

JOB SATISFACTION AMONG PERMANENT AND CONTRACTUAL INFORMATION TECHNOLOGY WORKERS

(Research in Progress)

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ABSTRACT

This research paper is about the study of social and physical-economic factors that affect the job satisfaction among Information Technology (IT) workers. The study also compares job satisfaction (based on social and physical-economic factors) between the IT workers who work directly for the organization (permanent IT worker) and the IT workers who work for the organization through a consulting firm or on a contract basis (contract IT worker).

Keywords: Job satisfaction, Intrinsic reward, Extrinsic reward, Social support and Parenthood.

INTRODUCTION

Job satisfaction is an important criterion for the success of an organization. It is closely associated with job turn over and life satisfaction. Job satisfaction is defined in various contexts by various authors. Some of the important definitions related to the scope of this paper are discussed in the following paragraphs.

According to Locke (1976), job satisfaction is an emotional reaction that "results from the perception that one's job fulfills or allows the fulfillment of one's important job values, providing and to the degree that those values are congruent with one's needs". Human needs are subjected to constant change but the job values are relatively more stable. Some one who is satisfied with his/her job may not experience the same emotion if there is a change in his/her needs.

Most authors state job satisfaction as resulting from the fulfillment of needs through the activities one performs at one's job and from the context in which the work is performed. It is very hard to fulfill one's need as it keeps changing quite often. Ilgen(1971) and McFarlin and Rice (1992), conceive of job satisfaction as resulting from the size of the discrepancy that one perceived, if any, between what he expects to receive from his work and what he perceives he is receiving. Pinder (1997) suggests that the satisfaction results from at least three general types of perceptions. First, the person must see that there is a positive increment in the level of desired outcomes he/she receives. Second, the shorter the period over which the improvement occurs, the greater is the feeling of satisfaction (called the notion of velocity). Third, positive increase in the rate of positive change also adds to the sensation of satisfaction.

Pinder (1997) considers employee values, which are defined as those things that might be considered as conducive to his or her welfare. Pinder (1997) states satisfaction or dissatisfaction resulting from comparison that a person makes between herself and others around her.

From the above definitions we find that job satisfaction is associated with needs and the values. This research paper is about the study of the effect of physical-economic and social factors on job satisfaction. Physical-economic factors are found to affect the needs and social factors affect the values. Figure 1 illustrates the factors and the sub factors that affect job satisfaction based on physical-economic and social factors.

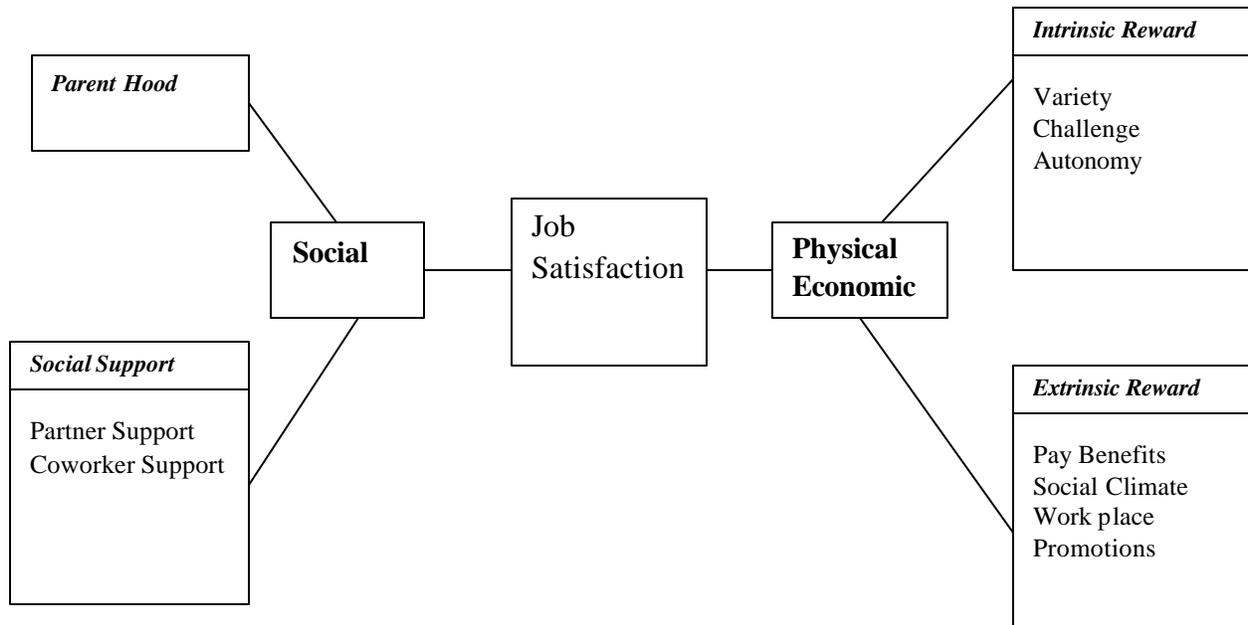


Figure 1

FACTORS AFFECTING JOB SATISFACTION

Physical-economic factor

Lincoln and Kalleberg (1990) have argued that the rewards offered by an organization may have a powerful effect on employees' attitudes towards their job. The rewards may be classified into intrinsic and extrinsic rewards. The intrinsic rewards are those that exist in the job itself, such as variety, challenge, and autonomy. Extrinsic reward comprises elements such as pay and fringe benefits, promotion or advancement opportunities within the organization, the social climate, and physical working conditions.

O'Driscol and Randall (1999) have argued that extrinsic rewards are strongly associated with continuance commitment and intrinsic rewards are strongly associated with job involvement and affective commitment. Continuance commitment, job involvement and affective commitment are associated with job satisfaction.

Hypothesis:

1. *Permanent IT employees place greater value on intrinsic rewards than IT employees who are on contract basis.*
2. *Contractual IT employees place greater value on intrinsic rewards than permanent IT employees.*

Social factors:

Parent hood and social support are the two sub factors under the social factors that affect job satisfaction. Roxburgh (1999) have argued that there is a modest difference in the job satisfaction of fathers compared to non-fathers and mothers compared to non-mothers, with job satisfaction higher among mothers and non-fathers. Roxburgh (1999) have argued that job satisfaction is significantly higher among women compared to men when partner support is high and the job satisfaction among men is maximized by high coworker support.

Hypothesis:

3. *Permanent IT parent is more satisfied than contractual IT parent.*
4. *Permanent IT parent is more satisfied than contractual IT non-parent.*
5. *Permanent IT parent is more satisfied than permanent IT non-parent.*
6. *Contractual IT parent is more satisfied than contractual IT non-parent.*
7. *Job satisfaction is significantly higher among contractual IT employee compared to permanent IT employee when partner support is high.*
8. *Job satisfaction among contractual IT employee is maximized by high coworker support.*
9. *Job satisfaction among permanent IT employee is maximized by high coworker support.*
10. *There is a significant difference in the job satisfaction among permanent IT workers than contractual IT worker, provided both of them having same level of coworker support.*

Data collection:

The proposed method of data collection was by means of a survey among permanent and contractual IT workers.

Analysis:

Regression will be used to test the hypotheses. The dependent variable is job satisfaction and the independent variables are social and physical-economic factors depending upon the hypothesis taken into consideration.

Comparison of the significance of job satisfaction between the permanent and contractual IT will be studied by using ANOVA.

Discussion and conclusion:

This study will help in understanding the social and physical-economic factors that affects the job satisfaction among the permanent and contractual IT workers. Also, the regression test shows the significance of physical-economic and social factors that affect the job satisfaction. ANOVA test helps in the comparison of job satisfaction (based on social and physical-economic factors) between the permanent and contractual IT workers.

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