

## A Study on Job Satisfaction with Reference to IT Industry

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### ABSTRACT

This paper aims to analyze the study of job satisfaction with reference IT industry. The article explores the role of job satisfaction in the organization. Percentage analysis and chi-square test methods are used in this study with the sample size of 47 employees in the organization. Employee attitudes are important to management because they determine the behaviour of workers in the organization. The commonly held opinion is

that “A satisfied worker is a productive worker”. Hence job satisfaction has become a major topic for research studies. The factors under focus are wages, organizational culture, benefits, job satisfaction, stress, training and development, promotion prospects, and job security. The study measures the impact of each factor on employee satisfaction.

**KEYWORDS:** Organisation culture, Attitudes, Job security

### I. INTRODUCTION:

Job satisfaction has a direct bearing on behaviour in the workplace, with a good level of employee satisfaction improving the retention rate of employees and minimizing recruiting and training expenses. Satisfied employees perform their tasks better, and long-term employees usually have a greater level of skill and expertise, both of which lead to increased performance. Since high employee satisfaction can be seen to lead to smooth operations in the workplace and result in higher profits, it is crucial for managers to understand the key factors that increase employee satisfaction and, therefore, performance. This study will potentially assist human resources departments and top management to focus their efforts on the factors that most influence employee satisfaction which directly affect job retention and employee turnover. By studying the factors of wages, organizational culture, benefits, stress, training and development, promotion system, and job security, we will be able to deduce the percentage of influence for each factor.

### II. SCOPE OF THE STUDY:

- Job satisfaction is an important output that employees work for organization.
- It comprises of extrinsic and intrinsic factors and help maintain an able and willing work forces.

- The study made on the topic of Job satisfaction will reveal the factor of feelings of employees.
- This report is useful to the management of the company to know the satisfaction levels of employees and they can take measures to increase productivity.

### III.OBJECTIVES OF THE STUDY:

- To identify the factors that influence the job satisfaction of employees
- To identify the factors that improve the job satisfaction of employees

### IV.RESEARCH METHODOLOGY METHODS FOR DATA COLLECTION:

For the purpose of the study, required statistics was collected from both primary and secondary sources. The primary data was collected through survey method using questionnaire method from the employees. A questionnaire was given to the employees and were asked to respond to the questions related to the safety and welfare activities. And the secondary data was collected from books, journals, magazines, monographs, thesis, organization websites, and other searching websites.

### METHODS USED FOR ANALYSIS:

The tools used for data analysis are:

- Percentage Analysis

- Chi Square Analysis

#### V. LIMITATIONS:

- The respondents may not reveal the actual facts, so there may arise a bias
- The study is limited for 47 employees, which is the sample size of the study there may also arise biased
- Interviews were held only with respondents who were ready to spare time for it
- The information given by the respondent is assumed to be true and unbiased

#### VI. REVIEW OF LITERATURE:

**Markus Christen, Ganesh Iyer & David Soberman** (2006) has conducted a study on effect of job performance on job satisfaction. And Allison Laura Cook (2008) in their research explains the correlation between job satisfaction and job performance, which is due to common causes of both constructs. Common causes in this study include personality trait Conscientiousness, Extraversion, Agreeableness, and core self evaluations, along with cognitive ability and job complexity. However, findings in this literature about the relationships between job satisfaction and these antecedents have been inconsistent and even controversial. There exists a significant relation between performance evaluation and Job Satisfaction and its dimension among the Employees working when compensation and other factors are controlled for, effort is a cost for an agent. We then embed this cost in a job satisfaction model.

**Mini Jain** (2013) has conducted “job satisfaction and its impact on their performance” employee job satisfaction is essential to face the dynamic and ever-increasing challenges of maintaining productivity of the organization by keeping their workforce constantly engaged and motivated. Furthermore, environmental pressures, rising health costs and various needs of the workforce also pose a challenge for the management. The study of job satisfaction is a topic of wide interest to both people who work in organizations and people who study them. Job satisfaction has been closely related with many organizational phenomena such as motivation, performance, leadership, attitude, conflict, moral etc. Employee satisfaction refers to a collection of positive and/or negative feelings that an individual holds toward his or her job. Job Satisfaction is a part of life satisfaction. It is the amount of pleasure or contentment associated with a job. Job Satisfaction is an emotional response to a job.

#### **Sashikanta Khuntia and Dr Subhodip**

**Adhikary** (2015) have conducted Study on Job Satisfaction and Performance of Management has rather tenuous correlation to productivity on the job. In other way job satisfaction is also related with the life satisfaction. It is also commented in different non-academic management literature and media paper that job satisfaction and performance is highly related. Most of the measures purport that job satisfaction of employees is one of the spectacular factor behind employee motivation, objective accomplishment and positive morale of the employee Job satisfaction may be of affective job satisfaction and cognitive job satisfaction. Affective job satisfaction is related with the pleasurable emotional feelings of one towards the job whereas cognitive job satisfaction is related to different facets of job like pay, working hours, promotion process, career development, pension agreements and numerous other aspects of job.

#### VII. THEORETICAL BACKGROUND OF STUDY:

Job satisfaction refers to a collection of positive and/or negative feelings that an individual holds toward his or her job. Job Satisfaction is a part of life satisfaction. It is the amount of pleasure or contentment associated with a job. Job Satisfaction is an emotional response to a job. Job satisfaction has been studied both as a consequence of many individual and work environment characteristics and as an antecedent to many outcomes. Employees who have higher job satisfaction are usually less absent, less likely to leave, more productive, more likely to display organizational commitment, and more likely to be satisfied with their lives. There are a variety of factors that can influence a person's level of job satisfaction. Some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, the job itself. Job satisfaction involves complex number of variables, conditions, feelings and behavioural tendencies. quality of one's relationship with their supervisor, quality of physical environment in which they work, degree of fulfilment in their work, etc.

Positive attitude towards job are equivalent to job satisfaction whereas negative attitude towards job has been defined variously from time to time. In short job satisfaction is a person's attitude towards job. Job satisfaction is an attitude which results from balancing & summation of many specific likes and dislikes

experienced in connection with the job- their evaluation may rest largely upon one’s success or failure in the achievement of personal objective and upon perceived combination of the job and combination towards these ends.

**VIII. STATEMENT OF PROBLEM:**

It is said that satisfied employee is a productive employee, any kind of grievance relating to organizational or personal to a greater extent influence on the job. So every organization is giving higher priority to keep their employees with satisfaction by providing several facilities which improves satisfaction and which reduces dissatisfaction. Job Satisfaction is considered as a key issue by the entrepreneur where efforts are taken and programs are initiated. If an employee is not satisfied with the job there are chances for absenteeism, job turnover, lower productivity. the areas where satisfaction to be improved to get out of the above dangers.

**IX. PERCENTAGE ANALYSIS**

**Table - 1 DEMOGRAPHIC PROFILE OF THE RESPONDENTS**

Demographic Profile		Percentage
Gender	Male	51.1
	Female	48.9
Age	Below 20	0
	21-30yrs	72.3
	31-40 yrs	21.3
	Above 40	6.4
Educational Qualification	Under graduate	46.8
	Postgraduate	42.6
	Technical	8.5
	Other	2.1
Work Experience	Below 5yrs	48.9
	5-10yrs	40.4
	11-15yrs	4.3
	Above 15yrs	6.4
Income (in Rs.)	Below 10000	10.6
	10000-20000	42.6
	20001-30000	14.9
	30001-40000	17
	Above 40001	14.9

**Table – 2 REASONS FOR EMPLOYEE RETENTION**

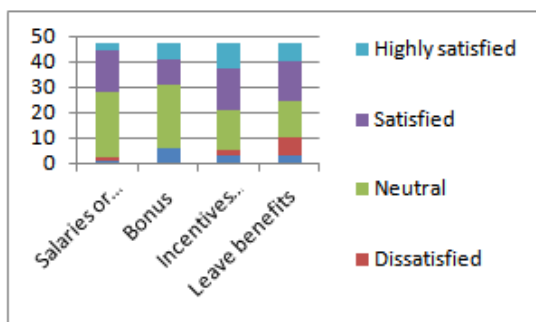
REASONS	NO. OF RESPONDENTS	%
Autonomy in work & Variety in work schedule	11	16
Good working conditions	4	10
Good Interpersonal Relations & superior subordinate relationship	10	8
Growth prospects in job & Financial benefits	7	15
Motivation and encouragement	3	7
Training and skill enhancement programs	5	6
Job Security	7	10

**Table - 3SATISFACTIONOF THE RESPONDENTS**

(HDS – Highly Satisfied; DS – Dissatisfied; N – Neutral; S- Satisfied; HS – Highly Satisfied)

Factors	HD	DS	N	S	HS	%
Salaries or wages	1	1	26	16	3	55%
Bonus	6	0	25	10	6	53%
Incentives such as medical allowance	3	2	16	16	10	34%
Leave benefits	3	7	14	16	7	35%

**Chart-1 SATISFACTIONOF THE RESPONDENTS**



It is understood from the above table that:

- Majority (55%) of the respondents remains neutral about satisfaction with regard to salaries or wages.
- Majority (53%) of the respondents remains neutral about satisfaction with regard to bonus.

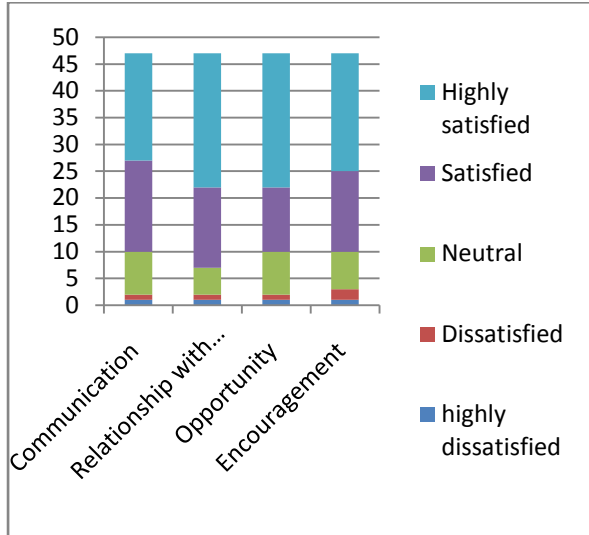
- Most (34%) of the respondents remains neutral about satisfaction with regard to medical allowance.
- Most (34%) of the respondents expressed that they are satisfied with leave benefits.

**TABLE-4 SATISFACTION OF THE RESPONDENTS**

(HDS – Highly Satisfied; DS – Dissatisfied; N – Neutral; S- Satisfied; HS – Highly Satisfied)

Factors	HDS	DS	N	S	HS	%
Communication	1	1	8	17	20	43%
Relationship with supervisor	1	1	5	15	25	53%
Opportunity	1	1	8	12	25	53%
Encouragement	1	2	7	15	22	47%

**Chart-2 SATISFACTION OF THE RESPONDENTS**



It is understood from the above table that:

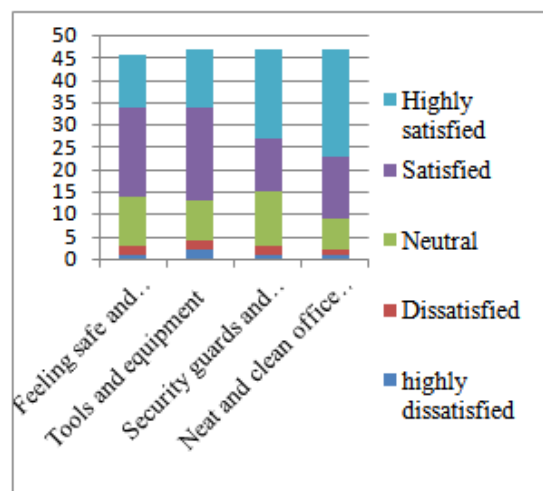
- Most (43%) of the respondents are highly satisfied with communication between employees and senior management.
- Majority (53%) of the respondents are highly satisfied are satisfied about relationship with immediate supervisor.
- Majority (51%) of the respondents are highly satisfied with the opportunity for promotion.
- Majority (51%) of the respondents are highly satisfied with the encouragement and feedback.

**Table-5 SATISFACTION OF THE RESPONDENTS**

(HDS – Highly Satisfied; DS – Dissatisfied; N – Neutral; S- Satisfied; HS – Highly Satisfied)

Factors	HDS	DS	N	S	HS	%
Feeling safe and comfort	1	2	11	20	12	43%
Tools and equipment	2	2	9	21	13	44%
Security guards	1	2	12	12	20	43%
clean office place	1	1	7	14	24	51%

**Chart-3 SATISFACTION OF THE RESPONDENTS**



It is understood from the above table that:

- Most (43%) of the respondents are satisfied with safe and comfort in working environment.
- Most (44%) of the respondents are satisfied with tools and equipment.
- Most (43%) of the respondents are satisfied with security guards and parking facility.
- Majority (51%) of the respondents are highly satisfied with neat and clean office place.

## X. RESULTS AND FINDINGS

- Majority (55%) of the respondents remains neutral about satisfaction with regard to salaries or wages.
- Majority (53%) of the respondents remains neutral about satisfaction with regard to bonus.
- Most (34%) of the respondents remains neutral about satisfaction with regard to medical allowance.
- Most (34%) of the respondents expressed that they are satisfied with leave benefits.
- Most (43%) of the respondents are satisfied with safe and comfort in working environment.
- Most (44%) of the respondents are satisfied with tools and equipment.
- Most (43%) of the respondents are satisfied with security guards and parking facility.
- Majority (51%) of the respondents are highly satisfied with neat and clean office place.
- Most (43%) of the respondents are highly satisfied with communication between employees and senior management.
- Majority (53%) of the respondents are highly satisfied are satisfied about relationship with immediate supervisor.
- Majority (51%) of the respondents are highly satisfied with the opportunity for promotion.
- Majority (51%) of the respondents are highly satisfied with the encouragement and feedback.

The chi-square analysis highlights the following findings

**H0<sub>1</sub>: There is no significant relationship between the age of the respondents and job satisfaction**

The calculated Chi square value is more than the table value at 0.05% confidence level, therefore the null hypothesis is rejected. Therefore, it can be concluded that there is significant relationship between the age of the respondents and their level of satisfaction with regard to salaries, bonus, incentives such as medical allowance, safe and comfortable working environment, tools and equipment, security guards and parking facility, neat and clean office space, communication between employees and senior management and relationship with immediate supervisor.

The calculated Chi square value is less than the table value at 0.05% confidence level, therefore the null hypothesis can be accepted. It can be concluded that there is no significant relationship between age of the respondents and their level of satisfaction with regard to leave benefits, opportunities for promotion, encouragement and feedback.

**H0<sub>2</sub>: There is no significant relationship between the gender of the respondents and job satisfaction**

The calculated Chi square value is less than the table value at 0.05% confidence level, therefore the null hypothesis can be rejected. It can be concluded that there is no significant relationship between gender of the respondents and their job satisfaction.

**H0<sub>3</sub>: There is no significant relationship between the experience of the respondents and their job satisfaction**

The calculated Chi square value is more than the table value at 0.05% confidence level, therefore the null hypothesis is rejected. Therefore, it can be concluded that there is significant relationship between the experience of the respondents and their level of satisfaction with regard to salaries or wages, bonus, incentives such as medical allowance, tools and equipment, neat and clean office place, communication between employees and senior management and relationship with immediate supervisor.

The calculated Chi square value is less than the table value at 0.05% confidence level, therefore the null hypothesis can be accepted. It can be concluded that there is no relationship between experience of the respondents and their satisfaction with regard leave benefits, safe and comfortable working environment, security guards

and parking facility, opportunity for promotion, encouragement and feedback.

**H0<sub>4</sub>: There is no significant relationship between the qualification of the respondents and their job satisfaction**

The calculated Chi square value is more than the table value at 0.05% confidence level, therefore the null hypothesis is rejected. Therefore, it can be concluded that there is significant relationship between the qualification of the respondents and their level of satisfaction with regard to salaries or wages, bonus, incentives such as medical allowance, safe and comfortable working environment, tools and equipment, security guards and parking facility, neat and clean office place, communication between employees and senior management, relationship with immediate supervisor and encouragement and feedback.

The calculated Chi square value is less than the table value at 0.05% confidence level, therefore the null hypothesis can be accepted. It can be concluded that there is no relationship between qualification of the respondents and their level of satisfaction with regard to leave benefit, and opportunity for promotion.

**XI. CONCLUSION:**

A satisfied work force will create a pleasant atmosphere within the organization to perform well. Hence job satisfaction has become a major topic for research studies. The specific problem addressed in this study is to examine the impact of job satisfaction on performance. Employees who are in highly competitive industries are more satisfied with their jobs than employees who are in less competitive industries. It considered which rewards determine job satisfaction of an employee. This shows that to some employees, it is about the sense of belonging with the organization. Job satisfaction represents one of the most complex areas facing today's managers when it comes to managing their employees. Policy makers and managers have turned their attention to provide different kinds of facilities to their employees in order to satisfy their employees. A good work environment and good work conditions can increase employee job satisfaction and the employees will try to give their best which can increase the employee work performance. The positive attitudes will increase the quality and quantity of employees' performance. Hence such a situation is good for an organization. But, some organizations do not

concern about satisfaction of employees. Therefore, if organizations can be more concerned about the job satisfaction of employees, better performances can be expected, because the relationship between satisfaction and performance is positive and significant. This aspect should be given more consideration by the managers in order to improve performance.

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