Some Studies On Job Satisfaction In Software Companies

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1. ABSTRACT:-

The main objective of this review paper is to find the crucial problems faced by the employees while working in a software company and find the ways to make the employees trustworthy & satisfied with their organization. The purpose of this research is to elaborate the key factors which are useful for the satisfaction of the employees i.e. workplace environment, reward and recognition, training, development and team work. These factors help to make the policies effective and through this, efficiency takes place in the management process. One of the crisis situations in the modern software company is the development of efficient, committed and satisfied labour force. These employees have some sort of discontent in their mind, particularly for their social relations. These employees are suffering from both **'fatigue and monotony syndrome'**. Greater satisfaction or improvement in employee's commitment to work in a software company can contribute to greater market share and return on investment, lower manufacturing costs; improve productivity and improve the area of strategic performance. The overall job satisfaction of the employees in a software company is at the positive level. The work culture and the level of job satisfaction have undergone sea change for the software companies. This review paper highlights some of these problems and presents a picture of level of job satisfaction among employees of software companies. It also identifies unique issues of job satisfaction in the companies. These companies are selected for the analysis because they are currently undergoing continued expansion. In order to gain competitive advantage and adapt to the dramatic changing environment, it is important for them to achieve management efficiency by increasing employee satisfaction in the organization. Hence this review was mainly undertaken to investigate on the significance factors such as working conditions, pay and promotion, job security, fairness, relationship with co-workers and supervisors in affecting the job satisfaction in software companies.

2. INTRODUCTION:-

Stress is everywhere. The suffering induced by stress is no figment of the imagination but we can we accurately examine the relationship between stress and ill-health. Stress has grown

immensely in recent years, which brings us to question what is happening in society that is causing stress. The report shows that stress has its greatest effects on those at the very top and those at the very bottom of the socio-economic ladder. [2] The report considers recent analysis of stress and reviews a series of recent high-profile contributions to the debate. It then explores the legal and policy contexts against which organizations must operate in regard to stress. Finally, practical interventions are examined and critically evaluated. Whilst it is arguable that the term 'stress' is so ubiquitous that it has been entirely cut adrift from both professional discourse and real life experience, it still retains a profoundly serious currency. Job satisfaction describes how content an individual is with his or her job. It is a relatively recent term since in previous centuries the jobs available to a particular person were often predetermined by the occupation of that person.

There are numerous parameters that can influence a person's level of job satisfaction. Some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description/requirements). The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance methods include job rotation, job enlargement and job enrichment.

Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous workgroups. Job satisfaction is a very important attribute which is frequently measured by organizations. The most common way of measurement is the use of rating scales where employees report their reactions to their jobs. . But researchers in human relations have proved it beyond doubt that employees are not merely a factor of production but they necessarily want recognition, praise, self identity, worthiness, pride, dignity, and status from the job and the organization. Experience signifies us that neither of these things is in fact true. If a software solution that is exactly like something else that already exists, it is seriously reconsidered because either it is copied on someone else's copyright or patent or wasting time and money solving a problem that someone else has already solved. Implicitly this means that for each new project which is started, a new solution must be created.

[3] A new way to solve a problem is dreamt up. This means that to "create" a new solution, creativity is required. Creativity is an intangible. It is highly unique to each individual. It cannot be measured and for the most part cannot be copied. It is often referred to as an intangible art of practice. Hence, the people who populate a team is very important in the context of software development. There are so many parameters to be considered for the software quality and organizational effectiveness – People, Product, Process, Technology, Development Environment, Customer Characteristics, and Business Environment. Among all these, People are the most important parameters.

3. OBJECTIVES OF THE STUDY:-
[4] The objectives of the study are as follows:
- To assess the satisfaction level of employees in Pharmaceutical industry
- To identify the factors which influence the job satisfaction of employees
- To identify the factor which improves the satisfaction level of employees

4. SCOPES OF THE STUDY:-

[5] This study emphasizes in the following scopes:

- To identify the employee's level of satisfaction upon that job.
- This study is helpful to that organization for conducting further research.
- It is helpful to identify the employer's level of satisfaction towards welfare measure.
- This study is helpful to the organization for identifying the area of dissatisfaction of job of the employees.
- This study helps to make a managerial decision to the company.

5. LIMITATIONS OF THE STUDY:-

- The survey is subjected to the bias and prejudices of the respondents. Hence 100% accuracy can't be assured.
- The research was carried out in a short span of time, wherein the researcher could not widen the study.
- The study could not be generalized due to the fact that researcher adapted personal interview method.

6. STRESS, WORK AND CONTEMPORARY LIFE:-

Whilst there are many events in the workplace that can be seen to contribute to stress, this is not the sole cause. The development and increase of stress can be related to much rhetorical power. [6]An increase in illness attributed to stress may be due to a raised awareness of stress which has only taken place recently, suggesting that stress is a reflection of historical context or even of current political ideology. People do, however perceive themselves to certain historical events and economic factors, with little meaningful significance but be under increasing levels of stress, particularly in the workplace, and these people are predominantly high status workers and low status workers. [7]Stress has become strongly linked to discursive constructions of identity and value. Clearly forms of insecurity do change over time, as do the conceptual languages we use to articulate their effects. Stress is such a language and its emergence and growing use both makes and discovers its object.

7. STRESS AND HAPPINESS

[8] Richard Layard examines the link between stress and happiness, where human happiness is both objective and quantifiable, and it is a recent development in psychology and neuroscience. He uses this to provide empirical evidence to demonstrate that increased wealth and prosperity do not necessarily make for happier citizens, even though people living in rich nations do tend to be happier than those living in poor ones. Layard identifies the 'Big Seven' factors that affect happiness, with work being the most significant, since in addition to providing income, it is work which brings added meaning to life, creating self-respect and other social relationships. However, the reverse is also true: work can generate stress and unhappiness, which can be attributed to our inherent desire for social status.

8. STRESS AND SOCIAL STATUS:-

Social standing affects our health and longevity. Michael Marmot examines how and why this is the case and seeks to identify the ways in which we can alleviate social disparities in order to improve public health.[9] In Status Syndrome, Marmot looks at stress in a different way, associating increased stress with the lack of agency/ control that goes with positions of lower

status. This runs counter to the more common perception of stress increasing according to how busy a person is, more often attributable to those in high status positions of social/occupational importance.

However, more recently, public and academic understandings of stress have been animated by more special investigations. [10] Some clear problems of method and management in relation to stress have been identified: The self-reporting method of data-collection for stress raises questions about the reliability of the data due to its subjectivity.

9. LITERATURE REVIEW: -
(I) RECOGNITION AND REWARD:
In employee satisfaction, honour and acknowledgement are known as important components. Maurer proposed that organization success is associated with employee satisfaction, through honour and respect, and conceive and these factors are important for job satisfaction. [11]The research of Pascoe identifies that deficiency of acknowledgement and external honour on employees work is important for system moral excellence because in acknowledge on a good job extending "encouragement honour" is chiefly predict in rules and principals by supervisors. Employee job satisfaction diminishes due to deficiency in recognition and rewarding. For gaining employees job satisfaction, it is necessary that management of organization foundation should originate the system that offering rewards and recognition on good work. [12]Flynn (1998) indicated high intent between employees, rise their team spirit, functioning, motive of the employees can be maintain by rewards and recognition.[13] The aim of recognition and reward program is to enlarge employee job satisfaction and set a system to compensate and collaborate it to the employees so that they relate their honour. There is a relationship between rewards and recognition and employee job satisfaction.

(ii) TEAM WORK:
In groups, employees must have corporate jobs so that they clearly determine the performance of the collective jobs commonly; the worker and leader both realized the teamwork as mortal task. [14]It is described that efficient teamwork can prompt employees and amend employees' jobs in the organization if the employees work in same prefaces. Execution and self-power, Person liberty, implication, attaching with team members and satisfaction are the origins to raise employees self-powered and motive through teamwork. In IT sector, the same convinced relation is anticipated among efficient teamwork and employee satisfaction. [15] For the achievement of any business, efficient teamwork is necessary, as a complete organization can be stimulated due to good effects of fertile teamwork and organization and can be lame due to bad effects of deficient teamwork. For efficient teamwork attracting and retaining are required. For producing an efficient team it does not matter how difficult it is to make people work mutually, the team will definitely fail without right people for right job.[16] In the banking sectors, convinced relation among efficient teamwork and employees expectations is anticipated. There is a relationship between teamwork and employee job satisfaction.

(iii) TRAINING AND DEVELOPMENT:
[17]Training provides chances to employees to enhance their knowledge and skills for effective development. Trained workers are more satisfied with their job as compared to untrained employees. These training programs positively raise employees' development. By getting these training programs, employees are able to get self assured, evolution of career, and have positive

thoughts for their companies. Aim of these training and management programs is to amend employees' skills and organization potentialities.

Organization gets efficient and fertile employees are brought back of their investment to make better their knowledge and capabilities. [18] These programs also concentrate on employees' individual and mutual functioning. The concept and execution of these training programs established on training, management needs, and these needs are discovered by training analytical thinking. The time and money investment on these programs are associated with organization delegation. There is a relationship between training and development and employee job satisfaction.

10. PROPOSED MODEL OF THE RESEARCH:
According to the given research hypothesis a model is developed which is as under:
- Workplace environment
- Reward and Recognition
- Employee Job Satisfaction
- Teamwork
- Training

11. RESEARCH METHODOLOGY:
The current research is descriptive in its nature. Descriptive research can be explained as describing something, some phenomenon or any particular situation.[19] Descriptive researches are those researches that describe the existing situations instead of interpreting and making judgments (Creswell, 1994). The main objective of descriptive research is verification of the developed hypothesis that reflects the current situation. This type of research provides information about the current scenario and focuses on past or present like quality of life in a community or customer attitudes towards any marketing activity.

12. INSTRUMENT AND MEASURES:
The survey instrument of the current study addresses two major purposes- First, analysing the relationship of different variables in the adoption of employee job satisfaction. Secondly, to collect information about the different attributes of the respondents that can be used to understand the variation of different categories. [20]The survey instruments contain two sections. Section1 includes different personal and demographic variables. This section will obtain respondent's information about Name, Gender, Educational level, Income level and Age. Section 2 includes latent variables that are important for the current study. These variables include Workplace environment, Job satisfaction, Teamwork. Training, development, Reward, and recognition .This section of the study is developed based on the passed literature and already used questioners. The scales of the study have been adopted from the previous literature and published studies.

13. CHALLENGES FOR DERIVING JOB SATISFACTION IN IT SECTOR
- **Support of Boss**- A boss can provide positive motivation or he can dominate an employee depending on his/her personality and behaviour towards the individual. Bosses who are true leaders takes more responsibility for his/her subordinates mistakes and takes less credit for the success of the team.

- Some of the leaders are commonly found in the organizations that do not work but blame his team for a failure and credit self when there is an award for team achievement.

- Stress in the minds of Software Engineers.

- Today in the IT Sector, the software engineers are overburdened with the jobs they have been assigned. They find no time for their relatives and friends, and for entertainment.

- There is lot of competition in the IT field. There is an increasing demand for the high IQ engineers. Attrition levels are very high. This is a factor which indicates us that the Job Satisfaction is low for those engineers who are looking for a change.

- Retaining talent and skill is a herculean task for the HR Manager due to the attitude of leaving the organization for betterment and for want of satisfaction by the IT Engineers. In the software field if we lose talent, it is very difficult to proceed further with task left by escaping software engineers and at the same time it is difficult to again fill that vacancy for the HR Managers. Today in the IT sector focus is on how to retain talent and how to reduce attrition rate.

- Job satisfaction is an attitude and not behaviour.

- **Negative attitude of Bosses**- Normally no boss likes his/her subordinate to be smarter than him/her. If it happens to someone then to work with this type of boss, it is very difficult and at some instances the boss may de-motivate and be claiming the innovation or creative discovery of his/her own. One has to be careful not to be over enthusiastic and trying to overtake boss.

14. RATIONALE OF THE STUDY

[21] Job Satisfaction (JS) is an attitude that individuals have about their jobs. It results from their perception of their jobs. The concept of job satisfaction was originally suggested by Hoppock. He defined job satisfaction in his book as: employee' feeling about the environment both in psychological and physical and the employee's subjective reaction to the working situation, including the overall satisfaction of individual psychology, physical- environment and working environment.[22] Individuals also have different levels of job satisfaction and motivation. Job satisfaction is the means through which only the organization can improve performance, and work related attitude of the employees.

15. CONCLUSION

Based on the results of this study, all three research hypotheses were supported. However, it is important to note that in some cases, items linking to general satisfaction are also linked to some of the remaining scales, which are correlated with general satisfaction. Therefore, relationships may be inflated, especially for the intrinsic scale scores, given that the items on the intrinsic scale were shared with the General Satisfaction scale. This study has examined job satisfaction among Information Technology professionals in the Washington, DC, area. [104] The purpose of this study is to quantify the job satisfaction level of IT workers in the Washington, DC, area, paying particular attention to two of the most important factors of job

satisfaction for IT workers: autonomy and the opportunity for advancement. It is, therefore, recommended that future research with a larger sample is necessary in order to measure the application of these findings to the general population of the IT professionals. Consideration should be given to the time of the year the survey is conducted as the month of December is a very busy and stressful month, full of holiday shopping and other events to end the year and usher in a new year. Another recommendation for future research would be to carry out the survey using a shorter questionnaire to avoid high numbers of abandoned surveys. The short version of the MSQ is not necessarily the best course of action, but perhaps the survey delivery platform company could be persuaded to allow participants to return to the study more than once, giving people the opportunity to answer a few questions per trip so that it's more convenient for them. Future research should compare results of job satisfaction of IT professionals in the government sector with the job satisfaction of those in the private sector. Currently, the researcher is unaware of any other survey of job satisfaction of IT workers having been done on those in the Washington, DC area, thus this study plays a major part in adding knowledge to the IT professionals database.

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