

Workplace Expectation of Gen-Z Employees of Selected IT Companies in Bengaluru City

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ABSTRACT

Workplace expectations of Gen-Z employees in selected IT companies in Bengaluru. Gen-Z employees exhibit unique characteristics influenced by their digital upbringing, leading to expectations like flexibility, inclusivity, technological integration, mental health support, and career development opportunities. The research focuses on understanding these expectations, identifying motivational factors, and examining current workplace practices to enhance retention and organizational performance. The study utilizes a descriptive research method, collecting data from 78 respondents across selected IT companies in Bengaluru.

KEYWORDS

Generation Z, Workplace Expectations, IT Companies, Employee Motivation, Career Development, Work-life Balance.

INTRODUCTION

Generation Z (born between 1997 and 2012) is emerging as a significant portion of the workforce, particularly in the IT sector. Their unique digital upbringing has shaped their work attitudes, expectations, and career preferences, which differ from those of previous generations. This study investigates the workplace expectations of Gen-Z employees in selected IT companies in Bengaluru, focusing on aspects such as work-life balance, career progression, inclusivity, and the role of technology.

REVIEW OF LITERATURE

- Das, M. (2018): Gen-Z employees value flexibility in work hours and autonomy over their tasks, alongside a strong emphasis on mental well-being. They expect continuous learning opportunities and a culture that promotes quick feedback loops, which help them stay engaged and motivated in the workplace.
- Nair, S. (2020): Gen-Z employees seek tech-driven workplaces that prioritize innovation, digital upskilling, and the use of advanced tools. They expect streamlined processes enabled by technology and look for organizations that encourage continuous development through digital means.

- Sharma, A. (2020): Creativity and collaboration through digital platforms are essential for Gen-Z in IT workplaces. They also expect job security, frequent feedback, and an environment that fosters innovation, making digital tools integral to their work style.
- Agarwal, K. (2021): Gen-Z employees in Bengaluru's IT sector prefer rapid promotions, flexible work schedules, and diverse workplaces. Companies that integrate digital solutions and technological advancements are more likely to attract and retain this generation of employees.
- Reddy, M. (2023): Gen-Z is inclined toward remote and hybrid work models that support work-life balance and mental health. They expect collaboration and flexibility in the workplace, alongside a strong focus on mental health initiatives, contributing to higher satisfaction and retention rates.

RESEARCH GAP

Existing studies focus on Gen-Z's workplace expectations but lack an in-depth analysis of how cross-generational collaboration and corporate values influence their long-term career satisfaction. This study aims to bridge this gap by exploring these under-researched areas.

OBJECTIVES

1. To determine job expectation among demographic profile of Gen-Z at the workplace
2. To examine organization culture influence job role of Gen-Z at the workplace

STATEMENT OF THE PROBLEM

As Gen-Z enters the workforce, their expectations regarding work-life balance, career development, and inclusivity challenge traditional workplace norms. IT companies need to understand these expectations to reduce turnover and enhance employee satisfaction.

RESEARCH DESIGN

The research adopts a descriptive approach, utilizing a self-administered online survey to collect data from Gen-Z employees working in selected IT companies in Bengaluru, including Accenture, Infosys, and IBM. The study aims to identify key workplace expectations of Gen-Z and analyze how these expectations impact employee retention and performance. Primary data was collected through a structured questionnaire distributed via Google Forms, while secondary data was gathered from various sources such as publications, research articles, company reports, and project reports. The study employed a snowball sampling method, a non-probability sampling technique, to gather responses from Gen-Z employees in roles such as software developers, data analysts, IT support specialists, and project managers. The survey was distributed to 90 employees, with 78 valid responses used for analysis. This methodology provides a focused understanding of the workplace preferences of Gen-Z employees in the IT sector.

HYPOTHESIS FOR THE STUDY

1. **H₀:** There is no significant relationship between job expectations and age.

H₁: There is a significant relationship between job expectations and age.

2. **H₀:** There is no significant difference between organizational culture and current job role.

H₁: There is a significant difference between organizational culture and current job role.

STATISTICAL DESIGN

Data was analysed using statistical tools such as ANOVA, correlation analysis, and descriptive statistics to identify patterns in Gen-Z expectations. The hypotheses were tested using SPSS software.

HYPOTHESIS-1 TESTING USING ANOVA

1. **H₀:** There is no significant relationship between job expectations and age.

H₁: There is a significant relationship between job expectations and age.

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Expect clear career progression and promotional opportunities.	Between Groups	7.800	3	2.600	3.006	0.036
	Within Groups	63.995	74	0.865		
	Total	71.795	77			
Value continuous learning and development programs.	Between Groups	4.021	3	1.340	1.712	0.172
	Within Groups	57.941	74	0.783		
	Total	61.962	77			
Job security is important for my long-term commitment.	Between Groups	3.466	3	1.155	1.091	0.358
	Within Groups	78.329	74	1.059		
	Total	81.795	77			
[I expect fair compensation and benefits from my employer.]	Between Groups	7.087	3	2.362	2.288	0.085
	Within Groups	76.400	74	1.032		
	Total	83.487	77			
[I seek challenging and impactful work that	Between Groups	4.300	3	1.433	1.207	0.313
	Within Groups					

aligns with my skills.]	Within Groups	87.854	74	1.187		
	Total	92.154	77			
	Between Groups	4.768	3	1.589	1.291	0.284
[I expect opportunities for cross-functional projects and roles.]	Within Groups	91.078	74	1.231		
	Total	95.846	77			
	Between Groups	2.901	3	0.967	0.966	0.414
[Recognition for my work and contributions is important to me.]	Within Groups	74.086	74	1.001		
	Total	76.987	77			
	Between Groups	9.725	3	3.242	2.797	0.046

[I expect autonomy and freedom in decision making.]	Within Groups	85.763	74	1.159		
	Total	95.487	77			
	Between Groups	1.959	3	0.653	0.476	0.700
[I value mentorship and guidance from my superiors.]	Within Groups	101.490	74	1.371		
	Total	103.449	77			
	Between Groups	7.733	3	2.578	1.641	0.187
[I expect clear communication on my performance.]	Within Groups	116.215	74	1.570		
	Total	123.949	77			
	Between Groups	9.725	3	3.242	2.797	0.046

Interpretation:

- The ANOVA analysis reveals a mix of significant and non-significant differences in employee expectations across groups. There is a statistically significant difference in perceptions regarding both career progression and promotional opportunities ($F = 3.006$, $p = 0.036$). Significant 0.036 where it is less than level of significance $p=0.05$ ($0.036 < 0.05$). Therefore alternative hypothesis is accepted and null hypothesis rejected. Thus, there is a significant relationship between the job expectations and age.
- Significance 0.172 where it is higher than level of significance $p=0.05$ ($0.0172 > 0.05$). Therefore the null hypothesis is accepted and alternative hypothesis is rejected thus there is no significant relationship between continuous learning and development program.
- Significance 0.358 where it is higher than level of significance $p=0.05$ ($0.358 > 0.05$). Therefore the null

hypothesis is accepted and alternative hypothesis is rejected thus there is no significant relationship between job expectation and job security.

- Significance 0.085 where it is higher than level of significance $p=0.05$ ($0.085 > 0.05$). Therefore the null hypothesis is accepted and alternative hypothesis is rejected thus there is no significant relationship between job expectations and compensation and benefit expectations.
- Significance 0.313 where it is higher than level of significance $p=0.05$ ($0.313 > 0.05$). Therefore the null hypothesis is accepted and alternative hypothesis is rejected thus there is no significant relationship between job expectation and efficient skills.
- Significance 0.414 where it is higher than level of significance $p=0.05$ ($0.414 > 0.05$). Therefore the null hypothesis is accepted and alternative hypothesis is rejected thus there is no significant relationship between job expectation and recognition.

HYPOTHESIS-2 TESTING USING ANOVA

H0: There is no significant difference between value and culture of an organisation and current job role

H1: There is a significant difference between value and culture of an organisation and current job role

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Values and Culture of Organization: [I value an inclusive and diverse culture at my workplace.]	Between Groups	.130	3	.043	.036	.991
	Within Groups	88.088	74	1.190		
	Total	88.218	77			
9. Values and Culture of Organization: [A strong sense of teamwork and collaboration is important to me.]	Between Groups	1.600	3	.533	.458	.713
	Within Groups	86.246	74	1.165		
	Total	87.846	77			
9. Values and Culture of Organization: [I appreciate our organisational strong ethical values.]	Between Groups	4.840	3	1.613	1.280	.288
	Within Groups	93.275	74	1.260		

	Total	98.115	77			
9. Values and Culture of Organization: [I value our culture that encourages innovation and creativity.]	Between Groups	1.556	3	.519	.346	.792
	Within Groups	110.815	74	1.498		
	Total	112.372	77			
9. Values and Culture of Organization: [A culture that promotes work-life balance is important to me.]	Between Groups	5.307	3	1.769	1.062	.371
	Within Groups	123.309	74	1.666		
	Total	128.615	77			
9. Values and Culture of Organization: [I prefer an open- system for employee feedback at workplace.]	Between Groups	.592	3	.197	.143	.934
	Within Groups	102.280	74	1.382		
	Total	102.872	77			
9. Values and Culture of Organization: [I prefer strong employee-employer relationship at workplace.]	Between Groups	10.848	3	3.616	2.703	.052
	Within Groups	98.998	74	1.338		
	Total	109.846	77			
9. Values and Culture of Organization: [I expect hybrid mode of working culture.]	Between Groups	.188	3	.063	.039	.990
	Within Groups	117.966	74	1.594		
	Total	118.154	77			

Interpretation:

1. The ANOVA results show a sum of squares between groups of 0.130, with a mean square of 0.043, resulting in an F-value of 0.036 and a significance (p-value) of 0.991. Since the p-value is significantly greater than 0.05, this indicates There were no notable variations between the groups regarding the value placed on an inclusive and diverse culture.

2. The sum of squares between groups is 1.600, with a mean square of 0.533, yielding an F-value of 0.458 and a p-value of 0.713. As the p-value is well above 0.05, there are There were no notable variations between the groups regarding the importance placed on teamwork and collaboration.

3. Here, the sum of squares between groups is 4.840, resulting in a mean square of 1.613, an F-value of 1.280, and a p-value of 0.288. The p-value being greater than 0.05 suggests that there are no significant differences among groups regarding the appreciation of ethical values within the organization.

4. The analysis shows a sum of squares between groups of 1.556, mean square of 0.519, F-value of 0.346, and a p-value of 0.792. The high p-value indicates that the differences among groups concerning the value of a culture that promotes innovation and creativity are not statistically significant.

5. With a mean square of 1.769 and a sum of squares between groups of 5.307 for this factor, the p-value is 0.371 and the F-value is 1.062. Given that the p-value is higher than 0.05, it can be concluded that there are no notable variations between the groups in terms of how much weight is given to work-life balance. The sum of squares between groups is 0.592, with a mean square of 0.197, yielding an F-value of 0.143 and a significance level of 0.934. The p-value indicates that there are no significant differences among groups concerning preferences for an open feedback system.

6. The sum of squares between groups is 10.848, with a mean square of 3.616, yielding an F-value of 2.703 and a p-value of 0.052. This p-value is marginally above 0.05, suggesting a trend towards significance, indicating that there may be differences among groups regarding preferences for strong employee-employer relationships, although it does not reach conventional levels of significance.

7. The sum of squares between groups is 0.188, with a mean square of 0.063, resulting in an F-value of 0.039 and a p-value of 0.990. Since the p-value is significantly greater than 0.05, there are no discernible variations between the groups in expectations for a hybrid working culture.

overall. the ANOVA The majority of variables pertaining to the organization's values and culture do not exhibit statistically significant differences, according to the results. based on job roles, with p-values above 0.05. This includes aspects such as inclusivity, teamwork, ethical values, innovation, work-life balance, open feedback, and hybrid working culture. The only factor that approaches significance is the preference for a strong employee-employer relationship ($p = 0.052$), but it does not get to a noteworthy degree. Consequently, the null hypothesis is accepted, showing that there is no meaningful correlation between job roles. and perceptions of organizational values and culture, meaning employees generally share similar views regardless of their job roles

FINDINGS

- The ANOVA analysis shows a significant relationship between job expectations and age, particularly regarding career progression and promotional opportunities ($p = 0.036$), with the alternative hypothesis accepted.
- There is no significant relationship between job expectations and factors like job security ($p = 0.358$) and compensation/benefit expectations ($p = 0.085$), with the null hypothesis accepted in both cases.
- The analysis reveals no significant relationship between job expectations and efficient skills ($p = 0.313$) or recognition ($p = 0.414$), accepting the null hypothesis for both factors.
- Most variables, such as inclusivity, teamwork, and work-life balance, show no statistically significant differences across job roles (p -values above 0.05), indicating similar perceptions of organizational culture among employees.
- The preference for a strong employee-employer relationship is close to significance ($p = 0.052$) but not quite significant, leading to the acceptance of the null hypothesis, which suggests that job roles do not significantly impact perceptions of this factor.

SUGGESTIONS

- Findings indicate both uniformity and divergence in employee expectations across demographic and professional categories.
- Career growth opportunities and autonomy in decision-making are highlighted as crucial for employee satisfaction, reflecting the importance of upward mobility and independence in the workplace.
- Continuous learning, job security, and fair compensation are valued similarly across all groups, indicating consistent expectations.
- There is a notable correlation between work-life balance and hybrid work culture, suggesting a growing preference for flexible working arrangements.
- Employees uniformly perceive organizational factors like policy updates, skill-enhancing programs, and performance feedback, indicating shared expectations regardless of background.
- Focus on enhancing career growth opportunities and autonomy, promote hybrid work models to support work-life balance, and maintain consistency in organizational processes and communication.

CONCLUSION

Understanding Gen-Z's expectations is crucial for IT companies aiming to retain top talent. Companies must adapt their policies to offer flexibility, inclusivity, and career growth opportunities, which are critical for satisfying and retaining Gen-Z employees.

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