



ISSN: 0976-3031

Available Online at <http://www.recentscientific.com>

CODEN: IJRSFP (USA)

International Journal of Recent Scientific Research
Vol. 9, Issue, 3(H), pp. 25158-25165, March, 2018

**International Journal of
Recent Scientific
Research**

DOI: 10.24327/IJRSR

Research Article

PREDICTIVE FACTORS OF JOB SATISFACTION LEVELS AMONGST IT PROFESSIONALS IN THE UNITED STATES

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DOI: <http://dx.doi.org/10.24327/ijrsr.2018.0903.1803>

ARTICLE INFO

Article History:

Received 15th December, 2017
Received in revised form 25th
January, 2018
Accepted 23rd February, 2018
Published online 28th March, 2018

Key Words:

IT Job Satisfaction, Job Description Index (JDI), Job Predictive Variables, Predictive Factors

ABSTRACT

Information Technology (IT) job satisfaction can be influenced by factors categorized into two broad groups of predictive factors. First, the intrinsic factors about the employee's recruitment and retention which includes; career plateau (the work itself) and advancement opportunities within organizations. Secondly, the extrinsic factors based on the employer's support like; remuneration, management's support and coworker relations. This study assesses the predictive factors of IT professionals' job satisfaction to determine influence of job satisfaction in the United States. Adopting a 'Simple Random Sampling' technique using survey methodology, and with settings in the State of Texas, the study also examined the relationship between: IT professionals' work attitudes and IT job satisfaction. Variables include influence of IT job advancement opportunities, Company's policies on work requirements, professional development and remuneration rate conditions on IT job satisfaction. The study found that IT job satisfaction is significantly influenced by the three predictive variables like IT professionals' work attitudes (B=0.434), cordial working relationships (B=0.356) and management support (B=0.391). Other variables like IT job advancement opportunities (B=0.004) and IT professionals' remuneration conditions (B=0.043) did not have significant statistical predictive outcomes on IT job satisfaction. Analysis was not conducted to raise the assumptions of predictor level of 'organizational performance comparison' using statistical factors like presence of outliers, factorability, linearity, and multi collinearity because of the low number sample size (N=120). The effectiveness of this study is determined by the significance of the link between effective IT professional work activities and their job satisfaction.

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INTRODUCTION

Information Technology (IT) professionals are experts or workers in the field of Information Systems and security management, cloud infrastructure and Internet Protocols (IP) telephony management, software, media computer communications and related computer-based application analyst and expertise. Most studies on assessment of job satisfaction have borrowed a lot from the theoretical framework approach of Herzberg's (1966). Herzberg's theory (1968, 2003) explains a two-factor theory of motivation which explains the enhancement of job satisfaction. Other studies have also borrowed from Smith, Kendall, and Hulin's (1969) facet-specific job satisfaction theory which mainly evaluates job satisfaction on the Job Description Index (JDI). From these theories, Pii (2003) categorized job satisfaction into two broad groups of factors. First, the intrinsic factors about the employee which includes; the work itself and advancement opportunities within the organization. Secondly, the extrinsic factors based on the employer's support like; remuneration, management's

support, company's policy of advancement and professional development and co-worker relationships.

The (JDI) comprised of five components including relationship with coworkers, the job specifications, remuneration or salary, opportunities for employment advancement, and job supervision. The JDI is designed to measure employees' satisfaction with their jobs in those five job satisfaction components (Jorge & Heloisa, 2006). Studies by Chouhan, Verma, Sanghvi, and Gupta (2013) revealed that employees are strongly motivated by factors like; relationships with fellow workers, public attitudes towards their profession and managers, the nature of work they do, job security and the amount of responsibility the employees have. Scott (2014) cites that, the better the state of the relationships between fellow workers, the higher the motivation of employees within that organization. Conversely, the higher the rating by the public on JDI, the better the motivation on job satisfaction. Zembylas and Papanastasiou (2004) while studying job satisfaction among educational IT experts, viewed IT professional's job

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satisfaction levels as functions of the perceived relations between what an employee desires from offering as service and what perceives employment is offering to an IT expert.

Related Work

Hongying (2008) noted that, job satisfaction amongst IT specialists in China was basically influenced by the overall attitude of the IT experts toward their work environment as well as their personal attitudes towards their profession. Most expectations of workers somewhat correlate worldwide, although there are divergent differences due to sociological, political and cultural backgrounds, there are similar expectations from all global workers such as; good pay, good environment, recognition and respect of their human rights (Dinham & Scott, 2003). On analyzing the dynamics involved in the IT expert's turnover and IT personnel shortages, Jaiyeoba and Jibril (2008) indicated that, satisfied and motivated IT specialists are important for any ICT working environment and the success of the IT service delivery depends mainly on satisfied IT experts as well as satisfied IT service managers and administrators. Other studies also found that most of the de-motivating factors in job satisfaction among IT specialists included, heavy workloads, unfriendly co-workers, tense 'work-place', lack of professional development, insufficient scope for personal growth within a job, limited career opportunities and inadequate conflict management (Ofuani, 2010). The greatest difference in job satisfaction among the IT groups in their ratings of the internal policies and administration, and personal growth was argued to be differences in remuneration by various IT companies. Other differences among the IT groups were whether one had career opportunities that were promising or career opportunities that were risk taking compared to other employers (Daft, 2003). According to Heywood (2008), among all concepts which are researched by human resource management specialists, organizational behavior experts and industrial worker psychologists, job satisfaction is an important area of study that will not only help in reducing worker strikes but also increase productivity in industrial performance. Studies have also identified numerous contrasting as well as conflicting views on the explanations of job satisfaction levels. Diaz-Serrano and Vieira (2005) identify that job satisfaction among IT employees includes a job health status factor which consists of the environmental features of the job and external aspects such as supervision, basic human rights, inter-personal relations, and working conditions. Kerlinger and Lee (2000) also identifies a second IT job satisfaction dimension that includes motivating factors which are in fact dependent on the job functions, job content, and its internal aspects, and contains aspects such as paying attention to development, responsibility, and growth. Even though job satisfaction has been a subject for various disciplines, such as psychology, sociology, economics and management sciences, few studies have been conducted on job satisfaction levels for IT professionals and its effects or influence on labor market behavior, influence on work outcomes, work efforts, employee performances, and job turnover in the US. Therefore, using the state of Texas as a setting, this study seeks to assess and analyze the predictive factors and their effects or influence on job satisfaction for IT professionals.

Purpose of the Study

This study assesses the predictive factors of IT professionals' job satisfaction and to what extent they influence IT professionals' job satisfaction. The factors are career plateau (the work itself), professional development and advancement, remuneration, administration's support and the coworker relations. It is expected that the study should influence adoption of new effective strategies and policies for improving IT professionals' job satisfaction.

Other Objectives of the Study

The study seeks to achieve the following specific objectives;

1. To determine the relationship between IT professionals' work attitude and IT job satisfaction using the state of Texas settings.
2. To establish the influence of IT job advancement opportunities on job satisfaction levels for IT professionals.
3. To determine the relationship between cordial working relationships and job satisfaction levels for IT professionals.
4. To examine the influence of IT professionals' remuneration conditions on job satisfaction levels for IT professionals.
5. To establish whether Management support for IT professionals has an influence on job satisfaction levels for IT professionals.
6. To determine the extent to which the JDI components predicatively influence job satisfaction levels for IT professionals.

Research Hypotheses

The following research hypotheses were tested

- H₀(1):** There is no significant relationship between IT professionals' work attitudes and job satisfaction levels for IT professionals.
- H₀(2):** There is no significant influence of IT job advancement opportunities on job satisfaction levels for IT professionals.
- H₀(3):** There is no significant relationship between cordial working relationships and job satisfaction levels for IT professionals.
- H₀(4):** There is no significant influence of IT professionals' remuneration conditions on job satisfaction levels for IT professionals.
- H₀(5):** Management support for IT professionals has no significant influence on job satisfaction levels for IT professionals.
- H₀(6):** The JDI components have no significant predictive influence on job satisfaction levels for IT professionals.

Significance of the Study

The results of this study may be significant to ICT sector management and IT professionals at large as the findings may help the sector come up with effective strategies to improve job satisfaction levels for IT professionals. In this case, management within the ICT sector may better understand the predictive factors of job satisfaction for IT professionals in both public and private sectors in the US. The study may also be significant for policymakers in Texas and other States

within the USA, with similar infrastructural models and may also help develop policies and strategies that are directed towards the effectiveness, management, and provision of job satisfaction to IT professionals. Also, the research findings may benefit future academics and researchers as they are likely to provide vital information on the predictive factors of job satisfaction for IT professionals in public and private organizations. In this case, future researchers and academics may use the results as a base for their literature or to confirm findings in a similar topical area.

RESEARCH METHODOLOGY

This section focuses on the research design, study variables, data collection, and data analysis procedures. The methodology section presents areas that the research focuses on to ensure the research data is reliable and valid. The methodology is the foundation of any research; it describes the procedures and techniques involved in the collection of data, the analysis of the data, and generating the conclusions of the study (Mugenda & Mugenda, 2003).

Research Design

The research used a quantitative, non-experimental survey design which focused on collection of data mostly expressed in numerical form, organizing of the data into formidable trends, then analysis of the data to generate meaningful generalizations using simple random sampling. Adebiaye (2017) explained how quantitative survey design helped in the collection of data through web-based questionnaires and interviews. The quantitative survey design used in this study included both descriptive and inferential statistics in the analysis of the data. The descriptive statistics primarily concentrate on organizing the data into meaningful generalizations while the inferential statistics were used in testing the hypotheses on the relationships between predictive factors of job satisfaction levels for IT professionals and to what extent they influence job satisfaction levels of IT professions.

Study Variable

The study identified with three broad categories of variables namely; the outcome variables, predictor variables and intervening variables. The outcome variable which is the study’s dependent variable is the IT professionals’ job satisfaction level. The predictor variables which are considered as the independent variables of the study include: IT professionals’ work attitudes, IT job advancement opportunities, cordial working relationships amongst IT professionals, IT professionals’ remuneration statuses, management support for IT professionals, the IT job specification (work content) and the working environment in the IT industry. The moderating variables include personal demographic attributes such as; education level, IT professional experience, the gender of IT professional, the age of IT professional and turnover rate within the IT organization.

Data Collection

The study targeted all IT professionals who are involved in IT service delivery in the State of Texas. A sample size of 120 individuals was found adequate for the research since it would offer valid and reliable data for the required information. The web-based questionnaires were used as a research instrument

for this research as they sought to gain in-depth data concerning IT professionals. The web-based questionnaires were found reliable and faster in providing information for valid generalizations.

Data Analysis Procedure

The collected data was analyzed using both descriptive and inferential statistics. The socio-demographic data was organized using statistical averages, frequency tables, and graphical methods. The data concerning the research hypotheses was analyzed using Pearson’s correlation coefficients, multiple regression, and chi-square tests. The Pearson’s correlation coefficient (r), chi-square statistic (χ^2), regression coefficients (B) and their respective p-values were used to evaluate the significance of the research hypotheses. The results were then interpreted to generate the findings of the study.

RESULTS

This section presents the data analysis process which involved analyzing the socio-demographic factors which are the intervening variables and the research hypotheses’ variables which are the relationships between the outcome variable and the predictor variables. The data analysis involved the use of descriptive statistics, graphical presentations, correlations, and chi-square analysis tests.

Socio-demographic factors

Table 1 Frequency distribution and descriptive statistics.

Variable	Attribute	Frequency	Percent	Mean	SD
Age	20-29	21	17.5	37.7	4.70
	30-39	48	40.0		
	40-49	36	30.0		
	50+	15	12.5		
	Total	120	100.0		
Gender	Female	45	37.5	1.63	0.48
	Male	75	62.5		
	Total	120	100.0		
Education level	Undergraduate degree	67	55.8	1.56	0.70
	Graduate degree	39	32.5		
	Advanced graduate degree	14	11.7		
	Total	120	100.0		
IT organization’s turnover status	Low	26	21.7	1.78	0.78
	Middle	43	35.8		
	High	51	42.5		
	Total	120	100.0		
IT professional experience	Basic	18	15.0	3.19	1.13
	Intermediate	31	25.8		
	Expertise	56	46.7		
	Masterly	15	12.5		
	Total	120	100.0		

The results in Table 1 show that most of the respondents are aged 30-39 years with a relative frequency of 40.0%, followed by those aged 40-49 years at 30.0% frequency. The minority age groups among the study respondents are 20-29 years and more than 50 years with relative frequencies of 17.5% and 12.5% respectively. The distribution of ages of respondents indicates that the ages of IT professionals in the State of Texas are approximately normally distributed. This characteristic can also be displayed by the bar graph below.

The results in Table 1 also indicate that there are more male IT professionals than female IT professionals, the frequency of

males is 62.5% while the frequency for females is 37.5%. This indicates that IT professionals in the State of Texas lack gender parity, as in pie chart below.

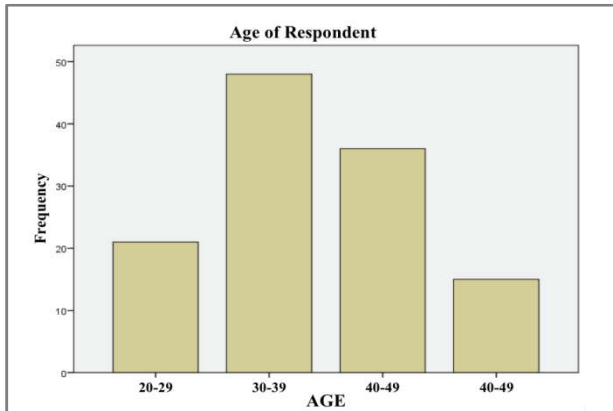


Chart 1 Age of Respondent

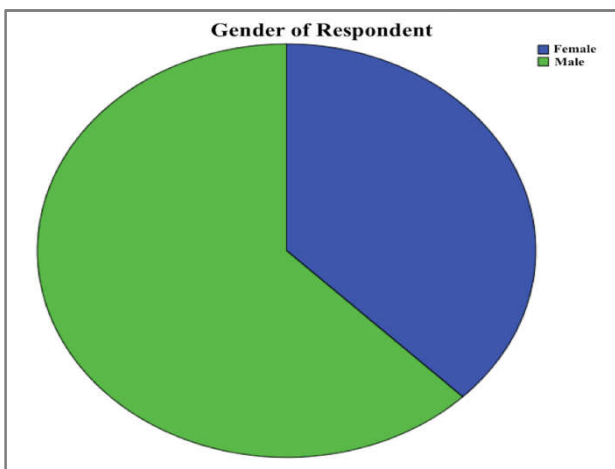


Chart 2 Gender of Respondent

Results also show that educational qualification is statistically significant as majority of IT professionals have undergraduate or college degrees with a relative frequency of 55.8% followed by those with graduate degrees with a relative frequency of 32.5% and finally the minority of the IT professionals had post-graduate degree (Advanced degree) with 11.7% frequency. These results indicate that almost all IT professionals are considered qualified academically. The distribution of educational qualification of study respondents can also be shown using a bar graph.

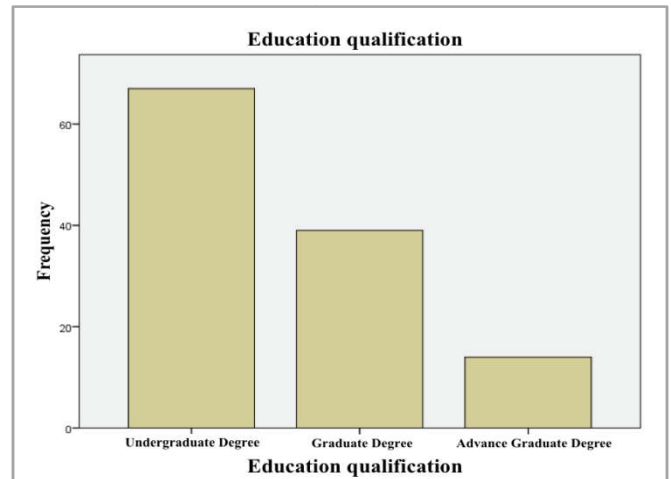


Chart 3 Education Qualification

With regards to the IT organization’s turnover rate, the study found that most respondents were working in IT organizations with higher high turnover rates, with a relative frequency of 42.5%. The relative frequency for those working in IT organizations with a medium turnover rate was 35.8%, while those who were working in IT organizations with low turnover rates was 21.7%. The results show that at least 78.3% of the study respondents were working in IT organizations with either a medium or high turnover rate as depicted in the pie chart below.

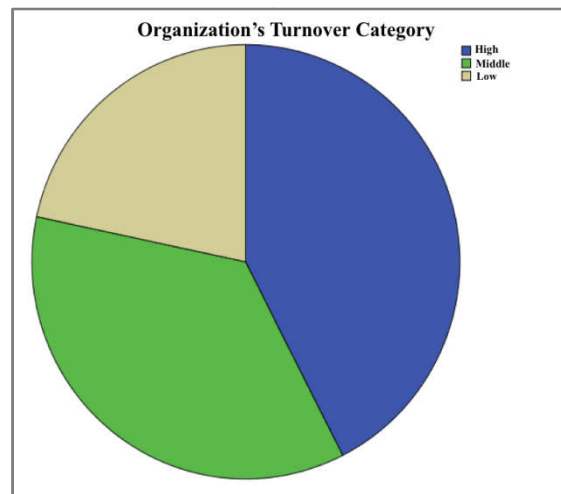


Chart 4 Organization's Turnover Category

Finally, with regards to the socio-demographic factors of study respondents, the study found that most IT professionals had an expertise level of IT experience with a relative frequency of 46.7%, followed by those with an intermediate level of IT experience with a relative frequency of 25.8%. The other levels of IT experience are undergraduate degree holders with basic entry knowledge or skills with relative frequencies of 15.0% and 12.5% respectively. Those with high level IT certifications were not tested in this study. These results can also be shown using a bar graph.

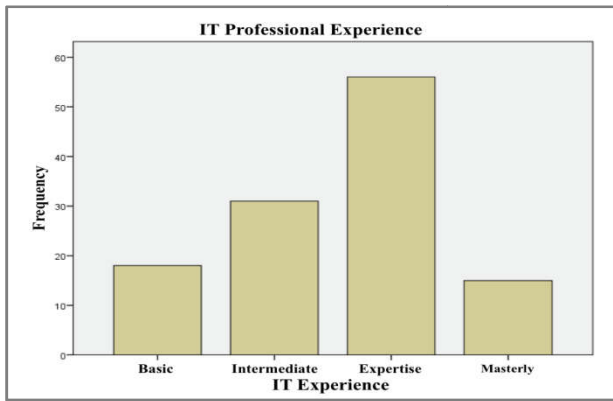


Chart 5 IT Professional Experience

Analysis of Study Variables

The analysis of the study variables primarily focused on the analysis of data concerning the study objectives. The analysis involved testing:

1. the relationship between IT professionals’ work attitudes and their job satisfaction levels,
2. the influence of IT job advancement opportunities on job satisfaction,
3. the relationship between cordial working relationships and job satisfaction levels,
4. the influence of IT professionals’ remuneration conditions on their job satisfaction levels,
5. the influence of Management support for IT professionals on their job satisfaction, and
6. the predictive influence of the JDI components on job satisfaction levels for IT professionals.

The relationship between IT professionals’ work attitudes and their job satisfaction levels

The relationship between IT professionals’ work attitude and their job satisfaction can be analyzed using both Pearson’s correlation coefficient and chi-square test. The following research hypothesis guided the analysis:

H₀(1): There is no significant relationship between IT professionals’ work attitudes and job satisfaction levels for IT professionals.

Table 2 Correlation and chi-square for relationship between IT professionals’ work attitude and job satisfaction levels.

Correlations		Chi-square test	
Statistic	Value	X ² value	Sig
Pearson Correlation	.581**		
Sig. (2-tailed)	.000	8.000	0.005
N	120		

Table 2 shows that the correlation coefficient for the relationship between IT professionals’ work attitudes and the job satisfaction levels for IT professionals is 0.581 with a significance of 0.005. These results ($r > 0.5$ & $p < 0.05$) indicate there exists a significant strong correlation between IT professionals’ work attitudes and the job satisfaction levels for IT professionals. The results also show the chi-square results for the relationship between IT professionals’ work attitudes and the job satisfaction levels for IT professionals is 8.000 with a significance of 0.000. These results ($x^2 = 8.000$ & $p < 0.05$) indicate that IT professionals’ work attitudes are positively associated with the job satisfaction levels for IT professionals.

The influence of IT job advancement opportunities on IT job satisfaction

The influence of IT job advancement opportunities on job satisfaction levels for IT professionals was tested using both the Pearson’s correlation and chi-square tests. The analysis was guided using the following hypothesis:

H₀(2): There is no significant influence of IT job advancement opportunities on job satisfaction levels for IT professionals.

Table 3 Correlation and chi-square for relationship between IT job advancement opportunities and IT professional’s job satisfaction.

Correlations		Chi-square test	
Statistic	Value	X ² value	Sig
Pearson Correlation	.493**		
Sig. (2-tailed)	.000	12.502	0.000
N	120		

The results indicate that the correlation coefficient between IT job advancement opportunities and job satisfaction levels for IT professionals is 0.493 with a significance of 0.000 ($r = 0.493$ & $p < 0.05$). This shows there exists a significant moderate relationship between IT job advancement opportunities and job satisfaction levels for IT professionals. Similar results were realized when an association between IT job advancement opportunities and the job satisfaction levels for IT professionals were analyzed using chi-square test. The chi-square test ($x^2 = 12.502$ & $p < 0.05$) found that IT job advancement opportunities is positively associated with job satisfaction levels for IT professionals.

The relationship between cordial working relationships and job satisfaction levels

The relationship between cordial working relationships and job satisfaction levels for IT professionals was tested using both correlation and chi-square analysis. The following hypothesis guided the tests:

H₀(3): There is no significant relationship between cordial working relationship and Job’s satisfaction levels for IT professionals.

Table 4 Correlation and chi-square for relationship between cordial working relationship and IT professional’s job satisfaction.

Correlations		Chi-square test	
Statistic	Value	X ² value	Sig
Pearson Correlation	.583**		
Sig. (2-tailed)	.000	13.211	0.000
N	120		

The results indicated that the correlation coefficient for the relationship between cordial working relationships and job satisfaction levels for IT professionals is 0.583 with a significance of 0.000 ($r = 0.583$ & $p < 0.05$). These results imply that there is a significant strong relationship between cordial working relationships and job satisfaction levels for IT professionals. When the association between cordial working relationships and job satisfaction levels for IT professionals was tested using chi-square, a value of 13.211 with a significance of 0.000 was realized ($x^2 = 13.211$ & $p < 0.05$). The chi-square analysis shows that cordial working relationships are positively associated with job satisfaction levels for IT professionals.

The influence of IT professionals’ remuneration conditions on their job satisfaction levels

The influence of IT professionals’ remuneration rate on job satisfaction levels was analyzed using both correlation and chi-square tests. The following hypothesis guided the tests:

H₀(4): There is no significant influence of IT professionals’ remuneration conditions on job satisfaction levels for IT professionals.

Table 5 Correlation and chi-square for relationship between IT professionals’ remuneration and IT professional’s job satisfaction.

Correlations		Chi-square test	
Statistic	Value	X ² value	Sig
Pearson Correlation	.406**		
Sig. (2-tailed)	.000	39.445	0.000
N	120		

In Table 5, the results indicate that the correlation between IT professionals’ remuneration rates and job satisfaction levels for IT professionals is 0.406 with a significance of 0.000 ($r=0.406$ & $p<0.05$). These results show that there exists a significant moderate correlation between IT professionals’ remuneration conditions on job satisfaction levels for IT professionals. The results in Table 5 also show that the IT professionals’ remuneration conditions are positively associated with job satisfaction levels for IT professionals with a chi-square value of 39.445 with a significance value of 0.000 ($\chi^2=39.445$ & $p<0.05$).

The influence of Management support for IT professionals on their job satisfaction

The influence of Management support for IT professionals on job satisfaction levels for IT professionals was analyzed using both correlation and chi-square tests. The following hypothesis guided the tests:

H₀(5): Management support for IT professionals has no significant influence on job satisfaction levels for IT professionals.

Table 6 Correlation and chi-square for relationship between Management support on IT professionals and IT professional’s job satisfaction.

Correlations		Chi-square test	
Statistic	Value	X ² value	Sig
Pearson Correlation	.569**		
Sig. (2-tailed)	.000	26.133	0.000
N	120		

The results in Table 6 show that the correlation between management support for IT professionals and job satisfaction levels for IT professionals is 0.569 with a significance of 0.000 ($r=0.569$ & $p<0.05$). These results prove that there exists a significant strong influence of management support for IT professionals on job satisfaction levels for IT professionals. On chi-square tests, results indicate that management support positively influences job satisfaction levels for IT professionals with a chi-square value of 26.133 and significance of 0.000 ($\chi^2=26.133$ & $p<0.05$).

The predictive influence of the JDI components on job satisfaction levels for IT professionals

The predictive influence of JDI components on job satisfaction levels for IT professionals can be analyzed using multiple regression. The following hypothesis guided the analysis:

H₀(6): The JDI components have no significant predictive influence on job satisfaction levels for IT professionals.

Table 7 Multiple regression on JDI components influence on IT professional’s job satisfaction.

Model’s Variables	Unstandardized Coefficients		t	Sig.
	Beta	Std. Error		
(Constant)	.970	.505	2.419	.011
IT professionals’ work attitudes	.434	.137	2.223	.038
Job advancement opportunities	.004	.146	.026	.979
Cordial working relationships	.356	.128	2.194	.044
IT professionals’ remuneration	.043	.129	.333	.741
Management support	.391	.081	2.342	.025

DV: IT job satisfaction levels

Table 7 shows that job satisfaction levels for IT professionals are significantly influenced by the three variables, IT professionals’ work attitudes ($B=0.434$ & $p<0.05$), cordial working relationships ($B=0.356$ & $p<0.05$), and IT Management support ($B=0.391$ & $p<0.05$). The other variables, even though was earlier found to correlate and associated with job satisfaction levels for IT professionals, on multiple regression were found to have no predictive influence. These variables include: IT job advancement opportunities ($B=0.004$ & $p>0.05$) and IT professionals’ remuneration conditions ($B=0.043$ & $p>0.05$).

The regression coefficient results also show that an increase in IT professionals’ work attitudes by one level will lead to an increase in job satisfaction levels by 43.4% ($B=0.434$) provided other factors are held constant. Similarly, when cordial working relationships increase by one level the job satisfaction levels will increase by 35.6% ($B=0.356$) provided other factors are held constant. Finally, when IT company’s management support levels increase by one level the job satisfaction levels will increase by 39.1% ($B=0.391$) provided other factors are held constant.

CONCLUSIONS OF THE STUDY

On the socio-demographic factors of the IT professionals, the study found that the majority of the IT professionals were aged 30-39 years with a relative frequency of 40.0%, followed by those aged 40-49 years at 30.0% frequency. The study found that the age of IT professionals in the State of Texas was approximately normally distributed. The research showed a lack of gender parity since more IT professionals are male than female. The study found that IT professionals were highly qualified academically since almost all professionals were university/college degree holders. The study also realized that majority of the IT professionals had expertise level of IT experience with a relative frequency of 46.7% followed by those with intermediate level of IT experience with relative experience of 25.8%. Finally, the study found that at least 78.3% of the study respondents were either working in IT organizations with medium or high turnover rates.

The relationship between IT professionals' work attitudes and their job satisfaction

The study found that there exists a significant strong correlation between IT professionals' work attitudes and job satisfaction levels for IT professionals ($r=0.581$ & $p<0.05$). The study shows that IT professionals' work attitudes are positively associated with job satisfaction levels for IT professionals ($\chi^2=8.000$ & $p<0.05$). Therefore, the study rejects the null hypothesis ($H_0(1)$) and concludes that there is a significant relationship between IT professionals' work attitudes and their job satisfaction.

The Influence of IT job professional development (opportunities) on IT professional's job satisfaction level

The study found that there is a significant moderate relationship between IT job advancement opportunities and job satisfaction levels for IT professionals ($r=0.493$ & $p<0.05$). Similar findings were realized when an association between IT job advancement opportunities and job satisfaction levels for IT professionals was analyzed using chi-square test ($\chi^2=12.502$ & $p<0.05$), indicating that IT job advancement opportunities are positively associated with job satisfaction. Therefore, the study concludes that there is a significant influence of IT job advancement opportunities on job satisfaction levels for IT professionals.

The influence of cordial working relationships and IT professionals' job satisfaction

The study found that there was a significant strong relationship between cordial working relationships and job satisfaction levels for IT professionals ($r=0.583$ & $p<0.05$). The study also found that cordial working relationships are positively associated with job satisfaction levels for IT professionals ($\chi^2=13.211$ & $p<0.05$). Therefore, the study rejects the null hypothesis tested and concludes that there is a significant relationship between cordial working relationships and job satisfaction levels for IT professionals.

The influence of IT Professionals' remuneration conditions on IT job satisfaction

The study found that there exists a significant moderate correlation between IT professionals' remuneration conditions and job satisfaction levels for IT professionals ($r=0.406$ & $p<0.05$). The study also found that the IT professionals' remuneration conditions are positively associated with job satisfaction levels for IT professionals ($\chi^2=39.445$ & $p<0.05$). Therefore, the study concluded that there is a significant influence of IT professionals' remuneration conditions on job satisfaction levels for IT professionals.

The influence of management support for IT professionals on IT job satisfaction

The study realized that there is statistical significant strong correlation between management support for IT professionals and job satisfaction levels for IT professionals ($r=0.569$ & $p<0.05$). The study also found that Management support positively influences job satisfaction levels for IT professionals ($\chi^2=26.133$ & $p<0.05$). Therefore, the study concludes that Management support for IT professionals has significant influence on job satisfaction levels for IT professionals.

The predictive influence of JDI components on IT professional's job satisfaction level

The study realized that job satisfaction levels for IT professionals are significantly influenced by the three predictive variables: IT professionals' work attitudes ($B=0.434$), cordial working relationships ($B=0.356$), and IT management support ($B=0.391$). The other variables: IT job advancement opportunities ($B=0.004$) and IT professionals' remuneration conditions ($B=0.043$) cannot be used to predict the outcome of job satisfaction levels for IT professionals. The study also found that an increase in IT professionals' work attitudes by one level will lead to increase in job satisfaction levels by 43.4% provided other factors are held constant. Similarly, when cordial working relationships increase by one level the job satisfaction levels will increase by 35.6%, and finally when IT Management support level increases by one level the job satisfaction levels will increase by 39.1% provided other factors are kept constant.

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How to cite this article:

Adebiaye, R et al. 2018, Predictive Factors of Job Satisfaction Levels Amongst It Professionals In The United States. *Int J Recent Sci Res*. 9(3), pp. 25158-25165. DOI: <http://dx.doi.org/10.24327/ijrsr.2018.0903.1803>
