Job Satisfaction of Employees in Information Technology Sector in Coimbatore City of Tamil Nadu

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Abstract

. It is very clear that the world is flat due to information technology (IT). IT has agitated the world and brought about worldwide industry. However based on the Information Systems Strategy Triangle, a company has to balance its commerce, organizational and information systems strategies to be booming. It is, consequently, not amazing that the job satisfaction of the IT employees is leading to the achievement of any commerce these existence. As the atmosphere of IT continues to rise, the new multifaceted it appears to have become and the new needy the present worldwide neighborhood is to the promise of technological solutions to their troubles.

Job satisfaction is of significance to employers because employees who are dissatisfied with their occupation have senior tariff of malingering, are more likely to give up their jobs, get there behind for work, make less than colleagues who are better-off in their jobs and can unenthusiastically change the spirits of the organization.

The main aim of the study is to evaluate the job satisfaction of employees in information technology sector in Coimbatore City. The study mainly based on primary data and data has been collected from Information Technology employees through structured questionnaire method. The number of members of each region is not uniform. There are 100 ITs employees have been selected from Coimbatore on the basis of the convenience sampling method. This present study can concluded that this study revealed that working responsibilities, job security and remuneration were significant with job satisfaction. Most of the employees are expecting more remuneration package based on the working responsibilities. The information technology organizations have to improve the culture and style of the working environment to high percentage. This also suggested that the conceptual model has to be developed for job satisfaction with the factors such as psychological, physical and environmental to generalize the findings for a similar set of IT Company.

Keywords: Employees, Job Satisfaction, Information Technology, Coimbatore City.

Introduction

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.

The information technology (IT) services and IT enabled services (ITES) industries in India have become highly visible nodes of the global economy, attracting substantial attention from international media and business interests as a prime destination for outsourcing and off-shoring. IT have produced a new global image of India as a rising economic power and moreover, for many political and business leaders in India, IT has come to be regarded as a model for India's future economic growth and development, based on the policies of liberalization and globalization. The rising value of software and hardware developers has made corporations, including IT companies, to focus on recruitment of software developers. However, the domestic software industry, where SMEs represents quite a large proportion of the industry, is facing problems of low rate of human resources and high rate of job turnover. These problems have not

been solved until today. Work related stress among the software employees which is due to the nature of work, target, achievements, night shift, over work load, hard and fast leave procedure etc affect the quality of life and job satisfaction of the employees. Thus this study focuses on the job satisfaction of the ITs employees in Chennai.

Review of Literature

Nanjamari (2013) this study focused on investigative job satisfaction among information technology (IT) employees in Bangalore city in Karnataka state. The primary objective of this study is to ascertain the levels of job satisfaction amongst information technology employees at an IT (information technology) and BPO (Business processing outsource) sector. For the purpose of this study is job satisfaction among information technology (IT) employees. The sample group (N= 100) consisted of permanent and contract male and female extending across the following occupational classes: Individual contributor, junior level management, Middle level management, senior level management. The Job Descriptive Index questionnaire (JDI) measures job satisfaction on five job facets, namely, salary, promotions, working condition, co-workers and the work life balance itself. Descriptive statistics were used to analyze the data. A biographical questionnaire and the Job Descriptive Index questionnaire (JDI) were administered to gather the data. This paper reviewed presented literature to get what other researchers have done to make sure that IT employees obtain job satisfaction.

Srilal & Maheshpriya (2015) this paper study the rising value of software developers has made corporations, including IT companies, to focus on recruitment of software developers. However, the domestic software industry, where SMEs represents quite a large proportion of the industry, is facing problems of low rate of human resources and high rate of job turnover. These problems have not been solved until today. Work related stress among the software employees which is due to the nature of work,

target, achievements, night shift, over work load, etc affect the job satisfaction of the employees. The present study concludes that a moderate level of ob satisfaction was found among the software professionals. The study also concludes that demographic variables namely age, marital status, monthly income, experience and nature of work do influence the level of job satisfaction of the software employees.

Objectives of the Study

The objectives of the study are as follows:

➢ To know the socio-economic background of Information Technology employees in the study area.

➢ To evaluate the factors influencing the job satisfaction employees in Coimbatore.

Research Design and Methodology of the Study

Sources of Data

The research design is to study the job satisfaction in an IT companies employee in Coimbatore City of Tamil Nadu. The present study is based on both primary and secondary. The primary data were collected from the employees by meeting them in different work places in the study area. For this purpose the questionnaire was prepared. The secondary source have been gathered from the information technology association reports, survey reports, broachers, journals, magazines, Internet websites and books related to job satisfaction employees.

Sampling Method

Since the population is considering ably large in size it is not practicable to collect data from the whole population within the time frame. The number of members of each region is not uniform. To find the job satisfaction of ITs employees in the study area. There are 100 employees have been selected in Coimbatore City on the basis of the convenience sampling method.

Results and Discussion

Gender of the Respondents

The distribution is also very similar to the age wise distribution on organizational policy. So we can infer that across sexes and different age groups, the consensus lies with organizational policy towards career development as very encouraging

Table No.1
Gender of the Respondents

Sl. No	Gender	No. of. Respondents	Percentage (%)
1	Male	62	62.00
2	Female	38	38.00
Total		**100**	**100**

Source: Primary Data

The table no.1 exhibits that the presents the gender distribution of the sample. The sample was representative of a larger number of male respondents to that of female respondents. Male respondents comprised of 62 per cent (n = 62) compared to 38 per cent (n = 38) female respondents. The high response rate with regards to the male respondents is attributed to the fact that the large number of males in this division is due to the nature of the work and organization culture.

Age of the Respondents

Age of the respondents is measured as a significant demographic up-and-down in the present woke. It is understood that age of the respondents may manipulate in ascertaining the profession.

Table No.2
Age of the Respondent

Sl. No	Age	No. of. Respondents	Percentage (%)
1	Blow 30 Years	45	45.00
2	30-40 Years	32	32.00
3	41-50 Years	18	18.00
4	Above 50 Years	05	5.00
Total		**100**	**100**

Source: Primary Data

The table no.2 shows that the age distribution of the sample is presented in table. The majority of the respondents (n = 45 or 45 per cent) fall in the age category below 30years. This is followed by 32 (32 per cent) of the respondents in the age category 30-40 years. The age category 41-50 years old, constitutes 18 per cent of the sample. The minority of the respondents (n = 05 or 5 per cent) fall in the age category of 50 years. From the ensuing results it can therefore be concluded that the majority of the workforce participating in the study is fairly young that is below 30 years.

Educational Qualification

Education plays a significant role in influential affecting and molding the life of individuals. Due to highly technological and employees environment of the occupation in IT industry it is preferred to hire employees with proper educational qualification.

Table No.3
Educational Qualification of the Respondent

Sl. No	Qualification	No. of. Respondents	Percentage (%)
1	Graduate	57	57.00
2	Under Graduate	15	15.00
3	Post Graduate	28	28.00
Total		**100**	**100**

Source: Primary Data

The table No.3 shows that the education level of the sample. The table depicts that the majority of the respondents, 57 per cent has an educational level of graduates, whilst 15 per cent possess an educational level of under graduates, and while 28 per cent of employees has possess a post graduate qualification. It can therefore be concluded that the more than half of them have completed the qualification of graduation in the study area.

Table No.4
ONE-WAY ANOVA Result: Job Satisfaction Factors

Factors	F-Value	Sig.
Job Security	20.85	**0.000**
Promotion	5.19	**0.007**
Working Responsibilities	17.13	**0.000**
Co-workers	47.57	**0.000**
Employee skill & abilities	2.02	0.289
Remuneration Packages	6.68	**0.000**
Working Environment	5.77	**0.005**
Organization style and culture	2.300	0.172

Source: Primary Data

The table 4: One-Way result shows that the calculated value is less than significant value of 0.05. Therefore it infers that there is a significant difference for job satisfaction with working responsibilities, job security, co-workers, promotion, remuneration, and working environment. But there is no significant difference in Job satisfaction with employee skills and abilities, organization, and style and culture in the study area.

Summary and Conclusion

- ➢ . It is identified that the high response rate with regards to the male respondents is attributed to the fact that the large number of males in this division is due to the nature of the work and organization culture.

- ➢ From the ensuing results it can therefore be concluded that the majority of the workforce participating in the study is fairly young that is below 30 years.

- ➢ It is find that there is a significant difference for job satisfaction with working responsibilities, job security, co-workers, promotion, remuneration, and working environment.

- ➢ It is captured that more than half of them have completed the qualification of graduation in the study area.

Job satisfaction, as a general thought, depends on the contract among an individual's totality of attitudes, happiness, behavioral patterns, emotional responses, social roles, and other individual personality that bear over long episode of time and that person's work atmosphere. The work an individual performs goes beyond an income, it shows status and arrogance, and the bottom line is job satisfaction. This present study can concluded that this study revealed that working responsibilities, job security promotion, co-workers relation and remuneration were significant with job satisfaction. Most of the employees are expecting more remuneration package based on the working responsibilities. The information technology organizations have to improve the culture and style of the working environment to high percentage. This also suggested that the conceptual model has to be developed for job satisfaction with the factors such as psychological, physical and environmental to generalize the findings for a similar set of IT Company.

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