A Study on Job Satisfaction for IT Industry

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ABSTRACT

This paper aims at studying the level of job satisfaction with reference to IT industry. One future direction of employees attitude research will be better understand between the person and the situation of various internal and external factors that influence employee attitude. Job satisfaction I the level of contentment a person heels regarding his or her job. This feeling is mainly based on an individual's perception of satisfaction can be influenced by a person's ability to complete the required tasks, the level of communication in an organisation, and the way management treats employees. The work force with high job satisfaction leads to an improvement in work quality and productivity. The organisation should help employees fight on the job stress in which can improve job satisfaction of its workers and their by reduce turnover. Organisations must not only create a mix of benefits that retain and motivate. A workforce with high job satisfaction leads to an improvement in work quality and productivity, and leads to satisfied loyal customers. In the IT Industry the environment is quite congenial leading to motivation of employees with the result the productivity is increased and this indicates the level of their job satisfaction .The boom in IT sector, India has wired to the world which is a pre- requisite for globalisation of the IT industry.

Keywords: IT Sector, Employee, Job Satisfaction, Motivation, Workforce, Organisation.

I INTRODUCTION

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

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

Job satisfaction is the level of serenity a person feels concerning his or her job. This feeling is mainly based on an individual's awareness of satisfaction. Job satisfaction can be influenced by a somebody'scapability to complete required tasks, the level of communication in an organization, and the way management features employees.

II OBJECTIVES

1. To assess the satisfaction levels of employees.
2. To identify the factors that influence 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.

III RESEARCH METHODOLOGY

The research is exploratory in nature it focus on literature review, Newspapers, websites and books and the other reliable sources.

Job Satisfaction

Job satisfaction has defined in many different ways. Some believe it is simply how content an individual is with his or job, in other words, whether or not they like the job or individual features or facets of jobs, such as nature of work or supervision. Others believe it is not as simpleminded as this definition suggests and instead that multidimensional emotional responses to one's job are involved. Researchers have also familiar that job satisfaction measure feelings about the job.
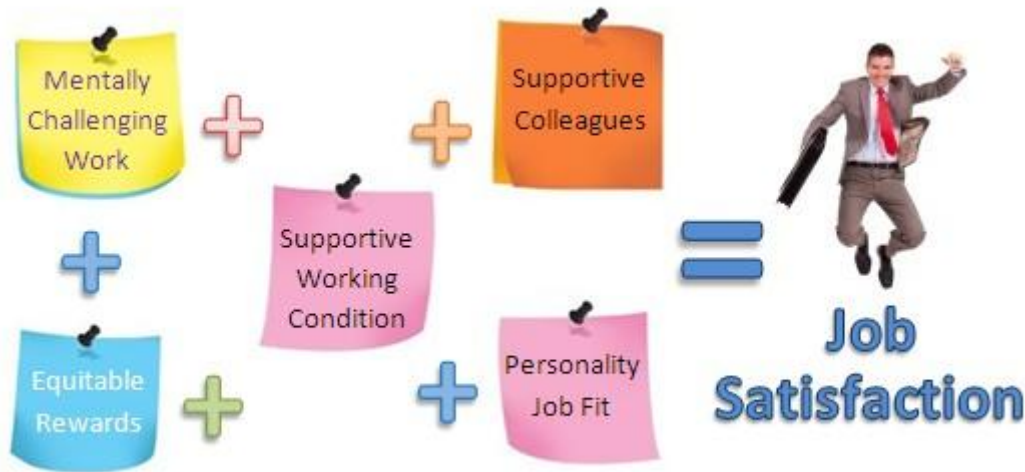
Educational Level and Job Satisfaction

Education plays a major role in powerful affecting and modelling the life of individuals. Due to highly technological and employees environment of the profession in IT industry it is favoured to hire employees with proper educational qualification. This guarantees that the excellence of the work provided is not co-operated within a few cases.

Working Conditions of It Employees

Emphasis on the quality of the work environment is also important simply because this is a place where workers spend most of their time outside of home. Long hours are regularly spent in the working environment by IT employees. The organizations should help employees fight on-the-job-stress which can improve job satisfaction of its workers and thereby reduce turnover. There are still other work situations that are used to determine job satisfaction, and these naturally include how a company handles conflict, benefits, fair policies, level of interaction between management and employees, job security, provision and availability of working tools and resources for performing tasks, growth and advancement opportunities in addition to flexibility, trip, sick leave with pay, paid holidays, volunteer opportunity, comp days, leave of absence, maternity leave, paternity leave, training and development. With all the above declared, it is easy to see why one's work condition is seen as the most important element of job satisfaction by many researchers.

Job Satisfaction In It Industry

Business today is dynamic, with a steadily increasing pace of change. Timely and actionable information is the best way to combat the elements. An organization is as strong and successful as its employees are. By measuring employee satisfaction in key areas, organizations can gain the information needed to improve their satisfaction, motivation, retention and productivity. HR policy is one of the key steps to gain job satisfaction.

Addressing the essentials, including fair compensation policy, valuable benefits policy and the ability to balance work and life are crucial components of an organization's overall retention strategy. Organizations must not only create a mix of benefits policy that retain and motivate what is often a very diverse workforce, but they must also continually fine-tune that mix policies with the job satisfaction (Human Resource, 2012).

Some factors of job satisfaction are universal and consistent. Both employees and HR professionals note compensation and benefits are important to employee job satisfaction. However, research has shown that there are more important factors that contribute to job satisfaction, such as relationships with immediate supervisors, management recognition of employee job performance, and communication between employees and senior management. These factors have more to do with the organizational culture and working conditions in the company.

Job satisfaction in the IT industry is nearly double the UK average, research has revealed. The survey of 200 IT professionals by Loud house Research found that 81% of IT professionals in the UK are happy in their job. "Although not a complete surprise, this is a fantastic number," said Phil Cross, IT professional audience manager at Microsoft UK, which hired the study. IT employment industry analyst David Foote of Foote Partners says that while he has not seen the Conference Board report, he has personally found the biggest correlation between job satisfaction and company size, with a higher percentage of those working for small companies communicating job satisfaction while employees of large companies are generally less satisfied. He says that may be exacerbated by an economic unhappiness, like the one we are currently experiencing, because employees of large companies who have the expectation of serving as specialists are more likely to find themselves asked to do more work and be more of a jack-of-all-trades as their

companies implement workforce reductions (Davis, 2010). This high level of satisfaction is in contrast to only 42% of happy respondents to the latest periodical Employee Outlook Survey by the Chartered Institute of Personnel and Development (CIPD), he said. The majority of those in the industry see IT as a long-term career choice, with 67% of defendants expecting to be working in the sector in 10 years. Almost half of defendants (47%) also said that they have ambitions to become a director or industrialist. "There are always new experiments, things to look forward to and things to learn, which helps keep things interesting," said Cross.

Trist ramBard rick, sales manager at the National Computer Centre (NCC), said the survey clearly shows the motivating factors for people who work in IT. "As an industry we should be committed to fostering this excitement and positive attitude." Virtualisation is ranked as the most exciting type of IT project for this year, followed by mobile and cloud computing. "It is encouraging to see that the things the IT professionals are focused on and excited about are the same things technology suppliers are concentrating on," said Cross. IT professionals have a positive view of technology and believe it can help businesses during the decline, the survey found.

Nearly two-thirds (63%) of respondents said they can help their company steer through the recession and 81% said technology can change the world for the better. Conversely, the top three dislikes were time spent fire fighting or troubleshooting, unrealistic user expectations, and feeling forever on call. "The technology industry is constantly trying to address these problems, but it is likely that some or all of these elements will remain to some degree," said Cross. Just over half of the respondents (51%) said they find their job more upsetting than a year ago and 46% said their job is more challenging and difficult than five years ago (Microsoft, 2010).

In this regard, the experience of IT professionals is on par with the national average. In the CIPD research, 41% said they are under excessive pressure every day or at least once a week. But on the whole, the research shows that people working in IT are positive about their career choice, which is encouraging, said Cross.

A workforce with high job satisfaction leads to an improvement in work quality and productivity, and leads to satisfied loyal customers. A workforce who dislikes his/her job is more likely to have higher absence and turnover (Spector, 1997). In the IT Industry the environment is quite pleasant leading to motivation of employees with the result the productivity is increased and this specifies the level of their job satisfaction.

IV FACTORS AFFECTING JOB SATISFACTION OF EMPLOYEES

An employee's overall satisfaction with his job is the result of a combination of factors -- and financial compensation is only one of them. Management's role in enhancing employees' job satisfaction is to make sure the work environment is positive, morale is high and employees have the resources they need to accomplish the tasks they have been assigned.

Working Conditions

Because employees spend so much time in their work environment each week, it's important for companies to try to optimize working conditions. Such things as providing spacious work areas rather than cramped ones, adequate lighting and comfortable work stations contribute to favorable work conditions. Providing productivity tools such as upgraded information technology to help employees accomplish tasks more efficiently contributes to job satisfaction as well.

Opportunity for Advancement

Employees are more satisfied with their current job if they see a path available to move up the ranks in the company and be given more responsibility and along with it higher compensation. Many companies encourage employees to acquire more advanced skills that will lead to the chance of promotion. Companies often pay the cost of tuition for employees taking university courses, for example. During an employee's annual performance review, a supervisor should map out a path showing her what she needs to accomplish and what new skills she needs to develop in order to be on a track to advancement within the organization.

Workload and Stress Level

Dealing with a workload that is far too heavy and deadlines that are impossible to reach can cause job satisfaction to erode for even the most dedicated employee. Falling short of deadlines results in conflict between employees and supervisors and raises the stress level of the workplace. Many times, this environment is caused by ineffective management and poor planning. The office operates in a crisis mode because supervisors don't allow enough time for employees to perform their assigned tasks effectively or because staff levels are inadequate.

Respect from Co-Workers

Employees seek to be treated with respect by those they work with. A hostile work environment -- with rude or unpleasant coworkers -- is one that usually has lower job satisfaction. In an August 2011 survey published by

FoxBusiness.com, 50 percent of those responding said they had personally experienced a great amount of workplace incivility. Fifty percent also believe morale is poor where they work. Managers need to step in and mediate conflicts before they escalate into more serious problems requiring disciplinary action. Employees may need to be reminded what behaviors are considered inappropriate when interacting with coworkers.

Relationship with Supervisors

Effective managers know their employees need recognition and praise for their efforts and accomplishments. Employees also need to know their supervisor's door is always open for them to discuss any concerns they have that are affecting their ability to do their jobs effectively and impeding their satisfaction at the office.

Financial Rewards

Job satisfaction is impacted by an employee's views about the fairness of the company wage scale as well as the current compensation she may be receiving. Companies need to have a mechanism in place to evaluate employee performance and provide salary increases to top performers. Opportunities to earn special incentives, such as bonuses, extra paid time off or vacations, also bring excitement and higher job satisfaction to the workplace.

V. FINDINGS

1. To access level of satisfaction employees feel toward their job is directly related to how successfully they perform their job, how long they remain at their current place of employment, and most importantly, it impacts the collective culture of the business

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   - Opportunity for Advancement. ...
   - Workload and Stress Level. ...
   - Respect from Co-Workers. ...
   - Relationship with Supervisors. ...
   - Financial Rewards.

VI. SUGGESTIONS

Job satisfaction is critical to retaining and attracting well qualified personnel. In the line study suggests that employee job satisfaction is an attitude that people have about their jobs and the organizations in which they perform these jobs. Job satisfaction is generally recognised as a multifaceted construct that includes employee feelings about a variety of both intrinsic and extrinsic job elements. It includes specific accepts of satisfaction related to pay, benefits, promotion, work conditions, supervision, organisational practices and relationships with co-workers. Study specifies that age. Spousal status and designation satisfatant impact on the factor of job satisfaction like nature of supervision, promotion policy and training and development chances. Hence it is suggested that promotional policy should be studied and employees those who are competent enough and d well on their job must get fair chance of being promoted. Clashes should be resolved positively and employees should be given encouragement to solve the conflicts. It is also suggested that suitable compensation plan should be developed as employees are not satisfied with the compensation plan of the organisation.

CONCLUSION

From the study we can know that the most of the people in the IT sector 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& telecommunications provided by the IT industry, and most of all with the support received from the Top Management.

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