Determinants of Job Satisfaction of Garment Employees:
A Study on AKH Group

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ABSTRACT
Job satisfaction refers to a feeling person of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self- contentment but the satisfaction on the job. Four hundred female workers between eighteen and thirty six years of age, irrespective of marital and religious status, employed in AKH garment factories situated in Dhaka City area where there is randomly chosen for the present study. Out of four hundred respondents, One hundred eighty seven is married, the two hundred and four is unmarried and nine is in divorcee. This paper focuses on the job satisfaction of the employees of the RMG sector in Bangladesh. The article reviews the literature on working condition in Bangladesh RMG industry and failure of its existing labor laws.

Keywords: Introduction, Objectives of the Study, Hypothesis of the study, Analyze the data and Methodology, Literature Review, Results and Discussion

Introduction
Job satisfaction also implies those qualities which make a person develop to work. It is quality to self-pleasure and pleasure to the institution he works for. It also means the disliking or dissatisfaction of the workers to the job. The workers need a safe, sound and friendly atmosphere. If they find themselves absent, they feel uncomfortable to do the duty, they are appointed to do. A good amount of salary also helps them to work satisfactorily. If it is absent there they don't show much interest to the works. Job satisfaction is defined as: The pleasurable emotional state resulting from the appraisal of one's jobs as adhering of facilities the assessment of one's job values. In contrast to the job dissatisfaction: The unpleased, unable emotional state resulting from the appraisal of one's job as frustrating or blocking the attainment of one's job values. Whatever, the purpose of job, one thing is important to archive it and it is pleasure to do the job. Some People think that the ultimate outputs of a work come from a united effort of workers and the management authority to ensure job satisfaction, a long term plan and prolonged work frame must be drawn up by the authority. A good and standard pay to the workers must be ensured. They need to be satisfied by the company both by emotionally and economically. They need to be motored to work persuasive work should be given to them. So the researcher thinks that it is important and interesting if he chooses job satisfaction topic and makes research and comes out with conclusions about it.

II. Objective of the Present Study

a. To justify the job satisfaction of the employees working area.
b. To identify the satisfaction level of employees welfare measures and job security.
c. To know the factors contributing for job satisfaction, nature of job, working environment, job security.
d. To suggest factor for improving the satisfaction level of the employees.

III. Hypothesis of the study

In order to know the satisfaction level of the worker regarding the services provided by the RMG sector of Bangladesh, the following hypotheses are formulated.

H-0 : The employees of RMG sector are satisfied with the sex, against

H-1 : The employees of RMG sector are not satisfied with the sex.

H-0 : The employees of RMG sector are satisfied with the marital status, against

H-1 : The employees of RMG sector are not satisfied with the marital status.

H-0 : The employees of RMG sector are satisfied with the education qualification, against

H-1 : The employees of RMG sector are not satisfied with the education qualification.

H-0 : The employees of RMG sector are satisfied with the present salary , against

H-1 : The employees of RMG sector are not satisfied with the present salary.

H-0 : The employees of RMG sector are satisfied with the expected salary , against

H-1 : The employees of RMG sector are not satisfied with the expected salary.

H-0 : The employees of RMG sector are satisfied with the environment of present residence, against

H-1 : The employees of RMG sector are not satisfied with the environment of present residence.

H-0 : The employees of RMG sector are satisfied with the behavior of immediate boss, against

H-1 : The employees of RMG sector are not satisfied with the behavior of immediate boss.

H-0 : The employees of RMG sector are satisfied with the cause of working, against

H-1 : The employees of RMG sector are not satisfied with the cause of working.

At $\alpha=0.05$ level of significance, the above hypothesis was tested.

Here H_0 will be rejected, if P. Value is less than significance level I; e.0.05, otherwise H_0 accepted at 5% level of significance.

IV. Data source and methodology of the study

Methodology can properly refer to the theoretical analysis of the methods appropriate to a field of study or to the body of methods and principles particular to a branch of knowledge. In this sense, one may speak of objections to the methodology of a geographic survey (that is, objections dealing with the appropriateness of the methods used) or of the methodology of modern cognitive psychology (that is, the principles and practices that underline research in the field). In recent years, however, methodology has been increasingly used as a pretentious substitute for method in scientific and technical contexts, as in the RMG factory has not yet decided on a methodology for restoring the beaches. People may have taken to this practice by influence of the adjective methodological to mean "pertaining to methods." Methodological may have acquired this meaning because people have already been using the more ordinary adjective methodical to mean "orderly, systematic." But the misuse of methodology obscures an important conceptual distinction between the tools of scientific investigation (properly methods) and the principles that determine how such tools are deployed and interpreted.

Four hundred workers between eighteen and thirty six years of age, irrespective of marital and religious status, employed in AKH garment factories situated in Dhaka City area were randomly chosen for the present study. Out of four hundred respondents, one hundred eighty seven were married, the two hundred four are unmarried and nine are in divorcee.

a. A structured questionnaire is employed to collect all necessary primary data. The respondents are personally questioned and the questionnaires are filled in by the interviewer based on the responses of the respondents.

b. Exploratory research is conducted to industry different dimension job satisfaction level through a structured questionnaire. Hypothesis is formulated based on core variables and conclusive research is applied to prove the hypothesis. Using the judgmental sampling technique. Initially this research is designed on the basis of primary data collection tools. While reviewing the literature and background history of the RMG growth, it is found that the key focus group (the garments workers themselves) is grossly illiterate and limited knowledge on human rights, working conditions and labor standards. On the other hand, most of the garment factories owners maintain good links with political parties maintain a regimented environment in the factory through an alliance between the police force and their own security personal. As a result of researchers is prevented from visiting the factory. For this reason, they have tried to contract the worker personally for collecting data. They also collect information through literature review, case studies in other countries, journals, research articles, thesis papers, newspapers, online news and survey reports, garments manufacturing industries annual reports, BGMEA yearly report and files.

c. They use bivariate analysis, percentage distribution, logistic regression analysis mean and standard deviation analysis with SPSS.

V. Literature Review

(Dr. Nazrul Islam1 Abu Sayef Md. Muntaquimul Bari Chowdhuri: 2014) This study identified socio-economic factors such as, housing, water and sanitation facilities, medical facilities and first aid treatment, wage and productivity, social status, adaptation of cultural values and norms, attachment with labor unions, ownership arrangement and leave with pay and overtime are significantly related to the socio-economic status of the garment workers of Bangladesh. If these factors are improved, the socio-economic status of the workers will be improved in Bangladesh. (Uddin:2008) finds the socio-economic factors of garment workers like wages, working hours, working right and fringe benefits. In another study, (Khan et al.: 2010) identified that standard of living and the deposit in bank is the important factors related to the social status of the garment workers. (Nahar, Ali and Begum: 2010) finds the factors such as, health care and disease, hygiene, and working hours that are important factors for the development of socio-economic status of the workers. (Kumar :2006) focuses; Garments workers are concerned with long working hours or double consecutive shifts, personally unsafe work environment, poor working conditions, wage and gender discrimination. Indeed, employers treat the RMG workers as slaves, exploiting workers to increase their profit margins and keep their industry competitive in the face of increasing international competition. (Nancy and Katherine: 2002) identify that health care and disease, education, attachment with labor union are important for the workers while, (Islam and Zahid: 2012) find that social status, overtime, savings/deposits, working hours, working rights and fringe benefits are the important factors for the women garment workers. (Kibria: 2009) identifies wages is the main factor for the workers. (Zachary et al.: 2003) find that the factors such as, health care and disease, transportation, housing, accommodation, and income distribution are the

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important factors for the women garment workers in Bangladesh. Subsequent to the study of Herzber *et al,* a considerable number of empirical studies designed to test the validity of this theory (also known as "The Two-Factor Theory") were published, and a heated controversy has developed between supporters and critics of this theory. (Chaudhury :1977) His study is an attempt to examine, among other things, the state of job satisfaction among the non-agricultural working women of Bangladesh and to find out the reasons for dissatisfaction in their jobs. In his study, the overall job satisfaction of a working woman was determined in terms of the following: (i) whether she is happy with her present working conditions (level of wages/salaries, job security, the job itself, promotion, office environment, etc.) and does she feel that men get better treatment in terms of salary and promotion than women at her place of work?
The respondents were taken for this study from different occupational groups of Dhaka City. The study estimated that 71% of the respondents were happy with their current jobs and the reasons for job dissatisfaction were low pay, low job security, the job itself, low chances of promotion, unhealthy office environment, and others. (Alam :1986) conducts a research on the job satisfaction of female workers in different garment factories in Dhaka City in 1983. He measures the level of overall satisfaction and analyzed the nature of facet satisfaction of 200 female workers. He concludes the following: A minor percentage of female workers in different garment factories are satisfied with their jobs. There is a positive relationship between their level of job satisfaction and the level of wages/salaries. Economic importance of the present job is the most important factor, whereas, absence of better/similar job opportunities is the second most important factor contributing to job satisfaction. Low job security is the most important factor, whereas, low level of wages/salaries is the second most important factor contributing to dissatisfaction with jobs. The study finds that in 2005, 28% of the female workers of different garments factories located in Dhaka City are more or less satisfied with their present jobs, the overall degree of satisfaction being 60% to 95%, while nobody is 100% satisfied (in reality 100% satisfaction level is not generally attainable). In 1983, 23% female workers were satisfied. Thus, we find that over the last Job Satisfaction of Female Workers in Different Garments Factories in Dhaka City. 22 years, overall job satisfaction status of female workers of different garments factories do not change significantly, despite the fact that by the year 2005, most of the garments factories start to follow formal and professional management practices and need to comply with a number of rules and regulations regarding workers' health and hygiene and other basic rights. However, in 2005, 52% female workers are neither satisfied nor dissatisfied with their present jobs, and 20% female workers are dissatisfied with their present jobs. In 1983, these percentages are 26% and 51%, respectively. These findings imply that over the last 22 years, the percentage of female workers dissatisfied with their jobs in different garments factories have decreased significantly. Now, about half of the female workers are neither satisfied nor dissatisfied with their present jobs. Thus they can conclude that over the last 22 years, the overall job satisfaction level of female workers in different garments factories have improved. (Ahamed F.:2011) Alternatively, good management has the potential for creating high morale, high productivity, and a sense of purpose and meaning for the organization and its employees A good manager always take care of his employees, evaluate their performance, provide benefits and rewards, and ensures a safe work environment. (Ahamed, F. :2014) Standard working conditions, better wages, minimum working hours, incentives and respect for equality can change into better and more satisfied workers and a lower turnover of staff. In the RMG sector workers constantly feel that that they have been largely deprived of the rights and benefits in the existing labor laws, especially the rights and benefits related to issue of appointment letters, job security, provident fund, gratuity and working hours.

VI. Result and Discussion

Percentage Distribution of Respondents job satisfaction
Table no. 1

Variable(s):

      Dependent   : Job satisfaction of worker.
      Independent   : Sex of the respondent, marital status, Educational qualification, Salary,
                                 Expected salary, Environment of present residence, Behavior of
                                   Immediate boss, Causes of working in garment factory.

Percentage Distribution of Respondents job satisfaction

Background Characteristic	Percentage of Respondents Job Satisfaction	
	Not Satisfied	Satisfied
Sex of the respondent Male Female	 17.4(15) 10.2(32)	 82.6(71) 89.8(282)
Marital Status of the respondent Unmarried Married Divorced	 15.2(31) 8.6(16) 00.0(0)	 84.8(173) 91.4(171) 100(9)
Education Qualification of the respondent Literate Under S.S.C S.S.C	 00.0(0) 4.9(7) 35.7(35)	 100(153) 95.1(136) 64.3(63)
Salary of the respondent Below 6000 6001-10000	 00.0(0) 15.2(47)	 100.0(63) 84.8(285)
Expected salary of the Respondent Lowest through 10000 10001-12000 Highest Through 12001	 4.2(12) 16.5(14) 75.0(21)	 95.8(275) 83.5(71) 25.0(7)
Environment of Present Residence Healthy Unhealthy Wetted As usual	 0.0(0) 25.2(29) 10.3(3) 8.0(15)	 100.0(68) 74.8(86) 89.7(26) 92.0(173)
Behavior Immediate Boss Good Bad As usual	 5.8(9) 00.0(0) 15.7(38)	 94.2(147) 100.0(2) 84.3(204)
Causes of Working in the garment factory Insolvency Problem Unemployment Problem Divorced	 6.0(18) 44.1(26) 7.7(3)	 94.0(284) 55.9(33) 92.3(36)

Description of Table no. 1
In the factor "Sex of Respondents" they see that among male respondents 82.6(71) % are satisfied and 17.4(15) % are not satisfied. On the other hand among male respondents 89.8(282) % are satisfied and 10.2(32) % are not satisfied) respectively.

In the factor "Marital Status of Respondents" they see that among unmarried respondents 84.8(173) % are satisfied and 15.2(31)% are not satisfied, The married respondents 91.4(177) % are satisfied and 8.6(16)% are not satisfied. And among divorced respondents they observe that 100(9) % are satisfied.

In the factor "Education Qualification of Respondents" they see that among under SSC respondents 95.1(136) % are satisfied and 4.9(7) % are not satisfied, the SSC pass respondents 64.3(63) % are satisfied and 35.7(35) % are not satisfied. And among literate respondents they observe that 100(153) % are satisfied.

In the factor "Salary of Respondents" they see that among below 6000 respondents 100(63) % are satisfied. On the other hand among 6001-10000 respondents 84.8(285) % are satisfied and 15.2(47) % are not satisfied respectively.

In the factor "Expected Salary of Respondents" they see that among lowest through 10000 respondents 95.8(275) % are satisfied and 4.2(12)% are not satisfied, the 10001-12000 respondents 83.5(71)% are satisfied and 16.5(14)% are not satisfied. And among highest through 12001 respondents they observe that 25.0(7) % are satisfied and 75.0(21)% are not satisfied respectively.

In the factor "Environment of Present Residences of Respondents" they see that among healthy respondents 74.8(86)% are satisfied and 25.2(29)% are not satisfied, the wetted respondents 89.7(26)% are satisfied and 10.3(3)% are not satisfied. And among as-usual respondents we observe that 92.0(173) % are satisfied and 8.0(15) % are not satisfied. On the other hand unhealthy respondents they observe that 100(68) % are satisfied.

In the factor "Behavior of Immediate Boss of Respondents" they see that among bad respondents 100(2) % are satisfied, the good respondents 94.2(147)% are satisfied and 5.8(9)% are not satisfied. And among as-usual respondents they observe that 84.3(204)% are satisfied and 15.7(38)% are not satisfied respectively.

In the factor "Causes of Work of Respondents" they see that among insolvency of family respondents 94.0(284)% are satisfied and 6.0(18)% are not satisfied, the unemployment problem respondents 55.9(33)% are satisfied and 44.1(26)% are not satisfied. And among divorced respondents they observe that 92.3(36)% are satisfied and 7.7(3)% are not satisfied respectively.

Variable(s):
        Dependent   : Job satisfaction of worker.
        Independent   : Sex of the respondent, marital status, educational qualification, salary,
                                expected salary, Environment of present residence, behavior of
                                    immediate boss, Causes of working in garment factory.

Table no. 2
Summarized result of the hypothesis 1-8

Dependent variable	Independent variable	P. Value	Significance level	Implication
Job satisfaction of garment worker	Sex of the respondent	0.064	10%	Satisfied
	Marital status	0.068	10%	Satisfied
	Educational qualification	0.000	Highly significance	Dissatisfied
	Salary	0.040	1%	Dissatisfied
	Expected salary	0.000	Highly significance	Dissatisfied
	Environment of present residence	0.000	Highly significance	Dissatisfied
	Behavior of immediate boss	0.010	1%	Dissatisfied
	Causes of working in garment factory.	0.000	Highly significance	Dissatisfied

VII. Result of hypothesis

The result of the hypothesis 3, 4, 5, 6, 7 and 8 showed that in some of the cases , the P. value are less than the significance level I,e. 0.05. As a result, H-o is rejected and H1 is accepted, which means that the employees of the RMG sector of AKH group are dissatisfied in those cases of services. However, in some cases P value are greater than the significance level that means H_0 is accepted and H_1 is rejected, which indicates that in those cases the employees of the RMG sector of AKH group are satisfied with the services provided by the owners of the RMG sector.

VIII. Conclusion

The major contribution of the study is the establishment of the fact that employees are by and large, job involved and job satisfaction but just above the medium level only. Hence it would be more appropriate to say that the employees are not less job involved and employees are not fewer jobs satisfied them to say that they are highly job satisfied. This may be only being a statistic to depend against the allegation that the employee in management age lacks in commitment and dedication their profession. This sample statistic cannot become a matter to complement the chamber of job satisfaction failing still low cannot be overwhelmed for reasons beyond the control of any one. In this study the author observes that most of the male and female respondents are satisfied because they are less educated and they have come of large, needy and insolvent family. Also they live very remote area from thane and district Sadar where is no suitable work facilities besides this labor cost is dog cheap which is not sufficient to maintain their livelihood. AKH is committed to venture out into the changing and challenging global market as a leading enterprise in the world apparel industry by satisfying its valued customers. AKH group maintains the wage rate. Here have no trade associations, though the working environment is as usual but the condition of present residence of the maximum worker is not healthy and they have no high ambitions.

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