

# **Job Satisfaction And Transgender Communities: An Empirical Study On Kochi Metro Rail Limited (KMRL)**

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## **Abstract**

*Transgender person as one whose gender does not match the gender assigned at birth. It includes trans-men and trans-women, persons with inter sex variations, gender-queers, and persons with socio-cultural identities, such as kinnar and hijra. The community of transgender is a portion of the social order and they have equal rights in everything that is presented to all others in the world. Since time immemorial the presence of such transgender are not new and are engraved in history. In fact, in several scripts the proof for the existence of transgender community can be seen, possibly as nature requires such a class to sustain the equilibrium. Many members of the transgender community were torch holders of changes in the happenings of history even if they are not precisely noted. Their discrimination has been a constant problem and has only proven to be more counterfeit with time. Based on the class and gender the members of the transgender community are discriminated that make them one of the most disempowered groups in Indian Society. In spite of all constitutional guarantees, the transgender community is denied even their basic rights, which include Freedom of Expression, Right against Violence, Right to Personal Liberty, Dignity, Right to Education and Empowerment, Right to discrimination and exploitation.*

**Keywords:** *Transgender, KMRL, Dignity, Job satisfaction, TGS*

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## **I. Introduction**

Transgender people have a gender identity or gender expression that differ from their assigned sex. TGs people are sometimes called trans sexual. If they have medical assistance to transition from sex to another. It includes people who are not exclusively masculine or feminine. Other definitions of transgender also include people who belong third gender. Transgender people have a gender identity or gender expression that differ from their assigned sex. TGs people are sometimes called trans sexual. If they have medical assistance to transition from sex to another. It includes people who are not exclusively masculine or feminine. Other definitions of transgender also include people who belong third gender. Most TGs people face many types of discrimination in work place and in accessing public accommodations and healthcare. In many places they are not legally protected from discrimination. Most TGs people face many types of discrimination in work place and in accessing public accommodations and healthcare. In many places they are not legally protected from discrimination. Huge problems faced by the TGs community in India especially in metropolitan cities. Even when qualified recruiters are against employing them. But one such exception in India's first transgender college principal. No equality in public. Looked them as degraded and unworthy to live. Rejection of entry directly or indirectly at same places like hospitals, hotels, mall, etc. To make their better and to mark with this identity. They have to take tough path. Their carrier is not straight and simple. To prove themselves efficient enough people like Sathyasri Sharmila, who became India's first transgender lawyer. Manabi Bandopadhyaya, who became first college principal India's first transgender judge: Joyita Mondal, Prithiloa Yashini become first police officer

In the case of Kerala, 11 times Kerala stepped up to promote transgender right. The god's own country has always been trailblazer from being the state to achieve 100% primary education to controlling the population growth rate, and making the lowest among all the Indian states in the last ten years. They seemed to have achieved a lot more than the whole country put together. The policy covers the all categories of transgender including female to male and male to female and inter sex people. It also emphasizes the right to ministry group to self identity themselves as man, women as stated in Supreme Court judgment.

## **II. Transgenders And Inequality At Work**

During outfield visits it has been observed that transgender workers can have a hard time managing with the traditional workplace due to recognized gender norms that limit the roles perceived and expected of them. Among fellow employees, there can arise potential teasing or discrimination affecting the transgender worker on emotional levels. Employers at times withdraw job offers and opportunities because of discrimination towards workers of varying gender individualities. This is observed from the survey conducted during the study in Tamil Nadu and all Districts Capitals of Kerala.

According to the law regarding to transgender discrimination in the workplace, on November 7, 2013, the US Senate gave final approval passing legislation actively outlawing private or public sector justification correlated to payment, promotions and hiring based on sexual orientation or gender identity<sup>15</sup>. This is to identify a more fair field in the workplace, noting achievements and credibility without being swayed by factors that not only fail to create direct relations to those aspects, but also ones that are susceptible to prejudice from employers, employees and associates.

Transgender women have very few options for employment. The stigma associated with their identity results in large numbers of the community being unable to find suitable employment. Many are unskilled when they leave home and join the Jamaat before completing education. Most often, the only option they have after leaving home is to enter sex work and/or begging. They are engaged in sex work and begging to ensure the guardianship and protection of 'Gurus'. It was reported by respondents that some 'Gurus' are exploitative. They force them to attend to a large number of clients during night and beg during daytime. Sex work makes them vulnerable to HIV/AIDS and other infections. Transgender women in sex work face several other problems such as physical torture, denial of payment. Begging exposes them to rebuke and reprimand 'Why are you begging when you are not handicapped?'

Another problem faced by transgender women in search of suitable employment is the discrepancy between their birth certificates and their official documents after transformation. Transgender women are often paid lower wages and subject to sexual advances and harassment from colleagues. Sex work and begging constituted the major source of income as 40 per cent of transgender in Tamil Nadu were dependant on either sex work or begging or both together. Though the average income level of the sample is above the poverty line what is important to note is the uncertainty of income because employment in the case of transgender is high risk in terms of health, stigmatization and discrimination. The expenditure pattern reveals that after food, travel is one of the major heads of expenditure. Respondents mentioned that they hired private vehicles and huge expenses were incurred on travel because of harassment on public transport. Though many of the transgender have ration cards and voter ID cards, they are deprived of the benefits of welfare schemes due to their transgender identity. The ID cards do not recognise their transgender status. Name and gender certification is a problem for transgender. Transgender Card is not accepted as a proof of identity. Most transgender find very difficult to apply for jobs and access schemes as well as social welfare programmes using birth certificates and school certificates.

### **KMRL**

The first Kochi Metro Rail Limited (KMRL) had appointed transgender in metro station. It is the first time in the world history that a public enterprise is giving job opportunity for transgender people. They appointed 23 transgender through kudumbasree units. They were two sections, ticket counter and housekeeping section. People having degree were appointed in ticket counter and others were appointed in as well as the house keeping section. KMRL has given a very wide platform for transgender to develop their talent and opportunity to interact with society. It may help to overcome the social stigma of them.

Kerala had become the first Indian state to initiate adopting transgenders in to mainstream society by building a "Transgender Policy" in 2016, following which the KMRL started offering jobs to the transgender community. Several of the transgender employees, hired for work ranging from ticketing to maintenance. There are social costs too. Almost all the transgenders come from suburban towns where prejudice is deeply rooted. It's the Transgenders fight against the system that led to the Kochi Metro's decision to hire them.

Being transgender today is still unreasonably hard, but it is far from hopeless. A gender ago, transgender Americans were widely regarded as deviants, unfit for dignified workplace a disgrace for families. Those who confident in relatives were, by and large pitied and shunned for most transitioning on the job was a tantamount to career suicide. Medical procedure to align a person's body with that person's gender identity being transgender today remains unreasonably and unnecessarily hard, but it is far from hopeless. The researches tried to analyze the job satisfaction among the transgender employees in Kochi Metro. It would be analytical and descriptive study which actually taking a follow up from the employees. The job satisfaction among Transgender is measured only few times in Kerala. So this study is more relevant in the current situation of our society.

### Relevance Of The Study

It is an innovative study in current scenario. First of all the study deserves special importance in context of Kerala as relating to time of job satisfaction among a marginalized community in Kerala. Transgender related studies are not many only few. Thirty Transgender are appointed in Kochi on contract based work by kudumbasree and KMRL. They appointed based on their qualification but many of them resigned on various issues. Those who are completed higher secondary were also appointed in clerical post. They are neglected society in many ways they don't get proper education, health facilities etc. They do not even get jobs etc. They are struggling for their existence. Though the job their standard of living would increase and society will accept them. The study examine all these issues mentioned in below

1. Even when qualification of them is not enough for their employing.
2. No equality in public.
3. Looked down as degraded and unworthy to live.
4. Rejection of entry directly or indirectly at places like hospital, hotels, malls etc.
5. Abused orally and physically

The study examines the issues of job satisfaction among Transgender in Kerala particularly Transgender working in Kochi Metro Rail Limited.

### III. Review Of Literature

- Dr.Khushboo R.2015, TGs community in India is a important part of society. Even law can't deny their existence. We live in 21<sup>st</sup> century where human rights are assured and preserved for human being except the third gender. I.e., TGs desire all constitutional guarantees, the TGs are even denied from basic rights like education, personal liberty, work place etc. The present research paper deals with problem, TGs face in the developing country like India. Study covers how presence of TGs is excluded from the society.
- 2016 Portland University, TGs individuals in the workplace can same times feel stigmatized either through the action and attitudes of their co- workers through their own fears of being treated. The recent researches of Larry Martinz of part land state university shows that experiences of employees who transition genders is highly depended on interactions they have with co- workers. It shows rotation between authentic identity Expression.
- AA Singh 2001, The review included sources in their review of literature with which they affirm transgender people's identity (eg: placing transgender positive magazines and literature in the treatment plans, expectation and goals, which should be reviewed periodically). Several identity on the job: Issue and services – Alellis, ED Riggle - 2014 Taylor Frances.
- T.Kollen 2016, It has been a pleasure and privilege to work together with Animesh Bachelor and Kunal Kamal Kumar. A systematic study on transgender and Marian Crowley Henry TGs sex reassignment surgery and employees while trans employee have become more widely recognized in society our understanding on their work experience remains under developed.
- A L Kalleberg 1977, This study attempts to develop a theory of job satisfaction which incorporate differences in work values and perceived job satisfaction which incorporates difference in work values and perceived job characteristic as key explanatory variable. It empirically examines relationship between job satisfaction and the work value and its job rewards.

### IV. Objectives Of The Study

1. To study and analyze the problems and discriminations faced by the transgender in Kochi Metro
2. To examine the issues of job satisfaction among the Transgender working in Kochi Metro

### V. Research Methodology

The study is both descriptive and analytical in nature. The study uses both primary and secondary data. Secondary data's are obtained from various publications of Government of Kerala and Government of India. Primary data is collected through interviews using schedules. The investigation covers the major issues of Transgender working in Kochi Metro and major factors determines their job satisfaction. The collected data we analyzed by using simple statistical tools like percentages, averages, graphs etc.

### VI. Data Analysis And Interpretation

#### Accommodation Facility

This table shows that the problem faced by the TGS for their accommodation while doing their job in KMRL. It is very difficult to get the accommodation for the TGs. So many of them are not satisfied with their living standard.

No. of them are satisfied with their accommodation	13	% of people are satisfied	52%
No. of them are not satisfied with their accommodation	12	% of people are not satisfied	48%
<b>Total</b>	<b>25</b>	<b>Total</b>	<b>100</b>

Source: Field Survey

This table shows that more TGs are not satisfied with their accommodation facility because many of the hostels are not giving accommodation facility for the TGS. But the people who have support from the family are living in their own homes. So they did not have these problems. They are satisfied. Otherwise they need to pay more amount for their livelihood.

#### Marriage Ratio of TGS

Variable	Frequency	Total
F-M	4	25
M-F	2	25
Not married	19	25

Source: Field Survey

This table shows that no. of TGs are married from F-M & married from M-F & the TGs who are not married. It shows that only less are married. F-M only 4, M-F only 2 & other are not married. This shows that they did not have get partners for their rest of the life. These details are shown above.

Work satisfaction is the function of income, working hours, working environment, job security, type of job etc . This study is relating to

1. Transgenders may have two types F to M and M to F we have collected information both of them

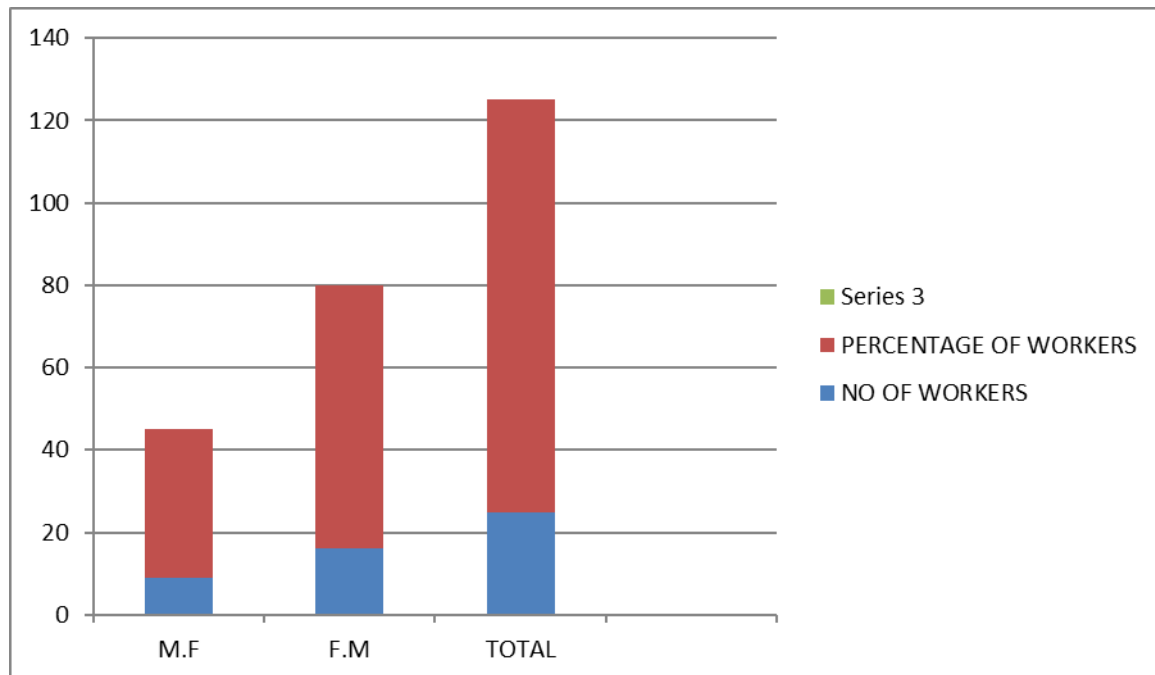
#### Gender Classification

The details of gender classification are shown below

Gender	No of workers	Percentage of workers
MF	9	36
F.M	16	64
<b>Total</b>	<b>25</b>	<b>100</b>

Source: Primary data

The survey explains the M.F transgender are only 36% and the F.M TGS are 64% only



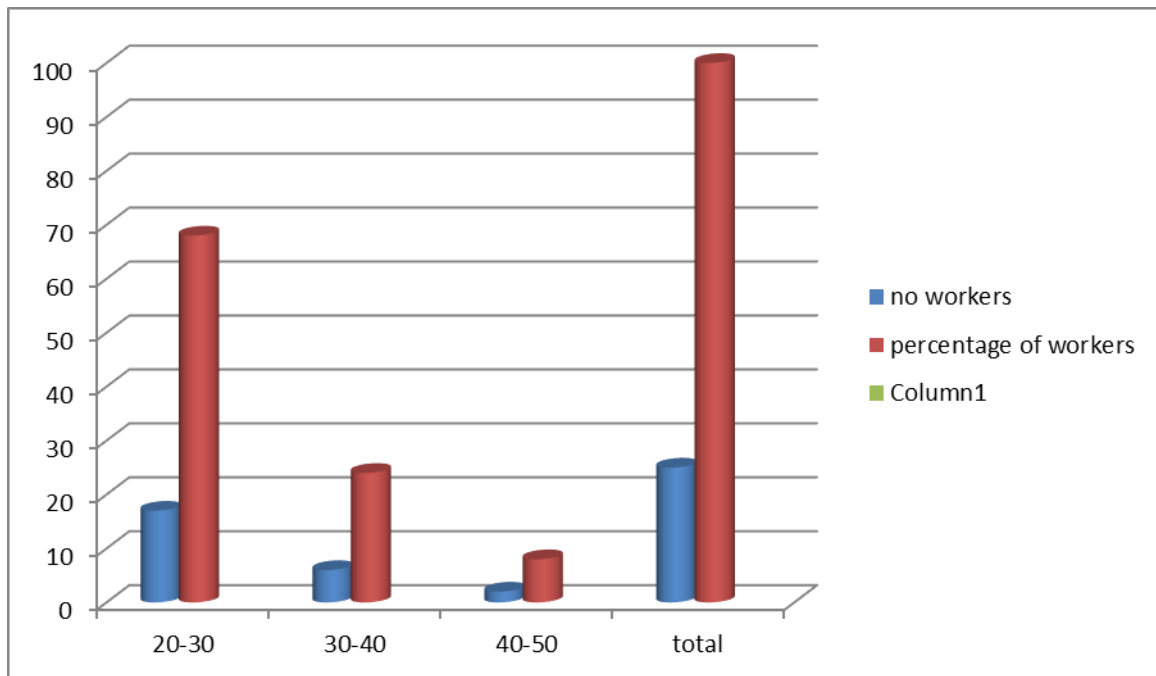
#### Age Distribution Of TGS

we are explaining the details of TGS in KMRL, the details of it was shown below

Age	No of workers	Percentage of workers
20-30	17	68
30-40	6	24
40-50	2	8
Total	25	100

Source: Primary Data

This table shows that the details of the age of Tgs in KMRL . in this table we can see that the more people are in the more people are in the age group of 20-30 .it is 68% . The low percentage of people are in the age group of 40-50 they are only 8%



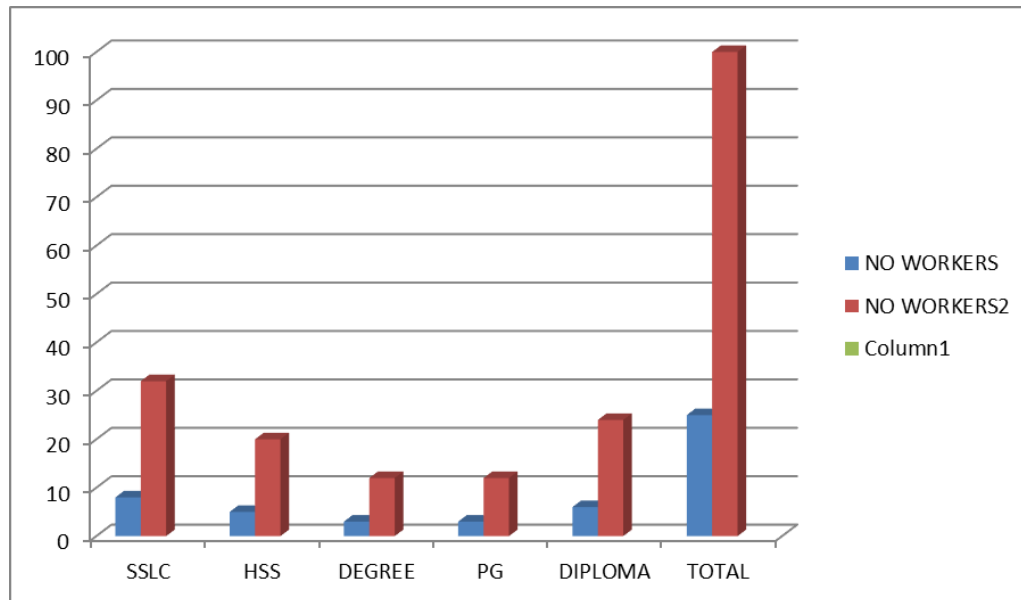
### Educational Qualification Of TGS

The educational qualification of TGs are different from each other, the details are shown below. There is a small percentage of chances for getting them educational facilities and teasing faced by them in institutions prevent them to go to schools / Colleges

Educational qualification	No of workers	Percentage of workers
SSLC	8	32
HSS	5	20
DEGREE	3	12
PG	3	12
DIPLOMA	6	24
TOTAL	25	100

Source: Primary data

This table shows that educational qualification of TGS in KMRL some of them are SSLC, HSS, DEGREE, PG, DIPLOMA, more of them have the qualification of SSLC only some are PG and Degree



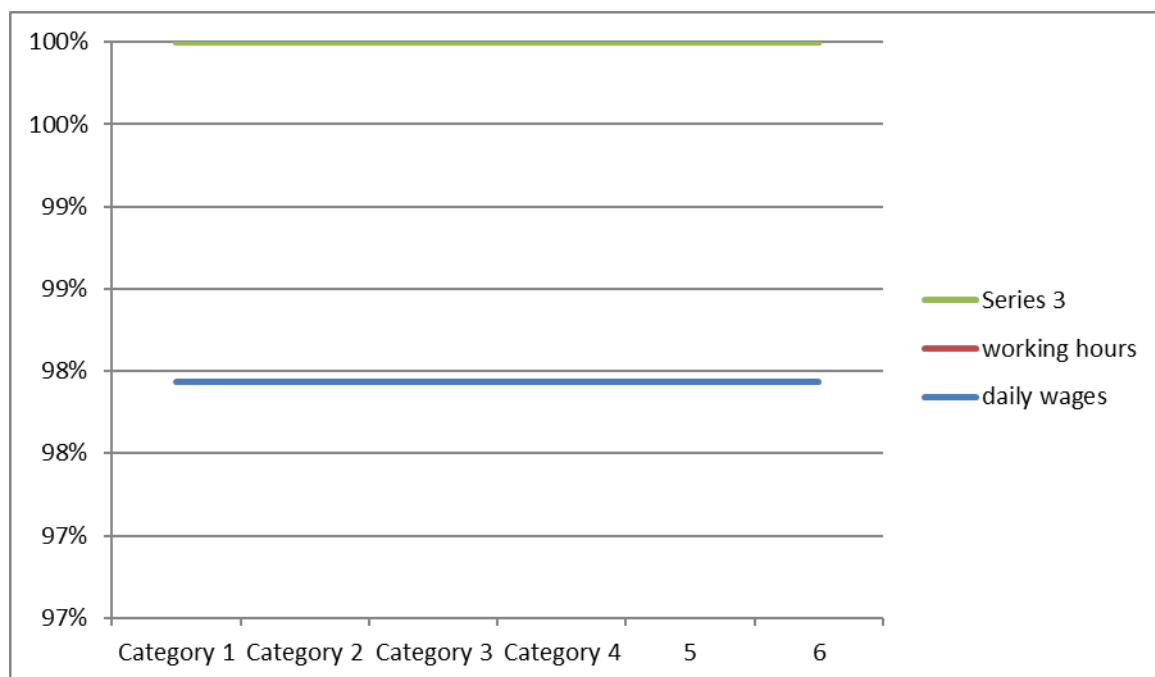
### Employment Details

The employment details of TGS are identical, the working hours , daily wages , other allowances are identical. Most TGs people face many types of discrimination in work place and in accessing public accommodations and healthcare. In many places they are not legally protected from discrimination.

Daily wage	Daily working hours	Promotion	Other allowance
380	8	no	no

Source: Primary Data

This table shows that the identical details of TGS in KMRL that details are shown in above



### Sections Of Work

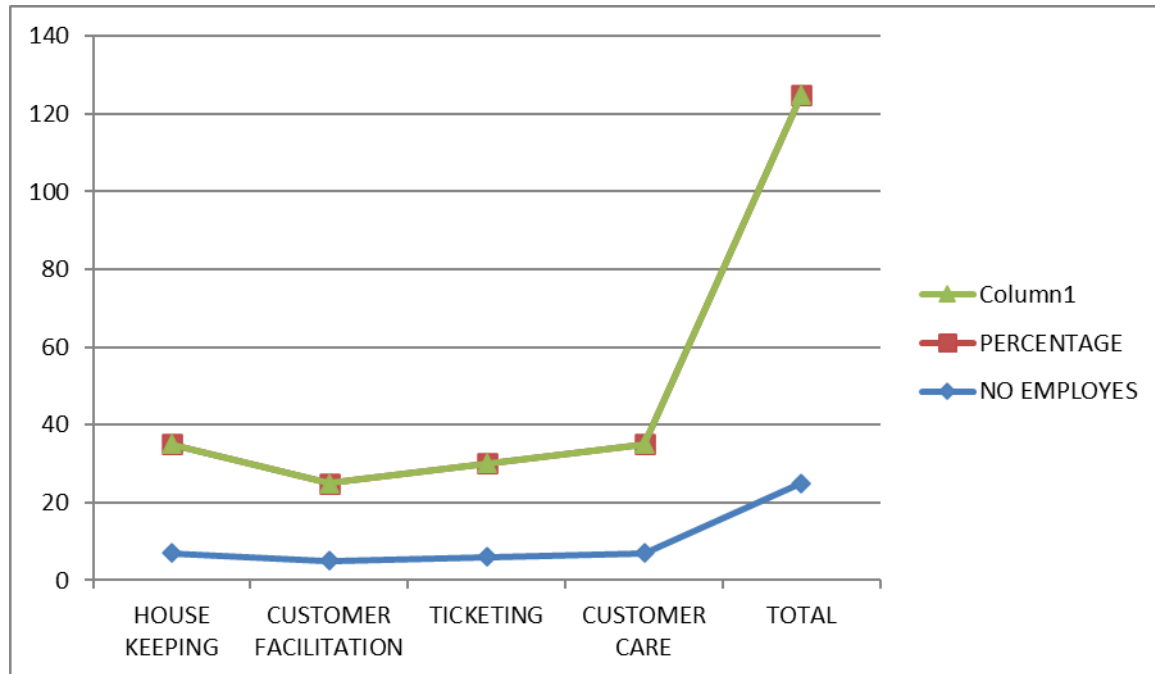
There are different sections for the employees are working in KMRL the different sectors are Housekeeping, Customer facility, ticketing, customer care

Section of work	No of employees	Percentage of workers
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House keeping	7	28
Customer facilitation	5	20
Ticketing	6	24
Customer care	7	28
Total	25	100

Source: Primary data

This table shows that sections of work most of the TGS most of them are working in customer care and house keeping



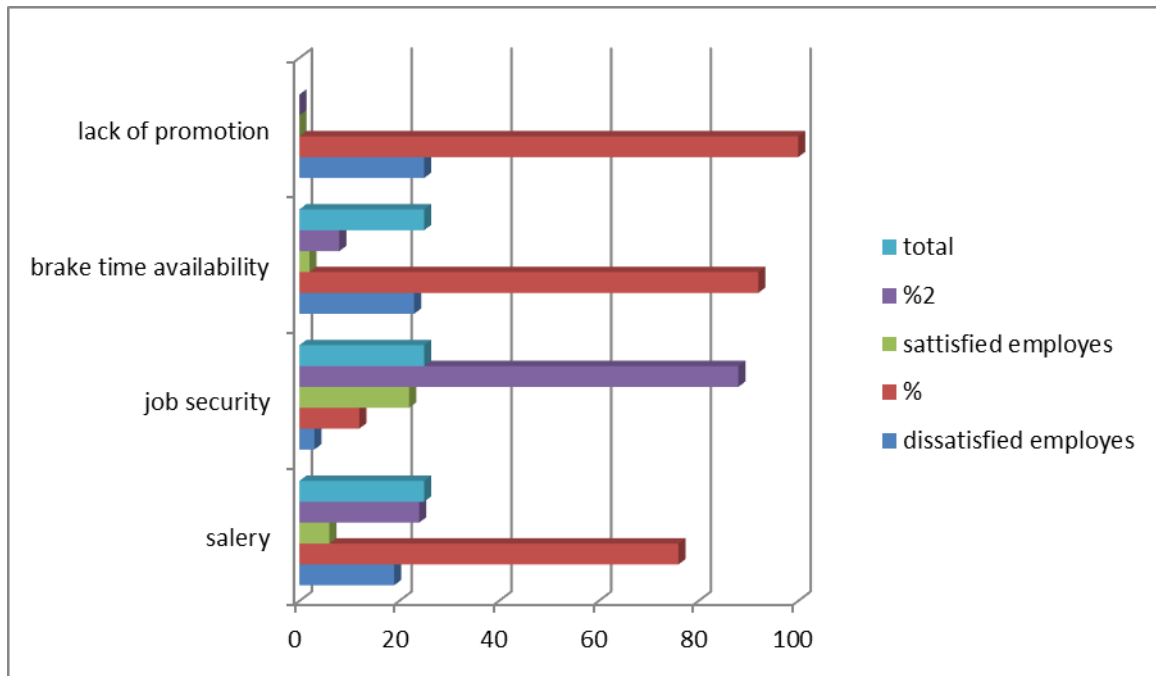
### Factors Determining The Job Satisfaction

Job satisfaction is function of salary, job security, availability, break time & lack of promotion and allowances. job satisfaction is the situation where an employee is completely satisfied with their job salaries which can be meet their wants, increments, working environment, social status etc.

Factors	No of employees dissatisfied	Percentage	No of satisfied	Percentage	Total
Salary	19	76	6	24	25
Job security	3	12	22	88	25
Availability of break time	23	92	2	8	25
Lack of promotion	25	100	0	0	2

SOURCE: primary data

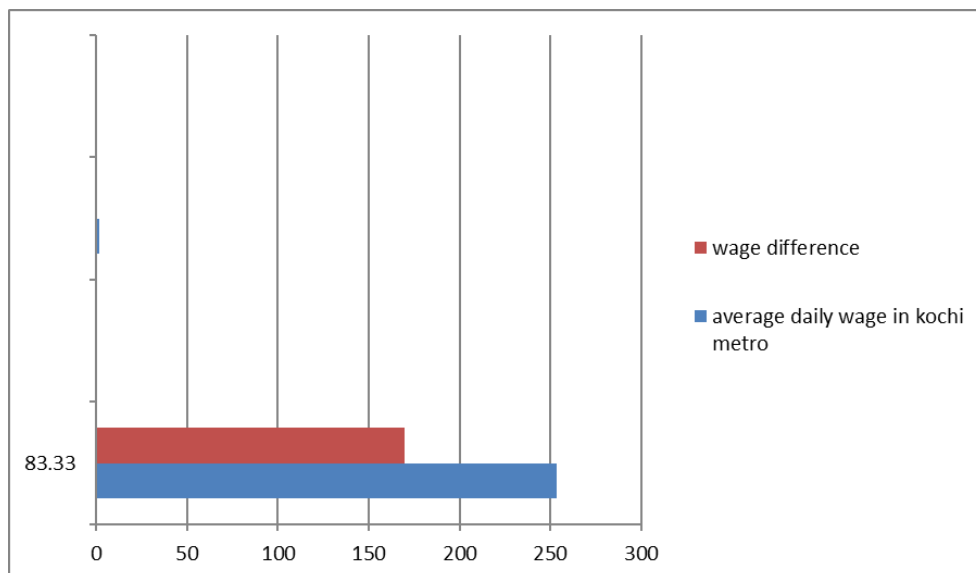
The table describes the job satisfaction of TGS in KMRL when the Kochi metro started there is 36 employees but it reduces due to low salary etc the details are shown above



#### Daily Income: Previous& Present

This table shows that average daily income of TGS in their previous job & average daily wage of KMRL & the wage difference between them. the details are shown below. Daily income is an important determinant of their standard of living and it helps to increase the efficiency of the worker.

Average daily income of TGS in previous job	Average daily wage in Kochi metro	Wage difference
83.33	253.33	170

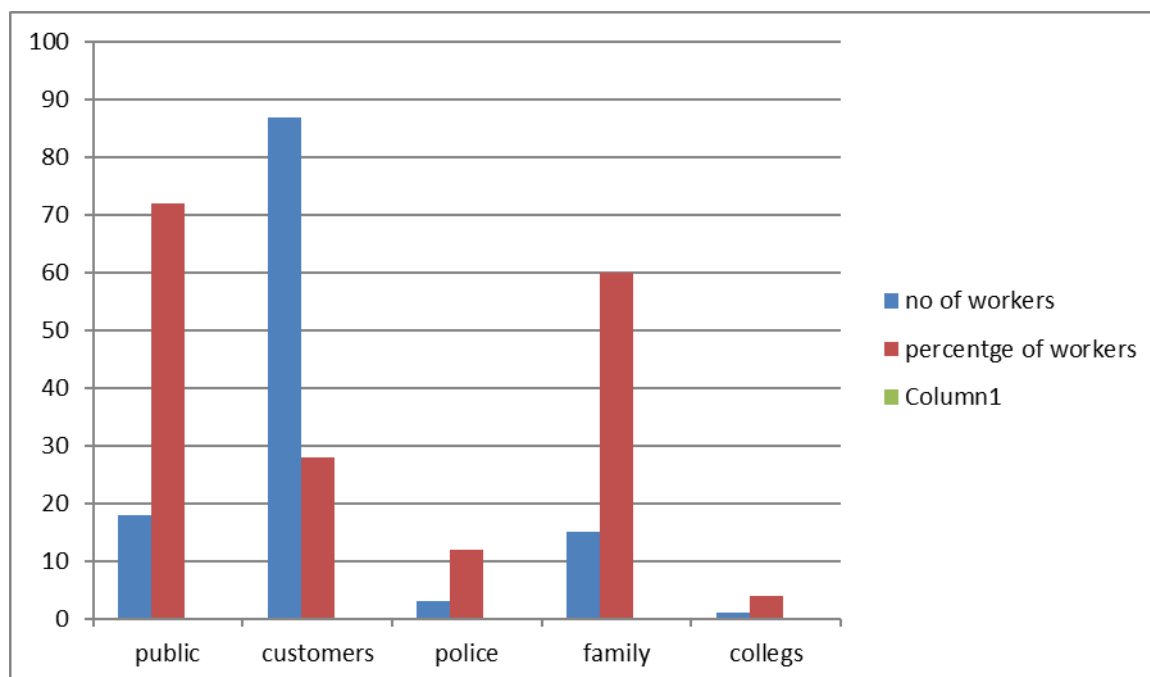


#### PROBLEMS FACED BY TGS

SECTORS	NO OF WORKERS	PERCENTAGE OF WORKERS
PUBLIC	18	72
CUSTOMERS	7	28
POLICE	3	12
FAMILY	15	60
COLLEGES	1	4



This table shows the problems faced by TGs from different sectors. That is from the public, customers, police, family and college



## VII. Conclusion

The data analysis shows as many details such as we can analyze the F-M TGS are low. The high is M-F is high. In the age details 4.50 age TGs are low to work in KML but the 20-30 age is more. The most of the TGs are coming from Ernakulum. Most of the people qualified SSLC. But there comfort of job is equal. This salary is identified. The pension scheme etc is also identical. Most TGs are working customer service and when we looked the total for the job satisfaction. Most of them are not because of then salary and working hours. These are the main finding from the data Analysis.

The problem faced by transgender in different places by mentally, physically etc in the workplace, from the society etc. We want to understand that this problems are affected to the tgs. They have many rights but they didn't get it. They all are much educated but they can't attain a job. Nobody give them job.

## Need For A Progressive Environment

The transgender community needs a facilitating environment to discover employment and educational opportunities. Efforts must be made to explain all concerned stakeholders like government officials in relevant banks, private employers, departments, corporate, community leaders etc. Transgender community has exclusive culture of folk songs, folk songs and arts etc. It gives greater power and a sense of identity to the community. These expressions of culture and arts are inseparable parts of the community and should be combined with livelihood activities to ensure a greater community involvement. The efforts with suitable fund support should be made to serve as a link to employment opportunities.

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