



A STUDY ON EMPLOYEE JOB SATISFACTION: REFERENCE TO IT SECTOR

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ABSTRACT

The corporate world of today is dynamic and changing quickly. Certain characteristics of job satisfaction are constant and universal. Career happiness has been characterized in numerous behaviour. Some claim that it only refers to one's level of job satisfaction, or, more specifically, whether one enjoys the job itself or particular aspects of occupations, such as the nature of the labour or the level of supervision. Employee satisfaction is a crucial component of organisational success that boosts employee productivity. Utilising a structured questionnaire, random sampling was performed and 106 responses were collected. And results were interpreted.

KEYWORDS: employee, welfare, work life balance, objective, compensation.

INTRODUCTION

Job satisfaction refers to the level of contentment, fulfilment, and happiness an individual experience in their employment. It encompasses the attitudes, feelings, and overall perceptions an employee holds towards their job, reflecting their sense of achievement, recognition, work environment, compensation, and opportunities for growth within the organization.

Several factors contribute to job satisfaction, including:

1. **Work Environment:** The physical and social surroundings, including relationships with colleagues, supervisors, and the organizational culture, significantly impact satisfaction levels.
2. **Compensation and Benefits:** Adequate and fair compensation, along with additional benefits such as healthcare, retirement plans, and bonuses, can influence job satisfaction.
3. **Job Security:** Employees tend to be more satisfied when they feel secure in their positions and have confidence in the stability of their jobs.

4. **Work-Life Balance:** Having a manageable workload and the flexibility to balance professional responsibilities with personal life can positively impact satisfaction.
5. **Opportunities for Advancement:** Clear career paths, opportunities for growth, and professional development programs contribute to higher job satisfaction.
6. **Recognition and Appreciation:** Feeling valued and appreciated for one's contributions through recognition, praise, and rewards can enhance job satisfaction.
7. **Job Tasks and Challenges:** Engaging and meaningful work that aligns with an individual's skills and interests can significantly impact satisfaction levels.

Job satisfaction is subjective and can vary from person to person based on their values, expectations, and personal circumstances. It plays a crucial role in employee motivation, productivity, and overall well-being, ultimately influencing an organization's success and employee retention rates. Organizations can get the data they should boost employee satisfaction, motivation, retention, and productivity by monitoring it in key areas. Among the crucial measures to increasing job happiness is HR policy. A company's retention plan must cover the fundamental components, such as a competitive compensation, worthwhile benefits, and the capacity to juggle duties both at work and at home. Organisations must develop a variety of benefits policies to entice and retain a workforce that is usually extremely diverse, but they must also routinely adjust these policies in light of employee satisfaction.

Certain characteristics of job satisfaction are constant and universal. Compensation and perks are major factors in employee work satisfaction, according to both staff members and HR professionals. However, research has shown that there are other crucial factors that contribute to job satisfaction, such as relationships with immediate supervisors, management acknowledgment of employee job performance, and communication between staff and senior management. These factors are more closely tied to the organisational culture and workplace environment of the business.

LITERATURE REVIEW

A Bhardwaj, S Mishra, TK Jain, (2021) The purpose of the study is to ascertain what workers at various commercial banks think about their jobs in light of their obligations as well as what factors affect employee happiness. Therefore, factors are categorised as those that increase job satisfaction. These factors relate to management, remuneration, reorganisation, promotion, job safety, and work-related interpersonal relationships. According to the survey, there is a link between job satisfaction and pay, salary, job stability, opportunities for advancement, and pleasant workplace relationships. Furthermore, it is claimed that although while most employees in the banking sector are happy with their working conditions, compensation and hours continue to be their top priority. Neeraj Kumari (2017) observed investigation on the standards and attitudes in the service industry towards job satisfaction. A preset structure and observations on the life insurance policy are used to conduct the research. The study's findings indicate that most life insurance Employees are content

with their jobs. The researcher focuses on the elements of benefits and payment, as well as the value of individual recognition and other elements including the company's goals, standing, and credibility, the employee's personality, and the position's lifespan. To positively affect human resources and be fully aware of the organization's future needs, the study also recommended that managers be in charge of hiring and personnel decisions. According to Pillania (2014), there is a deficiency in the quality of research, training, consulting, and teaching in Indian business schools. The results are dismal, and Indian business schools should focus more on the topic of green management in both theory and practice. According to Malik (2009), a number of factors, including employee turnover, competitive strategy, client specifications, and quality management systems, influenced the type and scope of training. The process's temporal dimension had a considerable impact on the amount of training as well. In contrast to a company's HR infrastructure, the study also discovered that learning and development were intricately linked to operations management. According to Fullerton (2011), understanding historical contexts and complicated change is just as important as appreciating original sources. Anachronism, or reading the present into the past, should be avoided. Good history requires the interpretation and justification of events. According to Dana (2001), entrepreneurship lowers unemployment and generates wealth. In addition to fostering economic growth and industrialization, entrepreneurs raise living standards and bolster national coffers with the taxes they generate from their businesses. It is therefore not surprising that governments have been investing large sums of money in an effort to foster entrepreneurship. According to Wiese (2006), there is an extreme lack of black chartered accountants (CAs) in South Africa, which emphasizes the importance of equity in the training of future accountants. However, at the end of 2001, black CAs remained glaringly underrepresented in the membership of the South African Institute of Chartered Accountants (SAICA), despite the transformation initiatives that had already been implemented by then. In addition, black trainee accountants continued to face prejudice, mistrust of their abilities, and cultural and social alienation, which prevented them from realizing their full potential. The findings indicate that there is still a minority of black accountants in the accounting field. In all major tourist destinations, according to Baum (1991), hiring quality management personnel is a crucial issue for the hotel industry, and the educational sector is the primary source of people with the necessary skills. The hotel industry, like other industries, faces the constant challenge of ensuring a close alignment between the objectives of educational programs and the demands of business. When examining the competencies that American and British general managers prioritize for graduate recruits, there are clear parallels between their lists, but there are also notable differences, particularly in the British managers' higher emphasis on skills related to hygiene, health, and safety in the legal and regulatory domain. Institutional and enterprise-based vocational training programs are two popular forms of vocational training programs. Tsang (1999) addresses methodological concerns in their costing, argues that enterprise-based vocational training should be more frequently estimated using case-study and survey methods, and that data from institutions should be gathered through surveys and interviews rather than from the government. To address the unique requirements of banks in developing nations, Coates (1990) describes the training of managers as trainers in Africa and South East Asia. The process of learning receives special attention. Something has to be done.

RESEARCH METHODOLOGY

Data is gathered by distributing questionnaires to them. Random sampling is done for the study. the respondents for t this survey are IT employees. Utilising a structured questionnaire, the responses were collected and analysed through the tables and employees' point of view. Total 106 respondents responded the survey.

OBJECTIVE

To study the employee job satisfaction among the IT employees

DATA ANALYSES AND INTERPRETATION

1. Do you think the working atmosphere in the IT industry is very satisfying?

Particulars	Responses	Percentage
Yes	87	82.1%
No	19	17.9%

According to the table and graph above, 81.7% of respondents said they agreed, while 18.3% said they disagreed. It demonstrates how well-liked the workplace is in the IT industry.

2. Do you feel your job is secured?

Particulars	Responses	Percentage
Secure	73	68.9%
High secure	24	22.6%
Insecure	9	8.5%

According to the figure and table above, 68.9% of employees feel secure at work, compared to 22.6% who feel extremely secure and 8.5% who feel insecure.

3. Are you happy with the management's remuneration or recognition policies??

Particulars	Responses	Percentage
very satisfied	26	24.5%
satisfied	68	64.2%
dissatisfied	11	10.4%
very dissatisfied	1	0.9%

The table and chart shows that 24.5% of workers are very satisfied, 64.2 % of workers are satisfied, 10.4% of workers are dissatisfied, and 0.9% of workers are very dissatisfied with the managements remuneration or recognition policies.

4. Are you satisfied with your appraisal given?

Particulars	Responses	Percentage
Yes	79	74.5%
No	27	25.5%

According to the table and figure above, 74.5% of respondents indicated they were satisfied with their company's performance, while 25% expressed dissatisfaction.

5. How would you rate for communication and feedback channels within your industry?

Particulars	Responses	Percentage
Poor	14	13.2%
Good	69	65.1%
Excellent	23	21.7%

According to the graph and table above, 65.1% of workers are good, 13.2% of workers are poor, and 21.7% of workers say their industry's communication and feedback channels are great.

6. On a regular basis, the organization organizes counselling programmes for its employees?

Particulars	Responses	Percentage
Agree	71	67%
Disagree	17	16%
Strongly agree	13	12.3%
Strongly disagree	5	4.7%

According to the graph and table above, 67% of employees agree, 16% disagree, 13.3% strongly agree, and 4.7% say strongly disagree that the organisation organises counselling programmes for its employees.

7. How satisfied are you with your overall job?

Particulars	Responses	Percentage
Highly satisfied	19	17.9%
Satisfied	73	68.9%
Dissatisfied	8	7.5%
Highly dissatisfied	6	5.7%

The overall graph and table reveals that, when it comes to overall job satisfaction, 17.9% of employees are satisfied, 68.9% are happy, 7.5% are unsatisfied, and 5.7% are extremely dissatisfied.

8. Which of these factors most inspires you?

Particulars	Responses	Percentage
Salary Increase	31	29.2%
Promotion	35	33%
Motivational talks	19	17.9%
Recognition	21	19.8%

The graph and table above demonstrate that 29.2% of employees are motivated by wage increases, 33% are motivated by promotions, 17.9% are inspired by motivating presentations, and 19.8% are motivated by recognition at work.

78% of employees claim to be happy with their jobs, 90% of respondents are suggested that comfortably they can use their work to communicate their ideas. In this survey 80% of employees are mention that their skill and abilities are effectively utilized in their current job roles. According to responses, 62% of employees are happy with the performance reviews provided by the organization. 60% of employees are happy with their current income at work. 67% of workers report that their organization frequently offers counselling courses to its employees. According to the report, 68% of workers are happy with their jobs. Most workers said that getting paid more and getting promoted would motivate them to put in additional hours. 88% of workers believe they have a good work-life balance in their current job.

CONCLUSION

Management has conducted surveys on a regular basis to determine the degree of employee job satisfaction. Management should collect employee suggestions regarding their employment, which allows management to learn about the employee's job happiness. This is one method of assessing employee work satisfaction. Management must undertake a review and identify the issues that employees are facing. On the basis of findings of the preceding study, employee participation ranks among the most essential factors into the development of organization. Employees are highly involved in all elements within the company they are glad to work there; moreover, they pleased with the management's appreciation of their efforts. The majority of employees are pleased and pleased with their organization's employee involvement.

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