

To Analyze the Factors Influencing Job Satisfaction Among It Professionals.

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Abstract — This research examines specific dimension of IT employees' job satisfaction with particular emphasis on work environment factors, detailed job characteristics, and relative weights of the different job satisfaction indicators. The main goals are to evaluate the influence of WEM on job satisfaction, compare the individuals' satisfaction with job characteristics, and identify the hierarchy of the JS factors. Carrying out an exploratory quantitative study, the study adopts a structured questionnaire filled online on 113 IT professionals and analyzed through ANOVA and the Friedman Test. Therefore, the results showed that there is a marked disparity with reference to years of experience and income. As for the patterns, the perception of work environment is found to differ by experience while satisfaction with job roles is affected by income. The mathematical evaluation of the ranking results is to point out the recognition and security at work as the most significant factors influencing job satisfaction. Thus, the problem underlines the importance of adapting organizational environments and compensation policies for increasing satisfaction. New research avenues include follow-up studies, effects of new technologies, cultural differences, qualitative data, and assessment of particular interventions to enhance IS/IT workers' job satisfaction.

Keywords: Job Satisfaction, IT Sector, IT Professionals, Work Environment, Technology

I. INTRODUCTION

Organizational studies and HRM have for a long time placed a lot of emphasis on job satisfaction. In the contemporary world that is characterised by changing technology, it is important to have an understanding on what causes job satisfaction among the staff especially the IT employees (Vallbona and Mascarilla-Miró, 2018). Players in the IT industry can either enhance or discourage their employees' perceived job satisfaction due to the nature of the industry that is dynamic, highly client-driven, demanding, and experiencing rapid innovation (Boyt et al., 2001). IT professionals, especially in the contemporary technical world, are the central figures for the performance and sustenance of any organization; therefore, their satisfaction is crucial for organizational performance and competitiveness (Diala and Nemani, 2011). Job satisfaction can indeed be a complex construct that includes and goes beyond emotional status, job description and specification, physical environment at the workplace as well as social relations in the workplace. It is directly connected to various organizational indices such as performance, employee turnover and rate of efficiency in the workplace. Happy workers ultimately prove to be productive workers in the sense they possess vested interest in organizations they belong to, hence, have low turnover rates. On the other hand, job dissatisfaction postpones positive results and results in demotivation, truancy, decreased efficiency, and people's turnover, which

is unprofitable for organizations (Kowal and Roztocki, 2015; Hettiarachchi, 2014).

The IT sector can be considered to be liked this due to the fairly fast rate of evolution and the highly technical nature of the work. Employment relations of IT workers are characterised by stress, long working hours, demanding schedules, and frequently imposed deadlines (Moniarou-Papaconstantinou and Triantafyllou, 2015). WH Management controls various factors that can lead to job stress which in turn affects job satisfaction. Further, the actual tasks performed by IT employees entail steps which are involved in problem solving and innovation; this implies that these employees need working conditions and organisational culture that would enhance satisfaction at the workplace (Pandita & Domic, 2016).

A number of papers have been written on antecedents to job satisfaction across different sectors. Nevertheless, the existing studies are comparatively few, especially in terms of focusing on IT professionals. Several studies on antecedents of JA have previously identified factors such as work environment, job content, pay, promotion, and people (Chang & Cheng, 2014).

Job satisfaction is significantly influenced by the physical and psychological work environment. A supportive and positive organizational culture, in conjunction with a comfortable, well-equipped workspace, can significantly increase job satisfaction (Wang et al., 2020; Ghazzawi, 2010; Chen, 2008, Chen, 2008). Adequate resources, minimal distractions, and a spotless and well-maintained office are all essential components of a conducive work environment (Ghazzawi, 2011). employment satisfaction is contingent upon the existence of unambiguous employment positions and responsibilities. It is imperative that employees comprehend their responsibilities, receive sufficient feedback on their performance, and have a workload that is manageable. Job satisfaction is generally higher when job responsibilities are in accordance with employees' talents and abilities and offer opportunities for career advancement and creativity (Williamson et al., 2005). Job satisfaction is significantly influenced by compensation and benefits. Competitive compensation, bonuses, health benefits, and other financial and non-financial incentives can have a substantial influence on employees' perceptions of their positions and organization. Although financial compensation is crucial, non-financial benefits, including professional development opportunities, work-life balance, and recognition, also play a critical role (Kumar et al., 2017).

Job satisfaction can be significantly impacted by the character of interpersonal relationships at work, which includes relationships with supervisors and colleagues. A collaborative and supportive work environment can increase job satisfaction and cultivate a sense of belonging. Positive workplace relationships are fundamentally characterized by effective communication, collaboration, and mutual respect

(Donthu and Subramanyam, 2022). The work environment is a critical factor in the formation of employees' perceptions and experiences in the workplace (Moro et al., 2021). Job satisfaction levels can be substantially influenced by factors such as the overall ambiance, workplace culture, access to essential resources, and physical comfort. Furthermore, job satisfaction is significantly influenced by job roles and responsibilities, such as burden manageability, feedback mechanisms, opportunities for career advancement, and clarity of role.

Valuable insights for organizations seeking to improve employee well-being and retention can be gained by comprehending the interaction and influence of these factors on job satisfaction among IT professionals (Pandita, 2017).

Companies must prioritize strategies that cultivate a supportive and gratifying work environment due to the competitive character of the IT industry. This study aims to offer a comprehensive analysis of the determinants of job satisfaction among IT professionals by evaluating the perceived impact of various work environment factors on job satisfaction, measuring satisfaction levels regarding job roles and responsibilities, and ranking the importance of different job satisfaction factors. The results of this study will not only enhance the current body of literature on job satisfaction, but they will also provide practical implications for IT organizations that are endeavoring to enhance employee satisfaction and performance. This research endeavors to investigate the variables that influence job satisfaction among IT professionals, with a particular emphasis on intrinsic and extrinsic motivational factors, job roles and responsibilities, and the work environment. The scope includes a comprehensive examination of the impact of a variety of work environment factors, including physical comfort, access to resources, workplace culture, and overall atmosphere, on job satisfaction levels. Furthermore, it investigates the extent to which job roles and responsibilities, such as the congruence of responsibilities with skills, burden, performance feedback, career advancement opportunities, and clarity of roles, contribute to job satisfaction.

II. SCOPE OF THE STUDY

The study will be carried within a defined geographical context, due to the nature of the IT profession and the myriad organizations in which the respondents work. The paper will be quantitative research since it will involve the collection of data through structured questionnaires and analysis of this data through the use of ANOVA test and the Friedman Test. Thus, the study will concentrate on the mentioned aspects and their effects on the job satisfaction of IT personnel with the purpose of offering an extensive understanding of the provided issue. Furthermore, the research will look at the effect of demographics factors of years of experience and income on job satisfaction. This will be done by analyzing the differences in perceptions and satisfaction with reference to experience aspect and income level. The outcomes will be anticipated to reveal the degree of significance of different factors that diminish job satisfaction among employees in the IT sector and come up with propositions that may help to enhance their satisfaction.

Therefore, the study does not encompass the qualitative data that include personal experiences and perceptions that are not explicitly quantifiable, except for what is measured by the survey instruments. In addition, the research is restricted to IT professionals only; thus, the conclusions drawn may not generalize to other industries. The prescription is strategic for IT organisations situated in the above-mentioned region and is aimed at increasing the satisfaction level of its employees, as well as the organisational performance level.

III. SIGNIFICANCE OF THE STUDY

This study's importance is rooted in its pursuit of identifying meaningful insights about factors that foster or hinder IT workers' satisfaction with their jobs, a factor that is essential to the technology industry. Information about the causes and patterns of discretionary job satisfaction is valuable for IT organizations' executives who would like to minimize turnover rates and maximize the level of employees' engagement. Satisfaction level is thus an essential component of general work, individual staff health and overall performance of an enterprise. Work-related stress is one of the most common issues IT specialists face at the workplace; the high workload, the constant evolution of technologies, and the necessity to improve one's competencies constantly. This paper aims to establish work environment and job roles as two factors that influence job satisfaction among the key employees, making an important contribution to the understanding of organisation's work environment and design of effective job roles. These research findings can be used by organizations in formulating strategies that would de-target the levels of discontent among the employees with a view of enhancing productivity and minimizing cases of turnover.

Hence, the demographic variables including years of experience in the organization and income level give a clearer picture of the impact of various factors on job satisfaction. This can go a long way in assisting organizations to develop plans that could seek to solve the human resource issues according to the growth and income needs of the employees. These findings therefore enable the development of intervention strategies that improve employees' job satisfaction depending on the segment under consideration. Thus, the relevance of this research goes far beyond the IT industry in which senior managers are employed. The results can help in understanding further the concept of job satisfaction as well as form the framework for forthcoming studies connected to the given area. Since the study consolidates a wide range of factors influencing job satisfaction and the ways in which they influence it, the proposed research can be useful for both academic and practical audiences committed to studying and enhancing the state of employees' satisfaction.

IV. STATEMENT OF THE PROBLEM

Given the prevailing cutthroat and dynamic nature of the IT industry, the level of satisfaction among IT personnel is a major focus to any organization that aims to ensure it has a competent workforce. However, while job satisfaction is considered to be a crucial concept, the literature lacks

adequate attentiveness to factors affecting this concept in the context of IT specialists. This research therefore fills this void by examining the different aspects of the workplace and positions of work in relation to job satisfaction in this sector.

The area of focus evident from this study relates to the research question; There is a literature gap regarding the factors that greatly influence IT professionals' job satisfaction. Although prior research has already questioned on general indexes of job satisfaction, there seems to be a lacuna in the existing literature that requires a new investigation more fitted to the contextual complexity presented by the IT working environment. In detail, the research objectives are as follows: This work wants to examine and compare the perceived effects of various elements in the work environment on job satisfaction including physical comfort, availability of resource, and work culture among others. It also aims at assessing satisfaction concerning job descriptions and responsibilities, roles and responsibilities, means of communication and promotional opportunities.

Also, demographic characteristics are shown to partly underlie the issue, particularly, the years of experience and income. Thus, this research examines the roles and impact of these factors in relation to job satisfaction as the initial step towards formulating appropriate strategies to enhance employee satisfaction. To manage this in this study, the satisfaction levels were analyzed based on the experience level and income earned by the clients.

By heeding to these questions, the study therefore in one way or another, seeks to give a clear outlook on the factors motivating or demotivating job satisfaction among the IT professionals. It is believed that the results will be useful for understanding the factors affecting the satisfaction and the subsequent improvement in organizational performance for IT organizations that are involved with the implementation and management of IT assets.

V. OBJECTIVES

- To assess the perceived impact of various work environment factors on job satisfaction among IT professionals.
- To measure satisfaction levels regarding job roles and responsibilities among IT professionals.
- To rank the importance of various factors influencing job satisfaction among IT professionals.

VI. METHODOLOGY

The factors that influence employment satisfaction among IT professionals are analyzed in this study using a quantitative research design. A structured questionnaire will serve as the primary data collection method, with the objective of capturing a variety of job satisfaction dimensions. In order to accomplish its objectives, the investigation will implement descriptive and inferential statistical analyses.

A. Population

The research demographic consists of IT professionals employed by a variety of organizations. It is anticipated that the participants will possess a wide range of job responsibilities, income levels, and years of experience,

which will enable them to gain a comprehensive comprehension of the factors that contribute to job satisfaction in the IT sector.

B. Sampling Method

In order to guarantee that IT professionals of varying income levels and years of experience are represented, a stratified random sampling procedure will be implemented. This method will assist in identifying the degree of variability in job satisfaction factors that is influenced by these demographics.

C. Sample Size

A total of 113 IT professionals have been selected as the sample size for this investigation. This size is sufficient to conduct statistical tests, including the ANOVA and the Friedman Test, which offer dependable insights into the factors that influence job satisfaction.

D. Data Collection

Data will be gathered through the distribution of a structured questionnaire through online survey platforms. The questionnaire will encompass sections on employment duties and responsibilities, work environment, and factors that influence job satisfaction. The responses will be quantified through the use of a Likert scale in the development of the queries.

E. Data Analysis

The data analysis will involve the following steps:

1) ANOVA:

For the purpose of testing the hypotheses concerning the work environment, job functions, and responsibilities in relation to income levels and years of experience.

2) Friedman Test:

To ascertain whether there are substantial disparities in preferences and to prioritize the significance of a variety of factors that affect job satisfaction.

3) Hypotheses Testing Work Environment:

- Null hypothesis: Further, the results reveal that there is no earned mean difference on the variables related to the work environments on the basis of the years of experience of the respondents.
- Alternate hypothesis: The findings also show that there is a difference in the mean score of the variables pertaining to the work environments depending on many years of experience of the respondents.

4) Job Role and Responsibilities:

- Null hypothesis: With reference to the results it can be concluded that there is no much variation in the mean score on the variables related to the job role and responsibilities with the monthly income of the respondents.
- Alternate hypothesis: The findings also provide evidence of a break down of the total means for the variables regarding the job role responsibilities along the basic demographic variable- monthly income of the respondents.

5) *Factors Influencing Job Satisfaction:*

- Null hypothesis: Based on the results of the t-test, there is no a substantial difference between the males and females for the means of the variables associated with the key factors to job satisfaction.
- Alternate hypothesis: Analyzing the values of the factors that define the choice, it is possible to mention that there is a statistically significant distinction in the preference of the variables connected with the aspects of job satisfaction.

6) *Ethical Considerations*

- Informed Consent: The participants of the study will be told the aim and objectives of the research, their right to withdraw from the study without reasons being given and that their participation in the study is entirely voluntary.
- Confidentiality: Any data received will not be shared with third parties or be used for any purpose other than for the research. To enhance anonymity,

personal identifiers shall be removed, from the manuscript before peer review.

- Data Security: Privacy of digital data will also be observed and any data that will be collected will be accessed only by the research team to cut off any form of invasion in the data collected.

VII. DATA ANALYSIS

A. *WORK ENVIRONMENT*YEARS OF EXPERIENCE*

1) *Hypothesis*

- Null hypothesis: The mean score on the variables related to the work environments is not significantly different based on the years of experience of the respondents.
- Alternate hypothesis: The mean score on the variables related to the work environments is significantly different based on the respondents' years of experience.

		Sum of Squares	df	Mean Square	F	Sig.
The physical work environment is comfortable.	Between Groups	151.670	4	37.917	84.608	.000
	Within Groups	48.401	108	.448		
	Total	200.071	112			
There is adequate access to necessary resources.	Between Groups	148.370	4	37.093	67.202	.000
	Within Groups	59.612	108	.552		
	Total	207.982	112			
The workplace culture is supportive.	Between Groups	121.491	4	30.373	49.505	.000
	Within Groups	66.261	108	.614		
	Total	187.752	112			
The level of noise and distractions is minimal.	Between Groups	146.437	4	36.609	85.580	.000
	Within Groups	46.200	108	.428		
	Total	192.637	112			
The office layout promotes productivity.	Between Groups	149.952	4	37.488	72.558	.000
	Within Groups	55.800	108	.517		
	Total	205.752	112			
The cleanliness of the workplace is maintained.	Between Groups	168.386	4	42.096	82.115	.000
	Within Groups	55.367	108	.513		
	Total	223.752	112			
There is a good balance between work and rest areas.	Between Groups	163.442	4	40.860	77.829	.000
	Within Groups	56.700	108	.525		
	Total	220.142	112			
The lighting in the workplace is sufficient.	Between Groups	150.563	4	37.641	241.976	.000
	Within Groups	16.800	108	.156		
	Total	167.363	112			
Temperature control in the workplace is adequate.	Between Groups	158.028	4	39.507	75.966	.000
	Within Groups	56.167	108	.520		
	Total	214.195	112			
There is a pleasant and welcoming atmosphere.	Between Groups	150.255	4	37.564	150.440	.000
	Within Groups	26.967	108	.250		
	Total	177.221	112			

Table 1: Anova on Work Environment

The One-Way ANOVA results for the work environments based on the years of experience of the respondents indicate a substantial difference in the mean score for the variables related to the work environments based on the respondents' years of experience. The p-values are less than 0.05 (.000<0.05) which indicate that the physical work environment is comfortable, there is sufficient access to

necessary resources, the workplace culture is supportive, the level of noise and distractions is minimal, the office layout promotes productivity, the cleanliness of the workplace is maintained, there is a good balance between work and rest areas, the lighting in the workplace is sufficient, the temperature control in the workplace is adequate, and there is a pleasant and welcoming atmosphere. Therefore, the null

hypothesis is rejected. The alternative hypothesis was not rejected.

B. Job Role And Responsibilities*Monthly Income

1) Hypothesis

- Null hypothesis: The mean score on the variables related to the job role and responsibilities does not

differ significantly based on the monthly income of the respondents.

- Alternative hypothesis: The mean score on the variables related to the job role and responsibilities is significantly different based on the monthly income of the respondents.

	Sum of Squares	df	Mean Square	F	Sig.	
My job role is clearly defined.	Between Groups	117.772	4	29.443	87.729	.000
	Within Groups	36.246	108	.336		
	Total	154.018	112			
I have a manageable workload.	Between Groups	101.014	4	25.254	72.835	.000
	Within Groups	37.446	108	.347		
	Total	138.460	112			
I receive adequate feedback on my performance.	Between Groups	101.014	4	25.254	72.835	.000
	Within Groups	37.446	108	.347		
	Total	138.460	112			
My responsibilities match my skills and abilities.	Between Groups	150.713	4	37.678	159.916	.000
	Within Groups	25.446	108	.236		
	Total	176.159	112			
I have opportunities for career advancement.	Between Groups	150.713	4	37.678	159.916	.000
	Within Groups	25.446	108	.236		
	Total	176.159	112			
I feel a sense of accomplishment from my work.	Between Groups	150.713	4	37.678	159.916	.000
	Within Groups	25.446	108	.236		
	Total	176.159	112			
My job allows for creativity and innovation.	Between Groups	190.338	4	47.584	263.026	.000
	Within Groups	19.538	108	.181		
	Total	209.876	112			
I have the autonomy to make decisions in my role.	Between Groups	177.878	4	44.469	392.180	.000
	Within Groups	12.246	108	.113		
	Total	190.124	112			
There are clear goals and expectations for my job.	Between Groups	177.878	4	44.469	392.180	.000
	Within Groups	12.246	108	.113		
	Total	190.124	112			
I feel my job is secure.	Between Groups	149.900	4	37.475	139.636	.000
	Within Groups	28.985	108	.268		
	Total	178.885	112			

Table 2: Anova On Job Role and Responsibilities

Moreover, the One Way ANOVA conducted for the respondent's work environments with years of experience as between subject factor reveals that there exists a significant difference in the mean score on the variables connected with respondents' job role and responsibilities depending on the monthly income of the respondents. The following variables: the job is well defined, the number of working hours is reasonable, get adequate feedback about one's work performance, responsibilities match qualifications and skills,

have chances for promotion, feel achievement in the job, have the freedom to be creative in the job, can decide matters concerning their job, have clear goals and objectives of the job, feel the job is secure has revealed p values which are <0.05 (.000<0.05). Therefore, the null hypothesis is rejected to accommodate the research findings. The null hypothesis was not be rejected the alternate hypothesis so called also d'Eaubonne hypothesis.

C. Factors Influencing Job Satisfaction

1) Hypothesis

- Null hypothesis: Comparison of the identified variables about the factors affecting job satisfaction shows that there is no preferred choice concerning the factors mentioned.
- Alternate hypothesis: When compared to males, there is a noticeable difference in the choice of the variables on the factors affecting job satisfaction level among the respondents.

	Mean Rank
Compensation and Benefits	5.47
Work-Life Balance	5.38
Opportunities for Professional Development	5.56
Relationship with Supervisors	5.52
Relationship with Colleagues	5.52
Job Security	5.61
Company Culture	5.52
Recognition and Appreciation	5.69
Work Environment	5.47
Job Role and Responsibilities	5.25

Table 3: Ranks On Factors Influencing Job Satisfaction

The analysis of the factors that influence job satisfaction reveals that the variables are favored at varying levels. The mean ranks of these factors are as follows: Compensation and Benefits (5.47), Work-Life Balance (5.38), Opportunities for Professional Development (5.56), Relationship with Supervisors (5.52), Relationship with Colleagues (5.52), Job Security (5.61), Company Culture (5.52), Recognition and Appreciation (5.69), Work Environment (5.47), and Job Role and Responsibilities (5.25). The null hypothesis posits that there is no significant difference in the preference for these variables, whereas the alternate hypothesis posits that a significant difference exists. The mean ranks suggest that Job Security (5.61) and Recognition and Appreciation (5.69) are slightly more preferred factors, while Job roles and Responsibilities (5.25) are relatively less favorable. The alternate hypothesis is corroborated by the distribution of mean ranks, which indicates a substantial disparity in the preference for variables that are associated with factors that affect job satisfaction.

N	113
Chi-Square	19.403
df	9
Asymp. Sig.	.022
a. Friedman Test	

Table 4. Test Statistics on Factors Influencing Job Satisfaction

The Friedman Test was employed to examine the factors that influence job satisfaction among a sample of 113 respondents in the study. The null hypothesis posited that there is no significant difference in the preference for variables related to job satisfaction factors, whereas the alternative hypothesis suggested a significant difference in these preferences. A Chi-Square value of 19.403 with 9 degrees of freedom and an asymptotic significance level (p-value) of 0.022 was obtained from the results. The null hypothesis is rejected due to the fact that the p-value is less

than the conventional alpha level of 0.05. Consequently, it can be inferred that there is a substantial disparity in the preference for variables that are associated with the factors that influence job satisfaction.

VIII. FINDINGS

A. Objective 1: To Assess the Perceived Impact of Various Work Environment Factors on Job Satisfaction Among It Professionals

The ANOVA test shows that it is possible to claim that the mean of the scores of different factors in the work environment significantly vary depending on the years of work experience of the respondents. More specifically, all the investigated factors' p-values – physical work environment, access to resources, workplace culture that supports activity, absence of noise, efficient layout of the office space, cleanliness, correct work/rest ratio, sufficient lighting and climate control, and a welcoming environment are all considerably less than 0.05. This implies that these factors are not perceived in the same way by the respondents according to their years of experience in the IT profession. For example, in comfort of the physical working environment the mean square obtained was 37.917 and F-Value is 84. Average number of total neighbors = 608, Therefore calculated p value will be .000 indicating that the null hypothesis has to be rejected. It means that with increase in the level of experience, the perception of the working environment among the IT professionals differs widely.

B. Objective 2: To Measure Satisfaction Levels Regarding Job Roles and Responsibilities Among It Professionals

The ANOVA results also suggest that there are substantial disparities in the satisfaction levels of the respondents with respect to their job duties and responsibilities based on their monthly income. The p-values for all variables (including a sense of accomplishment, clear job roles, manageable workload, adequate performance feedback, matching responsibilities with skills, opportunities for career advancement, decision-making autonomy, clear job goals, and job security) are less than 0.05. For example, the clarity of job roles displayed a mean square of 29.443 and an F-value of 87.729, with a p-value of .000. This indicates that higher income levels are associated with greater satisfaction with job roles and responsibilities. Consequently, we deny the null hypothesis, which suggests that there are substantial disparities in satisfaction levels among IT professionals based on their income levels.

C. Objective 3: To Rank the Importance of Various Factors Influencing Job Satisfaction Among It Professionals

The analysis of the factors that influence job satisfaction reveals that the variables are favored at varying levels. The mean ranks of these factors are as follows: Compensation and Benefits (5.47), Work-Life Balance (5.38), Opportunities for Professional Development (5.56), Relationship with Supervisors (5.52), Relationship with Colleagues (5.52), Job Security (5.61), Company Culture (5.52), Recognition and Appreciation (5.69), Work Environment (5.47), and Job Role and Responsibilities (5.25). The null hypothesis posits that

there is no significant difference in the preference for these variables, whereas the alternate hypothesis posits that a significant difference exists. The mean ranks suggest that Job Security (5.61) and Recognition and Appreciation (5.69) are slightly more preferred factors, while Job roles and Responsibilities (5.25) are relatively less favorable. The alternate hypothesis is corroborated by the distribution of mean ranks, which indicates a substantial disparity in the preference for variables that are associated with factors that affect job satisfaction.

IX. CONCLUSION

This paper offers a literature review of the specific research focusing on the work environment's perceived effects on job satisfaction of IT workers along with their role and responsibilities and the factors affecting them. It is also found that numerous substantial conclusions about aspects of job satisfaction regarding these elements. Consequently, the One-Way ANOVA analysis shown that there are significant differences in IT professionals' perceptual data considering the importance of the work environment and the conditions associated with it depending on their years of experience, which proves that as the IT professional progress in their careers, their expectations and the received impressions related to the physical environment of working place will also develop. Likewise, job satisfaction concerning roles and responsibilities has an association with monthly income, implying that higher income positively relates to the satisfaction of roles and responsibilities in the job position. This can be attributed to the fact that monetary return plays a pivotal part in determining the level of satisfaction among the employees. Furthermore, applying the Friedman Test for understanding features affecting the job satisfaction, it is possible to mark out the recognition and appreciation as well as job security as the most important factors that dominate the respondents' rating among such factors as position description and responsibilities. These preferences support the conclusion that acknowledgment, and permanent job, is vital for IT employees to maintain high satisfaction levels. In sum, the research demonstrates the complex and contextual nature of job satisfaction, and stresses the importance of organisations to factor in several features of the work environment, pay and rewards, and recognition processes if they are to boost satisfaction among their IT employees. The research was undertaken to establish specific factors that affect the job satisfaction of IT employees, taking into account work environment factors, the responsibilities of the employees with IT organizations, and the relative importance of the selected characteristics of job satisfaction. For specifics, the conclusions provide a deeper insight on how the different components bear an impact on job satisfaction as well noting large differences in terms of qualification in years and income. Analysis of the variance shows that the work environment details affect the levels of job satisfaction, although the perceptions differ depending on the number of years of experience of IT personnel. Experienced IT professionals perceive these aspects differently than their less experienced counterparts, as evidenced by the significant p-values (all less than 0.05) for variables such as physical comfort, access to resources, workplace culture, noise levels,

office layout, cleanliness, workrest balance, lighting, temperature control, and atmosphere. This suggests that IT organizations should take into account adapting work environments to the unique requirements and expectations of employees at various phases of their careers in order to improve job satisfaction. The ANOVA results also underscore substantial disparities in job satisfaction that are contingent upon monthly income and the duties and responsibilities of the job. A significant p-value (less than 0.05) was observed for all variables that were examined, including job security, clear job goals, workload management, feedback mechanisms, alignment of responsibilities with skills, career advancement opportunities, sense of accomplishment, creativity allowance, decision-making autonomy, and clear job roles. For instance, the delineation of job responsibilities. This discovery implies that the perceptions of IT professionals regarding their employment functions and responsibilities may be influenced by financial compensation. Increased satisfaction may result from employees experiencing a greater sense of security and recognition as a result of their higher income levels. As a result, in order to enhance employee satisfaction, organizations should contemplate aligning employment functions and responsibilities with competitive compensation. The ranking analysis of factors that influence job satisfaction indicates that IT professionals prioritize job security and recognition over other factors. In order to improve the work contentment of their IT staff, organizations should prioritize the establishment of a culture of recognition and the guarantee of job security. Although Job Roles and Responsibilities are not as highly regarded, they remain essential for overall job satisfaction and must be effectively managed to prevent dissatisfaction.

X. FUTURE SCOPE

Some of the possible research directions that can be suggested for future studies of job satisfaction in IT personnel are as follows. Firstly, cross-sectional investigations could be made to find out how these factors change over time, especially as the IT personnel progress in the profession or as they are transferred to new organizations. Such approach would help in understanding the differences and accumulative effects different work conditions have in the overall job satisfaction and career development. The candidates of the future studies could examine the influence of the technologies like artificial intelligence and the tools for remote work on job satisfaction. Considering the recent enhancement in IT, and given the rise of the new normal teleworking environment, knowing how might such technologies influence worklife balance, job security or interactional climate would be useful for both managers and employees. In addition, there is an opportunity to reconsider the determinants of job satisfaction in relation to geographical and cultural characteristics. Multi-country, cross-sectional research among the IT employees would uncover how Culture and economic factors may influence the perceived job satisfaction and may identify specific universal and country-specific challenge and success factors. Quantitative data could be complemented with qualitative data collected through methods like interviews or focus groups in order to

get more detailed description of actual value discovered during quantitative data analysis. These methods would let the researchers investigate some features of job satisfaction, which can be unknown or barely exhibited in quantified questionnaires. Other research could compare the satisfaction levels between special populations of employees such as those with disabilities, the effects of specific interventions aimed at increasing job satisfaction to that of employee development programs or work-related health promotion programs. Thus, the outcomes of such interventions could be used to generate practical guidelines for organizations that want to increase job satisfaction and their talent retention rates. Thus, following such research directions, more scholars and practitioners should aim at expanding the current knowledge of factors that underpin employees' job satisfaction within the IT industry.

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