

A STUDY ON EMPLOYEES JOB SATISFACTION IN IT SECTOR

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ABSTRACT:

Employee job satisfaction describes how content an individual is with his or her job. The happier people are within their job, the more satisfied they are said to be. Employee satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance employee satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. Employee satisfaction is a very important attribute which is frequently measured by organizations. This report intends to analyze two important concepts those are considered mandatory for a successful business. These are job satisfaction and job performance. The main aim of this study is to observe how the employees feel about the company's work atmosphere and how they are satisfied with the company's policies. Based in the questionnaire survey results and recommendations are presented to the management to take corrective action plan in a right way.

I. INTRODUCTION:

Today's quickly changing economic climate has resulted in fierce competition among firms, whose markets are evolving at a quicker rate than at any other point in history. Product life cycles are becoming shorter, and companies must compete on a worldwide scale. Forwarders of goods play an important role in any deal The freight forwarder is the mastermind behind international trade. By facilitating the rise of international trade in India, transportation plays a vital role. Exporters, shippers, importers, customs/ports authorities, and others are all

helped.

Employee views toward job satisfaction and organizational loyalty are quite important. interest in the realm of organizational behavior and human resource management. The issue of work satisfaction in management focuses on employees' views regarding their jobs.

II. OBJECTIVES OF STUDY:

Primary Objective

To study the job satisfaction of employees working for various IT organizations across Chennai

Secondary Objectives

- To know the satisfaction level of employees with respect to organizational climate
- To study whether physical, and psychological work environment affect job satisfaction.
- To identify the impact of directions given by the supervisors } To do a comprehensive study on individual job satisfaction.

III. REVIEW OF LITERATURE:

According to the study done by Kamarul Zaman Bin Ahmad (2016) the purpose of this paper is to provide some insights on the interplay of organizational climate and job satisfaction, taking personality traits as a moderator. The results imply that there are moderating effects of personality traits on the relationship between certain aspects of organizational climate and job satisfaction.

According to the study conducted by Sununta Siengthai (2015) The purpose of this paper is to examine the effect of job design as well as that of the interaction effect of job design and job satisfaction on employee performance. It

is found that job design is significantly and inversely related to employee performance.

Meanwhile job satisfaction is found to be positively and significantly related to employee performance. Moreover, the interaction effect between job design and job satisfaction is found to be positively and significantly related to employee performance.

According to the study done by Danica bakovtic (2016) the purpose of this study is to explore the link between job satisfaction and organisational performance and to determine if there is an empirically provable relationship between these two variables, and the direction and the intensity of this relationship. Empirical research was conducted on a research sample of 40 large- and medium-sized Croatian companies, with 5806 employees surveyed.

According to the study done by Ramona Octaviannand and Nurmala K. Pandjaitan (2017) Research was conducted in Kuningan, South Jakarta. The number of respondents in the study was limited to only 70 people from the marketing department, customer service, logistics, documentation, cashiers, financial and port agency services. Each division selected 10 people who have worked more than one year although still a contract employee.

According to George et.al., (2017), the effect of work environment on job satisfaction with the spotlight on a merchant bank in Ghana. Among other objectives, the paper set out to ascertain the impact of physical and mental environment on employees' performance, to know the overall satisfaction level of employees in the bank and study 12 whether physical, social and psychological work environment affect job satisfaction.

IV. RESEARCH METHODOLOGY:

A. RESEARCH DESIGN:

Descriptive research is a study that aims to accurately portray the participant's way.

Simply put, descriptive research is concerned with summarising the participants in a study.

B. SAMPLING TECHNIQUE:

One of the most common types of non-probability sampling procedures is the convenience sample. People who are simple to approach make up a convenience sample.

C. SOURCE OF DATA:

The word "data collection" refers to the process of preparing and gathering data.

- Primary data - 130 people were asked to fill out a questionnaire.
- Secondary data sources include websites and online journals, as well as published reports and a review of the literature based on published publications.

D. SAMPLE SIZE

A total of 130 samples were collected.

E. PERIOD OF STUDY

The Study period is for 4 months from December 2022 to March 2022.

E. ANALYTICAL TOOL:

CHISQUARE TEST

			Age * Guidance Crosstabulation					
			Guidance					Total
			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Age	Less than 25 years	Count	0	0	2	0	1	3
		Expected Count	.5	.9	1.3	.4	.0	3.0
	25-35 years	Count	10	23	30	7	0	70
		Expected Count	10.8	19.9	29.6	8.6	1.1	70.0
	35-45 years	Count	10	14	19	9	1	53
		Expected Count	8.2	15.1	22.4	6.5	.8	53.0
	Above 55 years	Count	0	0	4	0	0	4
		Expected Count	.6	1.1	1.7	.5	.1	4.0
Total		Count	20	37	55	16	2	130
		Expected Count	20.0	37.0	55.0	16.0	2.0	130.0

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.189 ^a	12	.002
Likelihood Ratio	19.743	12	.072
Linear-by-Linear Association	.085	1	.771
N of Valid Cases	130		

a. 12 cells (60.0%) have expected count less than 5. The minimum expected count is .05.

Inference: H_0 is accepted.

Interpretation:

Hence, there is no relationship between age of the respondents and their opinion on their supervisor giving helpful guidance on how to be more effective

ONE WAY ANOVA TEST

Descriptives								
Aware								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
1-3 years	35	2.1429	1.11521	.18851	1.7598	2.5259	1.00	5.00
4-6 years	28	1.9286	.94000	.17764	1.5641	2.2931	1.00	4.00
7-9 years	39	2.1026	1.04617	.16752	1.7634	2.4417	1.00	4.00
10 years and above	28	2.3929	.78595	.14853	2.0881	2.6976	1.00	4.00
Total	130	2.1385	.99420	.08720	1.9659	2.3110	1.00	5.00

ANOVA					
Aware					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.097	3	1.032	1.045	.375
Within Groups	124.411	126	.987		
Total	127.508	129			

V. SUMMARY OF FINDINGS:

2% of the respondents are less than 25 years old, 54% of them are 25-35 years old, 41% of them are 35-45 years, and 3% of them are above 55 years old \cong 81% of the respondents are male and rest 19% of them is female respondents \cong 2% of the respondents are diploma holders, 22% of them bachelors' degree, 71% of them master's degree and rest 5% of them are other respondents \cong 27% of the respondents are 1-3 years experienced, 22% of them are having 4-6 years of experience, 30% of the respondents have 7-9 years, and 22% of them are having more than 10 years of experience

VI. SUGGESTIONS:

Human have fundamental needs for safety and security, affiliation and acceptance, involvement as well as self-actualization. The extent to which these and other human needs are fulfilled lead to higher levels of commitment, initiative and performance.

Organizations, which include an emphasis on fulfilling the needs of their employees to some extent, will enjoy a more productive and stable workforce.

VII. CONCLUSION:

Organizations are constantly exposed to new pressures, competition and challenges. As such, they are ever evolving in an effort to meet the needs of their markets and their customers. This evolution, however gradual, impacts on the internal climate of the

company. An irrefutable trend in today's business, continuous improvement and increasingly levels of efficiency are a way of life, and these factors are given appropriate emphasis in the assessment because they represent an ever present dynamic with which every employee must deal. 65 Organizations are successful because of the quality of work employee's perform. When employees are cared for, and the right environment is created where there are no barriers to performance, their true value to the organization can be fully realized.

VIII. REFERENCES:

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