

Impact of Online Working Environment on Employee Job Satisfaction with Reference to IT Industry in Bengaluru

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Abstract: The aim of the study how employees are satisfied with virtual or working from the home during this pandemic. COVID-19 spread an emotionally challenge for many people, its changing day-to-day life in unprecedented ways. In this paper, I have tried to understand how these factors are changing employee job satisfaction. Employee Job satisfaction is a relative psychological feeling of an Individual employees working from home, which is bringing a change among the individual employees over the period of time based on different factors influencing like mental stress, working hours, technological and psychological feeling.

Keywords: Employees Job Satisfaction, Working Hours, Stress, technological and psychological feeling.

Definition of Employee Job Satisfaction

1. **Lofquist and Davis (1991)**, defined job satisfaction as “an individual’s positive affective reaction of the target environment as a result of a individual’s appraisal of the extent to which his or her needs are fulfilled by the environment.
2. **Siegal and Lance (1987)** stated that ‘job satisfaction is an emotional response defining the degree to which people like their job.’

1. INTRODUCTION

HRM is a term used to refer the philosophy, policies, procedures and practices related to the management of people working in an organization. Today every organization has to face many challenges during this pandemic. In this situation organization is trying to find the ways to satisfy the individual employees. As we know most of the organizations started seeking the transitional change from physical work to virtual work (working from home). Employee job satisfaction is a measure of how happy workers are with their job and handling working environment at home, Employee Job satisfaction is not the same as motivation, although it is clearly linked with Job design aims to enhance job satisfaction and performance. The factors influencing the Job satisfaction include allocation of work, working hours, employee involvement, empowerment and autonomous work groups, pay, work responsibilities, variety of tasks, promotional opportunities of an individual employees and co-workers. The present time are very competitive and hence there is a lot of pressure among the organization to be the best. Organizations now demand for the better job outcomes during this pandemic scenario.

2. OBJECTIVES OF THE STUDY

- To assess the methods adopted by an organization during this pandemic
- To study various measures taken by the organization to satisfy the employees working from home
- To assess the factors affecting the employees job satisfaction in the organization.
- To make the management know about the present level of employee job satisfaction and provide suggestions, if any further improvement is required during this pandemic.

3. SCOPE

The scope of the study is to analyze the employee’s job satisfaction, then organization further improve themselves by giving them more opportunities and facilities to the employee’s in order to overcome psychological emotions during this pandemic.

- It is helpful to identify the employee’s level of satisfaction towards assigned or allocation of work.
- This study is helpful to the organizations for conducting further research.
- This study is helpful to the organization for identifying the area of dissatisfaction of job of the employees.
- This study helps the organization to make right decision towards employee’s job satisfaction.

4. Limitations

- The data have been collected from the present employees only. So it may vary in the future.
- The duration of the study is limited. So it may not be able to cover the entire scope.
- This study is restricted to little IT industry and sample size was 500.
- The survey is subjected to the bias and prejudices of the respondents. Hence 100% accuracy can’t be assured.

5. LITERATURE REVIEW

1. **Mr. Mahesh kumar Devendra Mohite 1, Dr. R. V. Kulkarni 2 (March 2019)- Job Satisfaction Factors of Employee in Virtual Workplace:** he said employee job satisfaction is dependent on business success and it is essential part of organization they are certain factors which supports organization success, hence it will increase overall company growth. Telecommuters are that employees who allowed perform organizational duties from home or other locations using technology
2. **Marie Antoinette - The Relationship Between Remote Work and Job Satisfaction:** The Mediating Roles of Perceived Autonomy, Work-Family Conflict, and Telecommuting Intensity – Through the study on the remote work & Job Satisfaction the author has done a survey and found an inverted u-shaped curvilinear relationship between the extent of working remotely (telecommuting intensity) and job satisfaction was not found and instead support for a positive, linear relationship was found. Author through the Survey suggests that the employee needs to be given an option of remote work to attain the job satisfaction.
3. **Kira Rupietaa and Michael Beckmannb - Working from Home – What is the Effect on Employees' Effort?** – The Author in the study has focused on investigating on how working from home affects employees' work effort. The study tells that working from home to positively influence work effort of employees since the employee have a high autonomy in scheduling their work and therefore are assumed to have a higher intrinsic motivation working from home. The Study talks a lot of the higher efficiency of the employee working from home & has a significantly positive influence on work effort.
4. **Danica Bakotic - Relationship between job satisfaction and organisational performance** – The Author explore the link between job satisfaction and organisational performance and to determine if there is an empirically provable relationship between these two variables, and the direction and the intensity of this relationship. Through a large survey the author hence comes to the conclusion that job satisfaction determines organisational performance, rather than organisational performance determining job satisfaction, hence the employees with Job Satisfaction results best in organisational performance.
5. **Donny Susilo - Revealing the Effect of Work-From-Home on Job Performance during the Covid-19 Crisis** – The Author here to understand the effect of Work from home had done a survey with a questionnaire for Indonesians where everyone had to get adapted to the New Normal of working from home. The output revealed that working from home, employees experienced greater enjoyment, satisfaction and motivation thus enhancing job performance. Hence, it was clear in the study that Work from Home results in a high Job Performance.
6. **Maria Dalkrani1, Efstathios Dimitriadis - The Effect of Job Satisfaction on Employee Commitment** – This study by the Author is focussed on the effect of Job Satisfaction on Employee Commitment on the Private Employees of Greek Organizations. In order to achieve the objectives of this study, the survey was conducted using a structured questionnaire and found that "Promotion" and "Rewards" are not significant factors rather results showed that the "Social Aspects of job", "Job Characteristics" and "Work Environment", are the most important factors positively affecting organizational Commitment.
7. **R. Naga Bhavya Sree1, R. Satyavathi - – The study analyse the impact of working environment on employee job satisfaction.** The author talks about the importance of providing the good working culture to attain the productivity & efficiency from the employees for their performances. The Author has conducted Survey to arrive at a conclusion and finds that it is vital for an organization to motivate their employees to work hard for achieving the organizational goals and objectives which can happen only when the employee has Job Satisfaction
8. **Richa N. Agarwal, Anil Mehta - Impact of Performance Appraisal and Working Environment on the Job Satisfaction and Attrition Problem in the Indian IT Industry** – The Authors of this Study on linking the variables of Performance Appraisal-Job Satisfaction & Attrition in IT Industry and Surveyed across different Metro cities in India. Retention of the employees are highly affected in IT Industry which is linked to the variable and Authors have made a complete study to understand the reason on the Attrition in IT Industry
9. **K. R. Sowmya1* and N. Panchanatham2 - Factors influencing job satisfaction of banking sector employees in Chennai, India** – In this study its been proved that the employee with higher satisfaction is always been performing better towards the Organization goals & lesser satisfied employees tend to leave the organization. The Authors are focussed toward the attrition on the Banking sector in Chennai, India and Extensive literature reveals that Job Satisfaction is dependent on supervisor behaviour, co-worker behaviour, pay and promotion, job and working condition and organizational aspects.
10. **Manoj Bhattarai - Working from Home and Job Satisfaction - During the Pandemic Times** – Manoj Bhattarai predominantly focus on the New Normal post COVID, whether there is an association between working from home and employee job satisfaction. Job Satisfaction depends on the multiple parameter like physical, financial, technological, social, and psychological & how the job satisfaction is predicted while adapting to the new normal of working from home. Considering the above aspects, the Author conducted the survey where he found that majority of the employees working from home satisfied working from home.

6. METHODOLOGY

6.1. POPULATION AND SAMPLE SIZE

The purpose of the study is to understand the relationship between Online Working Environment and job satisfaction. The data is gathered randomly from the employees of IT industry in the city of Bangalore, through survey questionnaire.

From each organization, 50 to 80 were chosen that allow us to get 500 responses from employees working in different as evidence suggest that questionnaire, distributed by Telephone or via emails, is most suitable in many. The main aim of selecting employees from Organization is to get opinion from a diverse group of people so that the results can be generalized on the vast group of population sample.

6.2 RESEARCH DESIGN

- **Descriptive:** The design has been used for the purpose of the study. The ideology of using this research design is that the researcher can know more about the problem being studied and new ideas can be generated.

6.3 SOURCES OF DATA

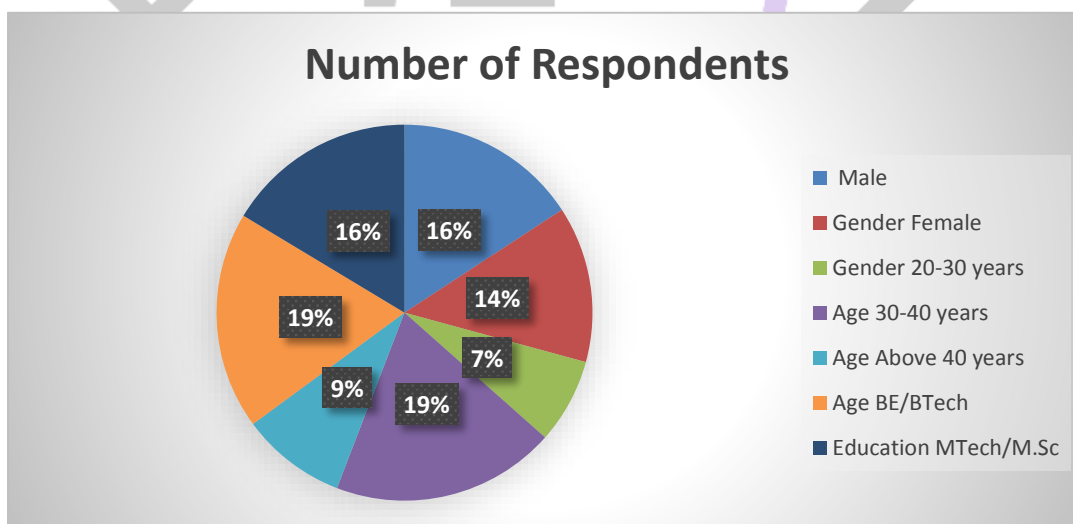
- **Primary Data:** Structured questionnaire has been used and discussed personally with the respondents to get their response.
- **Secondary Data:** The secondary data sources utilized are books, website, Research paper etc.

6.4 SAMPLING DATA

- **Sampling Size:** A sample size of 500 has been chosen for the study.
- **Sampling Unit:** The Employee from various IT Industries were contacted with questionnaire and face to face interview.
- **Sampling Technique:** Convenience sampling was used for the purpose of the study so that sample could be split into different groups based on the convenience of the researcher.
- **Sampling Procedure:** Samples has been selected using Random Sampling method. This method of sampling involves selecting samples on Random basis.

6.5 SAMPLE DESCRIPTION:

Variable	category	Number of Respondents
Gender	Male	270
	Female	230
Age	20-30 years	125
	30-40 years	330
	Above 40 years	155
Education	BE/BTech	320
	MTech/M.Sc	280



6.6. METHOD OF DATA COLLECTION:

- **Questionnaire:** The questionnaire was framed based on the objective. This questionnaire was distributed to the Employees Various IT Industry for the data collection.

6.7 TOOLS USED FOR ANALYSIS:

Data was collected from the Employees working in IT Industry and the instruments used for the analysis of data include tabulation, bar graph, and pie chart.

7. RESULTS

The valuable opinion of individual employees is shown below through various statistical tables and graphs that show their responses on the topic and framed questionnaires about impact of online working environment on Employee Job Satisfaction.

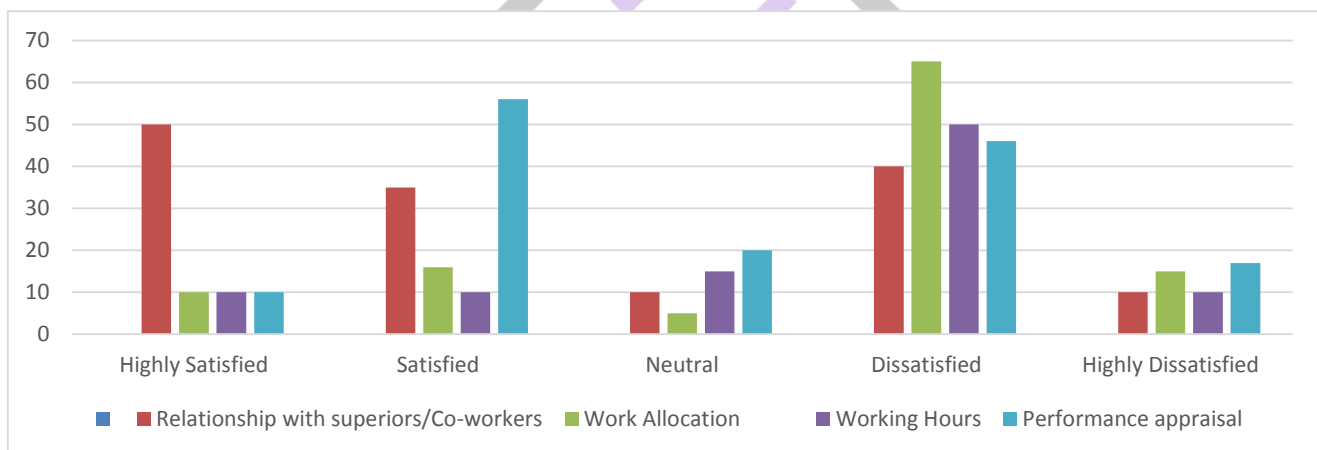
8. DATA ANALYSIS AND INTERPRETATION

Data interpretation refers to the implementation of processes through which data is reviewed for the purpose of arriving at an informed conclusion.

The interpretation of data assigns a meaning to the information analyzed and determines its signification and implications.

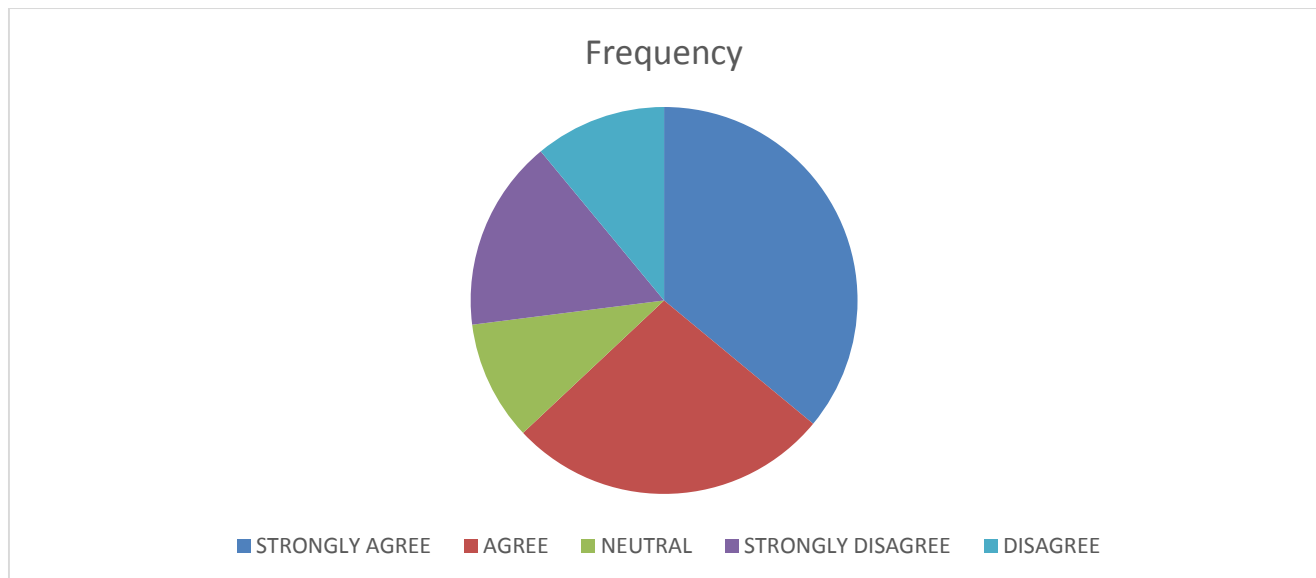
A) Survey table showing the Online Working Environment & Relationship Management

Statement	Highly Satisfied(5)	Satisfied(4)	Neutral(3)	Dissatisfied(2)	Highly Dissatisfied(1)
Relationship with superiors/Co-workers	50	35	10	40	10
Work Allocation	10	16	5	65	15
Working Hours	10	10	15	50	10
Performance appraisal	10	56	20	46	17



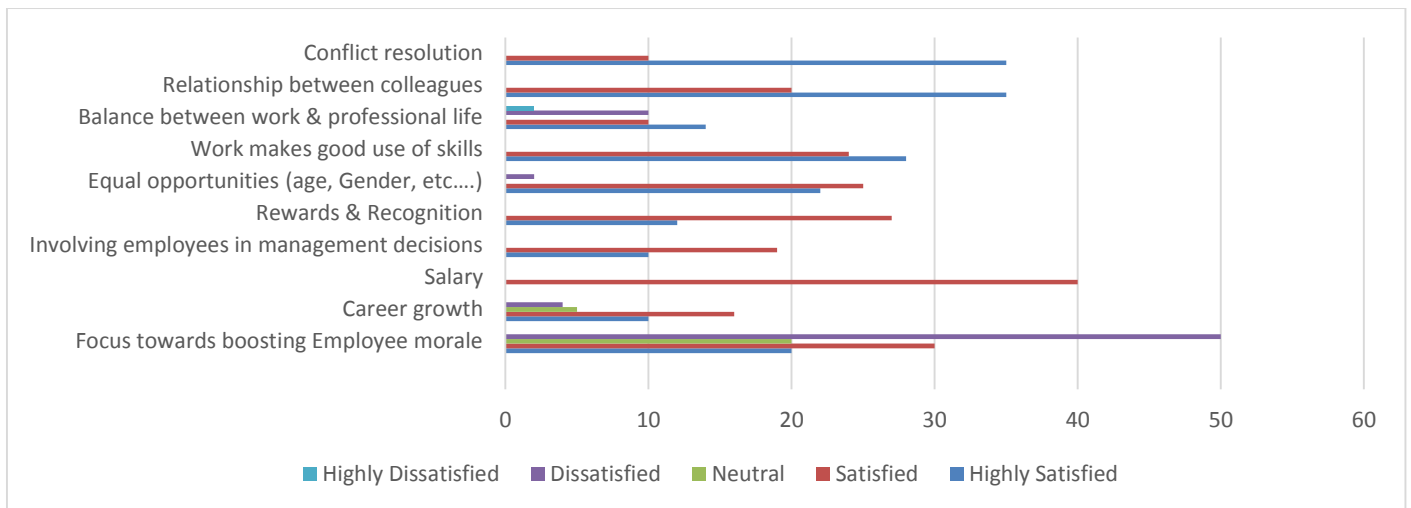
B) Do you receive online training opportunities to develop your career?

Statement	Frequency	Percentage	Cumulative (%)
STRONGLY AGREE	180	36	36
AGREE	135	27	63
NEUTRAL	50	10	73
STRONGLY DISAGREE	80	16	89
DISAGREE	55	11	100



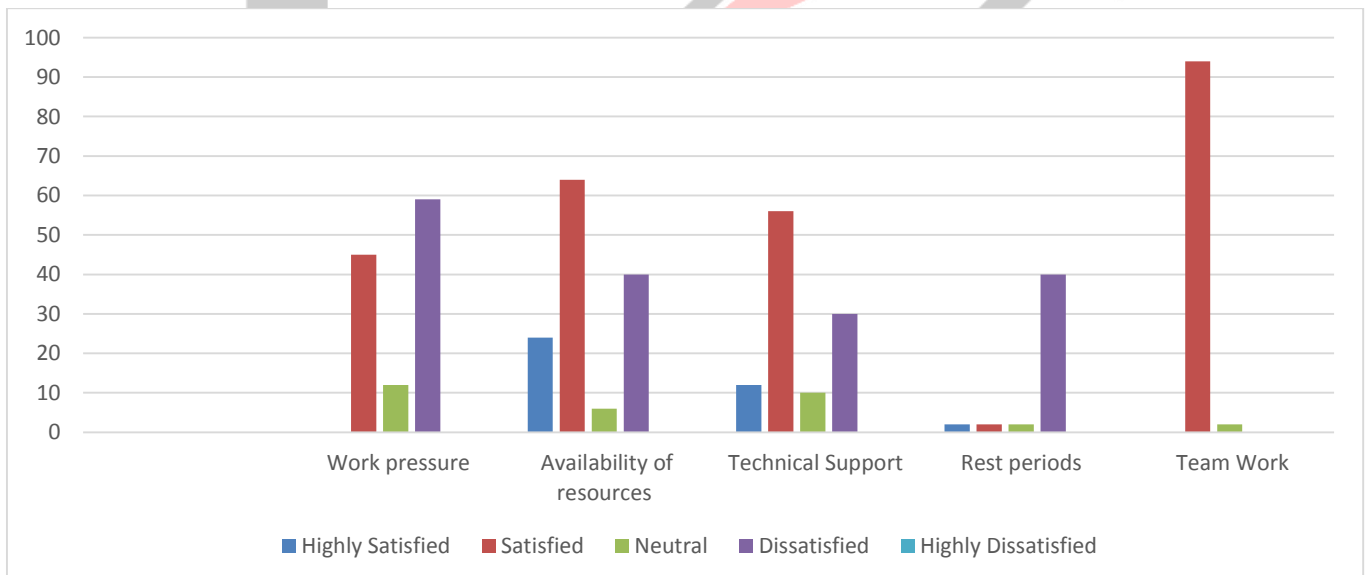
c. Survey table indicating the Factors Employees Job Satisfaction on the following:

Particulars	Highly Satisfied(5)	Satisfied(4)	Neutral(3)	Dissatisfied(2)	Highly Dissatisfied(1)
Focus towards boosting Employee morale	20	30	20	50	0
Career growth	10	16	5	4	0
Salary	0	40	0	0	0
Involving employees in management decisions	10	19	0	0	0
Rewards & Recognition	12	27	0	0	0
Equal opportunities (age, Gender, etc....)	22	25	0	2	0
Work makes good use of skills	28	24	0	0	0
Balance between work & professional life	14	10	0	10	2
Relationship between colleagues	35	20	0	0	0
Conflict resolution	35	10	0	0	0



D) Survey table showing the Level of working conditions during online working

Particulars	Highly Satisfied(5)	Satisfied(4)	Neutral(3)	Dissatisfied(2)	Highly Dissatisfied(1)
Work pressure	0	45	12	59	0
Availability of resources	24	64	6	40	0
Technical Support	12	56	10	30	0
Rest periods	2	2	2	40	0
Team Work	0	94	2	0	0



FINDINGS

- From the analysis, it is concluded that the majority of the Respondents are Male and 52% of them are of the age group between 30-40
- It is analyzed that majority employees are dissatisfied with work allocation and working hours imposed on the individual employees
- It is learned that most of the employees (50%) are dissatisfied with organization Employee morale boosting.
- It is analyzed that minimum number of employees are able to manage the work life balance and professional life
- It is analyzed that maximum number of employees are satisfied with availability of resources and technical support provided by the organization

SUGGESTIONS

- As it is observed from the findings that a majority of the employees are not satisfied with the salary, the company can start focusing on introducing Incentives to the employees based on the performance and dedication of the employees towards their work during the crises, which may lead to motivation and effectiveness of the employees.
- Some of the employees have the feeling of heavy work load on them so the organization can adopt some measures to reduce the work load by dividing the work with others.
- Performance appraisal like rewards, bonus, awards etc., should be held often in an organization so that employees could feel that their work is being valued and supported by the organization.
- The top management must motivate employees who are lagging in any area of their work but conducting frequent training and giving analysis report on the work they have done, such that they can enhance more in their work
- To avoid the work pressure of the employees, the company can introduce online Yoga training, brain storming games etc to all employees.

CONCLUSION

From the above research work it was seen that employees and employers in IT Industry work together to promote the satisfaction level in employees to manage the work during this pandemic. They are using various strategies to strengthen the work environment and increase the employee morale and employee satisfaction to enhance employee performance and productivity, which ultimately results in high profits. Also the effectiveness of those strategies shows how difficult and important it is to manage the people and to use the talent possessed by them for achieving the development of the organization. This study helped me to understand that in today's business world it is very important for an organization to satisfy the employees.

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ANNEXURE

QUESTIONNAIRES

(A) Survey table showing the Online Working Environment & Relationship Management

Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Relationship with superiors/Co-workers					
Work Allocation					
Working Hours					
Performance appraisal					

(B) Do you receive online training opportunities to develop your career?

Statement	Frequency	Percentage	Cumulative (%)
STRONGLY AGREE			
AGREE			
NEUTRAL			
STRONGLY DISAGREE			
DISAGREE			

(C) Survey table indicating the Factors Employees Job Satisfaction on the following

Particulars	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Focus towards boosting Employee morale					
Career growth					
Salary					
Involving employees in management decisions					
Rewards & Recognition					
Equal opportunities (age, Gender, etc....)					
Work makes good use of skills					
Balance between work & professional life					
Relationship between colleagues					
Conflict resolution					

(D) Survey table showing the Level of working conditions during online working

Particulars	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Work pressure					
Availability of resources					
Technical Support					
Rest periods					
Team Work					

