

Digitalization in HR with Special Reference to IT Sectors in Bangalore

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Abstract

The economy of India has become a member of fastest-growing in the world, and the information technology (IT) industry has been crucial to this development. Since the service sector and the IT industry are interrelated, it is crucial to investigate how both have changed in India so as to understand how the IT sector has developed. Especially since the 1991 the program for structural adjustment (SAP) is being implemented, the service sector has considerably changed contributing related to the growth of the Indian economy. The transition from an agricultural to an industrial economy is typically what defines economic development. However, the occurrence of transition in India ranging from agriculture to service sectors.

Keywords: The growth of software and IT, particularly BPO, has made it possible for the sector of services to flourish to a great level.

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 of 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 reach an agreement 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 made the decision 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 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 in relation to 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 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:

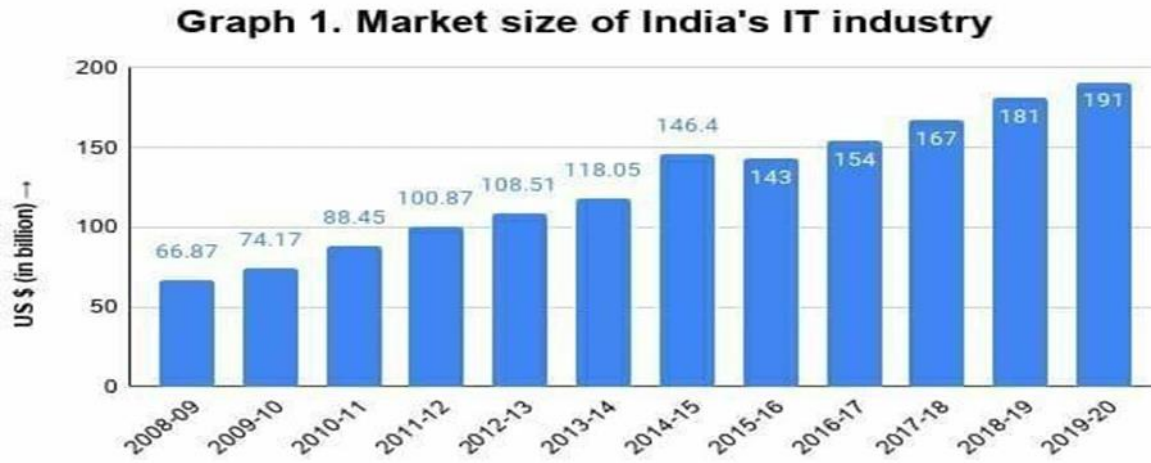


Figure showing growth of the IT industry.

NEED AND IMPORTANCE OF HR

Human resources are very abundant 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 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 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 could possibly an influence on the company's personnel and its employees are all part of HR's responsibilities.

2.1.9 KEY ACTIVITIES OF HUMAN RESOURCE:

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 interorganizational 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.

The 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 use digitalization in human resources management and 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 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.

OBJECTIVE OF THE STUDY:

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

SCOPE OF THE STUDY:

- It's known about the impact digitalization in HUMAN RESOURCE MANAGEMENT system on organizational excellence in IT Sector Bangalore.
- Those administrations might recognize the employee's idea around the existing execution examination framework.
- This study will be all the more powerful What's more fulfilled around workers/organization in IT Bangalore.

RESEARCH METHODOLOGY:

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

Collection of data:

- a. Primary: Direct meet to company employee and questionnaire
- b. Secondary: Annual reports and webpages

1. Sample procedure:

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

3.6 LIMITATION OF THE STUDY:

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

5.2 SUGGESTION:

- Going paperless
- Employee self-service app
- Automation eliminates hours of manual work
- Recruiting through social media
- Learning is always better through practical, real-life experiences or via practice
- Use Digital Platforms
- Use Digital Culture
- Conducting training for recruits located in different countries all over the world can be a real nightmare.

CONCLUSION:

According to the findings, the digitalization in 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 was 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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