Factors Affecting Job Satisfaction in Information Technology Sector in Mumbai

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Abstract - *As an academic concept, Job satisfaction and employee retention has aroused wide attentions from the fields of social psychology, management, and practical operations in past years. Job satisfaction describes how pleased an individual is with his or her job. The happiness people find in their job, the more satisfied they are said to be. The blooming Indian economy has helped the IT sector to maintain its competition in the global market. Personnel with high job satisfaction lead to an advancement in work quality and productivity, and leads to satisfied loyal customers. This research paper is an attempt to study the factors attempting job satisfaction in Information Technology Sector in Mumbai.*

Key Words: **Satisfaction, retention, satisfaction, IT industry, productivity**

1. INTRODUCTION

Indian Information Technology (IT) industry has seen a very fast growth due to body shopping. With increased opportunities, employee job-hopping has increased. The employer has started treating employee like a commodity and employees became job hoppers. As business became more project oriented and time and money contracts are being replaced by delivery contracts, the employee continuity has become critical. The managements started looking at controlling attrition and looking for mechanisms for regaining employee commitment. However, the confusion remains whether employee loyalty can be expected in the present day IT worker if so whether the conventional concepts of organizational support and supervisor support have any relevance in today's industry. The relationship between employee retention and job satisfaction at work has been one of the most researched areas in the field of management in relation to different professions. Today, employee retention is a major concern in an IT organization's competitive advantage since it would have an impact on the organization's efficiency, productivity, and sustainability of the organization. Particularly, employee

retention is a process in which the employees are encouraged to remain with the organization for the maximum period of time or until the completion of the project. Even though Employee Retention has now become a tough task, it is beneficial for the organization as well as for the employee.

In addition, employee job satisfaction in IT sector also is significant to an organization's performance. Employment satisfaction is characterized as any blend of mental, physiological and ecological conditions that cause an individual honestly to state I am happy with my job. According to this approach in spite of the way that activity job satisfaction is influenced by various external segments, it remains something inside that has to do with the way how the employee feels. That is job satisfaction presents a set off factors that cause a feeling of satisfaction.

One of the most often cited definitions on job satisfaction is the one given by Spector according to him job satisfaction has to do with the way how people feel about their job and its various aspects. It has to do with the certain extent to which individuals like or abhorrence their job. That is the reason satisfaction or satisfaction disappointment can show up in some random work circumstance. Employment satisfaction speaks to a mix of positive or negative sentiments that employees have towards their work. In the interim, when a specialist utilized in a business association, carries with it the requirements, wants and encounters which decides desires that he has excused. Job satisfaction represents the extent to which desires are and match the genuine honors. Job satisfaction is closely linked to that individual's behavior in the workplace.

2. LITERATURE REVIEW

According to Diala IS (2010), "All of the usual job satisfaction factors apply to IT workers just as they do all workers: compensation, benefits, flexible hours, the option to telecommute, having a good boss and agreeable co-workers, having the opportunity to learn and increase

their skills, being recognized for their work and having opportunities to advance within the organization. IT workers, though, tend to focus on different job satisfaction factors than the ones that satisfy other kinds of employees: autonomy in their work and having opportunities to advance."

Issam Ghazzawi's (2010) study concluded that major sources of job satisfaction of IT professionals regardless of their gender were: 1) able to keep busy all the time (male 82% vs. female 85%); 2) able to do things that don't go against my conscience (male 80% vs. female 94%); 3) the way the job provides for steady employment (male 78% vs. female 85%); 4) the chance to work alone on the job (male 76% vs. female 85%) and the way co-workers get along with each other (76% male vs. 82% female); 5) the chance to try own methods of doing the job (72% male vs. 88% female).

Issam Ghazzawi's (2011) study on whether age affects job satisfaction showed that younger age groups are generally more satisfied than the older ones on some factors while it is the opposite (older are more satisfied on other factors). In view of that, managers should address this issue by offering training, proficient, and self-awareness to employees without considering their age or tenure. Doing that ensures that employees are up to-date with their knowledge and therefore well utilized. Being up-to date and well utilized creates a sense of worth.

For understanding the role of mentors in job satisfaction, Deepti Pathak & Shalini Srivastava (2017) state that, "Mentoring is very pertinent for personnel growth in general and organizational growth in particular. As manpower is the backbone of any organization, it is very crucial that the top level management should leave no stone unturned for taking steps towards the well-being of an organization. Managers with higher levels of experience need to work hand-in-hand with less experienced employees and act as a mentor to them in order to foster organizational excellence. Job satisfaction comes when the employee is given a freehand in his domain and where need to be, hand-holding is taken care by the mentors. It's the work of an organization to see that the mentor, be it formal or informal, takes care of his protégé in making him satisfied with his job."

3. PROBLEM STATEMENT

There have been various research conducted on job satisfaction in different sectors by many experts. I have tried to study many of them by my literature review.

The factors influencing job satisfaction in Information Technology sector still remains something which is under-researched and hence that is my research gap.

4. RESEARCH OBJECTIVES

The research objectives of the study are -

To understand the factors affecting job satisfaction among the employees of IT industry in the Mumbai region.

To understand satisfaction of IT employees with respect to annual raises, career progression, benefits offered by the company, current position and flexibility of the company.

5. RESEARCH METHODOLOGY

5.1 Type of Research:

We have categorized our research as Causal type. I will identify the cause and effect of job satisfaction in the IT sector.

5.2 Population:

Population refers to the entire target population in a particular survey. Making a large survey costs more and is time- consuming. Hence, we take up sample size. A sample size refers to the set of people/ subset of all the people in entire population. It allowed us to understand the various factors that actually affect retention in IT sector to help us draw conclusions based on the same sample size and expect to have a less margin of error from the entire population. Population of the study consisted of the employees working in IT sector from various companies in Mumbai city.

5.3 Sample Size:

The sample size calculated was 54.

5.4 Sampling technique:

Since I have collected data from the employees working in IT sector out of all the employees working in different sector in Mumbai, stratified random sampling was used.

5.5 Data collection tools:

This research was basically based on primary data by using a structured questionnaire & taking interviews administered to 100 respondents.

5.6 Data analysis tools:

Collected data was analyzed using Microsoft Excel by using different statistical tools like ANOVA, correlation, pie chart & descriptive Statistics.

6. HYPOTHESIS TESTING

6.1 Null Hypothesis 1 (Ho)

Job satisfaction is independent of type of employment level (position).

I have applied ANOVA single factor for above hypothesis in Excel. While applying I have used the employment level and overall job satisfaction of working in the company. Accordingly we can accept or reject the hypothesis with respect to P value. If P is less than 0.05, then reject the null hypothesis.

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	35.59259	1	35.59259	31.81324	1.42195E-07	3.930692
Within Groups	118.5926	106	1.118798			
Total	154.1852	107				

Fig. 1 Result of Null Hypothesis 1

Since the significant value P is less than 0.05, I reject the null hypothesis (Ho).

Interpretation:
Job satisfaction is dependent on employment level (position). Higher the   position of employee in the IT Company, higher is the satisfaction level.

6.2 Null Hypothesis 2 (Ho)

Job satisfaction is independent of number of years of experience of the employee.

I have applied ANOVA single factor for above hypothesis in Excel. While applying I have used the years of experience level and overall job satisfaction of working in the company. Accordingly we can accept or reject the hypothesis with respect to P value. If P is less than 0.05, then reject the null hypothesis.

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	34.4537	1	34.4537	29.22107	4.01098E-07	3.930692
Within Groups	124.9815	106	1.179071			
Total	159.4352	107				

Fig. 2 Result of Null Hypothesis 2

Since the significant value P is less than 0.05, I reject the null hypothesis (Ho).

Interpretation:
Job satisfaction is dependent on number of years of experience of the employee. Higher the year of experience in the IT Company, higher is the satisfaction level.

6.3 Null Hypothesis 3 (Ho)

Employee training has a significant impact on job satisfaction.

Here, I have applied correlation for data analysis and results are as follow.

Column 1: Overall, how satisfied are you with the training that is required to do your job? (1- Immensely Dissatisfied, 2-Dissatisfied, 3-Neutral, 4- Satisfied, 5 - Immensely Satisfied) [Satisfaction level]

Column 2: Overall, how satisfied are you working for your Company? (1- Immensely Dissatisfied, 2-Dissatisfied, 3-Neutral, 4- Satisfied, 5 - Immensely Satisfied) [Satisfaction level]

	Column 1	Column 2
Column 1	1	
Column 2	0.496287	1

Fig. 3 Result of Null Hypothesis 3

6.4 Null Hypothesis 4 (Ho)

Resources provided to employee have a significant impact on job satisfaction

Here, I have applied correlation for data analysis and results are as follow.

Column 1: Overall, how satisfied are you with tools and resources required to do your job? (1- Immensely Dissatisfied, 2-Dissatisfied, 3-Neutral, 4- Satisfied, 5 - Immensely Satisfied)

Column 2: Overall, how satisfied are you working for your Company? (1-Immensely Dissatisfied, 2-Dissatisfied, 3-Neutral, 4- Satisfied, 5 - Immensely Satisfied) [Satisfaction level]

	Column 1	Column 2
Column 1	1	
Column 2	0.59818	1

Fig. 4 Result of Null Hypothesis 4

Here Karl Pearson's correlation coefficient, r = 0.59818

Interpretation:
The relation between resources provided to employee and job satisfaction is direct and moderate. This indicates, better are the resources provided to employee, the more he will be satisfied with his job.

7. CONCLUSION & FINDINGS

1. Job satisfaction is dependent on employment level (position). Higher the position of employee in the IT Company, higher is the satisfaction level.
2. Job satisfaction is dependent on number of years of experience of the employee. Higher the year of experience in the IT Company, higher is the satisfaction level.
3. The relation between employee training and job satisfaction is direct & moderate. This indicates better trained employees are more satisfied with their jobs.
4. The relation between resources provided to employee and job satisfaction is direct and moderate. This indicates, better are the resources provided to employee, the more he will be satisfied with his job.

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