



Level of Job Satisfaction among Female Garment Workers of Bangladesh

Authors

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Abstract

Garments sector is the leading employment generator and single biggest export earner for Bangladesh. This sector drives our domestic growth and enhances goodwill to international community. This study aims at exploring the level of job satisfaction among female garments workers, identifying workplace and other factors influencing job satisfaction. This cross-sectional study was conducted among 307 female workers who working in a selected garment factory of Bangladesh, located in Bokran, Monipur, Gazipur. Data were collected through face to face interview using a semi-structured questionnaire consisting socio-demographic and personal information and short form of Minnesota job satisfaction questionnaire. For descriptive statistics –frequency, percentage, mean, median, standard deviation (SD) was used. Chi square, ANOVA, Independent t test, Pearson's correlation test, Logistic regression were performed to observed the relationship between level of job satisfaction and socio-demographic variables. Among the 307 respondents, 27% (83) had high degree of satisfaction (score= >75) and 73% (224) had average level of satisfaction (score 26-74). General, intrinsic and extrinsic satisfaction of respondent have a significant linear relationship. The garments industry is considered as an emerging sector in Bangladesh and all stakeholders should pay their kind concentration for the satisfaction of readymade garments workers.

Keywords:Level of Job Satisfaction, Female Garment Workers, Bangladesh.

Introduction

Garments sector is the leading employment generator and single biggest export earner for Bangladesh¹⁻⁴. This sector drives our domestic growth and enhances goodwill to international community^{2,4}. According to BGMEA (2018-2019) there are about 4,621 garments and this sector provides direct employment to about 4 million people and indirectly provides employment to several times more people⁵⁻⁸. It creates largest employment opportunities for women in the industrial sector where more than two third (3.20 million) of the production workers are women^{7,8}. The reasons behind the rise of the sector are cheap

labor cost of production and skilled people with low pay⁶. The female workers suffer more from lack of respect⁴, trust⁴, security⁵, healthy environment⁴, good career path⁶ and pay and benefits⁴. Keeping workers' happy helps strengthen a company in many ways including lower turnover³, higher productivity⁵, increased profits⁷, brighter brand image⁵, customer's loyalty⁴ and sustainable impact⁷ on the macroeconomic parameters of the country. A matter of great surprise that garments sector's contribution to the economy is highest followed by remittance^{9,10}, but government and non-government institutions are not conscious enough of minimum rights of the female workers for whom we have

been able to occupy position in the global market¹⁰. Therefore, some self-seeking owners of garment industry are there who have tendency to provide low wage and force to work hard to broaden their profit margin¹⁰. Their work environment is not supportive for their work¹¹. They are burdened with a huge number of problems, but they don't get scopes to express their opinion to the higher authority due to stress, fear, lack of knowledge etc¹². The private sector organizations of our country are crippled by strike, bribe, slowdowns, non-cooperation, lock-out etc¹³. Only by the help of job satisfaction it is possible to overcome many problems¹²⁻¹⁴. The knowledge of job satisfaction is very much important to understand their problems at the workplace¹⁵. This study aims at exploring the level of job satisfaction among female garments workers, identifying workplace and other factors influencing job satisfaction. The findings of the study would have some applied values and would give new avenues of knowledge about job satisfaction among garment workers.

Materials and Methodology

This cross-sectional study was conducted among 307 female workers who working in a selected garment factory of Bangladesh, located in Bokran, Monipur, Gazipur. Their age was in between 20-60 years and had minimum 2 years of working experience in garments industry. This factory was a knitting industry and doing their business more than 12 years. It had knitting, dying, washing, cutting, sewing, quality control, finishing, packing, storing and shipment section. Data were collected through face to face interview using a semi-structured questionnaire consisting socio-demographic and personal information and short form of Minnesota job satisfaction questionnaire¹⁶. Percentile score was used, a percentile score of 75 or higher is ordinarily taken to represent a high degree of satisfaction; a percentile score of 25 or lower would represent a low level of satisfaction and scores in middle ranges of percentiles (26-74) would indicate average satisfaction. For descriptive statistics –frequency, percentage, mean, median, standard deviation (SD)

was used. Chi square, ANOVA, Independent t test, Pearson's correlation test, Logistic regression were performed to observed the relationship between level of job satisfaction and socio-demographic variables.

Results

Among the 307 respondents, 27% (83) had high degree of satisfaction (score= >75) and 73% (224) had average level of satisfaction (score 26-74). General, intrinsic and extrinsic satisfaction of respondent have a significant linear relationship. Among 307 participants about 246 (80.1%) were satisfied in case of activity of respondent. In case of independence of respondent 160 (52.1%) were satisfied. About 83 (27.0%) were satisfied in case of variety of respondent, 230 (74.9%) were satisfied and only 1 (.3%) were very satisfied in case of social status of respondent. Details has been enlisted in Table 01. The direction of general and extrinsic satisfaction of respondent relationship are positive ($r= 0.671$, $p= 0.00$), ($r= 0.956$, $r= 0.00$), ($r=0.839$, $p=0.00$). The magnitude or strength of the association is approximately highly strong. Details are in Table 02. Among (31-36) age group, 10.4% had high degree of satisfaction and 18.9% had average satisfaction. In case of religious view about 25.7% Muslim had high degree of satisfaction and 69.4% had average satisfaction. About 1.3% Hindu had high degree of satisfaction and 3.6% had average satisfaction. About 22.5% married women had high degree of satisfaction and 61.2% had average satisfaction. About 4.6% single women had high degree of satisfaction and 11.7% had average satisfaction. About 12.1% with never go to school had high degree of satisfaction and 30.9% had average satisfaction. About 10.4% with primary educated respondent had high degree of satisfaction and 34.9% had average satisfaction. About 12.7% participant with family income of 13000 to 17999 Taka had high degree of satisfaction and 35.2% had average satisfaction (Table 03).

Table 01: Level of job satisfaction of respondents

Characteristics	Level of satisfaction				MSQ score (Mean±SD)
	Dissatisfied	Neither	Satisfied	Very Satisfied	
Activity	40(13.0)	21(6.8)	246(80.1)	0	3.67±.695
Independence	47(15.3)	100(32.6)	160(52.1)	0	3.37±.735
Variety	75(24.4)	149(48.5)	83(27.0)	0	3.03±.708
Social status	2(7)	74(24.1)	230(74.9)	1(.3)	3.75±.456
Supervision human relation	1(.3)	88(28.7)	218(71.0)	0	3.71±.463
Supervision technical	1(.3)	98(31.9)	208(67.8)	0	3.67±.467
Moral values	0	4(1.3)	301(98.0)	2(7)	3.99±.140
Security	0	11(33.6)	261(85.0)	35(11.4)	4.08±.38
Social service	67(21.8)	160(52.1)	80(26.1)	0	3.04±.692
Authority	5(1.6)	34(11.1)	259(84.4)	9(2.9)	3.89±.439
Ability utilization	67(21.8)	160(52.1)	80(26.1)	0	3.04±.692
Company policies	3(1.0)	87(28.3)	215(70.0)	29(7)	3.70±.492
Compensation	29(9.4)	116(37.8)	162(52.8)	0	3.43±.660
Advancement	14(4.6)	99(32.2)	194(63.2)	0	3.59±.579
Responsibility	4(1.3)	109(35.5)	194(63.2)	0	3.62±.513
Creativity	11(3.6)	119(38.8)	117(57.7)	0	3.54±.567
Working condition	4(1.3)	114(37.1)	187(60.9)	2(7)	3.61±.527
Coworkers	0	4(1.3)	175(57.0)	128(41.7)	4.40±.517
Recognition	0	18(5.9)	254(82.7)	35(11.4)	4.06±.412
Achievement	8(2.6)	72(23.5)	204(66.4)	23(7.5)	3.79±.608

* Percentages in parentheses

MSQ= Minnesota satisfaction questionnaire

Table 02: Correlation between Intrinsic, Extrinsic and General satisfaction of respondents

	Intrinsic satisfaction of respondent	Extrinsic satisfaction of respondent	General satisfaction of respondent
Intrinsic satisfaction of respondent	1	.671**	.956**
Extrinsic satisfaction of respondent	.671**	1	.839**
General satisfaction of respondent	.956**	.839**	1

Table 03: Relationship between socio demographic characteristics with the level of satisfaction

Socio demographic characteristics	Level of satisfaction *			p Value	
	Average satisfaction	High degree of satisfaction	Total		
Age group	<25	74(24.1)	27(8.8)	101(32.9)	0.089
	25-30	55(17.9)	17(5.5)	72(23.5)	
	31-36	58(18.9)	32(10.4)	90(29.3)	
	>36	37(12.1)	7(2.3)	44(14.3)	
Religion	Muslim	213(69.4)	79(25.7%)	292(95.1)	0.974
	Hindu	11(3.6)	4(1.3)	15(4.9)	
Marital status	Married	188(61.2)	69(22.5)	257(83.7)	0.867
	Single	36(11.7)	14(4.6)	50(16.3)	
Educational status	Never went to school	95(30.9)	37(12.1)	132(43.0)	0.152
	Primary	107(34.9)	32(10.4)	139(45.3)	
	Secondary	22(7.2)	14(4.6)	36(11.7)	
Family income monthly	<13000	30(9.8)	6(2.0)	36(11.7)	0.205
	13000-17999	108(35.2)	39(12.7)	147(47.9)	
	18000-22999	60(19.5)	22(7.2)	82(26.7)	
Family size	=>23000	26(8.5)	16(5.2)	42(13.7)	0.816
	≤ 3	67(21.8)	27(8.8)	94(30.6)	
	4-6	149(48.5)	54(17.6)	203(66.1)	
Earning family member	=>7	8(2.6)	2(.7)	10(3.3)	0.641
	1	5(1.6)	2(.7)	7(2.3)	
	2	166(54.1)	57(18.6)	223(72.6)	
	3	51(16.6)	22(7.2)	73(23.8)	
	4	2(.7)	2(.7)	4(1.3)	

Discussions

According to a study which was conducting in Malaysia among school and college graduates to measure their level of job satisfaction, in case of activity, 61.1% were satisfied and 15.8% very dissatisfied, in case of independence, 61.1% were satisfied and 8.4% very dissatisfied, in case of variety, 52.6% were satisfied and 6.3% are dissatisfied. The study found that 48.4% were satisfied and 13.7% were dissatisfied in case of social status. 51.6% were satisfied in case of supervision human relation of respondent. 53.7% were satisfied in case of supervision technical of respondent. In case of moral values of respondent, 53.7% were satisfied and 10.5% were very dissatisfied. The study shows that 64.2% were satisfied and 54.7% were very satisfied in case of security of respondent, 54.7% were satisfied in case of social service of respondent. 84.4% were satisfied and 2.9% were very satisfied in case of authority of respondent. In case of company policies of respondent 51.6% were satisfied in case of ability utilization of respondent. 49.5% were very satisfied in case of company policies. The study found .8% were satisfied in case of compensation of respondent. 63.2% were satisfied in case of advancement of respondent and in case of responsibility of respondent. 7.7% were satisfied in case of creativity of respondent. 60.9% were satisfied and 7% were very satisfied in case of working condition of respondent. In case of coworkers of respondent 57.0% were satisfied and 7.5% were very satisfied. 82.7% were satisfied and 11.4% were very satisfied in case of Recognition of respondent. 66.4% were satisfied and 50.5% were very satisfied in case of achievement of respondent¹⁷. In another study in Bangladesh conduction among working mother of garments sector revealed that about 9.68 % had satisfied and 38.71% had not satisfied¹⁶. Another study conducting in Savar, Bangladesh among garments worker to measure their level of job satisfaction found that about 44.6% were satisfied and 6.9% were very satisfied¹⁵. Another study conducting in Meerut city among power loom workers 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 facilities¹⁸. Another study in India 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 place¹⁹.

Conclusions

The garments industry is considered as an emerging sector in Bangladesh and all stakeholders should pay their kind concentration for the satisfaction of garments workers which will help to increase the rate of productivity as well.

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Declarations

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Conflict of Interest: No competing interests relevant to this study to disclose for all authors. Full forms submitted and on file for all authors.

Ethical Approval: The objectives and importance of the research were explained to all participants prior to recruitment. Participation in the study was voluntary. The confidentiality of the participants was maintained, and written informed consent as well as ascent were obtained from all participants. The study was approved by the Institutional Review Board (IRB) of the National Institute of Preventive and Social Medicine (NIPSOM) and obtained an ethical clearance waiver from same source. The Code of approval was: NIPSOM/IRB/2019/162.

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