

A Study on Human Resource Practices at an Information Technology Company

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ABSTRACT

Human Resources Management (HRM) encompasses a wide range of practices, policies, and processes aimed at effectively managing employees within an organization. The HR function in the IT industry is extremely important given the large number of people IT companies employ, and the impact the IT and technology sectors have on the economy. HR best practices serve to align the company's business goals with the management and support of its workforce, making HR a vital part of business success. The current study extracts the facts to find out how the companies in India facing HR problems and what kind of innovative practices followed to recruit and retain their employees and to make them feel best place to work and enjoy working and made the companies in the great height in their own field of business. A sample size of 140 was taken and a response collected from the employees were tabulated and analyzed for various parameters on HR Practices for the improvement of the organization. The conclusions were made from the responses regarding qualification with expected income, age, gender, satisfaction of the employees, goals and their contributions, innovative hiring methods, incentives, talent management procedures to retain the employees, training periods, job security and promotions. Overall study proved that the IT Company was rated high with regard of their HR Practices by their employees.

KEY WORDS:

IT Company, HR policies, Training, Job satisfaction, Goals and performance appraisal.

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1.0 INTRODUCTION

Human Resources Management (HRM) involves a broad array of practices, policies, and processes designed to manage employees effectively within an organization. This in-depth guide explores HR strategies, policies, techniques, and implementation, offering practical insights and proven best practices.

The HR department in a company oversees the full employee life cycle, which includes recruiting, hiring, onboarding, training, terminating employees, and administering benefits. HR's duties also encompass strategic planning, recruitment efforts, workplace management, and staying informed about policies that affect the company and its workforce.

HR best practices help align a company's business objectives with the effective management and support of its employees, positioning HR as a key driver of overall business performance. Key practices include creating a supportive work environment, ensuring job security, promoting transparency, using innovative hiring approaches, and investing in employee training and development.

Effective HR best practices enhance productivity, improve talent management, increase employee satisfaction, uphold company culture, and support employee retention. HR best practices are a set of human resource strategies and principles that enable a company to meet its business goals, regardless of its size, type, or industry. A company's most valuable asset

is its workforce, which demands skilled management and ongoing support. The HR department is mainly responsible for applying these strong HR policies. While each business has unique needs, successful HR teams universally adopt certain core practices, and most leading companies follow them to drive growth. By adopting these approaches, organizations can build effective strategic HR management.

1.1 OBJECTIVES OF STUDY

Primary Objective

- To study on the Human Resource practices at an IT Company

Secondary Objectives

- To analyze the satisfactory level of employees to the HR practices of the organization
- To study the effectiveness of HR practices in boosting company's productivity
- To survey on innovative hiring methods, retention procedures and the incentives offered as a best HR practice of the organization
- To examine the effectiveness of the onboarding and technical training processes practiced and duration of the training as preferred by the employees of an IT Company

2.0 REVIEW OF LITERATURE

Ashwini and Rajesh (2023), A review led by researchers, delves into the multifaceted landscape of HR practices, exploring their significance, evolution, and benefits on organizational success. This study provides valuable insights into HR practices and highlights their adaptive nature in various organizational contexts. The analysis presented in this paper serves as a resource for HR professionals, managers, and researchers seeking to enhance their understanding of HR practices that drive organizational excellence.

Metasebia and Kant (2023) The current study is the outcome of a thorough evaluation of the literature on functionalism in human resource management as it relates to organizational performance. The result emphasizes the necessity for human resource management managers to implement cutting-edge strategies for faculty and staff empowerment so they may traverse the fast-changing environment and perform to their full potential against the odds.

Muhanga (2023) the review explores HRM practices reflecting the best fit and best practices schools of thought. A scoping review approach was used in both data collection and analysis involving 103 articles. It has been observed that Human Resources departments did their best to keep organizations moving during COVID-19. It is recommended that organisations should sustainably promote these best fits and best practices in case of any pandemic.

Balu (2022) paper focuses on the best practice in Performance appraisal and for finding out what are those best practices are, we have selected the practices followed in some of the Fortune 500 companies. This paper also focuses on the result that these companies are gaining due to adopting new methods of performance appraisals.

Himani and Tarkar (2022) studied about artificial intelligence as a branch of science and technology that has been used effectively over the decades in various fields, and now it has become an indispensable part of organizational practice as it is one of the leading technologies in the current era, and now there is an emerging trend applying AI technologies within the business.

Naznin et al., (2022) studied on reviews Human Resource Management (HRM) literature by adopting a hybrid research approach-bibliometric analysis and content analysis-on 1802 documents from the Scopus database. Results from the bibliometric analysis shows HRM research presence in the areas of data sciences, information technology, and organizational behaviour.

Yousef and Altahat (2021) investigated the impact of Human Resource Management Practices (HRMP) on improving Employee Performance (EP). The study is accomplished by hypothesizing the impact of HRMP on EP, additionally, this impact is theorized to be mediated through job satisfaction. The results show that HRMP had a positive impact on EP, as well as job satisfaction and its components (job stability and job enrichment). The mediating role of job satisfaction (enrichment and stability) was discovered.

Ying et al., (2019) Scholars are directing more attention to employee perceptions of human resources (HR) practices and have explored issues such as whether and how employees' idiosyncratic or collective perceptions of HR practices shape employee outcomes.

Abdijabbar (2018) reviewed the findings of previous studies conducted by various researchers with the aim to analyze the impact of HRM practices such as recruitment and selection, career planning and development opportunities, training and developments, compensation, reward and recognition.

3.0 REASEARCH METHODOLOGY

Methodology includes collecting information, classifying and tabulating the data for the purpose of making decisions.

3.1 Research Design:

Research Design for the current research study based on De Morgans table, a sample size of 140 employees were surveyed. Probability sampling technique, stratified random sampling is opted to provide employees an equal chance under different divisions to express to their views towards HR practices. This sampling provides quantitative research and reliable to draw conclusions about broader populations. Questionnaire of 25 questions, is prepared and circulated to employees to know their opinions on the HR Practices. is close- ended where the employees are given options to select to get their feedback.

4.0 DATA ANALYSIS AND INTERPRETATION:

Chi Square Test

A Chi-Square statistic 'n' one way to show a relationship between two categorical variables.

Testing of Hypothesis

Null Hypothesis

There is no significant association between the educational qualification of the selected candidates and their expected monthly income.

Alternative Hypothesis

There is a significant association between the educational qualification of the selected candidates and their expected monthly income.

Result of Chi Square test

χ^2	51.55
df	12
p - value	0.0000007455

p-value is lesser than 0.05 and hence we can reject null hypothesis and accept alternative hypothesis, proving that there is a significant association between the educational qualification of the selected candidates and their expected monthly income.

Student's t Test

Student's t test is a statistical test used to test whether the difference between the response of two groups or two different responses of the same group are statistically significant or not

Students' t test in the current study is tested to check whether there is a significance between the fixed training period for their job profile in the company and the preferred training period by the 140 employees drawn as a sample from the population

Student's t test solution = 0.5

p- value =0.5

Since p- value is > 0.05 the difference between the fixed training period and preferred training period is not significant at 0.05 level

ANOVA Analysis

In the current data Anova of single factor is tested for various talent management processes opted as a HR practice in the organization and the responses of the sample

Result of ANOVA

SUMMARY

Groups	Count	Sum	Average	Variance
73	5	267	53.4	368.3
42	5	234	46.8	182.2
24	5	192	38.4	156.3
1	5	5	1	0.5

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	8226.6	3	2742.2	15.50799	5.4E-05	3.238871517
Within Groups	2829.2	16	176.825			
Total	11055.8	19				

p-value is 0.000054 which is lesser than 0.05, hence null hypothesis is rejected and we accept alternate hypothesis showing there is a significant difference between the acceptance level of various talent management processes under HR practices amongst the sample population.

5.0 FINDINGS AND INFERENCE

The current study extracts the facts to find out how the companies in India facing HR problems and what kind of innovative practices followed to recruit and retain their employees and to make them feel best place to work and enjoy working and made the companies in the great height in their own field of business, at NOVAC Technology Solutions, Chennai.

- Majority (37 %) of the respondents fall in the age category of under 25 years.
- 55 % of the respondents fall in the female gender category. In an IT sector females are given equal chance of being selected in appointments.

- 34 % of the respondents from the organisation were Post graduates even though they work for an IT sector which generally thought will demand a professional degree.
- Majority of the employees (40%) expected a monthly salary of 15k to 25k based on their qualification and experience. Work experience and educational qualification play a major role in determining one's salary.
- Majority of the employees (42%) were with 1-3 years of experience. Mostly in the IT companies the employees gain experience and shift jobs for their higher compensation.
- Maximum of the employees 74 % rated HR policies on a higher scale and none of them rated it low showing the policies to be satisfactory.
- 39% from the study showed satisfaction with the existing HR policies and hence needed no betterment of the policies.
- 90% were contented with the benefits and compensation under the company's HR practice. This shows the employees willingness to work in the organization
- Majority of the employees 70% agreed to the training and development under the HR practice of the organization that showed a better upliftment of the employees towards the career improvement hence can satisfy the goals of the organization.
- Maximum employees preferred various training methods out of which Job rotation and shadowing ranked best then case study and mentorship. Internship was preferred by the respondents who were freshly appointed.
- Majority of the employees (39%) were given the least days of training in the profile whereas only few respondents (1%) were given 15 days of training depending on the profiles for which the employees are appointed
- Most of the employees had their training period preference considering their job profiles to be convenient for 7 days, as may be the better duration for the job understanding. Next preference was 10 days. The respondents felt 15 days was long and 3 days may not be enough to be trained for the job.
- 139 respondents were happy and contented with the company's health care policies including medical insurance and medical leave and reimbursements for medical checkups. Only 1 of the respondents showed unhappiness on the same.
- Majority of the employees (76%) proved that the performance appraisal were calculated fairly based on their work capabilities and 23% neither complained or agreed showing their uncertain decision and none reported disagree. The employees work interest is based on the performance appraisal fairness.
- 92% strongly agreed and agreed that they are satisfied with the job profile within the organization and hence the company can be said to have a conducive environment.
- 99% understood the goals of the company which is a positive growth for the organization. Unless a employee moves towards the achievement of the goals, the vision of the company cannot be fulfilled.
- Majority of the employees (84%) of the company were benefitted from the on boarding and training process given to them during their job appointments. Only few employees reported neutral.
- Majority of the employees. 91% of the respondents were thoroughly satisfied with their promotion chances with may pave way for the better performance in their profile within the organization.
- Most of the respondents (96%) rated high on the job security in the company and showed a stable work environment for the retention in the organisation.
- Majority of the employees (97%) were satisfied with their contributions towards their company's objectives which shows the development of the organisation is aligned with the employee's performance.
- Maximum 92% were strongly agreed or agreed to the company's HR policies offering appropriate incentives to the employees. None strongly disagreed proved the same.
- The respondents reported that the HR practices utilized various talent management processes for the choice of the right resource and retention of the capable candidates with the organization.
- Majority of the respondents (86%) were of the opinion that the HR policies boost the productivity of the company.

- Majority of the respondents (85%) were of the opinion that innovative hiring methods were opted to achieve the goals of the organization.
- Chi square test resulted in the p-value that is lesser than 0.05 and hence we can reject null hypothesis and accept alternative hypothesis, proving that there is a significant association between the educational qualification of the selected candidates and their expected monthly income.
- Students t test proved that p- value is > 0.5 the difference between the fixed training period and preferred training period is not significant at 0.05 level
- The results of ANOVA shows that the p-value is 0.000054 which is lesser than 0.05, hence null hypothesis is rejected and we accept alternate hypothesis showing there is a significant difference between the acceptance level of various talent management processes followed by HR practices amongst the sample population.
- Overall study proved that, the current studied IT company was rated high with regard of their HR Practices by their employees.

6.0 CONCLUSION

Having understood the importance of HR practices in the betterment of the employees in an organization, the current study was undertaken to enable the researcher to understand the best practices and the employee's response towards various practices in the organization. Innovative HR practices are the latest trend in the industry to reduce the cost of recruitments and to retain the best resources. The industries must be taught to follow the best practices to bring advantage to the employees. The statistical analysis undertaken by the researcher brought about the significant differences if any amongst the various categories of the study. The employees should be trained well on their respective roles of employment for the better performance. Promotions must be fair and job security should not be a great concern for the employees to prove their capabilities. Performance appraisals should be conducted fairly. Best HR practice should be opted by the companies to boost productivity. The conclusions were made from the responses regarding qualification with expected income, age, gender, satisfaction of the employees, goals and their contributions, innovative hiring methods, incentives, talent management procedures to retain the employees, training periods, job security and promotions. Overall study proved that, the IT Company was rated high with regard of their HR Practices by their employees.

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