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Exploring Work Satisfaction among Labour Union Members with Special Reference to Citu in Perinthalmanna Municipality

^{*1}Jameela K and ²Thasleema Jasmin AP

^{*1} Assistant Professor, Department of Economics, Sree Neelakanta Government Sanskrit College, Pattambi, Palakkad, Kerala, India.

² Post Graduate Scholar, Sree Neelakanta Government Sanskrit College, Pattambi, Kerala, India.

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*Corresponding Author

Jameela K

Assistant Professor, Department of Economics, Sree Neelakanta Government Sanskrit College, Pattambi, Palakkad, Kerala, India.

Abstract

This study investigates work satisfaction among labour union members in Perinthalmanna Municipality. The results show that older, less educated male employees make up the majority of union membership. In addition to irregular or inadequate break policies, the majority of respondents report significant levels of stress related to their jobs. The general lack of basic working amenities, such as access to drinking water and medical support, adds to employee discontent. The two main concerns raised by members are workplace safety and excessive workload. The majority of workers are nonetheless unhappy with their general working conditions and welfare state, even though they believe the union is generally successful in resolving some collective issues. Additionally, statistical study shows that the availability of break time and income satisfaction are important indicators of overall job happiness. In order to improve members' quality of work life, the study emphasizes the necessity of more proactive union intervention, greater enforcement of workplace safety regulations, and enhanced labour welfare measures.

Keywords: Work satisfaction, perinthalmanna municipality, labour.

Introduction

One of the most important factors influencing an employee's overall performance, dedication, and long-term involvement in a company is work satisfaction. It has an impact on retention, motivation, productivity, and even workplace culture. In addition to increasing operational effectiveness, a contented staff promotes social harmony and organizational stability. The idea of work pleasure assumes more profound social, political, and psychological elements in the setting of organized labour, especially within trade unions. Labour unions have historically served as an effective tool for collective bargaining, defending the rights of employees and guaranteeing decent pay, stable employment, and safe working conditions. Among India's many labour unions, the Centre of Indian Trade Unions (CITU) is one of the most well-known, politically charged, and socially engaged. With its roots in communist ideals, CITU has consistently championed the rights of workers in both organized and unorganized sectors. It has had a significant impact on social justice and labour relations movements. This study

investigates the level of job satisfaction among CITU members in the heavily organized labour-populated Perinthalmanna Municipality. The study aims to examine the effects of CITU's actions on members' job satisfaction, including collective bargaining, lobbying, and welfare programs. This study intends to shed light on the difficulties, viewpoints, and experiences of these workers in order to offer insights into how labour relations are changing in a shifting economic environment.

Significance of the Study

Globalization, privatization, and technology advancements have changed the nature of employment in India, posing new difficulties for both trade unions and employees. Workers frequently experience problems like job instability, stagnating salaries, and diminished negotiating strength as industries change. In this regard, trade unions such as CITU remain essential in protecting the rights of workers. Examining job satisfaction in such a unionized setting sheds light on how collective organization influences workers' motivation,

psychological health, and sense of justice. The results are useful for companies who want to create fair and encouraging workplaces as well as for trade union leaders and legislators.

Objectives of the Study

1. To analyse the working conditions of CITU members in Perinthalmanna Municipality.
2. To identify the challenges faced by the trade union members.

Methodology

Both primary and secondary data sources served as the foundation for the investigation. Primary Data: are gathered using a structured interview schedule from 60 CITU union members employed by the Perinthalmanna Municipality. Workplace conditions, pay, benefits, workload, union efficacy, and job satisfaction were all addressed in the questions. Responses were verified by in person interviews. Secondary Data are Obtained from government papers, scholarly journals, databases of research institutions, and official CITU publications.

Review of Literature

Veeresh (2025), found that the CITU exposed wage manipulation by school officials by denouncing pay reduction for sanitation workers in government schools. Through its intervention, the union showed that it was vigilant in securing equitable compensation for workers who were at risk.

In his analysis of CITU's role in the Samsung electronics workers' strike, Munsif Vengattil (2024) emphasized the growing power of labour unions in the manufacturing industry.

The study emphasized the potential of unionization to combat exploitative business practices. According to Manoj Kumar (2024), the CITU organized widespread demonstrations against the new labour rules throughout India, claiming that they gave preference to foreign firms over laborers. The rally served as a reminder of CITU's unwavering dedication to mass opposition. In their analysis of the importance of trade unions and the right to strike, Dr. Tanvir Kaur *et al.* (2024) emphasized that while conventional unions have been undermined by globalization, their role in collective bargaining is still vital.

According to News click (2024), the CITU called the Union Budget 2025 anti-worker and called for rallies around the country. According to the text, CITU has consistently supported economic fairness and worker welfare. The Hindu (2024) covered CITU's protests against the Indian Railways' neglect of Kerala's development needs, reinforcing the union's dedication to public sector improvement and regional equity.

Together, these studies reveal that CITU continues to be an active defender of workers' rights, making it an ideal organization for exploring the relationship between union activity and job satisfaction.

Data Analysis and Interpretation

Table1: Gender-wise Classification

Gender	Number	Percentage
Male	60	100
Female	0	0

Source: Primary Data

Table 1 revealed that All respondents were male, indicating the gendered nature of union membership in the region, possibly reflecting male dominance in the local labour market.

Table 2: Age-wise Classification

Age (Years)	Number	Percentage
18-29	0	0
30-39	3	5
40-49	18	30
50-59	39	65

Table 2 explained that most members were aged 50-59 years, indicating that union participation is concentrated among older workers. Young workers appear disengaged, suggesting the need for renewed union strategies to attract youth participation.

Table 3: Educational Qualification

Category	Number	Percentage
No formal education	33	55%
Primary education	22	36.6%
SSLC	5	8.4%
Plus, Two/Degree	0	0%

In the table no.3 majority of respondents had no formal or only primary education, which may influence their dependence on union structures for protection and representation.

Table 4: Duration of Union membership

Years	Number	Percentage
0-5P	3	5%
5-10	6	10%
10-15	9	15%
15-20	16	26.6%
20-25	21	35%
25+	5	8.4%

From table no.4 it is clear that Most workers had over 15 years of membership, reflecting long-term union loyalty and experience.

Table 5: Perception of Break Time

Perception	Number	Percentage
Mostly	19	31.6%
Sometimes	27	45%
Rarely	14	23.4%

From table no.5 it is clear that nearly half the respondents received breaks only "sometimes," suggesting inconsistency in rest policies that could affect stress and satisfaction levels.

Table 6: Workload Stress Levels

Opinion	Number	Percentage
Very High	27	45%
High	26	43.3%
Moderate	7	11.7%

The table no.6 indicated that 88% of respondents experience high or very high stress, highlighting a critical area for union and management attention.

Table 7: Cleanliness of Working Environment

Opinion	Number	Percentage
Good	18	30%
Fair	30	50%
Poor	9	15%

Table no.7 showed that Half rated cleanliness as only “fair,” reflecting moderate satisfaction with hygiene standards.

Table 8: Availability of Basic Facilities

Facility	Availability (%)
Drinking water	77.2
Rest areas	98.2
Toilets	67
Medical help	23

From table no. 8 it is clear that Rest areas were widely available, but medical facilities were severely lacking.

Table 9: Effectiveness of Union in Negotiation

Opinion	Number	Percentage
Effective	36	60%
Moderately effective	24	40%

Table no.9 shows that all respondents acknowledged at least moderate union effectiveness, showing CITU’s positive impact on members’ work conditions.

Table 10: Challenges Faced by Workers

Challenge	Percentage
Low wages	85
Lack of basic facilities	60
Excessive workload	90
Workplace safety issues	93.3
Long working hours	55

Table no.10 shows that the most severe problems were workplace safety (93%) and excessive workload (90%), both crucial for policy reform.

Table 11: Overall, Job Satisfaction

Opinion	Number	Percentage
Neutral	15	25
Dissatisfied	36	60
Highly dissatisfied	9	15

Table no.11 showed that a striking 75% of respondents expressed dissatisfaction, indicating a major concern for union and management intervention

Hypothesis Testing

a) Relationship between Break Time and Stress Level

- **H₀:** No significant association between break time perception and workload stress.
- **H₁:** There is significant association between break time perception and workload stress.

Perception	Very high	High	Moderate	Total
Mostly	19	0	0	19
Sometimes	8	20	0	28
Rarely	0	6	7	13

Chi-square (χ^2) = 59.0, df = 4, $p < 0.001 \rightarrow$ Null hypothesis rejected.

There is a strong relationship between break time and stress level. Improving rest policies can significantly reduce stress among workers.

b) Relationship between wage satisfaction and work satisfaction

- **H₀:** No significant association between wage satisfaction and work satisfaction.
- **H₁:** There is Significant association exists between wage satisfaction and work satisfaction.

Wage Satisfaction	Satisfied	Neutral	Dissatisfied	Total
Satisfied	4	0	0	4
Neutral	11	33	0	44
Dissatisfied	0	3	9	12

Chi-square (χ^2) = 54.5, df = 4, $p < 0.001 \rightarrow$ Null hypothesis rejected.

This confirms that wage satisfaction strongly influences overall job satisfaction. Fair and adequate pay structures are central to improving morale and productivity.

Major Findings

Union membership in Perinthalmanna Municipality is dominated by older, less-educated male workers. Majority experience high stress levels and inconsistent break policies. Basic facilities like drinking water and medical support are inadequate. Workplace safety and excessive workload are the most pressing concerns. Although the union is seen as effective, most members remain dissatisfied with their overall work situation. Statistical analysis shows that both wage satisfaction and break time and break time availability significantly affect overall job satisfaction.

Conclusion

The study emphasizes that although CITU is still essential in protecting workers' rights, there are still big gaps in assuring job happiness and wellbeing. Both concrete elements like pay, working conditions, and rest areas as well as intangible elements like respect, dignity, and group empowerment have an impact on job satisfaction. Trade unions must adapt to shifting economic conditions by implementing fresh tactics to safeguard employees in both established and developing industries. Building a socially just and equitable society and maintaining industrial peace both depend on ensuring overall work satisfaction.

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