



# APPLICATION OF E-HRM IN INDIAN IT INDUSTRY

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**ABSTRACT:** Human resource management has undergone significant shifts since the introduction of web-based technologies and applications. Through the implementation of e-HRM systems, basic HR functions have been automated to the point where HR appears to be more of a portal than a person. e-HRM is also being used by businesses in India, particularly in the IT sector. As a result, the purpose of this study was to discuss the various cutting-edge e-HRM strategies utilized by IT businesses. Recruitment, training, education, selection, performance management, and compensation are all examples of e-HRM practices. The literature was reviewed in both the Indian and foreign contexts. Secondary sources like the websites of Indian IT companies like TCS, Infosys, HCL, Tech Mahindra, and Wipro were used to compile the data. Ultimatix by TCS, Sparsh by Infosys, Twingo by Tech Mahindra, My HCL by HCL, and People Soft by Wipro are just a few of the e-HRM applications that each of these businesses uses to carry out their HR functions.

**Keywords:** *e-HRM, IT Industry, India, Human Resource Management*

## INTRODUCTION:

Indian businesses' human resource procedures are derived from administrative procedures and are referred to as the **Personnel Department**. In the 1990s, many industries, including the textile, manufacturing, construction, telecommunication, media, hospitality, healthcare, and IT services, accepted the term **Human Resources Department**. Recruitment, Selection, Training and development, Performance evaluation, and Compensation assessment are the only traditional HRM practices. Policies, procedures, systems that have an effect on employee behavior, attitude, and performance are referred to as newly adopted HRM practices. Human resource management is the

process of Recruiting, Hiring, Deploying and managing an organization's employees. HRM practices are based on the business needs of the company within the context of culture, structure, technology and process. The current study provides insight into specifics of Software Industry Practices for Human Resource Management.

The use of technology in human resources management (e-HRM) is well-established for enhancing HR operational processes and enabling distributed access to managers and employees. This paper aims to identify the difficulties of implementing e-HRM systems and offer some suggestions for increasing their efficiency in IT companies. The paper provides a comprehensive framework for an approach that takes into account the possibility of incorporating e-technology into HR systems and its use for HR functions in IT organizations.

An organization can make significant progress toward success by installing an e-HRM system with all of the obstacles in mind. Better control by top management has been made possible by a total systems approach and increased function transparency. In the software industry, HR practitioners must also play a down-to-earth role. Standardizing and centralizing HR administration in an internal service center, evaluating and ensuring the flexibility of e-HR technology, e-recruitment, training, and the development of data-mining tools are all necessary to produce an efficient e-Statement. The fact of the matter is that e-HRM enables better management in software companies, which is crucial to their competitive advantage. (Antony and Balasubramanian, 2011)

## LITERATURE REVIEW:

**Swaroop (2012)** investigated the ways in which an organization can save money through e-HRM. He tried to learn about e-HRM's advantages and disadvantages. The research was primarily descriptive. Information was gathered from auxiliary sources. Because the work is done with the assistance of e-HRM activities like applicant tracking, employee profile, e-training, e-recruitment, e-selection, and e-performance of management system, it was discovered that e-HRM is cost effective.

**Patil (2013)** focused on the attitude toward e-HRM and employee contentment. He also focused on the difficulties IT workers face with e-HRM. A structured questionnaire and descriptive study were used.

**Lakshmi (2014)** looked at the hospitals' e-HRM practices, suggested ways to implement them, and looked at how feasible e-HRM was. There were 2000 people in the population, and 150 people were selected using convenience sampling. The survey method of a structured questionnaire was used to collect the data.

**Sareen (2015)** inspected the level of satisfaction of necessities of end clients in an e-HRM structure. Based on how it related to segment factors like age, sex, residency, and work insight, the e-HRM framework that was used in some companies was divided up.

**Panneerselvam (2017)** examined the effects of e-HRM implementation in India, its expansion, and organizational practices. The author had provided information regarding the utilization of e-HRM and the organization's work simplification. The research required the collection of secondary data. According to the study, Indian management differs from European management in terms of technology and uses e-HRM less frequently than European management.

**Rahman and Hosain (2021)** targeted to determine the connection between e-HRM practices and organizational sustainability. The study used both primary and secondary data. Using a structured questionnaire, data were gathered from 387 individuals. SPSS was used to conduct correlation and regression analyses on the data. It was discovered that e-HRM practices and organizational sustainability had a positive and significant correlation.

### **RESEARCH OBJECTIVE:**

1. To study the previous researches done so far with respect to application of E-HRM in IT Industry
2. To investigate the various cutting-edge e-HRM strategies utilized by IT businesses in India.

### **RESEARCH METHODOLOGY:**

This study is based on Secondary data. The required data related to E-HRM techniques being used by selected IT companies was collected through their official web portals.

### **LIMITATION:**

This study is based on only top 5 IT companies based at Bangalore, India. These 5 companies for this research were selected on the basis of their work force employed. All the companies working in IT sector in India were not studied, which is a limitation to this study. Only secondary data was used for this research, which is also a limitation of this study. Since, such IT Companies follow EHRM through their specific and dedicated portals, which could be landed by researcher but could not be accessed by a non-employee as it required login ID and Password provided by respective organizations to their employees only, which lead to another limitation to this study.

### **RESEARCH GAP:**

With thorough study of available literature on this topic of research, it was discovered that there is no academic study done till date to compile the application of EHRM in companies working in IT sector. Hence it is totally a new area of study to explore the present status vis-à-vis future prospects of EHRM especially in IT sector, which employs a huge work force and is usually a service oriented industry.

## MAJOR E-HRM PRACTICES:

1. **E-Recruitment:** E-recruitment entails hiring a candidate who is suitable for the position online. Galanaki (2002) defines e-recruitment as "using the internet to recruit through corporate websites, specialized websites, or online advertisement."
2. **E-Selection:** It includes picking the best out of e-recruitment. The ability test and the personality test are the two components of E-Selection. It refers to the organization's hiring process, which could include an online test, an interview, reference checks, or/and a final interview.
3. **E-Training:** According to Manju and Suresh (2011), training is "the art of intervention to improve organization's service quality in stiff competition by improving technical skills of employees."
4. **E-Learning:** Employees are always looking for new opportunities and ideas for their development, so e-learning helps them perform better and be more productive. It saves the hour of the representatives with less exertion. According to Dublin (2004), e-learning efforts served the needs of learners and the expectations of the organization.
5. **E-Compensation:** With E-compensation, directors are able to create spending plans, demonstrate the impact of incentive plans, and guarantee the decency of compensation designation choices with e-remuneration frameworks (Marler et al., 2006).
6. **E-Performance Management:** In the organization e-performance management helps to monitor the performance of the employees and capture the data for measurement of performance elements. Information is kept secure in online performance management rather than being placed in employees' files in offices (Payne *et al.*, 2018).

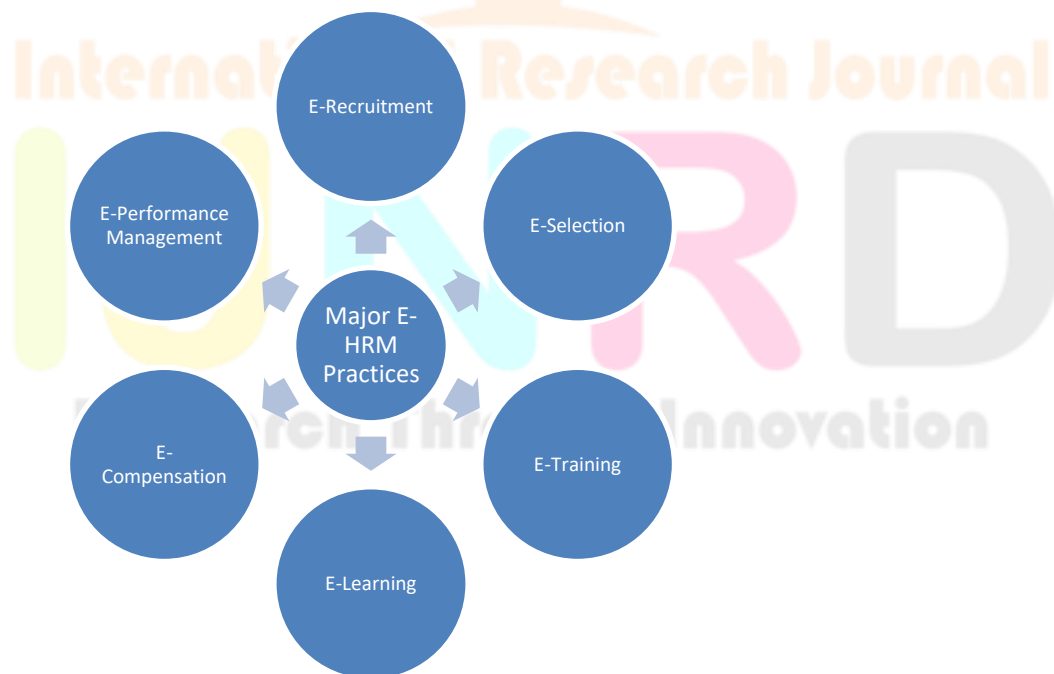


Figure 1: Major E-HRM practices



## E-HRM IN TATA CONSULTANCY SERVICES (TCS)

Tata Consultancy Services is a multinational Indian corporation with its headquarters in Mumbai. It was established in 1968 as a division of TATA Sons Limited. Ultimatix is the software that employees at TCS use. This software is the work of people. Employee services, project delivery and sales, HR talent and delivery, finance, learning and collaboration, and utilities and infrastructure were utilized in this all-application software (Campbell Jodey, 2022). The software is used for various purposes based on the requirements of the employees. The Center of Excellence for Accessibility focuses on IT solutions for expert people in an unexpected way, assisting in their reintegration into the workforce. TCS also runs other activities to help employees grow their careers, like CareerHub, a platform that provides training services to employees. In addition, they operate Inspire, a specific program that provides high-potential representatives with fast track career advancement. Intermittent initiative surveys aid in maintaining a sound development pipeline (Rathee and Bhuntel, 2022).

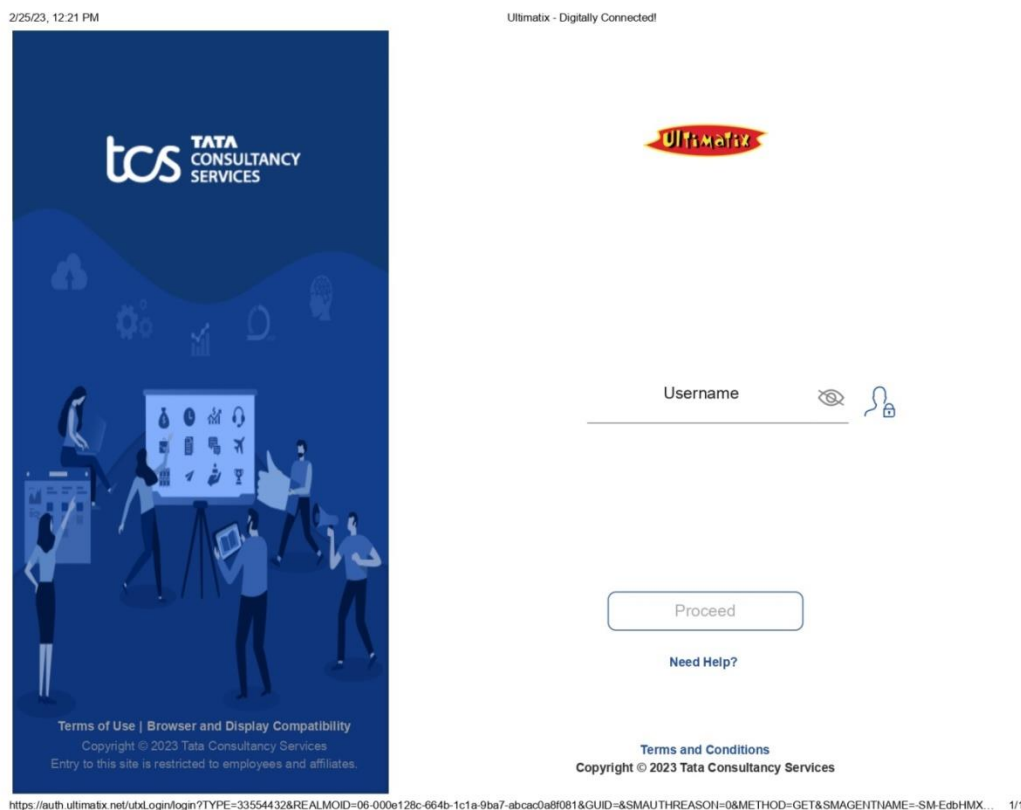


Figure 2: TCS Ultimatix - landing page (Source: <http://www.ultimatix.net>)

## E-HRM IN HCL

For their employees, HCL offers online training, collaborative learning, certification programs, instructor-led training, and on-demand training. HCL Comnet (now HCL ISD) has a unique site for new participants (Rathee and Bhuntel, 2022). The New Comnet site is a one-stop solution for all of the information students need to enroll in Comnet and includes self-learning as part of the acceptance program. The month-to-month e-zines, which break down and pronounce the

presentation of all operational groups each month, are another creative communication activity that HCL performs (Majumdar, 2013).

The HCL organization employs MYHCL software for employee development. The Smart Service Desk from HCL is an application that can be accessed by all employees on their workstations. Workers can simply open a ticket in the Smart Service Desk to resolve any issue or exchange, and the cycle will automatically begin. They won't have to rush to HR, pay, or contact them. A framework of this kind's purpose is to inform upper management that they need to address worker absences as soon as possible so that representatives can focus on their work.

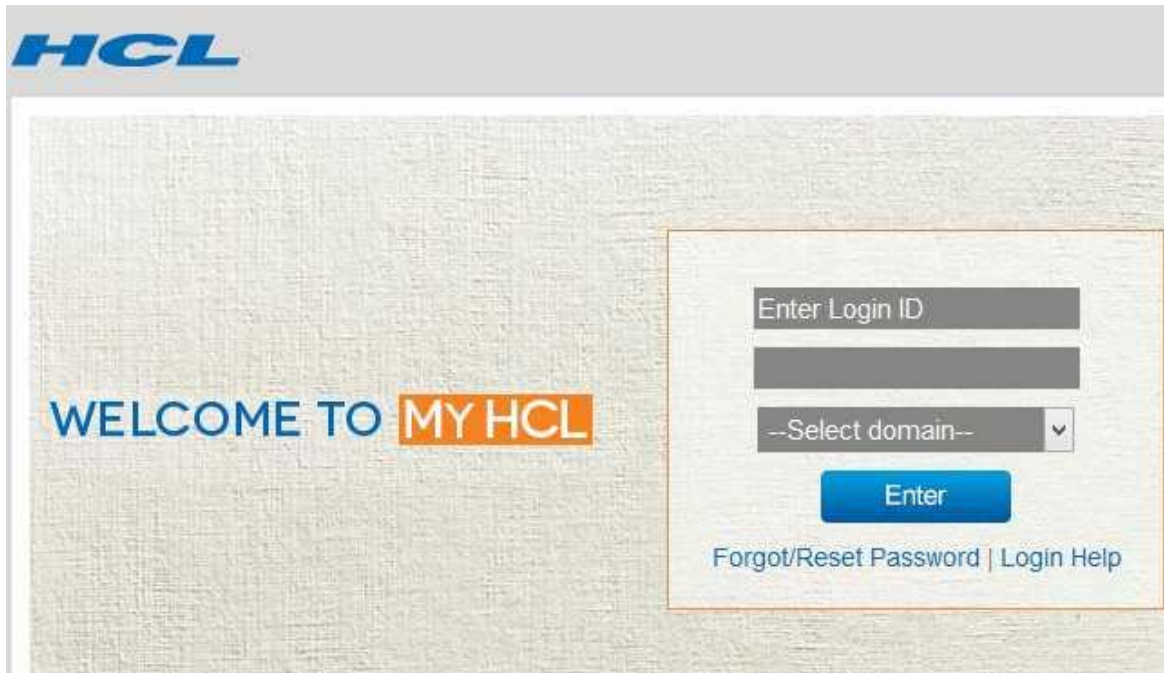


Figure 3: Landing Page of My HCL (Source: <https://eduvark.com/hcl-my-hcl-196922.html>)

## E-HRM IN INFOSYS

Employees at Infosys also have access to an online training facility. While participating in e-training and development programs, Infosys employees' levels of curiosity have fluctuated continuously. Infosys utilizes sparse software for employee development. Additionally, Infosys uses Blueshift's Recruitment Management System (RMS), an online solution provider based in Chennai, India. Blueshift was built on a dot NET platform and had modules for candidates who applied directly, employees who referred candidates, staffing agencies that submitted profiles of suitable candidates, and campus placement coordinator applications. In addition, Infosys obliges its senior representatives and chiefs to fulfill the requirements for executive development and emphasizes upon the board and authority development program as necessary (Rathee and Bhuntel, 2022).

In Infosys organization Sparsh programming is being utilizing for their representatives. Infosys uses Blueshift's Recruitment Management System (RMS), an online solution provider based in Chennai, India, for recruitment and selection. Blueshift is based on a dab NET stage and

comprises of various modules for competitors who applied straightforwardly, for representative references, for staffing organizations which presented the profile of reasonable up-and-comers and for applications put together by grounds position facilitators.

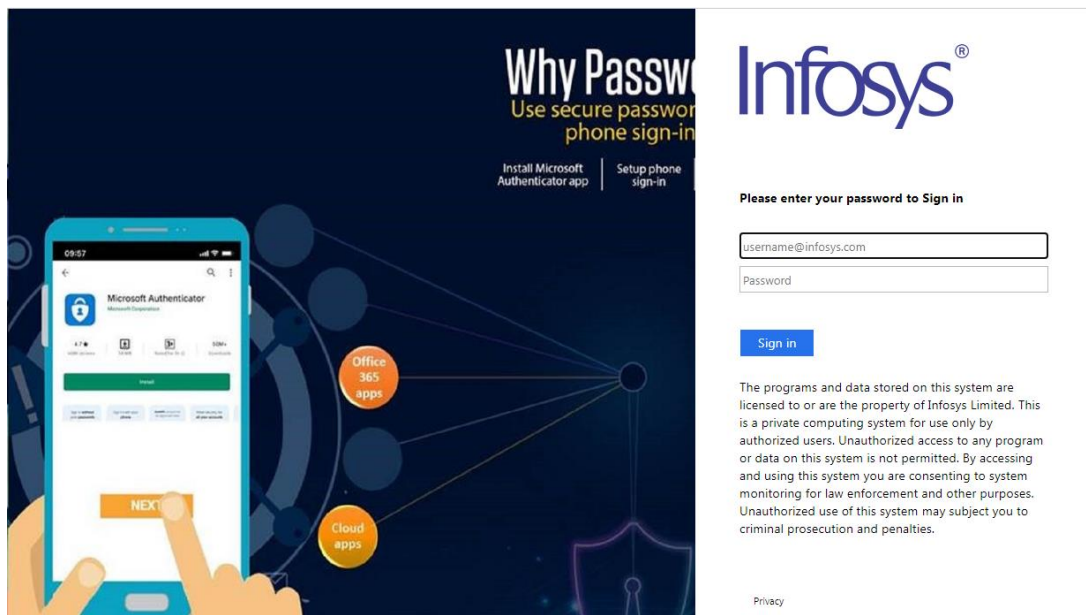


Figure 4: Landing page of Infosys 'Sparsh' (Source: Infosys)

## E-HRM IN TECH MAHINDRA

The employees at Tech Mahindra use TWINGO software. This software is used for a variety of purposes in this IT company, including e-recruitment, e-training, e-compensation, and e-performance management. The primary provider of computerized change, counseling, and business re-designing services is Tech Mahindra Ltd. In 2019, they unveiled K2, the primary humanoid for the company's Noida Special Economic Zone Campus in Uttar Pradesh, India. K2 initiates conversation without requiring awakens orders thanks to cutting-edge AI technology. K2 can respond to questions with text displayed alongside Speech, keeping in mind the needs of people with special needs. K2 enables the HR department to focus on other important areas for worker advancement and can answer both general and specific HR representative questions as well as handle individual requests for activities like providing pay-slips, tax documents, and so on

Research Through Innovation



Figure 5: Twingo portal for Tech Mahindra (Source: [www.techmahindra.com](http://www.techmahindra.com)).

## E-HRM IN WIPRO

The PeopleSoft software that WIPRO is developing is used for employee development. Oracle and Wipro collaborated on the most impressive aspect breed HR stage arrangements. Additionally, Wipro selected The Hackett Group, a global critical warning company, to provide precise information, best practices, and top-notch execution details on the development of its creative packaged arrangement platform. By combining Oracle PeopleSoft human resources administration and Wipro's universally advanced HR conveyance capability with a-list execution experiences and benchmarking measurements from Hackett, it conveys this exceptional value blend.





Figure 6: Screenshots of My Wipro mobile app (Source: Wipro)

## CONCLUSION:

The study's objective was to investigate the innovative e-HRM practices utilized by IT organizations in the Indian context. The primary goal of this objective was to investigate the applications of e-HRM practices in the IT industry. The top five IT companies that are listed on the BSE and NSE stock exchanges were the focus of the current study. E-HRM practices like e-recruitment, e-selection, e-training, e-learning, e-compensation, and e-performance evaluation are utilized by these businesses. For instance, TCS employs 'Ultimatix' as employee management software. Employees at TCS work on this software in departments like finance, human resources, engineering, development, and many others. For instance, HCL employs 'MYHCL' software for employee development. Infosys employs the 'Sparsh' software for employee development. Tech Mahindra deals with the 'TWINGO' portal. The WIPRO Company is developing PeopleSoft software for employee development. The HR department's work is now more streamlined and effective thanks to these cutting-edge e-HRM practices.

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