

Influence of Career Satisfaction on Quality of Work Life of Employees in IT Sector

Maria Priyanka John^{1*}, Dr. Molly Joy²

ABSTRACT

Career refers to the profession, occupation, trade or vocation one has undertaken. It means in terms of what one does for work such as a doctor, lawyer, teacher etc (What Is a Career, 2023) Life satisfaction is highly influenced by various factors but leading ones being namely satisfaction in relationships and in work (Judge and Watanabe, 1994). The overall inter related satisfaction between the two deeply influences how an individual may perceive their life to be i.e., whether fulfilling or not. As most of the workforce spends a majority of their waking hours at the place of work, the sense of belongingness, success and scope for growth plays a key role in their overall perception of self.

Keywords: *Influence, Career Satisfaction, Quality of Work Life, Employees, IT Sector*

Career Satisfaction refers to the satisfaction derived by an individual from intrinsic and extrinsic aspects of their career including pay, advancement and developmental opportunities (Judge et al, 1995). Personality traits highly influence the level of job satisfaction with traits of the Big Five strongly correlated with career satisfaction (Lounsbury et al., 2003)

Career and occupational success highly influence personal and professional satisfaction, self-respect, self-esteem and self-development (Judge et al, 1995). Ensuring that employees are satisfied is extremely beneficial to employers as well. Satisfied workers are much more likely to be more creative and proactive and loyal. It also improves commitment and overall quality of performance. Moves undertaken by employers to boost morale are far better to manage than to handle grievances or the like. Satisfied and happy employees would ensure a happy and satisfied client turnout (Male & Male, 2003).

Quality of Work Life refers to the overall level of quality employees have within various aspects of their employment such as work culture, professional and employer attitude, interpersonal relationships etc.

The term Quality of Work Life relates to the degree of happiness, motivation, involvement, and dedication that people have in their work lives whilst being able to meet their essential

¹Student, M.Sc. Psychology, Kristu Jayanti College Department of Psychology, Bangalore, Karnataka, India

²HOD, Dept. of Psychology, Kristu Jayanti College Department of Psychology, Bangalore, Karnataka, India

*Corresponding Author

Received: April 27, 2023; Revision Received: July 23, 2023; Accepted: July 27, 2023

Influence of Career Satisfaction on Quality of Work Life of Employees in IT Sector

personal needs while employed by the company. It improves productivity and morale. High degree of Quality of Work Life leads to job satisfaction which ultimately results in effective and efficient work performance. (Srivastava & Kanpur, 2014)

The following study seeks to understand the interplay between the variables i.e., career satisfaction and quality of work and how it influences each other.

REVIEW OF LITERATURE

The relationship between Quality of Work Life (QWL) and work satisfaction was investigated in this research of 460 employees. Ten factors were investigated: organizational support, work-family conflict, peer relationships, self-competence, job effect, job meaningfulness, confidence about organizational change, liberty, access to resources, and time management. Three variables i.e., meaningfulness of job, optimism on organizational change and autonomy were found to be significantly related to career satisfaction (Chitra & Mahalakshmi, 2012).

Organizations must have a high quality of work life (QWL) in order to recruit and keep employees. A survey of 109 technical college employees discovered that male employees are more satisfied than female employees, but there is no statistically significant connection between demographic traits and QWL. Adequacy of Resources, Training & Development, Compensation & Rewards, and Work Environment are more linked with QWL, suggesting that improving the aspects of QWL can contribute to an increase in employee QWL altogether (Nanjundeswaraswamy & Swamy, 2013)

A study to identify the connection between work life quality and employment satisfaction in 202 faculty members at Zahedan University of Medical Sciences in 2012. Data was collected using the Smith and Kendall work satisfaction measure and the Walton Quality of Work Life questionnaire, and data was analysed using SPSS 18. For data analysis, the Pearson correlation coefficient and numerous regression analyses were used. According to the connection between job happiness and quality of work life in faculty members, job satisfaction can be enhanced by altering and influencing the components of quality of work life, and an appropriate setting for organizational growth should be given as a result. (Kermansaravi et al., 2014)

The study investigated the effect of implementation of quality circles on nurses' quality of work-life and job satisfaction. Two emergency medical services (EMS) were randomly assigned as the experimental and control groups. After training the experimental group and establishing quality circles in this group, the two groups' degrees of work-life quality and job happiness were evaluated. The t-test was then used to conduct statistical studies. Results showed significant differences between the scores of motivational factors, job satisfaction, and some quality of work life (QWL) conceptual categories. (Hosseinabadi et al., 2013)

A study examined the relationship between qualities of work life (QWL) and career-related variables in 475 executives in Malaysia. Three exogenous variables that were studied: career satisfaction, career achievement and career balance. Results showed that respondents were satisfied with the level of QWL, career achievement, career satisfaction, but less so for career balance. These findings contribute to an understanding of ways by top management to achieve a career fit between the needs of employees and the needs of the organization (Che Rose et al., 2006).

Influence of Career Satisfaction on Quality of Work Life of Employees in IT Sector

The study interviewed 50 private sector workers about the quality of their job lives. Appropriate and equitable compensation, healthy working circumstances, the opportunity to use and develop human capacities, the opportunity for professional development, social integration in the workforce, work and quality of life, the social relevance of work, and so on are the factors for evaluating the quality of working life. According to the research, higher work quality can contribute to increased organizational efficacy, job happiness, employee drive, personal growth and development, and increased output and profit (D'Mello et al., 2018).

Research looked at the link between work-life balance and quality of life (QWL) and Work Life Balance (WLB). It collected data from 445 people in a cosmopolitan metropolis in India and analysed the data using hierarchical regression. According to the findings, QWL is negatively related to work stress, favourably related to job happiness, and partly mediated by job stress, job satisfaction, and job commitment. (Aruldoss et al., 2020).

The study investigated the connection between job satisfaction and quality of work life factors among bank workers, as well as the relationship between these terms and socio-demographic characteristics. It looked at five private sector banks in India and used the multi-stage sampling method to gather primary data. The study was carried out using descriptive statistics, regression analysis, and 2 statistics. The findings indicate the existence of variance in work happiness as described by quality-of-life constructs. The unfavourable work atmosphere has been linked to a decrease in job satisfaction. (Dhamija et al., 2019).

Through employee involvement, research investigated the impact of excellent work and work-life balance on employment satisfaction. It supported the idea that if employees consider their work-life to be of high quality, it will improve employment satisfaction. It also demonstrated that a good work-life balance leads to improved staff engagement. It also demonstrated the creation of work satisfaction, which improves employee involvement (Arief et al., 2021).

Research evaluated the employment involvement of 464 information systems (IS) professionals and managers and examined the role of involvement in affecting work life quality. The findings indicate that there is considerable variance in the level of job involvement demonstrated by IS workers, as well as distinct patterns of correlations among the research variables for IS people with low, middle, and high levels of job involvement. According to the results, involvement plays a complicated moderator role in the pattern of relationships between work experiences and employment traits and future goals and outcomes. It has both linear and non-linear relationships with several factors in the research (Igbaria et al., 1994).

METHOD

Rationale and Purpose

The workplace in the post covid era has significantly changed in comparison to before. Employees no longer have the same outlook towards the professions. The study was conducted to see how career satisfaction influences the employee's quality of work life in order to help management set up policies and tasks to improve the overall experience and work output.

Influence of Career Satisfaction on Quality of Work Life of Employees in IT Sector

Objective:

1. To study the relationship between Career satisfaction and Quality of Work life.
2. To evaluate the impact of Career satisfaction on Quality of Work life.

Design

The following study will be a Quantitative Research using correlation design. The current research seeks to understand the variables interplay and influence each other.

Tools and Materials

For the purpose of the research the tool used for measuring the Career Satisfaction was the Scale on Employee Career Satisfaction Dimension (ECSD) (Joy, M., 2019) with a reliability of 0.745 in Cronbach Alpha. To measure the Quality of Work Life the Work-Related Quality of Life Scale (Quality of Working Life, 2008) was used.

Sample and Procedure:

Data was collected from a sample of 100 voluntary subjects. The Criterion for being a subject of this study would be- employees of the IT Sector working in Bangalore city. The sample was selected using non probability sampling methods, i.e., Convenience Sampling Method as it is a low-cost method and the sample was conveniently available based on acquaintance.

The Survey form will be in a google form and was distributed to the subjects by the experimenter.

Informed consent was collected both verbally and in written form. Emphasis was laid on privacy and confidentiality that would be maintained. The informed consent included all factors about the study, the possible risks that may entail in volunteering to be a part of the study, their role in the present study and finally the fact that they can drop out of the study anytime including during the data collected would also be eliminated.

Data Analysis

The data was analysed using the Simple Linear Regression method to identify the influence between Career Satisfaction and Quality of Work Life as there were only two variables. Career Satisfaction is the independent variable and Quality of Work Life was the dependent variable. IBM SPSS 25 was used to analysed the data and develop results.

RESULTS

The Null Hypothesis (H_0) which states that there is no significant impact of Career Satisfaction on Quality of Work Life was tested. The dependent variable i.e., Quality of Work Life was regressed on the independent variable i.e., Career satisfaction to test the hypothesis.

Table 1

Descriptive Statistics

	N	Mean	Std. Deviation
Career Satisfaction	100	149.63	18.642
Quality of Work Life	100	88.49	12.833

Influence of Career Satisfaction on Quality of Work Life of Employees in IT Sector

Table 1 describes the descriptive statistics of the study. The data was collected for the variables from career satisfaction and quality of work life (N=100). For the variable of career satisfaction, the mean =149.63, median =149.50, mode is 156 and standard deviation is 18.642. For the variable of Quality of Work Life, the mean=88.49, median=90, mode=90 and standard deviation = 12.833.

Table 2 Correlation between career satisfaction and quality of work life

Variable	1	2
Career Satisfaction	-	
Quality of work life	.408*	-

*Correlation significant at the 0.05 level (two tailed)

Pearson's correlation was conducted to evaluate the relationship between the variables. Based on the results obtained, the first null hypothesis which states there is no relationship between Career satisfaction and Quality of Work life was rejected and the first alternative hypothesis which states There is a relationship between Career satisfaction and Quality of Work life was accepted. The results showed a moderate positive correlation between them with a coefficient of 0.408.

Table 3 Results of Linear Regression Analysis with Simultaneous Entry

Variable	Beta	SE	95% CI		t	β	p
			LL	UL			
Career Satisfaction	0.281	0.064	0.115	0.407	4.857	0.408	0.000

Linear Regression analysis was done on the overall responses collected. The p value is 0.000 (<0.05) indicating the responses can be sufficient to reject the null hypothesis for the entire population. Changes in Career Satisfaction is associated with changes in Quality of work life at the population level. The t value of 4.857 (>1.96) indicates a significant impact of career satisfaction on quality of work life.

DISCUSSION

The aim of the study was to evaluate the relationship and impact of career satisfaction on quality of work life. The results of the study reject the null hypothesis and accept the alternative hypothesis. It can be understood that career satisfaction is paramount to have a good quality of working life. Individual satisfaction plays a key role in the overall quality of their experience. This is defended by the current study as well as other studies that have evaluated the relationship between the variables such as Dhamija et al., (2019) whose findings also indicate a positive variance between job satisfaction and quality of work life in employees of the banking sector.

It is also seen that changes in the level of career satisfaction can impact the overall quality of work life. This can be as a result of changes in attitude, work environment but with an increase or decrease in career satisfaction the changes can be identified in quality of work life as well. It is also predicted that perception of career alters with increased or decreased satisfaction which can in turn have an impact on quality of work. These results are also defended by other studies such as Zakerian et al., (2014).

Commented [WU2]: add regression table

CONCLUSION

According to this study there is a relationship between career satisfaction and quality of work life with a moderate positive significance and it has a direct positive impact on quality of work life as well. Thus, improvement of career satisfaction will improve the overall quality of work life. As such there are a lot of measures both employees and employers can take to improve the quality of work life such as improve the work culture, increased training and feedback, provide recognition to tasks, care and support and foster inter as well as intrapersonal relationships.

REFERENCES

- Arief, N. R., Purwana, D., & Saptono, A. (2021). Effect of Quality Work of Life (QWL) and Work-Life Balance on Job Satisfaction through Employee Engagement as Intervening Variables. *The International Journal of Social Sciences World (TIJOSW)*, 3(1), 259–269. <http://www.growingscholar.org/journal/index.php/TIJOSW/article/view/120>
- Aruldoss, A., Kowalski, K. B., & Parayitam, S. (2020). The relationship between quality of work life and work life balance mediating role of job stress, job satisfaction and job commitment: evidence from India. *Journal of Advances in Management Research, ahead-of-print*(ahead-of-print). <https://doi.org/10.1108/jamr-05-2020-0082>
- Male, D. B., & Male, T. (2003). Workload, Job Satisfaction and Perceptions of Role Preparation of Principal Educational Psychologists in England. *School Psychology International*, 24(3), 259–275. <https://doi.org/10.1177/01430343030243001>
- Che Rose, R., Beh, L., Uli, J., & Idris, K. (2006). An Analysis of Quality of Work Life (QWL) and Career-Related Variables. *American Journal of Applied Sciences*, 3(12), 2151–2159. <https://doi.org/10.3844/ajassp.2006.2151.2159>
- Chitra, D., & Mahalakshmi, V. (2012). A Study on Employees' Perception on Quality of Work Life and Job Satisfaction in manufacturing organization – an Empirical study. *International Journal of Trade and Commerce*, 1(2), 175–184.
- Dhamija, P., Gupta, S., & Bag, S. (2019). Measuring job satisfaction: the use of quality of work life factors. *Benchmarking: An International Journal*, 26(3), 871–892. <https://doi.org/10.1108/bij-06-2018-0155>
- D'Mello, L., Monteiro, M., & Pinto, N. (2018). The Quality of Work life and Job Satisfaction of Private Sector Employees. *International Journal of Management, Technology, and Social Sciences*, 3(1), 2581–6012. <https://doi.org/10.5281/zenodo.1156175>
- Hosseinabadi, R., Karampourian, A., Beiranvand, S., & Pournia, Y. (2013). The effect of quality circles on job satisfaction and quality of work-life of staff in emergency medical services. *International Emergency Nursing*, 21(4), 264–270. <https://doi.org/10.1016/j.ienj.2012.10.002>
- Igbaria, M., Parasuraman, S., & Badawy, M. K. (1994). Work Experiences, Job Involvement, and Quality of Work Life among Information Systems Personnel. *MIS Quarterly*, 18(2), 175. <https://doi.org/10.2307/249764>
- Judge, T. A., & Watanabe, S. (1994). Individual differences in the nature of the relationship between job and life satisfaction. *Journal of Occupational and Organizational Psychology*, 67(2), 101–107. <https://doi.org/10.1111/j.2044-8325.1994.tb00554.x>
- Judge, T. A., Cable, D. M., Boudreau, J. W., & Bretz, R. D. (1995). An Empirical Investigation of The Predictors of Executive Career Success. *Personnel Psychology*, 48(3), 485–519. <https://doi.org/10.1111/j.1744-6570.1995.tb01767.x>
- Kermansaravi, F., Navidian, A., Navabi Rigi, S., & Yaghoobinia, F. (2014). The Relationship Between Quality of Work Life and Job Satisfaction of Faculty Members

Influence of Career Satisfaction on Quality of Work Life of Employees in IT Sector

in Zahedan University of Medical Sciences. *Global Journal of Health Science*, 7(2).
<https://doi.org/10.5539/gjhs.v7n2p228>

- Lounsbury, J. W., Loveland, J. M., Sundstrom, E. D., Gibson, L. W., Drost, A. W., & Hamrick, F. L. (2003). An Investigation of Personality Traits in Relation to Career Satisfaction. *Journal of Career Assessment*, 11(3), 287–307. <https://doi.org/10.1177/1069072703254501>
- Nanjundeswaraswamy, T. S., & Swamy, D. R. (2013). Quality Of Worklife of Employees in Private Technical Institutions. *International Journal for Quality Research*, 7(3), 3–14. <http://www.ijqr.net/journal/v7-n3/12.pdf>
- Srivastava, S., & Kanpur, R. (2014). A Study on Quality of Work Life: Key Elements & It's Implications. *IOSR Journal of Business and Management*, 16(3), 54–59. <https://cite.seerx.ist.psu.edu/document?repid=rep1&type=pdf&doi=38104a6e6408aec5b2c7c7c2cf18778e58f17b00>
- What is a Career.* (2023). Indeed. <https://www.indeed.com/career-advice/career-development/what-is-a-career>
- Zakerian, S. A., Teymouri, G., AhmadNejad, I., AbbasiNia, M., Rahmani, A., & Asghari, M. (2014). Evaluation and effect Dimension of quality of work life on job satisfaction in the automotive industry. *Iranian Journal of Ergonomics*, 1(3), 36–46. http://journal.iehfs.ir/browse.php?a_id=44&slc_lang=en&sid=1&printcase=1&hbnr=1&hmb=1

Acknowledgement

The author(s) appreciates all those who participated in the study and helped to facilitate the research process.

Conflict of Interest

The author(s) declared no conflict of interest.

How to cite this article: John, M.P. & Joy, M. (2023). Influence of Career Satisfaction on Quality of Work Life of Employees in IT Sector. *International Journal of Indian Psychology*, 11(3), 1242-1248. DIP:18.01.119.20231103, DOI:10.25215/1103.119