CHAPTER-V

Profile of the Respondents

Demographic and Socio-Technical Profile of the Respondents

The current section identifies both the demographic and socio-technical characteristics of women respondents in order to provide an overall picture of the women employees involved in the study. This includes the demographic variables such as organisational location, age, marital status, education, department, and their type of employment. Moreover, scholars have demonstrated a strong curiosity in the characteristics of work and the work environment, therefore the current study includes responses in regard to the respondents preferred base of working. Likewise, with the increasing presence of computers in the workplace, there has been a growing interest in understanding the connection between work and the computer-based assistance it receives. It has been observed that the computer system has the ability to influence and limit job operations (Eason, 1997). Hence, the socio-technical profile has been included in the current study to find out the devices used by women while operating remotely.

Profiles of the respondents studied under objective 1, 1a and 2

5.1 Organisational location of the non-managerial women employees

Table 5.1: *Work origin of the non-managerial women respondents*

Place	Frequency	Percentage
Delhi	230	51.6
Bangalore	216	48.4
Total	**446**	**100**

Source: Field Survey

From the origin wise classification (**table 5.1**) of women respondents belonging to either of the two regions of Delhi/NCR and Bangalore, it has been revealed that most of the respondents i.e., 51.6 percent belongs to Delhi/NCR, as compared to Bangaluru with 48.4 percent. However, the difference observed in frequency of response between both the

regions are marginal, showing that both the geographies hold similar status for favouring remote working opportunities in the IT organisations.
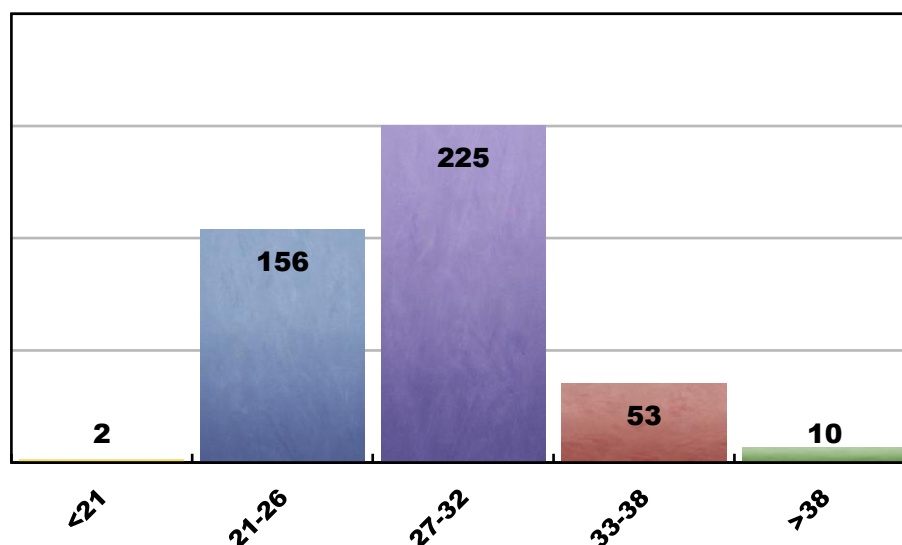
5.2 Age of the non- managerial women employees

Table 5.2: *Age-wise classification of non-managerial women respondents*

Age	Frequency	Percentage
<21	2	0.4
21-26	156	35
27-32	225	50.4
33-38	53	11.9
>38	10	2.2
Total	**446**	**100.0**

Source: Field Survey

An interpretation of the data presented in **table 5.2** reveals that 0.4 percent of the female respondents belongs to the age group of less than 21 years. It is found that almost 50.4 percent of the non-managerial women who participated in the survey are in the age category of 27 to 32 years old, while 35 percent are in the age range of 21 to 26 years old. The respondents from the age bracket of 33-38 years and above 38 years are 11.9 and 2.2 percent respectively. Age was chosen as a variable to identify the generation which represented the idea of remote working more compared to all. Data reveals a major representative of the millennial (1981-1996) women employees followed by the Gen Z cohorts (1997-2012). These findings indicate that respondents belonged to mid-career women representing choosing flexible opportunities for career growth or marital and parenting duties.

Figure 5.1: *Age-wise classification of non-manageria l women re spondents*

5.3 Marital Status of the non- managerial women employees

Table 5.3: *Distribution of sample based on marital status*

| Marital status	Frequency	Percentage
Married	235	52.7
Unmarried	211	47.3
Total	**446**	**100**

Source: Field Survey

Marital status of the respondents are enquired in order to identify that women who prefer to work remotely either belong to marital or unmarried category. **Table 5.3** above reveals that out of the 446 respondents selected for this study, 53% are married and 47% are unmarried. As a result of which, it can be inferred that married women dominated the workforce[1] in comparison to the unmarried ones. Therefore, it is observed that the current study includes a higher number of married women employees functioning at non-managerial levels, possibly indicating a higher interest in remote working among this

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[1] The census data reveals a noticeable increase in the proportion of married women in the working-age female population (aged 15-64) in India, out of which eighty percent of women in this specific age range are now married (Thakur, 2018). Also, the highest percentage of married women in India belong to the age category of 25-34 yrs of age (Statista, 2020).

group. Hence, the difference observed is not very vast predicting that women in general might favour the remote working practices.

Figure 5.2: *Distribution of sample based on marital status*
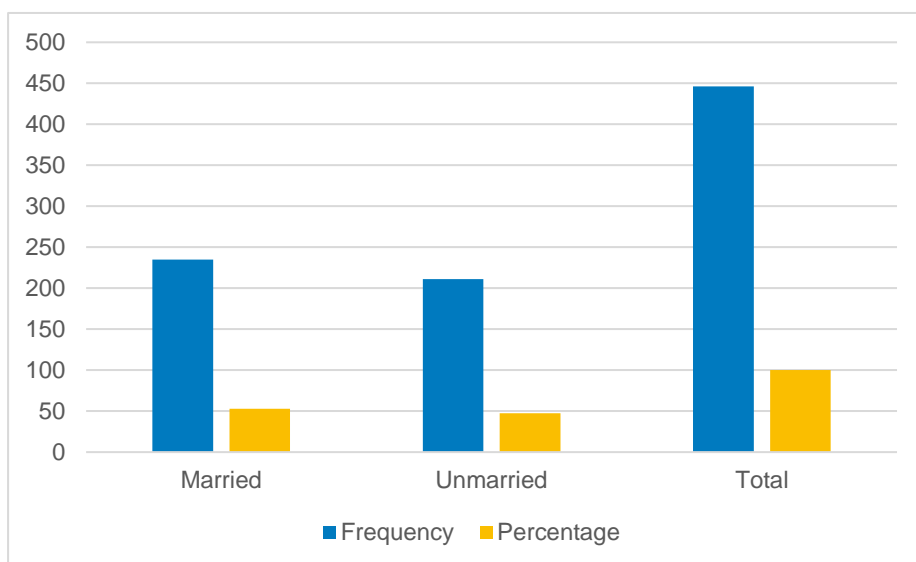
5.4 Educational Background of the non-managerial women employees

**Table 5.4:** *Showing educational level of the respondents*

Education	Frequency	Percentage
Diploma	8	1.8
Graduate	212	47.5
Post Graduate	217	48.7
Under graduate	9	2.0
Total	**446**	**100.0**

Source: Field Survey

The categorisation of educational background as shown in **table 5.4** revealed a varied outcome on the qualification of the women respondents. Out of the total (446) non-managerial women employees, approximately 48.7 percent of the working women have completed their postgraduate degrees, 47.5 percent of them are graduates, 2 percent are undergraduates and the remaining 1.8 percent are diploma holders. Responses are collected to see the level of education required for a remote job and findings showed that

women are witnessed to have higher degrees in the so-called gig environment[2]. This indicated that the level of remote jobs are mostly supported by higher level of educational background in the IT sector.

Figure 5.3: *Showing educational level of the respondents*
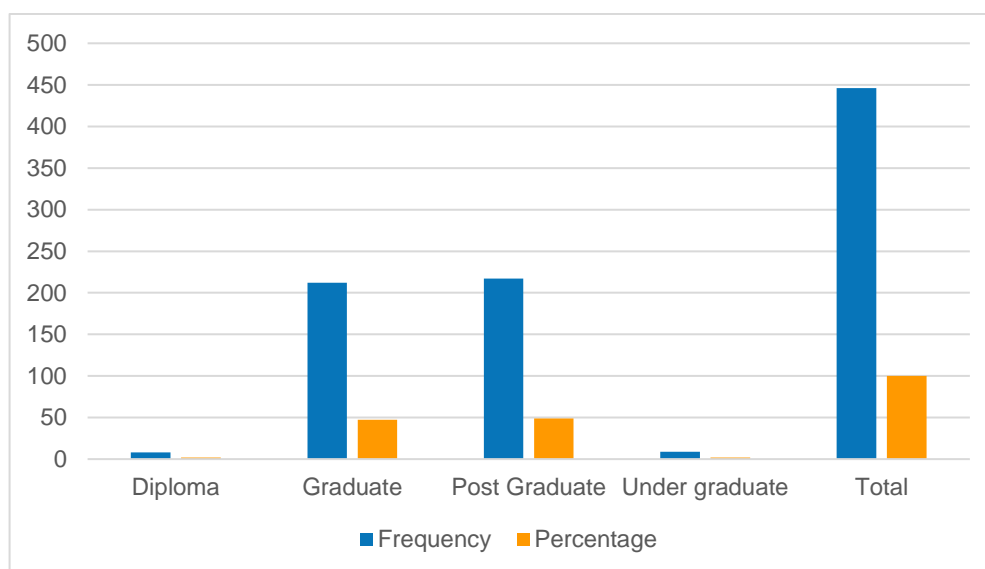
5.5 Department of the non-managerial women employees

Table 5.5: *Department wise distribution of the respondents*

| Department	Frequency	Percentage
Finance & Accounts	53	11.9
Admin	58	13.0
Engineering	60	13.5
HR	57	12.8
IT service & delivery	96	21.5
Operation	54	12.1
Marketing & Sales	68	15.2
Total	**446**	**100.0**

Source: Field Survey

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[2] Research by Singh & Mukherjee (2022), surveying persons who have completed higher education, women in regular paid occupations were seen to have a larger share of higher education (46.2%) than men (43.8%).

An analysis of **table 5.5**, shows that approximately 21.5 percent of the female participants are employed in the IT service and delivery department. Additionally, 15.2 percent are from the marketing and sales department, 13.5 percent are engineers and 13 percent are administrative employees. Furthermore, 12.8 percent belonged to the HR category, 12.1 percent worked as operation employees and the remaining 11.9 percent of non-managerial women are employed in the accounts and finance department.

The information on departments were gathered to seek information on the nature of jobs that support remote functioning, indirectly highlighting the roles where remote work is more accessible. Findings inferred that the majority of responses in the present study came from IT service & delivery department, followed by marketing & sales[3]. Engineering, admin, HR and operations department have fairly balanced representations with minor differences in responses, suggesting a consistent adoption of remote roles across these functions. However, responses from the women employees belonging to Finance & Accounts department are lesser compared to the others.

Figure 5.4: *Department wise distribution of the respondents*

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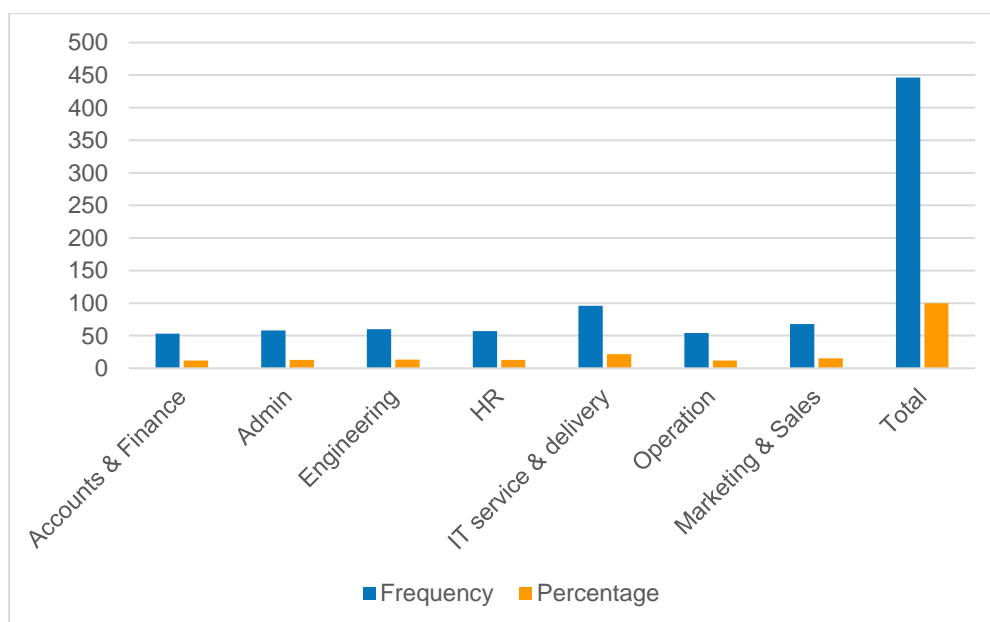
[3] According to the findings of Fan and Moen's study (2021), the most prevalent occupations which respondents undertook while working from home were those of IT professionals, engineers, managers, teachers, sales executives, clerical and admin support workers.

5.6 Employment status of the non-managerial women employees

**Table 5.6 :** *Distribution of non-managerial women respondents based on their employment*
status

Employment Status	Frequency	Percentage
Permanent	382	85.7
Contractual	64	14.3
Total	**446**	**100.0**

Source: Field Survey

Data on employment status is gathered to find out the category of employees who were able to highly avail the remote working opportunities. **Table 5.6** above provides a tabular description of the number of female employees in permanent and contractual roles at non-managerial levels, based on the total number of respondents included in the survey.

The proportion of permanent employees belonging to non-managerial categories are higher at 85.7 percent compared to those working on a contractual basis, which accounted for 14.3 percent respectively. Therefore, it can be inferred that the study includes high share of non-managerial women employees working remotely on a permanent basis. However, the presence of contractual employees, though smaller in number, still highlights a growing flexibility in employment arrangements across both employment categories.

Figure 5.5: *Distribution of non-managerial women respondents based on their employment status*
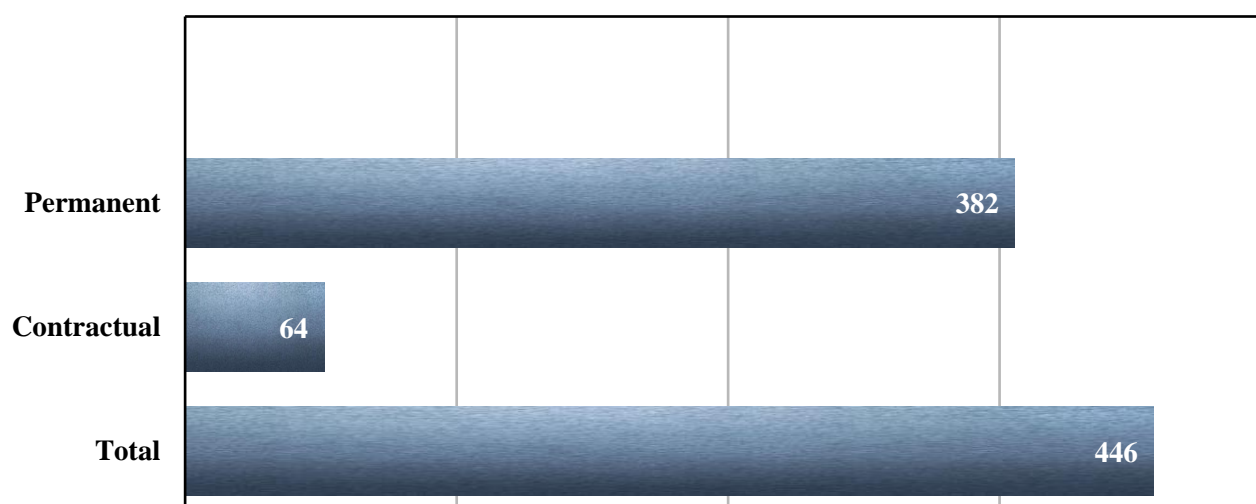
5.7 Preferred base to carry on remote working

The base preferred by women respondents are mentioned below in the table for working remotely outside from their traditional office premises.

Table 5.7: *Preferred base for respondents during remote working*

Work Base	Frequency	Percentage
Home	407	91.3
Cafeterias	22	4.9
Staycations	12	2.7
Home, Staycations	4	0.9
Home, Cafeterias	1	0.2
Total	**446**	**100.0**

Source: Field Survey

The data (**table 5.7**) indicates that 91.3 percent of women worked remotely from their home offices. Approximately 5 percent expressed a preference to work from cafeterias. Additionally, 2.7 percent of the women employees carried their work with them on holidays and primarily worked when travelling within the country, experiencing

staycations[4]. Finally, a mere 0.9 percent of the respondents opted to work from both home and staycations, while only 0.2% chose either home or cafeterias or both as their preferred work location. Hence, it can be observed that remote work may offer flexibility in choosing one's workspace, allowing to reflect on the evolving preferences of remote workers in the IT sector.

5.8 Devices for working remotely

Table 5.8: *Devices used by respondents during remote working*

Work Device	Frequency	Percentage
laptop	385	86.3
Computer	44	9.9
Tab	13	2.9
Computer & laptop	3	0.7
Mobile	1	0.2
Total	**446**	**100.0**

Source: Field Survey

Response regarding preferred devices were collected to find out those devices ideal for remote work setups. **Table 5.8** presents that the majority of women respondents (86.3%) used laptops while working remotely, and 9.9 percent worked on their personal computers. Additionally, 2.9 percent claimed they have been using tablets and less than one percent stated they worked with both laptops and computers (0.7%). Besides only 0.2 percent of the respondents utilised a mobile phone for their work-related tasks as mentioned above.

Therefore, it is seen that the women employees use a single device mostly while working remotely and very few of them operated on multiple devices. Laptops are seen to be highly used when operating outside the traditional office setups due to their portable and flexible nature. Moreover, the observation also highlights the alignment of device

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[4] Staycation is a "a vacation in which the vacationer stays at home, or near home while creating the environment of a traditional vacation" (Wixon, 2009, p. 2).

preferences with the functional demands of work in IT organisations, where flexibility and computing capacity are key.

5.9 Demographics for objective three (Qualitative)

Table 5.9: *Profile of the interviewees (managerial women respondents)*

Participant Code	Age	Department	Years of Experience	Mode of Interview
R1	30 yrs	Engineering	5 plus years	Face-to-Face Interview
R2	30 yrs	Engineering	9 years	Face-to-Face Interview
R3	32 yrs	Marketing	7 years	Face-to-Face Interview
R4	35 yrs	Operations	13 years	Face-to-Face Interview
R5	28 yrs	Human Resource	5 years	Face-to-Face Interview
R6	39 yrs	Admin	12 years	Telephonic interview
R7	41yrs	Sales	19 years	Face-to-Face Interview
R8	32 yrs	Engineering	10 years	Telephonic interview
R9	40 yrs	IT service & delivery	18 years	Telephonic interview
R10	47 yrs	IT service & delivery	11 years	Face-to-Face Interview
R11	45 yrs	Software	18 years	Face-to-Face Interview
R12	35 yrs	Sales	10 years	Face-to-Face Interview
R13	31 yrs	Business Development	5 years	Face-to-Face Interview
R14	45 yrs	Engineering	12 years	Face-to-Face Interview
R15	31 yrs	Engineering	10 years	Face-to-Face Interview
R16	26 yrs	Sustainability	4yrs 6months	Face-to-Face Interview
R17	30 yrs	Software	10 years	Face-to-Face Interview
R18	39 yrs	Production	9 years	Face-to-Face Interview
R19	30 yrs	Human Resource	7 years	Face-to-Face Interview
R20	36 yrs	IT service & delivery	14 years	Face-to-Face Interview

Demographic details of managers are collected to see the varying managerial attitude towards virtual management based on their age, experience and functioning. **Table 5.9**

above shows the demographic details of managers from diverse roles, and managers belonged to middle level managerial hierarchy mostly as they represented specific departments along with their team of employees. Out of all these managerial respondents 5 of them (five) belong to the engineering department, 3 (three) are from marketing and sales, 3 (three) from IT service & delivery, 2 (two) are HR managers and 2 (two) from the software department. Additionally, it also included one representative each from admin, operations, production, business development, and sustainability departments. Participants from various departments are included to provide a holistic view of the managerial attitudes and challenges across different functions. Evidently, highest number of managers interviewed, performed engineering and IT roles, due to the heavy reliant of IT sectors on engineering and technical expertise. However, sum-total of the managerial employees included, are mostly representative of the non-technical departments. The age (30-47 yrs) and experience (10-19 yrs) categories observed reveals majority of the mid-career managers, making them more likely to engage in virtual management practices.