

EXPLORING THE DETERMINANTS OF JOB SATISFACTION AMONG THE IT EMPLOYEES IN KUALA LUMPUR, MALAYSIA

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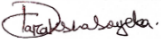
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ABSTRACT.

In recent times IT Sector and the professionals are the quickest growing industries and they are building the most strongest and prominent workforce by doing IT jobs. As there are high demands of employees' jobs they have built a highly competitive work environment which might led them to face difficulties for doing the jobs in this competitive environment, among the IT professionals. On the other hand the IT employees also have high turnover rate rather than other sectors due to this stressful work. This is not just an assumption, as it is seen than in several countries in the world there were a huge number of turnover rate and shortage of IT employees. Moreover, when an IT industry hirers an employee they ensure to give the employee proper training before joining the company officially which is a costly program and also prepares the employee as per the culture of the company, so in case of replacing an employee or any sort of turnover is expensive for the company. By observing all these matters and understanding the problems, calls have been made for better understanding in the company. The goal of the IT sector of KL is to become a developed nation and the IT professionals are working as a vital role to see KL at the peak in terms of IT industries. Here, the existing IT workforce wants a stable transformation of the IT sector itself and this enlightens by having satisfied employees. This particular research is to find out the level of satisfaction in the job and fill up the gab by knowing in depth satisfaction level of IT personnel in KL. Another interesting part of this research will be The IT employees have zero intention to resign from their job. Basically this study will determine the Job Satisfaction, Work Environment stress, and many more.

Table of Contents

CHAPTER ONE	7
1.1 Introduction.....	7
1.2 Research Objectives:	7
1.3 Background Of The Research:	8
1.4 Research Question:.....	8
1.5 Research Methodology	9
1.6 Research Scope.....	9
1.7 Significance Of The Study.....	9
CHAPTER TWO	10
Literature Review	10
2.1 Introduction.....	10
2.2 Job Satisfaction Of It Employees In Different Countries	10
2.2.1 The Level Of Satisfaction In The Job In Kuala Lumpur.....	10
2.2.2 It Professional Replacement Rate In Us	10
2.2.3 The Impact Of Work Satisfaction On China's Turnover Rate	11
2.2.4 The Motivation Of It Professional In Hong Kong	11
2.3 Job Satisfaction Amidst It Personnel	12
2.4 A Research On The Level Of Job Satisfaction And Stress Among It Professionals.....	12
2.5 Chapter Summary	12
CHAPTER THREE	13
Research Methodology	13
3.1 Introduction.....	13
3.2 Research Design	13
3.3 Work Stress	14
3.4 Population And Sampling	14
3.5 Measurement/Instrument.....	14

3.5.1 Demography	14
3.5.2 Working Environment	14
3.5.3 Factors That Influen The It Employee Job Satisfaction	15
3.6 Data Collection Strategy.....	15
3.7 Data Analysis Strategy	16
3.8 Chapter Summary	16
 CHAPTER FOUR.....	 17
Results And Findings.....	17
4.1 Introduction.....	17
4.2 Measurement Assessment	17
4.3 Chapter Summary	22
 CHAPTER FIVE	
5.1 Introduction.....	23
5.2 Summary Of Findings	23
5.3 Implications	23
5.3.1 Theoretical Implications.....	23
5.3.2 Practical Implications.....	24
5.4 Limitations.....	24
5.5 Suggestions And Future Research.....	24
5.6 Conclusion	24
 Reference:	 25
Appendix.....	28

CHAPTER ONE

1.1 INTRODUCTION

The advancement of IT sector around all over the world is noteworthy, people from different countries are involving into the IT sectors and it caught my attention when I saw the massive involvement of Malaysians in the IT sector. Basically, I am a BBA student of University of Liberal Arts Bangladesh (ULAB), now I am residing in KL, Malaysia, where I have decided to do my project on Malaysian IT sector. The IT sectors are comparatively similar in every country but I will be exploring the Malaysian IT sector and get the feedbacks from the employees about their work-life experience. In the recent times people do not get a job easily because of high competition, if they get a job and then they do not want to quit the job. They try their best to sustain in that job by setting up their mind wholly. But in some exceptional cases if an employee wants to quit his/her job then they will need to give proper reason to the HR department before resigning. As per the demand of the employees there are several reasons behind their decision of their jobs, most common reason. Now a days the IT work has become very easy for the employees because such work can be done remotely but in the past they did not have the privilege of doing their official work away from their office. So previously the IT employees faced several problems in their workplace, for example- language barriers (for foreign workers), toxic environment in the office, sexual harassment, and unsatisfaction with salary and so on.

Now a days it is very important to observe and take care of the mental health of each employee because they are the talent pool and it is the duty of the employers to keep a note on this. Through my research we will be able to understand the current situation of the IT sector in Malaysia. The set of my questions will be an eye-opener to those employees who were struggling with their job, it will become easy for them to cope up with their job environment, any clear idea of their job and their satisfaction level will be valued.

1.2 RESEARCH OBJECTIVES:

The research objectives are as follows:

- I. To explore the degree of job satisfaction among Malaysian IT workers in Kuala Lumpur.
- II. To establish whether job satisfaction among IT personnel and work stress are related in any way.

1.3 BACKGROUND OF THE RESEARCH:

By the fast moving world the number of population is also increasing day by day and also the number of IT employees are also increasing. On the other side, people are also been unemployed because of shortage of jobs. People with skills are facing difficulties in finding their appropriate jobs in this competitive market. So this is a prime factor to lead them a right way to their actual place, so that people can work in their satisfied workplace. In some cases the jobs of the people might be different from their educational background, for example- an IT student might not work in an IT firm his interest can be differ from his education. Basically, it depends on interest and skills. But if it happens oppositely then people are forcefully doing jobs in different departments due to the scarcity of jobs.

In any type of job the job satisfaction is the most important element for an employee to stick to that job and this build loyalty and dedication towards the company. The previous studies also stated the same thing which output of the work will definitely be productive if an employee does that work with full dedication and effort positively. So in this particular study I am going to find out the actual job satisfaction level among the IT employees in Kuala Lumpur. By observing that the companies are working more actively to build a good and healthy workplace environment in the office. The organization hires a psychologist to talk with the employees who are disturbed and having issue in their personal and professional lives, as the company expects good output from their employees, that is why the companies care about the mental health of their employees.

Moreover, to keep a good coordination among the IT employees the companies also provide the employees opportunities as several programs and other friendly competitions among the employees. The company's focus on their positive output for the organization that is why they spend more amount of money in the welfare of the employees. The work of IT is different from any other work because it is a creative type of work so people can get or generate ideas from anywhere, if an employee can work outside the office in a random café and generate more fruitful ideas then the company allow them to do so, the company remains flexible to allow their employees to work from different places around the world and give the company productive outcomes.

By giving training to the employees for the development of the companies and they are major capitals of the company, as the world is becoming more digitalized and people are depending on artificial intelligence, so human capital is the main source of raw talent. Only humans can bring the emotional effects in their work so that the output can become more practical and less monotonous. Besides loyalty the company must ensure the long term retention of the employees.

1.4 REAEARCH QUESTION:

The research questions which this study will follow are-

- i. What is the job satisfaction level amidst the IT employees in Kuala Lumpur?
- ii. What are the main stress factors that affect the level of job satisfaction among the IT employees in Kuala Lumpur?

1.5 RESEARCH METHODOLOGY

This research is done by quantitative methods by conducting an observation among IT employees in Kuala Lumpur, Malaysia. The IT employees would be asked questions regarding their job. All the employees are workers of IT firms, who have their experience of working in their office. By taking the basic information of their age, gender and demography then the basic measurements will be in form of S-point Likert scales from 1 (strongly disagree) to 5 (strongly agree). After collecting the data, from the respondents by the questionnaire survey the data will be analyzed by the percentages of the answers of the respondents. Once the data has been collected the cluster method which is to examine the findings.

1.6 RESEARCH SCOPE

This study, which focused on the degree of job satisfaction among IT employees, was carried out in Kuala Lumpur, Malaysia. To obtain the necessary data, the questionnaires were sent to a number of organizations in the Kuala Lumpur region.

1.7 SIGNIFICANCE OF THE STUDY

The importance of IT in every company in recent times is noteworthy. Basically, it depends on the company that they will hire an IT employee or non- IT employee. All the formalities of hiring and recruiting an employee depends on the organization needs. Come of the organizations spend on the training of their employees because they want to polish their skills. On the other hand the companies require to higher skillful and experienced employees to reduce their hiring cost. There has been made a small amount researches on the job satisfaction level of IT employees. As the growing world the companies are depending on IT so this research is very important for those employees who are not satisfied on their jobs and then try to find out a proper solution for them.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

An overview of previous studies on the topic of job satisfaction among IT workers is provided in this chapter. Digital resources like IEEE Xplore Digital Library and others are tend to examine the literature on job satisfaction among IT workers. Finally, the data will be examined by going over earlier studies.

2.2 JOB SATISFACTION OF IT EMPLOYEES IN DIFFERENT COUNTRIES

IT jobs vary from one country to another by the specifications of the job itself. However, all the countries have different level of job satisfaction and this also have various reasons, as the environment, culture and income is different in every country. Each country serve their employees according to their needs and employment agreement. Thus, the main factors which influences the IT job satisfaction in various countries are totally different. The following sub- sections discuss on IT job satisfaction in Malaysia, Indonesia, America, Japan, Hong Kong and, India.

2.2.1 THE LEVEL OF SATISFACTION IN THE JOB IN KUALA LUMPUR

Since IT specialists are essential to leapfrogging a developing nation like Malaysia into the developed world, it is important to have contented employees as the current workforce steadily shifts toward knowledge workers. According to Guna and Maimunah (2008), an employee's beliefs about his or her employment or work circumstances are represented by the cognitive component. This implies that a worker might think their position is stimulating, whether through simulation or not. The behavioral component shows how a worker behaves in relation to their work. Regular attendance at work, hard labor, and a long-term intention to remain in the business are examples of positive conduct that indicates job satisfaction.

Negative behavioral results, on the other hand, indicate job discontent. In essence, the significance and relevance of an employee's job satisfaction varies in response to the many aspects of their employment.

2.2.2 IT PROFESSIONAL REPLACEMENT RATE IN AMERICA

There was a research done by Ranganathan and Samant (2005) about IT personnel turnover in US. Ranganathan and Samant (2005) have examined issues concerning the turnover and retention of IT workers, their motivation and nurturing, their work attitudes and stress human resource management issues, the value of their skills, job satisfaction and career orientation and their compensation plans and productivity. However, little effort has been made to explain IT personnel layoffs. This is surprising given the increasing industry concern. It is important to understand IT workers layoffs as these decisions can effect and influence the attitudes of IT work force.

2.2.3 THE IMPACT OF WORK SATISFACTION ON INDONESIA'S TURNOVER RATE

Zhou (2009) conducted a study to examine the impact of IT job satisfaction on turnover intention in China. He indicated in his paper that social exchange theory and principal of reciprocity, employees' perceived organizational support were consistently positive. He offered proof that attending to employees' needs and providing them with the support they require is likely to increase their sense of duty to the company, which is a key factor in ensuring that workers are willing to stick around and contribute to the company. Put differently, employee turnover can be understood as a social trade process.

This means that when the employees feel the concern and attention from the organization, they would stay in the organization and continuously making contribution to the organization.

2.2.4 THE MOTIVATION OF IT PROFESSIONAL IN JAPAN AND HONG KONG

There was a previous study conducted in Japan and Hong Kong to analyze the motivational work factors of employees in the computer profession. Based on (Janice M Bum, et al., 1991)'s research there were several results found:

- Japan Hong Kong computer personnel have a similar profile to their US with a high growth need but there is a significant mismatch with the motivation potential of their current jobs.
- The problem associated with the lack of goal setting, participation and feedback are universal to the computing profession and need to be addressed at management level with a reassessment of role and greater interaction.
- Hong Kong computer professionals keen to socializer but have apprehensions about certain levels of communication preferring to act as receptors rather than expressers. This could have serious implications for the development of user friendly systems but also for the development of the discipline as an active strategic force in organizations. The presence of the "Asian Factor" would suggest that there is a need to develop specific education training and development programs for the Pacific Basin nations which can build on the inherent social growth needs and produce the effective computing specialist of the future with a sound balance of technical, managerial and communications skills.
- Current training programs are inadequate to satisfy the growth need of professionals. The primary motivating factor for DP professionals is opportunity for advancement and growth. The skills that served the programmer well may be only marginally useful to the system analyst, less no to the project manager who must co-coordinate people and resources and virtually useless to the DP manager who wants to project and resource and virtually useless to the DP manager who wants a project business air.

The paper also highlighted that the computing industry in Hong Kong is going through a period of severe crisis with a shortage of manpower, high turnover of existing trained professionals and a growing need for Information Technology developments is our major industries. At such

times it is often difficult for computing management to justify expenditure on new application development tools and advanced training and development programs.

2.3 JOB SATISFACTION AMIDST IT PERSONNEL

Professional Information System (IS) workers are increasingly important for the rapid development of IS and all firms require IS professionals to maintain or create their competitive advantage.

Moreover, various aspects can be influenced job satisfaction; the works itself, was suggested by the Cornell. For the satisfaction of the surveyed IT personnel with other dimensions of the Cornell Job Descriptive Index the t-test for mean differences does not provide evidence for any change in the satisfaction of IT personnel with these factors comparing 2008 and 2009. In general the surveyed IT personnel stated that a high satisfaction with their actual department and their colleagues. In contrast the surveyed IT personnel were highly dissatisfied in 2008 also in 2009 with the exchange of information within the company and with their career expectations. However, the conducted t-tests for mean difference only provide evidence for the satisfaction with the career satisfaction as the satisfaction is lower in 2009 than in 2008. Therefore one could conclude that times of economic downturns like the last 12 months do not affect job satisfaction in general. The only aspect which changed during the last 12 months is the satisfaction with internal or external career opportunities.

2.4 A RESEARCH ON THE LEVEL OF JOB SATISFACTION AND STRESS AMONG IT PROFESSIONALS

Now a day's the relationship of stress and the IT employees are common. The rapid change in the system of accepting the Human capital is the most important aspect of the companies. So it is important to observe the stress among the IT employees to figure out the specific issues of the employees to save them from the hard workforce situations.

2.5 CHAPTER SUMMARY

A variety of literature that is relevant to the subject matter of this study has been offered in this specific chapter. The earlier research has been examined in relation to significant variables impacting IT workers' job satisfaction. The literature analysis makes it clear that there is still a dearth of research on IT work satisfaction in Malaysia, which is why this research targets to close the vacancies.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

The chapter focuses on the research methodology and the conceptual research framework used in the study. It includes the description of population and sample related with the study. The following part describes the measurement or instrument of the study. Moreover, it highlighted data collection strategy for gathering information from the sample and lastly mentioned data analysis strategies on the tools and techniques are used to analyze and interpret data.

3.2 RESEARCH DESIGN

The design is the structure of any scientific work. It gives direction and systematizes the research (Shuttleworth, 2008). Hopkins (2000) reported that there are various designs which are used in research, all with specific advantages and disadvantages. Which one the scientist uses, depends on the aims of the study and the nature of the phenomenon. The research designs described plans and the procedures for research which cover the decisions from broad assumptions to detailed methods of data collection and analysis (Creswell, 2009). Moreover, the function of a research design is to ensure that the evidence obtained enables researcher to answer the initial question as unambiguously as possible.

The main purpose of the research is to examine the theoretical model used in the study. There are several potential research designs that can be used to verify theory and collect data. According to Creswell (2009), there are three types of research designs which consist of qualitative, quantitative and mixed methods. The method applies in this research is a "Quantitative" approach by conducting survey and distributing questionnaires to IT personnel in Malaysia. Finding the relationship between an item (an independent variable) and another (a dependent or outcome variable) in a population is the goal of quantitative research.

In this paper, the survey method is selected as it is one of the most common quantitative methods used by many researchers. In the same reason, survey method is a method of collecting data from people about who they are, how they think and what they do (Balnaves & Caputi, 2001). Referring to Shuttleworth (2008), the survey research design is a very valuable tool for assessing opinions and trends. Even on a small scale, such as local government or small businesses, judging opinion with carefully designed surveys can dramatically change strategies.

For this research, the selected method is a quantitative method conducting in form of survey and, data collection are done through the questionnaires because it is an accurate strategy. Questionnaire is a common technique uses in many types of research designs, it is considered as descriptive correlation research (DCR).

3.3 WORK STRESS

Basically, stress is the state of mental or emotional excitement which normally results the insight of demands (Lazarus & Folkman, 1984; Thoits, 1995). Maudgalya et al. (2006) supported that ever increasing market pressures, long and indeterminate hours of work, lack of distinction between work and home life, tight deadlines, budgetary constraints and consequently over-working and management policies that often lack an understanding of IT operations are some of the many stress factors present in today's IT work environments.

3.4 POPULATION AND SAMPLING

In this research, the author will focus on IT personnel who work in Malaysia including IT personnel who are assigned to work at the client organization for some IT outsourcing areas.

When students graduated from their studies, some of them directly apply for jobs. While some of them may continue furthering higher level of study. However, not all of applicants can pain the proper job offer based on their field of studies, especially IT personnel. Therefore, the IT staff who work in IT environment and non-IT environment are chosen as the sample of this research. The selections of participants were done through the convenient those are comfortable, available and willing for the study. The questionnaires are mostly distributed to all IT personnel via emails but a few were done through face-to-face session.

A total of 300 questionnaires were distributed to various IT personnel. Most of them worked in several IT organizations. I expected at least 120 respondents would respond and give feedback during the data collection. Fortunately, about 211 questionnaires were collected back for the analysis.

3.5 MEASUREMENT/INSTRUMENT

The primary instrument in this research was a questionnaire, it contained closed-ended question stating the sets of response categories or options for the particular questions. The questionnaires were distributed to all IT personnel whom the author known and friends of friends to statistically analyze the data. Furthermore, there were three main sections included in the questionnaire. The three sections were; personal information, work environment, and factors influencing job satisfaction in respondents' working lives.

3.5.1 DEMOGRAPHY

The regional characteristic of the respondents were asked in the first section of the questionnaire. This section was the basic information of the respondents in the sample which have often been tested of individual. The research focuses on IT personnel in Malaysia, therefore the questions inquiring the respondent's gender, age, level of education, year of working experience as well as income were included in the questionnaire.

3.5.2 WORKING ENVIRONMENT

The second section of the questionnaire gathered information of respondents about working environment either IT or non-IT environment. The questions provide the typical response categories and list of activities for measuring in term of business sector (such as government. II,

manufacture, health, education and so on), duration of working in the current organization as well as level of satisfaction with job.

3.5.3 FACTORS THAT INFLUENCE THE IT EMPLOYEE JOB SATISFACTION

This is the last section measured the factors mainly impact the job satisfactory. The questions include in the questionnaire are derived from various sources such as the Internet forums, past papers, and the author's own ideas and experience. However, the questions received from several sources were not totally same with the original data due to I had exchanged and modified them to become new questions while the meaning still remain. The questions in this section were evaluated by using rating scale known as Likert scale to assess respondent's attitudes. The respondents must answer to a five-point Likert scale;

1 = Strongly Disagree (SD),

2 = Disagree (D),

3 = Neutral (N),

4 = Agree (A), and

5 = Strongly Agree (SA).

I used a five-point Likert scale to allow the respondents having more choices in their responses as well as to provide a better illustration to understand respondents feelings or attitudes about items used in the questionnaire. The measurement involved in the study such motivation, monetary, work stress, personal traits, user participation, and job characteristics were described in the following sections respectively.

3.7 DATA COLLECTION STRATEGY

Survey approach was used in this investigation. Respondent data was gathered via a questionnaire. The factors in the study questions guided the design of the questionnaire. Every respondent was given a set of questionnaires along with a cover letter outlining the goal of the study and providing enough information about it, as well as the name and phone number of a contact person in case they had any questions while the data was being collected or after it was finished.

In addition, the questionnaire was grouped into three different sections, obtain the demographic characteristics of the IT personnel, to gather information of their workplace and to obtain details on cause affecting job satisfaction in their working lives. Each session began with a printed explanation of the goal and requirements for the tasks. Respondents were assured that their answers would remain private. First, actual respondents—such as the conductor's coworkers, friends, and friends of friends who work in Malaysia—were given questionnaires.

Respondents were asked whether their working environment is related with IT or they were II graduated before filling up questionnaires. These were collected in approximately four weeks. However, there might be delay from some respondents or no feedback from them at all. So the author will proceed with the data that can be collected.

3.8 DATA ANALYSIS STRATEGY

The collected data must be analyzed and interpreted into an appropriate form. Creswell (2008) suggested the steps to prepare and organize data for analyze which consists of scoring the data, creating a codebook, determining the types of scores to use, selecting a computer program, inputting the data into the program as well as clearing the data.

Descriptive statistics were used to summarize and simplify data. The frequencies, percentage, mean as well as standard deviation were performed to interpret the data such as gender, age, level of education and income. Analyzing descriptive data also included year of working experience, business sector, duration of working in the current organization, and level of satisfaction. Data was then interpreted and results were presented in the form of graphical displays.

Factor analysis, Reliability assess, Cronbach's Alpha, Correlation Analysis, and Regression Analysis were among the analyses used to assess the numerous and provide conclusions in response to the research objectives.

The Pearson Product Moment Correlation was used to assess the association or relationship between the independent and dependent variables in the study. More commonly known as the Pearson correlation coefficient, this is a bivariate parametric statistic, a measure of linear association between two variables (Sarantakos, 2007).

The analysis firstly established the validity and reliability construct of the instrument before proceeding to test the using correlation and regression. The assumptions of both analyses were also tested. Factor analysis was conducted validity. Then, it's calculations were about to check the level of internal consistency and reliability of the variables within each section.

3.9 CHAPTER SUMMARY

This chapter described the methodology used in this study in terms of the research design in answering the research questions and achieving the research objectives. Quantitative approach was used to provide an explanation or prediction about the relationship among variables in the study. Finally, it provided strategies for collecting data as well as details on how to analyze data.

CHAPTER FOUR

RESULTS AND FINDINGS

4.1 INTRODUCTION

The chapter describes the result of the interpretation of the data is the step that gives meaning to the entire enterprise and makes it a genuine research endeavor, and thus it must be planned and specified well in advance (Leedy & Ormrod, 2005). In this interpretation, it addresses whether the questions are supported or whether they are rejected. Descriptive and inferential statistics were used to analyze the quantitative data retrieved from respondents. Cluster method was used to conduct the data analyses and to interpret the results of the study.

4.2 MEASUREMENT ASSESSMENT

According to Leedy and Ormrod (2005), reliability is the condition in which a scale produces stable and consistent results across time. The findings of the validity and reliability analysis are presented, that follows its authenticity the suitability of the measurement items. Tests for validity and reliability were carried out to manage any biases or potential sources of error in the study's measurement tools.

How satisfied are you with your current job in the IT sector?

50 responses

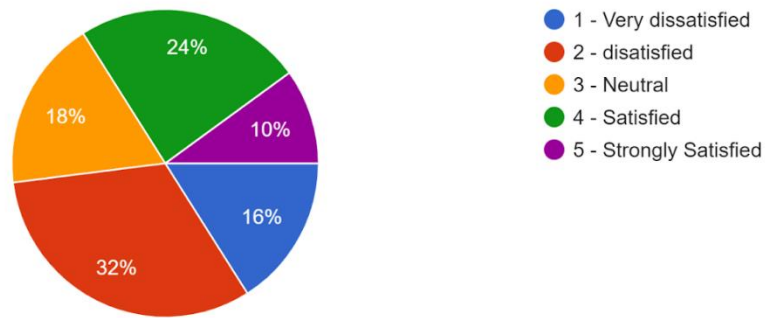


Fig: 01- Satisfaction with their current job in the IT sector

Here the pie chart illustrates that 32% responses are unsatisfied with their current IT, 24% are satisfied, 16% are very dissatisfied, 18% are neutral with their thoughts and only 10% are fully satisfied with their job which means the organization they are working in must take a step forward to resolve the problems of their employees to increase the percentage of satisfaction of the employees.

Please rate your work environment in terms of comfort and available resources:

50 responses

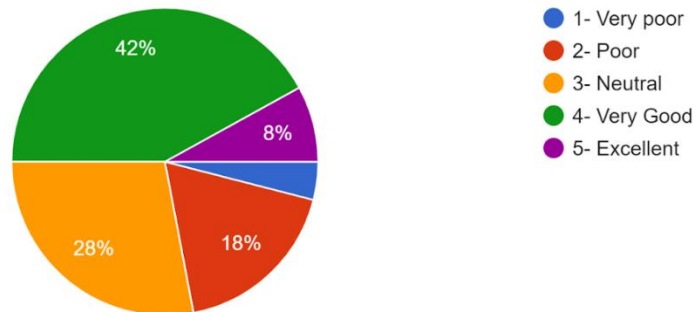


Fig: 02- Rating of their work environment in terms of comfort and available resources

This particular pie chart illustrates that the satisfaction of the employees regarding their work environment, the positive percentage is high here employees are happy with their work place, about 42% employees are satisfied and a very few employees are unsatisfied.

How satisfied are you with your current salary and benefits package?

50 responses

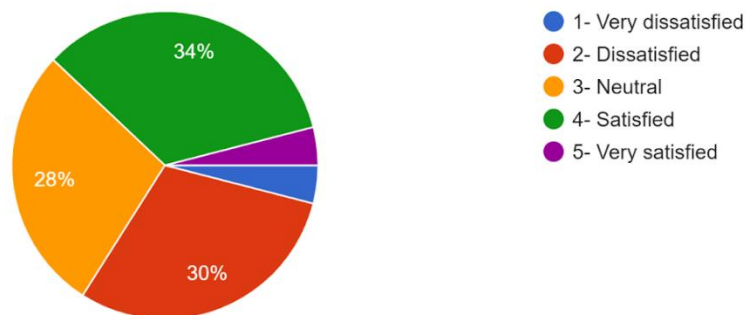


Fig: 03- Satisfaction level with their current salary and benefits package

According to this pie chart people 34% of employees are satisfied with their salary and benefits package on the other hand 30% people are dissatisfied and 28% are having neutral acceptance. By this it can be decided that people have different situations in life and they their own expectations about their salaries so it depends on their work and the organization.

To what extent do you agree with the following statement: "I have adequate opportunities for career advancement in my organization."

50 responses

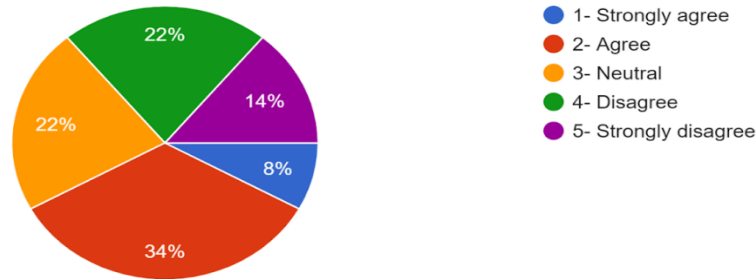


Fig: 04- Their thoughts on the statement "I adequate opportunities for career advancement in my organization."

In this survey question I asked them whether they have any adequate opportunities for career advancement in their organization or not, by answering the questions they said that, 34% or employees agree on this statement and other people have neutral thoughts and last half have disagreed.

To what extent do you agree with the following statement: "I feel supported by my management in my role."

50 responses

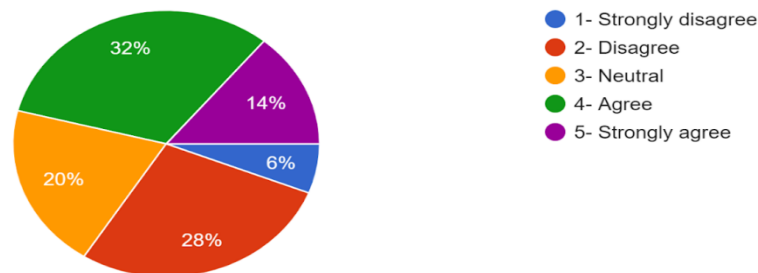


Fig: 05- Their thoughts on the statement "I feel supported by my management in my role."

Here the pie chart describes the thoughts of the employees on do they feel supported by their management in their roles or not. So, 32% employees agree on this statement which means they are getting valued by the organization and among the rest of the people 28% are dissatisfied and 20% give their answers neutrally.

How would you rate your current work-life balance?

50 responses

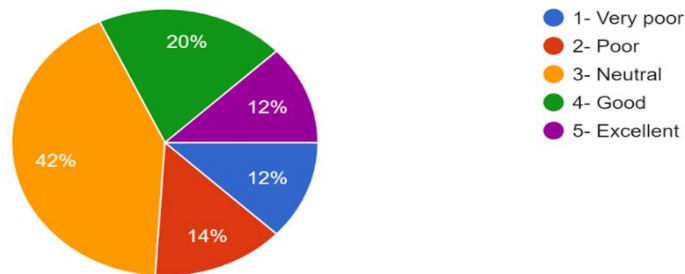


Fig: 06- Rating their current work-life balance

This particular survey question is about their work life balance, as a result majority 42% people answered that they have neutral experience about their balance in work life, little amount of employees said that they have poor experience and lastly 20% of people have positive opinions.

How often do you feel recognized for your contributions at work?

50 responses

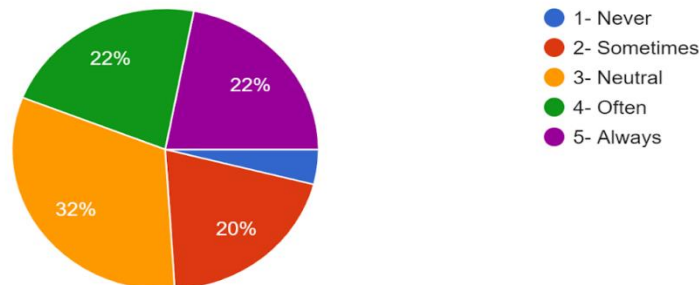


Fig: 07- Their recognition on contributions at work

This was an important question of the survey which was about their recognition on contributions at work, because it is very important to give proper respect and recognition to an employee to increase and enhance their motivation at work. So, 32% of employees are neutral about it, 20% employees answered sometimes and lastly 22% employees said often.

How secure do you feel in your current job position?

50 responses

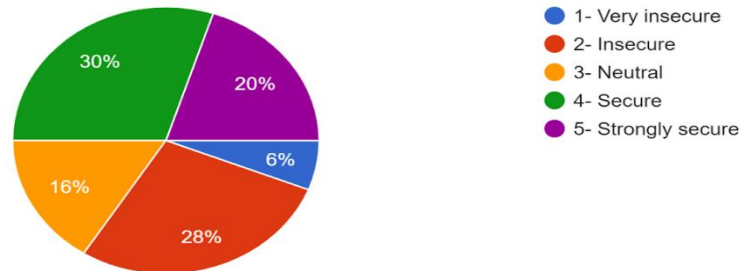


Fig: 08- Security in their current job position

Now a day's job security is a major issue for the job holders because of high competition, the population of employees are exceeding over the job positions, so it is very necessary for the employees to have a secured job position, here 28% of people are insecure about their job, 30% people are secured and a very few percentage of people are strong secure.

How clear are you about your job responsibilities and expectations?

50 responses

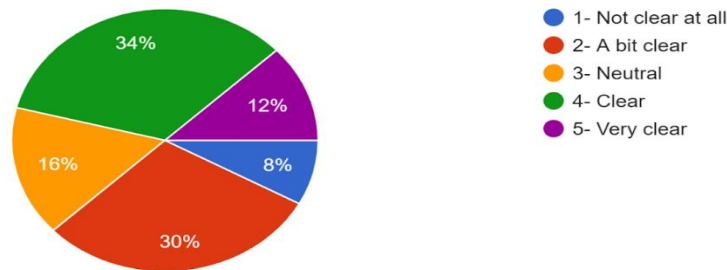


Fig: 09- Their thoughts on job responsibilities and expectations

An employee enters in a job by having a few expectations and they get many unexpected responsibilities regarding their work. So, 34% of them are clear about their job responsibilities and expectations, and a very few people are not clear at all which means their jobs are meeting their expectations.

How satisfied are you with the training and development opportunities provided by your organization?

50 responses

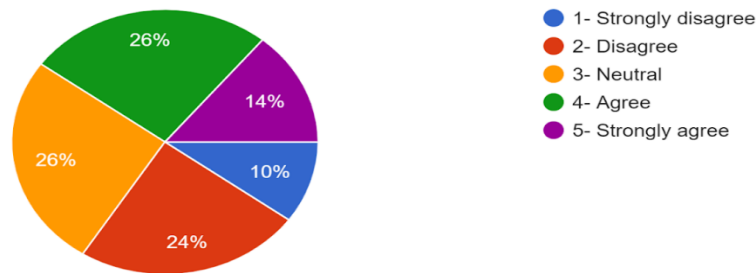


Fig: 09- Their satisfaction level with the training and development opportunities provided by their organization.

Before entering in a job an employee needs to get proper training for the development opportunities provided by their organization, and surprisingly 26% people are neutral about their work and the other 26% agree with their satisfaction level on training and development opportunities provided by their company.

4.3 CHAPTER SUMMARY

The questionnaires were served to the employees and then these outcomes represent their choice and answers reflect the satisfaction level of the IT employees. The tests using tool by employing the correlation analysis. The conclusion of this research and findings will be discussed in the next chapter for summarization.

CHAPTER FIVE

CONCLUSION

5.1 INTRODUCTION

The previous chapter discussed how data has analyzed. This final chapter will discuss the findings of the research where it will be discussed about the limitations, objectives of the research and then the fixing opportunities. Moreover, this section is divided into five parts consisting of summary of research findings, the implication of the study, the limitations of the research, and finally directions for future research.

5.2 SUMMARY OF FINDINGS

The purposes of this study are to investigate IT job satisfaction among IT personnel and to examine the factors influencing IT job satisfaction in order to present better understanding of personnel needs in the organizations. The study applied and combined several past studies with modification to become a new model indicated for this research.

5.3 IMPLICATIONS

The section explains the implication of this research. There are many types of implications that can be drawn from the results of this particular research. The practical implications are highlighted in the following section.

5.3.1 Theoretical Implications

This study provides empirical evidence on the job satisfaction of IT staff in Kuala Lumpur, Malaysia. It adds knowledge and understanding on this area of research.

5.3.2 Practical Implications

The study applies the concept of both individual attitudes and work environment. The positive results of the proposed theoretical model also provide strong implications in the organization that the firms' encouragement to employees, can affect individuals to comply behavior with the recommended to the organizational needs. This rewards has shown that work stress has determined a strong effect to IT satisfaction

Job Furthermore, the research found that an understanding of important factors influenced individual can help to reduce the number of IT personnel turnover, and realize what motivates IT personnel to contribute their efficiency and effective performance to the organization.

5.4 LIMITATIONS

The data were gathered in a single state and was done only for a limited number of firms. The findings of this study may not be generalized to other populations. Secondly, the target groups of this study involved IT personnel who deal with IT related jobs or IT graduates thus the findings

may not be representative for other workers job satisfaction. Finally, as with other survey method, causal relationship may not be conducted.

5.5 SUGGESTIONS AND FUTURE RESEARCH

The study applied the quantitative approach using survey research design therefore another approach for future study could begin by applying a different research design such as mixed method combining both quantitative and qualitative research. While conducting a survey method, the author can organize a small interview session group in order to better understanding and analyzing the research results.

However, the unsupported facts also suggest the plausibility of including others to the model. Exploratory and empirical tests can be performed to and explore the relationships in further detail. Future research should also aim retain and enhance the predictive power of the proposed model. Additionally, future research should be driven with more diverse demographic characteristics of the population extending the research model exploring the turnover intension protection to provide useful insight into how demographic characteristics shape job satisfaction concerns.

5.6 CONCLUSION

The job satisfaction among IT personnel becomes a crucial concern for an organization to effectively consider and closely manage their staff. The firm has to strengthen their relationship with all staff and efficiently responds to any suggestion, recommend or complaint from all employees in order to obtain their good contribution, performance to the company and prevention from high staff turnover. The importance of IT job satisfaction has emerged depending on the greater support and management provided by the firm.

The explosive growths of the job satisfaction levels have intensified by individuals as well as organizations. The high level of IT job satisfaction has created strong relationship, good deliverable, contribution and, achievement to the organization. In some cases, the factors affecting might be acceptable based on individual behavior, family concern or personal reasons.

Effective organizational management and IT job satisfaction require a great understanding both technological and human dimensions.

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APPENDIX



Project Proposal Form

Name:	Daraksha Soyeba
ID:	203011074
Semester (Spring/Summer/Fall)	242- Spring 24
Department:	BBA Department
Supervisor's Name (Faculty):	Muhammad Faisol Chowdhury
Project Title:	Exploring the Determinants of Job Satisfaction among the IT employees in Kuala Lumpur, Malaysia

Student's signature & date

Supervisor's signature & date

RELEVANT DATA:

Here are the survey questions which were asked to the IT employees about their job and their various stages of satisfaction level of their job.

Exploring the Determinants of Job satisfaction among IT Personnel in Malaysia.

B *I* U  

Form description

How satisfied are you with your current job in the IT sector? *

- ☐ 1 - Very dissatisfied
- ☐ 2 - dissatisfied
- ☐ 3 - Neutral
- ☐ 4 - Satisfied
- ☐ 5 - Strongly Satisfied



To what extent do you agree with the following statement: "I have adequate opportunities for career advancement in my organization."

- ☐ 1- Strongly agree
- ☐ 2- Agree
- ☐ 3- Neutral
- ☐ 4- Disagree
- ☐ 5- Strongly disagree

Please rate your work environment in terms of comfort and available resources:

- ☐ 1- Very poor
- ☐ 2- Poor
- ☐ 3- Neutral
- ☐ 4- Very Good
- ☐ 5- Excellent

How satisfied are you with your current salary and benefits package?

- ☐ 1- Very dissatisfied
- ☐ 2- Dissatisfied
- ☐ 3- Neutral
- ☐ 4- Satisfied
- ☐ 5- Very satisfied

How often do you feel recognized for your contributions at work?

- ☐ 1- Never
- ☐ 2- Sometimes
- ☐ 3- Neutral
- ☐ 4- Often
- ☐ 5- Always

To what extent do you agree with the following statement: "I feel supported by my management in my role."

- ☐ 1- Strongly disagree
- ☐ 2- Disagree
- ☐ 3- Neutral
- ☐ 4- Agree
- ☐ 5- Strongly agree

How would you rate your current work-life balance?

- ☐ 1- Very poor
 - ☐ 2- Poor
 - ☐ 3- Neutral
 - ☐ 4- Good
 - ☐ 5- Excellent
-

How secure do you feel in your current job position?

- ☐ 1- Very insecure
- ☐ 2- Insecure
- ☐ 3- Neutral
- ☐ 4- Secure
- ☐ 5- Strongly secure

How clear are you about your job responsibilities and expectations?

- ☐ 1- Not clear at all
- ☐ 2- A bit clear
- ☐ 3- Neutral
- ☐ 4- Clear
- ☐ 5- Very clear

How satisfied are you with the training and development opportunities provided by your organization?

- ☐ 1- Strongly disagree
 - ☐ 2- Disagree
 - ☐ 3- Neutral
 - ☐ 4- Agree
 - ☐ 5- Strongly agree
-

The pie charts of the findings are the results of these survey questions, so it is clear to understand that the opinions of the employees about their job are clear. So this research worked on the job satisfaction of the employees and this is reflected on their answers.