



Enhancing Human Rights Awareness Among Working Women In It And Bpo Industries Of Kolkata

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ABSTRACT

A lot of workplaces still treat women unequally, harass them, and discriminate against them, even though we've come a long way towards gender equality. Further exacerbating these problems and making people susceptible to injustice and exploitation is a lack of understanding of their rights. Therefore, it is critical to promote human rights knowledge among working women to protect them and create inclusive workplaces. In this study, the authors seek to comprehend the extent to which working women uphold human rights. We randomly selected 340 working professionals for this study. Criteria for gauging familiarity with human rights formed the basis of the analysis. According to the research, human rights education should be a core component of school curricula because of the critical role it plays in societal progress. This study uses primary data collecting methods.

Keywords: Human rights, Working women, Awareness, Workplace, Legal

I. INTRODUCTION

The term "human rights" refers to basic entitlements that are intrinsically possessed by every individual, regardless of gender, race, ethnicity, or financial background. Among the many different demographic groupings, working women make up a substantial proportion whose rights are of the utmost importance for the development of societies all over the world. An increasing amount of emphasis has been paid in recent years to the knowledge and realization of human rights among working women. This is a reflection of a global trend toward gender equality and empowerment. In today's culture, women who are employed occupy a variety of positions, making major contributions to the economic, social, and cultural spheres. Nevertheless, in spite of the incalculable contributions they make, they frequently face prejudice and structural impediments that prevent them from fully realizing their human rights. Issues such as uneven pay, restricted access to education and healthcare, harassment in the workplace, and violence based on gender continue to exist in a variety of forms, underscoring the critical need for increased awareness and activism.

The pursuit of gender equality and the efforts of working women to comprehend the human rights infringements they face are intricately interconnected. Throughout the bulk of human history, women have endured oppression, marginalization, and the curtailment or neglect of their rights. Nevertheless, the collaborative endeavors of activists, politicians, and grassroots groups have resulted in noteworthy advancements, leading to a broader acknowledgment of women's rights as fundamental human rights. International agreements such as CEDAW, which stands for the Convention on the Elimination of All Forms of Discrimination against Women, have established a basis for tackling gender-based discrimination and promoting the empowerment of women.

Despite significant progress, there are still several obstacles to providing human rights education to women in the workforce. As a result, gender inequality continues to exist in several nations, which hinders women's ability to act independently and limits their chances for progress. Numerous societies possess deeply ingrained patriarchal regulations and traditions.

Furthermore, economic disparities and limited access to resources worsen the hazards that working women already face. This is particularly the case for women from disadvantaged backgrounds. Addressing human rights violations is already a challenging task, and when you throw in factors like gender intersectionality with race, ethnicity, disability, and sexual orientation, it becomes much more problematic.

The workplace is an additional crucial area to think about when trying to educate working women about their human rights. As they work through their various professional challenges, women encounter many forms of unfairness and discrimination that diminish their rights and dignity. Perpetuating cycles of inequality include gender salary inequalities, stereotypes, and glass ceilings, all of which hinder women's job advancement and financial independence. Workplace hostile-ness, including pervasive sexual harassment and gender-based violence, has a negative impact on women's health and safety. It is important to employ a multi-faceted approach that considers the existing institutional, cultural, and structural barriers if we want to increase working women's understanding of human rights.

Education has a crucial role in empowering women by raising their understanding of their rights, which in turn contributes to the development of a society that values equality and respect. Human rights education may help people develop a critical understanding of gender dynamics and social justice issues by becoming a part of school curricula and workplace training programs. It is critical to participate in advocacy initiatives and community mobilization activities to fight discrimination and seek policy reforms that protect women's rights.

Importance of human rights

All individuals are entitled to basic rights and safeguards as stipulated by international

law, irrespective of their nationality, gender, religion, or any other classification. The fundamental rights, inherent to every individual, are the basis for world liberty, justice, and harmony. While human rights are of great importance, they extend beyond simply legal aspects to include social and moral factors. Together, these factors contribute to the economic success and advancement of countries and their populations. Human rights are centered on the concept of dignity. It is imperative to treat everyone with benevolence and thoughtfulness due to their inherent worth. The imperative for equitable treatment and the eradication of prejudice arises from the acknowledgment of intrinsic worth. Every individual should have the opportunity to lead a life characterized by dignity and achievement, and human rights serve as safeguards against unjust or abusive treatment. When individuals are susceptible to exploitation, mistreatment, or marginalization, the significance of this becomes much more pronounced.

A person's right to be safe from torture, arbitrary imprisonment, and other forms of cruel treatment shields them from potentially horrific circumstances. Additionally, freedom and self-determination can never be guaranteed without human rights. These rights allow individuals to live their life as they see fit, including the freedom to express themselves, the right to privacy, and the capacity to connect with others. Personal development and fulfillment can't take place without these freedoms. For political participation and the efficient functioning of a strong democracy in nations that adhere to democratic values, the capacity to express ideas and perspectives is essential. It opens the door for regular people to have their voices heard, push for positive change, and hold powerful people to account.

Human rights have an essential role in promoting social justice and equality, in addition to protecting individuals. By ensuring that everyone has access to basic necessities like healthcare, housing, and education, they provide the groundwork for reducing economic and social inequality. For marginalized and poor communities, who are frequently left out of these programs, this is of the utmost importance. Society may work towards reducing poverty and inequality and encouraging development that benefits all members of the community by guaranteeing these privileges. The fundamental concepts of human rights are the foundation of legal systems worldwide. They establish the foundation for legislation that safeguards individuals and upholds principles of justice, and they ensure compliance with laws. The Universal Declaration of Human Rights and other international human rights treaties and conventions act as standards for the law and policy of individual governments. They ought to insist that governments fulfill their commitments to safeguard and promote human rights by demanding responsibility from those in positions of authority. When individuals experience infringements upon their rights, the legal system provides them with a means to restore their rights and seek a resolution.

When it comes to building and keeping peace and stability, human rights are paramount. Human rights are often upheld and protected in peaceful and stable countries. More individuals will be willing to help society out when they know their rights are being

protected and that they will be treated fairly. Conversely, social unrest, violence, and conflict may emerge from violations of human rights. Tensions and complaints might be worsened by systemic exclusion and prejudice, leading to instability. Therefore, in order to prevent war and create enduring peace, it is essential to promote human rights.

When it comes to global cooperation and international relations, human rights are paramount. They encourage international cooperation in the face of common challenges including poverty, illness, and environmental degradation by raising consciousness of our common humanity and togetherness. The United Nations Human Rights Council and other international human rights organizations play an essential role in promoting and regulating human rights on a global basis. Nations are able to share information and work together to advance human rights in these platforms, which encourage dialogue and cooperation. The growth of the economy is another area where human rights are crucial.

Prosperity and economic stability cannot be achieved without rights like the right to work, fair pay, and safe working conditions. Workers are more motivated and productive when they are treated with respect and their rights are protected. As a result, businesses and economies benefit. Investors want to do business with countries that uphold legal principles and show respect for human rights, therefore ensuring human rights might also bring in foreign investment and trade. When it comes to classroom instruction, human rights are paramount. For personal and societal advancement, educational opportunities must be accessible. It opens doors for individuals to learn what they need to know to participate in the economy and society. To break the cycle of inequality and poverty, everyone must have access to a good education. Nations may work toward a more equitable and prosperous future by ensuring that all children, regardless of their family's financial situation, have the opportunity to get a quality education. The promotion of diversity and inclusion is one of the cultural goals of human rights. All human civilizations are unique, and they respect and value that diversity. This fosters an environment where people are more likely to understand and accept one another, where differences are celebrated instead than belittled.

Every person should be able to take part in and benefit from society's progress, and human rights ensure that everyone has that chance. The internet and other forms of digital technology have emerged as new battlefields where human rights are of paramount importance in this age of digitization. The ability to express oneself, acquire information, and maintain one's privacy are paramount in today's digital world. Protecting these rights is becoming more important as online activities continue to rise in popularity. Protecting people's freedoms and advancing a fair and equitable digital society depend on ensuring that digital platforms respect human rights.

II. REVIEW OF LITERATURE

Jaiswal, Sumit. (2019) Indian working women have experienced significant transformations in their societal standing. Despite the increasing independence and

awareness of their legal rights, such as the right to work, equal treatment, equal pay, and protection against sexual harassment, a significant number of Indian working women are still unaware of these rights. Consequently, they continue to experience discrimination, harassment, and exploitation in their homes, during their commute, and at their workplaces. As a result of a lack of awareness among the majority of working women regarding their rights, the working environment for women in India continues to be unfavorable. Although the legislature and policy framers of India have enacted various laws and rules to ensure the rights of working women, these measures have not been effectively implemented. Consequently, the state of working women is unfavorable due to their inadequate remuneration, excessive workload, mistreatment, and both physical and mental harassment. All of these elements have a significant impact on their quality of life and greatly influence their personality. This report analyzes the current working conditions for women in India and the multiple challenges they encounter. It also aims to track the alterations in the personality of women who work, which result from the current working environment. This study aims to raise awareness among working women on their legal rights as guaranteed by constitutional provisions and pertinent laws. This work is mostly based on secondary data obtained from a variety of sources, including books, newspaper articles, and reports.

Shanker, Meera. (2019) Working women are an important part of society and contribute greatly to human advancement. Once upon a time, men were the breadwinners and prominent figures in society; women, on the other hand, were expected to take care of the home and children. Women may not have had the same access to higher education and economic opportunities as males in the past, but they are now able to compete successfully in a wide range of professions. The responsibilities of work and life sometimes collide, making life difficult for working women today. The demands of their jobs and the responsibilities they have at home make it hard for them to manage and balance everything. These days, striking a balance between work and life is a major concern for women in the workforce. The term "work life balance" refers to the practice of dividing one's time fairly between one's professional and domestic obligations. The literature study that forms the basis of this research covers a wide range of topics related to working women's work-life balance. The definitions and theories of work-life balance, its characteristics, the difficulties working women face, efforts and techniques to achieve work-life balance, and its effects are all illuminated by this literature study. The challenges that working women face while trying to strike a balance between their professional and personal lives are explored in this study.

Bilal, Dr. Showkeen (2014) The purpose of this research was to examine the level of knowledge and adherence to legal protections enjoyed by working and nonworking women in Punjab. The women in the Moga district in Punjab were chosen at random using a purposive selection approach. In them, 50 were employed while the other 50 were not. This research made use of a questionnaire that the researcher had created themselves, the Legal Rights Awareness and Exercise Questionnaire. The results showed that

women's knowledge of their legal rights differed significantly between those who worked and those who did not. There was a notable disparity in the exercise of legal rights between working and non-working women, with working women exercising their rights more frequently than non-working women. Similarly, there was no significant difference in the exercise of legal rights between rural working women and urban working women. Lastly, there was no difference in the awareness of legal rights between rural non-working women and urban non-working women. Among working women, there was a higher level of awareness of legal rights than among non-working women.

Ahmad, Muhammad Shakil et al., (2011) Working women who also choose to be housewives have significant challenges. They have to make a choice between their job life and their family life, as well as their selected industry and area of perspective. The causes of work-life conflict that women face, based on their obligations and the sort of work arrangement they have, are examined in this study. This study uses random sampling in the cities of Attock and Islamabad, Pakistan, to examine the answers of one hundred women employed by twenty-five different banks, both public and private, in an uncontrolled setting. In statistics, regression and correlation are tools that are utilized. The study examines the ways in which women's work-life conflict is influenced by their earning potential, domestic obligations, working atmosphere, and financial necessities. The study's findings suggest that women experience work-life conflict due to the substantial correlation between family obligations and office environment. There is a satisfactory level of agreement across all Cronbach Alpha values, and the response rate is 75%. The work-life conflict experienced by women is favorably connected with domestic duties and financial necessities, and negatively correlated with women's earning potential and office climate. Only Attock and Islamabad, two cities in Pakistan, were used to choose samples for this research. The results might be compared to those from other cities in future studies. The primary weakness of this study is that it relies on a random sampling approach. A larger stratified random sampling technique might be used in future research. Human resource managers, practitioners, and strategy makers might perhaps benefit from this study's findings by gaining a better understanding of women's challenges.

III. RESEARCH METHODOLOGY

The researcher employed an analytical research approach to achieve the research objective of this study. The sampling criteria were used to select a diverse group of 340 working professionals, aged 18-45 years and older, through a random selection process. The research focused on the information technology (IT) and business process outsourcing (BPO) industries in Kolkata. The collected data underwent qualitative analysis and interpretation, considering factors such as the respondents' age, experience, familiarity with human rights, and level of exposure to them.

IV. DATA ANALYSIS AND INTERPRETATION

Table 1: Age of the respondents

Particular	Frequency	Percentage
18-25	136	40.0
26-35	102	30.0
36-45	68	20.0
45 and above	34	10.0
Total	340	100

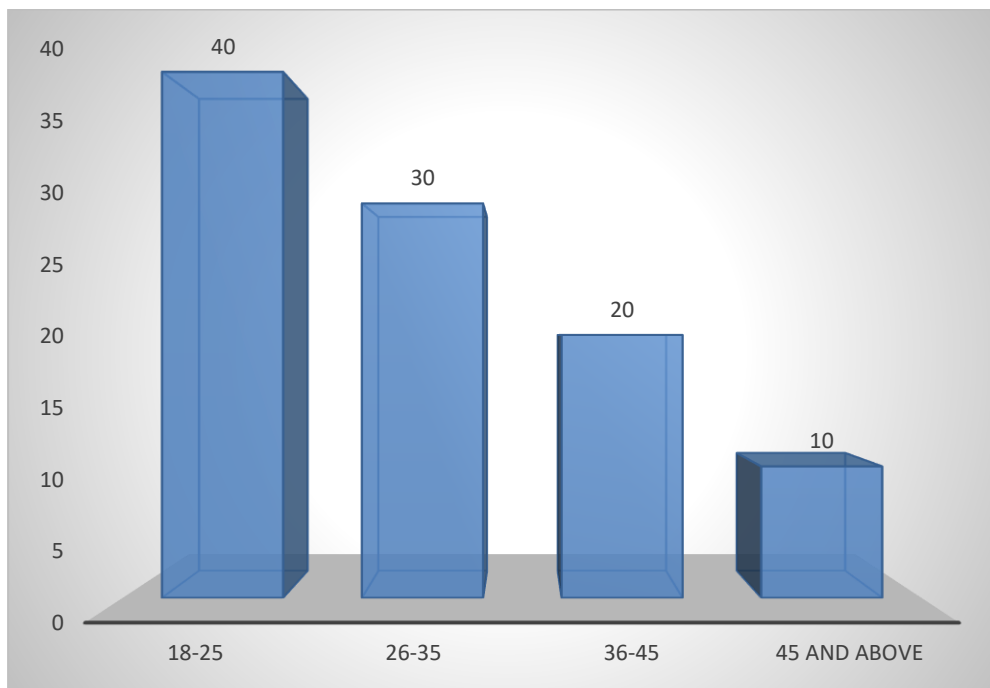


Figure 1: Age of the respondents

The table illustrates the categorization of participants based on their age groupings. Out of the 340 respondents polled, the largest proportion (40.0%) belong to the age group of 18-25 years, suggesting a substantial presence of younger persons in the sample. The next group of respondents, aged 26-35 years, make up 30.0% of the entire sample. The percentage of participants declines as age increases, with 20.0% belonging to the 36-45 age bracket and 10.0% being 45 years old or older.

Table 2: Experience of the Respondents

Particular	Frequency	Percentage
Less than 1 year	85	25.0
1-3 years	102	30.0

4-7 years	119	35.0
More than 7 years	34	10.0
Total	340	100

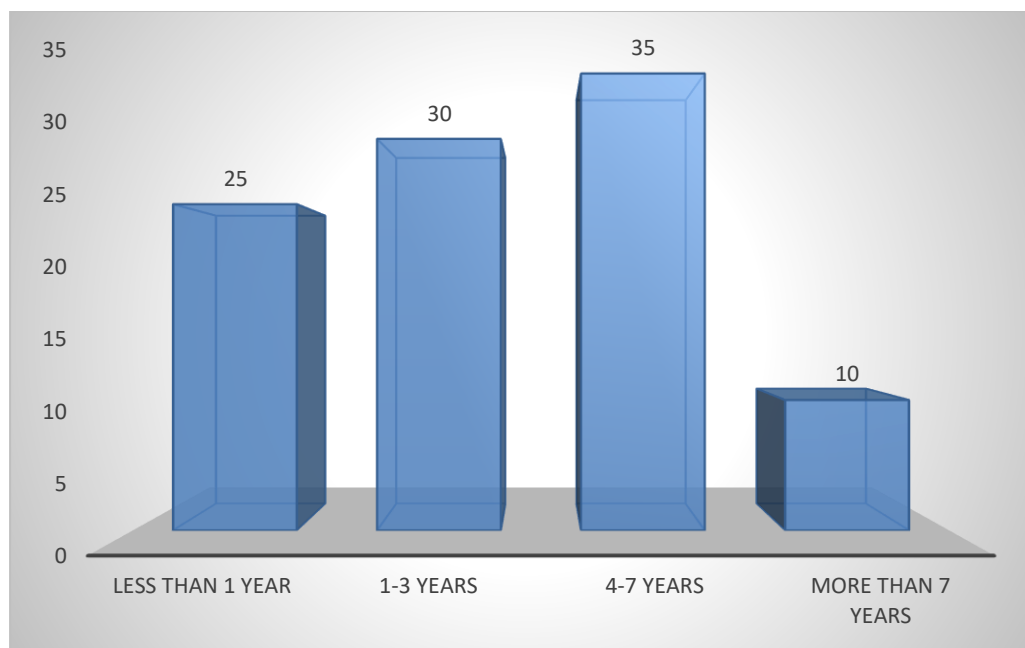


Figure 2: Experience of the Respondents

The table shows the distribution of participants according to their years of experience. Out of the 340 participants that were polled, the largest portion (35.0%) reported having 4-7 years of experience in their respective industries. This suggests that there is a notable presence of persons with intermediate-level expertise. Close examination reveals that 30.0% of the participants had 1-3 years of experience, indicating a significant proportion of individuals who are relatively new to the job market. Concurrently, 25.0% of the participants had less than 1 year of experience, indicating a lesser but significant group of persons who are in the beginning stages of their professional journeys. Lastly, a mere 10.0% of the respondents own over 7 years of experience, suggesting that just a small portion of the participants have significant professional histories.

Table 3: Human Rights awareness factors

S. No.	Statement	Frequency
1	Knowledge	27.5

2	Human Rights concepts and laws	13.2
3	Human Rights Violations	11.6
4	Sense of Human Rights while social Interactions	9.8
5	Human rights and Humanity	6.4
6	Gender based acceptance for human Rights	31.5

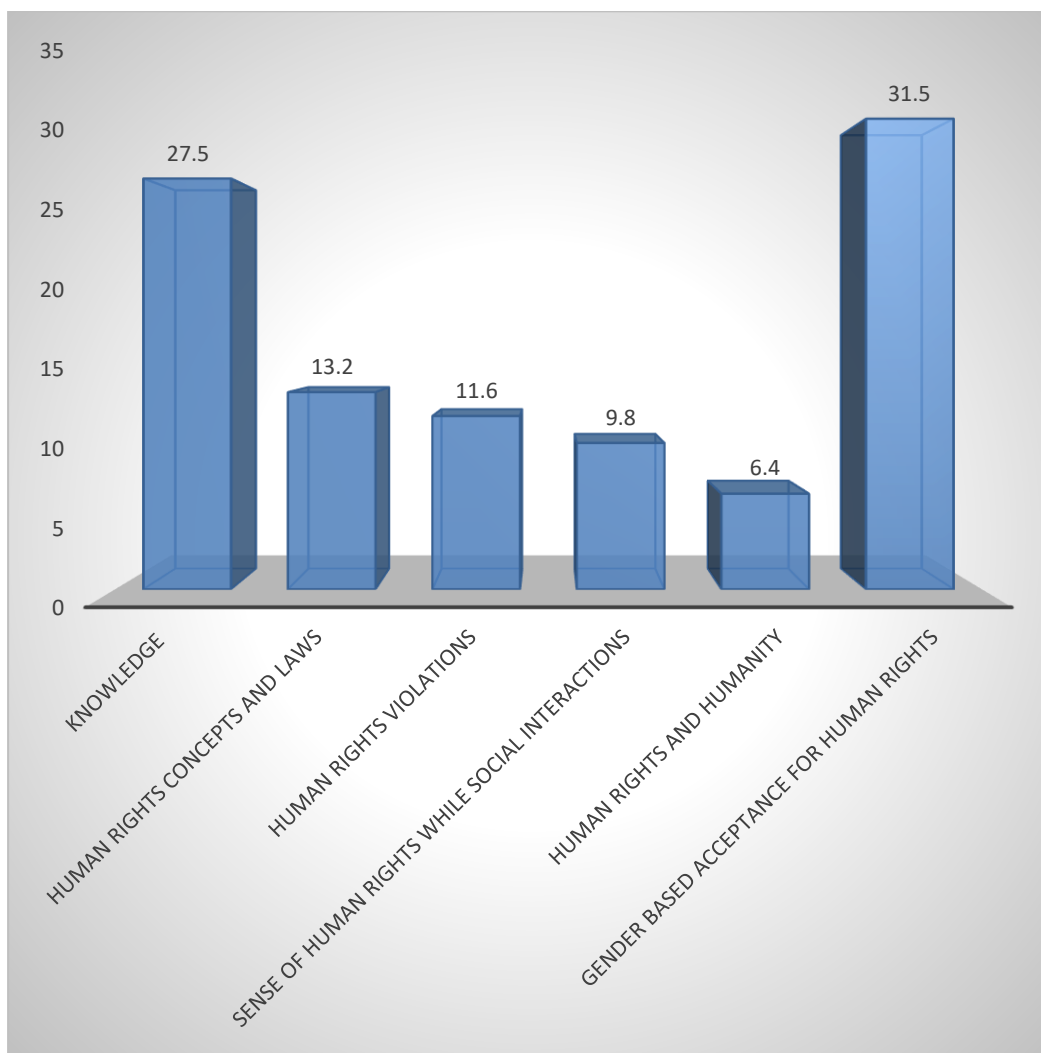


Figure 3: Factors influencing level of Human Rights awareness

Table 3 displays the variables that impact the extent of individuals' understanding of human rights. According to the statistics, the concept of "Gender-based acceptance for human Rights" occurs most often, with a frequency of 31.5%. This suggests that gender

dynamics have a considerable influence on people's conceptions of human rights. This highlights the impact of cultural standards on people' comprehension of rights. Furthermore, the concept of "Knowledge" on human rights is closely associated with a frequency of 27.5%, highlighting the significant impact of education in promoting awareness. In addition, the ideas and legislation related to Human Rights, accounting for 13.2% of the contribution, as well as the occurrence of Human Rights Violations, which account for 11.6%, have a major role. This emphasizes the crucial need for legal literacy and comprehension of injustices. The concepts of "Sense of Human Rights while social Interactions" (9.8%) and "Human rights and Humanity" (6.4%) also contribute, however their impact is relatively less.

V. CONCLUSION

In addition to being essential for the empowerment of working women in the information technology and business process outsourcing sectors in Kolkata, raising knowledge of human rights among these women is also essential for the development of a workplace climate that is more inclusive and equal. As a result of enhancing their knowledge of human rights, women are better able to advocate for themselves, which ultimately results in enhanced well-being and increased pleasure in their professional lives. In addition, education on human rights have to be included into the policies and training programs of the business. This will guarantee that every worker is informed of their rights and obligations. These kinds of efforts have the potential to end up resulting in a culture of the workplace that is more courteous and supportive, which will eventually contribute to the general productivity and morale of the workforce. As the information technology and business process outsourcing (BPO) sectors in Kolkata continue to expand, it will be vital to prioritize human rights knowledge in order to recruit and retain brilliant women professionals. This will ultimately drive sustainable social and economic growth in the area.

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