



# WORK SATISFACTION AMONG MIGRANT LABOURS IN KERALA

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## Abstract

Human resource is considered to be the most valuable asset in all the sectors of the economy, whether it is organised or not. Work satisfaction describes the feeling, attitudes or preferences of individuals regarding work culture and environment. A worker who expresses satisfaction is said to have a positive attitude towards the work, unlike a dis-satisfied worker who has a negative attitude towards the work. The researcher studied the level of satisfaction of migrant labours on various aspects. Most of the respondents were highly satisfied with aspects like normal working hours, regularity in payments, overtime wages offered, safety measures, working conditions, employer employee relationship, bonus provided, relationship with local residents, satisfaction earned from job. The present study is limited at kattappana municipality of Idukki district of Kerala, India.

**Key Words:** safety measures, working conditions, employer- employee relationship, attitude of police and local residents.

## Introduction

Armstrong defines job satisfaction as the attitudes and feelings people have about their work. Positive and favourable attitude towards the work indicate work satisfaction, negative and unfavourable attitude indicate dissatisfaction. Work satisfaction is the favourableness or UN favourableness with which the employee views his work. It expresses the amount of agreement between one's expectation of work and the rewards that the work provides. Work satisfaction is a part of life satisfaction. It is the result of various attitudes possessed by an employee. In a narrow sense these attitudes are related to the job under condition with such specific factors such as wages. Supervisors of employment, conditions of work, social relation on the job, prompt settlement of grievances and fair treatment by the employer. There are a variety of factors that can influence a person's level of work satisfaction; some of these factors include the level of pay and benefits, the quality of working conditions, leadership and social relationship and the job itself.

## Statement of Problem

Recently, most of the labours who work in Kerala are from the neighbouring states of Kerala viz., Tamilnadu, Karnataka, Andhra Pradesh etc. they may have their own reasons to choose Kerala as their work place. The study is essentially in the aria of human resource management. However, it attempts to answer issues relating to the social status of the outside workers of Kerala and the prevalence of work satisfaction that evolves in a social context, hence the study is interdisciplinary in nature. The present study also examines the socio-economic problems, cultural issues, societal relationship and attitude of the government.

## Relevance of study

In spite of their vital role in the economic growth of the state, especially the secondary sector, these labourers are put to work in unhealthy working conditions. Often, they are made to work for more than the stipulated time, not paid for the overtime work, not provided with safe work environment. These labourers and their families face health issues due hazardous work and improper medical care. Such labourers are employed as temporary workers with no other benefits and discriminated during the routine work and at the time of payment of wages. The alarming fact is that majority of them are not there in any of the official records of the city. They prefer to stay in the state itself as work opportunities are more as compared to their native places. There is a dire need to preserve the interests of these unskilled labour migrants to protect the social and economic well-being of the state as a whole. All these make the study relevant.

## Scope of the Study

The present paper focuses on the working environment, which is the core of employment relationship, faced by the migrant unskilled labourers who work in the unorganised sector of Kerala State. There are both economic and social imbalances among states in India and this leads to internal migration in general. High literacy rates, better education and lack of professional and skilled jobs had prompted Keralites to look for higher wages and skilled labour outside India. This trend then led to a decline in the availability of workforce in Kerala especially in unskilled jobs. Respondents were identified those who are migrated to Kerala. The study focusses on the appraisal of the concept and the scope of work satisfaction. The variables covered were clubbed under two heads.

The first one related to personal profile of the respondents and their socio-economic status. These include age, marital status, educational qualifications, status of family, monthly wage etc. The second set of variable includes satisfaction level, awareness level and attitude of migrant labours, safety measures, role of government and societal relationship.

## Objectives of the study

The main objectives of the study are as follows:

- To analyse the work satisfaction among migrant labours in remuneration, safety measures and working time.
- To study the socio-economic problem of migrant labours at kattappana municipality of Idukki district.
- To measure the attitude of migrant workers towards the local community and the role of government in the regulation of migrant labours.

## Hypothesis

The hypothesis formulated for the study are as follows:

**H<sub>0</sub>:** There is no significant difference between satisfaction and awareness of migrant labours. The satisfaction variables identified were normal working hours, rate of wages, overtime wages, safety measures, working condition etc. The awareness level identified were line of activity, reasonable remuneration, rules and regulations of the government, incentives, and weather conditions.

**H<sub>0</sub>:** Opinion regarding the level of attitude is not equal to the average. The variables identified were opinion in front of superior, discrimination by the employer, attitude of government and societal life.

## Research Methodology

The study is descriptive and analytical in nature and has adopted the following methodology.

## Sample Design

The study is conducted to analyse the work satisfaction among the migrant labours in Kerala especially in Kattappana municipality. Data were collected from the labours those who are migrated to Kerala. 50 beneficiaries were identified as the sampling size. Convenient sampling was used as sampling technique.

## Source of Data:

The data required for study were collected from both primary and secondary sources. Primary data is collected from the respondents those who are migrated to Kerala. The questionnaire elicited information relating to the profile of the respondents, their current status, family background, operational problems, level of awareness, evaluation of Government support and change in societal status. Secondary data for the study is collected from various publications, books, published research articles, journals and websites.

## Tools for Collection and Analysis

The tools used for collecting primary data were structured questionnaire for respondents who migrated to Kerala. All data collected were tabulated to facilitate interpretation. The hypotheses were tested using the tools like one sample t-test and Chi- Square. Analyses were undertaken to determine whether there was a significant difference in the variables identified.

## Review of Literature

This part aims to throw light on the prevailing studies undertaken in the areas of work satisfaction with a view to gain a theoretical understanding on the topic.

**Locke (1969)**<sup>1</sup> in his book named “What is job satisfaction?” He reported that the purpose of this research was to predict work satisfaction among pilots and pilot assistants coping skills. Two hundred pilots and assistants were randomly selected from Mehrabad airport. The results showed that coping skills can predict job satisfaction, in other words it can be said that only the somatization component, emotional inhibition of the coping skills could predict work satisfaction of pilots and assistants were satisfactory.

**Saari and Timothy (2004)**<sup>2</sup> in their work entitled “Employee attitudes and job satisfaction”, they reported that the field of industrial/organizational psychology has a long, rich, and, at times, controversial history related to the study and understanding the employee attitudes and job satisfaction. In particular, a better understanding of the role of emotion, as well as broader environmental impacts, is needed and has been largely overlooked in past research.

**Tella and Ayeni (2007)**<sup>3</sup> conducted an in-depth study on “Work motivation, job satisfaction and organizational commitment of library personnel in academic and research libraries in Oyo state, Niger” they reported that a well-managed organization sees employees as the source of quality and productivity. Two hundred library personnel were selected through a total enumeration sampling from five research and four academic libraries. The result indicates that both work satisfaction and commitment correlate with perception of work motivation by library workers. No significant difference exists in the perception of work motivation of professional and non-professional library personnel. Employees in academic libraries and research libraries have the same level of work satisfaction. Years of experience have no relationship with commitment.

**Saibou (2009)**<sup>4</sup> in the area of “Employee job satisfaction in public sector” he suggested that this study refers how to work characteristics, work environment, pay satisfaction, and advancement opportunities influence employee's job satisfaction. The study results showed that work clarity, effective communications with management, a participatory management approach, organizational support of career development, opportunities for advancement, and family-friendly policies are all significant variables affecting the work satisfaction of employees. This study also found gender differences in factors affecting employee's job satisfaction.

**Geeta and Pandey (2011)**<sup>5</sup> analysed “Job satisfaction in public sector and private sector” suggested that Public Sector versus Private Sector comparisons are a debate which seems to be a never-ending topic. This paper surveys both the sectors in most of the aspects of analysis. The present findings imply that work performance of individuals with high versus low work ambivalence may fluctuate such work performance is comparatively high when positive beliefs and affective experiences are salient and thus predominate at a certain point in time but their performance may be comparatively low at other times when negative beliefs and affective experiences are salient and predominate.

**Aziri (2011)**<sup>6</sup> showed “Job Satisfaction: A literature review” he reported that work satisfaction represents one of the most complex areas facing today's managers when it comes to managing their employees. Many studies have demonstrated an unusually large impact on the job satisfaction on the motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organizations. Unfortunately, in our region, work satisfaction has not still received the proper attention from neither scholars nor managers of various business organizations.

**Celik (2011)**<sup>7</sup> in his research article “A theoretical approach to the job satisfaction” he suggested that work satisfaction is on the top of the important targets for an establishment which is in the process of total quality. The

role of motivation about the productivity and the efficiency is a topic which has been studied and debated for years. Because, the company's success depends on employees' skills and willingness. With zero-error production of services, ensuring full customer satisfaction and employee in a relationship with their colleagues and work is the primary target of "job satisfaction.

**Yadav and Anil (2013)<sup>8</sup>** analysed "A study of labour welfare measures in the corporate sector" labour is an important element in any Industry. Labour Welfare measures are made by the employers to their labour to improve the standard of living, which effects the productivity advancement opportunities influence employee's job satisfaction. The study results showed that work clarity, effective communications with management, a participatory management approach, organizational support of career development, opportunities for advancement, and family-friendly policies are all significant variables affecting the work satisfaction of employees. This study also found gender differences in factors affecting employee's job satisfaction.

All the above study points out that human resource is considered to be the most valuable asset in any organization. It is the sum total of inherent abilities, aptitudes of the employed persons, who comprise executives, supervisors and employees. The employee's performance is to a large extent influenced by the motivational incentives and work satisfaction. The present study is an attempt to identify the satisfaction level in different factors, awareness level, government support and attitude of police department towards migrant labours. This make the study different from existing work.

## Results and Discussion

The present study the researcher focuses level of satisfaction of migrant labours on various aspects. Most of the respondents were highly satisfied with aspects like normal working hours, regularity in payments, overtime wages offered, safety measures, working conditions, employer employee relationship, bonus provided, relationship with local residents, satisfaction earned from job. Regarding the level of attitude, most of the respondents strongly agree with aspects like freedom to express their opinions, discrimination by the employer was a serious issue and safety in societal life were good. In the study related to the awareness level about line of activity, insurance policies, safety transaction of money, rules and regulations, regional languages, promotional activities, incentives available, festivals and whether conditions of migrant labours, all the respondents were fully aware about such facts.

## Hypothesis Tested

Hypothesis tested for the study are as follows:

**H<sub>0</sub>:** There is no significant difference between satisfaction and awareness of migrant labours. The satisfaction variables identified were normal working hours, rate of wages, overtime wages, safety measures, working condition etc... The awareness level identified were line of activity, reasonable remuneration, rules and regulations of the government, incentives, whether conditions.

### Chi-square Tests

Variables	Chi-square value	D.F	P-Value
Satisfaction and awareness	321.944	238	0.000

Since P-value is less than 0.01 I accept the null hypothesis. The null hypothesis is accepted at 1% significant level which means there is no significant association between satisfaction level and awareness level of migrant labours.

**H<sub>0</sub>:** Opinion regarding the level of attitude is not equal to the average. The variables identified were opinion in front of superior, discrimination by the employer, attitude of government and society life.

### One Sample t-Test

Variable	DF	Mean Value	SD	t-Value	P-Value
Attitude of migrant labours	49	2.216	0.624	25.093	0.000

Since P Value is less than 0.01, we accept null hypothesis at 1% level of significance hence concluded that the opinion regarding attitude of migrant labours is not equal to average. Based on the mean score of 2.216 opinion regarding attitude of migrant labours is above the average.

### Conclusion

The study was conducted to analyse the level of work satisfaction among migrant labours. It is found that majority of them are highly satisfied in the nature of job, safety measures, working conditions, societal life, weather conditions, attitude of the government, value and ritual system of the state. The uncontrollable inflow of unskilled migrant labours are adversely affecting the value system of the state. Kerala is not able to create enough jobs that are suitable for an increasingly larger number of young people with high levels of education.

Kerala offers the best wage rates in the country in the unorganised sector. Sustained job opportunities, comparatively peaceful social environment, relatively less discriminatory treatment of workers, presence of significant others, direct trains from native states, the ease with which the money they earn can be transferred home and the penetration of mobile phones cutting short the distance from homes influenced the migration to Kerala