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Problems and Challenges faced by Working Women during Pandemic in Patna Municipal Corporation Area

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Abstract: A 'Pandemic' is an occurrence of a disease that affects many people over a very wide area (Collins English Dictionary). Due to the strict imposition of lockdown for several months, a large section of unskilled working women became unemployed whereas skilled and semi-skilled working women continued their job in online mode. Working from home has proved to be tough for working mothers in India. Working Women of Patna, like their counterpart in the world, who worked all along the hierarchy from maids, cooks and nannies to nurses, teachers, and lab technicians; from customer service and selling agents to the office staffs to managers and

supervisors, all face risks to their jobs. Working mother with large number of family members struggles a lot to keep a balance between work-life and personal-life especially during the time of crisis (Shashikant, 2020). Working women during pandemic COVID-19 suffered from several problems and challenges such as more working hours, reduction in salaries, retrenchment from work, balancing both work from home and work at home, travelling problems (specially faced by frontline workers), job loss and network problem. These has resulted in various physical and psychological problems too. The working women have faced the problems and challenges due to COVID 19 and have become victorious in most situations.

Keywords: Pandemic, Working Women, Work from home, Online work.

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Introduction:

COVID 19, a global pandemic has affected whole world and its effect is all pervasive in nature. The word "Pandemic" comes from the Greek word 'pan' meaning "all" and demos "the people", and the word is commonly taken to refer to 'a widespread epidemic of contagious disease throughout the whole of a country or one or more continents at the same time' (Qiu, Rutherford, Mao & Chu,2017)). With six months lock-down, the downfall of the economy was tremendous, affecting every economic sector. This has resulted in closure of

industrial units, small shops, hotels, restaurants and business related to travel and tourism sector. Large section of male and female workers became unemployed, but women have lost more jobs than men due to pandemic related closure. Hence, they continue to put up with the grilling demand of their workforce and personal commitment. Owing to the closure of schools and day care centres, pandemic has left a lot of young parents balancing between 'Work from home' and 'working for home'. Balance between personal life and professional life has created multifarious problems and challenges and has adversely affected their mental and physical health too. Skilled working women has a professional goal to fulfil. Pandemic has been a setback, that skilled working women have faced at their professional front. In the middle of the increasing demand of the workplace and being the primary caretaker of the children, working mothers have been particularly affected by the crisis. Semi-skilled and unskilled working women like cook, salesgirl, beauticians, daily wage labourers, maid servants have also lost their jobs and dependence on charity has increased manifold. Working women of Patna, like their counterpart in the world, who worked all along the hierarchy from maids, cooks to nurses, teachers, lab technicians; from customer service and selling agents to the office staffs to managers and supervisors, all face risks to their jobs. Not only their jobs are at risk but the support systems to do their work efficiently have collapsed. Choosing between home and jobs is a tough one for most women. They are struggling to manage all these tasks that have now gone online for kids and for them too. While scientists are still learning to navigate the pandemic and vaccinating the individuals, working women have adapted in their daily lives to respond it (Shashikant Uma, 2020). From offline to online mode of teaching and working, from physical meeting to zoom meeting, they have become techno-savvy and have mastered in running their homes without any maid servants too.

Objectives:

The objectives of the study are as follows:

 To assess the overall problems faced by working women including frontline workers during Pandemic.

- To study the new challenges working women faced during Pandemic.
- To know about the disruptions, they faced during work from home.
- To investigate whether they have lost their jobs/ or faced the problem of reduction in salaries due to pandemic.
- 5. To know how they have coped up the situation.

Hypotheses:

The working hypotheses of the study are as follows:

- Pandemic has increased work pressure of working women.
- 2. Pandemic has resulted reduction in income of working women.
- Dual burden of work from home and working for home have generated various problems and challenges.

Database:

The study has been done by choosing one hundred working women of Patna by employing simple random sampling procedure in four circles i.e. New Capital, Bankipur, Kankerbagh and Patna City of Patna Municipal Corporation area. The study covered 100 working women (52 skilled, 28 semi-skilled and 20 unskilled). The skilled working women surveyed were doctor, engineer, professor, teacher, banker, entrepreneurs, etc. Semi-skilled working women were engaged in professions such as beautician, salesgirl, receptionist, lab technicians etc. and unskilled working women are mainly labourers, street vendors and maids. Thus, it covers a cross section of the society to testify the hypotheses and fulfil the objectives.

Methodology:

The research work has been done in three distinct phases. Under pre-field survey, relevant literature has been reviewed, government publications has been consulted, published data has been collected and the base map has been prepared. Under field survey stage, the questionnaire has been prepared and the sample survey of one hundred female working women has been carried out with the help of both online and offline survey. After completion of the field survey, the data has been compiled and the relevant tables and suitable diagrams

have been prepared. Chi-square test has been done testify the hypothesis. At the end, with the help of the project report the research paper has been prepared.

Study area:

The study area of the present work is the Patna Municipal Corporation Area. Patna, the capital city of Bihar is situated on the southern levee of river Ganga backed by a curvilinear depression and incidentally is one of the ancient cities of India as well. It is surrounded by three rivers: The Ganga, the Gandak and in the past the Sone. The river Punpun flows parallel to the Ganga and joins it at 12 k.m. east at Fatwa. (Sarkar Ghose & Chowdhury,2009). Patna is situated at a crossroad of 25°34'7.99"N to 25°39"latitudes and 85° 3"E to 85°18"E longitudes. It is the largest city of the state spreading over an area of 108 sq. km. Patna is an important administrative and commercial centre of the state as well. The Municipal Corporation Area of Patna has been divided into 72 wards, which has been further regrouped into 4 Circles, namely- New capital, Bankipur, Kankerbagh and Patna City respectively (District Gazette, 2007).

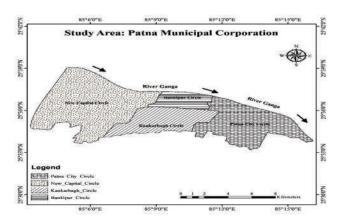


Fig. 1

Analysis:

The present paper has analysed different aspects of problems and challenges faced by working women specially working women of Patna M.C. during pandemic, keeping in mind the objectives of the study and to prove the hypotheses.

Demographic Condition of Working Women:

Demography is the study of various characteristics of human population such as growth, density, size, birth

rate, sex ratio, etc. Demographic analysis provides insight onto the links between these characteristics and the cultural, geographic, economic, and other attributes present in that area. Table 1 shows demographic condition of working women of Patna.

Table 1. Demographic Composition of Working Women of Patna M.C. (% of Total)*

Status	Type of Family			Marital Status				Reasons for Migration		
	N J E			S	М	D	Sep	М	Е	Job
Skilled	55.78	38.46	5.76	50	46.15	0	3.85	41.5	16.6	41.9
Semi-skilled	64.29	32.14	3.57	42.86	35.71	17.86	3.57	30	20	50
Unskilled	40	45	15	30	45	15	10	50	8.33	41.67
Patna M.C.	55	38	7	44	43	8	5	41.17	14.70	44.13

^{*}Based on sample survey, 2020

Type of Families:

Type and size of the family influence the attitude of the family members towards girls' education, their employment in gainful occupation etc. Most of the working women of Patna (55 percent) live in nuclear families which is clearly indicated by table 1. Their proportion varies from 55.78 percent for skilled women, 64.29 for semi-skilled women and 40 percent for unskilled women.45 percent of unskilled working women live in joint families and 15 percent live in extended families for paucity of income. Average number of family members among skilled and semi-skilled working women are 5-whereas for unskilled working women are 6.

Average Age- The average age of skilled working women is 29 years followed by semi-skilled working women that is 41.5 years and average age of unskilled working women is 27 years.

Marital Status- Women have now become career oriented and look forward to being self-sufficient in life. Even then, marriage is almost universal in the traditional society of Bihar .46.15 percent of skilled, 35.71 percent of semi-skilled and 45 percent of unskilled working women are married, who struggled every day to keep a balance between personal life and professional life.50 percent of skilled, 42.86 percent of semi-skilled working women and 30 percent of unskilled sample working women of Patna are single.

Migration- People change their place of residence for various reasons.34 percent of the sample working women are migrant, while the rest of the working women are local. Most of the skilled and semi-skilled working women have migrated due to job (41.9 percent and 41.5 percent) whereas unskilled working women have migrated due to marriage (50 percent). (Table 1)

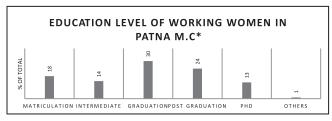
Socio-Economic Condition of Working Women:

Social and economic scenario of India has undergone a wind fall change, and so has the status of woman now a days. Woman has come out to their homes and made a significant contribution towards the development of their country. The economic condition of the working women depends on the occupational structure, nature of job, personal income level, family income level. The social condition helps to become a respectable member in the society. Along with higher educational level, availability of domestic help and supports of family members help the working women of Patna to pursuit their dream.

Table 2. Socio-Economic Condition of Working Women of Patna M.C. (% of Total)*

Status	Education level				Domestic help			Savings			
	Prim	Second	Grad	P.G.	Others	Α	NA	SA	Α	SA	NA
Skilled	0	3.84	34.61	36.53	25.02	59.6	30.76	9.63	34.61	26.92	88.47
Semi- skilled	0	35.73	42.84	17.85	3.57	50	42.85	7.15	57.14	25	17.86
Unskilled	90	10	0	0	0	30	55	15	60	40	0
Patna	18	14	30	24	14	51	39	10	39.21	39.21	21.58

^{*}Based on sample survey, 2020



^{*}Based on sample survey, October 2020

Fig. 2

Skilled and semi-skilled working women of Patna are mostly graduate (30 percent), 24 percent of them are post graduate, while 13 percent of them are Ph. D. degree holders (Table 2 and Fig. 2). Higher educational level helps them to get better jobs.90 percent of

unskilled working women have attained primary level of education. 51 percent of working women availed the facilities of domestic help during pandemic too, while the rest managed it on their own or with occasional help of maid servant. Large number of dependent populations in these families leads to less savings, which was exhausted during lockdown period. Thus, working women of Patna has faced various hardships during pandemic period.

Income of Working Women-

Quality of life of any individual greatly depends on his/her income level. The average income of the working women varies from 10,000 to 2,00,000 depending on the level of education and skill. Income of the skilled working women are higher, compared to semi-skilled and unskilled working women as is clear from following Fig.3.

Sufferings from COVID 19 in Patna M.C.*



*Based on sample survey, October 2020

Fig. 4

Fig. 4 clearly indicates that 20 percent of working women or their family members suffered from COVID-19 while 80 percent of working women themselves or their family members did not suffer from COVID-19. Thus, it can be said, that majority of working women were able to keep themselves and their family members safe and free from COVID -19. The families which suffered from COVID had to endure a lot of hardship.

Retention of job was a major challenge among working women due to large scale retrenchment.

Table 3 shows, how working women in Patna retained their jobs either by working from home or by attending workplaces with many difficulties.61.54 percent of the skilled and 32.14 percent of semi-skilled

working women had the option of work from home whereas 94 percent of unskilled working women did not have option of work from home. 59.61 percent of skilled working women used private transport while 70 percent unskilled working women used other means to travel to their workplace.

Table 3. Lockdown and Unlock period of Working Women in Patna M.C. (% of Total)

Status	Option from	of work home	Adequate of smar	number tphones	Mode of transport used		
	Work Work from at home office		Available	Not available	Private	Public trans- port	Others
Skilled	61.54	38.46	92.3	7.7	59.61	7.69	32.70
Semi-skilled	32.14	67.86	67.86	32.14	25.00	32.14	42.86
Unskilled	5.00	95.00	20.00	80.00	0	30.00	70.00
Patna M.C.	44.00	56.00	71.00	29.00	38.00	19.00	43.00

^{*}Based on sample survey, October 2020

About 92.3 percent of skilled working women and 20 percent of unskilled working women had adequate number of smartphones, laptops, etc. (Table 3).

Spending Time for Job

Pandemic increased work pressures of women in one way or the other. 59 percent of Working women of Patna spent more hours than regular working hours during pandemic depending on their responsibilities. Women working in schools or colleges had to spend more time in preparation of presentations, class notes, checking assignments, or correcting examination papers. (Table 4).

Table 4. Worked for more hours than regular working hours during pandemic Patna MC*

Occupational category	Work for more hours	Did not for work more hours	Total (in%)		
Skilled	67.31	32.69	100		
Semi-skilled	46.42	53.58	100		
Unskilled	55.00	45.00	100		
Patna M.C.	59.00	41.00	100		

^{*}Based on sample survey, October 2020.

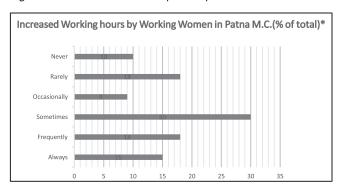
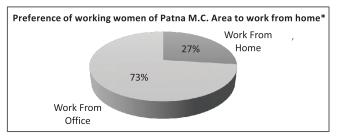


Fig. 5

Fig. 5 clearly indicates that15 percent of working women always faced the problems of extra working hour during pandemic.30 percent of working women of Patna Municipal Corporation Area had to work sometimes for more hours as compared to normal office/college hours of work followed by women who had to work frequently (18 percent) for more hours than their regular working hours because of the increased pressure. While only 10 percent of working women had to work occasionally for more hours as compared to their regular working hours.

Preference for Work from Home/Office-

COVID -19 pandemic has created a constant fear among the mindset of population. With large number of deaths throughout the World including India, many women still prefer to work from home. Since, schools of Patna are still closed till standard VIII, working mothers specially opt for 'work from home' option.



^{*}Based on sample survey, October 2020

Fig. 6

Fig. 6 clearly indicates that 27 percent of working women choose to work from home while 73 percent of working women choose to work from office among which majority were unskilled working women along with semi-skilled working women whose work mostly demand presence in the office.

Thus, COVID 19 Pandemic has totally converted the life of the working women. Skilled working women are used to work online. With mask and sanitizer as new normal, working women are getting ready to face the new World challenge with much vigour and enthusiasm.

Problems faced by Working Women during Pandemic:

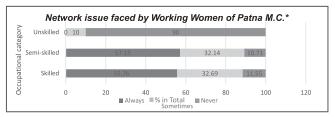
'Problem' is an unpleasant or undesirable condition that needs to be corrected. Problems facing women in the job market have never been hidden, but they have been inconvenient to address because they are so embedded in the basic operations of our economy and society. Mittal Darji, (2016) conducted the research that investigated the untapped problems of working women of India to balance personal as well as professional life. Variables identified were family size, hours of work, children's' age, social support and so on. 'COVID-19's massive disruption to employment, childcare, and school routines has crippled the economy and pushed millions of women and families to the financial brink' (Bateman & Ross, 2020). Working women are facing various physical and psychological problems during pandemic. Long hours in front of the screen, multifarious household chores along with office duties, had resulted a toll on the health of the working women. The working women who suffered COVID -19 still face the symptoms of long COVID like fatigues, backache, headache, brain fogging. Women who started working offline mode after lock-down are now struggling with children studying in online mode and they themselves are out, to perform their duties. Those, who can afford a strong support system are managing both with fear of contacting diseases, while others are trying to solve this problem with family support. Thus, COVD-19 pandemic has taught working women to become more resilient to face the new challenges of the World. Table 5 shows that the problem of loss of job, reduction in salary and network issue while working from home were the major issues among working women of Patna.

Table 5. Problems Faced by Working Women of Patna M.C. During Pandemic *

Status	Job loss		Salar	y cut	Network issue			
	Lost job	Did not lose job	Faced	Did not face	Always	Some- times	Never	
Skilled	11.53	88.46	34.62	65.38	55.76	32.69	11.55	
Semi-skilled	35.71	64.29	68.86	32.14	57.15	32.14	10.71	
Unskilled	65	35	85	15	0	10	90	
Patna MC	29	71	54	46	45	28	27	

^{*}Based on sample survey, October 2020.

The problem of reduction in salary was less among skilled and semi-skilled working women compared to unskilled working women. 54 percent of working women have faced the problem of reduction in salary during pandemic, while 46 percent did not face any such issue.

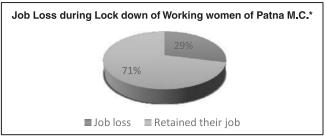


^{*}Based on sample survey, October 2020.

Fig. 7

55.76 percent of skilled working women and 57.16 percent of semi-skilled working women faced network issue during work from home, while that was not a matter of concern among unskilled women. (Fig 7).

Loss of Job during Pandemic- Pandemic has resulted loss of jobs to many working women. During lock down period, 29 percent of sample population has lost their jobs. (Fig 8). During unlock period, they rejoined in their old jobs, or started a new.



^{*}Based on sample survey, October 2020

Fig. 8

Health Problems of Working Women

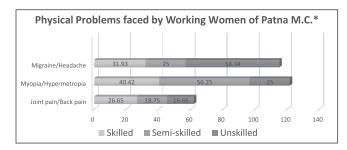
Working women suffer from multifarious health issues. Most of them are too busy in their personal and

professional commitment that they neglect their own health issues. The study in Patna revealed that in general, most working women (62 percent) suffered from depression, anxiety, stress, or anger issue during pandemic due to enhanced work pressure and 38 percent working women did not suffer from any psychological problem. 40.42 percent of skilled working women and 56.25 percent of semi-skilled working women have suffered from myopia and hypermetropia while 58.34 percent of unskilled working women suffered from migraine or headache. (Table 6).

Table 6. Health Problems faced by Working women of Patna M.C.(% of total)

Status	Status Psychological			Physical Problem				
	Suffered Did not suffer		Joint pain/ Backpain	Myopia/ Hypermetropia	Migraine / Headache			
Skilled	Iled 61.54		27.65	40.42	31.93			
Semi-skilled	64.28	35.72	18.75	56.25	25			
Unskilled	tilled 60 40		16.66	25	58.34			
Patna	62 38		24	41.34	34.66			

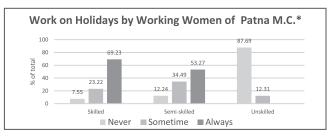
^{*}Based on sample survey, October 2020



^{*}Based on sample survey, October 2020

Fig. 9

Work on Holidays- Pandemic has increased work pressure of professionals. To complete the office/college job and keep everything up to date, they must work on holidays also, which hampers their balance of work-life and personal life. Fig. 10 clearly indicates that 69.23 percent of skilled working women always worked on holidays while 87.6 percent of unskilled working women never worked on holidays. Thus, work from home has resulted 24X7 work atmosphere of majority of skilled working women.

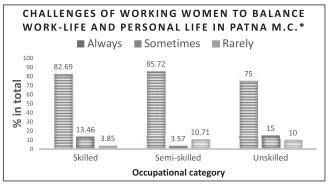


^{*}Based on sample survey, October 2020

Fig. 10

Challenges faced by Working Women during Pandemic:

'Challenge' is defined as 'the situation of being faced with something that needs great mental or physical effort to be done successfully and therefore test a person's ability' (Cambridge Dictionary). COVID 19 pandemic has resulted unexpected problems and challenges to working women all over the World. Swarnalatha and Lalitha (2020) describes that work life balance is always a challenging task for all working community but for women it is more challenging. Working women of Patna are also not exception. On the one hand, the need of double income was felt in the families during crisis, the absence of support system of working women has created multifarious physical and psychological problems in their lives. The absence of separate work rooms, managing online classes and examination of children along with own work has aggravated the challenges of the working women. Taking care of personal and family health during COVID time has increased the burden of work. 82.69 percent of skilled, 85.79 percent of semi-skilled and 75 percent of unskilled sample women always faced challenges to balance work-life and personal life. (Fig. 11)



^{*}Based on sample survey, October 2020

Fig. 11

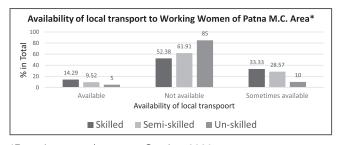
The working women of Patna Municipal Corporation Area are also at the receiving end since either they themselves or their family members have suffered from COVID-19. 69.24 percent of skilled working women, 64.28 percent of semi-skilled working women and 40 percent of unskilled working women could not maintain the balance between work-life and personal life.(Table 7).

Table 7 Challenges of Working Women in Patna

Status	Personal/ work life balance		Stre relie prog	ving	roor	arate n for ork	Local transport availability		
	Able Could to not bal- ance ance		Joi- ned	Did not join	Avai- lable	NA	Avai- lable	NA	SA
Skilled	30.76	69.24	26.92	73.08	25	75	14.29	52.38	33.33
Semi-skilled	35.72	64.28	25	75	7.69	92.31	9.52	61.91	28.57
Unskilled	60	40	10	90	0	0	5	85	0
Patna	38	62	23	77	17	83	9.67	66.14	24.19

^{*}Based on sample survey, October 2020

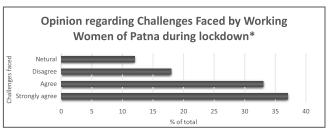
Working women during pandemic faced several new problems and challenges which led to difficulties in life.Local transport during lockdown was not available to the majority working women. Only 6 percent working women were able to use local transport while 41 percent working women were not able to use local means of transport. (Fig. 12)



*Based on sample survey, October 2020

Fig. 12

Due to the strict imposition of lockdown availability of local transport was hindered. About 17 percent of skilled and semi-skilled working women have separate room for work from home whereas 83 percent working women do not have separate room to work. (Table 7)To cope up with it, 26.92 percent of women joined stress relieving program while73.08 percent of skilled women did not join any stress relieving program.



*Based on sample survey, October 2020

Fig. 13

Majority of sample working women of Patna strongly agreed that pandemic has increased challenges in life (Fig. 13). 37 percent of women strongly agree that work from home is more challenging than work at office or workplace, 33 percent of them agreed it, while 12 percent was neutral about the thought.

Conclusion:

From the detail analysis of the data, it can be concluded that during COVID-19 pandemic, several problems and challenges were faced by working women residing in Patna Municipal Corporation Area. Problems and challenges faced by different classes of working women are not the same. The financial problems were severe among semi-skilled and unskilled working women as they themselves or their spouse faced the problem of retrenchment from job or reduction in salaries due to closure of units they are employed. Skilled working women mostly saved their jobs, either being physically present (frontline workers) or working online. During lockdown due to pandemic novel coronavirus, everyday work from home becomes extremely challenging due to paucity of technical knowledge and absence of domestic help. All types of working women either skilled, semi-skilled and unskilled faced many problems because working from home and working at home both had to manage in one place unexpectedly. Many women faced problems like stress, sleeping problem, mood swing due of increased burden and research also reported the same (Swarnalatha and Lalitha, 2020). Working married women having younger kids were not able to balance their personal life and work life.

The first hypothesis, Pandemic has increased work pressure of working women. (Table 4) was tested with chi square test and the tested chi-square value has come as 3.41 which is lower than critical

value. (at 95% level of significance=5.99). Thus, the first hypothesis has been validated.

The second hypothesis, Pandemic has resulted reduction in income of working women. The study shows that 54 percent working women faced the problem of reduction in salaries. (Table 5) The hypothesis was tested with chi-square test and the chi-square value has come 17.69 which is far beyond the critical value of level of significance. (5.99 at 95 % level of significance) Thus, the second hypothesis has been rejected. The skilled working women continued their job in on-line mode and most of them did not face the problem of reduction in salaries while semi-skilled and unskilled working women lost their jobs during lock-down period and reemployed during unlock period.

The third hypothesis, **Dual burden of work from** home and working from home have generated various problems and challenges in the family. (Table 6)The hypothesis was tested with chi-square test and the tested chi-square value came 0.083 which is lower than critical value (95% level of significance=5.99). Thus, the third hypothesis has been proved.

Balancing office work and household work all together is becoming challenging for working women. Despite that, working women are now habituated, and are coping with the situation by enhancing skills, educating children to become self-sufficient, to live life without maid servant or other house-helps. Many unskilled women have taken loans to meet their needs during lock-down period. Few working women in study area got benefits of some Government schemes, like procuring wheat/rice at a low price etc. Few account holders even got some money in their account. Male members and other family members have now, realized the situation and are helping working women in their household chores. Thus, the working women have faced the problems and challenges came due to COVID 19 pandemic, faced it boldly, and have become victorious in most situations.90 percent of skilled working women have upgraded their skills to retain their jobs, while unskilled and semi-skilled women coped up the problem by living in limited means.

Suggestions:

- 1. Women should save some amount from their earnings to help them when in need.
- It is very essential to have basic computer, good network, or technology related skills for every working woman so that they can be ready to work in any situation without any problem.
- Women should upgrade their skills to face any untoward incidents.
- All those women who can afford personal vehicle should buy one and those women who have personal vehicle available should learn driving.
- Family members should help working women in the household work to decrease their pressure to manage both domestic chores and office works.
- Working Women should take out some time for themselves from their busy schedule to look after themselves, to pamper themselves, take care of their health, spend some quality time with their friends and family members to reduce stress and depression.

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