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A Study on Job Satisfaction in Information Technology Company

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Abstract: The objective of the study is to identify the factors for improve the satisfaction level of employee in information technology (IT) Company. Data for each factor were collected through Questionnaire in IT Company. Analysis of Variance (ANOVA) is used for statistical analysis of each factor. The results of this study revealed that working responsibilities, job security and remuneration were significant with job satisfaction. Most of the employees are expecting more remuneration package based on the working responsibilities. The organization improved the job security to high percentage. So the employee is satisfied with the job security in the company.

I. Introduction

Job satisfaction is influenced by the various factors in order to complete required tasks in a company. However, it has been difficult to measure job satisfaction to improve the quality and productivity because of the uniqueness of the employee. In order to improve the worker's productivity for job satisfaction, a Hawthorne study was conducted by the Elton Mayo. Taylor (1911) contributed to a skilled labor and piecework when compared to hourly wages regarding job satisfaction. Pergamit and Veum (1989) concluded that there is a positive correlation between promotions and job satisfaction. Thomas and Ganster (1995) found that there is a relationship between direct and indirect support for family supportive supervisors on job satisfaction. Dayanandan (1997) founded that job satisfaction with co-employees were positive among different level of employees. Thomas (2001) and Thomas and Sasikumar (2002) explained that the level of job satisfaction is much higher in managers. Luthan (2002) classified the job satisfaction into the three factors such as physical, psychological and environmental factors. Srivastava (2005) indicated that the different levels of manager are largely positive with job satisfaction. Soonhee (2009) studied the critical variables influencing work fulfillment of IT employees. Wu and Wang (2010) recommended the significance to identify variables in the middle of the procedure of assessing occupation fulfillment. Ravindran (2012) examined on occupation fulfillment, observational proof of the relationship between HR rehearses in IT and employment fulfillment is deficient. Aggarwal (2014) conducted the study on non-profit research group for Job dissatisfaction among the physical factors. Jan and Raj (2016) studied the workers about employment, usage and up gradation of abilities and learning. Based on the literature survey, there is a paucity of studies for identifying the factors of job satisfaction in IT company. The objective of the study is to identify the factors for improving the satisfaction level of employee in IT Company.

II. Research methodology

The research design is to study the job satisfaction in an IT company. The data were collected through observation method and interview method from questionnaires. The primary data were collected through text book, the record of an IT company, Journal from the library, academic report and internet. 100 employees that work in this organization were selected by stratified random sampling method. Adequate representation was given to each department. They are selected based on their willingness to co-operative with the researcher in offering the necessary data. A pilot study is conducted in order to find the reliability of data collection. In this study, the analysis is done using statistical tool such as ANOVA.

III. Results and Discussion

There is a significant difference (Table 1) for job satisfaction with working responsibilities, job security, co-workers and remuneration. But there is no significant difference in Job satisfaction with promotion, employee skills and abilities, organization, style and culture no significantly, working environment no significantly.

Table No: 1 Analysis of Variance in Job Satisfaction

Factors	F	Sig.
Working Responsibilities	16.136	.000
Job Security	22.856	.000
Promotion	4.191	.007
Co-workers	49.566	.000
Employee skill & abilities	1.014	.389
Remuneration Packages	6.682	.000
Working Environment	2.760	.067
Organization style & culture	1.300	.274

42% of the respondent are satisfied with the job security in the company. So the organization has to improve the job security to high percentage. Most of the employees are expecting more remuneration package. If the condition will continue it increase the employee turnover. In exiting situation the employee need to improve the relationship with colleagues. By conducting the team games, outing on the weekend and some other programs, employee relationship can be more improved with others. The skills of employees are in average level. So the management as to improve the training process. When, the employee skill is improved it automatically develops the employee's career. Half of the employees (i.e.) 50% are satisfied with existing work. So try to improve the satisfaction level of employees in their work. The working environment of the company can be improved better so, that will satisfy employees such that it will result in profitable work.

IV. Conclusion

Based on the analysis, the job satisfaction can be measured using the factors such as psychological, physical and environmental in an IT Company. However, the conceptual model has to be developed for job satisfaction with the factors such as psychological, physical and environmental to generalize the findings for a similar set of IT Company.

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