

# HUMAN RESOURCE MANAGEMENT IN IT INDUSTRY : A STUDY OF SELECTED IT COMPANIES IN NCR



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**A SHORT SUMMARY  
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## **Importance of the Study**

The boom in the information technology (IT) industry has been attracting more persons from different industries than ever before. Prospects pursuing unrelated and diverse careers have suddenly discovered a passion for IT.

There was a time when foreign CEOs wouldn't even consider doing business in India. Between meddlesome economic policies (including restrictions on foreign investment), low education levels and corruption, India just wasn't an appealing place to invest. As growing foreign investment suggests, this is no longer the case. To be sure, conducting business in India is still fraught with difficulties, but India's economy and business environment have come a long way in the last decade.

The improvements began in 1991, when the Indian government initiated a set of economic reforms. Specifically, it lowered trade barriers, devalued the rupee, reformed the financial sector and removed cumbersome licensing barriers on all but six "strategic" areas of the economy. It also began to encourage direct and portfolio foreign investment.

## **Objectives of the Study**

Following are the main objectives of our study:—

1. To know the concept of Human Resource Management & Information Technology.
2. To Evaluate the Importance of the study.
3. To understand the objectives of the study.
4. To review of literature regarding topic of the research.
5. To know the effects of IT on IT professionals.
6. To assess the social effects of IT on IT professionals.
7. To assess the economic effects of IT on IT professionals
8. To know the organizational culture of IT companies.
9. To evaluate the job satisfaction among IT professionals.
10. To assess the images of IT professionals in the organizations.

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11. To assess the managerial attitude towards IT professionals and
12. To find logical conclusion and to suggest remedial measures.

### **Findings & Recommendations Regarding Job Satisfaction of IT Professionals**

Maintaining a motivated and committed workforce has become extremely challenging for HR professionals. Near full employment, the changing values of younger employees, baby-boomer burnout, and the increased willingness of employees to “jump ship” if the grass looks greener elsewhere have made this task much more difficult than in the past.

Unfortunately, in many organizations senior management doesn't have their finger on the pulse of how their employees feel. Traditional employee surveys can provide a good understanding of what employees like and dislike about their work life. Equally useful is an assessment of what is important to employees. Is it advancement opportunities the most important issue to them? Is it the pay? Is it job security? Is it the quality of their relationship with their supervisors? Or is it something else?

However, this survey asked about job satisfaction with various issues such as leadership, supervision, compensation, recognition, employee's role, work climate, team work, job security, job content, technology, training and development, company's image, facilities, advancement opportunities, role , clarity, performance appraisal system and employee suggestions for improvement.

The survey found that overall satisfaction among female employees was a little bit higher than men, there were some interesting components. Both men and women said that the industry performed well on only two of the Top 5 Most important attributes : Company Image and Job Security. Even within this area of agreement though, men were more satisfied than women on company image while women believed their jobs to be a little more secure and stable than men did.

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Women gave little importance to Inter-personal relationships but were most satisfied with it. While, men gave higher importance to this attribute, were less satisfied than women on this count.

The other attributes on which both men and women were satisfied were however not placed very high on the list of importance. For instance, satisfaction on advancement opportunities (Long Term Overseas Opportunities) was high for both (though in order of importance it ranked 12th for men and 16th for women). Men were happy with short-term overseas opportunities though it ranked 14th in order of importance.

Technology is the great leveller. At least, it's supposed to be. Yet, the survey found significant differences in how men and women in the IT industry think, what they want and what will propel them to join or leave a company. The differences are not huge enough to qualify as a battle of the sexes, but not insignificant enough to be ignored.

Armed with the knowledge of what is most important, creative solutions and the appropriate financial resources can be devoted to addressing the key issues. Without this knowledge, too much well-meaning effort might be expended trying to fix things that aren't all that important to employees.

The IT professionals were asked to identify the issues most important to them. The five issues most frequently cited by IT professionals were—

1. Compensation and Benefits;
2. Recognition and Rewards—A clear link between pay and performance;
3. Work/life balance—the corporate culture;
4. Enjoyment of the work and 5. Adequate staffing levels.

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