

AN INVESTIGATION INTO THE EFFECTS OF JOB SATISFACTION ON EMPLOYEES IN THE IT INDUSTRY

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ABSTRACT: The amount of employee happiness is an important factor determining an organization's performance. It is vital in all aspects of the workplace to ensure employee satisfaction so that they can generate high-quality work. Employee satisfaction has a direct impact on the business's performance and profitability. The goal of this study is to discover what happens when IT employees are satisfied with their jobs. The descriptive research methodologies were used in this examination. As a method, convenience sampling was used. Data from 123 different individuals was gathered via a questionnaire. The research investigation included statistical evaluations and data.

Key words – Job satisfaction, Organization, Performance

1. INTRODUCTION:

Employee job satisfaction has a substantial impact on organizational success. It is vital to learn how to keep employees by assuring their contentment and delegating decision-making authority. This will eventually result in exceptional results. Employee work satisfaction inspires individuals to perform at their best, which helps firms maintain high standards and increase productivity. Employees' affective reactions to their work are known as "employment satisfaction." As a result, its visibility is unknown; it can only be speculated. Another important factor influencing job satisfaction is how well the results meet or exceed initial expectations. Employees inside a company may have decreased job satisfaction if they notice that they are paid less despite performing better than their counterparts in the same department. People are more likely to love their jobs if they feel they are treated and payed fairly.

It is a widely accepted assumption that an employee who is comfortable and happy is naturally competent. Any personal or professional complaint has a big impact on the workplace. Employee dissatisfaction with their jobs is connected with increased absenteeism, frequent turnover, higher error rates, and higher conflict resolution costs, among other negative outcomes. To avoid the dangers we described earlier, every

organization is looking for ways to improve customer happiness. Employees that are satisfied with their occupations are more likely to be creative and produce new ideas. This may result in substantial advances that help a company expand and adapt to changing market conditions. As a result, job satisfaction is an important aspect in inspiring people to perform effectively in every firm.

2. REVIEW OF LITERATURE

Saari and Judge's 2004 study looked at the behaviors that contribute to workplace happiness. The link between employee happiness and optimism in the workplace is clear. Employee happiness and corporate success have a favorable relationship with job satisfaction and enjoyment. According to Melvin's 1993 study, the configuration of an organization's environment has a substantial impact on employee satisfaction and is an important aspect in motivating employees to take pleasure in their work. Implementing a robust environmental design within an organization makes it easier to manage obstacles and unpredictability. The author contends that management should actively organize the workplace by creating stress-free schedules and responsibilities.

Job satisfaction relates to an individual's emotive

state and cognitive judgment of their employment situation. Individuals' employment satisfaction varies greatly, ranging from exceedingly delighted to extremely unsatisfied. Individuals have different opinions on many aspects of their job (George, 2008).

Singh and Jain (2013) investigated the relationship between employee satisfaction and its effect on performance. Workplace behavior reflects an organization's self-perception. Employee satisfaction is crucial in sales and customer service since they are the first point of contact with customers. Employee satisfaction is strongly influenced by the work environment. Employees who are content with their jobs are more likely to stay with the same company. This is because employees are more satisfied with their jobs when they have a pleasant work environment and adequate working circumstances.

When people are happy, they are often less productive. While it is possible that other variables influence the outcomes, rewards appear to be the most important. Individuals who regard their benefits as equitable are more likely to be happy, which is thought to drive them to work more and produce more output. Furthermore, new study shows that, while joy does not always result in improved individual performance, it does contribute to the overall improvement of departments and organizations. According to Lithans (1998), the link between accomplishment and enjoyment is currently being debated.

OBJECTIVE OF THE STUDY

Primary objective:

- To determine how satisfied employees are with their jobs.

Secondary objective:

- To is an effort to measure employee contentment with their jobs.
- To in order to better understand the aspects that influence employee work satisfaction.
- To Identifying the key causes of employee dissatisfaction.
- To in order to learn how the employees feel about the organization.

3. RESEARCH METHODOLOGY

Descriptive analytics were used. In this

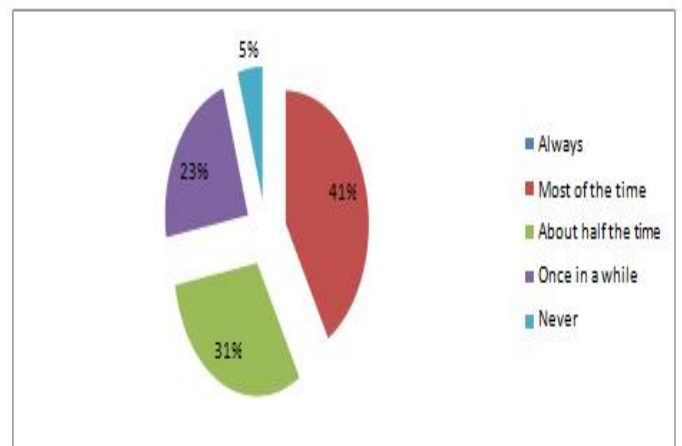
experiment, convenience sampling was used. Information was gathered from both primary and secondary sources. Websites, journals, and public papers were some of the secondary sources of information. In contrast, primary data was acquired directly from individuals via a questionnaire. This investigation's sample size was 123 employees. The SPSS application was used to do a chi-square test, an ANOVA, a pie chart, and a simple percentage analysis.

4. DATA ANALYSIS AND INTERPRETATION

Respondents view on appreciation at work.

Particulars	No. of respondents	Percentage
Always	0	0%
Most of the time	51	41.50%
About half the time	38	30.90%
Once in a while	28	22.80%
Never	6	4.80%
Total	123	100%

Source: Primary data



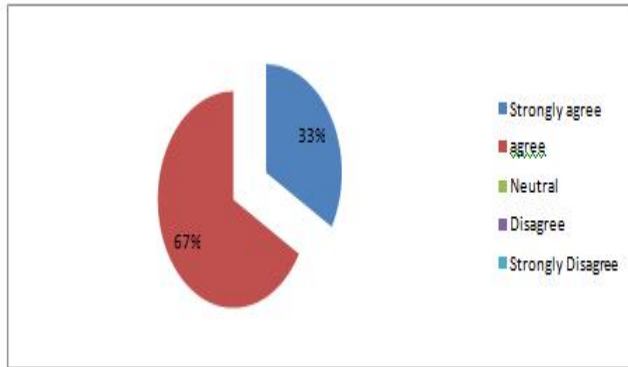
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A significant fourteen percent of respondents expressed gratitude for the effort on a regular basis.

Respondents level of agreement on the statement “I am aligned with the activities of the organization I work for”.

Particulars	No. of respondents	Percentage
Strongly agree	41	33%
agree	82	67%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	123	100%

Source: Primary data



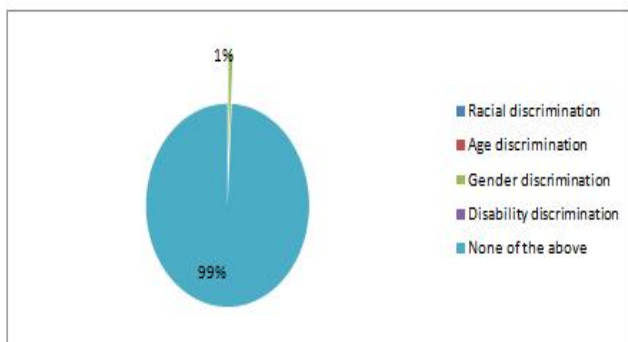
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"I agree with the endeavors of the organization for which I work," said 67% of participants.

Respondents opinion on the forms of discrimination faced in the company.

Particulars	No. of respondents	Percentage
Racial discrimination	0	0%
Age discrimination	0	0%
Gender discrimination	1	0.80%
Disability discrimination	0	0%
None of the above	122	99.20%
Total	123	100%

Source: primary data



INFERENCE:

A significant majority of participants (99%) stated that they have never witnessed any of the above-mentioned discriminatory practices within the group.

i. TABLE SHOWING CHI-SQUARE TEST OF AGE OF THE RESPONDENTS AND

DISCRIMINATION FACED IN THE COMPANY.

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	12.770 ^a	2	.002
Likelihood Ratio	5.337	2	.069
N of Valid Cases	123		

a. The expected amount (50.0%) for three cells is less than five. 0.07 is not a surprising number.

INTERPRETION

The two-tailed significance value is.002, which is lower than the preset threshold of 0.05. This shows that the alternative hypothesis (H1) is correct while the null hypothesis (H0) is incorrect. Significant discrepancies exist between the interviewees' ages and the types of job discrimination they face.

ii. TABLE SHOWING ANOVA ANALYSIS OF OCCUPATION OF THE RESPONDENTS AND THEIR VIEW ON APPRECIATION AT WORK.

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	18.195	3	6.065	4.553	.005
Within Groups	158.537	119	1.332		
Total	176.732	122			

INTERPRETION

The significance threshold is 0.005, which is higher than the too-low 0.05 level. The obtained data show that the alternative hypothesis (H1) is supported by evidence, while the null hypothesis (H0) is rejected. Respondents offered a variety of thoughts about workplace appreciation and their occupation in general.

iii. TABLE SHOWING ANOVA ANALYSIS OF OCCUPATION OF THE RESPONDENTS AND THEIR LEVEL OF AGREEMENT ON THE STATEMENT "I AM ALIGNED WITH ACTIVITIES OF THE ORGANIZATION I WORK FOR".

ANOVA
O2

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	7.171	1	7.171	5.117	.025
Within Groups	169.561	121	1.401		
Total	176.732	122			

INTERPRETION

The findings show that the level of significance is less than the predetermined threshold of 0.05, as measured at 0.025. As a result, the alternative hypothesis (H1) is accepted, while the null hypothesis (H0) is rejected. As a result, there appears to be a large gap between the participants' employment and their level of agreement with the statement "The endeavors of the organization where I am employed are consonant with my own."

FINDINGS

- The overwhelming majority of respondents are employed and compensated. The majority of them are only 18 to 29 years old.
- Over 44% of respondents stated that they routinely received instructions.
- A steady 41% of respondents expressed appreciation for the efforts they made.
- Sixty-seven percent of respondents said, "I agree with the endeavors of the organization for which I am employed."
- 91.90 percent of respondents polled were pleased with the safety of their workplace.
- Approximately 50% of respondents are pleased with the arrangement of the rewards or honors.

SUGGESTIONS

- Increasing employee appreciation should be the organization's top priority. Employee satisfaction and appreciation are intricately intertwined. To instill a sense of job security in employees, the business may prioritize the provision of constant and reliable duties. Employees can focus on their job obligations without worrying about their financial condition or job security in the event of unemployment.
- Employees who are suffering work-related stress should have access to counseling services that can help them identify the root of their worry and develop coping strategies.

- No content could be found. Managers should devote significant effort to designing a successful rewards or recognition program. Creating an award system is one approach of inspiring employees to do their best work, and it also improves worker satisfaction.

5. CONCLUSION

Job satisfaction is an important component in the growth of any firm. When employees are satisfied, they are more productive. The level of employee happiness is critical for any firm. The word "job satisfaction" refers to the level of contentment that people derive from their employment. As a result, there is a strong relationship between their performance and the overall success of the group. It comprises establishing an individual's best occupation for a specific period of time and guaranteeing their pleasure with it. Employment happiness is strongly associated with an employee's level of performance and devotion to their job. Employee dissatisfaction, on the other hand, can have a substantial negative impact on the firm.

The goal of this study was to see whether or not employees' pleasure at work has a good impact on them. Employees are critical to the success of any business because they continuously and equally contribute to its growth through their labor. A satisfied and happy employee is beneficial to the firm since they are motivated to give excellent service. When employees are more satisfied with their jobs, businesses end up making more money. This research has given me a thorough understanding of the importance of contented employees to the smooth operation of a corporation.

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