A Study on Job Satisfaction Among IT Workers In Kochi: A Relation Study of Job Security, Career Development and Work Life Balance.

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Abstract
This study deals with how job satisfaction influenced by various factors in IT sector. The study took samples from IT workers in Kochi, Kerala. The study used simple random sampling to choose samples for unbiased analysis. The questionnaire was distributed to collect data from sample. The scales were tested using reliability statistical tools and further analysis carried by using regression and variance analysis. The major finding of the study is Job security plays a key role in job satisfaction followed by career development and growth. The tested variables include job security, work life balance and career development and growth. The study explores the relation between these variables and provide a scope of further research.

Keywords: Job satisfaction, Job security, Work life balance, Career development and growth, IT Sector.

Introduction

The world economy is progressively relying on the development and innovation in the Information Technology (IT) industry that has turned into one of the key pillars that support business activities, facilitate the process of digital communication, and promote the progress in other industries like healthcare and education. The role of IT professionals cannot be underestimated in the design of this digital space; however, the high rate of technological advancement, the importance of the sphere, has led to a range of issues (high turnover rates, burnout, and job dissatisfaction), which adversely impact the well-being of individuals, not to mention the fact that they also reduce the stability of the industry as a whole.

Job satisfaction is a complex concept that involves the way of how individuals perceive their work conditions, duties and relationships among the people they work with, and how much these elements contribute to their overall emotional well-being. In IT sector, job satisfaction plays a crucial role in the impact of key outcome within an organisation, including retention, engagement and productivity. Job satisfaction extends beyond mental and emotional wellbeing. Contented workers tend to be more dedicated, motivated and with less likelihood of leaving the company whereas dissatisfaction with their jobs can culminate into stress, burnout and a high turnover rate. IT professionals face special issues that make the level of job satisfaction especially vulnerable.

The world is rapidly changing in terms of technological advancement, which requires constant change of tools, software, and systems, which may be intimidating. Moreover, the nature of the profession in most cases is filled with tight deadlines, long working hours, and high expectations thus adding to heavy workloads. The boundary between work and personal

life has also become more diffuse, particularly, with the spread of remote work and digital communication tools and makes it harder to ensure that many IT professionals cannot be fully engaged with their jobs. All these are detrimental to the ability of the IT personnel to have a healthy work-life balance and a sustainable level of work satisfaction.

All of these make the conditions where job satisfaction is easily compromised. Although job satisfaction is recognized to be significant to IT professionals, it has been a little-researched field in scholarship. Although there is ample literature on employee satisfaction in the academic literature, there is limited literature on job satisfaction in the IT industry. The current research aims to evaluate the degree of job satisfaction among IT professionals, the main determinants that affect the level of job satisfaction and offer viable suggestions to organizations in an attempt to improve the level of job satisfaction. Workload management, career development opportunities, and work-life balance are some of the variables that can be studied with the help of which IT departments can develop specific strategies to enhance the well-being of employees. The results of this study can help reduce the turnover, burnout, and develop the working environment that leads to increased job satisfaction and consequently to the future prosperity of the industry.

Statement of problems

An important but under-researched issue is the job satisfaction of IT professionals that has a profound influence on person health and performance of organizations. Burnout, turnover, and dissatisfaction remain high in IT employees even as the industry expands its contribution to the creation of global innovations and economic development. This perseverance can be ascribed to the factors which include acceleration in technological change, excessive workloads and erosion of work-life boundaries. These problems endanger the long-term stability, productivity and retention of IT companies, as well as influence the employee engagement and wellness. To allow employers to design practices that will bring about employee satisfaction, turnover, and general workplace satisfaction, this research will seek to establish the level of job satisfaction among IT professionals and the main factors that impact it.

Significance of the study

The importance of job satisfaction in the context of IT employees cannot be overestimated because it directly influences the performance of the individual and the success of the organization. To work in an industry where innovation and advanced technology are a necessity, happy employees will tend to be more creative, less ingenious, and productive, which will enhance the success of projects and efficiency in general. Employee retention is also increased in an industry that has high demand of competent personnel and this saves the organisation a lot of money through high turnover. Moreover, happier IT worker has improved work-life balance that reduces stress, burnout, and absenteeism. This enhancement enhances team work and team dynamics through creation of a friendly working culture. Also, highly satisfied employees will be attracted to organizations that are leading the pack, which is a positive reinforcement of the status of being a market leader.

Scope of the study

This study deals with how job satisfaction as a factor connected to shape workplace experience of its employees. Study engages with factors such as work environment, compensation, career advancement opportunities and work life balance. It also explores how this factors collectively affects job satisfaction.

Objectives

1. To analyse the effect of job security on the overall job satisfaction of professionals working in Kochi's IT sector.
2. To assess how work-life balance affects the job satisfaction levels of IT employees in Kochi.
3. To measure the influence of career advancement and growth opportunities on job satisfaction among IT professionals in Kochi.

Research Methodology

Sample design

In the present study, data were collected to study the main factors that influence job satisfaction among IT professionals in Kochi. In all, a total of 120 structured questionnaires were distributed and 100 valid responses were received, which were used for analysis. A simple random sampling method was used to ensure fairness and reduce sampling bias. It ensures that each participant gets an equal chance of being selected.

The primary data directly came from IT professionals working across various companies. It was collected through questionnaires. Secondary data reviewed to expand the findings and give better context included academic research articles, industry reports, company publications, and other relevant literature.
The final sample size of 100 respondents was a valid base for analysis because it helped ensure that the results could be generalized confidently.

Hypothesis
H1: Work-life balance has a significant relationship with job satisfaction.
H2: Career development and growth opportunities are significantly associated with job satisfaction.
H3: Job security has a significant positive relationship with job satisfaction.

ANOVA (Analysis of Variance) and simple correlation was used to identify the effect of each factor against jo satisfaction of IT employees in Kochi. Using these tools the hypothesis was tested.

Review of Literature
The available literature on job satisfaction of IT professionals focuses on understanding the complex issues that influence their general well-being and work satisfaction in the dynamic, high-pressure industry of IT. The main factors that have been given in the prior research include the organizational culture, the quality of leadership, career growth prospects, remuneration and organizational environment. Furthermore, IT specialists have to face their own peculiarities, such as working overtime, stress factors, constant necessity to acquire new skills, all of which affect the increase and decrease of job satisfaction. This review summarizes the different theoretical and empirical studies to formulate a holistic overview of the variables that increase or decrease job satisfaction, which can be of great help to future research and other organizational interventions that can be applied to maximize employee performance, engagement and even retention.

Influence of Demographic and Personal Factors
A number of studies have investigated the effect of demographic and personal factors on job satisfaction. As an example, (Sengupta, 2011; Shrestha, 2018; Teclaw et al., 2014; Urošević & Milijić, 2012) found that age, gender, job position, marital status, income, and work experience had significant effects on job satisfaction, but the magnitude of their effect was not high. Similarly, (Jeong, 2012) established that education and seniority was a key determinant of employee perception on job satisfaction especially on working conditions and salary. According (O'brien & Dowling, 1981) job satisfaction was observed to rise as age advances but (Saner & Eyüpoğlu, 2012) indicated that there was no significant relationship between job satisfaction and age groups on the MANOVA analysis. Conversely (Bernal et al., 1998) found that demographic variables, including gender, age, and marital status did not have a significant but an insignificant effect. (Hochwarter et al., 2001) also concurred on this by explaining that job related variables moderated more satisfaction than the individual characteristics. This is a deviation that means that there is still a debate in the literature on the relative significance of demographic factors in the determination of job satisfaction.

Organizational Environment and Job Conditions
The workplace culture, the management practice, the salary, and the working hours have been recognized as the key influencing factors. (Ellickson & Logsdon, 2002) have highlighted the bivarate impact of environmental and personal factors whereby the relationships, promotions and the work load of supervisors are significant. In the study that (Hamermesh, 1999) conducted, the author noted that the level of job satisfaction has decreased over the long term due to both workplace and demographic issues. According to (Howard & Frink, 1996) job satisfaction was greater with white-collar and experienced employees and this shows that there is a positive correlation between job type and job satisfaction levels. On the same note (Schmidt, 2007) has emphasized the relevance of training in the workplace and found out that there is a big correlation between training satisfaction and general job satisfaction.

Employee Benefits, Rewards, and Welfare Measures
Organizational reward and welfare policies have also been associated with job satisfaction. According to (Saqib et al., 2015) reward programs can help increase motivation and satisfaction because it rewards the employee based on their contribution. According to (Bose & Maheshwary, 2019) there is a positive relation between welfare measures and

productivity which indicates that the employees with the welfare benefits receive are more engaged and motivated and eventually results in high levels of job satisfaction.

Health, Work-Life Balance, and Stress Factors

Job satisfaction also depends on the factors and considerations that are related to health as well as those that are related to work life balance. (Fischer & Sousa-Poza, 2008) established that, the more healthy the employee, the greater the job satisfaction, which is due to the increased energy and performance. Conversely (Nida et al., 2024) emphasized that the technological and employee expectations have impacted negatively to the satisfaction especially with the experienced employees. These developments in combination with stress creating situations lead to job dissatisfaction and labour turnover.

Gender and Job Satisfaction

There is mixed evidence about the role of gender based on empirical research. According (Hagedorn, 1996; Sloane & Williams, 2000) female employees were less satisfied in most dimensions but were found to be more satisfied with respect to wages. (MottazI, 1986) not identify any gender-related differences in job satisfaction. These findings indicate that gender might have a role to play regarding the level of satisfaction on specific areas but it does not always show how overall job satisfaction is determined.

Career Advancement and Experience

Career development opportunities and the level of work experience also seem to be the key factors. (Virk, 2012) indicated that more experienced employees having a higher level of education tend to have increased job satisfaction particularly with respect to job security of advancement. These results highlight the relevance of creating systematic development opportunities in order to keep IT professionals and remain highly satisfied.

Theoretical Framework

The established theories of organizational was studied in the paper which align with the primary study of factors affecting job satisfaction among IT professionals. Job satisfaction being a dependent variable act as central outcome of the study. The proposed conceptual framework connect various independent variable to job satisfaction. This framework provides a foundation for quantitative validation through correlation and regression analysis. It helps to assess both strength and predictive power of these relationships.

This framework designed such a way that how job satisfaction affected by various factors. The model explains the relation.

Job Characteristics Model (Hackman & Oldham, 1976): According to this model, core job characteristics such as autonomy, task significance, and feedback are considered to enhance intrinsic motivation among employees and thus go directly toward overall job satisfaction. It postulates that meaningful work design and employee empowerment are essential antecedents of positive work attitudes.

Work-Family Conflict Theory: According to Greenhaus & Beutell (1985), strain and tension result when the incompatibility between work and personal life roles reduces job satisfaction. This theory emphasizes the negative impact of excessive demands at work and insufficient time for oneself, especially in high-pressure line professions like the IT industry.

Two-Factor Theory: According to Herzberg's framework, salary, working conditions, and job security constitute hygiene factors that prevent dissatisfaction, whereas recognition, achievement, and opportunities for growth constitute motivators which actively foster satisfaction. The above distinction points to the multidimensional nature of job satisfaction, which depends both on intrinsic and extrinsic factors.

Drawing from these theoretical underpinnings, the present study identifies three independent variables: work-life balance, career development and growth opportunities, and job security. These are argued to be central determinants affecting the

job satisfaction of IT professionals, where job satisfaction is considered an individual's evaluative and affective response to their work experiences, reflecting a person's degree of fulfillment and contentment derived from professional engagement. Each variable is further operationalized by a structured questionnaire designed to ensure reliability and validity for empirical testing. Correlation analysis will be used to establish the direction and level of associations among variables, while regression analysis will model the relative contribution of each independent variable in predicting job satisfaction outcomes. This empirically driven approach facilitates a comprehensive understanding of how the workplace factors enhance or diminish the satisfaction levels in the IT industry. By integrating theoretical insights with statistical analysis, the study contributes to the broader discourse on organizational behaviour and employee well-being within knowledge-intensive sectors..

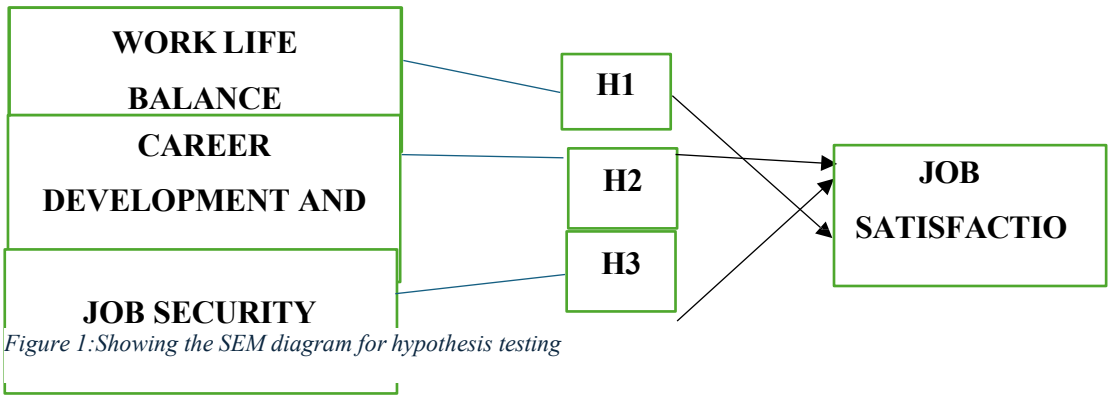

Figure 1:Showing the SEM diagram for hypothesis testing

Data Analysis and Interpretation

In this section, the study discussing the relation between work life balance, career development and growth and job security with Job satisfaction. The hypothesis test conducted using correlation and regression test. Before that a descriptive study of sample was conducted. Following Table 1, figure 2,3 and 4 indicate a brief overview of demographic features of the sample.

Table 1: Demographic features

Age	Frequency	Percentage	Experience	Frequency	Percentage	Education	Frequency	Percentage
18 - 25	77	77	1-3 years	86	86	Graduation	54	54
25 - 45	22	22	3-5 years	7	7	Post Graduation	36	36
45 - 60	1	1	Above 5 years	7	7	Other	10	10
Total	100	100	Total	100	100	Total	100	100

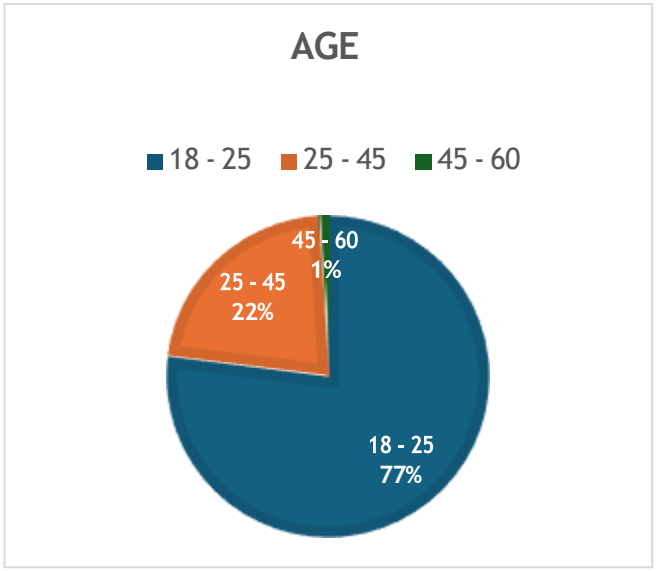

Figure 2: Age

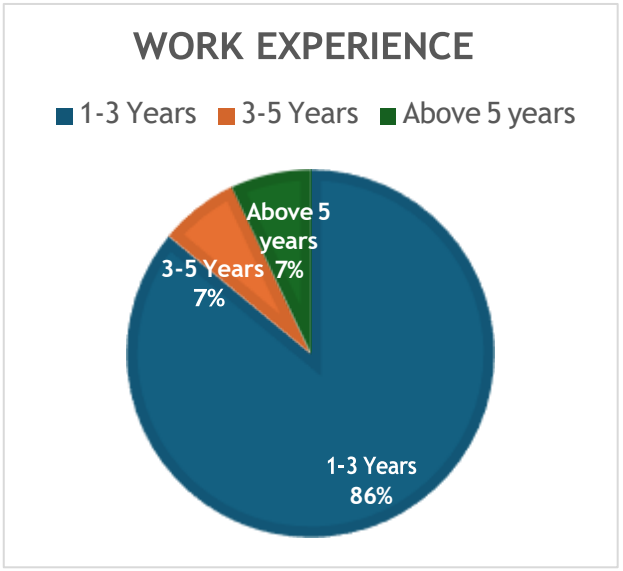

Figure 3:Work Experience

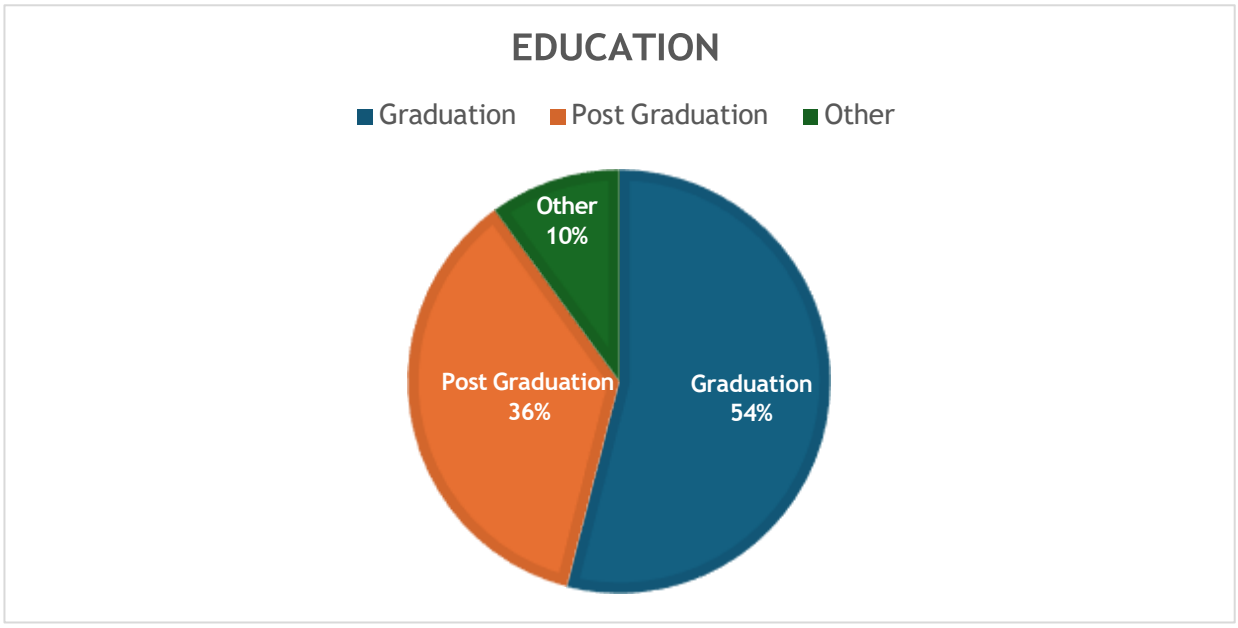

Figure 4:Education qualification

Above graphs show the demographic features of our sample size. Here we can see that the sample is not that much dispersed. In each figure it shows concentration in some category. But it does not bias the results. When look at age in figure 1, we can see majority sample belongs to 18 – 25 age categories. Which belongs to entry level job employees. So, the study could be focus on entry level employees but not limited. And when analyse the work experience it concentrated more on 1-3 years. Which substantiate the entry level employees sample size. Figure 2 shows the category of work experience. Figure 3 indicating education qualification of our sample. Majority spread between graduation and post-graduation. Only 10 percentage belongs to another category. This sample well represent the target population.

Reliability test

In social science research, evaluating the reliability of a scale or questionnaire is essential to ensure dependable results. One widely used metric for this purpose is Cronbach's alpha. A score of 0.7 or above is generally considered acceptable and reflects good reliability. Researchers often calculate Cronbach's alpha both before and after administering the

questionnaire to verify its consistency and refine the instrument if needed. By using this method, researchers can confidently determine whether the items in a scale work together cohesively to capture the intended idea.

Table 2: Showing Cronbach's reliability statistics

Case Processing Summary		
	N	%
Valid	100	100.0
Excluded	0	.0
Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistic

Table 3: Cronbach's Alpha

Cronbach's Alpha	N of Items
.886	12

After conducting reliability analysis, we consider 100 valid cases for testing the hypothesis. To evaluate the internal consistency statistical test Cronbach's Alpha was employed. Our scale consist 12 items. The value came at 0.886 which indicate high level of internal consistency. This exceeded the accepted threshold of 0.7. So the scale follows reliability to measure the indented construct.

Hypothesis 1

H1: Work-life balance has a significant relationship with job satisfaction.

Table 4: Descriptive statistics and parametric test

Variable	**N**	**Mean Std. Deviation**
Work life balance	100	3.1186.97090
Job satisfaction	100	3.5433.81285
Valid N (listwise)	100	

Correlation		Job satisfaction	Work life balance
Job satisfaction	Pearson Correlation	1	.502**
	Sig. (2-tailed)		.000
	N	100	104
Work life_ balance	Pearson Correlation	.502**	1
	Sig. (2-tailed)	.000	
	N	100	104

**. Correlation is significant at the 0.01 level (2-tailed).

Interpretation

A correlation analysis of 100 IT professionals revealed a moderate, statistically significant positive association between work-life balance and job satisfaction (r=0.502,p=0.000). This robust finding confirms that improved work-life balance has a substantial and reliable influence on raising levels of job satisfaction

Regression

Table 5:Regression

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.502[a]	.252	.245	.70649

a. Predictors: (Constant), Work life balance

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	17.145	1	17.145	34.349	.000[b]
	Residual	50.911	98	.499		
	Total	68.055	99			

a. Dependent Variable: Job_satisfaction

b. Predictors: (Constant), Work_life_balance

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.233	.234		9.538	.000
	Work_life_balance	.420	.072	.502	5.861	.000

a.Dependent Variable: Job_satisfaction

Interpretation

The regression results show that work-life balance has a moderate positive effect on job satisfaction (R = 0.502, R^2 = 0.252). This means that work-life balance explains 25.2% of the variation in job satisfaction. The model is statistically significant (F = 34.349, p = 0.000). The coefficient (B = 0.420) and Beta (0.502) confirm that improvements in work-life balance lead to higher job satisfaction. Overall, work-life balance is a significant and reliable predictor of employee satisfaction.

Hypothesis 2

H1: Career development and growth opportunities are significantly associated with job satisfaction

Table 6: Descriptive statistics and parametric test

	N	Minimum	Maximum	Mean	Std. Deviation
Career development and growth opportunities	100	1.00	5.00	3.3654	.67093
Job satisfaction	100	1.00	5.00	3.5433	.81285
Valid N (listwise)	100				

Correlation		Job satisfaction	Career development and growth opportunities
Job satisfaction	Pearson Correlation	1	.607**
	Sig. (2-tailed)		.000
	N	100	100
	Pearson Correlation	.607**	1

Career development and growth opportunities	Sig. (2-tailed)	.000	
	N	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

Interpretation

The correlation analysis shows a strong positive relationship between career development opportunities and job satisfaction (r = 0.607, p = 0.000). This indicates that employees perceiving greater prospects for growth tend to experience higher job satisfaction. The result is statistically significant and based on a reliable sample of 100 respondents, confirming that career advancement plays a substantial role in enhancing satisfaction among IT professionals.

Regression

Table 7: Regression

Model	R	R Square	Adjusted Square	RStd. Error of the Estimate
1	.607[a]	.369	.362	.64904

a. Predictors: (Constant), Career development and growth opportunities

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25.088	1	25.088	59.555	.000[b]
	Residual	42.968	98	.421		
	Total	68.055	99			

a. Dependent Variable: Job satisfaction

b. Predictors: (Constant), Career development and growth opportunities

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.068	.327		3.265	.001
	Career development and growth opportunities	.736	.095	.607	7.717	.000

a. Dependent Variable: Job satisfaction

Interpretation

The regression results show that career development and growth opportunities have a strong positive effect on job satisfaction (R = 0.607, R^2 = 0.369). This means these factors explain 36.9% of the variation in job satisfaction. The model is statistically significant (F = 59.555, p = 0.000). The coefficient (B = 0.736) and Beta (0.607) confirm that better career prospects lead to higher satisfaction. Overall, career advancement is a key predictor of job satisfaction among IT professionals.

Hypothesis 3

H1: Job security has a significant positive relationship with job satisfaction.

Table 8:Descriptive statistics and parametric test

	N	Mean	Std. Deviation
Job security	100	3.3750	.79057
Job satisfaction	100	3.5433	.81285
Valid N (listwise)	100		

Correlation		Job satisfaction	Job security
Job satisfaction	Pearson Correlation	1	.627**
	Sig. (2-tailed)		.000
	N	100	100
Job security	Pearson Correlation	.627**	1
	Sig. (2-tailed)	.000	
	N		
**. Correlation is significant at the 0.01 level (2-tailed).		100	100

**. Correlation is significant at the 0.01 level (2-tailed).

Interpretation

Job satisfaction and job security have a strong and statistically significant positive association, according to the correlation analysis. The two variables appear to be moderately to strongly positively correlated, as indicated by the Pearson correlation coefficient of *0.627. This indicates that better job happiness is linked to increased job security, and vice versa. This link is very significant and not the result of chance, as indicated by the p-value of **0.000* (less than 0.01). The analysis includes 104 legitimate cases, and the results are solid and trustworthy. Overall, the results highlight that job happiness is significantly and favorably impacted by employment security.

Regression

Table 9: Regression

Model	R	R Square	Adjusted Square	RStd. Error of the Estimate
1	.627[a]	.393	.387	.63654

a. Predictors: (Constant), Job security

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	26.727	1	26.727	65.962	.000[b]
	Residual	41.329	102	.405		
	Total	68.055	103			

a. Dependent Variable: Job satisfaction

b. Predictors: (Constant), Job security

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.369	.275		4.978	.000
	Job_security	.644	.079	.627	8.122	.000

a. Dependent Variable: Job_satisfaction

Interpretation

The regression analysis indicates a strong positive impact of job security on job satisfaction ($R = 0.627$, $R^2 = 0.393$). This means job security accounts for 39.3% of the variation in job satisfaction. The model is statistically significant ($F = 65.962$, $p = 0.000$), and the coefficients ($B = 0.644$, $Beta = 0.627$) confirm that greater job security leads to higher satisfaction among IT professionals.

FINDINGS

The demographic composition of the respondents reveals that the IT industry is essentially a young people's industry. About 76% of respondents are between 18 and 25, showing a high concentration of young and relatively new workers within the industry. Another 21.1% are in the 25- to 45-year-old bracket, indicating mid-career workers, but only 2.9% fall into the 45-60 years range. This means that there are very few older professionals across the industry, probably an indication of the fact that the sector relies more on younger, technologically adaptive employees. However, employee turnover in this sector may also be related to a number of issues other than that of job satisfaction, like career growth, stress, and organizational culture.

The educational background represents a vast variation in the academic history; hence, it also establishes the fact that the IT sector is accommodating a wide range of professionals. This could be re-echoing the fact that in this field, practical skill sets and technical competencies stand out over formal educational backgrounds. Professional experience indicates that the majority of respondents fall between one to three years of work exposure; hence, the earlier observation that the sector is highly manned by early-career working individuals can also be evident. Only 15.4% have more than three years of experience, and this shows that while the workforce is young, a reasonable proportion of experienced personnel also exists in ensuring organizational stability and continuity.

The findings show a moderate positive relationship between work-life balance and job satisfaction, hence addressing the second objective of the research. Work-life balance, through regression analysis, is found to account for 25.2% of the variation in job satisfaction and, therefore, is an important aspect of employee morale and well-being. Career development opportunities, which address the third research objective, reflect a strong positive relationship with job satisfaction, accounting for 36.9% of its variation. This finding indicates that continuous learning and upward mobility have a major bearing on long-term employee commitment.

Among all three variables, job security was the most influential, as evidenced by the fourth research objective. It had a moderately strong positive relationship with job satisfaction and explained 39.3% of the variance. From this, it appears that perceived employment stability is a key factor in the attitudes of employees toward their work, hence the level of satisfaction and retention.

CONCLUSION

It concludes that the job satisfaction of IT professionals is determined basically by three interrelated factors, namely: job security, career advancement opportunities, and work-life balance. Whereas all three factors contribute meaningfully, job security is the strongest predictor, followed by career progression opportunities and equilibrium between professional and personal life. These findings point to the need to create work environments that are characterized by stability, growth, and flexibility as part of the employees' job satisfaction package in IT organizations. Although limited to a few variables, this research provides great insights into the important dimensions that shape job satisfaction among IT employees. Further studies may integrate other variables, such as leadership styles, organizational culture, and compensation structures, and investigate the potential mediating/moderating effects. In general, this study provides an evidence-based perspective on how strategic organizational interventions could ensure job satisfaction and continued workforce commitment within the rapidly changing industry of IT.

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