

Garments Based Mobility Service: A Supply Chain of Hiring Process of RMG Workers (Bangladesh Perspective)

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Abstract: The main purpose of this study is to ensure the rights of workers (specially the cutting masters, supervisor, technician, machine operator) through a mobility service where they can work in various shifts in various garments as much as they can work. Through the app they can see the vacancy and book the desirable shift and authority are going to pay hourly basis. For the garments industry, it is a completely new process and it may have issues for the target customers. We have taken responses from the students and service holders to know their opinions. We have used qualitative methods as our methodology. From the responses of the survey, this mobility service got positive responses and participants believe that it will be a great transformation for the Ready-Made Garments Industry. From the 15th February, the work for this paper has started. From March, the survey started and in April the survey concluded.

Key Word: Mobility, Ready Made Garments, workers, Productivity, Supply chain, Human Resource, Hiring

Introduction

From the 1980, Bangladesh had started to work on the clothing lines which is now transforming as Readymade Garments Industry (RMG). Nearly 3.5-4 million workers are working in this industry. But these workers are not properly getting enough opportunities from the companies, they are discriminated against from the wages, they do not get any help from any other funds where they can achieve other benefits. Besides, most of the time they are hired by local Dalal (media of supplying human resource) and they are not aware about the factories. On the other hand, for the

lack of mobility service, Garments authorities do not have enough ways to hire the expert one. This mobility service which is app based and easily usable can help them find out in their locality where they can do part time or shifting or the company can also hire them hourly. The reason of doing behind is not to do permanent job at one place and do as part time which will be shift so that company can be concerned on this issue about rights of workers.

Research Objective:

The RMG sector is commonly regarded to as a human resource-intensive business, yet it continues to lag behind due to a lack of adequate human resource utilization and long-term growth strategies. One of the contributing elements is a lack of technological exposure and its consequences for the garment industry's long-term human resource development. This study paper intends to investigate the implications and practicality of mobility services for the recruiting process and human resource practices for garment workers and laborers in Bangladesh, with the goal of creating a platform for employing garment workers that is both efficient and timely. As a result, it concentrates on the following issues:

- What improvements are needed in Bangladesh's garment industry's hiring procedure for employees and laborers?
- How can the RMG sector's concerns of sustainable human resource development be addressed via the use of technology and mobility services?
- What are the consequences and advantages of include mobility services in the employment process for RMG workers in Bangladesh?

The study's main goal is to determine the viability of using a mobility service to hire people in Bangladesh's RMG business. There are certain specific aims that go along with this core goal, which are to investigate the influence of technology design implications on satisfying the needs and exigencies of labor supply in Bangladesh's textiles industry. Providing some enhancements to ensure optimal worker utilization in the RMG industry, as well as some collaborative ways for the sector's development in Bangladesh.

Methodology

To complete our research paper, we could not get the chance to take interviews with industry experts and garment workers. For this reason, we were fully dependent on online resources. For doing an online survey, we prepared a google form and our sample size was 60 people. First, we have planned to make it 100 but due to time constraints we had to keep it 50-60. We have used convenience sampling for which we chose BRAC university students. As a result, we could easily get to know about their opinion regarding mobility-based garment workers by doing this survey. Moreover, we have used secondary resources for our research for doing literature review and other parts of the research paper for instance- Google scholar, news article, ResearchGate and so on. Moreover, we tried out to show the percentage of the responses by pie chart. Also, we tried to interpret from collected responses.

Literature review

Labor Unrest in the RMG Sector of Bangladesh: A Public Private Cooperation Perspective

The paper indicates the labor unrest in the RMG sector in Bangladesh due to the lack of proper investigation by the government whenever any incidents occur. According to the results of the survey done by the writers, the respondents want improvement and for that, they suggested improving the logistics support mostly. Moreover, according to the paper, the sector is facing several problems. For instance, owner conflicts, shortage of raw materials, problems in the port facility, lead time complexity, conspiracy of local and abroad companies. No matter what the issues are, it is always visible that labor unrest is the main visible issue in Bangladesh (Khan, 2011).

Factors Affecting Supply Chain Management Efficiency in Cross Border Outsourcing - A case study of H&M and it's Outsourcing Operations in Bangladesh

The importance of outsourcing is visible in every sector. Although it is not that easy to outsource and manage to accomplish the tasks given by the firms as the labors are not always ready to work for the given number of wages (Alim & Hasan, 2010). This causes supply chain inefficiency and impacts the whole value chain process of the production of MNC companies. Besides, in Bangladesh, the RMG sector is the main source of export quality garments. According to the paper, in 2008-2009 the income from exporting garments brought 79.33% from the mentioned sector at home. The intention of the paper was to increase the supply chain efficiency in the total value chain system.

Sustainability Strategy Evaluation in RMG Industry in Bangladesh Using Bayesian Belief Network

In a world full of fast and forwardness, the sustainability of the supply chain is essential for the efficiency of the manufacturing industries. For the RMG sector, most of the companies are based on outsourcing (mostly for the manufactured product and logistical operations). Low literacy is a huge issue against the sustainability of the supply chain. Moreover, The RMG sector is facing immense pressure from the foreign countries due to the inability to cut the child labor from this sector. Furthermore, the lack of keeping the sector safe from the calamities is another issue which is why the frequent accidents occur in the different RMG companies. The goal is to work in time keeping all the aspects that might disrupt the production process (Paul, n.d.).

Supply Chain Management for Sustainable RMG Growth in Bangladesh

According to the paper, the supply chain of the RMG sector consists of suppliers, producers, distributors, retailers, customers etc. There are two types of customers (Locals and exports). However, export is the main source of income by this industry as there is plenty of order from the

foreign countries. In the time of globalization, the need to keep up with the pace is very important. It lets the sector maintain its supply chain and productivity. Although, for the inability of efficiency and effectiveness in the process sometimes the order gets delayed because of the mismanagement and early importation might cause the extra cost on the inventory. The growth of this sector is not easy as the accidents make hole in the path of the success of the RMG sector. The buyer-dominated supply system works when the reputation of the sector is maintained in other countries. To meet the lead time the factories here face problems for the limitations of information collection and restoration (Hossain & Roy, 2016).

Exploring challenges and solutions in applying green human resource management practices for the sustainable workplace in the ready-made garment industry in Bangladesh

GHRM is a possible way for the sustainability of the RMG sector in Bangladesh. As it is mainly focusing on a sustainable environment which is safe for the employees, the processes of the performance appraisal, recruitment and selection, training and development, reward and compensation every aspect touches the GHRM. Although the study says that there is a lack of managerial interest in this. As this includes a high cost in practicing, it is also marked as a barrier to the acceptance of the managers of RMG companies of Bangladesh. The solution to these issues could be sticking to strict rules and regulations, proper monitoring, arranging training programs etc (Islam et al., 2019).

Global Supply Chain Management of RMG Outsourcing: Factors Affecting Country Selection

Country selection is a major factor of outsourcing in RMG. In this regard, the economical state of the company's new host country is one thing to notice. Moreover, what kind of asset is the company actually looking for to generate the business in the new country is also another main aspect to keep in mind. The whole idea of the supply chain management system of RMG through outsourcing depends on the motives of the countries which are interested to outsource. For that, there has to be supply chain flexibility and risk minimization so that other countries get attracted to the companies to give workloads (Rahman & Qi, 2016).

Supply Chain Management on Apparel Order Process: A Case Study In Bangladesh Garment Industry

In the Bangladeshi context, the time distribution in the supply chain is required to be reduced for the betterment of the industry here. In the RMG business structure of Bangladesh, the relationship is between the raw material suppliers and manufacturers. But in the global context, the relationship is between the buyers and the garments companies. For that, the buyers are in search of the best product with the best possible price at the right time. So, the lead time is a huge factor to attract

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these buyers around the world. Employees' skill is also a graduate factor to reduce the lead time. The more skilled the employees are, the more fast the work is in progress.

Social Compliance Factors (SCF) Affecting Employee Productivity (EP): An Empirical Study on RMG Industry in Bangladesh

One of the finest and fastest industries of Bangladesh is the RMG. by the prosper in this sector, a lot of people have got the opportunity of employment in this sector. The demographic findings add that workers who have lesser work experience are high in number in this sector. Whereas, the workers who have more experience are in low numbers. So it can be observed that there is a need for training and employee retention with a good amount of wages. The experienced workers are going to work for more period of a lifetime when they will be offered a handsome amount of wage.

Factors Affecting the Quality of Working Life: An Enquiry into the RMG Industry of Bangladesh

There are several factors that are affecting the work-life of the employees of the RMG industry. This includes harassment, fair payment, job security and safety, work environment, social support, and career opportunities. The study refers to slow career growth as an alarming issue. Moreover, the flexibility of the workers is also not provided and so the workers' effective work is quite hard to achieve. Absence of fair payment makes it worse for the industry and workers. The prevailing conditions of the current workers of the RMG sector is not in good shape because of all the mentioned matters.

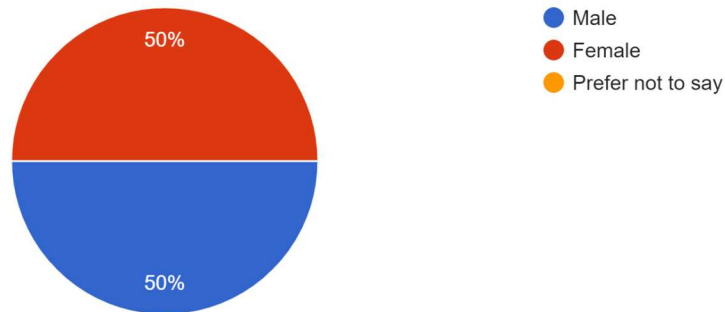
Capability components of supply chain resilience for readymade garments (RMG) sector in Bangladesh during COVID-19

Due to the Covid-19 pandemic of 2020, the RMG sector has been affected in the supply chain and looked for the solutions to implicate in the industry to overcome the disturbance. As there were international shutdown there were many orders which were due but the companies could not complete those in that situation. Besides, most of the buyers postponed their order and also wanted to reschedule everything after pandemic. there was liquidity emergency called by the BGMEA to provoke the international and local buyers.

Key findings

1. Gender

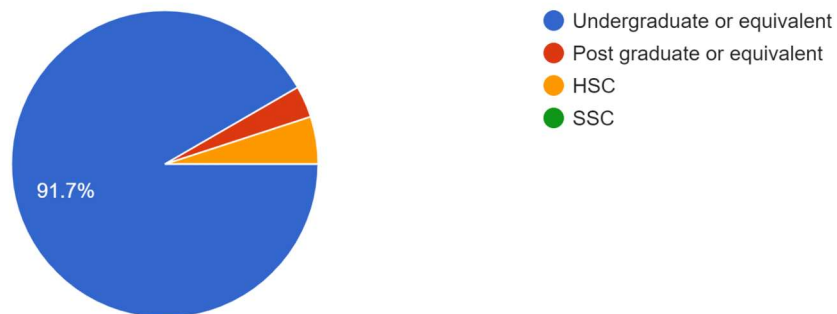
60 responses



We have collected 60 responses among them 50% are men and 50% are women.

2. Education

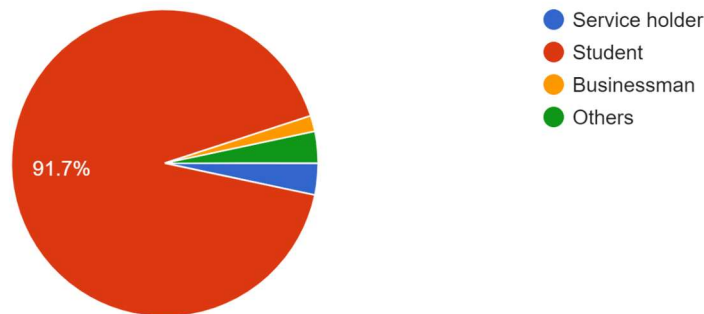
60 responses



Among 60 respondents 91.7% are undergraduate or equivalent. 5% are HSC and the rest of the 3.3% are post graduates or equivalent.

3. Occupation

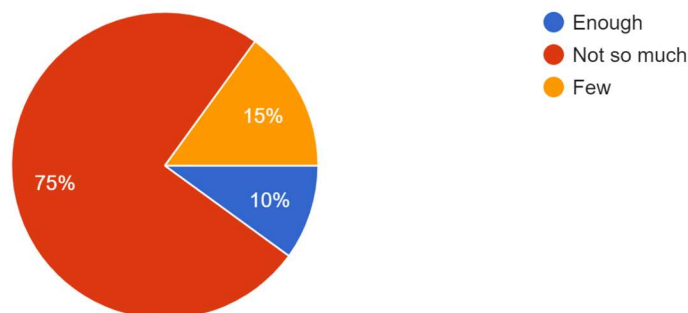
60 responses



Among 60 responses, 91.7% are students and the rest of the other respondents belong to service holders, business men and other professions.

4. How much do you know about the hiring process of the garment industry?

60 responses

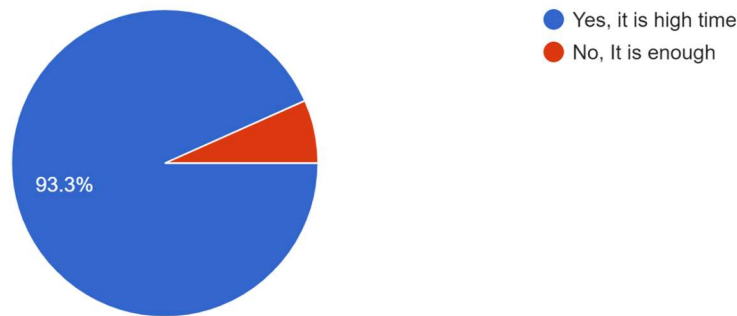


This pie chart shows the knowledge of the respondents regarding the hiring process of the garment workers. 75% of our respondents have little knowledge about the hiring process. 15% have not

that much knowledge regarding hiring procedure. And the rest of the 10% have enough knowledge about it. By doing this survey, it can be said that maximum respondents do not know about it.

5. Do you think the garment industry needs some changes about hiring workers and laborers?

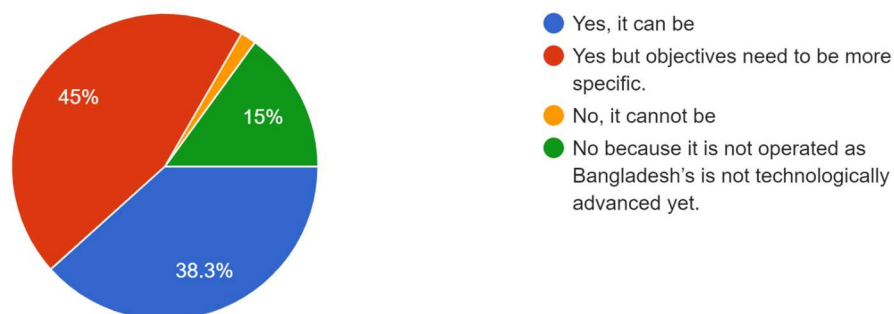
60 responses



According to this pie chart, the majority of the respondents think it is high time the garment industry needs some changes about hiring workers and laborers. Rest of the 6.7% respondents are satisfied with the existing hiring process.

6. Do you think the garment industry can use the mobility service like Uber where laborers or workers can work anytime anywhere with hourly b...r laborers are not permanent anywhere any time?

60 responses



This survey question seeks the opinion of the respondents. Majority of the respondents think yes but objectives need to be more specific. 38% of the respondents think yes it can be . On the other hand, 15% think that no it cannot be done. And the rest of them think no because it is not operated as Bangladesh is not technologically advanced yet.

7. Suppose this mobility service is started. What do you think about how they can be benefitted? (50 words only)

The opinions of the respondents are as follows.

- Yes, it is helpful
- It will help them to gather more manpower efficiently
- Benefits-save money, save the time, have a quality time
- It can help workers get more free time, which they can spend on themselves or they can take a 2nd job to earn some extra money and better their living
- They will have much more flexibility to work and their hourly wages will be ensured too. Moreover, they can do any sort of side business alongside to have a better grip on their economy.
- It can save Time of the workers and the companies can enrich their brand value by collaborating with each other. This will help the industry to enlighten their reputation as labor friendly to their customers. And also this will improve the socioeconomic perspective of the rmg labors of Bangladesh as well
- when they can work from home that will save their lots of travel time. For which they can invest their time in their family and also, they can contribute to society in some other way. As traveling is being reduced the fuel will be less used and that will help us to keep our earth green.
- It will highly benefit the women.
- They will be able to earn more money, they will get more liberty in this sector
- The production will increase as everybody will work for their specific purpose!
- I think if mobility service is started then more orders can come and the worker and the industry both can benefitted.
- They will get paid well.
- If they start this type of service i think that will save more time of the workers and they will be more efficient at work place than before and also it will be safer than the transport they now use like bus
- they can freelance therefore more income which in turns increases their disposal income, increasing GDP

- Yes, I suppose it would be in get favor for the garment workers because it could add a little more to their income
- I don't think it will actually work in our country
- At first workers get confused or they could not cope up with this but after using if they understand the beneficial things they will surely benefited
- Earning extra money will definitely be a good thing.
Leisure time will be used.
Workers will experience different types of work.
Scopes are always better options for one, especially for a worker or labor.
- It will be easy for everyone
- They can save time & income more.
- This will be benefitted by financially and will be able to make work faster than before. It will be like that more profit in a short budget.
- We can think of getting any sort of benefits from this service maybe in the near future. For now, I think this mobility service will be proven as a loss project as the infrastructure is not yet up to that scale where workers will remain organized in their working zone. I see nothing even so keen as the benefit of the garment industry in this process but no doubt, it will be able to flourish the business of mobility services in a short period of time.
- Work in a timely manner. Reach in the workplace at the time.
- It can help in various ways
- Garments will be able to move easily and go to work in time and comfortably. As a result, they will be less tired and can focus on work better.
- It can benefit us in economic growth
- They can be benefited in a good and positive way
- The opportunity for mass customization can be exploited if the mobility service is started.
- If the service could start it will be beneficial for both the county and labor. They can easily find job whenever it needed
- They can be benefited by choosing their suitable work time according to their location and convenient way with maintaining their family members, relatives or colleges.
- They can work anything anywhere.
- If this mobility service is put forward it will be a great help to the laborers and even the garment industries. It will help laborers by letting them work extra hour and it will help garment industries to meet the demand of market
- It can be benefitted only by the term about the workers for not being permanent. But if this service gets started, the workers who love far can be benefited through work by home along with as mentioned hourly based wages as the majority of the garment workers of Bangladesh are women, they can manage home and work at a time.
- It is important

- I Don't have that much knowledge about this
- It will benefit the workers a lot as well as the industry. Firstly, the workers are paid with very minimal charge. But if mobility services are introduced, they can work like freelancers for different companies which will increase their earnings. Also the companies can have the variety of work of different workers on the same project which might not be possible without mobility service.
- The workers do not have to do overtime.
- They have to use opportunity properly.
- We can export dresses abroad. We can earn foreign money from it
- It will bring more flexibility.
- They can benefit local people
- Flexibility of work.
- Garment authorities do not have to be worried about leaving workers, they can get them anytime through an app , besides workers can get enough opportunities to choose where they can go and do not have to be worried about income.
- The garments worker or floor level supervisor can work as much as hour they want to. Besides they have options to demand charges against authorities.
- The benefits are not too much but they can demand their rights and authority and are obliged to listen to their words. Besides this they are much more aware of their skills and I think this plan will be beneficial for the small industries which are near or in the city.
- They can be benefited because they are sure that company' mobility service will ensure their safety.
- They do not need to worry about 10-6 jobs , besides they do not need to cope with any unusual environment. They can make their own decision regarding that.
- I haven't any idea about this.
- It will save their time
- Productivity will rise. People won't have to go to a certain place to work and waste time and resources. On the contrary, they will be more willing to work if they can choose their time and location.
- There are numerous benefits to be gained by shifting our transport infrastructure towards a Mobility as a Service model.
 - * Higher vehicle utilization. ...
 - * Opportunity to recover asset costs. ...
 - * Focus on public transport infrastructure.
 - * Decrease cost per user. ...
 - * Reduced risk for fleets. ...
 - * Increase the utilization of fleet assets.
 - * Transport alternatives

- There are people who can work 4 hours per day whereas some can work up to 10 hours. So they can work as much as they want.

Ethical consideration

We have conducted a survey which we have used only for this research purpose. Moreover, we did not seek any personal information from our respondents. Also, our research does not target any minority or sensitive group. Only the purpose of our research is to find out the new prospects for ready garment workers.

Limitation

We spot several limitations such as we could not collect primary data from the industrial expert, garment workers due to time and budget constraints. We believe, if we get the chance to take interviews from industrial experts and garment workers then it would help us to represent more practical information. Moreover, in order to review literature, we need to use articles that are open source for all, for example google scholar. As with other journals such as Jester, Scopus , it is necessary to have an account and subscription. Furthermore, our sample size was 50 people but if we were able to manage 100 people then it would be better. Finally, some people do not pay attention while completing the survey form which is why this creates a problem to receive accurate responses from them.

Conclusion: To conclude, it can be said that for the poor wage and other advantages, we cannot blame the whole time to the authorities. We can take some initiatives so that the industry policy can get coercion to change itself. As it is the main source of national income for this more research can help to be updated on all sides. To do betterment for this sector we must work on human resources, the environment for the workforce and develop the skill to make this sector more efficient

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Appendix

The survey questionnaire are as follows

<https://docs.google.com/forms/d/e/1FAIpQLScJwWTH85yEgovaRVGtMk7Cs05PQjZiYNhxZD4TJgjiSUJ4eA/viewform>

Gant Chart (Workplans for the paper)

Task	Duration							
	Feb 15- Feb 20	Feb 21- Feb 28	1-Mar	March 2- March 10	March 11- March 15	March 16-April 15		
Topic selection								
Literature review								
Questionnaire for survey								
Collecting responses								
Interpreting surveyed data								
Other parts of the research								