



## FACTORS INFLUENCING ON JOB SATISFACTION OF SOFTWARE EMPLOYEES

**L. Poornima**

Research Scholar, Dept. of Psychology, Bharathiar University, Coimbatore-T.N.

**Dr. S. Azmal Basha**

Head, Dept. of Psychology, S.V. Arts College (TTD), TIRUPATI - A.P.

### ABSTRACT

It is well known that happy workers are assets of an organization. They are more likely to improve themselves through self-enhancement. In the contemporary world, the level of employee's engagement and the quality of work are directly proportional to the success of an organization and contributes towards its growth. So managers are always concerned with identifying ways to boost morale, increase productivity and gain competitive advantage. The aim of the present research is focused to find out the gender, age and years of experience are there any influences on job satisfaction. Sample consisted of 50 software employees. The factors which are responsible for job satisfaction were identified through an extensive literature review then Job satisfaction questionnaire by Scott Macdonald & Peter Macintyre was used to measure and descriptive research was applied. The respondents for the analysis were selected through convenience sampling. Result revealed that the gender, age, years of experience have significant influence on Job satisfaction.

**KEYWORDS** : Job Satisfaction, Gender, Age, experience and Software Employees.

### INTRODUCTION

The Indian Information Technology (IT) industry has played a major role in placing India on the global map. The industry consists of Software and ITeS and facilities for, Software experiments, Custom Application Development and Maintenance (CADM), network services, IT Solutions and ITeS. The academicians are always worried to know the factors that govern the development of the job satisfaction among the workers in the industrial set up. The construction (development) of software is different from the products of other manufacturing system. Software development is an inherently human endeavor. We view job satisfaction as emerging from a variety of factors, including characteristics of the organizational environment, specific features of the job, Human Resource Practices and the personal characteristics of the employee.

In today's dynamic and ever changing environment the job satisfaction has emerged as the key fact for motivating employees towards the organizational goals and objectives. This issue has also been identified as one of the most important issues in today's all private and public sectors. Job satisfaction is of interest to employers because employees who are dissatisfied with their work have higher rates of absenteeism, are more likely to quit their jobs, arrive late for work, produce less than colleagues who are happier in their jobs and can negatively affect the morale of the organization.

Job satisfaction describes how content an individual is with his or her job. The happier people are within their job, the more satisfied they are said to be. The Information Technology (IT) sector has emerged only recently in the world market and it has assumed centre stage both in our society and the world. According to Wikipedia, job satisfaction can simply be defined as the feelings people have about their jobs. It has been specifically defined as a pleasurable (or unpleasurable) emotional state resulting from the appraisal of one's job, an effective reaction to one's job, and an attitude towards one's job. Job satisfaction is in regard to one's feelings or state-of-mind regarding the nature of their work. It can be influenced by a variety of factors, e.g., the quality of one's relationship with their supervisor, the quality of the physical environment in which they work, degree of fulfillment in their work, etc. Anon., 2012b was stated that job satisfaction, a worker's sense of achievement and success, is generally perceived to be directly linked to productivity as well as to personal wellbeing. Job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts.

Job satisfaction is important not just because it boosts work performance but also because it increases quality of employees' life.

Everyone's job is different but here are 10 factors that psychologists regularly find are important in how satisfied people are with their jobs. They are: (1) Little hassles, (2) Perception of fair pay, (3) Achievement, (4) Feedback, (5) Complexity and variety, (6) Control, (7) Organizational support, (8) Work-home overflow, (9) Honeymoons and hangovers, and (10) Easily pleased? If you're a manager looking to improve satisfaction at your workplace then start with point number 1: find out about people's little hassles and address them. It might not look like much but people will really appreciate it

It is argued that a major reason for this lack of progress is the implicit conception of causality accepted by most psychologists. It is called the policy of "correlation without explanation." The present approach to the topic of job attitudes emphasizes a more conceptual approach to the problem. Using Rand's theory of emotions as a starting point, the concepts of satisfaction, dissatisfaction, value, emotion, and appraisal, and their interrelationships are discussed. The present theory of job satisfaction is contrasted with previous theories. Data illustrating an approach to satisfaction based on the present theory are given. Other issues discussed are: value hierarchies; the dynamic character of values; overall job satisfaction; the Herzberg two-factor theory; the measurement of satisfaction and values; and rational vs. irrational values (Locke, 1969). Low job satisfaction often leads to poor employee performance and productivity. Some facts that may affect employee job satisfaction include compensation and benefits. Job security, along with a peaceful and safe work environment, may also help improve job satisfaction. According to many experts, challenging and exciting work will also lead to happier employees. Open communication between supervisors and employees can help ensure employee job satisfaction in many instances (Edwards, 2003). Over the past few years of researchers found that the same findings are Saba Saleem et al (2013); Diala, Ify S., (2010); Narayanan and Zafar (2011); Sharma (2009); Bajpai and Srivastava, 2010; Mullarkey, Jackson et al. 1997). Keeping in these views, the present research is focused to examine the impact of gender, age and experience of software employees on their job satisfaction.

### OBJECTIVES

- To assess the influence of Gender on Job Satisfaction among software employees.
- To find out the impact of Age on Job Satisfaction among software employees.
- To enquire the influence of Experience on Job Satisfaction among software employees.

**HYPOTHESES**

- There is any significant difference between male and female software employees on Job Satisfaction
- There is any significant difference between age group of (below 28 years and above 28 years) software employees on Job Satisfaction
- There is any significant difference between Years of experience (below 5 years and above 5 years) of software employees on Job Satisfaction

**METHOD AND MATERIAL**

Job satisfaction, the dependent variable, was measured by Scott Macdonald & Peter Macintyre Job satisfaction questionnaire the response to the question: "On the whole, how satisfied are you with the work you do-would you say, you are very satisfied, moderately satisfied, a little dissatisfied, or very dissatisfied?" in this the study involved 50 software employees located in Bangalore through convenience sampling. The independent variables were the personal demographic characteristics-gender, age and years of experience. Respondents were classified into Gender was interviewer coded into male and female, Age was classified 28 below above 28 years, recorded in exact years since date of birth and years of experience below 5 years and above 5 years employees were considered in the present study.

**RESULTS AND DISCUSSION**

**TABLE-I** Shows the Means scores of Gender on Job Satisfaction

GENDER	N	Mean	SD	t-value
Male	25	65.03	16.25	4.21**
Female	25	71.56	17.89	

\*\*Significant at 0.01 level

Among the employees who served as sample for this investigation, there are 25 male and 25 females. An attempt was made to investigate the gender differences on job satisfaction of software employees.

**Table No-I** shows the mean scores of the two groups' employees t-test was applied to see whether the difference between the two groups was significant on job satisfaction. Here the female employees secured high score (M-71.56) when compared with their counterparts of male software employees obtained low score (M-65.03). It clearly indicates female employees have high job satisfaction than male employees working in software sector. The obtained t-value (4.21) is greater than the table value it is significant at 0.01 level. So the hypothesis "There is significant difference between male and female software employees on their job satisfaction" is accepted.

**TABLE-II** Shows the Means, SD and t' scores of Age group on Job Satisfaction.

AGE	N	Mean	SD	t-value
Below 28 years	25	66.23	16.82	5.23
Above 28 years	25	81.91	20.47	

\*\*Significant at 0.01 level

Among the students who served as sample for this investigation, there is 25 (Below 28 years) and 25 (Above 28 years) of age group employees. An attempt was made to investigate age is there any significant influence on job satisfaction of software employees.

**Table No -II** projected that the mean scores of the two groups' employees-t-test was applied to see whether the difference between the two groups was significant on job satisfaction. It shows the above 28 years age group employees secured high score (M-81.91) than the software employees age group of below 28 years obtained low score (M-66.23). It suggested that employees the age group above 28 years have high job satisfaction than the age group of below 28 years employees who are working in software field. The

obtained t-value (5.23) is greater than the table value it is significant at 0.01 level. Hence the hypothesis "There is significant difference between age group of (below 28 years and above 28 years) software employees on job satisfaction" was accepted.

**TABLE-III** Shows the Means, SD and t' scores years of experience on Job Satisfaction.

EXPERIENCE	N	Mean	SD	t-value
Below 5	25	57.26	14.31	6.17**
Above 5	25	69.31	17.32	

\*\*Significant at 0.01 level

Among the students who served as sample for this investigation, there is 25 (Below 5 years) and 25 (Above 5 years) of work experience employees. An attempt was made to investigate experience is there any significant influence on job satisfaction of software employees.

**Table No- III** shows that the mean scores of two group's employees-t-test was applied to see whether the difference between the two groups was significant on job satisfaction. It shows the above 5 years experience group employees obtained high score (M-69.31) than the employees working in software field with below 5 years experience were secured low score (M-57.26). It suggested that employees working in more than 5 years experience they have high job satisfaction when compare with the employees working in software sector less than 5 years of work experience. The obtained t-value (6.17) is greater than the table value it is significant at 0.01 level. Hence the hypothesis "There is significant difference between group of (below 5 years and above 5 years) work experience software employees on job satisfaction" was accepted.

**CONCLUSION**

Job satisfaction is important not just because it boosts work performance but also it increases quality of employees' life however many factors are contribute to affect their satisfaction in their working environment but present research found that gender age and experience are significantly influence on job satisfaction. Female employees have high job satisfaction than male employees working in software sector and the employee's age group of above 28 years has high job satisfaction than the age group of below 28 years employees who are working in software field. In terms of experience employees working in more than 5 years they have high job satisfaction when compare with the employees less than 5 years of work experience in software sector.

**REFERENCES**

1. Saba Saleem, Sadia Majeed, Tariq Aziz, Muhammad Usman, (2013), Determinants of Job Satisfaction among Employees of Banking Industry at Bahawalpur, Journal of Emerging Issues in Economics, Finance and Banking, 1,2 32-38.
2. Diala, Ify S. (2010). Job Satisfaction among Information Technology Professionals in the Washington DC area Capella University, 128.
3. Narayanan, R., & Zafar, S. (2011). Factors influencing job satisfaction among young software professionals in India. International Journal of Business Studies and Research, 3(1), 77-87.
4. Jha, S., & Bhattacharyya, S. (2012). Study of perceived recruitment practices and their relationships to job satisfaction. Synergy, X(1), 63-76.
5. Bajpai, N., & Srivastava, D. (2010). Sartorial Comparison of factors influencing job satisfaction in Indian Banking Sector. Singapore Management Review, 26(2), 89-99.
6. Mullarkey, S., P.R. Jackson, et al. (1997). The Impact of Technology Characteristics and Job Control on Worker Mental Health. Journal of Organizational Behavior 18(5), 471-489.
7. Anon., (2012b), "Job Satisfaction," eNotes.com, Inc.
8. Locke, E.A., (1969). What is Job Satisfaction?" Organizational Behavior Human and Performance, 4,4, 309-336.
9. Edwards, C., (2003). What Factors Affect Employee Job Satisfaction?" wise GEEK Article, Conjecture Corporation, USA.
10. Saari, L.M. & Judge, T.A., (2004). Employee Attitudes and Job Satisfaction," Human Resource Management, 43, 4, 395-407.