

Report On  
**Job Satisfaction of Garment Workers – A Study on Needle  
Drop Limited**

By

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An internship report submitted to the BRAC Business School in partial  
fulfillment of the requirements for the degree of  
Bachelor of Business Administration

BRAC Business School  
BRAC University  
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## Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

### Student's Full Name & Signature:



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**Tareque Habib Emon**  
Student ID: 18204090

### Supervisor's Full Name & Signature:



24.03.22

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**Ms. Tanzin Khan**  
Lecturer  
BRAC Business School  
BRAC University

### Co-Supervisor's Full Name & Signature:



27.03.22

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**Ms. Rahma Akhter**  
Lecturer  
BRAC Business School  
BRAC University

## Letter of Transmittal

Date: 6<sup>th</sup> February, 2022

To,

Ms. Tanzin Khan

Lecturer

BRAC Business School

BRAC University

66, Mohakhali, Dhaka

Subject: Submission of Internship Report “Job Satisfaction of Garment Workers – A Study on Needle Drop Limited”

Dear Ma’am,

I would like to thank you for supervising and assisting me during my internship program completing my BBA. This internship program has provided me the opportunity to learn about one of the most recent and untouched fields of business in Bangladesh, and it has significantly increased my current knowledge.

This report is research on 'Job Satisfaction of Garment Workers – A Study on Needle Drop Limited' with a special focus on organizational and managerial skills that I was assigned during my internship.

Please feel free in contacting me if you have any questions or queries. I would be happy to answer any questions you have about the project.

Thank you.

Sincerely,

Tareque Habib Emon

ID: 18204090

BRAC Business School

BRAC University

## Acknowledgment

The successful completion of this report would not have been possible in time without the support of someone whose inspiration and suggestion made it possible. First and foremost, I want to thank my supervisor, **Md. Mizanur Rahman**, for helping me during my internship at Needle Drop Limited. This report would not have been possible without his support.

Then I want to thank my adviser, **Ms. Tanzin Khan** ma'am, for instructing and assisting me in writing my internship report on "Job Satisfaction of Garment Workers - A Needle Drop Limited Study."

I would also like to thank my colleagues who assisted me by providing helpful instructions. During my internship, I was in close contact with them. This project would have been extremely tough without them. And lastly, I want to thank the factory workers of Needle Drop Limited for providing their answers to survey questions and sharing their valuable thoughts.

## Executive Summary

For the past few years, Bangladesh's garment industry has been the main source of revenue. Exporting garments currently produces roughly \$34 billion in revenue for the country each year. About 4.5 million people are employed in the business, with 80 percent of them being women. Needle Drop Limited is one of our country's finest clothing companies. This company provides me with an internship in the Human Resources Department. It currently employs 1950 people and generates \$30 million in sales each year. The company was founded in 2006, and its manufacturing facility is in Gazipur. Throughout my internship, I worked in the Human Resources Department of the company.

The Human Resource Department of Needle Drop Limited is the most important department, as it deals with everyday manpower and resources. As an intern, I did not have the opportunity to work in every area in-depth, but I contributed a little to the Research and Development Division.

At the present, the companies are supplying clothing to meet worldwide demand. In this case, worker satisfaction is essential for the effective production and timely delivery of the order. Employee job satisfaction is an important issue in increasing production efficiency. Needle Drop Limited complies with all government recommendations as well as all concerns relating to employee satisfaction. Job security, salaries and benefits, promotion, and working conditions are all important factors in job satisfaction. These are the most essential tools for Needle Drop Limited to keep workers satisfied. However, it is difficult to properly satisfy all workers. Workers may become upset as a result of dissatisfaction, and companies may try to discover out what is behind the dissatisfaction.

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## Chapter 1

### Overview of Internship

#### 1.1 Student Information

Name: Tareque Habib Emon

ID: 18204090

Department: BRAC Business School

Program: BBA

Major: Human Resource Management

#### 1.2 Internship Information

Period: From 14<sup>th</sup> November to 14<sup>th</sup> February (12 Weeks)

Company Name: Needle Drop Limited

Department: HR (Human Resource)

Head Office Address: House- 144 (2<sup>nd</sup> Floor), Lane 01, Baridhara DOHS, Dhaka Cantonment, Dhaka-1206, Bangladesh.

Factory Address: 50 Chandpara, Bashon Road, National University - 1706, Joydebpur, Gazipur, Bangladesh.

#### 1.3 Internship Company Supervisor's Information

Supervisor's Name: Md. Mizanur Rahman

Position: Deputy General Manager

#### 1.4 Internship Job Responsibilities

- Assisting the recruitment process of the employee and factory workers.
- Review of the organization's current manpower and resources.
- Maintaining the office employees' and factory workers' attendance.
- Reviewing company's HR policies.
- Entering and maintaining employees and factory workers data.
- Assisting with event planning for the company.
- Responding to employee inquiries about HR policies, employee benefits, and other HR-related issues.

## 1.5 Internship Outcomes

### 1.5.1 My Contribution to the Company

- I have assisted the recruitment process of the employee and factory workers.
- I have reviewed the company's current manpower and resources.
- I have maintained the office employees' and factory workers' attendance regularly.
- I have reviewed the company's HR policies and helped my manager to develop them.
- I have entered and maintained employees' and factory workers' data in the company's datasheets.
- I have assisted in the company's annual event planning.
- I have responded to employee inquiries about HR policies, employee benefits, and other HR-related issues

### 1.5.2 Benefits that I Got

**Real work experience:** By doing this internship, now I am able to undertake real work responsibilities in a real working environment

**Getting a test of my chosen field:** This internship program helped me to taste what it feels like to work in the HR field. Getting hands-on experience as part of an internship can help you decide if your aspirational career path is right for you.

**Networking opportunities:** This internship program helped me to make a lot of connections that will be useful for my future career.

**Helps me build self-confidence:** Moving from university to work may be a difficult process, filled with unknowns and what-ifs. This internship opportunity helped me gain confidence by providing a systematic and regulated insight into the world of work and professional behavior.

**It boosts my CV:** This internship adds a significant amount of weight to my resume. This work experience adds another dimension to my resume's educational experience.

**Getting mentored:** This internship helped me to learn about many things from others. My supervisor mentored me in great ways and helped me to learn how to work perfectly in the HR department in an RMG company.

## Chapter 2

### 2.1 Overview of the Company – Needle Drop Limited

Needle Drop Limited is an export-oriented compliant woven garment company in Bangladesh, equipped with cutting-edge technology. It is a manufacturer and exporter of high-quality shirts. Needle Drop Limited was founded in the year 2006 in the city of Gazipur in Bangladesh. Needle Drop Limited is a prominent wholesale manufacturer dedicated to providing high-quality items for men, women, and children. Needle Drop Limited sells all varieties of men's, women's, and children's clothing that are current in style.



Needle Drop Limited is now one of the fastest-growing businesses in the world, with a yearly turnover is more than \$30 million. Needle Drop Limited now employs over 1950 people at its plant, which has 18 sewing lines and a production capacity of 25,000 pieces per day. There are also lines for Washing, Embroidery, Printing, Cartons, Polybag, Labels, tags, belts, etc. In the factory, the workers produce High-Quality Dress Shirt, Light Weight Denim Shirt, Casual Shirt, Board Shorts, Ladies Shirt, Ladies Blouse, Ladies Long Dress, Ladies Board Shorts. Kid's Basic Shirts, Kid's Casual Shirts, Kid's Light Weight Denim Shirts and Kid's Shorts. Needle drop

Limited uses cutting-edge technology and world-class machinery for automatic loading and cutting, sewing, auto welting, auto pocket setup, pattern tacking, fusing, and finishing, among other things.

## **2.2 Management Practices**

The workforce of Needle Drop Limited always follows the chain of command. Specifically, lower-level employees receive commands and directions from higher-level employees. Management is required for all organized activities and at all levels of the organization, from the Managing Director (MD) down to a supervisor in charge of a tiny sector of the factory. While the Managing Director has full executive control and authority over the company's affairs, the supervisor has equal abilities on a much smaller scale. Some management practices of Needle Drop Limited are given below.

- Extrinsic or financial rewards, findings from basic salary, additional remuneration, incentive compensation, and welfare and benefit are presented, i.e., any payment made to employees for their performance in addition to their basic salary.
- There are intrinsic or non-monetary benefits, career growth, recognition, a work environment, and job security, i.e., any award or recognition is accessible for employees based on their performance.
- Needle Drop Limited has a lack of compliance difficulties and has to improve.
- The assessment and performance appraisal methods are applied in Needle Drop Limited, which means that employee performance is correctly reviewed in the organization.
- The organization practices career and succession planning, which means that it provides additional guidance and training for employee development.
- There are corporate rules, regulations, and cultures available in Needle Drop Limited.
- Needle Drop Limited offers health and medical services.
- The organization also abides by labor laws.
- A food and transportation policy are available in Needle Drop Limited. That any food or food payment has been made to the employees.

- Needle Drop Limited follows the standard leave policy. That means the organization follows the leave policy in compliance with the labor law.
- There is a transportation policy in place. In that instance, the organization provides transportation for their employees or compensates them in some way.

## **2.3 Marketing Practices**

In the field of displaying or showing the positive criteria of the items to the buyer, as well as communication with the client, marketing plays an important role. There are 35 people including 30 merchandisers taking care of this section in Needle Droop Limited.

### **2.3.1 Marketing Strategy**

Marketing strategy is a vital part of selling products to buyers. It will be quite difficult to achieve the target if the marketing plan is not well-developed. Dealing with buyers is a major element of RMG marketing.

The buyer is mostly dealt with by the General Manager, Deputy General Manager, Merchandisers, and other higher officials of Needle Drop Limited. The company has a fixed buyer. Every year, the buyer continues to place orders. To gather orders, the marketing officials and merchandisers engage with the buying houses. The rate and order quantity is established as a result of both parties' understanding.

### **2.3.2 Marketing Mix Modeling**

Buyers are fast getting immune to companies' marketing efforts, and margins are now being squeezed by consumers. The attention is shifting away from mass branding and toward the development of new trends. The apparel industry is a highly competitive field. Because of the extremely random nature of the garments and textile sector, Needle Drop Limited differentiates itself from its competitors from the moment it enters the industry.

### **Price**

In the RMG sector, price is not that much important. The times are gone when the companies competed on price. Today, service is the most important factor, but in the future, the attention will shift to personality. Unique designs are no longer a competitive advantage. Within three weeks,

new sketches are developed into garments and placed on retail shelves. The product development time has been cut from 16 months to 20 days because of the new disposable fashion.

### **Promotion**

Integrated marketing communication is an important component of the marketing mix. This is particularly true in the garment industry, where communication is a vital tool for making an impact on customers. For an item of clothing to be accepted by the general public, it must first be adopted by a group that is respected in society. Celebrities are the most powerful persons in the world when it comes to influencing public opinion. Consumer Personal Reference (CPR) marketing is a type of marketing in which a customer promotes a brand by purchasing it and spreading the word through word of mouth. Needle Drop Limited always considers these promotional factors for its business.

### **Product**

Intangible aspects such as brand name and customer service are included in the concept of a product. It was once thought that a good product will sell itself. There is no such thing as a bad product in today's competitive market. As a result, Needle Drop Limited focuses on developing a product or service that will meet the needs of customers. Functionality, quality, appearance, brand service, support, and warranty must all be identified as product features.

### **Place**

Apart from pricing and quality, the location of distribution must also be considered when developing a proper marketing mix, as the garments sector is mostly based on perception. Store designs must be used to create an attractive environment that emphasizes a brand image while also reflecting current trends. Needle Drop Limited focuses on distribution processes and partners, because without them, even exceptional products will fail. Changing places has resulted in major business revolutions. It is necessary to consider location, logistics, channel motivation, service levels, and channel members.

## **2.4 Accounting & Finance Practices**

The main goal of financial performance and accounting practices is to provide the group's Board of Directors, stakeholders, management and managers, as well as buyers and bankers, with cost-

effective and efficient accounting and financial management services. Here are some financial performance and accounting practices of Needle Drop Limited given below.

- Prepare the company's financial statements, comprising the Income Statement, Balance Sheet, and management reports, on a monthly, quarterly, and annual basis.
- Monthly management accounts preparation and evaluation.
- Ensure that applicable rules, regulations, and international financial reporting requirements are followed.
- Create and maintain strong internal and financial control systems.
- Creating and maintaining effective management information systems.
- Provide appropriate financial and tax assistance while making business decisions.
- Annual budgets and forecasts are prepared and monitored, and variations between actual and budgeted performance are reported.
- Create financial and accounting policies and processes and ensure that they are followed.
- Management of the bank and cash.
- Ensure the company's annual inventory of stocks and fixed assets.
- Various product costing and cost analysis.

## **2.5 Industry and Competitive Analysis of RMG in Bangladesh**

Usually every nation, regardless of its developmental stage, is involved in garment manufacturing and trading, and almost without exception, historically, the garment industry was the first industry introduced in our country, which eventually led to the development of other industries. The clothing sector has become a national asset. Because of the combined efforts of millions of employees, businesses, and governments, the sector has achieved such an advantageous position. The garment sector earns over \$32 billion in export revenues each year, accounting for more than 70% of Bangladesh's export earnings and 80% of national export. Bangladesh's garment sector represents 20% of the country's GDP, and garment exports have expanded significantly from less than US\$ 1 billion in 1985 to almost US\$ 34 billion in 2021, making it the world's second-biggest

clothing manufacturer behind China. In terms of employment and foreign exchange revenues, the readymade garments (RMG) industry has the greatest potential to eliminate poverty and contribute to the national economy of any sector.



Bangladesh now has over 4800 garment factories that operate for big western retailers, with European garment factories accounting for approximately 60% of the country's apparel exports, followed by the United States at 23%. Between January and July 2021, the EU imported \$9.17 billion in readymade garments from Bangladesh, according to Eurostat. Similarly, according to OTEXA statistics, Bangladesh's exports did better in the US market over the same time. The availability of informal and low-cost labor in Bangladesh has been a crucial driver of the industry's expansion. More than 4.5 million people are employed in the apparel industry, with around 85 percent of them being women. Compliance is a critical aspect of the garment industry right now. The items must meet international standards, such as ensuring worker welfare, timely payment, and production that does not degrade the environment.



## 2.5.1 SWOT Analysis

### Strength

- A positive image of garment exporting for over 40 years.
- Manpower costs are lower than in other countries.
- Appropriate planning and a supply chain team for maintaining appropriate material stock levels.
- Capacity for developing samples and exclusive fabrics
- The ability to manufacture every kind of knit, woven, denim, and other fabrics.
- Bangladeshi factories are equipped with the latest machinery.
- The entire supply chain of the RMG sector is involved in the most recent IT system (MIS).

### Weakness

- Orders with a short lead time may require a longer lead time.
- The infrastructure is not up to standard.
- Some factory storage capacity is insufficient, which is why housekeeping is not up to the mark.
- Material sourcing, particularly for fabrics, as a large number of the items must be imported from abroad.



### Opportunity

- The ability to develop products quickly.
- Always be prepared for any style, and execute new developments in accordance with buyer expectations.

- Any kind of complicated style can be done with good quality.

### **Threat**

- Low price competition to attract suppliers to compete with one another.
- Political and labor unrest are major threats.
- There is a severe lack of infrastructure.

## **2.6 Departments**

### **2.6.1 Department of Work-Study**

To face the worldwide challenge, Needle Drop Limited has placed a high priority on increasing efficiency. The goal of the hand setup work-study and engineering department in all production facilities is to achieve maximum output with the least amount of waste. A manpower-to-machine ratio of 1.8 has already been attained. Engineers are implementing new approaches, such as line balancing, waste control, and continuous monitoring, to improve existing efficiency levels and become more competitive in the global market.

### **2.6.2 HR and Admin Division**

HR and Admin division is the most essential department in Needle Drop Limited. Not only this company but also an RMG company cannot run without an HR and Admin division. The HR and Admin division's first responsibility is to hire the appropriate person for the right job. The process of recruiting and selection is really standard in Needle Drop Limited. The HR department follows all kinds of standard procedures. This division also coordinates the interview process, conducts appointment and termination, coordinates training and orientation sessions, manages attendance and absent status. Manpower planning, data entering into HRMS, handling employee resignation, performance appraisal, employee counseling, confirmation, promotion, increment, etc. are some major works of the HR & Admin Division of Needle Drop Limited.

#### **2.6.2.1 HR Practices in Needle Drop Limited**

- The workforce of Needle Drop Limited always follows the chain of command. Specifically, lower-level employees receive commands and directions from higher-level employees.

- Extrinsic or financial rewards, findings from basic salary, additional remuneration, incentive compensation, and welfare and benefit are presented, i.e., any payment made to employees for their performance in addition to their basic salary.
- There are intrinsic or non-monetary benefits, career growth, recognition, a work environment, and job security, i.e., any award or recognition is accessible for employees based on their performance.
- Needle Drop Limited has a lack of compliance difficulties and has to improve.
- The assessment and performance appraisal methods are applied in Needle Drop Limited, which means that employee performance is correctly reviewed in the organization.
- The organization practices career and succession planning, which means that it provides additional guidance and training for employee development.
- There are corporate rules, regulations, and cultures available in Needle Drop Limited.
- Needle Drop Limited offers health and medical services.
- The organization also abides by labor laws.
- A food and transportation policy are available in Needle Drop Limited. That any food or food payment has been made to the employees.
- Needle Drop Limited follows the standard leave policy. That means the organization follows the leave policy in compliance with the labor law.
- There is a transportation policy in place. In that instance, the organization provides transportation for their employees or compensates them in some way.

### **2.6.3 Research and Development Division**

The R&D (Research and Development) division of any focused organization is one of the most important organs in its structure. The Research and Development Laboratory of Needle Drop Limited is no exception. Passion, science, and a professional team's unique idea are driving forces. The division is adept at staying on top of current affairs. To produce clothes with fascinating finishers, the company's fashion designers collaborate closely with technologists and wet

processing specialists. Needle Drop Limited's product development laboratory, aided by cutting-edge technology, offers the customers its skills to explore them and their imagination.

#### **2.6.4 Design and Development Division**

Needle Drop Limited has a creative in-house design team. The designers stay up with the current trends and organize seasonal presentations for buyers in Australia, USA and Europe. To accomplish market trends, there is a greater degree of collaboration with buyer's designers. Designers are also fast to spot upcoming trends and develop collections. They collaborate closely with customers' design and buying teams to include their seasonal purchasing preferences and vision.

#### **2.6.5 Accounting & Finance Department**

The Accounting and Finance Department of Needle Drop Limited's mission is to provide cost-effective and efficient accounting and financial management services to the group's Board of Directors, stakeholders, management and managers, as well as buyers and bankers. Budget and financial reporting, management information systems, forecasting, and procedure development all provide timely, accurate, clear, and complete accounting and financial information.

##### **2.6.5.1 Accounting and Finance Department's Key Roles**

**Money in** – Receiving and processing incoming money.

**Money out** - Making payments and keeping the bills.

**Payroll** - Ensure that everyone, including the government, gets paid.

**Reporting** - Preparing financial reports such as profit and loss statements, balance sheets, and budgets.

**Financial Controls** – To prevent errors, fraud, and theft.

Needle Drop Limited does not publish any kind of Financial Report publicly because it is a private company. For this reason, any kind of financial statement cannot be included to this report.

## 2.7 Scope and Activities

### 2.7.1 Woven

The factory of Needle Drop Limited is mainly a woven factory. 1950 workforces are working together to achieve their aim. All of the lines are equipped with auto trimmers and advanced machines that allow them to switch production between complicated tops and bottoms such as shorts, trousers, ladies' shirts and ladies' blouses, among other items. The ability of auto-cutting improves cutting efficiency. Needle Drop Limited manufactures a wide variety of high-quality woven shirts.



### 2.7.2 Buyers

Needle Drop Limited works with some of the world's most prestigious buyers from the USA, Europe, Australia and Asia. Those are Kmart, Runner Athlete, C&S, New Yorker, Tesco, Mango, IZOD, Tk Maxx, Clayton, C&A, Arvind, Next, Walmart, Okaidi, Reverse and PWT Brands.



### **2.7.3 Merchandising**

A team of 30 merchandisers is hard at work, acting as a strong link between the buyer and the production. Merchandising subgroups are reorganized to provide effective support to the particular buyer in order to ship goods on schedule.



### **2.7.4 Washing Plant**

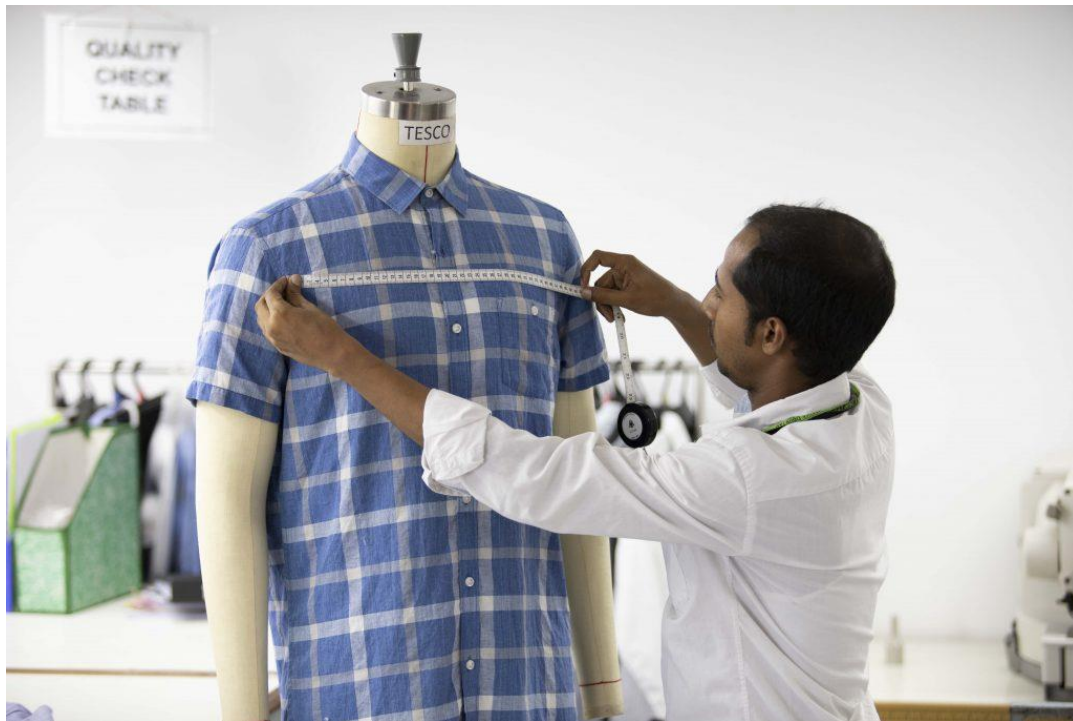
Needle Drop Limited operates a large washing plant that can wash 20,000 clothes each day. All of the washing plants have dry process capabilities and the necessary equipment to do all types of fashion washes, such as hand brushing, sandblasting, Tearing, Grinding, Tinting, Oven curing, Over dyeing and so on. To protect the environment, all of the washing units contain an ETP plant to purify chemically poisoned water.

### **2.7.5 Quality Control**

Quality in action is the main motto of Needle Drop Limited. The company always strives for superior quality. Needle Drop Limited follows the highest professional values. The company manages time and resources in a cost-effective manner resulting in greater value for its customers. Needle Drop Limited follows a meritocracy, with strong responsibility and self-governance. Through great resources and efficient activity, the company makes a distinct impact. Needle Drop



Limited always tries to forecast the right trends on time for each segment of the marketplace. For each partner, the company leverages its scale and global sourcing network.



Needle Drop Limited embraces state-of-the-art technologies through all facets of our business. The company creates strong and consistent relations with a diverse global supply chain while demanding top management practices and equal ethics from all. Lastly, Needle Drop Limited demonstrates that true professionalism means respect, care and concern for every individual. Needle Drop Limited embraces cutting-edge technology in all aspects of its operations. The company creates strong and consistent relationships with a broad global supply chain while requiring top management practices and equal ethics from everybody. Finally, Needle Drop Limited shows what true professionalism entails: respect, care, and concern for each client.

## **2.8 Marketing Officials' Activities**

The marketing official's main responsibility is to deal with and convince the buyer. The marketing officials have also some other essential tasks. The primary responsibilities and duties of the marketing officials are stated below –

- Dealing with the buyer to prepare a cost sheet.

- To review various options with high-ranking officials and merchandisers.
- Maintaining a consistent and positive relationship between the commercial officer and the merchandisers.
- To keep in touch with the buyer and buying-houses on a regular basis.
- Make contact with the new buyers.

**2.9 Salary and Benefits**

Needle Drop Limited always pays its employees more than the government recommends, according to the Bangladesh Gazzetta 24 January 2019 workers wage framework for the garments industry. In Needle Drop Limited, there are 7 workers' grades and the company pays the workers from every grade with an additional 10 percent salary of the Government's recommended salary.

**2.10 Paid Leave for Workers**

Paid leave is designed to provide a number of paid leave days for workers to use for any reason, in accordance with the company's policies, as shown in the table below.

Annual Leave	28 Days
Sick Leave	14 Days
Casual Leave	14 Days
Maternity Leave	16 Week

Table 1: Paid Leave for Workers

**2.11 Service Benefit**

When a factory worker completes six months of continuous service in the current calendar year, he or she will be considered to have worked for a full year.

**2.12 Benefits for Disengagement**

Resignation, termination, dismissal, discharge, and retrenchment are all examples of disengagement. Workers who are physically or psychologically incapable of working due to long-



term bad health may be released from their positions and will be paid at the rate of 30 days last drawn basic salary for every year of service completed.

## 2.13 Compensation in Case of Death or Disability or Injury

Workers with life insurance will be paid 3,00,000 taka in the event of their death. If a worker does not have life insurance, he/she will be paid 1,00,000 taka for death and 1,50,00 taka for injury.

## 2.14 Earned Leave

Workers will receive a maximum of 15 days of earned leave, which will be included in the next calendar year of employment.

## 2.15 Festival Bonus and Holidays

Needle Drop Limited observes a total of 11-12 public/festival holidays across all locations, as stated below. For each holiday, the two basic 30 days of the month will be paid.

Independence Day	1 Day
Shab-E-Barat	1 Day
Bangla Naba Barsha	1 Day
May Day	1 Day
Shab-E-Qadar	1 Day
Eid-UI-Fitr	3Day
Eid-UI-Adha	3 Day
National Mourning Day	1 Day
Victory Day	1 Day

Table 2: Festival Holidays

## 2.16 Special Leave

When workers go on Hajj or Chilla, they are allowed up to 40 days of special leave.

## 2.17 Promotion

Special increments and annual increments in the Needle Drop Limited are dependent on an accurate performance appraisal system. It is an ongoing process in the company. All male and female workers are subjected to the same procedure. For performance evaluation, Needle Drop Limited's takes the following steps:

### Step 1- Determine the reasons for or types of performance evaluations

- Promotion
- Special increment
- Annual increment

### Step 2- Collecting workers information

1	Name	
2	Designations	
3	Date of Joining	
4	Worker's ID Number	
5	Section	
6	Department	
7	Academic Qualification	
8	Last type & Time of Appraisal	
9	Last Promotion	

### Step 3- Determining the job description

- Preparation of a work schedule
- Delegation of labor
- Supervise the field works
- Measurement of field works
- Checking monthly pay
- Labor line report and all-around assistance to garden management

### Step 4- Indicators of key performance

#### I. General Key Performance Indicator (KPI) on Workers Personal Characteristics

<b>Characteristics Name</b>	<b>Mark</b>			
Personality	1	2	3	4
Organizational Behavior	1	2	3	4
Punctuality	1	2	3	4
Fitness	1	2	3	4
Self-Motivation	1	2	3	4
Reliability	1	2	3	4

#### II. Key Performance Indicator (KPI) Based on Job Requirements & Performance

<b>Requirements and Performance Name</b>	<b>Mark</b>			
Educational Qualification	1	2	3	4
Professional Knowledge	1	2	3	4
Communication Skill	1	2	3	4
Volume of Completed Works	1	2	3	4

Relationship with Coworkers	1	2	3	4
Dutifulness	1	2	3	4
Quality of Completed Works	1	2	3	4
Skills to Give Training	1	2	3	4

### III. Grading Evaluation

Mark	Grading
95-100	Excellent
85-94	Very Good
75-84	Good
65-74	Satisfactory
55-64	Very Poor
45-54	Unsatisfactory

#### Step 5- Remarks from Evaluators

- a. First Line Reporting Officer

Signature & Date
------------------

b. Second Line Reporting Officer

Signature & Date
------------------

c. Head of Department

Signature & Date
------------------

Step 6- Management Approval

a. Deputy General Manager (DGM)

Signature & Date
------------------

b. Managing Director (MD)

Signature & Date
------------------

## **Process:**

- The first line reporting officer will use black ink to tick mark the evaluation table and write down the results in the designated box.
- On the evaluation table, the second-line reporting officer will use green ink. If he disagrees with the first line officer, he will write down his or her opinion on his or her remarkable table. In his or her remarkable table, he or she also recorded the overall mark he or she received.
- After a discussion with the first- and second-line officers, the department head will make remarks in red ink. If the department head disagrees with them, he/she will put down his or her reasons on the remarkable table. In the department head's remarkable table, he or she also wrote the overall mark that given by him/her.
- In the case of an excellent or unsatisfactory grade, the evaluator must state why this rating was given.

## **2.18 Working Condition**

**Cleanliness:** The floors of every workroom, all inside walls and partitions, all ceilings, or tops of rooms and walls are washed well once every month in the Needle Drop Limited's factory, and all workrooms and benches are cleanly swept every day.

**Temperature and Ventilation:** Every workroom is well ventilated with fresh air. All of the rooms have electric ceiling fans. As a result, the temperature in the rooms is comfortable. It helps in the prevention of workers' health injuries.

**Drinking-Water:** The factory provides drinking water to each room, which workers can conveniently access. They are given cold water when it is hot outside. There is an electronic water filter on every floor in the factory.

**Washroom and Latrines:** Separate washrooms and latrines are provided for men and women workers. All of them are properly lighted, ventilated, and cleaned.

**Safety from Covid-19:** Every worker in the factory has been given good quality face masks, hand gloves and hand sanitizer to keep safe from the Covid-19 virus. Also, a bottle of hand sanitizer is

set at every gate inside and outside of the factory building so that every worker can use it while entering and getting out through the gate. On the other hand, the HR of the factory aware the workers of the Covid-19 virus and its variants. Also, HR influences every worker to get vaccinated as soon as possible.

## **2.19 Factory Safety**

**Building and Machinery:** Needle Drop Limited's factory is well-designed and certified by the authorities. The company also ensures that the necessary building code is followed. Once every year, the management assembles an expert team to investigate building safety. As a result, the factory workers feel safe working there. Some machines and plants are dangerous to worker's life. In this situation, the workers are given clear instructions on how to operate, and the inspector ensures that they are always aware of possible risks.

**Fire Cases:** Every floor has an alternate stairwell for escape, and workers are provided with fire-fighting equipment in the case of a fire and other emergencies. The factory management provides workers with training on how to control fires in an emergency fire situation and essential directions on how to avoid this threat.

**Floors, Stairwells, and other means of access:** All floors, stairwells, and passageways are well-built. Steps, stairs, and passages with strong handrails are given in the event of an emergency evacuation where it is essential to assure safety.

## Chapter 3

### 3.1 Introduction

Job satisfaction is a measure of a worker's contentment with their job, the sense of pleasure or fulfillment derived from their job. It is analyzed in terms of behavioral, cognitive, and affective components. Job satisfaction is divided into two categories: intrinsic job satisfaction and extrinsic job satisfaction. Intrinsic job satisfaction is concerned with the type of work being performed, as well as the tasks and duties that comprise the employment. Extrinsic job satisfaction is concerned with work conditions such as the surroundings, the supervisor, the compensation, and the coworkers.

In Bangladesh's economy, the Ready-Made Garments (RMG) industry occupies a unique position. The garment industry's mass-produced completed textile goods are known as ready-made garments. Though the history of the readymade garment industry is not as old as that of the clothing industry in Bangladesh, the Bangladeshi clothing industry has a long and glorious history. It began on the Indian subcontinent during the Mughal era, most likely through Dhakai Muslins. It had a global popularity as well as a market that was in high demand all around the world, particularly in Europe. Employee satisfaction refers to how pleased employees are with their jobs and working conditions. Job satisfaction, or a sense of accomplishment and success among employees, is linked to both productivity and personal well-being. A happy worker is more likely to be inventive, flexible, and loyal. Workers that are unhappy are motivated by a fear of losing their work, and they will not give their all for very long. Though fear is a potent motivator, it is also a transient one, and performance will drop as soon as the threat is removed. There are numerous factors that can be implemented by savvy employers to improve or maintain high employee satisfaction. Many organizations will conduct mandated surveys or face-to-face talks with employees to gauge employee happiness. Both of these strategies have advantages and disadvantages, and they should be used with caution. Surveys and meetings may help to get to the heart of the facts surrounding employee satisfaction, and they can also help to pinpoint particular issues that are causing low morale.

This study looks and measures the elements that influence the job satisfaction of the workers at Needle Drop Limited, a readymade garment company. Working Environment, Salary Structure, Promotion, Job Security, Recognition and Reward, Health and Hygiene Facility, Leave Policy,



Medical Facility, and so on are all organizational factors. This study adds to the existing literature in three ways: first, it identifies the current situation of garment workers' satisfaction through a survey analysis; second, it categorizes and analyzes the results of the survey of the individual factors that affect worker satisfaction in the company; and third, it offers some recommendations for formulating and improving worker satisfaction in the company.

### **3.1.1 Literature Review**

Satisfaction refers to a person's sense of pleasure or disappointment that arises as a result of comparing their perceived performance to their expectations. Job satisfaction is defined by Hoppok and Spielgler (1938) as an integrated collection of psychological, physiological, and environmental variables that induce employees to declare that they are content or happy with their occupations. According to Hossan et al. (2012), an employee's job satisfaction is the overall effective state of mind that results from approval of all parts of his work. Job satisfaction is defined as a combination of cognitive and emotive emotions by Marchington and Wilkinson (2008); Wright et al. 2003. According to Vroom (1964), job satisfaction is an emotional orientation that people have toward the role they play at work. Job satisfaction is defined by Locke (1976) as "a pleasurable or pleasant emotional state coming from the appraisal of one's employment or job experiences." Work satisfaction is an expression used to define an employee's attitude toward work and associated roles and duties, with a highly satisfied employee having a perfect positive attitude about work and vice versa (Pushpakumari, 2008). According to Maanen and Katz (1976), worker job satisfaction has earned a well-deserved place in the literature of industrial and organizational psychology.

According to Robbani (2000), the RMG sector accounted for the majority of foreign exchange revenues, resulting in a massive position in the economy. According to Rehman and Hundker (2001), the RMG sector began in the late 1970s as a modest non-traditional export of 69 thousand US dollars, and by FY2002, exports had increased to US\$4.5 billion. In the coming years, the sector will increase at a rate of 15% per year on average. According to Rock (2001), Bangladesh began exporting clothes in 1976. Desh Garment, a joint venture readymade garment factory in Bangladesh, was established in collaboration with Daewoo, a South Korean company. According to Rahman (2002), the expansion of RMG exports has unquestionably favorable consequences on macroeconomic balances. According to Azad (2001), the phenomenal success of Bangladesh's

ready-made garment (RMG) exports over the last two decades has been beyond hopeful expectations. Bangladesh's garment industry has far exceeded its great economic and financial success. The entire influence of the ready-made garment export business is without a doubt one of Bangladesh's most significant social and economic developments.

### **3.1.2 Background of the Study**

Employee job satisfaction is primarily described as a combination of feelings and satisfaction that an individual has toward their work. When a worker considers his or her work fascinating, competitive, fulfilling, and dependable, he or she is content with his or her service. The internship program is an excellent combination of theoretical and practical knowledge. This report has been created to fulfill the criteria of the assigned project internship report on "Job Satisfaction of Garment Workers – A Study on Needle Drop Limited " Because Human Resource Management is my area of study and I hope to work in this field in the future. So, completing this report will support me in my field of work.

### **3.1.3 Objectives**

The main objective of this study is to determine the level of job satisfaction and work-related attitudes of garment factory workers in Needle Drop Limited. The study was also associated with the following secondary goals and objectives:

- To explore the connection between human resource management practices (job security, compensation, motivation, and promotion) and workers' work-related attitudes (Employee job satisfaction) in Needle Drop Limited.
- Determine the level of satisfaction among garment workers in Needle Drop Limited.
- To learn about the factors or reasons that workers need to improve in order to increase their level of satisfaction.
- To make recommendations to the organization on how to improve employee happiness.

### **3.1.4 Significance of the issue**

A study of job satisfaction is very important for every organization since it is connected to a variety of factors such as productivity, absenteeism, and turnover. This report will provide various information about how satisfied the workers are in Needle Drop Limited. Also, future job

candidates will use this report to make good decisions for their future careers in the RMG sector. On the other hand, the company can use this report for their future analysis and can measure the satisfaction level of their workers which can help them to make further improvements and development of the relationship between HR and workers.

## **3.2 Methodology**

### **3.2.1 Research Design**

To analyze the relation between HR and the workers, measuring the effects of the relationship, I tried to gather information from the workers of Needle Drop Limited and investigate that information. I'm also looking at the impact of the measuring factors and analyzing the links between them. For this process, I will use a structured questionnaire for collecting information. On a Likert scale of 1 to 5, questions evaluating the elements range from strongly agree to strongly disagree. There were 60 workers (30 males and 30 females) that responded to this survey.

### **3.2.2 Survey Instrument**

To collect data from the sample, I used structured questionnaires. The use of structured questionnaires is motivated by their accessibility and advantages over other survey instruments such as observation and interviews. Questionnaires are also cost-effective. Because questionnaires collect replies in a standardized manner, they are very objective. It takes less time as well. For these advantages, I choose structured questionnaires for this research project. As a result, I will utilize the same questionnaires for all samples. There will be two main components to the survey questionnaire. The first component will be about the demographic information of the respondents in current factories, such as age and gender. Job security, salary and benefits, promotion methods, and job satisfaction will be discussed in the second component. As I chose four independent variables and one dependent variable, the surveys will be divided into five sections. Job security will be evaluated using two items (Questions 1-2), salary and benefits will be evaluated using two items (Questions 3-4), the promotion will be evaluated using two questions (5-6), and working conditions will be evaluated using three questions (7-9).

### **3.2.3 Data Collection**

My research type will be quantitative. Which involves two sources for collecting data- primary and secondary.

**Primary Source:** My primary sources for collecting data are- desk work, face-to-face conversation with the officers and workers in person and direct observation.

**Secondary Source:** My secondary sources for data for this report are- various reports and journals of Needle Drop Limited and the company’s official website.

### 3.3 Analysis

#### 3.3.1 Workers' Demographic Information

There were 50 respondents in total, 25 of who were male and 25 of who were female from Needle Drop Limited's RMG Factory, with 50 percent of them that are male and 50 percent of them that are female, as shown in Table-3.3.1.1 and Figure 3.3.1.1 below:

Gender	Number of Workers	Percentage (%)
Male	25	50
Female	25	50
Total	50	100

Table 3: Participated Workers’ Number

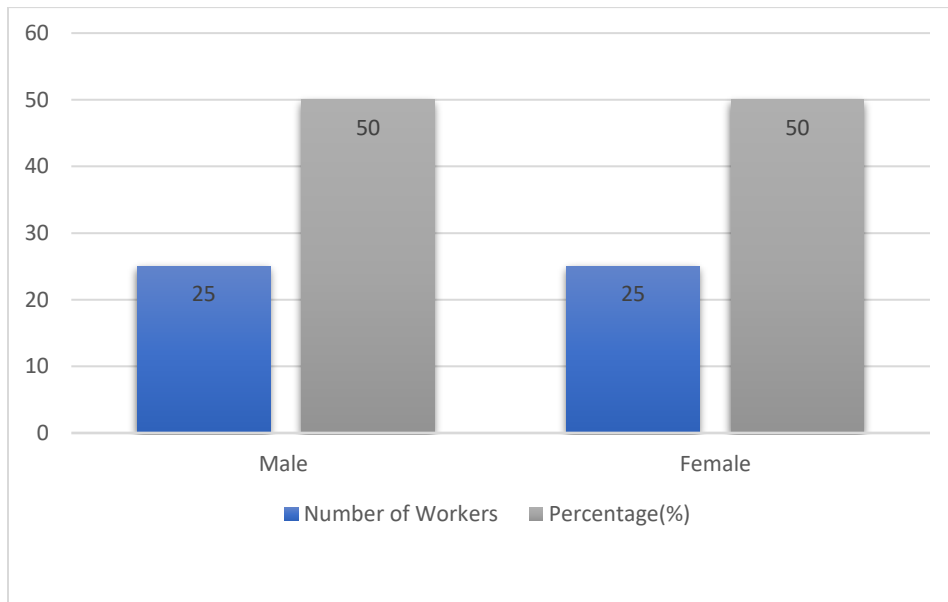


Figure 1: Participated Workers’ Number

Table 3.3.1.2 and Figure 3.3.1.2 show that out of 50 workers, 23 were between the ages of 21 and 25, which is 46% of the total, 18 were between the ages of 26 and 30, which is 36%, 7 were between the ages of 31 and 35 which is 14% and lastly, 2 were between the ages of 36 and 40, which is 5%.

Range of Age	Numbers of Worker	Percentage (%)
21-25	23	46
26-30	18	36
31-35	7	14
36-40	2	4

Table 4: Participated Workers' Age

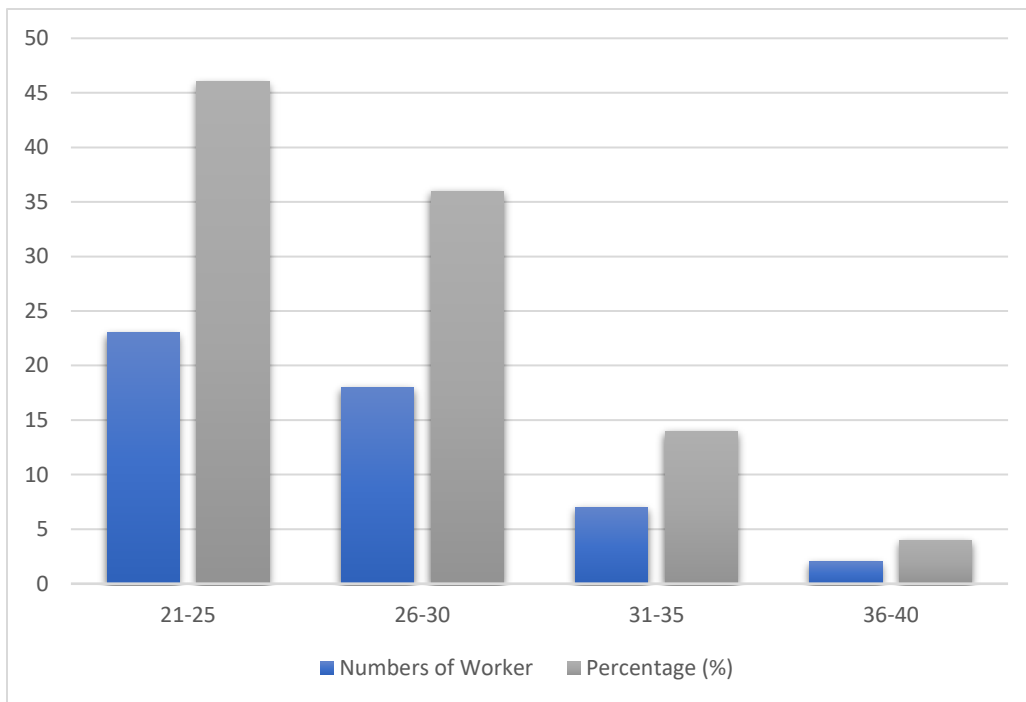


Figure 2: Participated Workers' Age

### 3.3.2 Workers' Satisfaction Level on Job Security

On the statement “I am not concerned about losing my job anytime in the near future.”, 58 percent of factory workers strongly agreed, 26 percent of workers agreed, 4 percent of workers were

neutral, 6 percent of workers disagreed, and 6 percent of workers strongly disagreed, as shown in Table 3.3.2.1 and Figure 3.3.2.1 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
I am not concerned about losing my job anytime in the near future	Strongly Disagree	2	1	3	6
	Disagree	1	2	3	6
	Neutral	1	1	2	4
	Agree	8	5	13	26
	Strongly Agree	13	16	29	58
	Total		25	25	50

Table 5: Workers’ Satisfaction Level on Job Security

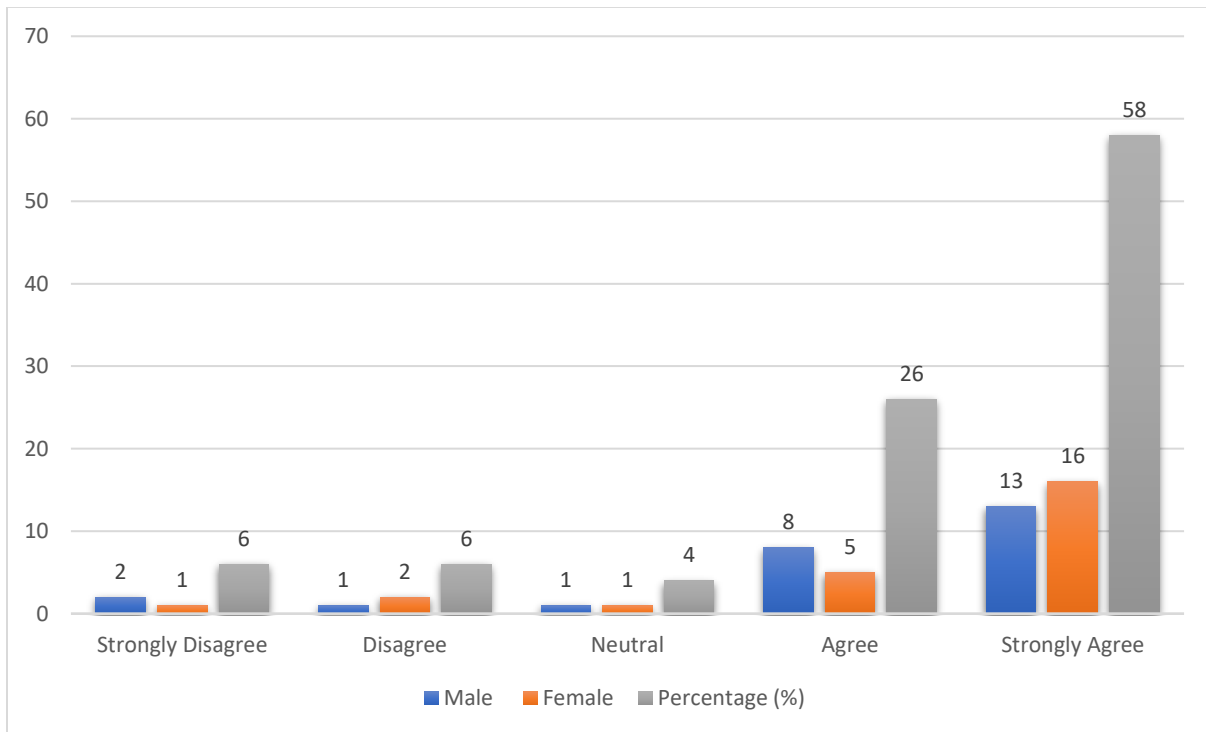


Figure 3: Workers’ Satisfaction Level on Job Security

**Critical Analysis:** In Needle Drop Limited, most of the workers are working here for more than 8 years which is a long time for a worker. Not only that but also the rate of losing jobs is very little here. For this reason, most of the workers do not concern about losing jobs here anytime in the future and are satisfied with the job security.

On the statement “The organization offers me with everything I need to improve my professional skills and knowledge.”, 54 percent of factory workers strongly agreed, 36 percent of workers

agreed, 2 percent of workers were neutral, 6 percent of workers disagreed, and 2 percent of workers strongly disagreed, as shown in Table 3.3.2.2 and Figure 3.3.2.2 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
The organization offers me everything I need to improve my professional skills and knowledge	Strongly Disagree	1	0	1	2
	Disagree	1	2	3	6
	Neutral	0	1	1	2
	Agree	10	8	18	36
	Strongly Agree	13	14	27	54
	Total	25	25	50	100

Table 6: Workers’ Satisfaction Level on Job Security

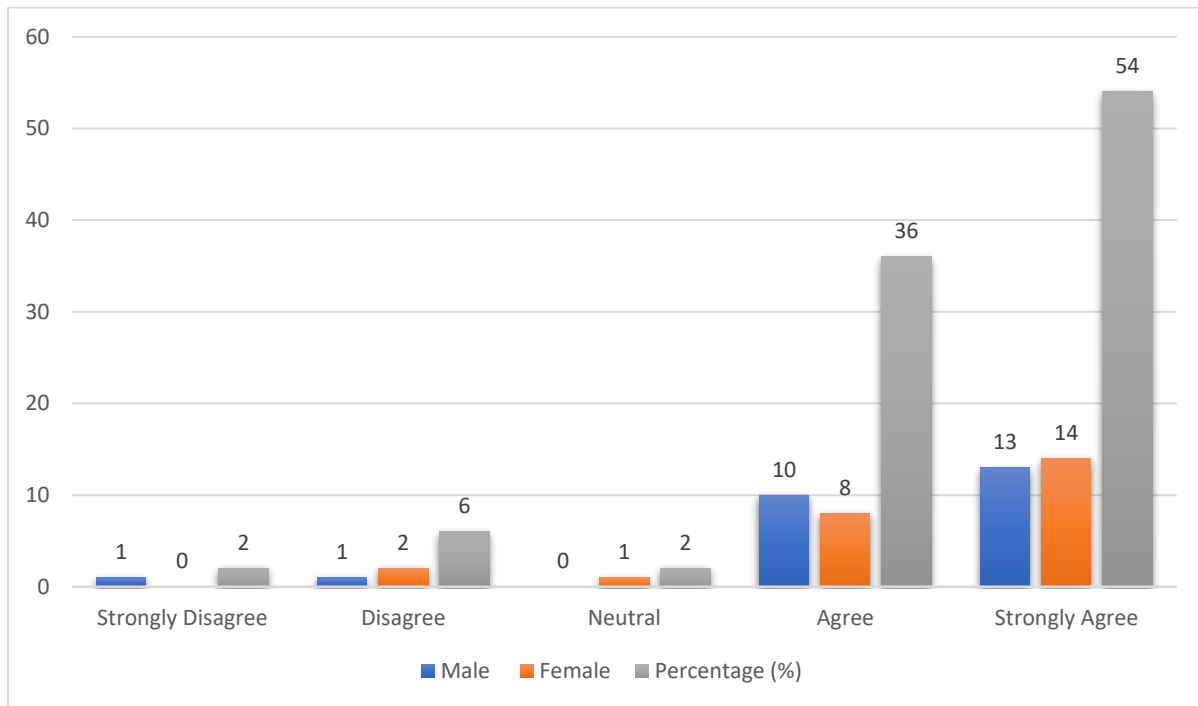


Figure 4: Workers’ Satisfaction Level on Job Security

**Critical Analysis:** Needle Drop Limited is always concerned about their workers' professional skills and knowledge improvement. The company makes sure the workers get their regular training and other professional help regularly. For this reason, most of the workers are agreed with the statement “The organization offers me with everything I need to improve my professional skills and knowledge.”

### 3.3.3 Workers' Satisfaction Level on Salary and Benefits

On the statement “In this workplace, I am generally satisfied with the amount of salary and extra benefits that I receive.”, 48 percent of factory workers strongly agreed, 34 percent of workers agreed, 6 percent of workers were neutral, 6 percent of workers disagreed, and 6 percent of workers strongly disagreed, as shown in Table 3.3.3.1 and Figure 3.3.3.1 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
In this workplace, I am generally satisfied with the amount of salary and extra benefits that I receive	Strongly Disagree	2	1	3	6
	Disagree	1	2	3	6
	Neutral	2	1	3	6
	Agree	9	8	17	34
	Strongly Agree	11	13	24	48
	Total	25	25	50	100

Table 7: Workers' Satisfaction Level on Salary and Benefits

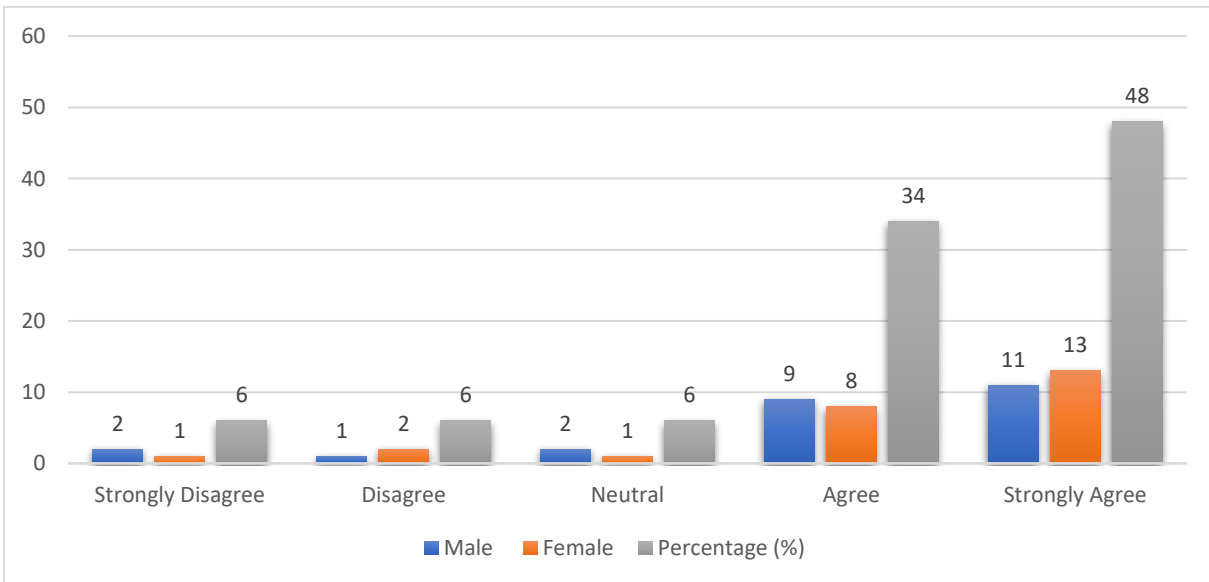


Figure 5: Workers' Satisfaction Level on Salary and Benefits

**Critical Analysis:** Though Needle Drop Limited pays 10 percent extra on the regular salary which is recommended by the government, some of the workers are not satisfied with the amount of salary. And, most of the workers think that the government should increase the salary for the workers and pass a new Gazette.

On the statement “I am not underpaid in comparison to others who do similar work.”, 50 percent of factory workers strongly agreed, 36 percent of workers agreed, 2 percent of workers were



neutral, 6 percent of workers disagreed, and 6 percent of workers strongly disagreed, as shown in Table 3.3.3.2 and Figure 3.3.3.2 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
I am not underpaid in comparison to others who do similar work	Strongly Disagree	2	1	3	6
	Disagree	1	2	3	6
	Neutral	0	1	1	2
	Agree	10	8	18	36
	Strongly Agree	12	13	25	50
	Total		25	25	50

Table 8: Workers’ Satisfaction level on Salary and Benefits

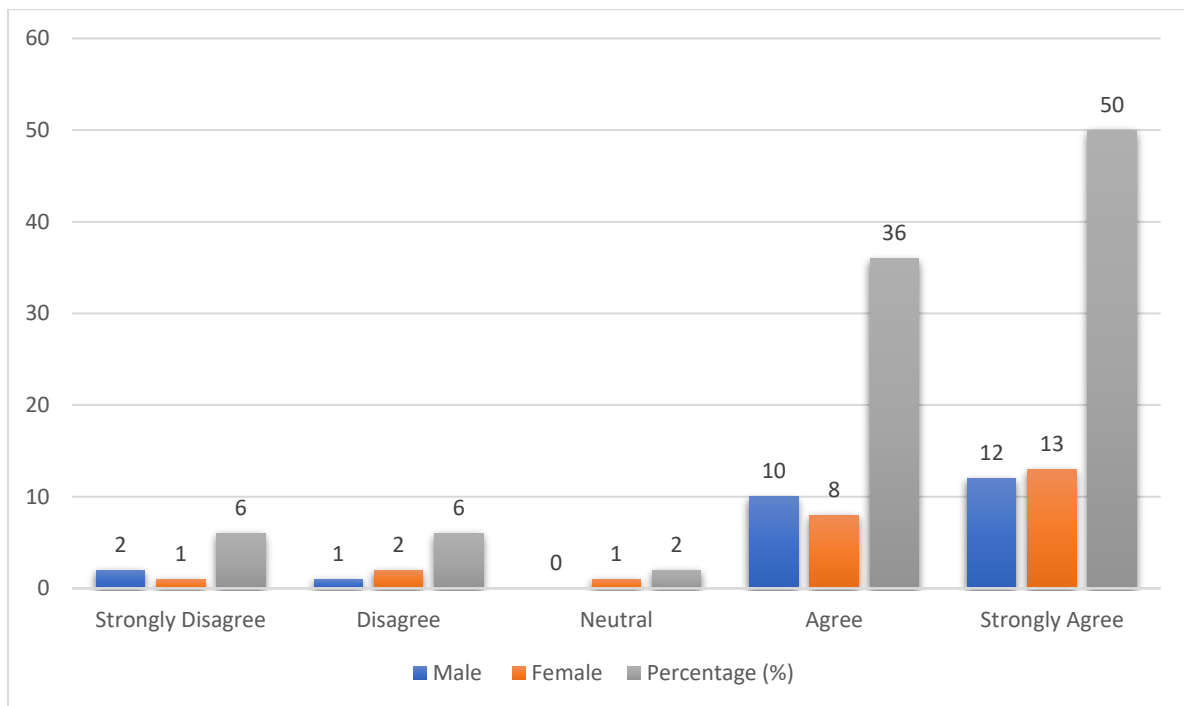


Figure 6: Workers’ Satisfaction level on Salary and Benefits

**Critical Analysis:** Some of the workers think they are underpaid in comparison to others who do similar work because they are doing heavier work than others but they are considered is the lower grades for salary.

### 3.3.4 Workers’ Satisfaction Level on Promotion

On the statement “I am properly recognized for my contributions at work.”, 52 percent of factory workers strongly agreed, 34 percent of workers agreed, 12 percent of workers were neutral, 2 percent of workers disagreed, and 0 percent of workers strongly disagreed, as shown in Table 3.3.4.1 and Figure 3.3.4.1 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
I am properly recognized for my contributions at work	Strongly Disagree	0	0	0	0
	Disagree	0	1	1	2
	Neutral	3	3	6	12
	Agree	8	9	17	34
	Strongly Agree	14	12	26	52
	Total		25	25	50

Table 9: Workers’ Satisfaction Level on Promotion

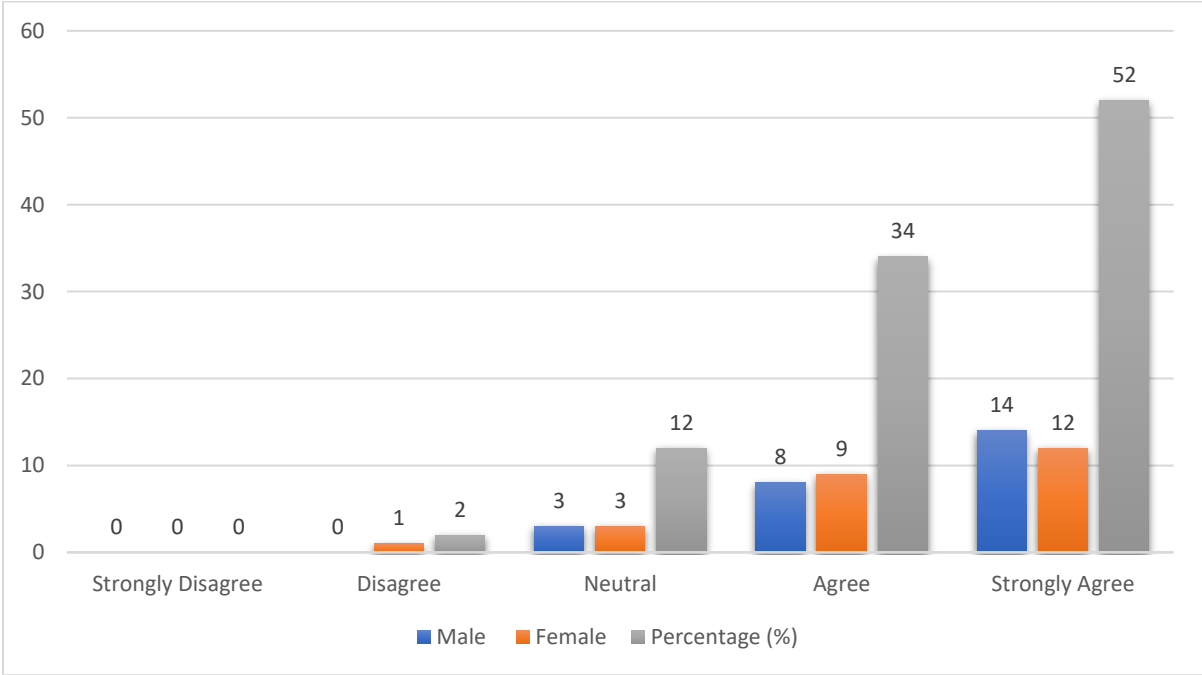


Figure 7: Workers’ Satisfaction Level on Promotion

**Critical Analysis:** Almost every worker is satisfied with the promotional system. Because in the Needle Drop Limited, the workers are always properly recognized for their contributions at work. On the statement “This factory's performance appraisal system has met my expectations.”, 48 percent of factory workers strongly agreed 42 percent of workers agreed, 10 percent of workers were neutral, 0 percent of workers disagreed, and 0 percent of workers strongly disagreed, as shown in Table 3.3.4.2 and Figure 3.3.4.2 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
This company's performance appraisal system has met my expectations	Strongly Disagree	0	0	0	0
	Disagree	0	0	0	0
	Neutral	2	3	5	10
	Agree	10	11	21	42
	Strongly Agree	13	11	24	48
	Total		25	25	50

Table 10: Workers' Satisfaction Level on Promotion

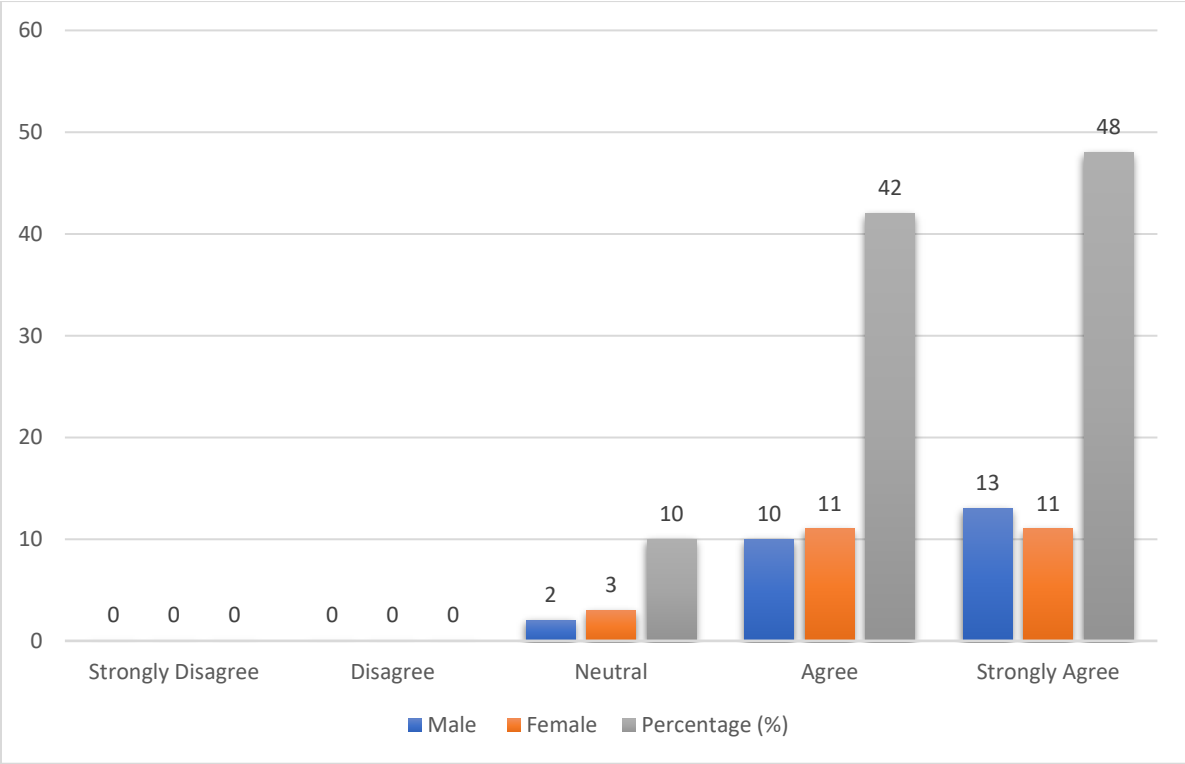


Figure 8: Workers' Satisfaction Level on Promotion

**Critical Analysis:** The HR department of Needle Drop Limited always evaluate the performance level of the workers and gives positive feedback to them. So that, the workers are highly satisfied with the performance appraisal system of the company.

**3.3.5 Workers' Satisfaction Level on Working Conditions**

On the statement “To keep me safe from fires, I have been given proper instructions and equipment.”, 46 percent of factory workers strongly agreed, 42 percent of workers agreed, 2

percent of workers were neutral, 6 percent of workers disagreed, and 4 percent of workers strongly disagreed, as shown in Table 3.3.5.1 and Figure 3.3.5.1 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
To keep me safe from fires, I have been given proper instructions and equipment	Strongly Disagree	1	1	2	4
	Disagree	2	1	3	6
	Neutral	0	1	1	2
	Agree	10	11	21	42
	Strongly Agree	12	11	23	46
	Total		25	25	50

Table 11: Workers’ Satisfaction Level on Working Conditions

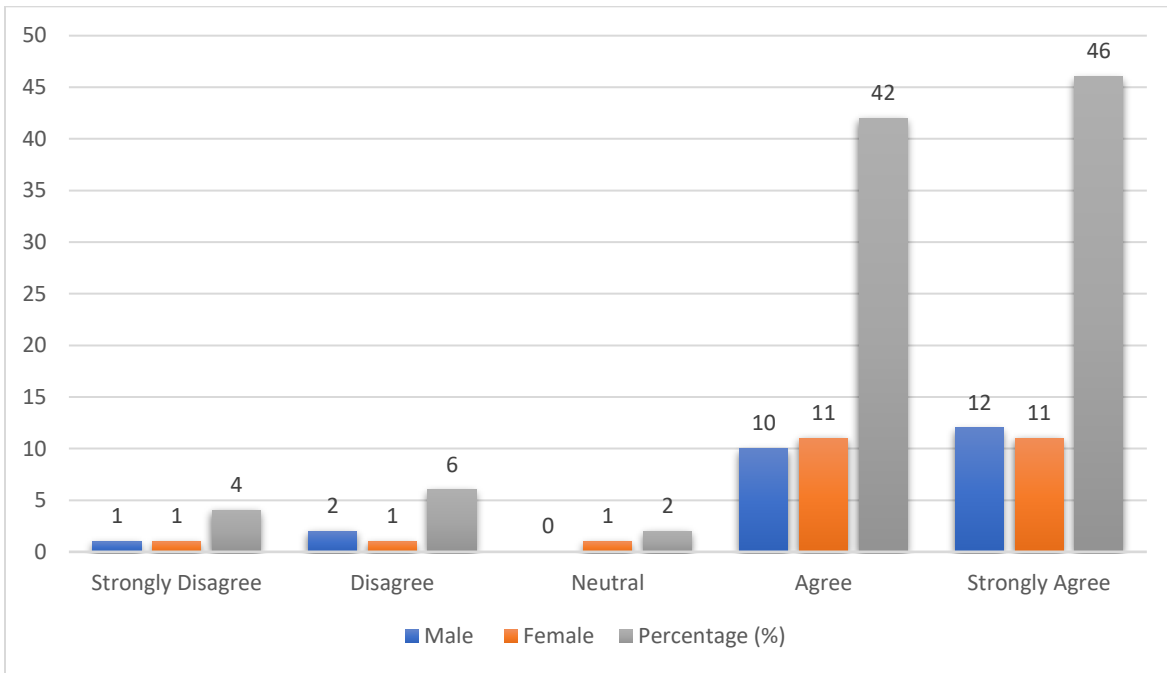


Figure 9: Workers’ Satisfaction Level on Working Conditions

**Critical Analysis:** Most of the workers are not bother enough about the safety from the fire cases. But some workers thinks that the factory should contain more firefighting equipment and the workers need training to use that equipment. But the factory building has a well-developed fire exit route.

On the statement “The factory's health and hygiene facilities are satisfactory to me.”, 36 percent of factory workers strongly agreed, 32 percent of workers agreed, 12 percent of workers were

neutral, 16 percent of workers disagreed, and 4 percent of workers strongly disagreed, as shown in Table 3.3.5.2 and Figure 3.3.5.2 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
The factory's health and hygiene facilities are satisfactory to me	Strongly Disagree	0	2	2	4
	Disagree	5	3	8	16
	Neutral	3	3	6	12
	Agree	7	9	16	32
	Strongly Agree	10	8	18	36
	Total		25	25	50

Table 12: Workers' Satisfaction Level on Working Conditions

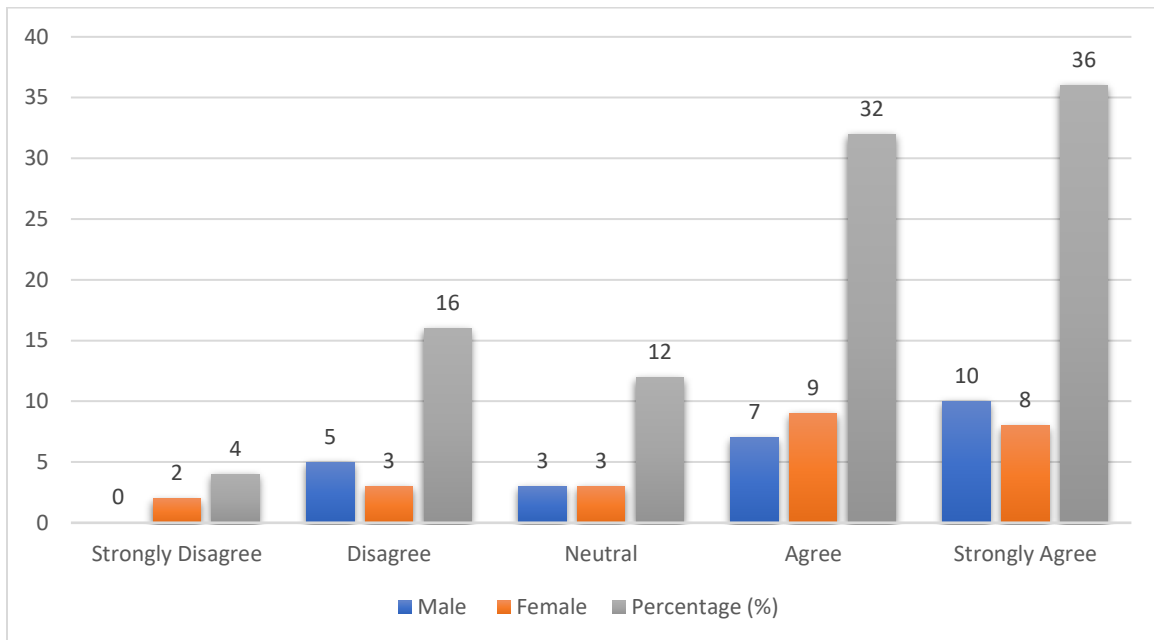


Figure 10: Workers' Satisfaction Level on Working Conditions

**Critical Analysis:** The workers are not satisfied with the health and hygiene facilities of the factory. The factory only provides masks, gloves and hand sanitizer but the workers think the factory should have more health facilities to keep the workers safe from the Covid-19 virus.

On the statement “In this factory, medical support is always available.”, 46 percent of factory workers strongly agreed, 40 percent of workers agreed, 4 percent of workers were neutral, 4 percent of workers disagreed, and 6 percent of workers strongly disagreed, as shown in Table 3.3.5.3 and Figure 3.3.5.3 below.

Statement	Scale	Male	Female	Total Response	Percentage (%)
In this factory, medical support is always available	Strongly Disagree	2	1	3	6
	Disagree	2	0	2	4
	Neutral	2	0	2	4
	Agree	11	9	20	40
	Strongly Agree	8	15	23	46
	Total		25	25	50

Table 13: Workers’ Satisfaction Level on Working Conditions

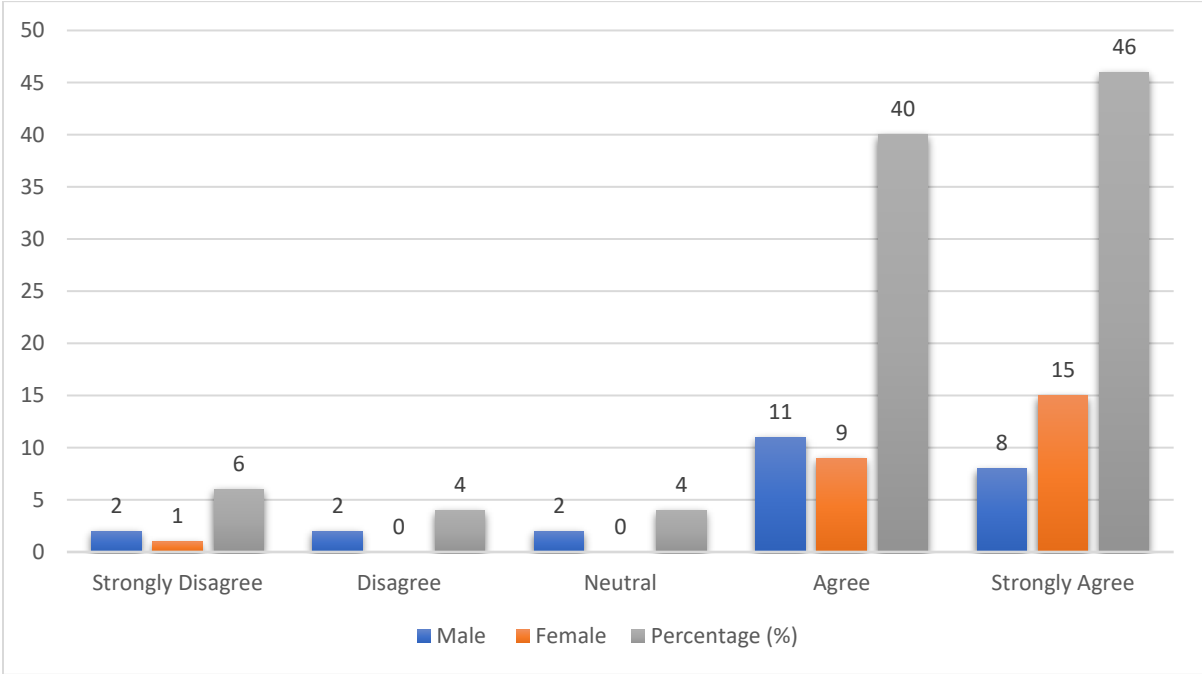


Figure 11: Workers’ Satisfaction Level on Working Conditions

**Critical Analysis:** The workers are fairly satisfied with the medical support. The factory has a good medical unit for the workers but some workers think it should be more developed with more people for medical treatments and instruments.

### 3.6 Findings

The following findings have been found from the analysis-

1. Workers are very satisfied with their job security.

2. Workers are quite pleased with the chance provided by the organization to expand their skills and knowledge.
3. Workers are not enough satisfied with their company's salary and benefits.
4. Little numbers of workers believe that they are paid less than other workers who do havier jobs.
5. Workers are highly satisfied with the level of recognition they receive.
6. Workers are quite satisfied with the company's performance appraisal system.
7. Workers are given a little safety equipment for firefighting. But the factory has a well-built emergency fire escape.
8. Workers are not enough satisfied with the health and hygiene facilities.
9. They are fairly satisfied with the existing medical services in the factory.

### **3.7 Recommendation**

**Workers' Productivity:** Workers' productivity is primarily determined by their level of satisfaction. It is also difficult to satisfy all workers with the same things. Some workers may be satisfied with the salary and benefits, but their working conditions may be unimportant to them. As a result, the company should consider all of these aspects. For management to properly satisfy workers, all of the satisfying factors must be considered.

**Working Condition:** In this report, working conditions are prioritized for immediate improvement. As a result, the organization should be more concerned about working conditions and redesign its plan to develop the work environment inside the factory with more developed medical support, health and hygiene facilities and safety instruments.

**Salary and Benefit:** Needle Drop Limited pays their workers 10 percent extra on the regular salary which is recommended by the government. But that is not enough for the workers at present. So, the company should increase the salary a little bit more so that the workers can live a better life. Increasing the salary will also bring more productivity to the workers.

There is currently global demand for workplace safety in the Bangladeshi garments industry as a result of the recent building collapse in the year 2013 at Savar which we know by 'Rana Plaza Tragedy' where 1134 people died. Not only that Savar incident but also fire accidents in factories is a regular issue in Bangladesh. A few days back, in July 2021, a fire accident happened in a juice factory of Sajeeb Group in Narayanganj where 52 people died including 16 children aged between

13 and 16. As a result, it is high time for Needle Drop Limited to review all issues relating to working conditions, as well as salary and benefit plans, identify any gaps, and improve under international standards as soon as possible. Otherwise, Needle Drop Limited will fail to achieve its goal in the current worldwide challenge.

## **3.8 Limitations and Conclusion**

### **3.8.1 Limitations**

The study of this project has a few limitations because of the time restrictions of the respondents. Because of the confidentiality of the company and busy work hours, it was tough to conduct a comprehensive survey with a large sample size because most of the garment workers were hesitant to leak out their internal policies and submit responses. As a result, in this expanding area, more intensive research is required. Another important factor of limitations that may have an impact is the personality of the respondents. As the different personalities of every respondent may result in a different outcome of workers' job satisfaction.

### **3.8.2 Conclusion**

Because of our low-cost labor, worldwide buyers prefer our country. Following the recent incidents of building collapse and fire, they are now forcing us to improve working conditions and set standards to ensure workplace safety, as well as worker satisfaction. So, it is essential to put concentrate on these issues. To maintain their current place in the global market, all RMG and Textile companies must find a unique strategy to fulfill their workers' evolving working conditions. In today's garment industry, compliance is an essential aspect. The products will have to produce internationally standard compliances, such as assuring workers' welfare, timely payment, and manufacturing process that does not harm the environment. Otherwise, the garments companies will be unable to fulfill the worldwide demand. Some other factors including recognition and rewards, supervisor behavior, training facilities, efficient communication, and participation in decision making have moderate effects on job satisfaction of the garment workers in Bangladesh and should be considered by the RMG and Textile company owners. If the above requirements for garments workers are met, this industry will make branding Bangladesh around the world. Work efficiency and commitment of RMG workers will be developed, dissatisfaction will be reduced,



worker likelihood will be enhanced, foreign currency earnings will be increased, and Bangladesh's socioeconomic condition will be improved.

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## Appendix

### Salary and Benefits Structure of Needle Drop Limited

Workers Designations	Government Recommends						Company Pays (Govt. Recommends + Extra 10%)
	Basic (taka)	House Rent (taka)	Medical allowance (taka)	Transport (taka)	Food (taka)	Total (taka)	
<b>Grade 1</b> 1. Pattern Master 2. Chief Quality Controller 3. Chief Cutting Master/Cutting Chief 4. Chief Mechanic	10938	5469	600	350	900	18257	20083
<b>Grade 2</b> 1. Mechanic/ Electrician 2. Cutting Master	9044	4522	600	350	900	15416	16958

<p><b>Grade 3</b></p> <p>1. Senior Operator (for All Machine)</p> <p>2. Senior Cutter</p> <p>3. Senior Quality Inspector</p> <p>4. Senior Marker/Senior Drawing Man</p> <p>5. Senior Screen Exposer</p> <p>6. Senior Iron Man</p> <p>7. Senior Sample Man/Sample Machinist</p> <p>8. Junior Mechanic</p> <p>9. Junior Electrician</p> <p>10. Senior Line Leader</p>	5330	2665	600	350	900	9845	10830
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<p><b>Grade 4</b></p> <p>1. Operator (For All Machineries)  2. Cutter Man/Needle Man/Seizer Man  3. Quality Inspector  4. Marker/Drawing Man  5. Issue Man/Input Man  6. Balding Man/Numbering Man  7. Auto Spreader/Lay-Man  8. Polly Man/Packing Man/Folding Man  9. Tag Man/Spot Man/Received Man  10. Printer/Painter/Dewar Man  11. Screen Exposer  12. Iron Man/Processing Man  13. Wielder/Fitter/Plumber  14. Sample Man  15. Distributor  16. General Mechanic  17. General Electrician  18. Line Leader</p>	4998	2499	600	350	900	9347	10282
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<b>Grade 5</b>							
1. Junior Operator (for All Machine)							
2. Junior Cutter Man/Needle Man/Scissor Man							
3. Junior Quality Inspector							
4. Junior Marker/Junior Drawing Man							
5. Junior Issue Man/Input Man							
6. Junior Balding Man/Numbering Man							
7. Junior Auto Spreader/Lay-Man							
8. Junior Polly Man/Packing Man/Folding Man	4683	2342	600	350	900	8875	9763
9. Junior Tag Man/Spot Man/Received Man							
10. Junior Printer/Painter/Dewar Man							
11. Junior Screen Exposer							
12. Junior Iron Man/Processing Man							
13. Junior Oiler/Fitter/Plumber							
14. Junior Sample Man							
15. Junior Distributor							
16. General Mechanic							
17. General Electrician							

<b>Grade 6</b>							
1. General Operator (for All Machine)							
2. General Cutter Man/Needle Man/Seizer Man							
3. General Quality Inspector							
4. General Marker/General Drawing Man							
5. General Issue Man/Input Man							
6. General Balding Man/Numbering Man							
7. General Auto Spreader/Lay-Man	4380	2190	600	350	900	8420	9262
8. General Polly Man/Packing Man/Folding Man							
9. General Tag Man/Spot Man/Received Man							
10. General Printer/Painter/Dewar Man							
11. General Screen Exposer							
12. General Iron Man/Processing Man							
13. General Oiler/Fitter/Plumber							
14. General Sample Man							
15. General Distributor							

<b>Grade 7</b>							
1. Assistant Operator (for All Machine)							
2. Assistant Cutter Man/Needle Man/Sensor Man							
3. Assistant Quality Inspector							
4. Assistant Marker/Assistant Drawing Man							
5. Assistant Issue Man/Input Man							
6. Assistant Balding Man/Numbering Man							
7. Assistant Auto Spreader/Lay-Man							
8. Assistant Polly Man/Packing Man/Folding Man							
9. Assistant Tag Man/Spot Man/Received Man	4100	2050	600	350	900	8000	8800
10. Assistant Printer/Painter/Drawer Man							
11. Assistant Screen Exposer							
12. Assistant Iron Man/Processing Man							
13. Assistant Welder/Fitter/ Plumber							
14. Assistant Sample Man							
15. Assistant Distributor							
16. Assistant General Mechanic							
17. Assistant General Electrician							
18. Assistant Line Leader							

## Research Questionnaire

Dear Sir/Ma'am,

Please read each statement attentively and give your honest opinion on the given questions.

Please, mark tick [√] on your selected response.

**Please Mark Tick [√] on Your Response**

SL No.	Statement	Response					
<b>Demographic Information</b>							
1	My Gender	Male				Female	
2	My Age	21-25	26-30		31-35	36-40	
<b>Job Security</b>							
3	I am not concerned about losing my job anytime in the near future.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
4	The organization offers me everything I need to improve my professional skills and knowledge.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
<b>Salary and Benefits</b>							
5	In this workplace, I am generally satisfied with the amount of salary and extra benefits that I receive.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
6	I am not underpaid in comparison to others who do similar work.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	



<b>Promotion</b>						
7	I am properly recognized for my contributions at work	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
8	This company's performance appraisal system has met my expectations	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<b>Working Condition</b>						
9	To keep me safe from fires, I have been given proper instructions and equipment	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
10	The factory's health and hygiene facilities are satisfactory to me	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
11	In this factory, medical support is always available	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree