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## A STUDY ON JOB SATISFACTION AMONG IT EMPLOYEES

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**Abstract:** This study explores the intricate dynamics of job satisfaction among IT employees. Through comprehensive research and analysis, it investigates the factors influencing job satisfaction within the Information Technology sector, encompassing elements such as work-life balance, career growth opportunities, and workplace environment. The study aims to shed light on the correlation between job satisfaction and productivity. IT ultimately provides valuable insights for organizations seeking to enhance employee well-being and optimize workforce performance in the IT industry.

**Index Terms – Job Satisfaction, IT employees, Work-life balance**

### I.INTRODUCTION

The advent of Information Technology (IT) has reshaped the global landscape, ushering in a new era of interconnected industries. However, success in this realm hinges on a delicate equilibrium among commerce, organizational, and information systems strategies delineated by the Information Systems Strategy Triangle. Notably, the job satisfaction of IT employees emerges as a pivotal factor influencing contemporary business achievements. As the IT sphere continually evolves, the complexities it introduces grow, and the world becomes increasingly dependent on technological solutions. This study, centered within the IT domain, seeks to scrutinize the impact of these factors on the job satisfaction of IT professionals, recognizing the profound significance of job satisfaction for both employees and employers. The ramifications of low job satisfaction extends to organizational performance, including increased absenteeism, turnover, diminished productivity, and the associated costs of hiring and training replacements. Consequently, assessing job satisfaction is crucial for employee evaluation, training, and overall organizational improvement.

### II.NEED TO STUDY

Employee satisfaction is integral to an organization's success and competitiveness. Content employees contribute positively to an organization, fostering a productive and harmonious work environment. Recognizing this, organizations prioritize employee satisfaction through various initiatives. This study addresses the need to assess and enhance employee satisfaction, ultimately benefiting organizational performance.

### III.STATEMENT OF PROBLEM

Employees form the backbone of any industry, and their efficiency is paramount to organizational success. Job satisfaction is pivotal in ensuring employees are motivated and content. This study aims to understand the job satisfaction levels of IT employees in Coimbatore, shedding light on potential areas for improvement.

#### IV.OBJECTIVES

- Evaluate the levels of job satisfaction among employees.
- Identify workplace challenges faced by employees.
- Analyse the various factors influencing job satisfaction levels.

#### V.SCOPE OF THE STUDY

This research aims to gauge employee satisfaction within an organization and provide insights for future investigations. It also serves to assess employer satisfaction with welfare measures and identify areas of job dissatisfaction. The study is instrumental in guiding managerial decisions within the Company.

#### VI. DATA COLLECTION

Data for this study were obtained from primary sources using a structured questionnaire from IT employees working in Coimbatore.

##### Primary Data

Data that has been collected from firsthand experience is known as primary data. Primary data has not been published yet and is more reliable, authentic, and objective. Primary data has not been changed or altered by human beings; therefore its validity is greater than secondary data. Primary data is respondents concerned collected by using a structured questionnaire.

##### Secondary Data

Secondary data is data collected by someone other than the actual user. It means that the information is already available, and someone analyses it. The secondary data includes magazines, newspapers, books, journals, etc.

##### Sampling Technique

For this study, non-probability sampling, specifically convenient sampling, was employed to select respondents who could conveniently provide responses.

##### Sample Size

The study comprised a sample of 50 respondents for data analysis.

#### VII. REVIEW OF LITERATURE

**Kecia Williams Smith, Malissa Davis, Charles Malone, Lisa Owens-Jackson (2023)** “This study shows that HBCU accounting faculty are motivated to perform academic research but have limited opportunities. Further research could examine the research productivity of HBCU accounting faculty to determine whether research requirements and publication outlets differ from those of majority institutions. We note that the HBCU cultural environment is a unique incubator of nurture and guidance that constitutes “invisible” service for faculty members that may not be readily comparable to the “visible” service of committee work and governance. As such, this area would lend itself to a qualitative study that interviews HBCU accounting faculty on these unseen contributions to identify avenues to incorporate this activity into the academic evaluation process. Using this study as a basis, further research could also consider whether faculty at other MSIs (e.g., Hispanic-Serving Institutions (HSIs)) have experiences consistent with those of HBCU accounting faculty or with PWI accounting faculty. Findings from that research could further inform and expand the accounting faculty job satisfaction literature. Additionally, further examination on the variation among HBCUs and the related accounting departments would help in developing targeted strategies to improve faculty development and satisfaction”

**Priyanka S and M Bhaskara Rao (2022)** “This study examined are the moderating effects of job satisfaction, the mediating effects of remote work, and the impact of compensation on artists’ retention in Indian animation production companies. The findings show a significant relationship between compensation and employee retention. The study recommends that Indian animation companies should adopt flexible working hours and models to ensure that artists feel happy and satisfied and are motivated to stay in spite of the demanding workloads, and companies should immediately focus on developing smarter remuneration policies and practices to facilitate retention of their skilled workforce”

Mascarenhas, Carla Galvão, Anderson Rei Marques, Carla Susana (2022) “The current study sought to understand how constructs such as POS, work engagement and identification with an organization can influence job satisfaction from a gender-based perspective, using data on a sample made up of the staff of a public higher education institution. This research's results reveal that women pay, in general, more attention to the constructs under study—except for organizational support. In the latter case, men's job satisfaction is more influenced by the way they perceive organizational support”

## VIII. RESEARCH METHODOLOGY

Using a structured questionnaire, primary sources were used to collect the data for this study. The study's goal is to gauge job satisfaction among IT employees. The sample respondents were used to gather the necessary primary data. This study uses the survey method and is empirical in nature. Random sampling is the sampling method utilized for this study. For the study, a sample of 50 respondents was selected. The Coimbatore District's southern region is where the study is being done.

## IX. LIMITATION OF THE STUDY

The following constraints apply to the investigation. The district of Coimbatore was the location of the study.

- The poll was only done in the Coimbatore area; therefore, it doesn't represent the entire population of the nation.
- 50 people are included in the sample size.
- The analysis performed in this study's findings was entirely based on the respondents' responses.

## X. DATA ANALYSIS AND INTERPRETATION

**TABLE-1 TABLE SHOWING GENDER OF THE RESPONDENTS**

Gender	No. of respondents	Percentage
Male	27	54
Female	23	46
<b>Total</b>	<b>50</b>	<b>100</b>

(Source: Primary data)

### Interpretation

From the above table, it is clear that 54 percent of the respondents are male and 46 percent of the respondents are female.

**TABLE-2 TABLE SHOWING THE AGE OF THE RESPONDENTS**

Age	No of Respondent	Percentage
21-25 years	18	36
26-30 years	19	38
31-35 years	8	16
36-40 years	4	8
Above 41 years	1	2
<b>Total</b>	<b>50</b>	<b>100</b>

(Source: Primary data)

### Interpretation

From the analysis 36 percent of the respondents belong to the age group of 21-25 years, 38 percent of the respondents belong to the age group of 26-30 years, 16 percent of the respondents belong to the age group of 31-35 years and 8 percent of the respondents belong to the age group of 36-40 years, 2 percent of the respondents belong to the age group of above 41 years.

**TABLE-3 TABLE SHOWING MONTHLY INCOME OF THE RESPONDENTS**

Monthly Income	No of Respondent	Percentage
Below 20000	6	12
20001-30000	12	24
30001-40000	12	24
40001-50000	10	20
Above 50001	10	20
<b>Total</b>	<b>50</b>	<b>100</b>

(Source: Primary data)

**Interpretation**

From the above table, it is clear that 12 percent of respondent's monthly income falls below 20000, 24 percent of the respondent's monthly income falls between 20001 to 30000, 24 percent of the respondent's monthly income falls between 30001- 40000, 20 percent of the respondents monthly income falls between 40001-50000, 20 percent of the respondents monthly income is more than 50001.

**TABLE-4 TABLE SHOWING YEARS OF WORK EXPERIENCE OF THE RESPONDENTS**

Years of work experience	No of Respondent	Percentage
Below 1 year	9	18
1 year to 5 years	29	58
6 years to 10 years	11	22
Above 10 years	1	12
<b>Total</b>	<b>50</b>	<b>100</b>

(Source: Primary data)

**Interpretation**

The above table shows that 18 percent of respondents work experience is below 1 year, 58 percent of respondents work experience falls between 1 year to 5 years, 22 percent of respondents' work experience is between 6 years to 10 years, 12 percent of respondents work experience is above 10 years.

**TABLE-5 TABLE SHOWING THE PROBLEMS FACED BY THE IT EMPLOYEES IN THE WORKING CONDITIONS**

		Sum of squares	df	Mean Square	F	Sig.
Problems faced by the employee's poor project management and organization	Between Groups	12.705	4	3.176	1.837	.138
	Within Groups	77.795	45	1.729		
	Total	90.500	49			
Problems faced by the employee remaining motivated in work	Between Groups	6.973	4	1.743	1.227	.313
	Within Groups	63.907	45	1.420		
	Total	70.880	49			
Problems faced by the employee coping with drastic change	Between Groups	3.397	4	.849	.634	.641
	Within Groups	60.283	45	1.340		
	Total	63.680	49			
Problems faced by the employee's ability to remain creative	Between Groups	11.970	4	2.992	2.093	.097
	Within Groups	64.350	45	1.430		

	Total	76.320	49			
Problems faced by the employee getting a new skill	Between Groups	11.980	4	2.995	1.744	.157
	Within Groups	77.300	45	1.718		
	Total	89.280	49			
Problems faced by the employee dealing with demanding clients	Between Groups	15.195	4	3.799	2.400	.064
	Within Groups	71.225	45	1.583		
	Total	86.420	49			

## HYPOTHESIS

**H0:** There is no significant mean difference between the problems faced by the employees and the age of the respondent- accepted

**H1:** There is a significant mean difference between the problems faced by the employees and the age of the respondents.

## INTERPRETATION

From the above table, it is inferred that the table value is more than the significant value. There is no significant mean difference between the problems faced by the employees and the age of the respondent.

**TABLE-6 TABLE SHOWING THE FACTORS AFFECTING THE JOB SATISFACTION LEVEL OF IT EMPLOYEES**

		Levene's Test for Equality of variances			T-Test for Equality of Means					
		F	Sig.	T	df	Sig. (2-tailed)	Mean diff	Std. Error diff	95% confidence interval of the difference	
									Lower	Upper
Safety and security	Equal variances assumed	3.459	.069	.429	48	.670	.177	.413	-.653	1.007
	Equal variances are not assumed			.433	47.885	.667	.177	.409	-.645	1.000
Job relevance to career path	Equal variances assumed	.012	.912	-.854	48	.398	-.200	.234	-.670	.271
	Equal variances are not assumed			-.861	47.854	.393	-.200	.234	-.666	.267
Work-life balance	Equal variances assumed	.093	.762	-.208	48	.836	-.072	.349	-.773	.628

	Equal variances are not assumed				-209	47.645	.835	-.072	.346	-.769	.624
Policies and practice	Equal variances assumed	.385	.538	.587	48	.560	.206	.351	-.500	.912	
	Equal variances are not assumed			.590	47.503	.558	.206	.349	-.497	.909	
Trust in management	Equal variances assumed	.429	.516	-.259	48	.797	-.101	.392	-.890	.687	
	Equal variances are not assumed			-.257	45.329	.798	-.101	.395	-.896	.693	
Job impact on personal life	Equal variances assumed	5.068	.029	.008	48	.993	.003	.390	-.780	.787	
	Equal variances are not assumed			.008	47.828	.993	.003	.383	-.766	.773	

## HYPOTHESIS

**H0:** There is no significant mean difference between the factors affecting job satisfaction level and gender of the respondent – accepted

**H1:** There is a significant mean difference between the factors affecting job satisfaction level and the gender of the respondent.

## INTERPRETATION

From the above table, it is inferred that the table value is more than the significant value. There is no significant mean difference between the factors affecting job satisfaction level and the gender of the respondent.

**TABLE-7 TABLE SHOWING THE LEVEL OF JOB SATISFACTION OF IT EMPLOYEES**

	Test Value = 0				95% Confidence interval of the difference	
	T	Df	Sig. (2-tailed)	Mean Difference	Lower	Upper
Compensation and benefits	26.844	49	.000	3.780	3.50	4.06
Work environment	31.908	49	.000	4.280	4.01	4.55
Team members and managers	23.508	49	.000	3.940	3.60	4.28
Good communication from management	24.520	49	.000	4.100	3.76	4.44



Salary	18.242	49	.000	2.680	2.38	2.98
Promotion	19.939	49	.000	3.760	3.38	4.14
Hike	20.923	49	.000	3.760	3.40	4.12

## HYPOTHESIS

**H0:** There is no significant difference between the sample mean and the population mean- Accepted

**H1:** There is a significant difference between the sample mean and the population mean.

## INTERPRETATION

From the above table, it is inferred that the table value is more than the significant value. There is no significant difference between the sample mean and the population mean.

## XI. FINDINGS

- The majority (54 percent) of the respondents are Male.
- The majority (38 percent) of the respondents belong to the age group of 26-30 years.
- The majority (24 percent) of the respondents monthly income is between 30001-40000
- Most (58 percent) of the respondents years of work experience
- There is no significant mean difference between the problems faced by the employees and age of the respondent.
- There is no significant mean difference between the factors affecting job satisfaction level and gender of the respondent.
- There is no significant difference between the sample mean and the population mean.

## XII. SUGGESTIONS

Certainly, conducting a study on job satisfaction among IT employees is a valuable endeavor. To ensure the success of your research, consider focusing on a specific subset of IT employees, such as software developers, network engineers, or IT managers, as this can provide more nuanced insights. Utilize a combination of quantitative surveys and qualitative interviews to gather comprehensive data on factors influencing job satisfaction, including work-life balance, compensation, career growth, workplace culture, and the impact of remote work. Explore the potential effects of emerging trends like remote work arrangements and the adoption of new technologies on job satisfaction. Additionally, assess the link between job satisfaction and factors such as employee retention and productivity, which can have significant implications for IT organizations. Lastly, provide actionable recommendations for employers and HR professionals to enhance job satisfaction, fostering a positive work environment and retaining top IT talent in a highly competitive industry.

## XIII. CONCLUSION

An employee's assessment of how satisfied or dissatisfied he or she is with his or her job is a complex summation of a number of discrete job factors, and it is necessary to assess training needs, design better solutions to problems, and determine why employees are lagging. Employees were asked to participate in a job satisfaction survey to express how they felt about their jobs and workplaces. Having a potent diagnostic tool to evaluate personnel issues was beneficial. The study also has the benefit of enhancing communication. The upward communication that occurs when staff members are encouraged to speak on what's genuinely on their thoughts is very advantageous to the business. According to this study on job satisfaction, decision-making processes and promotion policies need to be strengthened.

## XIV. REFERENCE

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