

## **A Comparative Research on the Satisfaction of the Main Contractor and Subcontractor Workers: The Case of Yalova Municipality**

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### **Introduction**

Just like in the whole world, by means of globalization and neo-liberal policies, the competition in both public sector and private sector increased and companies have been choosing subcontractors by outsourcing their businesses that require more skills and specialties and costs in Turkey. In this context, among the principal reasons of subcontracting are to decrease labor force costs, to get cheap workers and to be able to compete with rivals in a more competitive way than before in the sector. Depending on these conditions, subcontracting has led to the aim of direct abolition of the freedoms and rights in the field of trade union, labor law and collective bargaining law and in the process of labor negotiations. Thus, subcontracting has been used as an effective means of non-unionization and still it is seen that it is being used at the present time too.

In addition to this, it should be seen some differences on the satisfaction level of workers who either work under main contractor or subcontractor and being a member of a trade union or not a member of a trade union. So, the concept of worker satisfaction which shows the happiness that workers feel from the job has been one of the subjects that both businesses and researchers has been interested in especially in the last 20 years ever increasingly.

With this work, it is aimed to evaluate the data is collected in order to find out the satisfaction of the workers, their state of unionization, understanding the perspectives and approaches of the workers of main contractors and subcontractors about the trade unions, the level of wages, work conditions and the usage of social facilities in terms of contract status in Yalova Municipality. A reliability test for the research has been done and the Cronbach' Alpha value has been determined as 0,969. This shows that the survey has been reliable as the value is higher than 0,70. The main mass is the 529 employees who work for Yalova Municipality. Depending on this, 200 surveys have been done and 175 of them have been used since some of the workers didn't want to answer to the questions.

## Conclusions

Among the 96 employees who work for a main contractor, 92 employees (95,8 %) are members of a trade union and only 4 employees aren't members of any trade union. It is found out that 93,6 % of the employees who work for subcontractors are not a member of any trade union. It is seen that the employees belonging to the main contractor give much more importance to the unionization than subcontractor workers. In that sense, big majority of unionized employees belong to main contractors and contrary to the main contractor workers, big majority of the non unionized employees belong to the subcontractors.

It is seen that 43 employees who belong to main contractor and 28 employees who belong to subcontractors are happy to work together in the same Municipality. According to the research there is no much to say about the relationship between the level of education and the unionization. However it is seen that among the workers who are graduated from university, there are more unionized employees. It is found out that the workers who have low level of education are not members of trade unions. In this mean, one of the main reasons is that they don't have enough conscious and information about trade unions and also another reason is that some of them work temporarily under the subcontractors. In addition to that, low level educated workers are afraid of losing their job if they become a member of a trade union on the contrary of well educated workers.

According to the research, both the workers who work under the subcontractor and workers who work under the main contractor answered by 50,6 % (88 workers) that the municipality administrators can't manage well in point of competence in the process of appointing and promoting. 29,3 % (51 workers) of them answered that they were undecided and only 20,1 % (35 workers) of the total employees answered that the process of appointing and promoting works very well.

54 % of the union workers are happy with their wages and 15,6 % of them said that they were undecided about whether their wages enough or not. 42,9 % of non-union workers said that they were not happy with their wages and 29,9 % of them said that they were satisfied with the wages. When it is tried to understand if there is a difference in terms of wage satisfaction, it is seen that Sig (2-tailed) value is 0,034 looking at the result of Mann Whitney U test. This shows that there is a significant meaningful difference between the two groups as it is below 0,05. It is inferred that, workers who are the member of a trade union are satisfied with their wages and workers who are not a member of a trade union are not satisfied with their wages.

41 % of the union and nonunion employees answered that they like the services such as food, health and other social services which are offered for the workers. 41,6 % of them said that they didn't like the services offered and 17,2 % of them said that they were undecided about the services which are offered by the Municipality. Depending on the personnel's situation about being a member of trade union or not a member of trade union, it shows the reliability and the satisfaction that people feel for the municipality. Also comparing the status of workers and the level of workers' education, the satisfaction level of the workers is tried to be explained. Also, the satisfaction level of workers who work under the main contractor and subcontractor is tried to be understood in terms of communication with the other workers and labor conditions in the workplace.

When it is asked how the reliable is Yalova Municipality, 55,7 % of both trade unionized and non unionized personnel said that Yalova Municipality is a reliable employer, 24,7 % of them said they were undecided and 19, 5 % of them said that it was not a reliable. Also the ones who said it was not reliable are majorly employees of main contractors and because they are unionized employees and they have job security. For that reason, they don't avoid giving bold answers. The ones who think that Yalova Municipality is a reliable employer said that it is because Yalova Municipality is a public body or a government unit and it inspired confidence and has job security.

When it is looked at the satisfaction level of the employees that they feel, 56 unionized workers and 49 non unionized workers, totally 105 workers said that they were happy to work for the Municipality. 50 workers who non unionized and unionized said that they were undecided about the issue and 18 of total workers said that they weren't happy to work for the Municipality. 60,7 % of the employees who participated the survey was happy to work for Yalova Municipality. And 28,9 % of them were undecided. Even though the employees of the Municipality weren't happy due to the economical and various factors, they said that they were happy to work for the current job and business.

When asked to the unionized and non unionized employees in what extent does the place where they work affect their duty in order to realize effectively and efficiently, majority of the employees (91 workers) answer that the place where they work is suitable to carry out the duties effectively and efficiently. 50 of workers said that they were undecided and only 33 of them told that the place where they work is not a proper place to carry out their work.