

# Job Satisfaction of Mobile Internet and Migrant Workers

-Based on the Surveys of 686 Migrant Workers

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**Abstract**— The birth of Mobile internet is not only promoting the technological process, but also changing everyone's life. The most important of these changes is that mobile internet can bring more Guanxi to people that love social network. This study first investigates determinants of job satisfaction and then examines if mobile internet is connected with better job satisfaction. Unlike previous studies that focus on traditional factors, this paper pays more attention to mobile internet. We put usage time and content of social media as proxy for mobile internet. Based on the Surveys of 686 migrant workers, we find that mobile internet can promote migrant workers' job satisfaction through information and social capital. Regress result shows that mobile internet can improve job satisfaction within a certain value range. Particularly, to the female of new generation in migrant workers this impact is greater. The results of this paper thus urge people to care for new factors of job satisfaction in migrant workers.

**Keywords**—mobile internet; migrant workers; job satisfaction; social capital

## I. INTRODUCTION

"Information have-less" is always been described the internet user in China. This mainly includes migrant workers, rural left-behind people and the other social disadvantaged groups. However, the "Information have-less" is not means lacking of information, conversely it means practitioner that who actively use information technology to solve problems. Mobile internet is the Information Age's product. From its birth, the mobile internet has been changed our life with various ways. In the 41st Internet Development Status Report in China, we can know that as of 2018, the size of Chinese netizens has reached 772 million. Furthermore, the proportion of netizens that use mobile phone to access internet is 92.5%. For the migrant workers, the number of people that who choose to access internet as the main leisure time is 33.7%, to make friends and colleagues is 46.5%.

In China, accompanying the reform and opening, the migrant worker has been born with the double transformation of social economic system and socioeconomic structure. Particularly, popularization of mobile internet and smartphone make a lot kinds of internet application become more informative. Many of internet applications have social network technology and instant messaging technology, in order to provide an intelligent interactive platform easily. For the migrant worker, especially the new generation the internet application has greater attraction. Because of the different

usage time, the disparity resides in obtaining social network and labor market information.

The goal of this paper is to present a thorough discussion on whether the use of mobile internet is related to job satisfaction; and whether there is a range of internet usage time to reap the largest benefit. The rest of the paper consists of six sections. In the next section, we first present a literature review discussing the relationship between mobile internet and job satisfaction. In **Section 3**, we then discuss the theory regarding of social capital and social network. Meanwhile, we propose that mobile internet usage should be associated with job satisfaction. In **Section 4**, we introduce our data sources and data's descriptive statistics. Finally, concluding remarks are presented in **Section 5**.

## II. LITERATURE REVIEW

Social capital, defined as investment and use of embedded resources in social relations for expected returns (**Lin and Yu,2000**), has been viewed as a vital factor determining individual achievements. The social capital can be divided into two parts. As information's resources and channels, Mobile internet can provide job seeking information, housing, culture, home-news and immigration services to migrant workers (**Rukhsana,2015**). As the same time, this information gained from smartphones also can encourage migrant workers to explored in the city (**Connie,2004**).

Job Satisfaction refers to an employee's general satisfaction with his or her job. **Hoppock (1935)**, one of the first scholars to job satisfaction, believed that an industrial organization should have a highly productive and job-satisfaction workforce for survival and development. **Herzberg (1959)** argues that pay is only a fundamental factor in individual job satisfaction, and that only factors such as job achievement and social acceptance are the key to an individual's feelings of satisfaction with the work he or she is doing. **Alderfer (1969)** on the basis of Maslow's theoretical analysis of the level of demand, further put forward the ERG theory that individuals only in the work to achieve and meet their own wishes will be satisfied. **Locke (1976)** pointed out in his study of job satisfaction that job itself and fair treatment are important factors that affect job satisfaction.

For migrant workers, Chen (2010) used the binary Probit model to analyze the factors influencing the job satisfaction of migrant workers, and found that the work status and conditions of migrant workers, income level and various rights and

interests of the protection and their living environment will have an impact on their job satisfaction. A study on the migrant workers who moved their families, and found that the promotion of work-induced by the family and the promotion of work to the family were positively correlated with job satisfaction and had a significant positive impact on job satisfaction. The conflict between the family's work and job satisfaction is negatively correlated with job satisfaction and has a significant negative effect on job satisfaction, while the conflict between work and the family is not related to job satisfaction and has no significant effect on job satisfaction. Similarly, by analyzing the data of the comprehensive survey on China's social situation, social capital and social status are closely related to the job satisfaction of migrant workers, and that the population and family conflicts in the family will reduce the job satisfaction of migrant workers. Using the survey data from rural areas of Fujian, **Lin (2012)** explores the factors that affect the job satisfaction of migrant workers by establishing a multi-Logit regression model. Whether migrant workers can establish their own social relations network and the nature of social network in migrant workers' cities will also significantly affect the job satisfaction of migrant workers. From a study specifically designed for the job satisfaction of female migrant workers, it is found that there are significant differences in the job satisfaction level of the new generation of female migrant workers at different ages, and there are different degrees of change in the performance of female migrant workers with different pay and education levels.

In China, the content of job satisfaction among migrant workers is also changing. From the earliest generation of migrant workers as long as there is work and money to earn, to today's new generation of migrant workers, changes are

TABLE I THE SITUATION OF MIGRANT WORKERS' JOB SATISFACTION (%) WORKERS BEGAN TO PURSUE THE CONCEPT OF CAREER DEVELOPMENT

Category		Old migrant workers	New migrant workers	Male migrant Workers	Female migrant Workers
Job Satisfac tion	Satisfied	24.7	34.6	28.7	29.9
	General	67.9	58.6	61.6	65.7
	No Satisfied	7.4	6.8	8.3	5.9
Obs		321	365	324	362

reflected in the change of the content of job satisfaction. The research shows that the job satisfaction degree of migrant workers is not only directly related to the economic benefits of their employers, but also has a direct impact on the living conditions of migrant workers themselves in the city, and is more closely related to the overall well-being of urban life. Although migrant workers have long been the main force of urban construction, but the work situation encountered by them is not optimistic. Many migrant workers are still engaged in low wages, high labor intensity, poor working conditions and inadequate social security (**Li & Tian, 2011**), a situation that severely limits the development of migrant workers. At the same time, the job satisfaction of migrant workers also directly determines the will of migrant workers to become citizens (**Huang et al., 2004**). Meanwhile, There are also differences in the study of job satisfaction between the new and old generations of migrant workers, showing three different views: one view holds that the job satisfaction of the old generation of

migrant workers is higher than that of the new generation of migrant workers (**Chen and Shu, 2013**), and the other view that the job satisfaction of the new generation of migrant workers is higher than that of the old generation (**Yu , 2014**); there is also a view that there is no significant difference in job satisfaction between the new and old generations of migrant workers (**Jiang, 2014**). It can be seen that the job satisfaction comparison between the new and old two generations of migrant workers in the existing literature there are still inconsistent conclusions.

### III. ANALYSIS USING NEW MEDIA AND JOB SATISFACTION

From the summary of the basic status of Table1, we can see that the job satisfaction of the new generation of migrant workers is better than that of the old generation of migrant workers. The proportion of the new generation of migrant workers who satisfied with the current jobs is 9.9 percentage points higher than that of the old generation of migrant workers, while the job satisfaction of female migrant workers is also better than that of the older generation of migrant workers, and the proportion of female migrant workers who are satisfied with the work they are currently doing is 1.2 percentage points higher than that of male migrant workers. The proportion of female migrant workers who were dissatisfied with their work was also 2.4 percentage points lower than that of male migrant workers.

Further, this study uses the length of time social media usage to be used as a basis for dividing different groups to compare whether the different situations of social media using will be reflected in changes of job satisfaction. And in the Table2 we can find that the job satisfaction of migrant workers does not show a straight-line increase with the amount of time social media is used, but with the social media use time shows a trend of rising and decreasing, this descriptive statistical analysis results also echo the empirical results of the previous. Specifically, the proportion of people who were satisfied with their current job satisfaction rose from 28.3 percent to 31.3 percent as social media usage increased, but the proportion of people who were satisfied when social media was used more than five hours a day began to decline, from 31.3 percent. It fell to 22.2 percent. The proportion of people who also held a general view of job satisfaction began to rise after a brief drop in social media usage to 61.3 percent, even higher than those who spent less than an hour on social media.

At the same time, through the impact of the number of app downloads on the work satisfaction of migrant workers can also be seen, migrant workers' job satisfaction is not with the increase in the number of app downloads and the situation of a straight rise, is with the change in the number of app downloads to show the trend of rising first and then falling. Specifically, the proportion of people who are satisfied with their current jobs rose from 28.6 percent to 29.4 percent as the number of app downloads increased, but when the app download category exceeds four categories, the satisfaction of the current job will decline.

Through the above descriptive statistics this study found that migrant workers' job satisfaction will show an inverted U-shaped trend with the time of social media use and the number of app downloads. This shows that only when the use

of new media in a certain range will the migrant workers' job satisfaction play a positive role.

**TABLE II THE SITUATION OF MIGRANT WORKERS' JOB SATISFACTION (%)**

Category		Using New Media Time Every Day(hours)		
		0-1hour	2-5hours	5-10hours
<b>Job Satisfaction</b>	Satisfied	67.9	58.6	61.6
	General	7.4	6.8	8.3
	No Satisfied	321	365	324
		<b>five kinds</b>	<b>APP numbers</b>	<b>3 kinds</b>
<b>Job Satisfaction</b>	Satisfied	28.9	29.4	28.6
	General	60.3	65.6	64.5
	No Satisfied	10.8	5.0	6.9

**IV. ANALYSIS OF JOB SATISFACTION AND IDENTITY**

The reading of the literature on job satisfaction shows that there are three theories for the interpretation of job satisfaction: the first is the theory of difference, which holds that job satisfaction mainly depends on the difference between the actual job acquired by the individual and the job he expects to get, and the other theory is the theory of equity. The theory that job satisfaction depends on the results of an individual's job gain compared to the work status of others with similar conditions to themselves, and the third theory is the motivational health theory, which holds that job satisfaction is linked to specific aspects of work. The five incentives of job challenge, recognition, responsibility and progress are more satisfied when the five main motivators are met.

Referring to the first theory, the job satisfaction of migrant workers is related to their own expectations of work, so in the questionnaire, the job satisfaction of migrant workers was asked in order to achieve the research objectives of this chapter. From the point of view of the effect of job satisfaction, the existing research has proved that job satisfaction is directly related to the overall living conditions and happiness feelings of migrant workers in the city. The details are shown in Table 3:

**TABLE III THE RELATIONSHIP BETWEEN JOB SATISFACTION AND IDENTITY (%)**

Category	New migrant workers	Old migrant workers	Male migrant workers	Female migrant workers	
<b>Identity (average)</b>	Farmers	57.5	61.7	60.8	58.7
	Migrant Workers	23.0	21.3	24.5	20.2
	Citizens	8.0	4.3	4.9	7.3
	Others	11.5	12.8	9.8	13.8
<b>Identity (satisfaction)</b>	Farmers	45.3	57.7	48.6	55.9
	Migrant Workers	32.6	24.1	29.6	26.0
	Citizens	10.5	4.7	7.4	7.0
	Others	11.6	13.4	14.4	11.0
<b>Obs</b>	<b>365</b>	<b>321</b>	<b>324</b>	<b>362</b>	

The statistics in table 3 show that people who are satisfied with their jobs have a certain impact on their identity. Specifically, comparing those people who expressed "satisfaction" with their current positions and "general" shows that the identity of migrant workers is also changing as job satisfaction improves. In the new generation of migrant workers group, with the increase in job satisfaction, the

proportion of people who think they belong to urban workers and urban residents is rising and rising (12.1%) than the old generation of migrant workers (3.8%), but the proportion of farmers has decreased; As job satisfaction increased, the proportion of urban workers and urban dwellers who thought they belonged to the city increased by 5.5 percentage points.

**V. CONCLUSION**

In this paper, first of all, through the influence factors of migrant workers' job satisfaction and job satisfaction to the status quo of identity, and combined with the study of migrant workers' job satisfaction, it is found that the use of social media as a proxy variable used as a new media using descriptive statistical methods found that. The number of social media usage times and app downloads has a similar u-type impact on migrant workers' job satisfaction, that is, with the extension of social media use time, migrant workers' job satisfaction first showed an upward trend and then showed a downward trend. At the same time, this chapter also describes the relationship between job satisfaction and migrant workers' identity and results show that with the increase of migrant workers' job satisfaction, it has an impact on the identity of migrant workers and urban residents.

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