

JOB MAPPING REPORTS FROM DIFFERENT INDUSTRIES



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Introduction: As we are already aware, the job scenario for the people with disabilities in India needs a lot of work as of now. Apart from the government organisations, only a few corporates have started employing PWDs but these are mostly people with lesser and mild physical impairments or hearing impairment. People with visual impairment are left out again due to lack of awareness and other related factors such as non-compatibility of the software etc.

One of the primary reasons is that the corporates have almost nil awareness as to how a visually impaired person can be included into their high demand job sector. On the other end, the VI people themselves are unaware of how to equip themselves to work in corporate.

Objective: The purpose of job mapping studies and trials is to help us understand the scenario clearly for skilling VIs accordingly and making inroads into the corporates.

Methodology:

A typical job mapping exercise involves:

1. Visit to the office/factory by a team of sighted and visually impaired volunteers who would study each department that the company is willing to let be explored.
2. All the tasks in the departments are understood by listening to the respective worker.
3. A chart is then prepared including- Name of the task, task break-up, Work environment, individual or group work, feasibility with the help of assistive devices.
4. The chart is then shared with the employers with recommendations of the tasks best suited in the work area for a VI candidate.
5. If the recommendations are accepted, a trial period is agreed upon wherein a Vi candidate would be on trial on a particular task/tasks for a week/month to practically observe the feasibility of the tasks.

Industries covered:

1. Garment industry (focusing on visually impaired people)
2. On-line shopping company warehouse
3. Real Estate
4. Café
5. Tiffin services



SERVE THE BLIND

TAMSO MA JYOTIRGAMAYA

GARMENT MANUFACTURING INDUSTRY

Department	Tasks	Feasibility	Eligibility
Cutting	1. Helper in layering	Feasibility test completed	A person with complete Visual impairment Would be eligible to perform this task
	2. Ticketing of cut garment pieces (if adjustable magnifying glass is fixed on the worker table)	Need to test	A person with partial Visual impairment Would be eligible to perform this task
	4. Bundling of cut garment pieces (if adjustable magnifying glass is fixed on the worker table)	Need to test	A person with partial Visual impairment Would be eligible to perform this task
	5. Receiver at fusing machine	Feasibility test completed V.K Gupta ji working on fusing machine at receiver end in company	A person with complete Visual impairment Would be eligible to perform this task
Sewing	6. Marking of seam allowance on cuff and collar with template	Feasibility test completed, visually impaired for collar marking performed at 40.60% efficiency of normal worker after 20 min practice only, but marking of seam allowance on collar VI person was facing difficulties because the length of collar, template was shifting from its position during the marking. Suggestion: Template should be developed in heavy material like	A person with complete Visual impairment Would be eligible to perform this task

		metal has weight which avoid shifting during marking.	
	7. Collar band folding by iron with template	Feasibility test completed, for collar band creasing visually impaired performed at 14.28% efficiency of normal worker after 20 min practice only	A person with complete Visual impairment Would be eligible to perform this task
	8. Cuff and Collar turning	Feasibility test completed, for cuff and collar turning visually impaired performed at 98.76% and 80% efficiency respectively of normal worker after 20 min practice only	A person with complete Visual impairment Would be eligible to perform this task
	9. Folding of side yoke With iron and seam allowance marking with tamplet	Feasibility test completed, for folding and marking of side yoke for visually impaired performed at 61.62% and 10.09% efficiency respectively of normal worker after 20 min practice only	A person with complete Visual impairment Would be eligible to perform this task
	10. Fusing on grown on placket	Feasibility test completed, visually impaired performed at 8.53% efficiency of normal worker after 20 min practice only	A person with complete Visual impairment Would be eligible to perform this task
	11. Pocket creasing with template	Feasibility test completed, visually impaired performed at 12.5% efficiency of normal worker after 20 min practice only	A person with complete Visual impairment Would be eligible to perform this task
	13. Counting and issuing of garments to finishing and washing department	Feasibility test completed	A person with complete Visual impairment Would be eligible to perform this task
Finishing	14. Pressing	Feasibility test completed, visually impaired performed at 43% efficiency of normal worker after 20 min practice only but not feasible in NCR area because of	A person with complete Visual impairment Would be eligible to perform this task

		rapid change over of style only feasible on regular and basic styles	
	15. Buttoning	Feasibility test completed, visually impaired performed at 77.82% efficiency of normal worker after 20 min practice only	A person with complete Visual impairment Would be eligible to perform this task
	16. Kaj and button marking	Feasibility test completed	A person with complete Visual impairment Would be eligible to perform this task
Packing	17. Folding of garments	Not feasible in NCR because of rapid change in fabric type and style	A person with complete Visual impairment Would be eligible to perform this task
	18 Poly bag packing	Feasibility test completed, visually impaired performed at 66.03% efficiency of normal worker after 1hr and 30 min practice only	
	19. Hanger packing	Feasibility test completed	
	20. Carton making	Feasibility test completed, visually impaired at 32% efficiency of normal worker after 15-20 min practice only	
	21. Needle detector machine operator	Feasibility test completed, visually impaired abled to operate the machine with small changes on the machine pad like sticking of tape on buttons to feel them to press, at 50% efficiency of normal worker after 10-15 min practice only	
Washing	22. Counting of garments feeding into the machine	Feasibility test completed	A person with complete Visual impairment Would be eligible to perform this task
	23. Rinsing of garments manually after hand wash	Feasibility test completed, visually impaired at 27.16% efficiency of normal worker after	A person with complete Visual impairment Would be eligible to perform this task

		15-20 min practice only	
	24. Loading and loading of Garments into the hydro	Feasibility test completed, visually impaired at 43% efficiency of normal worker after 15-20 min practice only	
	25. Loading and unloading of tumbler	Feasibility test completed, visually impaired at 27.82% efficiency of normal worker after 15-20 min practice only	



TIFFIN SERVICES

S.No	Task	Description	Work environment	Feasibility
1	Washing and sorting the veggies	Washing the vegetables in the kitchen sink to remove dirt and insecticides as far as possible	Atleast 3 people work in close vicinity, though each has own work to do	Feasible for a VI person
2	Chopping the veggies	Chopping the vegetables into required sizes using a knife and container	same as above	Feasible for a VI person but sorting (for damaged veggies) needs help
3	Cooking on fire	Cooking the vegetables	same as above	Only a trained VI can do but volumes need to be cooked and area is messy and unorganised and big containers need to be handles
4	Chapatti making a. Kneading	Kneading the dough in a big container	same as above	Feasible
5	b. Rolling the dough	Rolling the dough with the help of a rolling pin	same as above	Feasible
6	c. Cooking on fire	Baking the chapatis on the tava	same as above	Feasible
7	Rice making a. Washing and putting the required amount of water		same as above	Feasible, if the rice is clean and free of insects
8	b. Cooking on fire		same as above	Feasible
9	Salad making a. Chopping	Chopping the ingredients into required sizes using a knife and a container	same as above	Feasible
10	Packing	Serving in tiffins in predetermined quantity	same as above	Can be tried since it is

	a. Putting the food in tiffins			risky putting hot vegetables in bowls.
11	Delivering the tiffins boxes	Delivering the boxes on a vehicle depending on the number to be delivered	Individual work	Not feasible

ONLINE SHOPPING COMPANY WAREHOUSE

S.No	Task	Description	Work environment	Qualities required in a prospective worker	Feasibility
1	Loading,unloading	Consignments are received from the vendors and weighed	Independent work	Very active	This is labour work.
2	Data entry	The details of the consignments are entered into the computers. The process earlier required 4 people, two on scanning the docs and two on saving it in the computer. Now only a picture would be taken and saved. This will be done only by one person.	Independent work	Accuracy of work	Visual
3	Quality check	Opening the packet received from the vendors and matching with the image on the computer, checking the quality and printing the customer invoice	Two people on each table handle QC and packing. This the first task	Quick and sound decision making	Visual
4	Packing	Receiving the garment/piece from the partner, folding, in case of a garment, inserting in apolybag. Receiving the customer invoice and pasting it on the bag. Locking the bag and passing it on.	This is the second task on the table	Reading and picking up the proper invoice for each garment	Work is totally visual
5	Despatch	Pushing the loaded carts to the despatch	This is a visual work	Physical work	visual

		counter	since the cart needs to be pushed till the gates and them loaded onto the vehicles		
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CAFÉ

S.No	Task	Description	Work environment	Feasibility
1	Preparing hot coffee and the liquid concentrate using their coffee machine	The first step involves grinding the coffee bean to extract the espresso or the liquid coffee from the machine. The same machine is used to steam the water and milk is poured according to measured specifications to make the coffee	One person uses their machine	The machine can be made accessible but the water poured is very hot and as one machine is used for all their hot beverages it is not feasible for VI person
2	Using the blender to make cold coffee	The liquid coffee is prepared in the coffee machine and then mixed with ice cream and cold milk	One person	Feasible for a VI person if the liquid coffee is prepared and given.
3	Using the grill to grill sandwiches	Placing the sandwich and operating the knobs of the griller	One person	Feasible for a VI person if the liquid coffee is prepared and given.
4	Cleaning tables and the floor	The tables are cleaned after each guest is served and the floors are cleaned twice daily	One person for cleaning the tables and two persons for mopping	Cleaning tables is not feasible but mopping and washing the floors is feasible for a VI person
5	Taking orders and preparing the bill	The persons greets the persons and takes the order and prepares the bill	One person	Feasible if their software is accessible

6	Preparing the order and serving	The person prepares the orders and readies the plates by putting ketchup, napkins, spoons and makes designs on the coffee	Two persons	There is a lot of emphasis on presentation so does not look feasible for VI
7	Packing the items if it is a take away	The items are placed in containers for takeaway and put in paper bags	One person	Feasible for VI but matching the order is not possible. Needs help to match the bill
8	Opening the letter box to check feedback forms	The manager opens it every week and incorporates suggestions by customers and sends them mailers	One person	Needs help to read the feedback form.

REAL ESTATE

S.No	Task	Description	Work environment	Qualities required in a prospective worker	Feasibility
1	Sales	Handling customer queries; Having in depth knowledge about the project; on-site visits to know the project better; taking the customer for a visit; showing and explaining the project details (presently being done with the help of a brochure)	Independent work	Excellent communication skills; presence of mind;	The work is challenging since it involves site visits and graphical details need to be understood and explained to the prospective the customer
2	CRM	After the deal is closed with the customer, the sales part is finished and CRM department takes over. Its role is to maintain communication with the customer to do all the formalities regarding the sale. This includes (among others) informing the customer of	Work is done in a team, which is handling different projects. The equipment used are	Excellent communication skills; presence of mind; attention to	Work involves a lot of paperwork which will pose a problem, but if assistance is provided for that and is cost

		the advance to be paid by him before a formal agreement is signed; ensuring the payment is received; Conveying the same to to Commercial department; A basic payment plan is then adhered to and communicated to the customer from time to time till the plot is allocated. This involves tax calculation and informing the customer of the due amount. Solving the queries that arise thereof.	computer and phone. There is also a lot of paper work i.e getting the documents filed, photocopied, receipts to be sent for the cheques received; handling the couriers.	details, pro-activeness and alertness	effective to the company, it is feasible; Screen reading software should be installed on the computer
3	Trainee CRM (Tax calculation)	Tax calculation is a major part of the work of CRM department. The customer needs to be informed about the tax payments accrueable to him.	Assistance can be done to the main CRM person by a trainee on this work.	Ability to calculate accurately; promptness of action	This will offer a training ground for a trainee to learn the nuances of the department. Since the work is to be done on the computer, it is feasible.
4	Commercial	While the CRM department acts as a front end communication desk for the customer, Commercial is the backend. The department works on a software BHOOMI that gives at a glance picture of all the ongoing projects as well as detailed plans of each. Their work entails maintaining a record in hard copy and soft copy of all the documents related to the customer. They have to receive the advance and generate an agreement for the customer and then ensure that the payments norms are adhered to. Ensuring documents despatched properly and timely	Work is done in a team of 3 people.	Attention to details, alertness, accuracy	The work involves a lot of paper work
5	Reception Handling	The reception area has a phone and a single person handling all the incoming calls, visitors.	Independent work	Excellent communication,	A computer can be installed at the reception or all the calls incoming and outgoing can be handled by a VI person from a backend console.

Findings and conclusions:

1. Garment industry offers a lot of tasks for visually impaired people- both low vision and totally blind, greater efforts can be made to network in the industry, making the corporate aware and generate work.
2. On-line shopping company warehouse seems to have little to offer to visually impaired since most of the work was visual. The company was not very keen to have the office tasks job mapped
3. Real estate was a new sector which can be explored more with the help of visually impaired volunteers at work. The practical feasibility can only be checked up while on the job.
4. Tiffin services industry is one which can offer scope in the bigger and more organized set-ups since otherwise it can be a risky affair with slippery kitchens and hot pans around.
5. Similarly with a café, scope for people with visual impairment reduces quite a bit since it is total presentation based and customer interface industry. Also a café needs to have limited staff good at multitasking which becomes tough for a VI person especially during the rush hours.

