	55	45	100
11	Keeping Records and Account books are properly maintained	168	32	200	84	16	100
12	Employment Creations	114	86	200	57	43	100
13	Conducting Training / Capacity building (Financial, Legal, Entrepreneurship, and Personality Development)	105	95	200	52.5	47.5	100
14	Liaison with Banks, Panchayat Unions and other Financial Institutions	158	42	200	79	21	100
15	Identification and Utilisation of Natural and other resources	117	83	200	58.5	41.5	100

(Figures are Parenthesis and Multiple Replies)
Source: *Field Survey*

RESULTS AND DISCUSSION

1. The results indicate that majority 33.5 percent of the respondents were under the age group of 35-40 years.
2. Majority 42 percent of the members belongs to Backward class.
3. It is inferred that 46 percent of the respondents have studied up to 10th standard.
4. Majority 66.5 percent of the respondent are belongs to Nuclear family.
5. Majority 63 percent of member had a family size of up to 5 members.
6. Regarding occupational structure before joining the SHG by the respondents majority of them 41.5 percent were belonged Non-agricultural labours.
7. It is evident that the majority 56 percent of the members annual family income in the range between Rs.50,001 to Rs.75,000.
8. The majority of the respondents were joined in the SHGs is the prime motive is Economic Self-Reliance and followed by to promote savings habits.
9. Majority of the 53 percent of the respondent belongs to SHG for the period of membership was 3-5years.
10. From the mean scores the majority of respondent were identified empowered to Economically, Socio-culturally, Politically, Legally, Technologically and Psychologically empowered, developed and personally benefited after the joining of SHGs.

CONCLUSION

"When women moves, forward the family moves, the village moves and the nation moves". It is essential as their thought and their value system lead the development of a good family, good society and ultimately a good nation. SHG is play a vital role and powerful tool for poverty alleviation in the rural areas across the states in India. The upliftment of women through SHGs not to be merely provide Credit, but also focused on skill development, self-awareness, facilitating generations, to gain greater control over resources like material possession, knowledge, ideas and decision making in home, community, society and nation. The present study was undertaken to identify Women empowerment (Economical, Socio-cultural, Psychological, Legal, Technological, Political, etc.,) has been changed after joining of the SHGs. It may leads to produce better citizens and a new modern India. The popular UNESCO Slogan is "Educate a man and you

educate an Individual: Educate a Women and you educate a family".

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MICRO FINANCE AND SELF-HELP GROUPS LEVERAGE THE SHGS BY DISTRICT CENTRAL COOPERATIVE BANK

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ABSTRACT

Micro finance is an economic system of credit and allied financial services to the rural and semi- Urban economically poor masses for their speedy development of income and living condition. It is a new method to meet the credit requirements in rural area. The self – help group – bank linkage model has emerged as the dominant model of micro finance delivery in India. The SHGs are self managed homogeneous group of economically backward people that promote savings among themselves and pull the savings for their use.

DCCB-SHG linkage program me has been viewed as an effective tool of poverty alleviation. In Coimbatore, the District Central Cooperative Bank has been disbursed loan to SHGs for agriculture and allied activities.

The Present study conducted on the performance of Coimbatore District central Cooperative Bank in Coimbatore district found that the stake holders enjoyed the benefits and in fact this new line of strategy increased the access to institutional credit to low income group peoples and small farmers. In short we can conclude by stating that SHG-DCC Bank Linkage Program me has been instrumental in the development of agriculture sector and allied activities.

Introduction

Micro finance is defined as provision of thrift, credit and other financial services and products of very small amounts to the poor in rural, semi-urban or urban areas for enabling them to raise their income levels and improve living standards. Micro finance has gained a lot of importance in financial sector of India through Self help groups-Bank linkage programmes covering more than 9.7 crore poor households. The SBLP is the largest and fastest growing in the world with 47.86 lakh Self help groups of which 39.83 lakh are women groups (NABARD Report, 2011. In India, two broad approaches prevail in case of micro financing viz. self help group-bank linkage and micro finance institutions. NABARD has been supporting the SHG-Bank linkage programme since 1992. Almost all commercial banks (47), regional rural banks (158) and cooperatives (342) participated in SHG-linkage while the member of bank branches lending to SHGs and number participating NGO and other agencies were 44,362 and 4896 respectively. In the context of growing demand for micro finance by self help groups with banks as a priority sector activity in 1996.The bank credit flow towards self help groups amounted to Rs.31,221 crore registering the growth of 11.35 percent over the preceding years figure.

SHGs-Bank Linkage

With a view to bring the banking services to the reach of unbanked rural poor through micro credit mechanism, a pilot scheme was launched by the National Bank for Agricultural and Rural Development (NABARD) in 1991-92. Reserve Bank of India directed the commercial banks for active participation in the linkage programme to ensure flow of adequate and timely easy credit to the rural sector. Later the scheme was extended to regional banks and cooperatives.

SHG Bank linkage programme is major strategy for delivery financial service to the poor in a sustainable manner. Forming SHG through thrift and credit related instruments and there by strengthening their livelihood system has been a multi layered task. The formation of group is led by felt need of the members. Inculcating Savings habits among members lending to groups. Monitoring the financial transaction between members and their group. Promoting entrepreneurial culture among the members based on the potential of the area, recovery of loans is time relending, making the members to obtain loan from Central Cooperative Banks and PACS, issuing insurance cover to members and their Cattle and rendering other services so as to developing the livelihood of the members is a complete package.

Methodology

Case study method is followed for this study. Among 21 Central Cooperative Banks in Tamilnadu, particularly Coimbatore District Central Cooperative Bank Ltd was selected for the study. In Coimbatore District Central Cooperative Bank (CDCCB) area there are 31 branches functioning. Both head office and all the branches have promoted SHGs and issues loans to these groups. Both Primary and Secondary sources of data was collected and used. The data regarding from banks no of groups formed, volume of loan issued, Loan Collection and Outstanding loan position etc. From the SHGs group various data's collected and analyzed.

Objectives of the study

From in view the importance of SHG bank linkage for alleviation of poverty in rural areas, particularly in the agriculture sector the study has been undertaken to accomplish the following objectives.

➢ To analyze the financing pattern to bank to SHGs.
➢ To assess the age, marital status and educational qualification of members representing SHGs under study.
➢ To ascertain the activities undertaken by SHGs engaged in agriculture and allied activities.
➢ To assess the performance of SHGs in terms of annual turnover, annual return on investment and repayment of loan.

The study is confined to Tirupur area. For the purpose of the study SHGs include those SHGs which are finance by Central Cooperative Bank both Direct Linkage Programme and SGSY Scheme. SHGs engaged in agriculture and allied activities are considered for the study.

To achieve the objectives of the study, Primary data has been collected from 25 nos of SHGs from the area under study. A predesigned questionnaire was prepared and served to the president or secretary of the SHGs to elicit information. Secondary data collected from annual reports of Central Cooperative Bank for the purpose of the study.

Table – 1
No of groups account opened in the Bank

Year	No of groups opened	Percentage of Increase / Decrease
2009 – 2010	1158	-
2010 – 2011	1227	5.95
2011 – 2012	1469	19.72
2012 – 2013	1850	25.93
2013 – 2014	2907	57.133

Table No. 2 reveals the No of groups account opened in the bank. SHGs groups position of the bank been increasing over the years. The average per year growth of groups was 21.75 percent. It shows that, every year the bank attract more new number of groups and encourage savings and issue of loans to them for their economic development.

Table – 2
Amount of Loan issued to the SHGs by the CDCC Bank

(Rs in lakhs)

Year	Amount	Percentage of Increase / Decrease
2009 – 2010	1001.96	-
2010 – 2011	1616.18	61.31
2011 – 2012	2071.40	28.16
2012 – 2013	2252.45	8.74
2013 – 2014	2706.06	20.13

The bank provided Maximum loan amount of Rs.5 lakhs. The period of loan in 3 to 5 years. It is evident from the table in the bank average per year issue of loan was 1929.6 lakh. It shows the fluctuating trend during the study period.

Table – 3
Loan collected by the bank from the SHGs

Year	Amount	Percentage of Increase / Decrease
2009 – 2010	170.53	-
2010 – 2011	196.90	15.46
2011 – 2012	1071.43	44.44
2012 – 2013	1107.98	3.41
2013 – 2014	1411.52	27.39

It is evident from the table the loan collected by the bank and it increased by 15.46 percent to 27.39 percent. It is also shows that the fluctuating trend position of loan collection during the study period.

Table – 4
Outstanding Loan position of the Bank
(Rs in lakhs)

Year	Amount	Percentage of Increase / Decrease
2009 – 2010	831.43	-
2010 – 2011	1419.38	70.71
2011 – 2012	999.97	(-) 29.54
2012 – 2013	1144.47	14.45
2013 – 2014	1294.54	13.11

The outstanding loan position of the bank increased from Rs.831.41 in 2009–10 to Rs.1294.54 in 2013–14. The percentage of outstanding loan position shows the fluctuating trend during the study period.

Table – 5
Age and Marital Status of Member Representing SHGs

Age Group	Male		Female		Total
	Un Married	Married	Un Married	Married	
up to 25 years	-	1	1	2	4(16)
25-30 years	-	1	2	3	6(24)
30-40 years	-	3	-	10	13(52)
Above 35	-	-	-	2	2(8)
Total	-	5	3	17	25(100)

N.B: *The figures in the bracket indicate percent of the total*

Out of 25 SHGs under study 13 SHGs have members with age between 31-35 years, 6 SHGs have members with age that ranks between 25-30 years. 4 SHGs have members age is below 25 years and only 2 SHGs with more than 35 years of age. Again is regard to Marital Status of the members of SHGs, it is observed that almost all the members of SHGs are Married.

Table – 6
Educational Qualification of the members Representing SHGs

Educational level	Gender		Total
	Male	Female	
Below Primary	1	2	3(12)
HSC/SSLC/Matric	2	6	8(32)
Under Graduate	2	10	12(48)
Graduate	-	2	2(8)
Professional / Technical	-	-	-
Total	5	20	25(100)

N.B: *The figures in the bracket indicate percent of the total*

The above table depicts the educational level of the members representing under study. It can be seen from the table 10 nos. of female and 2 nos. of male SHGs consist of with an educational background of under graduate, 6 nos. of female and 2 nos. of Male SHGs consist members with an SSLC / Matric level and two female SHG consists of Members with Graduate. It is evident that 48 percent of the SHGs covered under the study consist of members holding under graduate qualification.

Table – 7
Activities undertaken by the SHGs under study

Activities	Gender		Total
	Male	Female	
Cloth sales shop	-	3	3(12)
Tiffin stall	1	6	7(28)
Flower sale	-	3	5(20)
Tailoring shop	2	5	5(20)
Beautician	-	2	2(8)
Xerox centre	2	1	3(12)
Total	5	20	25(100)

N.B: *The figures in the bracket indicate percent of the total*

It is found from table 8 that out of 20 female SHGs, 7 SHGs are engage in Tiffin stall, 5 SHGs are engage in Tailoring shop and flower sale 3 SHGs each in Cloth sale and Xerox Centre and only 2 SHG in Beautician Centre. It is observed that Maximum of SHGs i.e. around 28 percent SHGs are engaged in Tiffin stall.

Table – 8
Annual turnover of the SHGs

Turnover Range	Gender		Total
	Male	Female	
Upto Rs.1,00,000	-	6	6(24)
Above Rs.1,00,000	5	14	19(76)
Total	5	20	25(100)

The above table reflects the annual turnover of SHGs under study. It is found that 6 nos. of SHGs could generate an amount up to Rs.1,00,000 from sales whereas the other 19 nos. of SHGs could generate an amount more than Rs.1,00,000 out of 20 female SHGs. 6 nos. effected sales upto Rs.1,00,000 and 14 SHGs more than Rs.1,00,000.

Table – 9
Annual Return of Investment earned by SHGs

Range of return	Gender		Total
	Male	Female	
Upto 15 percent	-	3	3(12)
16 – 20 percent	2	12	14(56)
Above 20 percent	3	5	8(32)
Total	5	20	25(100)

The above table shows that 56 percent of the SHGs under study earned return at the rate of 16–20 percent. 12 nos. of Female SHGs could reach return at a margin of 16–20 percent. Whereas only 3 nos. of Male SHGs could reach the level of annual return above 20 percent.

Table – 10
Opinion of the respondents on repayment of Loan amount by the SHGs

Repayment of Loan	No. of Respondents	Percentage
Yes	23	92
No	2	8
Total	25	100

The SHGs regarding repayment of Loan amount of the banks as per schedule of Repayment, 92 percent SHGs under study categorically stated that they have been repaying the loan amount to their respective bank as per schedule, whereas only 8 percent SHGs have

not been repaying the loan amount in schedule due to fluctuation of sales and some issues arises among the SHGs members.

Future Prospective

In view of benefits reaped by rural poor families Micro finance is becoming very popular and self help groups have become common vehicle of integrated development process of poor households. Therefore short term credit cooperatives (like DCCBs & PACS Urban banks) goal is to promote more number of self help groups and joint liability groups and through those vehicles lend effective and sufficient need based micro credit to the poor and women in particular.

Conclusion

The present study conducted on the performance of DCCB in Coimbatore District on SHG linkage program me found that i) increasing the customer base through coverage from women SHGs. ii) Mobilizing the savings, iii) increased the loan consumption capacity of SHGs through the creation of Credit discipline and entrepreneurial culture among the members and iv) recovery of loan in time thereby increase in interest income. Also it is found that members of SHGs are induced to come to DCCBs not merely for getting loan but for easy access to an institution in their neighborhood. Both the Stake holders enjoyed benefits and in fact this new line of strategy increased access of institutional credit to rural women. In short we can conclude by stating that SHG – Bank Linkage Program me has been instrumental in the development of agriculture and allied activities.

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MATRILINEAL FAMILY SYSTEM IN BATTICALOA, SRI LANKA

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ABSTRACT

Matrilineal society, also called a group adhering to a kinship system in which ancestral descent is traced through maternal instead of paternal lines. Every society incorporates some basic components in its system of reckoning kinship: family, marriage, post marital residence, rules that prohibit sexual relations (and therefore marriage) between certain categories of kin, descent, and the terms used to label kin. A lineage is a group of individuals who trace descent from a common ancestor; thus, in a matrilineage, individuals are related as kin through the female line of descent. By dint of this study fetches lot of sociological and anthropological scientific research looming from the universal picture. But in Srilanka there is a lack of research about Tamizlians social structure and anthropological way of life. In this back ground this reverberation research has plot to label Batticaloa Tamil people's social structure, sustainable and standard of living. The matrilineal family system is still practicing in Batticaloa district. This family life style becomes a prevailing and existing system in Srilanka. It is an add up to Batticaloa family system is recognized by genetic scientist and experts. Based on the contextual scenario in the direction of ascertain the driven force of Batticaloa matrilineal family system in Srilanka. Alsoplan to main concern of this study is to understand the gap between the period of matrilineal family life style, social empowerment and the deleterious force of the community. Also this study sample focuses the Batticaloa district troposphere and represents of the community to understand the status qua equally. The sample strictly followed to emphasis the matrilineal kudi system in which area still alive in the rural village. Generally, however Tamil marriages in this community strongly conform to the broad cultural rules of kudi exogamy and bilateral cross- cousin marriage, and local Hindu temples continue to dramatize the kudi structure of their congregations through formal hierarchies of ritual sponsorship.

This research encompasses mixed method by using interview, questionnaire, discussion and also used by the secondary source of oral literature, mist over stories, poems, epics. This is the entire major source to understand the situation of the community. There is a skimpy changes are occurred in the traditional social structure and to understand them the researcherusedsociological and anthropological aspects of development theory. The matrilineal kudi system is the multi-dimensional assertiveness of religious organization, family system and family rituals. Itis the periphery for not get in the way of globalization and liberalization. Also the impact of globalization cannot cross the threshold. To influence based on the cast system or social rituals make uprightness of the community. Also this research identifies the genetic influence of the development of the community and the fertility of the matrilineal kudi system.

Sri Lanka's Tamil 29% of the total population and overwhelmingly Tamil in Heritage, make up roughly 80% of the Tamil –Speaking population in the Eastern Province of the Island, a region comprising three coastal districts: Trincomalee, Batticaloa, and Amparai. In the latter district, where sea fishing and paddy farming are the foundations of the local economy, they outnumber the Tamil Hindus and Christians as well as the Sinhalese Buddhists. Throughout the island, the Sri Lankan Tamils have been historically and culturally linked with the coastal of Tamil Nadu and the Kerala legal heritage with coastal Tamil communities throughout southern Indian and Southeast Asia. The ethnic designation of Tamil also serves to distinguish them from other, much smaller Sri Lanka communities the profess Hindu.

The ancient time matrilineal and patrilineal systems are highly proficient in nature. The scholars have a debate about the system which one is predominant. The matrilineal decent denotes that the rights (e.g.; assert), norms (e.g.; exogamy) and customs (e.g.; Marriage) are transfers from mother to daughter. Its scope

and nature brings the holistic approach to the community.

According to colonial eyewitness accounts between the sixteenth and eighteenth centuries, Tamil–Speaking Muslims were already well established as farmers, fishermen, and merchants living in enclave villages on the east coast under the political domination of hereditary matrilineal Tamil Hindu chiefs and landlords of the Mukkuvar caste, a group who appear to have seized control of the region as mercenary soldiers and sailors from the invading south Indian army of kalinga Magha in 1215 C.E. Tamil Mukkuvar chiefs in Batticaloa and Amparai districts have long proclaimed their kingly warrior heritage in the oral traditions and ethno-historical chronicles of the east coast, but a maritime caste of the same name is also found today in coastal Kerala, region anthropologically famed for its matrilineal family patterns.

The seven Mukkuvarchifdoms encountered in the Batticaloa region by the portuguese (1505-1658) and the Dutch (1658-1769) were strongly infused with a matrilineal ideology of political succession and landholding, and they supported a society-wide kinship structure in all castes based upon hierarchically ranked exogamous matrilineal descent groups (matriclans), referred to in Tamil as Kudi. The presumptive origin of matrilineal politics, land tenure, and family organization among both the Tamils and the Moors is the historic 'Kerala connection' of the Mukkuvars, as well as the intermarriage of Muslim men with local matrilineal Tamil Hindu women. Circumstantial evidence for this can be seen in a number of Moorish matriclan names that are strikingly similar to those of their Tamil neighbors. Under the British colonial administration that took Control in 1906 and Following Srilanka independendan tin 1948 matrilineal principle is still seen in the administrative structure of the oldest. Hindu temples and muslim mosques, which are run by committees composed of male trustees (Hindu vannakkar, Muslim Maraikkar) of the leading matriclans in the congregation.

Mukkuvar Law, and ancestral matrilineal property system in the Batticaloa region was peremptorily invalidated by the british in 1876 and most of what we know of its priot

applications adedin a short and frustratingly obtuse treaties on the subject by a Ceylon Burgher attorney, Christopher Brito, Published in 1876. The actual operation of the Mukkuvar Law seems to have featured a complex mixture of both matrilineal and bilateral inheritance, when the colonial government chose to discontinue the Mukkuvar law in the civil courts after 1876, there appear to have been relatively few complaints from the Tamils in the Batticaloa region where it had been applied. The most plausible hypothesis is that, by then most family property was already being passed to daughters in the form of dowry at marriage, rather than as post-mortem inheritance from parents. For both Tamils and Moors today the intergenerational transfer of real property – houses and paddy lands. Still it is overwhelmingly from parents to their daughters in the form of dowry (citanam) at marriage, or as an outright gift (nankotai) to their daughters prior to marriage.g.; East Coast Batticaloa.

Citanam (Dowry) – houses, paddy lands, Jewelry, and lands.

Nankotai (Gift) - Money includes Thalli (it means that marriage chain made up of gold, its highly important in hindu tradition).

The residence pattern itself is matrilocal at the outset, with the son-in law moving in to the house occupied by his wife and her parents and her unmarried siblings for the early years of marriage. When the time comes for a younger daughter to be married her parents will if possible shift into a new dowry house they have built for her nearby, leaving the older married daughter and son-in-law in the older house as an independent nuclear family unit.

Because of this pervasive dowry-based system of property transfer to women – either as sole owners or as co-pareners with their husbands – the destruction caused by the 2004 tsunami posed a significant loss to the long-term household estates of many women, both Tamil Moorish. Relief aid in the aftermath of the tsunami was often extended to men-husbands, fathers, brothers, sons – who were assumed to be the responsible heads of households, rather than to the women who had been the legal proprietors. While this rose alarm bells among local women – centred NGOs, it has proven to

be only a temporary problem, because most externally provided post–tsunami housing is destined to be passed again to women as dowry property when younger daughters reach marriage-able age.

Not surprisingly however, the strength of matrilineal clan (Kudi) identities appears to be gradually weakening in the twenty-first century along with the taboo on marriages within the clan, especially among younger Tamils and Moors for whom the old –fashioned ritual status (or stigma) f matriclan ranking affords less and less meaning or benefit. Still because of the Dravidian-type kinship terminology shared by the Tamils and the Moors, it remains awkward to marry someone who is a member of your very own matriclan without at least a slight connotation of committing classificatory incest. Among Tamils and Moors of the senior generation, awareness of matriclan identity, and of ancestral marriage alliances between specific matriclans, is still nostalgically preserved.

In sum therefore the principal components of Muslim matrilineality in eastern Sri Lanka are historical sanctioned administration of major temples and mosques by committees of matrilineal male clan elders; matrilocal post-marital residence, and transfer of family houses and paddy lands to daughters at or sometimes prior to marriage; and awareness especially among older residents of distinct matrilineal. Descent –group identities and rules of exogamy including longstanding trans-generational marriage exchange alliances between specific matriclans, each with its own symbolic marks of social prestige.

This study discusses the changes that are occurring among the only few existent matrilineal setup in the world in-terms of their attitude and behavior. Along with the qualitative analysis. The profile of women living in original matrilineal arrangement as against those who have completely transited in the form of percentage distribution is also presented. A few socio-economic, demographic, and developmental characteristics of both women and her husband has been taken into consideration. Lastly, a multivariate analysis has been undertaken to substantiate the findings from bivariate analysis

and to find out the factors, which brought changes among the society.

The study of matrilineal hierarchical society and its prevalent habitations has been carried out from the geographical regions of Batticaloa in Sri Lanka. In the Batticaloa study area, 14 divisional secretarial (Block) in that for the research study 43 villages and it's for the condition of the selection of respondents, those who are having the knowledge of matrilineal family system and they should be a elderly person around 60 years and above. The primary data's are collected based on the above conditions 367 males and 106 female respondents are participated observation through Group Discussion and Questioner. Based on the Knowledge and experience from the same respondents they were short listed in the number of male 33 and female 10 are interview on the basis of qualitative manner.

The matrilineal kudi systems are use to start about the marriage in their family; first they will look after their vakkuthuvar (Immediate relatives) along with Vannakkar and Kaddukandavar. Usually the bride side family will take initiative. It is the sign so-called Mappillai Kettu Podal means that after swayed both side of the family, the bride side family people have the tradition to brought Kollukatai (It is the sweet dish mixer of dhal and porm gagger coated with steamed rice flare), Parangi Banana (It is the variety of banana specially for marriage) and Muruku(Those items are contain with pack made-up of porm) to meet Groom side for the initial confirmation of marriage. The symbol of confirmation from Groom side; they also use to go Bride side same as like what they brought. Finally the icon of marriage will happen in Bride's house. For their betterment of life the mother in law (Mamiyar) of Groom will provide six months provision and etc (Aarumathasoru), this is the tradition for the groom will manage his family expenses.

The researcher had an interview with the unmarried girls and boys to reflect their own outlook about the matrilineal family system. Given below the tabulation and diagram would clearly explain about the same system.

The matrilineal kudi marriage system is to revealed from the opinion of Unmarried Girls

(29) and Unmarried Boys (37) as shown in the given below table.

Table 1 Marriage in Kudi System

S. No.	Details	Girls	%	Boys	%	Total	%
1.	Accepted the Kudi system Marriage	19	29	21	32	40	61
2.	Not accepted the Kudi system Marriage	4	6	11	16	15	22
3.	Don't know about the Kudi System Marriage	6	9	5	8	11	17
	Total	29	44	37	56	66	100

Diagram: 1 Marriage in Kudi System
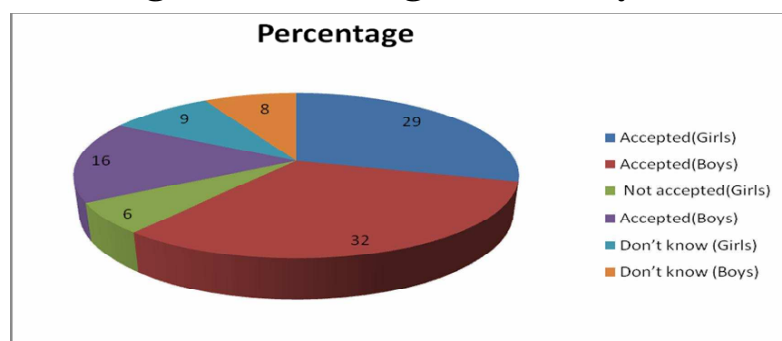
Does this Sri Lanka have a credible case for tracing the genealogical charisma of through both male and female **descendants?** He clearly has an interest in doing so because without it he cannot trace a conventional patrilineal link to the local Temple, despite the existence of a great many close family connections. In any case is should be noted that social and political organization throughout eastern Sri Lanka is historically matrilineal and that Tamils own family has played a leading role in the matrilineal clan administration of the Temple.

Matrilineage is sometimes associated with group marriage or polyandry (marriage of one woman to two or more men at the same time) Anthropologists have provided different perspectives and interpretations about kinship and its role in society. With a perspective based in Charles Darwin's theory of evolution, some 19th century scholars, such as Johanjakob Bachofen and Lewis Henry Morgan, believed that matrilineal societies predated patrilineal ones and represented an earlier evolutionary stage. Accordingly, patrilineal systems were also considered more civilized and advanced than matrilineal systems. Writing within the framework of the evolutionary thinking developing at the time, Morgan also argued that matrilineal systems would progressively evolve into patrilineal system. Over time, that view gained popularity far beyond anthropological and ethnological circles.

Scholars have often analyzed Matrilineal norms and practices within the framework of the "Matrilineal puzzle", a term that was introduced to kinship theory by the British anthropologist Audrey Richards. It arose from structural functionalism – which was most strongly associated with the work of social anthropologies. A.R. Radcliffe –Brown-and, by the mid 20th century, replaced bachofen and Morgan's kinship theories as the dominant analysis model in social anthropology. Working within a structural – functionalist framework – which viewed social structures such as institutions, relationships, and norms in terms of their roles in the functioning and continuance of a society – Richards was puzzled by the position of men in matrilineal societies. The issue at question was whether, in practice, a matrilineal system in which men have ambiguous roles and dual loyalties could work. The debate that followed also focused on what it was that made matrilineal societies different from what was seen as "normal" matrilineal system.

In the study of kinship and matrilineal versus patrilineal systems, a basic normative assumption is that the essential family unit consists of father, mother and children. A closely linked assumption has been that one sex is dominant and the other "weaker." According to scholar David M. Schneider, in classic kinship theory, it was assumed that men had authority over their wives and offspring; thus that authority was considered a constant. As a consequence, anthropological debate and analysis also assumed that constant. Schneider also noted that in patrilineal societies authority and kinship were passed on through patrilineal descent, but in matrilineal societies males did not pass their status to their sons. Men's authority would be based only on their position in the matrilineal. The salient roles of the male, therefore, would be that of brother and uncle instead of husband and father. The fundamental

assumption was that the demotion of the "normal" patriarchal role was unnatural.

The pictograms of matrilineal Kudi system explain through social institutions deeply understand the relation between Kinship, Social Integration, Socialization and Social Solidarity. It will give proper flow about the Ego and Community relationship.

Figure: 1.Matrilineal KudiAs a Social Institutions
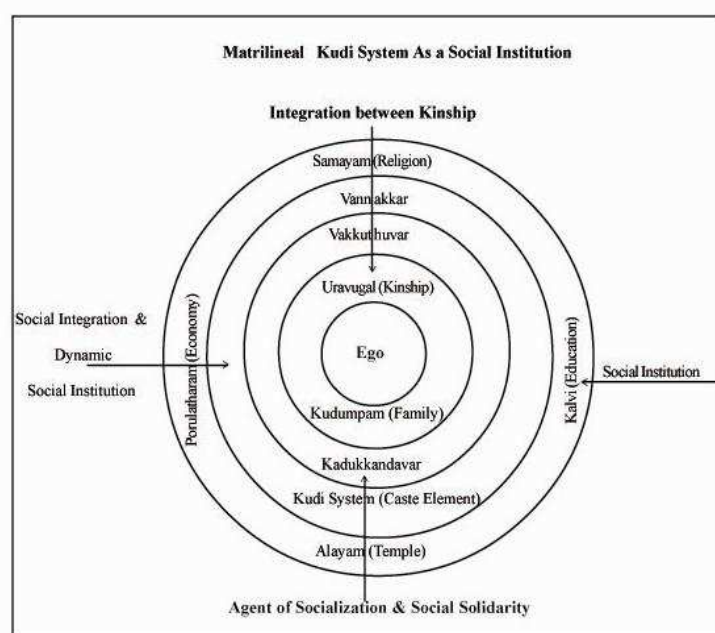
Matrilineal Societies are found in various around the world, such as in parts of Africa, Southeast Asia, India, and Sri Lanka. Specific cultural practices differ significantly among such groups. Though there are similarities, matrilineal practices in Africa differ from those in Asia, and there are even differences in such practices within specific regions. The Asante, of Ashanti, of Ghana are one of the few matrilineal societies in West Africa in which women inherit status and property directly from their mothers. The Minangkabau of Sumatra, Indonesia, are the world's largest matrilineal society. In which properties such as land and house are inherited through female lineage. In Minangkabu Society, the man traditionally marries into his wife's household and the woman inherits the ancestral home. Matrilineal societies in India are typified by the khasi in Meghalaya state and by the traditional Nayar in Kerala. Among those groups, the main difference is observed in matrilocal, duolocal, and neolocal residence paterns. The pattern of duolocal residence (the

husband and wife occupy different homes) exists among the Asante, the minangkabau, and the Nayar. The Khasi generally follow the matrilocal residence pattern (the husband moves in with his wife's matrilineal kin) or nonlocal residence pattern (the couple sets up home in a new residence in or around the wife's maternal residence).

According to some scholars matrilineal has historically existed in different parts of the world, although it was mostly restricted to isolated communities within the non-Western world. In the late 19th century, under the growing influence of social Darwinism, early European and American anthropologists began to explore different kinship systems on a global scale. One aspect of the study focused on delving into the nature of human social evolution.

A substantial proportion of historical research on European societies in the late 20th and early 21st centuries focused on the family unit. Whereas earlier research in that area was limited to the search for the Western family structure, later analyses highlighted the error of presuming historical continuity in the structure and argued that the term family was fundamentally ambiguous. Notions of family and kinship are based on the existence of marriage, and in that context later studies examined gender differences only as an expression of a particular cultural system. Consequently they failed to include ideological nuances being the concepts of "marriage" of family within those social groups.

Non-western scholars have also argued that the distinction between household and family is grounded in western conceptions. The household is regarded merely as a resident group, whereas the family is made up of those household members who also share kinship. That normative distinction assumes that the family, including heterosexual couples as parents, is the natural unit, ageneralization that ignores differences of class and race. It also fails to account for the fact that household could refer to members outside the family, such as landlords tenants, and family retainers, Hence, only large property-owning households that include all these external family members can provide sufficient data to study the complex

relationships between class, caste, gender, and kinship.

In the study of matrilineal societies, classic kinship theory develops normative structures to contextualize heterosexuality and male domination, failing to include the wider social nuances and connotations. Those normative structures form the rhetoric of what Blackwood class "the specter of the Patriarchal Man," which persistently dominates concepts of kinship, marriage and family. Classic kinship theory has been challenged by feminist scholars, who have succeeded in shifting the focus from gender and kinship to social constructs in kinship relationships.

Figure: 2. Matrilineal Descent
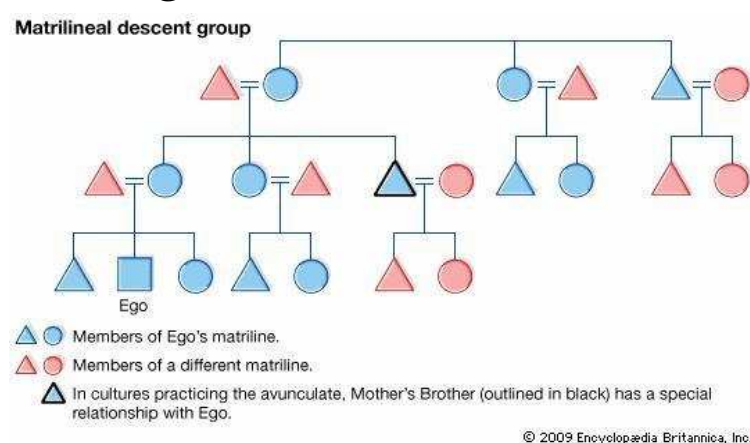
Above this figure describes how the matrilineal families systems are exist in a systematic way. It is describe the female descendants of the family system growing in such a manner. That is the daughter's family ancestral line come about predominately. From the Son's wife families is use to call it as members of a dissimilar matrilineal group.

Before man became all–important in society, matrilineal societies (where property and other rights belong to women) were widespread. Over many centuries, the effect and values of a woman-dominated society lost its value to such an extent that matrilineal societies are today found in far and between places in the world amongst a few dispersed tribes. Here we are looking at the top such societies that still follow this tradition. African country differs considerably from that of the Southeast Asian groups. Even within India the system differs from one group to another.

Among these groups, difference is mostly observed in the type of residence after marriage. The pattern of duo-local residence exists among the Ashanti of the Gold in Africa, Minangkhau of Sumatra, Nayars of Central Kerala and the East Cost Sri Lanka. However, the khasis of Meghalaya generally follow the residential pattern known as matrilineal residence", where the husband resides with his wife's matrilineal kin or in other case couples settle down together in a new residence in and around his wife's maternal place (neolocal residence).

The term matriarchy of matriliny has become inseparably associated with the khasi social organization since it was first used 1914 by Gurdon to describe khasi social customs although the term is used to explain the pattern of residence after marriage among the khasis it is however, known that matrilocal residence is not an invariable concomitant of matriarchal or matrilineal society. As among the Nayars of India, though they are also the followers of matrilineal system, the residential system among them is duolocal where husband is usually the night visitor to their wife.

The khasis have matrilocal residence and matrilineal descent. Participation in the family religion and the common sepulcher, where bones of the members of the family are interred after death, are the two elements that bind the member together. Besides the matrilocal residential pattern and matrilineal descent, family property is mainly transmitted through the female line.

Being the followers of a unique social system of matriliny the khasi women enjoy a special place of status and dignity. A Khasi Woman is the guardian and preserver of the family goods. She plays a crucial role in the affairs of the family. However, she is not the head of the family as this is left to a male member. The father of the family has a definite role to play in the household affairs. However his role is limited to the final word of the maternal uncle. Literature shows that a shift is taking place in the matrilineal society towards parental or patrilineal one in his write-up on the khasis and their matrilineal system has explained that dut to some basic reasons there exists a transition in the matrilineal set-up in Meghalaya. This transition in the matrilineal society is due to

the changes in the overall set-up. We get the idea that over time these matrilineal societies are undergoing changes in its characteristics.

What is interesting is the 40 percent Women following the matrilineal system live in the urban areas and also almost 95 percent women who have deviated from matrilineal system continue to live in rural areas. This indicated that the transition that we witness in Batticaloa society is a complex phenomenon operating at family level than merely the outcome of urbanization and modernization process.

Half of the male respondents are completed their basic degree and they have government job also. Twenty five percentages of the male respondents have completed their education at high school level. Along them twenty percentages of the respondents are not reached their education at the standard of six. Remaining percentage of the respondents not yet reached their education level. Except from the government job forty percentage of the male are cultivate agricultural as an occupation and ten percentages of the respondents are working as a form laborer. During this interview the researcher found all the male respondents having knowledge of social system, History of the community, Social Myths and has the good understanding about Ancient Literature.

At some stage with interview the researcher act together female respondents it originate their proficiency about oral history and songs without having appropriate manifest, historical belief, myths about traditional worship and culture. Near to half (48%) of the respondents are home makers. (In that half of the respondent's education level not exceeding sixth standers remaining half of the respondents is uneducated). Thirty percentages of the respondents are having government job like teacher, clerk and coordinators of some government projects. The remaining percentages of the respondents are pensioners.

In that research area matrilineal family system since it was joint family system (Sixty five percentages) but in present scenario the matrilineal family system have more nuclear families (ninety percentages). Usually the exogamy marriage systems are happen in the Matrilineal family system's (Kudi system) even in love

marriages (Eighty five percentages)also they strictly follow the above system. The endogamy system in the perspective of cast for the marriages is high in rate (seventy percentages).

The society is aware of empowerments for the reason that matrilineal family system survives. It is evidence for the society to learn about the positive interaction with relations and their surroundings. A matrilineal family system acts as a bridge between society and their family to understand the learning process of the social facts. Because of that the situation makes the person to avoid conflict between society and family. For the fear that conflict accurse the Vannakkar and kadukkandavar (head of the Kudi) short out existing problems. The benefit of the matrilineal kudi system reduce the conflict between mother in law and daughter in law even that type of the divergence not existing in the families. In which compare with other family system, the matrilineal family system have extremely smaller amount devours. In a social administration of village, Temple and Mosque the matrilineal kudi is the best to compare with other family system. During the Festivals season matrilineal society people have an equal participation both financially and physically unanimous in nature because of this equal participation both expand their psychological strength. It also reduces taboo on immoral sexual contact. The elements of the Kudi are called Vakuthuvar which is more empathy to within the matrilineal family. The vakuthuvar gives a motivation psychological, social and economically. The matrilineal family systems are very important to preserve. The emerging globalization gives lot of positive development but in-depth it is divide the strength of social bonding. On the basis of sociology, anthropology and ethnography denotes the matrilineal family structure influence the social bonding in a hale and hearty approach. It is the medicine for reinforce in good physical shape of the society.

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WOMEN – VICTIMS OF VIOLENCE FROM WOMB TO TOMB

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Introduction

Violence against women in their different walks of life, i.e. at home, at workplace and in public sphere is persistently on the increase and has come to be accepted as a common phenomenon. Violence against women is the manifestation of a historically unequal power relationship between men and women. The forces of development have further weakened women's position making them all the more vulnerable to societal violence. A bird's eye-view is provided and the complexities are untouched. The idea is to create awareness on the need for a movement against violence as such and against those acts of crimes which are perpetrated only on women because they are women.

The concept

As per the definition found in the Social Science Encyclopedia violence entails inflicting emotional, psychological, sexual, physical or material danger. It involves the exercise of force.

In India where almost half of the populations are women, they have always been ill-treated and deprived of their right to life and personal liberty as provided under the constitution of India. Women are always considered as a physically and emotionally weaker than the males, whereas at present women have proved themselves in almost every field of life affirming that they are no less than men due to their hard work whether at home or working places.

Behind closed doors of homes all across our country, people are being tortured, beaten and killed. It is happening in rural areas, towns, cities and in metropolitans as well. It is crossing all social classes, genders, racial lines and age groups. It is becoming a legacy being passed on from one generation to another. But offences against women which reflects the pathetic reality that women are just not safe and secure anywhere.

According to a latest report prepared by India's **National Crime Records Bureau (NCRB),** a crime has been recorded against women in every three minutes in India. Every 60 minutes, two women are raped in this country. Every six hours, a young married woman is found beaten to death, burnt or driven to suicide.

Human Rights

It's said that a right is not what someone gives you; it's what no one can take from you. Yet, in India, basic human rights have somehow been taken from a vast section of the population. With a million scavengers, thousands of cases of domestic violence and dowry deaths, and an appalling number of child labourers, we surely have a long way to go where securing basic human rights is concerned. It's your right to give them their rights!

Violence against women in India

Violence against women in India isn't just a current issue, but rather has deep seated traditional roots in the culture. In order to combat the problem, we must understand its causes.

In India, the problem of violence against women is a result of a long standing power imbalance between men and women. Men have control over access to property and resources. There is also a sexual division of labor in India that results in female exploitation– physically, mentally, and commercially.

Violence against women is not a new phenomenon. Women have to bear the burns of domestic, public, physical as well as emotional and mental violence against them, which affects her status in the society at the larger extent. The statistics of increasing crimes against women is shocking, where women are subjected to violence attacks i.e. foeticide, infanticide, medical neglect, child marriages, bride burning, sexual abuse of girl child, forced marriages, rapes, prostitution, sexual harassment at home as well as work places etc. In all the above cases women is considered as aggrieved person.

The Life Cycle of Women and the Categories of Violence

This chapter seeks the kind of violence is perpetrated against women from womb to tomb under various following headings.

Female Foeticide

The right to be born is denied to a female child. Sex determination tests are widely resorted to even in the remotest rural areas to find out the sex of the baby only to kill, if it happens to be a female. It is learnt that about 4,000 females' babies are aborted in Tamil Nadu alone every year. There is gross underestimation since all cases are unreported and there is no way of estimating such deaths in the absence of maintenance of records.

Female Infanticide

In many families in the lower rung of the society if a female child is fortunate enough not to be aborted then a grim future awaits her soon after her birth in the form of deliberate forced killing by parents/kith and kin. Female infanticide is common in several parts of Tamil Nadu and in certain other parts of India.

Every year twelve million girls are born in India and roughly three million or twenty-five percent of them do not survive to see their fifteenth birthday. One million die in the first year itself. Little girls are allowed to die because of malnutrition and diseases and intentionally not treated. Acts of 'omission' and acts of 'commission' account for the lower survival rates of females. Research studies very clearly indicate that gender discrimination and preference for a son have a growing negative impact on the sex ratio and life expectancy in a number of communities and geographical areas.

Female foeticide and infanticide are fundamental violation of the first and foremost right of the child- the right to survive and hence education of masses on this vital issue is a must.

Girl Child Labour and Violence against Girl Child Workers

Poverty forces many families to send the girl children for work. They are denied the right to education. At the workplace they are subjected to physical and mental torture of varying degrees. Female working children out-number males in both rural and urban areas. For every 1000 male working children in India there are 1,193 female working children. The very denial of childhood is an offence or violence against children. When girls of seven to ten years are forced to act as surrogate mothers it is nothing but violence of a subtle nature.

Child Prostitution

Child Prostitution is another worrying factor. About fifteen percent of the nearly two million prostitutes are believed to be children. Minor girls are preferred in the sex trade since they pose a lesser AIDS risk to their clients. Young girls are purchased or kidnapped and then tortured and sold in various red light areas. The children below seven years were girls. Since below seven is not a sexually active age, the only inference is that they were all victims of sexual abuse.

Trafficking in Children

At the adolescent age women are subjected to lot of cruelty. Their free movement and mobility in search of better avenues of employment are highly restricted in view of increasing social violence against them such as eve-teasing, sexual abuse, rape, kidnapping, molestation, etc. Trafficking in women is consistently on the increase. Utter poverty urges many women of the Third World countries to migrate thus making them an easy prey for traffickers.

Abuse against Married Women

In the married life women are subjected to maximum domestic violence like dowry harassment/dowry death, physical violence, maximum workload both at home and outside, the discarded harmful reproductive technologies being tried out on them in the name of birth control, etc., They have very serious consequences to the health of women. Women are used as guinea pigs.

The torture meted out to widows is mental rather than physical in nature. Because of the social stigma attached to re-marriage young widows are forced to remain single only to feel insecure, face humiliation and fight a tough battle for livelihood.

Communal Violence

The worst form of violence that anyone thinks of is the communal violence. The lower caste women are invariably the victims of caste

politics. Any mass agitation by agricultural labourers for higher wages or better working conditions is suppressed by mass rape of women of these labourers by the rich landlords. Again one of the war crimes is rape of women of the captives or refugees by the soldiers irrespective of which country they belong to.

Oppression in India

Women in India are subject to all forms of violence. Female infanticide is quite common in Haryana and Punjab because there is a preference for sons because male children carry on the family lineage. The education of sons is also considered much more important. In these two states, the sex ratio is lower than the national average.

Discrimination within the household

Within the household, there exists gender discrimination which determines intra-household distribution of food. Because women and girls are given less food than men, malnutrition among adolescent girls and women is quite prevalent in India.

Lack of opportunity to work

Due to lower educational levels, a woman has a much lower capacity to earn. Women from upper castes are seldom allowed to work outside the home. However, work participation rate among low caste women is better compared to that of upper caste women.

Honor killings

Honor killings are quite common in Haryana and Tamil Nadu when young girls marry somebody outside their caste and clan against her family's wishes.

Women as property

Dowry is demanded from the husband's side (in-laws) when younger women get married. Newly married women become subject to verbal and physical abuse. In many cases, young brides are burnt to death by her in-laws if the parents fail to meet the requisite dowry demanded. Women are also viewed in terms of their virginity, as chastity is considered as a great virtue.

In terms of family planning, women have been used as the subjects of experiments. Governments promote contraceptives to lower fertility among women, at the behest of multinational corporations and the corporate sector, without thinking about their consequences. Population control and family planning is considered a way to control women's sexuality.

Conclusion

Thought the causes for violence against women are cited as many ranging from inability to support the family to insanity, one main reason that stands out predominantly is the continuation of patriarchy and unjust social order. Women's subordinate status and dependency are the major causes. The responsibility lies not only with the government but with each and every segment of the society.

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STOP VIOLENCE AGAINST WOMEN

THE ROLE OF UNITED NATION TO PROTECT HUMAN RIGHTS

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The United Nations and Human Rights

The promotion and protection of human rights has been a major preoccupation for the United Nations since 1945, when the Organization's founding nations resolved that the horrors of The Second World War should never be allowed to recur. Respect for human rights and human dignity "is the foundation of freedom, justice and peace in the world", the General Assembly declared three years later in the Universal Declaration of Human Rights. Over the years, a whole network of human rights instruments and mechanisms has been developed to ensure the primacy of human rights and to confront human rights violations wherever they occur.

Human rights are rights inherent to all human beings, regardless of race, sex, nationality, ethnicity, language, religion, or any other status. Human rights include the right to life and liberty, freedom from slavery and torture, freedom of opinion and expression, the right to work and education, and many more. Everyone is entitled to these rights, without discrimination. Since its establishment in 1945, one of the fundamental goals of the United Nations has been promoting and encouraging respect for human rights for all, as stipulated in the United Nations Charter.

"Whereas the peoples of the United Nations have in the Charter reaffirmed their faith in fundamental human rights, in the dignity and worth of the human person and in the equal rights of men and women and have determined to promote social progress and better standards of life in larger freedom… Now, therefore the General Assembly proclaims this Universal Declaration of Human Rights as a common standard of achievement for all peoples and all nations…"

- Preamble, Universal Declaration of Human Rights, 1948

Human rights treaties

The creation of a body of international human rights law is one of the United Nations' great achievements. The United Nations has helped negotiate more than 70 human rights treaties and declarations—many focused on the rights of vulnerable groups such as women, children, persons with disabilities, minorities and indigenous peoples. Together, these treaties and declarations have helped to create a 'culture of human rights' throughout the world, providing a powerful tool to protect and promote all rights. In accordance with the treaties, States parties have set up treaty body committees that may call upon States to respond to allegations, adopt decisions and publish them along with criticisms or recommendations.

World Conferences and Summits

The standards articulated in the international covenants and conventions have been reinforced through declarations and plans of action that have emerged from a series of World Conferences organized by the United Nations. These conferences have gained importance as real forums for deciding on national and international policy regarding such global issues as the environment, human rights and economic development. They focus world attention on these issues and place them squarely on the global agenda.

UNICEF's work in the area of child rights is informed by the World Summit for Children (1990), as well as by the World Conference on Education for All (1990), the World Conference on Human Rights (1993), the World Summit for Social Development (1995), the Fourth World Conference on Women (1995), the Millennium Summit (2000), and the World Summit and Special Session on Children (2005). The 1993 World Conference on Human Rights, in particular, recognized that the human

rights of children constitute a priority for action within the United Nations system. At the 2005 Special Session on Children, Member States committed themselves to improving the situation of children.

Other mechanisms for protecting human rights

The United Nations promotes respect for the law and protection of human rights in many other ways, including:

Monitoring the human rights records of nations: The treaty body committees receive technical, logistical and financial support from the United Nations. The United Nations also has an Office of the High Commissioner for Human Rights, which is mandated to promote and protect the enjoyment and full realization by all people of human rights.

Appointing 'special procedures' to address specific country situations or broader issues: The United Nations may also appoint experts (sometimes titled special rapporteurs, representatives or independent experts), to address a specific human rights issue or particular country. These experts may conduct studies, visit specific countries, interview victims, make specific appeals and submit reports and recommendations.

These procedures include a number of child-specific procedures and many broader procedures which increasingly make reference to children's rights. Child specific procedures include the Special Rapporteur on the sale of children, child prostitution and child pornography; and the Special Representative of the Secretary-General on the impact of armed conflict on children.

Many broader procedures increasingly include references to children's rights in the context of their particular mandates. Such procedures include the Special Rapporteurs on the right to education; on torture; on extrajudicial, summary or arbitrary executions; on violence against women; on freedom of religion or belief; and on contemporary forms of racism, racial discrimination, xenophobia and related intolerance; and also an Independent Expert on human rights and extreme poverty.

Country-specific Special Rapporteurs—who focus on the human rights situations in particular countries and regions and can receive individual complaints—and the Representative of the Secretary-General on Internally Displaced Persons have also singled out violations of children's rights. Some other relevant mechanisms include Working Groups on Enforced or Involuntary Disappearances and on Arbitrary Detention.

The Rights of Human Rights Defenders— Articles 1, 5-9, 12, 13
The right of everyone to promote and protect human rights
Article 1

The Declaration reiterates the overall legitimacy of the defense of human rights. It provides that everyone has the right to "promote and strive for the protection and realization of human rights and fundamental freedoms." The Declaration's affirmation that this overall right may be enjoyed "individually and in association with others," is an important elaboration on the individual rights of human rights defenders. In fact, it is emphasized throughout the Declaration that human rights defenders are entitled to their rights both as individuals and as members of any group, association, or non-governmental organization. The legal or formal status of any such group is therefore irrelevant for the entitlement to these rights.

In addition, the Declaration reiterates that human rights defenders are entitled to promote and protect human rights "at the national and international levels." This is an important clarification that underscores the legitimacy of all human rights work irrespective of borders. Many human rights defenders regularly face harassment by their governments when conducting their work on a regional or international level—passports are confiscated to prevent international travel or reprisals follow upon return home from a human rights meeting abroad or the release of a report outside their country. Thus, lobbying for an improvement in the human rights situation in one's country on the regional or international level—at the UN Commission on Human Rights for example—is

a legitimate activity falling within the scope and protection of the Declaration.

Freedom of assembly, association and the right to communicate
Article 5

Human rights defenders need to be able to form and work in organizations, to hold meetings and to communicate with other organizations. These fundamental rights are protected by international standards. In practice however, human rights defenders frequently face severe restrictions on their freedom of assembly and association. Authorities may arbitrarily deny or cancel registration as an organization, interfere with human rights meetings, and prevent defenders from affiliating with international NGOs.

The Declaration on Human Rights Defenders affirms that for the purpose of promoting and protecting human rights, everyone has the right to meet peacefully; to form, join and participate in non-governmental organizations, associations and groups; and to communicate with non-governmental and intergovernmental bodies, such as UN. Also, the Declaration specifically provides that everyone is entitled to these rights at the national and international levels, individually, and in association with others.

The right to receive and disseminate human rights information, and to draw public attention to human rights issues
Article 6

Unhindered access to, and dissemination of, human rights information is of crucial importance to human rights defenders. This includes the ability to collect and maintain data on human rights violations, to publish reports on human rights laws and practices, and to obtain relevant government documents on human rights protection. However, in practice human rights publications are often confiscated or prohibited, and access to vital information hampered.

The Declaration on Human Rights Defenders recognizes the importance of access to human rights related information. It reiterates that in exercising one's right to information, everyone is entitled to "know, seek, obtain, receive and hold" information about all human rights and fundamental freedoms. This includes the right to gain access to any information on how these rights and freedoms are regulated in domestic legislative, judicial or administrative systems.

According to the Declaration, everyone is also entitled to publish or make known to others "views, information and knowledge" about human rights, a right that builds on provisions in international instruments providing for freedom of opinion and expression. The Declaration particularly provides that "public attention" may be drawn to one's views on the observance of human rights in law and in practice. Earlier versions of this provision in the Declaration elaborated on this by including "by such means as the encouragement of public discussion, the use of the media, peaceful demonstrations and other forms of free and peaceful expression…." The final text did not include this degree of specificity.

The right to develop new human rights ideas
Article 7

Article 7, affirming the right to develop and discuss new human rights ideas, and to advocate their acceptance, was fairly uncontroversial during the negotiation of the Declaration. While important for the ongoing development of human rights, this right may be viewed as an elaboration on the right to freedom of opinion and expression, both firmly protected by international law. However, in the General Assembly's debate on the Declaration, some states expressed their concern with this article.

The right to participate in the government and the conduct of public affairs, and to submit proposals and criticism
Article 8

As reiterated by the Declaration, states have the prime responsibility to promote, protect and implement human rights. Human rights defenders, having a direct interest in influencing this process, often issue specific recommendations to their government on how

to improve the human rights situation. However, not all governments are open to receiving this kind of information or criticism and, by labeling it as "anti-government," "subversive" or "political," authorize repressive measures against the individual or organization. A more positive attitude toward the contribution of human rights defenders is crucial to building mutually beneficial partnerships. Governments that use NGO data in the preparation of state compliance reports to the UN treaty bodies or allow human rights groups to help formulate domestic and international human rights priorities are contributing to this process.

The Declaration on Human Rights Defenders reaffirms that everyone has the right to effective access to participation in the government of his or her country and in the conduct of public affairs, "on a non-discriminatory basis." This reflects similar provisions in international law. The Declaration further elaborates on this right by specifically including the right to submit criticism and proposals to governmental bodies on how their functioning can be improved, and on what obstacles exist to the implementation of human rights.

The right to be protected by the law and to have an effective remedy, the right to complain about official acts, the right to observe trials, and the right to unhindered access to international bodies
<u>Article 9</u>
The right to an effective remedy in case of a human rights violation is an essential cornerstone in international human rights law. Remedies enable victims and relatives to end a specific violation, and to obtain justice and redress.

The Declaration on Human Rights Defenders recognizes the need of human rights defenders to have an effective remedy in case of violations of their rights, including of those in the Declaration. It reiterates that everyone has the right to complain, either in person or through representation, about a particular violation and to have this complaint reviewed in a public hearing by an independent, impartial,

and competent judicial or other body. The complainant is entitled to obtain from this authority a decision providing redress in case of a violation, including any compensation due, as well as the enforcement of this decision, all "without undue delay." Furthermore, individuals and groups are entitled to observe all public trials to "form an opinion on their compliance with national law and international obligations and commitments" without being arbitrarily excluded. Also, the Declaration reiterates that everyone is entitled to offer "professionally qualified legal assistance or other advice and assistance in defending human rights and fundamental freedoms." This is an important provision as it would allow anyone, individually and in association with others, to assist victims of human rights abuses in all possible ways.

The Declaration specifically provides that everyone is entitled to complain about the actions of individual officials and governmental bodies to relevant authorities, through petitions or other means. These authorities are under an obligation to render a decision on the matter without undue delay.

Human rights defenders need free and unhindered access to international monitoring mechanisms to report human rights abuses. However, those who avail themselves of these mechanisms often face reprisals by their governments, as evidenced by the annual reports of the UN Secretary General on cooperation with UN human rights bodies. His 1998 report states that "…[A]s in former years, acts of reprisals reported range from veiled threats to extrajudicial killings. Alleged victims were private individuals or members of non-governmental organizations which were or had been sources of information about human rights violations for United Nations human rights bodies. Allegations of cases where persons who had personally met with representatives of United Nations human rights bodies subsequently suffered reprisals for having done so and are most disturbing." The Working Group on Enforced and Involuntary Disappearances also reports on this chilling reality: "In some countries, the mere fact of reporting a disappearance entailed a serious risk to the life or security of the person making the

report or to his or her family. In addition, individuals, relatives of missing persons and members of human rights organizations were frequently harassed and threatened with death for reporting cases of human rights violations or investigating such cases."

The Declaration on Human Rights Defenders reiterates everyone's right to "unhindered access to and communication with" international bodies that are mandated to receive individual communications. This would cover all regional and international human rights monitoring mechanisms and procedures.

In the drafting process of this provision, some governments advocated fairly restrictive proposals that would, for example, require human rights defenders to exhaust domestic remedies before even contacting an international body. Such a requirement is clearly not in accord with any procedure established by such bodies. While individual complaint procedures in human rights treaties often require that available and effective domestic remedies are exhausted before a complaint can be declared admissible, states should not to use this rule to prevent human rights defenders from submitting complaints or communicating with such bodies. According to these treaties, it is up to the relevant treaty body to determine the admissibility of a complaint and the effectiveness of domestic remedies. Also, when reviewing state compliance reports, treaty bodies do not require that NGOs exhaust domestic remedies before submitting information, including information on violations.

The right to participate in peaceful activities publicizing human rights violations and to be protected against violence or adverse discrimination
Article 12

When human rights violations take place, human rights defenders often respond by drawing public attention to the abuses. However, this public exposure makes human rights defenders a vulnerable target for repressive measures and harassment. The effective protection of human rights defenders who publicly denounce human rights violations is therefore essential.

While international law generally provides for the right to hold peaceful assemblies and demonstrations, as well as for freedom of expression, the Declaration contains more specific language on the degree to which everyone is entitled to effective protection. According to the Declaration, protection needs to be guaranteed by national law, and cover all peaceful responses or opposition to "activities and acts, including those by omission, attributable to States" resulting in human rights violations. To clarify these term, the Working Group agreed on the interpretation that "[t]he words 'activities and acts attributable to States' shall cover the acts of State organs as well as of agents or State*, including the acts of agents of State trespassing their mandates* (emphasis added)."

The Declaration also provides that everyone is entitled to similar protection when protesting violent acts of other groups or individuals.

Right to receive funding and other resources
Article 13

Human rights defenders need adequate resources to carry out their activities. They frequently depend on donations from individuals, private foundations, corporations, and governments to conduct their work, but often face extensive government control and arbitrary restrictions.

The ability of human rights defenders to receive funding has been the single most controversial right in the negotiations on the Declaration. A number of governments strongly opposed the inclusion of such a provision, particularly as it relates to allowing human rights defenders to receive funding from outside the country. In its current wording, the Declaration does allow human rights defenders to "solicit, receive and utilize resources for the express purpose of promoting and protecting human rights and fundamental freedoms, through peaceful means" without any of the previously proposed restrictions on funding. As a compromise however, this provision does contain a direct reference to the provision in the Declaration on the role of domestic legislation, which will be discussed below.

B. Duties of the State—Articles 2, 9.5, 12.2, 14

The Declaration on Human Rights Defenders contains a number of very explicit provisions on the duty of the State, both to promote and protect human rights generally, and to guarantee the rights of human rights defenders.

The responsibility of the state to promote and protect human rights, including the rights of human rights defenders
Article 2

Under the UN Charter, member States are obligated to promote universal respect for, and observance of, human rights and fundamental freedoms without distinction as to race, sex, language, or religion. The Universal Declaration of Human Rights reiterates this obligation, and sets a common standard of achievement toward the effective recognition and observance of human rights. A state that is party to human rights treaties is furthermore under a legal obligation to ensure these rights to all individuals under its jurisdiction, and to provide for an effective remedy in case of a violation.

The Declaration on Human Rights Defenders reiterates that States have a prime responsibility to promote, protect, and implement human rights and fundamental freedoms. To this end, States should take all necessary measures, including adopting legal guarantees, to ensure that everyone can enjoy these rights in practice, individually and in association with others. In addition to this general obligation to promote and protect human rights, States should take all necessary steps to ensure that the particular rights and freedoms of human rights defenders are effectively guaranteed.

State duty to conduct investigations in case of human rights violations
Article 9.5

States have the obligation to conduct an exhaustive and impartial investigation into allegations of human rights violations, in order to identify and bring to justice the perpetrators. The Declaration on Human Rights Defenders echoes this by outlining the state obligation to conduct a "prompt and impartial investigation" or inquiry whenever there is "reasonable ground" to believe that a violation has occurred.

State duty to take all necessary measures to protect human rights defenders against violence, discrimination and retaliation
Article 12

In carrying out their work, human rights defenders need to be assured of effective protection against violence, retaliation, or discrimination. The increasing need for such protection has been illustrated by the numerous attacks on human rights defenders in recent years.

The Declaration reiterates the obligation of the State to protect fully human rights defenders against any attacks, violence, threats, and discrimination, and to adopt all necessary measures to ensure that individuals and groups are fully protected, by law and in practice. An example of such a measure can be found in the 1998 report of the Special Rapporteur on Extrajudicial, Summary or Arbitrary Executions to the Commission on Human Rights: "[i]n circumstances where certain State authorities or sectors of the civil society perceive political dissent, social protest or the defense of human rights as a threat to their authority, the central government authorities should take action to create a climate more favorable to the exercise of those rights and thus reduce the risk of violations on the right to life. The Special Rapporteur encourages Governments to recognize publicly the legitimacy of and contribution made by human rights defenders."

State duty to promote human rights through education and training
Article 14, 15

Human rights training and education are crucial to promoting a better understanding of human rights within a society. Under various human rights treaties, States parties have a duty to adopt measures to promote human rights through teaching, education, and training.

The Declaration on Human Rights Defenders cites a similar obligation, and also mentions the State's duty to ensure the

widespread dissemination of information about national and international human rights laws, as well as government reports to UN treaty bodies and the official records of treaty body sessions. Also, it encourages states to support the establishment of independent human rights institutions such as human rights commissions and ombudsmen. The Declaration also specifically requires States to promote and facilitate human rights education at all levels of schooling, and in particular in the training of lawyers, law enforcement officials, members of armed forces, and public officials.

C. Responsibilities of human rights defenders
Articles 16, 18

While human rights defenders may have general duties toward their community, they should not be burdened with any further restrictions or "responsibilities" in carrying out their work. The proposal to incorporate in the Declaration on Human Rights Defenders a list of duties of human rights defenders to "counter-balance" their rights was systematically rejected by NGOs and many governments participating in the Working Group. However, a small group of governments insisted on the inclusion of some additional responsibilities, which are reflected in two provisions in the Declaration. It is important to note, however, that none of the more damaging proposals were incorporated in the final text. Rather than imposing duties, the "important role" and "contribution" of human rights defenders is now highlighted.

The first provision stresses the role of individuals, NGOs and relevant institutions in making the public more aware of human rights issues, through education, training, and research. In carrying out these activities, individuals and organizations are requested to "bear[…] in mind the various backgrounds of societies and communities, in which they carry out their activities." This addition was agreed upon in the understanding that "bearing in mind" is a mental process that does not pose any restrictions on human rights defenders. Previous proposals that did not meet the consensus of the Working Group had specifically disallowed human rights defenders to "ignore the various

historical, cultural and religious backgrounds of the societies and communities where they carry out their activities."

Another troublesome proposal related to responsibilities of human rights defenders was also significantly watered down in the course of the negotiations. The provision now incorporated in the Declaration reflects article 29.1 of the Universal Declaration of Human Rights, and highlights the important role and responsibility of human rights defenders in "safeguarding democracy" and "contributing to the advancement of democratic societies, institutions and processes." This provision was accepted with the understanding that it does not restrict human rights defenders from responding or reacting to actions or decisions of democratic institutions, or to democratic processes as such. It was stated, for example, that if a parliament approves a general amnesty for human rights abusers, human rights defenders would still be entitled to protest this decision despite the fact that it was made democratically. It was also argued that working to promote and protect human rights, and challenging the government on effective implementation, in of itself amounts to "safeguarding and advancing democracy."

D. Responsibilities of those who can affect the enjoyment of human rights by others
Articles 10,11

In addition to the State and individuals and groups working to promote and protect human rights, others can play a crucial role in preventing human rights abuses.

The duty to refrain from participation in human rights abuses
Article 10

The Declaration states that everyone is under the obligation to refrain from participating in human rights violations, either by act or "failure to act where required." This provision thus covers all forms of participation in human rights violations, not just those resulting from specific acts. For example, law enforcement officials who do not intervene in arbitrary killings of civilians, either to protect those at risk or to arrest those responsible for

violations, would be seen as "participating" in these violations. To further strengthen this obligation to refrain from participating in violating human rights, the Declaration provides protection to those who choose not to participate by reiterating that "no one shall be subjected to punishment or adverse action of any kind for refusing to do so."

Duty to comply with professional standards to ensure the human rights of others
Article 11

The Declaration reiterates the right of everyone to lawfully carry out his or her profession, and emphasizes the responsibilities attached to professions that can affect the human dignity and enjoyment of human rights by others. In particular, doctors, lawyers, judges, prosecutors, and law enforcement officials can often play a crucial role in upholding human rights. These professionals are under a general obligation to comply with national and international professional codes and ethics.

E. The role of domestic law in the implementation of the Declaration on Human Rights Defenders
Article 3, 17

Another contentious issue in the negotiations leading to the final Declaration was the role of national law in the implementation of the Declaration. In the Working Group, some States held the position that the rights in the Declaration would only be guaranteed insofar as they conform with national laws and regulations. NGOs and many governments opposed the inclusion of such a provision and argued that the application of the rights in the Declaration should not be subordinated to national legislation, which will differ from state to state and may restrict the rights of human rights defenders. Instead, national legislation should be brought into conformity with the international standard.

The Declaration does include a reference to the role of national law, but with an important safety clause; it states that in order to provide the "juridical framework" of implementation of the Declaration, domestic law must be "consistent with the Charter of the

United Nations and other international obligations of the State in the field of human rights and fundamental freedoms". Many participants in the Working Group have argued that "international obligations" would cover all treaty based and customary law obligations of the State, as well as the human rights standards adopted within the United Nations system and by regional human rights bodies. A frequently mentioned example of unacceptable domestic legislation was that of a law that imposed restrictions on human rights organizations that were discriminatory compared to other not-for-profit organizations. Discrimination on grounds of race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status is prohibited under international law.

Also, it is important to see this provision in the context of other articles in the Declaration. As domestic law is feared to have a more restrictive approach to the rights of human rights defenders, it is particularly important to apply article 3 in accordance with the provision that deals with limitations on the exercise of rights. According to this provision, any limitation on the enjoyment of rights and freedoms has to be in accordance with international obligations AND determined by the law solely for the purpose of: (a) securing due recognition and respect for the rights and freedoms of others, and (b) meeting the just requirements of morality, public order and the general welfare in a democratic society. Therefore, if a domestic law pertains to a limitation of a right in the Declaration, it needs to satisfy the above-mentioned criteria.

F. Interpretation of the Declaration on Human Rights Defenders
Article 4, 19, 20

The Declaration on Human Rights Defenders gives some guidance on how it should, and should not, be interpreted;

First, the Declaration states that nothing should be construed to contradict the purposes and principles of the UN Charter, or to contradict or derogate from international human rights instruments such as the Universal Declaration of Human Rights, the International

Covenants on Human Rights, and other human rights instruments and commitments. This provision thus provides an important safeguard against restrictive interpretations of the rights in the Declaration that derogate from international standards.

In addition, the Declaration states that nothing in its text may be interpreted as a right to engage in the destruction of the rights of human rights defenders. This provides an important additional safeguard to restrictions on the rights of human rights defenders.

The final provision in the Declaration states that nothing in the Declaration should be interpreted as permitting individuals, groups, institutions, and States to support individuals, groups, or organizations "contrary to the provisions of the Charter of the United Nations." Delegates at the working group session argued that as long as governmental support was given to individuals and organizations for the purpose of advancing human rights work, such support was compatible with the UN Charter.

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ABLAZE WITH A NEW FIRE: A FUSION OF NEW MODEL OF TRANSFORMATIONAL AND SERVANT LEADERSHIP STYLE IN A RAPIDLY CHANGING WORLD

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ABSTRACT

Leadership is the action of leading a group of people or an organization, or the ability to do work. The expansion of overseas markets, aided by information and communication technologies and the growing importance of multinational companies have resulted in a proliferation of pressure to the Leader. There is an apparent need to develop an understanding of how to manage human resources in different parts of the world. Many of the prominent theoretical models and concepts of HRM were developed based on different issues and principles but almost all the companies that participated in the studies relating to leadership indicated that they necessitate more global managers with high quality of global leadership capabilities.

This paper mainly focuses on transformational and servant leadership style based on the Dynamic Servant Leadership Model (DSLM). This model was chosen because of the interconnected styles, attributes, skills and behaviors which are very useful to the current scenario of HRM. The servant leadership is a type of participative leadership style rather than an autocratic style. A systematic understanding of the DSLM enhances a leader's capability to establish, implement, and control organizational change strategies in a multi-cultural-cognitive institutional environment. Thus, the efficiency and effectiveness of a transformational and servant leadership style will definitely bring about personal, interpersonal, institutional and societal changes where the relationship, commitment and trustworthy prevail. This paper addresses an assortment of leadership styles, attributes, skills, and behaviors that are envoy of an effective servant leader with a new fire that kindles other fire.

Keywords: *Leadership, leadership style, leadership model, servant leadership*

Introduction

While much conventional research on leadership is of limited value in the context of professional service firms, an emerging body of process-based leadership research has the potential to be highly relevant. From this Perspective, leadership is not necessarily something that an individual does or a quality that an individual possesses, but is a process of interaction among organizational members seeking to influence each other. Today the world explores to change the leadership principles. The leader should have strong principles with great love in every aspect of human endeavourers, whether be it a family, Government, business organization, institutions of various levels, etc. Modern organizations have become extremely complex because of the necessity to adapt to dynamic environmental factors. Thus, a primary organizational task is to identify and develop effective leaders who can create, implement, and control effective change strategies that align the organization's structure with its strategies.

Leadership

Broadly speaking, leadership deals with the interpersonal relationships, behavior dynamics and change aspects of the manager's job. According to current thinking leadership deals with change, inspiration, motivation and influence. According to Kotter (1990) leadership copes with change and for Covey (1989) leadership makes sure that the ladders we are climbing are leaning against the right wall. Thus leadership has been defined as "a process by which a person influences others to accomplish an objective and directs the organization in a way that makes it more cohesive and coherent" (Rost, 1993). Another popular definition of

Leadership is a process whereby an individual influences a group of individuals to achieve a common goal.

Various Schools of Thought

In the development of leadership theory, many schools of thought have evolved and each has added to the understanding of leadership and its relationship to strategy formulation. The outline of the influential and contemporary leadership schools of thought and the resulting process involved in strategy formulation are given below.

Table 1.0
School of Thought and their strategy

	School of Thought	*Strategy Formation Process*
1	Design	Conceptual
2	Planning	Formal
3	Positioning	Analytical
4	Entrepreneurial	Visionary
5	Cognitive	Mental
6	Learning	Emergent
7	Political	Power
8	Cultural	Ideological
9	Environmental	Passive

Source: *(Mintzberg, 1990).*

These diverse schools of thought and their related processes of strategy formulation, to varying degrees, are more or less adaptive to change. Hence, the processes that are more flexible allow for the emergence of new formal and informal systems as organizational change evolves. This flexibility to adapt the emerging systems processes is essential for strategy implementation, particularly to the alignment of the organization's structure with its strategy.

Leadership Traits

Each of the leadership schools of thought discussed above entails specific leadership traits. Understanding leadership traits is very important for determining the potential for effective leadership in organizations. The trait approach is viable and still used today for identifying qualities of good leaders. It also provides a list of five traits that are critical for a leader to establish successful followership which

include "intelligence, self-confidence, determination, integrity, and sociability" (Northouse, 2007). Today's leaders face a business environment that is extremely dynamic in which change is constantly occurring. Thus, it is essential that leaders are surrounded by followers who share the leader's vision and are willing to put forth the effort to accomplish the organization's goals (Bennis, 1999).

A leader must have the intelligence to identify changing environmental dynamics and the self-confidence to make significant changes within the organization's strategy and structure to make it more adaptive. In addition, the leader must have the determination to persevere the followers who believe in their vision in difficult and challenging situation. For effective followership to occur the leader must manifest a significant level of integrity and be able to instill this integrity and values in others (Bennis, 1999; Banutu-Gomez, 2004). The sociability trait provides the leader the ability needed to create and enhance shared meaning and generate true followership.

Leadership Style

Leadership style depends on the leader's and organization's conception of what leadership is, and on the leader's choice of leadership styles. The Possible conception of leadership is exercising power, being the boss, task orientation, taking care of people, empowerment, providing moral-ethical leadership, providing work towards a vision.
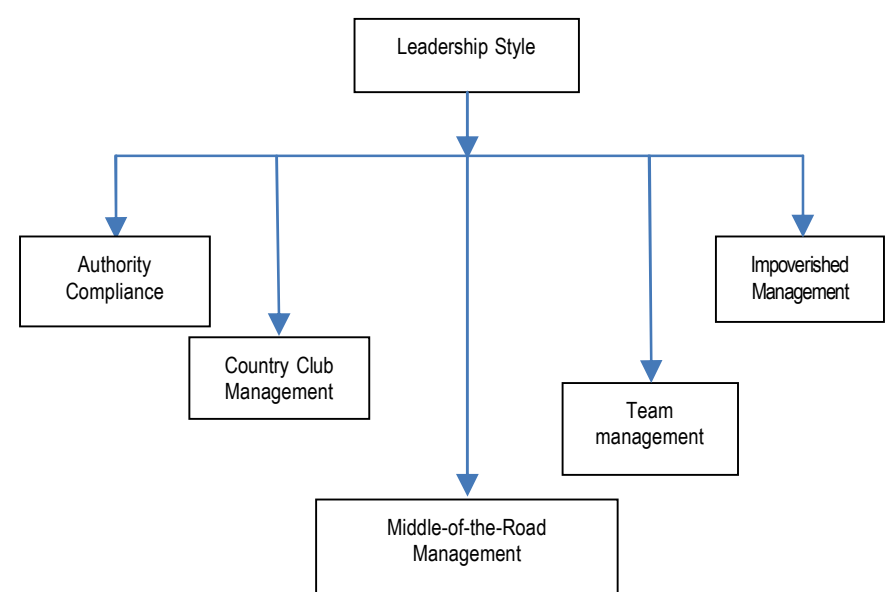

Figure 1.0 Leadership Style

There are many number of leadership styles followed by an organization as shown in

the above figure 1.0. Addition to leadership traits, the leadership style school of thought views leadership from a differing paradigm but provides a very important contribution to leadership theory. First, many leaders today use an "authority-compliance" style which emphasizes task and job requirements and places little emphasis on people other than as resources for accomplishing the job (Northouse, 2007). In the long run this leadership style tends to lead to low morale and poor efficiency. A second leadership style is called the "country club management style" which deemphasizes production processes and places high significance on inner relationships within the organization (Northouse, 2007). This leadership style can result in high morale with a low level of production efficiency. A third style used by leaders is called "impoverished management" which involves minimum effort to accomplish objectives or maintain worker satisfaction levels (Northouse, 2007). This leadership style is very lax and results in mediocre morale and poor performance. The fourth leadership style is called "team management" in which people work together because of a common vision in which there is a relationship of trust and respect between New Dimensions of leadership and followers (Northouse, 2007). Most often "team management" provides the highest level of worker satisfaction, morale, and production efficiencies (J.B. Quinn, 1985; Chalofsky, 2003; Chakraborty et al., 2004). The fifth and last leadership style is called "middle-of-the-road management" and entails a balance of organizational performance and worker satisfaction. On the surface this leadership style may appear to be the best because it is balanced in the middle of the other four styles.

Leadership Models

The Levels of Leadership model is notable for its attempt to combine the strengths of older leadership theories. Leadership models may be defined as guides that suggest specific leadership behaviors to use in specific environment or situation. In addition, they often use a graphic representation to visually show the required leadership behavior. As the various schools of leadership thought have emerged with numerous trait and style approaches, there

is several distinctive leadership models have evolved. Thus, in the discussion, various leadership traits and styles have been addressed in addition to their potential outcomes. Now we will identify several leadership models which include charismatic, transactional, situational, and transformational and servant.
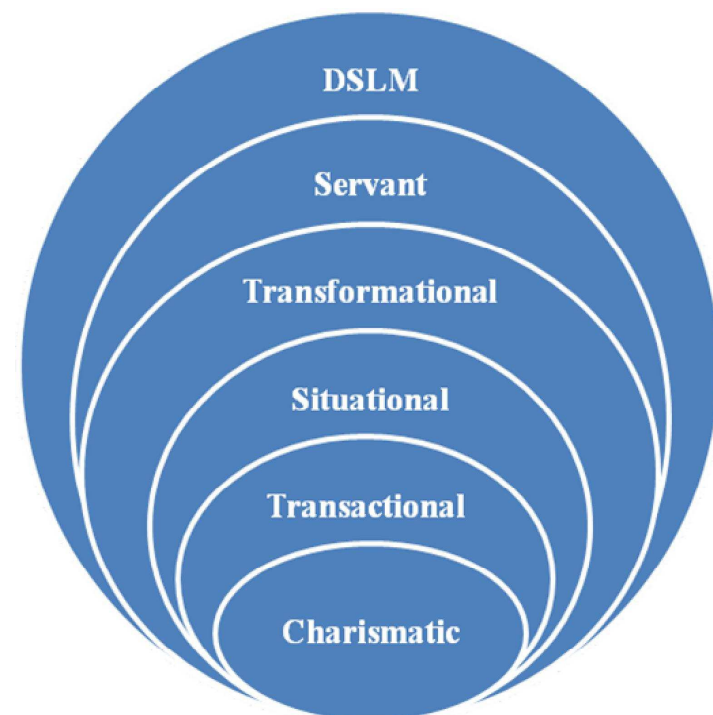

Figure 2.0 Leadership Models

First, charismatic style leaders exemplify extraordinarily powerful leadership characteristics that inspire and direct followers by building their commitment to a shared vision and values (Hoogh et al., 2004; Mannarelli, 2006), Second, transactional style leaders engage in a process of social exchanges with followers and that involves a number of reward-based transactions (Bass, 1990; Avolio & Bass, 1999). Third, situational style leaders use a style that is most appropriate to their particular situation and/or environment that can encompass one or more of the above mentioned leadership styles (Leahy, 1997; Weick, 2002; Baum & Locke, 2004). Fourth, transformational style leaders inspire followers to share a vision and empower them to attain the vision by providing the necessary resources to develop their full personal potential (Bass, 1990; Bass & Avolio, 1993). Fifth, servant style leaders place their follower's interest before their own, emphasize their follower's personal development, and empower their followers (Rowe, 2003; Banutu-Gomez, 2004; Wheatley, 2004; Covey, 2006). As one can determine from

these leadership style models, there is significant diversity in the various approaches to leadership.

Transformational leadership model

However, because of the similarities in styles, attributes, skills, and behaviors, the focus of this paper is on the transformational and servant leadership models. Transformational and servant leadership will be analyzed and evaluated in the following.

Personal perspective

According to Quinn (1996), transformational leaders are internally driven visionaries who are able to "see beyond technical competence and political exchange". Also, Quinn clearly states that the transformational leader focuses from a paradigm where the first priority is vision realization and behaves within a construct of a formal moral system, attains power from a core set of values, provides behavioral integrity, is self-authoring, communicates symbolically with associates, is action-learning driven, and whose strategies are highly complex. The transformational leader is also able to continually realign their perspective or paradigm to adapt to the dynamics of an ever-changing environment. These behavioral characteristics are perceived as a tremendous strength by outside observers who often become followers. From a humanistic perspective, the genuine transformational leader maintains a basic understanding of their organization's affirmative moral obligation (Trevino, 1986; Manz &Sims, 1990; Covey, 1991; C. C. March, 1996; Tichy & McGill, 2003). Based on social ethics theory, an organization has a positive moral obligation to do "good" for all of its stakeholders and not harm them in any way (Freeman, 1994). Hence, a transformational leader places significant emphasis on moral and ethical factors to make decisions that eliminate the potential for impairment to its stakeholders, including employees (Downton, 1973; Burns, 1978; Covey, 1991; Freeman, 1994; Chalofsky, 2003; Connolly & Myers, 2003; Chakraborty et al., 2004; Greenwood, Northouse, 2007).

Cultural perspective

As the transformational super-leader impacts their organizational culture through their actions, decision making, and attitudes which in turn, enhances employee's positive perceptions and values (Argyris, 1976; C.C. Manz & Sims, 1990; Covey, 1991; P. B. Crosby, 1996; B. C. Crosby, 1999; W. Bennis, 2004a, 2004b). What this means is that super-leadership must integrate the fruits of cultural development into the organization's workforce include virtuous behavior and characteristics like trust, honesty, caring, ethics, honor, and meaning (Whetstone, 2003; Garcia-Zamor,2003; Ahmed & Machold, 2004; Chakraborty et al., 2004; Lea, 2004; Tauber, 2005;) . As super-leaders "walk the talk" of this humanistic virtue-driven program, each employee's commitment and focus on these same virtues is heightened the positive outcomes including greater job satisfaction, better attendance rates, higher productivity levels, and better morale will begin to flourish (Covey, 1991; Chalofsky, 2003; Chakraborty et al., 2004; Greenfield, 2004; Hamel, 2006; Beck, 2006).

Decision making perspective

The transformational leader's decision making processes is aligned with a Kantian Capitalism perspective in which no individual, including employees of a company, should be used as a means to an end (Greenfield, 2004; Lea, 2004; Smith, 2004; McCormick, 2006). Rawles explains that "individuals are a self-originating source of valid claims" and definitely matter from a moral and ethical perspective (Rawls, 1972). In other words, transformational leaders ensure that their organizations do not regard its employees as a means to an ends without their full and free consent (Burns, 1978; Covey, 1991; Greenwood, 2002; Chakraborty et al., 2004; Salopek, 2004; Organization & management theory, 2005; Northouse, 2007). The transformational leader creates a vision that benefits all stakeholders including employees and consequently, all stakeholders have a legitimate right to participate in organizational decision making that has an impact on their well being (Burns, 1978; Vaghefi & Huellmantel, 1998; Chakraborty et al., 2004; Stainer, 2004).

Paradigm shift

The transformational leader thoroughly understands how each employee's cultural perception impacts their performance and productivity. As mentioned earlier, a cultural shift can only happen by acknowledging the importance of stakeholder ethics and allowing employees to actively participate in the decision making process. To accomplish this task, the transformational leader is willing to adopt a broader definition of what their organization's existence represents. Transformational, super-leaders understand that the cultural paradigm shift must encompass all aspects of the organization's culture as though it is a true living, breathing, organic entity (Bertalanffy, 1972; Argyris, 1976; Weick, 1987; Black, 2002; W.G. Bennis, 2004; Watters, 2006). Transformational super-leaders address many organizational questions that include what their organizations do, how it functions, why it exists, and how all the major stakeholders are impacted by its actions? By answering these questions truthfully, transformational super-leaders begin to discover the significance of organizational culture and how to use organizational culture to instill positive values about the corporate mission or vision into its workforce. These transformational leadership behaviors instill positive values and perceptions in the culture and positively impact employee attitudes and performance (Chalofsky, 2003; Mohamed, Wisnieski, Salopek, 2004; Whitmore, 2004; Marques, 2005).

Servant leadership model

Servant leadership is the next level of leadership wherein the focus is on the objectives to serve others. It creates an ambiance in which others see their potential being encouraged and developed and power is used to serve others not to dominate. The important characteristics of this type of leadership are listening, empathy, healing, awareness, persuasion, conceptualization, foresight, stewardship, commitment to the growth of people and building community.

Personal perspective

Servant leaders are different than their counterparts and the traditional concept of what a leader is or does. Banutu-Gomez (2004) states

that "to succeed, leaders must teach their followers not only how to lead: leadership, but more importantly, how to be a good follower: followership". Accordingly, a good follower is someone who can take direction without challenging their leader. Exemplary followers as employees to take initiative without being prompted, assume ownership of problems, and participate actively in decision-making. It is the servant leader's ability to be both a great follower and a great leader that is results in their ability to inspire and motivate others. Another important aspect of servant leadership is their ability to see more clearly than anyone else as a result of their continual and our openness to inspiration and revelation (Rowe, 2003; Wheatley, 2004; Covey, 2006). In addition, the servant leader actively recruits exemplary followers and is open to input from them which enhances leader-follower trust (Pepper, 2003; Banutu-Gomez, 2004). Moreover, the servant leader is willing to sacrifice themselves out of love for others and in the face of difficulty openly willing to accept fault for negative out comes (Rowe, 2003; Wheatley, 2004).

Cultural perspective

A servant leader willingly accepts the responsibility to contribute to the organizational culture and make the situation better for everyone and not just for themselves (Banutu-Gomez, 2004; Covey, 2006). Thus, it is their responsibility to go beyond reminding followers of the rules and requirements instead lead by example. In doing so, it becomes the servant leader's ultimate goal to help all employees to achieve more than just mutually acceptable goals or objectives. Rather, the servant leader strives to instill a mutual acceptance, understanding, and appreciation of a shared vision and/or goal. Additionally, the servant leader makes every effort to teach leadership to their followers (Garcia-Zamor, 2003; Banutu-Gomez, 2004; Covey, 2006).An effective servant leader understands that people typically find freedom terrifying because of the number of choices and the uncertainty involved in making the choices (Banutu-Gomez, 2004). Thus, the servant leader focuses on overcoming this fear through creating a shared culture and shared meaning

throughout the organization. "People need a structure, an order, and predictability to avoid a feeling of powerlessness in the organizational setting" Banutu-Gomez (2004). Thus, servant leaders are able to overcome the paradox of teaching employees to become independent and critical thinking while maintaining their subordinate status. The servant leader's key to overcoming this paradox in organizational culture is to challenge each person to lead themselves by tapping into their intelligence, spirit, creativity, commitment, and uniqueness (Rowe, 2003; Banutu-Gomez, 2004; Wheatley, 2004; Covey, 2006). In addition both leaders and followers must be willing to confront their fear of conflict with one another in order to avoid the development of alienation.

Decision making perspective

A true servant leader makes decisions that focus on transforming their followers toward personal greatness (Banutu-Gomez, 2004; Covey, 2006). By openly demonstrating a commitment to their follower's best interest, the servant leader is able to create a psychological contract with their followers. In addition, because the servant leader leads by example they are able to create a social contract and thus enhance both tangible and intangible relationships with followers. Banutu-Gomez (2004), states that "the central role of the server leader is establishing sustainable strategic vision for the organization or community in a convincing and inspiring fashion". Servant leaders "inspire hope and encourage another by living out their convictions, facilitating positive images, and by giving love and encouragement" (Rowe, 2003; Wheatley, 2004). These actions demonstrated by servant leaders demonstrate concern for others and their needs and interests analysts its empathy and trust from followers.

Paradigm shift

A great servant leader can be measured by the quality of their followers. Hence, it is important to address the skills that are possessed by exemplary followers. Thus, the servant leader strives to create a culture that can add value to groups they are members of by focusing on goals, taken initiatives, and being who they are. The servant leader makes every effort to create

an open systems environment in which followers feel comfortable to be themselves and group situations. In addition, there is a focus on shifting the organizational culture toward one of exemplary followers who have a sense of direction, drive and intensity. Again the servant leader must instill this direction and provide an environment in which motivation becomes self-evident. To accomplish these skills a great servant leader must create a paradigm shift that develops a "learning organization model" in which followers are allowed to grow and develop additional expertise (Banutu-Gomez, 2004). Next, we will blend the transformational and servant leadership models within a five-dimensional contemporary leadership construct developed by the author (Lowder, 2007).

Dynamic Servant Leadership Model

Establishing a model for leadership is a challenging pursuit that may result in differing outcomes depending upon the framework being used. This paper has analyzed and evaluated the transformational and servant leadership model. Thus, the paper will formulate a new model called the DSLM that is based upon the evaluation and analysis of styles, attributes, skills, and behaviors contained in the transformational and servant leadership model. This model is presented within the framework of a leadership meta-analysis performed by the author that contains a matrix of criteria that encompass the various realms of leadership behavior and outcomes. The contemporary leadership matrix establishes five areas that represent critical components of the DSLM.

The five preliminary levels are compiled through a meta-analysis of several researchers' theories on leadership. These five levels include personal, interpersonal, managerial, institutional, and societal (Lowder, 2007). Each of these primary levels within the DSLM contains specific leadership styles, attributes, skills, and behaviors that have been identified throughout this paper as they relate to transformational and servant leadership.

Personal Level

Personal Level-Is trustworthy, has a strong personal ethic, is tough minded, emulates an optimism toward life, is able to remain self-

motivated, establishes and follows through on goals, maintains a focus on high priority issues, learns from their mistakes, accepts consequences of actions, consistently seeks self-improvement, consistently sets priorities, and effectively manages time. The leadership styles, attributes, skills, and behaviors contained in the personal level of the DSLM exemplify many components of the transformational and servant leadership styles discussed earlier. The dynamic leader must maintain styles, attributes, skills, and behaviors including: maintains trustworthiness, has a strong personal ethic, is tough minded, emulates an optimism toward life, is able to remain self-motivated, establishes and follows through on goals, maintains a focus on high priority issues, learns from their mistakes, accepts consequences of actions, consistently seeks self-improvement, consistently sets priorities, and effectively manages time (Bass, 1990, 1999; P. B. Crosby, 1992; Tichy & Sherman, 1994; Banutu-Gomez, 2004). Each of these characteristics, attributes, and skills are essential for a dynamic leader's long -term success and are framed into this construct based upon the transformational and servant leadership style models.

Interpersonal Level

Interpersonal Level-Strives to trust others, demonstrates compassion, empathizes with people, is fair and objective, encourages others, guides others, and motivates others. The styles, attributes, skills, and behaviors in the interpersonal level include: strives to trust others, demonstrates compassion, empathizes with people, is fair and objective, encourages others, guides others, and motivates others (Waterman Jr., 1987; Covey, 1990; Charles C. Manz & Sims Jr., 1990; R. E. Quinn, 1996, 2005; Tichy & Sherman, 1994). Dynamic leaders who demonstrate these interpersonal leadership characteristics, attributes, and skills also exemplify many aspects of the transformational and/or servant leadership styles and are also often perceived as charismatic and influential (Tichy & Devanna, 1986; Bass, 1990, 1999; Bass & Avolio, 1990,1993; Hofmann & Jones, 2005; Takala, 2005; Roussin, 2006; Srivastava, Bartol, & Locke, 2006). In addition, dynamic leaders who perform well in the interpersonal level tend

to have an enormous impact on their follower's behavior and a significant impact on the organizations culture (Bass, 1990, 1999; Bass & Avolio, 1990, 1993; Bass & Steidlmeier, 1999; Bate, Khan, & Pye, 2000; Garcia-Zamor, 2003; Pepper, 2003; Rowe, 2003; Banutu-Gomez, 2004; Hamilton &Bean, 2005; Covey, 2006). Hence, in evaluating the overall effectiveness of a dynamic leader at the interpersonal level, one may discover significant irregularities as compared to the other major dimensions. Both transformational and servant leaders are masters of developing and enhancing interpersonal relationships in their organizations and thus, provide relevant styles, attributes, skills, and behaviors to the DSLM (Tichy & Devanna, 1986; Bass & Avolio, 1990, 1993; Bass & Steidlmeier, 1999; Avolio, & Berson, 2003; Banutu-Gomez, 2004; Wheatley, 2004).

Managerial Level

Managerial Level - Creates team spirit, achieves productivity through people, delegates authority, empowers others, communicates at all levels, demonstrates candor, seeks continuous operational improvement, is proactive in their actions, stays close to the customer, is value driven, and maintains a sound business perspective when facing dilemmas and paradoxes. The styles, attributes, skills, and behaviors in the managerial level of the DSLM include: creating team spirit, achieving productivity through people, delegating authority, empowering others, communicating at all levels, demonstrating candor, seeking continuous operational improvement, consistently proactive in their actions, staying close to the customer, remaining value driven, and maintaining a sound business perspective when facing dilemmas and paradoxes (Bass & Avolio, 1990, 1993; Burke & Litwin, 1992; Bass, 1999; Humphreys, 2001; Braga, 2002; Bass et al., 2003; Banutu-Gomez, 2004; Hamilton & Bean, 2005; R. E. Quinn, 2005). Each of these styles, attributes, skills, and behaviors can be directly associated with the transformational and servant leadership models. The managerial level of the DSLM determines how well the leader operates within their primary sphere of influence and control within the organization.

Institutional Level

Institutional Level-Dedicated to continuous relationship building, always scans the organization's environment, strives to understand customer needs, instills organizational vision in followers, maintains organizational stability, focuses on stakeholder satisfaction, and is committed to employee satisfaction. The institutional level of the DSLM shifts the focus from a micro-perspective that was used in the personal, interpersonal, and managerial levels to a macro-perspective that focuses on the organizations structural and strategic integrity. This means that the dynamic servant leader's styles, attributes, skills, and behaviors have a greater focus on aligning the organization's structure with its strategy. This alignment of organizational systems provides organizational stability, builds coalitions, establishes networks across organizational lines, increases efficiency, and enhances effectiveness (Weick, 1987; Burke & Litwin, 1992; Anantaraman, 1993; Suan, 1994; Amprey, 1996; Rushmer, 1997; Ian & Chris, 2000; Salvato, 2003; Asoh, 2004). The styles, attributes, skills, and behaviors synthesized from the transformational and servant leadership models into the DSLM include: a dedication to continuous relationship building, consistently scanning the organization's internal and peripheral environment, complete focus on understanding customer needs, instilling organizational vision in followers, maintaining organizational stability, focusing on stakeholder satisfaction, and a firm committed to employee satisfaction (Gallik, 1989; Bass & Avolio, 1990,1993; Anantaraman, 1993; Avolio & Bass, 1999; Eisenbach, Watson, & Pillai, 1999; Schruijer & Vansina, 1999; Parry, 2004). Each of these elements is critical to aligning the organization's structure with its strategies.

Societal Level

Societal Level - Focuses on positive environmental impacts, is involved in community building, develops positive public relations efforts, and is committed to environmental stewardship. The characteristics, attributes, and skills of the DSLM at the societal level focus on the leader's impacts and/or outcomes on the organization's external

stakeholders. These external stakeholders include the environment, communities, governments, suppliers, or consumers as a result of the leader's decisions and/or their organization's operations. The DSLM focuses on styles, attributes, skills, and behaviors that result in positive impacts and/or outcomes to organizational stakeholders mentioned above within the leader's control and sphere of influence. The styles, attributes, skills, and behaviors in this area include: a focus on positive environmental impacts, is involved in community building, develops positive public relations efforts, and is committed to environmental stewardship (Bass & Avolio, 1990, 1993; Shareef, 1991; Bass & Steidlmeier, 1999; Bate et al., 2000; Gunther, 2001; Garcia-Zamor, 2003; Pepper, 2003; Parry, 2004; Hamilton & Bean, 2005). Both the transformational and servant leadership styles exemplify the characteristics, attributes, and skills covered at the societal level. Next, the paper will summarize the characteristics, attributes, and skills demonstrated in the DSLM.

Conclusions

Thus, the paper has discussed and evaluated the transformational and servant leadership style models and presented a combination of these two models within the framework of a contemporary model called the DSLM. The DSLM presents a wide array of styles, attributes, skills, and behaviors that are presented within a contemporary leadership framework to provide a more effective methodology for understanding the dimensions of leadership. The strength of this model is its straight forward approach in illustrating the many structural dimensions that are impacted by a leader's styles, attributes, skills, and behaviors. One can determine that a leader's characteristics, attributes, and skills have significant impacts across the organization's structural boundaries and the transactional and servant leadership models fuse well within the DSLM and provide a synergistic perspective for understanding leadership effectiveness. The new DSLM can easily be expanded to attain additional understanding of leadership's impact on organizational behavior and its cultural-cognitive

institutional environment. At this point, the DSLM synthesis is presented which contains all of the styles, attributes, skills, and behaviors that were developed during the evaluation and analysis of the transformational and servant leadership models.

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SOCIAL WORK INTERVENTIONS TO IMPROVE THE QUALITY OF WORK LIFE IN ENGINEERING INDUSTRIES, CHENNAI

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INTRODUCTION

The Quality of Work Life is very significant in the context of commitment to work, motivation and job performance. It is also meant to facilitate the gratification of human needs and goal achievement. It has assumed increasingly interest and importance in all the countries of the world. Work life naturally means the life of workers, physical and intellectual, in their work environment in office or factory or field working. Quality of work life is referred to as humanizing the working life and emphasizing the human factor. Quality of work life is a critical concept with having lots of importance in employee's life. Quality of work life indicates a proper balance both in work and personal life which also ensure organizational effectiveness. It mostly refers to favourableness' or unfavourableness of a job environment for the people involved in it. The basic objective is to develop jobs that are excellent for people as well as for production.

QUALITY OF WORK LIFE

The concept of Quality of Work Life, however, goes beyond measuring employee's experiences within a particular organization and encompasses a wider value set that is specific to individuals. Therefore, measuring issues that are specific or of importance to an organization, risks overlooking issues that may be important to individuals working in the organization. Quality of Work Life is a dynamic multidimensional construct that currently includes such concepts as job security, reward systems, training and career advancement opportunities, and participation in decision making. As such Quality of Work Life has been defined as the workplace strategies, operations and environment that promote and maintain employee satisfaction with an aim to improving working conditions for employees and organizational effectiveness for employers. Quality of work life refers to the relationship between worker and his environment, adding the human dimension to the technical and economic dimensions with in which the work is normally viewed and designed. Quality of work life focus on the problem of creating a human working environment where employees work co-operatively and achieve results collectively. It also includes:

- The program seeks to promote human dignity and growth.
- Employees works collaboratively they determine work change participate.
- The program assuming compatibility of people and organization.

Quality of work life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their line at work. Quality of work life is the degree of excellence brought about work and working conditions which contribute overall satisfaction and performance compatibility at the individual level but finally at the organization level. People are becoming more quality conscious as of their work, the products & the quality of their work life. The efficiency of each activity depends on the Quality of Work Life of the people. Quality of work life is not based on a particular theory nor does advocate a particular technique for application. Instead Quality of Work Life is concerned with the overall climate of work. Quality of work life will be varying from place to place, industry to industry and culture to culture. Quality of work life is a process by which an organization responds to employee needs for developing mechanisms to allow them to share fully in making the decisions that design their lives at work. Regular assessment of Quality of Working Life can potentially provide organizations with important information about the welfare of their employees, such as job satisfaction, general well-being, work-related stress and the home-work interface.

STATEMENT OF THE PROBLEM

Quality of work life helps the employees to feel secure and like they are being thought of and cared for by the organization in which they work. Quality of work is the level at which the members of an organisation can satisfy their personal requirements through their experience in the organisation. Its main objective is to focus on creating a good working environment as a result of which employees work together in a cooperative way and contribute their best in achieving the organisational goals. Quality of life is viewed as an alternative to the control approach of managing people. The quality of work life approach considers people as an asset to the organization rather than as costs. It believes that people perform better when they are allowed to participate in managing their work and make decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce is realizing the importance of relationships and is trying to strike a balance between career and personal lives. An organization is responsible for the effective implementation of the Quality of work life for their employees. Today the organisations are having problems like absenteeism, lack of job satisfaction and need for work excellence, the researcher has made an attempt to study and analyse the quality of work life among the employees of Engineering Industries in Chennai.

NEED AND IMPORTANCE OF THE STUDY

Every organization is facing unique problems, some organizations may have old technology, some may lag in financial strength and some may pause be having obsolete products, some may not have providing good working environment, and some may not have job security but any of which may affect the Quality of life. Any attempt at improving the performance of the organization can be successful only if the organization is able to develop a strong quality work life. Quality of work life is the extent to which workers can satisfy important personal needs through their experiences in the organization. It is focusing

strongly on providing a work environment conducive to satisfy individual needs. It is assumed that if employees have more positive attitudes about the organisation should be more effective. Quality of work life is useful to improve production, organisational effectiveness, morale of an employees and economic development, thus to study the Quality of Work Life of Employees is the need of the hour in the current business scenario.

OBJECTIVES OF THE STUDY

- To study the Personal data of the Respondents
- To study the Elements responsible for Quality of Work Life
- To identify the Factors influencing the Organisational Effectiveness
- To study the Relationship between Quality of Work Life and Organisational Effectiveness
- To suggest suitable Social Work Interventions to improve the Quality of Work Life.

RESEARCH METHODOLOGY

This research focus to Study the Quality of Work Life of employees in Engineering Industries at Chennai. The researcher adopted Descriptive Research Design to this study. Descriptive research design is a fact finding investigation with adequate interpretations. In this research the researcher has described Quality of Work Life of employees in Engineering industries, Therefore, Descriptive Research Design is the most suitable research design to this study. The researcher made a pilot study to two Engineering Industries at Chennai to find out the feasibility of the study i.e., availability of the respondents and time. The researcher conducted pre-test with twenty employees. After the pre-test the researcher made some modification in the questionnaire to suit the research purpose in a better way. The researcher has chosen Questionnaire as a tool for data collection. The researcher adopted Systematic Random Sampling to this study. The researcher had chosen six Engineering Industries for the study. The total sample size

was 125. The researcher used Statistical Package for the Social Sciences (SPSS) for analysis of the Data.

RESULTS AND DISCUSSION

The findings on factors responsible for Quality of Work Life are based on working conditions provided by the company, Sense of belongingness, Training programmes, adequate and fair compensation, pay salary by consider being responsibilities, linking rewards to job performance, balance between stated objectives and resources, social security benefits, job security, work life balance, recognition on achievement. In this research, majority of the respondents (72 percent) belong to the first three categories are below 35 years. The study conducted by Susila.G (2013), at cement industries with the sample of 200 employees concludes that providing adequate and fair compensation, safe and healthy work environment, developing their capacities, providing growth and security for the employees, and creating social integration environment will enhance the employee's involvement and commitment towards his work and the same result is reflected. In this research, most (81 percent) of the respondents are male and the remaining twenty two percent are female. In this study, majority (79 percent) of the respondents are married and only 21 percent of the respondents are unmarried. In this study, more than half (51 percent) of the respondents have done their Diploma and Degree. In this study 48 percent of the respondents have experience of more than six years. Majority (54 percent) of the respondents' monthly income is between Rs.12000 to Rs.16000. In this study, most of the respondents (87 percent) felt that there is a positive atmosphere in the organisation to do their work. In this study, majority of the respondents (78 percent) agreed that their sense of belongingness increases the cooperation in the organisation. Majority (79 percent) of the respondents agreed that the training programmes conducted in the organisation are helping them achieve the required skills to perform their job very efficiently. In this study 47 percent of the respondents agreed that they are given the adequate and fair compensation. In this study

majority (60 percent) of the respondents agreed that they are given salary by considerable responsibilities of the employees at work. In this study it is very clear that majority of the people (63 percent) felt that the company does a good job of linking rewards to job performance. In this study it is very clear that majority of the people (90 percent) felt that their work allow them to do in a particular area where they can do best. Cohen, Kinnevy & Dichter (2007) opined that the relationship of job satisfaction with work life quality is another aspect of working life that is often investigated by researchers. Job satisfaction is one of the central variables in work and is seen as an important indicator of working life quality determining the extent to which the employee is satisfied or is enthusiastic about his job. This part of feeling enthusiastic or having sense of enjoyment in one's work is reflective of Herzberg's Hygiene factors in his theory of motivation. In this study also most of the employees agreed that statement.

Most of the respondents (94 percent) said that there is a balance between the stated objectives or defined targets to be achieved and the resources provided in the company. Majority of the employees (87 percent) said that they receive the employee welfare schemes. In this study it is very clear that majority (89 percent) of the people felt that they are able to balance their job and personal life. In this study it is very clear that majority of the people (82 percent) felt that organisation's goals have been explained and understood well. In this study, majority of the people (61 percent) felt that there is consensus among the groups in the organization to work in a coordinated manner to attain the goals. In this study it is very clear that very few of the people (32 percent) felt that the employees are given opportunity to participate in the decision making process. Majority of the respondents (89 percent) felt that they have got effective communication system in the organisation. In a study conducted by Mohi-Adden Yahya Al-Qutop (2011) reveals that workplace environment should encourage, support and even reward employees to develop and maintain loving, genuine, caring relationships with co – workers and all with whom employees deal and

interact inside and outside workplace, so that an employee feels being accepted and belonging to larger social groups. The same result reflected in this study most of the respondents are happy with the working conditions provided by the organisation. It shows that the management takes at most care in taking care of employees' welfare activities.

In this study it is very clear that majority of the people (72 percent) felt that there is an effective grievance procedure in the organisation. In this study it is very clear that majority of the people (87 percent) felt that employees have opportunities for professional growth. In this study, majority of the people (88 percent) agreed that superior - subordinate relationship in the organization helps to improve the effectiveness. Most of the respondents (90 percent) agreed that interpersonal relationship of the employees in the organization contribute to the organization's effectiveness. In this study the independent variable Age is associated with the dependent variable Satisfaction of working condition, Suitable Training program to achieve the skills, understanding of organisation' philosophy and objectives, Suitability of the Work Assigned with their Potential, Opportunities to generate new Ideas and Superior-Subordinate relationship. Among the dependant variables Satisfaction of working condition and Suitable Training program to achieve the skills is not significant and dependant variables understanding of organisation' philosophy and objectives, Suitability of the Work Assigned with their Potential, Opportunities to generate new Ideas and Superior-Subordinate relationship are significant.

Here the independent variable years of experience is associated with the dependant variables Satisfaction of Employees with the Working Conditions, Suitable Training Program to achieve the Skills, Superior-Subordinate Relationship and Suitability of the Work Assigned with their potential. Among the dependant variables Satisfaction of Employees with the Working Conditions, Suitable Training Program to achieve the Skills and Superior-Subordinate Relationship are significant and independent variable Suitability of the Work Assigned with their potential is not significant. The independent variable designation is

associated with the dependent variable Satisfaction of Employees with the Working Conditions, Linking Rewards with Job and Job Security and Seniority and Merit based Promotions and Seniority and Merit based Promotions. Among dependent variables Satisfaction of Employees with the Working Conditions, Linking Rewards with Job and Job Security and Seniority and Merit based Promotions are significant and independent variable Seniority and Merit based Promotions is not significant. The independent variable Educational Qualification is associated with the dependent variable Suitable Training Program to achieve the Skills, Understanding of Organisation' Philosophy and Objectives. Among dependent variables and Suitable Training Program to achieve the Skills and Understanding of Organisation' Philosophy and Objectives are significant and independent variables Linking Rewards with Job and Seniority and Merit based Promotions are not significant.

SUGGESTIONS AND RECOMMENDATIONS

In this study less than half of the respondents strongly agreed that the trainings are effective. Proper coaching and mentoring techniques might be very good for the effective functioning of any organisation. Training not only to aid in positive interaction with the employees but also increases the performance thus organisation become effective. The research suggests having training programmes which are very effective and increases the efficiency of the employees. Listening to and considering employees' proposals and suggestions and providing them with recognition will enhance the employees' experience of their managers' credibility and improve the QWL. In this study very few numbers of the respondents have said that they participate in decision making process. Though all the employees in an organisation cannot participate in decision making process the experienced people can always suggest the ways that are more useful to the organisation. Thus the management can make the employees to participate in decision making process in a conducive and creative way. In this study, 17 percent of the respondent felt that promotions are not based on seniority and Merit. Observing

administrative hierarchy in organization, providing promotion opportunities for all employees, respecting to the society's laws and trying to maintain environment would increase QWL and organisational effectiveness. The organisation can have apt promotion policy for experienced and skilled employees. From the results, the following recommendations might assist the organisation to have better Quality of work life and organisational effectiveness.

- Organisation can have a proper reward and recognition scheme this would help employees to work effectively in the organisation.

- Regular internal and external training could be conducted according to the need of the organisation to improve the skills. In this study considered number of respondents felt that the training program not helping

- There is high level of superior-subordinate relationship among the less experienced people but it is low at higher level of management. It is recommended that at least once in a month, meeting at inter-departmental level may be arranged by the superiors.

- In this study, freshers and less experienced people did not understand organisation's philosophy and objectives. This can be emphasised in the induction and ISO awareness program can be conducted.

- It is recommended to arrange stress management training regularly for the employees because mental stress and emotional stress can cause more damage than physical stress.

SOCIAL WORK INTERVENTIONS

Social work methods can be used in best ways to help people function the best way they can in their environment, deal with their relationships, and solve personal and professional problems. There is a growing recognition of the fact that the human personality is influenced by and influences the organisation. Social Work Methods can go a long way in improving the social climate and quality of human relations in an organisation. There is plenty of scope for social work practice in industry. Three primary methods of social, namely social group work, social case work and community organisation can be fruitfully used in this organisation. The organisation can also study the socio-cultural and psychological causes of personal problems in industry. The following are the specific social work methods that can be used in this organisation.

Social Case Work can be effectively used in this organization for individual problems, such as alcoholism, depression, drug abuse, anxiety, marital and family difficulties, etc. Further in induction, grievance situations, transfer cases, leave needs, absentee situations, problems due to job loss, retirement, etc., it can find much use. In accident cases, cases of indiscipline, it is also very useful. Therefore, using social case work method the organization can have the following uses;

- Dealing with persons addicted with alcoholism
- To deal with the depressed employees
- For grievance redressal
- For retired employees
- To deal with long absentees

Group interaction can be used as an effective tool for helping employees to understand themselves and improve their relations with those around in this organisation. Group work techniques can be used in certain group situations to help the group to attain their efficiency and objectives through a harmonious development of the group work process. It can be used in point consultation situations, such as labour management council, various committees, meetings, collective bargaining contexts, development implementations of several welfare programs inside and outside the work place, building of group morale, etc. it can be used in educational programs and workshops for at risk employees related to areas, such as coping with job related stress, family and marital stress, anxiety, drug abuse, etc. The key areas for implementing social group work in this organisation are;

- To improve their inter-personal relationship
- To have inter – departmental cohisiveness

- To improve individual efficiency
- To understand organisation's culture and objectives
- Meetings
- For collective bargaining with Unions

Here the social work can help business to understand the total community in which they live and utilize its resources to benefit the community on one hand and the organization on the other. The organization can concentrate on building healthy relationship with the neighborhood villages. It can even adopt those villages and can provide basic facilities which the people lack for their sustainability. The problems such as lack of educational facilities, proper recreation, medical facilities with the workers community, can be attended to by the social worker. Community consciousness and development are being given importance by the management where the skills of the professional social worker can be effectively used.

- Birthday celebration,
- Employee engagement program
- Plantation
- CSR activities
- Employee welfare program
- Planting trees
- Youth Day

The employees can do Social Action for fulfilling their need and to get their basica rights for the Quality of Work Life. Organisation can associate with various nearby NGOs to initiate the following programs

- Corporate Social Responsibility
- Organising Research Development Programs for the effectiveness of organisation
- Programs for improving Quality of Work Life.

Social research is being used in industrial sector. The purpose is to collect and ascertain facts pertaining to a variety of issues and problems in industry. It will help business to understand the realities in management-employee relations. Many a times, management takes piecemeal measures to counteract the inefficiency of the workers and may fail. But an integrated approach of social work may produce better results. The effort should be to just locate the factors that have created and contributed to

the problem and after careful analysis offer plausible solutions.

CONCLUSION

Quality of Work Life is very high and employees contribute towards the organisational effectiveness. The following are some of the positive finding which are very prevalent in this study; employees have understood the organisation's philosophy, policies and functioning, good recruitment policy, over all positive working atmosphere, high level of sense of belongingness, effective training programmes, balance between objectives and the resources provided. There is high level of employee's welfare schemes, balancing job and personal life, good reward system, strong presence of trade unions, opportunity for career development. These are the main positive elements that contribute to the organisational effectiveness. Although there are positive elements in the study, there are some findings which have to be concentrated for future growth or improving quality of work life and organisational effectiveness. This research emphasises how important it is for the management to be aware of the employees on Quality of Work Life. The findings are the perception of the employees of this organisation which will have direct impact on organisational effectiveness. The organisation also can implement the recommendations proposed by the researcher for improving Quality of Work Life.

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THE CONSEQUENCES OF SKY (SIMPLIFIES KUNDALINI YOGA) INTERVENTION ON MENTAL HEALTH AMONG ADOLESCENCE STUDENTS AT NPTC

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ABSTRACT

Mental Health is a state of complete physical, mental and social well-being, and not merely the absence of disease. Yoga is a science of life to develop the Physical Health, Mental Health and Holistic Health of Human Being as well as enable and equip man to enjoy peaceful and blissful life. Hence, the present study is planned to find SKY Yoga intervention on Mental Health among Adolescence at NPTC. Using purposive sampling technique, 29 adolescent students both male and female studying in Poly-Technique on Nachimuthu College of Polytechnique at Pollachi. The Mental Health Questionnaire developed by Daniel (1997) was used to collect the data. Appropriate statistical techniques are adopted for analyzing the data. The findings showed that the SKY Yoga Intervention seem to significantly influence the levels of Mental Health among the adolescent students.

Key words: Mental Health, SKY (Simplifies Kundalini Yoga)

Introduction

Mental Health is a state of complete physical, mental and social well-being, and not merely the absence of disease. A person who has good mental health has good emotional wellbeing and social wellbeing as well as ability to handle with adjustment and situation. Mental health problems can affect your feelings, thoughts and actions, and cause difficulties in your everyday activities such as work, daily activity, school, all type of relationship etc. Mental health is a energetic for every individuals, families and communities, and is more than simply the absence of a mental disorder. Mental health is defined by the World Health Organization (WHO) as 'a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work effectively and productively, and is able to make a involvement with his or her community. Mental Health is about how we feel about ourselves, how we feel about others and how we are able to meet the demands of life

Yoga for Human Excellence

Yoga is a science of life to develop the Physical Health, Mental Health and Holistic Health of Human Being as well as enable and equip man to enjoy peaceful and blissful life. The system of physical exercises developed by Shri Vethathiri after years of intense research, fulfils the need of maintaining the proper circulation of blood, heat, air, energy and bio-magnetism, ensuring maintenance of health and prevention of disease in a gentle way. It develops the immunity system and thus acts as a preventive and as a curative to various diseases.

Statement

1. To find out the SKY Yoga intervention on Mental Health among Adolescence students at NPTC.
2. To find out the significant relationship between Metal Health Pre Test and Metal Health Post Test.

Objective

1. To study whether significant relationship between Metal Health Pre Test and Metal Health Post Test.
2. To study the effect of SKY Yoga intervention on Mental Health among Adolescence students at NPTC.

Hypotheses

1. There will be significant relationship between Metal Health Pre Test and Metal Health Post Test.
2. There will be Significant Effect of SKY Yoga intervention on Mental Health among Adolescence students at NPTC.

Methodology
Sample

The present study is planned to find SKY Yoga intervention on Mental Health among Adolescence at NPTC. Using purposive sampling technique, 29 adolescent students both male and female studying in Nachimuthu College of Poly-Technique at Pollachi.

Depended Variable

Mental health

Independed Variable

SKY (Simplifies Kundalini Yoga) Intervention.

Tool

The Mental Health Questionnaire developed by Daniel (1997) was used to collect the data. The Mental Health Questionnaire contain 29 items. It is yes or no type questions.

SKY (Simplifies Kundalini Yoga) Intervention
Hand Exercises

- Hands and shoulders are strengthened.
- Arthritis, Numbness, Trembling of hands, Pain in the joints etc. are reduced and possibly cured.
- Improves the functioning of lungs.

Leg Exercises

- Blood circulation gets regulated in all parts of the legs and abdomen.
- Is curative and preventive for sciatica and arthritis.
- By giving pressure to the toes and sole, important organs of the body such as heart, lungs, intestines and brain are activated.

Breathing Exercises

- Strengthens the lower abdomen muscles.
- Ventilates the lungs and purifies the blood.
- Oxygenizes all the glands and organs.
- Helps curing headache, insomnia, asthma and other bronchial troubles.
- Improves grasping power and memory power.

Eye Exercises

- Helps to improve defective eyesight by toning the nerves and tissues around the eyes.
- Prevents eye strain, burning sensation and other eye diseases.

Kapalabhati

- Clears the congestion in the nasal passage.
- Helps to cure sinusitis.

Makarasana

- Regulates the endocrine system.
- Keeps the spine and spinal nerves flexible and healthy.
- Strengthens the backbone and the spinal cord.
- Reduces the excessive sugar in urine and blood.
- Removes unwanted flesh and strengthens the body.
- Regulates the menstrual system.

Acu pressure

- Blocks due to short-circuit of electrical energy is removed.
- Is preventive for heart ailments.
- Is helpful in alleviating insomnia.

Massaging

- Removes tension in all the important organs (liver, spleen, intestines, kidneys, pancreas).
- Refreshes and tones the sense organs, facial nerves and vital organs.

Relaxation
- Brings down blood pressure.
- Removes recurrence of heart trouble.
- Gives a wholesome rest to the entire system.

Kayakalpa Exercise
The term "Kaya Kalpa" has three meanings:
1. withstanding the aging process
2. maintaining youthfulness, and
3. postponement of death until the time one wishes.

Practice of Kaya Kalpa involves two main exercises
1) Toning up the nervous system to withstand the aging process.
2) Ojasbreathe - to recycle the sexual vital fluid to rejuvenate the body and postpone death.

Intervention Time
Morning 5.00AM - 6.00 AM

Procedure
The Mental Health items, was administered to 29 Poly – Technique college students studying on Nachimuthu College of Poly-technique at Pollachi. After the collection of data, the data obtained were scored individually for each subject. In order to fulfill the objectives of the study and to prove the hypothesis formulated, the scores obtained were then analyzed by using appropriate statistics (i.e. Paired Sample Test).

Table 1: Shows the Paired Samples Statistics of mean, Std. Deviation of Mental Health of Pre Test and Post Test

Paired Samples Statistics

	Pair Variables	Mean	N	Std. Deviation	Std. Error Mean
Pair 1	Mental Health Pre Test	18.97	29	3.365	.625
	Mental Health Post Test	21.07	29	3.081	.572

Table 2: Shows the Paired Samples Statistics of Correlation and Significant of Mental health of Pre Test and Post Test

Paired Samples Correlations

	Pair Variables	N	Correlation	Sig.
Pair 1	Mental Health Pre Test vs Mental Health Post Test	29	.438	.018

* p< 0.05
** p<0.01

Result and Discussion
The SKY Yoga Intervention help to enhance the Mental Health of the Students. There is a significant Effect of SKY yoga intervention on Mental Health among students. 0.018 significant relationship between Mental Health Pre Test and Mental Health Post Test

Conclusion
Mental health is an energetic for every individuals, families and communities, and is more than simply the absence of a mental disorder. The study revealed how SKY Yoga Intervention positively affected the Mental Health among Adolescence at NPTC

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STUDY ON ECONOMIC MAPPING AND CAPACITY BUILDING OF SRI LANKAN TAMIL WOMEN REFUGEES

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ABSTRACT

This paper discusses about the protracted stay of Sri Lankan Tamil refugee women in camps and its concomitant socio-cultural dimensions and the efforts taken to capacitate them. The paper is based on the secondary data, review of literature, focused group discussion and case study analysis with participants in training programs, analysis of success stories of some refugee women and interactive sessions with the key informants about the different aspects of women refugee problem.

The UNHCR presents the stark reality of refugees which is shocking and saddening. Around the world there are 43.3 million forcibly displaced people. Of these 27.1 million are internally displaced (IDPs) and 15.5 million are refugees. They live in a cramped situation which is unhygienic for social living. Eighty per cent of world refugees are hosted by developing countries. Afghanistan is the biggest producer of refugees. The major displacement takes place in Africa, the Middle East and Central Asia.

The three decades of war and conflict in Sri Lanka not only displaced a sizeable number of Sri Lankan Tamils locally but also drove them to seek refuge in Tamil Nadu, India. Those who sought refuge in India are accommodated in the camps run by the Government of Tamil Nadu. There are about 67,436 Sri Lankan Tamil refugees living in 112 refugee camps of Tamil Nadu, India. More than 50,500 arrived in the years 1990, 1996 and 2000 and a sizeable number of 23,000 were pushed into India to seek refuge, after the ceasefire agreement broke down between the Government and the rebels in 2006.

Though the conflict in Sri Lanka seems to have ended the destruction brought about by the conflict prevails and even though reconciliation tried, seems tough to attain. It has basically destroyed the minds and hearts of people. The report published by the United Nations on war crimes and the demand by the International Community to probe the war crimes is well known. The destruction due to war has caused incalculable damage in terms of loss of life, physical wellbeing and socio-cultural identity of the refugees. Their lives will not be the same even when they return to Sri Lanka. The refugees who are in TN camps are well aware of it.

Twenty years in this unnatural camp environment, characterized by uncertainty about the future, has aggravated socio-cultural and economic problems such as alcoholism, early school leaving, suicide, divorce, and teenage marriage. The camps are not healthy environments. The ill-treatment by locals and the stigma of being branded as refugee leave deep scars on the young and old alike. Yet it is the children, young girls and women who find themselves in the most vulnerable circumstances.

Most of them work as daily laborers, painters, masons, helpers at the construction sites, brick kilns (bakers), and cable layers. Women mostly remain at home and some do knitting for export companies for meager wages. The children go to nearby government school that have little semblance of schools. Broken families are a common sight and that has an adverse effect on the formation of the children and the community at large. In spite of the ethnic, cultural and linguistic proximity, the refugees have little interaction with the local public. Outsiders are not allowed to visit the camps without due permission from the police department.

This neglected community of Sri Lankan women refugees in Tamil Nadu is in great need of attention in terms of capacity building, rehabilitation and self-reliance. In rehabilitating the refugees into a self-reliant community through capacity building program is the most challenging task.

Introduction

"When a son is born,
Let him sleep on the bed,
Clothe him with fine clothes,
And give him jade to play...

When a daughter is born,
Let her sleep on the ground,
Wrap her in common wrappings,
And five broken tiles to play..."
Chinese 'Book of Songs' (1000-7000 B.C)

'One could judge the degree of civilization of a country by the social and political position of women'- Nehru.

The social structure is embedded with gender inequality and discrimination which perpetrates their status, roles and functions in society. In general women go through social isolations and exclusions. But the intensity and magnitude of their suffering depends on the social group they belong to such as dalit women, unorganized women, widows, tribal women, migrant women and refugee women. Women and children constitute the majority of population in refugee camps. The UNHCR presents the stark reality of refugees which is shocking and saddening. Around the world, there are 43.3. million forcibly displaced people. Of these 27.1 million are internally displaced (IDPs) and 15.5 million are refugees. They live in a cramped situation which is unhygienic for social living. Eighty per cent of world refugees are hosted by developing countries. Afghanistan is the biggest producer of refugees. The major displacement takes place in Africa, the Middle East and Central Asia. We are living in a globalized world where movement of goods and resources are freely crossing the borders with the connivance of some bureaucratics and politicians. When it comes to the exodus of people to other counties due to perceived or real threat, the leaders of different countries block the entry of humans with rigid legislations and unfair regulations. The cold-blooded world wars created massive displacement and uprootedness of people from the European and Russian countries to different places on the planet.

Definition and explanation of the term Refugee

The person who flees his/her country for fear of life, persecution or lack of subsistence is regarded as refugee. The international law has broadened the term. Those who lost the protection of state due to war, conflict, persecution and as a result have crossed the borders are accepted as refugees.

The Geneva Convention defined the status of refugees in the 1951 as **"any person owing to well-founded fear of being persecuted for reasons of race, religion,** **nationality, membership of particular social group or political opinion, is outside the country of his/her nationality and is unable to or owing to such fear is unwilling to avail himself/herself of the protection of that country or who not having a nationality and being outside the country of his/her former habitual residence as a result of events is unable to return"**

The definition modified in the 1967 protocol by removing temporal and geographical limitations as, "who owing to well founded fear of being persecuted for reasons of race, religion, nationality or political opinion is outside the country of his nationality and is unable or, owing to such fears or for reasons other than personal convenience, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence, is unable or, owing to such fear or for reasons other than personal convenience, is unwilling to return to it." (1967 UN protocol)

The human rights activists and social scientists refuse to buy this definition as it is west-centric. However, it has been accepted and followed worldwide. Apart from political refugees, there are environmental refugees due to development-induced displacements. Variability in environment and scarcity in resources cause cross-border migration. Even in India we have evidences of people from Bangaldesh cross into Indian border in search of livelihoods. The Mexicans take dangerous risks to get into the US. In the horn of Africa, already people are going through untold miseries due to ongoing ethnic conflict between rebels and the government, are forced to flee the country due to drought. Various low lying island nations like Kiribati, Tuvalu, Palau and Maldives are facing increased concerns about the very survival of their 'statehood', due to rising sea levels stimulated by global warming. As projected by some social scientists the day is not far off when nations will wage war to grab the already dwindling resources like water.

The office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United National General Assembly. The agency is mandated to

lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. To safeguard the life and wellbeing of refugee population wherever they are housed is the cardinal priority of this organization. It tries to ensure that every refugee is free to seek asylum and return to country of origin once conflict is resolved. It places before refugees three options such as they can voluntarily return to their country, seek third country settlement and local integration.

Although India has not signed the 1951 UN Refugee Convention and does not have a national refugee law, the human rights of refugees and asylum-seekers are protected by the constitution. The refugees have access to health care and children can go to schools.

Statement of the problem

The three decades of war and conflict in Sri Lanka not only displaced a sizeable number of Sri Lankan Tamils locally but also drove them to seek refuge in Tamil Nadu, India. Those who sought refuge in India are accommodated in camps run by the Government of Tamil Nadu. There are about 67,436 Sri Lankan Tamil refugees living in 112 refugee camps of Tamil Nadu, India. More than 50,500 arrived in the years 1990, 1996 and 2000 and a sizeable number of 23,000 were pushed into India to seek refuge, after the ceasefire agreement broke down between the Government and the rebels in 2006. The bitter war between military and LTTE (Liberation Tigers of Tamil Eelam) got over with the total dismantling and liquidating of LTTE movement in 2009. The unhealthy camp atmosphere gave rise to psycho-socio, economic and cultural problems for the inmates. Even though the State and Central government look after the welfare of refugees, refugees in general go through horrendous experience, identity crisis, uncertainty over future, restlessness among youth and intergenerational problems. More than twenty years in the unnatural camp environment, characterized by uncertainty about the future, has aggravated problems of alcoholism, early school leaving and teenage marriage. The camps are not healthy environments; ill-treatment by locals and the stigma of being a refugee leave deep scars on the

young and old alike. Yet it is the children, young girls and women who find themselves in the most vulnerable circumstances. Women and children bear the brunt of problems. The lives of women refugees are very much constrained by political and social discriminations. The refugees search for an identity and dignity in host country. The research study aims to investigate the empowerment methods and strategies of women refugees. The economic mapping is paramount of importance before launching out developmental schemes and programs.

Trajectory of flight

UNHCR's most recent statistics show there are 141,063 Sri Lankan refugees in 65 countries, with the majority in India, followed by France, Canada, Germany, the United Kingdom, Switzerland, Australia, Malaysia, the United States and Italy. From 1983 to 2009, the endless ethnic civil war massacred thousands of people and displaced them to different countries. The first wave started in 1983 and ended in 1987. This is the first Elam war which rendered 1,34,900 refuges. Following the India-Sri Lanka peace accord, nearly 25000 refugees from camps returned to their country. Within a short period of time the second wave of ethnic war triggered in 1989 to 1990 which forced 1,22,000 persons crossing to India borders. Of these, nearly 116000 refugees were accommodated in government-run camps in Tamil Nadu. Between 1992 to 1995 some 50,000 refugees were repatriated to Sri Lanka. Those who sought refuge in India are kept in makeshift camps, warehouses, cyclone shelters, private lands and government owned buildings. The Sri Lankan refugees are divided into four categories. After the assassination of former Prime Minister Mr.Rajiv Gandhi in 1991, the movement of refugees was strictly monitored and those who are outside the camps were registered with the local police stations. UNHCR and other international agencies were not allowed to have regular access with inmates of camps.

The following are categories of Sri Lankan citizens living in India. The legal status of each category is different.

- Refugees living in camps
- With police permission some refugees live outside camps
- Sri Lankan Nationals on government office and business
- Militant refugees who are kept in special camps

Refugees living in Camps

According to the statics produced by the Commissionerate of Rehabilitation, there are 67436 refugees are residing in camps. A slew of welfare measures has been announced by the state government. It has doubled the quantum of money allotted for refugees to improve street lights, sanitation, overhead tank, passage and so on.

- Temporary housing with 10*10 square feet housing which is now extended by some refugees who can afford repairing and restructuring the huts.
- Housed in warehouses, storm shelters, government owned buildings, private lands, cremation grounds.
- Their roofs are covered with tarpaulin and asbestos.

They can get free medical treatment in Governmental hospitals and free education up to secondary school education in government schools. In some private schools, partial fee concession is given to students who do well in studies. Free electricity is given to every house. Distribution of Dhothis and saris is done during pongal festival. Depending on the size of family, each family is allowed to purchase up to Rs.2000 clothe, blanket, bed sheet from co-operative showroom.

Cash Doles: The district or the taluk revenue officers distribute doles to refugees once in a month

Members	Age	Amount Distributed in INR
Adult (Head of family)	Above 13	1000
Wife/Husband		800
Every adult		800
Every Junior	Below 12	500

Source: *Rehabilitation Department*

Food Materials like rice, kerosene, sugar, cooking oil are given at subsidized rate. They also go out for work to supplement their income. The Q-branch of Tamil Nadu police periodically conduct enquiry about their movements and take roll-call occasionally. Their entry and exit is forbidden when important political leaders visit the places near refugee camps. Until further notice comes, they remain inside the camps. Men go out for work. Most of them go for daily labourers, painters, masons, helpers at the construction sites, brick kilns (bakers), and cable layers. Women mostly remain at home and some do knitting for export companies for meager wages. The children go to nearby government school that have little semblance of schools.

Socio-Economic Conditions of Women refuges

Broken families are a common sight and that have an adverse effect on the formation of the children and the community at large. In spite of the ethnic affinity, cultural and linguistic proximity, the refugees have little interaction with the local public. Outsiders are not allowed to visit the camps without due permission from the police department. Prolonged stay in the unnatural camp atmosphere for more than 20 years has led to a sense of loss of their personhood. In addition to psychological problems, sociological problems like addiction to alcohol, school dropouts in the higher grades, early marriages, elopement, and lack of healthy emotional outlets are some of the problems which have irreversible negative consequences on the minds of the young people and old alike. The children, young girls and women are always at the receiving end. SGBV related incidents take place in many camps. To safeguard the family image, the victims either suffer silently or commit suicide. Attempting and committing suicide do take place in all camps despite heightened awareness on this issue.

The doles given by government are main source of income. Traditionally women are not permitted to go out for work in Sri Lanka. Every household is surrounded with some tracts of land. The women folk engaged in domestic chores, vegetable garden, poultry farm, horticulture and agricultural works. When they

came to India, they remained with the same mindset. To break the vicious cycle of poverty and meet both ends, they have to engaged in some works either at home or outside the camps. Through consistent meetings and informal awareness program, the NGOs are able to transform their mind. Consequently the younger generation is open to the idea of going out for work. If women are capacitated with marketable skills, they will be successfully run the family.

Capacity building of women refugees

The aim of capacity building is to increase opportunities and enhance involvement of members actively. It gives them power to decide their destiny, dream their future and make decisions. The skills and resources of persons have to be identified through sensitization programs which would play a triggering force in developing confidence and making real difference in their personal life as well in community or society.

- Empowerment – by removing the blocks and hurdles of psycho-socio and infuse in them sense of confidence
- Participation - supporting people to take part in decision making
- Inclusion, gender equality and protection from all types of discriminations women refugees face in camp situation
- Self-determination – They become agents of social change by asserting their needs, plans. They no longer depend on others for everything rather they become self-reliant. This facilitates to beat dependency syndrome among refugees.
- Partnership – in their search for new life, construction of identity and self esteem, they rope in like-minded organizations and forums to press their demands collectively. There is felt-need to improve the livelihood and self reliance of refugee women who are heading families even though the husbands are present. Since the protracted stay in camps life has led to innumerable problems like alcoholism, depression and debt related suicide, the women leadership and women empowerment

assume importance in camps. The women are forced to take up the role of managing home affairs due to callousness and addiction of husbands.

The NGO is running two 'life skills centres' which provide trainings to develop skills on social entrepreneurship. The participants were women and young girls who are heading the families due to inefficiency of husband/father/brother. There is too much stress and pressure built on them. Based on need analysis, training program was conducted to capacitate women. There was active participation from them.

Julius Nyerere *definies development "as a process which enables human beings to realise their potential, build self confidence, and lead lives of dignity and fulfillment. It is a process which frees people from the fear of want and exploitation..."*

The development of women skills is achieved to some extent through organizing SHG/women association though it was difficult initially, when people realized its importance and advantages they supported by becoming active members. Women involve in small business like preparing meals for NGO meetings, selling clothes, home appliances, making hand Sri Lankan brooms, bridal decoration, event management in camp, decorating a place for reception, revolving fund among group members. The customers pay them by installments. The income is collected, saved and reinvested for expanding their activities. Every member of the group gets reasonable revenue. They have regular meetings to plan and sort out their issues. This also serves a platform to solve some of their outstanding problems especially related to GVBs. For the victims it serves a social base to pour out their feelings, anxieties and problems. The support of other members emboldens the victims to face such problems courageously and confidently. The latent functions of the formation of income-enhancing groups is to solve life disturbing/ disrupting problems in order to mutually cooperate and collaborate for their welfare and wellbeing.

The dropout girls who get six month training in **Life Skill Centres** (Girihini means household) in Mullaikudy, Trichy gain confidence

and self-esteem. Various factors are involved for school dropout. Most of them come from broken family background, orphans, love failures, infatuation, abused by insiders and outsiders, family compulsion for early marriage, poverty and more female members at home. They develop inferiority complex and low self image. Some of them made attempts to commit suicide. Training program in tailoring, toy making, embroidery, dress making, computer skills and communicative English enhance their personality and identity to stand on their own. Though the family situation remains same and some times worse, the trained girls are audaciously and daringly face problems. The finding from case study analysis are revealing the degree of empowerment.

Some potential candidates who demonstrate extraordinary skills and talents for skill development courses, are identified for up-gradation of skills in handicrafts as it has got good market. One of the reasons expressed during economic mapping is the overpricing of handicrafts products by some groups. Our market is the population of camp and people who are closely associated with us. Primarily it is meant to produce according to the demands and needs. Therefore the cost of production is comparatively high. To promote the livelihood of refugee women, there is need to rope in other organizations and institutions. The members have decided to approach the heads of educational institutions to support their handicrafts by giving prizes during the annual celebration, mementos and cultural functions. Diverse activities like health, nutrition, psychological counseling, vocational guidance and other.

Camp coordination committee

To create awareness on SGBVs and gather support of inmates in protecting women and girls against exploitation of all types, the camp coordination was suggested. Representatives from different age groups and respected members were selected by inmates of camps who will resolve trivial issues and promote their unique culture among camp members. In many camps this system has worked well to get the desired outcome of promoting gender sensitivity.

The alcohol menace is contained in camps satisfactorily. There is a long way to go in this regard. As many men get employment in bars and liquor outlets, they get into the habit of alcohol. The refugees usually take up backbreaking works. Under the influence of alcohol, they become nuisance and annoyance to camp inmates. Periodical training is given to camp coordination committee. They also meet at district level to share their experiences and issues. Such meetings build trust and confidentiality of members. They get assurance of support from fellow leaders and members of voluntary organizations.

In addition to creating awareness on several issues, this forum is useful in taking care of common needs and requirements of camp inmates such as street lights, sanitation, drinking water, electric pump, evening tuition centres and so on.

Micro savings and credit management

Microfinance, self-help groups and women forums play an active and pivotal role in the empowerment of women in general and more particularly for poverty alleviation. In the long run, it should move towards sustainable development. From social isolation to economic inclusion is the way forward for the refugee community. It sets the platform for collective perception, collective decision-making and collective implementation of program for common growth and development of the community.

The women groups were introduced to accumulating and saving methodology. It is to create saving culture among members who spend money lavishly. They were happy to get loans which would serve as initial capital to start small business in camps thus empowering them economically. Many started goat banking and petty shops in camps. During monthly training they were given inputs on business management, cash management and credit management. It gave common ownership and responsibility of all. They assess the needs of camps and according to their ability they make contribution. For example, in some camps the women groups bought bureau to tuition centre in Madurai to keep academic record books and

attendance register of students. They identify poorest students of their camp locality and help them with partial tuition fee so as to encourage students to do studies without bothering too much of financial constraints. This is a step towards sustainability which is a long process. Emergency medical assistance is provided to the deserving patients in some camps by collecting money from camp inmates and matching the amount with their savings. Such acts and good gesture of members who were once considered 'burden' to families, bring respect and support from members in camps. Capacity building programs ultimately improve the living standard and bargaining power of the members which pave the way for societal transformation.

Building on refugee resources

Building on refugee resources is an important component in refugee service. Over the years refugees tend to develop dependency syndrome by getting into the culture of poverty. In order to avail the grants, helps and assistance, they remain poor. They are discouraged from altering their family condition. The government agencies look for such families to extend the services. It becomes easier and normal to remain in the same economic level unless their mindset is challenged in training programs. This is the narrow understanding of building refugee resources. The broader understanding is to make them realize their collective strength, human resources and material resources which will aid in sorting out their problems. It is to develop their capacity to manage their activities and goods. Women refugees after some training program on social entrepreneurship are able to build on their resources. They return the borrowings they get it from women groups or NGOs. Women refugees voluntarily come forward to build tuition centers, houses, sewage canals, planting trees and making the camp clean and green. This community building approach enables the refugees to rebuild a self-generating community. This approach played a valuable role in reducing the vulnerability of the poor, through asset creation, income, meeting emergency needs, empowering and emboldening women.

Conclusion

The madness of war make women refugees more vulnerable, poverty-stricken and psychologically wounded. They have lost many precious things in life due to war- dearest ones, land, material possessions, human rights, cultural identity and citizenship rights. They are targeted for gender based atrocities. At the same time they show great amount of resilience to bounce back to life. If empowered and capacitated, they turn their unspeakable atrocities and crimes into life building mechanisms. They are not mere survivors but affable fighters and compassionate stewards of life-promoting forces in the face of dehumanizing forces. We can find the enduring spirit of women refugees. They usher in peace and reconciliation in the society. They become pillars of more humane society through their struggles and sufferings. Refugee women are not only symbols of suffering but rays of hope and reconciliation. The society must understand inner world of refugee women and make provisions consistently to empower them. The promotion of peace, gender justice and equality of refugee women is intertwined with the empowerment of all women and finally the human society.

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TECHNICAL KNOWLEDGE MANAGEMENT FRAME WORK IMPACT ON CONSTRUCTION DEPARTMENT – A CASE STUDY

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ABSTRACT

The importance of knowledge management is increasingly recognized in almost every industry. Every industry or organization is composed of department like Execution, technical, Quality control commercial/procurement and each department has its own significance. Out of this technical department playing a significant role since the project progress completely depend on the availability of resources. Considering the fact managing technical knowledge effectively is critical to the survival and advance of a company especially in project based industries such as construction. Knowledge comes in two different types as explicit and tacit knowledge. Tacit knowledge is based on the experience of individuals and is not easily visible or expressible. It is stored in people's heads, so it is difficult to pass on to others. Much Technical knowledge in construction industry is experienced –based too and tacit. However, this type of knowledge usually s not captured during the construction phase. This paper proposes and emphasis a conceptual frame work for capturing tacit technical knowledge in construction industry. The main components of this proposed framework are the TK source, the TK leader, the department team and the technical knowledge management system by which knowledge could be stored, shared and reused in future projects.

Keywords: *Technical Knowledge, Construction industry, Project*

1. INTRODUCTION

Technical Knowledge management (KM) is considered to a major part of the construction industry which enable the business activities of the organizations. Managing technical knowledge effectively is critical to the completion successful project in the estimated time, cost and to the satisfaction of the client expectation. Proper TKM can reduce project time and cost, improve quality and provide a vital competitive advantage for the construction organizations in today's knowledge-based economy (Shelbourn et al 2006).

The success of an organization in today's competitive business environment is strongly related with its market, product and technology knowledge. Managing its knowledge resource effectively is therefore highly critical for organizations to be competitive and sustainable in this changing business environment (Henley 2004).

While many given their own definition for knowledge like the Knowledge is not just information and there is no single definition for it. It is a broader, deeper and richer concept than information.

For (Davenport & Prusak 1998), knowledge is a fluid mix of framed experience, values, contextual information and expert insight. According to (Nonaka & Takeuchi 1995), Knowledge is a vital organizational resource that gives market leverage. The distinction of knowledge as explicitly and tacit was first introduced by (Polanyi 1967). According to his definition, tacit knowledge is highly personal and context-specific, therefore it is hard to formalize and communicate. It is stored in human's minds, and is difficult to see, share, copy and manage. At this point of time it vital to understand the Tacit technical knowledge has been recognized as the most critical knowledge since it can give an

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organization a strong advantage over its competitors in terms of the providing the highly technical, workable, widely acceptable, differentiated, easily executable by the construction team.

On the other hand, explicit knowledge can readily be codified in words and numbers, easily shared from the project specification, drawing, schedule concept/function of the element, data from the manual of different material and is easy to distribute (Henley 2004) but level of understanding of the same is not definite because most of the time the design developer and client are different and it difficult to understand by the execution or supervision team. While it can be stored as written documents or procedures and made available to others. Also Technical knowledge is not some think straight forward since it is interpreted by every individual will deal differently and from their point of view it will be correct but coming to the ideal solution is important so that it shall be universally accepted by all which is vital part of construction providing this kind of solution solely lying with efficient technical team.

KM is not a new concept. There have been many organization that already manage their knowledge through several methods, either formally or informally. Recently, it became a critical source of competitive advantage. Improving business performance, saving time and cost, being able to find innovative solutions are some of the vital advantages effectively would face with serious problems in the future such as repeating the same mistakes again and losing money, time and cost, being able to find innovative solutions are some of the vital advantages of effective KM for organizations (M/R.Kamran 2012).in contrast, companies that do not manage knowledge effectively would face with serious problem in the future such as repeating the same mistake again and losing money and time in their businesses.

Much knowledge in the construction industry is experience based and tacit. However, this type of knowledge usually is not captured during the construction phase Construction companies have been successful at collecting and storing explicit knowledge, but they are generally always not good at capturing and reusing tacit knowledge of any kind and reusing

in future projects can give construction companies a strong competitive advantage. This is mainly happening most of the company does not in a position to maintain the resource like human and knowledge in consistent often changing even with in the project will lose the effectiveness of the project success & some time many not moving in one direction due to the nature and geographical arrangement. This paper proposes a conceptual frame work for capturing tacit technical knowledge in construction projects.

The components of this proposed framework are the knowledge source, the knowledge manager, the project team and the knowledge management system parties involved and their interrelation by which knowledge could be stored, shared and reused in future projects.

2. Technical Knowledge Management in construction

TKM in construction industry (CI) is essential for improving the project success and lead to business performance of organization. The CI is a knowledge based industry (Explicitly + Tacit).

The production and management of knowledge Is therefore highly essential for businesses operating within this industry and for projects on which they work (Jelena Rasula vol 14 no 2 2012). The importance of this issue is increasingly being recognized in this industry and have addressed by many researchers and academicians (F.L Ribeiro Portugal 2008).

There have been many factors to clarify the level of importance of TKM in the CI. (Margaret spring Schmaker 2014 15-72 Sciendirect) stated the main driver for KM in this industry as the need for innovation, improved business performance and client satisfaction and similar concept the TKM is vital part of the CI since all the forwards depends on the Technical department detail and approval. (Aini Jaapar December 2011 science direct), in a survey of construction firms, found the main drivers for TKM in construction as: the need to encourage continuous improvement, to share valuable tacit knowledge, to disseminate best practices, to respond to customers quickly, to

reduce rework, and to develop new products and service, respectively.

The dynamic and changing business force construction organizations to learn faster, improve their business processes, find more innovative solution to their client's products of high quality with fewer expenses. Increase in the competition, globalization and the rapid developments in information technology led he organizations to focus more on innovation and learning in order to succeed in this environment.

TKM is strongly related with innovation as it makes tacit knowledge available as explicitly knowledge. Since tacit knowledge in technical department is the key component in reusing knowledge even it is available in the project specification, drawing and document as per the requirement of the project specific and client requirements and can give a distinct advantage over the firm's competitors, effective TKM becomes therefore crucial for the successful completion of the project.

Many stated that construction activities could be highly knowledge–intensive and knowledge intensive sectors are characterized by a high degree of tacit knowledge. They explained the main difference of knowledge-intensive sectors from others as the type of product they supply and the role they play in the regional and national innovation systems. Thus, managing knowledge plays an important role is sectors such as the CI that currently demands a high level of knowledge, skills and learning.

Due to their nature, construction projects are unique and temporary. Construction companies work with different partners and supply chains. Construction projects teams are also temporary and consist of multi-disciplinary teams. After the completion of a project, parties involved move on to a new project. People involved in these projects disband at the end of the project. They move to another project, resign or retire. Generally, much knowledge gained is lost and the lessons learned are dispersed at the end of the projects (Alfredo Federico Serpella 2014). This results in much' reinventing the wheel' and repetition of the mistake again and again which will cost more time and money which lead to non-satisfaction level to the client.

2.1. Barriers to implement Technical knowledge management

Construction organizations face with some barriers to implement KM. These barriers have been addressed and highlighted by several researches (Carrillo UK Egbu UK), the major barriers to implement KM in construction firms was found as lack of standard processes, not enough time, organizational culture, insufficient funding, employee resistance, and poor information technology infrastructure, respectively.

1. An organizational culture that discourages the sharing of knowledge will obviously be a great obstacle for a successful KM.
2. In order to encourage knowledge sharing, organizations need to create a supportive culture. Moreover, (M.Alsharani and Taha Elhag UK) identified three distinct cultural barriers to successful KM: People don't like to share their best ideas, since they believe that knowledge is their power
3. People don't like to use other them appear less knowledgeable. People like to consider themselves as experts and prefer not to collaborate.

3. TACIT TECHNICAL KNOWLEDGE MANAGEMENT IN CONSTRUCTION

Tacit technical knowledge resides in human's heads and is difficult to codify and share. As stated by many researcher that tacit technical knowledge is shared and exchanged through direct-face-to-face contact working in to the detail to detail and case by case. In construction, understanding the construction process and tendering skills acquired by experiences of preparing bids are some of the examples of tacit knowledge (Egbu & Robinson 2005).

It is commonly accepted that construction companies have been successful at collecting and storing explicit knowledge. However, it has also been recognized that they are poor at knowledge retrieval and sharing or utilizing at the right place. When considered that much knowledge during the preparation of construction document for the construction phase of projects resides in individual's heads,

managing this type if knowledge becomes more crucial for the construction organizations in order to be competitive and sustainable in the long run. However, problems such as insufficient time for knowledge sharing and the difficulty in converting tacit knowledge into explicit knowledge makes it difficult to fully benefit from this valuable asset.

Based on practice of construction industry, it was found that most of the firms do not manage knowledge, especially tacit technical knowledge, effectively in their projects. A conceptual framework for capturing tacit knowledge is therefore proposed and presented in this paper.

4. CONCEPTUAL FRAMEWORK

Figure I presents the proposed conceptual frameworks for capturing tacit technical knowledge in construction projects. The main objective of the framework is to develop as effective way for capturing tacit technical knowledge of experts, engineers and experienced people involved in technical team for long run and involved in major and minor construction projects. The main components within the proposed framework are the Owner and design team & projects technical team, the technical knowledge management sources (in-house and external), the technical knowledge leader, and the knowledge management system.

1. The owner/Stakeholder and Design team denotes the technical staff involved in the project of the design organization. The vital point is that all team members should be encouraged to share their knowledge during the design phase and even from the past experience –Tacit knowledge in addition to the criteria available given by the owner as requirement. Therefore, the organizational culture that supports knowledge sharing is the key factor to encourage the team members.

2. Technical Knowledge sources include external and internal sources, and the construction industry based organizational knowledge, External sources mainly consist of the stakeholders (Subconsultant for specialized elements of the project

like lift or conveying system, façade, IT MEP Industrial Kitchen if applicable etc. related material suppliers, etc.) involved in the design team of the project.

3. External events, seminars, academic reports and researches, universities, knowledge brokers and the internet are the supporting elements of external sources.

4. Upon deciding the successful contractor to execute the designed dream project the following department form the contractor will involve to make a successful project which will called as internal source to the project.

Internal sources involve current project documentation like specification, drawing, regulation set by the organizational technical team in consultation with the design and supervision consultant, project team meeting, intranet/extranet and personal library of technical personnel, More of commercial/procurement team in finalizing the subcontractor and supplier in order to provide the required technical data for the preparation of the necessary detail and drawing for the approval of the client and consultant prior to issue to the construction team for execution. Finally, the organizational knowledge is the intellectual capital of the organization which also comprises knowledge about the personal skills, project experiences of the employees and cross-organizational knowledge.

1. Tacit technical knowledge can only be captured from the experience individuals of the similar position worked in many project and experts of different trades involved in the project. The central point of the model is the Technical knowledge leader/Manager. The technical department should establish a technical knowledge management team in which knowledge expert will be hired in each project and knowledge manager will be given the responsibility for TKM. In construction, the technical knowledge manager is generally a senior member with a string construction background. Additionally, he/she should have the required competencies, skills and personal attributes. Leadership, management and communication

are some of the skills that are very important to be a successful knowledge manager. The knowledge manager has also a direct connection with knowledge sources.

2. In order to prevent knowledge overload, only valuable tacit knowledge will be stored by the knowledge manager into the KM system. It will also include recording of photos and videos regarding the problem solution, innovation, etc.

3. The TKM system include tacit knowledge such as know-how, expert suggestions, and innovations as well as explicit knowledge such as reports and documents. Construction companies have not been successful at capturing tacit Technical knowledge during the design and construction phase. The system mostly focuses on accumulating and reusing tacit technical knowledge to overcome this problem.

4. The main page of the system contains the projects option where and how the technical information are handled during the execution of the project of current and finished projects of the company is available; the Technical knowledge type option where users can access to tacit and explicitly technical knowledge such as know-how, innovations, problems/solutions and explicit knowledge such as specifications, design drawings, Design parameters, design concept, contracts and reports; and the add new knowledge option which is used only by the technical knowledge manager to add new knowledge into the system.

5. The system will be updated by the knowledge leader/manager. The users can find the relevant knowledge in this system by using the following search option; knowledge type search, subcontractor type and contact detail, supplier detail, category of the element and purpose origin of product search and knowledge used in project search. On each web page the submitted date and approved date of the knowledge are given and the description of the knowledge is presented.

6. Immediate access to the relevant knowledge can be provided by this system. Therefore, it can reduce the time consumption and cost of finding knowledge which enable the department or company while proposing to the client and consultant and during the preparation of the schedule for the shop drawing, Material schedule, subcontractor schedule etc. which will ultimately enable to hand to finalizing the progress of the work and resource required etc.

7. All technical staff can access into this system by having a password authorized by the company. The company users can facilitate the updating process of knowledge by adding something extra if they have experience in the relevant field.

5. CONCLUSIONS

Construction companies have to manage their Technical knowledge better if they want to survive in the competitive business world. Recently, implementing TKM within their firms has become almost a necessity for all construction organizations who dealt with the mega projects. Obviously, implementing these processes requires a coordinated strategy to achieve the benefits of TKM.

1. In construction projects, much technical knowledge is wasted during the construction phase. Capturing tacit technical knowledge and reusing in future projects is very important and can give a company a strong competitive advantage.

2. This paper proposed a conceptual framework to capture tacit technical knowledge in projects. The main components of the proposed framework are the Owner and design team & projects technical team, the technical knowledge management sources (in-house and external), the technical knowledge leader, and the knowledge management system.

3. The proposed TKM system is briefly described. Future research will be conducted in order to test the suitability

of this system for capturing, storing and reusing tacit technical knowledge in construction projects.

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JUST IN TIME

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ABSTRACT

The main aim of the paper is to abridge about the concept of Just-in-Time inventory control. This paper includes a brief overview of the concept of Just-in-Time inventory, the definition of JIT, the main purpose of JIT and why companies use JIT for inventory control. Also the paper includes the advantages and disadvantages of JIT, decision making using JIT. The paper discusses in detail the risks that are associated with the use of Just-in-Time system of inventory. The paper includes real life example of the Boeing Company. It discusses about the advantages, disadvantages and risks associated with the use of JIT by the Boeing Company. Also it mentions about the changes that took place in the Boeing Company after the implementation of the Just-in-time inventory system. In all the paper is a work on the concept, meaning and importance of Just-in-Time inventory and also the application of JIT at Boeing on all sides. The paper also provides a detail explanation of the financial statements - the balance sheet, income statement and cash flow and the impact of JIT on all these financial statements.

This paper also tries to identify the current inventory mechanisms being implemented by Boeing and how good or bad it has helped the Boeing to compete with other competitors. It also tries to understand the airbus inventory strategy and how far or better both strategies work out including the differences, similarities between the strategies in a detail study.

The conclusion part of the write up gives us the associated benefits and the best use of the Justin time strategy in helping Boeing to save its time and money on the manufacturing process, reducing the associated wastes with decrease in the cost and increase in the production of the manufactured goods. The conclusion also illustrates the total down or up turn Boeing was able to establish with by the implementation of the JIT inventory management system.

Over the past few years the concept of Just-in-Time has gained a lot of importance and popularity. The concept of JIT is an age old one and is used extensively by the Japanese companies. It is one of the most important business philosophies of Japan and involves production of high quality goods with as little amount of resources as possible. The resources are mainly of three kinds Raw Material, Work in Progress and Finished goods. The purpose of implementing JIT in an organization is to do away with the wastes of all kinds. Also the JIT concept focuses more on continuous improvement both in terms of quality as well as productivity. With the help of JIT the organizations make use of meager inventory and the yield or production reaches the workstation just in time. The main reason behind companies giving a lot of importance to just in time is to see to it that the wastes in terms of overproduction, waiting, transportation, processing, stocks, motion and defectives is reduced or almost brought to nil. Through the JIT system, the organizations will be able to know the exact time when they are in need of supplies. So as to reach this objective every organization should make efforts towards reduction of wastages and increasing the value. For the purpose of reducing the wastes and increasing the value of the firm, the most logical step that is to be taken is to keep a track of the layout and the inventories. With the help of redesigning the layout for some activities the firm will be able to reduce the time required for moving the supplies to the next level in the process thereby reducing the costs that are associated with that movement. The JIT mechanism has helped organizations to save good amounts of money being spent on the inventory as the market changes very frequently due to uneven conditions which can be eliminated by the JIT mechanism, there by decreasing the cost attribution to final profit and loss of the organization.

Thus, JIT is nothing but the comprehension of how much of resources in terms of manpower, raw materials and inventory required of production.

Definition of JIT

A definition of JIT as it is popularly known is "a philosophy of manufacture and planned elimination of all waste and on continuous improvement of productivity ".it has the three rights in it ,the right man for the right job at the right place. This would eliminate waste and leads to greater efficiency of production by bringing down idle and waste time. It reduces inventory levels, improves product quality and reduces lead time.

The Just-in-Time (JIT) is a "process of optimizing manufacturing processes by eliminating waste including wasted steps, wasted materials and excess inventory. (Damiano, 2003). In the words of Investopedia, JIT is a strategy of inventory management in which raw materials and components are delivered from the vendor or supplier immediately before they are needed in the manufacturing process. The concept of JIT is otherwise known as the lean production or stockless production. The JIT system helps in the enhancement of profits and return on investments. The process of increasing the profits is made possible through the reduction of inventory levels, increase in the rate of inventory turnover, improving the quality of the product, reduction of the lead times of production and delivery of goods and reduction of all other costs which are related to the machine set ups and equipment breakdowns. (Tubular Steel, inc., 2004). The concept of JIT was introduced so as to increase the return on investment of an organization by way of reduction in the in-process inventory and its carrying costs. It is a strategy that is followed by the organizations so as to enhance the efficiency and bring about a decline in the wastes through the receipt of goods as and when required by the production process. This way the business would also be reducing the cost of inventory.

A JIT would also facilitate supplier managed inventory strategy on lean demand driven products. The suppliers could ship their products based on real time inventory visibility .this would mean that the responsibility of inventory passed on to the suppliers. A JIT would also mean a 24/7 support service which bosch could outsource thereby saving cost and accelerate time value for money. Bosch would

then allow the call centre to handle all calls from vendors and clients through an automated procedure of experts which would not only reduce space but also effect immediate supply logistics. This could be a very effective way of reducing time on shipments and unnecessary accumulation of delayed orders. There would a direct link between the supplier and the client and so routing time is avoided. This would cut off rerouting orders to the factory and then supply. This will also reduce cost and risk of delay.

JIT mechanism will only help to identify the total input and output mechanism of the production and accordingly the input of the required materials is discussed with the production and accordingly required request of materials required is raised with the vendors and goods of raw materials is provided to the manufacturing process is provided with out any time delay making sure the organization doesn't carry cost of inventory and also the goods are manufactured according the delivery time that has been agreed. The most important aspect of this method is that he producer should be able to determine the demand for the good precisely.

Advantages of JIT

There are a number of advantages that an organization would experience with the implementation of JIT. By implementing JIT an organization would reduce its costs and increase value. There would be a positive change in the operations of the organization. In other words the operations would be more efficient and cost effective. The quality of goods produced also increases thereby getting good customer response. Through the JIT approach, the manufacturers are provided with an opportunity to purchase materials just at the time they are required rather than holding them as stock when they are actually not required. This would lead to reduction in the carrying costs of the organization and elimination of warehouses. This would also reduce the amount that is blocked in the form of raw materials and finished goods thereby giving an opportunity to the business to optimize their transportation and logistics operations. This would again pave way for increasing the production lines in the place

of warehouses. The risk of obsolescence is also eradicated with the implementation of JIT. As it is a continuous improvement program there would be an increase in the quality and elimination of wastes and unnecessary costs. Through JIT short term consumer demands can also be met. Also the skills of the employees who can do multiple tasks are made use of in an optimum manner. The working hours of the employees is also scheduled in a better manner.

The total JIT program will help to have proper inventory mechanism in side the organization with a strong process orientation aligning to the project management mechanisms. The JIT program also ensures raw material procurement, inventory, and delivery are up to the standards making sure all the employees and staff in their respective departments is prepared enough to have updated process running inside the organization making sure the products delivered on time.

Disadvantages of JIT

Although there are many advantages of JIT there are a few drawbacks also. One of the biggest problems with the use of JIT is that the supplies as well as the customers could be faced with either low supply or excess supply. Thus, there would be supply shocks with the use of this system. Also there is a need to renovate and overhaul the entire business system for implementation of JIT. This would mean very expensive to the business and also a difficult task to be taken up. The implementation of JIT would introduce the business to new and complex problems related to the supply chain. As the system would provide an opportunity to the business to purchase stocks as and when required, there would be no stock to depend on in times when there would be a small disturbance in the supplies especially when the business is completely dependent on only one supplier. In such cases, there is always a possibility of termination of production given a very short period of time. JIT model would face several problems pertaining to the stock inventory management in the times of calamities and un even political and economical conditions, where the availability of goods according to the time of manufacturing would

be delayed causing a major problem to the supply chain management which in turn effects on the delivery of the goods to the customers or the manufacturing which will show its impact on the total profit and loss of the business. Depending on one or two suppliers might create a price variation from time to time which might show its impact on the total cost of the product production and even these vendors can come to an understanding and decrease the quality of the products being sold out.

In all together JIT inventory should make sure the current process management of manufacturing is not effected at nay cost due to the availability of raw materials nor delivery of the products.

Risks associated with JIT

The process of JIT is highly interdependent. The entire system involved is something where everyone relies on everybody else (Greenberg, 2002). Thus, if one of the channel in the supply chain is weak then it would cost a lot to the business as the various channels of the business are all linked to the supply chain. JIT system would be highly hazardous to businesses especially when there are labor strikes, disturbances in the lines of supply, fluctuations in the market demand, and lack of proper top to bottom communication in the supply chain, disturbances in production and stock outs. This is because all these disturbances could interrupt and dislocate the whole of the supply chain even though the JIT processes are undisturbed. In places such as ports where emergency arises, it would be difficult to use the system of JIT (Greenburg, 2002). This is because if a ship is to arrive carrying the inventory and did not make it to the shore as yet, the business which has JIT in place would have very little or no inventory to meet the emergency. The aspect of low carrying costs as there would be no need for the holding the stock in warehouses is one of the biggest advantages of JIT but in certain situations like the one discussed above would prove very risky to the business as there would be no safety or buffer stock to keep the production process in motion. Businesses would face seasonal demand fluctuations due to certain unexpected events. In

such cases JIT would leave the retailers and manufacturers with very less inventory as the holiday season approaches (Greenburg, 2002). If a business completely depends on JIT then it would be devastated due to the variations in the demand at different periods of the year especially for seasonal products. In case of communication breakdown also there would a great amount of risk involved in the JIT system as in this system communication is considered as king. Communication gap would kill the JIT system. Choosing the wrong technology also is a very big risk in this system. In many cases the organization carries different agreements on the delivery of the goods, in any case the delivery of the products delivered is delayed the savings made in the form of the cost inventory management should be paid as a fine or penalty to the organization as part of the service delivery agreement which is high risk to the organization not only in the form of the money but also to the brand image of the organization.

Advantages of JIT at Boeing

With the implementation of JIT the wastes in terms of non-value adding occupations and endeavors are eliminated. JIT has reduced the operating costs at Boeing and increased the flexibility and innovations at the manufacturing level of the organization. This has in turn led to the increase in the performance, quality and delivery of the company. JIT has made the company and the procurement personnel more available to the supplier. JIT is a consumption based ordering system and hence it allows Boeing to keep the right amount of supplies and parts on hand without stocking expensive and excess inventory. JIT system has maximum numbers and this is attained with the help and assistance from production control. This makes Boeing understand that there is a lot of room for items and each of them can be delivered to the proper "point of use" station. JIT system of inventory is very transparent. This feature provides an opportunity to the Boeing suppliers to know the work that is in process at Boeing which enables them to plan their work accordingly. This would provide flexibility to the suppliers and reduces their costs. A reduction in

cost of suppliers would automatically mean reduction in the cost of Boeing.

The JIT system allows for close partnerships with the suppliers. It is the suppliers of Boeing who decide when and how often or how rarely the inventory needs to be checked and when to ship the items and where to ship them to. Thus, the Boeing Company need not worry about placing of orders. As the suppliers are ingrained in the business, there would be an increase in the competition as well as the quality of goods produced. Through JIT Boeing corporation has in place the task paced production system which focuses on assembling at the right pace and not hastily and not at the earliest. This would enable the company to increase the quality of production. Also the items go for production one at a time rather than as a group. This process is done without any disturbance thus, improving the quality of production. The production at Boeing is done only when it is requested thereby reducing and avoiding over production. Through the JIT system Boeing has done away with the unnecessary lead times and reduced the set up costs to a great extent. After the implementation of JIT the Boeing Corporation has come out of the losses that it has incurred over a period of time. This means to say that the JIT system has improved the return on investment of the business. With the use of the lean strategies, Boeing corporation was able to reduce the consumption of energy, raw materials, non-value activities in the process of manufacturing thus, leading to improvements in the environment.

The waste elimination through the adherence to JIT at Boeing has brought about a number of financial incentives which were used in the conservation of energy, resources and certain other improvements.

Changes effected in being company after JIT inventory management strategy

With the introduction of the JIT inventory management, Boeing was able to reduce the waste costs associated to the inventory, and also decrease the monitoring required for the management of the inventory. It has also managed to identify different vendors who can provide the required raw materials on

the time in order to strengthen the manufacturing process, which has directly impacted on the organizations performance helping Boeing to save good amounts of money on the inventory management which has shown impact on the total Boeing performance increasing the profit of the organization.

Analysis on the financial statements of Boeing Company showing impact on all sides of JIT inventory management

The Boeing Company and Subsidiaries
Consolidated Statements of Financial Position
(Unaudited)

(Dollars in millions except per share data)	December 31 2008	December 31 2007
Assets		
Cash and cash equivalents	$ 3,268	$ 7,042
Short-term investments	11	2,266
Accounts receivable, net	5,506	5,740
Current portion of customer financing, net	425	328
Deferred income taxes	1,151	2,341
Inventories, net of advances and progress billings	15,612	9,563
Total current assets	25,973	27,280
Customer financing, net	5,879	6,777
Property, plant and equipment, net of accumulated depreciation of $12,280 and $11,915	8,762	8,265
Goodwill	3,647	3,081
Other acquired intangibles, net	2,685	2,093
Deferred income taxes	4,106	197
Investments	1,328	4,111
Pension plan assets, net	16	5,924
Other assets, net of accumulated amortization of $400 and $385	1,405	1,258
Total assets	$ 53,801	$ 58,986

Understanding of the financial years 2007 and 2008

("Boeing Posts Quarterly Loss on Strike Impact and Charges", 2009).

The Boeing Company and Subsidiaries
Consolidated Statements of Financial Position
(Unaudited)

(Dollars in millions except per share data)	December 31 2009	December 31 2008
Assets		
Cash and cash equivalents	9,215	$ 3,268
Short-term investments	2,008	11
Accounts receivable, net	5,785	5,602
Current portion of customer financing, net	368	425
Deferred income taxes	966	1,046
Inventories, net of advances and progress billings	16,933	15,612
Total current assets	35,275	25,964
Customer financing, net	5,466	5,857
Property, plant and equipment, net of accumulated depreciation of $12,795 and $12,280	8,784	8,762
Goodwill	4,319	3,647
Other acquired intangibles, net	2,877	2,685
Deferred income taxes	3,062	4,114
Investments	1,030	1,328
Pension plan assets, net	16	16
Other assets, net of accumulated amortization of $492 and $400	1,224	1,406
Total assets	$ 62,053	$ 53,779

Understanding of the financial years 2008 – 2009.

("Boeing Reports Strong 2009 Revenue & Cash Flow on Solid Core Performance", 2010).

The Boeing Company and Subsidiaries
Consolidated Statements of Financial Position
(Unaudited)

(Dollars in millions except per share data) December 31,	December 31 2007	December 31 2006
Assets		
Cash and cash equivalents	$ 7,042	$ 6,118
Short-term investments	2,266	268
Accounts receivable, net	5,740	5,285
Current portion of customer financing, net	328	370
Deferred income taxes	2,107	2,837
Inventories, net of advances and progress billings	9,563	8,105
Total current assets	27,046	22,983
Customer financing, net	6,777	8,520
Property, plant and equipment, net of accumulated depreciation of $11,915 and $11,635	8,265	7,675
Goodwill	3,081	3,047
Other acquired intangibles, net	2,093	1,698
Deferred income taxes	217	1,051
Investments	4,111	4,085
Pension plan assets, net	5,924	1,806
Other assets, net of accumulated amortization of $385 and $272	1,258	929
	$ 58,772	$ 51,794

Understanding of the financial years 2006 – 2007

("Boeing Reports Record Revenues, Earnings, Cash Flow & Backlog for 2007", 2008).

Upon analyzing the total inventories and cash payments to the vendors and inventories it seems to be increase in the cash payments for Boeing where the ahs payments paid in the form of inventory is $ 8,105 millions in the form inventory charges in the year 2006 and 9,563 millions for the year 2007 in the form of inventories.

The inventories in the year 2008 remained 15, 612 where as in the year 2009 remained 16, 933.

With increase in the inventories it is not evident that the cost of the inventory management has increased for Boeing, the inventory cost is also directly reflecting on the cost associated to the access goods procured with demand to high end production.

Full year 2009

Revenue grew to $68.3 billion while earnings reflected solid core operating performance affected by previously announced events.

Operating cash flow of $5.6 billion reflects strong management of working capital.

Cash and marketable securities of $11.2 billion provides strong liquidity for 2010.

Backlog of $316 billion – over four times current annual revenue.

Full Year 2008

Fourth-quarter revenues declined to $12.7 billion from $17.5 billion as labor strike

pushed airplane deliveries out of the quarter Fourth-quarter EPS declined to loss of $0.08 per share, reduced by an estimated total of $1.79 due to strike, 747 charge and litigation-related reserve.

Backlog grew 8 percent in 2008 to a record $352 billion.

2009 EPS guidance of $5.05 to $5.35 underpins a solid foundation in challenging times.

Based on the comparison it is clear that Revenue grew to $68.3 billion with an Operating cash flow of $5.6 billion.

However the profits in the year of 2007, 2008 got affected due to the recession because of which the Boeing was not able to see huge profits as it had seen in the year 2009.

However it is clear that introduction of the JIT inventory management, Boeing was able to decrease the drastic unexpected inventory cost in the bad market season which was fruitful in deceasing the losses to Boeing.

JIT inventory management strategy to Airbus inventory management

Airbus Works with WIP management system which has different types of logistics system for each and category of the organization including consumer, customer, supplier, raw material vendors.

Airbus works with four different types of logistics flows: SWK (Supplier-Warehouse-Kanban), SWC (Supplier-Warehouse- Consumer), SC (Supplier-Consumer) and SK (Supplier-Kanban).

The strategy applied by the JIT and airbus inventory management seems to be all in the same where the procurement of goods is done at the time of the requirement adding directly to the manufacturing process with out any maintenance in the inventory.

Conclusion

The JIT inventory management seems to be good fit for organizations in maintaining the inventory in side the organizations, this strategy seems to be well fit strategy for big organizations like Boeing as they have huge equipments in the form of raw materials which require huge place for inventory management and resources to protect the product safety norms before they are bought into the manufacturing process. JIT inventory management

also helped Boeing in savings good amounts of money in uncertain economic situations by decreasing the inventory inside the organization which has directly impacted on the loss that organization is foreseeing.

However, Boeing should also make sure it identifies different risks by having just in time inventory management, and make sure they maintain good relationships with the vendors adding to a good logistics process with a buffer time of moving the raw materials into the manufacturing unit, making sure it doesn't impact the whole process of the manufacturing in case of delay in procuring the raw materials. With a good implementation plan supporting by process plan and well designed project management initiatives the JIT inventory management can be best implemented by any organization which has manufacturing process.

In order to identify the JIT inventory management system, organizations should make sure they have well trained employees on the process and also on the other side organizations should form a committee by the top management in order to review the progress of the JIT inventory management being implemented in the organization and provide necessary directions to the vendors and bottom level employees in managing the JIT inventory management system.

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IMPEDIMENTS FOR A LEARNING ORGANIZATION IN HEALTH-CARE SERVICES - AN INDIAN CONTEXT

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ABSTRACT

This paper attempts to clarify the concept of the learning organization and examines the barriers to its application. A framework that encompasses the principles of the learning organization, based on literature is drawn. It tries to explore the impediments to the learning mechanisms in Indian health-care organizations. The paper concludes that health-care organizations should strategize initiatives to eliminate the barriers to transform themselves into learning organizations.

Keywords: *Learning organizations, Indian health-care organizations.*

1. INTRODUCTION

Since the late 1990s, the concept of "learning organization" has received a great deal of interest from researchers, academics and practitioners. Series of books and articles have been published, in an attempt to construct a "roadmap" for the achievement of an idealized image of the "learning organization" (Tsang, 1997). However, "despite the amount of interest in the topic, at the moment there is a limited amount of good empirical research" (Easterby-Smith, 1998), and no consensus on the main characteristics necessary for the construction of the "learning community" is arrived yet.

In this paper the researchers try to clarify the concept of the learning organization and to cast light upon the impediments to its application in health-care organizations, by answering four research questions:

1. What is the difference between individual and organizational learning?
2. What type of learning does a learning organization need?
3. What are the "blocks" and "foundations" required for the learning organization?
4. Does a learning organization in practice differ from the learning organization as prescribed in theory?

A framework that encompasses the principles of the learning organization, based upon the literature published in renowned academic journals is drawn and it was used to explore the learning mechanisms in Indian health-care organizations.

It is widely acknowledged that learning may become the only vital source for sustainable competitive advantage for all the organizations, especially in knowledge-intensive industries (Stata, 1989). Thus, health-care organizations offer an ideal context for our study, because not only do they represent a knowledge intensive sector, but they also provide complex services, characterized by the interaction of multiple disciplines and by the need for constant updating with the latest medical techniques.

In this paper, the first part focuses on the literature review on individual and organizational learning followed by the definitions and principles of the learning organization. In the second part a framework is drawn for the application of the concept of learning organization in health-care services. Finally the impediments for Indian health-care organizations to become as learning organizations are discussed and conclusions are drawn.

2. REVIEW OF LITERATURE
LEARNING ORGANIZATION AND ORGANIZATIONAL LEARNING

The literature suggests that the "learning organization" is the one that encompasses and

implements the main characteristics of organizational learning, which in turn is built upon individual learning (Pearn et al., 1995). Therefore, in order to understand the features of the former, we need to step back and look into the process of individual and organizational learning. These processes are looked at separately, because they are very much related yet different in nature (Argyris and Schon's "paradox", 1978).

According to Kolb (1984), "Learning is the process whereby knowledge is created through the transformation of experience". Thus, learning encompasses two meanings:

1. The acquisition of skill or know-how, which implies the physical ability to produce some action.
2. The acquisition of know-why, which implies the ability to articulate a conceptual understanding of the experience.

Argyris and Schon (1978) argue that the individual learning takes place only when new knowledge is translated into different behavior that is replicable.

Subsequently the mechanisms of memory and mental models (Kim, 1993; Senge, 1990a,b) translates individual learning into organizational, through the "spiral of knowledge" (Nonaka, 1991). Tacit knowledge, hidden in individual minds (Simon, 1991), is embedded in routines and habits not directly visible to the outside world. The first step of acquiring organizational learning is to understand individual tacit knowledge, interpret and share it across the organization through observation, imitation and practice (Nonaka, 1991; Crossan et al., 1999). Subsequently, tacit meanings need to be transformed into explicit, through shared understanding and coordinated action, so that all employees can integrate knowledge, operationalise it and use it to improve performance (Crossan et al., 1999). Finally, explicit information has to be internalised and embedded within everyday routines at all levels of the hierarchy. Thus, individual learning is converted into organizational learning (Nonaka, 1991).

However, the mechanisms that organizations use to learn are totally different from those of individuals (Argyris and Schon, 1978; Weick, 1991; Cook and Yanow, 1993; Popper and

Lipshitz, 1998). Organizations and their members may learn completely different things. In many cases "the organization cannot seem to learn what every member knows" (Argyris and Schon, 1978). Hence, the link between individual and organizational learning is distorted (Kim, 1993).

Three types of organizational learning have been identified in the literature: single-loop, double-loop and triple-loop learning. In single-loop learning, decisions are based solely on observations and result in the correction of errors. Double-loop-learning encourages critical rethinking of the existing knowledge, which has proven inadequate (Argyris, 1977). Finally, triple-loop learning forces the individual to challenge deep-rooted assumptions and norms that have previously been inaccessible, because they were either unknown or known but undiscussable (Argyris and Schon, 1978). Therefore single-loop is about "doing the same things differently", doubleloop is about "doing completely different things", and triple-loop is "changing the assumptions and norms about the way things had been done".

There is no unified definition of organizational learning, because different academic studies are based upon diverse theoretical assumptions (Easterby-Smith, 1997) and thus give emphasis on different characteristics of organizational learning, such as:

a. the changing and acquisition of meanings through collective actions (Cook and Yanow, 1993; Kim, 1993);
b. the reinforcement of improvements in knowledge, actions, behaviors and performance (Huber, 1991; Fiol and Lyles, 1985; Nevis et al., 1995); and
c. the capacity for collective acquisition of knowledge, ideas and insights through the sharing of experiences (Marquardt, 1996; Nevis et al., 1995; Stata, 1989).

These features of organizational learning can flourish within an environment that facilitates changes in the way people learn "how to learn" (Pedler et al., 1986; Senge, 1990a,b). Learning organization is such an environment, which promotes all types of learning, with an emphasis upon organizational double and triple-loop learning, and its main characteristics are analysed as follows.

3. BUILDING-BLOCKS AND THE PRINCIPLES OF THE LEARNING ORGANIZATION
THE FRAMEWORK FOR THE STUDY

The definition of the learning organization that incorporates the main characteristics of organizational learning is found in Garvin's (1993) definition as: "A learning organization is an organization skilled at creating, acquiring and transferring knowledge and at modifying its behavior to reflect new knowledge and insights". Previous researches, so far, has identified various characteristics of a learning organization that support the creation, acquisition, transfer and utilisation of knowledge. Senge (1990a,b) refers to five "component technologies", Garvin (1993) identifies five main activities of the learning organization, Nevis et al. (1995) produce a framework with ten facilitating factors of learning, while Popper and Lipshitz (1998) emphasise the importance of continuous learning. The identified characteristics can be gathered into five groups, which constitute the basic building-blocks of the learning organization (Goh, 1998). Hence, the two supporting foundations highlighted for the framework in this paper are:

A. The design of the organizational system.
B. Skills and competencies of the employees.

The five principles operating within the above-mentioned foundations are:

1. Shared Mission and vision
2. Visionary Leadership
3. Knowledge Transfer
4. Team Building and
5. Practicing Culture.

3.1. FOUNDATIONS OF A LEARNING ORGANIZATION
A. The Design of the Organizational System

A learning organization needs a structure that supports the upward and downward circulation of information. Research has shown that learning capability is negatively related to formalization and hierarchies (Goh, 1998; Easterby-Smith, 1997) and positively related to the minimization of boundaries between functions, informal networking and dialogue (Nevis et al., 1995; Schein, 1993; Isaacs, 1993). However, communication mechanisms cannot bolster the learning organization, unless employees possess the right skills and capabilities to promote single-, double- and triple-loop learning.

B. Skills and Competencies of the Employees

A learning organization also needs to be accompanied by life-long learning (Pearn et al., 1995). That is why human resource practices of learning organizations focus upon selecting people for what they are able to learn, not for what they already know (McGill and Slocum, 1993; Senge, 1990a, b; Nevis et al., 1995). The learning organization is also based upon other new capabilities, such as reflective thinking and team-building (Senge, 1997), which equip employees to search for interdependencies within the different departmental functions, and to link their learning to the learning of the organization as a whole (Nevis et al., 1995).

3.2. PRINCIPLES OF A LEARNING ORGANIZATION
Principle 1: Shared Mission and Vision

A widely shared and understood mission enables staff at all levels to develop their skills and capabilities, take responsibilities and contribute to organizational performance (Senge, 1997; Pearn et al., 1995). Shared vision encourages employees to acknowledge the expectations-reality gap, and provides incentives for learning and improvements (Huber, 1991). This is possible when there is a dynamic and actively involved leadership that considers employees as "the core competitive advantage" of the organization (Nevis et al., 1995; Popper and Lipshitz, 2000). Hence, principle one is closely related to the second principle.

Principle 2: Visionary Leadership

Leadership in a learning organization empowers employees, encourages an experimenting culture, rewards learning, supports innovative suggestions and frequently generates learning opportunities on-the-job (Nevis et al., 1995; Pearn et al., 1995; Marquardt, 1996). Managers are seen as coaches, leaders are viewed as teachers, designers, stewards and facilitators (Senge, 1990a,b, 1997; Ellinger et al., 1999). However, involved leadership cannot accomplish

its goals, unless there is a system of knowledge dissemination and sharing, which represents principle 3.

Principle 3: Knowledge Transfer

Skill and knowledge acquisition within a group is of limited use, unless it can be transferred, in order to energize creative ideas in other departments or units (Garvin, 1993). Critical thinking and reflection are required for the dissemination of valid and reliable information. Furthermore, learning from past failures makes knowledge explicit and enables its transfer from individual to organizational level (Marquardt, 1996). Nevertheless, good transfer of knowledge cannot support its utilisation, unless there is teamwork to implement the proposed solutions.

Principle 4: Team Building

The diversity of team members' knowledge and backgrounds stimulates dialogue, brainstorming and team problem solving (Garvin, 1993; Isaacs, 1993). "Everyone in a learning organization is aware of and enthusiastically accepts the responsibility to be a learner, as well as to encourage and support the learning of others" (Marquardt, 1996). However, none of the above principles can flourish, without "openness to experience, encouragement of responsible risk taking and willingness to acknowledge failures and learn from them" (McGill and Slocum, 1993). These are all characteristics of an experimenting culture.

Principle 5: Practicing Culture

An important part of the learning organization is its ability to create new knowledge and insights; this requires open-mindedness and dialogue, which helps employees to discover their hidden assumptions or mental models (Kim, 1993). A practicing culture sets aside resources for employees to engage in creative pet projects, develops rewarding mechanisms for those that excel in this area and tolerates errors. "If learning comes from experience, the more one can plan guided experiences [experiments], the more one will learn" (Nevis et al., 1995).

4. IMPEDIMENTS FOR INDIAN HEALTH-CARE ORGANIZATIONS

Indian health-care organizations encounter certain common barriers to the building of the learning organization. The following are just assumptions of the researchers and needs further empirical testing.

1. Indian health-care organizations seem to have not accomplished a clear understanding of an overall strategic vision and mission. There seems to be a gap between the practitioners' day-to-day expectations and top management's aspirations, as well as the lack of understanding of the importance of learning, for an organization as a whole.

2. Whether leadership in Indian health-care organizations has taken up the role that is required in a learning organization needs to be answered.

3. Indian health-care organizations mostly support single-loop individual learning, mainly through seminars and workshops, for the correction of errors and the acquisition of new skills. The extent of transfer of learning needs to be examined.

4. Lack of time and personnel, as well as unclear accountabilities in case of error, and lack of commitment, impedes staff from taking risks for improving processes and services and from picturing themselves as part of a system with interrelated and interdependent practices.

5. Doctors, nurses and residents have their own sets of personal goals, beliefs, mental models and behaviors. Thus, the acquisition of a "collective meaning", which would lead to organizational learning, is in question.

6. The organizational structure of Indian health-care organizations in encouraging participatory decision making, and thus influencing teamwork, cooperation, knowledge transfer and shared leadership needs a kaleidoscopic view.

5. CONCLUSION

The objective of the study was to understand the role of the learning principles in the formation of the learning organization and identify the impediments to their application to health-care organizations in an Indian context. It is concluded that the Indian health-care organizations have various impediments to become learning organizations. They need to consider the impediments to learning that are highlighted and should start taking steps towards their elimination. This conceptual paper is just based on the literature review and assumptions of the researchers. Future large-scale empirical research on multiple perspectives of learning organizations is recommended to help Indian health-care organizations to transform themselves into learning organizations.

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WOMEN IN MANAGEMENT: GLASS CEILING IN INDIAN SCENARIO

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ABSTRACT

It is often emphasized that with the country's former President Pratibha Patil, the chief of the opposition political party Sonia Gandhi, and three powerful chief ministers as women namely Anandiben Patel of Gujarat, Vasundhara Raje of Rajasthan and Mamata Banerjee of West Bengal, India has successfully broken the barrier of Glass ceiling. However looking at India's 135th rank out of 157 countries in terms of Gender Development Index (July 2014), it seems India has to go a long way to realize the dream of gender equity. On one side, India has examples of Arundhati Bhattacharya, Chairperson, State Bank of India; Chitra Ramakrishna, Joint Managing Director, National Stock Exchange; Preetha Reddy, Managing Director, Apollo to name a few who made it to the top in their fields; on other side there are volumes of literature that portrays Glass Ceiling in one way or another. The present study is an effort to investigate the presence of Glass Ceiling in Indian scenario.

Keywords: Glass Ceiling, Corporates, Women empowerment.

GLASS CEILING CONCEPT

The term "glass ceiling" was coined in a 1986 Wall Street Journal report on corporate women by Hymowitz and Schellhardt [1]. The glass ceiling is a concept that most frequently refers to barriers faced by women who attempt, or aspire, to attain senior positions in corporations, government, education and non-profit organisations. The "glass ceiling" is a term that symbolizes a number of barriers that prevent qualified individuals from advancing higher in their organizations. Although many women capture management positions, only a very few have made the advancement to top-level positions.

WOMEN IN LEADERSHIP

The estimate suggested that only one to five percent of the top executive officials are women [1]. Hymowitz & Schelhardt (1986) first used the term "the glass ceiling" in the Wall Street Journal special report on corporate women [2]. They asserted that access to the top for women was blocked by corporate traditions & prejudice. Since then this term denotes an artificial and transparent barrier that kept women from rising above a certain level in corporations [3]. Simon (1995) opined that the term "glass ceiling" generally implies that women are confronted by a single layer of glass/barrier to their career progression. In reality, there are many layers and those too at different stages of career progression [4]. It is propounded in the relevant literature that include among others, the type of employing category, vertical separeration, gender and corporate strategy (Wilson, 2002; Davidson and Cooper, 1992; Morgan and Knight, 1991; O Leary and Ickovics, 1992) [5-8]. Though in India, it is often argued that with the country's former first citizen and the chief of the opposition political party [9], women have successfully broken the Glass ceiling. This claim seems justified with news headlines viz. "The country's second largest commercial lending institution, ICICI Bank, is headed by a woman, Chanda Kochhar[10]; so is the case Mallika Srinivasan, Chairman & CEO of TAFE Groups and was conferred Padma Shri award by the Government of India for her contribution to Trade & Industry [11]. But exceptions can't make history. In terms of Gender Development Index, still India holds 135th rank out of 157

countries which demands immediate and necessary action for gender equality.

REVIEW OF RELEVANT LITERATURE

Cotter D. et.al., (2001) states that the popular notion of glass ceiling effects implies that gender(or other) disadvantages are stronger at the top of the hierarchy than at lower levels and that these disadvantages become worse later in a person's career. Koshal & Gupta (1998) conducted a survey "Women Managers in India: Challenges and opportunities" to find out to what degree the glass ceiling exists in the largest democracy of the world and how women manager functions? The study also intends to analyze what kind of cultural barriers are existing for women in India that prevent them from advancing to corporate leadership positions? The results of study revealed that more than 40 percent men and women believe that there are significant barriers to women's advancement in their organizations and organizations do not encourage women enough to assume leadership position. There appears to be inequity in pay in corporate India, fifty seven percent women think that they need to work harder than men to prove their competence. Male stereotyping exclusion of women from informal communication network, commitment to family responsibilities, lack of business experience, and not being in the pipeline long enough are some of the barriers to women's advancement [12]. A survey(1995) found that among fortune 500 companies, only 90 had women as their chief executive officers , About 65 percent of Americans believe that women are discriminated against in getting such well paying positions- a phenomenon called the" glass ceiling" in which a woman rises only so far in management and no further [13]. Eggins (1997) in her book "Women as leaders and Managers in Higher Education" mentioned that women who serve as leaders of the academic institutions confront all the issues that women executives face in any large and complex business organizations. They also confront unique issues, one of which is to educate & accept new generation to a broader understanding of

Women's roles in organization have a very traditional and masculine cultural ethos.

However, women academics are yet to achieve these positions of management in order to challenge the status quo [14]. Veale & Gold (1998) conducted a research in Metropolitan District Council situated in Yorkshire, UK also confirmed that glass ceiling did exist within the council and this hindered women progress on top positions [15]. Van Vianen & Fischer (2002) concludes that both men and women at the management level reported stronger preferences for masculine culture. Moreover, they found that women were found to be less ambitious than men, and even ambitious women perceived work home conflict as an important barrier to career advancement [16]. Jeavons & Sevastos (2002) found that glass ceiling prevents women in the organizations. They also stated that even levels of promotions did exist in men and women. The data showed that the women are employed by the organization at a level that was much lower than their qualifications or lower than men doing the same job [17]. Peter (2003) argues that women themselves fail to understand the shift in focus while moving from the middle to senior and top management functions. While occupying the top positions, they are still performing less strategic and lower paying tasks. Women enter a professional system with lack of job-clarity and limited information on formal tasks and functions, that also becomes growth barrier for them [18]. Mathur et.al., (2006) indicated that the glass ceiling considered a myth by many in real and is nurtured by the organisational culture, policies and strategies besides women's own inadequacies. Only the most decentralized organizations', characterized by a culture that supports women's top positions, will help in breaking down the glass ceiling, along with women's own efforts to grow, develop and empower themselves through academic and career development [19]. Lyness and Heilman (2006) found in the study conducted with 448 upper level employees that women were less likely to be promoted than males, and if they were promoted they had stronger performance ratings than males [20]. However there are studies mentioning the other side of Glass ceiling. Budhwar, Saini & Bhatnagar (2005) noticed that the rise in literacy levels and better

position of women due to economic and social development has been becoming much better. Women are playing a significant role in the expansion of the Indian software industry, where they constitute 45% of the high-tech workforce. Similar trends can be noticed in education sector and BPO (business process outsourcing) industry where women are employed to sizeable number. More than 60% of the employees in Pepsi and ICICI are women which are sufficient to pave the way for other sectors [21].

David Cotter and colleagues defined four distinctive characteristics that must be met to conclude that a *glass ceiling* exists. A glass ceiling inequality represents:

1. "A gender or racial difference that is not explained by other job-relevant characteristics of the employee."
2. "A gender or racial difference that is greater at higher levels of an outcome than at lower levels of an outcome."
3. "A gender or racial inequality in the chances of advancement into higher levels, not merely the proportions of each gender or race currently at those higher levels."
4. "A gender or racial inequality that increases over the course of a career." [22]

GENDER EQUITY AND DISPARITY

Though there is significant labour career progress for women throughout the world over the last decades, women remain heavily under-represented in high earnings; high-status occupations. This is very true in the financial and corporate sectors. India ranks 114 out of 142 nations in World Economic's Forum 2014 gender gap index. It reveals that India is part of the20-worst performing countries on the labour force participation, estimated earned income literacy rate, sex rate, etc. Based upon the criteria of economic participation and opportunity, we are at the 134th place, whereas the female to male ration in labour force participation was 0.36. The inconsistency in estimated earned income was higher in females earning $1,980 compared to $8,087 of males earnings.

BARRIERS IN CAREER ADVANCEMENT

As commonly cited in the literature, glass ceiling is gender-based. The compensation paid to the women executives are relatively lesser even when the organisational revenue is remarkable. Another indicator is women's advancement is hindered by well entrenched corporate cultures. Work Life Balance challenges can influence women advancement. Women are typically the primary caregivers for the children or the elderly in the family. This destructs the elevation for women in career advancements that too in senior levels, where work/life commitments are not bothered by some corporate. Most of the women neglect or have lesser opportunity to have informal networks and relationships as men do. Women may not have full access to informal networks and so opportunities for promotion often favour men due to developmental prospects. Isolation or loneliness, lack of access to male networks, constant awareness of being a woman in a man's world or having to work harder and be better than male counterparts are much more challenging for women to climb up to senior positions. Also, lack of work-friendly policies, harassment in the workplace, etc. are some of the barriers that lead on the row.

WOMEN AS ENTREPRENEURS

As an option to Glass ceiling, women are blooming in flying colours as successful entrepreneurs. The movement towards entrepreneurship creates impact for business ownership, leadership recognition and the authority to make decisions. Women's decisions to leave corporations comprises of a mixture of personal and professional reasons – lack of Work Life Balance, increased compensation, opportunity to develop new skills or competencies, Gender discrimination to the opportunity to pursue new challenges and so on. In India, the increase in women-owned businesses demonstrates that the women entrepreneurs are breaking through the glass ceiling. Women rule the fields like trade, industry, engineering and media breaking the only traditional sectors like agriculture, handicrafts, handloom, cottage based industries, etc. The role of women entrepreneur in economic development of the country is

inevitable. Their role is being recognized and resurgence of women entrepreneurship is the need of the hour.

SMASHING THE GLASS

The modern trend reveals that women join hands in enhancing the income of the family by being the bread winner. It also changes their personality and living standards. The employers must ensure to establish mentoring programmes, providing job rotation, increasing top management diversity, allowing flexible working hours, paternity/maternity leave in order to breakthrough glass ceiling in the organisations. On the other hand, women have to align competencies with the top management to get to know the skills needed to be enhance, setting goals and objectives, monitoring and measuring the performance such that they can easily grab the top positions. Another important aspect is that building network by regularly reaching out to new people, becoming involved with cross-functional teams and expanding their professional network outside the organisation. By finding a good mentor and building reputation by seeking high-profile projects, speaking up and contributing in meetings, sharing ideas with peers as well as people at the top are the ways to smash the Glass. Whatever the reasons may be, women have two choices- either accepts the situation and be happy with looking up and not being able to touch what they see, or smash the glass with purpose and determination. Those who complain about Glass ceiling should keep in mind that glass can be shattered if one strikes it hard and long enough.

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STUDY ON QUALITY OF LIFE AMONG TRANSGENDER IN TIRUCHIRAPPALLI CITY CORPORATION

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ABSTRACT

Transgender is the term the derived from (Latin) word, derivatives Trans Means across, beyond, through and gender is a general term applied to a variety of individuals, behaviors, and groups involving tendencies that diverge from the normative gender role women or man commonly, but not always, assigned at birth, as well as the role traditionally held by society. This study is about to explore the quality of life among the transgender. Because they are the people who discriminated from the society and their life is meaningless and quality of life is missing among them. The main aim of the study is to analyze the level of quality of life among transgender in Tiruchirappalli city corporation.

The objectives of the study are to know about the socio economic condition of the respondents, to assess their quality of life, and to find the relationship between various variables involved in this study. To elaborate quality of life, it is longitudinally assessed in order to suggest measure qualitatively. So the researcher adopted cross sectional design to pursue all. Trichy Corporation has Four Zonal they are Ponmalai, Co-Abishekapuram, Ariyamangalam, Srirangam. In each Zonal there are 15 wards, there are many slums in each wards and each slum there is transgender which forms the universe of the study. The researcher adopted Non-Probability sampling technique for collecting the sample. Since nature of the universe is infinite the researcher used non probability sampling technique in that the researcher used Snow Ball Sampling method to collect the data from the respondents, as she knows some of the respondent's earlier through which the researcher was able to collect data from 150 samples.

The researcher has framed a self prepared interview schedule to collect the socio demographic profile of the respondents and adopted standardized tool to assess the quality of life among transgender. The findings of the study reveal that all the respondents (100%) are assessed that they lead a poor quality of life.

INTRODUCTION

"The Transgender who have braved all the odds in their lives and future scientists who may be interested to devote their attention of the prevention of the birth of such unfortunate freaks of nature"

- Su. Samuthiram, 2002, the book "Third gender"

Transgender is the term the derived from (Latin) word, derivatives Trans Means across, beyond, through and gender is a general term applied to a variety of individuals, behaviors, and groups involving tendencies that diverge from the normative gender role women or man commonly, but not always, assigned at birth, as well as the role traditionally held by society.

In the beginning God created man and women to expose his wonders of creation. The striking differences between man and women can be seen with our naked eyes. As the man and women exist in the world there are also some persons who look like male but their characteristics differ and they behave like female.

They are born male but wanted to become a female. They are called as "TRANSGENDERS" they posses both the male and female characteristics in a combined form, because they behave in a strange manner normal people neglect them and keep them away from the mainstream of society.

They are abused and were sent out of their homes. They are subjected to harassment, torture discrimination, negligence and are pushed into violence.

So this study aims to bring into light the violence and discrimination they face from the outside world and also make people aware that Transgender are also human beings created by God (Serena Nandas, 1984).

WHO ARE TRANSGENDERS?

Transgender are men who have been castrated with (or) without penectomies or were born with ambiguous genitalia. Chukkas and Hijras are the other word used for TRANSGENDERS, through the former is

extremely derogatory. In school if a boy behaved in a girlish manner, he would instantly get called as "Chakka" a label that did nothing for one's self esteem.

Transgender are easily identifiable. They move around in groups wear sarees and jewellery, have obvious manly characteristics, speak in falsetto voices and clap their hands in a typical "hijra" manner.

In Tamil Nadu they are called as "Aravanis", they are persons normally born with male genetalia but they think of themselves as female. They are normally impotent. They get rid of their male genitalia willingly as some of them are born Hermaphrodites (Born with the characteristics of both men and women web stars dictionary) they live in groups and move in groups (pucl report 2001).

PROBLEMS OF THE TRANSGENDERS

The major problem with being a transgenders or someone who was blesmished in any way according to the judgement in Leviticus 21:20 was that it made a male un worthy to worship in the temple near the God of Abraham, Isaac and Jacob. This law was established by the same being who become Jesus the Christ some 1500 years later in the times of the Romans that being a transgenders is sometimes better in the same way that it is better for an unmarried individual as both can devote their whole being on the study of God's word and the development of his way as they do not get tangled up in pleasing a mate or be driven to sin because of their sexual appetites as he was trying to explain. But he qualifies his teaching with the admonition that it is only for those that it is given buy the father to be able too this of- course he did not mean that humans should stop procreating with the marriage covenant or none of us would be alive today.

CONCEPT OF QUALITY OF LIFE

Quality of life is a term used by societies to indicate how happy its citizens are compared to the citizens of another society. In other words, quality of life indicates how happy you are. The problem arises with the definition of "happiness" because what happiness" means

to one person is not necessarily what it means to other.

WELFARE SCHEMES

In a pioneering effort to solve the problems faced by transgender people, the government of Tamil Nadu (a state in South India) established a transgender welfare board in April 2008. Social welfare minister will serve as the president of the board. This effort is touted to be the first in India and even in the world. The government has started issuing separate food ration cards for transgender people.

In additional effort to improve the education of transgender people, Tamil Nadu government also issued an order on May 2008 to create a third gender for admissions to government colleges.

The Government has also decided to conduct a census on the transgender population in order to issue identity cards.

HELPLINE

A telephone helpline called "Manasu" ("mind in English) (0091-44-25990505) was set up by Tamil Nadu AIDS Initiative-Voluntary Health Services (TAI-VHS) for members of the transgender community, their families and the public. It functions between 10a.m and 6p.m.

REVIEW OF LITERATURE
Bhupaty Aaron O (2004)

A poster presentation on transgender issues in India. International Conference on AIDS at Bangkok, Thailand. The transgender/ transsexual/aravani/hijra community live in the poorest parts of any big metropolis i.e. slums. Hereto they do not have a choice and are given to the most areas of slums settlement. Basic human rights violations are rampart is every sphere of their lives. As one of the most marginalized groups on HIV/AIDS prevention work, a plethora of issues besiege any sort of work is endeavored to be carried out, that involves the community. Basic human rights: The basic human rights to educations. Health and recognized citizenship themselves are denied to this community. As an ostracized group, these rights are abuse/violated regularly, and as more than 90% of them are involved in

sex work, their abuse and harassment is not just violated to the law and police alone, but also from the general public, their clients and local thugs/goondas.

Seth Faison (2004)

"The Death of the Last Transgender". The author even after spending a lot of time with a group of Transgender found it hard to tell exactly what the reality is for some of them. According to the author certainly some of the transgender he met seemed very happy and they liked their life. They did not care what other people thought about them. They were nice clothes and spent their days dancing and transgressing ordinarily strict social lines in Indian society. But one of the transgender with whom the author spent a great deal of time with –Jyoti – said he was very unhappy being a transgender. He said he had been forcibly castrated. Now he is 27 years old and finds his life very hard. The transgender make living by dancing at weddings and birth of children, which are things, they cannot experience themselves. While many enjoy having this role play in Indian society, many others find it difficult. Also, it seems many transgender ends up working as prostitutes in one form or another. Obviously, that's a difficult way to live.

RESEARCH METHODOLOGY
STATEMENT OF THE PROBLEM

Transgender faced socio-economic, cultural, psychological and physical problem. They normally lack the ability to have sex. Usually such people are not accepted even by their parents in the first place and later by the society. Most of the transgender faced difficulty to get rented house from the public and some of them not provided with jobs in the common place. If they are not allowed to live with normal human being and are treated as a secondary creation. They are sure to lose the right path love and sympathy can lead to their betterment both in faith and social status.

SIGNIFICANCE OF THE STUDY

Transgender is a castrated man; they make a living by dancing at wedding and birth of children. It seems many transgender ends up

working as prostitutes in one form of another become beggars, AIDS spreaders, unemployment and crime which are not individual problem. But later it's a public problem.

Transgender are neglected by their family members and teased by the public. So they are not able to live in their own land and leading a nomadic way of life.

The problem of the transgender is not recognized in the society so the researcher to take up this study.

SCOPE OF THE STUDY

The present study analyses the level of quality of life and social support experienced by transgender. It focuses the transgender in Trichy. This study is based on the following variables; socio-demographic characteristics, occupation of the transgender, attitude towards the society, attitude towards the sex.

These elements are instrumental to a great extent towards the social support experienced by the transgender. It is essential to study each variable and its relationship with other elements. It is also anticipated that the findings of the study would help the society to know the problems of transgender and give the support to them.

AIM

The main aim of the study is to find out the level of quality of life and social support among the transgender in Tiruchirapalli City Corporation.

OBJECTIVES

1. To study the socio demographic characteristics of the respondents
2. To assess the quality of life of the respondents
3. To study economic condition of the respondents
4. To assess the level of social support experienced by the respondents.
5. To improve the quality of life and social support of the respondents.

RESEARCH HYPOTHESIS

➢ There is a significant relationship between the age of the respondents and the total quality of life.

➢ There is a significant relationship between the age, monthly income, family members and number of siblings with total social support score.

➢ There is a significant difference between the educational status of the respondents with regard to the quality of life.

➢ There is a significant difference between the educational status of the respondents with regard to the social support.

MATCHING VARIABLES
INDEPENDENT VARIABLES
Socio-demographic variables

Age, Sex, Education Qualification, Marital status, Income, Family income, Domicile, Family type, and Occupation.

DEPENDENT VARIABLES
Quality of Life

Dimensions - Physical, Psychological, General wellbeing, Level of Independence, Social Relationship, Environment, Spiritual / Religion / Personal belief.

Social Support

Expectedness, Responsibility, Feedback, Relationships and Appreciation.

TRANSGENDER
CONCEPTUAL DEFINTION

Transgender is the term used in English to denote a "Castrated man". Transgender are biologically born male who define themselves as a women "who trapped in a man's body".

OPERATIONAL DEFINITION
Transgender

Transgender is a man who has removed the testicles.

Castration

Castration is nothing but a man who has removed his testicles.

Jammathu

Jammathu is a cultural ceremony for the transgender in which an old transgender adopt the new one as their own relative.

Pathi

Pathi is a way of begging among transgender by clapping their hand.

Dhanta

Dhanta means a transgender who goes for prostitution in the evening.

QUALITY OF LIFE
Conceptual Definition

Jacksonville community council defines quality of life as "The feeling of well being, fulfillment, for satisfaction resulting from factors in the external environments".

Operational definition

It is defined as the total score obtained by respondents in the quality of life scale framed by WHO (2002) in the interview schedule, WHO Quality of Life-BREF Instrument.

SOCIAL SUPPORT
Conceptual Definition

Social support refers to the various types of support (i.e., assistance/help) that people receive from others and is generally classified into two (sometimes three) major categories: emotional, instrumental (and sometimes informational) support. Emotional support refers to the things that people do that make us feel loved and cared for, that bolster our sense of self-worth (e.g., talking over a problem, providing encouragement/positive feedback); such support frequently takes the form of non-tangible types of assistance.

Operational Definition

As per the study is concerned a vast difference shown from the statistical point of view that only 12% of the trans genders experience good social support and rest of them asy 88% are deprived of social support, a Social support is the reliable recognition and equity provided by the locality and the society on the whole to lead a prestigious life.

RESEARCH DESIGN

According to C.R. Kothari descriptive research design are those which are concerned with describing the characteristics of the study

population. This design is an attempt made to obtain complete provision for protection against bias and for maximizing the reliability. With regard to the above definition the researcher aims to describe the socio–demographic characteristics of the study population and also finds the fact of social support and quality of life of the Transgenders pertain to this study, as the researcher tends to collect only the fact which exist in the study arena descriptive research design which is suitable for the study were adopted.

UNIVERSE

The universe of my study consists of transgender who comes under Tiruchirapalli City Corporation. So the nature of the universe is infinite.

SAMPLING TECHNIQUE

The researcher adopted Non-Probability sampling technique for collecting the sample. Since nature of the universe is infinite the researcher used non probability sampling technique in that the researcher used Snow Ball Sampling method to collect the data from the respondents, as she knows some of the respondent's earlier through which the researcher was able to collect data from 150 samples.

PROCESS OF DATA COLLECTION

The researcher collected data from the respondents from the selected Four Zones of Trichy city corporation namely Ponmalai, Co-Abishekapuram, Ariyamangalam, Srirangam. In each Zonal there are 15 wards, there are many slums in each wards and each slum there is transgender and the researcher met the respondents personally and collected the data. It took 2 months of time between November 2010-January 2011 to collect the data. The researcher used standardized scale to collect the data needed.

TOOLS OF DATA COLLECTION

The effectiveness of the study depends mainly on tools, which are used for the collection of data. The tools used are

The Socio Demographic Schedule

The socio demographic schedule was prepared to obtain information from the respondents.

Quality of Life

The tool is a questionnaire called QOL designed constructed by Evidence and Research Department of Mental Health and Substance Dependence World Health Organization, Geneva. 29 questions are being divided into 6 domains and 2 general questions are included in the 31 items scale in which 24 questions are positive and rare negative.

Domain

I   -   Physical (questions -3, 4, 14, 21)
II   -   Psychological (questions – 6, 11, 15, 24, 31)
III -   Level and independence
          (questions-5, 20, 22, 23)
IV   -   Social Relationship
          (Questions - 17, 25, 26, 27)
V   -   Environmental
          (Questions - 12, 13, 16,18, 19,28, 29, 30)
VI   -   Spiritually /religion /Personal belief
          (Questions 7-10)

Five point scales was used to measure quality of life. The scores are not at all (1), a little (2), moderately (3), Mostly (4), Completely (5), for positive questions and vice verse for negative.

Reliability: 0.90
SOCIAL-SUPPORT SCALE

Lindapollack and Haries modified by Nehra & Kulhara support scale. The scale studies the social support level of the respondents. The scale contains of 18 items is a 4 point scale with maximum scoring of 4 to minimum scoring of 1.

Reliability: 0.90
STATISTICAL ANALYSIS

The collected data was coded and transferred into a master table. Student's t-tests, Chi-square tests, Karl Pearson's Co-efficient of Correlation tests are used with the help of SPSS in order to measure the level of quality of life and social support selected for socio-demographic variables.

LIMITATION OF THE STUDY

➢ The investigator only depends on the respondents of collecting data. The study was conducted on a sample selected from the respondents who comes under Tiruchirapallli City Corporation.

➢ It took long time to interview a single respondent.

RESULTS AND DISCUSSIONS

TABLE 1
DISTRIBUTION OF RESPONDENTS BASED ON LEVEL OF QUALITY OF LIFE

S. No.	Level of Quality of Life	No. of. respondents (n=150)	Percentage
1.	Poor Quality of life	150	100.0

Zia Jaffery (2009) "The invisibles - The Tale of the Eunuchs of India". Jaffrey sets out on a journey through India to find out who the hijras really are; why the subject is taboo and their history never recorded; and why their numbers show no sign of decreasing, despite India's rebirth as a modern, independent nation. Her incisive exploration of the lives, rituals and cultural history of the hijras raises many startling questions, sheds light on a subject never before considered subject", she concluded that this community suffers, on many issues like poverty, insecurity, social support, quality of life and so on. unquestionably the quotes from this book reveals that plethora of the trans genders were growing bad and no sign on change has been noted, to support the inference **M.C. Gupta (2000) underwent a study on** "Problems of Transgender", and this study shows that 81% of Transgender leave their homes at the age of 13-18 because of rejection & deprivation. highlighting this literature when a person leaves his home at the crucial period of 13-18 or more than that might for sure will experience many trials which leads to take up a unhealthy life styles which deliberately make him to land in poor quality of life.

TABLE 2
DISTRIBUTION OF RESPONDENTS BASED ON LEVEL OF SOCIAL SUPPORT

S. No.	Level of Social Support	No. of. respondents (n=150)	Percentage
1.	Deprived of social support	132	88.0
2.	Adequate social support	18	12

According to the illustration given three fourth of the study population are deprived of social support from the society were they are in, to highlight the issue **Maneka Gandhi (1960), announce that** "Being a Transgender no handicap" Transgender have not been categorized as handicapped persons and they are free to take up any vocation and avail of financial assistance under Government schemes. Another research undertook by **Ms. Kiruthika (2009) studied the social support and insecurity among the trans genders of trichy dt.,** found that major portions of the transgenders experience poor social support. Statistically proved this research also shows the same results, consequently many studies are taken up but still they are crying for security and social support.

MAJOR FINDINGS

➢ Majority of the respondents (88%) are having deprived social support

➢ All the respondents (100%) are having poor quality of life.

SUGGESTIONS

➢ Transgender empowerment through collective reflection and decision making.

➢ To provide psychological support for transgender, to built their self esteem and live healthy positive lives.

➢ Building a positive self image and self confidence.

➢ Developing ability to think critically.

➢ Ensuring equal participation in the process of bringing about social change.

➢ Encouraging group action in order to bring about change in the society.

> ➢ Government, Trustee and social centres can support the transgender and re-educate them by starting many rehabilitation centre's to raise their livelihood, status and education.
> ➢ Government can implement self-employment schemes to improve the standard of living.
> ➢ Government can provide loan to start some small business and can provide loan to old age people.
> ➢ They should also be recognized under the creamy layer concession of the government.

SOCIAL WORKER INTERVENTION

Through social action programmes only this gender disparity will be given an end. Social action programmes are to promote general awareness and self-image amongst Transgender through a variety of programmes like discussion, street plays, skits, wall papers, puppet shows etc. The programmes may clearly postulate the policy guidelines for empowerment of Transgender.

Orientation of social workers and researchers to hand work Transgender related topics and to incorporate Transgender dimension into general topics.

CONCLUSION

Transgender are not weak but oppressed and powerless helpless due to denial of opportunity and traditionally labeled as dependents. The government NGO's educational institutions, etc. have made many steps to empower transgender but the statistics and many studies show that the situations become worse than before. The situation can be over come only be the transgender folks themselves. They have to think on their own to come out from the evils or else it well or never ending struggle for the transgender.

A need for a more sensitive approach in exploring these issues is required. The government b, NGO's and academicians should start focusing their attention on addressing the needs of the third sex. Otherwise, this will lead to every ones unconscious participation in a great social injustice. Let it be domestic work or business, the eunuchs have great potentials that

is waiting to be exploited. As academicians, we should strive to work for the advancement of this gender through:

> ➢ Right protection to the students.
> ➢ Exploring opportunities and suggesting possibilities to the policy makers.

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WOMEN AND MENTAL HEALTH

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INTRODUCTION

Women with a portion to over of half population in the world, especially in developing country like India, should take into consideration any community based mental health programs. Women's significant roles in global development of society, child rearing, family endorsement and workplace, their mental health influence by many socio-cultural factors (Navabi-Nejad, 2000). In contrast to women's participation as the paid labour force during the recent decades that increased in country too, the major lines of women's psychology investigation has mostly focused to the effects of child care and maternal employment in children rather than their psychic well-being (Khodarahimi, 2005). While universal growing literature has examined the effect of women's multiple roles on their own physical and mental health, and indicated their multiple roles have negative health outcomes for them.

Women are integral to all aspects of society. However the multiple roles that they play in society render them at greater risk of experiencing mental problems than others in the community. Women bear the burden of responsibility associated with being wives, mother and career minders of others. Increasingly, women are becoming an essential part of the labour force and in one quarter to one third of households they are the prime source of income. In addition to many pressures placed on women, they have to bear gender discrimination and the associated factors of poverty, hunger, malnutrition and overwork. An extreme but common expression of gender inequality is in sexual and domestic violence, perpetrated against women. These forms of socio-cultural violence, contribute to the high prevalence of mental problems experienced by women.

Mental illnesses affect women and men differently — some disorders are more common in women, and some express themselves with different symptoms. Scientists are only now beginning to tell apart the contributions of various biological and psychosocial factors to mental health and mental illness in both women and men. Mental health problems affect women and men equally, but some are more common among women. Abuse is often a factor in women's mental health problems. Treatments need to be sensitive to and reflect gender differences. The same numbers of women and men experience mental health problems overall, but some problems are more common in women than men, and vice versa. Various social factors put women at greater risk of poor mental health than men.

OBJECTIVES OF THE STUDY

To study the Socio-demographic conditions of women with Mental Health problems.

DESIGN OF THE STUDY

Descriptive research design was used in this study. As data was collected from the patients attending the OPD as well as in-patients in the psychiatric wards in Thanjavur Medical College, psychiatric ward of Thanjavur Medical College form the research universe. At the time of data collection 60 women were taking treatment in the psychiatric ward of Thanjavur Medical. Hence, all the 60 patients were interviewed for this study.

DATA ANALYSIS

Mental health problems affect women and men equally, but some are more common among women. Mental illnesses can affect women at any time regardless of age, race or income. Women may experience mental illnesses differently than men - some disorders are more common in women, and can express themselves with different symptoms. Research shows that nearly twice as many women as men are affected by a depressive or anxiety disorder. Common mental illnesses affecting women are depression, eating disorders, anxiety disorders, postpartum, and bipolar disorder. Women are also two to three times more likely to attempt suicide, although four times more men die from suicide. As symptoms of mental illness differ between men and women, it's important to understand the different factors that can contribute to each illness.

Studies have shown that biological factors do play an important role in mental illness. It's in fact a critical element in one's mental health and possible development of mental health disorders. Women have lower serotonin levels than men and also process the chemical at slower rates, which can contribute to fluctuations in mood. Females are generally more predisposed to hormonal fluctuations as well. Biological differences alone can prove key to the development of some mental health issues. Aside from gender; women are also largely affected by sociocultural influences and beliefs. Culturally speaking, women have historically been the subordinate gender, putting them in roles as primary caregivers to children and the elderly. Even though gender roles have seen a shift in our culture, with women taking on more powerful careers and men staying at home to take care of children, there is still a big amount of stress placed on women. This stress can lead to depression and panic attacks.

Moreover, sexualization also cause mental health issues among women through magazines, movies, television shows, or peer relationships. The frequent negative sexualization can cause unhealthy development of self-esteem and self-image among females along with depression, anxiety, shame and stress. In conjunction with the sexualization of women, violence and sexual abuse are two more important factors contributing to mental health issues in women. Thus, this paper will briefly discuss the women's Mental Health at breadth.

Table No.1 Distribution of Patients by their socio-demographic details

S. No.	Age group	No. of patients	Percentage
1	<25 years	14	14
2	26-50 years	37	37
3	>50 years	09	09
	Total	**60**	**60**
	Relation with patient	**No of patients**	**Percentage**
1	Mother	16	16
2	Sister/Brother	05	05
3	Husband	13	13
4	Others	26	26
	Total	**60**	**60**
	Marital status	**No of patients**	**Percentage**
1	Unmarried	15	15
2	Married	45	45
	Total	**60**	**60**
	Religion	**No of patients**	**Percentage**
1	Hindu	39	39
2	Non-Hindu	21	21
	Total	**60**	**60**
	Educational Qualification	**No of patients**	**Percentage**
1	Illiterates	24	24
2	Upto secondary	30	30
3	Degree	06	06
	Total	**60**	**60**

	Occupations	No of patients	Percentage
1	Employed	11	11
2	Housewife	34	34
3	Others	15	15
	Total	**60**	**60**
	Type of family	**No of patients**	**Percentage**
1	Joint	26	26
2	Nuclear	34	34
	Total	**60**	**60**
	Types of marriage	**No of patients**	**Percentage**
1	Arranged	43	83
2	Unmarried	17	17
	Total	**60**	**60**

Table No.1 shows that distribution of patients by age group, where there were 14 patients belonging to the group aged below 25 years. Further, as many as 37 patients were from 26 to 50 years age group and thirdly there were 09 patients who belonged to over 50 years of age. Thus, a maximum number of patients were from the middle age group as shown in the table.

The table also shows the distribution of patients by their relation with patient, where there 16patients belonging to mother group, whereas 05 patients belong to sister/brother group. Further, there were 13 patients from husband relation group with patients and finally 26 patients belonged to other groups as shown. Thus, a maximum number of patients were from other relation group as shown in the table.

It is understood from the above table that the distribution of patients by their marital status, where there were 15 patients who were unmarried and as many as 45 patients were married. Thus, a maximum number of patients were married as shown in the table.

Also,it is very evident from the above table that the distribution of patients according to their religion, 39 patients were Hindus and 21 patients were Non-Hindu. Thus, a maximum number of patients were Hindus as shown in the table.

It is very obvious from the above table that the distribution of patients according to their educational qualification, 24 patients who were illiterates. As many as 30 Patients had finished their secondary schooling. Finally there were 06 patients who had degree qualification. Thus, a maximum number of patients were from up to secondary school qualification as shown in the table.

It is crystal clear that the distribution of patients according to their occupations. 11 patients were employed, but as many as 34 patients were housewives category and finally there were 15 patients who were from other category. Thus, a maximum number of patients were housewives as shown in the table.

Table also shows the distribution of patients by their family patterns where there 26 patients belonged to joint families and 34 patients belonged to nuclear families. Thus, a maximum number of patients were from nuclear families as shown in the table.

Moreover, it is noticeable from the table that 43 married patients had arranged marriages whereas 17 patients belonged to unmarried group. Thus, a maximum number of patients were from arranged marriage category as shown in the table.

Table No.2. Distribution of Patients by Place of Residence

Current place of residence	No of patients	Percentage
Parents	11	11
Husband	40	40
Others	09	09
Total	**60**	**60**

Table No.2 shows the distribution of patients by their place of residence. Of the total, 11% patients were residing with their parents and as many as 40% patients were residing with their husband and finally there were 9% patients who were residing with other. This presumes that women residing with their spouse were not

able to have adjustment with either with their spouse or with other family members of the spouse. Thus, more women residing with husband were having mental health problems.

CONCLUSION

Mental illnesses can affect women at any time regardless of age, race or income. Women may experience mental illnesses differently than men - some disorders are more common in women, and can express themselves with different symptoms. Research shows that nearly twice as many women as men are affected by a depressive or anxiety disorder. Common mental illnesses affecting women are depression, eating disorders, anxiety disorders, postpartum, and bipolar disorder. Women are also two to three times more likely to attempt suicide, although four times more men die from suicide

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