ANALYSIS OF ORGANIZATIONAL COMMITMENT AND HAPPINESS IN INFORMATION TECHNOLOGY INDUSTRY

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Abstract

Information Technology industry is playing an important role in Indian economy. India is now one of the biggest IT capitals of the world. Demographic profile of employees from information technology organizations in India is different and constituting millennials. They are defined as a generation of people who based on age share chronological location in history and the experiences that accompany it with shared beliefs and behaviors based on the experiences. This lead to the study of Indian millennials and their expectations regarding organizations based on request of six software majors in the country. These organizations started to contemplate on traditional human resources interventions such as employee engagement and these interventions are limited in scope and applicability. Happiness should be human resources efforts, but it is difficult to measure. Organizational commitment is highly correlated with employee happiness, indicating that higher the happiness, higher will be the commitment. It is observed that millennials engagement structure consists of self-worth realized through peers and mission of organization, quality conscious peer group and right fit for the job and high paid employees showed greater inclination for higher engagement. Happiness is found to relate to employee engagement and job characteristics organizational citizenship behavior directed towards organization is found to have lesser value compare to that of organizational citizenship behavior directed to individual. This indicates that peer group relationships, mentoring each other is one of the unique futures. Indian Millennials are focused on financial success compare to that of their global peers. Present research throws light on these aspects and appropriate suggestions for the IT organizations are provided.

Key words: Employee Engagement, Orgnaizational commitment, Job characteristics and Information Technology Sector.

Introduction

Organizational commitment is highly correlated with employee happiness, indicating that higher the happiness, higher will be the commitment. It is observed that millennials engagement structure consists of self-worth realized through peers and mission of organization, quality conscious peer group and

right fit for the job and high paid employees showed greater inclination for higher engagement. This indicates that peer group relationships, mentoring each other is one of the unique futures. Indian Millennials are focused on financial success compare to that of their global peers. Present research throws light on these aspects and appropriate suggestions for the IT organizations are provided. However the most important point is employment of Millennials in the IT Industry. Millennials form more than 95% of the workforce of all the Information technology organizations in India. This unique demographic dividend of India is one of the strongest drivers of IT growth. The needs of millennials are found to be unique different from past generations. The aim of this study is to find role of various organizational interventions and their impact on happiness of the employees.

Organizational commitment has been studied extensively during the past three decades. Studies have found strong positive relationships between organizational commitment and desirable work outcomes such as performance, adaptability and job satisfaction. Some literature stated that organizational commitment to be a better predictor of turnover than job satisfaction (Rowden 2000). Researchers have argued that new realities of the current economy, among which changes in psychological contracts and in the nature of the workforce together with a diminished sense of job security, require a further re-examination of the organizational commitment concept, as commitment cannot be viewed in the same way as it was when employees could expect to spend their entire career with a single company. While under the transactional contract, workers exchanged loyalty and commitment for job security, under the relational contract, workers exchange performance for continuous learning, marketability and future employability.

It has been noted that organizational commitment is losing relevance, in the favor of career commitment and job satisfaction, as individuals pursue more emotionally satisfying lives through the discover of their vocatus. As organizations can no longer promise life-time employment and individuals increasingly experience inter-organizational mobility, is organizational commitment no longer related to new career orientations. Organizational commitment differs from engagement in that it refers to a person's attitude and attachment towards their organization. Engagement is not an attitude; it is the degree to which an individual is attentive and absorbed in the performance of their roles. Happiness research helps us understand the formation of subjective well-being. Many Happiness research findings that, higher income is positively associated with people's happiness, yet over the life cycle, happiness stays more or less unchanged.

Objectives of the Study

- Establish the theoretical basis for relating organizational commitment, employee happiness and variables that are likely impact both the concepts.

- Examine different instruments for happiness and select appropriate scale for IT professionals.

- Find relationship between organizational commitment and employee happiness.

Sampling Procedure and Questionnaire Administration

The purpose of research, employees with a minimum of two years of experience in any of the IT majors in India are considered. However, on that point there is no empirical evidence for this assumption.

Sample Size Determination

The sample size estimate is suitable for approximate population of 10,000 employees, employed in IT with more than two years of experience. Since multivariate analysis is used for study and eighty five items are measured, eight hundred and fifty samples are corrected.

Analysis and Interpretation

Table No 1

Classification of respondents according to Happiness

Happiness States	Frequency	Percent	Cumulative Percentage
Not happy	3	4	4
Somewhat unhappy	19	2.2	2.6
Not particularly happy or unhappy	300	35.3	37.9
Rather happy, Pretty happy	416	48.9	86.8
Very happy	87	10.2	97.1
Too happy	25	2.9	100.0
Total	850	100.0	

The given table indicates 60% of the respondents are rather happy, pretty happy, very happy and too happy Furthermore 37.9% of the respondents are not particularly happy or unhappy indicating that a considerable segment of the employees are ambivalent towards happiness.

Table No 2

Cross Tabulation of Happiness and Organizational commitment

Items		Organizational Commitment Cluster Number of Case		
		1	2	Total
Cluster of Happiness	1	0	3	3
	2	3	16	19
	3	173	127	300
	4	308	108	416
	5	1	86	87
	6	0	25	25
Total		485	365	850

Table No 3

Chi-Square Tests for Happiness and Commitment

Items	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.104E2[a]	5	.000
Likelihood Ratio	248.602	5	.000
Linear-by-Linear Association	25.639	1	.000
N of Valid Cases	850		

a. 2 cells (16.7%) have expected count less than 5. The minimum expected count is 1.29.

      The employee engagement and organizational commitment are cross tabulated to find association of both the groups. The chi-square value less than .05 indicate that null hypothesis is rejected. Thus there is statistically significant relationship between employee engagement and organizational commitment

Conclusion

      The purpose of millennials is likely to relate to remuneration and promotion. One third of employees are neither happy non unhappy indicating that there is needed to address the issue of happiness as it may be one of the causes of attrition that requiring further study. When people feel respected for who they are and what they believe, they are happier and more productive individuals. Increased productivity through happier employees can be realized with an ounce of energy exerted. Well-balanced, commitment and Involvement;

enjoy being in control; empathy; self fulfilling & alertness; and optimism are the factors considered to be structure of happiness.

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