**Impact of e-HRM Practices on IT Professionals in the Information Technology Industry**

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**ABSTRACT**

In the knowledge economy nowadays top leaders fully realize the power of information technology tools for reaching business targets. The utilization of IT tools helps not only to fulfill the defined company’s goals but to optimize the work processes as well. Trends and results of contemporary studies constantly confirm the contribution of IT tools in the human resources area i.e., to do designated HR duties using the IT capabilities of the source. It takes the form of Electronic Human Resource Management (e-HRM). The e-HRM revolution depends on cutting-edge information technology, extending from internet-enabled Human Resources Information Systems to company intranets, and portals. The driving forces are increasing competition; the need to manage employees on a worldwide level, to increase HR service delivery, and to bring cost savings. Possibilities of IT usage in the HR field for measuring and tracking human capital and using the HR information system generally. With the COVID-19 epidemic, the world has been forced to become digitized, and it is far more critical to keep track of advancements in the science of "e-HRM."

**Keywords:** Human resource management, e-HRM, information technology, IT professionals, IT industry

1. **INTRODUCTION**

Recently, human resources management and its needs have become the center of consideration of every individual employer in each organization. The positioning of the organization on human resources starts to be one of the important errands of strategic management and human resources have an essential part in all strategic decisions. Human resource management includes activities such as recruiting, training, developing, and rewarding people in the organization. By continuously offering educational and training programmes for the personal and professional development of the organization's personnel, HRM must work to achieve competitiveness in the HR industry. It has been conventionally proved that Information and Communication Technology such as the Internet, mobile communication, new media, and such in HR can greatly contribute to the fulfillment of personnel policies of the organization. The HR department of an organization may be significantly impacted by technological advancement. It gives the business the chance to enhance its internal operations, core competencies, target markets, and organizational design as a whole.

The organization's strategic goals must be the main emphasis of human resources. An organization-wide IT strategy plan must be directed into these strategies. These are tasks associated with any improvement in the entity's technological systems, including product design research and development and IT systems. Technology development, which might involve learned knowledge, is a crucial business innovation process activity. All efforts in this context may have some technical content and lead to more technological development. IT may have a greater impact on organizations that exist in a dynamic environment. Human resources will become more effective and efficient as a result. Hence, utilizing IT applications for database management and advanced recruitment systems will increase the efficiency of the business. The influence of fast structural variations in India observed the evolution and expansion of technological sophistication. Indian companies needed to cope with the extremely diverse workforce into well-skilled, inspired& competent employees with there- retaining and multi-skilling problems, workforce reduction policies, retention, and career development. HRM and IT can meet the challenge of concurrently becoming more strategic, flexible, cost-efficient, and customer-oriented by leveraging information technology.

1. **HRM PRACTICES IN THE INFORMATION TECHNOLOGY INDUSTRY**

Since competent workers are the source of competitive advantage, human resources are the backbone of the IT business. Because it employs cutting-edge work culture practices that set it apart from other industries, like virtual offices and virtual migration, the IT industry is thought to be the most dynamic by nature. However, a high turnover rate, a lack of job satisfaction, employee job hopping, flexibility, and individualization are all common business happenings and a major source of concern for IT organizations. The methods used for human resource management in Indian IT sectors, such as hiring people and developing human resources, are very different from those used in manufacturing and other service sectors.

1. **E-HRM AND INFORMATION TECHNOLOGY PROFESSIONAL**

Electronic Human Resource Management practices have a significant impact on information technology professionals in the IT industry. Here are some key ways e-HRM practices affect IT professionals:

1. **Efficient Recruitment:** e-HRM enables faster and more efficient recruitment processes, allowing IT professionals to find job opportunities quickly and reducing the time to hire for organizations.
2. **Skill Development:** e-HRM systems often provide access to online training and development resources helping IT professionals stay updated with the latest technologies and trends in the industry.
3. **Performance Evaluation:** IT professionals benefit from automated performance appraisal systems, which provide real-time feedback and help identify areas for improvement, ultimately enhancing their career growth.
4. **Flexible work arrangements:** e-HRM supports remote work arrangements, which are common in the IT industry, allowing IT professionals to work from anywhere and maintain a better work-life balance.
5. **Competitive Compensation:** e-HRM tools assist in managing competitive compensation packages for IT professionals, including bonuses, stock options, and other incentives, helping organizations attract and retain top talents.
6. **Data-Driven Decisions:** e-HRM analytics help organizations make data-driven decisions about workforce planning, skill development, and talent acquisitions, which benefits IT professionals by aligning their skills with organizational needs.
7. **Self-Services Options:** IT professionals can access their HR-related information, such as pay stubs, benefits, and leave requests, through self-service portals, providing them with greater control and convenience.
8. **Career Advancement:** E-HRM systems often include tools for career planning and development, helping IT professionals set clear career goals and access the resources needed to achieve them.
9. **Compliance and Security:** E-HRM practices ensure that IT professionals are aware of and comply with industry regulations and security policies, reducing risks associated with data breaches and legal issues.
10. **Improved Communications:** e-HRM facilitates communication between IT professionals and HR, ensuring that they are informed about company policies, changes, and opportunities for growth within the organization.
11. **NEW ROLE OF IT PROFESSIONALS IN HRM**

IT professionals in HRM play a critical role in modern organizations. Here are some key responsibilities and contributions they may have:

1. **HR Software Management:** IT professionals are responsible for selecting, implementing, and maintaining HR software systems, including HRIS, Applicant Tracking Systems (ATS), and payroll software. They ensure these systems are efficient and compliant.
2. **Data Analytics:** They use data analytics tools to analyze HR data, providing valuable insights for decision-making. This includes analyzing employee performance, turnover rates, and compensation trends.
3. **Cybersecurity:** Protecting sensitive HR data is paramount. IT professionals work on safeguarding HR data from security breaches and ensuring compliance with data protection regulations like GDPR or HIPAA.
4. **Automation and Artificial Intelligence:** Implementing automation and AI tools in the HR process can streamline tasks like resume screening, onboarding, and benefits administration. IT professionals are key to integrating these technologies effectively.
5. **Employee Self-Service Portals:** They design and maintain employee self-service portals, enabling employees to access HR-related information, submit requests, and update personal details.
6. **Integration:** Integrating HR systems with other departments like Finance for payroll is essential. IT professionals ensure seamless data flow between systems.
7. **Training and Support:** Providing training and technical support to HR staff is crucial. IT professionals help HR teams maximize the benefits of technology.
8. **Compliance:** Staying up-to-date with labour laws and regulations is vital. IT professionals assist in creating and maintaining HR Processes that comply with legal requirements.
9. **Data Security and Privacy:** Ensuring data security and privacy is a top priority. IT professionals help HR in implementing security measures, access controls, and encryption.
10. **Scalability:** As organizations grow, HR processes must scale accordingly. IT professionals help in designing and implementing systems that can accommodate this growth.
11. **Cloud Adoption:** Many organizations are migrating HR systems to the cloud. IT professionals manage this transition and ensure that cloud-based systems are secure and reliable.
12. **Reporting and Dashboards:** Crating customized reports and dashboards for HR managers and executives is another critical function. This helps in monitoring HR Key Performance Indicators and making informed decisions.

IT professionals in HRM bridge the gap between technology and human resources, ensuring that HR processes are efficient, compliant, and data-driven. Their expertise is crucial in modernizing and optimizing HR Functions within organizations.

1. **INFORMATION TECHNOLOGY'S IMPACT ON HRM FUNCTIONS**

Economic marketplaces, data transmission, and communication all face the challenge of not obtaining a significant portion of global advantages in the current era of information technology. This is Alvin Toffler's third wave in a global society. Computer and information systems technologies are widely used by organizations nowadays to discuss anything at any time. IT and the Internet are highly remarkable in terms of organizational learning, effective communication with workers, an outstanding organizational learning process, and the availability of knowledge anywhere and at any time. Managers need it in order to put their skills to work in their organizations as well as to reduce their weaknesses and other aspects in a timely manner. Information technology has gradually changed the organization, particularly human resources.

1. **INFORMATION TECHNOLOGY INDUSTRIES IN INDIA**

Information technology is the creation, processing, storage, safe transmission, and exchange of all types of electronic data using computers, storage, networking, and other physical devices. The three main industry groups that make up the IT sector are software and services, hardware and equipment for technology, and semiconductors and semiconductor equipment. The industries and sub-industries that make up these three industry categories are further broken down. The IT & BPM sector has become one of India's most significant economic drivers, having a significant impact on the GDP and welfare of the country. In FY22, the IT sector contributed 7.4% of India's GDP, and by 2025, it is anticipated to make up 10% of India's GDP. Cutting-edge digital applications are transforming industry after sector, and India is now ready for the next stage of its IT revolution. With 76 crore people now having Internet connection, India is regarded as having one of the largest Internet user bases and the most affordable Internet pricing by the rest of the globe. Thanks to a strong foundation of digital infrastructure and improved digital access given by the Digital India Programme, the emphasis at the moment is on the development of considerable economic value and citizen empowerment. India is one of the countries with the highest rate of digital adoption. This was achieved through a combination of government initiatives, private sector innovation and investment, and new digital apps that are already enhancing and permeating a variety of activities and varied sectors of employee, positively improving citizens' daily life. India's standing in the Global Innovation Index (GII) 2022 edition increased by six spots to take up position 40. India is the world's most preferred offshore location for IT companies. By 2025, the industry is projected to reach a value of US$19.93 billion.

1. **RECENT DEVELOPMENTS IN INFORMATION TECHNOLOGY INDUSTRY**

The key competencies and characteristics of Indian IT have drawn significant investment from important nations and corporations.

* At its branch in GIFT City in November 2022, ICICI Bank announced two new products for its NRI customers: Dollar Bonds and Loan against Deposits (LAD).
* The AWS Asia Pacific (Hyderabad) zone, the second AWS infrastructure zone to be launched in India, was announced by Amazon Web Services in November 2022. The region is expected to sustain more than 48,000 full-time jobs yearly by 2030 as a result of investments in India reaching more than US$ 4.4 billion.
* Through its Google Cloud subsidiary, Google partnered with regional gaming company SuperGaming in November 2022. As part of the partnership, SuperGaming's SuperPlatform game engine will be available to game creators who utilize Google Cloud to create, host, and distribute their games.
* To enable their customers to pay tuition to foreign schools and universities digitally, HDFC Bank has partnered with Flywire.
* Network People Services Technologies (NPST) revealed that it was developing a banking super app in August 2022. The high-end platform will provide a smooth user experience by combining all banking, financial, and transactional services into a powerful, intelligent app. It may be utilized by banks, fintech firms, and other BFSI players.
* PwC India said in August 2022 that it intended to hire 10,000 people over the following five years in the field of cloud and digital technology.
* PE/VC investments in the technology sector totaled US$157 million over 12 agreements as of October 2022.
* From April 2000 to June 2022, India's computer software and hardware industry received cumulative Foreign Direct Investment (FDI) inflows totaling US$ 88.94 billion. According to data issued by the Department for Promotion of Industry and Internal Trade (DPIIT), the industry came in second for FDI inflows. 14.70% of total FDI inflows are made up of computer hardware and software.
* The Union Bank of India (UBI) and Tech Mahindra collaborated to build a Metaverse Virtual Lounge and Open Banking Sandbox environment in July 2022.
* ZStack International, a market leader in cloud computing, IaaS, and PaaS solutions globally, declared in June 2022 that it was expanding into India and the SAARC Region.
* In order to promote the uptake of cloud computing in India, Redington India, a provider of IT services, and Amazon Web Services (AWS) engaged into a multi-year strategic partnership in June 2022.
* Experian, an American-Irish firm that provides consumer credit reports, intends to significantly expand its Global Innovation Centre (GIC) in Hyderabad over the course of the following three to five years, adding roughly 4,000 new staff. Using cutting-edge technologies like cloud computing, big data analytics, artificial intelligence, and machine learning in the BFSI (Banking, Financial Services, and Insurance) industry will be GIC's primary focus, according to sources.
* PE investments totaled $23.4 billion in the IT industry.
* In order to increase network automation, efficiency, flexibility, and dependability for Communication Service Providers (CSPs), Wipro and TEOCO teamed together in November 2021.
* In the NelsonHall NEAT for CX Services in Banking, Financial Services, and Insurance (BFSI) in August 2021, Tata Consultancy Services was recognized as a leader.

**Conclusion**

By streamlining HR procedures, encouraging skill development, and offering opportunities for career advancement, e-HRM practices have a significant impact on IT professionals in the IT sector. They are essential for luring top IT talent and maintaining the workforce's agility and competitiveness in the rapidly changing industry. As a result of globalization, it is necessary to consider how IT can support the execution of business strategy within the context of human resources management in order to guide the company toward excellence and boost market competitiveness. Despite the fact that the questionnaire's results indicated that information technology only slightly supports achieving HR goals, a carefully planned implementation of an HR information system can greatly aid HR strategy in a firm in order to meet specified Key Performance Indicators (KPI). The initiative's major focus should be on what needs to be accomplished, namely how IT solutions can assist KPIs and what kinds of HR procedures they should support. Human resources must carefully choose and hire personnel, as well as train themselves to use these complex technologies, in order to meet these objectives. Employees should increase their technological proficiency in order to compete for jobs in the increasingly advanced, technologically dependent society.

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