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A STUDY ON THE QUALITY OF WORK LIFE OF STREET VENDORS IN PRAYAGRAJ DISTRICT

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ABSTRACT

The Prayagraj District's Street vendor's quality of work life has been the subject of an empirical investigation. A vendor is a person who purchases and offers services or goods. This study paper's major goal is to explore the lives of street vendors in the Prayagraj neighbourhood, as well as to evaluate their working conditions and evaluate how satisfied they are with their jobs. This empirical research article uses both primary and secondary sources to support its findings. Surveys of respondents were used to gather primary data, and secondary data sources included a variety of research publications, journals, and websites. Percentage methods have been used to analyze data in tables to get a sense of how well street sellers are treated at work. The primary findings of this study report demonstrated that vendors encountered issues when doing their duties, such as a lack of resources, a lack of government support, and the deprivation of education for their children. The income did not provide the vendors with a sense of financial security. In the conclusion, it was evident that the quality of street vendors' working lives was unsatisfactory, that many of them were dissatisfied with their occupations, and that they might change careers if given the chance.

Keywords: Quality of work life; vendors; work culture; income level and education.

INTRODUCTION

Quality of work life means any individual experience relating to his employment in a broader sense. Quality of work life is studied so that one can increase the satisfaction level of employees in an organization and make the working condition better. In this paper, an effort is made to analyze the quality of work life of street vendors in our economy. Street vendors comprise not a huge population but a significant one. They can be seen everywhere in market areas, selling their merchandise on "thelas-push trolleys". In India, the term hacker is used for street vendors commonly. Street vendors are those individuals who offer goods at low cost like fruits, vegetables, flowers, food items, ceramic

work, etc. without having a permanent shop structure for conducting the business. In our economy, about 49.48 lakhs are street vendors operating throughout the country. This class has emerged as a consequence of a lack of employment and out-of-poverty. The Government of India came forward with various initiatives for the betterment of the street vendors like “The SVANidhi Scheme, National Association of street vendors of India (NASVI), and The Street Vendors (Protection of livelihood and Regulation of Street Vending) Act, 2014”. The type of Street vendors discussed in the research paper were vegetable sellers, fruit vendors, flower vendors, bangle sellers, ceramic items sellers, plastic item sellers, balloon sellers, toy sellers, traffic signal sellers, and others like a belt, mask sellers, food vendors like tea and pani puri stalls, etc. In this paper, an emphasis has been made on studying the quality of work life of street vendors. Quality of work life of employees of various industries is a relatively easy task to ascertain but the least information is available about the quality of work life of street vendors relating to each and every dimension of work including rewards and benefits as well as their personal feelings about themselves. To make a better understanding of the quality of work life, the aspects like economic rewards, benefits, working conditions, interpersonal relationships, satisfaction levels, etc. are needed to be discussed so that the quality of work life of street vendors could also be understood in a better way.

REVIEW OF LITERATURE

Saha (2011) in his paper discussed the working life of street vendors in Mumbai. This paper discussed the problems faced by the vendors for example financial conditions, issues, and space. This paper concluded that vendors work for very long hours to overcome their problems. They neither have safety nor security at the workplace and also face harassment by the authorities and the government also does not provide support to the vendors.

Kaur & Kaur (2017) in their paper examined the quality of work life of street vendors and understood the problems faced by the street vendors. This paper concluded that the government should provide support to the vendors in the form of credit givers and laws should be formulated and implemented for the vendors to make their work life easier.

Sankar (2019) in his research paper discussed the work-life balance among street vendors in Puducherry. The main objective of this paper is to examine the relationship among factors that can influence the work-life of vendors and also provide suggestions to improve the work-life balance. This paper concluded that the government should support vendors in the form of subsidies and also provide education to their children. Government should provide loans, free stalls, vehicles for their business, and other equipment free of cost.

OBJECTIVE OF THE STUDY

- To analyze the quality of work life of street vendors in the Prayagraj district.

RESEARCH METHODOLOGY

Scope of Study - To study the quality of work life of street vendors.

Vendors - Under this heading, the vendors interviewed were those involved in trading fruits, vegetables, flowers, food items, and others. Under the “others” category, the vendors were engaged in trading petty items like belts, and masks, food vendors like tea, panipuri sellers and ground nut sellers, etc.

Methods of Data Collection - This research paper is based on both primary and secondary data.

Primary Data - Through Questionnaires from 65 respondents of Prayagraj District randomly from street vendors.

Secondary Data - Secondary data were collected from various research papers, articles, and websites.

The area under study - Prayagraj District.

Sampling Selection - The data were collected by using a structured questionnaire through a random sampling procedure.

Sampling Size - In this study, 65 respondents were interrogated personally by the researcher.

Method of Analysis - To obtain the results of the study, the percentage method was used.

Limitation of the Study - The Prayagraj District was the area included in the study. Due to time constraints, the sample size is only limited to 65 respondents and this study is representative of the situation in Prayagraj District.

ANALYSIS AND INTERPRETATION OF DATA

This study recorded responses from 65 respondents to find out the quality of work life of street vendors in Prayagraj District.

Table 1: Street vendors dealing in items for earning a livelihood

Items	Fruits	Vegetables	Flowers	Food Items	Others
Number of Respondents	13	28	10	10	4
Percentage of Respondents	20%	43.07%	15.38%	15.38%	6.15%

According to table 1, 13 vendors traded in fruits, 28 in vegetables, 10 in flowers, 10 in food items, and 4 traded under the others category.

Table 2: Education level of street vendors

Educational Qualification	Primary	Matriculation	Intermediate	Graduation	Above Graduation
Number of Respondents	35	15	8	5	2
Percentage of Respondents	53.84%	23.07%	12.30%	7.69%	3.07%

According to table 2, 35 vendors were educated up to the primary level, 15 were matriculated, 8 studied up to the intermediate level, 5 were graduates and 2 had studied beyond the graduate level.

Table 3: Daily working hours of street vendors

Working hours	0-4	4-8	8-12	12-16	16 & above
Number of Respondents	20	33	7	3	2
Percentage of Respondents	30.76%	50.76%	10.76%	4.61%	3.07%

According to table 3, 20 were working for less than 4 hours, 33 were working between 4 to 8 hours, 7 were working between 8 to 12 hours, 3 were working between 12 to 16 hours and 2 of them were working for more than 16 hours.

Table 4: Funds for starting a business as a street vendor

Source of Funds	Family	Friends	Relatives	Banks	Others
Number of Respondents	27	9	16	10	03
Percentage of Respondents	41.53%	13.84%	24.61%	15.38%	4.61%

According to table 4, 27 had received funds from family, 9 from their friends, 16 from their relatives, 10 from banks, and 3 from other sources.

Table 5: Problems faced by street vendors

Problems	Shortage of space	Lack of funds	Lack of government support	Irregular Income	Improper working conditions
Number of Respondents	12	17	14	07	15
Percentage of Respondents	18.46%	26.15%	21.53%	10.76%	23.07%

According to table 5, 12 were facing a shortage of space, 17 of them were having a lack of funds, 14 of them felt they did not have any support from the government, 7 complained about irregular income and 15 of them were having improper working conditions.

Table 6: Monthly income of street vendors

Income Level	Less than 10000	10000-20000	20000-30000	30000-40000	40000 & above
Number of Respondents	25	19	12	6	3
Percentage of Respondents	38.46%	29.23%	18.46%	9.23%	4.61%

According to table 6, 25 were having less than Rs. 10000 as monthly income, 19 were having monthly income between Rs. 10000-20000, 12 were earning between Rs. 20000-30000, 6 were earning between Rs. 30000-40000, and 3 of them were generating a monthly income of more than Rs. 40000.

Table 7: Working hours allowing street vendors to undertake family responsibility

Response	Yes	No	Can't Say
Number of Respondents	24	33	08
Percentage of Respondents	36.92%	50.76%	12.30%

According to table 7, 24 of the respondents were able to undertake their family responsibilities properly, 33 were not able to undertake their family responsibilities and 8 of them were not sure about the family responsibility.

Table 8: Provision of proper educational facilities for children

Response	Yes	No	Can't Say
Number of Respondents	25	33	07
Percentage of Respondents	38.46%	50.76%	10.76%

According to table 8, 25 were able to provide proper education to their children, 33 were not able to provide proper education and 7 were not sure about the provision of education facilities.

Table 9: Category of schools selected for education

Category	Government School	Private School
Number of Respondents	55	10
Percentage of Respondents	84.6%	15.4%

According to table 9, children of 55 respondents were attending government schools whereas children of 10 were going to private schools.

Table 10: Sense of security regarding the source of earnings

Response	Yes	No	Can't Say
Number of Respondents	12	45	08
Percentage of Respondents	18.46%	69.23%	12.30%

According to table 10, 12 respondents felt security in their source of earnings, while 45 did not feel a sense of security and 8 of them were uncertain regarding the security of their source of earnings.

Table 11: Type of Residential Place

Type of Property	Own House	Rented House
Number of Respondents	12	53
Percentage of Respondents	18.46%	81.53%

According to table 11, 12 of the respondents resided in their own houses while 53 of the respondents lived in a rented property, in the place where they were trading.

Table 12: Capability to build own house in future

Response	Yes	No	Can't Say
Number of Respondents	08	45	12
Percentage of Respondents	12.30%	69.23%	18.46%

Note: Only from those 53 respondents who live in Rented House.

According to table 12, out of 53 respondents, 8 were having a dream of building their own house, while 45 felt otherwise and 12 were uncertain in this regard.

Table 13: Satisfaction level from Work

Response	Yes	No	Can't Say
Number of Respondents	10	45	10
Percentage of Respondents	15.38%	69.23%	15.38%

According to table 13, 10 were satisfied with their work whereas 45 of them were not satisfied and 10 of them were not sure about their satisfaction level.

FINDINGS OF THE STUDY

From the above-mentioned analysis, very interesting results came to the fore. Which can be seen in the lines that follow.

- From the table and figure no. 1, it can be concluded that 20% of respondents were dealing in fruits, 43.07% in vegetables, 15.38% in flowers, 15.38% in food items, and 6.15% were engaged in other businesses.
- From the table and figure no. 2, it can be concluded that 53.84% of the respondents were educated up to the primary level, whereas 23.07% were matriculated, 12.30% studied up to intermediate level, 7.69% were graduates and 3.07% were educated beyond graduation.
- From the table and figure no. 3, it can be concluded that 30.76% of respondents worked for less than 4 hours, 50.76% worked between 4 to 8 hours, 10.76% worked between 8 to 12 hours, 4.61% worked between 12 to 16 hours and 3.07% of the respondents worked for more than 16 hours.
- From the table and figure no. 4, it can be concluded that 41.53% received funds from family, 13.84% received funds from friends, 24.61% from relatives, 15.38% from banks, and 4.61% of the respondents' got funds from other sources.
- From the table and figure no. 5, it can be concluded that 18.46% of the respondents were facing space problems, 26.15% were having a shortage of funds, 21.53% of the respondents did not feel any government support, 10.76% felt the problem of irregular income and 23.07% answered of having improper working conditions.
- From the table and figure no. 6, it can be concluded that 38.46% of the respondents were earning less than Rs. 10000 rupees per month, 29.23% were earning Rs. 10000 to 20000 rupees, 18.46% were generating income between Rs. 20000 to 30000, 9.23% respondents were earning between Rs. 30000 to 40000 while 4.61% of the respondents were having monthly income of more than Rs. 40000.
- From the table and figure no. 7, it can be concluded that 36.92% were able to fulfill their family responsibilities, 50.76% of respondents were not able to perform their family responsibilities and 12.30% of the respondents were not sure regarding the same.

- From the table and figure no. 8, it can be concluded that 38.46% of the respondents believed that they were able to provide proper education to their children, 50.76% believed that they were not able to do so, and 10.76% were not sure about this regard.
- From the table and figure no. 9, it was inferred that 84.6% of the respondents sent their children to government schools and 15.4% to private schools.
- From the table and figure no. 10, it can be concluded that 18.46% were having a secured source of income, 69.23% felt that they were not having a secured source of income and 12.30% of the respondents were not sure about this answer.
- From the table and figure no. 11, it can be concluded that 18.46% of the respondents lived in their own houses and 81.53% lived in rented houses.
- From the table and figure no. 12, it can be concluded that 12.30% of respondents had a dream of building their own houses in near future, 69.23% of respondents did not have the capability to build their own house, while 18.46% of respondents were not sure about this aspect.
- From the table and figure no. 13, it can be concluded that 15.38% of the respondents were satisfied with their work, 69.23% were not satisfied and 15.38% were not sure about their satisfaction level.

CONCLUSION

After analyzing the above study, it can be concluded that most of the street vendors were dealing in vegetables, most of them were educated up to the primary level and most of them were working for 4 to 8 hours. Family is the major source of funds for establishing their business. The income generated by the majority of the vendors on a monthly basis was more than Rs. 10000 but less than Rs. 20000. As far as education for their children is concerned, it can be said that most of them were sending their children to government schools. 50% of the respondents felt that they were not able to discharge their family responsibility fully. Most of the vendors did not feel that their work provided economic security. The majority of them were living in rented houses, but a moderate number of street numbers were having a desire and dream of building their own houses. Lack of funds and space were the chief problems felt by most of the respondents. Furthermore, most of them were not satisfied with their work and would change their occupation, if they get a better opportunity.

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