Research Paper Social Work

A Study on Job Satisfaction of Software Employees with Reference to Kannur, Kerala

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ABSTRACT

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 affect the job satisfaction of the employees. The present study concludes that a moderate level of job satisfaction was found among the software professionals. The study also concludes that demographic variables namely age, marital status, monthly income, experience and nature of work do influence the level of job satisfaction of the software employees.

KEYWORDS Software, IT Industry, Job Satisfaction

INTRODUCTION

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. IT have produced a new global image of India as a rising economic power and moreover, for many political and business leaders in India, IT has come to be regarded as a model for India"s future economic growth and development, based on the policies of liberalisation and globalisation.

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 affect the quality of life and job satisfaction of the employees. Thus this study focuses on the job satisfaction of the software employees in Kannur, Kerala.

REVIEW OF LITERATURE

Jyothi B.S and Dr. P.T. Ravindran. (2012). Findings reveal that the employees of both the sub-sectors demonstrated only a moderate level of job satisfaction. Further regression analysis revealed that job satisfaction had a significant impact on HR practices (or should this read HR practices had a significant impact on job satisfaction). Sathyapriya.J et.al. (2012). The results have shown that IT professionals are very much dissatisfied with fringe benefits, nature of work and Contingent rewards while moderately satisfied with Pay, promotion and supervision factors. The findings of this research may serve as a valuable contribution to the uplifting of the IT economy of India. 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.

OBJECTIVES OF THE STUDY

The main objectives of the present investigation are:

1. To study the demographic profile of the software employees.
2. To study the relationships between demographic variables and job satisfaction and quality of life of the 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 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. The data were then analyzed using various statistical tools like mean, standard deviation, t-test, coefficient of correlation and ANOVA.

ANALYSIS AND INTERPRETATION

Table 1: Personal Details of the Respondents

Variables	Particulars	No. of Respondents	Percentage
Age	Below 25	284	68.3
	26-30	122	29.3
	31-35	4	1.0
	36 and above	6	1.4
Gender	Male	152	36.5
	Female	264	63.5
Marital Status	Married	34	8.2
	Unmarried	380	91.3
	Loss of Partner	2	.5
Monthly income	Below Rs.10000	328	78.8
	Rs.10001-15000	66	15.9
	Rs.15001-20000	14	3.4
	Rs.20001-25000	2	.5
	Rs.25001 and above	6	1.4
Years of experience	Below 1 year	210	50.5
	1-2 years	166	39.9
	3-4 years	24	5.8
	5 years and above	16	3.8

Job Role	Managerial	16	3.8
	Level of a Team Leader	48	11.5
	Functioning Professionals	352	84.6

The above table shows that more than two third (68.3 percent) of the respondents belong to the age below 25 years, more than one fourth (29.3 percent) of the them belong to the age group between 26-30 years. The above table depicts that nearly two third (63.5 percent) of the respondents were female and more than one-third of the respondents were male. Majority of the respondents (91.3 percent) were unmarried, less than one tenth (8.2 percent) of the respondents were married and only 2 respondents have lost their partners. A simple majority of the respondents' monthly income was found to be below Rs. 10,000, which can be said as bare minimum to run the family in the present day, 15.9 percent of the respondents was earning between Rs.10001-15000, 3.5 percent of them were earning between Rs. 15001-20000 and 1.4 percent of them were earning Rs.25001 and above. The number of years of experience of the respondents states that 50.5 percent of them had work experience below 1 year, 39.9 percent of them had work experience between 1-2 years, 5.8 percent of them had work experience between 3-4 years and 3.8 percent of them had experience of 5 years and above. Majority of the respondents (84.6 percent) were functioning professionals, 11.5 percent of them were in the level of team leaders and 3.8 percent of them were in the managerial cadre.

Level of Job Satisfaction

Table 2: Level of Job Satisfaction of the Respondents

Level of Job Satisfaction	Frequency	Percent
High (99-125)	40	9.6
Moderate (83-98)	340	81.7
Low (25-82)	36	8.7
Total	416	100.0

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. Employee satisfaction is supremely important in an organization because it is what productivity depends on. If employees are satisfied they would produce superior quality performance in optimal time and lead to growing profits.

RELATIONSHIP BETWEEN DEMOGRAPHIC VARIABLES AND LEVEL OF JOB SATISFACTION

Table 3: Relationship between Age and Level of Job Satisfaction of the Respondents

Age	Level of Job Satisfaction			Total	Result
	High (99-125)	Moderate (83-98)	Low (25-82)		
Below 25	34	226	24	284	**r = -.125** **P<0.05**
	12.0%	79.6%	8.5%	100.0%	
26-30	6	106	10	122	
	4.9%	86.9%	8.2%	100.0%	
31-35	0	4	0	4	
	.0%	100.0%	.0%	100.0%	
36 and above	0	4	2	6	
	.0%	66.7%	33.3%	100.0%	
Total	40	340	36	416	
	9.6%	81.7%	8.7%	100.0%	

The coefficient of correlation value (r= - 0.125) shows that there is a significant inverse relationship between age and level of job satisfaction of the respondents at 0.05 level. it is inferred that higher age of the respondents higher is the level of job satisfaction and vice versa. The finding is supported by Andrew Clark. Et.al. (1996) study found higher level of job satisfaction among the lower age groups.

Table 4: Difference in the Level of Job Satisfaction among Male and Female Respondents

Gender	Level of Job Satisfaction			Total	Result
	High (99-125)	Moderate (83-98)	Low (25-82)		
Male	26	106	20	152	**t = --0.296** **P>0.05** **Not-**
	17.1%	69.7%	13.2%	100.0%	
Female	14	234	16	264	
	5.3%	88.6%	6.1%	100.0%	
Total	40	340	36	416	
	9.6%	81.7%	8.7%	100.0%	

The t-test value shows that there is no significant difference in the level of job satisfaction among male and female respondents at 0.05 level. The finding is in line with the findings of Emmanuel U. Opara, Vance Etnyre and Mohammad A. Rob (2005) t-test shows that the difference in job satisfaction between males and females is not significant at the 5 % level of significance.

Table5: Difference in the Level of Job Satisfaction among Married, Unmarried and Widow

Marital Status	Level of Job Satisfaction			Total	Mean	SD	Result
	High (99-125)	Moderate (83-98)	Low (25-82)				
Married	2	26	6	34	86.470	11.52	**F = 3.297** **P<0.05** **Significant**
	5.9%	76.5%	17.6%	100.0%			
Unmarried	38	312	30	380	90.347	8.203	
	10.0%	82.1%	7.9%	100.0%			
Loss of Partner	0	2	0	2	88.000	.000	
	.0%	100.0%	.0%	100.0%			
Total	40	340	36	416	90.019	8.554	
	9.6%	81.7%	8.7%	100.0%			

The ANOVA value (F=3.297) shows that there is a significant difference in the level of job satisfaction among married, unmarried and widowed respondents at 0.05 level. The mean value shows that unmarried respondents had better job satisfaction compared to widowed and married respondents. The finding is supported by Xiao Yanping (2010). found a significant differences in the level of stress between married and unmarried employees.

Table 6: Association between Monthly Income and Level of Job Satisfaction of the Respondents

Monthly Income	Level of Job Satisfaction			Total	Result
	High (99-125)	Moderate (83-98)	Low **(25-82)**		
Below Rs.10000	18	282	28	328	Chi-Square = 50.859 **P<0.01** **Significant**
	5.5%	86.0%	8.5%	100.0%	
Rs.10001-15000	20	42	4	66	
	30.3%	63.6%	6.1%	100.0%	
Rs.15001-20000	0	12	2	14	
	.0%	85.7%	14.3%	100.0%	
Rs.20001-25000	0	2	0	2	
	.0%	100.0%	.0%	100.0%	
Rs.25001 and above	2	2	2	6	
	33.3%	33.3%	33.3%	100.0%	
Total	40	340	36	416	
	9.6%	81.7%	8.7%	100.0%	

The chi-square value shows that there is a significant association between monthly income and level of job satisfaction at 0.05 level. It is inferred that higher the income higher is the level of job satisfaction and vice versa. The finding is supported by Bhatt (1997) high income employees were having more job satisfaction that their counter parts

CONCLUSION

The present study concludes that a moderate level of job satisfaction was found among the software professionals. The study also concludes that demographic variables namely age, marital status, monthly income, experience and nature of work do influence the level of job satisfaction of the software employees.

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