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# Difficulties Facing Software Organizations in Managing Their Human Resources

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## Abstract

This paper explains difficult challenges in service industry in that mainly focused on software organizations, faced by Human Resource (HR) department. As world knows that Human resource Management (HRM) is a vital function of the organization. The extensive use of technology within Human Resource Management (HRM) has a major effect on software organizations. As HR works to move a more strategic role, in global context, HR professionals facing more internal challenges to maintain healthy human relations and to create a nice workforce environment by identifying the internal challenges in different Human Resource activities like job design and analysis, workforce planning, training and development, performance management, compensation and benefits and legal issues. This paper focuses on different challenges faced by HR department in software industry and focused on available solutions in different aspects. The challenges depend upon the software organization work force environment, work culture and other issues based on the employees behavior, talent and other factors. In IT industry HR challenges are totally depend on internal organization structure and job roles and responsibilities and information flows. All the software organizations will have their own Human Resource Information System (HRIS) to maintain their employee's data and to handle the problems of employees in work environment.

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Keywords: Human Resource Management (HRM), Information Technology (IT), HR functions, IT Techniques, Human Resource Information System (HRIS).

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## INTRODUCTION

Today Human Resource Management (HRM) has comeback as technology familiarized profession. The current studies exhausted this field shows that those organizations which might with success implement technology tools, can definitely surpass the other organizations, in terms of their potency, name and reputations that aren't exploitation these IT enabled recent techniques. This ends up in not solely the transformation of the Practices however additionally increase the speed, efficiency and accuracy of the functions across the organizations.

This transformation of Human Resource (HR) in technology is named as "e-HR". Human Resource processes within the organizations square measure presently specializing in technology-oriented processes, reason being, it will help to streamline the

processes and henceforth reduce the paperwork. Other reasons embody the reduction of the Compliance and body prices and so increase the accessibility of knowledge to the workers and managers. The technological orientation helps to form additional impact by enjoying a vital role within the business.

Now a days in the software field employees are being time and task oriented. While HR department need to handle with the employees, they need to take care of many credentials of employees and handle the challenges that usually depend on job design, recruitment, company laws, changes, leadership, compensation, effective management of related issues in the organization. Organizations are more focusing on the solutions for the challenges in HR department, to increase employee performance and constantly improve employee engagement

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## I. OBJECTIVES

- a) To identify the challenges and pitfalls faced by organizations after implementing IT techniques across HR functions.
- b) To search out the varied strategies and techniques through that will overcome these challenges within the gift business situation.

## II. METHODOLOGY

The study is secondary in nature and also the content of the analysis paper has been collected through varied sources as, journals, books and various website from the internet.

## III. SCOPE OF THE STUDY

This study explores current areas including:

- The present accessible ways and technologies utilized by Executives.
- Problems and challenges faced by organizations throughout the strategic use of e-HR technology.
- The booming and effective use of technology within the varied performs like accomplishment, maintenance and development of personnel.
- The dodging of common pitfalls within the technology familiarized functions and its acceptance by staff.

## IV. CHALLENGES IN SOFTWARE ORGANIZATIONS

The challenges listed below for the HR department in software industry. These are the internal challenges in the organization as the employees in the IT industry has to face more workstress.

### 1. Company laws and regulations

Keeping up with ever-changing employment laws could be a struggle for business house owners. Many favor to ignore employment laws, believing they don't apply to their business. But doing thus may mean audits, lawsuits, and possibly even the demise of your company.

### 2. Managing change:

As a business grows, its strategies, structure, and internal processes grow with it. Some employees have a hard time coping with these changes. A lot of corporation's expertise faded productivity and morale during times of amendment.

### 3. Developing leadership skills

A recent study showed over a 3rd of corporations do a mean job, at best, at implementing leadership development programs. Thirty-six p.c of corporations surveyed in Brandon Hall Group's State of Leadership Development Study admitted that their leadership development practices square measure below average.

### 4. Workforce Training and Development

Investing within the coaching and development of lower-level staff is another common downside. Some businesses have trouble finding the resources to do so. Employees on the front lines square measure a number of your hardest employees, and may not have the time to take a training course.

### 5. Implementing innovation:

Technology is constantly changing. Businesses should be fast to adapt, or risk being left in the dust by their competitors. The challenge for little business house owners is obtaining staff to embrace innovation and learn new technology.

### 6. Compensation and reward management:

Many corporations square measure combating however best to structure worker compensation. Small businesses have to compete not only with businesses of a similar size, but also with corporations with big payroll budgets. Plus, you have got to think about the value of advantages, training, taxes, and other expenses, which can range from 1.5 to 3 times the employee's salary.

### 7. Understanding Benefits Packages

The Affordable Care Act has been a pain point for many small businesses in the past few years. Rising tending prices mean corporations should either pass these prices on to staff, or take a hit to their bottom line. Since smart advantages packages is a

deciding issue for potential hires, understanding them is vital.

### 8. Talent acquisition

Attracting talent could be a large investment of your time and cash. It's tough for entrepreneurs to balance between keeping a business running, and hiring the proper individuals at the proper time. In addition, it's not possible to understand whether or not a candidate can really be an honest work till they've worked for you for a amount of your time.

### 9. Employee retention

Competition for talented employees is fierce. Startups and tiny corporations don't have massive budgets for retirement plans, high-ticket insurance plans, and different expensive things that their larger competitors do—at least, not yet. Employee turnover is pricey and may negatively impact business growth.

### 10. Workplace Diversity

Multiple generations, Ethnic and cultural differences. These square measure simply a couple of of the numerous factors that create geographic point diversity a continuing challenge for tiny businesses. The risk of lawsuits for failing to protect employees from harassment is real.

## V. Recommendations and suggestions:

1. The company should have a compliance with laws, labor relations. The HR people should be familiar with rules and regulations of different laws according to the government and adopt the laws that applicable to the organization.

2. HR people always maintain a proper communication channel and assure that information flow in the organization in the proper manner. Improved communication in the organization will reduce the problems.

3. HR department in the software organization always focuses on constant motivation of employees to achieve goals before the deadline.

4. Constant training and development activities are necessary in the IT industry to improve employee performance, because software organizations should

face the rapid changes in the work due to changes in the technology.

5. HR department make sure that particularly in software organization employees should get the reward based on their performance. Rewards should include monetary and non monetary benefits and should motivate employees.

6. In software organizations most important element is to retain employees to avoid extra cost of recruitment, selection and training frequently. Employee retention is a key element for organization development by saving cost and time of recruitment and training.

7. Software organization is the place where change is the major element, as technology improves employees should be ready to accept the change. To implement change HR people should design and implement diversity training program.

## VI. Conclusion

In recent times Human Resource department in software organization faces internal challenges in dealing with employees. IT industry is a service oriented industry as the core business of the industry is providing software services to the clients. In software organizations has to manage with rapid changes in technology where it will directly impact the business of the organizations. So in this industry HR department play a vital role in recruitment and selection, training, job design, motivation and reward systems. This paper concludes that HR department has to maintain good work environment and healthy relations between employees by motivating them by constantly meet the employee expectations to improve organizational performance and increase employee retention.

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