

JOB SATISFACTION OF THE WOMEN WORKERS IN THE MATCH INDUSTRY IN SIVAKASI REGION

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^{1*} ABSTRACT

Women constitute around half of the world population. In the early era, women were labeled as weaker section and they were dependent on men. Their literacy rate and work participation rate are comparatively lower than that of their male counterparts, which confirmed their disadvantageous position in the society. Now in the modern societies, women are coming out unhesitant to participate in all sorts of activities. In this paper, the researcher has to analyse the job satisfaction of women workers with various statistical tools like weighted arithmetic mean and chi – square test.

INTRODUCTION

The job satisfaction is an important factor that maintains the morale in any industry. If a worker is not satisfied with his work, then both the quality and quantity of his output will suffer. If his job satisfaction increases, then there is an improvement in both the quality and quantity of production. Factories in which the workers are satisfied with their work are also characterized by a high morale. The various process of making matches are frame filling, frame leveling, wax dipping, chemical dipping, drying the wet frames, box making, box filling, box levelling, side coating, drying the side coating, affixing bandrol, dozen packaging and the last process is Bundling.

In the modern world, labour is a valuable resource in any programme of investment planning. Particularly, our country's economy depends on growth-oriented strategy, which is fully utilizing all available man power resources in major. Then only such an integrated economic planning from the grassroots can be the real solution to our country's poverty.

In India, from the beginning, matches occupy a predominant role in the economic development as well as industrial development of the country and as such the match industry is being one of the labour intensive industries. Always, it provides wide scope for employment in rural areas for men and women.

The non-mechanical match units are running with low capital and high labour intensive where womenfolk are employed most. The frame filling, inner and outer box making process of matches are done by women in households. Other processes except chemical dipping, wax dipping and consignment loading are done by women of different ages.

STATEMENT OF THE PROBLEM

Now, women are participating in all spheres of activities. The fact remains that the citadels of excellence in academic, politics, administration, business and industry are no longer the prerogatives of men in India. Women work as stenographers, telephone operators, broadcasters, journalists, doctors, lawyers, auditors, engineers, teachers, police officers, airhostesses, receptionists, clerks, salesgirls, secretaries, executives and so on. But they are only very meager percentage. More than 90 percentages of the women labourers are employed in the unorganized sector. This has some social and economic impact on their families. Now, women are entering labour market increasingly in large number. Employment outside home makes women economically independent and safe. Outside employment opportunities enhance the social standing of a woman in their home as well as in the society. Her contribution to the prosperity of the family is thus more visible and she also has more voice because of being less dependent on others.

Most of women are illiterate. So the entrepreneurs are, by exploiting the women labour force, enjoying more profitable returns. But in the long run, it won't stand, as now the women are well aware of their rights in the field. Further to improve industrial efficiency, the entrepreneurs have no other options other than to satisfy their workers irrespective of their sex. Hence in this study, an attempt is made by the researcher to study how far the women labourers involved in the match industry are satisfied with their job.

OBJECTIVE OF THE STUDY

- The study has been made with the following set of objectives.
- ✚ To find out the satisfaction level of women workers in the match industry.
 - ✚ To offer suitable suggestion based on the findings of the study.

METHODOLOGY

The research was based on both primary data and secondary data. Primary data was collected by using questionnaire and secondary data have been collected from journals, websites and so on. The researcher has not possible to study the entire population of women workers in the match industry in Sivakasi region. So the researcher has collected only limited respondents i.e. 120 respondents of women workers in the match industry. The researcher has been select the method of sampling is convenient sampling method.

HYPOTHESES

The researcher have been framed with the following hypothesis

- ✚ There is no relationship between age and work experience of the respondents in the women workers.
- ✚ There is no relationship between marital status and bonus payment of women workers in the match industry.

ANALYSIS AND INTERPRETATION

TABLE 1: SOCIO ECONOMIC DETAILS

| S.No | Particulars | No of Respondents | Percentage (%) | |
|-----------------------|----------------|--------------------|----------------|-----------------|
| 1 | Age | 15 to 25 years | 26.67 | |
| | | 25 to 35 years | 35.00 | |
| | | 35 to 45 years | 25.00 | |
| | | 45 years and Above | 13.33 | |
| | | Total | 120 | 100.00 |
| 2 | Marital Status | Married | 57.50 | |
| | | Unmarried | 42.50 | |
| | | Total | 120 | 100.00 |
| 3 | Literacy level | Illiterate | 33.33 | |
| | | Primary | 42.50 | |
| | | Middle | 12.50 | |
| | | High school | 5.83 | |
| | | Higher secondary | 3.34 | |
| | | Graduate | 2.50 | |
| | | Total | 120 | 100.00 |
| | | 4 | Income level | Below Rs. 6,000 |
| Rs. 6,000 – Rs. 7,000 | 41.67 | | | |
| Rs. 7001 – Rs. 8,000 | 29.17 | | | |
| Above Rs. 8,000 | 16.66 | | | |
| Total | 120 | | | 100.00 |
| 5 | Nature of Work | Administrative | 5.83 | |
| | | Productive | 94.17 | |
| | | Total | 120 | 100.00 |
| 6 | Type of | Inner box making | 2.65 | |

| | | | | |
|--|-------------|------------------|------------|---------------|
| | Work | Outer box making | 2 | 1.77 |
| | | Frame filling | 30 | 26.55 |
| | | Box filling | 30 | 26.55 |
| | | Bandrolling | 15 | 13.27 |
| | | Labeling | 15 | 13.27 |
| | | Dozen making | 10 | 8.85 |
| | | Bundling | 8 | 7.09 |
| | | Total | 113 | 100.00 |

Source: Primary Data

While analyzing the socio economic profile of the respondents, 35 per cent of the respondents are age group of 25 to 35 years, 57.50 per cent of the respondents are getting married, 42.50 per cent of the respondents having primary level of education, 41.67 per cent of the respondents are earning Rs. 6,001 to Rs. 7,000, 94.17 per cent of the respondents having productive work of women workers and 26.55 per cent of the respondents are worked in frame filling and box filling.

TABLE 2: OPINION ABOUT THE WELFARE MEASURES

| S.No | Particulars | HS | S | NS | Total |
|------|-------------------------|----------------|----------------|----------------|------------------|
| 1 | Washing facility | 30 (25.00%) | 73 (60.83%) | 17 (14.17%) | 120 (100.00%) |
| 2 | Sitting facility | 42 (35.00%) | 68 (56.67%) | 10 (8.33%) | 120 (100.00%) |
| 3 | Lighting facility | 38 (31.67%) | 71 (59.17%) | 11 (9.16%) | 120 (100.00%) |
| 4 | Drinking water facility | 30 (25.00%) | 68 (56.67%) | 22 (18.33%) | 120 (100.00%) |
| 5 | Ventilation facility | 35 (29.17%) | 75 (62.50%) | 10 (8.33%) | 120 (100.00%) |
| 6 | Medical facility | 19 (15.83%) | 42 (35.00%) | 59 (49.17%) | 120 (100.00%) |
| 7 | Credit facility | 19 (15.83%) | 58 (48.33%) | 43 (35.84%) | 120 (100.00%) |
| 8 | Crèche facilities | 17 (14.17%) | 68 (56.67%) | 35 (29.16%) | 120 (100.00%) |
| 9 | Emergency facilities | 20 (16.67%) | 47 (39.17%) | 53 (44.16%) | 120 (100.00%) |
| 10 | Compensation to workers | 29 (24.17%) | 57 (47.50%) | 34 (28.33%) | 120 (100.00%) |
| 11 | ESI benefits | 25 (20.83%) | 73 (60.83%) | 22 (18.34%) | 120 (100.00%) |
| 12 | Attitude of Management | 23 (19.17%) | 51 (42.50%) | 46 (38.33%) | 120 (100.00%) |

Source: Primary Data

Table shows that 60.83 per cent of the respondents are satisfied with washing facilities, 56.67 per cent of the respondents are satisfied with sitting facilities, 59.17 per cent of the respondents are satisfied with lighting facilities, 56.67 per cent of the respondents are satisfied with drinking water facilities, 62.50 per cent of the respondents are satisfied with ventilation facilities, 49.17 per cent of the respondents are not satisfied with medical facilities, 48.33 per cent of the respondents are satisfied with credit facilities, 56.67 per cent of the respondents are satisfied with crèche facilities, 44.16 per cent of the respondents are not satisfied with emergency facilities, 47.50 per cent of the respondents are satisfied with the compensation to workers, 60.83 per cent of the respondents are satisfied with ESI benefits and 42.50 per cent of the respondents are satisfied with the attitude of management.

TABLE 3: WEIGHTED ARITHMETIC MEAN OF OPINION ABOUT WELFARE MEASURES

| S.No | Particulars | HS | S | NS | Total | Rank |
|------|-------------------------|-----|-----|----|-------|------|
| 1 | Washing facility | 90 | 146 | 17 | 253 | IV |
| 2 | Sitting facility | 126 | 136 | 10 | 272 | II |
| 3 | Lighting facility | 114 | 142 | 11 | 267 | III |
| 4 | Drinking water facility | 90 | 136 | 22 | 248 | V |
| 5 | Ventilation facility | 105 | 159 | 10 | 274 | I |
| 6 | Medical facility | 57 | 84 | 59 | 200 | XII |
| 7 | Credit facility | 57 | 116 | 43 | 216 | X |
| 8 | Crèche facilities | 51 | 136 | 35 | 222 | VIII |
| 9 | Emergency facilities | 60 | 94 | 53 | 207 | XI |
| 10 | Compensation to workers | 87 | 114 | 34 | 235 | VII |
| 11 | ESI benefits | 75 | 146 | 22 | 243 | VI |
| 12 | Attitude of Management | 69 | 102 | 46 | 217 | IX |

Source: Computed Data

While analyzing the data, first rank goes to ventilation facility, second rank goes to sitting facility, third rank goes to lighting facility, fourth rank goes to washing facility, fifth rank goes to drinking water facility, sixth rank goes to ESI benefits, seventh rank goes to compensation to workers, eighth rank goes to crèche facility, ninth rank goes to attitude of management, tenth rank goes to credit facility, eleventh rank goes to emergency facilities and the last rank goes to medical facility.

TABLE 4: WORKING CONDITION OF WORKERS

| S.No | Particulars | | No of Respondents | Percentage (%) |
|------|---------------------------------|-------------------|-------------------|----------------|
| 1 | Nature of appointment | Permanent | 71 | 59.17 |
| | | Casual | 26 | 21.67 |
| | | Seasonal | 23 | 19.16 |
| | | Total | 120 | 100.00 |
| 2 | Work experience | Below 2 years | 11 | 9.17 |
| | | 2 to 4 years | 12 | 10.00 |
| | | 4 to 6 years | 28 | 23.33 |
| | | 6 to 8 years | 39 | 32.50 |
| | | Above 8 years | 30 | 25.00 |
| | | Total | 120 | 100.00 |
| 3 | Emergency leaves | Pitiably | 15 | 12.50 |
| | | Normally | 57 | 47.50 |
| | | Irritatably | 48 | 40.00 |
| | | Total | 120 | 100.00 |
| 4 | Wage calculation | Time rate | 0 | 0 |
| | | Piece rate | 113 | 94.17 |
| | | Others | 7 | 5.83 |
| | | Total | 120 | 100.00 |
| 5 | Payment to make workers opinion | Agreed | 57 | 47.50 |
| | | Not agreed | 63 | 52.50 |
| | | Total | 120 | 100.00 |
| 6 | Wage payment | Highly satisfied | 15 | 12.50 |
| | | Satisfied | 56 | 46.67 |
| | | Not satisfied | 49 | 40.83 |
| | | Total | 120 | 100.00 |
| 7 | Bonus payment | Less than Rs. 400 | 5 | 4.17 |
| | | Rs. 400 – Rs. 600 | 30 | 25.00 |
| | | Rs. 600 – Rs. 800 | 47 | 39.16 |

| | | | | |
|---|--------------------------------|---------------------|------------|---------------|
| | | Rs. 800 – Rs. 1000 | 23 | 19.17 |
| | | Rs. 1,000 and above | 15 | 12.50 |
| | | Total | 120 | 100.00 |
| 8 | Opinion regarding bonus | Highly satisfied | 28 | 23.33 |
| | | Satisfied | 65 | 54.17 |
| | | Not satisfied | 27 | 22.50 |
| | | Total | 120 | 100.00 |

Source: Primary Data

59.17 per cent of the respondents are appointed permanently in the match industry, 32.50 per cent of the respondents are getting experienced 6 to 8 years, 47.50 per cent of the respondents are normal level of emergency leaves, 94.17 per cent of the respondents are calculating wages of piece rate, 52.50 per cent of the respondents are not agreed to opinion of payment to workers, 46.67 per cent of the respondents are satisfied with wage payment, 39.16 per cent of the respondents are getting bonus of Rs. 600 to Rs. 800 and 54.17 per cent of the respondents are satisfied with opinion regarding bonus.

TABLE 5: HUMAN RELATION

| S.No | Particulars | No of Respondents | Percentage (%) | |
|------|---|-------------------|----------------|---------------|
| 1 | Relationship with co – workers | Cordial | 22 | 18.33 |
| | | Normal | 63 | 52.50 |
| | | Hostile | 35 | 29.17 |
| | | Total | 120 | 100.00 |
| 2 | Relationship with supervisors | Cordial | 20 | 16.67 |
| | | Normal | 53 | 44.17 |
| | | Hostile | 47 | 39.16 |
| | | Total | 120 | 100.00 |
| 3 | Opinion–disciplinary procedure | Severe | 50 | 41.67 |
| | | Normal | 68 | 56.67 |
| | | No such procedure | 2 | 1.66 |
| | | Total | 120 | 100.00 |
| 4 | Opinion–coworkers help | Strongly agree | 38 | 31.67 |
| | | Agree | 72 | 60.00 |
| | | Disagree | 10 | 8.33 |
| | | Total | 120 | 100.00 |
| 5 | Freedom in work | Strongly agree | 23 | 19.17 |
| | | Agree | 59 | 49.17 |
| | | Disagree | 38 | 31.66 |
| | | Total | 120 | 100.00 |
| 6 | Suggestion for improvement | Strongly agree | 10 | 8.33 |
| | | Agree | 38 | 31.67 |
| | | Disagree | 72 | 60.00 |
| | | Total | 120 | 100.00 |
| 7 | Management’s interest towards employee’s welfare | Strongly agree | 5 | 4.17 |
| | | Agree | 67 | 55.83 |
| | | Disagree | 48 | 40.00 |
| | | Total | 120 | 100.00 |

Source: Primary Data

52.50 per cent of the respondents are normal level of relationship with co-workers, 44.17 per cent of the respondents are normal level of relationship with supervisors, 56.67 per cent of the respondents are normal level of opinion about the disciplinary procedure, 60 per cent of the respondents having agreed with opinion about the co-workers help, 49.17 per cent of the respondents having agreed with freedom in work, 60 per cent of the respondents having disagreed with the suggestion for improvement and the 55.83 per cent of the respondents having agreed with the management’s interest towards employee’s welfare.

TABLE 6: CHI SQUARE TEST FOR AGE WISE CLASSIFICATION AND WORK EXPERIENCE OF THE RESPONDENTS

| S.No | Particulars | Value | df | Asymp. Sig. (2-sided) |
|------|------------------------------|---------------------|----|-----------------------|
| 1 | Pearson Chi-Square | 46.931 ^a | 9 | .000 |
| 2 | Likelihood Ratio | 49.932 | 9 | .000 |
| 3 | Linear-by-Linear Association | 16.364 | 1 | .000 |
| 4 | N of Valid Cases | 120 | | |

Source: Calculated Value

RESULT

Since, the calculated value (0.000) is less than the 0.05. So, the **null hypothesis is rejected**. Therefore, there is a relationship between Age wise Classification and Work Experience of the respondents in the Women Workers.

TABLE 7: CHI SQUARE TEST FOR MARITAL STATUS AND BONUS PAYMENT OF WOMEN WORKERS.

| S.No | Particulars | Value | df | Asymp. Sig. (2-sided) |
|------|------------------------------|---------------------|----|-----------------------|
| 1 | Pearson Chi-Square | 81.517 ^a | 4 | .000 |
| 2 | Likelihood Ratio | 108.212 | 4 | .000 |
| 3 | Linear-by-Linear Association | 69.504 | 1 | .000 |
| 4 | N of Valid Cases | 120 | | |

Source: Calculated Value

RESULT

Since, the calculated value (0.000) is less than the 0.05. So, the **null hypothesis is rejected**. Therefore, there is a relationship between Marital Status wise Classification and Bonus Payment of women Workers in the Match Industry.

FINDINGS

The following findings of the study:

- ✚ 35 per cent of the respondents are age group of 25 to 35 years.
- ✚ 57.50 per cent of the respondents are getting married.
- ✚ 42.50 per cent of the respondents having primary level of education.
- ✚ 41.67 per cent of the respondents are earning Rs. 6,001 to Rs. 7,000.
- ✚ 94.17 per cent of the respondents having productive work of women workers.
- ✚ 26.55 per cent of the respondents are worked in frame filling and box filling.
- ✚ 60.83 per cent of the respondents are satisfied with washing facilities.
- ✚ 56.67 per cent of the respondents are satisfied with sitting facilities.
- ✚ 59.17 per cent of the respondents are satisfied with lighting facilities.
- ✚ 56.67 per cent of the respondents are satisfied with drinking water facilities.
- ✚ 62.50 per cent of are satisfied with ventilation facilities.
- ✚ 49.17 per cent of the respondents are not satisfied with medical facilities.

- ✦ 48.33 per cent of the respondents are satisfied with credit facilities.
- ✦ 56.67 per cent of the respondents are satisfied with crèche facilities.
- ✦ 44.16 per cent of the respondents are not satisfied with emergency facilities.
- ✦ 47.50 per cent of the respondents are satisfied with the compensation to workers.
- ✦ 60.83 per cent of the respondents are satisfied with ESI benefits.
- ✦ 42.50 per cent of the respondents are satisfied with the attitude of management.
- ✦ First rank goes to ventilation facility, second rank goes to sitting facility, third rank goes to lighting facility, fourth rank goes to washing facility, fifth rank goes to drinking water facility, sixth rank goes to ESI benefits, seventh rank goes to compensation to workers, eighth rank goes to crèche facility, ninth rank goes to attitude of management, tenth rank goes to credit facility, eleventh rank goes to emergency facilities and the last rank goes to medical facility.
- ✦ 59.17 per cent of the respondents are appointed permanently in the match industry.
- ✦ 32.50 per cent of the respondents are getting experienced 6 to 8 years.
- ✦ 47.50 per cent of the respondents are normal level of emergency leaves.
- ✦ 94.17 per cent of the respondents are calculating wages of piece rate.
- ✦ 52.50 per cent of the respondents are not agreed to opinion of payment to workers.
- ✦ 46.67 per cent of the respondents are satisfied with wage payment.
- ✦ 39.16 per cent of the respondents are getting bonus of Rs. 600 to Rs. 800.
- ✦ 54.17 per cent of the respondents are satisfied with opinion regarding bonus.
- ✦ 52.50 per cent of the respondents are normal level of relationship with co-workers.
- ✦ 44.17 per cent of the respondents are normal level of relationship with supervisors.
- ✦ 56.67 per cent of the respondents are normal level of opinion about the disciplinary procedure.
- ✦ 60 per cent of the respondents having agreed with opinion about the co-workers help.
- ✦ 49.17 per cent of the respondents having agreed with freedom in work.
- ✦ 60 per cent of the respondents having disagreed with the suggestion for improvement.
- ✦ 55.83 per cent of the respondents having agreed with the management's interest towards employee's welfare.

SUGGESTIONS

The detailed analysis of job satisfaction of women worker in the match units has made the researcher to offer the following suggestions for the betterment of the match units.

- ✦ Since many workers are coming from nearby villages, the management can organise mini – canteen, which can be of mobile type. Workers can refresh themselves at work.
- ✦ With regard to the safety measures, good housekeeping, maintenance of emergency gateways, provision of alarm, fire resistance and training them are necessary to minimize the risks.
- ✦ The industrialists may also institute loan facilities for emergency requirements and for marriage occasions.
- ✦ Frequent medical check-up should be provided to them since the employees' health helps in the growth of organization.
- ✦ The employer may provide crèche facilities to the babies of the women workers so that they can concentrate in their works and improve productivity.
- ✦ The management may call for suggestions from the workers for the improvement of the match factories and also ask the opinion of employees in implementing the welfare measures.
- ✦ Periodical wage revision must also be undertaken by the employer so as to improve the employees' morale towards the organization.

CONCLUSION

Overall inference drawn from the survey is that the working conditions, fringe benefits, social security measures and industrial relations are to be improved. The women workers are not happily at present because the satisfaction level is only for medium level of fringe benefits, opinion about the welfare measures and so on. So, if the management takes the remedial steps so that, also it will be better for the health condition of its employees. It will also provide cent percent protection of the women workers.

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