

Impact of technology on industrial relations: study on it industry

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Abstract

India is the uppermost offshoring destination for IT companies across the world. Today, India is unique nation that offers cost-effectiveness, abundant excellence, high trustworthiness, above all, the use of state-of-the-art technologies in IT industry. Technology has modified the system the individuals work. The consequence of technology is that more and more assignments and activities to be automated. The normal employee of IT Industry often bears more similarity to a highly-skilled "independent expert" than to the normal employee of other industries. Digital technologies deals prospects for employment opportunities as well as new empowered and self-determined techniques of working. They also offer work related challenges like technological redundancy, digitally augmented restructuring and worldwide relocation of work, fragmentation of workforces through mobile and hyper flexible work, new forms of low-paid and hazardous work on platforms. Industrial relations is art of doing together in organisations. To generate congruence and symmetry, it is essential that all the stakeholders i.e. workers, managers, employees should put efforts for the common objectives of the organization so as to achieve a synergetic result. Technology can increase the way the employees do their employments, creating them more competent, resourceful and free from the load of monotonous tasks. This research study includes 200 sample size and the study has been conducted to examine the impact of technology on industrial relations in IT Industry. It also explains the methods adopted by IT Companies to encourage the IT learning at workplace and the positive and negative effects of IT at workplace.

Key Words: Technology, Industrial Relations, IT learning, Internet of things (IoT)

1. Introduction

Due to globalisation, the managers are incorporating technology in order play challenging roles and generate competitive advantage for their concern. Today, the companies are introducing 4.0 technology which has totally changed the Industry 4.0 is the incorporation of cyber-physical systems that interconnect and co-operate with humans and other smart systems to advance day-to-day processes - and this includes the amalgamation of Internet of things (IoT), Artificial Intelligence (AI) and smart technology. Technological change affects more than production, occupation, and income inequality. The growth of IT-based work stages that maintain new descriptions and distributions of work tasks in new ways provides additional illustration of the variable potential for application. As a result of information technology, employers are boosting telecommuting which permits workforces create usage of the internet and efforts from their locations of prime. Additionally, high-tech developments are predictable to endure to upsurge the need for an extremely competent personnel, upkeep advanced output progress, and transform the organization of business and the nature of industrial relations. The use of ICTs can also increase the employees' control over their work by providing more flexibility in time and location, as the performance of work tasks is not necessarily tied to a desk in an office. (Day, Scott, & Kelloway 2010). Now employees are