

Impact of Age in the Job Satisfaction Level: A Study of Construction Workers in Clusters of Tiruvallur District in Tamil Nadu

Dr. R. Maya

*Head & Associate Professor, Department of Economics, Quaid-E-Millath College for Women, (Autonomous), Chennai.
E-Mail: rmch_78@yahoo.in*

Mrs. G. Pushpavalli

(Part-Time Research Scholar), Assistant Professor, Department of Economics, Bharathi Women's College, (Autonomous), Chennai.

Corresponding Author email : pushpavalligd@gmail.com

Received: 01st May 2021

Revised: 04th June 2021

Accepted: 15th June 2021

Abstract: This paper examines the apparent age difference in the Job Satisfaction level of Construction workers in Tiruvallur District and how such differences impact job. The study classified age groups as younger (below 40 years) and older (above 40 years). 350 sample construction workers were considered for the study and an interview schedule was used to collect information relating to job satisfaction parameters. This study has identified the differential job satisfaction between younger and older construction workers. The empirical findings support that age influences the elements that contribute to worker satisfaction in construction work.

Keywords: Construction Workers – Job Satisfaction parameters – Age Groups

Introduction

The Economic Development of a nation largely depends on infrastructure development. A better infrastructure facility will attract huge investment and thereby leads to the creation of employment and production. The construction sector plays an indecisive role in contributing to the Gross Domestic Product of a nation. In a country like India, the construction sector provides millions of job opportunities next to the agriculture sector. The construction sector is one of the components of infrastructure facilities. Construction does not mean only build-up of residential blocks; it also encompasses the creation of roads, buildings, bridges, highways, rivers, dams, railways, etc. Growing population, industrialization, urbanization and globalization have increased the demand for the construction of large industries, roads, government offices, corporate offices, residential houses, malls, townships, and many more. There has been a growing demand for construction workers in recent days. The construction sector plays a crucial role in absorbing the surplus-labour, especially unskilled workers. The Indian construction sector assumes great significance, as it has been contributing around 6 percent

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to 8 percent to the Gross Domestic Product since the 1970s. This sector has a notable contribution to gross capital formation and generation of employment in India. During the last one and a half-decade, most the sectors like agriculture, manufacturing, and services witnessed negative employment elasticity, while at the same time, this sector has shown positive employment elasticity. So, this sector is growing tremendously and has emerged as one of the remarkable substitutes for employment, as the lack of greater employment opportunities elsewhere has drawn large numbers of workers in this sector. Though the sector offers employment to millions of people, their job satisfaction is questionable. In this context, the present study attempts to investigate how age and related factors affect the job satisfaction level of construction workers in Tamil Nadu. The existing studies provided two research gaps. Firstly, there are not sufficient studies within the Indian context, predominantly in Tamil Nadu. Secondly, previous research has looked at service sectors such as education, IT industry employees, etc. The purpose of this study was to address both of these gaps in order to meet the goals set out at the beginning of this paper. Besides, research related to influence of work type, age and employment duration on total employees' contentment show varied results; one group claims that there lies a variation in job satisfaction levels between young people and older workers, and this is not the case for other workers. One of the causes that has led to conflicting outcomes may be due to the absence of measurement methods that are standardized (Eskildsen *et al.*, 2003). In view of that, determining to employ a single or multi-item measures to measure satisfaction of job could be a vital component of standard measures (Oshagbemi, 1999). These results influence the productivity in the construction industry environment. The outcomes play a crucial role in enhancing the model in relation to the quality of life whose influence is assessed longitudinally during the following years.

Literature Review

There are very limited studies available for measuring job satisfaction among construction workers. The majority of the research works on job satisfaction is related to the service sector, but only a few studies have attempted to examine job satisfaction among construction workers. They are classified under the following heads: To forecast psychological welfare concerning occupational health and satisfaction of workers (Love and Edwards, 2005); How organizational well-being affects satisfaction, stress and nonattendance (Ho, 1997); Linking organizational networking to cultural organization. (Fletcher, 2002); .Age-related influence on job satisfaction. (Rhodes, 1983; Okpara, 2004; Hickson and Oshagbemi, 1999; Luthans and Thomas, 1989; Oshagbemi, 2004; Eskildsen *et al.*, 2003); Relationship of client satisfaction to perceived control by service employees (Yagil, 2002); Obstacles to empowering (Greasley *et al.*, 2005; Holt *et al.*, 2000); Evaluating universal forms of workplace engagement (Freund and Carmeli, 2003); Measuring the feasibility of Herzberg's two-factor theory (Bassett-Jones and Lloyd, 2005; Ruthankoon and Ogunlana, 2003); Adequacy of job satisfaction and impact on the physical and mental well-being of employees (Oshagbemi, 2000a); The connections between duration of service and job satisfaction were also studied in organizations linked to universities (Oshagbemi, 2000b).

Data and Methods

To investigate the objective of the paper, the study has gathered information from 350 sample construction workers who are chosen by random sampling technique. In order to examine the impact of age on job satisfaction, each item's scores were taken and an independent 't' test was applied. The survey shows that younger age group of people are actively involved in the construction works. 32.3 percent of the workers belong to 31-40 years; 24.9 percent belong to the age group of 21-30 years; 16.6 percent are in the age group of below 20 years; 14 percent belong to 41-50 years and the remaining 12.3

percent belong to above 50 years. It is underscored from the survey that more number of working-age group workers have participated in the sample composition. The study reveals that there is a prevalence of comparatively young workers among workers in construction sector, which reflects employers' inclination for young workers because of the difficult and dangerous nature of the job. Out of 350 samples, 45 percent of workers are Mason, 36 percent are helpers, 9 percent are carpenters, 5 percent are brick layers and the remaining 5 percent are other categories of works. It is found from the study that the Mason and helpers are more in the sample composition.

Table 1: Age of Construction Workers

Age Group	Frequency	Percent
Below 20	58	16.6
21-30	87	24.9
31-40	113	32.3
41-50	49	14.0
Above 50	43	12.3
Total	350	100.0

Table 2: Types of Construction workers

Kind of Works	Frequency	Percent
Chittal	125	35.7
Brick layer	18	5.1
Mason	158	45.1
Carpenter	31	8.9
Others	18	5.1
Total	350	100.0

Satisfaction-related factors: Nature of Work

This section deals with the perception of construction workers regarding related issues in the construction sector. The issues identified in the study are nature of work, interrelationship management; Pay and allowances; work environment, and appropriate training. The perception of the construction workers regarding various issues is measured through 5-point likert scaling pattern. The scale measures Strongly Agree to Strongly Disagree.

Table 3: Nature of Work Statements

S.No	Statements	SA	A	N	DA	SDA
1	Getting Regular Job	13	13	41	61	222
2	Labourious Work	222	50	22	30	26
3	Hazardous Work	230	11	51	11	47
4	Respect and Encouragement given for my efforts	28	50	208	32	32
5	Opportunities for Development of Skill	216	10	40	52	32

The respondents were asked whether they are getting a job regularly. The study found that most of the respondents strongly disagreed (63 percent) and disagreed (17 percent) with the statement. The respondents were asked to opine about the nature of work. The study found that the majority of the

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respondents strongly agreed (63 percent) and agreed (14 percent) with the statement. The table reports that construction work is more hazardous (69 percent). The table reports the opinion of the sample construction workers regarding respect and encouragement given for their efforts.

The study revealed that the majority of respondents expressed neutral views (Neither agree nor disagree). The respondents were asked to opine about opportunities for the development of skills. The study found that most respondents strongly agree (61.7 percent) and agree (2.9 percent) with the statement.

Table 4: Interrelationship Management Statements

S.No	Statements	SA	A	N	DA	SDA
1	Mutual Cooperation among workers	52	10	221	41	26
2	Contractors have good rapport with us	62	189	47	32	20
3	Care taken in the appreciation of good work done	10	10	268	32	30
4	Freedom of expression of problem	8	18	62	104	158
5	Never scold me for the mistakes done	10	40	34	235	31

The respondents were asked to opine about mutual cooperation among the workers. The study found that the majority of the respondents reported neutral (63.1 percent) on this statement. Therefore, the study concludes that construction works have mutual cooperation. The respondents were asked to opine about the statement regarding rapport with contractors. The study found that most respondents strongly agree (17.7 percent) and agree (54 percent) with the statement. Therefore, the study concludes that construction workers have a good rapport with contractors. The respondents were asked to opine the above statement. The study found that majority of the respondents reported neutral (76.6 percent) on this statement. The respondents were asked to opine the above statement. The study found that majority of the respondents reported strongly disagreed (45.1 percent) and disagreed (29.7 percent). The table reports the opinion of the respondents regarding the above statement. It is observed from the table according to which the majority of respondents display a negative view and a positive opinion is reported at (14.3 percent).

Table 5: Pay and Allowances statements

S.No	Statements	SA	A	N	DA	SDA
1	Sufficiency of income to meet family expenses	08	50	41	199	52
2	Clarity and ability to understand the pay and allowances	190	55	42	42	21
3	Additional amount paid for extra work	18	102	177	33	20
4	Wage is received on weekly basis	236	60	28	08	18
5	Get signature while payment	56	08	31	98	157
6	Distinction between payment received and entered	76	135	20	41	78
7	Got wage from sub-contractor	121	112	41	30	46

The table shows the opinion of the respondents regarding the statement “sufficiency of income to meet family expenses”. Majority of the respondents (72 percent) disagree with the statement and 17 percent agree with the statement. The table shows opinions about clarity and the ability to understand pay and allowances. About 54 percent strongly agree and 16 percent agree with the statement. The statement additional amount paid for extra work is strongly agreed by 34 percent of the respondents and disagreed by 15 percent of the respondents. The majority of the respondents (50 percent) have a neutral opinion.

Construction workers belong to the informal workers' category and are being paid wages daily or weekly. The majority of the respondents (84 percent) have a positive opinion. Out of 350 respondents, 45 percent strongly disagree and 28 percent disagree. It is concluded from the table that some differential payments system is followed in the construction sector. The table reports the opinion of the respondents regarding the statement "Got wage from sub-contractor". It is noted from the observation that most of the respondents (67 percent) have accepted the statement.

Table 6: Labor Welfare measures Statements

S.No	Statements	SA	A	N	DA	SDA
1	Welfare measures and labour protective laws are good	30	16	28	237	39
2	Minimum wage entitled have been given	20	72	132	105	21
3	Sending sufficient amount to family	20	50	59	201	20
4	Have access to welfare board	10	36	140	122	42
5	Membership in construction society is helpful	18	30	30	198	74

The table reports the opinion of the respondents regarding the statement, "Welfare measures and labour protective laws are good". The study found that the majority of the respondents have denied that welfare and labour measures are not effective enough to improve living standards. It is noted from the observation that the majority of the respondents have a neutral opinion on the statement "minimum wage entitled have been given". Table reports the opinion of the respondents regarding the statement "sending sufficient amount to the family". It is noted from the observation that most of the respondents (63 percent) have denied the statement. The table reports the opinion of the respondents regarding the statement "easy access to welfare board". It is noted from the observation that the majority of the respondents (47 percent) have denied the statement. The table shows that membership in society is not useful to them.

Impact of age on Job Satisfaction

For examining the influence of building workers' age on job satisfaction, the participants were questioned about their age, and were further analyzed into two younger categories younger (< 40) and older workers (> 40). Davis (2004) employed a cataloging of similar kind for measuring the job satisfaction of small business employees. The table presents the average and SDs of seven elements of job satisfaction for the sample as a whole, young people and older building workers.

The analysis shows that older workers were somewhat more pleased with their employment than their younger peers. The overall level of work satisfaction was 3.635 for older workers as opposed to 3.308 for younger workers. Overall average for the entire sample (mean = 3.420) implies that there was not a high level of dissatisfaction. An additional independent test was performed for determining the impact of age on the satisfaction levels of worker's job. The table given below presents the outcomes of the study. There was a noteworthy difference ($p < 0.05$) in the scores of younger and older workers across all elements of work satisfaction excluding the workplace. This suggests that age impacts factors that influence worker satisfaction in construction.

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Table 7: 't' test results for Job satisfaction factors with respect to age category of workers

Job Satisfaction factors	Total Samples (n=350)		Younger Workers (n=230)		Older Workers (n=120)		t-test for equality of means			Sig. difference
	Mean	SD	Mean	SD	Mean	SD	't'	df	Sig (two-tailed) (p<0.05)	(Yes or No)
NW=Nature of Work	3.108	0.568	2.930	0.382	3.448	0.699	-8.963	348	0.000	Yes
IRM=Interrelationship with Management	3.247	0.568	3.186	0.535	3.365	0.746	-2.579	348	0.010	Yes
PA=Pay& Allowances	3.047	0.502	2.886	0.244	3.354	0.692	-9.220	348	0.000	Yes
WE= Work Environment	4.072	0.783	4.055	0.766	4.105	0.816	-0.558	348	0.576	No
T=Training	3.045	0.556	2.993	0.501	3.146	0.638	-2.470	348	0.014	Yes
GR= Grievance Redress	3.946	0.738	3.834	0.692	4.160	0.777	-3.999	348	0.000	Yes

Concluding Remarks

This study deals with the examination of the perceived impact of differences in age in relation to the job satisfaction of workers in construction field of Tamil Nadu. It investigated the influence of job satisfaction concerning six attributes of job effects. The results indicate that young and older workers rated their relationship with their co-workers as mediocre; conversely, no noteworthy differences were found concerning the ranks of the six occupational satisfaction factors. When it comes to the impact of job satisfaction, workers of young age stated better scores in comparison to the workers of older age group on “indifference”. Yet, no noteworthy differences in the Another seven effects on job satisfaction scores were noticed. outcome factors between the young and older construction workers, with the older workers reporting suffering from a lack of alertness and dejection as the two most ranked effects. The prime outcome of this study deals with the assessment of job satisfaction concerning the Tamil Nadu construction sector, which is mostly under-researched. Besides, it takes steps to understand the satisfaction level in relation to job and worker all through the growing countries and more importantly amidst the Indian setup.

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