

JOB SATISFACTION AMONG TRANSGENDERS: A CASE STUDY OF KOCHI METRO

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Introduction

Job satisfaction is the situation where an employee is completely satisfied with their job. Salaries which can meet their wants, increments, working environment, social status etc. are some of the basic factors of job satisfaction. It has not only psychological aspects but also economic and social aspects. The increased job satisfaction will definitely result a rise in production and profit.

The job satisfaction is different among genders. Especially in unorganized sector, men and women are treated differently. Most of the time, the wage and other monetary allowances, and the working condition are unfavourable for women employees. There exists another gender in the society,- Transgenders.

Transgender people are two types, male to female (M TO F) and female to male (F TO M). The male dominated society avoided them for centuries but now they are coming in front of the society. To provide equality, we have to give the support to satisfy their basic needs.

The first metro in Kerala- Kochi Metro Rail Limited (KMRL) had appointed TGs in metro stations. It is in the first time in world history that a Public Enterprise is giving Job opportunities for transgender people. They appointed 23 TGs through Kudumbashree units. They were appointed in two sections; Ticket Counter and Housekeeping section. People having degree were appointed in ticket counter and others were appointed in as well as housekeeping section. KMRL has given a very wide platform for transgenders to develop their talents and it gives opportunities to interact with the society. It may help to overcome the social stigma of them and there would be a chance to change the attitude of society.

The study is very relevant in the current scenario. First of all the study deserves special importance in the context of Kerala as it is relating to time of job satisfaction among a marginalized community in Kerala that is TGs. Thirty Transgenders are appointed in Kochi metro on contract based work by Kudumbashree and KMRL. But many of them had resigned their job for various reasons. The study is relevant in another way as it is a pioneering one relating to the issue of TGs. This type of studies will help the government in formulating suitable policies for enhancing the living standard of TGs in Kerala.

Objectives

- To examine the level of job satisfaction among Transgender employees in KMRL.
- To analyse the major problems faced by TG employees in KMRL
- To suggest remedial measures to enhance job satisfaction of TG employees in Kochi Metro.

Methodology

The study is both descriptive and analytical in nature. The study employs both primary data and secondary data. The secondary data are collected from resources like various journals, government publications, and websites.

The primary data are collected through interview method by making use of a properly structured schedule. On total of thirty transgenders working, out of this fifteen were selected by using random sampling method. The researcher collected information regarding the employee's general information, monetary aspects, nature of working environment, leave policy, relation with their superiors etc.

The Primary data collected were analysed using simple statistical tools like percentage and graphical methods.

Literature Review

Portland state university published an article regarding the greater job satisfaction for transgender people. They sometimes feels that their co-workers are treated them as other. It may have been affected their performance as well as their attitude towards job. "The importance of being me"- an article published by Larry Martinez at Portland State University also agreeing with the same.

According to vroom (1964) Job satisfaction is the most essential component for motivation of employees.

Based on the definition by Hoppok and spelled, job satisfaction is the set of conditions which includes psychological pathological and environmental conditions. They give emphasise on the workplace in determining job satisfaction.

Arnetz (1999) argue that in organizations can be observed that mostly employees have problems with their supervisor also show harsh behaviours to employees due to which they are not comfortable to share good and innovative ideas with their supervisors.

Arnold and Feldman promoted factors such as temperature, lighting, ventilation, hygiene, noise, working hours and resources as part of working conditions. The worker would rather desire working conditions that will result in greater physical conditions that will result in greater physical comfort and convenience.

Basheer and Amoako (2011) said about the motivational factors(the nature of work, the sense of achievement from their work, the recognition that is granted to them, and opportunities for personal growth and advancement) enhance their attitude and commitment towards job. .

Another study by Castillo and Can (2004) on the job satisfaction among faculty members of college showed that if we are paying keen attention on interpersonal relationship, recognition and supervision, the job satisfaction level will definitely improve. Chandrashekhar (2011) argue that an organization needs to pay attention to create a work environment that improves the ability of employees to become more productive for increasing the profits for organization.

Analysis of Data

Table 5.1 General information

No.	Gender	No of workers	%
1	Male to Female	14	93.33
2	Female to Male	1	6.66
	Total	15	100
Source: Primary Data			

The transgender employees of Kochi metro are basically from two type of gender called male to female and female to male. There are 14 male to female transgender and only 1 female to male transgender. It is clear from the table that 93.33%

were belongs to male to female and only 6.66% belongs to the other.

Educational Details

Table 5.2 Educational Details

No.	Educational Qualification	No of workers	%
1	Below matriculation	3	20
2	Up to matriculation	3	20
3	Higher secondary	3	20
4	Degree	3	20
5	Professional course	3	20
Source: Primary Data			

The employees can be further classified on the basis of their educational qualification. Based on their educational qualification can be divided in to five groups-Below matriculation, higher secondary, degree and professional courses. Out of fifteen, three of them included in each group, which means, 20% included in each groups. The professional course includes LLB, Btech, and MBA

Place of Residence

Table 5.2 Place of Residence

No.	Place of Residence	No of Workers	%
1	Living in the home	4	26.66
2	Living in rented home or shared rooms	11	73.33
	Total	15	100
Source: Primary Data			

The transgender employees of Kochi metro are from different parts of Kerala most of them are avoided by their parents, siblings, relatives etc. so they live independently in hotel rooms or in rent houses. The metro authorities said that they

should provide a shelter home for the transgender. The government provided accommodation facility is situated in Kakkanad. It is a strict hostel runs by nuns. Any of them couldn't adjust with the hostel management. Out of 15, 4 of them are from home and others are living in shared homes or renting homes. It constitutes 26.66% and 73.33% respectively.

Nature of Work

Table 5.5 Nature of work

No.	Nature of Work	No. of Workers	%
1	clerical	8	53.33
2	Housekeeping	7	46.66
	Total	15	100
Source: Primary Data			

The works assigned to them were of two natures. Clerical and Housekeeping. Out of 15, 8 of them were doing clerical job, it constitutes 53.33% of the population, remaining 7 people were doing

housekeeping works it constitutes 46.66%.

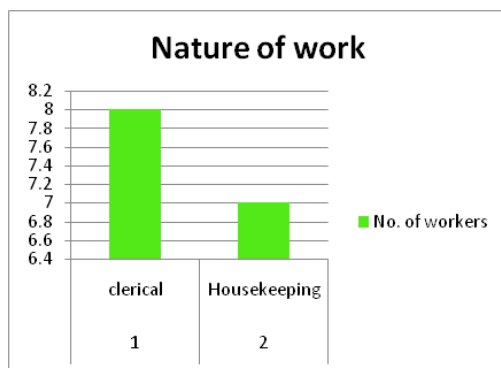


Figure5.3 Source: Primary Data

Sources of Salary

Table 5.6 Sources of Salary

No.	Sources of Salary	No. Employees	%
1	Salary from KMRL	6	40
2	Inheritance	0	0
3	Other sources including Salary from KMRL	9	60
	Total	15	100
Source: Primary Data			

The table below shows, the sources of earning of transgender employees. Out of 15, six people were depending upon KMRL salary only. Nobody had any kind of inherited assets. Nine of them were depending on other sources includes stage shows, fashion shows, dance performances,

road shows, sex work and begging in order to have an earning. Majority of them revealed the fact that they were doing sex work for meeting their basic needs.

Nature of Working Environment

Table 5.7 Nature of working environment

No.	Indicators	Not At All Satisfied	Somewhat Satisfied	Moderately satisfied	Very much satisfied
1	Clean and safe drinking water	4	2	1	8
2	Separate toilet facilities	5	2	0	8
3	Transportation	13	1	0	1
4	Cleanliness of work space	0	0	1	14
5	Availability of technology and equipment essential for work	2	0	2	11
6	Canteen facilities	15	0	0	0

The given table indicates their opinion on working environment. It has six indicators including clean and safe drinking water, separate toilet facilities, transportation, and cleanliness of work space, availability of technologies/equipment essential for work and canteen facilities.

Eight of them are very much satisfied with clean and safe drinking water while four of them are not at all satisfied with it. Two of them are moderately satisfied and only one was somewhat satisfied with it.

Eight of them were very much satisfied with the toilets provided by Kochi metro. Five of them were not at all satisfied with it and one person is somewhat satisfied with it. Actually, there are no separate toilet facilities for transgender community. They were using the toilets of physically challenged people. And it was not open in every time. 53% of people were satisfied with it where as 33.33% were not.

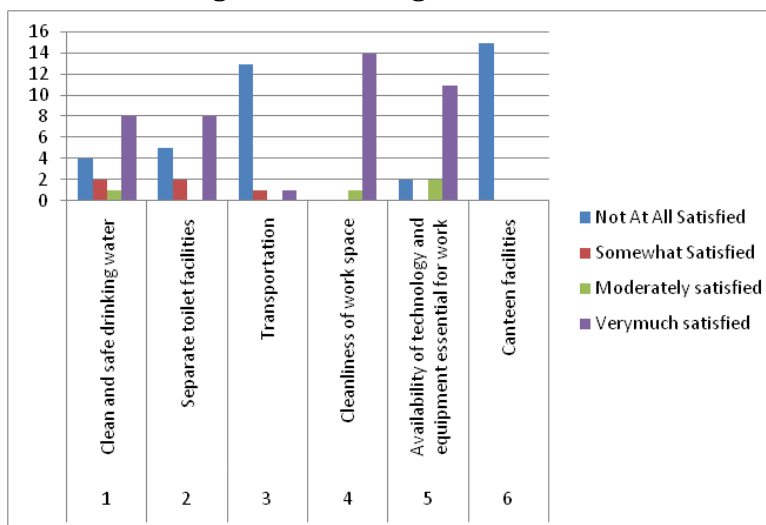
In the case of transportation facilities 13 persons were not at all satisfied. They were facing so many difficulties to reach their respective stations. The metro authority didn't provide any kind of transportation facility for their employees. One person was somewhat satisfied and another one was very much satisfied and comfortable with it. 86.66% were not at all satisfied.

Except one 14 were satisfied with their cleanliness of working environment. Only one employee was moderately satisfied with their working environment. They said that the KMRL stations are very clean and neat. 93.33% were very much satisfied with it.

Except four, eleven were very much satisfied with the availability of technologies and equipment for their work. It constitutes 73.33%. Other 26.66% lies in not at all satisfied and moderately satisfied groups.

KMRL doesn't provide canteen facility for their employees. 100% employees were not at all satisfied about it.

Figure 5.7 Working Environment



Source: Primary Data

Nature of Grievances

Table 5.9 Nature of grievances

No.	Nature of grievances	No. of workers	%
1	Salary	6	54.54
2	Leave	1	9.09
3	Bonus	2	18.18
4	Job security	2	18.18
Total		11	100

Source: Primary Data

The above table shows the nature of grievance or the causes of grievances. Only 11 out of 15 were responded to this question. Out of 11, around 54.54% people that are 6 people had complained about their low salary. Only one person complained on leave policy. 2 people had make grievances on the

job security and bonus related issues.

Conclusion and Findings

The main objectives of the study were to examine the level of job satisfaction among Transgender employees in KMRL, to analyses the major problems faced by TG employees in KMRL, to suggest remedial measures to enhance job satisfaction of TG employees in Kochi Metro. On the basis of analysis of survey results, the researcher has arrived at certain conclusions. They are mentioned below.

Major Findings

The appointment of transgender employees in Kochi metro became international news. It was an attraction to the public to visit Kochi metro and the government used it as a tool for their publicity. The government had provided job opportunity for them to uplift their conditions in the society. They were arrested and attacked by the police for begging in the train. And they requested the police to give a decent job. Therefore, they were appointed in Kochi metro.

In truth Kochi metro is a wide platform for transgender community to develop themselves and to uplift from their conditions. If it was properly implemented, the level of discrimination could be reduced. But as the researcher's point of view, the implementation of the program was not in the right way. First of all the attitude of the authorities were discriminatory. They didn't give any kind of special treatment to their transgender employees. They deserved special treatment. The authorities were not

much cooperating with their special needs. The facilities includes, better salary, accommodation, travel, etc. are not yet to be in the concern of management.

Major Problems of Transgender Employees of Kochi Metro

1. Salary – The KMRL provided very cheap salary to their employees. It's around 10000/month. But the monthly expenditure in Kochi is minimum 20000 to 25000. The employees couldn't meet their expenditure with this little amount of salary. So they engaged in other works including sex work. Apart from the salary, they hadn't received any kind of monetary benefits from the authorities.
2. Leave policy – The leave policy of Kochi metro is unacceptable for transgender employees, they didn't get any off day after the tiresome night shifts. And their salary would be cut if they took a leave.
3. Relation with their higher authorities – The metro authorities and workers are not in good terms. Most of them had faced several kind of discrimination from authorities. They were not considering the transgender employees as individuals.
4. Work status – The employees were appointed on the basis of their educational qualification. But most of them were unsatisfied on the basis of distribution. It affects their level of job satisfaction.
5. Accommodation – many of the transgender employees were living in rent rooms. At first the government had provided a hostel facility for the employees in 'JyothisBhavan', Kakkanad. But it didn't match with their work and it was a typical hostel with strict rules to follow.
6. Lack of facilities – The Kochi metro didn't have separate toilet facilities for its transgender employees. They were using the toilets of physically disabled people. The metro stations hadn't canteen facilities for their staffs. It also lacks the transportation facilities for its employees. It negatively affects their job satisfaction level.
7. Lack of proper grievance cell – there was no grievance cell in the Kochi metro stations. The complaints of the employees were filed to station master or their department head and it solved rarely.
8. Nature of the job – The job is on the basis of contract of one year. So they didn't get any kind of pensions, or other monetary benefits. It also seriously affected their level of job satisfaction.

Suggestions to Improve the Job Satisfaction Levels

As per the analysis of data, the researcher has put forward some suggestions to improve the level of job satisfaction among transgender employees of Kochi Metro. They are mentioned below:

1. To increase the minimum salary as 20000
2. The transgender employees should be appointed as the permanent staffs of KMRL.
3. Provide equal working conditions for the transgender people.
4. The government should provide quarters for the transgender employees of Kochi Metro.
5. The authorities should ensure transportation facilities for its employees to reach their work station and to home at appropriate timings.
6. The government should provide separate toilet and restroom facilities for the transgenders.
7. The authorities should conduct cultural programed for its employees to increase the harmony among them.
8. The authorities have to modify the leave policy and make it in to the favor of transgender employees.
9. To establish a grievance cell in the metro stations and should monitor its working.

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10. The government should conduct awareness classes for all employees of KMRL to overcome the social stigma and the attitude of the society.
11. To give promotion to the workers who excel in their work.
12. The authorities should be easily approachable to its employees.

The study reveals that nobody was satisfied with this job and now, only 6 transgenders are working in KMRL. Others were resigned due to various reasons. To increase their participation in the economy we should provide them special preference. A job can build confidence and self-esteem. The job should help to reduce the disparities and discrimination. So providing better employment opportunities will definitely help to uplift the transgender community. But it should be a transgender friendly one.

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