

## **IMPACT OF TASK PERFORMANCE ON JOB SATISFACTION OF IT EMPLOYEES**

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### **Abstract:**

By distributing a well-structured questionnaire to 200 employees chosen at random, this descriptive research assesses and understand the depth of task performance and job satisfaction that is predominant among employees in the Software Industry, as well as investigate the impact of task performance on job satisfaction. Numerous statistical techniques such as the Mean, Independent samples t-test, ANOVA, and Regression Analysis were utilised to examine the acquired data using inferential statistics. When IT personnel incorporate task performance in the course of their work, the study found that they are quite happy with their jobs. Employees with less education, lower income levels, and those in lower job cadres report lower levels of job satisfaction, whereas those with less work experience, age, education, income, job cadre, and male employees report lower levels of task performance. Task Performance has a substantial beneficial influence on job satisfaction, according to the findings of the study.

### **Keywords:**

Task Performance, Job Satisfaction,

#### **1. Introduction**

Organizations in the information technology industry play a critical part in a country's overall growth. As a result, such organisations must carry out their responsibilities (Fourie and Poggenpoel, 2017). The employees, who are the organization's most valuable resource, are mostly responsible for the effective completion of the tasks (Wagen

and Harter, 2011). The reason for this achievement is that it has been commonly understood that the overall performance of people ultimately builds or ruins a firm (Rao, 2017).

The intensity of employee involvement is a crucial facet that can influence an employee's level of ability to perform. In recent decades, there have been concerns about employee retention, which has captivated the interest both of scholars and non-researchers alike. Because of its importance in an organization's success, this has become a hot topic. According to a Gallup Institute study, almost 15% of employees worldwide are completely engaged in respective professional duties, while the remaining 85% are either not fully engaged or actively disengaged (Clifton, 2017). This would surely create a negative on the level of performance of the employees consequently creating a lesser level of job satisfaction in the employees. Therefore, an investigation on how the type and level of performance affects the job satisfaction of the employees.

The question of organisational performance is a source of ongoing dispute among academics who are trying to figure out how to explain it. Some scholars define performance as the result of an action, while others consider it to be a behaviour. Many other scholars consider performance to be both a result and a behaviour. Armstrong (2006, p. 498) explained performance as the "Accomplishment, execution, carrying out, working out of anything ordered or undertaken."

Competence is the activity that effectively converts raw materials into goods and services that the business produces and delivers (Aguinis, 2009). To put it another way, performance is indeed the

commitment of an employee in the transformation of the employees' efforts to the productivity of the company in order to achieve the corporate goals (Awadh and Ismail, 2012). According to Motowidlo (2003), Performance is “The total expected value to organization of the discrete behavioural episodes that an individual carries out over a standard period of time” (p.38).

Koopmans et al. (2011) cited Campbell (1990), that individual performance is the outcome of extremely relevant behaviors and actions to the organisational mission. Performance always reflects the behaviour of employees where he or she does beyond the actual task expectations, thus the employee freely involves in a voluntary and helpful behaviour to accomplish the goals of the organization (Bandura and Lyons, 2014). Hence it is understood that performance is a behaviour or actions of employee and not exactly the results of the actions (Rotundo and Sackett, 2002). It is also to be kept in mind the work performance is relevant to the organizational goals. Additionally, professional performance is the outcome of a series of actions taken over a period of time.

From several years ago and also recently, job satisfaction has piqued the interest of scholars, psychologists, economists, and management practitioners (Vasilios, 2010). Job satisfaction is a function of employees that produces a fondness for reporting to work and how they get themselves involved in performing their jobs (Ramayah. T et. Al., 2001). It is a result of the actual work environment that exceeds the employees' expectations, consequently meeting their needs (Rene and Lloyd, 1984). Employees who

contribute their full capacity to the organization's aims are entirely satisfied with their jobs. Many authors have promoted the idea that monetary incentives, as well as increases in salary, inspire employees to achieve the highest degree of job satisfaction, which leads to an improvement in performance and, as a result, productivity. Employee satisfaction leads to increased consumer satisfaction. To thrive in this competitive market, it is critical to ensure that performance levels and productivity are continually improved. Only personnel who are completely satisfied with their jobs will be able to achieve this.

Given the importance of job happiness and kind of performance for an organization's success, this study examined the degree of job satisfaction and task performance among employees in the IT sector in Chennai, as well as the impact that task performance has on employee job satisfaction.

## 2. **OBJECTIVES OF THE STUDY**

- Determine the level of work satisfaction among IT employees in Chennai
- To determine the level of work performance among Chennai IT employees.
- Determine the influence of task performance on IT personnel' job satisfaction in Chennai.

## 3. **METHODOLOGY**

The proposed research is descriptive and exploratory in character, and it is based on primary data acquired through the use of a well-structured questionnaire. The questionnaire is divided into two

pieces. The first segment consists of questions designed to gather information about the respondents' demographic profile. The second segment has 20 questions that assess the respondents' task performance and job happiness. The respondents' degree of agreement with these statements is indicated using a Likert scale. The scale ran from strongly disagree to strongly agree on a five-point scale. The IT sector was chosen as the study's sample frame, while employees working in the IT sector were chosen as the universe. To acquire relevant data, a simple random sampling procedure is used, with a sample size of 200 respondents. The obtained data were edited, coded, and tabulated in a systematic manner, and statistical methods such as Mean, Independent samples t-test, ANOVA, and Regression Analysis were used to analyse the data using SPSS statistical software.

#### 4. **Research hypothesis**

Hypothesis for the study:

Task performance creates significant positive influence on job satisfaction of employees. To test the hypothesis the variables job satisfaction and task performance are considered as dependent and independent variables respectively.

#### **4.1 Data analysis and interpretation**

##### **Demographic profile of the respondents**

The total number of respondents in the study is taken as 200. Of the 200 respondents selected for the study, 80% are male and 20% are female; 15% are aged less than 25 years, 75% are aged 25 years to 40 years and 10% are aged more than 40 years; 30% are graduates, 50%

are post graduates and 20% are diploma holders; 8% earn less than Rs.20000 as monthly income, 22% earn between Rs. 20001 and Rs. 40000, 60% earn between Rs. 40001 and Rs. 60000 and 10% earn more than Rs. 60000; 10% are in the staff cadre, 50% are in the executive cadre, 28% are in the manager cadre and 12% are in the senior manager cadre; 15% have less than 2 years of work experience, 16% have 2 to 5 years of work experience, 42% have 5 to 10 years of work experience and 27% have more than 10 years of work experience; 45% are married and 55% are unmarried.

#### 4.2 Results of goodness of fit test for job satisfaction

Table 1 Goodness of fit indices for satisfaction

Model	Chi-square	p-value	GFI	AGFI	CFI	NFI	RMSEA
Study Model	2.18	p<.000	0.90	0.88	1.00	1.00	0.070

Source: Primary Data

The Goodness of fit indices is found using confirmatory factor analysis and it is displayed in the above table. The above values explain the overall measurement model. The above results are within the generally accepted limits. Hence there is no need for modifications to be done in the available data.

#### 4.3 Respondents' opinion on job satisfaction

Table 2 Respondents' opinion on Job Satisfaction

Category	Respondents	Mean	t (or) F value	p-value
Gender	Male	3.885	0.312**	0.002
	Female	3.673		

Age (in years)	Less than 25	2.875	2.179	0.171
	25 to 40	3.009		
	Above 40	4.098		
Education	Graduates	2.576	5.210*	0.035
	Postgraduates	4.023		
	Diploma Holders	3.090		
Monthly Income (In Rupees)	Lessthan 20000	3.798	1.660	0.081
	20001 to 40000	4.184		
	40001 to 60000	4.002		
	Above 60000	4.986		
Cadre	Staff	3.012	6.554	0.395
	Executive	3.098		
	Manager	3.041		
	Senior Manager	4.023		
Work Experience (In years)	Less than 2	2.001	2.117**	0.007
	2 to 5	3.942		
	5 to 10	3.956		
	More than 10	4.017		
Marital Status	Married	4.093	5.687*	0.019
	Unmarried	3.779		
<b>Overall Mean</b>		<b>4.002</b>		

Source: Primary Data \*Significant at 5% level

\*\*Significant at 1% level

The above table values indicate that the employees in IT sector in Chennai are pretty satisfied as the overall mean value regarding job satisfaction is 4.002 that is above average mean value of 3. It is also understood from the above table that male and female respondents possess an even level of job satisfaction. The respondents above the age of 40 years, those respondents earning a monthly income above Rs. 60000 possess higher magnitude of job satisfaction.

#### 4.4 Results of goodness of fit test for task performance

Table 3 Goodness of fit indices for task performance

Model	Chi-	p-value	GFI	AGFI	CFI	NFI	RMSEA
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	square						
Study Model	2.52	p<.000	0.98	0.86	1.00	1.00	0.077

Source: Primary Data

The Goodness of fit indices is found using confirmatory factor analysis and it is displayed in the above table. The above values explain the overall measurement model. The above results are within the generally accepted limits. Hence there is no need for modifications to be done in the available data.

#### 4.5 Respondents' opinion on task performance

Table 4 Respondents' opinion on Task Performance

Category	Respondents	Mean	t (or) F value	p-value
Gender	Male	3.724	2.383*	0.040
	Female	3.998		
Age (in years)	Less than 25	2.898	6.789**	0.002
	25 to 40	3.003		
	Above 40	4.079		
Education	Graduates	3.567	5.642**	0.006
	Postgraduates	3.980		
	Diploma Holders	4.765		
Monthly Income (In Rupees)	Less than 20000	3.822	5.955**	0.001
	20001 to 40000	3.754		
	40001 to 60000	4.023		
	Above 60000	4.001		
Cadre	Staff	3.390	4.155	0.081
	Executive	3.912		
	Manager	4.055		
	Senior Manager	4.145		
Work Experience (In years)	Less than 2	2.097	1.693	0.420
	2 to 5	3.222		
	5 to 10	4.017		
	More than 10	4.002		



Marital Status	Married	4.133	10.460**	0.001
	Unmarried	4.000		
<b>Overall Mean</b>		<b>4.102</b>		

Source: Primary Data \*Significant at 5% level

\*\*Significant at 1% level

The above table values indicate that the employees in IT sector in Chennai exhibit greater level of task performance as the overall mean value regarding task performance is 4.102 that is above average mean value of 3. It is also understood that female respondents exhibit greater level task performance. Similarly, respondents in the age group of above 40 years, diploma holders, earning monthly income between Rs. 40001 and Rs. 60000, working as senior managers, possessing 5 to 10 years of work experience exhibit greater level of opinion regarding task performance.

#### **4.6 Impact of task performance on job satisfaction**

The magnitude of influence of task performance on job satisfaction has been analyzed using Regression Analysis and the results are depicted in the table.

Table 5 Coefficient Summary

Factor	B	T	P	R <sup>2</sup>	F	P
Constant	3.284	6.888	0.000	0.268	43.911	0.000
Task Performance	0.304	5.448	.000			

Source: Primary Data

The table values show that a 0.304% increase in task performance leads to 1% increase in job satisfaction. Based on Regression Analysis, the following Regression equation is framed:

$$\text{Job Satisfaction} = 3.284 + 0.304 * \text{Task Performance}$$

## 5. CONCLUSION

Fewer responders with lower educational qualifications, age, work experience, monthly income, and rank have worse levels of job satisfaction and task performance. As a consequence, it is clear that growth encourages employees to adopt higher levels of task performance, which leads to increased job satisfaction. Because task performance has such a powerful and positive impact on job satisfaction, organisations' management should take into account staff performance in order to positively influence productivity, which in turn promotes the organization's profitability.

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