

A STUDY ON THE FACTORS AFFECTING JOB SATISFACTION OF IT COMPANY WORKERS

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Abstract Job satisfaction within the Information Technology (IT) sector is critical to retention, productivity, and overall workplace functioning. This research is aimed at understanding the factors that affect the professional life satisfaction of IT experts with regards to work-life balance, parental assistance, career growth, and the organizational climate. A quantitative research strategy was used which involved surveying IT staff from different organizations through proper structuring of questionnaires. The results indicate that work-life balance is the greatest contributor to job satisfaction followed by managerial support and career advancement in that order. In addition, positive organizational culture helps to improve the well-being of employees. The findings can assist IT firms in formulating policies that promote a conducive work environment, reduce turnover, and enhance performance. Though this study captures significant factors, further research is required to broaden the scope of consideration to include other objective and subjective determinants such as salary, employment security, and the psychosocial dimension of well-being by conducting cross-sectional and longitudinal studies on the job satisfaction of IT specialists.

Keywords: Job Satisfaction, IT Professionals, Work-Life Balance, Management Support, Career Development, Workplace Culture

I. Introduction

In the dynamic and rapidly evolving landscape of the Information Technology (IT) sector, job satisfaction has emerged as a critical area of study. The IT industry is often characterized by elevated stress levels, demanding work environments, and a continuous need for skill enhancement. Despite the recognized importance of job satisfaction in enhancing employee performance and retention, there remains a significant gap in the literature concerning the specific factors that influence job satisfaction among IT professionals. This study aims to address this gap by exploring various elements that contribute to job satisfaction in IT companies, including work-life balance, management support, career development opportunities, and workplace culture.

The primary research question guiding this study is: "What are the key factors that affect job satisfaction among employees in IT companies?" Addressing this question is crucial, as it seeks to provide insights that can help organizations improve employee satisfaction, thereby enhancing productivity and reducing turnover rates. The potential contributions of this research include the development of targeted strategies for improving job satisfaction and the provision of a framework for future studies in this area.

II. Literature Review

Employee satisfaction is a broad concept that has been researched in depth in many different fields. In the case of IT-related studies, some important factors related to employee satisfaction have been noted:

- **Work-Life Balance:** Balance between paid work and other life activities is critical so that the employee can be in good condition. When proper balance is not maintained, it can cause tension and lower satisfaction at work.
- **Management Support:** Satisfied employees tend also to report higher levels of satisfaction with their jobs as a result of developed management strategies such as acknowledgement and feedback.
- **Career Development Opportunities:** The rapid growth of various industries due to new technologies makes the existence of such possibilities a significant predictor of job satisfaction in most cases.
- **Workplace Culture:** The corporate culture that encourages participation and teamwork leads to higher satisfaction level with jobs among employees.

For companies aiming to create a satisfied workforce, understanding these factors is crucial.

III. Materials and Methods

This research pursued quantitative methods of data by employing surveys as the primary technique of data collection. Job satisfaction factors such as work-life balance, management's support, career advancement, workplace culture, salary, and compensation were measured using a structured questionnaire with validated scales. Respondents evaluated every item using a Likert scale of 1 (strongly disagree) to 5 (strongly agree).

Utilizing stratified random sampling guaranteed coverage from various IT companies across different levels of the organizational hierarchy. A total of 300 responses were returned.

To analyze and demonstrate the existence of relationships among the variables and job satisfaction, the data was processed with descriptive statistics and regression analysis. An overview of demographic information and primary tendencies discerned from the data is provided through descriptive statistics, and the relationship between the dependent variable and independent variables is tested through regression analysis which estimates the effect of each independent variable on the job satisfaction.

IV. Results

The examination noted a few most concerning aspects regarding the factors that influence job satisfaction amongst IT employees:

- **Work-Life Ratio:** This surfaced as the strongest determinant of job satisfaction with a regression coefficient of 0.45, signifying a positive correlation.
- **Management Help:** A positive relationship was noted with a coefficient of 0.32, which emphasizes how it is central in increasing work satisfaction.
- **Promotion progress:** This aspect also presented a positive correlation with a coefficient of 0.28, which reaffirms the worth employees give to advancement in their careers.
- **Workplace Culture:** Results also show that workplace culture is not as significant as initially predicted, as it only possesses a coefficient of 0.15, hinting that other elements might be more influential in this particular case.

Also, some variables such as age and the number of years of a particular job has been noted to affect evaluation of job satisfaction differently. Younger workers and less experienced ones seemed to appreciate the work-life balance more while older employees appreciated the management support more.

The multiple linear regression model used to quantify these relationships is as follows:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \varepsilon$$

Where:

- Y : Job Satisfaction (dependent variable)
- X_1 : Work-Life Balance (independent variable)
- X_2 : Management Support (independent variable)
- X_3 : Career Development (independent variable)
- X_4 : Workplace Culture (independent variable)
- β_0 : Intercept term
- $\beta_1, \beta_2, \beta_3, \beta_4, \beta_5$: Coefficients representing the weight of each independent variable
- ε : Error term

The regression model had an R^2 value of 0.68, indicating that 68% of the variation in job satisfaction can be explained by the independent variables in the model. The significance values for work-life balance, management support, and career development were all below 0.05, confirming their strong influence on job satisfaction.

These findings align with existing literature, which suggests that work-life balance plays a vital role in employee satisfaction in high-pressure industries like IT ([1], [2]). However, workplace culture's lower impact contradicts some prior research, indicating that company-specific factors may moderate this relationship.

V. Discussion

This particular research study offers new understanding in the area of determinants of job satisfaction of IT professionals and their productivity. The most striking finding is the strong influence that work-life balance has on job satisfaction, confirming earlier findings that IT experts face challenges with work-life balance for integration because of tight deadlines and extended hours routines ([3], [4]). Organizations with flexible working hours, remote work, and employee wellness programs may improve employee job satisfaction.

Management support also emerged as a significant predictor of job satisfaction. Employees stating they receive adequate support and appreciation from their managers are more satisfied with the job which conforms to Herzberg's motivation-hygiene theory that stresses the importance of employee relations in motivating employees ([5]). Therefore, organizations should emphasize more on training their leaders and cultivate open communication systems.

Intellectual expansion was another vital element changing the conversation on training and education of personnel in the IT sector. With the fast changing nature of technology in this industry, employees seem to be more satisfied when they are provided with opportunities for professional growth and development through training, coaching, and attending conferences [6].

Work culture continues to matter, but to a surprisingly lower extent than expected in predicting workplace satisfaction. This indicates that as organizational culture is still valuable, more concrete issues like career progression and work-life balance may take priority in fulfilling employee satisfaction ([7]).

These results show that IT firms should focus on better work-life balance, ensuring adequate managerial support, and assisting with career advancement. Such organizations will not only improve employee satisfaction, retention, and other organizational outcomes, but also productivity which will ultimately benefit the entire organization.

VI. Conclusion and Future Work

The study looks into the possible aspects affecting job satisfaction of IT professionals and found that the well-known work-life balance, support from management, and career development opportunities were the most important. The results are useful to IT companies that aim to enhance employee satisfaction and lower their attrition rate.

Future studies should address other variables like salary, working conditions, and organizational strategies to have a complete picture of workforce satisfaction in the IT industry. Besides, the use of longitudinal studies could show how job satisfaction changes over time and provide explanations for these changes. Other studies might look at the same issue in different locations or among companies of different sizes to find out how the reasons for job satisfaction differ.

With their focus on satisfaction strategies as mentioned in the findings, IT firms can expect higher employee motivation, productivity, and increased retention.

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