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PERCEPTION OF CONSTRUCTION WORKERS ON JOB SATISFACTION

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ABSTRACT

Human Resource is the most valuable asset of any organization .it is the sum-total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise executives, supervisors, and the rank and file employees. It may be noted here that human recourses should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. Performance and job satisfaction are influenced by different set of factors, like enough income, linking with the job, regularity of employment, easy nature of job, security of job, job gives prestige and satisfaction, congenial atmosphere provided by colleague, good working conditions, welfare benefits of board, future prospective. Against this backdrop, the researchers have made an attempt to study the aspects of various dimensions which influence the job satisfaction of the construction workers, and also to examine the attitudes of the worker's towards the various job satisfaction dimensions in construction industry. The researcher used the structured questionnaire to collect the primary data with close ended questions and to analyze the data, the researchers applied the simple percentage and regression analysis with ANOVA.

KEYWORDS:

Job Satisfaction, Human Resources, Job Security, Working Conditions

INTRODUCTION

Today, India is the second fastest growing economy in the world. The Indian construction industry is an integral part of the economy and a conduit for a substantial part of its development investment, is poised for growth on account of industrialization, urbanization, economic development and people's rising expectations for improved quality of living. The Indian construction industry registered a compound annual growth rate (CAGR) of 13.52% in nominal terms during the review period (2009–2013), driven by private and public investments in infrastructure, as well as institutional and commercial construction projects. Industry growth is expected to remain strong over the forecast period (2014–2018), as a result of the government's commitment to making infrastructural improvements and the implementation of the 12th Five-Year Plan (2012–2017), under which the government expressed plans to invest INR56.3 trillion (US$1.0 trillion) in various long-term development plans. Consequently, industry output is expected to record a forecast-period nominal CAGR of 10.09%.

Job Satisfaction

Job satisfaction describes how happy an individual is with his or her job. The happier people are within their job, the more satisfied they are said to be. Logic would dictate that the most satisfied (happy) workers should be the best performers and vice versa. A primary influence on job satisfaction is the application of Job design, which aims to enhance job satisfaction and performance using methods such as job rotation, job enlargement, job enrichment and job re-engineering. Other influences on satisfaction include management styles and culture, employee involvement, empowerment, and autonomous work position Job satisfaction can simply be defined as the feelings people have about their jobs. It has been specifically defined as a pleasurable (or un-pleasurable) emotional state resulting from the appraisal of one's job, an affective reaction to one's job, and an attitude towards one's job. These definitions suggest that job satisfaction takes into account feelings, beliefs, and behaviors. One of the biggest preludes to the study of job satisfaction was the Hawthorne studies. These studies (1924–1933), primarily credited to Elton Mayo of the Harvard Business School, sought to find the effects of various conditions (most notably illumination) on workers' productivity. This finding provided strong evidence that people work for purposes other than pay, which paved the way for researchers to investigate other factors in job satisfaction. And scientific management

(Taylors) also had a significant impact on the study of job satisfaction. Frederick Winslow Taylor's 1911 book, Principles of Scientific Management, argued that there was a single best way to perform any given work task. It should also be noted that the work of W.L. Bryan, Walter Dill Scott, and Hugo Munsterberg set the tone for Taylor's work. Some argue that Maslow's hierarchy of needs theory, a motivation theory, laid the foundation for job satisfaction theory. This theory explains that people seek to satisfy five specific needs in life – physiological needs, safety needs, social needs, self-esteem needs, and self-actualization. This model served as a good basis from which early researchers could develop job satisfaction theories.

REVIEW OF LITERATURE

According to Lise, Saari and Judge (2004), the most used research definition of job satisfaction is by Locke (1976), who defines it as ". a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences". Job satisfaction is a function of the job outcomes desired and expected and those received (Porter & Lawler, 1968). Describing job satisfaction from a facet approach (Dabke, Salem, Genaidy & Daraiseh, 2008) laid emphasize the attitudes of employees towards various aspects of job, such as satisfaction of rewards, opportunity, among others. In addition, demographic variables may be one factor influencing workers' job satisfaction. Job satisfaction has been a topic in organization research (Hoppock, 1935) for its impact on job performance. Knowledge of the job satisfaction of the construction workers helps us understand their motivations, and, thus, the ways to improve their performance. Spector (1997) defined job satisfaction as how people feel about their jobs and different aspects of their jobs. It is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs.

Job satisfaction is an issue which has generated a lot of discussions in most organizations. This is mainly due to the fact that many experts believe that job satisfaction trends can affect labor market behavior and influence work productivity, work effort, employee absenteeism and staff turnover. Job satisfaction has much importance. In the view of Diaz-Serrano and Cabral (2005), it is considered a strong predictor of overall individual well-being. According to Gazioglu and Tansel (2002) job satisfaction is a good predictor of intentions or decisions of employees to leave a job. Workers' decisions about whether to work or not, what kind of job to accept or stay in, and how hard to work are all likely to depend in part upon the workers' subjective evaluation of their work, in other words, on their job satisfaction (Clark, 2001).

In the view of Spector (1997) organizations have significant effects on the people who work for them and some of those effects are reflected in how people feel about their work. This makes job satisfaction an issue of substantial importance for both employers and employees. As many studies suggest, employers benefit from satisfied employees as they are more likely to profit from lower staff turnover and higher productivity if their employees experience a high level of job satisfaction. According to Nguyen, Taylor and Bradley (2003) employees should also 'be happy in their work, given the amount of time they have to devote to it throughout their working lives'. Job satisfaction has been found to be the most important tool for employee retention. Job satisfaction refers to how employees perceive their jobs (Mc Shane & Glinow, 2005). It is an emotional state resulting from experiences at work. Many positive outcomes of job satisfaction have been observed which eventually lead to employees' intent to stay with the organization. Employee satisfaction has been found to be positively related to the intent to remain with the company and negatively related to intention to quit and turnover (Clark, 2001; Schields & Price, 2002).

OBJECTIVES OF THE STUDY

- To analyze the satisfaction level of the construction workers and to identify the factors influencing positive impact on job satisfaction.
- To provide suggestion on the basis of finding's to improve the level of job satisfaction of workers in the construction industry.

HYPOTHESIS OF THE STUDY

The study has tested the validity of the Hypothesis in the intensive research work.

H0: The job satisfaction of the construction workers is very poor.

H 1: The construction workers are highly satisfied with their work.

METHODOLOGY

In order to achieve the objectives of present study relevant primary data as well as secondary data was used. Well structured questionnaires have been used to collect the primary data from the organization. Used the Likert's five point rating scale, it is a unique technique will be exploited in the study in the various contexts. For this study the factors are taken by analyzing the various dimensions which are having positive impact on Job satisfaction. Finally the researcher took the following dimensions to study the Job satisfaction of the respondent in construction work. the dimensions are Job gives Enough income, Linking with the job, Regularity of Employment, Easy nature of Job, Security of Job, Job gives prestige and satisfaction, congenial atmosphere provided by colleague, Good working conditions, Welfare benefits of board, future prospective. The Secondary data was collected from Books, Magazines, Journals, News Papers, Websites, and other published sources, that provide relevant information for the study. Extensive field work has been made to collect required data and information as part of research instruments. Non-probability convenience method has been used to collect data from the construction workers. Convenience sampling method is adopted to carry out the study. For this 97 workers are selected covering almost all the areas of Costal Andhra Pradesh. The data was analyzed by using the statistical tools of regression analysis and factor analysis.

Data Analysis:

To attain the objectives of the study, the data was tabulated and made the following analysis, descriptive statistics with chi-square.

Reliability Analysis:

In this study the researchers test the internal consistency of the data before to proceed for further data analysis. The most commonly used statistic for testing the reliability is Cronbach's coefficient alpha. From the table 1, The Reliability Statistics, is 0.677, which means that our measuring is very consistent.

Table-1 Reliability Statistics	
Cronbach's Alpha	N of Items
.672	10

DATA ANALYSIS AND DISCUSSIONS

Table-2: Socio Economic Profile of the Respondents

	N	%		N	%
Age			**Marital Status**		
Below 20 Years	18	18.6	Married	58	56.0
20-35 Years	38	57.7	Un married	36	39.0
36-50 Years	23	81.4	Widowed	3	5.0
51-60 years	11	92.8		97	100
Above 60 and Above	7	18.6	**Religion**		
	97	100	Hindu	61	62.9
Educational qualification			Muslim	19	19.6
Illiterate	39	41.0	Christian	17	17.5
Below 10th class	36	37.0		97	100
Intermediate	9	9.0	**Sex**		
Degree	3	3.0	Men	70	72.2
Technical	9	10	Women	27	26.8
	97	100		97	100

From the above table, it discloses that the age of respondents, where majority of respondents Thirty eight per cent are between the age group of 20-35. Twenty three per cent of respondents fall under the age group of 36-50 years. Further the least percentile of seven per cent are fall under the age group of above 60 years. Regarding the educational qualifications, Thirty nine per cent of the total respondents are illiterates, Thirty six per cent are below 10th class, nine per cent are qualified intermediate; three per cent are degree qualified, and finally nine per cent are technically qualified. From the above table it is clear that majority respondents sixty three per cent are Hindu's, nineteen per cent are Muslims, and seventeen per cent are Christian. The marital status of the respondents are concerned, Majority of respondents fifty six per cent are married where thirty six per cent are unmarried, further three per cent are widowed. Where the majority of responds belong to male (seventy per cent) and twenty seven percent are female.

DEGREE OF RELATIONSHIP

The model summary of Table: notices that how much of the variance in the dependent variable (Experience) is explained by the model (which includes the variables: Job gives Enough income, Linking with the job, Regularity of Employment, Easy nature of Job, Security of Job, Job gives prestige and satisfaction, congenial atmosphere provided by colleague, Good working conditions, Welfare benefits of board, future prospective.). In this research, the value is .233. Expressed as a percentage, this means this model explains 23.3 per cent of the variance in experience. However, to assess the statistical significance of the result, it is necessary to look at the ANOVA Table 7. This tests the null hypothesis that multiple R in the population equals 0. The model in this research reaches statistical significance (sig. = .000; this really means p<.0005)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.483[a]	.233	.144	.44212
a. Predictors: (Constant), all variables				

ANOVA[a]						
Model		**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
1	Regression	5.107	10	.511	2.613	.008[b]
	Residual	16.811	86	.195		
	Total	21.918	96			
a. Dependent Variable: educational qualification						
b. Predictors: (Constant), All Variables						

Coefficients[a]					
Model	**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig.**
	B	**Std. Error**	**Beta**		
(Constant)	1.541	.922		1.672	.098
Job gives Enough income	-.486	.189	-.340	-2.578	.012
Linking with the job	.488	.199	.329	2.446	.016
Regularity of Employment	.078	.169	.057	.463	.644
Easy nature of Job	-.029	.156	-.025	-.187	.852
Security of Job	.005	.144	.004	.032	.975
Job gives prestige and satisfaction	-.022	.128	-.022	-.174	.862
Congenial Atmosphere Provided by Colleague	.177	.137	.177	1.291	.200
Good working conditions	-.240	.130	-.238	-1.843	.069
Welfare benefits of board	-.084	.131	-.077	-.642	.523
Future Prospective	.264	.119	.251	2.208	.030
a. Dependent Variable: Educational qualification					

From the coefficients matrix Table, the Standardized Beta coefficients give a measure of the contribution of each variable to the model. A large value indicates that a unit change in this predictor variable has a large effect on the criterion variable. The t and Sig (p) value give a rough indication of the impact of each predictor variable, t value and small p value suggests that a predictor variable is having a large impact on the criterion variable. If the correlation with other variables is high, suggesting the possibility of multicollinearity. Ignoring any negative signs out the front in the data analysis found that the largest Bata coefficient is0.199, which is Reward systems to different types of work. This means that this variable makes the significant or unique contribution to explaining the dependent variable, when the variance explained by all other variables in the model is controlled for. The Beta values for those variables also somewhat significant contribution in explaining the degree of variance. And all other variables made less contribution.

It is clear that the major portion of the variables is highly significant at 0.05 per cent of level. Construction workers are satisfied with constraints of job satisfaction, i.e. Job gives enough income, linking with the job, Good working conditions, future prospective. Some variables which are not significant to this analysis are deleted from the study. The dimensions of job satisfaction are taken in to consideration which are having high coefficient and having high significance

Table- ANOVA

Constraints	**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
Job gives Enough income	.694	2	.347	.475	.623
Linking with the job	4.998	2	2.499	3.951	.023
Regularity of Employment	1.600	2	.800	1.004	.370
Easy nature of Job	2.114	2	1.057	.951	.390
Security of Job	5.606	2	2.803	2.598	.080
Job gives prestige and satisfaction	11.853	2	5.926	4.341	.016
Congenial Atmosphere Provided by Colleague	8.391	2	4.195	2.953	.057
Good working conditions	5.671	2	2.835	1.997	.141
Welfare benefits of board	3.736	2	1.868	1.527	.223
future prospective	12.780	2	6.390	5.170	.007

From above Table it is clear that, the major portion of the constraints of Job satisfaction of construction workers, with the dependent variable of education is highly significant at 0.05 per cent levels. Where the calculated value of "F", is above the table value for the variables, Linking with the job, Security of Job, Job gives prestige and satisfaction, congenial atmosphere provided by colleague, future prospective. Some variables are not significant at 0.05 per cent. Finally it reveals that the education of employees is an influencing factor. Finally it reveals that the security of Job is influencing factor. Congenial atmosphere provided by colleague is important for the purpose of the job satisfaction to construction workers, and also future prospective gets highest importance in case of job satisfaction. Therefore this analysis rejects the null hypothesis, of that there is no influence of personnel variables on Job satisfaction of construction workers. We may, therefore conclude that the difference in respondents' duo to education is significant.

FACTORS ANALYSIS – JOB SATISFACTION

The Job satisfaction of construction workers, consists of Ten sub-variables in Likert's 5 point scale which ranges from strongly agree to strongly disagree. The application of factor analysis over these ten variables derived the following results:

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.588
Bartlett's Test of Sphericity	Approx. Chi-Square	242.706
	df	45
	Sig.	.000

From the above table it is found that KMO value 0.588and Bartlett's test of Sphericity with approximate Chi-Square value 246.706 are statistically significant at 5% level. It denotes the sample is adequate to represent the factors of employee engagement.

The fourteen variables obtain considerable variance to represent as motivates of Job satisfaction. The following communality table indicates the range of variance exhibiting by ten variables of employee engagement:

Communalities		
	Initial	**Extraction**
Job gives Enough income	1.000	.794
Linking with the job	1.000	.809
Regularity of Employment	1.000	.635
Easy nature of Job	1.000	.732
Security of Job	1.000	.645
Job gives prestige and satisfaction	1.000	.688
Congenial Atmosphere Provided by Colleague	1.000	.785
Good working conditions	1.000	.666
Welfare benefits of board	1.000	.687
Future Prospective	1.000	.641
Extraction Method: Principal Component Analysis.		

The above table shows the communalities of extraction. Principal component analysis works on the initial assumption that all variance is common. Hence, the initial communality of all the components is 1. The communalities in the column labelled 'Extraction' reflect the common variance in the data structure. From the above table it is found that the variance ranges from 0.635 to 0.794. It denotes the variance of the variable ranges from 63.5% to 79.4%. This variance designates the formation of significant factors.

The following total variance table indicates the individual and cumulative variance of the derived factors:

Total Variance Explained						
Component	**Initial Eigen values**			**Rotation Sums of Squared Loadings**		
	Total	**% of Variance**	**Cumulative %**	**Total**	**% of Variance**	**Cumulative %**
1	2.647	26.474	26.474	1.927	19.273	19.273
2	1.986	19.860	46.334	1.774	17.739	37.012
3	1.324	13.244	59.578	1.764	17.644	54.656
4	1.125	11.246	70.825	1.617	16.169	70.825
5	.742	7.419	78.244			
6	.628	6.283	84.527			
7	.500	5.002	89.530			
8	.472	4.718	94.248			
9	.299	2.994	97.242			
10	.276	2.758	100.000			
Extraction Method: Principal Component Analysis.						

From the above table it is found that the fourteen factors are reduced into six predominant factors with individual variance 19.273, 17.739, 17.644, 16.169 and cumulative variance is 70.825. These variances are significant to individually considering derived factors.

The following Rotated Component Matrix (a) indicates the variable composition of the factors**:**

Rotated Component Matrix[a]				
	Component			
	1	2	3	4
Job gives Enough income				.871
Linking with the job				.868
Regularity of Employment	.744			
Easy nature of Job	.826			
Security of Job	.726			
Job gives prestige and satisfaction		.789		
congenial atmosphere provided by collegue		.854		
Good working conditions			.705	
Welfare benefits of board			.813	
future prospective			.755	
Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.				
a. Rotation converged in 4 iterations.				

From the above table it is found that the first factor consists of – Job gives enough income, and Linking with the job. Therefore, this factor is appropriately named as income from the work. The second factor consists of- Regularity of Employment, Easy nature of Job, Security of Job. Therefore, this factor is appropriately named as Secured job. The third factor consists of – Job gives prestige and satisfaction, congenial atmosphere provided by colleague. Therefore, this factor is appropriately named as **conductive work environment.** The fourth factor consists of – Good working conditions, Welfare benefits of board, future prospective. . Therefore, this factor is appropriately named as career development.

Analysis shows the four predominant factors such as income from the work, secured job, career development, **conductive work environment, are** indispensable to motivate the workers in construction industry. In particular, conductive work environment and security of work equip them in a serene and tranquil atmosphere. Superior and subordinate relationship is highly effective in identifying the core values in the construction industry..

FINDINGS AND CONCLUSIONS

It is heartening to see that only 10% labourers feel that their job gives enough income. Maximum of them are highly dissatisfied with the pay. Similarly, Regularity of employment is also extremely less as only 23% are satisfied with it. The remaining does not agree there is regularity of employment. When it comes to easy nature of job, 56.2% are highly dissatisfied and affirm that the job is not of easy nature. Only 13% are satisfied that the job is easy. Hence, it is clear that the job is not of easy nature. Security of job is an important factor for any job. In this case, 73.2% disagree their job has security. This high dissatisfaction rate shows the job has no security. Satisfaction is a big word. When it comes to congenial atmosphere provided by colleague, again the result is very bad. 62.8% are highly dissatisfied with the atmosphere provided by their colleagues. Good working conditions also take a backseat and only 33.6% are happy with the working conditions. So, overall, from the above study, we come to a conclusion that most of the labourers are not very satisfied with their job. They do not think that this job gives them enough satisfaction, power, prestige, enough income, good working conditions, benefits and future prospects.

LIMITATIONS AND FUTURE SCOPE OF RESEARCH

Further research should be considered to gather more information regarding the workers in construction industry. There are certain limitations of the study that must be acknowledged. First the sample selected for the study involves only the construction workers and there is no involvement of contractors and middlemen. Where the sample size 97 is very low, for further research, the researchers need to increase the number of respondents involved in the research study. The data collected from the respondents is through convenient sampling which restricts the generalization of findings to other groups, it is because difficulty in approaching wide variety of construction workers due to cost and time limitation.

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