

# **A Study on Work-Life Balance of Auto Rickshaw Drivers in Mumbai**

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**Abstract:** *This study examines the relation between work-life balance and quality of life among auto rickshaw drivers in Mumbai. Author assessed the components of work-life balance on time balance (equal time devoted to work and family). The purpose of this survey study is to discuss the work-life balance among auto rickshaw drivers in Mumbai. The present study is a survey study and for the same data was collected through a pre-designed questionnaire filled by the participants from a sample of 50 auto rickshaw drivers at Dadar railway station, Mumbai. Sample includes both married and unmarried auto rickshaw drivers over 20 years of age and presently driving auto rickshaw for more than one year. This study indicates those who spent more time on family than work (driving) experiences a higher quality of life than who spent more time on work (driving) than family.*

**Keywords:** *Work-life balance, Auto rickshaw driver and working conditions.*

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## **I. Introduction**

"Work-life balance" is the term used to describe the practices at work place that acknowledge and aim to support the needs of employees in achieving a balance between the demands of their personal (family) life and work lives. A good work-life balance enables the organization to thrive and at the same time enables the employees to easily combine work with other aspirations and responsibilities (Agarwala, T. 2007).

An auto rickshaw is a type of vehicle for hire with a driver, used by a single passenger or small group of passengers. An auto rickshaw conveys passengers between locations of their choice. This differs from other modes of public transport where the pick-up and drop-off locations are determined by the service provider, not by the passenger. According to regulations in Mumbai, all auto rickshaws are required to have a fare-meter installed. Auto rickshaw can either be hailed or are hired from auto rickshaw-stands or can be hailed on the street. There are additional surcharges for luggage, late-night rides and toll taxes are to be paid by the passenger. Auto rickshaws are the cheapest form of taxi.

Auto rickshaw drivers are playing very important role for our society. Crores of commuters mainly depend on the auto rickshaw drivers for safe journey and to reach their destination. The work of the auto rickshaw drivers is full of responsibility. The auto rickshaw driver is responsible for safety and punctuality. Auto rickshaw drivers' job requires a high level of concentration and alertness, when auto comes to signals, and his immediate environment.

### **1.1 Need of the Study**

The extremely irregular working hours constitute an added work load for the auto rickshaw drivers. The physical working environment can also rise to work load. This includes, noise (distressful noise levels), and uncomfortable climate (vibrations, too hot, too cold). So, they feel stress (normally in odd timings). Physical harm is increasingly becoming an occupational risk for auto rickshaw drivers especially during night hours. Sometimes they are robbed or assaulted. Recently, Byculla police arrested a man for stabbing a driver on reaching Dockyard Road on Sunday evening. The accused planned to kill and steal away victim's vehicle (Source: Times of India, 10 Jun 2014).

It is the demand of time to provide facilities for auto rickshaw drivers in Mumbai, so that they maintain proper work-life balance. The purpose of this study is to explore the experiences of auto rickshaw drivers with respect to the quality of their work and family life. Work-life balance for auto rickshaw drivers is most important for the safe journey of passengers.

### **1.2 Relevance of the Study**

It is the greater responsibilities of auto rickshaw drivers to reach the passengers safe and secure to their destination. And the number of passengers is not small; it is very huge, thousands in number daily. And safe and secure journey is mainly depends on the auto rickshaw drivers. So, auto rickshaws drivers are chosen for this study concerns itself with the quality of work life of auto rickshaw drivers in Mumbai are deemed to be very

important. It is the responsibilities of government/societies to provide facilities for auto rickshaw drivers. So that, they maintain work- life (family) balance and do their duty in stress- free environment. The finding in this study is significant in that they provide insight into the complexity of work in auto rickshaw drivers' work-life. Based on this study, researcher suggests tools for maintaining work life balance of auto rickshaw drivers.

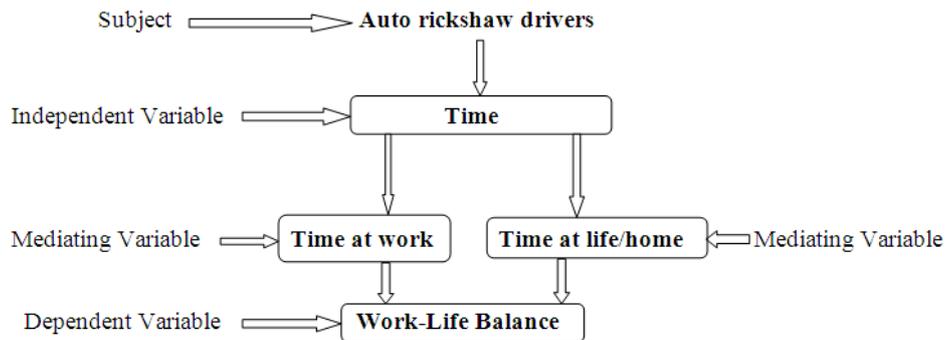
**1.3 Objectives of this survey study**

The focus of this survey study is on work-life balance of auto rickshaw drivers. Present study tries to address the following objectives:

1. To examine the work-life balance among auto rickshaw drivers in Mumbai.
2. To help auto rickshaw drivers to detect, analyze, anticipate and modify the influencing factors.

**II. Research Methodology**

**2.1 Conceptual Model**



**Fig.1- Conceptual Model**

The conceptual model that was used for this research study is shown in above figure. As presented in this conceptual model, time is considered to be independent variable, time spends at work and at home or family is considered to be mediating variable and work-life balances are considered to be dependent variable.

Work and family are the two most important domains in a person’s life and their interface has been the object of study for researchers world-wide. There is a felt need to balance and integrate family needs and work requirements. The ability to balance between work’s needs and personal life’s needs is perceived as an important issue among employees globally.

**2.2 Demographic Variables**

The demographic questions were used to understand the characteristics of the participants. Participants were asked to report demographic information including age, education, monthly earning, duration in present auto rickshaw driving profession, place of working (driving), marital status, time spent on driving per week and time spent in household tasks per week etc.

The current study is a survey study and for the same data was collected from a sample of 50 auto rickshaw drivers working (driving) at Dadar in Mumbai. Sample includes both married and unmarried auto rickshaw drivers over 20 years of age and currently driving auto rickshaw for more than one year. All the participants of this study are male. Amongst the respondents 10 (20%) are in between age group 20-30 years, 18 (36%) are in between age group 31-40 years, 14 (28%) are in between age group 41-50 years and 08 (16%) are more than 50 years. Out of 50 respondents 20 (40%) are driving auto rickshaw from 1-5 years, 12 (24%) are driving auto rickshaw from 6-10 years, 10 (20%) are driving auto rickshaw from 11-20 years and 08 (16%) are driving auto rickshaw from more than 20 years.

Amongst the respondents 14 (28%) are completed primary level (5th<sup>Standard</sup>) of education, 12 (24%) are completed Matric (10<sup>th</sup> standard), 08 (16%) are completed above 10<sup>th</sup> standard (12<sup>th</sup> or graduation or other technical degree) and 18 (36%) are only literate to read and signed his name in his mother tongue. Out of 50 respondents 36 (72%) are married and 14 (28%) are unmarried. Amongst the respondents 40 (80%) are told they always miss out quality time with family and friends because of pressure of work and 10 (20%) response as often miss out quality time with family and friends because of pressure of work. Table-1 shows the demographic profile of the respondents.

**Table-1: Demographics Analysis (N=50)**

Demographic Characteristics	Frequency	Percentage (%)
<b>Gender</b>		
Male	50	100.0
<b>Age</b>		
20-30 years	10	20.0
31-40 years	18	36.0
41-50 years	14	28.0
More than 50 years	08	16.0
Total	50	100.0
<b>Place of Working (Driving)</b>		
Dadar-Mumbai	50	100.0
<b>Religion</b>		
Hindu	38	76.0
Muslim	12	24.0
Total	50	100.0
<b>Education</b>		
Primary (5 <sup>th</sup> Standard)	14	28.0
Matric (10 <sup>th</sup> Standard)	12	24
12 <sup>th</sup> or Graduation or Technical Degree/Diploma	08	16
Literate Only	18	36.0
Total	50	100.0
<b>How Many Years Have You been Driving Auto Rickshaw</b>		
More than 20 years	08	16.0
11-20 years	10	20.0
06-10 years	12	24.0
01-05 years	20	40.0
Total	50	100.0
<b>Monthly Earning in Rupees</b>		
Rs. 10,000/- to Rs. 15,000/-	10	20.0
Rs.15,001/- to Rs. 20,000/-	28	56.0
Rs. 20,001/- to Rs. 25,000/-	08	16.0
More than Rs. 25,000/-	04	08.0
Total	50	100.0
<b>Marital Status</b>		
Married	36	72.0
Unmarried	14	28.0
Total	50	100.0
<b>Miss Out Quality Time With Family Because of Work</b>		
Always	40	80.0
Often	10	20.0
Total	50	100.0
<b>Number of Hours Spent in Household Tasks Per Week</b>		
10-15 hours	10	20.0
16-20 hours	14	28.0
21-30 hours	19	38.0
31-35 hours	04	08.0
36-40 hours	3	6.0
Total	50	100.0
<b>Number of Hours Spent in Driving Per Week</b>		
50-55 hours	04	08.0
56-60 hours	09	18.0
61-65 hours	12	24.0
66-70 hours	18	36.0
More than 70 hours	07	14.0
Total	50	100.0

### 2.3 Measures

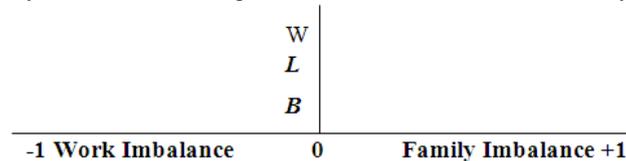
For better understanding of the auto rickshaw drivers' quality of work-life, "Applied Research" (Questionnaire Interview) is employed in this survey study. A work-life balance was assessed based on the measure: - Time balance (equal time devoted to work and family).

Researcher calculates the amount of time spent at work (driving) and the amount of time spent on family. These measures provide information on the equality of time, associated with work (driving) and family roles. Time spent on work (driving) is measured by asking auto rickshaw drivers the number of hours weekly

they worked (drive). This information is combined to obtain the number of hours worked (drive) during the year, which is divided by 52 to obtain the average number of hours they worked (drive) per week. Time spent on family is calculated by summing the number of hours per week auto rickshaw drivers spending on family activities.

### 2.3.1 Measuring Instrument:

To calculate time balance, researcher used a balance coefficient developed by Deephouse (1996). The coefficient, which can range from -1 to +1, and has a meaningful zero point when an individual spends exactly the same amount of time on work and family. Positive scores represent family imbalance because they indicate increasingly more time that is devoted to work rather than family. On the other hand, negative scores represent work imbalance because they indicate increasing more time that is devoted to family rather than work.



## III. Results

Furthermore, after reviewing existing literature on work- life balance proposes a lack of balance can lead to many negative outcomes for instance stress, burnout, depression, and lower work contributions. The combination of work and family demands often leads to time pressure, stress and conflict. It is generally assumed that burnout is caused by a heavy workload, the increased mental demands of today's jobs, and other work-related characteristics such as low levels of job autonomy and organizational support.

An obtained result indicates those who spent more time on family than work experiences a higher quality of life than who spent more time on work than family. Result indicated that maximum auto rickshaw drivers faced problems in balancing their work and family/personal life. To conclude, work-life balance is a real challenge for auto rickshaw driver in Mumbai.

## IV. Conclusions

In contrast, work-life (family) balance is associated with quality of life when there is substantial time, distribute to across roles. However, in these circumstances, quality of life is highest for those who are more engaged or more satisfied in family than work, and is lowest for those who are more engaged or more satisfied in work than family. Moreover, we had expected that balanced individuals would experiences the least amount of work- family conflict and stress.

This study provided an in-depth look into the working lives of auto rickshaw drivers. Even so, it is hoped that this study constitute not only valuable insights and attract the attention towards the deteriorating condition of the auto rickshaw drivers and highlight their work-life, but also provide a tentative starting point towards the greater understanding of current scenario under which the auto rickshaw drivers are performing their duty, so as to bring an improvement for the same. All these facts were highlighted in this undertaken survey study at the Dadar-Mumbai.

## V. Limitations and Future Scope of the Study

This study focused on balance between work and family roles. An examination of the broader concept of work-life balance would require assessments of time, involvement, and satisfaction on a more diverse set of roles, such as leisure, self, and community.

Due to the limitation of time and resources this report is based on a small survey study. Therefore, findings on the work-life balance of auto rickshaw drivers are very tentative in nature. To provide more definite evidence, both qualitative and quantitative, a further extended study is needed, which is based on an extended survey. However, more research is needed to gain insight into the meaning and consequences of work-life balance of auto rickshaw drivers.

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### Appendices

#### 1. Formula for calculating “time balance coefficient” (Deephouse, 1996)

Coefficient equals  $(w^2-wf)/t^2$  if  $w>f$   
Coefficient equals  $(wf-f^2)/t^2$  if  $f>w$   
Coefficient equals 0 (zero) if  $w=f$ ,

Where **w** is the work hours per week; **f** is the family hours per week; **t=w+f**.

#### 2. Demographic Information and Questionnaire for work-life balance

##### 1) Name:-

##### 2) Age (in years): -

- a) 20-30, b) 31-40, c) 41-50, d) More than 50 yrs.

##### 3) Driving (working) place: - Dadar-Mumbai

##### 4) Religion:

##### 5) How many years have you been driving auto rickshaw

- a) 1-5 yrs, b) 6-10 yrs, c) 11-20 yrs, d) More than 20 yrs.

##### 6) Education:-

- a) Primary (5<sup>th</sup> Standard) b) Matric (10<sup>th</sup> Standard)  
c) 12<sup>th</sup> or Graduation or Technical Degree/Diploma d) Literate only

##### 7) Monthly earning in rupees:-About rupees:-

##### 8) Marital Status:-

- a) Married b) Unmarried

##### 9) Do you have children?

- a) Yes, No. of children \_\_\_\_\_. b) No

##### I) Being an employed man who is helping you to take care of your children?

- a) Spouse (wife) b) In-laws (mother in-laws/father in-laws)  
c) Parents d) Crèche/day care centers

##### II) How many hours in a day do you spend with your child/children?

- a) Less than 2 hours b) 2-3 hours c) 3-4 hours d) 4-5 hours e) More than 5 hours

##### III) Do you regularly meet your child/children teachers to know how your child is progressing?

- a) Once in a week b) Once in two weeks c) Once in months  
d) Once in 6 months e) Once in a year.

##### 10) Approximate number of hours spent in household tasks, per week:

##### 11) Approximate number of hours spent in driving per week:

##### 12) Do you ever miss out any quality time with your family or your friends because of pressure of work?

- a) Never b) Rarely c) Sometimes d) Often e) Always

##### 13) How many days in a week do you normally work?

- a) Less than 5 days b) 5 days c) 6 days d) 7 days

##### 14) How many hours in a day do you normally work?

- a) 7-8 hours b) 8-9 hours c) 9-10 hours  
d) 10-12 hours e) More than 12 hours

##### 15) I) Do you work in shifts?

- a) General shift/day shift b) Night shift c) Alternative

##### 16) I) Do you take care of?

- a) Older people b) Dependent adults c) Adults with disabilities  
d) Children with disabilities e) none

##### II) If yes, how many hours do you spend with them?

- a) Less than 2 hours b) 2-3 hours c) 3-4 hours d) 4-5 hours  
e) More than 5 hours f) Not daily possible

##### 17) Do you ever feel tired or depressed because of work?

- a) Never b) Rarely c) Sometimes d) Often e) Always

##### 18) Do any of the following hinder you in balancing your work and family commitments?

- a) Long working hours b) Compulsory overtime  
c) Night work d) Others, specify \_\_\_\_\_

##### 19) What is your preference for food?

- a) Carrying homemade food b) Food from the cafeteria  
c) Spicy/Junk food d) Choosing less calorific food  
e) Others, specify \_\_\_\_\_

**Declaration:** Any information obtained in connection with this study that can be identified with respondents will remain confidential. In any written reports or publication, no one will be identified (identification changed), and only group data will be presented.

Thank You for your time,

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