

“Employee Job Satisfaction With Reference To IT Companies in Bangalore”
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Abstract

This paper aims at studying the level of Job Satisfaction with reference to some of the IT Companies in Bangalore city. It is known that there is a direct positive link between the satisfaction level of an employee and his performance & productivity in the workplace. There are several resources used by an organization, such as land, labour, capital, technology, machines etc. However, these resources can be broadly classified as Human & non human resources. In general, it can be said that all the resources are equally important for an organization’s success. But when analyzed it can be found that, human resources always have an edge over the other resources. Any organization can have material, capital, technology resources etc., but the one major differentiating factor between a successful & an unsuccessful firm is the Human resources. It is the employees who can either make or break an organization. Therefore the employers always strive to find ways to increase job satisfaction so their businesses stay competitive.

In this study, some of the IT Companies such as Wipro, TCS & IBM have been studied to determine the various policies and strategies adopted by them to enhance the Employee Job Satisfaction. In addition to this, this study aims at finding the various factors influencing the Job Satisfaction of Employees.

A Hypothesis was also framed to check how the Working Environment, Bonus & incentives, Flexibility, Career Prospects & attitude of the Top Management could be related to the Overall satisfaction of Employees in IT companies.

A Correlation Analysis was done to identify the major factors influencing the Job Satisfaction of Employees.

Keywords: Employee Job Satisfaction, Correlation analysis, Human Resources

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1. Introduction

A few years ago when employees became dissatisfied with their organization they would quit and get another job. Today, with placement opportunities very low and unemployment extremely high, very few people opt to quit and leave. As a result something much worse is happening within organizations. Employees “quit,” but they stay.

Job satisfaction or employee satisfaction has been defined in many different ways. Some believe it is simply how content an individual is with his or her job, in other words, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision.

Job satisfaction is the level of contentment a person feels regarding his or her job. This feeling is mainly based on an individual's perception of satisfaction. Job satisfaction can be influenced by a person's ability to complete required tasks, the level of communication in an organization, and the way management treats employees.

2. Objectives

- 1) To assess the satisfaction level of employees.
- 2) To identify the factors that influences the job satisfaction of employees
- 3) To determine the various factors which result in overall satisfaction of employees
- 4) To offer suggestions to improve the satisfaction level of employees.

3. Research Methodology

This paper is an empirical paper which has been written after doing an extensive literature review of several similar research papers.

3.1 Rationale and Significance of the Study

- ✓ Employee contentment can also affect a company on the economic level.
- ✓ It is important to be aware of what job satisfaction really is, the positive effects of job satisfaction, and the negative effects of job dissatisfaction
- ✓ The factors that have a greater impact include physical conditions in the workplace, coworkers, and flexibility of work hours.
- ✓ The multinational organizations always take considerable actions to improve the employee's performance in every stage of their profession
- ✓ Motivation can only be improve if the particular member of staff is trained to obtain vital skills and ability such as training could be both on the job and off the job.

3.2 Nature of the Study: Statement of the Problem

Job satisfaction and organizational commitment that employees have towards their organization plays a major role in establishing a competitive advantage for the firm. If workers are not satisfied with the job or do not have a commitment to the organization, well trained, knowledgeable employees may not want to continue to work for an organization.

3.4 Hypothesis of the Study

Set 1:

H0: There is no significant association between the employees working environment and the overall satisfaction of employees.

H1: There is a significant association between the employees working environment and the overall satisfaction of employees.

Set 2:

H0: There is no significant association between the employees satisfied with bonus and incentives.

H1: There is a significant association between the employee satisfied with and incentives.

Set 3:

H0: There is no significant value between the Flexibility.

H1: There is significant value between the Flexibility.

Set 4:

H0: There is no significant value between the employee and the top management.

H1: There is significant value between the employee and the top management.

3.5 Methodology

A structured questionnaire was designed with special emphasis on the work done by the employee's towards the overall performance, serviceability, friendly work environment that influencing each other to collect the data from the respondents.

3.6 Sample Design

Sample size: **100**

Sampling Technique: **Convenient and judgmental Sampling.**

3.7 Data collection methods

Primary data:-The study of primary data was collected through structured questionnaire followed by interview for workers and the management staff from all the departments of the organization.

Secondary data: - This data is collected through journals, company magazines, news paper articles, survey report, internet and the text and references book for purpose of literature review.

3.8 Limitation of the study

The study has been restricted to few IT companies and only 100 respondents and thus making the sample small.

4. Review of Literature

As per the study conducted by **Judge et al. (2001)**, a qualitative and quantitative review of the relationship between job satisfaction and job performance is provided which is organized around 7 models that characterize past research on the relationship between job satisfaction and job performance^[5]. Although some models have received more support than have others, research has not provided conclusive confirmation or discontinuation of any model, partly because of a lack of assimilation and integration in the literature^[1].

According to **Armstrong (2006)**, job satisfaction that employees have at work mainly refers to the feelings and attitude that they have for it. If the employee is really satisfied with the work they tend to have a Positive attitude. However, if they are unhappy in the workplace they tend to have a negative attitude.

According to the study conducted by **Nitin Nayak and Madhumita Nayak (2014)**, some of the important factors that have an impact on job satisfaction are supervision, relationship with co-workers, present pay, nature of work, and opportunities for promotion. It was also found that teachers who were married were more satisfied than those who were unmarried.

As per the study conducted by **Sweney and Mc. Farlin (2005)**, It is known that a satisfied employee is always regular to the workplace i.e. his rate of absenteeism is less therefore the companies need to pay sufficient attention to keeping the employees satisfied on the job. But as we said circumstances can alter this equation. However, off late the HR policies are itself road for altering this equation. For instance, if employees are paid for the sick leave that they take and if the company has a policy for employees to either take the sick leave or lose it, this serves as a motivation for the employees to avail the sick leave thereby absenting themselves.

Porter et al. (1974) found in their study that significant relationships existed between certain attitudes held by employees and turnover. Relationships between attitudes and turnover were found in the last 2 time periods only, suggesting that such relationships are strongest at points in time closest to when an individual leaves the organization. Organizational commitment discriminated better between stayers and leavers than did the various components of job satisfaction^[2].

Williams & Anderson (1991) found that two job cognitions variables (intrinsic and extrinsic) to be differentially related to the two types OCBs, but affective variables and organizational commitment were not significant predictors^[3].

5. Analysis and Interpretation of Data

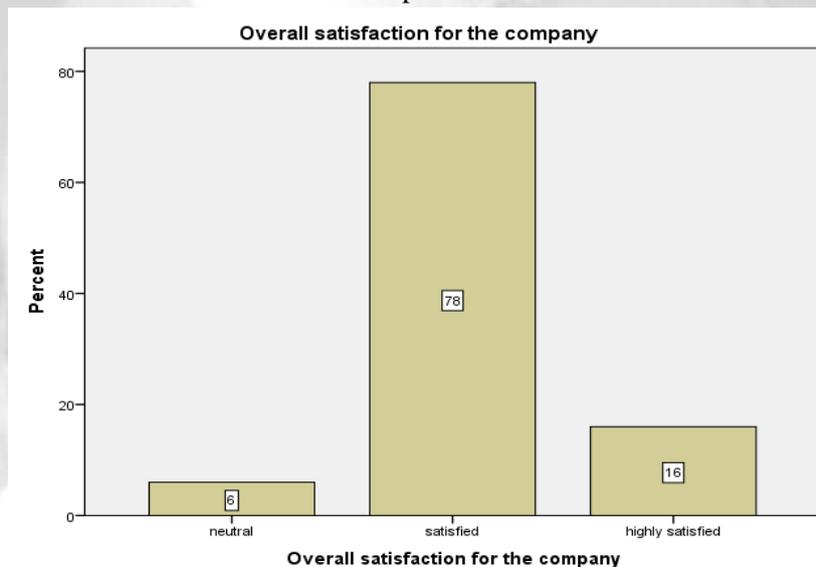
This analysis is to determine the employee job satisfaction. Respondents from different consulting and corporate organizations have been taken into consideration

Table 5.1

Overall satisfaction for the company

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	6	6.0	6.0
	Satisfied	78	78.0	84.0
	highly satisfied	16	16.0	100.0
	Total	100	100.0	100.0

Graph 5.1



Interpretation:

Based on the above graph out of 100 respondents, there are 6% are neutral, 16% are highly satisfied majority respondents are, 78% are satisfied. Therefore it is known that majority of the employees are overall satisfied with their jobs.

Table 5.2

Satisfaction with working env

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	neutral	17	17.0	17.0
	satisfied	75	75.0	92.0
	highly satisfied	8	8.0	100.0
	Total	100	100.0	100.0

Table 5.3
Job Security

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid highly insecure	1	1.0	1.0	1.0
insecure	3	3.0	3.0	4.0
neutral	18	18.0	18.0	22.0
secure	62	62.0	62.0	84.0
Highly secure	16	16.0	16.0	100.0
Total	100	100.0	100.0	

Table 5.4
Satisfied with bonus & Incentives

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Dissatisfied	6	6.0	6.0	6.0
Neutral	25	25.0	25.0	31.0
Satisfied	48	48.0	48.0	79.0
highly satisfied	21	21.0	21.0	100.0
Total	100	100.0	100.0	

Table 5.5
manager provides constant feedback

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid disagree	4	4.0	4.0	4.0
neutral	21	21.0	21.0	25.0
agree	44	44.0	44.0	69.0
highly agree	31	31.0	31.0	100.0
Total	100	100.0	100.0	

Table 5.6
Flexibility

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid disagree	8	8.0	8.0	8.0
neutral	32	32.0	32.0	40.0
agree	49	49.0	49.0	89.0
highly agree	11	11.0	11.0	100.0
Total	100	100.0	100.0	

Table 5.7
Factors which motivates you most

	Frequency	Percent	Valid Percent	Cumulative Percent
salary increase	16	16.0	16.0	16.0
promotion	40	40.0	40.0	56.0
Valid leave policies	11	11.0	11.0	67.0
motivational skills	25	25.0	25.0	92.0
recognition	8	8.0	8.0	100.0
Total	100	100.0	100.0	

6. Hypothesis Testing

A Correlation Analysis was done to determine the factors which have an impact on Employee Overall Satisfaction with the Job & Company.

Table 6.1
Correlations

Overall satisfaction for the company			
	Pearson Correlation	Sig. (1-tailed)	N
Satisfaction with working environment	.262**	.004	100
Job Security	.152	.066	100
Satisfied with bonus & Incentives	.282**	.002	100
manager provides constant feedback	.021	.417	100
transparency in the system	.102	.156	100
Work Involvement	.011	.457	100
Flexibility	.187*	.031	100
Career Prospect for employees	.246**	.007	100
work acc to skills and qualification	.038	.354	100
satisfied with Top mgt	.286**	.002	100
Happy with working hours	.099	.164	100
Overall satisfaction for the company	1		100

** . Correlation is significant at the 0.01 level (1-tailed).

* . Correlation is significant at the 0.05 level (1-tailed).

Set 1:

H0: There is no significant association between the employees working environment and the overall satisfaction of employees.

H1: There is a significant association between the employees working environment and the overall satisfaction of employees.

From the above table, we can conclude that there is a positive correlation between employee working environment and the overall satisfaction of employees in the organization. The Pearson correlation value is .262 and P Value is 0.004. Therefore, we can reject the Null Hypothesis H0.

Set 2:

H0: There is no significant association between the employees satisfied with bonus and incentives.

H1: There is a significant association between the employee satisfied with and incentives.

From the above table, we can conclude that there is a positive correlation between overall employee satisfaction with bonus and incentives. The Pearson correlation value is 0.282. Therefore we can reject the null hypothesis H0.

Set 3:

H0: There is no significant value between the Flexibility.

H1: There is significant value between the Flexibility

From the above, we can conclude that there is a positive correlation between flexibility provided by the company & the overall satisfaction of Employees. The Pearson correlation value is 0.187. Therefore we can reject the null hypothesis H0.

Set 4:

H0: There is no significant value between the employee and the Top Management .

H1: There is significant value between the employee and the Top Management.

From the above we can conclude that there is a positive correlation between the support provided by the Top Management and the overall Employee Satisfaction. The Pearson correlative value is 0.286. Therefore we can reject the null hypothesis H0.

7. Conclusion

From the study we can know that most of the people in the IT Sector of Bangalore city are generally satisfied with their jobs. By the study of this survey it was found that employees were satisfied mainly with the Bonus & Incentives provided by the companies, the working environment, the flexibility in working hours & telecommuting provided by the IT Companies, and most of all with the support received from the Top Management.

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