Monthly Multidisciplinary
Research Journal

Indian Streams Research Journal

Executive Editor

Ashok Yakkaldevi

Editor-in-chief

H.N.Jagtap

Job Satisfaction Of Software Professionals: A Study In Bangalore City

Arun Kumar. B

Research Scholar Department of Management Gulbarga University GULBARGA: Karnataka

Abstract: People work efficiently, if they are satisfied with their work and job. As such, job satisfaction is significant to increase efficiency and productivity in every organization. Job Satisfaction depends on different factors such as physical environment, working conditions, safety, promotions, financial rewards, etc. The present study was conducted to know about the job satisfaction of software professionals working in software companies in Bangalore city. Questionnaires were given to total 400 software professionals and total 345 respondents were returned filled-in questionnaires. It was found that financial rewards and working conditions need to be improved. Hence, it is suggested to improve financial rewards, reduce the repetitive work, etc.

Keywords: Job Satisfaction , Software Professionals , organization , Questionnaires.

INTRODUCTION

Job satisfaction is an integral component of organizational climate and an important element in management employee relationship. Job satisfaction is a positive emotional state that occurs when a person's job seems to fulfill important job values, provided these values are compatible with one's needs. Job satisfaction, in simple words, is an individual's emotional reaction to the job itself. It is a person's attitude towards the job. People spend a sizeable amount of their time in work environment. From any minimally humanitarian point of view, they expect that portion of their lives to be more or less pleasant, agreeable, satisfying.

Now-a-days, the concept of job satisfaction is not only limited to corporate sector, but also the other sectors, where there is involvement of the Professionals, Employees and Workers. There are different factors such as Attractive Salary, Incentives, Promotional Opportunities, Social Security Schemes, Working Conditions, Work Environment, Interpersonal relations in the organization, Family background of the employees, Social Life Satisfaction, etc. which will decide the Satisfaction in the Work and Job of the employees in any organization.

The major contribution of the globalization is the development of computer software companies in India. India's key advantage in the global Information Technology and ITES-BPO industry is the availability of an abundant, high quality and cost-effective pool of skilled knowledge workers. The industry employs more than 8 lakh professionals with around 2.6 lakh in software exports; 28,000 in the domestic software market; 2.80 lakh in captive software user organizations, and 2.45 lakh in the ITES-BPO sector. The present study is made to assess the job satisfaction of employees working in software companies in Bangalore city.

OBJECTIVES OF THE STUDY:

The present study is made:

To assess the working conditions in the software companies, which have high impact on job satisfaction of the software professionals;

To know the satisfaction of software professionals on financial rewards such as salary, bonus and other incentives; and

To evaluate the job satisfaction of the software professionals in Bangalore city.

METHODOLOGY AND FIELD:

As discussed already, Bangalore city is the field for the present study. It is impossible to survey all the software professionals working in the city; a sample survey of 400 software professionals was made. Of the 400 respondents, only 345 questionnaires were returned by the respondents. The collected primary data is analyzed and discussed as under.

ANALYSIS AND DISCUSSION:

The collected primary data is analyzed and discussed as under.

1. Age of the Respondents:

The age is an impact factor in determining the knowledge and expertise in job. Hence, information was collected from the respondents on the age and discussed as under.

Table No. 1. Age of the Respondents

Particulars	Frequency	Percentage
Up to 25 Years	83	24.1
26-35 Years	153	44.3
36-45 Years	74	21.4
46 and Above	35	10.1
Total	345	100

It is noted from the above table that of all the respondents covered under the study, 153 (44.3%) are between 26 to 35 years of age followed by, 83 (24.1%) are of up to 25 years, 74 (21.4%) are between 36 to 45 years and 35 (10.1%) of the respondents are of more than 46 years respectively.

2. Education:

As the level of knowledge, working conditions, financial rewards, etc determines job satisfaction, the level of knowledge depends on education of the respondents. Hence, information was collected from the respondents on the educational qualifications and presented in the following table.

Table No. 2. Education

Particulars	Frequency	Percentage
Graduate	128	37.1
Post-Graduate	193	55.9
Any Other	24	7.0
Total	345	100

Education of all the respondents revealed that 193 (55.9%) of the respondents are post-graduates, 128 (37.1%) are graduates and 24 (7.0%) have completed other qualifications such as diploma, etc.

3. Working Conditions:

Working conditions play significant role in determining job satisfaction of every employee in an organization. These include pay, leave facilities, amenities, promotion benefits, etc. Information was collected from the respondents on comfort of the employees on working conditions and presented in the following table.

Table No. 3. Working Conditions

Particulars	Frequency	Percentage
Fully Comfortable	142	41.2
Comfortable	134	38.8
Satisfactory	21	6.1
Not Satisfactory	48	13.9
Total	345	100

It is observed from the above table that on the comfort of the working conditions, only 142 (41.2%) of the respondents feel fully comfortable, followed by 134 (38.8%) are feeling comfortable, 21 (6.1%) felt the working conditions as satisfactory and 48 (13.9%) of the respondents felt that the working conditions are not satisfactory.

4. Enjoyment in Work:

There is need for interest in work. Work interest should be derived only if there is enjoyment in work. As such, the information was collected from the respondents that whether the respondents enjoy their work in the organization and tabulated as under.

Table No. 4. Enjoyment in Work

Particulars	Frequency	Percentage
Fully Enjoy	99	28.7
Enjoy	162	47.0
Somewhat Enjoy	28	8.1
Getting Bored	56	16.2
Total	345	100

It is revealed from the above table that 99 (28.7%) of the respondents fully enjoy with their work, 162 (47.0%) enjoy in their work and 28 (8.1%) enjoy in their work and 56 (16.2%) are not enjoying in their work and hence getting bored in their work.

5. Overall Physical Environment:

Physical environment such as ventilation, air condition, sitting arrangements, adequate lighting, etc also impact on the job satisfaction of the employees in an organization. As such, information was collected from the respondents on overall physical environment in software companies and the collected information is shown as under.

Table No. 5. Overall Physical Environment

Particulars	Frequency	Percentage
Best	106	30.7
Good	161	46.7
Satisfactory	66	19.1
Not Satisfactory	12	3.5
Total	345	100

On the physical environment of the work place, 161 (46.7%) of the respondents have rated it as good followed by, 106 (30.7%) have stated that their physical environment at workplace is best, 66 (19.1%) have expressed that the physical environment of their work place is satisfactory and only 12 (3.5%) of the respondents have stated that the physical environment of their organizations is not satisfactory.

6. Satisfaction in Financial Rewards:

Financial rewards such as salary, bonus, overtime wages, incentives, etc are most essential to boost the job satisfaction of the employees. As such, these rewards are playing significant role in job satisfaction in software companies. Information collected on the financial rewards of the software companies as satisfied by the respondents is tabulated as under.

Table No. 6. Satisfaction in Financial Rewards

Particulars	Frequency	Percentage
Highly Satisfied	98	28.4
Satisfied to Greater extent	139	40.3
Somewhat Satisfied	24	7.0
Not Satisfied	84	24.3
Total	345	100

On their satisfaction in financial rewards, only 98 (28.4%) of the software professionals are highly satisfied, 139 (40.3%) of the respondents are satisfied to a greater extent, 24 (7.0%) are somewhat satisfied and the remaining 84 (24.3%) of the respondents are not satisfied with their financial rewards.

7. Extent of Job Satisfaction:

The extent of job satisfaction increases or decreases productivity and efficiency of employees in organization. As such information was collected from the respondents on the extent of job satisfaction and tabulated as under.

Table No. 7. Extent of Job Satisfaction

Particulars	Frequency	Percentage
Highly Satisfied	119	34.5
Satisfied to Greater extent	145	42.0
Somewhat Satisfied	40	11.6
Not Satisfied	41	11.9
Total	345	100

The job satisfaction of the respondents revealed that 119 (34.5%) have stated that they are highly satisfied with their job and work, 145 (42.0%) have expressed that they are satisfied to a greater extent, 40 (11.6%) have remarked that they are somewhat satisfied with their job and work and 41 (11.9%) of the respondents are not satisfied with their job and work.

SUGGESTIONS:

The following suggestions are given from the present study.

1.There is repetitive work for the software professionals and hence, there is need to reduce such redundant and routine work.For this purpose, there is need to transfer the employees to other sections and assign different types of works, so that they can learn and increase their interest in their work.

2.Financial rewards are not so good as expressed by few of the software professionals and hence, it is suggested to increase the financial rewards to software professionals.

3.There is need to maintain comfortable working conditions, so as to increase job satisfaction of software professionals.

CONCLUSION:

Job Satisfaction increases the efficiency and productivity of the employees in every organization, thereby there is increase in profit of the companies. On the other hand, it also reduces the stress, tension, work overload, fatigue, etc to the employees in the organization. Hence, there is need to assess the job satisfaction of the employees in every organization. Based on job satisfaction and impact factors of the job satisfaction, Human Resource Development department of the organization should look into the lacunas and problems faced by the employees and also try to increase the job satisfaction of the employees. In this way, it can be helpful to both corporate organizations and employees in the organizations. Software industries are strengths of India in terms of exports and it also given employment to lakhs of engineering professionals. Hence, there is need to improve the job satisfaction of the employees in software companies.

REFERENCES:

I.Donohue, Susan M and Heywood, John S (2004): Job Satisfaction and Gender: an expanded specification from the NLSY. International Journal of Manpower. Vol. 25. No. 2. 2004. P. 211-238.

II.Gupta, Manju (1979): A Study of Job Satisfaction among Women Workers. Indian Journal of Industrial Relations. Vol. 143. No. 3. January 1979. P. 444-454.

III.Herzberg, Frederick and Others (1957): Job Attitudes: Review of the Research and Opinion. Pittsburgh, PA: Psychological Service of Pittsburgh, 1957.

IV.Hoppock, R (1935): Job Satisfaction. New York: Harper and Brothers, 1935.

V.Jawahar, IM and Hemmasi, Pegah (2006): Perceived Organizational Support for Women's Advancement and Turnover Intentions: The mediating role of job and employer satisfaction. Women in Management Review. Vol. 21. No. 8. 2006. P. 643-661.

VI.Kovach, Kenneth A. (1987): What Motivates Employees. Business Horizons. Vol. 30 (5), September-October, 1987.

VII.Locke, EA (1976): The nature and causes of job satisfaction. IN: Handbook of Industrial and Organizational Psychology. Edited by M.D. Dunnette. Chicago: Rand McNally, 1976. P. 1297-1349.

VIII.Murphy, Gregory and Others (2002): Job Satisfaction and Organizational Citizenship Behaviour: A Study of Australian Human Service Professionals. Journal of Managerial Psychology. Vol. 17. No. 4. 2002. P. 287-297.

IX.Sarkar, Shah Jalal and Others (2003): The relationships of Age and Length of Service with Job Satisfaction: An examination of Hotel Employees in Thailand. Journal of Managerial Psychology. Vol. 18. No. 7. 2003. P. 745-758.

X.Sharma, Monika and Ghosh, Anjali (2006): Perception of Organizational Climate and Job Satisfaction in Nursing Staff Personnel: Influence of Personality and Self-Efficacy. The Indian Journal of Social Work. Vol. 67. No. 3. July 2006. P. 263-274.

XI.Yousef, Darwish A (1998): Satisfaction with Job Security as a predictor of Organizational Commitment and Job Performance in a Multicultural Environment. International Journal of Manpower. Vol. 19. No. 3. 1998. P. 184-194.

XII.Zeffane, Rachid (1994): Computer Usage and Job Satisfaction: An Empirical Exploration. Information Management and Computer Security. Vol. 2. No. 2. 1994. P. 10-22.

Publish Research Article
International Level Multidisciplinary Research Journal
For All Subjects

Dear Sir/Mam,

           We invite unpublished research paper.Summary of Research Project,Theses,Books and Books Review of publication,you will be pleased to know that our journals are

Associated and Indexed,India

✶ International Scientific Journal Consortium   Scientific
✶   OPEN J-GATE

Associated and Indexed,USA

* Google Scholar
* EBSCO
* DOAJ
* Index Copernicus
* Publication Index
* Academic Journal Database
* Contemporary Research Index
* Academic Paper Databse
* Digital Journals Database
* Current Index to Scholarly Journals
* Elite Scientific Journal Archive
* Directory Of Academic Resources
* Scholar Journal Index
* Recent Science Index
* Scientific Resources Database