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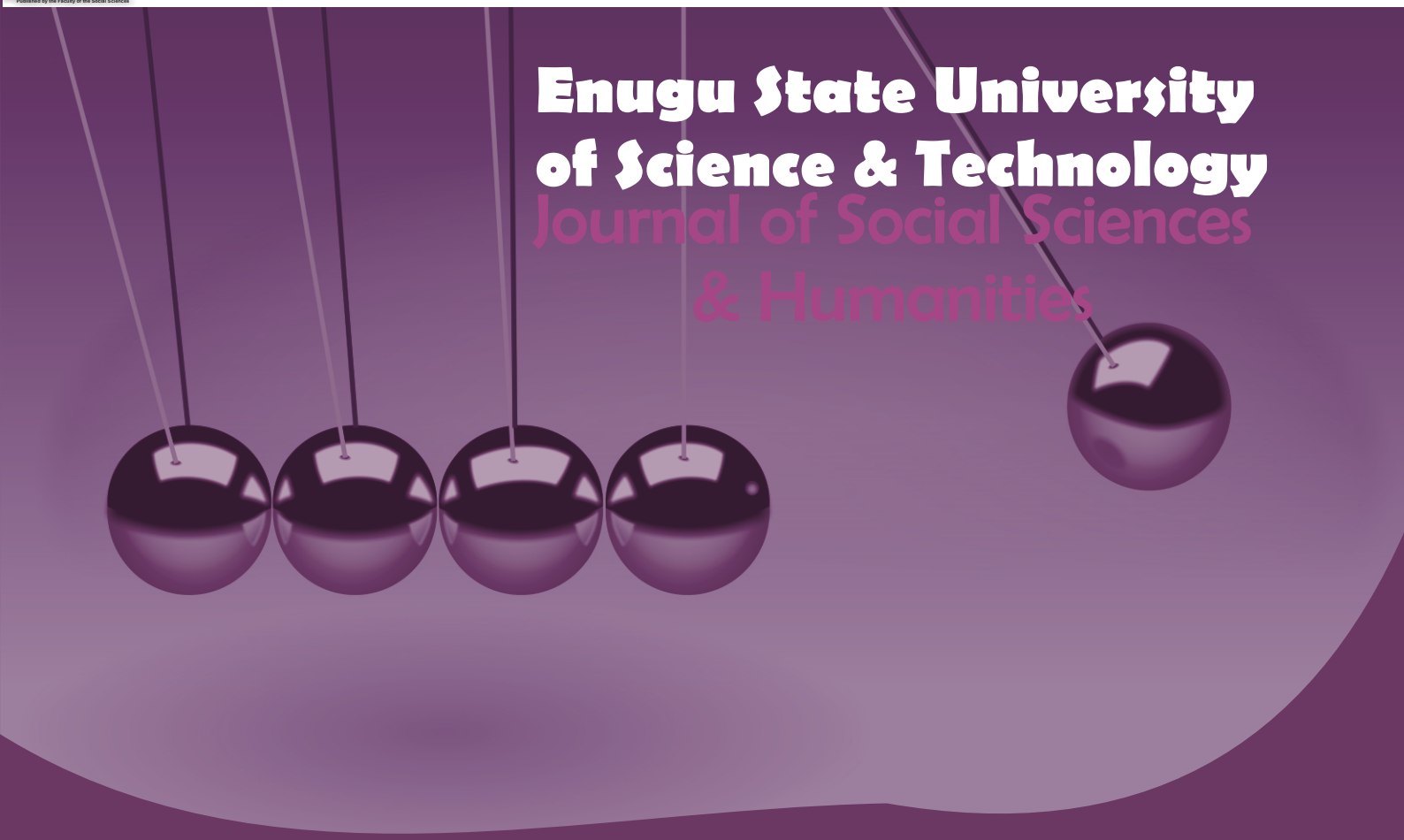

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CASUALIZATION: A QUALITATIVE INSIGHT INTO THE EXPERIENCES OF CASUAL WORKERS

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Abstract

*The aim of the present study was to examine casualization and have an insight on the experiences of casual workers in Nigeria industrial sectors***.** *It is a qualitative study and the interviews were interpreted using an interpretative phenomenological analysis (IPA). Semi-structured interview was used to collect data from the participants. The participants were workers in different organisations. Twenty five workers participated in the study. The lowest qualification of the workers was secondary school certificate examination. The workers were all located in Enugu, Enugu State Nigeria. The participants were both married and singles, their ages were between 21-40.The results showed that casual workers opt for their jobs because of availability and by choice, inclusively they go for their jobs because of self-esteem, fear of unemployment, nature and love for their jobs. The findings shows that casualization is posing a serious threat on the lives and wellbeing of casual workers and to Nigeria industrial sector at large.*

Keywords: casualization, workers, self-esteem, unemployment, wellbeing.

Introduction

The organization's success and prosperity cannot be realized without support and contribution from its workers. From modern human resource perspective, human capital is viewed as the most valuable assets for the organizations (Mello, 2011). Casualization as a form of labour practice is the process whereby employment shifts from a preponderance of full time and permanent positions to higher levels of casual positions, in an irregular or intermittent nature (Fapohunda, 2012). Casualization, however, generally refers to a practice where employers retain the services of workers on temporary basis. Casual workers refer to persons employed on short term and irregular contracts with various breaks between them. It is an irregular employment which carries no workplace benefits such as pensions, gratuity, and medical care, paid annual, sick and maternity leave, paid holidays, and redundancy pay including the right to organise and bargain collectively (Oyesola, 2007).

According to Kalejaiye (2014), casualization is a global issue. Studies done in New Brunswick, United States (Lebreton, 2000), Canada (Baumann & Blythe, 2003), South Africa (Mosoeta, 2001; Altman, 2003; Barchiesi, 2007), India (Jenkins, 2004) and Australia (Buchler, Haynes & Baxter, 2009), depicts that labour casualization is a worldwide issue that cuts across various sectors and professions. According to Fapohunda (2012), these issues have bred a dangerous work environment and have given much aid to the prevalence of little or no concern for workers welfare by the employers as a result of casualization, as many desperate job seekers in the labour force are willing to take any job no matter how degrading it is.

It must be mentioned here that the reward for labour is wages/salaries as the tasks carried out by the aforementioned needs to the paid for, which differentiates them from charity workers who are expected to receive their reward in heaven. Some authors argued that the use of casual workers in

Nigeria does not only promote indecent work, but also violates minimum acceptable labour standards in Nigeria (Uvieghara, 2000; Okougbo, 2004; Onyeonoru, 2007; Adewumi, 2008; Okafor, 2010).

In recent years there has been a substantial increase in what has been termed casual or temporary employment. Employers are drawn to the use of casual employment because it is thought to contribute to lower labour costs and improved flexibility (Okafor, 2010). However, increasing evidence points to the finding that the growth of casual employment is not necessarily a path to productivity or cost-saving, and that there are in fact, a number of hidden costs in employing significant numbers of casual workers (Allan, 2000).

Cases of casualization in Nigerian industries

According to Aduba (2012) most firms in Nigeria have more workers employed on contract or short time employment basis as against permanent workers. Similarly in some industries, there are many cases whereby virtually all the employees are either casual or contract staff. These categories of workers possess either professional or administrative skills but because the management wants to cut down cost they take them as casual workers, thereby hurting worker's interest and violating fundamental labour law (Aduba, 2012). Casualization can be seen in different sectors of the economy and they includes:

i. **Casualization in Power Holding Company of Nigeria**

Casualization is a trend that have bedevilled Nigeria power holding company because of the privatisation of the industry by the federal government. Most of the workers in the company have been turned to casual workers immediately after privatisation of the company by the management of the company because of the complaint that the company does not have sufficient fund to cater for the upkeep of the workers in different States of the Federation (John, 2016). Many of their workers were retrenched. Casual workers in power holding company were given terms and conditions of operation in the company without consideration of the number of years they have worked in the company before privatisation. Casual workers are not entitled for anything from their employers, even funeral grants for anyone that died in the course of carrying out their official duties. Letter of employments are not given to most workers and in the company they don't have records of their casual employees in order to evade the law. Presently, their contracts are being reviewed on three months basis in order to cut down cost and expenses. The contract workers come to work every day including weekends (John, 2016).

ii. Casualization in the banking sector

The increasing casualization of labour by financial institutions especially banks continues to be a major problem for stakeholders because of devastating impact of the practice on the money market, the victims and the national economy as whole. The Nigerian Deposit Insurance (NDIC) has observed from bank returns and during examination exercises a strong correlation between the high incidence of frauds and forgeries in the banking system and the use of contract and outsourced staff. Casual staff account for 25 percent of the banking industry work force, have a negative impact on the industry as some banks are in the habit of assigning sensitive roles to them, thereby exposing the banking industry fraud (NDIC, 2016).

According to NDIC report of 2016, over 75 percent of the fraud cases in the sector had been traced to outsourced bank staff who were neither professionals nor members of Central industrial bank of Nigeria (CIBN).The casualization of labour by deposit money

banks is traceable to the desperation to amass deposits, cost cutting and profit maximization. It heightened with the establishment of many banks in the 1990s and escalation during central bank of Nigeria's bank consolidation and recapitalisation exercise in 2006. Years after the recapitalisation process, the need to maintain profitability on investment is still driving banks to deploy unconventional methods (casualization) to reduce the cost of labour and also to attract customers to open accounts with them (Odey,2017). The young girls in banks are employed under the passes for corporate prostitution scheme all in the name of contract appointment (casualization), the older contract staff are placed on stipends in order to make them feel belonged to the organisation. These contract staff are expendable at will. Casualization have killed Nigeria banking sector (Oladunjoye, Okwuke, Bakare, & Eshemitan 2017), some companies such as Guarantee Trust Bank (GTB) have as much as 85.95% contract staff. Kolawole (2008) observes that even the Apex Bank in the country the Central Bank of Nigeria (CBN) is not left out of the practice as 600 victims of the temporary employment policy of the Central Bank of Nigeria (CBN) petitioned the Economic and Financial Crimes Commission (EFCC); the Nigerian Labour Congress (NLC) and the National Assembly over what they described as exploitation and inhuman treatment by the apex bank. For 5- 15 years casual workers have been employed by the Central Bank of Nigeria and posted to various branches nation-wide as maintenance, treasury, security and sundry workers and rather than having their status changed to full time staff, their services were terminated by the bank without any benefits that would allow them start life afresh.

iii. Casualization in Nigeria telecommunication industry

In life one is supposed to either move horizontally or vertically but most telecommunication companies have forced casual staff to remain static. As there is neither promotion nor increment in their salaries. Casualization of employment is seen as an appropriate strategy for cost reduction and may on the periphery seem to be justifiable since reduced cost means higher profit which is the ultimate goal of every organisation (Oladele, 2016). However, casualization ultimately presents lots of challenges for the employees and organizations alike which at the long run tend to wreck the life span of the telecommunication industry as well as the life span of employees (Oladele, 2016). There is no doubt that casualization in both the private and public sectors exposes Nigerian workers to abuse in which many have lost their lives due to poor working environment, coupled with the management's carefree attitude. The recent controversy surrounding the sacking of 3,000 workers by a Telecommunication Company is a very big controversy in Nigeria as a whole (Chene, 2014). The Nigeria communication commission of Nigeria reports that part of the major problems they are having in the commission is as a result of contract workers that fill in the major positions their by making their policies to be unstable and weak (Oladele, 2016). The sack is caused by some kind of workplace politics which is the use of power within the organisation for the pursuits of agendas and self-interest without regard to their effect on the organisation's image. The act that is highly destructive on individual as well as the organisation at large (Oladele, 2016).

Causes and forms of casualization

Increase in capital mobility and the deregulation of the labour market are some of the major causes of casualization. Trade liberalization made way for competing imports into the economy; this consequently resulted to lots of instability in the product market. In response to this challenge, employers became tempted to adopt cost-cutting measures, including downsizing, cutting back on

employment and use of permanent employees; the offshoot being the current predominance of casual workers. Okafor (2007) states that continuous trade and capital liberalisation led to the growth of the informal sector, which engages workers under unfair labour practices like casual/contract employment and deplorable working conditions and environment. The emerging pattern of employment in Nigeria indicates that casualization is fast becoming the dominant form of flexible work arrangement. There are two forms of employment under casualization in Nigeria namely casual and contract labour. The terms and conditions of employment of this category of workers are not regulated by the Nigerian Labour Laws in the sense that their status is not defined and no provisions are made for the regulation of the terms and conditions of their employment, hence there is mass exploitation of these workers by employers (Fajana, 2005). Employers use casualization of the labour force as an effective means of reducing cost, maximizing profit and de-unionizing the work force. Fajana (2005) states that it is difficult to give accurate statistics about the number of casual and contract workers in Nigeria because there are no official statistics showing the extent and trends of casualization. Animashaun (2007) asserts that some organizations have been reported to have up to 60-90 percent of their workers as casual/contract employees. The Nigerian Labour Act does not define casualization and does not provide a legal framework for the regulation of the terms and conditions of this work arrangement.

Theoretical background of the study

This study is guided by social comparison and social exchange theories. The choice of these theories is informed by the fact that there is no clear cut theoretical framework that explains the effect of temporary employment. These social comparison and social exchange theories rely on the notion that workers evaluate their situation in terms of perceived fairness in their workplace (Bunk & Gibbons, 2007). If the temporary workers feel they are not receiving what they think that they deserve, this might generate a sense of deprivation and therefore, create a negative perception of the working situation. The concept of relational psychological contract becomes relevant in this approach. Relational psychological contract concerns the individual beliefs in a reciprocal obligation between individual and the organisation. The contract is based on non-economic/ affective exchange with no defined duration and a broad scope and definition (Martinez, 2010).There is no clear cut theoretical framework that explains the effect of temporary employment.

Factors that may influence the choice of accepting casual work

Unemployment: The Nigerian labour market is not only saturated but characterized by massive youth unemployment of various forms such as seasonal, frictional, cyclical, and structural unemployment (Adebayo, 1999; Damachi, 2001; Okafor, 2011). Unemployment is a global trend, but it occurs mostly in developing countries of the world, with attendant social, economic, political, and psychological consequences (Obadan & Odusola, 2001). Thus, massive youth unemployment in any country is an indication of far more complex problems and report showed that the proportions of world unemployment are steadily increasing and that the number of those without jobs remained at all-time high of more than 195 million, or 6.3 percent, in 2007. Therefore, projections of the population growth into the 21st century indicated that the proportion of youths, in relation to the overall population, will continue to grow. Todaro (1992) pointed out that the high rate of unemployment is as a result of continuous transfer of economic activities, especially the youths from rural to urban areas. In Nigeria, accurate unemployment rates are difficult to access. However, according to Oyebade (2003), the 1990 to 2000 data on youth unemployment showed that the largest group of the unemployed was the secondary school graduates. As regards sex, data showed that males constituted 17.0% while females constituted 23.3%. This precarious situation in the Nigerian labour has given rise to increase in casual workers in many work establishments in Nigeria as most unemployed especially the youth make desperate efforts to survive. Many individuals and families in

order not to be trapped in the web of unemployment tends to accept casual works with the mind-set of getting permanent jobs (Okafor, 2011).

Corruption: It is an incontrovertible fact that casualization and corruption has been the bane of Nigeria's development (Ogbeidi, 2012). Thus, without mincing words the phenomenon has ravaged the country and destroyed most of what is held as cherished national values. Unfortunately, the employers saddled with the responsibility of directing the affairs of the country have been the major culprit in perpetrating this act (Ogbeidi, 2012). Indeed, it is a paradox that Nigeria, the world's eighth largest exporter of crude oil, a country endowed with many resources, still has more than 70 percent of its population living below the poverty line as a result of corruption and economic mismanagement. The cause of the Nigerian predicament should be laid squarely at the foot of casualization and corruption (Ogbeidi, 2012).

Corruption is defined as a spectrum of illegal payments and transactions such as bribes, embezzlement, maltreatment and money laundering among others (Chene, 2014).Corruption is associated with erosion of talent in public and private organisations and establishments (Acemoglu, Acemoglu, Gallego, & Robinson, 2014).Corruption encourages hiring based on nepotism, cronyism and patronage, not merit, reducing the quality of the public and private establishments and there is unnecessary bureaucracy, creating further opportunities for bribes and maltreatment of workers in the name of casualization (Armstrong, 2013). Corruption is a pressing issue in Nigeria, the current President launched an anti-corruption drive after taking office in May, 2015, and corruption seems to have increased tremendously in different sectors of the economy (John, 2016). Corruption affects organisation's public finances, business investment as well as standard of living, thereby causing a lot of industries to go into casualization in order to cut cost and engage also in cheap labour. Recent corruption scandals have highlighted the large sums that have been stolen and/or misappropriated in the name of casualization (Chene, 2014). But little has been done to explore the dynamic effects of corruption that affect the long run capacity of the organisations to achieve its potential. Many organisational leaders tend to casualise most of their staff in order to cut down on the amount they pay these staff there by diverting the money mapped out for permanent work to their own personal accounts (Okafor, 2011). Corruption is the bedrock of casualization in Nigeria, this is because many organisations both private and public in the bit to make profit tends to adopt casualization as the ends to means of making more gains and profits in their organisations and in order to cover up , they tends to adopt cheap labour which is casualization (Okafor, 2011).

Impact of casualization on wellbeing

It is clear that casual workers in general are far more vulnerable to practices such as summary dismissal, variation in hours and schedules, arbitrary treatment and underpayment. In addition, they are vulnerable to deficits in aspects such as skill formation and promotion as well as the total wellbeing of individuals. Such deficits may not have much effect on the wellbeing of individuals in the short-term, but the consequences are likely to be worse on individual's wellbeing when employees are stuck in casual jobs for long periods of time (McEvoy & Duffy, 2008).Casualization is seen as bad not only because it draws more workers into the net of casual work but also because it exerts downward pressure on the well beings, wages and conditions even of those employees that continue to be viewed as 'permanent'. Both cases are often identified at workplace level with processes such as outsourcing and labour hire, which threaten the direct or indirect replacement of permanent workers by casual workers (Hall, 2004). In both cases, the bad consequences for individual employees readily extend out to bad effects on families and communities well beings (Pocock, 2003).Casual jobs are not of course the only source of problems in labour markets. They are not the only source of what can be called 'precariousness' (Burgess & Campbell, 1998). Any analysis of the health of labour markets needs to look at all forms of employment, including self-employed workers, fixed-term employees, permanent part-time employees and even the core group of permanent full-time employees. But it is widely recognised that casual workers are a particularly vulnerable group because of the negative impact of the nature of their job (Aladekomo, 2004).

The subjective and fearful feelings of anxiety and panic about safety of work are common to all humans as a sense of ill-being, but these are exaggerated for some categories of the workers due to non-idiosyncratic, systemic vulnerability, characterised by a chronically weak control over personal destiny. But essentially, for individuals, fear is strongly associated with the unknown, with uncertainty and unpredictability. It is associated with not knowing if one has the resources (mental, material and social) to cope with unassessable challenges and casual workers find themselves wallowing in this oblivion (White, 2010). It is not knowing if one can discharge emotional and financial responsibilities for kin and friends. It is not knowing whether one can protect oneself or offer protection to value others in the present and future. Those who can, invest considerable resources in mitigating fear by reducing risk of failure and decline in all forms of wellbeing (emotional, material, objective and subjective. Casualization generally poses a lot of threat in the wellbeing of workers because of the ill treatment and maltreatment that is associated with it in different organisations.

Cummins (2014) assume that subjective wellbeing functions on the homeostatic principle, being supported by a framework of psychological instruments. However, what they mean is an abstract level of wellbeing, which does not have concrete dimensions, but is like a general perception. They also propose the idea that subjective wellbeing is developed along the "proximal-distal" line (Cummins, Eckersley, Pallant, Van & Misajon, 2004). When the focus is shifted from the shift to the surrounding environment, i.e. when the individual starts perceiving the surrounding factors, his/ her subjective wellbeing decreases. Bourke & Geldens (2007) view is in the same direction. They claim that for the majority of young people wellbeing is "multidimensional, holistic and centred round their own lives". A study by Nielsen, Smyth, Zhai, & Zhang (2012) shows that subjective wellbeing should be viewed as a homeostatic system with a lower and an upper limit. In order to sustain homeostasis/ wellbeing a certain level of functioning should be maintained. However, when the lower limit is crossed, this monitor mechanism ceases to exist. There are so called buffers of wellbeing which are external and internal. The main external buffers are income and relationships. The main internal buffers use cognitive instruments for transforming the negative experience (Jones, 2013). Another

attempt at description presents wellbeing as a characteristic trait of positive psychological functioning, which includes: positive emotionality, contentment with life and meaning of life (Grant, Guille, & Sen, 2013). Some sources define the so-called positive psychological capital (Bin, Honguy, Yonguy, Fuming, Feng, & Zongkui, 2014). What is meant by it is: the ability to achieve goals (coping-efficacy), orientation towards future success (optimism), active position with regard to the changing environment (hope) and sustainability of aspiration (resilience). It is evident that positive psychological functioning is a factor in the individual's social realization. When the aforementioned personal qualities are present, the person is capable of coping with daily challenges and overcoming the disappointment of failure. In this sense the term 'positive psychological functioning' has to be understood as a totality of personal qualities of cognitive, emotional and conative nature which increase the individual's social and psychological efficiency. Jones (2013) avers that when psychological wellbeing is discussed, what is meant is the way a person thinks of and feels about him/ herself, his/her ecological surrounding and the social networks he/ she participates in. Casualization tends to affects individuals wellbeing both psychologically, socially and emotionally. The internal and external buffers of wellbeing when tempered with tend to affect the general wellbeing of individuals. In other words casualization tends to pose a big threat of individuals there by causing a negative experience (psychological functioning) and this tends to affect the general wellbeing as well (Grant, et al 2013). In Nigeria, the campaign against casual labour was intensified by Nigeria in year 2000, trade union embarked on picketing activities on companies believed guilty of the desired result as the incidence of temporary staffing continues. For the casual workers, the situation is only worsened by the fact they are not part of any trade union as they are not fully employed. Government on their own part are being indifferent on the plight of casual workers, they indeed compound the problem by saying that the responsibility is for the ministry of labour and productivity to see to the welfare of Nigeria workers and ensure that they are treated fairly and justly (John, 2016). The ministry in quote are indifferent on the plight of casual workers in Nigeria, they say that government did not provide adequate policies to protect the rights of casual workers (John, 2016).

The last two decades have witnessed a major increase in the number of workers engaged on casual basis in Nigeria. In addition to developing a more flexible workforce, Casualization readily provides Nigerian employers with regular cheap labour. The practice has become a cost saving strategy by the indigenous and foreign companies operating in Nigeria because the employers are saved the costs associated with statutory obligations imposed on employers in a regular employment relationship. The growth in irregular work has changed the nature of employment from a labour relationship to a commercial relationship, with the worker taking all the risks. There is now a sharp worldwide rise in casual employment and a parallel rise in the gap between wages and benefits of permanent and casual workers. The use of casualization as a business model, involves the strategic substitution of fulltime workers with contract and/or agency labour. The number of casual workers in Nigeria is hard to pin down (Okafor, 2007).

Casualization in the Nigerian Industrial sector is a subject of great concern because increase casual employees are filling positions that are permanent in nature; in line with employee vulnerability in Nigeria, there is a high level of economic change (recession), unemployment and accompanying poverty (Anugwon, 2007). The world economic meltdown has bred a dangerous work environment where many desperate job seekers are willing to take any job for survival purposes rather than dignity. Industrial exploitation is pervasive in many organizations in Nigeria (Kazeem, 2004). It manifests itself in one form or the other including poor salary, wages and salary arrears system, training, promotion, motivation, sense of belonging, job satisfaction and dehumanization of work and workers. This industrial exploitation of casual workers at long run tends to have an adverse effect on

the life span (administrative and of managerial) of Nigeria industrial sector (especially banks) which at long run tends to affect the growth and development of theses sector of the economy (Bimbo, 2012). Casualization is making work less secure, the changing of working practices so that workers are employed on a freelance and occasional basis instead of being offered full time contracts (Campbell & Brosnan, 1999).

Casualization and casual employment provides enormous savings and flexibility for employers since historically, employment protection rights including benefits are confined to permanent employees. The practice is very rampant in the Nigerian banking, manufacturing, telecommunications, construction and the oil and gas industries. It is important to reiterate again that casual work has always been in existence but the form it has taken in the last two decades is what is worrisome and the effect of it on individual and industrial organisations at large is unfathomable (Okafor, 2011). In the past, casual labour was required for seasonal employment and usually for a very short period (Bimbo, 2012). This casual work arrangement was predominant in the construction and agricultural sectors before now and it was mainly for the unskilled workers. However, today, both the skilled and unskilled are engaged as casual workers in the informal sector, the organised private and public sectors in Nigeria (Bimbo, 2012). The permanent nature of casual work has resulted into the development of "permanent casuals", a phenomenon used to describe a situation where workers are employed and retained on casual basis for several years (Binbola, 2013). This casual employment arrangement takes different forms. The employer may retain the services of workers directly on casual basis and terminate their contract at will. They are laid off periodically, every three months, and reabsorbed under a new contract and this process continues in an endless cycle (Odah, 2007). The commonest form, however, is to retain the services of a labour contractor who supplies the casuals to the client companies and recall them at will on the instruction of the client company. The labour contractor remains the employer of the casuals even though the casuals work in the premises of the client companies. These casuals are often recycled among the various client companies needing their services. By this arrangement, the client companies are relieved of the legal responsibilities and the costs associated with being the employer of the workers in its workforce (Okafor, 2011). These casuals, most of whom are university graduates, work under deplorable terms and conditions. Most of them earn far less than their permanent counterparts even though they possess the same (and sometimes higher) qualifications and do the same work, denied paid annual and maternity leave, pension, gratuity and other social security benefits. They are denied representational rights and may be disengaged at will (Leabroo, 2010).

Research questions:

1. What are the factors that prompt an individual to opt for casual work?
2. What type of treatment do casual workers get in their work place?
3. How do casual workers feel in their work place?

Method

Participants

Twenty five participants partook on the interview. The participants were workers in different organisations that has contract staff and they includes, schools, power holding company, Security agencies, telecommunication and information training Institutes Company. The participants were asked to report their work experiences. The lowest qualification of the workers was secondary school certificate examination. The workers were all located in Enugu, Enugu State Nigeria. Their ages ranges from 21 to 40.the participants include ten male and fifteen females. The consent of each of the

workers that participated in the study was sought and they were assured of the confidentiality of their responses.

Instrument

The participants were interviewed. They were asked why they opted for casual work, the kind of treatments they receive (their personal experiences) and how they feel in their work places. (example of the interview questions are as follows: why do you opt for casual work? How are you being treated and how do you feel as a casual worker in your work place? .The feelings increases in line with experience and their relationship with bosses and permanent workers).

Procedure

Twenty five participants were interviewed. The interview on each participant took about 20 to 40 minutes to be completed. All the respondents volunteered to participate in the study. The participants were randomly selected from different organisations that has both permanent and casual staff. After the interview, the interview questions were transcribed. Each script was examined in details. Following several readings, the researcher was able to consider similarities and differences in how the informants discussed the same phenomena. The next thing was thematic analysis. Some of the themes formed natural conceptual categories.

Design/Data Analysis

The study is an exploratory qualitative study that uses interpretative phenomenological analysis (IPA) to interpret the interview questions. The design of the study was interpretative phenomenological analysis (IPA) design. Thematic analysis was used to analysis the interview questions.

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Results and Discussion

Research questions	Dominant Responses
1: What are the factors that prompt an individual to opt for casual work?	'eeemh is not that I prefer it (casual work), after graduating, it is not easy to get a tangible job, there is no job. (Pause….frowns…'who I am to say no to any little thing (work) that I am opportune to see. Also I am still schooling and doing this work so that I can get a better offer (laughs). After graduating from university I don't want to be idol doing nothing… (expresses anger facially). I don't want to depend on people for everything so I go for any job that at least at the end of the month something will enter my pocket (smiles)'.
2: What type of treatment do casual workers get in their work place?	The management looks down on us because they think that we are low and because I have not gotten to the zenith… 'We are hired and fire So one goes to the available one (job).' 'In my place of work my madam just told me early last two years that I am just 'hire and fire', so we can hire you and fire you…I know that the statement forced me to start thinking… Some Oga when they come they will start shouting at you…. 'They will lie against you (pause)… and if you talk they will sack you (frowns). They can send you on any kind of errand…I say any kind errand in the office (pause), all their works they will ask you to do it and if you refuse they will tell you that they will deal with you, and they will surly deal with you'. …as a casual worker, you have some limitations to some things, a full time worker has, some benefits that casual don't, they send you around anyhow, if you refuse you will be sacked. Permanent staff are allowed to express themselves in meetings but as a casual worker (pause and frowns) you don't talk in our general staff meetings at all.
3: How do casual workers feel in their work place?	(Responses like…no! no!no! I am not enjoying what am doing… if I see a better offer I will go…smiles, am just passing time…) Responses like…not minding that they don't pay you on time, if you miss work one time, your salary will be deducted, they deduct the amount that you will not like couple with the delay, my December salary was paid to me around first week of February. They lie against you… cos you are a casual worker you will not say anything because if you do, they will sack you without looking at your face…

Discussion

The participants in the study expressed their personal experiences and reasons that prompts them to opt for the kind of job they do. The result shows that self-esteem plays a major role in the in the lives of casual workers and this can be as a result of non-availability of jobs, long suffering and fear of unemployment. These has been the major challenges facing the casual workers (including graduates amongst them). For example some of the reposes like –'eeemh is not that I prefer it (casual work), after graduating, it is not easy to get a tangible job, there is no job. (Pause….frowns…'who I am to say no to any little thing (work) that I am opportune to see. The management looks down on us because they think that we are low and because I have not gotten to the zenith…' 'We are hired and fired'. So one goes to the available one (job).' I don't want to depend on people for everything so I go for job that at least at the end of the month something will enter my pocket (smiles)'. Also I am still schooling and doing this work so that I can get a better offer (laughs). After graduating from university I don't want to be idol doing nothing… (expresses anger facially). These agrees to the findings that states that unemployment has been linked to poverty, to this extent, casual workers see work as a means to an end. This is true because their behaviour to work is tied to salary and not job. Since jobs are hard to find, casual workers preferred staying with their casual works in order to meet up with their daily personal needs despite the low level of remuneration (Okafor, 2007). And that in Nigeria, accurate unemployment rates are difficult toaccess and this make many people to accept casual works in order to survive.

More so, on what type of treatment that are met to casual workers in their places of work. The result shows that intimidation is the main problems that casual workers face. For example responses like… 'in my place of work my madam just told me early last two years that I am just 'hire and fire', so we can hire you and fire you…I know that the statement forced me to start thinking…, some Oga when they come they will start shouting at you…. 'They will lie against you (pause)… and if you talk they will sack you (frowns). They can send you on any kind of errand in the office (pause) all their works they will ask you to do it and if you refuse they will tell you that they will deal with you, and they will surly deal with you'. So some responses like that shows that- …as a casual worker, you have some limitations to some things , a full time worker has some benefits that casual don't, they send you on errand anyhow if you refuse you will be sacked. Permanent staff are allowed to express themselves in meetings but as a casual worker (pause and frowns) you don't talk in our general staff meetings at all.

Also, in the research questions like how do casual workers feel in their places of work, result from data extract shows that emotions (feelings) also play a vital role in the well-being of casual workers. It is clear that some casual jobs are better than others, and this affect casual workers who hold them to a greater or lesser extent. And for this reason directly or indirectly that affect well-beings of casual workers. (Responses like…no! no! no! I am not enjoying what am doing… if I see a better offer I will go…smiles, am just passing time…) Casual workers shares common feature of lack of rights and entitlements and that this in turn leads to several forms of risks and maltreatments. Moreover, the mere fact that some jobs are 'long-term' rather than 'short-term' is not a solid platform for declaring that there is no benefit at all for casual workers. Precisely, there would seem to be no plausible reason for denying casual workers the standard benefits such as paid and unpaid leave that are normally linked to permanent jobs. This findings reveals also that the core of wellbeing is the subjective experience of social sufficiency of individual existence. Casual work is loaded with many work expectations, one of the main being to support psychological development and work consistency of the worker. Negative feelings in the excluded casual worker provoke a decrease of psychological wellbeing. Thus, if employers were to increase the effectiveness of a casual workers, they would need

to improve the psychological wellbeing of the individuals. The improving could be realized through payment of some work benefits and psychological support to individual casual workers. Responses like…not minding that they don't pay you on time, if you miss work one time, your salary will be deducted, they deduct the amount that you will not like couple with the delay, my December salary was paid to me around first week of February. They lie against you… cos you are a casual worker you will not say anything because if you do, they will sack you without looking at your face….The research findings in this study shows that most of the casual workers opt for their jobs based on how they rate themselves individually (self-esteem). Self-esteem here means how casual workers value themselves; it is how they perceive their value to the world and how valuable they think they are to others. Self-esteem affects casual workers belief and trust in others, their relationships, and their work (almost every part of their lives). Positive self-esteem gives casual workers the strength and flexibility to take charge of their lives and grow from mistakes without the fear of rejection while low self-esteem (which is very predominant in casual workers) is a force that keeps casual workers from realizing their full potentials. A casual worker with low self-esteem feels unworthy, incapable, and incompetent. In fact, because the casual worker with low self-esteem feels so poorly about him or herself, these feelings and negative views of life may actually cause the person's continued low self-esteem in everything that concerns the individual. In essence, casual workers with low self-esteem usually have deep-seated, basic, negative beliefs (notions) about themselves and the kind of worker they are. These beliefs are often taken as facts or truths about their identity and this affects their well beings generally. As a result, low self-esteem has a very negative impact on casual workers well beings and emotions at large. It is a problem in itself and is a risk factor for other problems (risk for experiencing other problems such as depression, having persistent suicidal thoughts, eating disorders, and social phobia). It is a 'vulnerability factor.' Low self-esteem as a vulnerability factor is a very big problem that needs to be addressed and proffer solutions in order to avoid seeing extreme manifestation of the problem. Low self-esteem has serious effect on various aspects of a casual workers, for example, they probably voice out a lot of negative things about themselves and criticise themselves, their actions, and abilities or joke about themselves in a very negative way. They put themselves down, doubt themselves, or blame themselves when things go wrong. Often, they don't recognise or see their positive qualities. When compliments are given to them, they brush such comments aside or say that "it was all luck" or "that the good thing will not last long at all". They focus always on what they didn't do or the mistakes they made. Casual workers with low self-esteem most times expect that things would not turn out well for them and often feel sad, depressed, anxious, guilty, ashamed, frustrated, and angry. They have difficulty speaking up for themselves (not assertive) and their needs, avoid challenges and opportunities, or be overly aggressive in their interactions with others. Low self-esteem also have an impact on many aspects of a casual worker's life. It can affect a person's performance at work or at school (the ones that are furthering their education). They might consistently achieve less than they are able to because they believe they are less capable than others and might avoid challenges for fear of not doing well. They might work extremely hard and push themselves to do more because they believe they need to make up for, or cover up, their lack of skill. Workers with low self-esteem might find it hard to believe any good results they get are due to their own abilities or positive qualities. In their personal relationships, casual workers with low self-esteem might become upset or distressed by any criticism or disapproval, bend over backwards to please others, be extremely shy or self-consciousness or even avoid or withdraw from intimacy or social contact. They might also be less likely to stand up for themselves or protect themselves from being bullied, criticised, or abused by their bosses or colleagues. These findings agree with social comparison and social exchange theories rely on the notion that workers evaluate their situation in

terms of perceived fairness in their workplace (Bunk & Gibbons, 2007). If the temporary workers feel they are not receiving what they think that they deserve, this might generate a sense of deprivation and therefore, create a negative perception of the working situation. From this research finding, it is very outstanding that low self-esteem is one of the major psychological problem that casual workers in Nigeria industrial sector has. This is true because it tends to affect their whole life and this needed to be addressed urgently and appropriately using psychological measures.

Inclusively, the result of findings shows that fear of unemployment was another major challenge casual workers face that makes that to go for the jobs they do for a living. This agrees to the findings in literature review that says that the rate of unemployment in Nigeria is pushing many graduates to get themselves engaged in casual work in order to meet up with the demands of basic need of human (Okafor, 2010). Many individuals and families in order not to be trapped in the web of unemployment tends to accept casual works with the mind-set of getting permanent jobs (Okafor, 2011).Most of the casual workers that were interviewed affirm that it is better for them to be collecting the merge salary their employers give them than to be without a job, not minding that their employers owes them a lot, they belief that half bread is better than nothing at all. The nature of jobs casual workers do is a contributory factor to the kind of behaviours that the workers manifest in their places of work. For example in schools the teachers explain that they feel fulfilled when they deliver their services to both scholars, pupils and students. This is because they love the nature of their jobs but contrary to that if their salaries are not paid as when due not minding that is small, it makes them feel bad and the feelings is unquantifiable. Casual workers in other organisations outside teaching generally affirm that the kind of assignment or work they ask them to do in their work place is so enormous that most times they find themselves doing the work with bitterness which adversely affect them in the long run.

Additionally, in the research findings well-being) is another factor that affects the lives of casual workers. Emotions are intense feelings that are directed at someone or something (Rotando, 2004). Casual workers show their emotions when they are happy about something, angry at someone, afraid of something etc. Emotions are a response to an event in the work environment (Kammeyer, 2004). The work environment includes everything surrounding the job, the variety of tasks and degree of autonomy, job demands, and requirements for expressing emotional labour. These work events trigger positive or negative emotional reactions. According to Glomb, 2004, emotions provide valuable insights into understanding employee behaviour and emotional act can be manifested in two ways- surface acting, this is hiding one's inner feelings and forging emotional expressions in response to display rules. For example, when a worker smiles at a customer even when he doesn't feel like it, he is surface acting. And deep acting, this is trying to modify one's true inner feelings based on display rules. A casual worker trying to genuinely feel more empathy for her work is deep acting. Surface acting deals with one's displayed emotions, and deep acting deals with one's felt emotions. Research shows that surface acting is more stressful to employees because it entails feigning one's true emotions. Casual workers experience these emotions in their work places and that psychologically affects totality of a casual workers in their work places.

Limitations of the study and suggestion for future research

The present study examined casualization and a qualitative insight on the experiences of casual workers in Nigeria industrial sectors from cross-sectional perspectives. A longitudinal study needed to be carried out in order to get more in-depth facts on how casualization affect workers in Nigeria over time. That Future researchers could also aim at carrying a quantitative study in the area.

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