A Study on Job Satisfaction of IT Sector Employees in Chennai

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Abstract: The IT sector plays an important role in the development of a country's economy. This study is aimed at getting a clearer view of the level of satisfaction of the employees in various telecom companies IT sectors. The main concerns are the relative importance and need of different job satisfaction factors and how they contribute to the overall satisfaction of the employees. The results deduced represent general working conditions, pay and promotion potential, working relationships, use of skills and abilities,   work activities and employee relations,. The IT sectors like   TATA, INFOSYS, CTS and WIPRO were visited to collect data. Data was quantitatively collected through close-ended questionnaires with a sample size of 200 IT Sector employees. Data was analyzed through Normality, ANOVA Kruskal-Wallis Test using SPSS software The overall job satisfaction of the employees in the IT sector is at the positive level.

Key words: job satisfaction, IT sector, working conditions, skills and abilities, employees satisfaction

I. INTRODUCTION

Job satisfaction is significant to employees since it can influence their universal strength, cheerfulness and work/life balance. Job satisfaction is of significance to employers because employees who are dissatisfied with their occupation have senior tariff of malingering, are more likely to give up their jobs, get there behind for work, make less than colleagues who are better-off in their jobs and can unenthusiastically change the spirits of the organization. A low altitude of job satisfaction is also reflected in an organization's substructure procession as the costs connected with dissatisfaction employees can willingly be deliberate by looking at what an organization spends hiring and preparation fresh employees, and also found that when low levels of job satisfaction led employees to discover other service, their previous colleagues' job satisfaction levels were exaggerated unenthusiastically suitable to the stress of adjusting to fresh co-workers.

In today's dynamic and ever changing environment the job satisfaction has emerged as the key fact for motivating employees towards the organizational goals and objectives. This issue has also been identified as one of the most important issues in today's all private and public sectors. Job satisfaction is of interest to employers because employees who are dissatisfied with their work have higher rates of absenteeism, are more likely to quit their jobs, arrive late for work, produce less than colleagues who are happier in their jobs and can negatively affect the morale of the organization.

It is very clear that the world is flat due to information technology (IT). IT has agitated the world and brought about worldwide industry. However based on the Information Systems Strategy Triangle, a company has to balance its commerce, organizational and information systems strategies to be booming. It is, consequently, not amazing that the job satisfaction of the IT employees is leading to the achievement of any commerce and its existence. As the atmosphere of IT continues to rise, the new multifaceted it appears to have become and the new needy the present worldwide neighbourhood is to the promise of technological solutions to their troubles. This study thus seeks to summarize and analyze the relationship that exists in the IT organizations regarding the job satisfaction.

II. REVIEW OF LITERATURE

Diala, Ify S., (2010) Information technology (IT) has in the recent times dominated all aspect of the business world, and, for this reason, today's business environment is more challenging and more dynamic than in previous years. Therefore, this study focused on examining job satisfaction of Information Technology professionals in the D.C. area, paying particular attention to two of the most important factors of job satisfaction for IT workers: autonomy and the opportunity for advancement. Job satisfaction in the information technology industry is a major concern of IT professionals. This paper reviewed existing literature to find what other researchers have done to ensure that IT professionals get job satisfaction. The paper went further to identify the most pertinent job satisfaction factors as follows: personality trait, values: extrinsic and intrinsic, working condition and social influence. Other pertinent factors are assertiveness, emotional resilience, extraversion, openness, teamwork disposition, customer service orientation, optimism, and work drive.

The research conducted by **Zaidi and Iqbal (2012)** took the connection between career choice and job satisfaction amongst bankers, university teachers, teachers, doctors, and engineers; found significant relationship between career selection and job satisfaction. The research also showed that career choices based on the individual values and personality traits increases the chance for higher job satisfaction

Saba Saleem et al (2013) The main objective of this study is to identify the factors affecting the job satisfaction of employees of banking industry at Bahawalpur and to analyze the impact of recruitment & selection procedures, organizational policy & strategy, nature of work, job stress, personality and communication on job satisfaction of employees of banking industry. For data collection purpose, a questionnaire on 4-point likert scale was developed and personally distributed among employees of banks but received only 186 which indicate 79% response of the respondents. Linear regression and correlation applied for analyzing the data and results found that recruitment & selection procedures, organizational policy & strategy, nature of work, job stress, personality and communication are significantly related to job satisfaction. The results further indicate that job stress, communication and personality have a significant but weak impact on job satisfaction whereas recruitment & selection procedures, organizational policy & strategy and nature of work have a significant and strong impact on employee job satisfaction.

III. OBJECTIVES

1. To describe the various socio- demographic characteristics of the employees of IT sectors
2. To examine the relationship among the various parameters and find the job satisfaction of IT sectors employees in Chennai city.

IV. MATERIALS AND METHODS

In the study to identify and to classify all the aspects and factors contributing to the job satisfaction of employees of IT sector in Chennai , the research methodology employed is given as follows:

V. RESEARCH DESIGN

In the present study, the researcher has attempted to investigate the job satisfaction level of IT sectors employees. The investigator has also attempted to examine the relationship among various parameters. Hence for this study descriptive cum diagnostic design was used.

VI. NATURE AND SOURCE OF DATA/INFORMATION

In order to collect relevant data and to find the relationship among the various parameters namely general working conditions, pay and promotion potential, working relationships, use of skills and abilities, the researcher utilized the following primary data collection source: questionnaire response from respondents. Respondent for this study were 200 IT professionals

from TATA, INFOSYS, CTS and WIPRO in Chennai City. These subjects were selected to participate equally according to their proportion of 50 each from all the four sectors.

VII. SAMPLE AND SAMPLING METHOD

A probability sampling design was used, based on the method of Simple random sampling. Probability sampling designs involve elements of randomization and assure each potential respondent has an equal chance of participating in the research. Some of the advantage of utilizing probability sampling lays in the fact that high generalizability, generating unbiased estimator of population mean Job satisfaction is a phenomenon, which is lived and experienced daily by IT professional, male or female, experienced or less experienced, when they interact with their colleagues, For this reason, the most proper sampling method to get adequate sample representative for this research is simple random sampling. The population of the study is composed of locating four IT sectors consisting of – TATA, INFOSYS, CTS and WIPRO. The sample of the study is 200 employees and fifty from each IT sectors.

VIII. DETAILS OF THE TOOLS

The questionnaire consist of two parts. The first part consists of items related to socio- demographic information of the respondent and the second part is about the various parameters the first one is general working conditions which consist of four statements, and the second one is pay and promotion potential with five statements , while working relationships , use of skills and abilities, work activities has three statement each. A five point Likert Scale was used that is for each statement respondents have five options to express their level of satisfaction starting with 'not satisfied at all' with rating 1 to 'extremely satisfied' with rating 5

IX. RELIABILITY AND VALIDITY OF THE TOOLS USED

Reliability

The Cronbach Alpha test was computed to measure the internal consistency of the factors used in the questionnaire Bryman (1995:57) advises that 0.80 is the minimum acceptable level of internal reliability. The findings indicate that the various factors has adequate internal consistency reliability of .875 Factor Cronbach Alpha Reliability Coefficient

Validity

The scale was prepared after consultation with many IT employees in Chennai from their opinion, it was very clear that the statements are highly suitable to measure the job satisfaction they experience. This suggests that the scale possesses face validity.Besides each statement was so written as to reveal the job satisfaction in all the areas. The investigator thus followed the psychological constructs of job satisfaction in developing the scale and hence assumes that the scale has construct validity.

It provides the detailed data analysis done to arrive at the findings of the study. It has the findings based on descriptive statistics and inferential statistics. Various tools like ANOVA, Rank Correlation, Kruskal Wallis have been used to arrive at the observations. Analysis of demographic profile with all variables, relationship between relationship among the various parameters namely general working   conditions, pay and promotion potential, working relationships, use of skills and abilities, work activities

X. DISCUSSION

TABLE NO.1: Demographic Profile of Respondents

Variables	Particulars	Frequency	Percentage
Gender	Female	107	54
	Male	93	46
Management Level	Developer	82	41
	Team leader	70	35
	Manger	48	24

Experience	Up to 3 years	92	46
	3 to 6 years	66	33
	More than 6 years	42	21

Source : primary data

The above depicts the Gender of IT sector employees. 53.5% of the employees in IT sector of Chennai city are females and 46.5% of the employees of IT sector of Chennai City are males It is observed that most of the IT sector employees are females. It also explores the management levels of selected employees in the IT sectors 41% of the selected employees in the It sectors are working as developer, Out of 200 selected employees in the IT sectors, 35% of the employees are working as Team leader and 24% of the selected employees in the IT sector are working as Manager. It is clear that most of the selected employees in the IT Sector (41%) are working as developers.

It shows the work experience of the selected employees in the IT sectors. Out of 200 selected employees in the IT sectors, 46 % of the employees had less than 3years of experience, 33 % of the selected employees in the IT sectors had 3-6 years of work experience and 21% of the selected employees in the IT sectors had above 6 years of work experience. It shows that most of the selected employees in the IT sectors have less than 3 years of experience.

TABLE NO. 2: Normality Test for Occupation

Job Satisfaction	N	Normal Parameters[b,c]		Most Extreme Differences			Kolmogorov-Smirnov Z	Asymp. Sig. (2-tailed)	Result
		Mean	SD	Absolute	Positive	Negative			
Developer	82	53.31	9.18	.071	.071	-.060	.643	.803	Not Significant
Team Leader	70	56.91	9.05	.126	.068	-.126	1.053	.218	Not Significant
Manager	48	54.00	8.27	.131	.067	-.131	.911	.378	Not Significant

Table 2 illustrate the significant values of developer, team leader and manager in job satisfaction which is more than 0.05 which are not significant, that is developer, team leader and manager job satisfaction are following normality assumption. So parametric test can be applied for job satisfaction with respect to occupation. When comparing more than two groups of data one way analysis of variance test can be applied.

TABLE NO. 3: Descriptive

	N	Mean	Std. Deviation
Developer	82	53.3171	9.18786
Team Leader	70	56.9143	9.05817
Manager	48	54.0000	8.27197
Total	200	54.7400	9.03329

TABLE NO. 4 : ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	523.238	2	261.619	3.280	.040
Within Groups	15715.242	197	79.773		
Total	16238.480	199			

From the ANOVA table the significance value 0.40 is less than 0.05 which is significant at 5 % level, that is there is significant difference in job satisfaction with respect to occupation in IT sector. This means at least one of the variables is significant at 5 % level.

From the descriptive table, the mean value of Team leader is higher than Developer and Manager. This means the job satisfaction of team leader is higher than rest of the occupation

TABLE NO. 5: Multiple Comparisons (Tukey HSD Test)

(I) Occupation	(J) Occupation	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Developer	Team Leader	-3.59721*	1.45343	**.038**	-7.0296	-.1648
	Manager	-.68293	1.62320	.907	-4.5162	3.1504
Team Leader	Developer	3.59721*	1.45343	**.038**	.1648	7.0296
	Manager	2.91429	1.67378	.193	-1.0385	6.8670
Manager	Developer	.68293	1.62320	.907	-3.1504	4.5162
	Team Leader	-2.91429	1.67378	.193	-6.8670	1.0385
*. The mean difference is significant at the 0.05 level.						

From multiple comparison table 5, job satisfaction of team leader is significant with job satisfaction of developer and not significant with job satisfaction of manager at the same time the job satisfaction of Manager is not significant with developer. This means both developer and manager are equally satisfied in their job. This is expressed pictorially in the following picture.
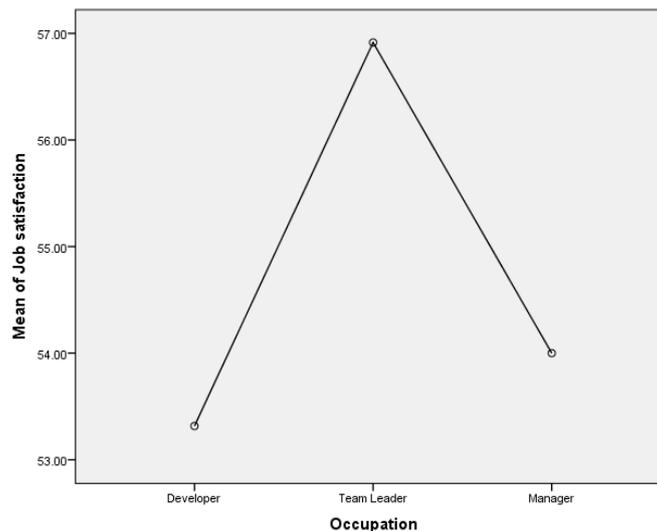
FIGURE 1

TABLE NO. 6 : Work Relationship of the Employees

Work relationships	N	Normal Parameters[b,c]		Most Extreme Differences			Kolmogorov-Smirnov Z	Asymp. Sig. (2-tailed)	Result
		Mean	Std. Deviation	Absolute	Positive	Negative			
CTS	50	10.9200	1.95709	.236	.092	-.236	1.671	.008	Significant
TATA	50	10.5200	1.76404	.207	.121	-.207	1.465	.027	Significant
INFOSYS	50	10.0400	1.19455	.247	.233	-.247	1.744	.005	Significant
WIPRO	50	9.1200	1.52047	.199	.161	-.199	1.405	.039	Significant

Table 6 explore the significance value of TATA and WIPRO which is less than 0.05 which are significant at 5 % level and the significance value of CTS and INFOSYS are less than 0.01 which are significant at 1 % level. So parametric test cannot be applied so a kurskal wallis test is applied.

Kruskal-Wallis Test

TABLE NO. 7 : Ranks

	Name of the Company	N	Mean Rank
	CTS	50	126.42
	TATA	50	115.30
Work relationships	INFOSYS	50	94.02
	WIPRO	50	66.26
	Total	200	

TABLE NO. 8 : Test Statistics[a,b]

	Work relationships
Chi-Square	32.425
df	3
Asymp. Sig.	.000

a. Kruskal Wallis Test
b. Grouping Variable: Name of the Company

From the above table No. 8 the significance value 0.000 is less than 0.01 which is significant at 1 level. That is there is significant difference in work relationships satisfaction with respect to IT sectors. This means the four IT sectors are not equally satisfied in work relationships. Satisfaction of work relationships is high in CTS second one is TATA third one is INFOSYS and last one is WIPRO.

XI. FINDINGS

1. It is observed that most of the IT sector employees are females 53.5%

2. It is clear that most of the selected employees in the IT Sector (41%) are working as developers.

3. It shows that most of the selected employees in the IT sectors have less than 3 years of experience

4. Both developer and manager are equally satisfied in their job.

5. Satisfaction of work relationships is high in CTS second one is TATA third one is INFOSYS and last one is WIPRO.

XII. CONCLUSION

In conclusion it was confirmed that job satisfaction and efficiency of IT sectors have a strong relationship with each other. Of course, they are inversely proportional to each other. In other words, the level of job satisfaction among IT employees determine the level of efficiency among them. it was found out that ,most IT employees have a favourable attitude to their work. A very negligible number of them have an unfavourable attitude to their work. What is important is that the favourable or moderate attitude the IT employees have on their job and the level of efficiency.

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