WORKERS JOB SATISFACTION IN TEXTILE FACTORY: BIBLIOMETRIC ANALYSIS

Sindhu Priyo W.[1], M. Saad Salahudin[2*], Atika Sanjani R.[3*]
[1-3]Institut Teknologi Sepuluh Nopember, Surabaya, Indonesia
E-mail: [3)] atika.sanjani.r@gmail.com

Abstract

Textile industry represents one of the most competitive industries. Consequently, the management tend to create pressures to their workers to pace with the high productivity level. This constant pressure given to the workers may possibly affect their job satisfaction. Hence, this study focuses on the bibliometric analysis in mapping the trend, conceptual structure, and characteristic of job satisfaction of textile factory workers. The data collection process results in 147 papers out of the total of 241 extracted papers. According to the bibliometric analysis, research in this field is mainly led by the USA and France. The co-occurrence analysis shows Four major theme: Study on job satisfaction, worker's health assessment, cultural influence on textile factory workers, and review on absenteeism. The results indicate that workers were more concerned about the security of their current position rather than overall employment security, and this factor affected their job satisfaction and well-being.

Keywords: Bibliometric Analysis, Job Satisfaction, Textile Industry

1. INTRODUCTION

Industry involves the process of turning semi-finished goods or raw materials into final products, enhancing value throughout each phase to increase profitability (UU RI No.13 of 2014). Textile refers to a material made from fibers that is processed into cloth or yarn, which is then used for producing clothing and various other products. Textile materials or products include fiber products, fabrics, clothing, yarns, and various other types derived from fiber. So the textile industry is an industry that processes fiber into yarn and then into clothing or something else (Asmara et al., 2013). Globally, the textile and clothing industry is among the largest in terms of manufacturing volume (Salatin, 2013). With an annual revenue of about $1,000 billion, the textile and clothing industry represents 7% of total global exports and provides jobs for approximately 35,000 people worldwide (Desore & Narula, 2018).

The textile and textile product industry has achieved a significant development and has a broad spectrum both geographically and in the stages of the production process. In order to achieve economic transformation, the textile and textile product industry must progress beyond the conventional business model. The advantages of the textile and textile products industry must lead to growth in the number of production, and be supported by growth in production ownership and income. With the development of the world textile industry, textile companies/factories are increasingly competing and increasingly competitive to be the best in this business. It is not impossible for companies to pressure their employees to compete with other business competitors. The performance of employees in the textile industry can be influenced by these factors, leading to a higher likelihood of

fatigue, stress, and even depression due to work-related pressures. If this continues then this can affect the job satisfaction of textile industry employees, if job satisfaction decreases then employee performance also decreases, the consequences can be bad for the company.

According to Dole & Schroeder (2001), job satisfaction is defined as how an individual feels about and reacts to their work environment. According to Luthans (2011) job satisfaction refers to the positive or fulfilling feeling a person experiences as a result of evaluating their job or work experience. The most studied work/job related studies are job satisfaction. Researchers widely agree that job satisfaction is about the feelings a person experiences regarding their job. If employees' feelings about their work are not good, for example, they are pressured by unreasonable company targets such as the example above, job satisfaction can also decrease. Therefore the company needs to pay sufficient attention to the condition of the employees, both physically and mentally, provide work or workloads that are still reasonable, provide days off or adequate rest time and other facilities to boost or preserve positive job satisfaction for employees. Because good job satisfaction for employees can also improve performance and improve company performance among existing competitors.

There have been multiple literature review studies focusing on job satisfaction. While previous literature reviews have explored job satisfaction, none have specifically focused on textile factory workers. This study has objective to outline the trends, conceptual framework, and features of job satisfaction research in this context. It will use bibliometric analysis to identify trends and apply science mapping techniques, such as co-occurrence analysis, to explore the conceptual structure. Content analysis will further reveal the characteristics of this research area.

2. LITERATURE REVIEW

Aziri et al. (2013) states that Human Resource Management (HRM) is the design of formal systems within an organization aimed at effectively and efficiently utilizing human talent to achieve the organization's set goals. Munaty et al. (2022) outline the functions of Human Resource Management as follows:

1) Recruitment and placement-job analysis
2) Personal planning and recruiting
3) Employee testing and selection, interviewing candidate
4) Training and development training and developing employee
5) Managing organizational renewal
6) Appraising performance, managing career, and fair treatment

Beside theoretical framework that had developed by Aziri et al. (2013) and Munaty et al. (2022), many research has related to appraise performance and fair treatment to employee. Good treatment to employee become essential since recruiting new employee take many times and budget. High flyer talent has been scouted by many other companies since management difficulties to find competent talent and lack of budgeting to develop current employee.

In recent fast fashion industry, talent hijacking become common since numbers of trend-analyst is small. Only small fashion industry is having good expert of trend analyst.

Trend analyst become difficult to find so that fashion industry decides to hijack from other company by offering high salary or other benefits.

According to Aziri (2011), job satisfaction encompasses the feelings and beliefs an individual holds about their work. Job satisfaction can significantly influence behavior within organizations and contribute to overall worker contentment. Merhorn et al. (2004), as cited by Saleh et al. (2016), define job satisfaction as the emotional response to one's job and working conditions. Pierce & Gardner (2004) and Saleh et al. (2016) describe job satisfaction as a reflection of the disparity between what individuals expect from their job and what they actually receive.

Job satisfaction encompasses the overall reactions of an individual to various work and work-related factors. Job satisfaction is a multifaceted concept that encompasses various factors. According to Robbins (2013) and Saleh et al. (2016), job satisfaction can be assessed through criteria such as the nature of the work, supervision, wages, promotion opportunities, and relationships with colleagues. In contrast, Luthans (2011) emphasizes that job satisfaction is measured by elements such as salary or wages, the nature of the job, interactions with co-workers, opportunities for advancement, and the quality of supervision.

Despite the rapid growth and significance of the fashion retailing industry, it faces the highest turnover rates among retail sectors. According to Fashion United (2010), this high turnover rate poses a significant challenge for employers, as the costs associated with recruiting and training new employees are substantial. As turnover rates increase annually, replacement costs are expected to rise accordingly. A survey of staff turnover rates indicates that the fashion and jewelry retailing sector has the highest turnover rate, reaching 60% compared to other retail sectors.

Job dissatisfaction among employees is a major factor contributing to this high turnover rate. The relatively moderate qualifications needed for the job and the ease of finding similar positions lead dissatisfied employees to leave without expressing their concerns. This creates a challenging and complex situation for employers, who struggle to identify the underlying causes of dissatisfaction and develop effective strategies to retain employees, thereby saving on recruitment costs and time. Additionally, there is a lack of specific research on job satisfaction within the fashion retailing industry, leaving a gap in understanding employee satisfaction in this sector.

Bibliometric may be a sort of audit that can be utilized to see at diverse and critical regions of examinations and get a common summation of distributed writing (Kumar et al., 2023). Bibliometric analysis is similar to systematic reviews in terms of literature retrieval, as noted by Lubowitz et al. (2023). However, bibliometric analysis typically has a lower agreement rate concerning relevant literature and its purpose. While systematic reviews aim to address specific questions using high-quality evidence, bibliometrics focuses on quantifying evidence without assessing its quality.

Bibliometric analysis relies on quantitative aspects of literature, such as key topics, authors, sources, influential creators, and impactful articles, as well as the contributions of different countries within a specific field. This approach commonly employs mapping techniques like graphical representations, network diagrams, and other visual tools, often facilitated by specialized software (Aria & Cuccurullo, 2017; Rojas-Sánchez et al., 2023). A bibliometric review is valuable for systematically summarizing evidence, especially when dealing with a large volume of papers on a particular topic (Szomszor et al., 2021). Well-

executed bibliometric studies can help understand existing literature, identify research gaps, generate new research ideas, and position contributions within the field (Donthu et al., 2021).

While bibliometric methods are primarily quantitative and descriptive, they also have the ability to address qualitative aspects. The primary goal of bibliometric studies is to convert intangible scientific quality into actionable insights (Wallin, 2005). While bibliometrics do not serve as in-depth evaluative reviews, they can offer a concise overview of effectiveness and assessments.

3. RESEARCH METHODS

Bibliometric analysis has become increasingly popular as a research method, largely because of the easy access to online databases. It aims to investigate patterns, trends, and developments within existing literature (Zupic & Čater, 2015). To illustrate the process of collecting, screening, and analyzing data, a PRISMA Flow Diagram is used in this study.

3.1. Data Identification

This phase aims to identify potential keywords to reduce the risk of overlooking relevant papers in the database. We use the following search syntax: ("job satisfaction" OR "work satisfaction" OR "employee satisfaction") AND (textile OR cloth* OR garment OR fabric OR apparel), and have extracted 241 papers from the Scopus Database.

3.2. Data Screening

The results from data identification will be reviewed and filtered based on five inclusion criteria: document type (article), source type (journal), publication stage (final), language (English), and the presence of keywords (job satisfaction, satisfaction, textile industry). This screening process yielded 101 papers for review in the next stage.

3.3. Data Eligibility

The 101 papers were first assessed for eligibility based on a review of titles and abstracts. The exclusion criteria included: (1) inaccessible papers, (2) the absence of relevant keywords in the title and/or abstract, and (3) irrelevance to the study's focus on job satisfaction in textile factory workers. Papers meeting any of these criteria were excluded, resulting in the removal of 35 papers.

The second level of eligibility included a full-text review, with the following exclusion criteria: (1) inaccessible papers, and (2) irrelevance to the study's purpose. After this review, 47 papers remained for analysis in this study.

3.4. Bibliometric Analysis

To address the study's questions, two approaches are utilized: bibliometric analysis and science mapping. Bibliometric analysis maps research trends by evaluating the distribution of studies, pinpointing the most prolific and impactful journals and authors, and identifying the most cited countries and documents. Science mapping, on the other hand, analyzes research output and aids in advancing knowledge by objectively examining the conceptual structure and characteristics within the field.

The conceptual structure identifies thematic clusters within the field using co-occurrence analysis, which is then visualized in a thematic map. This map features two dimensions: centrality, which shows the connections between themes, and density, which indicates the strength of these connections within a cluster. The thematic map is segmented into four quadrants: “emerging or declining themes,” “niche themes,” “basic themes,” and “motor themes.”

This analysis will interpret research relationships, including limitations and future research gaps. Additionally, content analysis will examine the characteristics of clusters identified through co-occurrence analysis.

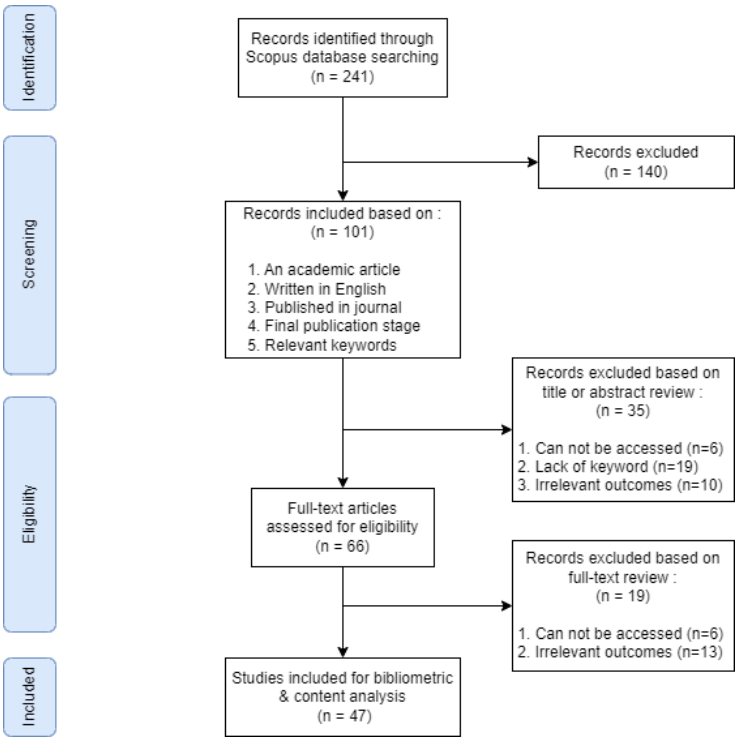

Figure 1. Prisma Flow Diagram

4. RESULTS AND DISCUSSION

4.1. The Trend of Job Satisfaction Study in Textile Factory Workers

This bibliometric study seeks to investigate the factors affecting employee job satisfaction in the textile industry. Table 1 summarizes the relevant articles, showing that research on this topic began in 1976. Up to 2022, there have been 47 studies published across 42 journal sources, with an average citation rate of 12.57 citations per document.

Table 1. Main Information of The Data Collected

Criteria	Description	Results
Main Information About Data	Timespan	1976:2022
	Sources (Journals, Books, etc)	42
	Documents	47
	Annual Growth Rate %	3,06
	Document Average Age	8,06
	Average citations per doc	12,57
	References	2185
Document Types	Article	47
Document Contents	Keywords Plus (ID)	268
	Author's Keywords (DE)	148
Authors	Authors	148
	Authors of single-authored docs	3
Authors Collaboration	Single-authored docs	3
	Co-Authors per Doc	3,36
	International co-authorships %	12,77

Figure 2 illustrates the accumulation of research on employee job satisfaction factors in the textile industry, starting from 1976. The distribution of research over the years, as shown in the figure, reveals an overall increase, although the annual number of studies produced varies. This figure shows that this field of research has received an increasing attention since 2010 onwards.

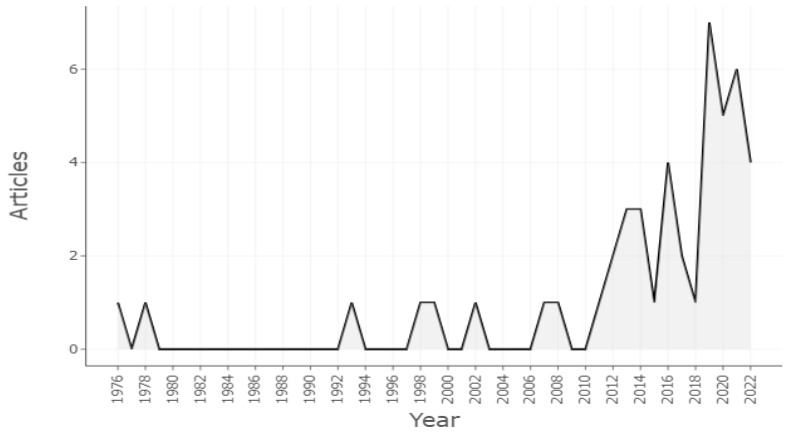

Figure 2. Distribution of Research by Year

Table 2 highlights the most prolific and influential authors based on their number of published papers and total citations. Abbasi M, Fallah Madvari, Ghaliahi, Mehri, and Yazdanirad are the top five most productive authors, each with two publications and a total of 24 citations. Aderaw Z stands out as the most influential author, having the highest total number of citations.

Table 2. Most Productive and Influential Authors

Author	Article	Total Citation
Abbasi M	2	24
Fallah Madvari R	2	24
Ghaljahi M	2	24
Mehri A	2	24
Yazdanirad S	2	24

Table 3 documents Five most productive and influential journals, measured by h-index, g-index, m-index, and the total number of citations in a source. The journal of Occupational and Environmental Medicine has gained the most productive and influential journal in the area with the total citation of 162.

Table 3. Five Most Productive and Influential Journals

Journal	First Article	h_index	g_index	m_index	Article	Total Citation
Occupational and Environmental Medicine	1998	2	2	0.08	2	162
Journal of Occupational Health	2008	2	2	0.133	2	63
Journal of Applied Psychology	1976	1	1	0.021	1	59
Journal of Tropical Medicine	2011	1	1	0.083	1	53
Journal of Manufacturing Technology Management	2012	1	1	0.091	1	31

Figure 3 illustrates that the USA is the top country in citation counts for research on employee job satisfaction factors in the textile industry, with France and Iran following as the next most cited countries. This indicates that the field has its roots primarily in the USA and France, with a significant gap in citations between these countries and others.

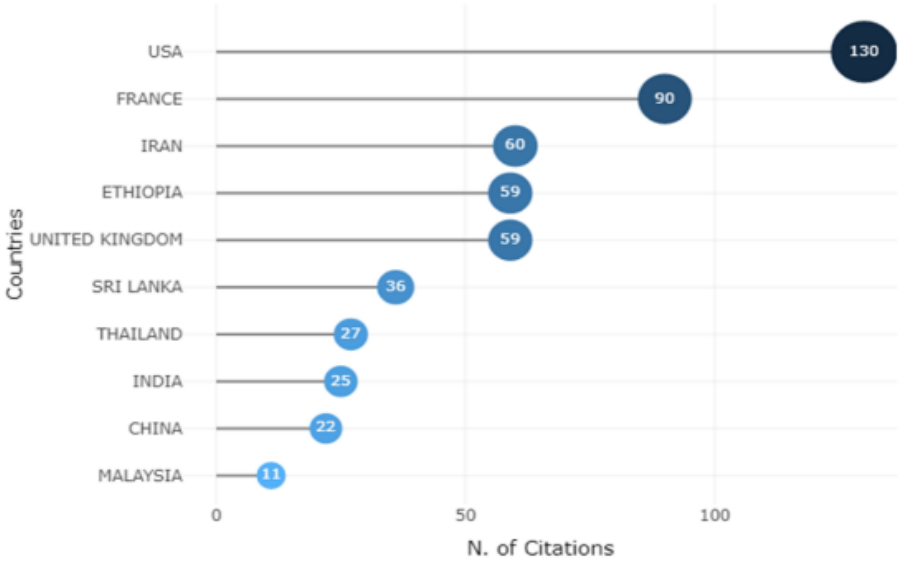

Figure 3. Most Cited Country

The most impactful research based on global citation is listed in Table 4. From 40 selected research data, Leclerc A, 1998, Wang PC, 2007, and Nicholson N, 1976 are the top three of the most impactful in employee's job satisfaction factors in textile industry.

This study addresses the first research question by examining trends in employee job satisfaction factors in the textile industry. The findings reveal the leading journals, authors, countries, and studies in the field. Despite this, the overall research distribution is still limited, with a notable predominance of contributions from the USA and France.

Table 4. Most Global Cited Documents

Paper	Total Citations	TC per Year
Leclerc A, 1998, Occup Environ Med	90	3,60
Wang Pc, 2007, Occup Environ Med	72	4,50
Nicholson N, 1976, J Appl Psychol	59	1,26
Aderaw Z, 2011, J Trop Med	53	4,42
Dianat I, 2016, J Occup Health	36	5,14
Wickramasinghe D, 2012, J Manuf Technol Manage	31	2,82
Guendelman S, 1993, Am J Public Health	30	1,00
Buapetch A, 2008, J Occup Health	27	1,80
Sakthi Nagaraj T, 2019, Int J Ind Ergon	24	6,00
Li C, 2019, Psychol Res Behav Manage	22	5,50

4.2. Conceptual Structure of Job Satisfaction Study in Textile Factory Workers

To better understand job satisfaction in textile factories, co-occurrence analysis is used to develop a conceptual framework, which is illustrated through a thematic map. This map depicts the various research themes covered in the study.

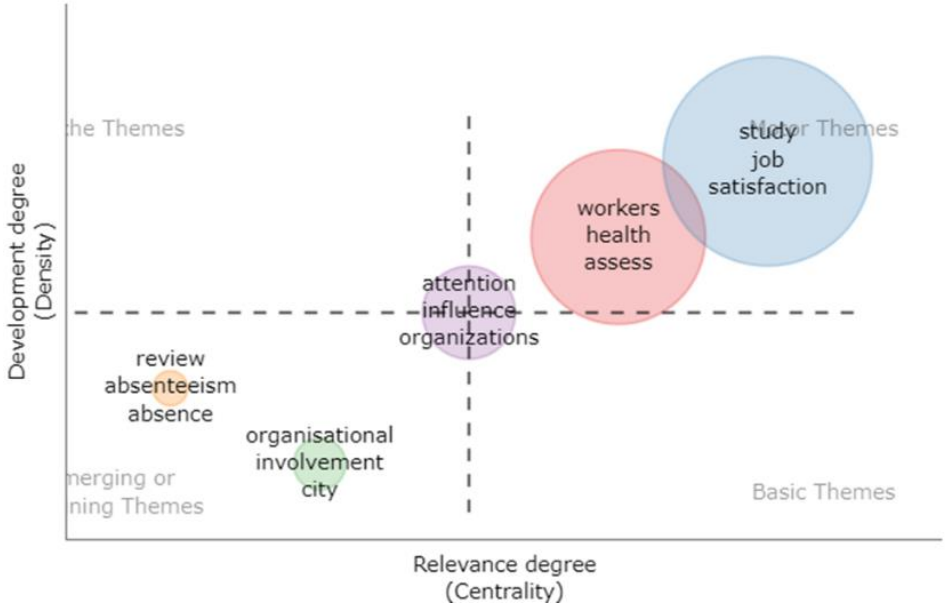

Figure 4. Thematic Map

Figure 4 shows that the "study" and "health" clusters fall into the "motor themes" quadrant (top-right), indicating they are highly developed and central to the field. The "organizational" and "absence" clusters are in the "emerging or declining themes" quadrant (bottom-left), suggesting they are either developing or becoming less prominent. The "influence" cluster is located at the center of the map. Notably, no clusters fall into the "basic themes" (bottom-right) or "niche themes" (top-left) quadrants. This distribution reflects that research in this field is concentrated on a few developed and central topics, while other areas remain underdeveloped or peripheral. In Figure 4 shows the major theme of studies have been conducted by authors investigating job satisfaction in textile industry: Study on job satisfaction, worker's health assessment, cultural influence on textile factory workers, and review on absenteeism.

Table 5. Cluster Summary

No	Cluster	Theme	No. Articles
1	Study	Empirical studies of textile factory worker's job satisfaction	32
2	Health	Health assessment of textile factory worker's job satisfaction	12
3	Organizational	Organizational climate for textile factory workers	1
4	Influence	Cultural influence on textile factory workers	1
5	Absence	Relationship between absence and job dissatisfaction	1

The table above presents the themes in job satisfaction research for textile factory workers, highlighting the conceptual structure of the field. The analysis identified five main theme clusters. The "study" cluster, the largest with 32 articles, and the "health" cluster, with 12 articles, are classified as "motor themes." These clusters were further analyzed to generate insights and recommendations for future research on job satisfaction in textile factory workers.

4.3. Characteristic of Job Satisfaction Study in Textile Factory Workers

The content analysis of the five identified clusters is used to examine the conceptual structure of job satisfaction research for textile factory workers, aiming to provide insights into the research characteristics within this area.

4.3.1. Study

The “study” cluster is the largest cluster that focuses on any empirical studies of textile factory worker’s job satisfaction. This cluster have reported on empirical studies among different types and aspects that related with textile factory worker’s job satisfaction, such as the quality of worker’s job performances, quality of work life, job security, and many more.

Several studies have investigated job performance and satisfaction. For instance, Huu et al. (2022) studied how demographic factors like gender, age, and marital status affected job satisfaction and performance during the COVID-19 pandemic in Vietnam, revealing that employees had lower job satisfaction and average performance. Additionally, research by Durairatnam et al. (2020) and Nguyen & Giang (2019) highlighted that reward and recognition, development and training, job promotion, income, work environment, and relationships with superiors and colleagues positively impacted job satisfaction and performance in Vietnam and Sri Lanka. Furthermore, Li et al. (2019) explored the link between high-performance work systems (HPWS) and employee performance in Pakistan using partial least squares-structural equation modeling, finding that HPWS positively affected performance, with job satisfaction, perceived organizational support, and employee engagement serving as significant mediators.

An important aspect of worker job satisfaction is Quality of Work Life (QWL), which has been shown to impact employee satisfaction significantly, as demonstrated in studies by Kanwal & Aneet (2016) and Murugan et al. (2017). Additionally, attitudes and noise exposure are crucial factors. Research by Khan et al. (2014) indicates that positive attitudes—such as employee and leader behaviors, job satisfaction, commitment, motivation, and training—enhance employee performance. However, Wickramasinghe (2016) found that, despite women perceiving more organizational support and higher job satisfaction and commitment compared to men, they also experience higher turnover intentions. Furthermore, Abbasi et al. (2019) revealed that noise exposure and lack of hearing protection significantly increase job stress among textile industry workers. This stress is also influenced by noise sensitivity and job satisfaction. Supporting this, Abbasi et al. (2019) found that noise sensitivity significantly exacerbates occupational stress and impacts job satisfaction.

Other topics affecting job satisfaction among textile factory workers include job security, leadership and reward systems, and employees’ creativity, analytical skills, and emotional intelligence. Research by Fatimah et al. (2012) indicates that workers are more

concerned about the security of their specific job rather than general employment security, which significantly impacts their job satisfaction and well-being. Leitão et al. (2022) found that leadership and reward systems affect job satisfaction primarily through intrinsic and extrinsic motivation. Additionally, McAndrews & Ha-Brookshire (2020) demonstrated that higher levels of creativity, analytical abilities, and emotional intelligence contribute to greater job satisfaction among workers.

4.3.2. Health

The second-largest cluster in this study is the "health" cluster. It focuses on examining and assessing the health quality of textile factory workers, including health consequences, potential injuries, and relevant assessment tools. For instance, Guendelman & Silberg (1993) conducted research on female garment maquiladora workers from the US-Mexican border, sampling 480 women in Tijuana. This study compared the health of these workers with women employed in service jobs and non-wage earners. Despite longer working hours, lower wages, and less decision-making authority and education, the maquiladora workers were not found to be in worse health compared to their service-sector counterparts.

Another study investigated the determinants of carpal tunnel syndrome (CTS) in repetitive industrial work, focusing on occupational constraints and management practices. Leclerc et al. (1998) conducted a cross-sectional study with 1,210 workers from 53 companies, comparing them to a control group of 337 workers. The study found that CTS was linked to repetitive tasks, job dissatisfaction, lack of job control, short cycle times, and frequent hand pressing.

Additionally, research on occupational injury determinants was conducted in Ethiopia. Aderaw et al. (2011) performed a case-control study involving 456 textile factory workers and an institution-based cross-sectional study of 455 workers. Factors increasing the risk of occupational injury included inadequate training, sleep disturbances, and job stress. Serkalem et al. (2014) further highlighted that prolonged work with precision tools and sleep disorders also contributed to injury risks.

Research has also assessed how work-organizational and associated risk factors contribute to the prevalence of musculoskeletal disorders among garment workers. Dianat & Karimi (2016) conducted a cross-sectional study with 520 sewing machine operators across 13 garment industries in Los Angeles, while Wang et al. (2007) used the Rapid Upper Limb Assessment (RULA) with 632 workers in Tabriz, Iran. Both studies found a high prevalence of moderate to severe upper body musculoskeletal disorders among the workers, highlighting that work-organizational factors, personal attributes, and various individual, physical, and psychosocial aspects are linked to these disorders.

Additional research has explored neck pain and ergonomic conditions among sewing machine operators. An institutional-based cross-sectional study surveyed 297 operators in Mekelle City, Ethiopia, to assess the prevalence and contributing factors of neck pain. Another study, which used the Cornell Musculoskeletal Discomfort Questionnaire (DMCQ), Rapid Entire Body Assessment (REBA), and Strain Index (SI) with 552 female operators in Sri Lanka, evaluated ergonomic risks. The findings from these studies indicated that continuous work without breaks, working over 8 hours a day, prolonged sitting (more than 2 hours), and repetitive tasks were significantly linked to neck pain, a significant public health issue (Biadgo et al., 2021). Furthermore, discomfort and musculoskeletal disorders in

the lower limbs were found to be more common than in the upper limbs among standing operators (Nagaraj et al., 2019). Relevant tools also include a questionnaire for low back pain (Bindra et al., 2013) and the Thai version of the Effort-Reward Imbalance Questionnaire (Thai ERIQ) (Buapetch et al., 2008).

4.3.3. Organizational

One study from 2015 included in the "organizational" cluster examines the organizational climate for migrant contract workers (Hamzaali et al., 2015). This research used Likert-scale questionnaires and simple random sampling to collect data from 1,000 migrant contract workers in Tamil Nadu, India. The study found that while the organizational climate in Tamil Nadu's textile industry was moderately favorable regarding job satisfaction, job involvement, organizational commitment, and effectiveness, it was less conducive to mental health. Regression analysis revealed that poor mental health significantly impacted organizational effectiveness, highlighting a critical area for improvement in the industry's working conditions.

4.3.4. Influence

The "influence" cluster comprises a single study conducted by Özpehlivan & Acar (2016), which collected data from 699 members of Turkish and Russian business associations in the textile sector. This study investigates the influence of cultural elements on job satisfaction among textile factory workers. It developed a job satisfaction measurement scale that accounts for cultural differences, recognizing that varying cultural values can influence job satisfaction levels. The research involved interviews with organizational behavior academics and 25 corporate executives, resulting in a new tool for measuring job satisfaction across different cultural contexts.

4.3.5. Absence /Absenteeism

The "absence" cluster includes a single study from Nicholson et al. (1976). This research examined the connection between job dissatisfaction and employee absenteeism using the Job Satisfaction Questionnaire (JSQ) across 16 different organizations. The study found that, in most cases, there was no notable connection between job dissatisfaction and absenteeism, and this absence of correlation could not be attributed to external factors.

This study has three limitations. First, it relies solely on research published in the Scopus database, potentially overlooking relevant studies not indexed there. Future research should consider multiple databases to increase the scope of available data. Second, the study uses specific syntax strategies for data identification, which may impact the results. Employing varied syntax strategies could yield different findings. Third, future studies could enhance the co-occurrence analysis used to present the conceptual structure by incorporating additional analytical tools, such as co-author and co-citation analyses.

For future research, it is advised to investigate the themes of "job satisfaction" and "worker's health assessment" in greater depth. These areas have shown potential but have only been studied in the USA and France. Expanding research to include a broader range of countries could provide a more comprehensive understanding of job satisfaction in textile factory workers globally.

5. CONCLUSION

This study focuses on mapping the trends, conceptual structure, and characteristics of job satisfaction research in textile factory workers. To accomplish this, a bibliometric analysis was carried out using two approaches: performance bibliometric analysis and science mapping techniques. Performance bibliometric analysis tools were utilized to identify trends, while science mapping, employing co-occurrence analysis, was used to examine the conceptual structure. Furthermore, content analysis was applied to investigate the characteristics within this research area.

The performance bibliometric analysis identified key trends in this field, showcasing the most productive and influential journals, authors, countries, and studies. Notably, research in this area is predominantly concentrated in the USA and France. The science mapping technique identified five main themes: "study," "health," "organizational," "influence," and "absence." Lastly, this study offers valuable insights into job satisfaction in textile factories, highlighting the importance of job security, leadership, and reward systems. It also emphasizes the role of employee creativity, analytical skills, and emotional intelligence in enhancing job satisfaction.

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