

Topic: Assessing Job Satisfaction Among Female Migrants in Mumbai's Formal Sector: A Primary Data Analysis

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Abstract: This abstract introduces an upcoming study focusing on evaluating the job satisfaction among females who migrated to Mumbai for the purpose of employment and are currently living in working women hostels and working in formal sector jobs.

The study will utilize the primary data collected from 250 female migrants and the Job Descriptive Index (JDI) will be used as the primary assessment tool. A sample of 201 females that has already been collected is used to present the trend of expected results. Through this examination, the research endeavors to offer insights into the distinctive challenges encountered by female migrants in the formal sector workforce and propose strategies to enhance their job satisfaction and overall well-being. The findings of this study will contribute to a nuanced comprehension of job satisfaction dynamics, thereby informing evidence-based interventions and policy recommendations aimed at fostering more supportive and gratifying work environments for female migrants in the formal sector. The results indicate that a sizable percentage of employees show discontent in all categories, even though some aspects, like "Working Environment" and "Supervision," have high average scores. The nature of the work (72%), and coworkers (93.5%), are the areas where people are least satisfied. This shows that even while some workers have had good experiences, a large number of them are not happy with important parts of their jobs, particularly the subtle features of work, salary, workload, and decision-making authority.

Extended Abstract

Background: A higher number of children, being older, married or widowed, having an adequate income, and all of these demographic characteristics are linked to increased work satisfaction levels. Conversely, demographic variables like younger age, single status, and fewer children, and a negligible income decrease job happiness. These results corroborate Bello and Nasiru (2015) and Amarasena et al. (2015). Mohammed et al. (2017), Chirchir (2016), Rahman et al. (2020) and Neelamegam (2010) suggest that demographic variables affect employee contentment at work. demographic elements like Age, gender, income for the family, and salary were discovered to be significantly correlated with employment happiness, especially when it comes to taking part in decision-making, availability of training resources, and chances to learn more and development of talents (Rahman et al., 2020). Employees who are young, unmarried, and have relatively small incomes make it very difficult to survive long and be satisfied with the work they are currently doing, so the sense of wanting to try and find new things that suit their needs will continue to be explored; employees aged 21-30 have less intention to stay (Agbator & Olori, 2020). Older employees have higher job satisfaction levels than younger ones (Eleswed & Mohammad, 2013).

Theoretical Focus: The theoretical background of the study is based on Job satisfaction theories, gender and migration theories, migration and employment in urban context especially focusing

Mumbai here and relevance of job satisfaction among female migrants. Some of the contexts are given below:

Herzberg's (1993) two-factor theory states that two distinct sets of factors (hygiene factors and motivators) play a role in determining whether individuals experience satisfaction or dissatisfaction in their work. Employees' basic needs are addressed by hygiene factors (e.g., salary, fair company policies, coworker relations, job security, and working conditions). Nonetheless, they are ineffective at motivating employees and can lead to dissatisfaction. Additionally, motivators are associated with increasing employee satisfaction and motivation (e.g., achievement, recognition, the job itself, responsibility, and promotion).

Acker's theory of gendered organizations suggests that workplace structures and practices often reinforce gender inequalities. Intersectionality (Crenshaw, 1989) framework explores how multiple social identities (e.g., gender, class, ethnicity, migrant status) interact to shape individual experiences. Female migrants in Mumbai's formal sector experience unique challenges at the intersection of gender and migration status, potentially leading to issues of workplace discrimination, job insecurity, and lack of adequate support.

Mumbai is a global megacity and the economic hub of India, offering a wide range of formal sector opportunities in industries like finance, IT, manufacturing, and services. However, the city also presents unique challenges, such as high living costs, housing shortages, and transport inefficiencies, which can disproportionately affect female migrants.

Methodology: Job Descriptive Index (JDI), a widely used and standardized tool for measuring job satisfaction developed by Smith, Kendall, and Hulin in 1969 is used to assess individual's satisfaction with various aspects of their job by focusing on five core dimensions namely work itself, pay, working environment, supervision and coworkers.

Target Population are migrant women who work in the formal sector jobs in Mumbai.

Findings Table 1 represents the percentage distribution of job satisfaction among dimensions that are included in the calculation of Job Descriptive Index (JSI) for this study. The level of satisfaction with the nature of the work itself is moderate, but not extremely high, with a mean score of 3.6. A standard deviation of 0.6 indicates some response variability and a range of viewpoints. The average score of 3.2 shows that pay satisfaction is somewhat less than neutral. A standard deviation of 0 indicates that every response was the same, which is uncommon in real life and could be an indication of a shared viewpoint among staff members. Even nevertheless, just 40% of workers are content with their salary, compared to 60% who are not, suggesting that most workers have concerns about it. The high mean score of 4.2 suggests that workers are usually satisfied with their working environment. The startling conclusion is that 87.6% of respondents are dissatisfied, while only 12.4% are satisfied. Satisfaction with supervision is strong, with a mean score of 4.4. A low standard deviation (0.2) denotes minimal variability, implying that most workers have comparable opinions regarding supervision. 73.1% of workers, however, remain dissatisfied with their supervision. Coworker satisfaction has a mean of 3.3, which is rather neutral; nevertheless, the high standard deviation (0.9) suggests that responses vary significantly from one another. This distribution shows that although some workers might

get along well with their coworkers, others might have far worse experiences. The large percentage of dissatisfied employees (93.5%) suggests that connections between coworkers are a significant cause of discontent.

Table.1 Percentage distribution of job satisfaction among major dimensions related with job					
Sr. No.	Dimension	Mean	Standard Deviation	% satisfied	% unsatisfied
1	Work Itself	3.6	0.6	28%	72%
2	Pay	3.2	0	40%	60%
3	Working environment	4.2	0.4	12.4%	87.6%
4	Supervision	4.4	0.2	26.9%	73.1%
5	Coworkers	3.3	0.9	6.5%	93.5%

Table 2. Scores of 4.2 – 4.3 for asserts like "I am well satisfied with my present work" and "I find my work interesting" indicate that most workers are happy in their current positions. Although not very high, there is genuine excitement and satisfaction in their work (scoring between 4.2 and 4.3). Here, scores decline to 3.2 for the statements "I feel I am being paid adequately" and "I feel I am fairly rewarded for the work I do." Bored feelings (3.0) and the opinion that the work is uninteresting (3.0) also point to considerable discontent in this area. While the negative statement "My fellow employees are uncooperative" scores a slightly lower 2.4, showing solid interpersonal interactions overall, employees generally find their coworkers easy to work with (4.1). Positive perceptions of supervisors in terms of justice, respect, leadership, and helpfulness are reflected in high scores for affirmations connected to supervision (4.2–4.6). The 3.0 for "I frequently feel overloaded with work" and the 3.5 for "I don't have much freedom in decision-making" indicate that there is moderate discontent with workload and autonomy. High ratings (4.5–4.6) suggest that workers feel accountable for their job and are content with their workspace and performance prospects.

Table.2 Average JSI Score for each affirmation		
Sr No.	Affirmations	Average Score
1	I am well satisfied with my present work	4.2
2	Most days I am enthusiastic about my work	4.3
3	I find real enjoyment in my work	4.2
4	I find my work interesting	4.3
5	I feel I am being paid adequately	3.2
6	Most days I am bored with my job	3.0
7	I feel I am fairly with for the work I do	3.2
8	I find my job to be uninteresting	3.0
9	Most of my fellow employes are easy to work with	4.1
10	I find my fellow employes to be uncooperative	2.4
11	The supervision I receive is fair	4.2

12	I have respect for my supervisor	4.6
13	My supervisor is helpful	4.4
14	My supervisor is a good leader	4.2
15	I often feel overloaded with work	3.0
16	I don't have much freedom of taking decisions on my job	3.5
17	I am responsible for my job	4.6
18	I am provided with good working conditions	4.5
19	I have to work too hard on my job	3.0
20	I am given the opportunity to do my best	4.2

Discussion and conclusion: Across all dimensions, there is a predominant trend of dissatisfaction, as the percentage of unsatisfied employees is consistently high in every category. Despite some dimensions (like "Working Environment" and "Supervision") having high mean scores, the high dissatisfaction percentages suggest that the responses are either inconsistent or that employees are dissatisfied with more nuanced aspects of these categories. The two biggest sources of dissatisfaction appear to be coworkers (93.5% unsatisfied) and the nature of the work (72% unsatisfied), suggesting these areas need immediate attention. Even though the average score in work itself is marginally favorable, the considerable percentage of dissatisfied employees (72%) indicates that many employees find the employment itself to be somewhat unsatisfying. The disparity between the high mean and the high percentage of dissatisfied workers may indicate that different workers have varied ideas about what constitutes a good "working environment" or that other causes may be driving the discontent. This unexpected finding regarding the supervision dimension with a high mean and still more than 70% respondents mentioning the satisfaction with the supervision implies that, despite the general positive view of supervision, the majority of respondents may not agree with certain components of it or other relevant aspects. The high dissatisfaction percentages indicate that while some aspects of the job are viewed positively by certain employees, many are dissatisfied with critical aspects of their work experience. Workers' opinions of their managers and the workplace are generally favorable, while there is space for improvement in terms of pay, workload, and decision-making authority. Even though they find their professions interesting and are generally satisfied, feelings of boredom and underpayment may make them less satisfied with their jobs overall.

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