
Job Satisfaction in Indian IT Sector-A Demographic Analysis

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Abstract

Human resources play a vital role in organisational effectiveness. No matter how sophisticated and modern the business activities of an organisation become, it will be extremely difficult to sustain its growth and effectiveness unless human resources are complementary to its operations. This is all the more important in a service industry like banking, where a continuous improvement in service is a must to meet the rising expectations of the customer. The factors generating job satisfaction have broader implications for the employers, the social scientists, the policy makers and the employees. Job satisfaction results from the exchange between the demands and expectations of an organisation, and the workers' expectations and personal objectives. Job satisfaction is the amount of overall positive effect or feeling that individuals have towards their jobs. In this paper an attempt is made to study the impact of demographic factor on Job Satisfaction.

Introduction

Job satisfaction is a general attitude which is the result of many specific attitudes in three areas, namely, specific job factors, individual characteristics and group relationship outside the job. It is a pleasurable emotional state arising from the appraisal of one's job or job experience, job satisfaction or dissatisfaction is a function of the perceived relationship between what one wants from one's job and what one perceives it as offering or entering. Job satisfaction is a specific subset of attitudes held by organisational members about their jobs. It is viewed as a positive attitude towards one's work, which is global in nature, and which results from many job related experiences. In this chapter, an attempt is made to discuss the concepts of job satisfaction, evaluation and need for job satisfaction, theories and factors relating to job satisfaction and importance of job satisfaction. Job satisfaction is the amount of the overall positive effect (or feelings) that individuals have towards their jobs. It is the amount of pleasure or contentment associated with a job. If you like the job intensely, you will experience high job satisfaction; if you dislike your job intensely, you will experience job dissatisfaction. Job satisfaction is a set favourable or unfavourable feeling with which employees view their work.

Objective of the Study

To analyse the relationship between the level of job satisfaction and the socio economic background of the employees of IT companies.

Table 1. Mean difference between Employee's gender with respect to the Satisfaction in associate with the process of Recruitment, Selection, Retention and Training

	Gender	N	Mean	S D	t-value
Process of Recruitment	Male	97	3.67	.49	.781
	Female	103	3.73	.57	p =.436
Process of Selection	Male	97	3.81	.44	.178
	Female	103	3.80	.51	p =.859
Process of Retention	Male	97	3.79	.41	2.248
	Female	103	3.93	.44	p =.025
Process of Training	Male	97	3.88	.47	2.194
	Female	103	4.04	.51	p =.029

Process of Recruitment

From the Table-1 it is found that the calculated t-value is 0.781 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee's gender with respect to satisfaction in associate with the process of recruitment.

Process of Selection

The data in table-1 show that the calculated t-value is 0.178 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee's gender with respect to satisfaction in associate with the process of selection.

Process of Retention

From the Table-1 it is found that the obtained t-value is 2.248 and it is significant at 1 per cent level. The value indicates that there is significant mean difference between employee's gender with respect to satisfaction in associate with the process of retention.

Process of training

The data in table-1 show that the obtained t-value is 2.194 and it is significant at 1 per cent level. The value indicates that there is significant mean difference between employee's gender with respect to satisfaction in associate with the process of training.

Table 2. Mean difference between Employee's age groups with respect to the Satisfaction in associate with the process of Recruitment, Selection, Retention and Training

	Age	N	Mean	S D	F-value
Process of Recruitment	< 25 years	28	3.89	.49	4.775 p =.009
	25-35 years	126	3.55	.54	
	Above 35 years	46	3.61	.51	
Process of Selection	< 25 years	28	3.91	.48	.845 p =.431
	25-35 years	126	3.80	.49	
	Above 35 years	46	3.76	.45	
Process of Retention	< 25 years	28	3.98	.43	3.073 p =.049
	25-35 years	126	3.77	.44	
	Above 35 years	46	3.76	.36	
Process of Training	< 25 years	28	4.04	.52	.838 p =.434
	25-35 years	126	3.97	.52	
	Above 35 years	46	3.89	.40	

Process of Recruitment

The data in table-2 shows that the obtained F- value is 4.775 and it is significant at 5 per cent level. The value indicates that there is significant mean difference between employee's age groups with respect to satisfaction in associate with the process of recruitment.

Process of Selection

From the table-2 it is observed that the obtained F-value of .845 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee's age groups with respect to satisfaction in associate with the process of selection.

Process of Retention

The data in table-2 shows that the obtained F- value is 3.073 and it is significant at 5 per cent level. The value indicates that there is significant mean difference between employee's age groups with respect to satisfaction in associate with the process of retention.

Process of training

From the table-2 it is observed that the obtained F-value of 0.838 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee's age groups with respect to satisfaction in associate with the process of training.

Table 3. Mean difference between Employee’s education qualifications with respect to the Satisfaction in associate with the process of Recruitment, Selection, Retention and Training

	Education	N	Mean	S D	F-value
Process of Recruitment	B.C.A / Diploma	35	3.79	.62	.525 p =.592
	B.E / B. Tech	103	3.68	.54	
	M.E / M.Tech	62	3.70	.46	
Process of Selection	B.C.A / Diploma	35	3.89	.61	.633 p =.532
	B.E / B. Tech	103	3.78	.47	
	M.E / M.Tech	62	3.88	.41	
Process of Retention	B.C.A / Diploma	35	3.87	.48	.078 p =.925
	B.E / B. Tech	103	3.85	.42	
	M.E / M.Tech	62	3.88	.42	
Process of Training	B.C.A / Diploma	35	4.11	.56	3.911 p =.022
	B.E / B. Tech	103	3.84	.46	
	M.E / M.Tech	62	3.92	.51	

Process of Recruitment

The data in table-3 shows that the obtained F- value is 0.525 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s education qualifications with respect to satisfaction in associate with the process of recruitment.

Process of Selection

From the table-3 it is observed that the obtained F-value of 0.633 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s education qualifications with respect to satisfaction in associate with the process of selection.

Process of Retention

The data in table-3 shows that the obtained F- value is 0.078 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s education qualifications with respect to satisfaction in associate with the process of retention.

Process of training

From the table-3 it is observed that the obtained F-value of 3.911 and it is significant at 5 per cent level. The value indicates that there is significant mean difference between employee’s education qualifications with respect to satisfaction in associate with the process of training.

Table 4. Mean difference between Employee’s designations with respect to the Satisfaction in associate with the process of Recruitment, Selection, Retention and Training

	Designation	N	Mean	S D	F-value
Process of Recruitment	Software engineer	144	3.72	.53	.548 p =.579
	Team leader	38	3.62	.56	
	Project leader	18	3.75	.51	
Process of Selection	Software engineer	144	3.81	.47	.097 p =.907
	Team leader	38	3.78	.56	
	Project leader	18	3.82	.33	
Process of Retention	Software engineer	144	3.89	.45	3.437 p =.034
	Team leader	38	3.80	.41	
	Project leader	18	3.60	.21	
Process of Training	Software engineer	144	3.98	.58	.213 p =.808
	Team leader	38	3.92	.52	
	Project leader	18	3.96	.34	

Process of Recruitment

The data in table-4 shows that the obtained F- value is 0.548 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s designations with respect to satisfaction in associate with the process of recruitment.

Process of Selection

From the table-4 it is observed that the obtained F-value of 0.097 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s designations with respect to satisfaction in associate with the process of selection.

Process of Retention

The data in table-4 shows that the obtained F- value is 3.437 and it is significant at 5 per cent level. The value indicates that there is significant mean difference between employee’s designations with respect to satisfaction in associate with the process of retention.

Process of training

From the table-4 it is observed that the obtained F-value of 0.213 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s designations with respect to satisfaction in associate with the process of training.

Table 5. Mean difference between Employee’s experiences level with respect to the Satisfaction in associate with the process of Recruitment, Selection, Retention and Training

	Experience	N	Mean	S D	F-value
Process of Recruitment	Below 5 years	58	3.70	.54	.218
	5 - 10 years	98	3.73	.54	p =.805
	Above 10 years	44	3.66	.52	
Process of Selection	Below 5 years	58	3.80	.53	
	5 - 10 years	98	3.84	.47	p =.690
	Above 10 years	44	3.76	.41	
Process of Retention	Below 5 years	58	3.87	.46	
	5 - 10 years	98	3.85	.43	p =.933
	Above 10 years	44	3.88	.39	
Process of Training	Below 5 years	58	3.99	.54	
	5 - 10 years	98	3.96	.47	p =.861
	Above 10 years	44	3.93	.48	

Process of Recruitment

The data in table-5 shows that the obtained F- value is 0.218 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s experiences level with respect to satisfaction in associate with the process of recruitment.

Process of Selection

From the table-5 it is observed that the obtained F-value of 0.372 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s experiences level with respect to satisfaction in associate with the process of selection.

Process of Retention

The data in table-5 shows that the obtained F- value is 0.069 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s experiences level with respect to satisfaction in associate with the process of retention.

Process of training

From the table-5 it is observed that the obtained F-value of 0.150 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee’s experiences level with respect to satisfaction in associate with the process of training.

Table 6. Mean difference between Employee's income categories with respect to the Satisfaction in associate with the process of Recruitment, Selection, Retention and Training

	Annual salary	N	Mean	S D	F-value
Process of Recruitment	Rs. 2.5 – 4 lakhs	58	3.73	.58	.125 p =.883
	Rs. 4 – 6 lakhs	85	3.70	.54	
	Rs. 6 - 8 lakhs	57	3.68	.47	
Process of Selection	Rs. 2.5 – 4 lakhs	58	3.89	.52	1.494 p =.227
	Rs. 4 – 6 lakhs	85	3.79	.56	
	Rs. 6 - 8 lakhs	57	3.74	.42	
Process of Retention	Rs. 2.5 – 4 lakhs	58	3.90	.45	.323 p =.724
	Rs. 4 – 6 lakhs	85	3.84	.44	
	Rs. 6 - 8 lakhs	57	3.86	.38	
Process of Training	Rs. 2.5 – 4 lakhs	58	4.02	.54	.523 p =.594
	Rs. 4 – 6 lakhs	85	3.94	.48	
	Rs. 6 - 8 lakhs	57	3.93	.46	

Process of Recruitment

The data in table-6 shows that the obtained F- value is 0.125 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee's income categories with respect to satisfaction in associate with the process of recruitment.

Process of Selection

From the table-6 it is observed that the obtained F-value of 1.494 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee's income categories with respect to satisfaction in associate with the process of selection.

Process of Retention

The data in table-6 shows that the obtained F- value is 0.323 which is not significant at 5 per cent level. It indicates that there is no significant mean difference between the employee's income categories with respect to satisfaction in associate with the process of retention.

Process of training

From the table-6 it is observed that the obtained F-value of 0.523 which is not significant at 5% level. It indicates that there is no significant mean difference between the employee's income categories with respect to satisfaction in associate with the process of training.

Conclusion

The companies must conduct a job satisfaction survey at least once a year. Regular meetings

should be convened to solve day-to-day problems. The employee-customer relation is very important in any sector. So if the employees get satisfaction in their job they will have good relations with the customers. If more customers have good relation with employees and the customers come into companies increasingly, more customers will buy which will lead to success of the company.

References

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