



## A STUDY ON QUALITY OF WORK LIFE AND JOB SATISFACTION AMONG WOMEN WORKERS IN CONSTRUCTION INDUSTRY IN COIMBATORE DISTRICT

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### **Abstract**

*In the unorganized sector, a significant percentage of women are engaged in construction industry. Women are employed to undertake certain specified works. Wage differentiation, turnover of equal work and the more submissive nature of women are important attractions for the employers to use women in this field. The industry, however, does not guarantee permanent work since it depends upon a number of factors such as volume and intensity of construction work, type of work, migration trends, contractors' choice, wage-rates and manipulations of employers. The regression analysis shows that adequate and fair compensation, safe and healthy working conditions, opportunities for development and social integration have a positive and significant impact on job satisfaction of women workers in construction industry. In order to improve the quality of work life of women workers in construction industry, the women workers should be paid sufficient and adequate salary and ensured periodical increment. The women workers in construction industry should be provided with healthy work environment and they should spend some time for their colleagues in order to strengthen inter personal relationship among them.*

**Key Words:** Construction Industry, Job Satisfaction, Quality of Work Life and Women Workers.

### **1. Introduction**

Women comprise of 48 per cent of India's total population but their contribution and participation in its development is insignificant. Reforms, special legislations, creation of a number of organizations suppose to cater to their needs and increase in the budgetary allotments over the years has not altered the basic life-styles of large masses of women. Although women now, work in diverse fields and occupy positions of importance, official statistics themselves indicate that three decades of 'development' has not been very kind to women workers in general. This is especially so in regard to the women working in the unorganized sector.

In the unorganized sector, a significant percentage of women are engaged in construction industry. Women are employed to undertake certain specified works. Wage differentiation, turnover of equal work and the more submissive nature of women are important attractions for the employers to use women in this field. The industry, however, does not guarantee permanent work since it depends upon a number of factors such as volume and intensity of construction work, type of work, migration trends, contractors' choice, wage-rates and manipulations of employers. Despite the unpredictability, thousands of women have contributed in the construction of buildings, projects, dams, roads (Manohar et al 1981).

Now-a-days, Quality of Work Life (QWL) has become one of the most important aspects in every industry. Workers are the backbone for each and every successful industry. Quality of Work Life is the concept actually introduced in the late 1960's. From that period till now this is gaining more and more importance everywhere, at every work place.

A high quality of work life (QWL) is essential for any industry to continue to attract and retain workers. QWL is a comprehensive, department-wide programme designated to improve workers satisfaction, strengthening workplace learning and helping workers have better manage change and transition. Dissatisfaction with quality work of life is a problem, which affects almost all workers regardless of level or position. Many managers seek to reduce dissatisfaction in all levels, including their own. This is a complex problem, however, because it is difficult to isolate and identify all of attributes, which affect the quality of work life (Walton, 2005). Therefore, the present research is made to study the quality of work life and job satisfaction among women workers in construction industry in Coimbatore district.

### **2. Methodology**

The Coimbatore district has been purposively selected for the present study. The 300 women workers in construction industry have been selected for the present study by adopting random sampling technique and the data pertain to the year 2015-2016. In order to examine the socio-economic profile of women workers in construction industry, the frequency and percentage analysis have been carried out. The mean and standard deviation have been worked out for dimensions of quality of work life and job satisfaction of women workers in construction industry. In order to examine the impact of quality of work life dimensions on job satisfaction of women workers in construction industry, the multiple linear regression has been applied.

### 3. Results and Discussion

#### 3.1. Socio-Economic Profile of Women Workers in Construction Industry

The socio-economic profile of women workers in construction industry was analyzed and the results are presented in Table-1. The results show that about 39.00 per cent of women workers belong to the age group of 31 – 40 years followed by 21 – 30 years (25.00 per cent), 41 – 50 years (22.00 per cent) and more than 50 years (14.00 per cent). It is observed that about 36.00 per cent of women workers are illiterates followed by higher secondary (26.00 per cent), secondary (23.00 per cent) and under graduation (15.00 per cent).

**Table 1: Socio-Economic Profile of the Women Workers**

Socio-Economic Profile	Frequency	Percentage
<b>Age Group</b>		
21 – 30 years	75	25.00
31 – 40 years	117	39.00
41 – 50 years	66	22.00
More than 50 years	42	14.00
<b>Educational Qualification</b>		
Illiterate	108	36.00
Secondary	69	23.00
Higher Secondary	78	26.00
Under Graduation	45	15.00
<b>Work Experience</b>		
1 - 5 years	68	22.67
6 - 10 years	132	44.00
10 - 15 years	59	19.67
More than 15 years	41	13.66
<b>Monthly Income</b>		
Rs.10,000 – Rs.15,000	66	22.00
Rs.15,001 – Rs.20,000	143	47.67
Rs.20,001 – Rs.25,000	57	19.00
More than Rs.25,000	34	11.33
<b>Marital Status</b>		
Unmarried	73	24.33
Married	227	75.67

The results indicate that about 44.00 per cent of women workers have work experience of 6 - 10 years followed by 1 - 5 years (22.67 per cent), 10 - 15 years (19.67 per cent) and more than 15 years (13.66 per cent). It is clear that about 47.67 per cent of women workers belong to the monthly income group of Rs.15,001 - Rs.20,000 followed by Rs.10,000 - Rs.15,000 (22.00 per cent), Rs.20,001 - Rs.25,000 (19.00 per cent) and more than Rs.25,000 (11.33 per cent). The results reveal that about 75.67 per cent of women workers are married and the remaining 24.33 per cent of women workers are unmarried.

#### 3.2. Dimensions of Quality of Work Life in Construction Industry

The dimensions of quality of work life in construction industry were analyzed and the results are hereunder presented.

##### 3.2.1. Adequate and Fair Compensation

The adequate and fair compensation dimension in construction industry was analyzed and the results are presented in Table-2.

**Table 2: Adequate and Fair Compensation**

Adequate and Fair Compensation	Mean	Standard Deviation
I am getting sufficient income for my job	3.32	1.17
I will continue in the present job regardless of pay	3.60	1.16
I feel happy with my chances for salary increment	3.23	1.14
My financial needs are fulfilled adequately	3.30	1.15
I am over compensated in my job	3.28	1.19

The results show that the women workers of construction industry are agreed with they will continue in the present job regardless of pay, while, they are neutral with they are getting sufficient income for their job, they feel happy with their chances for salary increment, their financial needs are fulfilled adequately and they are over compensated in their job.

### 3.2.2. Safe and Healthy Working Conditions

The safe and healthy working conditions dimension in construction industry was analyzed and the results are presented in Table-3.

**Table 3: Safe and Healthy Working Conditions**

Safe and Healthy Working Conditions	Mean	Standard Deviation
My work place has a healthy environment	3.33	0.77
The working condition in my work place is conducive	3.69	1.05
The work environment places great emphasis on safety of individuals	4.02	0.69
Workers are provided with proper facilities	3.98	0.71
I am so occupied with my work that I hardly spare time for my colleagues	3.38	0.98

The results indicate that the women workers of construction industry are agreed with the working condition in their work place is conducive, the work environment places great emphasis on safety of individuals and workers are provided with proper facilities, while, they are neutral with their work place has a healthy environment and they are so occupied with their work that they hardly spare time for their colleagues.

### 3.2.3. Opportunities for Development

The opportunities for development dimension in construction industry were analyzed and the results are presented in Table-4.

**Table 4: Opportunities for Development**

Opportunities for Development	Mean	Standard Deviation
Work done in improved ways are received recognition	3.63	1.04
Opportunities are provided to learn new skills	3.35	1.07
I have given an opportunity to work independently	3.64	1.06
I have given an opportunity to use a variety of skills	3.61	1.08
I have given an opportunity to develop new ideas	3.29	1.10

The results reveal that the women workers of construction industry are agreed with work done in improved ways are received recognition, they have given an opportunity to work independently and they have given an opportunity to use a variety of skills, while, they are neutral with opportunities are provided to learn new skills and they have given an opportunity to develop new ideas.

### 3.2.4. Social Integration

The social integration dimension in construction industry was analyzed and the results are presented in Table-5.

**Table 5: Social Integration**

Social Integration	Mean	Standard Deviation
Workers are mutually helpful to each other	3.68	1.01
All the workers have the sense of one community	3.37	1.03
Workers interact in terms of ideas and feelings	3.71	1.07
Workers of different levels work as members of a single team	3.75	1.08
The sense of one community extends even outside the work place	3.11	1.02

The result show that the women workers of construction industry are agreed with workers are mutually helpful to each other, workers interact in terms of ideas and feelings and workers of different levels work as members of a single team, while, they are neutral with all the workers have the sense of one community and the sense of one community extends even outside the work place.

### 3.3. Job Satisfaction of Women Workers in Construction Industry

The job satisfaction of women workers in construction industry was analyzed and the results are presented in Table-6.

**Table 6: Job Satisfaction of Women Workers**

Job Satisfaction	Mean	Standard Deviation
Salary and Increment	3.39	0.98
Work Environment	3.66	0.95
Opportunity for Development	3.88	0.88
Unity among Workers	3.76	0.79
Job Security	3.41	0.81

The result show that the women workers of construction industry are satisfied with work environment, opportunity for development and unity among workers, while, they are moderately satisfied with salary and increment and job security.

### 3.4. Impact of Quality of Work Life Dimensions on Job Satisfaction of Women Workers in Construction Industry

In order to examine the impact of quality of work life dimensions on job satisfaction of women workers in construction industry, the multiple linear regression has been applied and the results are presented in Table-7. The quality of work life dimensions are considered as independent variables and the job satisfaction is considered as dependent variable.

**Table 7: Impact of Quality of Work Life Dimensions on Job Satisfaction of Women Workers in Construction Industry**

Quality of Work Life Dimensions	Regression Co-efficients	t-Value	Sig.
Intercept	1.102**	4.106	.000
Adequate and Fair Compensation ( $X_1$ )	.318**	3.581	.010
Safe and Healthy Working Conditions ( $X_2$ )	.296**	3.754	.000
Opportunities for Development ( $X_3$ )	.270**	3.639	.010
Social Integration ( $X_4$ )	.214**	3.590	.000
$R^2$	0.63	-	-
Adjusted $R^2$	0.61	-	-
F	17.864	-	0.00
N	300	-	-

**Note:** \*\* Significance at one per cent level.

The results indicate that the coefficient of multiple determination ( $R^2$ ) is 0.63 and adjusted  $R^2$  is 0.61 indicating the regression model is good fit. It is inferred that about 61.00 per cent of the variation in dependent variable (Job Satisfaction) is explained by the independent variables (Quality of Work Life Dimensions). The F-value of 17.864 is statistically significant at one per cent level indicating that the model is significant.

The results show that adequate and fair compensation, safe and healthy working conditions, opportunities for development and social integration have a positive and significant impact on job satisfaction of women workers in construction industry at one per cent level. Hence, the null hypothesis of there is no significant impact of quality of work life dimensions on job satisfaction of women workers in construction industry is rejected.

### 4. Conclusion

More than one-third women workers in construction industry belong to the age group of 31 – 40 years and more than one-third of them are illiterates. Nearly half of women workers in construction industry have work experience of 6 – 10 years and nearly half of them belong to the monthly income group of Rs.15,001 – Rs.20,000 and three-fourth of them are married. The regression analysis reveals that adequate and fair compensation, safe and healthy working conditions, opportunities for development and social integration have a positive and significant impact on job satisfaction of women workers in construction industry.

In order to improve the quality of work life of women workers in construction industry, the women workers should be paid sufficient and adequate salary and ensured periodical increment. The women workers in construction industry should be provided with healthy work environment and they should spent some time for their colleagues in order to strengthen inter personal relationship among them. The women workers should provide opportunities to learn new skills and develop new ideas. The women workers in construction industry should develop the sense of one community and extent even outside the work place and they should be provided job security.



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