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**Job Satisfaction of Employees in IT Organizations  
With and Without ISO 9000 Certification**

**Lilian Monica Kam Swee Lian**

**Bachelor of Science  
University of Malaya  
1989**

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## **ABSTRACT**

This study examines the effect of ISO 9000 certification, organisation size and demographic variables on employee job satisfaction in the Information Technology (IT) industry. Two job indices – the Job Descriptive Index (JDI) and Brayfield-Rothe Overall Job Satisfaction (OJS) index were used. Through questionnaires, data were collected from 105 employees in 17 conveniently selected IT organisations in Klang Valley.

A t-test was utilised to analyse job satisfaction with respect to ISO 9000 status, organisation size and demographic factors i.e. gender and marital status. An analysis of variance was applied to analyse job satisfaction in relation to race, age, level of education, length of service and number of organisations employees have joined prior to current job.

The findings showed that there was no significant difference in the overall job satisfaction between employees in organisations with and without ISO 9000. However, employees in organisations with ISO 9000 were more satisfied with their work than were employees in organisations without ISO 9000. The findings too showed that there was no significant difference in the overall job satisfaction among employees in organisations of different sizes. Generally it was found that employees in the IT industry were satisfied with their jobs. However, the level of satisfaction on pay and promotion dimensions were found to be lower than the other job dimensions (work, supervision and coworker).

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