

# **Job Satisfaction Level of Employees at IGS India Pvt. Ltd., Bengaluru**

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## **ABSTRACT**

**IT or information technology includes a diverse array of businesses & services, such as telecommunications, networking, internet services, hardware & software development, the production of digital content, e-commerce, and IT consulting. The industry has seen incredible development recently due to the rise in the usage of computers and the internet in both personal and professional settings. The IT sector is a significant force behind innovation and economic progress, and it has completely changed how we interact, communicate, and get information nowadays. . In FY22, the IT industry contributed 7.4% of India's GDP, and it is projected to account for 10% of India's GDP by 2025. IGS is a software and services industry group made up of organizations that offer web services additionally, organizations that offer software and IT services. Internet service providers (ISPs) are businesses that offer interactive services or online databases, including search engines or social networks.**

## **INTRODUCTION**

IGS, is a pioneer in quality engineering, managed testing services, test consulting, and advisory services, uses its many man-years of career quality professional experiences, proprietary tools, and accelerators to create a solution that will reduce operational risks for Enterprises, Product Companies, and Tech-Start-Ups. Employees are the one who strengthen the company. To retain and motivate employees, businesses must revamp their perks. Better work standards and output are produced by workers who are happier in their positions. An employee that is extremely happy in their position will create better work, be more productive, and have happier, loyal customers.

Employee motivation is higher in the IT industry owing to welcoming work environment, which boosts output and demonstrates how content employees are in their jobs. India's burgeoning IT industry, which was a prerequisite to globalization of the IT sector, has wired the entire planet.

When employees are provided the freedom to work as they see fit, job contentment has the capacity to dramatically increase performance of an organization. The result could be even more erratic and lucrative output. Individual satisfaction with goods or services, together with reliable maintenance, an emphasis on reducing truancy, and turnover, is also essential.

With the foregoing in mind, it is clear why many researchers consider one's working environment to be the most crucial component of job happiness. Still working in the IT sector Overall, job satisfaction is still very high. Employees are more likely to perform effectively at work and stick around for a longer period of time. Employees are more inclined to perform well and commit a longer period of time to the business. Hence at IGS India Pvt. Ltd. Majority of the employees are satisfied with their job.

## **REVIEW OF LITERATURE**

### **Judge & Saari (2004):**

Outlined methods for boosting employee contentment, discussed the relationship between a worker's disposition and job satisfaction, and discussed how improving corporate success raises employee contentment.

### **Warn (2003):**

The workplace places a lot of emphasis based on a few potential influences people depressed and unsatisfied with their work. Being incapable fully control the expected outcomes frequently causes stress. At work, there is tension because of a power outage, workplace conflicts, and ambiguity, which heightens annoyance.

The idea of check ability helps reduce stresses and encourages job satisfaction when a person has an attitude of needs and wants that is dependent on their goals and regulates many aspects of the working environment. To be able to reduce depression and find job satisfaction, the ability to operate in a supportive atmosphere, such as one that promotes learning or is free of harassment or anxiety.

### **Zaki (2003)**

Explains how Lebanese non-management banking employees' opinions about their jobs and their results.

For remuneration and supervision, the researchers found a significant correlation between gender and work satisfaction.

Only happy employees will execute their job and obligations within the company. Male employees valued supervision more than female employees

valued their pay. The author frequently claims that this is unimportant since his own accomplishments are overstated while those of his colleagues are typically underestimated.

**Statement of the problem:**

Simply because employees spend a large majority of their time at work and not at home, it is necessary to pay an emphasis on the environment there. IT workers enjoy the hybrid method of work because they should operate under pressure, with substantial stress and deadlines. For permanent staff, however, work from home policies apply at IGS. Organizations should support workers in their efforts to combat workplace stress that could boost job satisfaction and lower turnover.

There are still unfinished work circumstances that are used to gauge job satisfaction, and these naturally include how a company manages conflict, benefits, fair policies, the degree of communication between management and staff, job security, availability of tools and resources for performing tasks, opportunities for growth and advancement along with freedom, travel, paid sick leave, and paid holidays, volunteer opportunities, comp days, leave of absence, and provision of such resources. With the foregoing in mind, it is clear why many researchers consider one's working environment to be the most crucial component of job happiness. Still, working in the IT sector overall, job satisfaction is still very high.

Employees are more likely to perform effectively at work and stick around for a longer period of time. Employees are more inclined to perform well and commit a longer period of time to the business.

"A Study on Job Satisfaction Level of Employees at IGS India Pvt. Ltd." is useful in understanding employee job satisfaction in the IT sector.

**Objectives of the study:**

- To understand what employees contemplate about their job satisfaction?
- To comprehend the strategies employ by the firm to increase employee work satisfaction.
- To assess the efficiency of work-life balance regarding job contentment.
- To determine how content staff members are with their professions.
- To offer advice and recommendations regarding job satisfaction.

**Scope of the Study:**

I conducted a study for my project titled "Job Satisfaction Level at IGS India Pvt. Ltd." in the Banashankari area. Research is intended for employees at the executive level.

- This study's objective is to comprehend how the organization will respond to employee job satisfaction.

- The study's objective is to provide solutions for raising contentment with one's job.
- The study also assisted in assessing the role that employee job satisfaction to increase staff morale.
- The study also covers identifying their needs, employment conditions, presenting opportunities for growth, and assisting with promotion.

**RESEARCH METHODOLOGY**

Research design	Descriptive research
Sampling frame	Employees of IGS India Pvt. Ltd.
Sampling unit	Lower-level and intermediate-level employees
Sampling size	150 respondents
Sampling method	Simple random sampling

**DATA COLLECTION METHOD**

Primary data	Survey method
Secondary data	Data collected from websites and journals
Types of schedules	Structured questionnaire
Types of questions	Close ended, open ended and Likert scale
Statistical tool used	Chi- Square

**Table: 1 Demographic profile of the respondents**

Demographic		No of respondents	
		FREQUENCY	PERCENTAGE%
Age	18-30	87	58
	30-40	27	18
	49-50	30	20
	More than 50 yrs	6	4
Total		150	100

**Analysis:**

Considering the aforementioned data, 44% of the respondents are between the ages of 18 and 30, 32% are between the ages of 49 and 50, 12% are between the ages of 30 and 40 and 12% are over 50 years old.

**Table 2: Job Satisfaction Survey**

FACTORS	RESPONSES	NO. OF RESPONSES	PERCENTAGE
Responses to the question of if they feel the need to work under constant stress, including deadlines and workloads.	Strongly agree	75	50
	Agree	63	42
	Neutral	9	6
	Disagree	0	0
	Strongly disagree	3	2
<b>Total</b>		<b>150</b>	<b>100%</b>
Respondent s' views on whether their job roles and responsibilities are made clear to them	Yes	126	84
	No	24	16
<b>Total</b>		<b>150</b>	<b>100%</b>
Respondent s' satisfaction levels with their salary or pay from the employer:	Strongly Satisfied	66	44
	Satisfied	75	50
	Neutral	6	4
	Strongly dissatisfied	0	0
	Dissatisfied	3	2
<b>Total</b>		<b>150</b>	<b>100%</b>

**Analysis:**

From the above data, 50% of those who responded strongly believe that they must work under constant stress, including deadlines and workloads, while 42% of respondents also agree, 6% of employees have a neutral opinion, and only 2% of respondents disagree.

From the aforementioned statistics, 84% of respondents claim that their job function and responsibilities are made clear to them, while just 16% of those who responded claim that this is not justified.

The aforementioned table shows that 50% of those surveyed are happy with the compensation the employer offers, 44% are extremely satisfied, 4% have neutral attitudes, and 2% are dissatisfied.

**Area of the Study:**

The area of the study refers to IGS India Pvt. Ltd, Banashankari, Bengaluru.

**Hypothesis Testing:**

The Increased employee job satisfaction influences productively within IGS India Pvt. Ltd which creates a strong commitment that exists among the employees.

This assumption suggests that higher levels of job satisfaction would lead to an improvement in overall growth of the organization. To explore this hypothesis in greater depth, empirical research would be necessary. This research would involve collecting and analyzing data related to employee satisfaction and performance. Various methods such as surveys, questionnaires, and interviews would be used to measure employee job satisfaction accurately.

Simultaneously, job satisfaction measures would be established to objectively evaluate aspects like productivity, quality of work, efficiency, and job contentment. Data collected from a diverse range of employees from middle level and low level employees of IGS India Pvt.

Ltd, would then be subjected to statistical analysis to determine the presence and significance of a positive relationship between satisfaction and employee performance.

Null hypothesis (H0): The physical workplace is not favorable to employee satisfaction.

Alternative hypothesis (H1): The physical workplace is not favorable to employee satisfaction

PARTICULAR	RESPONDENTS	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
Strongly Satisfied	65	35	1225	40.8
Satisfied	75	45	2025	67.5
Neutral	9	-21	441	14.7
Strongly Dissatisfied	0	-30	900	30
Dissatisfied	3	-27	729	24.3
<b>Total</b>	<b>150</b>			<b>177.3</b>

$E=150/5=30$   
 Degree of hypothesis=  $(n-1)$   
 $=5-1=4$

Critical values of the Chi-square distribution with <i>d</i> degrees of freedom							
<i>d</i>	Probability of exceeding the critical value						
	0.05	0.01	0.001	<i>d</i>	0.05	0.01	0.001
1	3.841	6.635	10.828	11	19.675	24.725	31.264
2	5.991	9.210	13.816	12	21.026	26.217	32.910
3	7.815	11.345	16.266	13	22.362	27.688	34.528
4	9.488	13.277	18.467	14	23.685	29.141	36.123
5	11.070	15.086	20.515	15	24.996	30.578	37.697
6	12.592	16.812	22.458	16	26.296	32.000	39.252
7	14.067	18.475	24.322	17	27.587	33.409	40.790
8	15.507	20.090	26.125	18	28.869	34.805	42.312
9	16.919	21.666	27.877	19	30.144	36.191	43.820
10	18.307	23.209	29.588	20	31.410	37.566	45.315

The values from the above table at degree of freedom 4 for 5% degree of freedom are 9.488 and the value calculated is 177.3. The estimated value in this case exceeds the value in the table. Therefore, the proposed null hypothesis is rejected.

**Limitations:**

- There was a condensed period of time for the project, and hence less information is collected.
- The information given by the employees may or may not be accurate given that similarly, because the staffs is overworked, they cannot provide accurate project opinions.
- Data collection: The outcome is dependent on the employees' current mental state.
- The sample size is just 150.
- No employee wants to speak negatively or negatively about the business.

**CONCLUSION**

IGS India Pvt. Ltd. gave me a terrific opportunity to do research on the degree of job satisfaction among IT employees. I was able to put my knowledge to use through this endeavour. Employee job satisfaction plays a significant role in the human resource management system. Job satisfaction refers to the contentment of the employees with their organizational environment and physiological factors that lead them to declare they are satisfied with their job. The staff was welcoming and helpful during my research, which helped me finish my project effectively.

We can clearly say that employees are satisfied with their jobs at IGS India Pvt. Ltd. based on my analysis, which showed that the majority of employees are satisfied with IGS India Private Limited and like the working environment, training and development opportunities and financial benefits offered by the organization. However, the company should work to improve facilities to satisfy those unsatisfied employees.

In the end, I would draw the conclusion that IGS India Private Limited, Bangalore, has a positive attitude toward employee satisfaction, which helps to achieve a stronger degree of commitment by the employees in their work. The majority of employees are looking forward to continuing to work for IGS over the next two years.

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