



A Study on Job Satisfaction in IT Company

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ABSTRACT:

This study aimed to investigate the factors that contribute to job satisfaction among employees in the healthcare industry. Specifically, the study aimed to examine the influence of job demands, social support, and employee engagement on job satisfaction. A cross-sectional survey design was used, and data was collected from 300 healthcare employees working in public and private hospitals in the United States. The data was analyzed using exploratory factor analysis and multiple regression analysis. The results indicated that job demands and social support significantly predicted job satisfaction. Employee engagement was found to have a moderating effect on the relationship between job demands and job satisfaction. The findings suggest that healthcare organizations should focus on reducing job demands and providing social support to enhance employees.

1.1 INTRODUCTION OF STUDY

Job satisfaction is a critical component of employee well-being in organizations. At its core, job satisfaction is an individual's level of pleasure and contentment with their job or work environment. Satisfied employees are often more productive, have better work attitudes, and are more committed to their jobs, which can ultimately contribute to the success of organizations. Job satisfaction has been recognized as a significant factor in employee motivation, as satisfied employees are more likely to perform better, reduce turnover, and contribute positively to the work environment.

Organizations worldwide constantly seek to understand the elements that affect job satisfaction, as it is a significant factor in enhancing employee productivity, retention, and commitment to organizational goals. Research has demonstrated that factors such as workplace relationships, pay, organizational culture, recognition, and opportunities for growth can influence job satisfaction. Organizations that provide a supportive work environment, clear communication channels, opportunities for personal and professional growth, and fair compensation systems have been reported to have higher employee satisfaction levels.

1.2 STATEMENT OF PROBLEM

The problem regarding job satisfaction is that many employees in various organizations report low levels of job satisfaction, leading to poor performance, increased absenteeism, and high turnover rates. This problem can have adverse effects on organizations' productivity, revenue, and reputation, and can also impact employees' personal and professional lives. Various factors contribute to this issue, including poor work conditions, inadequate pay, limited opportunities for career growth and development, a lack of recognition, poor communication from management, and an unhealthy work-life balance.

1.3 SCOPE OF STUDY

- Job satisfaction is an important output work for Organization
- It comprises of extrinsic and intrinsic factors and helps Maintain an able to willing work forces
- It is an interesting and significant area for conducting research

1.4 OBJECTIVES

- The Primary Objective is to find out the satisfaction level of employees.
- The Secondary Objective is to find out relationship between companies
- To analyze job relating of employees working in Software company
- To understanding about their company and criteria in their company policies

1.5 RESEARCH METHODOLOGY

Research Methodology is a way to systematically solve the research problem. The science of method is termed as research methodology. It includes techniques that have been used for conducting the research. This Methodology includes the following details:

- ✓ Data Collection
- ✓ Area of study
- ✓ Nature of Population
- ✓ Sample size
- ✓ Sample method

1.6 LIMITATIONS OF STUDY

- The brand name of organization is utmost importance to the employees and it is considered when employee is satisfied and clarifying their queries
- The aims and objectives of an organization where an employee works are likely to affect employee satisfaction
- Rewards and penalties are factors behind employee satisfaction.
- It is a always desire treat a employee in a good manner

2. REVIEW OF LITERATURE

Al-Hijab et al. (2020) conducted a study to explore the relationship between job satisfaction and turnover intention among IT professionals in Jordan. The study also examined the mediating role of work-life balance and organizational support in this relationship. The participants consisted of 330 IT professionals who completed an online survey questionnaire. The findings revealed a significant negative relationship between job satisfaction and turnover.

Joo et al. (2019) conducted a study to investigate the impact of transformational leadership on the well-being and job satisfaction of IT professionals in South Korea. The study used survey data collected from 180 IT employees and their managers from various IT companies. The findings indicate that transformational leadership has a significant and positive impact on the well-being and job satisfaction of IT professionals.

Basak and Sagheer (2018) conducted a study to explore the impact of work-life balance on job satisfaction and employee retention in the Indian IT sector. The study collected data from 300 IT professionals working in various IT companies in India using a questionnaire survey. The findings revealed that work-life balance has a significant positive impact on both job satisfaction and employee retention.

Abdullah et al. (2017) conducted a study to explore the relationship between job autonomy, job related stress, and job satisfaction among information technology (IT) professionals in Malaysia. The study collected data from 240 IT professionals working in various IT companies in Malaysia using a questionnaire survey. The findings revealed that job autonomy had a positive effect on job satisfaction among IT professionals in Malaysia.

Moghaddam et al (2016) studied the impact of leadership style on job satisfaction among information technology (IT) professionals in Iran. The study aimed to investigate whether different leadership styles were associated with differences in job satisfaction among IT professionals. Data were collected from 150 IT professionals using a questionnaire survey.

3. DATA ANALYSIS AND INTERPERTATION

3.1 PERCENTAGE ANALYSIS

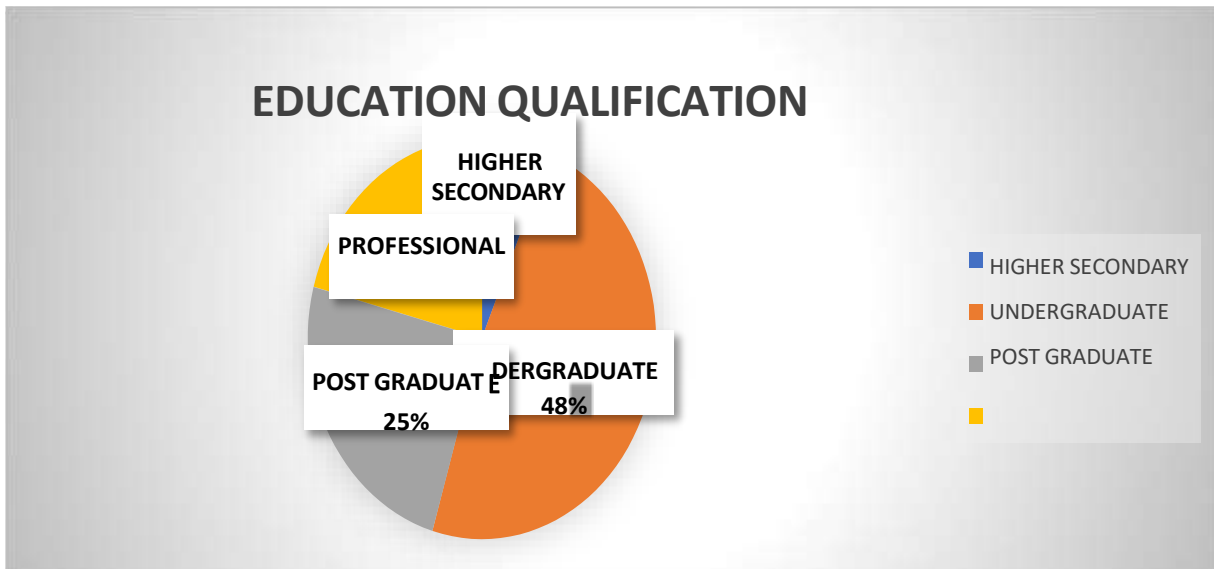
PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
GENDER		
Male	56	50.9%
Female	52	47.3%
Prefer Not To Say	2	1.8%
EDUCATION QUALIFICATION		
Higher Secondary	7	6.4%

Under Graduate	53	48.2%
Post Graduate	27	24.5%
Professional	23	20.9%
SOURCE OF INFORMATION		
Newspaper	49	44.5
Social media	64	58.2
On campus	61	55.5
Off campus	52	47.3
SELECTION METHOD		
Aptitude	10	9.1%
Interview	32	29.1%
Technical Round	24	21.8%
All of the above	44	40%

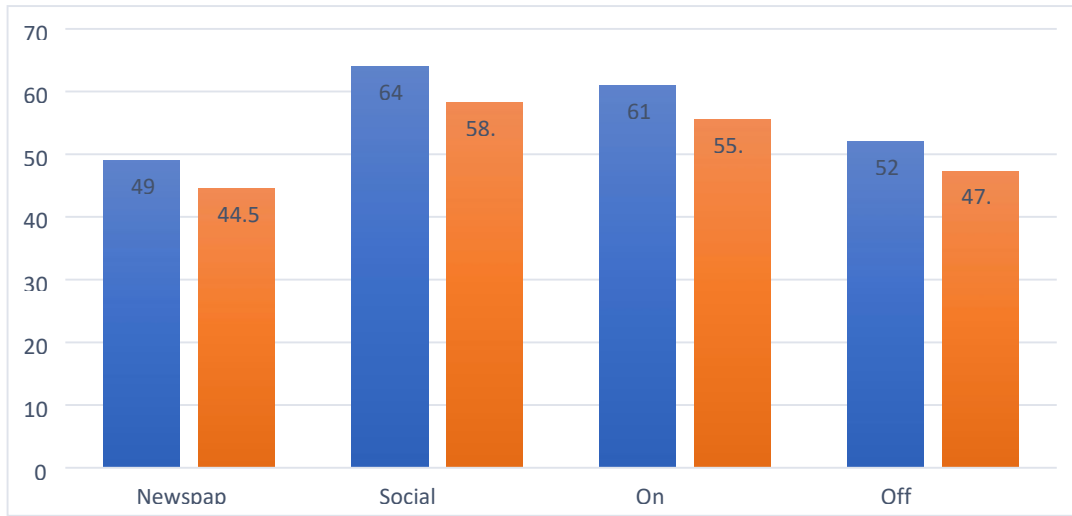
INTERPERATION:

- The above exhibit indicates that 50.9% male respondent,47.3% is female respondents and 1.8% choose prefer not to say.
- The above exhibits states that 6.4% are higher secondary,48.2% are under graduate,24.5%are post graduate and 20.9% are professionals.
- The above exhibits states that sources of information to apply in IT companies 44.5% on newspaper, 58.2% on social media, 55.5% on On campus drive and 47.3% on off campus drive.
- The above exhibits that 9.1% are selected by aptitude,29.1% are selected by interview,21.8% are selected by technical round and 40 % are selected by all these process.

SHOWING EDUCATION QUALIFICTIONS OF THE RESPONDENTS



SHOWING SOURCE OF INFORMATION TO APPLY IN IT COMPANY



3.2 CHIE SQUARE

SHOWING THE RELATIONSHIP OF MONTHLY INCOME & UNDERSTAND THE MISSION AND GOALS OF THE COMPANY

MONTHLY INCOME & MISSION AND GOALS	LEVELS					TOTAL
	STRONGLY AGREE 1	AGREE 2	NEUTRAL 3	DISAGREE 4	STRONGLY DISAGREE 5	
10,000 – 20,000	5	1	10	2	5	23
25,000 – 30,000	24	1	5	5	3	38
35,000 – 40,000	26	2	1	3	5	37
45,000 AND ABOVE	8	0	2	0	2	12
TOTAL	63	4	18	10	15	110

O	E	(O-E)	(O-E) ²	(O-E) ² /E
5	13.17	8.17	66.7489	5.068
24	21.76	-2.24	5.0176	0.230
26	21.20	-48	23.04	1.086
8	6087	-1.13	1.2769	0.185
1	0.83	-0.17	0.0289	0.034
1	1.38	0.38	0.1444	0.104
2	1.35	-0.65	0.4225	0.312
0	0.43	0.43	0.1849	0.43
10	3.76	-6.24	38.9376	10.355
5	6.21	1.21	1.4641	0.235
1	6.05	5.05	25.5025	4.215
2	1.96	-0.04	0.0016	0.000
2	2.10	0.1	0.01	0.004

5	3.45	-1.55	2.4025	0.696
3	3.37	1.37	1.8769	0.556
0	1.10	1.10	1.21	1.1

5	3.14	-1.86	3.4596	1.101
3	5.19	2.19	4.7961	0.924
5	5.05	0.05	0.0025	0.000
2	1.63	-0.37	13.69	8.398
TOTAL	110			35.033

Chi-Square Value $\chi^2 = \sum (O-E)^2 / E$

= 35.033

Degree of freedom = (row-1) (column-1)

= (4-1) (5-1)

= (3) (4)

= 12

Significance Level = 0.05

Table Value= 21.026

χ^2 Calculated Value > χ^2 Tabular Value

HYPOTHESIS

H0 There is no significant relationship between income and understand the mission and goals of company.

INTREPRETATION

In the above analysis the calculated value (0.3184) is lower than the table value (21.026) at the level of 0.05 significance. Hence there is no significant relationship between monthly income and understand the mission and goals of the company.

3.3 RANKING ANALYSIS

RANKING FOR OVERALL SATISFACTION USING INTERNET BANKING SERVICE	LEVELS					TOTAL	RANK
	1	2	3	4	5		
I understand the mission and goals	63	4	1 8	1 0	1 5	240	IV
I see a clear link between my work and my mission and goal of company	7	3 2	4 2	2 3	6	319	I
I am inspired by company policies	20	2 2	3 6	1 4	1 8	318	II
I have good understand of the process and structure of company	15	3 9	3 2	1 2	1 2	297	III

INTERPRETATION:

The above exhibits that the level of the employees know about company policies and criteria that the highest rank towards "I see a clear link between my work and my mission and goal of company", Second rank towards "I am inspired by company policies", Third rank towards "I have good understand of the process and structure of company", Fourth towards "I understand the mission and goals".

4. FINDINGS, SUGGESTIONS AND CONCLUSION**4.1 FINDINGS**

- Majority of 50.9% respondents are Male
- Majority of 70.9% respondents are Married
- Most of 48.2% respondents are Undergraduate
- Majority of 63.3% respondents are highly satisfied with their salary
- Most of 31.8% respondents are satisfied in other financial services
- Most of 38.1% respondents are neutral satisfied in their leave facility
- Most of 35.4% respondents are satisfied in their medical facility
- Most of 30.9% respondents are neutral satisfied in their recognition
- Most of 37.2% respondents are neutral satisfied in their available opportunity
- Majority of 47.2% respondents are very good with their status of job in society
- Most of 39% respondents are good with simplicity of their job
- Majority of 57.2% respondents are strongly agree that they were understand company mission and goals
- Most of 32.7% respondents are neutral agree that they were inspired by company policies

4.2 SUGGESTIONS

- **Provide opportunities for growth and development:** Encourage employees to learn new skills and provide opportunities for them to grow within the organization.
- **Recognize and reward good work:** Recognize and reward employees for their accomplishments, including bonuses, promotions, and awards.
- **Ensure a healthy work-life balance:** Promote a healthy work-life balance by providing flexible work hours and work from home options.
- **Offer fair compensation:** Provide fair compensation packages that include benefits, such as health care and retirement plans.

4.3 CONCLUSION

In conclusion, the IT sector is an industry that operates at a rapid pace, and as such, has high demands on its employees. IT companies that prioritize employee satisfaction and well-being can benefit from improved productivity, innovation, and employee retention. By focusing on employee satisfaction, IT companies can create a positive work environment, retain top talent, and continue their success in the industry.