FACTORS AFFECTING JOB SATISFACTION OF SOFTWARE QUALITY ASSURANCE PROFESSIONALS

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Thesis submitted in partial fulfillment of the requirements for the degree of Master of Business Administration in Information Technology

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Declaration

I declare that this is my own work and this thesis does not incorporate without acknowledgement any material previously submitted for a Degree or Diploma in any other University or institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgement is made in the text.

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ABSTRACT

Software Quality Assurance (SQA) is started as just debugging and evolved over seven decades to the established and salient position now. SQA is not just testing it is an extensive area which required a special set of skills. But satisfaction of the SQA professionals compared to other occupations in software industry is questionable.

Substantial amount of studies and researches were done concerning job satisfaction without considering occupation as well as considering different occupations all over the world. Unique job satisfaction factors have merge for different occupations because of the nature, responsibilities and skill levels required for specific jobs. Therefore finding these unique factors are important for keeping employees satisfied to get effective and efficient output from them.

CareerBliss have been conducting a survey in America each year to identify the "Happiest job in America". Over the last five years, SQA was among top ten happiest jobs according to the survey. But at the same time, questions such as "How to keep good testers in SQA jobs, why good SQA professionals leave their jobs" were raised by Quality Assurance (QA) managers and SQA professionals' community all over the world as well as survey conclusions such as good Information Technology (IT) graduates do not consider QA as a good career path was also found in literature. Finding factors that affect SQA professionals' job satisfaction is vital for the future growth as a career which enhances software industry. Research was started from the personal experience and feedback received from colleagues.

Qualitative research was used for the research. Five point likert scale online questionnaire was developed based on the selected set of factors under test. Before distributing for the sample, a pilot survey was carried out capturing entire spectrum of sample based on the gender, experience and organization size. Recognition, Career growth opportunities, Training and certifications, Salary, Budget allocations, Support from Top management and organization culture and general perspective towards SQA profession were the factors under test.

Output of the research gives important findings related to the factors under test whereas five factors were negatively affected with the job satisfaction of SQA professionals and two factors shows that there is no influence for job satisfaction. Other than the main findings intended few other findings were reviled with demographic information.

Organizations and managers can consider these findings to improve job satisfaction of their SQA professionals and beside as a community and responsible authorities, can look in to findings to enhance SQA as a profession essential to the growth of software industry.

Key words

Software Quality Assurance, Job satisfaction of SQA professionals, Job satisfaction, Recognition, Career growth opportunities, Training and certifications, Salary, QA Budget allocations, General perspective towards SQA.

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List of Abbreviations

Abbreviation	Description
QA	Quality Assurance
SQA	Software Quality Assurance
SDLC	Software Development Lifecycle
BA	Business Analyst
SHRM	Society for Human Resource Management
SE	Software Engineering
IEEE	Institute of Electrical and Electronics Engineers
HR	Human Resource
ICT	Information and Communications Technology
IT	Information Technology
PM	Project management
MBA	Master of Business Administration
CEO	Chief executive officer
Org.	Organization
HoH	Hierarchy of hypotheses
SLICTA	Sri Lanka Information and Communication Technology Agency
CAGR	Compound Annual Growth Rate