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Public opinion towards the Worker's Dissatisfaction in Ready-Made Garments (RMG) Industry of Bangladesh

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Abstract- The ready-made garments industry is the potential economic sector in Bangladesh. Bangladeshi RMG sector has been flourished because of cheap and available workers. The cheap worker is helpful to minimize production cost that has increased customer's attention. And so Bangladeshi RMG sector has captured the world market. But today the RMG sector is facing difficulty due to worker's dissatisfaction. They are deprived of minimum facilities. That is why; they have often agitated that damages the image of RMG to abroad. The public opinion present that if this situation is going on for a long time, Bangladesh will lose a valuable sector. Data have been collected from primary and secondary sources by questionnaire and interview method. The purpose of the study is to know the public notion about worker's dissatisfaction. The researchers have represented the opinions of the respondents towards the worker's dissatisfaction as well as its impacts on RMG. The researchers have addressed the position of RMG in the global market as well as the remarks of the global customers towards worker's dissatisfaction. If the workers are given minimum facilities regularly and the labor union plays a decent role to build up a good relation between RMG manufacturers and workers, the unexpected predicament like worker's dissatisfaction will be removed and it will definitely lead the future economy.

Keywords: ready-made garment industry, worker's dissatisfaction, manufacturers, bangladesh, foreign earnings, wage.

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Public opinion towards the Worker's Dissatisfaction in Ready-Made Garments (RMG) Industry of Bangladesh

Md. Motiar Rahman [α] & Md. Amimul Ehasan [σ]

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I. Introduction

The readymade garments industry acts as the backbone of Bangladeshi economy and as a catalyst for the development of the country. Bangladesh takes pride in the sector that has been earning billions of dollars as export earnings and creating jobs for millions of people in the country for last few decades. The "Made in Bangladesh" tag has also brought glory for Bangladesh, making it a prestigious brand across the globe. Bangladesh, which was once termed by cynics a "bottomless basket", has now become a "basketful of wonders." The country with its limited resources has been maintaining 7.24% annual average GDP growth rate and has brought about remarkable social and human development (Chowdhury, S.I., 1991).

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Bangladesh has achieved the middle-income country status by 2021. Bangladesh firmly believes that the dream will come true within the stipulated time and the RMG industry will certainly play a crucial role in materializing the dream. The first garment industry, established in 1974 in Dhaka, could not establish itself in the export-oriented business. But in 1976, the National economy listed garment industries as foreign money earner industries. In 1978, the first well-planned "Desh Garments" was established in Chittagong. It has emerged as a fast-growing industry in 1980. In 1983, there were 50 industries in private sector. From then till the gulf war and lastly till September 11, 2000, the industries need not look back even currently in the period of global recession. Now the total amount of RMG industry is about 5 thousand 200. Bangladesh usually earns about 25641026 US dollar (BGMEA http://www.bgmea.com.bd/home/pages/tradeinformation#.VfjdwC6370s). RMG sector earns almost 65%-76% of the total foreign earnings of Bangladesh national economy. Bangladesh being a developing country has very few sectors to earn foreign currency; however, Bangladesh has meanwhile achieved name and fame in the Ready Made Garments (RMG) sector. During 2009-10, the RMG sector has earned 4329 million US dollars (Bangladesh budget 2017-18 http://www). During two decades the RMG sector has developed on its export sector. About 5 millions laborers are directly involved in the RMG sector and 85% of them are women. Bangladesh's industrial sector has got a new life for the RMG sector. The bank port, transport, textile packaging, backward linkage industries, buying house, clearing and forwarding agency all depend on the RMG sector. But the emerging industry has meanwhile faced some crises like labor unrest. It continues to grow at a steady pace, sometimes even when rowing against the tide. (Ahmed, M.N and M.S. Hossain, 2006).

Worker's dissatisfaction has been a common phenomenon in the RMG industry of Bangladesh. Workers are being embroiled in clashes frequently; they call strikes often to make their demand home. It causes enormous loss to the owners, cripples the economy and tarnishes the image of the country abroad. It also makes foreign buyers reluctant to render future orders. In July 2009, due to workers' dissatisfaction, Hamim Group, a leading garment manufacturing factory incurred a loss

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of around US 1282051 dollars and two workers died with resultant loss of 2000 jobs. (Kamrul Hasan, Ashraful Islam, Md. Arifuzzaman, 2015). The reason behind the worker's dissatisfaction is the absence of legal and institutional arrangements to ensure worker rights in the RMG sector (Ferdous R., 2012). Rumor, fear of job loss, jhoot business, case with police stations, fear of shutdown of factories, arrears, checking at entry point and identity cards, pay hike and discrimination in grades, bad relation with workers and mid-level management, provocation by locally influential people and international conspirators and some NGOs, fear of police and role of industrial police, sudden order cut by international buyers, accommodation and higher house rent, lack of motivational training program, inflation etc. are also the reasons for worker's dissatisfaction in ready-made garment industry of Bangladesh (Mridha R.U., 2012).

The garment manufacturers are dependent on workers. But the workers are deprived of minimum facilities. They are paid the minimum amount as salary. They live a sub-standard life in city slums. Often they are not paid salary, overtime bills, and bonus in time. (Azim, M. Tahlil, and Nasir Uddin, 2003). There is no job contract; they are not given recruitment letter, any time they will be dismissed by the owners for a silly reason. The workers are mistreated by owners or mid-level officers. They work long hours in a congested environment without rest. They are not given nutritious food, medicine at the working time. They have no rights of legitimate protest against ruthless exploitations (Kamrul Hasan, Ashraful Islam, Md. Arifuzzaman, 2015). They cannot take part to make a decision. So, though there are available cheap workers in Bangladesh, the owners of garment factories cannot utilize the large resource due to job dissatisfaction.

The rest of the article the researchers have addressed the contribution and background of RMG, history of worker's dissatisfaction, causes of worker's dissatisfaction in Bangladeshi RMG sector, global opinion towards worker's dissatisfaction and some recommendations.

II. Background of the Research

Worker's dissatisfaction is the common issue in Bangladeshi RMG sector. An important cause of worker's dissatisfaction is a communication gap between owners and workers. Low wages and not pay in time lead the worker to dissatisfaction. The workers demand minimum wage to be fixed 63 US dollars while the owners fixed it 39 US dollars. The workers should be included in regular meetings inside the factory as well as decision-making process at national level. They are also to be included in various committees with the factory owners and managers. Public-private cooperation in addressing labor unrest in the RMG sector of Bangladesh can be a viable and effective measure. However, level of mutual trust, communication, and cooperation between workers and management of a garment factory as well as a public and private sector should be uplifted (Kamrul Hasan, Ashraful Islam, Md. Arifuzzaman, 2015).

The manufactures can introduce modern HR and IR activities and get many benefits. The Bangladeshi RMG manufacturers should establish human resource management unit in the factory. The government needs to pay much more attention to monitoring compliance. A modified Code and an effective Compliance Monitoring Cell (CMC) are also required (Ferdous Ahamed, 2014).

The workers have to work from dawn to dusk but they are paid the low amount. The labor unrest factors are also independently and significantly related to the overall dissatisfaction of the ready-made garments in Bangladesh. The factors which are responsible for labor unrest in RMG sector are minimum facility and safety, sub-standard living conditions, deferred benefits, international conspiracy and coercive role of law enforcing agency, pressure from worker and hooligan, illiterate, political instability, too much workload, no promotion opportunity etc. If these factors can be changed, there will significantly impact on the overall dissatisfaction of workers. The factors might be identified as the main reasons for the labor unrest in RMG sector of Bangladesh. If the manufacturers take steps for the factors, the situation might be changed and improved (Shaheen Ahmed1, Mohammad Zahir Raihan 2 & Nazrul Islam 2013).

Standard working conditions, better wages, minimum working hours, incentives and respect for equality can change into better and more satisfied workers and lower turnover of staff. In RMG sector the workers are deprived of the rights and benefits of existing law. There are no appointment letter, job security, provident fund, and gratuity. Most garments factories do not practice HR and IR issues and any well-defined HR or personnel unit. In RMG sector the workers are controlled by the supervisor who works on behalf of the factory owner and they have no training in leadership, human resource policies, law and legislation and health and safety policies (Ahamed F, 2011).

In the RMG sector, workers never receive their payment regularly and late payment is common. Payments are delayed routinely by two or three months or more, sometimes held back deliberately to ensure that workers do not leave, or because employers themselves face delays in payment from buyers (Priyo, 2010).

The workers work in a congested environment that causes occupational hazards such as musculoskeletal disorders and contagious disease. The workers have to face different difficulties such as injuries, fatalities, disablement from fire and building collapses even death. The workers are dissatisfied due

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to the proper monitoring system and inefficient building code, poor enforcement, obsolete labor laws, lack of awareness of labor rights (Md. Nasir Uddin, 2012). It is not necessary to be dependent on labor union only, the workers and owners should be concern about their rights. The workers and manufacturers should negotiate everything to prevent worker dissatisfaction.

III. Objectives

i. To know about the real causes of worker's dissatisfaction in RMG sector of Bangladesh.
ii. To know the duty and responsibilities of a labor union.
iii. To know about public opinion towards worker's dissatisfaction.
iv. To know about the laws for workers development.
v. To know the impact of worker's dissatisfaction on RMG industry.

IV. History of Worker's Dissatisfaction

The industrial revolution changed the socio-economic condition in eighteen century. But at that time the sorrow of the workers knew no bound. In nineteen century, the workers demanded the 8-hour work a day. It was very common to work from 10 to 16 hours. In 1880 the workers agitated for 8-hour workday without cuts in pay. And they declared the 8- hour workday without the consent of the employer. The workers carried on their agitation for the 8-hour workday. In 1884, a group of workers agitated against their various demand including the 8-hour workday. The workers went out on strike to gain the demand. More and more workers continued to walk off the jobs. On May 3, 1886, violence broke out at the McCormick Reaper Works between police and strikers. On 4th May 1886, a riot broke out between police and workers in Hage market area of Chicago city and eight workers were killed by police shoot. (The brief origins of May Day, origins_of_mayday).

V. Worker's Dissatisfaction in RMG Sectors

Bangladesh is earning 78% of its export earnings from the RMG sector. From the last part of 2014 to till today there has been labor unrest consecutively in this sector. Almost 4.2 million workers are working in this sector. Sometimes the workers came out in the streets of Dhaka city and damaged vehicles and set fire on the garments factories. It is happening so violently that many of the roads of the city had to be kept close for quite a few hours (Abrar, A. A. 2007).

VI. Rationale of the Study

The readymade garments industries, for the last two decades, have been the lifeline of Bangladesh's economy (Uddin, M.S. and Jahed M.A., 2007). At the last count, the sector accounted for nearly 80% of the export earning that drives the economy further forward and it also provides jobs for hundred of thousand semi-skilled workers, mostly, who in turn provide a livelihood for millions (Uddin, M.S. and Jahed M.A., 2007). But it is a matter of regret that this sector is going to be threatened due to worker's dissatisfaction that may impact on economic growth of Bangladesh. It is the important time to find out the causes of worker's dissatisfaction. The manufacturers and workers should have a good relation. The demand of the workers should be negotiated by the workers and manufacturers. But there are labor leaders among owners and workers as agents who do not reduce the gap between workers and owners. The labor union refrains from their real responsibilities. The labor leaders make causes of antagonism between workers and manufacturers. The other studies on such field emphasizing no causes of worker's dissatisfaction, the impact of worker's dissatisfaction, causes of worker's dissatisfaction and its solution, ignorance of worker safety rule and worker's dissatisfaction. Whereas this study is presenting worker's dissatisfaction and public opinion towards the worker's dissatisfaction which makes the study different from other studies. So this study is authentic.

VII. Data Collection Process

Face to face conversation with owners, workers, foreign and local buyers, labor leaders, and staff.

a) Sources of Data

1. *Primary Source*
   - Interview of owners, workers, foreign and local buyers, labor leaders, and staff, university teacher, politician and member of civil society.
2. *Secondary Source*
   - Different books and articles.
   - Evidence from newspaper.
   - BGMEA website.

b) Data Collection Instrument

A. Questionnaire

Data had been collected by questioning owners, workers, foreign and local buyers, labor leaders, and staff, university teacher, politician and civil society.

B. Checklist

The Checklist was used at the time of preparing a dissertation.

c) Variables Covered

i The Active labor union of the company.
ii Perception of stakeholders about the necessity of labor union to minimize the risk of worker's dissatisfaction.

d) Analytical Tools Used

a. *Statistical Method:* Mode.
b. *Diagram:* Pie chart.
c. Opinions of the public are expressed in term of percentage of the total number of respondents.

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e) Sample Size and Structure

The survey was conducted on only five factories for short time. These factories were chosen at a random and it was the intention of the researchers to face the real experience of worker's dissatisfaction. Fifteen respondents were interviewed from each factory and the respondents were owners, workers, and staff, top and mid-level managers. Since workers are the major portion of a total number of people engaged in RMG sector, the researchers choose workers as a major portion of respondents.

1. Total 100 sample from five factories.
2. 15 samples from each factory that means total 75 respondents from five factories.
3. Other 25 respondents are university teachers, politicians, and civil society.

VIII. Limitations

1. Time constraint.
2. Huge procedure to enter the factory.
3. The workers are reluctant to talk.
4. The manufacturers are reluctant to disclose internal information.
5. The workers are not aware of labor law, job environment, job contract, and their rights.

IX. Causes of Worker's Dissatisfaction in RMG Sector

a) Rise of monthly pay

It is decided to increase monthly minimum wages 20 to 64 dollars in a month. About 145 garments manufacturers have not implemented the 25 dollar minimum wage while 262 factories do not pay regular salaries to workers. Institute of Food and Nutrition department of the University of Dhaka estimated a worker needs 3200 calories per day for 8 hours working day which costs Tk.64.50 daily. That means a worker needs Tk.1935 per month for calorie. As the wage is poor he/she cannot meet daily necessaries. A table of the sector-wise minimum wage of workers in Bangladesh is given below. Absar & Syeda, S. (2001).

Table 5: Sector-wise minimum wage of workers in Bangladesh

Sector	Minimum wage in Tk.
Oil-milk	7420
Re-rolling	6100
Foundry	5100
Ship breaking	4645
Pharmaceutical	3645
Soap and cosmetic	3300
RMG	3000
Shrimp processing unit	2645
Tailoring shop	235

Source: Bangladesh Garment Manufacturer and Exporters Association (BGMEA)

b) They cannot subsist with their present salary

According to Dhaka University, the wage should be raised as per the market commodity price. If a family consists of five members they need calorie of Tk.9675 per month. Besides it, he spent for utilities, house rent, transportation cost, medicine, and outfits. So the total amount will be Tk. 16210 for a month. Dhaka University also thinks each worker earns Tk.7120. According to Bangladesh Institute of Labor Studies (BILS), the minimum wage of a single worker should be Tk.5277 and a family consists of five members need Tk. 10565 to lead a standard life. A comparison of average hourly wage in the RMG industry of different countries is given below. (Azim, M. Tahlil, and Nasir Uddin, 2003)

Table 6: Intercountry comparative average hourly wages in the RMG industry

Country	Wages / hours (US $)
German	25.00
USA	16.00
China	0.5
Sri Lanka	0.45
Pakistan	0.41
Indonesia	0.40
India	0.35
Cambodia	0.32
Nepal	0.30
Bangladesh	.015

Source: Bangladesh Garment Manufacturer and Exporters Association (BGMEA)

c) Leave and holiday as per the international worker organization (ILO)

A survey by Bangladesh Institute of Labor Studies (2010) on ready-made garments (RMG) and construction industries showed that factories provide maternity leave without pay. Another survey by Bangladesh Institute of Worker Studies (2010) on ready-made garments (RMG) industries and construction industries showed that factories do not provide maternity leave for four months. The survey exposed that female worker do not want to bear a child because of fear of losing their job as majority end up being fired by their employers when they become pregnant or sent on leave without pay (BILS, 2010). While the public sector workers are privileged, where most recently the maternity leave period has been extended to 6 months or 24 weeks, the situation is much worse in the largest manufacturing sector of the country. (ILO.https://en.wikipedia.org)

d) Working environment and health facilities should be developed

The factories floor is damp and dirty and the workers are not given hygienic food as snacks. Building collapse down, fire is the threat of life. The workers have to work 8 hours in a single day and then overtime for extra earning. This hardworking can tell upon health. (Bhuiyan, Manir Ibn Hafiz, 2010).

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e) Physical or sexual harassment by the owners or beneficiaries

'The observation made by the gender expert, who presented the keynote paper at a program held at the BGMEA conference room on December 3, 2014, that sexual violence-free environment is still elusive in the apparel sector aimed factory compliance focusing more on occupational health and hazards is indeed important'. 'The expert also referred to the baseline survey-2011 of the International Labor Organization, which found 84.7 percent of women garment workers and 100 percent of day workers facing harassment in their workplaces'. In 2011, a survey jointly conducted by the Bangladesh Garment Manufacturers and Exporters Association (BGMEA), the Labor Ministry, the United Nations Populated Fund found out that the incidents of sexual harassment even rape of women in different parts of Bangladesh occurred continue due to in the absence of adequate enforcement of relevant laws and rules. The RMG sector is not free from this situation. The survey also found out that when any sexual harassment or rape incident occurred, the victims were a poor or vulnerable group. About 85% of the workers in RMG are women and unexpectedly they are poor and vulnerable. In 1976, Dhaka Metropolitan Police Ordinance first addressed public sexual harassment directly under the name of 'eve teasing' and it provides imprisonment for a term which may extend to one year or a fine up to TK 2000 or both. In section 10(2), the law defined sexual harassment as" if a man with a view to fulfilling his sexual desire outrages a woman's modesty or makes erotic gesture such as act of the man will amount to sexual harassment" This law provides imprisonment for 2 to 7 years and an indefinite amount of fine. But it is not implemented in RMG sector for women harassment (Kamrul Hasan, Ashraful Islam, Md. Arifuzzaman, 2015).

f) Regular salary for the workers

Though the salary is not satisfactory, it is not paid in time. The owners of factory do not pay the salary before Eid or Puja (worship) even not regularly in every month. A survey conducted on few workers of five factories. The workers live in a slum and they do not pay house rent and cannot buy their daily necessary because the salary is not paid regularly. (Shaheen Ahmed, Mohammad Zahir Raihan, Dr. Nazrul Islam, 2013).

g) Rumor

Sometimes there is some rumor that any worker will be dismissed or the salary payment will be a delay or some workers are beaten by the authority or financial benefit such as bonus, increment etc will not be given properly. These types of rumor increase dissatisfaction and the workers involve into vandal activities. (Kamrul Hasan, Ashraful Islam, Md. Arifuzzaman, 2015).

h) Unlawful Activities

The workers are not paid standard salary. They work eight hours in a single day and then overtime. After the hard work, they live from hand to mouth. There is no job security in RMG sector. There is no democratic management system in RMG sector. (Kamrul Hasan, Ashraful Islam, Md. Arifuzzaman, 2015).

i) Deprived of Rights

The workers are not aware of their rights. The factory owners take the opportunity of illiteracy. The workers do not know the standard scale, daily working hour, job environment and labor laws. The workers cannot form a labor union and cannot join a labor union. That is why the workers are deprived of their legal rights. (Morshed. M.M, 2007).

j) Poor Compensation System

The workers are dissatisfied with compensation system. In RMG sector, the workers are underpaid and ill-treated. There is no proper sick leave facility in the maximum factory (on basis of five factories survey). There is no payment system and treatment facility for injured workers. There is limited maternity leave for the women workers. (Priyo 2010).

k) Lack of day care facility for women workers

In Bangladesh, women workers do not have access to daycare facilities for their baby. In Bangladesh, 80% of 4 million workers in the RMG industry are women. Although the 1965 factory Act states that companies employing 50 or more women must provide day care facilities, in practice such facilities are often not available. (Islam, Farmin, 1994).

l) Working hour and environment is not satisfactory

On the basis of a survey of five factories, it is found that the working place is dirty and dumpy. The working hour is excess. Being staying at the unhygienic environment and working eight hours every day the workers lose the productivity and are suffering from various diseases. A study carried out in 2003 by a Bangladeshi institute on over 800 textile workers discovered that 42% of women workers and 24% of the male workers are suffering from some chronic diseases such as gastrointestinal infections, urinary complaints, blood pressure and anemia etc. 45% of the women and 36% of men who were interviewed said they felt weak. (Mohammad Aminul Islam Khan, 2015).

m) Not implementing of minimum wage

According to a government inspection study in January 2008, there are about 52000 garment industries in Bangladesh but at least 145 factories have not implemented the 25 dollar minimum wage while 262 factories do not pay regular salaries. (Shaheen Ahmed, Mohammad Zahir Raihan, Nazrul Islam, 2013).

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n) Lack of job security

Job stability is the decent principle. Job stability increases motivation and responsibility. In the RMG sector, the workers are terminated for a tiny reason. Sometimes the workers are terminated brutally and if the workers protest they are threatened by different types of harassment such as arrest, even physical assault by the hired hooligan. (Azim, M. Tahlil, and Nasir Uddin, 2003).

o) Building collapse, fire accident

The structure of some RMG industry is not satisfactory. The fear of death or fatal injury peeps into the mind of workers due to a building collapse or fire accident as like as Rana Plaza, Tazreen Fashion, and Standard Fashion. (Kamrul Hasan, Ashraful Islam, Md. Arifuzzaman, 2015).

p) Not implementing worker development law

The Industrial Revolution began in Great Britain at eighteen century. That time working environment was worst. Labor law was inherited in British, India and Pakistan period. The first labor law was developed in this sub-continent 'Worker's Compensation Act 1923'. The worker got the rights under 'Trade Union Act 1926'. 'Trade Union Act and Industrial Dispute Settlement Act' were developed in Pakistan period and these two were merged into Industrial Relation Ordinance, 1969. Factory Act, Shops, and Establishment Act, Employment of Labor Act were developed in 1965. In 1992 'National Labor Law Commission' was formed. But it's a matter of regret that all laws are trapped by the industrialists. (Itcilo 2008).

q) Mistreatment of the Workers

Bangladeshi garment industry depends on the hard working of the labor force. Here workers can be hired at a cheap rate. But the workers are mistreated by the owners, managers, officers. The salary, bonus, overtime bills are not paid in time. The workers are recruited without recruitment letter. There is no job contract. They work a long time in a congested environment without rest, nutritious food, and medicine. (Ittefqaq 2007).

r) Absence of trade union

A trade union is the labor organization which establishes workers rights. Trade union bargains with the employers and negotiates work contract. Trade union negotiates for salary, working rules, complaint procedures, promotion, benefits of workplace safety, working hour and condition etc. But the activity of trade union is not acting out and out. (Itcilo 2008)

s) Conspiracy

Bangladeshi RMG is not conspiracy free. When Bangladeshi RMG takes top place at the world market then the foreign competitors are engaged in the conspiracy. The foreign companies increase the price of raw materials and Bangladeshi RMG industries dependent on foreign raw materials. Sometimes the workers involve into the conspiracy by internal and external competitors. (The Daily Star, 2012).

t) Unruly nature of workers

There some workers who are vulgar by born. Though salary, bonus, promotion, and job environment everything is satisfactory, they are unruly in nature. (The News Today, 2012)

u) Lack of sincerity and honesty towards job

There some arrogant workers in every factory who are given all facilities but they are not dutiful that is why they will make botheration in the factory. The insincere and dishonest workers are a threat to the organization. (Abrar, A. A. 2007).

v) Discrimination among male and female workers

Sexual harassment is the fear for female workers in the job sector. In RMG sector, the male workers are given more priority than female workers in every sector that is the cause of female worker's dissatisfaction. (Islam, Farmin, 1994).

X. Public Opinion

The researchers surveyed to university teachers, civil society, and workers, local and foreign buyers. Their opinions are discussed here. The public thinks that the workers will be dissatisfied with the workload, job environment, nepotism, unlimited unfairness, insufficient reward, stress, and frustration. Job dissatisfaction leads low confidence, low productivity, high employee turnover cost. The university teachers think that the readymade garment plays an important role in the economy. About 4.4 million workers employed in RMG sector and 80% of them are women. The RMG sector earns 21.5 billion US dollar each year for the last two decades which is 79% of the total foreign earnings of Bangladesh. The last three decades the Bangladeshi RMG achieved phenomenal growth which influenced the government and entrepreneurs as a result 5200 RMG factories lead the world market and ensure $22 billion each year. They also think that reasons of Bangladeshi RMG flourishing are available cheap workers. The development of Bangladeshi RMG mostly depends on hard work of labor force. The Bangladeshi government and entrepreneurs are a concern for RMG sector development but for whom the RMG leads the economic development they are being deprived. That is why the workers are dissatisfied. It is the notion of the intellectuals if the worker's dissatisfaction can be controlled, Bangladeshi RMG will lead the world market for a long time. (Uddin M. Salim & Jahed Abu Mohammed 2007).

XI. Opinion of World Market

The global market is anxious for workers dissatisfaction in Bangladesh. In December 2012, the

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fire in Tazreen Fashions, a garment factory killed 112 innocent skilled workers and Rana Plaza building collapse down increased the level of worker dissatisfaction which influenced huge negative impact on Bangladeshi RMG. As a result, Walt Disney Corporation, the world's largest licenser withdrew from Bangladesh in March 2013. Along with Walt Disney Co., Wal-Mart and Levi Strauss & Co. became averse to Bangladeshi RMG. Target Corporation & Nike Inc. also reduced the number of factories they would use in Bangladesh. It had caused losses of up to$ 25.7 million daily and a 40%dropped in foreign orders. Bangladesh faced a large threat which could affect the economy. That is why, Britain's Primark, Canada's Loblaw, Walt Disney Co., Wal-Mart and Levi Strauss & Co. advocated to sign the Bangladesh Fire and Building Safety Agreements and to ensure workers safety and rights. They suggested for inspection building independently, training in worker's rights and reviewing safety standards for factories regularly to save the probable economic sector of Bangladesh. (Azim, M. Tahlil, and Nasir Uddin, 2003)

XII. Data Analysis and Findings

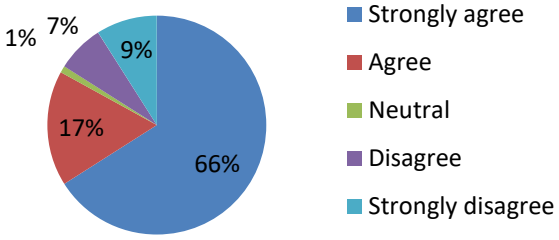

Figure 1: Poor Salary

Here 66% of the respondent's response that the salary which is paid at RMG sector is not sufficient to subsist. According to the survey, a family needs 205 US dollars per month to lead life. But this amount is not paid. The workers live a sub-standard life in city slums. Often they are not paid salary, overtime bills, and bonus in time. The respondents think the workers cannot meet their daily necessaries. They share an egg between two persons. They are deprived of nutritious food. But they work hard for a long time that tells upon their health.

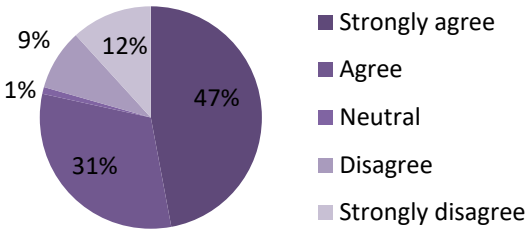

Figure 2: Leave and holiday facility

47% respondents agree that the leave and holiday facilities are not satisfactory. All Bangladeshi workers are entitled to 21 days of paid casual leave and paid public holiday each year and three months maternal leave but it is not maintained properly. On the basis of a survey of five factories, after maternal leave, the women workers have to lose the job. They have to be recruited newly.

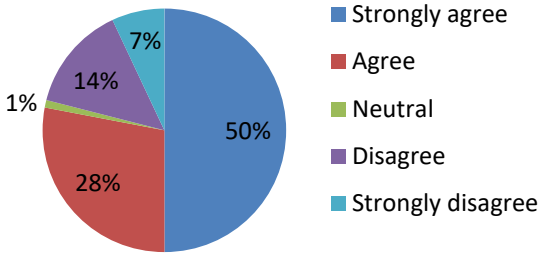

Figure 3: Lack of Security

50% think that there is no friendly job environment at RMG sector for the workers. The workers are recruited without recruitment letter. They have to work a long time but not paid in time. The workers are mistreated by owners or mid-level officers. If the workers protest they will be dismissed, threatened, physically assault even sue against them.

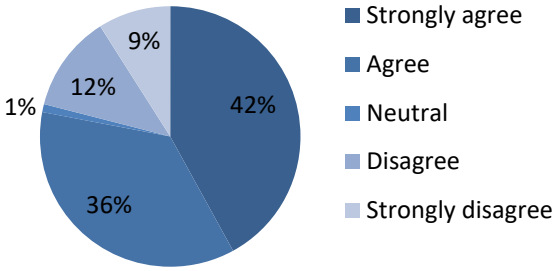

Figure 4: Rumor provokes the workers

42% of the respondents think that sometimes there is rumor at RMG sector that the workers are terminated, arrested or beaten and these types of rumor instigate the workers to involve into vandal activities which damage the image.

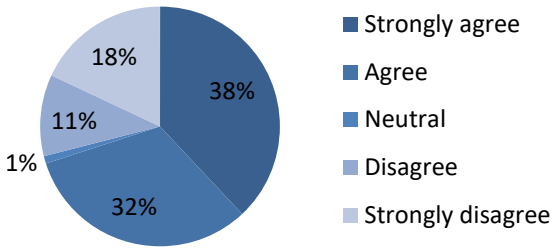

Figure 5: Lack of sincerity and honesty

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38% of the respondents agree that all factories have some careless workers who are unruly in nature. They do not play a proper role for the job and if managers create pressure on them for better output, they will complain they are tortured. If these types of workers get chance, they harm the organization.

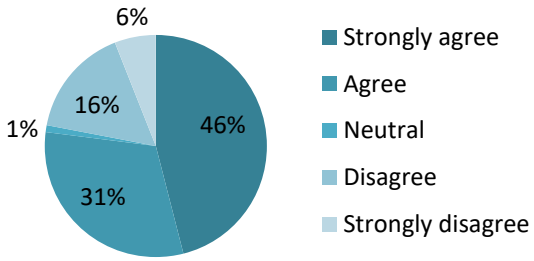

Figure 6: Inactive Trade Union

The labor leaders are not responsible to their duty. They are convinced by offering high amount. Their duty is to bargain with the employers for the betterment of the employees. They can contract for work rules, complaint procedures, offer for promotion and ensure safety at workplace etc. But they do not play its role properly.

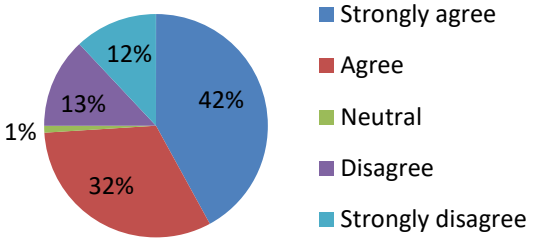

Figure 7: Mistreatment of Workers

42% respondents agree that the workers are mistreated by the managers and mid-level officers. The workers are hired at a cheap rate. The salary, bonus, overtime bills are not paid in time. The workers are recruited without recruitment letter. There is no job contract. They work a long time in a congested environment without rest, nutritious food, and medicine.

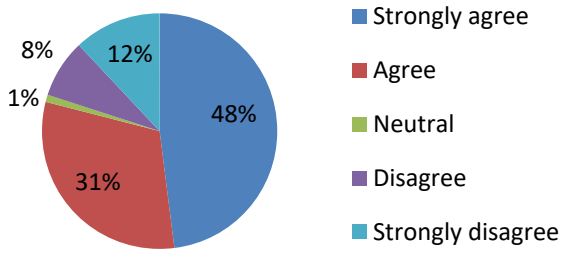

Figure 8: Inactive Laws

There are a lot of laws in Bangladesh labor law but 48% respondents agree that it is not implemented properly for workers development. There is the specific scale of salary, leave and holiday contract, bonus, increment and promotion rules in labor law but 145 factories do not apply it.

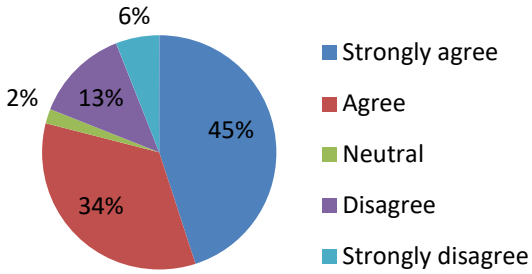

Figure 9: Conspiracy

Bangladeshi RMG depends on foreign country's raw materials. 45% respondents agree that when Bangladeshi garment industries place top position in world market then the foreign competitors increase the price of raw materials and they use the workers to make botheration in Bangladeshi RMG sector.

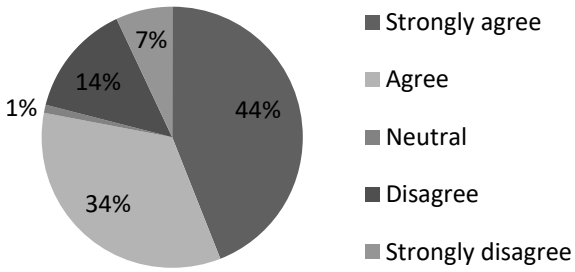

Figure 10: Discrimination

In RMG about 80% of the total workers are female. But the female workers are neglected. Form the above diagram it is observed that 44% respondents agree that the female workers are discriminated.

XIII. Recommendations

- *Take a new approach to labor law:* Though good labor law is a precondition for all business whether it is related to development, in Bangladesh, the most neglected sector is labor law. The government so far never showed goodwill for reforming this sector. If the matter is well addressed, and the government is not influenced and biased by the businessman, then the situation is sure to improve. If labor law is improved, the garments sector will be benefited from all other sectors.
- *Ensure welfare and training of the personnel:* All over the world, it is recognized that training and welfare of the personnel are highly significant. But in Bangladesh, it is most neglected. If the welfare of the garments worker is looked after, the output will definitely rise.

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- *Financial support:* Workers are the most important stakeholder of RMG. The entrepreneurs should not only understand it but also exercise. The workers should be given salary side by side bonus, increment, promotion and other financial support. Workers are not competitors they are boosters; the industrialists should think in such way.
- *Change Attitude:* The industrialists should change their attitude towards making happy the foreign buyers by anything else but the satisfaction of the workers. From now onwards the entrepreneurs should try to make the buyers happy through the satisfaction of worker, not by anything else.
- Skilled workers should be built up and the payments must be increased as the market price is too high.
- *Discrimination is to be annihilated:* Only male workers play a vital role in RMG development that is not true. Both are equal to development. So no one should be discriminated.
- The workers should not be mistreated by the managers and mid-level officers. The workers must be hired at a standard rate. The salary, bonus, overtime bills should be paid in time. The workers should be recruited with recruitment letter. There should be specific job contract.
- *Respectful of Workers Laws:* Labor laws may be developed to ensure the worker's rights so that they cannot be neglected.
- The manufacturers should be careful so that any workers cannot be biased to involve into the conspiracy.
- The manufacturers should develop a good relationship with workers, top and mid-level managers.

XIV. Conclusion

Not only the government intervention but also owners-workers joint venture could face the challenge of the competitive free market economy and its fast-growing impact. Time has come to renovate reorganize the whole garments sector. The entrepreneurs must look for the competitive and effective market in future; otherwise, they will be in serious trouble. The garment manufacturers have to face a lot of tribulations to fight in the international market. The strength of Bangladeshi manufacturers is cheap and available workers. So the manufacturers should use this resource properly. They should meet the workers' demand otherwise it may be the causes of worker's dissatisfaction. Worker's dissatisfaction declines job attraction, motivation, and productivity. RMG sector has opened a new window of economic development. In order to survive in the world market, Bangladesh should concentrate on preparation for global competition. By saving from all problems remaining the sector, this promising sector of Bangladeshi national economy will succeed to get the world market and will lead to property. It is the responsibility of the government to protect the interest of this industry which has given the economy strong footing, created jobs for millions of people, especially for women, lifted them from the abyss of chronic poverty and given them a dignified life. The manufacturers know all causes of worker's dissatisfaction, now what they need to do is deal with all causes of dissatisfaction facing the garment industry, paving the way for its further development.

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