



## Study on Job Satisfaction and Quality of Life of Software Employees with Reference to Kannur, Kerala

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### ABSTRACT

*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. The study concludes that a moderate level of job satisfaction and quality of life was found among the software employees. There was a significant relationship between job satisfaction and quality of life of the software employees. The Friedman's test shows that the job and working conditions is the foremost factor which influences the job satisfaction level of the employees. The Friedman's test shows that family members is the foremost factor which influences the level of quality of life of the employees.*

**KEYWORDS :** Job satisfaction, Quality of life, Software employees, IT Industry

### INTRODUCTION

Employee satisfaction is essential to the success of any business. A high rate of employee contentedness is directly related to a lower turnover rate. Thus, keeping employees' satisfied with their careers should be a major priority for every employer. While this is a well known fact in management practices, economic downturns like the current one seem to cause employers to ignore it. There are numerous reasons why employees can become discouraged with their jobs and resign, including high stress, lack of communication within the company, lack of recognition, or limited opportunity for growth. Management should actively seek to improve these factors if they hope to lower their turnover rate. Even in an economic downturn, turnover is an expense best avoided. An employee who has no interest in his or her field, or the position in which he or she begins in a job, may initially put forth his or her best effort. However, this employee will often become bored with the work because there is no intrinsic motivation to succeed. Finding the daily job mundane reduces the individual's desire to show up to work and to do the job well. In this case, the employee may continue to come to work, but his or her efforts will be minimal. In contrast, an employee may be entirely too overwhelmed to handle the position; the responsibilities may prove to be too demanding. In an instance like this, the employee will search for another position that offers the financial security he or she needs with job characteristics that challenge them appropriately; thus increasing the initial company's turnover rate (Koslowsky & Krausz, 2002).

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. 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 contribute significantly to the quality of life and job satisfaction of the employees. However, nowadays people put more emphasis on the quality of life than before. Consequently life satisfaction becomes an important issue for human resources management. When employees have high degrees of satisfaction in their jobs and lives, they tend to perform better in their work. The past studies focused much on the job satisfaction and job stress rather than quality of life. Thus, it is important to have valid measure of job satisfaction and quality of life.

### REVIEW OF LITERATURE

Dore (2004), have highlighted the significance of job satisfaction and

its relationship between variables among the software professional. The study significantly found that job satisfaction determines the turnover intention of the employees in software companies. Gunlu et al(2010) have found that job satisfaction is highly related to the organizational commitment of the employees in telecom sector and among hotel managers respectively. Rashid Saeed (2013). The overall job satisfaction of the employees in the telecom sector is at the positive level. Hence, this research was mainly undertaken to investigate on the significance of factors such as working conditions, pay and promotion, job security, fairness, relationship with co-workers and supervisors in affecting the job satisfaction. Ranjit and Mahespriya (2013) job stress influences the quality of life of software employees. It is also concluded that the demographic variables do influence the level of job stress and quality of life of software employees.

### OBJECTIVES OF THE STUDY

**The main objectives of the present investigation are:**

1. To assess the level of job satisfaction and quality of life of the software employees.
2. To study the relationships between job satisfaction and quality of life of the software employees.
3. To study the factors influencing job satisfaction and quality of life of software employees.

### METHODOLOGY

Descriptive research design is adopted for the present study. The universe of the present study is the Information Technology Professionals working in Kannur District of Kerala State. The researcher adopted relay sampling technique for selecting the sample of the study. The sample size of was 416. The researcher used standardized Job Satisfaction Scale and quality of life for data collecting. The researcher adopted Split-half reliability test for finding the reliability of the scales. The correlation value obtained was 0.63 (job satisfaction) and 0.72 (quality of life). The data were then analyzed using various statistical tools like mean, standard deviation, coefficient of correlation, ANOVA, principal component analysis and Friedman's test.

### ANALYSIS AND INTERPRETATION

**Table 1: Level of Job Satisfaction and Quality of Life**

	Job Satisfaction		Quality of life	
	Frequency	Percent	Frequency	Percent
High (99-125)	40	9.6	62	14.9
Moderate (83-98)	340	81.7	304	73.1
Low (25-82)	36	8.7	50	12.0

The table shows that majority (81.7 percent) of the respondents had a moderate level of job satisfaction, 9.6 percent of the respondents had high level of job satisfaction and 8.7 percent of them had low level

of job satisfaction. Majority of the respondents (73.1 percent) had a moderate level of quality of life, 14.9 percent of them had a high level of quality of life and 12 percent of them had a moderate level of quality of life.

**Table 2: Relationship between Level of Job Satisfaction and Level of Quality of Life of the Respondents**

Job Satisfaction	Level of Quality of Life			Total	Result
	High (90-120)	Moderate (71-89)	Low (24-70)		
High (99-125)	22 55.0%	18 45.0%	0 .0%	40 100.0%	r = 0.572 P < 0.01 Significant
Moderate (83-98)	40 11.8%	274 80.6%	26 7.6%	340 100.0%	
Low (25-82)	0 .0%	12 33.3%	24 66.7%	36 100.0%	
Total	62 14.9%	304 73.1%	50 12.0%	416 100.0%	

The relationship between the level of job satisfaction and level of quality of life is presented in the above table. It shows that of the 40 respondents who had high level of job satisfaction, 45 percent of them had moderate level of quality of life and of the 340 respondents who had moderate level of job satisfaction, 80.6 percent of them had moderate level of quality of life and of the 36 respondents who had low level of job satisfaction, 66.7 percent of them had low level of quality of life. The coefficient of correlation value shows that there is a significant relationship between level of job satisfaction and level of quality of life of the respondents at 0.01 level.

**Factors Influencing Job Satisfaction and Quality of Life**  
**Factors Influencing Job Satisfaction using Principal Component Analysis**

**Table 3: KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.764
Bartlett's Test of Sphericity	Approx. Chi-Square
	df
	Sig.
	300
	.000

The results of factor analysis of job satisfaction of employees show that KMO test confirm 76% of the sample adequacy, Bartlett's test of sphericity was also significant. So it can be concluded that the data is suitable for the factor analysis. Factor analysis by principle component method extracted 6 predominant factors as shown below: The total variance of the 25 items is found to be 64.3 which insignificantly greater than the benchmark variance value 60%. The factor segmentation is revealed through the correlation values exhibited in the communalities table.

(i) Job and working condition was the first factor reduced using Principle Component Analysis containing 8 items "I did not like to do this job but circumstances forced me- 0.503", "my present job is as per my ability/qualification and experience - 0.782", "I usually feel fresh at the end of the day's work-0.790", "working condition in this organization is satisfactory - 0.626", "my job has helped me to learn more skills - 0.607", "On the whole I feel I have good prospects or advancement in my job -0.633", "There is high team spirit in the work group - 0.754", "I am satisfied with the welfare facilities provided by the organisation-0.758".

(ii) Organisation aspects was the second major factor reduced through principle component analysis containing 5 items "I feel proud for working in this organization-0.603", "I think this organization treats its employees better than any other organization-0.751", "I feel that I have opportunity to present my problems to the management-0.603", "I have full confidence in the management of this organization-0.543", "favouritism does not have any role to play in this organization 0.675"

(iii) Pay was the third factor that was reduced using the principle component analysis containing identified 4 items "as per work requirement my pay is fair - 0.685", "Comparing the salary for similar jobs in other organizations I feel my pay is better - 0.809", "my pay is enough for providing necessary things in my life- 0.720", "my organisation adopts best salary methods - 0.457".

(iv) Supervisor behaviour was the fourth factor reduced using Principle Component Analysis containing 4 items "on the whole, I am satisfied with the general supervision in my department - 0.819", "my supervisor behaves properly with me - 0.517", "my superior keeps me informed about all policies/happenings of the organization - 0.619", "my superiors take into account my wishes as well as work done - 0.572".

(v) Promotion was the 5th factor reduced using Principle Component Analysis containing 2 statements "I have been getting promotion as per my qualification and experience-0.563", "promotions are made on merit in this organisation - 0.733".

(vi) Security was the 6th factor reduced using Principle Component Analysis containing 2 statements "I feel that my job is reasonably secure as long as I do good work-0.709", "if I get similar job in any other organisation I would like to quit this job - 0.474".

From this it can be interpreted that the above extracted five factors influence the job satisfaction of the respondents. Concentrating on these factors will increase the level of job satisfaction of the employees. To check the priority of influence of these factors on the level of job satisfaction of the workers the Friedman's test was carried out.

**Friedman's Test**

The Friedman test is a non-parametric statistical test developed by the U.S. economist Milton Friedman. Similar to the parametric repeated measures ANOVA, it is used to detect differences in treatments across multiple test attempts. The procedure involves ranking each row (or block) together, then considering the values of ranks by columns. In the present study the Friedman's test is used to test the influencing factors of job satisfaction using the mean ranking.

**Table 4: Friedman's Test Ranks**

Factors	Mean Rank
Job and working conditions	5.98
Organisational factors	4.92
Pay	3.25
Supervisor	3.72
Promotion	1.73
Security	1.39

**Table 5: Test Statistics**

N	416
Chi-Square	1926.149
df	5
Asymp. Sig.	.000

The Friedman's test shows that the factors influencing the job satisfaction of the employees. From the above table it is clear the Job and working conditions is the foremost factor which influences the level of job satisfaction of the employees which has the highest mean rank of 5.98 and the second factor was found to be organisational factors with the mean ranking of 4.92 and the third factor which influences the job satisfaction was found to be the supervisors relationship with the mean rank of 3.72 and the fourth factor which influences the job satisfaction was found to be pay with the mean rank of 3.25 and the fifth factor which influences the job satisfaction of the employees was found to be the promotion with the mean rank of 1.73 and sixth factor which influences the job satisfaction of the employees was found to be the security with the mean rank of 1.39

It is interpreted that job and working conditions is the foremost factor which influences the job satisfaction level of the employees. The employers have to concentrate on this factor and find appropriate strategies to increase the quality of the working conditions of the employees which in turn increase the level of job satisfaction of the employees.

**Factors Influencing Quality of Life**

**Table 6: Friedman's Test Ranks**

Factors	Mean Rank
I am happy with my present assignments	15.26
Problems in my life are	10.66
My social interaction are	10.36
My interest in life is	14.03
I am dependent upon others	13.55
I have been happy in my life	12.77
I am happy with present political system	5.83
I feel my existence in this world is meaningful	11.01
What I have is enough for me	11.17
As a whole my needs are	12.03
My relations with my family members are	20.19
My relations with others are	17.34
My relations with my life partner are	16.50
My level of aspiration is	12.81
My social prestige is	12.49
As a whole my achievements in life is	11.93
I have peace of mind	12.58
I spare time for my hobbies	10.18
I feel secure	11.66
I manage time to know things	11.54
I have been lucky in my life	12.02
As a whole, I keep good health	12.32
I feel inferior	10.01
As a whole, I feel happy.	11.76

**Table 7: Test Statistics**

N	416
Chi-Square	1926.149
df	5
Asymp. Sig.	.000

The Friedman's test shows that the factors influencing the quality of life of the employees. From the above table it is clear the relation with family members is the foremost factor which influences the level of quality of life of the employees which has the highest mean rank of 20 and the second factor was found to be the relations with others with the mean ranking of 17 and the third factor which influences the quality of life was found to be the relationship with life partner with the mean rank of 16.5.

It is interpreted that social relationship is the foremost factor which influences the quality of life level of the employees. The employers have to concentrated on this factor and find appropriate strategies to improve the quality of the working conditions of the employees which in turn increase the level of job satisfaction, productivity and quality of life of the employees.

### Conclusion

The study concludes that a moderate level of job satisfaction and quality of life was found among the software employees. There was a significant relationship between job satisfaction and quality of life of the software employees. The Friedman's test shows that the job and working conditions is the foremost factor which influences the job satisfaction level of the employees. The Friedman's test shows that family members is the foremost factor which influences the level of quality of life of the employees.

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