

# A STUDY ON MAJOR TWO FACTORS WORKING ENVIRONMENT AND SATISFACTION OF WORKERS CHANGING THE BEHAVIOR OF EMPLOYEES FOR IMPROVING THE PRODUCTIVITY IN PANDEMIC SITUATION AT DHAKA IN BANGLADESH.

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## Abstract

I think in our country most of our people are doing some work in export-oriented factories. They do work hard. Most of the foreign remittance comes from readymade garments. It depends on manpower. If we want to raise our productivity, we need a good relationship between the employee and the employer. It is mandatory for our economy. We first select an area of collection. We selected factories and got permission from the owner and the significant authority. Then, we collected data from workers. We were given total freedom to give the correct data. We maintained confidentiality. Sometimes, we get hindered by the owner, they take this as a barrier to their work. Then input the data into the software.

We used IBM SPSS software to analyze the data. We analyze these data to raise our productivity. I think it will give a solution to minimize the gap between the employees and the employers.

KEYWORDS: Working Environment, Satisfaction

## INTRODUCTION:

Bangladesh is a place where many people work. Most of our workers live from hand to mouth. They work the whole day and get very nominal money to earn their livelihood. On the other hand, the owners of some organizations are unable to give them enough facilities from their end. So, sometimes, the owner and the workers become anti-parties from both sides. I intend to decrease the gap between the two parties. So, I have done a survey and got a result in some areas of why people have a gap in their goal of achieving goals. I have given my focus mainly on two points. Firstly, the worker's satisfaction with their work and secondly, their working environment. In the pandemic situation Bangladesh faced a lot of problems and also did more than that of other countries. So, we can take some data from here to get a good result for others. Our total economy depends on our export

garments and foreign remittance. Our economy, our development, everything depends on this manpower. So, we need a good relationship between employee and employer. Here, I have taken only two main things for my articles. Firstly, I have talked about their satisfaction with their work and secondly about their working environment. These two are the main factors to improve the relationship between owner and employee. We need a good relationship between these two parties. We need employee satisfaction and satisfaction with the working environment. We took the data at the time of covid-19 situation or pandemic situation. These types of situations we need to handle carefully and if we can do this, it will be easy for us to handle normal situations. In the context of Dhaka, Bangladesh, amid the challenges posed by the pandemic, a study delves into the intricate relationship between the working environment, worker satisfaction, and their profound influence on the behaviors of both employers and employees. Economic students engaging in this exploration aim to understand the nuanced dynamics shaping productivity. Elements such as the transition to remote work, adherence to health protocols, and concerns about job security emerge as crucial factors affecting the delicate balance between employers and employees. The study takes into account the cultural and economic subtleties of Dhaka, providing a unique perspective on how these factors collectively contribute to or hinder productivity during the unprecedented global health crisis.

So, I took these two major factors.

#### LITRATURE REVIWE:

We got news during the COVID-19 pandemic that greatly impacted employees and many other aspects of organizations. We have highlighted the major organizational issues during COVID-19 and classified the relevant research findings based on 45 recent articles. Main themes identified include (1) work setting, (2) perceptions of COVID-19, (3) employee wellbeing, (4) organizational strategies, and (5) influences on career behaviors. Employees have faced challenges due to work conditions that have shifted from traditional commuting to telework. Employees have also become aware of the negative current situation, so their overall well-being has been threatened. In response, organizations have strived to promote positive psychological capital for employees as they attempt to cope with this crisis. Organizations have tried to maintain and manage both their employees and their business. People tended to adjust their career-related behaviors based on how they perceived their Well-being and organizational strategies.

Schmitt, B. (1999) Brand experience is conceptualized as sensations, feelings, cognitions, and behavioral responses evoked by brand-related stimuli that are part of a brand's design and identity, packaging, communications, and environments. The authors distinguish several experience dimensions and construct a brand experience scale that includes four dimensions: sensory, affective, intellectual, and behavioral. In six studies, the authors show that the scale is reliable, valid, and distinct from other brand measures, including brand evaluations, brand involvement, brand attachment, customer delight, and brand personality. Moreover, brand experience affects consumer satisfaction and loyalty directly and indirectly through brand personality associations.

Simpson and Shetty (2001) did a vast study on India's textile industry. The purpose of the study is to analyze India's textile and apparel industry, its structural problems, market access barriers, and measurements taken by the government of India to enhance the industry's competitiveness in the post-Multi-fiber Agreement (MFA) era. The study also assesses India's textile and apparel market potential and trade and investment opportunities for U.S. firms as India steps into a freer and more transparent trade regime. For the study exploratory study is done in which in-depth interviews are done with various government officials in the Textile Export Promotion Council, Ministry of Textile, Cotton Council of India, Apparel Export Promotion Council (AEPC), Federation of Karnataka Chamber of Commerce and Industry, Handloom Export Promotion Council, Madras Chamber of Commerce and Industry, The South India Textile and Research Association, and almost all top executives of India's large textile mills. Verma (2001) in his article emphasized the impact on the Indian textile and clothing industry after quota elimination. It says that Indian textile and clothing exporters have to bring in necessary changes in their methods of production, management style, capacities, marketing skills, and productivity level to remain competitive in the international market. Also, it puts special emphasis on the size of Indian textile units when compared to its counterpart in China.

The objective of the Study is to ensure that the working area is good and safe for the workers and to decrease the gap between these two parties' employers and Employees.

## RESEARCH DESIGN AND METHOD

A cross-sectional Industry-based study was conducted in 08 Industries in Dhaka, Gazipur, and Keraniganj from December 2021 to July 2022.

Firstly, we made a question paper and submitted it to the Industrial areas admin officer. He was permitted to collect data from the industry. After that, we got permission from the industry owner. Then, we go to Industry and collect our data by giving them the opportunity and freedom of work. Firstly, I gave the assurance of confidentiality. Because no one has the right to get others' confidential perceptions about others. After getting the data we input them into spss software. Then we get the result we want. We gave the workers total freedom to give their right answer. Firstly, we gave a short brief to the worker about the questionnaire. After that, they fill out the form with a good mentality. Secondly, we helped them to fill out the form if they needed that. After filling out the form we took all the papers from them and carried them to my computer room. we made a difference among the three groups based on age.

### Collection of Data:

I have collected data from the industrial areas of Gazipur, Savar, and Keranigonj in Bangladesh. I have chosen the textile Industries and food industries of these areas. It is primary data. Firstly, I got permission from the owner of the industry, then I went to that factory. I gave them a small brief and supplied them with my question paper

### Statistical Data Analysis

In a pandemic situation, we have a scenario that, most of the working stations are very hard to get their benefits. In international law it is given eight hours to work in a station but, here most of the workers do at least ten hours. It is not a good symptom. More than eighty percent of workers work more than eight hours.

In a pandemic situation, it is very hard to get the real result of satisfaction. Here almost every person is happy enough to serve the situation. Here, eighty-eight percent of people are very happy to get such a type of working station in Bangladesh. It is really good that almost 80% of people work more than eight hours and they are happy with their organization and their thought is "We are getting our food from this organization". As a result, our production is not hampered

#### Q: Are you satisfied with your work?

	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>
Yes	61	91.0	91.0	92.5
No	1	1.5	1.5	94.0
No comment	4	6.0	6.0	100.0
<b>Total</b>	<b>67</b>	<b>100.0</b>	<b>100.0</b>	

To like the types of works is also a question here. If the employees are happy about their work, it will bring a fruitful result for our workplace and at last our economy. so, we think it is a badly needed issue to get this problem solved. Here, we got ninety-one percent of our industry workers are happy about their work. Only 1.5 percent are not happy. During the covid19 situation they got their satisfied salary, clothes, etc. from their owner. Sometimes they are getting extra money for their work. It is a good sign from the owner of the factory. They got enough COVID-19 fighting equipment from the administration of the industry. It made their mental gap less day after day. Here, only four percent did not answer. So, at last, we can say our working area is good. Our employees are happy with their work.

#### Q: Do you think the work environment here is good?

	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>
Yes	63	94.0	94.0	95.5
No comment	3	4.5	4.5	100.0
<b>Total</b>	<b>67</b>	<b>100.0</b>	<b>100.0</b>	

In Bangladesh, most of the workers are happy with their organization. Here, ninety-four percent of workers think they have a good working environment. because they have seen many people who do not have any livelihood. On the other hand, they are getting enough food in this endemic situation. It is a really, very good sign for our working area. And, we got only 4.5 percent and did not give any answer. They did not comment. I

think this type of working environment during the Covid situation is really good. The workers have enough facilities to cope with this pandemic situation. We have shown how to manage the production ratio as well as the employer's economic growth. We need improvement on both sides. Last January 2023 we made more than five billion dollars from the export of garments. It is rising because our employer and employee have a good relation between these two parties.

Our graph shows our satisfaction percentage is much better than the other side. We can see clearly that happiness about work is almost eighty percent, no is less than 10 percent and no comment is also less than 10 percent.

Here we see very clearly that our employees are happy about their working environment. And, no comment is less than 10 percent as well as no comment. So, we can see our working environment is good for our workers. They got extra food, medication, and money during the time of the pandemic situation. We have seen almost every worker work more than ten hours to run the factory. This is a good result of a good relationship.

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