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A Study On Job Satisfaction Among Employees With Reference To Infotechnogen Pvt. Ltd.

Sanjana Chhabra[1], Gurpreet Kaur[2]
[1]Assistant Professor in Management, Baba Farid College Of Engineering & Technology, Email: sanjanachhabra13@gmail.com
[2]BBA, Department of Management, Baba Farid College ,Bathinda. kaurgurpreetsodhi951@gmail.com

*Corresponding Author

Sanjana Chhabra
Assistant Professor in Management, Baba Farid College Of Engineering & Technology, Email: sanjanachhabra13@gmail.com

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Abstract: Job satisfaction is one of the most significant aspects of organizational behaviour, directly impacting productivity, employee turnover, and overall growth of the organization. This research paper focuses on analyzing job satisfaction levels among employees of Infotechnogen Pvt. Ltd., an IT services company in Mohali. A descriptive research design was used, and primary data was collected from 50 employees through structured questionnaires. The analysis revealed that most employees are satisfied with their work environment, supportive seniors, and organizational policies. However, there is scope for improvement in promotion policies, recognition, and workload management. The study concludes with suggestions for enhancing employee satisfaction and retention

Introduction

1.1 Introduction about the Company:

Infotechnogen Pvt. Ltd. is an IT services provider that offers scalable business solutions with innovative approaches and advanced methodologies. The company caters to multiple sectors and provides services such as web designing, mobile application development, ERP implementation, and internet marketing. With a customer-centric focus and a team of skilled professionals, Infotechnogen emphasizes quality, professionalism, and client satisfaction.

1.2 Introduction about the Topic:

Job satisfaction refers to the level of contentment employees feel towards their work. It includes multiple dimensions such as pay, promotion, working environment, relationships with superiors, and growth opportunities. High job satisfaction reduces absenteeism and turnover while increasing productivity and loyalty. Conversely, dissatisfaction may cause stress, conflicts, and poor performance. This study explores employee satisfaction levels at Infotechnogen Pvt. Ltd. to identify strengths and areas for improvement in HR practices.

2. Objective –

The objective of this study is :

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To identify the employee's level of satisfaction in their jobs.

3. Research Methodology-

Research Design: Descriptive research design.
Sample Size: 50 employees of Infotechnogen Pvt. Ltd.
Sampling Method: Random and convenient sampling.
Data Collection: Both primary and secondary data were used.
Primary Data: Collected using structured questionnaires.
Secondary Data: Books, journals, and online articles.

4.Literature Review-

Job satisfaction has been widely researched in organizational psychology and management studies. Several models and theories provide insight into the factors influencing job satisfaction.

1. Locke's Range of Affect Theory (1976):

Locke defines job satisfaction as "a pleasurable emotional state resulting from the appraisal of one's job." According to this theory, satisfaction depends on the gap between what employees expect and what they actually receive. A smaller gap leads to higher satisfaction.

2. Herzberg's Two-Factor Theory (1959):

Herzberg divided job factors into two categories:
Motivators: Achievement, recognition, responsibility, and growth opportunities, which create satisfaction.
Hygiene factors: Salary, supervision, company policies, and working conditions, which prevent dissatisfaction but do not necessarily create satisfaction.

3. Job Characteristics Model (Hackman & Oldham, 1976):

This model identifies five job characteristics—skill variety, task identity, task significance, autonomy, and feedback—that influence job satisfaction through psychological states such as meaningfulness, responsibility, and knowledge of results.

4. Dispositional Approach:

Judge et al. (2000) found that personality traits such as self-esteem, emotional stability, and locus of control strongly influence job satisfaction. Thus, satisfaction is not only shaped by external factors but also by individual personality.

5. Empirical Studies:

Robbins and Coulter (2017) emphasized that organizations with strong HR policies, fair compensation, and supportive supervisors report higher satisfaction.
A meta-analysis by Judge, Thoresen, Bono, and Patton (2001) showed that job satisfaction moderately correlates with job performance, with stronger links in complex jobs such as IT.
Research in Indian IT companies highlights learning opportunities, flexible work policies, and recognition as major drivers of satisfaction (Aswathappa, 2010).
This review indicates that job satisfaction is multidimensional, influenced by both intrinsic and extrinsic factors. For organizations like Infotechnogen, understanding these variables is essential to maintaining competitiveness in the IT industry.

5.Findings And Analysis-

Key findings from the employee survey include:
•Overall satisfaction: 58% employees reported being satisfied with the organization.
•Position satisfaction: 69% were satisfied with their current position.
•Workload: 64% felt their workload was manageable and not overly burdensome.
•Work environment: 81% expressed satisfaction with the organizational environment.
•Communication with seniors: 81% reported being able to discuss job-related problems openly, and 93% said their seniors listened carefully and took corrective steps.

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•Employee benefits: 79% agreed the company has clear policies regarding employee benefits.
•Learning & growth: 96% believed continuous learning is essential for success.

Analysis:
The results suggest that employees of Infotechnogen are generally satisfied, particularly with their work environment and communication channels. However, gaps remain in promotion policies, employee development opportunities, and recognition systems, which may impact long-term retention.

6.Limitations And Suggestions For Future Research-

Limitations:
•Small sample size of only 50 employees, limiting generalization.
•Reliance on self-reported data, which may include bias.
•Employees were hesitant in providing complete information, affecting accuracy.
•Geographically limited to one branch (Mohali).

Suggestions for Future Research:
•Conduct studies with larger sample sizes across multiple branches.
•Use mixed-method approaches, combining surveys with interviews for deeper insights.
•Examine the link between job satisfaction and employee performance metrics.
•Explore the impact of remote/hybrid work models on satisfaction in IT companies.

7.Conclusion-

The study concludes that employees at Infotechnogen Pvt. Ltd. Are generally satisfied with their jobs, especially in terms of work environment, supportive leadership, and clarity of policies. Nevertheless, areas like promotion opportunities, recognition, and career development require attention. By adopting employee-oriented HR strategies such as improved training, fair promotion systems, and recognition programs, Infotechnogen can enhance employee satisfaction and reduce turnover. Sustaining satisfaction levels is crucial for long-term organizational success in the competitive IT industry.

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