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## **Employee Job satisfaction of the IT Sector in Delhi-NCR- During Pandemic**

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### **Abstract**

Due to lockdown, ensuring employee satisfaction has become one of the most important priorities for human resource managers and professionals in companies during the COVID19 pandemic. During this difficult time, organisations are actively developing new and effective ways to engage and satisfy their workers. The Information Technology sector is critical to a country's economic growth. Employee work satisfaction is key to a company's growth. It is a crucial component of any organisation. Job satisfaction is one of the important factors that has attracted the attention of both managers and academics. Various studies have been conducted to assess work satisfaction, but few studies have been conducted to assess employee satisfaction during pandemics. Employee job satisfaction is an important factor in achieving and maintaining desired productivity goals. Prior to the pandemic, virtual work was not a common option for all organisations, but it has now become a modern and unparalleled norm in several ways.

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### **Introduction**

Pandemic is one of the terms that described 2020; it simply means "affecting all." Coronavirus has changed our lives in every way. The planet in the year 2020 is uncharted territory. Each of us will recall how the world changed and life came to a halt in all corners of the globe during these extraordinary times. The final seconds of 2019 were ushered in on December 31, 2019, with a lot of optimism and expectations about how the coming year will be better than the previous one. Nobody could have predicted that a global pandemic would derail all of their hopes and dreams. No one knew how long the novel coronavirus would survive or how lethal its effects would be when it arrived on the world's doorstep. Several countries around the world have been affected by the virus because of its infectious existence.

The pandemic created an extraordinary situation that dramatically altered our fast-paced and mundane lives. With so many restrictions in place to combat the virus, gatherings of a large number of people were discouraged as well. It would be an understatement to conclude that the novel coronavirus (COVID-19) pandemic has changed the world. The virus has upended people's lives all over the world in less than a year since it first appeared — and just over 6 months since monitoring started in the United States.

The pandemic has changed how we live, learn, and communicate, as social distancing guidelines have led to a more virtual life, both personally and professionally. Containing the spread of coronavirus disease 2019 (COVID19) has been an international priority since the World Health Organization declared the outbreak a pandemic on March 11, 2020. (Huang et al., 2020; Paules, Marston, & Fauci, 2020; Wang, Wang, et al., 2020) Organizations are being

pressured to change the way they used to operate, and the society as a whole is changing the way it has been operating for the past few decades. To monitor the spread of Covid19, almost all commercial and social events were halted; people were forced to remain indoors, and businesses were forced to close their doors, with only those providing vital services permitted to operate under strict safety and hygiene guidelines. Remote working was permitted in sectors that could successfully use technology to keep the economy going. India has been a market leader in the IT services industry, with companies such as Infosys, TCS, Wipro, and HCL making their mark on global platforms. According to the Indian Brand and Equity Foundation's 2019 reports, India's IT industry contributes 7.7% of the country's GDP and is projected to grow to 10% by 2025. India is the world's leading sourcing destination for IT/ITES. The Indian IT industry has a competitive advantage over other countries because the majority of the work performed is construction support or maintenance support services, with approximately 4 million engineering graduates working in technical and support roles. India's cost advantage, in-depth technological competence, language skills, mature business partners, and government policies have positioned it as the world's preferred offshoring destination. Because of the coronavirus pandemic, the largest number of workers in the world were forced to operate remotely, and working from home became the new standard. COVID-19 has a wide variety of impacts on the labour market in various countries.

### **Job satisfaction definition**

Various scholars have taken various approaches to describing work satisfaction. In the text that follows, some of the most widely cited meanings of work satisfaction are discussed, including E. A. Locke's "Job satisfaction is a pleasurable or optimistic emotional state caused by one's evaluation of one's job or experience."

"Work satisfaction" is described by Keith Davis as "a collection of positive and negative feelings about one's work."

Vroom emphasizes the employee's position in the workplace in his concept of job satisfaction. As a result, he defines job satisfaction as individuals' affective orientations toward the jobs they currently hold (Vroom, 1964).

Job satisfaction is inextricably linked to an individual's work behaviour (Davis et al., 1985).

The phrase "work satisfaction" refers to people's attitudes and feelings toward their jobs. Positive and favourable attitudes toward one's job indicate job satisfaction. Negative and unfavourable attitudes toward one's job indicate job dissatisfaction. (Armstrong, 2006)

Job satisfaction is described by Tomaevi and J Seljak (2014) in terms of its relationships with other important factors such as general well-being, work tension, control at work, homework guidance, and working conditions.

Greenberg and Baron (2008), for example, defined job satisfaction as a feeling that can have a positive or negative impact on one's work roles and responsibilities. They also stated that understanding the definition of job satisfaction is critical because there is no single way to please all employees at work.

## Literature Review

(AZIRI, 2011) When it comes to handling their staff, one of the most difficult fields for today's managers is work satisfaction. The employee's impressions of the quality of his jobs have a significant effect on his overall job satisfaction. Financial compensation has a major effect on employee work satisfaction.

(Schall, 2019) Doing remote work, according to the findings, increases employee job satisfaction. Job satisfaction rises in direct proportion to the intensity of remote work.

Janardhanan (2011) A job satisfaction survey was conducted, and the findings indicate that the grievance system, promotion policy, job rotation, and participation in decision making all need to be improved. It helped management gain a better understanding of why employees are lagging, as well as plan better solutions to problems and assess training needs. Employees are satisfied with the medical facilities, pension packages, club facilities, and canteen facilities, according to the study's findings.

(Panigrahi & Joshi, 2016) conducted a study to learn about job satisfaction and its implications for motivating employees at Infosys and discovered that training, education, and relationships with superiors are the main issues that the company is facing.

(Bakotić, 2016) Job satisfaction is an extremely complex concept that is influenced by various factors, or more precisely by a group of factors that frequently have interwoven impact. Job satisfaction may be said to have a stronger influence on organisational performance than organisational performance has on job satisfaction.

(Ismail & Razak, 2016) The current research and practice in the job satisfaction model should consider intrinsic and extrinsic satisfaction as the primary driving forces in the domain of job satisfaction. This study also found that administrators' ability to satisfy employees' job satisfaction can lead to positive outcomes (e.g., productivity, performance and commitment). Furthermore, in the global economy era, these positive outcomes may support organisational competitiveness.

(Rizwan, et al., 2012) The satisfaction construct is made up of four major components: workplace environment, reward and recognition, teamwork, and training and development. According to the findings of this study, teamwork is the most important factor influencing employee satisfaction. This result demonstrates that teamwork benefits organisations in a variety of ways, including diversification, increased productivity, decreased turnover, knowledge sharing, and improved safety. Along with the other two factors, the workplace environment was discovered to have a significant influence on employee job satisfaction.

(Parvin & Kabir, 2011) Employee job satisfaction has been found to improve service quality and employee satisfaction. Work conditions, fairness, advancement, and pay are all important factors in determining employee job satisfaction in pharmaceutical companies. Money is a powerful motivator; in fact, all employees work for money; employees require money; and a good salary and compensation package are critical factors in employee satisfaction. Job satisfaction is influenced by the physical design of the workplace.

(Kim, 2009) Job clarity, effective communication with management, a participatory  
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management approach, and organizational support for career development, opportunities for advancement, and family-friendly policies are all significant factors influencing job satisfaction among state government IT employees, according to the study's findings. According to the study's findings, organisational support for career development is a key factor influencing job satisfaction.

(Davidescu, Apostu, Pau, & Casuneanu, 2020) Employees who work the hours they want are more motivated and stay in their jobs for longer. In recent years, this paradigm shift has resulted in increased employee autonomy and interruptions during work schedules. 2020, 12, 6086 44 of 53 to meet employee needs, employee participation in decision-making, workspace modelling, and increasing employee creativity and productivity Work flexibility allows employees to balance their professional and personal lives, which leads to job satisfaction and performance.

According to the findings of a study conducted by (Prerana, 2017) Employee job satisfaction is improved by factors such as job security and supervisory support, appreciation and salary, job engagement and autonomy, job advancement, empowerment, and job enrichment. Employees should be given job autonomy in order for them to perform to the best of their abilities. They will be happier and more likely to stay on the job.

(Vivek & Amrita Vishwa Vidyapeetham, 2018) Career development, compensation and rewards, job security, and workplace environment were found to be the four most important factors influencing job satisfaction in the hospitality industry.

(Wadhwa, Verghese, & Wadhwa, 109-111) The findings revealed that all three variables, environmental, organisational, and behavioural, have a positive impact on job satisfaction. It means that if employees are treated fairly and equally, and if they are properly supervised, their job satisfaction can be increased. As a result, organisational factors will contribute to job satisfaction. As a result of this research, it is possible to conclude that organisational factors are the most important aspect for employee job satisfaction in a company.

### **Objectives of the study:**

- 1) To investigate differences in job satisfaction among employees in the IT sector in Delhi-NCR based on gender during COVID-19.
- 2) To investigate differences in job satisfaction among employees in the IT sector in Delhi-NCR based on age during COVID-19
- 3) To investigate differences in job satisfaction among employees in the IT sector in Delhi-NCR based on work experience during COVID-19

### **Hypothesis**

- 1) During COVID-19, there is no significant difference in job satisfaction among employees in the IT sector in Delhi-NCR based on gender.
- 2) During COVID-19, there is no significant difference in job satisfaction between IT sector employees in Delhi-NCR based on age.

3) During COVID-19, there is no significant difference in job satisfaction between IT sector employees in Delhi-NCR based on work experience.

### **Research Methodology**

The study was carried out on 150 employees working in a leading IT Sectors in Delhi-NCR. A questionnaire was prepared to measure the satisfaction level of employees at 5-point scale which is denoted by: (1) Strongly Dissatisfied (2) Dissatisfied (3) Neutral (4) Satisfied (5) Strongly Satisfied. Questionnaire contains the defined number of questions on Job Satisfaction, where each question is followed by defined number of option to choose. The questionnaire aimed to collect the perception of employees about the Job Satisfaction. After assessing the score of all the participating subjects, the data was compiled and statistically analyzed.

### **Sources of Data Primary Data**

Data collected in this study is of primary data. Primary data was collected through questionnaire method

Secondary Data: Secondary data are obtained from many sources, including literature, industry survey, computerized databases and information systems, journals, company records, brochures and website.

### **Statistical Tool Used for Data Analysis**

The data collected from the respondents were first edited and coded. The statistical analysis of data was done through computer application using SPSS. The main thrust of the data analysis was to test the hypothesis. The statistical method used in the analysis was Mann Whitney u test and Kruskal Wallis

### **Results and Discussion**

Normality Test Data was tested for Normality to understand the shape of its distribution and to evaluate which kind of test to be used for the Hypothesis testing & validation. Two prominent tests were conducted in SPSS, Kolmogorov-Smirnov test and Shapiro-Wilk test were administered on the data and results for both the tests as given in Table 1

Table 1: Normality Tests (K-S and S-W)

**Table:- 1**

**Tests of Normality**

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	Df	Sig.	Statistic	Df	Sig.
Does the company communicate its goals and strategies to you?	.304	150	.000	.784	150	.000
Are you satisfied with the communication and interpersonal relationship in your organization ?	.292	150	.000	.850	150	.000
Are you satisfied with the Present working hours ?	.220	150	.000	.890	150	.000
Do you receive enough opportunitiesto develop your career ?	.316	150	.000	.805	150	.000
Are you Satisfied with the overall Job Security	.308	150	.000	.729	150	.000
Are you Satisfied with the recognition and rewards for your outstanding works and contributions ?	.416	150	.000	.603	150	.000
Are you satisfied with the pay and amount of work you do ?	.323	150	.000	.829	150	.000
Are you able to maintain a healthy balance between Work &Famliy Life ?	.238	150	.000	.884	150	.000
Does your efforts in achieving the goals valued ?	.294	150	.000	.856	150	.000
Do you often feel work loaded and pressurized in your company	.190	150	.000	.908	150	.000

In order to test the difference in Job satisfaction of employees on the basis of gender, a non-parametric test, Mann Whitney was applied on the data and it was found that the most of the Asymp. Sig.values are high than 0.05, therefore the null hypothesis was accepted which proves that there is no significant level of difference in job satisfaction between male and female.

### Job satisfaction on the basis of Gender

**Table:-2** **Test Statistics<sup>a</sup>**

	Does the company communicate its goals and strategies to you?	Are interpersonal relationship in organization ?	Do you receive enough opportunities to develop your career ?	Does your efforts in achieving the goals valued ?	Are you satisfied with the Present working hours ?	Are you Satisfied with the overall Job Security	Are you Satisfied with the recognition and rewards for your outstanding works and contributions ?	Are you able to maintain a healthy balance between Work & Family Life ?	Are pay and amount of work you do ?	Do you often feel l work loaded and pressurized in your company ?
Mann-Whitney U	2462.500	2789.000	2387.500	2366.000	2701.000	2601.500	2181.500	2694.500	1963.500	2734.000
Wilcoxon W	5312.500	5639.000	5237.500	5216.000	5551.000	5451.500	5031.500	5544.500	4813.500	5584.000
Z	-1.496	-.096	-1.770	-1.821	-.437	-.898	-3.012	-.463	-3.490	-.309
Asymp. Sig. (tailed)	.135	.923	.077	.069	.662	.369	.003	.643	.000	.757

a. Grouping Variable: Gender



**Job Satisfaction on the basis of Age****Table:- 3** **Test Statistics<sup>a,b</sup>**

	Does the company communicate its goals and strategies to you?	Are you satisfied with the communication and interpersonal relationship in your organization?	Do you receive enough opportunities to develop your career?	Does your effort in achieving the goals valued?	Are you satisfied with the present working hours?	Are you satisfied with the overall Job Security?	Are you Satisfied with the recognition and rewards for your outstanding works and contributions?	Are you able to maintain a healthy balance between Work & Family Life?	Are you satisfied with the pay and amount of work you do?	Do you often feel work loaded and pressurized in your company?
Chi-Square	21.594	25.466	43.555	30.368	12.218	18.981	40.560	20.243	24.985	18.473
Df	4	4	4	4	4	4	4	4	4	4
Asymp. Sig.	.000	.000	.000	.000	.016	.001	.000	.000	.000	.001

Kruskal Wallis Test

Grouping Variable: Age group

In order to test the difference in Job satisfaction of employees on the basis of age, a non-parametric test, Kruskal Wallis was applied on the data and it was found that the most of the Asymp. Sig. values are less than 0.05, therefore the null hypothesis was rejected which proves that there is significant level of difference in job satisfaction between different age groups



**Job Satisfaction on the basis of Work Experience****Table:-4** **Test Statistics<sup>a,b</sup>**

	Does the company communicate its goals and strategies to you?	Are you satisfied with the communication and interpersonal relationship in your organization?	Do you receive enough opportunities to develop your career?	Does your efforts in achieving the goals valued?	Are you satisfied with the Present working hours?	Are you Satisfied with the overall Job Security	Are you Satisfied with the recognition and rewards for your outstanding works and contributions?	Are you able to maintain a healthy balance between Work & Family Life?	Are you satisfied with the pay and amount of work you do?	Do you often feel work loaded and pressurized in your company?
Chi-Square	21.905	16.965	19.177	14.266	4.571	15.982	46.590	18.650	18.224	32.057
Df	4	4	4	4	4	4	4	4	4	4
Asymp. Sig.	.000	.002	.001	.006	.334	.003	.000	.001	.001	.000

a. Kruskal Wallis Test

b. Grouping Variable: Work Experience

In order to test the difference in Job satisfaction of employees on the basis of work experience, a non-parametric test, Kruskal Wallis was applied on the data and it was found that the most of the Asymp. Sig. values are less than 0.05, therefore the null hypothesis was rejected which proves that there is significant level of difference in job satisfaction on the basis of work experience

## **Conclusion**

The study was done to find out the Employee Job satisfaction of the IT Sector in Delhi-NCR-during Pandemic. We found out that there is no difference in the job satisfaction of employees on basis of gender which implies that both men and women have the same satisfaction level before pandemic and during pandemic. On the other hand, Age and work experience, both the parameters have an impact and there is a significant difference in the job satisfaction of employees during Pandemic time.

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