

## JOB SATISFACTION OF EMPLOYEES WORKING IN INFORMATION TECHNOLOGY SECTOR

**S.BEMISHA<sup>1</sup>,**

**Ph.D Research Scholar (Reg.no. 19213281012020)**

Department of Commerce, Women's Christian College, Nagercoil – 629001

Affiliated to ManonmaniamSundaranar University,Abishekapatti,

Tirunelveli-627012,Tamil Nadu, India

E-mail : [bemisha66@gmail.com](mailto:bemisha66@gmail.com)

**Dr. G. SWEETLIN SUBI<sup>2</sup>,**

**Assistant professor**

Department of Commerce, Women's Christian College, Nagercoil – 629001

Affiliated to ManonmaniamSundaranar University,Abishekapatti,

Tirunelveli-627012,Tamil Nadu, India

E-mail : [sweetlinsubi@gmail.com](mailto:sweetlinsubi@gmail.com)

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### ABSTRACT

Employees are the asset of every organization. Human resource is the important factor for many information technology companies for their growth. It depends on employee motivation, skill and quality of work. Job satisfaction is the level of contentment a employee has regarding his or her job. This feeling is mainly based on an individual's perception of satisfaction can be influenced by a person's ability to complete the required tasks, the level of communication in an organization, and the way management treats employees. Job satisfaction is a key to the success of organization only when an employee is satisfied in his work they tend to give more productivity. When an employee is not satisfied in their work they change their jobs often. This paper aims to study about the factor influencing job satisfaction of employees working in information technology sector and also identifies the problems that leads to job dissatisfaction of employees.

**Keywords:** Human resource, contentment, Job satisfaction, Productivity

## INTRODUCTION

A few years ago when employees became dissatisfied with their organization they would leave the organisation and get another job. Today, with placement opportunities very low and unemployment extremely high, very few people opt to left and leave. As a result something much poorer is stylish within organizations. Employees left, but they stay. Job satisfaction or employee satisfaction has been defined in many different ways. Some believe it is simply how content specific is with his or her job, in other words, whether or not they like the job or specific features or facets of jobs, such as nature of work or supervision.

The success of any organization lies on its ability to build an environment where potential of every employee is realized and actively applied in realizing business objectives. In today's economy, the biggest task of any organization is to retain and satisfy its employees. A right way to satisfy an employee is to win heart. Behavior of employees at work spot is an important factor in organizational growth. Higher financial benefits are realized by organizations when the employees are committed. A satisfied workforce is essential for the success of any organization. Dissatisfied employees make organizations dysfunctional in businesses, damaging their financial performance.

## OBJECTIVES OF THE STUDY

- To identify the factors influencing job satisfaction of employees in information technology sector.
- To analyze the problems of job satisfaction of employees working in information technology sector.

## REVIEW OF LITERATURE

**Organ D.W**, study shows that successful in the competitive markets depends on the level of the satisfaction of the workers in the establishments. The satisfaction or dissatisfaction of the workers affects the performance of the organization. Job satisfaction also provides positive attitudes and behavior of the workers.

## STATEMENT OF THE PROBLEM

The key success of information technology industries is employee satisfaction. Only when an employee is satisfied they can work effectively for the organization. In information technology industry job satisfaction significantly affects the major organizational outcomes such as performance of the employee, productivity, absenteeism and the turnover of the employees. This study attempts to identify the factors influencing job satisfaction and also the problems of job satisfaction of employees working in information technology companies.

## RESEARCH METHODOLOGY

**Primary data:** The primary data has been collected through questionnaire from employees working in information technology sector through survey method. A sample 140 respondents are selected for this study.

**Secondary data:** The secondary data has been referred from Books, journals and websites.

**Sampling method:** The sampling method used was Convenient Sampling Technique.

## ANALYSIS AND INTERPRETATION

### JOB SATISFACTION OF EMPLOYEES

Job satisfaction is the contentment or the happiness the employees gets when they work in an organization. Only when an employee feels having job stability, career growth or a comfortable work life balance then they are satisfied in their job. Job satisfaction is a boost to the employees to work more to achieve the goals of the organization. Factor analysis helps to reduce the variables and put them under different groups.

**TABLE 1**

**FACTORS INFLUENCING JOB SATISFACTION**

SI.NO	VARIABLES	1	2	3
1	Basic pay	.798		
2	Bonus	.718		

3	Medical insurance	.703		
4	Annual raises	.701		
5	Other benefits	.533		
6	Career progression at the company till now		.823	
7	Promotions		.743	
8	Possibilities of future career progression		.508	
9	Vacation time			.818
10	Retirement plan			.599

<b>KMO and Bartlett's Test</b>		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.762
Bartlett's Test of Sphericity	Approx. Chi-Square	332.758
	df	45
	Sig.	.000

The above table shows that KMO measure is .762 that is greater than 0.05 and the chi-square value is 332.758 at 45 degrees of freedom which is significant at 5% level.

**TABLE 2**

<b>Sl. No</b>	<b>Reasons</b>	<b>No.of. Variables</b>	<b>Eigen Value</b>	<b>Percentage of Variance Explained</b>	<b>Cumulative percentage of Variance Explained</b>
1.	Fringe benefits	5	2.709	27.086	27.086
2.	Career development	3	1.798	17.982	45.068
3.	Leave metrics	2	1.371	13.709	58.777

The first factor is ‘fringe benefits’ which have 27.086 percentage of variance and its Eigen value is 2.709. The factors include basic pay, bonus, medical insurance, annual raises and other benefits. The second factor is ‘career development’ which have 17.982 percentage of variance and its Eigen value is 1.798. The factors include career progression at the company till now, promotions and possibilities of future career progression. The third factor is ‘leave metrics’ which has 13.709 percentage of variance and its Eigen value is 1.371. The factors include vacation time and retirement plan.

## **PROBLEMS OF JOB SATISFACTION**

Job satisfaction of employees is the biggest challenge for the organizations today as satisfied employee work more efficiently. There are some problems that lead to the job satisfaction of employees. Garrett ranking helps to rank the problems of job satisfaction.

**TABLE 3****PROBLEMS OF JOB SATISFACTION**

<b>S.NO</b>	<b>PROBLEMS</b>	<b>GARRETT MEAN SCORE</b>	<b>RANK</b>
1	Poor productivity	62.85	I
2	Lack of interest or frustration	60.25	II
3	Employee Absenteeism	59.22	III
4.	Employee turnover	51.35	IV
5.	Lack of motivation	43.49	V
6.	Managing personal and professional boundaries	41.97	VI
7.	Working with a demanding client group	30.70	VII

The most important problem is ‘Poor productivity’ which has the greater score of 62.85 and the next problem. The second problem is ‘Lack of interest or frustration’ which has the score of 60.25. The third problem is ‘Employee Absenteeism’ which has the score of 59.22. The fourth problem is ‘Employee turnover’ which has the score of 51.35. The fifth problem is ‘Lack of motivation’ which has the score of 43.49. The sixth problem is ‘Managing personal and professional boundaries’ which has the score of 41.97 and the seventh problem is ‘Working with a demanding client group’ which has the score of 30.70.

## SUGGESTIONS

- The organizations has to make sure that their employees are satisfied in their work.
- Satisfaction with pay, promotion & recognition are the main factors which leads to job satisfaction of employees in information technology sector.
- Suitable compensation plan should be developed as employees are not satisfied with the compensation plan of the organization.

## CONCLUSION

The work place with high job satisfaction leads to an improvement in work quality and productivity. The organization should help employees fight on the job stress in which can improve job satisfaction of its workers and their by reduce turnover. Organizations must not only create a mix of benefits that retain and motivate. A workforce with high job satisfaction leads to an improvement in work quality and productivity, and leads to satisfied loyal customers. In the IT Industry the environment is quite congenial leading to motivation of employees with the result the productivity is increased and this indicates the level of their job satisfaction. When the employees are not satisfied in their work means the organization has to provide some incentives to make the employee feel contentment in their work.

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