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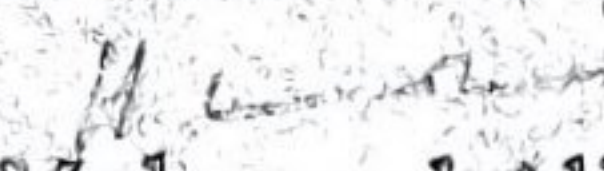
Innovative Strategy and Policy in Business,
Economics and Social Science

21ST MAY 2022

This is to certify that ...*Dr. M.P. Asha Kumari*... Associate Professor.....
of ...*Department of Commerce*... Muslim Arts College... Thiruvithancode.....
has participated / presented a paper entitled ...*A Study On Factors Affecting Employees*..
...*Job Satisfaction In The Information Technology Industry*... To.....
in this International Conference. Kanyakumari District


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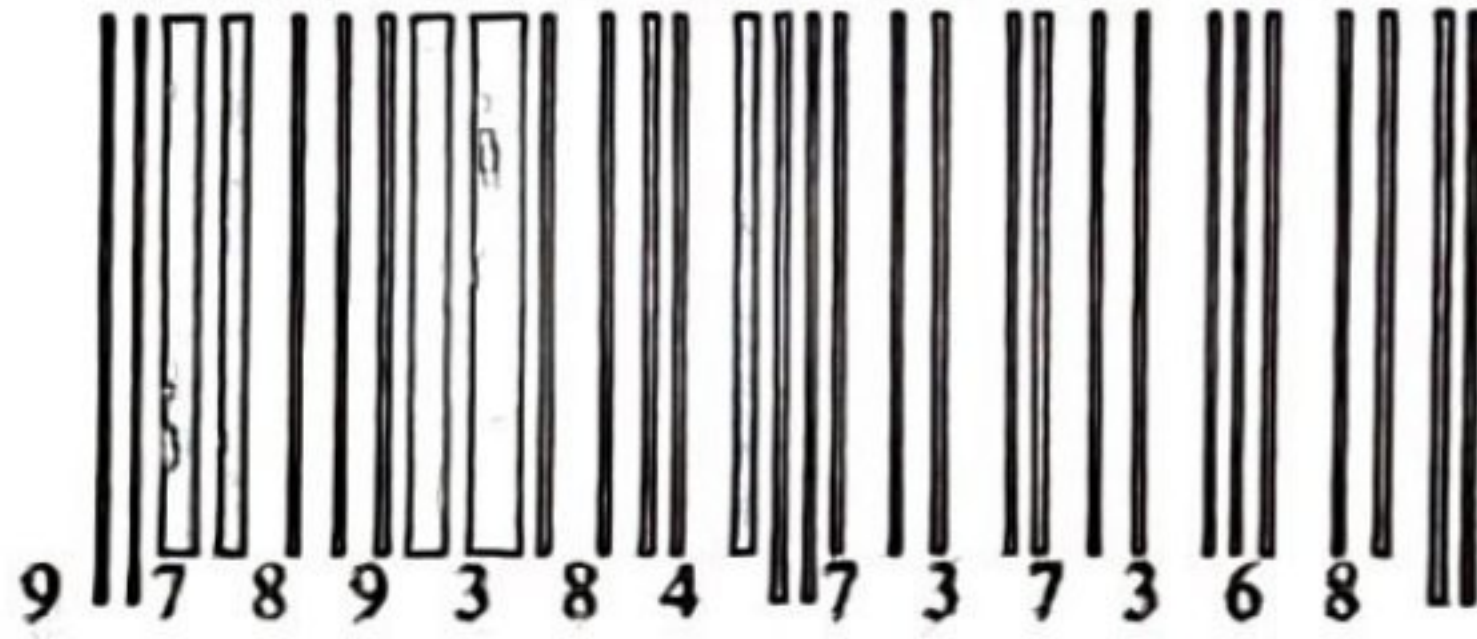
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A STUDY ON FACTORS AFFECTING EMPLOYEES JOB SATISFACTION IN THE INFORMATION TECHNOLOGY INDUSTRY IN KANYAKUMARI DISTRICT

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Abstract

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. To understand the level of satisfaction of employees based on overall parameters. If the employees are satisfied then only the organization can function smoothly and increases its productivity and faces competition. In this study the Primary Data was collected through structured questionnaire. Questionnaire was employed to collect the primary data from 50 respondents in the Information Technology Industry. In general the results are positive. Most of the employees tend to be satisfied with their job. Top level management should provide some sorts of autonomy and decision making power to their employees. Management should recognize the efforts of employees and appreciate their valuable performance towards organization.

Key words: Job Satisfaction, , IT Industry

Introduction

Job is one of the important elements of people's life. Their living style and their social lives depend on their jobs. Therefore, it is necessary for every organization to have satisfied workforce. Job satisfaction is the positive and negative feelings of an employee towards his job or it is the amount of happiness connected with the job. An individual's job performance is generally depends on his or her job satisfaction level. One's organizational performance will increase if the employee job satisfaction level is high.

Job Satisfaction

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job. Job satisfaction relates to the total relationship between an individual and the employer for which he is paid. Satisfaction means the simple feeling of attainment of any goal or objective. Job dissatisfaction brings an absence of motivation at work.

Definition

Job Satisfaction may be defined as a pleasurable and positive emotional state resulting from the appraisal of one's job or job experience (Locke 1976)

Need for the study:

To understand the level of satisfaction of employees based on overall parameters. If the employees are satisfied then only the organization can function smoothly and increases its productivity and faces competition.

Review of literature

1. Neeraj(2011) "Job Satisfaction of the Employees at the Workplace" The study examines different aspects of job satisfaction like culture, leadership communication, commitment, job content, training, rewards and recognition opportunities, teamwork, superior subordinate relationship and delegation, at Badarpur thermal power station, NTPC ltd. The research done is descriptive study involving survey and enquiry. The tools used for the data collection are questionnaires interviews and observations. The sampling design used is random sampling Sample of 125 employees from study population of 248 was taken. The secondary was collected from the company's manuals, employee handbook, BTSPS intranet and website. The research was carried out for a period of 2 months. The analysis was carried on a software SPSS and stated satisfaction level of different parameters. The overall job

satisfaction showed people were satisfied with their current job but still measures should be taken to improve the satisfaction level.

2..Margaret F. Reid,(2008) "Information Technology Employees in State Government: A Study of Affective Organizational Commitment, Job Involvement, and Job Satisfaction" This article explores the affective organizational commitment, job involvement, and job satisfaction of an increasingly important segment of the public sector workforce: information technology (IT) employees in state government. We propose a model that explores job characteristics and work experiences variables that together influence affective organizational commitment, job satisfaction, and job involvement. Using canonical correlation analysis, we find that role ambiguity, perceived organizational support, leader—member exchange, and task variety are the independent variables that together explain most of the variance in the affective organizational commitment and job satisfaction of IT employees working for one-state government. In contrast to findings based on private sector IT employees, our analysis does not identify major gender differences. Taken together, these findings advance our understanding of affective commitment and job satisfaction within the public sector and provide agency managers actionable ideas on how to retain valuable IT employees.

Objectives of the study

- a) To study the level of satisfaction of respondents towards working conditions and welfare facilities
- b) To analyse the factor which influence the employee's job satisfaction in IT Industry

Factors affecting job satisfaction

- Appreciation for your work.
- Good relationships with colleagues.
- Good work-life balance.
- Good relationships with superiors.
- Company's financial stability.
- Learning and career development.
- Job security.
- Attractive fixed salary.

Methodology

The study was undertaken to analyze the Job Satisfaction amongst Information Technology (IT) employees in Kanyakumari District. Both primary and secondary data have been used to attain the objectives of the study. The primary data was collected by through survey questionnaire. The collected data was analysed using percentage analysis. 50 sample were selected for in this study.

Data Collection

1. Primary Data

It is the first hand information which is being collected by the researcher is called Primary Data. In this study the Primary Data was collected through structured questionnaire. Questionnaire was employed to collect the primary data from 50 respondents in the Information Technology Industry.

2. Secondary Data

Besides the Primary Data, the Secondary Data was also collected for the study. Websites and books were referred for this purpose from the library to facilitate proper understanding of the study.

Analysis and Interpretation

Table 1 Factors affecting job satisfaction of employees

Factors	Strongly dissatisfied	Dissatisfied	Neutral	Satisfied	Strongly satisfied
Working condition	10	08	20	07	05
Autonomy or freedom	07	10	15	10	08
Job security	08	10	10	10	12
Relationship with superiors	07	12	24	06	01
promotion	05	08	20	15	02
pay	09	11	18	08	04
Relationship with co workers	02	04	20	12	12

Above the table in terms of level on work conditions, the study found that 07 respondents perceived the work conditions to be "satisfied", while 08 respondents perceived work conditions as "dissatisfied" 10 respondents rated the work conditions as "strongly dissatisfied" and "strongly

satisfied” 5. “In terms of Autonomy of freedom study found that 15 respondent are neutral. In job security 12 respondent are strongly satisfied. In promotion majority of the respondent are neutral.

Findings

1. In general the results are positive. Most of the employees tend to be satisfied with their job
2. The factors that lead to highest satisfaction are working condition, job security and relationship with co-workers .
3. The factors that lead to lowest satisfaction are promotion

Suggestion

Top level management should provide some sorts of autonomy and decision making power to their employees.

Management should recognize the efforts of employees and appreciate their valuable performance towards organization.

Conclusion

Employee job satisfaction can improve service quality and increase employee satisfaction. There are many factors affecting Job Satisfaction and for each Employee Job Satisfaction factors can be different.

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