A STUDY ON IMPACT OF COVID-19 ON MANAGING EMPLOYEES IN IT INDUSTRY AT BANGALORE CITY

Aswanth PS[1], Ms. K.Deepika Rani[2]

[1]*Final Year MBA Student, PG Department of Commerce and Management Studies, Brindavan College, Bengaluru*
[2]*Assistant Professor, PG Department of Commerce and Management Studies, Brindavan College, Bengaluru*
Email: [1]aswanthps1997@gmail.com, [2]deepikanandan88@gmail.com

Abstract—*HRM involves the application of management functions and principles that are applied to requisitioning, developing, maintaining, and remunerating employees in an organization. A coronavirus is a sort of regular infection that causes a disease in your nose, sinuses, or upper throat. Employees in IT Industry are requested to work from home as the companies to maintain their employee's safety and health measures. Work from Home implies a worker is working from their home, loft, or spot of living arrangement, as opposed to working from the workplace. This is something really making the employees be loyal towards their organization. Since the money flow has been very minimal, generating income at this point also gets difficult and there is no movement of monetary terms. There are many people who are not financially strong, lost their jobs. They also must maintain family, if their family is a single based income then it is really hard for them to deal the situation. There is no doubt corona virus has drastically changed the business landscape in 2020, with more businesses than ever encouraging or requiring employees to work from home.*

Keywords—*IT Employees, IT Industry, Responsibility, Satisfaction, Work from home.*

1. INTRODUCTION

Human Resource Management is a management function that helps the manager recruit, select training, and develops members for organization. It is concerned with Peoples dimensions in organizations. Organizations are not more bricks mortal Machineries and inventories they are people. It is the people who staff and manage the organization. Bengaluru is situated in the Southeast piece of India, with a normal populace of 84 lakh. The city is known for a great deal of things, and draws consideration from over the globe, particularly in the IT area and new businesses. Here is an inside and out investigation on why Bengaluru become the go-to put for IT organizations and new companies. As per a report, there are in excess of 67000 IT organizations in Bengaluru, out of which in any event 12000 organizations are right now working (these numbers are from 2017). Truth be told, another report proposes that Bengaluru houses over 35% of the all-out IT experts in India, which implies an incredible 2.5 million individuals are working in Bengaluru in the IT area. A coronavirus is a sort of regular infection that causes a disease in your nose, sinuses, or upper throat. Most coronaviruses are not hazardous. In mid2020, after a December 2019 flare-up in China, the World Health Organization recognized SARS-CoV-2 as another sort of coronavirus. The flare-up immediately spread the world over. COVID-19 is a sickness brought about by SARS-CoV-2 that can trigger what specialists call a respiratory tract contamination. It can influence your upper respiratory tract (sinuses, nose, and throat) or lower respiratory tract. It spreads a similar way different coronavirus do, principally through individual to-individual contact. Contaminations run from gentle to dangerous. WFH implies a worker is working from their home, loft, or spot of living arrangement, as opposed to working from the workplace. Numerous organizations have a WFH approach, or remote work arrangement, that permits their representatives to telecommute either full-time or when it is generally helpful for them. Bangalore likewise called the flying restraining infrastructure capital of India.

2. REVIEW OF LITERATURE AND GAPS:-

The writing audit recognizes crafted by past specialists, and in this manner, guarantees the pursuer that your work has been effectively thought out. It is expected that by referencing a past work in the field of study, that the writer has perused, assessed, and assimilated that work into the current work. A writing survey makes a "scene" for the pursuer, giving her or him a full comprehension of the improvements in the field. This scene illuminates the pursuer that the creator has to

be sure absorbed all (or most by far of) past, noteworthy works in the field into her or his exploration. "Recorded as a hard copy the writing survey, the reason for existing is to pass on to the pursuer what information and thoughts have been set up on a point, and what their qualities and shortcomings are. The writing survey must be characterized by a directing idea (e.g. your examination objective, the issue or issue you are talking about, or your contentious proposition). It is not only a spellbinding rundown of the material accessible, or a lot of outlines.

➢ Pereira (1985) considered Larsen and Tourbo's (L and T), human resource development framework. L and T presented an incorporated human resource development framework before 1985. He followed procedure and history of human resource development framework (HADS) and changes in it. They cover execution evaluation, preparing and authoritative turn of events. He pointed out that HRD division is currently isolated from the work force office, basic properties required for the activity have been recognized and the association is going towards the foundation of potential examination framework.

➢ Antonarulrajah Anthonypillai 3.38Eastern University Sri Lanka The target of this review is to investigate the hypothetical and observational discoveries of research work, which connect human resource management (HRM) rehearses with authoritative advancement. Advancement models request advancement arranged and centered packs of HRM practices to create and continue development potential and limit of associations. Discoveries of this audit uncover that the hypothetical and experimental status of HRM rehearses on improvement and maintenance of development potential and limit of associations, and further upgrades the current group of information and the writing on the connection between HRM rehearses and authoritative advancement. Moreover, this survey exhibits three key jobs of HRM rehearses on authoritative development.

➢ Carnegie Mellon University (2000): The Globalization of Software: The Case of the Indian Software Industry. The quick globalization of the software business as of late has centered a lot of consideration on India whose software industry is currently a little however a developing piece of the worldwide division of work. Our investigation had two significant destinations: To comprehend and portray the primary highlights of the Indian software industry, particularly its capability and shortcomings; and to comprehend its connections with the American software industry and with the American economy all the more by and large. To get at these issues, we gathered information from various sources, including a poll study of over a 100 Indian software firms, and visited more than 45 Indian software firms in Delhi, Bombay, Madras, Bangalore, and Hyderabad. We caught up with fewer telephone interviews with U.S. firms that have redistributed software advancement to India.

3. NEED FOR THE STUDY: -

Due to the increase in number of corona positive cases in Bangalore, the situation has changed drastically. Now since the MNC organizations cannot risk their employees' health have declared holidays for a weeks' time. They informed their employees to work from home. And then after the cases have risen tremendously, Government has declared lock down in the state. Now that the companies are also facing some sort of financial issues due to lack of projects from clients, hence there is no revenue generation for the company. So, they are terminating and downsizing the employees. Key employees have been asked to work from the home as they should meet the TAT (Turnaround time) and Team leads will be monitoring their work. So, underperformers will be fired from the company due to the lack of cost cutting.

4. STATEMENT OF THE PROBLEM:-

At present scenario, the government itself is worried due to the adverse spread of virus in a very less time. People have been requested to stay back at their own house and quarantine themselves such that the spread of virus could be controlled. Coronavirus disease spreads primarily through contact with an infected person when they cough or sneeze and when a person touches a surface or object that has the virus on it, then touches their eyes, nose, or mouth. To prevent all of it, Companies declared to be at home and not have a contact with anybody. Since the employees are working from home it is being difficult to monitor everyone in team that they are doing the work given or not. For which managing the team and employees is getting a bit difficult.

5. SCOPE OF THE STUDY:-

The study on impact of Covid-19 on managing employees in IT industry, at Bangalore city was confined to some selected organizations in Bangalore province in India. The scope of the study is related to how the organization managed their employees in the period of lock down and the quality of service provided by the organization and employees. To develop few techniques which can be used in the future if the same crisis happens.

6. OBJECTIVES OF THE STUDY:-

- ➢ To know the difficulties faced by the managers in monitoring the employees.
- ➢ Effectiveness of work from home in the current situation.
- ➢ To give certain precautions for overcoming of problems faced by industries.
- ➢ To develop few techniques which can be used in the future if the same crisis happens.

7. RESEARCH DESIGN:-

7.1 SAMPLING:-

The sample study will be based on a non-probability sampling. In non-probability sampling not all member of the population will be given a chance of participating in the study.

➢ SAMPLE SIZE:-

The sample size preferred for this study is around 104 respondents who would take part in our research.

➢ AREA OF OPERATION:-

The research is conducted in Bangalore city.

7.2 TOOLS FOR DATA COLLECTIONS:-

Both primary and secondary data are taken into the account for data collection.

➢ PRIMARY SOURCES:

 The primary data will be collected through the respondents using the well-structured questionnaire.

➢ SECONDARY SOURCES:

Secondary data are those data which are already been collected by someone who have already been through statistical persons, this study is also uses data and information from journal and magazines, internet, and books etc.

7.3 DATA ANALYSIS:-

The data collected will be tabulated will be used to present data. The resulting tables will be analysed, and inference will be drawn.

7.4 STATISTICAL TOOL USED FOR DATA ANALYSIS:

Percentage analysis will be used to analyse the data of the study.

8. LIMITATIONS OF THE STUDY:-

- ➢ The study is confined to a finite period.
- ➢ The result fully depends on the information given by the respondents which is also known as opinion survey.
- ➢ The analysis of the present study has been done based on the information collected from the one who are residing in Bangalore city.

9. DATA ANALYSIS AND INTERPRETATION:

Data analysis is the process of collecting the information from different sources. It helps in gathering data from many areas and to interpret it. This will help in knowing the complete details of the respondents from different places by taking sample size as a whole. The age, gender, educational qualification, occupation, and income level of the respondents is also one of the analyses of data and so on. Interpretation of statistics refers to the mission of drawing inferences from the collected information after an analytical and/or experimental have a look at. The mission of interpretation has major factors like the effort to establish continuity in research through linking the results of a given examine with those of another, and the establishment of a few explanatory concepts.

9.1. Gender

TABLE 1

SI No.	Particulars	No. of respondents	Percentage
1	Male	52	50%
2	Female	52	50%
	Total	104	100%

Source: Primary data

From the above table we can see that out of 104 respondents of my survey about 50% of males and 50% of females have participated.

9.2. Are you employee of an IT specialized company?

TABLE 2

SI No.	Particulars	No. of respondents	Percentage
1	Yes	85	81.7%
2	No	19	18.3%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 81.7% of the respondents are employee at an IT specialised sector where as the rest 18.3% are not employees at the IT sector.

9.3. Are you comfortable managing work from home?

TABLE 3

SI No.	Particulars	No. of respondents	Percentage
1	Yes	47	45.2%
2	No	50	48.1%
	Maybe	7	6.7%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 45.2% of people are okay working from home, 48.1% of people are not okay working from home and the rest are not adjusted or not sure to decide.

9.4. Does this lock down phase effect your work?

TABLE 4

SI No.	Particulars	No. of respondents	Percentage
1	Yes	68	65.4%
2	No	22	21.2%
3	Maybe	14	13.5%

	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 65.4% of my respondents feel that the work is getting effected due to lockdown, 21.2% of them feel that it doesn't effect their work and the rest are not sure if it is or if it isnt.

9.5. Are you able to give the same work rate as you have before?

TABLE 5

SI No.	Particulars	No. of respondents	Percentage
1	Yes	35	32.7%
2	No	63	60.6%
3	Maybe	6	6.7%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 32.7% of people say that they can give the same dedication to their work like before, 60.6% of my respondents feel that they cant work the same way like they used to and the rest are not sure if they are able to give 100% or not.

9.6. Does your head or manager help you in completing the work?

TABLE 6

SI No.	Particulars	No. of respondents	Percentage
1	All the time	53	51%
2	Some time	39	37.5%
3	Not at all	12	11.5%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 51% of my responses say that their manager or head help them when ever they wanted to get some clarity, 37.5% of the responses say that they do help them some time and 11.5% of people say that they doesn't at all help.

9.7. Which of the following do you feel is more comfortable?

TABLE 7

SI No.	Particulars	No. of respondents	Percentage
1	Working from office	55	52.9%
2	Work from home	19	18.3%
3	Either is fine	30	28.8%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 52.9% of my respondents feel comfortable working from office, 18.3 % of them feel working at home is comfortable and the rest 28.8% of respondents feel any of them is fine.

9.8. Are there any problems you came across when working from home?

TABLE 8

SI No.	Particulars	No. of respondents	Percentage
1	Yes	71	68.3%
2	No	18	17.3%
3	Maybe	15	14.4%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 68.3% of my respondents have faced problems working from home, 17.3% of them said they are not facing any kind of problem and 14.4% of them are not sure.

9.9. Do you feel your work is effected post lockdown?

TABLE 9

SI No.	Particulars	No. of respondents	Percentage
1	Yes, it is adversely affected	55	53.8%
2	Yes	29	27.9%
3	No	14	12.5%
4	Not at all	6	5.8%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 53.8% of my respondents feel that it is effecting them very badly, 27.9% of the respondents feel that it is, 12.5% of them feel that it is not effected and 5.8% of people say that it is not at all being affected.

9.10. How do you try solving your doubts during work from home?

TABLE 10

Will call a colleague	65.4%
Will ask for managers help	63.5%
Will post pone the work	46.2%
Will allot work to others	39.4%

Source: Primary data

From the above mentioned table we can see that 65.4% of the respondents will call their colleague, 63.5% of them will ask for their manager to help, 46.2% of them said that will postpone the work and 39.4% of them feel that will allot the work to others of their team.

9.11. Is your company giving you extra time to finish the work than they used to.

TABLE 11

SI No.	Particulars	No. of respondents	Percentage
1	Yes	72	69.2%
2	No	17	16.3%

3	Maybe	15	14.4%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 69.2% of the respondents said that the company is giving them extra time to finish their work, 16.3% of the respondents said that their company is not alloting any extra time for them.

9.12. Are you satisfied with your work now?

TABLE 12

SI No.	Particulars	No. of respondents	Percentage
1	Yes	45	43.3%
2	No	54	51.9%
3	Maybe	5	4.3%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 43.3 % of my respondents ar satisfied with the work output that they are getting now, where as 51.9% of the respondents are not satified withtheir out put and 4.3% of them are not sure if they are.

9.13. Is your company giving the same salary that it mentioned in your offer letter at the present scenario?

TABLE 13

SI No.	Particulars	No. of respondents	Percentage
1	Yes	72	69.2%
2	No	20	19.2%
3	Maybe	12	11.5%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 69.2% of my respondents have said that they afe being paid the same that is mentioned in the offer letter, 19.2% of respondents have told that they are not paying the amount they used to give before and the rest 11.5 % of the respondents have told that they are getting full amount once in a while and less rest of the times.

14. Is your company laying off employees?

TABLE 14

SI No.	Particulars	No. of respondents	Percentage
1	Yes	68	64.4%
2	No	32	30.8%
3	Maybe	4	4.8%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 64.4% of my respondents said that the company is laying off employees, 30.8% of respondents have told that their company is not into laying off and 4.8% of them have told that they are not sure which means they are not aware.

9.15. Will work from home

TABLE 15

SI No.	Particulars	No. of respondents	Percentage
1	Increase the time work	55	52.9%
2	Decrease the time work	36	34.6%
3	Doesn't affect	13	12.5%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that 52.9% of my respondents told that it is increasing their time of work, 34.6 % of them told that it is decreasing the work time and 12.5% of them told that it doesn't affect at all.

9.16. Is your company managing employees the right way?

TABLE 16

SI No.	Particulars	No. of respondents	Percentage
1	Yes	80	76.9%
2	No	14	13.5%
3	Maybe	10	9.6%
	Total	104	100%

Source: Primary data

From the above mentioned table we can see that about 76.9% of them feel that their company is managing the employees right way, 13.5% of them feel that they are not and the rest 9.6% feel that they are not aware of it.

10. FINDINGS:-.

In the whole tenure of my project, I have understood the perspectives of an employee in the organization in such crisis type and how the company is handling it smooth. At this time, the company is giving the privilege to work from home. If this was not the situation, then almost all of them might have lost their jobs. In the whole tenure of my project, I have understood that the company is handling the perspectives of the employees in the organization smoothly.

➢ There has been positive response in my questionnaire that the companies understanding them and not stressing much by keeping heavy deadlines.

➢ Amidst this pandemic team members are portraying real teamwork by having a friendly virtual working atmosphere.

➢ In case of employees though the govt has asked the companies to not lay off or downsize the employment because of current scenario few MNCs have managed to Bear the loss.

➢ Consider the example of earnest young company (EY). It is a very huge MNC. In monetary basis all the employees are satisfied and are doing well.

➢ The working atmosphere does affect the quality of work. Some people manage both household and business works.

➢ Though it is difficult dedication and perseverance can make it successful.

11. SUGGESTIONS:-

During this pandemic time, it is being hard to manage organization. Since the work culture itself has changed, it will be hard for getting back to normal. So, I personally feel that the organizations that are providing the opportunity of working from home are really appreciated.

➢ During this pandemic time, I personally feel that, it is being hard to manage organization since the work culture itself has changed.

➢ Due to this pandemic scenario, employees are not paid sufficient or I do not think they are paying them off the amount which they were actually paying them before. I think companies should consider the employees current financial stability and act accordingly.

➢ When we talk about leaders, they should additionally encourage employees, who are mentally trying to adapt the remote work, stress of new environment etc.

➢ If we talk about the dress code, it may not sound important but psychologically speaking it does help many workers to be confident while working at home.

12. CONCLUSION:-

This is something really making the employees be loyal towards their organization. Since the money flow has been very minimal, generating income at this point also gets difficult and there is no movement of monetary. There are many people who are not financially strong, lost their jobs. They also to maintain family, if their family is a single based income then it is hard for them to deal the situation. There is no doubt corona virus has drastically changed the business landscape in 2020, with more businesses than ever encouraging or requiring employees to work from home. While many employees already do some work remotely, many workers and managers are still trying to adjust to this paradigm shift. Working from home means more distractions, fewer ways to interact naturally with fellow employees, and more social isolation — all of which can lead to less productivity. To overcome these challenges, employers should explore new ways to manage and collaborate with employees and enable more ways for employees to connect with each other. Finally, one last thing that may not be obvious to managers is the importance of facilitating non-work interactions among remote workers. Creating time and space for workers to talk about news, hobbies, and other topics — just as they would have done in the office — helps them relieve stress and feel better connected. One way to do this is to leave a few minutes before and after video conferences open for people to catch up. Another is to host a weekly virtual happy hour or a team-building exercise to build bridges between employees.

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