

Abstract

IT professionals consistently show high level of turnover that results in substantial changes in the staff members. This poses serious problems for organizations that employ IT professionals. The Turnover of IT professionals bring hidden costs such as lower staff morale, erosion of corporate memory and disruption to a work schedule, moreover, companies may lose their competitive advantage because of this turnover as their employees may transfer their knowledge to competitors.

This research has studied the Turnover Intentions of IT professionals using a contextual model at software houses of Hyderabad, Sindh, Pakistan. The data was collected through self-administered questionnaire survey distributed to IT professionals at the software houses. The variables in this model are turnover intentions, motivating potential score, role ambiguity, job satisfaction, role conflict, growth need strength. The assumption in this study was that the IT field is characterized by rapidly changing technologies.

This research has found that motivating potential has a positive impact on the Job satisfaction of IT professionals and role variables (role conflict, role ambiguity) have no influence on job satisfaction. The job satisfaction predicts the turnover intentions. It was also found in this study that growth needs strength does not predict turnover intentions of IT professionals with job satisfaction. The findings from this research show that motivating potential strongly determines the job satisfaction of IT professionals. Motivating potential consist of task variety, task identity, task significance, autonomy and feedback about the job. Employers are recommended to introduce programmes bring changes in the IT professionals so that all factors of motivating potential could be taken care of.