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IT EMPLOYEES JOB SATISFACTION AND WORKPLACE STRESS IN PANDEMIC

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Abstract

Information Technology (IT) sector plays a huge role in the development of a country. Happy workers are productive workers and productive workers are likely to be happy. Employee job satisfaction is essential to face the dynamic and ever-increasing challenges of maintaining productivity of the organization by keeping their workforce constantly engaged and motivated. Furthermore, environmental pressures, rising health costs and various needs of the workforce also pose a challenge for the management. This could be overcome by creating a work environment that maintains employee job satisfaction as well as motivates people towards exceptional performance at the workplace achieving work-life balance. Job is an essential part of life. Quality of life is affected if one is not satisfied with the job. Stress on job can actually affect the efficacy & efficiency of a person. This research paper examined the job satisfaction and workplace stress in pandemic. Questionnaire was used to extract the information. SPSS v 22 was used to analyse the data. Results concluded that employees highly satisfied with their jobs or who were highly stressed on their jobs. Most of the employees were however averagely satisfied on each variable used in questionnaire to assess the level of job stress and job satisfaction.

Keywords: IT employees, job satisfaction, workplace stress, motivation, work load, work from home (WFH).

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Introduction

Job is an essential part of life. Where different factors affect people especially in the pandemic. Job life is one of the important parts of one's daily routine, which cause a great deal of stress, if employee is not satisfied with his/her job. Job satisfaction and stress are inter-related things. If a person is stressed on his job and is not satisfied, he will not be able to deliver his 100%, so efficiency will be affected. Usually, people are more worried about outcome of their work but not consider facts that actually hide their efficiency and affect overall quality of their life.

Everything you need to know about job satisfaction. Job satisfaction refers to *a person's sense of satisfaction at work, which acts as a motivation for work. It is not happiness or self-satisfaction, but satisfaction at work. Job satisfaction is related to the total relationship between an individual and the employer who is paid to him.* Satisfaction is a simple feeling of achieving any goal and purpose. Job dissatisfaction brings a lack of motivation in the job. Job satisfaction is defined to the extent to which an employee feels self-motivated, content and content and satisfaction with his work. Job satisfaction occurs when an employee feels that he has job stability, career growth and comfortable working life balance.

Workplace stress is not about the real situation. Workplace stress is a harmful physical and emotional response to a conflict between employee work demands and the level of control an employee has over meeting these demands.

There are various parameters which affect the employee's organization or employee relationship, job timing, work load, number of employees verses load, employee attitude, peers' attitude, pay, bonus, shares, and holiday are few of the important factors. Which can lead to stressed job environment and less than 100% efficiency. Golden rules are that unless input is 100%, output cannot be approaching 100%.

Purpose of this study was to access job satisfaction and workplace stress in pandemic among the IT employees.

REVIEW OF LITERATURE

LL Kessler, 2014 is their study examine that a broad analysis of the field literature leads to the following groups of causes affecting voluntary turnover. The finding in this research is adopted by IT organization and management who should develop a way to prevent voluntary turnover among IT employees and develop a route to increase their employee job satisfaction and from that point to reduce voluntary turnover intention and retain this expensive IT human resource in Hi- Tech companies.

B Aziri, 2011 the purpose of this study says about job satisfaction model which is provided by some authors like Christen, Iyer and Soberman (2006), Lawler and Porter (1967), Locke and Latham (1990). They described about factors of job satisfaction and their approaches and also the effect of job satisfaction. Job satisfaction is measured by general scientific research method such as questionnaires. Responding to this questionnaire usually takes between 15 to 20 minutes. They have collected the data from the year 1967, mostly they get the answer like satisfied, not satisfied, extremely satisfied. In 1977 version they got response like neither satisfied nor dissatisfied. From this both the year data are compared and the questionnaires are co-workers, achievement, activity, company policies, security, social services, etc. the job description index is one of the most widely used techniques for measuring job satisfaction. It is a simple and easily applicable method.

Objectives

Considering the growth of job satisfaction and workplace stress of IT employees, this research is designed to understand the perception of working from home. The research is focused only on working from

home IT employees. The sub objectives of this study are:

- To access the level of job satisfaction among the IT employees.
- To examine the workplace stress in pandemic.
- To identify the IT employees job stress.
- To study the present scenario of work from home concept.
- To analyze the factors effecting work from home for IT employees.
- To examine the performance of IT employees when work from home.
- To identify the areas that lead to job satisfaction
- To know the employee satisfaction on salary.

Research Methodology

This research is focused on IT employee's perception of job satisfaction and workplace stress in pandemic. After the literature review gaps have been identified and questionnaires has been designed to collect the data. The study deals with primary data. The source of data was collected through online survey method, using a structured questionnaire which was designed based on literature review. The target population was work from home IT employees job satisfaction and workplace stress. The sample size of the study will be 50. The survey instrument in the form of questionnaires. A total of 50 responses were selected as sample of IT employees. This response comes from the various IT companies in order to give better mixture about workplace stress and job satisfaction.

Limitations

- To study the IT employees job satisfaction and workplace stress in pandemic.
- The study was limited to IT employees only.
- Due to the time limit the sample size was restricted to 50.

- Analyze their work from home performance in pandemic.
- Collecting both positive and negative feedback from the IT employees.
- Time constraints make it impossible to obtain data from more respondents. So, the number of respondents is also very low.

Most of the respondents are biased

ANALYSIS

Data analysis is the method of collecting and organizing the data to derive some useful information from it and to draw the conclusion using tables and charts. In this study, SPSS is used to analyse the data and crosstab, chi-square test, one way ANOVA test has been used for concluding the research. Table and Charts has been used for better understanding.

Age and Gender of the IT employees

Variable	Group	Percentage
Gender	Male	56.1
	Female	43.9
Age	21 - 23	53.7
	24 - 26	26.8
	27 - 30	14.6
	31 - 35	2.4
	36 - 40	2.4

Source: Field study

IT employees working hours in pandemic (per day)

Particular	Frequency	percentage
5 – 7 hours	7	8.5
8 – 9 hours	34	41.5
10 – 12 hours	28	34.1
More than 12 hours	13	15.9

Interpretation

From the above table we understand that in pandemic 41.5% of employees are working between 8-9 hours and 34.1% of employees are working between 10 – 12 hours.

IT employees working hours before pandemic (per day)

Particular	Frequency	Percentage
5- 7 hours	18	22.0
8 – 9 hours	61	74.4

10 – 12 hours	2	2.4
More than 12 hours	1	1.2

Source: Field study

Interpretation

From the above table we understand that before pandemic 74.4% of employees are working between 8-9 hours and 22.0% of employees are working between 5-7 hours.

Crosstab and Chi square test for gender and IT employees job satisfied in WFH

Gender	Respondents	Particulars						Chi-value	P value
		Highly satisfied	Satisfied	Average	Dissatisfied	Highly dissatisfied	Total		
Male	No. of respondents	6	10	18	4	9	46	3.499	0.478
	Percentage	13.0%	21.7%	39.1%	17.4%	8.7%	100%		
Female	No. of respondents	8	11	12	4	1	36		
	Percentage	22.2%	30.6%	33.3%	11.1%	2.8%	100%		
Total	No. of respondents	14	21	30	12	5	82		
	Percentage	17.1%	25.6%	36.6%	14.6%	6.1%	100%		

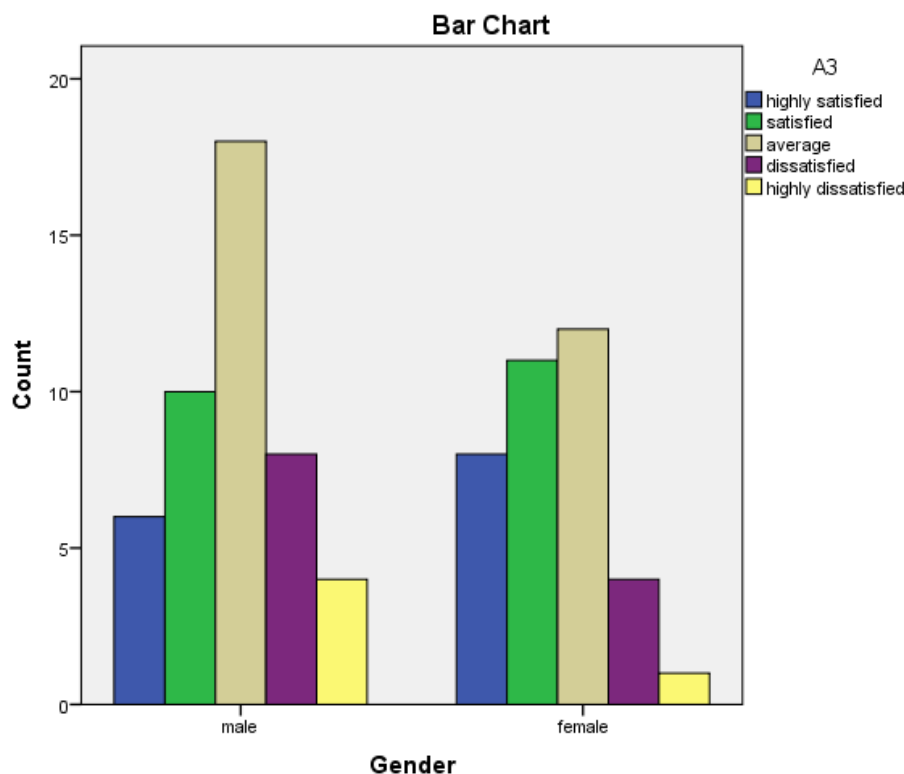
Source: Field study

Interpretation

Null hypothesis: There is no significant difference between male and female employees on their opinion on job satisfaction.

Alternate hypothesis: There is a significant association between male and female employee on their opinion on job satisfaction.

From the above table, it is understood that, the p-value (0.478) is more than 0.05, hence the null hypothesis is accepted. Therefore, it may be concluded that there is no significant difference between male and female employee on their opinion on job satisfaction.



ANOVA test for age group and IT employees job satisfaction while WFH

Particular	Age group of respondents					F value	P value
	21-23	24-26	27-30	31-35	36-40		
Mean	2.70	2.73	2.50	3.00	2.00	0.310	0.870
Standard Deviation	1.231	0.985	0.905	1.414	1.414		

Source: Field study

Interpretation

Null Hypothesis: There is no significant difference between the age group of the employees and their opinion on job satisfaction in WFH.

Alternate Hypothesis: There is a significant difference between the age group of the employees and their opinion on job satisfaction in WFH.

From the above table, it is understood that, the p-value (0.870) is more than 0.05, hence the null hypothesis is accepted. Therefore, it may be concluded that there is no

significant difference between the age group of the employees and their opinion on job satisfaction in WFH.

Conclusion

My study is concerned about the IT employees job satisfaction and work place stress in WFH. The data for this study was gathered and analysed by the response of IT employees. Where they are satisfied with the job and feel stressed in this pandemic because of WFH. The data was acquired from 82 respondents using a set questionnaire using the Simple Random

Sampling Method. The question is framed in accordance with the research and presented in such a way that it is easily understood by people of all levels. The questionnaire is more relevant to the current study's research gap in order to have a better understanding. Crosstab-test, chi-square test, One-way ANOVA test, are some of the techniques used to evaluate the data. The best findings and recommendations are derived from this in order to improve the IT employees job satisfaction and workplace stress in WFH. Every organization should develop strategies that strengthen the work environment and increases the results in high profits. Job satisfaction and workplace stress represents one of the most complex areas facing today in IT field. A good work environment and good work conditions can increase employees job satisfaction and workplace stress, then employees will try to give their best which can increases the employees work performance.

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