



Economic Impact of Gender Inequality in Service Sector in Bengaluru City

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ABSTRACT: Gender gap is the difference between men and women as reflected in social, political, intellectual, cultural or economic attainments or attitudes when it comes to salaries, leadership and participation in workplace. Gender inequality is a big issue across the globe especially in the workplace. The main objective of the study was to find the gender inequality in economic benefits of male and female workforce in service sector. Primary data was collected through a well-structured questionnaire from 219 respondents from the selected service industries in Bengaluru city of Karnataka state. According to a statistical report of 2019, 31.9 per cent of total population is engaged in service sector. In Karnataka state only one-third of labour force is women. As per 2014-15 data from the director of employment and training in labour department, of the 23.85 lakh employed citizens in the state, only 7.72 lakhs are women. Predictably among districts Bengaluru tops the list with 3.16 lakhs women in the workforce. The data was collected during July-August 2019 by employing stratified random sampling method. Respondents including male and female from five different service sectors such as banking, insurance, education, recreation and health care with equal number of sample size were selected around Bengaluru. The major challenge of the study is the research report reliance on self-reported data of respondents during particular study period. The study found that though the service sector has more than 75 per cent of its work force with female employees, the distribution of wealth is not proportionately distributed among both the gender. This is an indication of women employees in service sector is under paid than male counterparts.

Keywords: discrimination, economic attainments, gender bias, inequality, service sector.

I. INTRODUCTION

Centre for sustainable Employment, a Bengaluru based AzimPremji University's report states that "the Indian Economy remains heavily gender segregated". Female labour force participation in India is the lowest among the rest of the world. This is due to societal attitudes towards female which gave importance to early marriage, disapproval for work overnights and even women are employed in low-paying and low level jobs. In 2019 World Economic Forum's Global Gender Gap Index ranked India at very low level for its lethargic efforts to bridge the gender gap which is worse when compared to previous year ranking. India ranks among the bottom five. Neighbouring countries ranked better than India i.e. Bangladesh is at 50 ranking, China 106 and Nepal at 101. The important factors for improving employment opportunities for women are the expansion of services and the dissemination of information and communication technologies (ICTs). At the national and even international level Bengaluru has grown and developed into a considerable power yielding city. It was a shocking result for all the people, published by Universal Declaration of Human Rights on its 60th birthday that women's are still considered as Marginalised and second sex in the city like Bengaluru. The usual employment ratio of Bangalore stands at 26.6 per cent female and 73.4 per cent male, out of a total of 3,692,394 workers with a gender gap of about 47 per cent, as recorded by the statistics website Neighbourhood Info [1]. The majority of the previous researches have been conducted in IT sector and there

is a gap in socio-economic impact of gender inequality especially in comparison of different service sectors in Bengaluru city for last three years. The proposed study is conducted on basis of opinion of respondents who are working in different service sectors in Bengaluru city and lot of different types of individuals from different regions across the country are working in the study area. Hence, the results which are arrived from the analysis will be helpful for policy makers and regulatory bodies.

II. STATEMENT OF THE PROBLEM

In the workplace, the human resource practices do enact harmful gender inequalities through policies and decision-making processes. Discrimination based on gender has become rampant in the Bengaluru city with the most incidences being experienced at the workplace. Such practices affect pay, hiring, promotion, and training of men and women in the labour market. They promote the notion that men and women are not equal. The unequal treatment of persons due to socially constructed norms and myths have affected workplace operations. Hence it is necessary to analyse the hindrances faced by women at the workplace and to provide suitable suggestions. Gender studies have thus flourished over the past few centuries. Its roots have spread not just in the scholarly areas but as well as in the areas of social and economic area. This study will find out the reasons for inequalities between genders in the service sector in Bengaluru city. It will also recommend the suitable measure to eradicate such practices at work place.

III. REVIEW OF LITERATURE

According to the theory of Gender role, male and female are traditionally occupied with distinct social roles [2]. Men primarily assigned their responsibilities for earning money while women are responsible for managing the domestic work. This attribute for men was often linked with career encouragement in the job like occupying more time on tasks given in the company and ignoring home demands. In contrast, women are stereotyped such as friendly, kindness, and helpful [3]. Women are giving priority to work, family and careers growth too. And men are also involving actively in family responsibilities. The report provides the overview of various measures and figures relating to gender equality. Major objective was to chalk out action plan to deal with the gender equality policies. The study progressively focused to increase its pace if European Union was to fulfil its ambition and meet Europe 2020 targets [4]. Accordingly, various dimensions of gender inequality between the two genders i.e., men and women are analysed. Major findings of the research were that beyond the gender wage gap there are various other issues such as no sharing of household work equally, gender gap in pensions, wealth and other facets. Limitations are due to conventional approaches that limits the possibilities of comparing men and women [5]. Women have gained the greatest access to the public sphere it has reduced gender inequality in the education sector. Women largely restricted to the private sphere substantial gender barrier to access and gender bias in educational content remained an issue. [6].

According to the research inequality among individuals does not depend only on their level of income but it depends on the comparison of the income they receive. Major conclusion to the study was that inequality among the different genders can be removed with the change in their attitude [7]. By applying Social Institution and Gender Index (SIGI) a recent development study interprets how a gender inequality is associated with female education, child mortality, fertility, and governance in most of the developing countries. Policies framed to develop gender equality should consider inequality in a social institutions as a constraint [8]. To understand the determinants of gender gaps, evaluate policies and monitor countries progress, measuring gender inequality and women empowerment is essential. A new perspective to the current debate in Human development Report Office in 2015 is the measurement of gender inequality. Research has shown that the patterning of obesity prevalence across countries is gendered [9] and also that international difference in obesity prevalence between men and women are significantly associated with several countries' measures of gender inequality [10].

The relationship between gender inequalities in health and the orientation of public gender equality policies were conducted in European countries. A multilevel cross-sectional study was performed using individual-level data extracted from the European Social Survey 2010 [11]. A study revealed that in most of the market oriented and Dual-earner countries inequalities were no significant role of gender inequality policies on general health. But in Traditional-central European, contradictory countries, traditional- southern European countries inequalities are at the highest level. Impact of

gender inequality in education on economic growth for Turkey will be explored, using econometric techniques Based on the case study material from two African countries, it was found out that gender inequalities in schooling outcomes cannot be reduced with the rise in income, and there was adverse cultural practice which has more impact on girls other than boys [12].

IV. OBJECTIVES OF THE STUDY

The study was conducted with the following objectives:

- To analyse the gender inequality with respect to economic benefits in service sector.
- To find out the association between gender and problem faced in workplace and action for preventing gender inequality.
- To examine the association between gender and employee income in different service sectors.

V. HYPOTHESES

The following null hypotheses are framed to find out the answers for the objectives of the study.

H_0 : There is no significant association between gender and problems faced in workplace.

H_0 : There is no significant association between gender and action for preventing gender inequality.

H_0 : There is no significant association between gender and employee income in different service sectors.

VI. RESEARCH METHODOLOGY

Primary data was collected through a well-structured questionnaire from 219 respondents from the selected service industries in Bengaluru city of Karnataka state. Bengaluru city was chosen as the area of study as majority of its population is been placed in service sector such as retail, banks, hotels, real estate, education, health, social work, computer services, recreation, media, communications, electricity, gas and water supply. According to a statistical report of 2019, 31.9 per cent of total population is engaged in service sector. In Karnataka state only one-third of labour force is women. As per 2014-15 data from the director of employment and training in labour department, of the 23.85 lakh employed citizens in the state, only 7.72 lakhs are women. Predictably among districts Bengaluru tops the list with 3.16 lakhs women in the workforce. In this connection, the data was collected during July-August 2019 by employing stratified random sampling method. Respondents including male and female from five different service sectors such as banking, insurance, education, recreation and health care with equal number of sample size were selected around Bengaluru. Chi-square test was used to find out the association between gender demographic variable and gender inequality in economic benefits of male and female workforce in service sector. The statistical software SPSS 22 was used for data analysis.

VII. CONCEPTUAL FRAMEWORK OF THE STUDY

The employees working in different organisations irrespective of the size of organisation, number of workers in a company, level of position etc. are sensing gender inequality due to various factors / discrimination happening inside and outside their workplace. Fig. 1 describes the causes of gender inequality in a workplace.

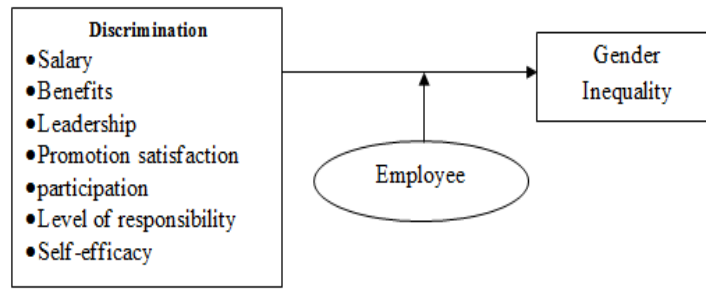


Fig. 1. Conceptual Model.

Table 1: Comparative study between passive and active systems.

Demographic Profile of the respondents		No.	%
Gender	Male	93	42.5%
	Female	118	53.9%
	Transgender	8	3.7%
Age	Below 25	37	16.9%
	25 – 35	64	29.2%
	36 – 45	78	35.6%
	46 – 55	26	11.9%
	Above 55	14	6.4%
Marital Status	Married	130	59.4%
	Unmarried	89	40.6%
Educational Qualification	Below SSLC	13	5.9%
	PUC / HSC / +2 / Diploma / ITI	29	13.2%
	UG Degree	84	38.4%
	PG Degree	54	24.7%
	Above PG	39	17.8%
Type of Service Sector that you are working now	Banking	47	21.5%
	Insurance	38	17.4%
	Recreation	45	20.5%
	Health Care	46	21.0%
	Educational Institution	43	19.6%
Level of position in Workplace	Top Level	10	4.6%
	Middle Level	131	59.8%
	Lower Level	78	35.6%
Monthly Income	Below Rs.20,000	84	38.4%
	Rs. 20,001 - Rs. 40,000	56	25.6%
	Rs. 40,001 - Rs. 60,000	65	29.7%
	Rs. 60,001 - Rs. 80,000	7	3.2%
	Above Rs. 80,000	7	3.2%

VIII. ANALYSIS AND INTERPRETATION

The demographic profile such as gender, age, marital status, educational qualification, types of service sector currently working, level of position in work place, and monthly income of the respondents chosen from five selected service sector such as banking, insurance, recreation, hospital and education are described in Table 1. Half of the respondents are female. The age group of respondents between 36 and 45 are more (35.6%) than other groups. Almost one third of the respondents have completed their UG degree and 59.4% respondents are married. Out of total respondents, 59.8% respondents are working in middle level position and 38.4% of the respondents monthly income is below Rs. 20,000.

It can be inferred from the Table 2 that the number of male and female in each income category of different levels of position do not exhibit major variation. Therefore, it is clear that gender inequality does not exist in income of male and female employees. It can be inferred from Table 3 that, the majority (56.8%) of female respondents working as permanent employees

in an organisation. When they go for large investment such as buying of huge value assets, majority of female employees 39.8% preferred mutual investment with others. Majority of the male employees' immediate boss (83.9%) are male members and 64.4% of female employees boss are male members. Out of total respondents, 40.7% of female respondents are agreeing on gender equality followed by their organisation. In service sector, 39% of female employees are felt that they are treated fairly in their workplace and it is also supported by male employees 67.7%. With respect to the question "Have you experienced gender inequality in your workplace at any are time?", most of the male respondents (72%) and 58.5% female respondents have said 'No'.

Majority of the female respondents (41.5%) are not agreed with the sentence "men are more powered than women". The study also found that there is no gender inequality in promotion opportunities because 85.6% of the female respondents have accepted the promotion opportunities provided by the organisation and there is no discrimination between workers.

Table 2: Gender in each income category of different levels of position.

Level of your position in Workplace and monthly income			Gender		
			Male	Female	Transgender
Top Level	Monthly Income	Below Rs.20,000	4	4	0
		Rs.20,001 - Rs.40,000	2	0	0
		Rs.40,001 - Rs.60,000	0	0	0
		Rs.60,001 - Rs.80,000	0	0	0
		Above Rs.80,000	0	0	0
Middle Level	Monthly Income	Below Rs.20,000	22	16	1
		Rs.20,001 - Rs.40,000	12	13	1
		Rs.40,001 - Rs.60,000	26	27	0
		Rs.60,001 - Rs.80,000	2	4	0
		Above Rs.80,000	0	7	0
Lower Level	Monthly Income	Below Rs.20,000	9	24	4
		Rs.20,001 - Rs.40,000	11	16	1
		Rs.40,001 - Rs.60,000	5	6	1
		Rs.60,001 - Rs.80,000	0	1	0
		Above Rs.80,000	0	0	0

Table 3: Gender Vs Respondents' Opinion on Gender Inequality.

Statements		Gender					
		Male		Female		Transgender	
		No.	%	No.	%	No.	%
Your status of work in organisation	Permanent	28	30.1%	67	56.8%	5	62.5%
	Temporary (Probation)	42	45.2%	25	21.2%	3	37.5%
	Daily Wages	14	15.1%	14	11.9%	0	0.0%
	Contract	9	9.7%	12	10.2%	0	0.0%
Large investments such as buying a car, or a house, or a household appliance	Self	21	22.6%	4	3.4%	3	37.5%
	Partner	11	11.8%	33	28.0%	3	37.5%
	Parent	14	15.1%	24	20.3%	0	0.0%
	Relative	12	12.9%	6	5.1%	0	0.0%
	Both Equally	34	36.6%	47	39.8%	1	12.5%
Is your immediate (current) boss, male or female	Others	1	1.1%	4	3.4%	1	12.5%
	Male	78	83.9%	76	64.4%	6	75.0%
	Female	8	8.6%	34	28.8%	0	0.0%
	Self Employed	7	7.5%	8	6.8%	2	25.0%
	Strongly disagree	14	15.1%	10	8.5%	2	25.0%
My organisation follows Gender equality	Disagree	11	11.8%	25	21.2%	0	0.0%
	Neutral	9	9.7%	14	11.9%	3	37.5%
	Agree	24	25.8%	48	40.7%	3	37.5%
	Strongly Agree	35	37.6%	21	17.8%	0	0.0%
	Strongly disagree	0	0.0%	0	0.0%	2	25.0%
Women treated fairly in my workplace	Disagree	0	0.0%	18	15.3%	0	0.0%
	Neutral	15	16.1%	17	14.4%	2	25.0%
	Agree	15	16.1%	46	39.0%	0	0.0%
	Strongly Agree	63	67.7%	37	31.4%	4	50.0%
	No	67	72.0%	69	58.5%	6	75.0%
Have you experienced gender inequality in your workplace at any time?	Yes	26	28.0%	49	41.5%	2	25.0%
	No	52	55.9%	76	64.4%	1	12.5%
	Don't Know	12	12.9%	11	9.3%	5	62.5%
	Partly	22	23.7%	18	15.3%	2	25.0%
	Yes	7	7.5%	13	11.0%	0	0.0%
Men are better than women	No	39	41.9%	49	41.5%	0	0.0%
	Don't Know	5	5.4%	5	4.2%	0	0.0%
	Partly	35	37.6%	39	33.1%	3	37.5%
	Yes	14	15.1%	25	21.2%	5	62.5%
Men have more power over women	No	62	66.7%	101	85.6%	1	12.5%
	Don't Know	11	11.8%	0	0.0%	0	0.0%
	Partly	10	10.8%	7	5.9%	4	50.0%
	Yes	10	10.8%	10	8.5%	3	37.5%
Promotion opportunities should be more for men	No	42	45.2%	57	48.3%	0	0.0%
	Don't know	2	2.2%	0	0.0%	0	0.0%
	Partly	19	20.4%	36	30.5%	3	37.5%
	Yes	30	32.3%	25	21.2%	5	62.5%
	No	11	11.8%	43	36.4%	4	50.0%
Men are in charge they are always at the top	Don't Know	2	2.2%	0	0.0%	0	0.0%
	Partly	19	20.4%	36	30.5%	3	37.5%
	Yes	30	32.3%	25	21.2%	5	62.5%
Women are getting all rights equal to men	No	11	11.8%	43	36.4%	4	50.0%
	Don't Know	2	2.2%	0	0.0%	0	0.0%

Management supports equally for both men and women	Partly	14	15.1%	23	19.5%	1	12.5%
	Yes	66	71.0%	52	44.1%	3	37.5%
	No	6	6.5%	14	11.9%	3	37.5%
	Don't Know	2	2.2%	0	0.0%	0	0.0%
	Partly	7	7.5%	32	27.1%	0	0.0%
I am frequently stressed or depressed because of not having enough income	Yes	78	83.9%	72	61.0%	5	62.5%
	No	36	38.7%	62	52.5%	2	25.0%
	Don't know	3	3.2%	2	1.7%	1	12.5%
	Partly	24	25.8%	6	5.1%	2	25.0%
My work or employment situation is mostly stable	Yes	30	32.3%	48	40.7%	3	37.5%
	No	21	22.6%	10	8.5%	1	12.5%
	Don't Know	3	3.2%	4	3.4%	1	12.5%
	Partly	21	22.6%	40	33.9%	1	12.5%
Men should earn more money than their partners	Yes	48	51.6%	64	54.2%	5	62.5%
	No	43	46.2%	48	40.7%	2	25.0%
	Don't Know	2	2.2%	12	10.2%	0	0.0%
	Partly	27	29.0%	9	7.6%	2	25.0%
Women should have the same rights as men	Yes	21	22.6%	49	41.5%	4	50.0%
	No	5	5.4%	0	0.0%	0	0.0%
	Don't Know	2	2.2%	0	0.0%	0	0.0%
	Partly	7	7.5%	4	3.4%	0	0.0%
Women are only good for cooking and cleaning	Yes	79	84.9%	114	96.6%	8	100%
	No	90	96.8%	101	85.6%	5	62.5%
	Don't Know	2	2.2%	2	1.7%	0	0.0%
	Partly	1	1.1%	15	12.7%	1	12.5%
Women aren't physically capable of carrying heavy objects	Yes	0	0.0%	0	0.0%	2	25.0%
	No	29	31.2%	67	56.8%	5	62.5%
	Don't Know	1	1.1%	0	0.0%	1	12.5%
	Partly	37	39.8%	27	22.9%	1	12.5%
Gender inequality in work place affects my economic position	Yes	26	28.0%	24	20.3%	1	12.5%
	No	69	74.2%	73	61.9%	7	87.5%
	Don't Know	3	3.2%	1	.8%	0	0.0%
	Partly	12	12.9%	11	9.3%	1	12.5%
	Yes	9	9.7%	33	28.0%	0	0.0%

Table 4: Chi-square test - Gender Vs. Problems faced in workplace.

Gender	Problems faced in workplace							Total
	Lower Salary	Gender Discrimination	Poor workplace treatment	Lower chance of Promotion	Sexual Harassment	Less likely to get a specific job role	None of these	
Male	19	18	27	19	10	12	26	131
Female	22	21	31	22	11	14	30	151
Transgender	2	2	2	2	1	1	2	11
Total	42	41	60	42	22	27	59	293
Percentages and totals are based on respondents. Chi-square value 0.972963								
a. Dichotomy group tabulated at value 1.								

Table 5: Chi-square test: Gender Vs. Action for preventing gender inequality.

Gender	What could be done to prevent gender inequality?					Total
	Standing up for rights	Raising Awareness	Become an activist	Make gender equality part in workplace	others	
Male	16	51	9	33	6	115
Female	25	81	15	52	9	182
Transgender	2	6	1	3	0	12
Total	43	138	25	88	15	309

Chi-square value: 0.026

Around 61% of female employees and 84% of male employees are supporting to the statements "management supports equally for both men and women". In Table 4, chi-square ($p > 0.05$) test confirms that there is no association between gender of employees and problems faced by them. It is inferred that gender inequality does not exist in the problems faced by the

women". It is also revealed from the study that, only 28% of female employees are affected with economic position due to gender inequality in work place. employees. The chi-square test ($p < 0.05$) in Table 5 confirms that there is a significant association between gender and action to be taken for preventing gender inequality. It can be observed that majority of

employees have opted for raising awareness. Also majority of female employees feel that they have to stand up for their rights, become an activist, and wanted to make gender equality in work place.

Table 5 compares the association relationship between gender and employee income in different service sectors such as banking, insurance, recreation, health care and educational institutions. Specifically in selected service sectors at Bengaluru, more female employees are working than the male employees.

It is clear from the table 5 that the distribution of wealth is not proportionately distributed among both the gender and this also partially reflects in previous studies [13, 14]. There are significant association between gender and employee income in banking industry, recreation industry, health care industry and education industry at five per cent level of significance. Also it is revealed that the gender is not associated with employee income in insurance industry.

IX. CONCLUSION

India is still a male-dominated country, even with all of the new developments. There may be laws and rights given to Indian women, but they are not strongly enforced. Over time, there have been many women who have surpassed the standards that are expected from women. The present study found the number of male and female in each income category of different levels of position do not exhibit major variation and therefore gender inequality does not exist in income of male and female employees. The chi-square test confirms that there is no association between gender of employees and problems faced by them. It also found that there is a significant association between gender and action to be taken for preventing gender inequality. It can be observed that majority of employees have opted for raising awareness. Also majority of female employees feel that they have to stand up for their rights, become an activist, and wanted to make gender equality in work place. This study helps the society to eradicate the inequalities among the gender in the workplace so that there will be healthy environment where everyone works at the equal status and respect.

X. FUTURE SCOPE

In future, a research study on this area may be conducted to know the success rate of women in service sector in terms of productivity and efficiency. Also, comparative study can be conducted with manufacturing sectors in different regions.

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