

A STUDY ON HUMAN RESOURCE OF ICDS: THE WORK CULTURE AND THE PROBLEMS FACED BY THEM

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Abstract

Anganwadi works under Integrated Child Development Services (ICDS) i.e. a programme which provides food, preschool education, and primary health care to children less than 6 years of age and their mothers. So an Anganwadi worker plays a very crucial role in child development. The work culture and problems of Anganwadi workers could be related with various factors like age group, gender, family monthly income, marital status and many more. Through this research, we can learn about the work culture of the Anganwadi workers and various problems they faced due to their work. As we went through the survey, we could find out that most of the Anganwadi workers suffer from various types of personal, family related, social and work related problems. This research could lead to several other findings such as the Anganwadi workers of age group 21 to 30 and 31 to 40 mostly select this job for either economic necessity or to relief from domestic chores. Usually the women whose monthly family income is relatively low are selecting this job as employment.

Keywords: Anganwadi, work culture, problem, ICDS, age group, gender, income etc.

Introduction:

Pre-school children are our future citizen and form an important segment of the Indian population. Children's Development is an important as the development of material resources. A study team constituted by the planning commission in 1972 suggested comprehensive plan of action to meet the need of children as a result of the recommendation of the study team, along with a national policy of children in 1974 in Integrated Child Development Service (ICDS) project was introduced in 1975. ICDS Scheme is the most comprehensive scheme of the Government of India for early childhood care and development. It aims at enhancing survival and development of children aged from 0 to 6 the vulnerable section of the society. Young children are the most vulnerable because the foundation for the lifelong learning and human development is laid in the early years, therefore the ICDS programme has been designed to promote and facilitate total development of the child, through different components viz. health, nutrition, pre-school, education etc.

Significance of the study:

While performing various functions it is obvious that the anganwadi workers might have to face variety of problems. So it is also important to know problems face by them and to understand the root cause of the problems. Because such problems can influence functioning of the workers negatively and as a result the various programmes under ICDS will not be properly implemented. The study will bring the problems of the Anganwadi workers in performing their duties and on that basis the executives of ICDS can take necessary steps to eliminate those problems and to improve the job satisfaction level of Anganwadi workers for job performance and effective implementation of the ICDS programme.

The study will also make contribution to the society by helping the parents of the children to know how the AWW works are performing and also it will help the society to know the importance of the

ICDS programme for the community development. Community needs to be involved in implementing and monitoring ICDS, in order to bring additional resources into Anganwadi centers, improve the quality of service delivery and increase the accountability in the system. Community participation increases the effectiveness of any programme including ICDS. This study investigated how better community participation can be ensured.

Anganwadi workers hold the key to the health features of the community. These grass root workers command the respect and consideration of the population they serve and are placed in a prime position to bring the change in the health of mother and children. Anganwadi workers are to take greater role as maternal and child care workers, it is essential for them to have appropriate support to do so.

Problem Statement:

The study addresses the Anganwadi workers who face different types of problems due to their work culture and further this research studies the work culture of Anganwadi workers in order to determine the level of job satisfaction. The major problems which reveals that different types of personal, social, family and work related problems & which results in job dis-satisfaction. Anganwadi workers are very important part of the society, as they play a significant role for effective implementation of the ICDS service which takes care of the children and mothers. So it is very important to go through the problems of the Anganwadi workers and solving it. The present study encompasses the work culture of Anganwadi workers regarding selected child care activities and to offer some suggestive measures for the upliftment of their efficiency and effectiveness, etc., of Kothalguri Block of Golaghat District.

Objectives of the study:

With the following objectives the study has been undertaken:-

1. To assess the work culture of Anganwadi workers regarding selected child care activities.
2. To find out different types of personal, family, social and work related problems faced by the Anganwadi workers.
3. To offer some suggestive measures for the upliftment of their efficiency and effectiveness etc.

Research Quarries:

1. What was the reason for selecting this particular work according to their age and monthly family income?
2. Is the quality of work life of the Anganwadi workers is favorable to maintain their positive level of job satisfaction
3. Are they comfortable with their job according to their educational qualification and nature of treatment receives from the superiors?
4. What type of Personal and Family Problems face by the Anganwadi workers due to their Anganwadi work according to their marital status?

Research Design:

Nature of the Study: The study is descriptive in nature and attempts have been made throughout the survey to give description of the state affairs of the AWWs as it exists in the area under consideration. This kind of research is appropriate to investigate the factors influencing of the AWWs.

Source of Data: The present study is based on both primary and secondary sources of data. Primary data has been collected by preparing a well-designed interview schedule and questionnaire containing close ended questions. The secondary data has been collected from annual report of the ICDS, referred journals, internet, and periodical etc.

Technique of Collection: The interview schedule vernacular language was administered to the workers respondent of the AWCs by the researchers personally visiting the study area. The interview method permits greater depth of questioning and probing for data and the response rate tends to be quite high in face to face interviews. Since most of the workers and helpers are low educated and do

not understand English well, a copy of the interview schedule has been translated into vernacular language. So that the AWWs able to understand the questions and give answers. Any difficulty face by the respondents has been cleared by the researcher. Face to face Questionnaire has also been prepared with close ended questions for the collection of data from the supervisors.

Sample Design and Size: A sample of 41 Anganwadi Centers out of 282 centers, 41 Anganwadi Workers out of 276 workers, and 41 Anganwadi Helpers out of 276 were selected by using Cluster Sampling Technique. In order to collect the required information, one interview schedules were prepared for Anganwadi Workers regarding educational facilities provided to children, their purpose to visit to the Anganwadi Centers, their problems etc. This size is considered reasonable and representative to minimize the bias and maximize the reliability because small sample will result in sampling error and large sample enhances the systematic bias.

Here, the samples selected from the different categories of respondents from different Anganwadi Centers as per tables given below:

*AWC	Kathalguri Block												
	Dakhinhengera ZPC				Kothalguri ZPC					Khumtai ZPC			
	** UK GP	DD GP	UD GP	DG GP	D GP	K G GP	B GP	S GP	U G GP	H GP	H C G P	K GP	KP GP
Total	23 (* AW W 23, AW H 23)	22 (AW W 22, AWH 21)	20 (AW W 20, AWH 20)	29 (AW W 29, AW H 29)	21 (AW W 20, AWH 21)	25 (A W W 24, A W H 24)	20 (A W W 19, A W H 20)	28 (A W W 27, A W H 27)	18 (A W W 18, A W H 17)	18 (A W W 18, A W H 18)	17 (A W W 16, A W H 15)	23 (A W W 23, A W H 23)	18 (A W W 17, AW H 18)
Sample taken (15% of total)	3 (A W W 3, AW H 3)	3 (AWW 3, AWH 3)	3 (AW W 3, AWH 3)	4 (AW W4, AW H 4)	3 (AW W 3, AWH 3)	4 (A W W 4, A W H 4)	3 (A W W 3, A W H 3)	4 (A W W 4, A W H 4)	3 (A W W 3, A W H 3)	3 (A W W 3, A W H 3)	2 (A W W 2, A W H 2)	3 (A W W 3, A W H 3)	3 (A W W 3, AW H 3)

Source: Internet and personal visit to Kathalguri Block.

TOTAL:

AWC – 282, AWW – 276, AWH – 276.

TOTAL SAMPLE TAKEN:

AWC – 41, AWW- 41, AWH – 41.

* AWC: Anganwadi Center.
 AWW: Anganwadi Workers.
 AWH: Anganwadi Helpers.

** UK GP: Uttar Kamarbandha GP.
 DD GP: Dakhin Dakhinhengera GP.
 UD GP: Uttar Dakhinhengera GP.
 DG GP: Dakhin Gurjugonia GP.
 D GP: Dhekial GP.
 KG GP: Kathalguri GP.
 S GP: Sensowa GP.
 UG GP: Uttar Gurjugonia GP.
 H GP: Hautoly GP.
 HC GP: Habi Chowa GP.
 K GP: Khumtai GP.
 KP GP: Kachu Pathar GP.

Statistical tools: The data and information so collected has been edited, tabulated and analyzed with the help of simple statically tools such as percentage, comparative statement etc. and also by application of specific software and inferences will be made.

Data Analysis and Interpretation:

In this chapter, the data collected from the respondents is gathered, reviewed, and then analyses by the Researcher to form some sort of finding or conclusion. The information collected from the questionnaire is analysed as follows:

Reason for selecting this particular job according to the age group

It seems that the reason for choosing this particular job is different from respondents to respondents according to their age group. Therefore; attempt has been made to examine and to understand the reasons for choosing Anganwadi job of the sample respondents with reference to various age groups. Table 1 exhibits responses of the samples.

TABLE 1: Reason for selecting this particular job according to the age group

AGE/REA SONS	ECONO MIC NECESS ITY	RELIEF FROM DOMES TIC CHORE S	LINKI NG FOR SOCI AL WOR K	AFFECT ION FOR CHILDR EN	INTER EST IN WOME NS WELF ARE	JOB SATISFAC TION	LIMITE D WORKI NG HOURS	ANY OTH ER
BELOW 20YEARS	2	0	0	0	0	0	0	0
20-30	4	9	3	2	5	1	4	1
31-40	6	10	3	9	2	2	7	2
ABOVE 40	3	1	1	0	2	2	0	1

Source: Survey Data and Author's calculation

The survey conducted on 82 respondent of different age group about the factors that attracts them to prefer Anganwadi job over other jobs. Out of 2 respondents below 20 years of age, 2 gave the reason as economic necessity. The 29 respondent aging between 20 and 30, 4 said it because of economic necessity, 9 said that they choose this job for to get relief from domestic chores, 3 gave the reason as linking for social work, 2 said they select this job because they have affection for children, 5 respondent having interest in women's welfare, 1 select this job for job satisfaction, 7 choose this

particular work because of limited working hours and 2 select this job for any other reason. The 41 respondents aging between 31 to 40 years, 6 said they select this job for economic necessity, 10 gave the reason as to relief from domestic chores, 3 said they choose this job because of their linking for social work, 9 gave the reason as affection for children, while 2 gave the reason as interest in women’s welfare, 2 as job satisfaction, 7 respondent select this job because of limited working hours and 2 choose this work for any other reason. The 10 respondents aging above 40 select this job because of economic necessity (3), relief from domestic chores (1), linking for social work (1), interest in women’s welfare(2), job satisfaction (2) and 1 respondent select this job for any other reason. It is therefore, analyzed that majority of Anganwadi workers of age group below 20 years and above 40 years chooses this job for economic necessity, while the respondent of aging group 20-30 for to relief from domestic chores and aging group 31-40 select this particular job because of their affection towards the children.

Reason for selecting Anganwadi work according to the monthly family income

It is believed that the preference for Anganwadi job is dependent on their monthly family income. Therefore an attempt has been made to analyze the reasons for selecting Anganwadi of the sample respondents with reference to their monthly family income. Table 2 exhibits preferences of the samples.

TABLE 2: Reason for selecting this particular work according to the monthly family income

FAMILY INCOME/REASONS	ECONOMIC NECESSITY	RELIEF FROM DOMESTIC CHORES	LINKING FOR SOCIAL WORK	AFFECTION FOR CHILDREN	INTEREST IN WOMENS WELFARE	JOB SATISFACTION	LIMITED WORKING HOURS	ANY OTHER
LESS THAN 25000	12	8	1	0	3	0	0	1
25000-50000	3	9	4	10	5	5	11	1
MORE THAN 50000	0	3	2	1	1	0	0	2

Source: Survey Data and Author’s calculation

The table reveals that Out of 25 respondent having family income of below 25000 INR, 12 gave the reason as economic necessity, 8 said that they choose this job for to get relief from domestic chores, 1 gave the reason as linking for social work, 3 respondent having interest in women’s welfare and 1 select this job for any other reason. The 53 respondents having family income between 25000-50000 INR, 3 said they select this job for economic necessity, 9 gave the reason as to relief from domestic chores, 4 said they choose this job because of their linking for social work, 10 gave the reason as affection for children, while 5 gave the reason as interest in women’s welfare, 5 as job satisfaction, 11 respondent select this job because of limited working hours and only 1 choose this work for any other reason. The 9 having family income of more than 50000 INR\$ select this job because to relief from domestic chores (3), linking for social work (2), affection for children(1), interest in women’s welfare(1) and 1 respondent select this job for any other reason. It is therefore, analyzed that majority

of Anganwadi workers having family monthly income of less than 25000 chooses this job for economic necessity, while the respondent who have monthly family income between 25000-50000 and more than 50000 for to relief from domestic chores and because of their affection towards the children.

Level of job satisfaction according to their educational qualification

Many respondents are not satisfied with their job because they think the Anganwadi job is not appropriate for them. The respondent’s perception about the Anganwadi job is also depended on their education qualification and knowledge. The table shows the education qualification and their level of job satisfaction.

TABLE 3: Respondents comfort ability towards their job with special reference to their educational qualification

EDUCATIONAL QUALIFICATION /JOB SATISFACTION	COMFORTABLE	EXTREMELY COMFORTABLE	UNCOMFORTABLE	EXTREMELY UNCOMFORTABLE	NEITHER COMFORTABLE/ NOR UNCOMFORTABLE
UPTO CLASS 10 TH	7	2	2	1	5
UPTO HS	1	0	27	2	16
UPTO BACHELORS	0	0	10	6	2
MASTERS AND ABOVE	0	0	0	1	0

Source: Survey Data and Author’s calculation

The table reveals that Out of 17 respondent having educational qualification up to class 10th, majority of them are comfortable with their job. The 46 respondent having qualification up to HS, majority of them are either uncomfortable or neither comfortable nor uncomfortable. The 19 respondents having educational qualification up to degree or bachelors and masters and above, majority of them are either uncomfortable or extremely uncomfortable with their Anganwadi work because they have high level of knowledge and the salary in Anganwadi work is relatively low as compared to other government jobs.

Level of job satisfaction according to the Nature of Treatment receives by AWW’s from the superiors.

Job satisfaction depends upon individual mind. Superior’s behavior and nature of their treatment towards the subordinates plays a very crucial role in job satisfaction. Therefore; attempt has been made to examine and to understand the nature of treatment receives by the Anganwadi workers and how this could leads to job satisfaction and dissatisfaction. Table 4 exhibits responses of the samples.

TABLE 4: Level of job satisfaction according to the Nature of Treatment receives by AWW’s from superiors

JOBSATISFACTION / NATURE OF COOPERATION	FROM SUPERIORS				
	OFFENSIVE	INSULTING	INDIFFERENT	CORDIAL	RESPECTFUL
Comfortable	0	0	2	2	4

Extremely Comfortable	0	0	0	1	1
Uncomfortable	6	2	21	8	2
Extremely Uncomfortable	4	4	2	0	0
Neither Comfortable / Nor Uncomfortable	3	1	11	5	3

Source: Survey Data and Author's calculation

The table reveals that Out of 10 respondent majority who receives respectful treatment from the superiors are comfortable with their job. While out of 20 respondent who receives offensive and/or insulting treatment from the superiors, majority of them are either uncomfortable or extremely uncomfortable with their job. And remaining out 52 respondents who receives indifferent and/or cordial treatment from the superiors, majority of them are usually uncomfortable with their job. As we can see that majority of the respondents are not comfortable with their job, and superior's behavior is one of the influencing factor that affects the respondents comfort ability level.

The Personal and Family Problems face by the Anganwadi workers due to their Anganwadi work because of their marital status.

Due to the increased pace of urbanization and modernization Indian women belonging to all classes have entered into paid occupations. An Anganwadi worker faces several types of personal and family related problems due to their Anganwadi work. Therefore; attempt has been made to examine and to understand the different types of personal and family related problems of respondents face due to their Anganwadi work with reference to their marital status. Table 5 exhibits responses of the samples.

TABLE 5: The Personal and Family Problems face by the Anganwadi workers due to their Anganwadi work because of their marital status.

PROBLEMS / MARITAL STATUS	MARRIED	UNMARRIED	DIVORCED	SEPARATED	WIDOWED	TOTAL (OUT OF 82)
mental strain	18	18	0	0	2	38
neglect of family	5	1	1	0	0	7
strained intra family relations	9	0	1	0	3	13
disinterest in family affairs	6	0	1	0	4	11
difficulties in hosting family functions	20	21	1	0	2	44
routine difficulties	26	23	1	0	1	51
any other	2	3	0	0	2	7

Source: Survey Data and Author's calculation

The survey conducted on 82 respondents of different marital status about the various problems faced by the respondents. Out of 82 respondents, majority of them either married or unmarried. The majority among married and unmarried women usually faced the problems like mental strain,

difficulties in hosting family functions and routine difficulties. While widowed and divorced women faced every type of problems specially strained intra family relations and disinterest in family affairs.

Major Findings:

- From the analyses it was found that the reason for choosing the Anganwadi work is different from respondents to respondents according to their age group. Usually people belongs to age group of below 20 years and above 40years choose this job for economic necessity and others people of age group 20 to 40 select this job to relief from domestic chores.
- From the study it was seen that the preference for Anganwadi job is dependent on their monthly family income, majority of Anganwadi workers having family monthly income of less than 25000 chooses this job for economic necessity, while the respondent who have monthly family income between 25000-50000 and more than 50000 choose this job because to relief from domestic chores and because of their affection towards the children.
- From the analysis it was observe that the respondent's perception about the Anganwadi job is also depended on their education qualification and knowledge. The respondents having educational qualification up to degree or bachelors and masters and above, majority of them are either uncomfortable or extremely uncomfortable with their Anganwadi work because they have high level of knowledge and the salary in Anganwadi work is relatively low as compared to other government jobs.
- From the analysis we can see that majority of the respondents are not comfortable with their job, and the superior's behaviour is one of the important influencing factors that affect the respondents comfort ability level.
- From the study we can see that the majority among married and unmarried women usually faced the problems like mental strain, difficulties in hosting family functions and routine difficulties. While widowed and divorced women faced every type of problems specially strained intra family relations and disinterest in family affairs.

Summary and Conclusion:

Children are the most important asset of the country because they will be tomorrow's youth and provide the human potential required for a country's development. The national policy for children enunciated on August 1974 has placed high priority on early childhood care and education and has emphasized on its integration into ICDS programme.

ICDS Scheme is the most comprehensive scheme of the Govt. of India for early childhood care and development. It aims at enhancing survival and development of children aged 0 to 6 from the vulnerable sections of the society. Young children are most vulnerable because the foundation for the lifelong learning and human development is laid in the early years, therefore the ICDS programme has been design to promote and facilitate total development of the child, through different components viz. health, nutrition, preschool, education etc. the study will assess the performance of the Anganwadi Workers in discharging selected child care activities of the ICDS programme. The study will also focus on the working environment of the Anganwadi Workers. Anganwadi Worker should have the basic knowledge of the child care activities. Most of the Anganwadi Workers are not highly qualified. Mostly they are matriculated or higher secondary passed. So it is important to trained them properly and also it is required understanding whether the training facility helps them to assume their responsibility properly.

While performing various functions it is obvious that she might have to face variety of problems. So it is also important to know problems face by them and to understand the root cause of the problems. Because such problems can influence functioning of the workers negatively and as a result the various programmes under ICDS will not be properly implemented. The study will bring the problems of the Anganwadi Workers in performing their duties and on the basis the executive of ICDS can take necessary steps to eliminate those problems and there is a need to improve the salary, working

conditions and facilities to the family for their enrichment of livelihood to improve the job satisfaction level of the ICDS programme.

Recommendations and Suggestions:

Certain recommendations and suggestions have been provided on a holistic view which would help the ICDS to take major decisions for the upliftment of efficiency and effectiveness of the Anganwadi workers and helpers at grass-root level and to formulate, design and implementation of different schemes for food, preschool education, and primary health care to children and their mothers.

- Special attention should be given to Anganwadi workers and helpers.
- Government should focus on dissatisfied Anganwadi workers and try to solve their problem.
- Government should have launch different types of incentive schemes to attract more people from different backgrounds to join Anganwadi.
- Anganwadi Workers (AWWs) and Helpers should make more efforts to achieve the targets of enrolment of children, expectant women and nursing mothers.
- Facilities like drinking waters, electricity and sanitation should be provided in every Anganwadi Canters (AWWs).
- Every child under six should be eligible for enrolment at the local Anganwadi. There should be no eligibility criteria other than age, and no ceiling on the number of children to be enrolled in a particular Anganwadi.
- Anganwadi Workers should build good rapport with the people; she should visit people's houses regularly.
- Honorarium of both Anganwadi Workers and Helpers should be increased because the entire functions envisaged under the scheme are being done by them.

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