



STUDY ON MANAGING IN INFORMATION TECHNOLOGY SECTOR IN INDIA

Gopal Sharma

Research Scholar, Sunrise University, Alwar, Rajasthan

Dr. Maheshchand Sharma

Research Supervisor, Sunrise University, Alwar, Rajasthan

ABSTRACT

The term "strategic management of information technology" (SMIT) refers to the coordination of several strategic actions including the use of IT with the end aim of achieving organizational objectives in a highly competitive market. Previous studies have offered many theories relating to how IT contributes to organizational performance, each one including a unique set of factors. While all models were aiming for the same thing—improved organizational performance—the differences among them generated some oddities. We draw attention to the three outer layers of the SMIT concept: the SMIT establishment or environment, key elements, and an unified model. Workers in many industries, but notably those in the information technology sector, often face stressful, competing priorities on the job. They act as managers under very demanding circumstances. Fear and tension are the results. The onus is on IT workers to manage these challenges in the workplace and strike a healthy work-life balance.

KEYWORDS Statagic Management, information technology, SMIT, Organizations

INTRODUCTION

Information technology (IT) is defined as "any linked system or subsystem of equipment that is utilized by an organization for the automated capture, storage, manipulation, management, display, movement, control, switching, interchange, transmission, or receiving of data or information." What we mean when we talk about "information technology" is everything that has to do with storing, retrieving, transmitting, or analyzing data. IT development may be analyzed from either an information or a technological angle. Information processing and knowledge management are of primary importance from an informational standpoint. In order to affect the recipient's

actions and decisions, information is sent from one party to another. Knowledge is seen as more comprehensive, detailed, and extensive than just facts and figures. An organization may be considered "knowledge intense" if its leaders recognize the importance of information and implement strategies to maximize its use.

The Technology advancements of the present day are not changing the need of the parts utilised in the past. What this implies is that the technology is maturing gradually and steadily. The requirements build on one another and get more complex as the maturity level rises. Companies that need to back crucial software releases know how important it is



to have a dedicated release management team in place. The dangers and complexity of software releases would be overwhelming without this feature. Many of the software solutions designed to mitigate these threats do so via the lens of IT service management (ITSM), using the processes described in the Information Technology Infrastructure Library (ITIL).

LITERATURE REVIEW

Haji Gul Wahaj (2021) Due to advances in communications and commerce, the globe has shrunk to the size of a global village made possible by IT. The Internet has revolutionized our everyday lives and the ways in which we interact with one another, as well as our methods of education, employment, and leisure. Accuracy, speed, availability, and ease are all made possible thanks to the contributions of information technology, which plays a crucial part in every facet of modern life. Human resource development is greatly aided by the availability of information technology as a set of programs that can be accessed by anybody with access to the necessary hardware (HR). In this article, we provide an overview of the function of IT in HRM, focusing on its significance in emerging nations like Afghanistan. Today's top executives appreciate the value of the Internet and computerized systems for furthering business objectives. Organizations may do more with the aid of IT and the Internet, and the evaluation of employees' efforts can be improved as a result.

Farhad Hassan Zada (2020) In recent decades, there has been a lot of talk about how important it is for organizations that

value human knowledge and rationality to have access to cutting-edge information technology in order to fully capitalize on the idea, offload mundane and repetitive tasks to machines, and free up more time for employees to focus on more creative endeavors. Science in general, and management in particular, have benefited greatly from the advancements made possible by the advent of information technology. Evidence to support this claim may be seen in the widespread use of electronic suffixes throughout several industries and functions, including but not limited to commerce, instruction, banking, government, marketing, supply chain, sales, HR management, and others. and supported by evidence. Designing the infrastructure of an IT department takes careful thought and deliberation, the presentation of acceptable models, and the analysis of existing models in both the firm and the outside world. The convergence of electronics, data processing, and telecommunications has produced information technology, which has facilitated the linking of computers with their human users, the mechanization of communication networks, and the expansion of data transmission rates. This has resulted in decentralization, the building of a highway, and an increase in the speed, quality, and efficiency of decision making and management. The extensive use of IT in improving the efficiency of businesses via HRM is not a new phenomenon; such practices date back to at least the 1990s. While IT's original goal was to aid in the resolution of HRM issues, it is now an integral part of the HRM process. Human resource



management functions have been impacted by the significant shifts in the business environment brought on by the introduction of new information technologies. Human resources (HR) staff and other business professionals increasingly communicate and collaborate through internal and external IT platforms. Substantial alterations are being made in the HR departments of businesses as a result of the widespread use of e-HR services.

Mastura Ismail et.al (2017) Scientific research shows that information is one of the world's most valuable resources, serving as a foundation upon which people may build knowledge and make choices that will have an impact on the here and now as well as the future. There is reasonable evidence to support the claim that the corporation and its associates depend heavily on accurate data to drive their success. The purpose of this article is to provide a qualified perception of current knowledge, pattern, identify the spread, and establish an example for advance survey in the area of information management by assessing numerous important exams on information management. Publications such as Emerald, Science Direct, the IJRIC South African Journal of Information Management, and many more served as sources for the research papers. According to the evaluation, information management is interdisciplinary since it draws on the knowledge and experience of many different areas. The evaluation also discovered that information management is structured differently from IT. Although IT expenditures have no noticeable impact

on business operations, investments in information management do improve productivity. The fundamental challenge to information management framework has been identified as a lack of resources such as money, human assets, and structure and management support. Efficient information management requires an evaluation based on the formulation of policies and plans in line with the organization's goals and structure, the implementation of appropriate technology, and the guidance of management. The evaluation concludes that the governance feature has not received equal attention to the specialist perspective of information management. Because of this, it is recommended that researchers' inherent need for information management to be tractable be included.

IDRISH ALLAD (2015) Globally, the success of India's IT industry has been a shining example. TCS was founded in 1974, not long after the beginning of India's software export. Due largely to its advanced information technology industry, India is often referred to be the world's "back office" these days. The IT industry's revenue growth has been remarkable. Exports now account for more than 66 percent of the IT industry's profits in India. From FY 1997–98, when the industry contributed just 1.2% to India's GDP, it now contributes 7.0%. The primary objective of this article is to analyze the potential impact of information technology on India's overall economic growth. Information technology (IT) and information technology enabled services (ITeS) are explored in this article, along with the history of the IT industry in India,

the factors contributing to its rapid expansion, the risks it faces in the future, and its overall economic impact on the country.

INFORMATION TECHNOLOGY

Computers saw information as the primary backbone for IT change and evolution, and they were instrumental in this process. In this capacity, one must be flexible in adopting and promoting more holistic approaches to knowledge and its dissemination across time and place.

In the 1950s, the data processing sector began to replace manual accounting and record-keeping methods with computerized ones. Technologies that help us record, process, sell, and transfer information include fax machines, micrographs, and other forms of electronic communication, as well as more traditional document preservation methods and computer devices. Mechanic, typographic, and engraver-related.

Information technology, as defined by other scholars such as, is a broad term that covers a wide range of applications in the fields of data collection, data storage, data retrieval, and data transport.

Information technology has undoubtedly played a crucial part in the global economy, what with the development of such technologies and the strong and powerful repercussions on all sectors of business. Wells and Day (2004) suggest that information technology can only act as a lever to move the company to the predicted effectiveness and value-added organization, notwithstanding all the rosy projections about the future of IT. The company's five most valuable assets are its

people, money, property, ideas, and connections.

METHODOLOGY

We combed through hundreds of papers on IT Strategic Management (or IT strategic planning), IT governance, IT and business strategic alignment, etc., from scholarly journals and conference proceedings throughout the world. As this research was part of a preliminary inquiry to create a subsequent study in the SMIT field, the primary focus was on identifying three crucial concept instruments (the setting in which SMIT developed, relevant factors, and models). To begin, we cited the SMIT baseline infrastructure established by. The current research makes use of both primary and secondary sources of information; questionnaires were used to gather primary data, and a random sample of businesses involved in IT served as the study's sample population. A total of 600 participants, representing a cross-section of companies, participated in the study.

DATA ANALYSIS

Table 1: Distribution of the sample by Managerial level

Managerial level	Frequency	Percentage
Top	40	6.7
Middle	154	25.7
Lower	406	67.7
Total	600	100.0

With respect to management tier, out of a total of 600 respondents, 40 were Level A (High) managers (6.7%), 154 were Level B (Middle) managers (25.7%), and 406 were Level C (Lower) managers (67.7%).

Table 2: Distribution of the sample by Age

Age Groups	Frequency	Percentage
20-25	309	51.5
26-40	285	47.5
41-55	6	1.0
Total	600	100.0

The 600 participants in the study were broken up into three age groups (20–25), (26–40), and (41–55). Of the overall sample, 51.5% were between the ages of 20 and 25, 47.5% were between the ages of 26 and 40, and just 1% were between the ages of 41 and 55.

Table 3: Distribution of the sample by Gender

Gender	Frequency	Percentage
Male	476	79.3
Female	124	20.7
Total	600	100.0

There were 476 male workers (or 79.3% of the total) who responded, while 124 female employees (or 20.7% of the total) did so.

SMIT Environment

Organization theory, business strategy, information system (IS) planning, and an IS strategy are the four main pillars of the SMIT environment. Information strategy, IT strategy, information management strategy, and change management strategy all come together to provide a comprehensive strategic formulation. Yet, other crucial factors originate from the organization's external environment, such as shifts in the economic climate and

advances in information and communication technologies (Figure 1).

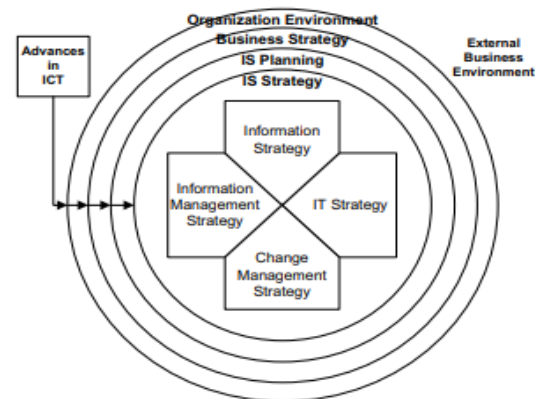


Figure 1. SMIT Environment

A SMIT Combined Model

As shown in Figure 2, a SMIT strategy that draws from a total of five models and a number of other factors may be collaborative in nature, as seen here. Every one of the models is methodically aimed towards the same target: increasing a company's efficiency. The strategic involvement of each variable, however, highlights the distinctions. In terms of the trajectories, the first model integrates strategic alignment and competitive advantage into a framework for understanding how a business might improve its performance. Both the second and third models define a competitive advantage by means of the same variable—the value of IT to the business—but the second model places this variable before the performance of the business as a whole. The fifth model assigns the technological innovation that is mediated by the business model to organizational performance, then the relationship between both variables is confirmed by the principle of openness and user engagement in developing the appropriate technology,

while the last model, the mediation model, combines strategic alignment and agility before connecting to the endpoint.

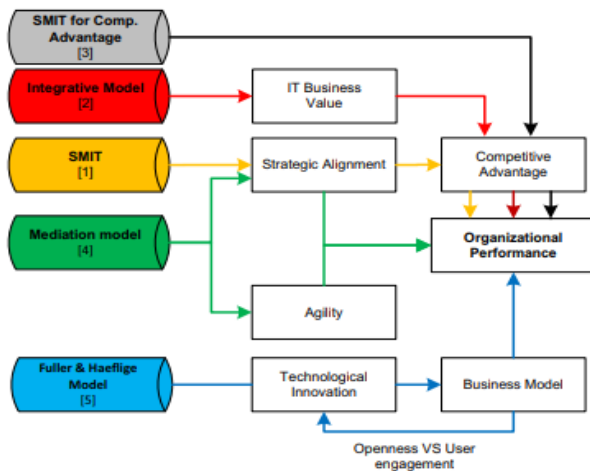


Figure 2. Roadmap in SMIT

CONCLUSION

There are many questions and ideas that may be explored while considering the big picture of SMIT, including its history, definition, approach, etc. This essay serves as a foundational research for future work on SMIT's model development. This overarching idea serves as inspiration for the author to plan further stages such as the study's technique, documentation, and effect in light of our results from three fundamental views of SMIT (the environment, significant factors, and a unified SMIT roadmap). Workplace stress was reported to be moderate across the board. There was no statistically significant difference between the total sample and the control group on any of the stress-related subscales, including role overload, role ambiguity, role conflict, unreasonable group and political pressure, responsibility for persons, under participation, powerlessness, poor peer relations, intrinsic poverty, low status, strenuous working conditions, and

unpredictability. In order to maintain their mental health, IT workers must adapt to a constantly evolving work environment. IT positions are the most sought after in today's India, and many of the country's brightest young people are aiming for them.

REFERENCE

1. IDRISH ALLAD "IT sector in India – Evolution, Growth and a Tool of Economic Development" Vol. 4, Issue 2, Feb.-March: 2015 (IJRMP) ISSN: 2320-0901
2. Farhad Hassan zada et.al "Role Of Information Technology On Organization Effectiveness Through" International Journal of Business and Management Invention (IJBMI) ISSN (Online): 2319-8028, ISSN (Print):2319-801X www.ijbmi.org || Volume 9 Issue 2 Ser. III || Feb. 2020 || PP 16-21
3. Mastura Ismail et.al "Fundamentals of Information Management in Organization Academic Writing" International Journal of Academic Research in Business and Social Sciences 2017, Vol. 7, No. 12 ISSN: 2222-6990
4. Haji Gul Wahaj "Human Resources Management and Information Technology: An Overview of Developing Countries" International Journal of Research in Engineering and Science (IJRES) ISSN (Online): 2320-9364, ISSN (Print): 2320-9356 www.ijres.org Volume 9 Issue 1 || 2021 || PP. 01-06



5. Robinson, H. S., Carrillo, P. M., Anumba, C. J. and Al-Ghassani, A. M. (2001) Knowledge management: Towards an integrated strategy for construction project organisations. In: Proceedings of Fourth European Project Management Conference, 6-7th June, London
6. Sanchez, R., Heene, A., and Thomas, H. (1996) "Towards the theory and practice of competence-based competition", In: Dynamics of competence-based competition – Theory and Practice in the New Strategic Management (Editors: Ron Sanchez, Aime Heene and Howard Thomas), Oxford: Elsevier.
7. Dougherty, V. (1999) Knowledge is about people, not databases. *Industrial and Commercial Training*, Vol. 31, No.7, pp. 262-266
8. Coleman, D. (1998) "The challenges of electronic collaboration in knowledge sharing". IN: Knowledge management: A real business guide. Confederation of British Industry (CBI) (Ed.) Published in association with IBM, UK. Pp. 53 – 60.
9. L. Erasmus, S. Parappat, and R. Weeks, "Strategic Management of Information Technology: An Investigation into It Alignment at a Tertiary Education Institution," 2012 Proc. PICMET '12 Technol. Manag. Emerg. Technol. Strateg., pp. 2670–2678, 2012
10. T. Cui, H. Ye, H. H. Teo, and J. Li, "Information technology and open innovation: A strategic alignment perspective," *Inf. Manag.*, vol. 52, no. 3, pp. 348–358, 2015.
11. Y. Lu and K. R. Ramamurthy, "Understanding the Link Between Information Technology Capability and Organizational Agility: an Empirical Examination," *MIS Q.*, vol. 35, no. 4, pp. 931–954, 2011.
12. P. P. Tallon and A. Pinsonneault, "Competing Perspectives on the Link Between Strategic Information Technology Alignment and Organizational Agility: Insights from A Mediation Model," *MIS Q.*, vol. 35, no. 2, pp. 463–486, 2011.
13. N. Melville and K. Kraemer, "Information Technology and Organizational Performance: An Integrative Model of IT Business Value," *MIS Q.*, vol. 28, no. 2, pp. 283–322, 2004.
14. M. Schaarschmidt, G. Walsh, and H. F. O. von Kortzfleisch, "How do firms influence open source software communities? A framework and empirical analysis of different governance modes," *Inf. Organ.*, vol. 25, no. 2, pp. 99–114, 2015.