

# A STUDY ON JOB SATISFACTION OF EMPLOYEES IN SELECT IT COMPANIES WITH SPECIAL REFERENCE TO COIMBATORE

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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 selected IT companies. The primary concerns are the relative significance and need of various job satisfaction factors and how they contribute to the overall satisfaction of the employees. The results deduced represent environmental conditions, salary and career development, use of skills and abilities. The IT companies like TATA, CTS and WIPRO were visited to collect data. Data was quantitatively collected through close-ended questionnaires with a sample size of 54 IT companies employees. Data was analyzed through, Reliability test, Percentage Analysis, Garrett Ranking and Correlation using SPSS software. The overall job satisfaction of the employees in the IT sector is at the positive level.*

**Key words:** *Job satisfaction, Employees, Environmental conditions.*

## I. INTRODUCTION

Job satisfaction is critical to employees since it can impact their widespread quality, brightness and work/life balance. Job satisfaction is of notworthiness to employers because employees who are disappointed with their occupation have senior tariff of malingering, will probably surrender their jobs, arrive behind for work, not as much as colleagues who are in an ideal situation in their jobs and can apathetically change the spirits of the organization. A low elevation of job satisfaction is likewise reflected in an organization's substructure parade as the costs associated with dissatisfaction employees can readily be ponder by taking a gander at what an organization spends procuring and arrangement fresh employees, and furthermore found that when low levels of job satisfaction drove employees to find other administration, their previous colleagues' job satisfaction levels are overstated indifferently reasonable to the worry changing in accordance with new colleagues.

In the present dynamic and regularly changing environmental the job satisfaction has risen as the developed as the key reality for the persuading employees towards the organizational goals and objectives. The issue has been distinguished as a standout amongst the most vital issues in the present all private and open areas. Occupation fulfillment is important to managers since representatives who are disappointed with their work have higher the rate of non-appearance, will probably stop their employments, arrive late for work, deliver not as much as partners who are more joyful in their jobs and can adversely influence the confidence of the organization.

It is certain that the world is level because of the information technology (IT).IT has upset the world and realized overall industry. Nonetheless, in light of the data framework procedure strategy triangle, an organization needs to adjust its commerce, organizational and information systems strategies to be booming. It is, subsequently, not amazing that the job satisfaction of the IT employees is prompting the achievement of any commerce and its reality. As its climate keeps on rising, the new multifaceted it seems to have progressed toward becoming and the new needy the present overall neighborhood is the guarantee of technological solutions to their inconveniences. This investigation, thus seeks to summarize and analyze the relationship that exists in the IT organizations regarding the job satisfaction.

## II.REVIEW OF LITERATURE

**Saba Saleem Et Al (2013)<sup>1</sup>** this study is to identify the factors influencing the job satisfaction of employees of banking industry at Bahawalpur and to investigate the effect of recruitment & selection procedures, organizational approach & methodology, nature of work, job pressure, personality and communication on job satisfaction of employees of banking industry. For data collection purpose, a questionnaire on 4- point likert scale was created and actually dispersed among representatives of banks, but received only 186 which shows 79% response of the respondents. Linear regression and correlation applicable for investigating the data and results found that recruitment & selection techniques, organizational approach & methodology, nature of work, job pressure, 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 where as recruitment & selection techniques, organizational arrangement & system and nature of work have a significant and strong impact on employee job satisfaction

**Dr. M.Dhanabhakya , Nisamudheen.T (2016)<sup>2</sup>**, conducted a study on employee commitment based on measuring the mediating effect of job satisfaction and retention in response to HRM practices. 232 employees in Calicut Airport was taken for study. The study found that when the organisation increases the usage of HRM practices, it has a positive effect on job satisfaction and results in high job satisfaction among the employees. The study also revealed that employee commitment and employee retention was closely related with Job satisfaction which creates positive impact on higher job satisfaction among employees which increase the usage of HRM practices. It was also to be noted that if HRM t practices are not effective, efficient, and fair, an employee will result in lack commitment and loyalty towards the organization.

**Ms. Namrata Anand (2016)<sup>3</sup>**, conducted a study to identify the impact of HR practices to know the job satisfaction level of Indian public sector bank employees. 80 bankers from four reputed Indian Public sector, from Agra city were taken up for study. The study found that a highest association exists between Training & Development. It means special attention must be given to enhance the Training and Development practices so that Job Satisfaction level of Indian Public Sector bank employees increase. The study suggested banking sectors

to provide training programs for the employees to improve the efficiency and update their knowledge according to their requirements. The study concluded that HR practices have a positive impact on job satisfaction level of bank employees in the Indian public sector bank and the study also stated that there was a significant association exists between HR practices and Job Satisfaction.

### III. RESEARCH QUESTION

- What is the influence of the factors in job satisfaction.

### IV. OBJECTIVE OF THE STUDY

- To study the level of employees perception on job satisfaction in IT companies.

### V. HYPOTHESIS

- There is no significant association between educational qualification and job satisfaction.
- There is no significant relationship between factors and job satisfaction.

### VI. DATA SOURCE

The data collected for the study are for the most part through the distribution of questionnaires; to be exact the data collection for the study was both primary and secondary sources.

The principle source of data is the primary source by using a questionnaire method. A questionnaire comprises of a number of questions printed in a definite order on a shape or set of structures. The researcher, distributed 80 questionnaires to the selected sample and gathered the filled questionnaires from the respondents. Among the 80 distributed 54 questionnaires were collected and utilized for the purpose of analysis.

### Research Instrument

In this study, the primary data were collected by the survey strategy of distributing the questionnaires to the respondents. The researcher structured the questionnaire in the form of Multiple Choice Questions.

### Sampling Design

Sampling design is to clearly define the set of objectives, actually called the universe to be examined. Sampling strategy utilized is the simple random sampling method.

### Sample Size

This refers to the number of items to be chosen from the universe to constitute a sample. The sample size for this study was taken as 54.

## VII. RESULTS AND DISCUSSION

### 7.1 Table

Reliability Statistics	
Cronbach's Alpha	N of Items
.806	17

The above table shows the Cronbach's Alpha of .806 which indicates a high level of internal consistency of the scale which is used. The minimum acceptable value for Cronbach's Alpha is 0.70. Also, the data are normally distributed.

Table 7.2: Distribution of samples based on variables

S.No	Category	Subgroups	Number	%	Total
1.	Gender	Male	21	39	54
		Female	33	61	
2.	Age	20-25 years	24	44	54
		26-30 years	13	24	
		31-35 years	11	20	
		Above 35 years	6	12	
3.	Educational Qualification	School Level	5	9.2	54
		Diploma	7	13	
		Under Graduate	23	42.5	
		Post Graduate	19	35.1	
4.	Salary	Rs.10000-Rs.20000	15	29	54
		Rs.20000-Rs.30000	17	34	
		Rs.30000-Rs.40000	11	21	
		Rs.40000 and Above	8	16	

Source: Primary Data

**INTERPRETATION:**

Table 7.2 indicates that among the 54 respondents, 39% of the respondents are 'Male' and 61% of the respondents are 'Female'. The majority (44%) of the respondents belongs to '26-30' years of age. The majority (42.5%) of the respondents is qualified with 'Under Graduate' levels followed by 35.1% of the respondents are qualified with 'post graduate' level. Nearly 34% of the respondents are getting a salary between 'Rs.20000-Rs.30000'.

**Table 7.3: There is no significant association between education qualification and job satisfaction.**

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	168.620 <sup>a</sup>	156	.232
Likelihood Ratio	114.388	156	.995
Linear-by-Linear Association	8.903	1	.003
N of Valid Cases	54		

Source: Primary Data.

**INTERPRETATION:**

Since the p-value is greater than our chosen significance level ( $\alpha = 0.05$ ), we do not reject the null hypothesis. Rather, we conclude that there is no association between education qualification and job satisfaction.

**Table 7.4. Correlations matrix for job satisfaction.**

Variables	Job satisfaction	Environmental condition	Salary	Career development
Job satisfaction	1			
Environmental condition	0.544* (0.000)	1		
Salary	0.374* (0.000)	0.462* (0.000)	1	
Career development	0.466* (0.000)	0.378 (0.000)	0.205 (0.000)	1

Source: Primary data; \*\*Correlation is significant at the 5% (2-tailed)

**INTERPRETATION:**

From the above table 7.4 shows that the factors job satisfaction, Environmental condition, Salary are independently positively correlated with job satisfaction and also highly significantly at the 1% level. Hence the hypothesis is accepted.

**Table 7.5: Garrett Ranking for the job satisfaction of employees in IT companies.**

S.NO	FACTOR	TOTAL SCORE (Frequency X Garrett's Score)	RANK
1	Satisfied with my current salary and benefit package.	6261	1
2	Performance appraisal influence pay raise.	6156	2
3	Workplace attitude is good	6131	3
4	Satisfied with promotional opportunities in the company with financial benefits.	6012	4
5	Higher salary and pay raise on good performance.	5055	5
6	I gain personal growth by various skills in my work.	4215	6
7	Employees are encouraged to participate in improving and redesigning.	4067	7

Source: Primary Data

**Interpretation**

Table 7.5 Shows that the by using Garrtte's Ranking method ,it is found that the factors satisfied with my current salary and benefit package is ranked first, followed by employees are encouraged to participate in improving and redesigning is ranked last in this statement.

**VIII. LIMITATIONS OF THE STUDY**

1. The study is specified to IT sector only so it cannot be generalized as a whole.
2. The study is confined to only primary data so it is quite expensive and time consuming.
3. The findings and conclusions are based on knowledge and experience of the respondents which sometime may be biased.

## IX. SUGGESTIONS

- It is for the most part observed that companies with more satisfied employees have a tendency to be more successful than companies with less satisfied employees.
- The critical thing managers can do to raise employee satisfaction is to target around the company parts of the activity, such as making the work challenging and fascinating.
- The job satisfaction of the employee is primary resources of a company. The success and failure of a company depends on the caliber of the employees working there.

## X. CONCLUSION

The study confirmed that job satisfaction and efficiency of IT companies have a very positive relationship with each other and also they are directly proportional to each other. In other words, the level of job satisfaction among IT employees determines the level of efficiency among them. It was found that, most IT employees have a favorable attitude towards their work and concern. Only less number of employees have an unfavorable attitude towards their work. The findings of the study provide a guideline for the companies to understand the level of job satisfaction among the IT employees.

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