

Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram

¹Raisa George²Dr. A. Mohamed Siddique

¹Research Scholar, PG and Research Department of Commerce, Muslim Arts College,
Thiruvithancode. ManonmaniamSundaranar University, Tirunelveli

²Associate Professor and Research Supervisor, PG and Research Department of Commerce,
Muslim Arts College, Thiruvithancode. Affiliated to ManonmaniamSundaranar University,
Tirunelveli

Abstract

It is assumed that workers who report high work satisfaction appear to achieve higher efficiency regardless of job title. A research at the University of Warwick by economists showed that happy workers were 12% more productive, whereas unhappy employees were 10% less productive. High job satisfaction is also related to success, which is correlated with higher profits in turn. There are five factors that influence the Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram. They include *Administrative Scaffold, Reward Egalitarianism, Affinity and Development, Corporate Image and Autonomy*. When the IT sector companies in Technopark ensure the above for the technical/professional employees, they will be satisfied with the organization. This will improve the employees' efficiency, commitment and loyalty towards the task assigned. This will also reduce the employees' turnover and unrest.

Keywords: Job satisfaction, Administrative Scaffold, Reward Egalitarianism, Affinity and Development, Corporate Image, Autonomy.

1.1. Introduction

A measure of the satisfaction of employees with their work is job satisfaction or employee satisfaction. It is assumed that workers who report high work satisfaction appear to achieve higher efficiency regardless of job title and pay scale, and keeping employees safe and happy will lead to higher revenue, lower costs and a stronger bottom line. Employment satisfaction is from the employee's point of view, while employee satisfaction is from the business / employer's point of view. Both subjects are more or less interrelated and mutually complementary. Employee satisfaction is a broad concept used by the HR industry to describe how workers are happy or pleased with factors such as their employment, their employee experience, and the organisations for which they work. The whole company will benefit when workers are happy. A research at the University of Warwick by economists showed that happy workers were 12% more productive, whereas unhappy employees were 10% less productive. It will affect their efficiency if staff feels bored and undervalued. High job satisfaction is also related to success, which is correlated with higher profits in turn. All workers who feel satisfied and fulfilled in their positions are far more likely to respond with excitement and commitment to the tasks they need to perform.

1.2. Need and Significance of the Study

Employment satisfaction is an excellent or optimistic emotional state emerging from the assessment or the perception of one's job or career. Job satisfaction is one of the main factors that both organisational administrators and scholars have drawn attention to. Various

researches have been performed to find out the variables that decide work satisfaction and the way it affects the organisation's efficiency. Although there is no definitive evidence that work satisfaction directly influences efficiency because efficiency relies on so many factors, managers do have a primary concern. The mental feeling of favourability that a person has regarding his work is job satisfaction. "A happy employee is a dynamic employee, it is often said. Job satisfaction is very important because most people spend a significant portion of their lives at their workplace." In addition, work satisfaction often has an effect on employees' general lives, since a satisfied employee is a content and prosperous human being. A highly satisfied employee has greater physical and mental well-being. The current research aims to determine the work satisfaction of Technopark's trained employees. It aims to analyse the variables that affect the work satisfaction of Technopark's professional employees.

1.3.Statement of the problem

Job satisfaction is very important since most individuals spend a large part of their lives in their jobs. In addition, work satisfaction often has an effect on workers' overall lives, since a fulfilled employee is a content and prosperous human being. There is greater physical and emotional well-being of a highly happy employee. The present study aims to examine the variables that affect the job satisfaction of skilled workers, as they are the backbone of Technopark's IT businesses. Hence the present study entitled as "*Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram*".

1.4.Review of Literature

The results concerning the description of the application, evaluation, causes and implications of work satisfaction are summarised by Paul E. Spector (1997). Sophie Rowan (2008) demonstrated how, without changing professions, to create a happier work life. The sense of the workplace was reassessed by Robert M. Hochheiser (1998) and a clear recipe for success was suggested, concentrating instead on creating successful relationships. The additional duties of the workers were disclosed by J. Cranny, Patricia Cain Smith and Eugène F. Stone (1992). Jane Boucher (2004) provided practical advice to develop both the work attitude and the job itself. Chris Stride, Toby D. Wall and Nick Catley (2008) introduced commonly used Work Satisfaction assessment scales.

1.5.Objective of the Study

1. To evaluate the factors on Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram.

1.6.Hypothesis of the Study

1. There is no significant difference in the factors on Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram.

1.7 Methodology

For the analysis, primary data is used. The primary data is obtained using a standardised questionnaire from 50 engineering graduates who work at Technopark's various IT-related companies. The investigator followed the Judgemental Sampling Method. The researcher visited 5 multinational corporations to collect data, and 10 respondents were selected from each company. To make the analysis, the researcher relied Factor analysis, under Principal Component Analysis.

1.8. Results and Discussion

Table 1.1. Communalities- Job Satisfaction of Professional Employees

Communalities	Initial	Extraction
Outstanding job prospects inside the organisation	1.000	.826
Employees are made aware of the promotion strategy	1.000	.917
Making needed improvements to compete effectively	1.000	.632
Good team work inside the organisation	1.000	.743
Employee performance dependent compensation	1.000	.506
Employees are appointed on the basis of merit	1.000	.986
Standardization and recording of the performance assessment process	1.000	.915
Proper details about the results of the performance review for the employees	1.000	.861
Regularly get the right idea about the results criteria	1.000	.823
The performance of employees within the company is continually measured	1.000	.865
Periodic meeting to schedule work, review achievements and fix problems	1.000	.878
Potential assessments help to understand their power and weakness	1.000	.880
A consistent career path within the company	1.000	.942
Healthy transition opportunities to other areas / departments.	1.000	.962
Fair chance in the screening process for external & internal applicants	1.000	.882
Extraction Method: Principal Component Analysis.		

Source-Primary data

There are 15 components defined to categorize the different factors on Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram. The coefficient value of all components is high, in this group to identify the different factors on Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram. The highest coefficient is for the components Employees are appointed on the basis of merit (CV-0.986), Healthy transition opportunities to other areas / departments (CV-0.962), A consistent career path within the company (CV-0.942), Standardization and recording of the performance assessment process (CV-0.915) and so on.

Table 1.2. Total Variance Explained - Job Satisfaction of Professional Employees

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.614	30.758	30.758	4.614	30.758	30.758	3.423	22.821	22.821
2	3.499	23.325	54.083	3.499	23.325	54.083	2.731	18.208	41.029
3	2.065	13.767	67.850	2.065	13.767	67.850	2.595	17.302	58.331
4	1.426	9.504	77.354	1.426	9.504	77.354	2.536	16.906	75.237
5	1.014	6.760	84.114	1.014	6.760	84.114	1.332	8.877	84.114

6	.941	6.276	90.391						
7	.585	3.900	94.290						
8	.333	2.220	96.510						
9	.242	1.616	98.126						
10	.160	1.069	99.196						
11	.083	.550	99.746						
12	.028	.189	99.935						
13	.010	.065	100.000						
14	1.002E-013	1.014E-013	100.000						
15	1.000E-013	1.003E-013	100.000						

Extraction Method: Principal Component Analysis.

Source: - Primary data

Five variables are broken down from the table above based on the Extraction Sums of Squared Loadings. The first factor’s combined result is 30.758%, while the second factor joins the combined result is 54.083, when the third factor joins the cumulative effect converted into 67.850. The fourth and fifth factor’s cumulative effect is 77.354% and 84.114%. this implies that with the support of the five factors, it is possible to explain the different factors on Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram to the extent of 84.114%.

Figure 1.1. Scree Plot - Job Satisfaction of Professional Employees

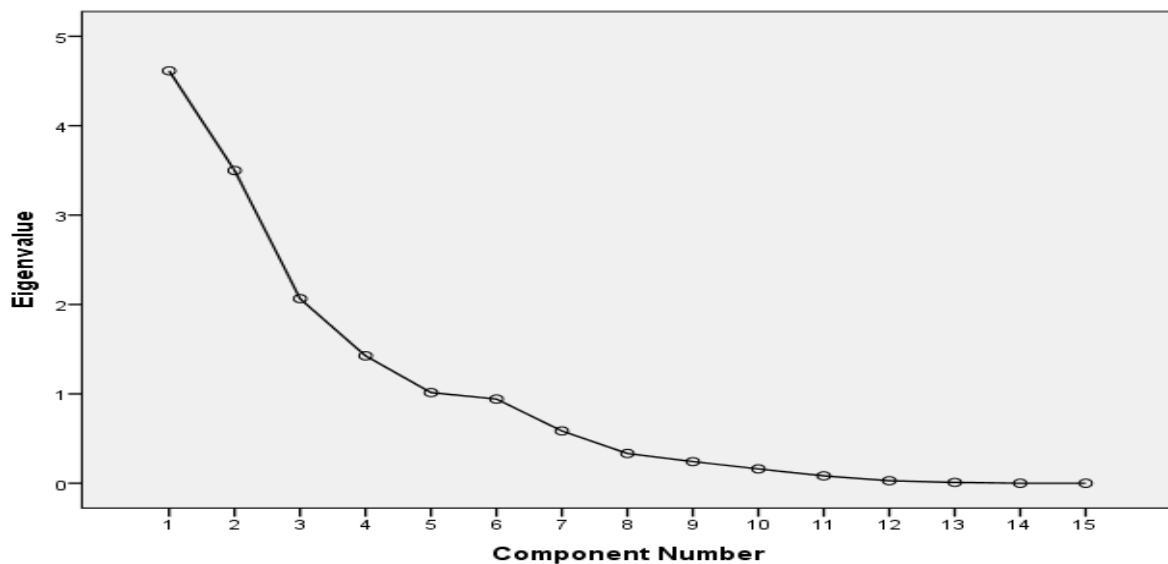


Table 1.3. Rotated Component Matrix- Job Satisfaction of Professional Employees

Rotated Component Matrix	Component				
	1	2	3	4	5
Periodic meeting to schedule work, review achievements and fix problems	.901	.146	.121	.064	.161

The performance of employees within the company is continually measured	.864	.043	-.272	-.063	.198
Regularly get the right idea about the results criteria	.858	-.138	-.248	-.052	-.063
Potential assessments help to understand their power and weakness	.710	-.347	-.325	-.373	-.103
Employees are made aware of the promotion strategy	.015	.933	-.017	-.074	-.200
Good team work inside the organisation	-.237	.788	.018	-.254	-.028
Employee performance dependent compensation	.140	.611	.161	-.294	-.017
Employees are appointed on the basis of merit	-.290	.006	.948	-.007	-.054
Proper details about the results of the performance review for the employees	-.147	.008	.911	-.063	-.067
Making needed improvements to compete effectively	.041	.445	.596	-.079	.266
Healthy transition opportunities to other areas / departments.	-.095	-.273	-.130	.920	-.125
A consistent career path within the company	-.301	-.295	-.121	.866	-.021
Fair chance in the screening process for external & internal applicants	.317	-.086	.148	.771	.397
Standardization and recording of the performance assessment process	-.274	.361	.129	-.104	.825
Outstanding job prospects inside the organisation	-.407	.453	.397	-.137	.527
Extraction Method: Principal Component Analysis.					
Rotation Method: Varimax with Kaiser Normalization.					
a. Rotation converged in 7 iterations.					

Source: - Primary data

The first factor includes the components namely Periodic meeting to schedule work, review achievements and fix problems (CV-0.901), The performance of employees within the company is continually measured (CV-0.864), Regularly get the right idea about the results criteria (CV-0.858) and Potential assessments help to understand their power and weakness (CV- 0.710). These components together formed as “Administrative Scaffold”.

The second factor includes the components namely Employees are made aware of the promotion strategy (CV-0.933), Good teamwork inside the organisation (CV-0.788) and Employee performance dependent compensation(CV-0.611). These components together formed as “Reward Egalitarianism”.

The third factor includes the components namely Employees are appointed on the basis of merit (CV-0.948), Proper details about the results of the performance review for the employees (CV-0.911) and Making needed improvements to compete effectively (CV-0.596). These components together formed as “Affinity and Development”.

The fourth factor includes the components namely Healthy transition opportunities to other areas / departments (CV-0.920), A consistent career path within the company (CV-0.866) and Fair chance in the screening process for external & internal applicants (CV-0.771). These components together formed as “Corporate Image”.

The fifth factor includes the components namely Standardization and recording of the performance assessment process (CV-0.825) and Outstanding job prospects inside the organisation (CV-0.527). These components together formed as “Autonomy”.

1.8. Conclusion

From the following, it is clear that there are five factors that influence the Job Satisfaction of Professional Employees at Technopark, Thiruvananthapuram. They include *Administrative Scaffold, Reward Egalitarianism, Affinity and Development, Corporate Image and Autonomy*. When the IT sector companies in Technopark ensure the above for the technical/professional employees, they will be satisfied with the organization. This will improve the employees’ efficiency, commitment and loyalty towards the task assigned. This will also reduce the employee’s turnover and employee’s unrest.

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