

A Study on Women Employee Safety in Beauty Saloons with Reference to Chennai

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Abstract

The most important issues faced by female saloon workers –such as long working hours, insufficient basic requirements, welfare issues and work satisfaction are highlighted in this report According to WHO 1994, health and work places are important issues which strongly relate to health and well being of workers but, employee participated in this field faces lot of health problems like respiratory infection, musculoskeletal disorder, back pain, dermatitis, allergic etc. In India, personal care and beauty industry place a significant role in economic growth since women has started giving more priority to their looks and concentrate more on grooming themselves and present great in the society. This has made to start more beauty parlours and salons every nook and corner of the city and this has made more women employees to engage in this saloon works. Data were gathered among 50 respondents - female parlour workers-in branded parlours – Femina, Tony and Guy, Essensuals, Zazzle naturals using simple random sampling and semi structured questionnaire at different parlours in Chennai city. In relation to their work, salary paid to the employees are not satisfactory and made to work more than 8 hours a day .This study discovered there is no social group or association to address their problems and issues.

Keywords: Women employee safety; Beauty saloons; Questionnaire; Chennai city.

1. Introduction

This study focuses on women working in beauty parlour and saloons with different concerns like long working hour, less salary, working environment and health issues they face at their workplace. The appreciation to beauty has increased in this new generation and that has made the beauty industry to grow dramatically in this modern era. The employees engaged in this field faces lot of health hazards like Lung infection, muscular skeletal disorder, body pain, dermatitis, allergies, and Leg pain and skin disease. According to world health organization (WHO1994) health and work places are important issues which strongly relate to health and wellbeing of workers. The beauty industry has become an excellent option for migrant women from different parts of India mainly north eastern states called as pan Asia labour force. Most of the women hailing from other places say that they are earning member and dependent family member. (Mills 2003, PP41-62) Therefore migration of women from poorer families as beauticians becomes a livelihood which enhances their standard of their living and

increases their economic status .In this context, India has become a hub for employment of women in the emerging service sectors such as hospitality industry, beauty and personal care etc. These jobs have pulled large number of population mainly north eastern states to central cities of India known as Asian western labour force (MCDuie-Ra2012).

The main issues surrounding the female saloon workers includes lack of proper salary, long working hours, occupational health problems, migration, isolation, abuse, lack of leave, lack of social security, improper stay place, lack of job security, cultural shock etc..The study comprises of three portions: the introduction, that brief and explains saloon workers, the study goal,, and the research methodology. The review of literature is in the second section and the primary study findings and analysis of the sample respondents socioeconomic and shifting from other states are highlighted in the third section. Thus the purpose of the study is to find the socio economic situations of Chennai saloon female employees

and to comprehend their work environment, salary, working hours, physical and mental well being and illustrate the occupational health problems of these female saloon workers in Chennai.

The beauty salon business has played a vital role in creating employment for so many people all over the world. Mainly in India, To attain the success and profitability, this growing business needs to meet and maintain high standards of hygiene, health and safety, so that no threat is posed to the customers and workers. Saloon workers, a population dominated by women, are exposed to a myriad of chemicals of concern everyday in their workplaces. Hair sprays, hair colours, bleaches, permanent waves, acrylic nail application, and numerous other parlour products contain ingredients associated with asthma, dermatitis, neurological symptoms and even cancer. Cosmetologists may be exposed to high concentrations of a mixture of volatile organic compounds. These levels of volatile organic compounds could be decreased significantly by following best practices such as providing necessary Ventilation, closing the packages of the beauty products when not in use and finally selecting safer beauty products without strong odour. Due to the concerns associated with the beauty salons, this study was conducted to identify health issues experienced by the workers.

2. Review of Literature

Dr. Angayarkanni R & Ms. Selvi K (2016). In Research journal of Humanities science analyses the occupational stress that causes health issues and causes stress in the workplace. The study mainly focuses on stress and health issue due to the work environment and work they carried out in their daily routines.

M Chitra (2013) study focuses on occupational health issues among beauty salon workers and the health issues they faces like lung infection, musculoskeletal disorder, back pain, dermatitis, allergic, joint pain, skin disease etc and also identify the impact of that health issues at the work atmosphere

Sunita Bandari Ghimire (2023) Asian journal of management presents the problems faced by beauty parlour workers in Kathmandu valley.

Descriptive, correlation and regression analysis has been done to achieve research objectives and to test the proposed research hypotheses. Different items related to financial, social, technological dimensions have been used for conducting this research study. The study has followed the quantitative analysis under descriptive and analytical research design. Convenient and judgmental sampling has been followed for the selection of the samples. More than thousand parlours are working inside the Kathmandu valley which is the population for this study. 100 organizations have been taken as sample organizations and 150 beauticians as the sample size for the research study. To collect the opinions of beauticians, a structured questionnaire has been distributed which has been developed based on the review of articles. To describe the responses, mean value of each variable has been computed and the Cronbach's alpha for testing reliability has been calculated with the use of SPSS 18 software. Correlation has been calculated to measure the relationship between different variables. Multiple Regression analysis has been conducted to examine the relationship between studied variables and to identify the strength of that relationship. A significant relationship has been found out between independent variables and the dependent variable.

Vaishali Nayak, Maham Malik, Nitish Kr & Anamika paul(2017) in their study discusses about the health issues experienced by the workers and customers that may be associated with the environment of beauty saloons. Based on the results of the physical survey conducted to correlate the impacts of the environment along with the health concerns experienced by the workers, the present study proposes possible improvements in the design and ventilation systems in parlours as a measure to address and reduce the adverse health effects related to the environment of the salons.

Shravanthi, R. Padmasaranya & Kaviya Murali (March 2020) made a research and their study reveals that beauty saloon employees provide services to the public putting their own body at risk. Due to their improper posture and repetitive task, they may develop several musculoskeletal discomforts like Cumulative Trauma Disorders

(CTDs). Majority of them complains of pain in the neck and upper back. This study is done to find the efficacy of manual mobilization versus stretching and strengthening in beauty saloon workers with complaints of neck and upper back pain.

Aparjita kumara, Kumar amrita suinha & Ritu gupta (2017) states employees work in awkward posture and are also exposed to several chemicals. Due to improper posture and repetitive task, they may develop several musculoskeletal discomforts like Cumulative Trauma Disorders (CTDs), Repetitive Strain Injury (RSI), Repeated Motions Injury (RMI) and Occupational Overuse Disorders (OODs) (Fang et al., 2007). Their work demand prolonged standing posture which contributes to numerous health effects such as work-related musculoskeletal disorders, chronic venous insufficiency, preterm birth and spontaneous abortion, and carotid atherosclerosis. Results revealed that the employees were working for an extended period of 51 working hours per week which is much more than the recommended value of 40 hours per week (ILO, 1962). Among the different services offered, the most frequent was threading of eyebrows and upper lips followed by waxing, haircutting, facial, and face cleanup and hair spa. Threading being the most frequent activity was selected for further postural analysis with the help of REBA. Results of REBA analysis revealed that the activity was highly risky, investigation was needed and change should be implemented.

Most of the studies concentrated on physical well being of the saloon workers and they stress the importance of physical well being and highlight the occupational hazards and problems they face in their workplace and this study attempted to find social economic, physical and mental well being of female workers and help them to get protection and safety in overall growth.

3. Methodology

In the year, 2023-2024, a field study was conducted in the Chennai city areas of Annanagar, Mogappair, Koyambedu, Maduravoyal, Arumbakkam, vanangaram, Nungabakkam and egmore to gather information on the employment, working conditions, working hours, salary, accommodation, social safety and work satisfaction of female saloon workers. The basic

simple random sampling was used to collect data and survey region is restricted to fewer areas as per the availability of branded parlours. A semi structure questionnaire interview schedule was used to get the data. These saloon workers engaged in lot of work activities like head massage, threading, hair cut, pedicure, manicure, facials, bridal makeup and so on. The data were gathered on various factors like their age, native place, education qualification, health hazards, working condition, their duties and responsibilities, working hours, leave policy and their physical and mental wellbeing at work place. The survey was conducted inside their workplace by getting permission from their employer in different branded parlours.

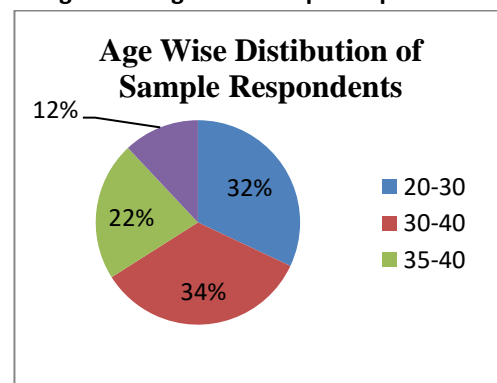
3.1 Descriptive Analysis of Field Data and Findings

The following table (Table 3.1) classifies Female saloon workers according to their age. It is shown that 32% of respondents are in the age group between 20-30 young people to work. Furthermore, 34% of samples are in the age group of 30-40, 22% of respondents are in the age group of 40-50 and 12% are between 40-50. It shows they employ young people to extract work and complete work fast compare to older people.

Table 3.1 Age-wise Distribution of sample respondents

S.No	Age group	Respondents	Percentage obtained
1	20-30	16	32%
2	30-40	17	34%
3	35-40	11	22%
4	40-50	6	12%
	Total	50	100%

Figure 3.1 Age wise sample respondents



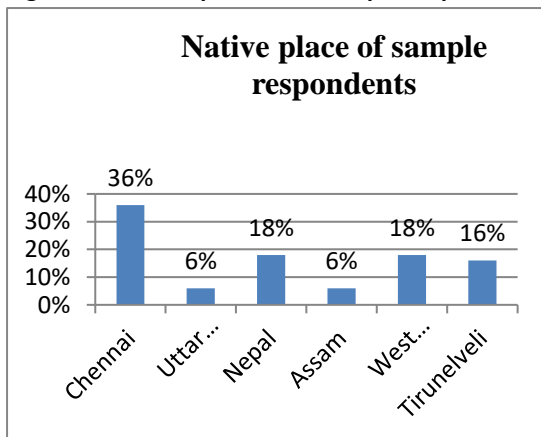
Source: from data collected though questionnaire

Table 3.2 shows that 36% of employees are from Chennai, 6% are from up, 18% are from Nepal, 6% are from assam, 18% are from west Bengal, and 16% are from Tirunelveli.

Table 3.2 Native place of sample respondents

S.No	Native place	Sample respondents	Percentage of sample respondents
1	Chennai	18	36%
2	Uttar Pradesh	3	6%
3	Nepal	9	18%
4	Assam	3	6%
5	West Bengal	9	18%
6	Tirunelveli	8	16%
	Total	50	100%

Figure 3.2 Native place wise sample respondents



Source: from data collected through questionnaire

Table 3.3 shows that 66% of employees are married and 34% of employees are unmarried. Chennai, 6% are from up, 18% are from Nepal, 6% are from assam, 18% are from west Bengal, and 16% are from Tirunelveli

Table 3.3 Marital status of Sample respondents

S.No	Marital status	Sample Respondents	Percentage
1	Yes	33	66%
2	No	17	34%
	Total	50	100%

Figure 3.3 Marital status of sample Respondents

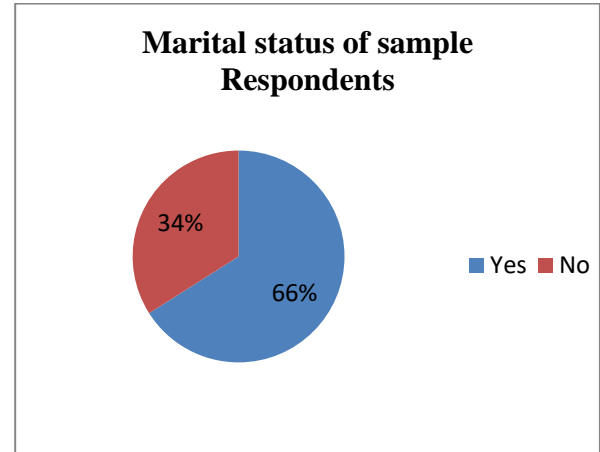


Table 3.4 shows that 66% of employees are married and 34% of employees are unmarried.

Table 3.4 Education status of Sample respondents

S.No	Education status	Sample Respondents	Percentage
1	10th	21	42%
2	12th	14	28%
3	UG	15	30%
	Total	50	100%

Figure 3.4 Education status of sample respondents

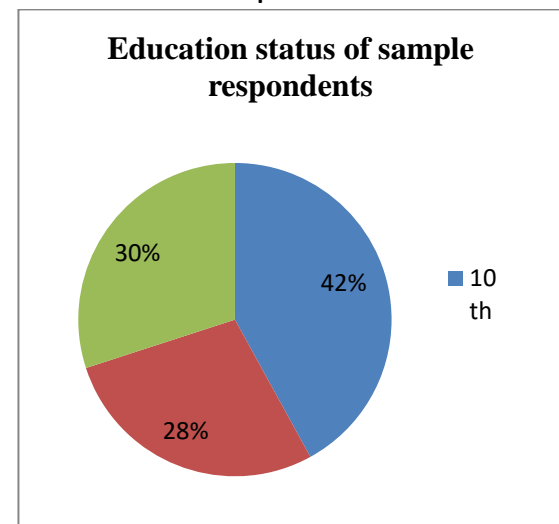


Table 3.5 Experience of Sample respondents

S.No	Experience	Sample Respondents	Percentage
1	Less than 1 Year	6	12%
2	1year-3years	18	36%

3	More than 5 years	8	16%
4	More than 10 years	18	36%
	Total	50	100

Figure 3.5 Experience of Sample respondents

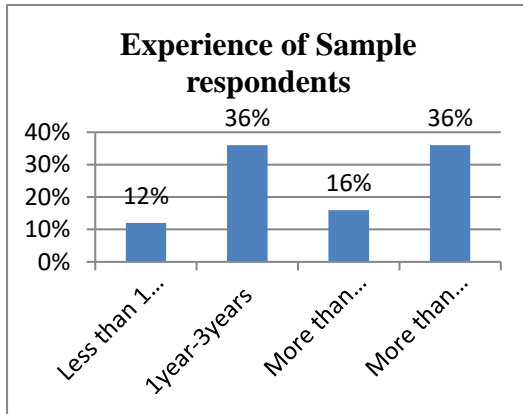


Table 3.6 Native place of Sample respondents

S. No	Experience	Sample Respondents	Percentage
1	North	15	30%
2	South	15	30%
3	North Eastern	15	30%
4	Central	0	0%
5	West	5	10%
	Total	50	100%

Figure 3.6 Native places of Sample respondents

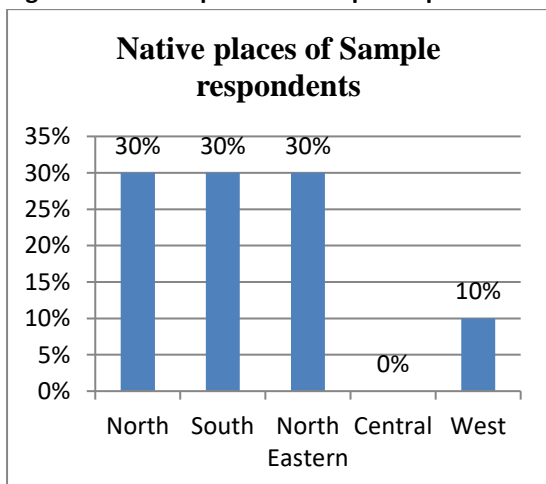


Table 3.7 Satisfaction of Sample respondents with the working hours

S. No	Working hours satisfaction	Sample Respondents	Percentage
1	Satisfied	22	44%
2	Highly satisfied	10	20%
3	Dissatisfied	18	36%
4	Neutral	0	0%
	Total	50	100%

Figure 3.7 Satisfaction of Sample respondents with the working hours

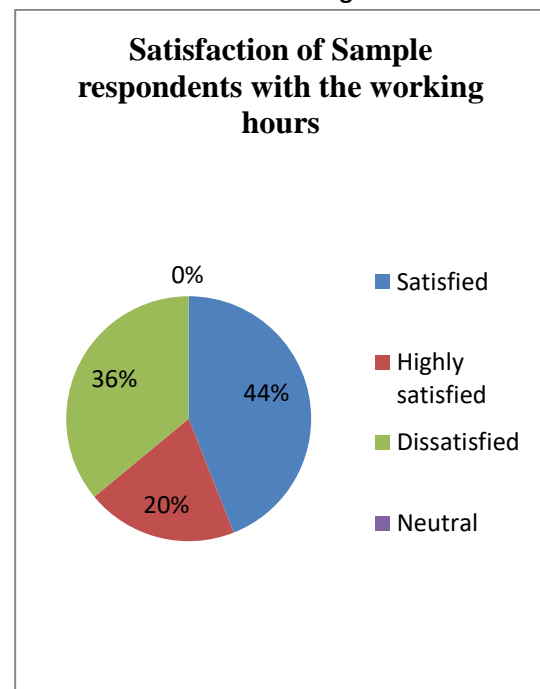


Table 3.8 Satisfaction of Sample respondents with the Salary

S. No	Working hours satisfaction	Sample Respondents	Percentage
1	Yes	28	56%
2	No	22	44%
	Total	50	100%

Figure 3.8 Satisfaction of Sample respondents with the Salary

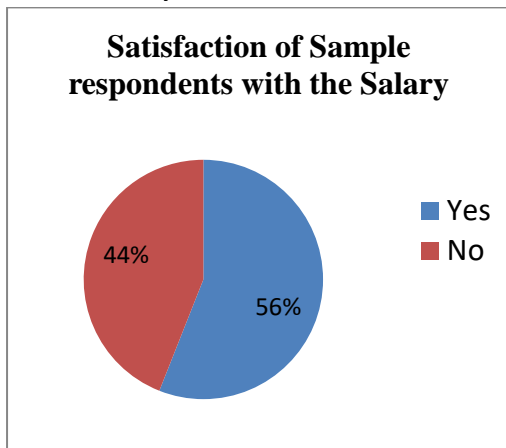


Figure 3.10 Stress Issue of Sample respondents

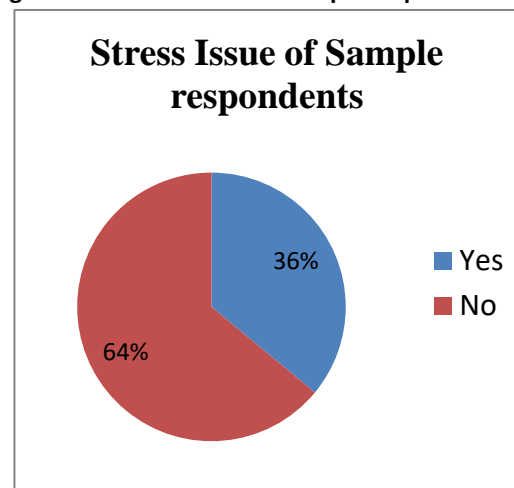


Table 3.9 Health Issue of Sample respondents

S. No	Working hours satisfaction	Sample Respondents	Percentage
1	Yes	32	64%
2	No	18	36%
	Total	50	100%

Figure 3.9 Health Issue of Sample respondents

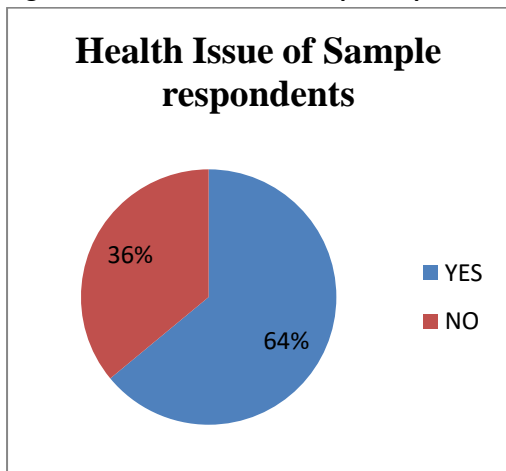


Table 3.11 Physical well being of Sample respondents at the work place

S. No	Physical health	Sample Respondents	Percentage
1	Good	26	52%
2	Average	6	12%
3	Excellent	0	0
4	Poor	18	36%
	Total	50	100%

Figure 3.11 Physical well being of Sample respondents at the work place

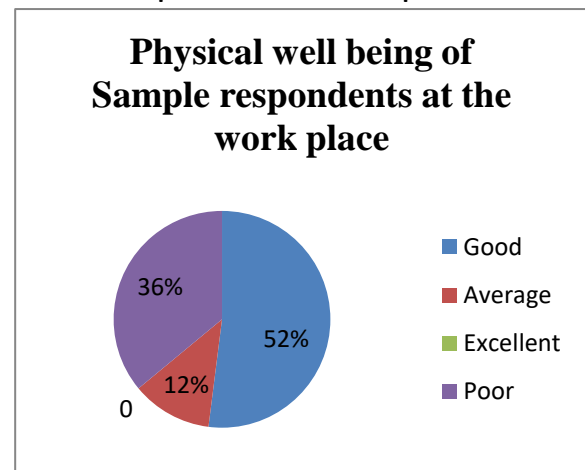


Table 3.10 Stress Issue of Sample respondents

S. No	Working hours satisfaction	Sample Respondents	Percentage
1	Yes	18	36%
2	No	32	64%
	Total	50	100%

Table 3.12 Mental well-being of Sample respondents at the workplace

S. No	Mental well being	Sample Respondents	Percentage
1	Satisfied	16	32%
2	Highly satisfied	34	68%
3	Dissatisfied	0	0
4	Neutral	0	0
	Total	50	100%

Figure 3.12 Mental well-being of Sample respondents at the workplace

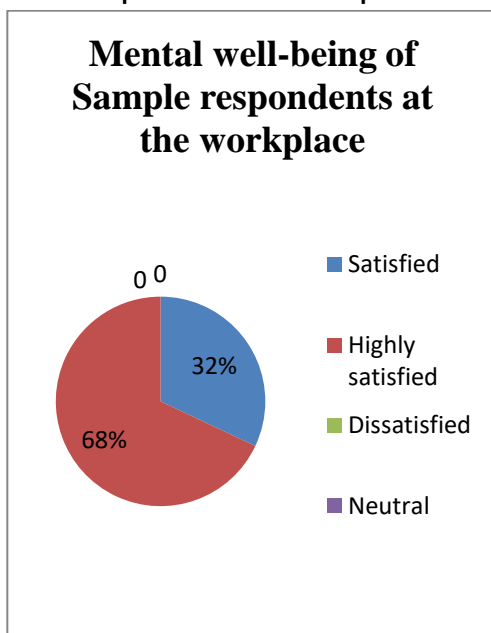


Table 3.13 Leave Policy of Sample respondents at the workplace

S. No	No of days leave	Sample Respondents	Percentage
1	1 day in a week	26	52%
2	No Leave	6	12%
3	2 days in a week	0	0
4	2 days in a month	18	36%
	Total	50	100%

Figure 3.13 Leave Policy of Sample respondents at the workplace

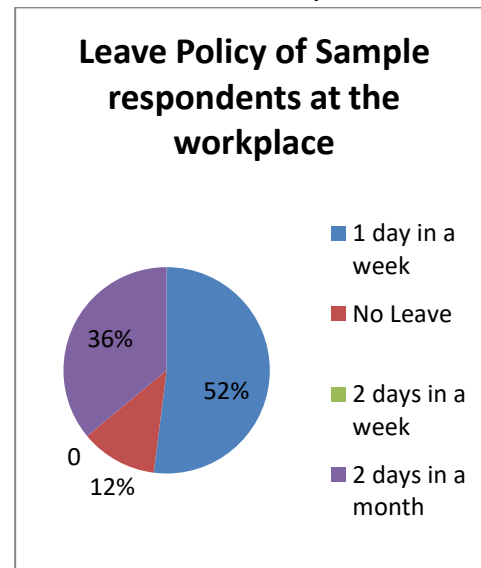


Table 3.14 Satisfaction of Leave Policy of Sample respondents at the workplace

S. No	Leave policy	Sample Respondents	Percentage
1	Satisfied	16	32%
2	Not satisfied	16	32%
3	Neutral	18	36%
	Total	50	100%

Figure 3.14 Satisfaction of Leave Policy of Sample respondents at the workplace

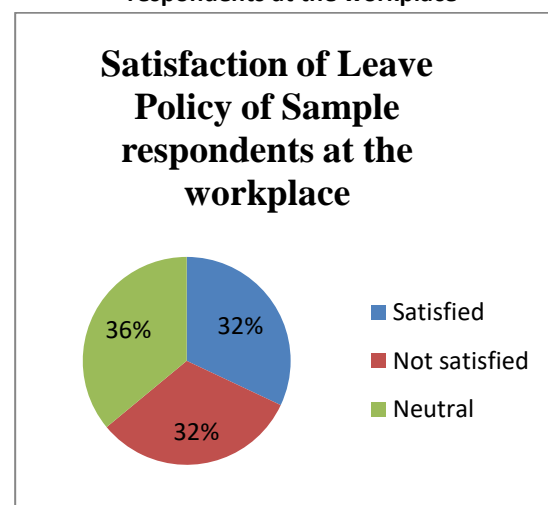


Table 3.15 Job safety and Security of Sample respondents at the work place

S. No	Job Safety and security	Sample Respondents	Percentage
1	Good	28	56%
2	Average	6	12%
3	Excellent	0	0
4	Poor	16	32%
	Total	50	100%

Figure 3.15 Job safety and Security of Sample respondents at the work place

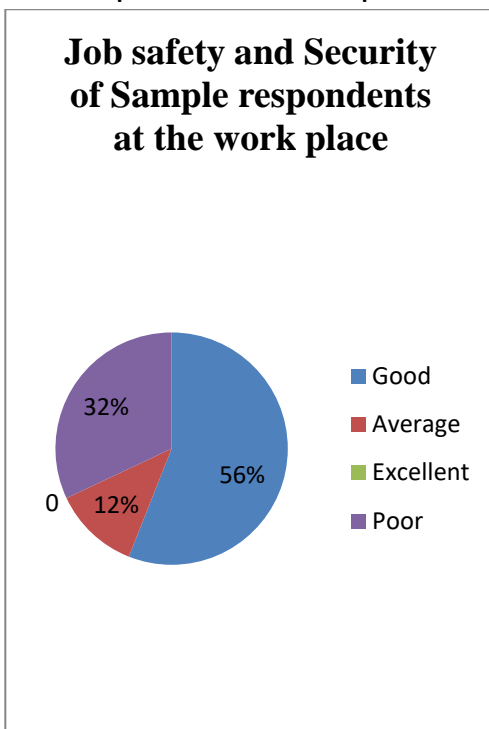


Figure 3.16 Satisfaction of Work Duties assigned to Sample respondents at the workplace

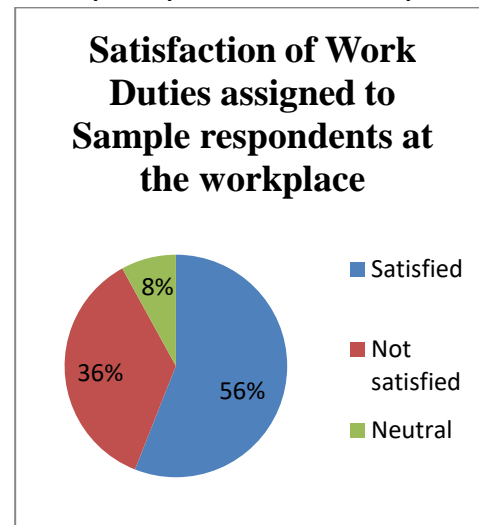


Table 3.17 Employee accommodation facilities of Sample respondents

S. No	Employee Welfare activities	Sample Respondents	Percentage
1	Yes	46	92%
2	No	4	8%
	Total	50	100%

Figure 3.17 Employee accommodation facilities of Sample respondents

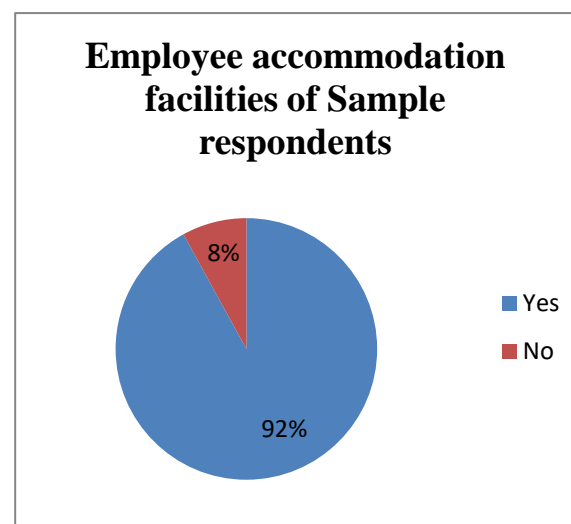


Table 3.16 Satisfaction of Work Duties assigned to Sample respondents at the workplace

S. No	Work duties	Sample Respondents	Percentage
1	Satisfied	28	56%
2	Not satisfied	18	36%
3	Neutral	4	8%
	Total	50	100%

Table 3.18 Satisfaction of accommodation Facilities at the work place

S. No	Job Safety and security	Sample Respondents	Percentage
1	Good	26	52%
2	Average	6	12%
3	Excellent	0	0
4	Poor	18	36%
	Total	50	100%

Figure 3.18 Satisfaction of accommodation Facilities at the work place

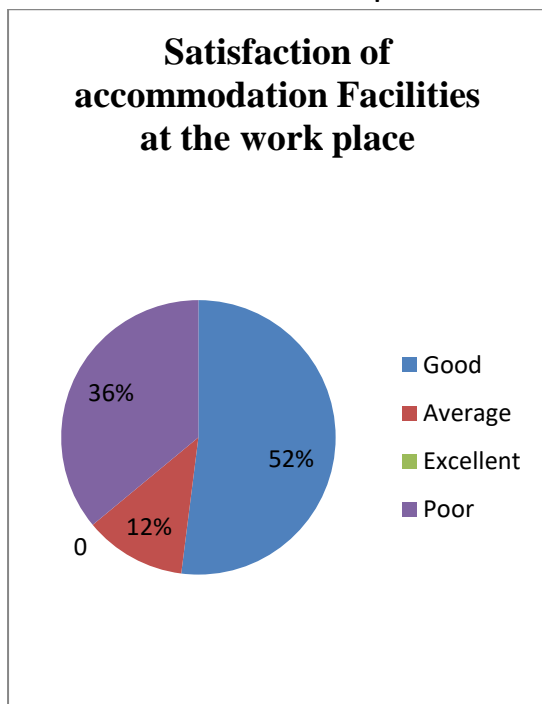
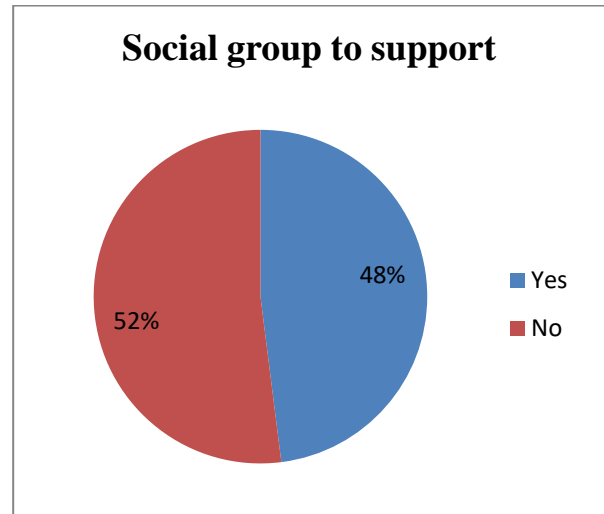


Table 3.19 Social group to support

S. No	Social group	Sample Respondents	Percentage
1	Yes	24	48%
2	No	26	52%
	Total	50	100%

Figure 3.19 Social group to support



4. Major Findings of the study

This report presents the difficulties faced by female saloon workers at their workplace. This study concludes about Chennai parlour workers' personal and family profiles, working conditions, salary, accommodation, and work responsibility are unsatisfactory and it has been found that saloon workers also face health hazards due to their work nature and duties assigned to them. Main problems they face include long working hours, insufficient day off, lack of hygiene, improper accommodation facilities and they do not have any social group or community to address the issues and help them for their growth and development.

4.1. Issues and problems that have been chronicled in this

1. The report says 34% of workers are in the age group of 30-40, 32% of people are between 20-30, 22% of people are between 20-30.
2. It has been found that 36% of workers are from north and north eastern and 36% are from Chennai.
3. It is found that 42% of workers are of tenth passed out and 28% are twelfth dropouts.
4. More than 32% of people say they work more than ten hours a day.
5. The report says 36% of workers are not satisfied with the work nature and 44% of employees are not satisfied with the salary structure.

6. It says 32% of workers admit they face health hazards and 36% of workers faces more stress at their workplace.
7. It is found 36% of workers faces physical problem like knee pain, back pain, etc. and 68%are not satisfied with the mental well being at the workplace.
8. Employees come with the report that states 36% of people get only 2 days day off in a month and 32% of workers not satisfied with the leave policy.
9. Report clearly says 32% of workers are not satisfied with the job safety and security and there is no proper job safety at all.
10. Employee admits 92% of employee says employer provides accommodation facilities but 32% says it is poor.
11. Report says 36% of workers say they do not have proper sanitary and other facilities at the workplace.
12. More than 52% employee agrees says that there is no social group or community to support them.

5. Recommendations and Suggestions

The beauty Saloon female worker in Chennai faces lot of problems and issues. Below are the list of suggestions that helps them to resolve the issues.

1. **Establishment of motivational factors:** The women working in the beauty parlour should be encouraged with both monetary and non monetary benefits to improve the employee retention like frequent increments, insurance policy based on experience, Provident fund, interest free loans, free trips, shopping coupons, promotion etc.
2. **Working hours should be minimized:** Employer should fix working hours for the employee that aids them to do the work more effectively. It should not exceed more than eight hours.
3. **Salary should be attractive:** They should be given proper salary structure like organised sector and their salary should include basic allowance, incentive, Dearness allowance etc to make their salary more attractive.
4. **Tie up with derma clinic:** Beauty salons should be associated with derma clinic to make their work more efficient and should seek advice from skin

doctors in handling clients to avoid skin disease and skin disorders.

5. **Proper Training and workshops:** All women employees should be given training and educated with proper knowledge to avoid diseases like respiratory infection, skin disease, allergies etc.
6. **Safety Measures:** They should be practiced to use anti septic solution for skin cuts, usage of mask, gloves and washing hands, sterilization of instruments should be made compulsory.
7. **Frequent breaks:** All employees should be allowed to take breaks between the work to avoid physical problem, back pain. Knee pain tec.
8. **Upgrade new skills and technologies:** All employers should arrange a workshop and training programs to upgrade with new skills and technologies and help them to perform the work.
9. **Proper Leave policy:** They should be provided with compulsory week off to take are of their personal needs.
10. **Participate in exhibitions and fairs:** Employees should be encouraged to participate in exhibitions, Trade fairs etc to share ideas and knowledge among themselves.
11. **Proper facilities at workplace:** Employer should make sure that employees are provided with basic needs in both workplace and at their working woman hostel like proper ventilation, adequate lavatory facilities, clean drinking water, proper food, adequate lights etc.
12. **Proper routine:** Changing of aprons for every client and use of rubber shoes should me made compulsory.
13. **Association with social group:** More NGO's and social group should be associated with these beauty parlours to support them and stand for their rights.

6. Conclusions

The intention of this study is to highlight the issues the beauty parlour workers meet. The finding of this study include that female saloon workers faces several challenges like long working hours, health problems, occupational hazards, low salary, improper leave pattern, inadequate staying facilities at their workplace The study shows the beauty become more important nowadays and that made the beauty industry to play a vital role in economic growth of the country..It also shows

only 12% are in the age group of 40-50 and 32% are youngsters and 34% are middle aged women so, they prefer young people to extract more work from them and more than 60% are from other states like north eastern and Assam so that they can provide low salary as they do not negotiate and bargain for the salary because their lively hood is totally depend on this and education qualification of this employees are mostly tenth and twelfth standard respectively.

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