

“Impact of Covid-19, on HR Practices in IT Sectors”

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“Impact of Covid-19, on HR Practices in IT Sectors”

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Abstract: Today we are living in the digital era. In this age of Information Technology, any information can be found through the internet with a single click. However, in reality, the field of 'information technology' is not limited to the Internet. Information Technology (IT) is a major contributor to the radical changes in the way of our life as well as information. IT sectors in India are facing so many challenges. In addition to that, the pandemic situation has created more crisis in the sector. The high speed of community transfer of covid-19 changed all aspects of human life including the IT Sector and jobs in IT sectors. The pandemic situation has created a challenging environment for human resource management (HRM). They have been playing a central role to keep their workforce to cope up with the challenges and get engaged, productive and resilient, through online mode. Most of the employees are still working on online mode or in other words, we can say work from home. There are several platforms such as Google meet, zoom meet, WebEx meet, etc. used by organizations to work in pandemic situations. Current work is an attempt to focus on the impact of Covid-19, on HR practices in IT Sectors with special reference to Bangalore.

Key Words: Global era, technical era, IT Sectors, human resource management, work from home, etc.

Introduction: In the last few years, some cities in the country have come to be known as 'IT hubs'. However, these companies are running on outsourcing and only software seems to be building them. We are far behind in developing 'hardware'. In this case, companies in the sector have no choice but to depend on others. Therefore, there is an urgent need for the government to bring big companies to India which will give a 'boost' to the 'IT' sector. Such projects also need to be launched domestically to provide relief to companies from recession. 'Skilled manpower' is the biggest issue. Even today, 20 percent of the manpower in IT companies is unskilled. They are trained by companies. However, getting this training course will save the company both time and money. In addition, it is important to include in the curriculum how to adapt to the technology that changes every month. Keeping this in mind, radical changes have to be made in the curriculum. To understand the educational goals in the present information age, it is necessary to incorporate new forms of information and communication technology in education.

The IT sector has been in a slump for over a year. As a result, the company's turnover is declining. There are high expectations from the government to stop this decline. For this, the government needs to make efforts to bring big projects from abroad to India. In addition, the government is expected to take steps to create 'hardware' similar to 'software'. Apart from this, there is a need to launch a campaign to create more 'Skill Based' manpower. India needs to make radical changes in the education

system and focus on industry-wise education. The current situation which the whole world is facing since November 2019, is the pandemic situation which made lots of changes in human life worldwide. It has a huge effect on the IT sectors of India too. There is no area in the industry where covid-19 has not been affected, yet there are great opportunities. Corona-19 is an opportunity to raise the bar of industry and the expansive scope through balanced regional development, testing new technologies, and staff capabilities. It is based on an electronic method and explores new markets. The IMC, along with the government and others, is determined to find ways and means to make the most of the current situation.

Literature Review:

- a. A study is conducted by Oracle, HR research and advisory firm Workplace Intelligence. It shows that employers are starting to prioritize mental health. In this study, about 51% of employees surveyed noted that their company has added mental health support. It shows that 76% feel their company can do more. Large companies like Target have implemented full-scale mental health services for employees. But there are ever-growing options for minor businesses with tighter budgets as technology begins to catch up with the unique concerns created by COVID-19.
- b. **Psychogios et al. (2016) and Bailey and Breslin (2020):** In previous years, human resource managers have dealt with different political, economic, and social crises, allowing them to compile a repository of important knowledge to better manage its impacts.
- c. **Koirala and Acharya (2020):** The study of Koirala and Acharya declared that Human Resource management (HRM) is recognized as having been assigned the role of implementing the plans defined by the political powers in order to maintain social distancing thus helping to reduce the spread of the virus.
- d. **Nutsubidze and Schmidt (2021):** The study by Nutsubidze and Schmidt explored that the main challenges of the current pandemic from the perspective of HRM professionals, reinforced this importance, identifying areas such as “managing employee morale, motivation and engagement”, “ensuring employee mental health and well-being” or “establishing transparent communication”.
- e. **Sumit Pathak, Coordinator, IT Cell:** Indian IT companies use a large number of 'middle skilled technical persons'. According to a survey by Nasscom, 20 percent of the manpower in IT companies is temporary. The IT sector is undergoing a lot of changes. In that regard, Indian companies will have to change. This manpower will not last in this competition. This manpower will not last in this competition. The company expects to get the training from universities and colleges instead of spending money on staff training. For that, the education system will have to change.
- f. **The World Health Organization:** The first report on the new corona virus (SARS-CoV-2) by the World Health Organization (WHO). From 21 January 2020 the information which came from the WHO office in China regarding cases of atypical pneumonia of unknown cause, detected in the city of Wuhan.

Aim of Study:

- a. To find out the impact of Covid-19 in the IT sector
- b. To analyse the impact of covid-19 on HR practices in the IT sector.

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Hypothesis:

- Covid-19 affected all factors of human resources in organizations.
- The policy of working from home will change the future planning of organization in HR Practices.

Methodology:

The data is collected by reading the related research journals, publications, books, thesis, etc in printed form as well as available as e-resources on the internet and other Media. The collected data is analysed and the result with findings and suggestions is declared.

Significance of the Study:

The pandemic situation changed the total lifestyle of human beings. It made a drastic change in organizational sectors including IT sectors. Work from the home pattern is used which has both sides; it is giving positive results as well as negative results to both employees and employer. Hence, it is important to study the current topic. While reviewing the results, these opportunities should also be traced. For those who make a major contribution to the manufacturing sector in the Indian economy, MSMEs also have contributions from many sub-sectors of the micro, small and medium enterprises sector. If a large industry is affected in this way, it has a multiplier effect on others.

IT Companies in Bangalore:

There are many IT companies in Bangalore which has employers of over a million people. It is trying to make Bangalore the IT capital of India. Often known as the Silicon Valley of India, Bangalore (Bengaluru) houses tech giants like Infosys, Wipro, Google, and Unicorn start-ups like Byju’s, Swiggy, Ola Cabs, In Mobi, etc. The IT and Software companies in Bangalore are the dream destinations for people looking to start their careers in the tech field.

Types of Technology used in IT Sectors: There are three main types of technology used in the IT sector as given in the below image 1.1:



Image 1.1 types of technology used in the IT sector

As given in the above image 1.1, there are three main types of technology used in the IT sector include machine learning, the Internet of Things, and block-chain. All these three technologies lead to the development of IT. Today all work is done online. It cannot be said that this progress towards sophistication could be achieved in one day. The IT sector plays a major role in this. However, many changes are needed in this area as well. Understandably, recent priorities have been focused almost exclusively on the response phase. As progress is made against response efforts, another reality is forming quickly. Now is the time for HR leaders to turn their attention toward recovery, to ensure their organisations are prepared to thrive.

Selected IT Companies from Bangalore for the Study:

The top 15 IT/Software companies in Bangalore are:

- a. Infosys
- b. Google
- c. SAP Labs India
- d. Amazon
- e. Cisco
- f. Trident Software Limited
- g. Global Edge Software
- h. Tech Mahindra
- i. Mphasis
- j. IBM
- k. Dell EMC
- l. ITC Infotech India Ltd
- m. Wipro Technologies Ltd
- n. Mindtree Ltd
- o. Intuit

Infosys: Infosys doesn't require any introduction and is a Big Gun in the city of big guns. Infosys is recognized as one of the leading companies in information technology from Bangalore, focused exclusively on creating a fun and productive atmosphere for every fresher. Infosys provides the benefits like health insurance and regular job training.

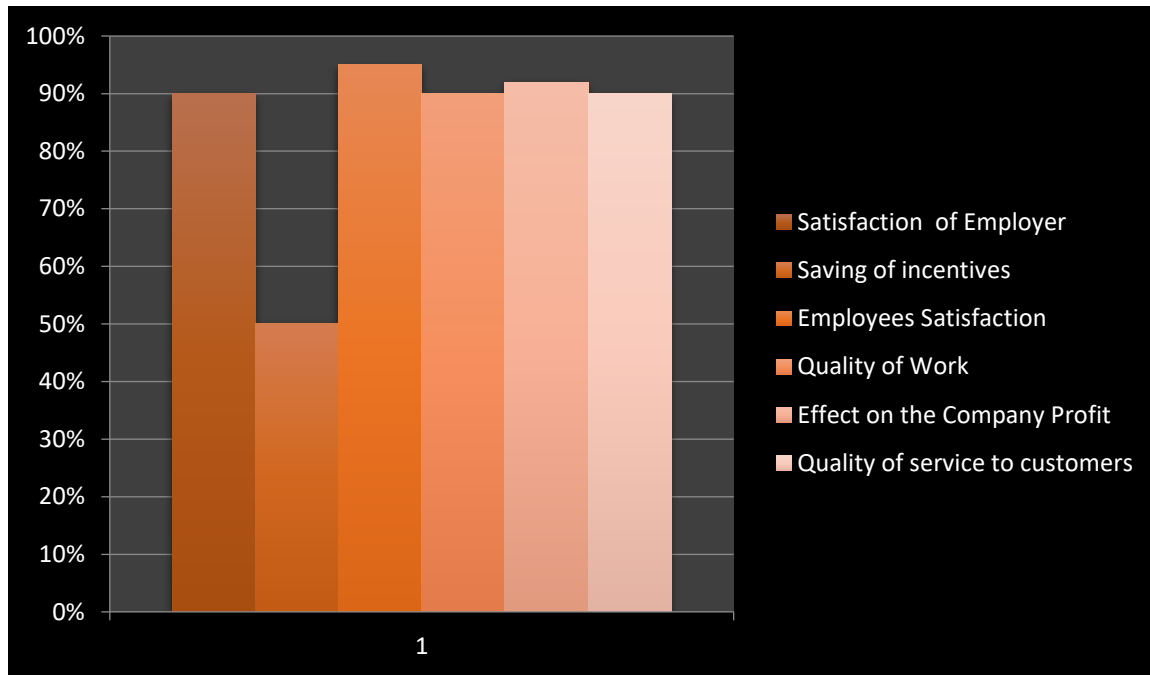
Google: The colossus with a misspelled name. Starting a career at Google would be a watershed moment in one's life. And once beyond those doors, you'll be surrounded by world-class infrastructure and a work environment that encourages you to do new things. It's no surprise that Google is regarded as one of the greatest.

The parameters used for the current study are given below with the result of online mode of working style in IT companies:

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Table 1.1

Sr,	Satisfaction of Employer	Saving of incentives	Employees Satisfaction	Quality of Work	Effect on the Company Profit	Quality of service to customers
1	90%	50%	95%	90%	92%	90%



Graph 1.1 The Result of Work from Home during Covid-19 in India (HR Concern)

Findings of the Study:

- a. The corona virus crisis has helped to identify the value that HR delivers in keeping employees engaged, motivated, safe, and productive.
- b. The WFH concept and minimal staffing situation are likely to continue for some time.
- c. The very nature of the virus and its transmissibility have made it clear that social distancing is going to be the new normal for at least a year. This implies that the pandemic situation will impact HR practices like recruitment, onboarding, and learning and development.
- d. Recruitment will focus on tech-savvy talents who can perform better in a predominantly digital workplace. Processes for onboarding new hires have to be changed in order to become fully digital.
- e. Training and skilling will reconfigure for an online-only mode.
- f. Information technology helps to make the tasks of daily life easier and simpler. Not only administration but also education can be done easily and effectively with the help of computers and the internet.
- g. The IT companies are supporting digital education through platforms as Google meet, Google classrooms, etc. Students also need to take full advantage of such digital learning.
- h. Unskilled manpower and the ongoing recession in the sector are major obstacles.

- i. The software can't have a good day without a revolution in hardware. So this may be the most important thing for IT to get a boost.
- j. Information technology is said to bring the world closer. Mobile, the internet, and other audio-visual media have made it easily possible. Only if there is the speed in this field can we breathe a sigh of relief in today's age of competition.
- k. Multichannel Learning, Television, Radio, Web-Based Information, Libraries for Search, Demonstrations of Science and Technology, Use of Media, Use of Technology in Various Fields, Child Development, Adult Education, Women's Education, Manpower Development, Teachers For preparation and digital equipment (audio, visual and digital products), software and content, communication tools, educational websites. Expectations from the government.
- l. The Indian information technology and BPO sector generate 160 billion in revenue for the country. Its growth rate is 9.5 percent. Its share in the gross national product was 9.5 percent last year. It is likely to decrease this year.
- m. The country's development is expected through the large-scale IT industry. However, the interests of this sector are neglected.
- n. From 'Networking Security' to 'Physical Security' it is possible to keep important information and technology safe. The government needs to think about this.

Suggestions:

There are many challenges and issues in the IT sector. The biggest problem today is the recession due to covid-19. There is pressure on companies to get out of it. Hence, the following are suggestions to overcome the problems:

- a. The central government needs to come up with a policy to give a 'boost up' to the sector.
- b. In addition, the government needs to provide incentives for hardware manufacturing. Special efforts are required from the Ministry for the creation of 'skill based' manpower to bring the projects related to it into the country.
- c. Universities need to play an important role in this regard.
- d. The IT sector in the country is mainly dependent on outsourcing for work.
- e. IT companies in India are solely responsible for creating software for large projects in the US and other countries. If such projects come up in India, then the IT industry here will get a 'boost'.
- f. Efforts are expected from the Government for this. This requires the creation of skilled manpower. Knowledge of language is very important.
- g. The exchange of technology can be done very efficiently through it.
- h. Despite the opportunities in the IT sector, the use of new technologies is expected. There is an urgent need to change over time.
- i. Even today, most companies are temporary employees Those companies have 'unskilled manpower'. However, some companies are doing well.
- j. Currently, the sector is in recession. Companies face the challenge of developing in such a situation. Research is also needed to get the IT sector out of this situation.
- k. Similarly, there is a dearth of experts familiar with the new technology. It requires a great deal of effort from the government to produce trained experts. There is a need to provide a wide range of training facilities to keep abreast of the ever-changing technology.

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Conclusion: Thus, the country has come a long way in the field of software. India is in the top five in the world. However, India lags behind in the field of hardware. This is because important projects are outside the country. This is done through outsourcing only from India. Now the curriculum needs to focus on hardware instead of software. Moreover, colleges, universities, and educational institutions need to take initiatives for skill development without relying on the government. The IT sector in the country is growing tremendously now during covid. However, with the increase in infrastructure that complements the technology; new technologies can be provided for the benefit of the citizens. The manpower in IT companies has to be trained. It takes a long time. However, the company will save time if it receives this training from a university or college rather than spending money on them. In addition, the government needs to create opportunities for hardware manufacturing. Very few companies have the latest technology used abroad. This has made it difficult for IT companies to get new projects. So the challenge is to upgrade the technology we are currently using. The IT craze is now needed in the pandemic era. However, in reality, the development of this sector in India does not seem to be progressing as much as it should.

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