

Factors Influencing Employee's Job Satisfaction - An Empirical Study Among Employees of IT Sectors in Chennai City

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ABSTRACT

The main aim of this study is to identify the perceptual difference of Employees with respect to the job satisfaction of the firm and to find out the factors determining Job Satisfaction of employees in the firm. Finally, To measure the impact of job satisfaction of employees. The researcher used Simple random sampling technique has been used for analysis. Sample size of the study consists of 100 respondents. The results shows that monetary factors of salary and Non-monetary factor training and development influenced employees to get job satisfaction. Finally it concludes that job satisfaction is the main factor to increased wealth of the firm and to feel happiness to the employees.

1. INTRODUCTION

Job satisfaction has been defined in many different ways. Some believe it is simply how an individual feels with his or her job, in other words, whether or not they like the job or individual aspects , such as nature of work or supervision. Others believe it is not as simplistic as this definition suggests and instead that multidimensional responses to one's job are involved. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction).

Job satisfaction can also be seen within the broader context of the range of issues which affect an individual's experience of work. Job satisfaction can be understood in terms of its relationships with other key factors, such as general well-being, stress at work, control at work, home-work interface, and working conditions.

The assessment of job satisfaction through employee anonymous surveys became commonplace in the 1930s. Although prior to that time there was the beginning of interest in employee attitudes, there were

only a handful of studies published. Hoppock conducted a study that focused explicitly on job satisfaction that is affected by both the nature of the job and relationships with coworkers and supervisors.

The work situation also matters in terms of job satisfaction and organization impact. Contrary to some commonly held practitioner beliefs, the most notable situational influence on job satisfaction is the nature of the work itself—often called “intrinsic job characteristics.” The work situation such as supervision, pay, promotion opportunities, coworkers, and so on.

The consequences of job satisfaction or the impact of job satisfaction is that the satisfied employees are often called productive employees. The equity of firm will be increased because of only satisfied employees. The managers of the firm should have to take steps to satisfied the employees in all manner to increase the firm’s wealth.

There is a close relationship between job satisfaction and life satisfaction. There are three possible forms of the relationship between job satisfaction and life satisfaction: (1) spillover, where job experiences spill over into non work life and vice versa; (2) segmentation, where job and life experiences are separated and have little to do with one another; and (3) compensation, where an individual seeks to compensate for a dissatisfying job by seeking fulfillment and happiness in his or her non work life and vice versa.

2. FACTORS INFLUENCING EMPLOYEE JOB SATISFACTION

- Employees participation.
- Improving the levels of efficiency, skills.
- Cordial relationship among the employees.
- Training and Development.
- Morale of the employees.
- Good Pay.
- Medical Facilities.
- Educational Allowances.
- House Rent Allowances.
- New technology.
- Team spirit.

Organization just needs to find what motivates the employees, what drives loyalty and what genuinely makes the employees happy to attain the firm’s welfare as well as the employee’s welfare. The most important process in an organization, satisfaction is linked with communication on a personal as well as on an organizational level. Communication in the organization motivates and stimulates employees to meet the organizational goals.

3. REVIEW OF LITERATURE

Lise M. Saari and Timothy A. Judge (2004) Employees Attitudes and Job Satisfaction, This article identifies three major gaps between HR practice and the scientific research in the area of employee attitudes in general

and the most focal employee attitude in particular—job satisfaction: (1) the causes of employee attitudes, (2) the results of positive or negative job satisfaction, and (3) how to measure and influence employee attitudes. Future research will likely focus on greater understanding of personal characteristics, such as emotion, in defining job satisfaction and how employee attitudes influence organizational performance.

Mosammod Mahamuda Parvin, M Nurul Kabir (2011), Factors Affecting Employee Job Satisfaction Of Pharmaceutical Sector .Australian Journal of Business and Management Research Vol. 1 No. 9 [113-123] | December-2011. This study attempts to evaluate job satisfaction of employees in different pharmaceutical companies. It focuses on the relative importance of job satisfaction factors and their impacts on the overall job satisfaction of employees. The result shows that salary, efficiency in work, fringe supervision, and co-worker relation are the most important factors contributing to job satisfaction.

M.L. Voon, M.C. Lo, K.S. Ngui¹, N.B. Ayob (2011), The influence of leadership styles on employees' job satisfaction in public sector organizations in Malaysia. International Journal of Business, Management and Social Sciences Vol. 2, No. 1, 2011, pp. 24-32 Leadership is a process influence between leaders and subordinates where a leader attempts to influence the behaviour of subordinates to achieve the organizational goals. The results showed that transformational leadership style has a stronger relationship with job satisfaction. This implies that transformational leadership is deemed suitable for managing government organizations. Implications of the findings were discussed further.

Neeraj Kumari (2011), Job Satisfaction of the Employees at the Workplace European Journal of Business and Management , ISSN 2222-2839 (Online) Vol. 3, No. 4. The study reveals 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 sampling design used is random sampling Sample of 125 employees from study population of 248 was taken. The overall job satisfaction showed people were satisfied with their current job but still measures should to be taken to improve the satisfaction level.

Brikend Aziri (2011), Job Satisfaction: A Literature Review, Management Research And Practice Vol. 3, Issue 4 (2011) Pp: 77-86. Job satisfaction represents one of the most complex areas facing today's managers when it comes to managing their employees. Many studies have demonstrated an unusually large impact on the job satisfaction on the motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organizations. Unfortunately, in our region, job satisfaction has not still received the proper attention from neither scholars nor managers of various business organizations.

Alamdard Hussain Khan, Muhammad Musarrat Nawaz, Muhammad Aleem and Wasim Hamed(2012), Impact of job satisfaction on employee performance: An empirical study of autonomous Medical Institutions of Pakistan, African Journal of Business Management Vol. 6 (7), pp. 2697-2705, 22. The main objective of this study is to find out factors that influence level of job satisfaction among the workforce of autonomous medical institutions of Pakistan and its effects on performance. The sample of the study is comprised of 200 doctors, nurses, administrative and accounts staff working in autonomous medical institutions in Punjab. It is concluded from study that facets such as: pay, promotion, job safety and security, working conditions, job autonomy, relationship with co-workers, relationship with supervisor and nature of work; affect the job satisfaction and performance.

Jitendra Kumar Singh, Dr. Mini Jain (2013) A Study of Employees' Job Satisfaction and its Impact on Their Performance, Journal of Indian Research (ISSN: 2321-4155) Vol. 1, No. 4, October-December, 2013, 105111. Employee job satisfaction is essential to face the dynamic and ever-increasing challenges of maintaining productivity of the organization by keeping their workforce constantly engaged and motivated. This could be overcome by creating a work environment that maintains employee job satisfaction as well as motivates people towards exceptional performance at the workplace achieving work-life balance. This paper outlines the broad contours of various variables responsible for employee satisfaction and various ways by which one can maximize employee satisfaction.

Bidyut Bijoya Neog & Dr. Mukulesh Barua(2014) Factors Influencing Employee's Job Satisfaction: An Empirical Study among Employees of Automobile Service Workshops in Assam, Vol. 2, No. 7, September 2014 ISSN: 2321-242X © 2014 Published by The Standard International Journals (The SIJ) 305. The aim of this study is to assess the factors which are responsible for influencing employee's job satisfaction. Data have been collected from 100 respondents by visiting the authorized service workshops of ten automobile manufacturers. The result of this study revealed that the job satisfaction level of employees is average and it calls for management attention towards enhancing the employee job satisfaction level.

Masooma javed, Rifat Balouch ,Fatima Hassan (2014) Determinants of Job Satisfaction and its Impact on Employee Performance and Turnover Intentions . International Journal of Learning & Development ISSN 2164-4063 2014, Vol. 4, No. 2. The ambition of this research paper is to examine the satisfaction level of the employees and helps organizations to know about the elements that influence job satisfaction. A self-administered questionnaire was used for data collection from several organizations. Convenient sampling technique was used and 200 questionnaires were circulated out of which 150 were nominated for further analysis. The results showed significant positive association of employee empowerment, workplace environment, job loyalty and job performance with job satisfaction. The findings also demonstrate that there is no significant relation of turnover intention with employee empowerment and job performance.

4. OBJECTIVES OF THE STUDY

1. Identify the perceptual difference of Employees with respect to the job satisfaction of the firm.
2. To find out the factors determining Job Satisfaction of employees in the firm.
3. To measure the impact of job satisfaction of employees.

5. HYPOTHESES OF THE STUDY

1. There is no significant difference among the different dimensions of Job satisfaction of employees.
2. There is no significant influence of factors of job satisfaction.
3. There is no significant influence of demographic variables of Job satisfaction.

6. RESEARCH METHODOLOGY

Descriptive type of research is used for this particular study. In this study, the various factors influencing employee's job satisfaction among the employees working in the Information Technology sector are

analyzed. Simple random sampling technique has been used for analysis. Sample size of the study consists of 100 respondents.

The researcher has used both primary and secondary data to collect the details from 100 respondents working in Information Technology sector with the help of well structured questionnaires. The source of primary research was surveys and secondary research was carried out through different publications, books, articles, research studies and web sites.

<i>Independent variable</i>	<i>R square value</i>	<i>F value</i>	<i>Sig.</i>
Monetary Motivation	.986	4785.376	.000(a)

<i>Variable</i>	<i>Salary</i>	<i>Leave salary</i>	<i>Bonus</i>	<i>Educational allowance</i>	<i>House Rent allowance</i>
t-value	24.454	6.162	12.918	2.460	3.635
Sig.	.000	.000	.000	.000	.014

<i>Independent variable</i>	<i>R square value</i>	<i>F value</i>	<i>Sig.</i>
Non Monetary Motivation	.986	4265.040	.000(a)

<i>Variable</i>	<i>Training and Development</i>	<i>Working environment</i>	<i>Team spirit</i>	<i>Job status</i>	<i>Entertainment facilities</i>	<i>Co-operation of co-workers</i>
t-value	15.499	2.440	8.273	10.490	-4.692	14.865
Sig.	.000	.465	.000	.015	.000	.000

In the above table shows that the factors of job satisfaction of employees are monetary and Non-Monetary factors.

The Monetary Motivational factors are salary, Bonus, Educational allowance, house rent allowance and Leave salary. In the Monetary Motivational factors salary gives more satisfaction to the employees followed by Bonus. Leave salary attracts employees than house rent allowance and educational allowance.

The Non-Monetary Job satisfaction factors are training and development, working environment, team spirit, job status, entertainment facilities and co-operation of workers. In the Non-Monetary Job satisfaction factors training and development gives more satisfaction followed by co-operation of workers. Job status attracts employees than team spirit. Entertainment facilities and working environment gives least satisfaction to the employees compares with other non-monetary factors in the firm.

7. FINDINGS AND CONCLUSIONS

Job satisfaction is the main factor to improve the firm's wealth and to the employees personal life. It affects employee's personal life in all manner. If the employees are get satisfied they feel very happy and they will be a productive employees. The increased production of the firm give more profit to the company and increased salary to the employee. The salary is the main factor to get job satisfaction.

The managers of the firm should have to take steps to find out the factors of job satisfaction like monetary factors and non-monetary factors. In the study reveals that the employees are get more satisfaction only from salary and attracted non-monetary factors are training and development.

The proper training and development motivate the employees and they feel satisfied in their job. They get the training based on the current innovation technology. It provides more production and

improve the company's equity and company's wealth. Hence, Job satisfaction admires employees as well as firm.

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