A study on Employee job satisfaction among IT sectors

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Abstract:

This paper aims at studying the level of job satisfaction with regard to IT industry. One future direction of employees attitude research are going to be better understand between the person and therefore the situation of varied internal and external factors that influence employee attitude. Job satisfaction I the extent of contentment an individual heels regarding his or her job this sense is especially supported an individual’s perception of satisfaction are often influenced by a person’s ability to finish the specified tasks, the extent of communication in an organisation, And the way management treats employees. The manpower with high job satisfaction results in an improvement in work quality and productivity. The organisation should help employees fight on the work stress during which can improve job satisfaction of its workers and their by reduce turnover.

Organisations must not only create a mixture of benefits that retain and motivate. A workforce with high job satisfaction results in an improvement in work quality and productivity, and results in satisfied loyal customers. Within the IT Industry the environment is sort of congenial resulting in motivation of employees with the result the productivity is increased and this means the level of their job satisfaction. The boom in IT sector, India has wired to the planet which may be a pre-requisite for globalisation of the IT industry.

Keywords: IT Sector, Employee, Job Satisfaction, Motivation, Organisation.

INTRODUCTION;

Job satisfaction is defined as a sense or state of mind of an employee towards his work and organization. Job satisfaction is influenced by various factors just like the nature of labor, quality of work, relationship with the immediate supervisor, compensation, benefits, job security, working culture and environment. Job satisfaction represents an individual’s willingness to perform his task with a positive attitude leading to a positive outcome. In today’s scenario, managing the employees may be a key concern with the management. Studies and researches have demonstrated an outsized impact of job satisfaction on the motivation of workers, while the extent of the best
asset and therefore the ladder to success. When the organization regards its employees considerably and keeps them satisfied then involuntarily it stays within the marketplace for long without any conflicts/problems. Motivation features a positive impact on productivity, performance of any business organizations. Job satisfaction may be a major think about any organization to drive its employees so as to confer efficient results. Motivation is that the key factor leading to job satisfaction. Motivation theory of a corporation is that the best thanks to satisfy the workers which ends up in better performance and an impressive yield which in turn results in increased productivity within the organization. Job satisfaction plays a critical role when it involves effectiveness and efficiency of any business. It’s the workers within a corporation who are considered as the best asset and therefore the ladder to success. When the organization regards its employees considerably and keeps them satisfied then involuntarily it stays within the marketplace for long without any conflicts/problems.

Statement of the problem:

There have been various research conducted on job satisfaction in different sectors by many experts. I have tried to study many of them by my literature review. The factors influencing job satisfaction in Information Technology sector still remains something which is under researched and hence that is my research gap. Human resource professionals are a crucial organizational link to human capital embodied with employees. Therefore, as organizations prepare for a changing workforce, it is imperative for the HR professional to remember of the characteristic employees and the way they contribute to their motivation and job satisfaction. The human resource professional should utilize their resources in an efficient manner, so as to satisfy the individual and organization goals/ objectives. However, the employees’ performance is influenced by many factors, the foremost important of which is job satisfaction. Human resource management tries to create job satisfaction among employees. It is a common belief that a satisfied employee at work is more productive and generates positive vibes among other employees. Job satisfaction hence increases the morale and loyalty of employees in a corporation which can cause increase within the overall organizational effectiveness. This research focuses on job satisfaction and how it can cause increase in performance of employees in IT industry.

Review of Literature

Bellary (2015) in their paper attempted to determine the impact of information, communication, and technology (ICT) on job satisfaction among library professionals at the Narsee Monjee Institute of Management Studies (NMIMS) Deemed University. Thirteen librarians were chosen for the study. The majority of the responders said they needed training on the most recent advancements in the sector.

Costen, WM & Salazar, J (2011) carried out research to see if there was a link between employee work satisfaction and their desire to stay with the company. Similarly, contemporary research in the field of human resources has concentrated on the impact of human resource practises on a variety of organisational outcomes. The authors of this study look at how training and development affects employee job satisfaction, loyalty, and intent to stay in four different hotel properties across the United States.
Employees who believe they have the opportunity to learn new skills are more content with their positions, more loyal, and more likely to stay with the company, according to the findings.

Dizgah, MR (2012), the purpose of this research is to look into employment satisfaction and performance in the Guilan public sector. The method is correlative, and the population figure is based on 2009 budgeting and planning statistics, which comprise 6863 people. The sample size is 323 and was chosen from non-probable samples that were accessible. Cronbach's alpha coefficient was used to analyse the data collected via questionnaire. The findings reveal that there is a significant link between job happiness, in-role performance, and inventive job performance, and they are consistent with earlier studies.

Emami, M (2012) in this paper the relationship between job satisfaction, job involvement, and organisational commitment among lower-level employees was explored in this study. The study used job satisfaction and job involvement as independent variables, with organisational commitment as the dependent variable. A random sample of 100 lower-level employees of the organisation was used to collect data. Although both job satisfaction and job participation are highly associated with organisational commitment, the results show that job satisfaction accounts for a greater amount of organisational commitment variance than job involvement. Intrinsic job satisfaction, extrinsic job satisfaction, and overall job satisfaction were all found to be highly inter-correlated, indicating that they are all similarly associated with organisational commitment. As a result, the article suggests that managers should do all possible to enhance job happiness and job involvement in their organisations, with a focus on job satisfaction.

Fawad Latif, K (2013) Employee training, according to the researchers, plays a role in achieving job happiness. A large positive relationship was discovered between various aspects of total job happiness, resulting in a significant relationship between overall training satisfaction and the employee development part of job satisfaction. In a company world driven by learning and sharing of information, the study finds a key factor in the production of job happiness among employees. The study emphasises the necessity for businesses to focus on increasing employee capacity and focusing on employee development in order to achieve job satisfaction and provide a competitive edge for the company.

Lumley (2011) the aim of the study is to explore the relationship between employees, jobs, satisfaction, (as measures by jobs Jobs Satisfaction Surveys). Monitoring) and organizational commitment (measured on the Organizational Commitment Scale). A cross-sectional survey was conducted among a convenient sample of 86 employees from four information technology companies in South Africa. Correlation and step by step regression analysis revealed some out of significant relationship between two variables. The results add new knowledge that can be used to improve the organization's operations to retain valuable employees in an IT environment.
Lise (2004) identify three main gaps between HR practice and scientific research) causes out of employees attitudes, (2) results out of positive or negative job satisfaction, and (3) how to measure and influence employee attitudes. Suggestions are given to the trainees on how to fill the knowledge gaps and evaluate the activities performed. Future research has focused on better understanding individual characteristics, such as emotions, in determining how job satisfaction and employee attitudes affect performance. Organizations. Each company strives to achieve excellence in the products and services it offers. In the process of achieving excellence in a product or service, employee job satisfaction plays an essential role. In the process of achieving excellence in a product or service, employee job satisfaction plays an important role. Satisfied employees can generate satisfied and loyal customers for an organization. Organization by providing products and services even beyond the capabilities of the organization. This study tried to explore factors affecting job satisfaction among information technology employees in Chennai city. Describe a conceptual model to assess job satisfaction based on Herzberg's two-factor theory.

Marrut Manistitya & Wanno Fongsuwan (2015), in their articles identified ways of human resource management, job satisfaction and employee engagement affect employees rotation intentions. Using a quantitative research approach, 220 IT professionals in Bangkok were interviewed with a qualitative analysis performed with Partial Least Square (PLSGraph). findings out of from this study show that if an organization has good human resource management systems and policies, there will be out of IT professionals satisfied out of of their jobs , who leads to employees who are committed to their work and loyal to the organization This will therefore, result in a reduction in turnover intention.

Maurya & Kaushik (2013) this study he addressed out of issues of public sector employees on vocational training from the perspective of job satisfaction in the current Indian scenario, of which public sector and private sector is of a contest col to col. This study examines job satisfaction and strategy implementation as well as its impact it’s for retaining employees and developing human resources of the organization in particular and society in general. In this study, we focused on finding scores on the Job Satisfaction Index (JSI) for employees of all managers, supervisors and workers from subject 116/ 200. Public sector employees reached 465/700. The composite cognitive index of public sector employees is 634/1000, or 63.4%. Industry organizations. It is proposed here that public sector employees in the agency category score 53/100 on the job satisfaction index while public sector supervisors score.

Susanty (2013) Researcher have studied to find that job satisfaction is a pleasant or positive emotional state that results from a person's job evaluation and work experience. The data used in this study is primary data collected through a closed questionnaire with a 15 Likert scale. The study was carried out using Structural Equation Modelling (SEM) performed by AMOS 20.0 program. The results of this study show that attitude towards work has a positive but insignificant effect on job satisfaction, and employee performance. Other than attitude towards work, organizational commitment has a positive and significant influence on job satisfaction and employee performance to PT. All of’s improvements in organization's involvement have a positive effect on job satisfaction and employee performance at PT Intech.
Parvin, MM & NurulKabir (2011) authors out of studies attempts to reviews jobs Satisfaction of employees in different pharmaceutical companies. It focuses on relative Reach the importance of job satisfaction factors and their impact on the overall job satisfaction of employees. The results show that salary, work efficiency, marginal supervision and relationship with colleagues are the most important factors contributing to job satisfaction. Overall job satisfaction out of employees in the pharmaceutical sector are positive. This study presents complete diagnoses out of jobs satisfied index out of pharmaceutical cases, factors cause dissatisfaction and suggestions for improvement.

Wang, Wei & Zhang, Yi, (2015) surnames developed searches models to tested relationships between employee’s users satisfaction satisfaction with information and communication technology (ICT) and job satisfaction. Based on an online survey of 229 employees using ICT, this study shows that job fit positively modifies the impact of IT satisfaction on job satisfaction. In addition, of results approved mediator effects of both works matches and professional matches. This study contributed to IT performance literature by transferred further researchers focused out of IT related outcomes, such as user satisfaction for employees, to more work-related outcomes.

**Objectives:**

1. To identify the factors that influence the job satisfaction of employees.
2. To determine the various factors which result in overall satisfaction of employees.
3. To understand the acceptance of employee relationships, with co-workers & superiors.

**III RESEARCH METHODOLOGY**

The research is based on the primary data, Collected through a structured questionnaire from the IT employees. The sample is 120. Data analysis is done with the help of chi-square test, and the hypotheses are tested.

**Data Analysis & Interpretation:**

**Table1: Relationship between Job Responsibilities and personal Goals**

<table>
<thead>
<tr>
<th></th>
<th>P-Value</th>
<th>X- Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Responsibilities</td>
<td>0.100348</td>
<td>3.841459</td>
</tr>
<tr>
<td>Personal Goals</td>
<td>1</td>
<td>3.841459</td>
</tr>
</tbody>
</table>

Level of Significance: 0.05
Degree of Freedom : 1
**Chi-Square analysis:** From the above Table 1, it is evident that Job Responsibilities are not supporting Personal Goals of the employees. Which means employee personal gaols is not given importance in his/her job performance. Employees feel that their personal goal is not achieved by their job responsibilities. The personal goals of the employees are neglected in the IT companies and the companies are mainly bothered about the job tasks that has to be accomplished by the employees. It is describes that P value of Job Responsibilities and personal Goals is calculated. According to Chi-Square table value if is more than 0.05, it means that Ho should be accepted. By this it signifies that there is no significant relationship between Responsibilities and personal goals. Hence Ho is accepted.

Table 2: Relationship between Sharing new ideas and Team Dynamics

<table>
<thead>
<tr>
<th></th>
<th>P-Value</th>
<th>X- Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharing New Ideas</td>
<td>1</td>
<td>3.841459</td>
</tr>
<tr>
<td>Team Dynamics</td>
<td>1</td>
<td>3.841459</td>
</tr>
</tbody>
</table>

Level of Significance: 0.05

Degrees of freedom : 1

**Chi – Square analysis:** From the above table 2, It shows that employees supporting with new ideas in the team will not affect the team dynamics. Which means idea sharing and supporting the team mates is not encouraged in the organization. Employee’s feel that their ideas are not given importance in the team and also ideas are not helping in creating a healthy team dynamics in IT industry. The table describes the P Value of new idea sharing and team dynamics is calculated. According the chi – Square table value if it’s more than 0.05 means Ho is accepted. By this it signifies that there is no significant relationship between Sharing new ideas and Team Dynamics. Hence Ho is accepted.

Table3: Relationship between Superior Management and Professional Skills

<table>
<thead>
<tr>
<th></th>
<th>P-Value</th>
<th>X-Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superior Management</td>
<td>1</td>
<td>3.841459</td>
</tr>
<tr>
<td>Professional Skills</td>
<td>0.100348</td>
<td>3.841459</td>
</tr>
</tbody>
</table>
Level of Significant: 0.05

Degrees of freedom: 1

**Chi-Square analysis**: In table 3 we have seen that superior management is not recognizing the professional skills of the employees. It means employees are not given ample amount of opportunity and support from the superior management in improving the employees professional skills. The table describes the P Value of new idea sharing and team dynamics is calculated. According the chi – Square table value if it’s more than 0.05 means Ho is accepted. By this it signifies that there is no significant relationship between Superior Management and Professional Skills. Hence Ho is accepted This table signifies that there is no significant relationship between Superior Management and Professional Skills. Hence Ho is accepted.

**Finding:**

The research of the study depict that employee job satisfaction depends on lot of variables. Job Responsibilities are not supporting Personal Goals of the employees, Which means employee personal goal is not given importance in his/her job performance. Employees feel that their personal goals is not achieved by their job responsibilities. The personal goals of the employees are neglected in the IT companies and the companies are mainly bothered about the job tasks that has to be accomplished by the employees. And also other findings that employees supporting with new ideas in the team will not affect the team dynamics. Which means idea sharing and supporting the team mates is not encouraged in the organization. Employee’s feel that their ideas are not given importance in the team and also ideas are not helping in creating a healthy team dynamics in IT industry. Another finding of the study is employees are not given ample amount of opportunity and support from the superior management in improving the employees professional skills.

**Recommendations & Conclusion**

This study offers few of the recommendation based on the finding and analysis of the study, Employee’s get satisfied if there personal goals are given importance and improved, So I order to achieve that they should be given scope for their personal goals by giving them few trainings which helps in increases the productivity and satisfactions of the employees as well. All employees but be given equal opportunity in expressing their ideas in the team by some concepts like ideas box which creates a healthy work environment among the team members. The main important concept in job satisfactions is motivation, In order to improve the skills of employees, Motivations need to be given by management in order to improve performance of the employees. Motivation can be prise, trainings, recognition and awards etc. The relation between resources provided to employee and job satisfaction is direct and moderate. This indicates, better are the resources provided to employee, the more he will be satisfied with his job.
References


