

An Examination Of IT Employees On The Perception Of Their Level Of Job Satisfaction.

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Abstract

The degree of happiness a person feels about their employment is known as job satisfaction. This emotion is mostly dependent on how satisfied a person feels. The capacity to execute necessary duties, the quality of communication within an organization, and how management treats workers may all have an impact on a person's sense of job satisfaction. Affective and cognitive job satisfaction are often two distinct types of job satisfaction. A person's emotional reaction to their employment as a whole is known as affective job satisfaction. Cognitive work satisfaction measures a person's level of satisfaction with a certain component of their employment, such as money, hours, or perks. Because everyone's notion of happiness is unique, it is not always simple to quantify job satisfaction. Understanding the notion of job satisfaction is crucial for human resource managers. Most workers don't think they are getting fairly compensated for their efforts. Also, they don't think their organizations are doing enough to find and develop top talent or to successfully manage it. Total job satisfaction is essentially a result of the interaction between intrinsic and extrinsic factors: Those that are satisfied with their jobs only because of the tasks they do are said to be intrinsically motivated. When employees think about their work environment, including their compensation, colleagues, and supervisor, they are expressing extrinsic job satisfaction. The research makes an effort to learn more about the features of IT staff satisfaction levels using other pieces of supporting literature.

Keywords: Job satisfaction, Emotional Intelligence, Self-efficacy, Work-life balance

Introduction to Job Satisfaction

How happy a person is with their employment is referred to as job satisfaction. It is a relatively new phrase since in earlier ages, a person's employment options were often dictated by the parent's line of work. A person's degree of job satisfaction may be influenced by a number of things, including Manoharan, G., Ashtikar, S. P., Smitha, V., Sundaramoorthi, S., and Krishna, I. M. (2023). Some of these elements include the amount of pay and benefits, the perceived fairness of the company's promotion system, the standard of the working environment, leadership, and interpersonal relationships, as well as the nature of the job (the variety of tasks required, the interest and challenge the position generates, and the clarity of the job description/requirements). People are thought to be more pleased with their jobs the happier they are at work. Despite their obvious connection, motivation and job satisfaction are not the same thing. Sunitha Purushottam Ashtikar, Geetha Manoharan, Rajyalakshmi K, and Ravi Kiran G. (2023).. Work rotation, job expansion, and job enrichment are three approaches used in job design to improve performance. Manoharan, G., and Ashtikar, S. P. (2022). The management style and culture, employee participation, empowerment, and independent workgroups are further factors that affect satisfaction. Work satisfaction is a crucial quality that is commonly evaluated by enterprises. The most popular method of measuring is the use of rating scales where workers describe their responses to their duties when given an addition and that against their degree of comfort. Sunitha Purushottam Ashtikar, Geetha Manoharan, Rajyalakshmi K, and Ravi Kiran G. (2023)..

Companies must continually evaluate their plans, formations, courses of action, procedures, and development in order to remain cost-effective and maintain a skilled staff as a result of the obstacles they face in being competitive and successful. Yet, due to significant human participation, Geetha Manoharan, Subhashini Durai, and Gunaseelan Alex Rajesh note that maintaining highly motivated, happy, and productive personnel is a huge concern (2022). So, human resource managers are encouraged to develop measures to maintain their workforce's high levels of motivation and commitment to their work.

From the perspective of the employee, work satisfaction may represent perks that individuals may be seeking for when they accept a position; these benefits are often decided by the company based on their strategy to be profitable and competitive in hiring and keeping people,

Sunitha Purushottam Ashtikar, Col. B.S. Rao, Geetha Manoharan, M. Pandya Nayak, Abdul Razak, Subhashini Durai, Gunaseelan Alex Rajesh (2023). The desire of workers to utilize their knowledge and skills to contribute meaningfully and to be respected are, on the other hand, variables connected to the job that have an impact on job satisfaction. Dr. Manish Kumar Jaisal, Kommabatla Mahender, Parnab Ghosh, Dr. Pratima Mishra, Geetha Manoharan, Dr. Rohit Bansal (2022). To accomplish its business objectives, a corporation employs individuals to carry out specified activities. S Both Gokula Krishnan and Geetha Manoharan (2022). A win-win relationship is generated between the employer and the employee when firms locate individuals who meet their hiring standards and are content with the benefits supplied. In addition to Keserwani, H., PT, R., PR, J., Manoharan, G., Mane, P., and Gupta, S. K. (2021). Dr. Budhi Sagar Mishra, Dr. Lalit Mohan Pant, Dr. Rakesh Pant, Dr. G. Saravana Kumar, Bratati Kundu, and Geetha Manoharan are just a few organizational scholars who have expressed interest in the reasons why some people report being satisfied with their jobs while others express lower levels of job satisfaction (2022). Geetha M & Nethra Vidyoth note that little is understood about the variables that affect job satisfaction in these industries (2020). Many factors may improve employees' job happiness among a variety of industry workers. As a result, COVID was a significant factor in determining how to evaluate how well people were doing their jobs.

Review of literature on Job Satisfaction among IT employees

The most significant asset for software firms are the development teams that they employ. A variety of factors, including compensation, workload, and autonomy, have an impact on job satisfaction, according to study by Cavalcante, S.R., Gadelha, B.F., Oliveira, E., Steinmacher, I., Nakamura, W.T., & Conte, T.U. (2022). But, a person's relationship with the software team may also be important. Our objective is to understand how the composition of a software team influences job satisfaction. The two strategies for creating software teams that we examined were (i) team members selected by a leader and (ii) team members selected by the team. We conducted a poll of 66 employees of an R&D organization to compare the team building strategies. Results - Our research indicates that the self-selection team building strategy in this circumstance enhanced team cohesion and performance. Qualitative results showed that this team-formation method produced groups with great ties among its members and conflicts that were peacefully addressed. Conclusion - This indicates that giving team members more

autonomy throughout the team-building process would be a smart move and may be used more often in the workplace. These results could provide practitioners new knowledge about the benefits and drawbacks that self-selected teams might have for the organization.

This empirical study by Anon, K., Anon, B., & Anon, K. states the relationship between task performance and job satisfaction for information technology staff in Bangalore City (2022). It claims that improved employee work satisfaction is a prerequisite for improved organizational performance. The article claims that an employee with high levels of job satisfaction has a positive attitude about his work. By distributing well-structured questionnaires to 200 randomly selected workers, this descriptive study assesses and analyses the depth of task performance and job happiness that is common among employees in the software business and looks into how task performance affects job contentment. Using inferential statistics, the collected data was investigated using a number of statistical techniques, such as the Mean, Independent samples t-test, ANOVA, and Regression Analysis. The study found that when task performance is incorporated into everyday work, IT staff employees are typically satisfied with their professions. Employees with less work experience, older age, lower education, lower income, lower job cadre, and male workers report lower levels of task performance, while employees with less education, lower salaries, and lower job cadres report lower levels of job satisfaction. The findings of the research show that task performance significantly improves job satisfaction.

At all organizational levels, effective communication is essential. Employee commitment, citizenship behavior, and work happiness are all impacted. Devi, B.S., Kamaraj, M., and Prakash, K. R. (2021) conducted this research to better understand and evaluate how organizational communication affects organizational citizenship behavior and job satisfaction levels. Using a closed-ended questionnaire, information was gathered from 85 software workers operating at various levels. In conclusion, organizational communication among software workers has a direct and favorable association with employee job satisfaction. The study also showed that organizational citizenship behavior, which acts as a mediator, decreases the link between effective communication inside a company and work happiness. This is the first documented effort to evaluate the mediating influence of OCB in connection to other factors, despite the fact that there has been a great deal of prior research on the relationships

between organizational communication, organizational citizenship behavior, and job satisfaction.

According to Hemon, A., Rowe, & Monnier-Senicourt, L., although agile may be thought of as a speedier method of developing software, it is nonetheless plagued by bottlenecks between operations and development (2020) With the use of continuous integration, delivery, and deployment (CI/CD), DevOps helps remove bottlenecks between agile development teams and operations, enhancing the end-to-end workflow between development and operations activities. However there is little research on the impacts of DevOps. This study examines how 59 individuals working in 12 agile and DevOps teams in the same company perceive job (dis)satisfaction, risks, and working circumstances using Herzberg's job satisfaction theory and the job design features theory. Results indicate that DevOps offers more work satisfaction than agile alone. Yet, this case study also showed how DevOps amplifies risk and increases the necessity for orchestrating automation and sharing, depending on the circumstances at work. In order to increase work satisfaction when agile teams shift to DevOps, we hypothesize that orchestration of interactions between automation and sharing and associated risks must be addressed.

The causes of workplace stress and its effects on worker performance are significant considerations in the IT business. Each business must understand the variables that contribute to work stress in order to prevent it and to minimize its effects on employee performance, according to study by Vaskari, R.G., & Sugumaran, V.B. (2020). The causes of job stress and its effects on employee performance have been the subject of several research in the area of information technology. The primary goal of this study is to determine the connection between workers' job satisfaction and the elements that contribute to work stress as well as how these factors affect employee performance in the target population of persons working in an IT company in the state of Telangana. Employees from Hyderabad, Telangana State, India's Information Technology Industry participated in this cross-sectional survey. Data were gathered from 51 workers using a standardized and validated questionnaire, and the results were tabulated correctly for further statistical analysis using Cronbach's alpha analysis to evaluate the validity and reliability of the questionnaire. The research participants were separated into three groups based on the degree of stress, with mild, moderate, and severe, respectively, using the stress score from the ISMA questionnaire as a reference. The objectives

of my thesis research were to determine the prevalence of stress among the study participants and to divide them into distinct categories of mild, moderate, or highly stressed groups based on the International Stress Management Questionnaire (ISMA Questionnaire). The overall finding also demonstrates that more than 50% of the study group is in group 2, where they are more vulnerable to stress, demonstrating the negative effects of stress on productivity. Finally, stress awareness workshops should be regularly held in the workplace for all working professionals. Every person must understand how to deal with stress in all facets of their professional lives.

According to C.Priya's research from 2019, an employee's level of job satisfaction depends on factors including the nature of the work, supervision, and prospects for advancement. The Indian business community is evolving as a result of the fast progress of the IT sector, which includes business process outsourcing (BPO), online services, software development, consulting firms, software management, and online services. The main advantage that IT sectors provide is employment, which is why India today has more software developers than any other nation in the world. Workers desire to make a solid wage while minimizing stress and gaining rewards like improved quality of life and social standing. Individuals select careers in the IT industry because they want to put their expertise and skills to work. The productivity of the workforce improves with higher levels of employee happiness, increasing income as a consequence. The majority of IT firms have begun to recognize the impact of satisfaction and are putting more of an emphasis on HR matters and employee incentive initiatives.

According to Kumari, G., Joshi, G., Alam, A., and Pandey, K.M. (2019), lengthy work hours are a widespread problem in the software sector. This study was done to find out how the working environment affected the job satisfaction of software professionals in the software sector. In this research, the work environment and the effects of job satisfaction on employee performance are examined. It was shown how software professionals benefited from their work environment in terms of experience and job satisfaction. The pretested, well-designed questionnaire was utilized to gather the data. 100 people made up the whole sample size used in the study. 65 of the 100 workers were men and 35 were women. The research used the convenience sampling approach, and the statistical tools of correlation and regression were used to complete the data analysis. The job satisfaction of software experts at Wipro Technologies, Greater Noida, India, is only 21.8% influenced by the work environment

variable, according to the regression study. Based on the study's results, it was found that the work environment at Wipro Technologies in Greater Noida, India, had a significant impact on software professionals' job happiness.

Discussions and conclusion

According to Geetha, M., and Sripiraba, B., it may be said that advancements in science and technology increase work satisfaction in one way or another (2017). The amount of job satisfaction is most heavily influenced by employee stress in the workplace, Gopinathan, R., and Manoharan, Geetha (2022). According to this research, work happiness among employees is more closely related to emotional intelligence than to job stress. This demonstrates that merely a little amount of work stress may have an impact on job satisfaction, according to Geetha, M., and John, S. F. (2017).. And in post-pandemic conditions, educators' work happiness is significantly influenced by their emotional intelligence. Retaining the competent personnel is the main difficulty facing the IT industry in today's changing market environment, particularly in the Indian context. It is becoming more crucial to understand others' emotions at work since they influence how people will react and how they will see their jobs. In the realm of work, we discover that employment may offer self-esteem and freedom; but, poorly paid or unpaid labor may lead to oppression rather than independence. Every sector has a lot of obligations and responsibilities in terms of workload, work over time with stress, which impacts the job satisfaction level and which will ultimately have an impact on their performance. By controlling their emotions and the emotions of other team members to maintain adequate performance and improve their capacity to handle psychological strains associated with work implementation, emotional intelligence plays a part in this topic. In order to attain high levels of productivity, efficiency, and effectiveness, working environments strive to maximize the performance of their human resources. As a consequence, it could result in improved work performance and job satisfaction.

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