HUMAN RESOURCES DEVELOPMENT MANAGEMENT IN INFORMATION TECHNICAL INDUSTRY

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Abstract: Success of every business enterprise depends on its human resource. Money, material and machines are inert factors; but man with his ability to feel, think, conscience and plan is the most valuable resource. At the same time human elements are most difficult to be inspired, controlled and motivated. The upcoming competition in India will demand high motivational level of its employees. Growth of an enterprise is vital for the economic development of the country. This is possible only by maintaining the enthusiasm and motivation of the employees, which is vital for carrying out the operations in most efficient manner. The most successful companies, all over the world have designed their business policies to achieve higher productivity by using potentiality and strength of people. The basic aim of human policies is the genuine concern for the people. Proper design of human policies is based on the higher responsibilities, personal and positive approach in the total perspective of organizational interest. The world’s best companies have established their strength with their people. The employees identify themselves with the company they are working for. This also help in building up their spirit, morale and spirit-de-cops which becomes strength of the company. The culture of excellence thus nurtured contributes to growth with stability and continuous improvement in productivity. Finding the right man for the job and developing him into a valuable resource is an indispensable requirement of every organisation. Human resources are capable of enlargement i.e. capable of providing an output that is greater than the sum of the inputs. Proper recruitment helps the line managers to work most effectively in accomplishing the primary objective of the enterprise. In order to harness the human energies in the service or organisational goals, every manager is expected to pay proper attention to recruitment, selection, training, development activities in an organisation. Proper promotional avenues must also be created so as to motivate employees to peak performance. Thus, personnel functions such as manpower planning recruitment, selection and training, when carried out properly, would enable the organisation to hire and retain the services of the best brains in the market. The human resource management is very crucial in respect of information technology services than other manufacturing or marketing enterprises. The IT services are technical in nature and at every stage the human touch is involved. Hence it is well motivated and devoted manpower which is very much essential for the success of IT industry.

I. INTRODUCTION

Human Resource Management (HRM) is the function within an organization that focuses on recruitment of, management of, and providing direction for the people who work in the organization. Human Resource Management can also be performed by line managers. Human Resource Management is the organizational function that deals with issues related to people such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, administration, and training. Administrative activities associated with human resources planning, recruitment, selection, orientation, training, appraisal, motivation, remuneration, etc. HRM aims at developing people through work. Human resource management (HRM) is the strategic and coherent approach to the management of an organization’s most valued assets - the people working there who individually and collectively contribute to the achievement of the objectives of the business. The terms “human resource management” and “human resources” (HR) have largely replaced the term “personnel management” as a description of the processes involved in managing people in organization in simple sense, HRM means employing people, developing their resources, utilizing, maintaining and compensating their services in tune with the job and organizational requirement. Its features include:

- Organizational management
- Personnel administration
• Personnel management
• Manpower management
• Industrial management

But these traditional expressions are becoming less common for the theoretical discipline. Sometimes even industrial relations and employee relations are confusingly listed as synonyms, although these normally refer to the relationship between management and workers and the behavior of workers in companies. The theoretical discipline is based primarily on the assumption that employees are individuals with varying goals and needs, and as such should not be thought of as basic business resources, such as trucks and filing cabinets. The field takes a positive view of workers, assuming that virtually all wish to contribute to the enterprise productively, and that the main obstacles to their endeavors are lack of knowledge, insufficient training, and failures of process. HRM is seen by practitioners in the field as a more innovative view of workplace management than the traditional approach. Its techniques force the managers of an enterprise to express their goals with specificity so that they can be understood and undertaken by the workforce and to provide the resources needed for them to successfully accomplish their assignments. As such, HRM techniques, when properly practiced, are expressive of the goals and operating practices of the enterprise overall. HRM is also seen by many to have a key role in risk reduction within organizations.

Human Resource Management System (HRMS, EHRMS), Human Resource Information System (HRIS), HR Technology or also called HR modules, refers to the systems and processes at the intersection between human resource management (HRM) and information technology. It merges HRM as a discipline and in particular its basic HR activities and processes with the information technology field, whereas the programming of data processing systems evolved into standardized routines and packages of enterprise resource planning (ERP) software. On the whole, these ERP systems have their origin on software that integrates information from different applications into one universal database. The linkage of its financial and human resource modules through one database is the most important distinction to the individually and proprietary developed predecessors, which makes this software application both rigid and flexible.

II. HR IT SCENARIO

The web is altering the HRD landscape beyond recognition. The key to corporate success in the fast changing information era is ‘thinking on your knees’. What is this thinking on your knees? Normally as the HR person you know what the situation is and operate from there. A repositioning is required in your decision process with questions like why, how and when and not just what. At this point you operate on your knee i.e. with far more dynamism and with a lot more effectiveness than thinking on your feet. The employees are like gypsies, on the move all the time. They camp at some location, enhance their skills, responsibility levels and move on. This is particularly true of the professional from Software Industry. Opportunities are plenty and the next job opening is only a mouse click away. The question is not about what else you can do to retain an employee but it is about making him productive, while he is with you. The value addition will then happen for both the employee as well as the employer resulting in a win-win situation. This means that the new strategy calls for the recognition that no employee is expected to be permanently with you. Normal tenure in any organization is likely to be between two to three years.

III. EMPLOYEE STOCK PURCHASE PLANS (ESPPS)

Employee stock purchase plans (ESPPs) include both tax-qualified “423 plans,” which about 2,400 companies offer, and nonqualified plans, which about 1,500 companies offer. Our estimates are based on data from ShareData's Equity Compensation Trends in America (1991), Hewitt Associates' On Employee Stock Ownership (1996), Hewitt Associates' Survey Findings: Employee Stock Purchase Plans (1998), and the National Association for Stock Plan Professionals' Stock Plan Design and Administration Survey (1998), especially the more recent studies. To estimate the number of employees covered under the plans, we took the total number of companies offering plans, multiplied those numbers by the average number of employees in the companies (13,207 for 423 plans and 17,790 for nonqualified plans), and multiplied that number by the average percentage of participation in the plans (34% for 423 plans and 17% for nonqualified ESPPs). Almost all companies with ESPPs are public.

Multiple Plans: Many companies offer multiple plans, and many employees participate in more than one plan. For example, many ESPP participants are also in 401(k), stock option, or other equity compensation plans. Hence, the total number of participants in all these plans is definitely not the total of the numbers in the "Number of participants' column.

HUMAN RESOURCE MANAGEMENT SERVES THESE KEY FUNCTIONS:

1. Recruitment & Selection
2. Training and Development
3. Performance Evaluation and Management
4. Promotions
5. Redundancy
6. Industrial and Employee Relations
7. Record keeping of all personal data.
8. Compensation, pensions, bonuses etc in liaison with Payroll
9. Confidential advice to internal ‘customers’ in relation to problems at work
10. Career development

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IV. RESEARCH PROBLEM

The main job of HRM is to manage the retention rate of employees in a company. The situation of employees in IT sector is not lies in the line of satisfaction. New innovations and promotional schemes decide the career platform of employees. It is quiet very important to understand the trend of human resource management. So my main research problem is identifying and analyzing of Emerging Trends of HR in Information Technology.

V. SIGNIFICANCE

Human resource is vital power of an it organization. It is quiet very important to monitor the change in human resource methods, factors, procedure and technique, plan of recruitment and selection in IT industry it is the platform where technology is change with passing if time the plan, principle of HR which are being followed by few decades are not valid in the complete environment. this research describe the relationship between employee as well as the tendency of HR people towards their job profile. This research is helpful for IT companies to monitor the lacking area about their people.

VI. RESEARCH METHODOLOGY

Research in a layman language means a search of knowledge. One can also define research as a scientific and systematic search of potential information on a specific topic. In fact research is an art of scientific investigation. The dictionary meaning of research is a “careful investigation or inquiry especially through search for new facts in any branch of knowledge”. Redman and Mory define research as a “systematized effort to gain new knowledge’. Some people consider research as a movement from known to unknown. Research is an academic activity and as such the term must be used in a technical sense. Research is an original contribution to the existing stock of the knowledge making for its advancement. It is the pursuit of truth with the help of study, observation and experiment. The purpose of research is to discover answers to questions through the application of systematic procedure. The main aim of research is to find out the truth, which has not been discovered.

VII. FINDINGS OF THE STUDY

- The 54% of the were Male and 46 per cent of the respondents were Female. It was observed that IT industry is dominated by the software professionals (46%), computer hardware and marketing services of IT are sharing the other half.
- The majority of respondents (69%) view that HR needs of IT industry are different from old economy sector and HR managers in IT industry has to keep this into mind..
- As per 48% of the respondents IT organization has more concern for profit motive than employee’s welfare. While 43% were not agree to this proposition
- 51 percent of the respondents strongly agree/agree to the statement that grievance are handled properly in the Indian IT industry. While 33% think otherwise.
- Majority of the respondents view that the top management's are not aware or little aware about the employees working conditions in the IT organizations.
- Cordial employee employer relationship is very essential in the upcoming highly competitive economy. The state of employee employer relationship in Indian IT Industry was measured through the questionnaire.
- Existing Indian labour Laws/Rules are not strictly applicable to Indian IT Industry as IT sector employees are quite different from general factory workers and are well educated and trained.
- Whether excessive competition in Indian IT sector is harming the overall long term prospects of employees in this sector.
The largest percent of the respondent’s view that there should be only welfare association in Indian IT industry.

VIII. RECOMMENDATIONS

1. These fastnesses of services and higher level of education/training standards are not easy to manage by the organizations’ concerned. As we already know that Human Resource Management of the organization deals with the individuals putting their hardwork to meet the organizations’ goals. Managing people is the toughest element of any organization than land, machinery or finances. Every human being has its own degree of preferences, likings and attitude. So, an HR manager has to take care of all these things in mind while dealing with the number of people working in the organization.

2. But, emerging HR trends of Information Technology industry can not be managed properly by the old traditional HR techniques. As it is commonly known that man learns by experience. 50 years of introduction of computers has provided us the areas to be additionally addressed by the HR managers in IT sector. Indian IT industry is not an exception. Moreover, due to existence of old conservative and protective labour laws it is not possible to meet the ever-growing international competition in the IT services.

3. The IT industry has been devising newer Personnel Management/ HR techniques which specifically meet the needs of IT industry. The main reason for this is high standards of education and professional training required for this industry. Secondly, there are excessive job demands for developed countries in this sector and high wage standards. So, HR managers mainly in developing countries like India find it very difficult to retain and recruit their manpower.

4. Despite having abundant English-speaking skilled workforce, an acute shortage of skilled workforce will affect the country’s software exports in the long run, if remedial actions are not taken immediately.

5. ‘Knowledge workers’ has become a buzzword in today’s IT scenario. And if we look at the top software exporters, they have been growing phenomenally in workforce strength. To make it big in the global software market, India needs to increase its mass of knowledge workers.

IX. CONCLUSION

Hence, it can be concluded that Emerging HR trends of Indian IT industry are quite different from the old economy industry. India is considered one of Super Power in Information Technology and allied fields. Majority of world leaders in IT sector are outsourcing their requirements from Indian IT Industry and recruiting Indian IT professionals. Hence, the Indian Government must allow the Industry to meet international competition and desired environment in respect of Labour Laws and financial rules must be liberalized for this Indian IT Industry. Moreover, HR managers in Indian IT Industry must keep the sensitive nature of IT professionals and state of greater opportunities outside in mind for devising HR policies for their organizations’ China is also entering this area vigorously and Government of India must help Indian IT industry to meet this challenge.

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