

# HR Digitization with a Reference to Bangalore's IT Sectors

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## Abstract

India's economy has emerged as one of the fastest-growing in the world, and the IT sector has played a pivotal role in this progress. Given the interdependence of the service and IT sectors, it is imperative to examine the evolution of both in India to comprehend the evolution of the IT sector. The service industry has seen significant change, particularly after the 1991 implementation of the Structural Adjustment Program (SAP), which has contributed to the expansion of the Indian economy. Economic development is usually defined as the shift from an agrarian to an industrial economy. On the other hand, India is experiencing a shift from the agricultural to the service sectors.

**Keywords:** Human Resources, IT, BPO, Digitization, challenges.

## Introduction

The sector of information technology and business process management (IT-BPM), which has grown five times over the past ten years, contributes 24% of the nation's total exports 50% of India's oil imports are offset by the export of the (IT-BPM) sector (NASSCOM, 2013) Additionally to the 10 million individuals it indirectly employs, this sector directly employs 3.1 million people.

The growth of the software sector has significantly changed the perception of the Indian economy, which until recently was believed to as a third-world nation plagued by poverty. Four Indian software companies have elevated our economy to the degree of top-tier software developers. India's investment in technical education paid off since it was able to generate a workforce with the necessary technical skills. This highly qualified workforce with excellent communication skills was ideal for seizing the global market.

With the aid of their personal networks that they formed while working in the USA, the Indian Diaspora in Silicon Valley assisted the IT firms in establishing a presence in the country. It's also crucial to understand how India's software business has evolved over time. India aimed to produce all of its own electronics and computers by the 1960's.

Between 1960 and 1978, IBM dominated the Indian market.

IBM installed around 70% of the computers in India. However, IBM left India in 1978 after failing to agree with the Indian government about the Foreign Exchange Regulation Act (FERA). India has enacted legislation requiring all international businesses to lower their stock participation to less than 50%. IBM decided to leave India because it did not want to lose its equity stake.

Software support, computer system design, and data processing facility management are all services provided by companies in this business. Cognizant, DXC Technology, and IBM's technology consulting arm (all based within the United States), in addition to Accenture (Ireland), Cap Gemini (France), and

India-based companies like HCL Technologies, Infosys, and Tata Consultancy Services (TCS), are among the major players.

According to Gartner, global IT services spending are around \$993 billion per year. According to the World Trade Organization, the EU, India, the United States, Singapore, and Israel are the top exporters of computer services. Africa's participation in IT service exports is hampered by a digital gap about access to and usage of communication and information technologies.

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### **GLOBAL LEVEL OF ITs INDUSTRY:**

The Information Technology (IT) industry has evolved into a global powerhouse, shaping economies, societies, and communication worldwide. Its importance stems from its ability to leverage digital technologies for various applications, revolutionizing the way we live and work. This theoretical overview delves into the fundamental aspects of the global IT industry, including its key components, trends, challenges, and impact.

### **Key Components of the IT Industry:**

The IT industry encompasses many different components, including hardware, software, services, and telecommunications. Hardware refers to the physical devices that enable computing, such as computers, servers, and networking equipment. Software encompasses applications, operating systems, and development tools that help with anything from basic calculations to complex data analysis. Services in the IT sector involve consulting, system integration, cloud computing, and cybersecurity. Telecommunications technologies provide the infrastructure for data exchange and communication, enabling global connectivity.

### **Trends Driving the IT Industry:**

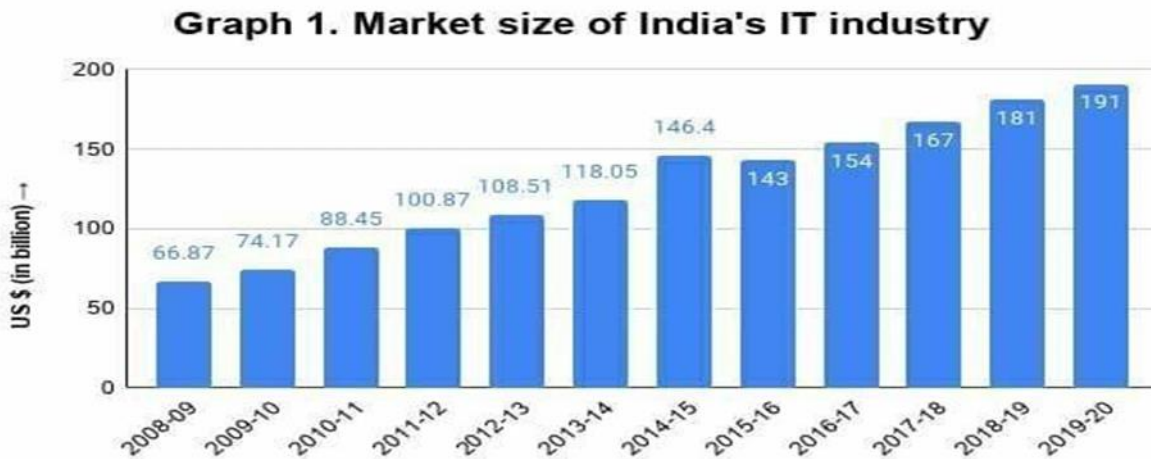
Several trends have been pivotal in shaping the IT industry's trajectory. Take cloud computing as an example, it has transformed the way businesses manage data and deploy applications, offering scalability and cost-efficiency. The Internet of Things (IoT) has connected devices and sensors, enabling data collection and analysis for enhanced decision-making. Artificial Intelligence (AI) and Machine Learning (ML) have enabled automation, predictive analytics, and cognitive capabilities across various sectors. The rise of Big Data has emphasized the significance of managing and analyzing vast amounts of information, leading to the creation of new tools and techniques.

### **• The challenges that are faced by the IT Industry:**

Despite its remarkable growth, the IT sector faces several challenges. Cybersecurity threats have become increasingly sophisticated, requiring constant innovation to protect sensitive information. Privacy concerns have also emerged due to the collection and utilization of personal data. The digital divide, characterized by unequal access to technology, remains a challenge, impacting individuals and

communities globally. Additionally, the rapid pace of technological advancement creates skills gaps as the workforce struggles to keep up with evolving demands.

## GROWTH OF IT INDUSTRY:



*Figure showing growth of the IT industry.*

## NEED AND IMPORTANCE OF HR

Human resources are very abundant and highly significant to the expansion of corporate organizations. For the development of human resources, it is crucial. Human Resource Management is a critical field of operations beyond the many managements of a company's activities the business organization, regardless of the extent of a business or the environment and breadth of its business transactions.

No matter the extent of the organization, the division of human resources is an essential aspect of the operation. Its duties include boosting staff output and protecting the company the any particular problems that might happen within the workforce.

Benefits and compensation, hiring, retaining, firing, and staying current on any regulations that could influence the company's personnel and its employees are all part of HR's responsibilities.

## KEY ACTIVITIES OF HUMAN RESOURCES:

1. Utilizing and managing people well
2. Relating compensation and performance evaluation to competencies
3. Acquiring skills that improve performance on a personal and organizational level
4. Increasing the creativity, innovation, and adaptability required to boost competitiveness
5. Utilizing innovative techniques to improve career development, succession planning, work process design, and inter-organizational mobility
6. Through better staffing, employee development, and communication, managing the adoption and integration of technology

## STATEMENT OF THE PROBLEMS:

The industry meant to understand how to digitalization appraisal of human resource management IT Industry point of view. IT when considering all of an organization's activities, business entails a systematic and ongoing process of handling people, money, machines, and materials; of all these, managing the

people component plays a dynamic and crucial role. If the organization uses digitalization in human resources management it is responsible for all the HR activity was and will continue to be. It understands that these realities cost the company a great deal of money. The business invests in these resources to get the best contribution possible.

**NEED OF THE STUDY:**

- It contains assistance from subordinate attorneys.
- It contains information that aids in the examination of worker productivity and awareness that brings T & D to a close.
- In HR, there are various problems with digitization, and the majority of IT companies are struggling with overemployment. The efficiency of HR's digitization is determined by how well its members and society are served by its policies and practices, which are measured by productivity.

**OBJECTIVES OF THE STUDY:**

- a. To find digitalization programs are there in human resources
- b. To understand the advantages of digitalization and challenges faced in digitalization in Human resources
- c. To identify various HR practices in digitalization
- d. To list out different tools available in the market for the application of digitalization in Human resource

**SCOPE OF THE STUDY:**

- It's known about the impact of digitalization in the HUMAN RESOURCE MANAGEMENT system on organizational excellence in the IT Sector in Bangalore.
- Those administrations might recognize the employee's idea around the existing execution examination framework.

**RESEARCH METHODOLOGY:**

Research Methodology is a strategy for addressing explore a scientific issue. It involves gathering data, employing statistical methods, and analysis including a summary and diagram of the study's findings.

**Collection of data:**

- a. Primary: Direct meeting with company employees and questionnaire
- b. Secondary: Annual reports and webpages

**Sample procedure:**

- a. Universe: The study's subject matter is the IT sector in Bangalore
- b. Population: Employees of IT Sector Bangalore
- c. Sample Unit: 100
- d. Sample Size: 100
- e. Sampling tool: Questionnaire

**LIMITATION OF THE STUDY:**

- The study is limited to the IT sector of Bangalore

- Sample size is limited to 100 respondents only.
- The analysis is due to the responses given by the employees of the IT sector in Bangalore.

### SUGGESTIONS:

- Encourage the use of electronic signatures for contracts and approvals.
- Train employees on the benefits of going paperless, such as reduced environmental impact and increased efficiency.
- Develop a strong social media presence for the company to attract potential candidates.
- Utilize targeted advertising on social platforms to reach a wider audience.
- Train HR teams on effective social media recruiting strategies.

### CONCLUSION:

According to the findings, the digitalization in the human resource system is satisfactory. The company understands the significance use of digitalization in HR. More changes can be done to guarantee that each participant is pleased with the procedure. When the suggestions and recommendations are implemented, the organization will benefit even more. The majority of the workers polled are pleased with the organization's approach to resolving employee concerns for digitalization complaints. After finishing this report, I would like to state that it had been a wonderful experience for me. Additionally, the survey I conducted helped me a greater comprehension of the entire research project. Despite my best efforts to ensure accuracy, this report may include a few errors. I'm hoping something that you can use this report as a resource in the future.

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