



“JOB SATISFACTION AND GENDER: THE IMPACT OF JOB SATISFACTION IN IT SECTOR ON GENDER”

Psychology

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ABSTRACT

This study examined the influence of gender on job satisfaction among IT employees in Private Sector. Survey design was adopted for the study. The general objective of the study was to evaluate the effect of gender difference on the job satisfaction among the professional IT employees in Private Sector. Nine parameters were considered. They were pay, promotion, supervision, Fringe benefits, Contingent rewards, Operating Conditions, Coworkers, Nature of work and Communication. The population of the study consisted of 200 IT professionals (137 male, 63 female). A standardized Job satisfaction Scale by Spector, P.E. (1985) was used as the main data collection instrument with a total of 0.91 reliability. The total mean of job satisfaction of all aspects is similar in both male and female; 131.84 and 131.63 respectively. Thus the results indicated that there is no significant difference of job satisfaction between male and female IT professionals in private sector. The standard deviation is 8.71 (males) and 7.840 (females). However, providing a sense of psychological safety, growth opportunities, fair recognition to both genders will help to achieve higher levels of job satisfaction among both males and females. The findings of the study will be helpful for industries to decrease employee turnover and to increase the productivity level and improve the work environment.

KEYWORDS

Gender differences, Job satisfaction, IT sector, employees, Industries.

INTRODUCTION

Job satisfaction, an unquantifiable metric, is defined as a positive emotional response one experience while doing a job or at workplace. It is a subjective term, what makes one feel good at the job does not necessarily apply to another employee. Every employee wants equal growth and opportunity, recognition for their work and a healthy working environment in order to work more productively and effectively while enjoying a good psychological state of mind and a work life balance. Importance of job satisfaction can be seen from two perspectives- one is from the employees and the other from the employers. Job satisfaction plays a key role in reducing turnover intention and attrition which costs an organization a lot of time and money.

Literature Review

Researchers Yang Miao, Lingui Li & Ying Bian (2017), described through their study that female showed greater satisfaction in the overall job satisfaction and the factors where they scored comparatively high were working environment, the chance of promotion, utilization of subjective initiative, and sense of achievement.

John O. Okpara, Michael Squillace, Emmanuel A. Erondy (2005) in their study examined the various factors leading to job satisfaction among males and females. The research findings show that Female faculty were more satisfied compared to male faculty in factors associated with work and co-workers, whereas, their male colleagues were more satisfied with their pay, promotions, supervision, and overall job satisfaction. Results also indicated that ranks plays a significant role in job satisfaction of the employees.

It has been revealed by the researcher Rohrbeck, Cynthia A (1988) that gender plays only a small role in influencing job satisfaction. It was found that females were likely to work for different reasons than male respondents. Females reported more interest towards learning or for acquiring new skills than did males. The relationship between gender and job satisfaction disappeared after controlling differences in the reason for working, suggesting that gender did not have a direct impact on job satisfaction and that job satisfaction is entirely a subjective term. Sangmook Kim (2005) in his study examined that women are more satisfied with their jobs than are men. Among demographic variables gender played a very small role in job satisfaction; as women are more intrinsic rewards driven whereas men focused more towards extrinsic rewards.

Work Orientations is one of the significant factor which is more strongly linked to job satisfaction compared to gender and that gender difference is a consequence of the heterogeneity in work orientations between men and women, Zou, M. (2015).

Mesh'al Kh. Metle, , PAAET, Adnan A. Alali, (2018) studied that there are no difference between male and female faculty members in relation to overall job satisfaction and facets of job satisfaction. Male and female faculty members showed no signs of being neither satisfied nor dissatisfied with their jobs indicating that they lack motivation.

M.P.L.R. Marasinghe, Anusha Wijayarathne (2018) revealed that only the "supervision" parameter reportedly showed higher score in female compared to that of male gender, otherwise both male and female scored overall equally on five job satisfaction parameters.

RESEARCH OBJECTIVES

In order to find out job satisfaction among male and female IT professionals in private sector, nine parameters were selected, the study aimed to -

- Identify job satisfaction among male and female IT professionals in private sector.
- Evaluate the effect of gender differences on job satisfaction among the professional IT employees with nine parameters.
- Examine the impact of the gender difference on the overall job satisfaction among the professional IT Employees in private sector.

Further, following null hypotheses are tested in this study.

- Ho1: There is no difference in job satisfaction between male and female IT professionals in private sector.
- Ho2: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to pay.
- Ho3: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to promotion.
- Ho4: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to Supervision.
- Ho5: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to Fringe Benefits.
- Ho6: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to Contingent rewards
- Ho7: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to Operating Conditions.
- Ho8: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to Coworkers.
- Ho9: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to nature of work.

- Hoi: There is no difference in job satisfaction between male and female IT professionals in private sector with reference to Communication.

METHODOLOGY

This study aims at examining the influence of gender on job satisfaction among IT employees in Private Sector. The nine parameters are considered to be as dependent variables and the independent variables are gender difference i.e. Male /female. The survey research design was adopted for this study. A quantitative methodology was selected for this study to measure job satisfaction level of the respondents relating to nine satisfaction dimensions. A Standardized Job Satisfaction Scale by Spector ; 1985 was used as the data collecting instrument. The study population was made up of 200 professional IT employees of private sector. Excel and SPSS (Statistical Package for the Social Sciences) has been used to analyze the data in order to achieve the research objectives via answering the research questions. Mean, Standard deviation and Independent Samples Test was used for statistical testing to determine the differences among males and females job satisfaction.

There are various factors which constitutes to job satisfaction and a healthy work -life balance. In the study, nine key parameters have been discussed: pay, promotion, supervision, Fringe benefits, Contingent rewards, Operating Conditions, Coworkers, Nature of work and Communication. Therefore, the current study aims at examining the influence of gender on these nine parameters which all together measure some important factors that go into employees' job satisfaction.

RESULTS

Table 1 indicates that the mean of 200 employees (male 137 , female 63) in nine aspects of job satisfaction. Males mean score is 12.70, 13.42, 17.49, 13.91, 15.14, 12.51, 16.18, 15.13, 15.35 and females is 12.48, 14.03, 17.19, 14.06, 14.92, 12.14, 16.41, 15.35, 14.97. There is no significant difference between male and female job satisfaction in IT sector.

Table 1:Indicates Mean And Standard Deviation Among Male And Females. Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
job_pay	Male	137	12.70	2.224	.190
	Female	63	12.48	2.415	.304
job_promotion	Male	137	13.42	2.692	.230
	Female	63	14.03	2.633	.332
job_supervision	Male	137	17.49	2.101	.179
	Female	63	17.19	2.132	.269
job_fringe benefits	Male	137	13.91	2.201	.188
	Female	63	14.06	1.712	.216
job_contingent rewards	Male	137	15.14	2.233	.191
	Female	63	14.92	2.127	.268
job_operating conditions	Male	137	12.51	1.941	.166
	Female	63	12.24	1.940	.244
job_coworkers	Male	137	16.18	2.243	.192
	Female	63	16.41	2.204	.278
job_nature of work	Male	137	15.13	2.145	.183
	Female	63	15.35	2.032	.256
job_communication	Male	137	15.35	2.218	.190
	Female	63	14.97	2.117	.267
job_satisfactiontotal	Male	137	131.84	8.771	.749
	Female	63	131.63	7.840	.988

Table 2 indicates Independent Samples Test for Job satisfaction Scores

Independent Samples Test				
	t-test for Equality of Means			
	T	df	Sig. (2-tailed)	Mean Difference
job_pay	.645	198	.519	.225
job_promotion	-1.495	198	.137	-.608
job_supervision	.929	198	.354	.299
job_fringe Benefits	-.482	198	.631	-.151
job_contingent rewards	.651	198	.516	.218
job_operating conditions	.924	198	.357	.273

job_coworkers	-.678	198	.499	-.230
job_nature of work	-.629	198	.530	-.202
job_communication	1.148	198	.252	.382
Job satisfaction_Total	.158	198	.874	.204

Testing Hypotheses

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.874) higher than 0.05. Therefore, the null hypothesis (Ho1) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.519) higher than 0.05. Therefore, the null hypothesis (H0a) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.137) higher than 0.05. Therefore, the null hypothesis (H0b) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.354) higher than 0.05. Therefore, the null hypothesis (H0c) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.631) higher than 0.05. Therefore, the null hypothesis (H0d) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.516) higher than 0.05. Therefore, the null hypothesis (H0e) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.357) higher than 0.05. Therefore, the null hypothesis (H0f) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.499) higher than 0.05. Therefore, the null hypothesis (H0g) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.530) higher than 0.05. Therefore, the null hypothesis (H0h) cannot be rejected

According to the Table 2, value of sig. (2-tailed) under t-test for equality of means is (0.252) higher than 0.05. Therefore, the null hypothesis (H0i) cannot be rejected

The results indicated that there is no significant difference of job satisfaction in all the nine parameters between male and female IT professionals in private sector. The overall job satisfaction of both male and female IT professional is equal according to the descriptive statistics disregarding some minor differences.

DISCUSSION

Nine facets of job Satisfaction were considered for the study including pay, promotion, supervision, Fringe benefits, Contingent rewards, Operating Conditions, Coworkers, Nature of work and Communication. A 200 sample was taken (137 male, 63 female) of IT professionals working in private sector. Statistically, there is no significant difference on each of the facets between male and female IT professionals working in private sector. Various studies also shows that gender plays only a small role in influencing job satisfaction, rather other Intrinsic and Extrinsic factors plays a major role behind the motivation of each employee (Sangmook Kim,2005). A Study also revealed that gender does not have any impact on job satisfaction level as both males and females reportedly scored equally in on all the five facets of job satisfaction thus proving that gender has whatsoever very little or no influence at all (M.P.L.R. Marasinghe, Anusha Wijayaratne, 2018). Thus, this study is accepting all the null hypothesis as none of the nine facets of job satisfaction showed any significant difference. In various other studies it was considered that Age, education, monthly income, working hours, specialty, and professional titles were significantly associated with job satisfaction with no significant gender differences (Tao Sun et al, 2021).

CONCLUSION AND RECOMMENDATIONS

There are some variations among males and females on the job satisfaction, but considering the overall mean score of both, they have the equal level of job satisfaction. Job satisfaction does not confine

itself to factors like salary, gender discrimination, rewards, policies or burnout but, rather primary focus should be on Employee Engagement. As a satisfied employee is not just a retained employee but an ambassador for the brand, internally and externally. Job satisfaction is one the key factor which helps in running the organizations productively, and also it helps in to lower the turnover intention as it costs a lot to the organizations, along with it helps in reducing employee Absenteeism and contributes in earning higher Revenues. Mark Twain once said, "I can live for two months on a good compliment." Personal recognition is a powerful tool in building morale and motivation of an employee. A well-trained employees requires less of supervision comparatively which leaves the management free to cover up other areas of workforce. Evaluation of Employee's performance at regular intervals also is a very helpful tool in improving the job satisfaction level as one gets to know the grey areas where improvement is required and effective measures can be taken accordingly.

The study can be extended to investigate the job satisfaction including demographic factors such as working experience, educational qualifications, age, socio-economic factors, etc.

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