

A STUDY ON QUALITY OF WORK LIFE OF HAWKERS IN TENKASI

S.SUBHAMANGALA, RESEARCH SCHOLAR, REG.NO: 20121041012003, DEPARTMENT OF COMMERCE, TIRUNELVELI DAKSHINAMARA NADAR SANGAM COLLEGE, T.KALLIKULAM, AFFILIATED TO MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI, TAMILNADU, E-mail:

subhamangala87@gmail.com.

Dr.V.ANANDHAVALLI, ASSISTANT PROFESSOR, PG AND RESEARCH DEPARTMENT OF COMMERCE TIRUNELVELI DAKSHINAMARA NADAR SANGAM COLLEGE, T.KALLIKULAM, AFFILIATED TO MANONMANIAM SUNDARANAR UNIVERSITY TIRUNELVELI, TAMILNADU.

ABSTRACT:

A hawker sells/offers varied products and services to the public through push cart, cycles or through a temporary space. This has been referred by the Government of India as Urban hawkers representing the basic urban poor who form a vital part of Indian economy. From selling fruits and vegetables to hosiery goods, a large part of Indian household relies on their services for meeting their needs. Tenkasi being the bustling agriculture market of the nation is also a hub for these small entrepreneurs. This occupation is a critical factor to the already poor employment statistics. Through this effort, the researchers aim to understand the problems face by these hawkers and the quality of work life. Their significant contribution is seldomly highlighted by research studies and rarely their plight is exposed. The researchers focus on the hawkers and their demographics and therefore aim to identify the issues pertaining to their development. As the vision of great leaders is considered, economic development should not be at the cost of these leading to threat to the major fabric of social economy of the urban poor. If they exist only then the urban poor feel that they do have chance of having basic products suiting their requirements. Planned rehabilitated is a welcome step but the bustling marketplace of new migrants looking for sustenance cannot be fulfilled fully.

Keywords: Hawkers, Urban poor, Social development, Quality of work life.

INTRODUCTION:

The hawker is the smallest player in the market economy. This profession is the refuge of almost all those who migrate to cities from villages. While the state is spending on poverty alleviation, its minions are preying on the informal sector. Hawkers can be roughly divided into three types:

those who constantly move around either by bike or on foot, those have a stable stand on a street and lastly, those who own a shop and expand their products on the pavement. For a tourist who comes to India the first time, these hawkers are the people who sell the culture and traditions of India in form colorful dupattas, miniature elephants, street food etc. For an ordinary citizen of India it is these hawkers that provide a platform for an easily accessible market for an inexpensive shopping experience.

The economic liberation initiatives have those facing tough challenges and decreasing margins. On one side we encourage their proliferation and on other end we sideline their existence from the city development. Inclusive growth is possible only by dedicated efforts of all stakeholders of the society. Hawkers are increasingly regarded as a public nuisance by middle- and upper-middle-class people who aggressively demand restoration of pavements as Biz and Bytes public space when hawkers 'encroach' on them. It is illegal to trade on the footpaths without a license. But the National Association of Street Vendors in India says very few licenses are ever issued. Government officials and urban vehicle owners also consider hawkers to be a hindrance, claiming that they clutter the urban space and prevent the smooth flow of traffic. Hawkers are accused of depriving pedestrians of their space, causing traffic jams and having links with criminal activities.

OBJECTIVES OF THE STUDY

- To study about the quality of work life of hawkers.
- To understand the problems faced by hawkers.

METHODOLOGY

Primary data is collected using face to face interview which researcher is conducted with the respondents in their workplaces. To measure the quality of work life of hawkers in Tenkasi. Sixty (60) hawkers were selected for the indirect interview method.

The researcher had used the following ways to collect secondary data. Through the internet, reference from conferences papers, Journals, Articles, and from already existing data.

STUDY PERIOD

The study was undertaken to know the quality of work life of hawkers, during the month of April and May 2021.

SAMPLE SIZE

The data have been collected from the respondents covering 60 hawkers in Tenkasi area.

SAMPLING TECHNIQUE

Convenience sampling has been used as the sampling technique for this research.

SAMPLING PROCEDURE

Samples were selected using the convenience sampling procedure; sixty (60) hawkers were selected as respondents for the present study.

DATA ANALYSIS

The researcher prepared the master table from the collected primary data. Then the researcher had used tabulation, percentage analysis, and statistical procedure to interpret the collected primary data.

STATISTICAL TOOLS

Simple percentage method

Simple percentage analysis refers to a special kind of ratio with the help of absolute figures it will be difficult to interpret any meaning from the collected data, but when percentages are found out then it becomes easy to find the relative difference between two or more attributes.

$$\text{Percentage: } \frac{\text{No of particular brand customer}}{\text{Total number of customers}} * 100$$

LIMITATIONS OF THE STUDY

1. The study is limited to Tenkasi and therefore the findings cannot be extended to other areas.
2. A lot of hawkers are there but the researcher had selected a few of them.
3. Few of the respondents were not interested in sharing their personal information.
4. When researcher went for data collection, most of the respondents were busy in their work so they did not respond properly.
5. Many of the respondents were illiterate, so the researcher explains the questions in Tamil that leads to wastage of time.

REVIEW LITERATURE

An article entitled “Street Vendors and the Dynamics of the Informal Economy: Evidence from Vung Tau, Vietnam” was presented by **John Walsh D.Phil (2017)**. The study area is Vung Tau in Vietnam, which is an oil industry centre and emerging tourist resort. The informal economy of Vung Tau is not yet linked coherently with markets that are regional or further a field. There is a need for a critical mass of vibrant businesses to justify the creation of such infrastructure. As things stand, a few dynamic forces are driving the creation of such sectors¹.

Nidan(2016) in his research work on “Study on Street Vendors at Patna(Bihar)” studied the street vendors in Patna. The data included the listing of vendors based on focus group discussions and consultation with vendors, vendors organizations, ward councillors, mayor, chairman, and Municipal Corporation. The study found that there are 28,432 Street vendors in Patna. Their earning was very low and ranges from Rs. 30 to 120 per day. The literacy levels of the vendors showed that 27% were illiterate while 40% had primary education. The rest, 33%, had studied up to secondary school. Also, it was found that the proportion of female vendors was higher in the past but it has been decreasing since the past decade or so. Nidan has filed a PIL in High Court against Patna Municipal Corporation (PMC) and gave an advertisement in the newspaper that it has decided to cancel the contract given to different contractors and also asked

John Walsh D.Phil. (2017). Street Vendors and the Dynamics of the Informal Economy: Evidence from Vung Tau, Vietnam. DOI: Asian Social Science. 6 (11).pp 159-165¹.

the contractors to collect the money they had deposited in PMC. Finally, Street vendors got some relief².

Paulrajan Rajkumar and Fatima Jacob (2016) in their article on “Business Models of Vegetable Retailers in India” interviewed vegetable retailers. The interviewed data collected from 9 people from the organized retail market, 27 wholesalers from the Perilya vegetable market, 20 commission agents, 52 traditional retailers, and 115 customers in Chennai. The study found that Farmers transport vegetables from farming location to the buying centres. Modes of transport are mini truck, farm tractor, bullock cart, bicycle, tricycle, motorcycle, and baskets. Buying centres arrange to pick up vegetables in a truck from the gates of the contract farmers. Researchers suggested that the government should build up a street vending market near to the agriculture form to give a better life for the street vendors³.

An article entitled “Street Vendors: Exploitation by the State” written by **Shailly Arora and Aoneha Tagore (2015)** explored the street vendors exploitation. Data were collected from 10 years experienced street vendors at Paharganj and the Case study method was used to analyze the data. Most of the small vendors paid money between Rs.500 and Rs.800 per month to the Municipal Corporation and Delhi police. It results in a major loss of their income. Also, the study found that these constant economic and physical assaults destroy their dignity and conviction. This growing violence and insecurity is an important reason why very few women take to vending and hawking in cities like Delhi. The authors appealed to the citizens of Delhi, whether policymakers or administrators, help to make Delhi a bribe-free, terror-free city⁴.

Choudhury, Manisha, Mahanta, Lipi. Goswami, Jayashree, Mazumder, Minakshi, Pegoo, Barnali (2015) carried out a research paper on “Socio-economic profile and vegetables and fruits safety knowledge and practice of street vegetables and fruits vendors in the city of Guwahati, Assam, India”. This study surveyed the Guwahati city to determine the existing socio-economic status and vegetables and fruits safety awareness of street vegetables and fruits vendors. 80

Nidan (2016). Study on Street Vendors at Patna (Bihar). Centre for Civil Society. <http://nidan.in/nidanwp/Documents/Study%20on%20Street%20Vendors>².

Paulrajan Rajkumar and Fatima Jacob (2016). Business Models of Vegetable Retailers in India. Great Lakes Herald. Vol 4, No 1, March 2010, pp.32-44³.

Shailly Arora & Aoneha Tagore (2015) Street Vendors: Exploitation by the State License & Livelihood. Centre for Civil Society, pp.1-6⁴.

vendors were collected for analysis. It was found that the majority of the vegetables and fruit vendors belonged to Guwahati city. The average daily income of mobile vendors is between Rs.200 and Rs. 600. It also was noted that only 30 to 37 percent of vendors were aware of hygienic practices of fruit handling and a mere 8 to 11 percent of fruit vendors understand the biological sources of fruit contamination. This study found that there was a high degree of association between procurement practices with the type of vendors, ownership status, and average income⁵.

DATA ANALYSIS

TABLE 1.1

AGE OF THE RESPONDENTS

SL.NO	AGE	NO.OF RESPONDENTS	PERCENTAGE
1	Below 20	12	20%
2	21 – 40	30	50%
3	41-60	10	17%
4	Above 60	08	13%
	Total	60	100

Source: Primary data

The above Table 1.1 shows that out of 60 respondents, (20%) of the respondents lay down in the age group of below 20 years, (50%) were in the age group of 21-40 years, (17%) were in the age group of 41-60 years, and the remaining (13%) were in the age group of above 60Years. The researcher had found that the most of the street vendors belongs to the age group of 21-40 years.

Choudhury, Manisha, Mahanta, Lipi, Goswami, Jayashree, Mazumder, MinakshiPegoo, Barnali (2015). Socio-economic profile and fruits safety knowledge and practice of street fruits vendors in the city of Guwahati, Assam, India. *Journal of Food Control*, 22 (2),.pp. 196- 203⁵.

TABLE 1.2

GENDER WISE CLASSIFICATION

SL.NO	GENDER	NO.OF RESPONDENTS	PERCENTAGE
1	Male	39	65%
2	Female	21	35%
	Total	60	100

Source: Primary data

Table 1.2 shows that out of 60 respondents, (65%) of the respondents were male, and (35%) of the respondents were female. The researcher had found that the most of the street vendors were male.

TABLE 1.3

TYPE OF HOUSE OF RESPONDENTS

SL.NO	TYPE OF HOUSE	NO. OF RESPONDENTS	PERCENTAGE
1	Own house	39	65%
2	Rental House	14	23%
3	Lease	07	12%
	Total	60	100

Source: Primary data

The above Table (1.3) shows that out of 60 respondents, (65%) of the respondents were having own house, (23%) of the respondents were living in rental house and (12%) of the respondents were living in lease house. The researcher had found that majority of the respondents were having their own house.

TABLE 1.4

FACILITIES AVAILABLE IN THE HOME

SL.NO	FACILITIES AVAILABLE	NO. OF RESPONDENTS	PERCENTAGE
1	Toilet	8	13%
2	Bathroom	20	33%
3	Water Facility	3	5%
4	Gas supply	11	18%
5	Mixer Grinder	6	10%
4	Refrigerator	0	0
5	Washing Machine	0	0
6	Television	12	20%
	Total	60	100

Source: Primary data

The above Table (1.4) shows that out of 60 respondents (13%) of the respondents were having toilet facilities, (20%) of the respondents were having bathroom facilities, (5%) of the respondents were having water facility, (10%) of the respondents were having Mixer Grinder, (20%) of the respondents having Television and no one had Refrigerator and washing machine in their house. The researcher had found that most of the respondents were having bathroom facilities in their house.

TABLE 1.5

OPINION ABOUT THEIR POSITION IN THE SOCIETY

SL.NO	POSITION IN THE SOCIETY	NO. OF RESPONDENTS	PERCENTAGE
1	Good	52	87%
2	Bad	08	13%
	Total	60	100

Source: Primary data

The above Table (1.5) shows that out of 60 respondents, (87%) of the respondents felt that their position in the society was good and (13%) of the respondents had opined that their position in the society was bad. The researcher had found that most of the respondent's opinion regarding their position in the society was good.

TABLE 1.6

PROBLEMS FACED BY THE RESPONDENTS

SL.NO	PROBLEMS FACED	NO. OF RESPONDENTS	PERCENTAGE
1	Not enough space	13	22%
2	Noise from neighbours or outside	18	30%
3	Lack of heat	19	31%
4	Leakage in roof	04	07%
5	Window grills and doors	06	10%
	Total	60	100

Source: Primary data

The above Table (1.6) shows that out of 60 respondents, (22%) of the respondents had felt that they don't have enough space, (30%) of the respondents suffered due to the noise

created by their neighbours, (31%) of the respondents felt that there was lack of heat, (7%) of the respondents had leakage in the roof and remaining (10%) of the respondents had problem in windows grills and doors. The researcher had found that most of the respondents were suffered due to the problem, lack of heat.

TABLE 1.7

WORKING HOURS PER DAY

SL.NO	WORKING HOURS	NO. OF RESPONDENTS	PERCENTAGE
1	Below 3	01	2%
2	3-6	04	6%
3	6-10	06	10%
4	Above 10	49	82%
	TOTAL	60	100

Source: Primary data

The above Table shows that (1.7) out of 60 respondents, (2%) of the respondent's working hour was below 3 hours, (6%) of the respondents were working for 3-6 hours, (10%) of the respondents were doing their business for 6-10 hours and remaining (82%) of the respondents were working for above 10hours. The researcher had found that majority of the respondents were working for above 10 hours per day.

TABLE 1.8

TYPE OF GOODS SOLD

SL.NO	TYPE OF GOODS	NO. OF RESPONDENTS	PERCENTAGE
1	Vegetables	21	35%
2	Fruits	11	18%
3	Flowers	9	15%
4	Fishes	06	10%
5	Fancy product	10	17%
6	Other articles	03	5%
	TOTAL	60	100

Source: Primary data

The above Table (1.8) shows that out of 60 respondents, (35%) of the respondents were selling vegetables, (18%) of the respondents were selling fruits, (15%) of the respondents were selling flowers, (10%) of the respondents were selling fishes, (17%) of the respondents were selling fancy product and (5%) of the respondents were selling other articles. The researcher had found that most of the respondents were Vegetable vendors, as they were selling vegetables.

TABLE 1.9

SELLING STYLES

SL.NO	SELLING STYLES	NO. OF RESPONDENTS	PERCENTAGE
1	Sitting	27	45%
2	Bicycle	10	17%
3	Trolley	11	18%
4	Walk	12	20%
	TOTAL	60	100

Source: Primary data

The above Table (1.9) shows that out of 60 respondents, (47%) of the respondents are selling their products by sitting in one place, (3%) of the respondents were selling goods by carrying out that products in bicycle, (32%) of the respondents were selling through trolley and (18%) of the respondents are selling the goods through walking in the streets. The researcher had found that majority of the respondents were selling their goods by sitting in one place.

SUMMARY OF FINDINGS

- It was found that 50% of the respondents belong to the age group of 21-40 years.
- It was found that 65% of the respondents were male.
- Most of the respondents i.e. 65% of the respondents were having own house.
- It was found that 33% of the respondents were having bathroom facilities.
- It was found that 87% of the respondents opinioned that their position in the society was good.
- It was observed that 31% of the respondents had faced the problem of lack of heat.
- It was found that 35% of the respondents were selling vegetables.
- It found that 82% of the respondent's working hour was above 10.
- It was observed that 47% of the respondents had sold the products by sitting in one place.

SUGGESTION

They should inculcate the habit of savings to improve their economic conditions. The common people can provide good ideas and suggestions to improve the quality of goods. Their psychological health and physical health are seemed to be taken care of and the business that they expanded with their environmental factors, and social relationship to develop their standard life. The hawkers must join any one of the vendor's associations. This is helpful during the accident time. The hawkers should use storage facilities for the preparation of goods. The hawking organization should conduct a meeting and discuss the hawker's problems in a particular district with the collectors or corporation commissioner.

The common people should avoid bargaining with the vendors. The government should give proper ID cards to the hawkers and should provide a commercial building to hawkers for monthly rent and open in some eminent streets. The government should take some action against those people; harass them in their life (especially police personnel). Their working patterns are very dangerous to their body (due to climate conditions). Hence, the government should provide special Health schemes, Welfare schemes, and Livelihood programs for hawkers. The social media and newspapers are keenly concentrating on the hawker's protection measures. So, the municipal corporation has to conduct an awareness campaign for street vendors in the city. The vast majority of the respondents are doing the business for a whole day, so the local government can suggest uniforms for the hawkers.

CONCLUSION

Hawkers are an integral part of human society. The findings of the study on hawkers revealed precarious conditions of work and life, involving an extensive workload, very low sales, and profit, and no guarantee as to safety and security. When such hawkers fall ill or injured they do not have any option to depend on any other person for continuing their business. It is very important to recognize that to improve the quality of life of street vendors, their working conditions should be improved.

To achieve this the researchers also noticed that the hawkers should join various trade unions, associations, and also get the memberships of national and international organizations to avoid harassment from police and municipal authorities. It is also very important that they should

have basic legal knowledge and readily available legal support. Also, they must get registered as hawkers as per the provisions of the street vendors (Protection of Livelihood and Regulation of street vending) Act, 2014. This in turn can lead to an improvement in the quality of life and the quality of working conditions of every individual street vendor.

REFERENCES

- Bhowmik, S. K., & Saha, D. (2013). Introduction: Financial Inclusion and hawkers. In Financial Inclusion of the Marginalised (pp. 1-17). Springer India.
- How we define the street <http://indianexpress.com/article/opinion/columns/how-we-define-the-street>.
- Patel, K., Guenther, D., Wiebe, K., & Seburn, R. A. (2014). Promoting food security and livelihoods for urban poor through the informal sector: a case study of street food vendors in Madurai, Tamil Nadu, India. *Food Security*, 6(6), 861-878. 8.
- Patil, S. (2010). Vegetable hawkers on roadsides: Background for regulation & rehabilitation strategy. URL <http://www.scribd.com/doc/19558/Hawking-in-Ahmedabad#>(last accessed 18.09. 2010).
- Saha, D. (2009). Conditions of 'Decent Working Life' of Street Vendors in Mumbai. In Conferencias sobre Reglamentación del Trabajo Decente (8 a 10 de julio de 2009, Ginebra).
- Street Vendors in India http://wiego.org/informal_economy_law/street-vendors-india.
- Tiwari, G. (2000). Encroachers or service providers?. In SEMINAR-NEW DELHI- (pp. 26-31). MALYIKASINGH.
- Wongtada, N. (2014). Street vending phenomena: A literature review and research agenda. *Thunderbird International Business Review*, 56(1), 55-75. 14.
- Yaqoot, M., Diwan, P., & Kandpal, T. C. (2014). Solar lighting for street vendors in the city of dehradun (India): A feasibility assessment with inputs from a survey. *Energy for Sustainable Development*, 21, 7-12.