



Relationship between Job Satisfaction and Organizational Development in IT Sector

KEYWORDS

Job satisfaction, Organizational Development, IT Sector, Chennai, OD.

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ABSTRACT

Organizational development means to bring organizational change. The performance of an organization depends on several factors. The financial strength of the organization, the recognition as one of the best among the benchmarked companies, excellent HR practices of the organization, reduced attrition rate of the employees, welfare policies, satisfaction of employees etc. The information technology sector plays a major role in the development of our country in terms of economic development, employment opportunities, and much more. The possible success of the sector is due to the valuable hardworking human resources that our country processes and it will be unforgivable on the part of the organizations if the satisfaction of such human resources are not taken care. Human resource is the backbone of any organization irrespective of the nature of sector, but the researcher has made an attempt to study the job satisfaction of the IT sector employees with respective to a most important metropolitan city named Chennai in India.

I. Introduction

The Indian IT & ITES industry continues to grow at a blistering pace. The availability of an abundant, high quality and cost-effective pool of skilled knowledge workers is India's main advantage in the global IT and ITES-BPO industry. Today several companies are performing extremely well in India. To be very precise Bangalore was called as the IT hub in the recent past but now Chennai is called as the IT hub our country. The IT companies of Chennai now possess a wide expertise of Human resources from across the country and from international countries too due to globalization and liberalization. However, it is impossible without the tremendous hardworking and contribution of the effective human resources of such companies that this particular sector has caused a significant development of our country.

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Job satisfaction is an inevitable factor in any organization. It has been studied by various researchers in various contexts across sectors and countries. Yet its importance cannot be ignored as it is important to study the job satisfaction of any organization in order to keep the employees happy. Hence, the attempt of this study was made among the IT professionals in Chennai.

II. Review of Literature

Job satisfaction has been studied by several researchers in various contexts. The researcher has presented certain reviews to find the need to proceed with this present study.

Study conducted by 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.

Riaz .et al (2010), and 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.

Sowmya, K. R & Panchanatham, N (2011): identified the factors influencing job satisfaction of banking sector employees in Chennai, India. Exploratory factor analysis by principle component method was exploited to identify the factors Organizational Factors, supervisor Behaviour, Coworker Behaviour, Job Recognition and Job Security. Of these identified factors organizational factors and supervisor behavior were the most important factors influencing the satisfaction level of the public sector banks and the new private sector banks in Chennai.

The research gap identified based on this review is that presently the IT employees do not feel that they have job security and the present recession has again set back many IT organizations in our country and out IT hub is not an exception to be affected by it. The employees of the IT sector are not satisfied much and hence there is a requirement to study the factors influencing the job satisfaction of employees to enable organizational development.

III. Methodology

Sampling Design

The methodology of the study was based on the primary as well as secondary data. The study depends mainly on the primary data collected through a well-framed and structured questionnaire to elicit the well-considered opinions of the respondents. The study was conducted among the IT professionals of Chennai city. Multistage sampling method was adopted to choose the samples. 250 questionnaires were circulated among IT professionals of Chennai city of which 172 usable questionnaires were exploited for this study.

Objective of the study

- To identify the association between demographic factors and job satisfaction of IT employees in Chennai.
- To study the correlation between job satisfaction and organizational change in the IT sector in Chennai

Research Measure

The job satisfaction scale consisted of 25 statements. The scale was a standardized tool (Pretested reliability Score was 0.64) developed by Shamshad Ahmed, Department of

Psychology, Justice Basheer Ahmed Sayeed College for Women, with reference to: job satisfaction scale developed by Dubey et al. (1989) and Nath (1988), organisational climate, role stress and locus of control, job involvement and satisfaction among Banking Personnel. Same scale was applied here and its Cronbach's Alpha Co-efficient Reliability Score was tested and found as 0.880.

IV. Analysis & Discussion

Table (4.1) Frequency distribution of socio-demographic variables (n=172)

Variables	F	%
Gender		
Male	91	53%
Female	81	47%
Age		
21-30	41	24%
31-40	64	37%
41-50	56	33%
>50	11	6%
Marital Status		
Single	72	42%
Married	100	58%
Designation		
Upper level	34	20%
Middle level	57	33%
Lower level	81	47%

Table 4.2 Gender of the respondent and their influence on the factors of job satisfaction among software professionals in Chennai

S.No	Factors influencing Job satisfaction	Chi Square observed value	P value	S/NS
01.	Pay and promotion	6.031*	0.012	S
02.	Organizational aspects	6.103*	0.000	S
03.	Supervisor behavior	8.679*	0.025	S
04.	Coworker behavior	13.050**	0.000	S
05.	Work environment	5.177*	0.013	S

*P<.05, **P<.01

Hypothesis 1: There is no association existing between gender of the respondent and job satisfaction of Software professional in Chennai.

From the table 4.2 the hypothesis 1 is rejected. Chi square test was applied to find the association existing between gender and job satisfaction factors at IT companies in Chennai. The result shows that, male and female have a significant difference in the job satisfaction in the IT companies. This may be due to the increases pressure in work, late working hours, less job security, occupational diseases like back pain etc.

Table 4.3 Age of the respondent and their influence on the factors of job satisfaction among software professionals in Chennai

S.No	Factors influencing Job satisfaction	Chi Square observed value	P value	S/NS
01.	Pay and promotion	7.130*	0.001	S
02.	Organizational aspects	5.230*	0.000	S
03.	Supervisor behavior	5.770*	0.000	S
04.	Coworker behavior	11.150**	0.000	S
05.	Work environment	4.170*	0.000	S

*P<.05, **P<.01

For testing the hypothesis, Chi-square test was applied to find the association between age of the respondents and the factors influencing the job satisfaction of employees. Age of the respondents was classified into four groups. The above

table explains the association between Age and the overall satisfaction of IT sector employees in Chennai.

Hypothesis 2: There is no association existing between Age of the respondent and job satisfaction of Software professional in Chennai.

From the table 4.3 the hypothesis 2 is rejected. So the researcher concludes that age of the respondent is influencing the job satisfaction of the IT sector employees in Chennai. Chi square test was applied to find the association existing between age and job satisfaction factors at IT companies in Chennai. The result from table 4.3 shows that, the respondents of different groups had a significant difference in the job satisfaction in the IT companies.

Table 4.4 Gender of the respondent and their influence on the factors of job satisfaction among software professionals in Chennai

S. No	Factors influencing Job satisfaction	Chi Square observed value	P value	S/NS
01.	Pay and promotion	4.100*	0.001	S
02.	Organizational aspects	5.000*	0.013	S
03.	Supervisor behavior	3.850*	0.000	S
04.	Coworker behavior	9.875*	0.027	S
05.	Work environment	18.771**	0.017	S

*P<.05, **P<.01

Hypothesis 3: There is no association existing between Marital status of the respondent and job satisfaction of Software professional in Chennai.

From the table 4.4 the hypothesis 3 is rejected because the marital status of the respondent is influencing the job satisfaction of the IT sector employees in Chennai. The result shows that, the respondents of different marital status had a significant difference in the job satisfaction in the IT companies.

Table 4.5 Designation of the respondent and their influence on the factors of job satisfaction among software professionals in Chennai

S.No	Factors influencing Job satisfaction	Chi Square observed value	P value	S/NS
01.	Pay and promotion	3.745*	0.000	S
02.	Organizational aspects	14.000**	0.037	S
03.	Supervisor behavior	4.500*	0.000	S
04.	Coworker behavior	7.875*	0.015	S
05.	Work environment	6.500*	0.010	S

*P<.05, **P<.01

Hypothesis 4: There is no association existing between Designation of the respondent and job satisfaction of Software professional in Chennai.

From the table 4.5 the hypothesis 4 is rejected as the designation of the respondent is influencing the job satisfaction of the IT sector employees in Chennai. The result shows that, the respondents of different designations had a significant difference in the job satisfaction in the IT companies.

Table 4.6. Table to find the correlation between Factors of Job Satisfaction and Organizational Development

Job Satisfaction	Organizational Development	
	Pearson Correlation	.780(**)
	Sig. (2-tailed)	.000
	N	172

** Correlation is significant at the 0.01 level (2-tailed)

Hypothesis 5: There is no correlation existing between job satisfaction of employees and the organizational development requirements in IT companies in Chennai.

Organizational development means the process of transforming the organization from the present position to a better position. The need for Organizational development is a definite requirement in the IT companies of Chennai as there is a difference in perception of job satisfaction among the IT professionals. The table 4.6 reveals a strong correlation between the two variables namely job satisfaction and organizational development. The value ($r=0.780$) is a high degree of correlation and it signifies that there is a strong interdependence between both the factors. The finding signifies that there is a high requirement of organizational development as there is very less job satisfaction among the IT professionals in Chennai. Hence, the hypothesis 5 is rejected as there is strong correlation between both the variables of this research.

V. Conclusion

The study henceforth has identified the association between the demographic variables and the Job satisfaction of the Software professionals from IT companies of Chennai. The study has utilized the pre identified factors by Sowmya et al(2011) for this study and has tested four hypotheses for find-

ing out the association between the variables, and also found that there is association between the variables. The researcher has also found the need for organizational development in the IT companies due to prevailing less job satisfaction among the employees. The researcher has hence found the correlation between the two variables namely job satisfaction and organizational development using Karl Pearson's Correlation analysis. The findings showed that there is a strong correlation between the factors. This study further gives way to doing an in-depth study on Organizational development, its dimensions and its applicability in the IT sector for the better performance and for satisfying the employees in the IT companies. The future scope from this study is to do a pure study on organizational change process in IT companies in Chennai suitable to the present recession period.

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