

## A STUDY ON THE EFFECTIVENESS OF JOB SATISFACTION ON EMPLOYEE PERFORMANCE IN THE IT SECTOR WITH REFERENCE TO WIPRO

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### ABSTRACT

It is surprising that there has been so little management study on employee benefits, given that both executives and workers are quite concerned about employer-sponsored benefits. Scholars find perks particularly interesting because they give a chance to study modern job relationships and basic theoretical and empirical concerns about employee behavior. By outlining the historical background of employer-provided benefits programmers in the United States and the current status of benefits research in human resource management, this article lays the groundwork for future studies in this area. Here are some suggestions about the main employee benefit study.

There are a lot of moving parts that contribute to an organization's success. This includes a wide range of concerns related to the economy, manufacturing, capital, and people, i.e., workers. How well an organization handles market pressures has a significant impact on its human resource management. In recent years, companies have made an effort to provide their workers with benefits beyond monetary compensation. To encourage them to do a better job. they grant them a slew of perks as an employee. The purpose of this article is to outline the many advantages offered by businesses. The paper's first section provides an overview of the problem, and its second section details the present state of benefit provision in Slovakia and elsewhere, particularly in the US. The report emphasizes how each country's perspective on the significance of benefits differs.

**KEYWORDS:** Employee Benefits, Employee Relationship

### INTRODUCTION

Human Resource Management (HRM) is the function within an organization that focuses on recruitment and management of people and providing the direction for the people who work in the organization. Human Resource Management can also be performed by line managers.

Human Resource Management is the original function that deals with issues related to people such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, administration, and training.

Administrative activities associated with human resources planning, recruitment, selection, orientation training,

appraisal, motivation, remuneration, etc. Human Resource Management aims at developing people through work.

Human Resource Management (HRM) is a relatively new approach to managing people in any organisation. People are considered the key resource in this approach. It is concerned with the people dimension in management of an organisation. Since an organisation is a body of people, their acquisition, development of skills, motivation for higher levels of attainments, as well as ensuring maintenance of their level of commitment are all significant activities. These activities fall in the domain of HRM. Human Resource Management is a process, which consists of four main activities, namely, acquisition, development, motivation.

Human resource management is also in the process of change with regard to the nature of the role performed. In the past, many functions were performed by HRM professional themselves, the role they are taking on, is one of consultants to line management, where line managers perform many of the functions traditionally handled by HRM professional. Similarly, there is a trend in which businesses are shedding all functions that are not directly related to core business. In the process many HRM functions are being outsourced. Hence the change in services provided.

The activity of generating unit standards and designing qualifications can be used as an opportunity to catapult HRM Practices into the future. To do this, those issues that are going to shape the future for HRM practices need to be identified and analyzed especially in relation to current roles that will still be required of HRM practitioners. These issues are central to the activity of generating unit standards (e.g., outsourcing, societal responsibility) and their impact on HRM roles (e.g. staffing, performance management)

## PROFILE OF INFORMATION TECHNOLOGY (IT) SECTOR

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Approximately three decades have passed since the IT industry was founded. All operations, such as paying bills, making travel reservations, accessing social media, conducting bank transactions, or obtaining birth certificates for children may now be carried out using the Internet and a computer from the comfort of your own home, at any time of the day or night. As a result, the Internet has become an integral part of people's everyday lives. It has been ingrained in the lives of most people throughout the world.

An important precondition for economic globalization has been met with the growth of India's IT sector. By exporting IT enabled services (ITES) and goods, India generates about Rs. 20,000 crores yearly, according to NASSCOM. It has enabled the IT sector to remain competitive in the global market because of India's booming GDP. A growth rate of 22.4 percent was reported by the IT and IT enabled services business in India during the past fiscal year. It generated 2.46 trillion rupees in income in fiscal year 2007. There were 900 billion rupees in the Indian IT sector.

### PROFILE OF WIPRO

WIPRO is one of India's leading IT service providers. Formed as a subsidiary of New York Stock Exchange-listed WIPRO Limited in 1980. Founded in 1945, WIPRO's major products were Vanaspati Oil and other soaps. Western India Vegetable Products Limited was the company's name at the time, and it had offices in Maharashtra and Madhya Pradesh. Bangalore is the city where it is headquartered. As early as the 1970s and 1980s, the company began to look at commercial prospects in India's developing IT and computer industries. In 1975, WIPRO was the first firm to launch an Indian-made PC.

At the age of 21, "Azim Premji," the company's primary shareholder, took over as chairman in 1966 and developed it into one of the world's finest and largest IT outsourcing services providers. It is currently regarded

as the world's largest independent provider of R&D services. It provides 26 ethnology-based services all over the world through 46 development centers. Azim Premji is still the Chairman of WIPRO, and other top-tier experts lead various divisions of the firm. Wipro Tech is an information technology service company founded in India in 1980. Wipro Limited's worldwide IT services division. In India, it is the third largest IT services firm with headquarters in Bangalore. As of September 2007, it employed more than 78,000 people, including the BPO division it purchased in 2002.

## LITERATURE REVIEW

Job satisfaction represents a combination of positive or negative feelings that workers have towards their work. Meanwhile, when a worker employed in a business organization, brings with it the needs, desires and experiences which determinates expectations that he has dismissed. Job satisfaction represents the extent to which expectations are and match the real awards. Job satisfaction is closely linked to that individual's behavior in the work place (Davis et al.,1985). Job satisfaction is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. Job satisfaction is the key ingredient that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfillment (Kaliski,2007).

## NEED FOR THE STUDY

Understanding how job satisfaction impacts employee performance helps organizations identify key factors that enhance productivity. Job satisfaction is a crucial factor in employee retention. By studying its effects, organizations can develop strategies to improve satisfaction, reducing turnover rates, and the associated costs of recruitment, training, and lost productivity. Job satisfaction is directly linked to employee mental health and work-life balance. The study of job satisfaction and its impact on employee performance is crucial for improving organizational outcomes, fostering employee well-being, reducing turnover, and ensuring long-term success.

## SCOPE OF THE STUDY

To study is focus on Employee job satisfaction about the compensation given by the company. We take Middle and Top-level employees for better result to take satisfaction levels of the company. This report is useful to the management of the company to know the satisfaction levels of employees and they can take measures to increase productivity. This report may be useful to the management students for reading, and may be useful in preparing their report on the job satisfaction” in business concerns, public organization etc.

## OBJECTIVES OF THE STUDY

To determine the level of influence of compensation on employee job satisfaction. To identify the factors that motivates the employees in satisfaction of the job. To study the employee's perception towards any organization concerning job satisfaction. To study how the job satisfaction effectiveness on employee performance. To analyze the relationship between the Employee Satisfaction and job performance.

## METHODOLOGY OF THE STUDY

The data required for this study is collected from two major sources. They are

### Primary Data

The study is based on primary data to be collected through structured questionnaires and personal interviews.

**Secondary Data**

The data regarding company profile industry profile are collected from office records and internet.

**RESULTS AND FINDINGS**

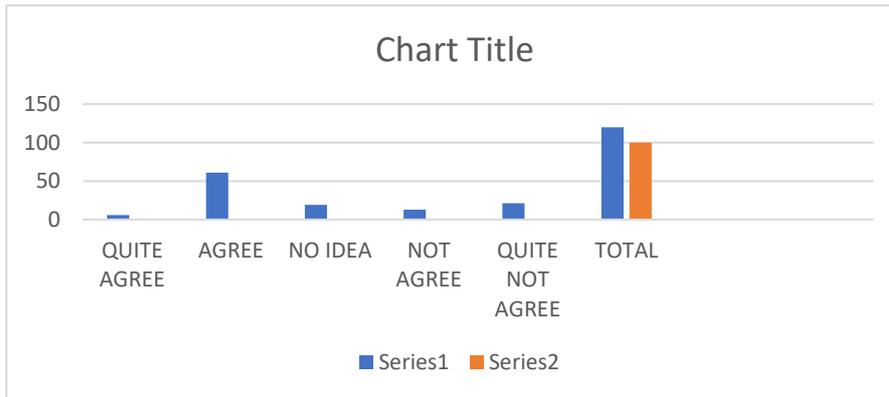
**Table 5.1**

**The organization provides all necessary facilities for work**

SCALING	NO. OF RESPONDENTS	PERCENTAGE
QUITE AGREE	6	5%
AGREE	61	50.3%
NO IDEA	19	15.83%
NOT AGREE	13	10.83%
Q QUITE NOT A AGREE	21	17.5%
TOTAL	120	100

**Graph. 5.1**

**The organization provides all necessary facilities for work**



**INTERPRETATION:** From the above Interpretation, it is showing that most of the respondents said AGREE that the organization provides all necessary facilities for work by 50.30%.

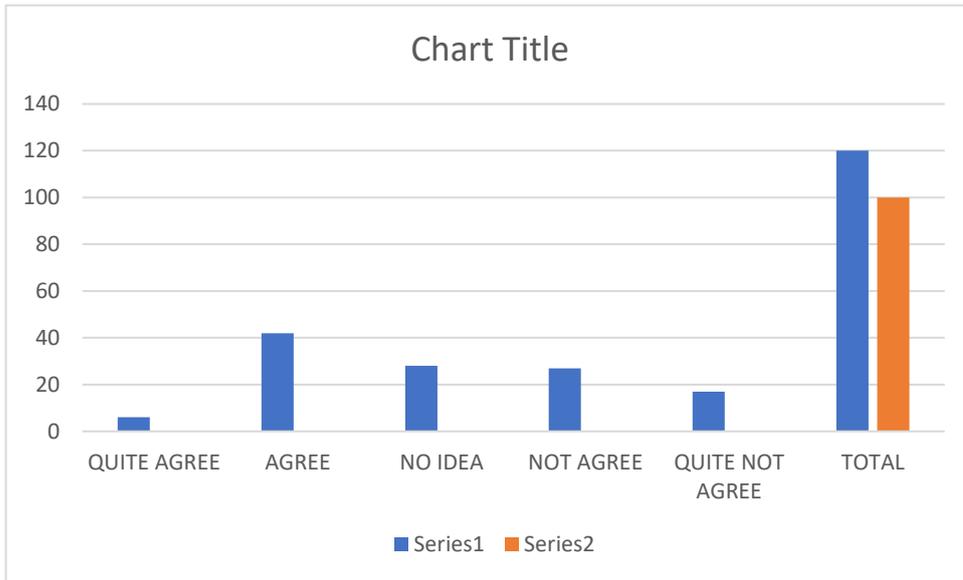
**Table 5.2**

**The work can be done in normal pace without pressure.**

SCALING	NO. OF RESPONDENTS	PERCENTAGE
QUITE AGREE	6	5%
AGREE	42	35%
NO IDEA	28	23.33%
NOT AGREE	27	22.5%
QUITE NOT AGREE	17	14.16%
TOTAL	120	100

**GRAPH. 5.2**

**The work can be done in normal pace without pressure.**



**INTERPRETATION:** From the above Interpretation, it is showing that most of the respondents said AGREE that the work can be done in normal pace without pressure by 35%.

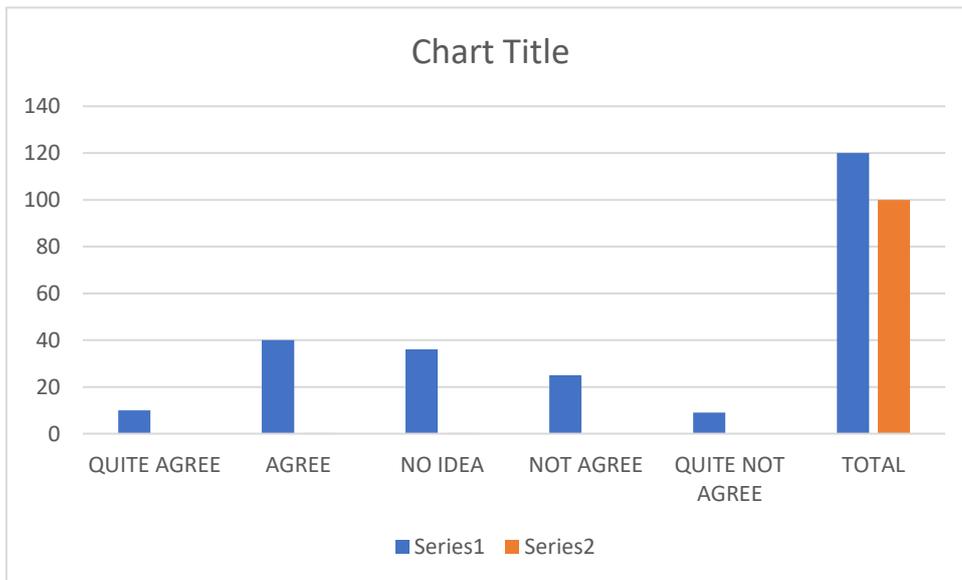
**Table 5.3**

**The subordinates achieve targets with least supervision.**

SCALING	NO. OF RESPONDENTS	PERCENTAGE
QUITE AGREE	10	8.33%
AGREE	40	33.33%
NO IDEA	36	30%
NOT AGREE	25	20.83%
QUITE NOT AGREE	9	7.5%
TOTAL	120	100

**Graph. 5.3**

**The subordinates achieve targets with least supervision.**



**INTERPRETATION:** From the above Interpretation, it is showing that most of the respondents said AGREE that the subordinates achieve targets with least supervision by 33.33%.

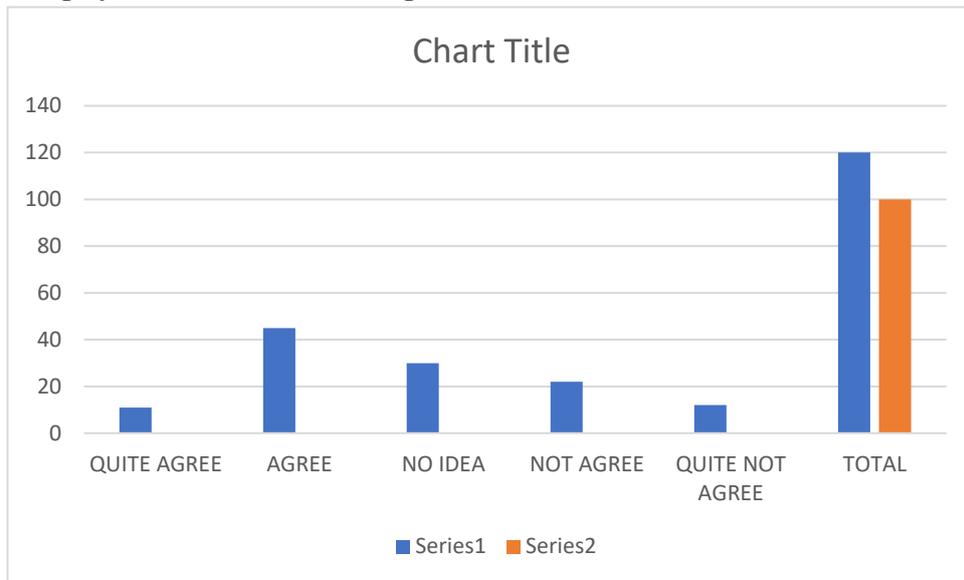
**Table 5.4**

**It is highly difficult to achieve targets.**

SCALING	NO. OF RESPONDENTS	PERCENTAGE
QUITE AGREE	11	9.16%
AGREE	45	37.5%
NO IDEA	30	25%
NOT AGREE	22	18.33%
QUITE NOT AGREE	12	10%
TOTAL	120	100

**Graph. 5.4**

**It is highly difficult to achieve targets.**



**INTERPRETATION:** From the above Interpretation, it is showing that most of the respondents said AGREE that it is highly difficult to achieve targets by 37.50%.

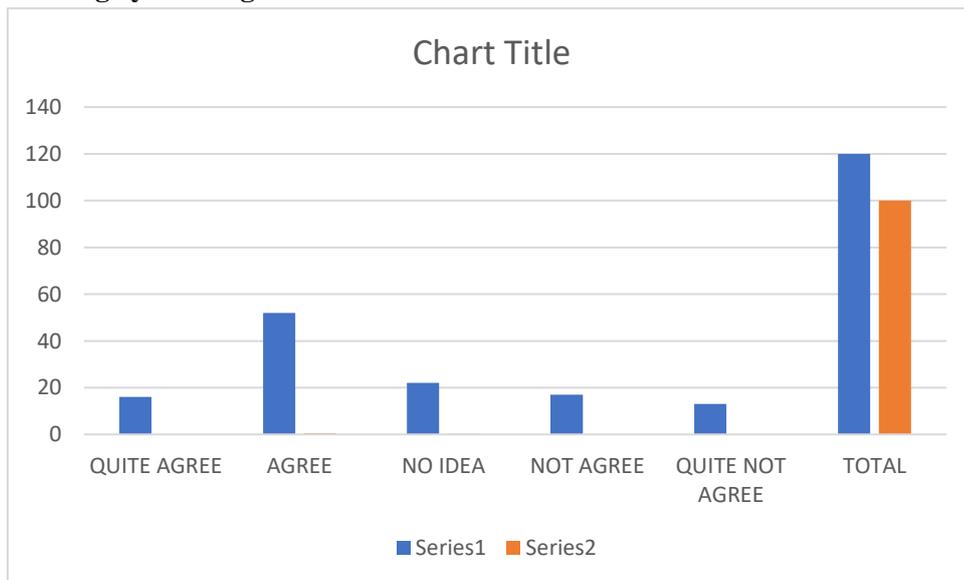
**Table 5.5**

**The decision-making system is good and effective.**

SCALING	NO. OF RESPONDENTS	PERCENTAGE
QUITE AGREE	16	13.33%
AGREE	52	43.33%
NO IDEA	22	18.33%
NOT AGREE	17	14.16%
QUITE NOT AGREE	13	10.83%
TOTAL	120	100

**Graph. 5.5**

**The decision-making system is good and effective.**



**INTERPRETATION:** From the above Interpretation, it is showing that most of the respondents said AGREE that the decision-making system is good and effective by 43.33%.

## FINDINGS

- It is showing that most of the respondents said AGREE that the organization provides all necessary facilities for work by 50.30%.
- It is showing that most of the respondents said AGREE that the work can be done in normal pace without pressure by 35%.
- It is showing that most of the respondents said AGREE that the subordinates achieve targets with least supervision by 33.33%.
- It is showing that most of the respondents said AGREE that it is highly difficult to achieve targets by 37.50%.
- It is showing that most of the respondents said AGREE that the decision-making system is good and effective by 43.33%.

## SUGGESTIONS

- Employees believe that their degree of motivation influences their performance, thus the firm should encourage employees to be enthusiastic about their work.
- In the employee PF Scheme, the firm might give extra withdrawal options.
- The firm should place a greater emphasis on offering additional perks that make working here simpler or more beneficial.
- In order for employees to execute their jobs properly, I believe the firm should provide them with additional tools and technology.
- If the firm offers employees with raises, they will be happier with their salary.

## CONCLUSION

Compensation, motivation, and promotions all have an influence on work satisfaction and play a critical part in every company. If the firm wants to keep its personnel, it needs to come up with a new way to compensate them and run motivating initiatives. One of the factors that inspires employees is compensation and advancement. Employees that are well rewarded will be encouraged, confident, and have favorable attitudes about their jobs, resulting in work satisfaction.

Finally, the survey finds that employees are satisfied with their overall job performance at the firm. This research assisted me in gaining theoretical understanding of how organizations function. I also learned how managerial actions differ from theoretical perspectives.

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