

Level of job satisfaction among the garments workers in selected compliant garments

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Abstract:

Objective: *This descriptive cross sectional study was conducted to assess the different level of job satisfaction among the garments workers in selected compliant garments of Dhaka city.*

Methods: *A pre-tested, modified, semi-structure questionnaire was used to collect the data with a sample size was 200. Data were entered and analyzed by using SPSS software.* **Results:** *Study found 50%, 28% and 22% of the respondents belongs to age of 20-24 years, 25-29 and 30-35 years respectively with mean age 25.74 ± 4.159 years. Among them 90% were female and 10% male. Of the respondent 50%*

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*were married, 24% unmarried and 24% divorced. Study reveals that 40% were up to secondary education, 30% primary, 28% higher secondary only 02% Bachelor. Among the respondents mean salary was 587 ± 1063.602 BDT. Study reveals that 68%, 58%, 62%, 60%, 52%, 58%, 54%, 48%, 52%, 52% and 52% of the respondents strongly satisfied of Current Position, promotion system, responsibility, Current facilities, professional carrier, departmental helping attitude, security in working place, leave policies, work place environment, medical facilities and owner behavior respectively. Study shows that 28%, 42%, 38%, 34%, 48%, 42%, 46%, 36%, 46%, 34% and 34% of the respondents over all satisfied of Current Position, promotion system, responsibility, Current facilities, professional carrier, departmental helping attitude, security in working place, leave policies, work place environment, medical facilities and owner behavior respectively. Among them 4%, 4%, 8%, 2%, 8% and 8% of the respondents neither satisfied nor dissatisfied of Current Position, current facilities, leave policies, work place environment, medical facilities and owner behavior respectively. Of them 2%, 8%, 6% and 6% of the respondents dissatisfied of Current facilities, leave policies, medical facilities and owner behavior respectively. **Conclusion:** Study conclude that young aged, female workers are most interest in garments industry and they satisfied in different areas and also no single worker responses strongly dissatisfied with all service areas of workplace.*

Key words: Compliant garments, Owner behaviour

Background

Almost every country irrespective of its stage of development is engaged in garment manufacturing and trading and almost, without any exception, historically, the ready-made industry was the first industry a country was able to introduce which eventually led to the development of other industries. This industry migrates from low wage to high wage countries.¹ Bangladesh has emerged as an important supplier of quality

readymade garments in the global market. The economy of Bangladesh is now experiencing almost 76% export contribution from readymade garments.² Study found that a relationship between organizational citizenship behavior and job satisfaction and organizational commitment.³ A cross-sectional study was conducted among 1420 workers and found that level of job satisfactions depends on health and safety management system an interaction effect between social support.⁴ This study investigated the effects of implementing or improving occupational management on the work environment to improved health-related support and control and increased participation in activities.⁵ Productivity in most of the enterprises increased after improvements of a beneficial influence on workload and productivity and both managers and workers with encouragement to maintain their efforts.⁶ This study conducted on garments workers in Malaysia found that workers migrants which industry codes of conduct, sufficient protection for both citizen and foreign workers.⁷ A large number of female Bangladeshi workers received low and irregular wages which create their job dissatisfaction and they earn salary between 2700 to 3000 BDT per month also sexually harassed by their co-workers.⁸ A survey was conducted in different parts of Chittagong Metropolitan area, female garment workers is still in precarious condition and face extreme difficulties in obtaining their basic needs for survival.⁹ The observational cross-sectional study conducted with a sample of 100 women workers and found that they suffer several cardio-respiratory and musculo-skeletal disorders .¹⁰ A community based cross sectional study conducted in several industry and found that out of total 150 respondents, 92% were Muslims and 8% Hindus. 78% workers less than 45 years of age, 86% married and 72% illiterate and 82% belonged to lower socioeconomic class and 78% workers gave history of smoking.¹¹ This study conducted by Tandon N and Reddy EE and found

that relationship between the level of satisfaction the workers and employee also the work environment.¹² Employee welfare is a comprehensive term including various services, benefits and facilities offered to employees by the employer as per the legal provisions.¹³ Study found that female workers in different garments are a positive relationship between their level of job and the wages .¹⁴ The Ready-made Garment industry in Bangladesh is the major foreign currency earning sector with the highest employment rate but poor working conditions in the factories.¹⁵ Economic liberalization in Bangladesh has led to the number of export-oriented industries, of which the manufacture of ready-made garments is the most prominent¹⁶ Study found that minimum wage of 1620 BDT per month; most of the workers work overtime, no access to sick leave, weekend holiday, annual vacation, pension, bonus, festival allowance, trade union and constant pressure to increase their productivity.¹⁷ The study found that 34.3%, 28.6% belongs to largest age group 21–25 years followed by 26–30, both male and female workers, 70% are unmarried. O level and A Level cover over 90% of workers and higher level of officials is highly qualified and 65% of them.¹⁸

Materials and Methods

This descriptive cross sectional study was conducted of Dhaka city in order to determine the different level of job satisfaction among the garments workers in selected compliant garments with 200 samples. Three study sites were Abony Knightwear (BKL) in Hemayetpur, Shingair road, Savar Dhaka and more than 5000 worker in this factory, its Product was T-shirts that export to USA. Kasual Garment Limited (BCL), Located in Hemayetpur, Rishipara, Shingair road, Savar Dhaka number of workers was more than 4000. It was woven products (pants shirts) that export to USA. Fashion (1&2) Garments (BFL),

location in Hemayetpur, Rishipara, Shingair road, Savar Dhaka. more than 1500 Worker work in this factory. They export shirt to USA. These three garments were compliant garments and they maintain labor law of International Labor Organization. Non randomized purposive sampling technique was applied. A pre-tested, modified, semi-structure questionnaire was prepared according to the objectives and variable of the study used to collect the data. Data were posting, edited and analyzed by using SPSS software. Those who have completed two years service and are willing to give consent to participate in interview, were included in this study. Study period was of 1st January to 30th June 2013.

Results

Analysis of socio-demographic variables and table 1 found that 50%, 28% and 22% of the respondents belongs to age of 20-24 years, 25-29 years and 30-35 years respectively with mean age 25.74 ± 4.159 years. Among them 90% were female and 10% male. Of the respondents 50% were married, 24% unmarried, 24% divorced and 2% was widow of compliant garment.

Table 1: Distribution of respondents by socio-demographic characteristic (n=200)

Age group	Items	Frequency	Percentage
	20-24	100	50
	25-29	56	28
	30-35	44	22
	Total	200	100
	Mean \pm SD	25.74 ± 4.159	
Sex	Female	180	90%
	Male	20	10
	Total	200	100
Marital status	Unmarried	48	24
	Married	100	50
	Divorced	48	24
	Widow	04	02

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	Others	0	0
	Total	200	100
Education	Primary	60	30
	Secondary	80	40
	Higher Secondary	56	28
	Bachelor Degree	04	02
	Total	200	100
Religion	Islam	176	88
	Hindu	08	04
	Buddhist	08	04
	Christian	08	04
	Total	200	100
Monthly income	1450-2500	88	44
	2501-6500	88	44
	6501-7500	04	02
	Total	200	100
	Mean \pm SD	5876 \pm 1063.602	

Study showed that 40% of the compliant garment participants were up to secondary education, 30% primary, 28% higher secondary only 02% were Bachelor Degree. Among them 88% was Muslim, 04% Hindu, 04% Buddhist, 04% were Christian of compliant garment respondents. Table 1 also showed that monthly salary of compliant garment respondents 44% had between 1450 to 2500 taka, 44% had 2501 to 6500 taka, 02% had 6501 to 7500 taka with mean salary was 5876 ± 1063.602 taka.

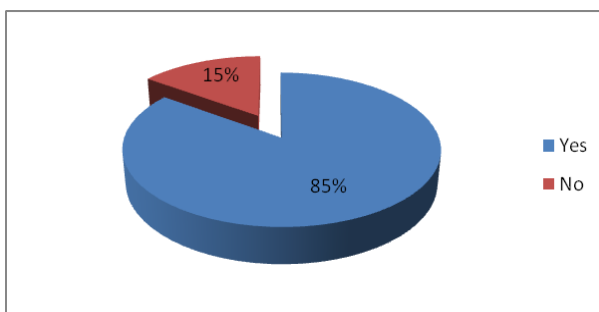


Figure 1: Distribution of the respondents by satisfaction of monthly salary

Figure 1 showed that 85% compliant garment respondent's satisfied of their monthly salary only 15% were not.

Table 2 Distribution of the respondents by duration of service (n=200)

Duration of service	Frequency	Percentage
2 years	40	20
3 years	80	40
4 years	56	28
5 years	24	12
Total	200	100
Mean \pm SD	3.32 \pm 0.935	

Table 2 showed that 40% of the respondents had 3 years of duration of services, 28% had 4 years of duration of services, 20% had 2 years of duration of services and 12% had 5 years of duration of services with their mean duration of service were 3.32 \pm 0.935 years.

Table 3 Distribution of the respondents by satisfaction of Service Related Factors (n=200)

Current Position	Items	Frequency	Percentage
	Strongly disagree	0	0
	Disagree	0	0
	Neither agree nor disagree	08	04
	Agree	56	28
	Strongly agree	136	68
Satisfied with promotion system	Strongly disagree	0	0
	Disagree	0	0
	Neither agree nor disagree	0	0
	Agree	84	42
	Strongly agree	116	58
Satisfied with current responsibility	Strongly disagree	0	0
	Disagree	0	0
	Neither agree nor disagree	0	0
	Agree	76	38
	Strongly agree	124	62
Current facilities	Strongly disagree	0	0

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	Disagree	04	02
	Neither agree nor disagree	08	04
	Agree	68	34
	Strongly agree	120	60
Satisfaction with professional carrier	Strongly disagree	0	0
	Disagree	0	0
	Neither agree nor disagree	0	0
	Agree	96	48
	Strongly agree	104	52
	Total	200	100

Table 3 showed that 68% of the respondents were strongly satisfied, 28% overall satisfied and 04% neither satisfied nor dissatisfied with their current position. Of them 58% respondents were strongly satisfied and 42% were over all satisfied with their promotion system. Among them 62% of the respondent strongly agree and 38% overall agree with their current responsibility. Study showed that 60% respondents were strongly satisfied and 34% over all satisfied, 04% neither satisfied nor dissatisfied and 02% were dissatisfied with their current facilities. Table 3 also showed that 52% respondents were strongly satisfied and 48% were over all satisfied with their professional carrier.

Table 4 Distribution of the respondents by working hour (n=200)

Working hour	Frequency	Percent
8 hour	200	100
9 hour	00	00
10 hour	00	00
Over time (1-2) hour	76	38
Total	200	100

Table 4 showed that 100% of the respondents having working hour 08 hour/day and 38% working over time.

Table 5 Distribution of the respondents by work place environment related factors (n=200)

Satisfied in inter departmental helping attitude	Items	Frequency	Percentage
	Disagree	0	0
	Neither agree nor disagree	0	0
	Agree	84	42
	Strongly agree	116	58
Satisfied about security in working place	Disagree	0	0
	Neither agree nor disagree	0	0
	Agree	92	46
	Strongly agree	108	54
Satisfied with leave policies	Strongly disagree	0	0
	Disagree	16	08
	Neither agree nor disagree	16	08
	Agree	72	36
	Strongly agree	96	48
satisfaction with work place environment	Strongly disagree	0	0
	Disagree	0	0
	Neither agree nor disagree	04	02
	Agree	92	46
	Strongly agree	104	52
Satisfied with owner behavior	Disagree	12	06
	Neither agree nor disagree	16	08
	Agree	68	34
	Strongly agree	104	52
	Total	200	100

Table 5 showed that 58% respondents of compliant garment were strongly satisfied and 42% were over all satisfied with inter departmental helping attitude. Among them 54% respondents were strongly satisfied and 46% were over all satisfied about security in working place. Among them 48% respondents were strongly satisfied and 36% overall satisfied, 08% neither satisfied nor were dissatisfied and only 08% dissatisfied with their leave policies. Table 5 also reveals that 52% respondents of compliant garment were strongly satisfied and 46% over all satisfied and only 02% were neither satisfied nor dissatisfied with work place environment. Of the

respondents 52% compliant garment strongly satisfied, 34% over all satisfied, 08% neither satisfied nor dissatisfied, and 06% were dissatisfied with owner behavior.

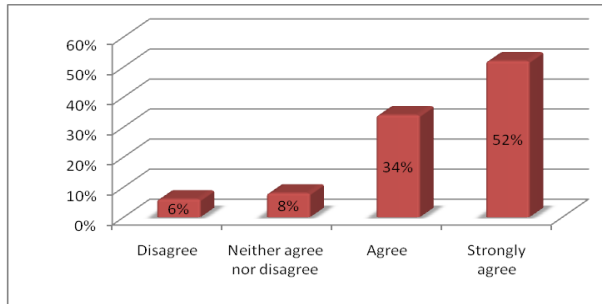


Figure 2 Distribution of the respondents by satisfaction of medical facilities.

Figure 2 showed that 52% respondents were strongly satisfied, 34% over all satisfied, only 08% neither satisfied nor dissatisfied and 06% were dissatisfied with Health care service.

Discussion

Study showed that 50%, 28% and 22% of the respondents belongs to age of 20-24 years, 25-29 years and 30-35 years respectively with mean age 25.74 ± 4.159 years. Among them 90% were female and 10% male. Of the respondent 50% were married, 24% unmarried, 24% divorced and 2% was widow of compliant garment. Study reveals that 40% of the compliant garment participants were up to secondary education, 30% primary, 28% higher secondary only 02% were Bachelor Degree. Among them 88% was Muslim, 04% Hindu, 04% Buddhist, 04% were Christian of compliant garment respondents. These findings were similar to the study carried out by Goel et.al.editors.^{11, 18} Of them monthly salary of compliant garment respondents 44% had between 4500 to 2500 taka, 44% had 5501 to 6500 taka, 02% had 6501 to 7500 taka this findings were supported to the findings of Md Kamrul Islam and Dilara

Zahid.¹⁷ Among them 62% of the respondent strongly agree with their current responsibility and 38% agree with their current responsibility. Study showed that 60% respondents of compliant garment were strongly satisfied and 34% were over all satisfied, 04% were neither satisfied nor dissatisfied and 02% were dissatisfied with their current facilities. Study showed that 100% of the respondents of compliant garment having working hour 08 hour/day and 38% working overtime. This study supported to the findings of Johri P and Mehrotra S.¹⁷ Study showed that 58% respondents of compliant garment were strongly satisfied and 42% were over all satisfied with inter departmental helping attitude. Among them 54% respondents of compliant garment were strongly satisfied and 46% were over all satisfied about security in working place these findings were supported to the findings of Malaysia.⁷ 48% respondents of compliant garment were strongly satisfied and 36% over all satisfied, 08% neither satisfied nor dissatisfied and only 08% were dissatisfied with their leave policies this findings were dissimilar to the findings of Md Kamrul Islam and Dilara Zahid.¹⁷ Among them 52% respondents of compliant garment were strongly satisfied and 46% were over all satisfied and only 02% were neither satisfied nor dissatisfied with work place environment. These findings supported to the study carried out by Tandon N et. al. editors and Torp S et. al. editors.^{12, 5} satisfied, 08% were neither satisfied nor dissatisfied, and 06% were dissatisfied with owner behavior there is no similar or dissimilar findings of the literature review. 52% respondents of compliant garment were strongly satisfied and 34% over all satisfied, only 04% neither satisfied nor dissatisfied and 06% were dissatisfied with Health care service there is no similar findings such literature review this study findings were supported to the study conducted by Torp S et. al. editors in the year of 2005 and 2006.^{4,5,18}

Conclusion

Study conclude that young aged, female, married, unskilled workers are most interest in garments industry and they satisfied in different areas including current position, promotion, facilities, security, leave policies, industrial environment and health care service in working place, also no single worker responses strongly dissatisfied with all service, workplace environment related factors and owner behavior of compliant garments.

Disclosure

All the authors declared no competing interest. This research work was a research initiative of Training & Research Institute of Medicine, Acupressure and Nutrition (TRIMAN) and contributed by a young research group.

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