



A STUDY ON EMPLOYEE SATISFACTION WITH SPECIAL REFERENCE TO CAP DIGISOFT SOLUTIONS IN COIMBATORE

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Abstract: This study has been undertaken to access and analysis the employee job satisfaction in an Information technology sector which is much essential for the growth and success of the business. As the employee are the most important and valuable property of any business. If there are satisfied it will increase the production and will automatically leads to the increase in the revenue.

IndexTerms – High,Low,Horizontal.

I.INTRODUCTION

Job rotation and satisfaction, sometimes called cross training, is one of the many forms of on-the-job training and a formal effort at executive development. Job rotation can be defined as lateral transfer of employees among a number of different positions and tasks within jobs where each requires different skills and responsibilities. Individuals learn several different skills and perform each task for a specified time period. Rotating job tasks helps worker understand the different steps that go into creating a product and/or service delivery, how their own effort affects the quality and efficiency of production and customer service, and how each member of the team contributes to the process. Hence, job rotation permits individuals to gain experience in various phases of the business and, thus, broaden their perspective. Job rotation is a developmental technique that has been widely used but, surprisingly, received little attention in human-resources studies. Empirical research in this regard is sorely needed Traditionally, job rotation or satisfaction is usually addressed at an organizational level.¹ From the employers' point of view, organizational theorists have advocated frequent rotation as a means of reducing fatigue and boredom on production jobs so as to maintain productivity and fairly frequent rotation after the initial hiring as a means of orientation and placement. Job satisfaction enables the training of workers to be backups for other workers so that managers have a more flexible work force and a ready supply of trained workers. When rotation occurs at longer intervals, it has been thought as a practice of progressive human resource.

II. EASE OF USE

Job satisfaction is a method for job designing in which staff learn job skills from different parts and by making some changes in tasks, the exhaustion resulted from repetitive job tasks would be eliminated. Staff appropriate rotation in different jobs keeps the congruence between jobs and staff continuously. By referring to this fact that human beings moves towards perfection and eminence, keeping staff continuously in the same posts and organizational job is no benefit for the organization or for the staff. In terms of organizational debates, Job satisfaction is divided into four general types of high, low, horizontal and vertical and out of the organization. As shown in the figure, different shapes of rotation have been accorded with four mentioned types. Promotion(high), reduction or degradation(low), transition and changing the place of work (horizontal), work suspension, dismissal, resignation (out of the organization).

III. RESEARCH METHODOLOGY

The methodology section outlines the plan and method that how the study is conducted. This includes Universe of the study, sample of the study, Data and Sources of Data, study's variables and analytical framework.

3.1Population and Sample

IT Sector work has been identified as one of the most stressful professions today. The reasons for that may be no revision of pay scale, more work load. Working environment has a pronounced effect on stress. If so, what is the nature of working environment of IT Sector employees and are they satisfied with the working time of the IT Sector, what is the perception of employee on the existing working environment and are they really satisfied and are the factors that influence the level of satisfaction. Customer misbehavior, more strength in the office, poor attitude, extra duties like collecting salary, administrative work etc., may also lead to

stress. What is then the level of stress of IT Sector employees? What are the factors that influence the level of stress, There may be stress due to lack of time spent with family, no time to take care of children, lack of time to sleep, feeling dissatisfied with themselves, difficulty in remembering things, experience of tightness or pain in shoulders, etc., The sampling size is estimated to be 60.

3.2 Data and Sources of Data

Data have collected by both the primary and secondary data. For collecting primary data, one structured questionnaire is framed. Secondary data are collected through the magazines, journals and other websites. Primary data is that data which is collected from the respondent for the first time, it is original in nature. For the purpose of collection of primary data, a well-structured questionnaire was framed and filled by the respondents. The questionnaire comprises of close ended as well as open ended questions. In close ended questions, checklist questions and multiple-choice questions are used. Secondary data were collected, from various books, magazines, Newspapers, Pamlets, journals and internet. Convenient Sampling Method is Adopted. The IT Sector employers are the sampling unit of the study. The period of the study is 3 months (from November 1st to February 12th).

3.3 Theoretical framework

To increase the awareness of job rotation satisfaction. The psychological objective is to study employee's level of satisfaction which results from the rotation. To understand the analytical and rotational development of decision-making capacity of employees. To know whether job rotation is institutionalized or not the organization. To know the employee's involvement in decision making, problem solving, information sharing extra. Identification of knowledge, skills and attitudes required working at different roles and responsibilities. The employee learning argument is that job rotation is an effective way to develop employees' abilities. According to Champion, Cheraskin and Stevens (1994), job rotation produces two beneficial effects. First, an employee who rotates accumulates experience more quickly than an employee who does not rotate. Hence job rotation is mentioned as an effective tool for career development. Second, an employee who rotates accumulates experience in more areas than an employee who does not rotate. Hence, if an employee rotates more frequently, it is easier to train him to become a generalist. According to Ouchi (1981), the fact that Japanese employees are generalists compared to U.S. employees is due to differences in the frequencies of rotation. If the employee learning argument is correct, we should expect job rotation to be more likely when employees have more need to be trained. First, employees with less tenure in the firm should rotate more frequently than employees with more tenure. Second, for a given level of tenure in the firm, employees who had previous work experience in the same industry are probably better trained, and should therefore rotate less frequently.

3.4 Statistical tools and econometric models

This section elaborates the proper statistical/econometric/financial models which are being used to forward the study from data towards inferences. The detail of methodology is given as follows.

3.4.1 Percentage Analysis

Percentage refers to a special kind of ratio in making comparison between two or more data and to describe relationships. Percentage can also be used to compare the relation terms in the distribution of two or more sources of data.

$$\text{Percentage of Respondents} = \frac{\text{Number of Respondents}}{\text{Total Respondents}} \times 100$$

3.4.2 Chi-Square Test (χ^2)

After the test statistics the methodology is following the next step in order to test the asset pricing models. When testing asset pricing models related to risk premium on asset to their betas, the primary question of interest is whether the beta risk of The Chi square test is an important test amongst the several tests of significance developed by statistics. Chi-Square symbolically written as χ^2 , is a statistical measure used in the contexts of sampling analysis for comparing a variance to a theoretical variance. It can also be used to make comparison between theoretical populations and actual data when categories are used by comparing a calculated value with the table value of χ^2 for degrees of freedom at a given level of significance, we may either accept or reject the null hypothesis.

$$\text{The formula applied for chi-square is } \chi^2 = \frac{\sum (O-E)^2}{E}$$

Degrees of freedom = (R-1) (C-1) Where,

O=Observed frequency

E=Expected frequency

R=Number of Rows

C=Number of Columns

IV. RESULTS AND DISCUSSION**4.1 Results of Descriptive Statics of Study Variables**

Chi square analysis has been applied to find the association between selected variables & opinion of social

AGE AND LEVEL OF SATISFACTION

AGE	Level of Satisfaction				Total
	Strongly Agree	Agree	disagree	Strongly disagree	
21-30	19	13	5	2	39
31-40	5	6	2	0	13
Above 40	2	2	1	0	5
Total	28	22	8	2	60

TABLE NO 4.1

d.f: 9 Calculated χ^2 Value: 2.681

Table value: 16.92

The calculated value (2.681) is less than the table value (16.92). We therefore concludes that there is no significant association between age & level of satisfaction. Hence, Null hypothesis is accepted.

GENDER AND LEVEL OF SATISFACTION

Gender	Level of Satisfaction				Total
	Strongly Agree	Agree	disagree	Strongly disagree	
Male	28	21	8	2	59
Female	0	1	0	0	1
Total	28	22	8	2	60

TABLE NO 4.2

d.f: 3 Calculated χ^2 value: 1.757 Table value: 7.81

The calculated value (1.757) is less than the table value (7.81). We therefore concludes that there is no significant association between gender & level of satisfaction. Hence, Null hypothesis is accepted.

SALARY

Salary	Level of Satisfaction				Total
	Strongly Agree	Agree	disagree	Strongly disagree	
Below 5000	0	0	0	0	0
5000-10000	18	12	5	2	37
10001-15000	8	9	3	0	20
Above 15001	2	1	0	0	3
Total	28	22	8	2	60

TABLE NO 4.3

d.f: 6 Calculated χ^2 value :2.733 Table value: 12.59

The calculated value (2.733) is less than the table value (12.59). We therefore conclude that there is no significant association between salary & level of satisfaction. Hence, Null hypothesis is accepted.

III. CONCLUSION:

Stress can be positive and negative it depends on the person how he takes. To produce changes on these types of measures, stress interventions will need to alter or modify the sources of stress in the study environment. It can be said that stress management in study settings can be effective in enhancing students physical and psychological health, but the choice of which stress-management technique to use should be based on the specific health outcomes that are targeted for change.

IV. ACKNOWLEDGMENT

The preferred spelling of the word “acknowledgment” in America is without an “e” after the “g”. Avoid the stilted expression, “One of us (R.B.G.) thanks...”

Instead, try “R.B.G. thanks”. Put applicable sponsor acknowledgments here; DONOT place them on the first page of your paper or as a footnote.

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