

Final Project

**“The Role Of Human Resources Department During Covid 19 Pandemic
with reference to Wipro”**

DMSR- G. S. College of Commerce & Economics, Nagpur

**Affiliated to
Rashtrasant Tukadoji Maharaj Nagpur University
Nagpur**

In partial fulfilment for the award of the degree of

Master of Business Administration

Submitted by

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Under the Guidance of

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NAAC Re-Accredited “A” Grade Autonomous Institution



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CERTIFICATE

This is to certify that “ **Ms. Ashlesha Pradeep Dongre**“ has submitted the project report titled, “**The Role Of Human Resources Department During Covid 19 Pandemic with reference to Wipro**” towards partial fulfillment of **MASTER OF BUSINESS ADMINISTRATION** degree examination. This has not been submitted for any other examination and does not form part of any other course undergone by the candidate.

It is further certified that she has ingeniously completed her project as prescribed by DMSR - G. S. COLLEGE OF COMMERCE & ECONOMICS, NAGPUR (NAAC Reaccredited “A” Grade Autonomous Institution) affiliated to Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.

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Date: 28/07/2022

G.S. College Of Commerce & Economics,
Nagpur

DECLARATION

I here-by declare that the project with title “**The Role Of Human Resources Department During Covid 19 Pandemic with reference to Wipro**” “has been completed by me in partial fulfillment of MASTER OF BUSINESS ADMINISTRATION degree examination as prescribed by DMSR - G. S. COLLEGE OF COMMERCE & ECONOMICS, NAGPUR (NAAC Reaccredited “A” Grade Autonomous Institution) affiliated to Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur and this has not been submitted for any other examination and does not form the part of any other course undertaken by me.

Ashlesha Dongre

Place: Nagpur

Date: 25/07/2022

G.S. College Of Commerce & Economics, Nagpur

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I would like to thank all those who helped me in making this project complete and successful.

Ashlesha Dongre

Place:Nagpur

Date:28/07/2022

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INTRODUCTION

INTRODUCTION

Human resource management is the organizational function that manages all of the issues related to the people in an organization. That includes but is not limited to compensation, recruitment, and hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, policy administration, and training.

Human resource management is also a strategic and comprehensive approach to managing people and the workplace culture and environment. Done well, it enables employees to contribute effectively and productively to the overall company direction and the accomplishment of the organization's goals and objectives.

The department members provide the knowledge, necessary tools, training, administrative services, coaching, legal and management advice, and talent management oversight that the rest of the organization needs for successful operation.

Human resource management, HRM, is the department of a business organization that looks after the hiring, management and firing of staff. HRM focuses on the function of people within the business, ensuring best work practices are in place at all times.

Human resources are also identified by other terms like 'personnel', 'people at work' 'human assets' and 'human capital'. Human assets are intangible as they exist within the human resource

The importance of human resource management

The role of HRM practices are to manage the people within a workplace to achieve the organization's mission and reinforce the culture. When done effectively, HR managers can

help recruit new professionals who have skills necessary to further the company's goals as well as aid with the training and development of current employees to meet objectives.

A company is only as good as its employees, making HRM a crucial part of maintaining or improving the health of the business. Additionally, HR managers can monitor the state of the job market to help the organization stay competitive. This could include making sure compensation and benefits are fair, events are planned to keep employees from burning out and job roles are adapted based on the market.

TITLE OF PROJECT

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“The Role Of Human Resources Department During Covid 19 Pandemic with reference to Wipro”

In the last years, environments tend to have become more complex and dynamic: emerging technologies and globalization raise competition forcing organizations to prove themselves high productive, sustainable, and cost effective .Therefore, organizations need to identify and implement approaches that foster the effective management of people in the organizations and bridge the gap between employees and the organization’s strategic objectives. Human Resource Management (HRM) is an organic part of every organization that play a vital role in the organization’s life cycle contributing to its success. Information Systems also affect significantly in the Human Resource Management as they can support in many HRM functions Throughout the times however, with the most current example of Covid-19 pandemic, organizations have been called to operate during crisis times, forcing Human Resource Management to adjust to the new reality, assuring that the organization’s strategic goals will be accomplished. Online work culture has been called to support organizations during this extremely changing working environment of the pandemic and forces Human Resources (HR) function and employees dealing with a restructuring of a technological-based working settings. Virtual practices are also spreading out quickly as a most cost-effective solution, while fewer employees in the future will be needed along with less office space. There is no doubt that new generations may have to work in different ways than the previous employers and employees have shifted to vulnerable creatures that need to deal with upcoming layoffs; social-psychological; economic and health costs. At the same time, individuals are and will be affected according to age; race; ethnicity; gender; personality while different emerging virtual needs occur among employees living alone and with family.

In that setting, the concept of leader will need to be re-established, as motivation, training and development needs must be amended to the Covid-19 and post- Covid-19 era.

THE ONLINE CULTURE analyses the theoretical framework around the landscape of Human Resource Management as a necessary component of an organization that aims to manage people to achieve its goals. The coronavirus pandemic has disrupted organizations and caused human resources managers to think differently about their role as they adjust to social distancing practices and a new work environment that they may never have imagined.

To prevent the spread of the coronavirus, companies have switched to a remote work model at a rate and scale they've never experienced. As face-to-face collaboration is replaced with e-mail and videoconferencing, HR managers have to do difficult work under difficult circumstances.

Not only are HR professionals concerned about employees' health and well-being during the pandemic, they are also under the strain of processing the paperwork and providing solace to the millions of workers who have been laid off or furloughed. For employees still on the job, HR managers are trying to keep their workers productive, motivated, engaged and connected—all factors that are moving targets in the new normal.

How Has The Pandemic Changed The Role of HR Department ?

There isn't a business function that hasn't been significantly impacted by the pandemic-induced changes companies have been forced to make to stay operational. One function that has seen an especially dramatic shift in purpose and processes is human resources.

The overall role of HR and the daily tasks performed by HR professionals have gone through significant shifts, particularly because of the exponential growth of remote work in response to the COVID pandemic.

Not only have human resources professionals had to guide their companies and employees through the transition to a more digital and distributed work environment, but they have also had to learn how to be productive and successful in their own roles when working from home. Both have required HR professionals to learn new skills to complete tasks they weren't necessarily prepared to confront. "During this colossal shift to the digital workplace, the role of HR has changed," There isn't a business function that hasn't been significantly impacted by the pandemic-induced changes companies have been forced to make to stay operational. One function that has seen an especially dramatic shift in purpose and processes is human resources.

The overall role of HR and the daily tasks performed by HR professionals have gone through significant shifts, particularly because of the exponential growth of remote work in response to the COVID pandemic.

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"During this colossal shift to the digital workplace, the role of HR has changed,"

HR Department as a Business Function Had Changed

According to a survey by ADP Canada, 43 percent of HR professionals believe the role of HR has changed because of the pandemic, with the majority of those saying their role has become more challenging. Much of that difficulty likely stems from the fact that HR is

playing a more strategic role at IT companies as they try to deal with human capital challenges and sustainability concerns presented by the pandemic.

Simply put, human resources has become increasingly critical. Isil Ata, head of human resources for the Middle East at Cigna, puts it this way: “Human resources has become one of the single most important functions for any organization in these unprecedented times. “In addition to guiding their companies through the transition of becoming virtual workplaces, HR is also driving strategic planning for the future. With this new role has come the need for HR professionals to learn new skills that help them succeed. They are wearing more hats than ever before with executives and employees alike turning to them for guidance on how to move forward and overcome the present challenges. Consequently, they are performing tasks they hadn’t previously been expected to do.

Navigating Virtual Recruiting

While some companies had already been moving to virtual recruiting, the pandemic forced many organizations to make the transition quickly. HR teams are now “conducting the entire recruitment process from planning and talent sourcing to assessing, selecting, hiring, and onboarding in a virtual environment.

Virtual job fairs and hiring events are specific elements in virtual recruiting that HR teams have had to learn how to navigate. To conduct virtual recruiting events, for example, HR professionals adopted new technologies to facilitate those events, marketed them to the right audience, and developed customized content. Remote on boarding is also a key part of virtual recruiting that HR is now conducting. This can be especially challenging to manage successfully online and HR teams have had to strengthen their technology, communication,

and engagement skills to foster connections and complete paperwork virtually with new hires.

Managing Remote Teams

Managing remote teams wasn't a task many HR teams were prepared for at the start of the pandemic. Even those that may have been discussing the advantages of a more remote workforce didn't plan on having the luxury of time being suddenly taken away from them. But for many, that is exactly what happened. They had to learn how to manage remote workers when the infrastructure and the support systems weren't there to ensure a smooth transition. And with 80 percent of employers planning to allow employees to work remotely at least part of the time after the pandemic, the ability to manage those employees is a skill HR professionals will need to perfect.

Learning and Implementing New Technologies

Technology is the centrepiece of virtual work. The COVID-induced shift to virtual work has created a demand for “easy, intuitive, and ‘waterproof’ systems, accessible at any time from any location” to maintain continuity Human resource departments have largely been tasked with selecting, learning, and implementing those new technology systems, which means they have had to become IT specialists and/or align themselves more closely with IT departments.

Writing and Conducting Regular Employee Surveys

Ensuring that employees are adequately engaged with the company as they work from home is another challenge the pandemic has presented. Human resources professionals have had to become very adept at gauging employee engagement. With everyone distributed, the most efficient and effective way to do this is through surveys.

“HR can also keep a finger on the pulse of engagement through quick surveys and the creation of feedback loops that provide leaders with a barometer of where they need to double down on checking in, motivating, and keeping people on board

That means HR professionals have had to develop excellent survey writing skills. They have had to learn which questions to ask, how to ask them, and when to ask them to get the most honest feedback from employees. While conducting periodic surveys has long been a task for HR teams, conducting them frequently with a remote workforce has required HR department had to develop new survey skills.

Serving as Public Health Administrators

Perhaps one of the most unexpected and challenging new tasks HR teams have had to address is filling the role of public health administrator. Employees that do return to the workplace expect and deserve a safe working environment. To deliver this, HR departments have had to stay current on fluid policies and regulations related to worker safety.

They have had to make changes in the workplace such as staggering work schedules, relocating employee work stations, mapping routes through offices, and writing mask policies. They also have to communicate those policies to employees and audit compliance.

“HR leaders have not only been tasked with ongoing communication of evolving policies, but ensuring that they understand the rapidly changing environment so that their procedures are in compliance,”

Protecting Employee Privacy

Privacy has become a concern for Americans during the pandemic. A survey by identity protection software developer Okta reveals 84 percent of Americans feel they will sacrifice too much privacy for pandemic-related data collection. This has placed a burden on HR teams to ensure that companies protect the privacy of their employees when gathering data to make business decisions.

The rapid growth of virtual working has given rise to these new HR tasks, but the need for them isn't going to disappear as employees return to work. The skills HR professionals develop to accomplish these tasks are going to continue to be essential because COVID has created a new normal for work. Human resources has been irrevocably changed to meet the demands of that new workplace

Role of HR Department: Pre & post COVID world

The HR department The HR department is at the heart of all employee-centric needs of any organization. HR professionals are the people-friendly ones, who know how to manage the workflow of the company by ensuring every single person is working seamlessly and the company's policies are regularly update

Pre-COVID Landscape

The HR department is at the heart of all employee-centric needs of any organization. HR professionals are the people-friendly ones, who know how to manage the workflow of the company by ensuring every single person is working seamlessly and the company's policies are regularly updated. Traditionally, this role involved in-person interactions with all the employees, throughout the day. HRs have been instrumental in talent acquisition, upskilling, and development of employees and conflict resolution within teams working together.

Over time, the sphere of HR has evolved from being limited to employee satisfaction, to have a larger impact on the company's overall growth. The influence of technology has brought several changes and has made HR a vital enabler for any workplace. Today, about 75% of the HRs around the world use recruiting software efficiently.

The fortunate partnership of digitization and HR ushered in several advantageous outcomes like effective resource planning, requirement forecasting, talent sourcing, and recruitment assessments. The integration of resource management software within HR teams has given rise to smart HR programs and effective leadership.

Post-COVID Scenario

The COVID-19 pandemic hit all organizations and industries with the same magnitude but the repercussions are varied. While some companies found it easy to transform digitally and revive their operations without a glitch, others are still having a tough time switching to the digital mode of working. This asymmetry has been a function of several factors including the digital capabilities of businesses and the management tactics being used to connect people digitally.

Remote Working:-

The fancy idea of remote working has become indispensable now and HRs have novel responsibilities to address. They have to establish a common ground for all the employees together from diverse geographical and socio-economic backgrounds, especially for employees staying in interior areas. The need for automation and flexible collaboration tools has grown even more now. As a sincere effort to strengthen employees living in Tier-2 cities, many renowned companies have made significant efforts in the past few months to facilitate them with the necessary infrastructure, thus making remote-working smooth for them.

Remote assistance extends to the aspect of health as well. The circumstances have made health and safety a sensitive issue for all employees and HR has to ensure every person is able to avail of any and all benefits. HR can share physical well-being measures and important policies or health support packages to alleviate the concerns of the employees.

‘Human’ in HR Department

67% of the working professionals believe respectful treatment for people at all levels is of utmost importance for job satisfaction. Interestingly, the most important fact about human resources that we often forget, is that we’re all humans first. The pandemic has played its card to demonstrate that we can be resources only if we’re humane enough. As the consequences of the pandemic kicked in, HR professionals welcomed new battles to fight for.

When businesses encounter adversity, it is the people that make victory possible. But in the case of this worldwide threat, people themselves are at their weakest points. Communication plays a pivotal role for any remote working team and HR has the power to harness the maximum potential out of effective communication.

Productivity and Collaboration

In the areas of talent acquisition and management, HRs had to make some tough decisions. Drying up revenues and difficult team management calls for reduced team sizes and strategic talent sourcing. As a result, with the sky-rocketing layoff figures and increased freelancer intakes, employees are more uncertain than ever.

The HR role is not limited to the retention or removal of employees only. If HRs were to acquire new employees or train existing ones, 77% of them would choose the latter. For any HR team, the prime concern lies in setting up work continuity and handling the daily tasks with the best possible outputs from the employees. Diminishing employee productivity is a serious roadblock for remote-working teams and effective collaboration is the only way out. The onus is on HR to revitalize the work environment and make it conducive for the employees to deliver their best.

70% of the survey respondents acknowledged that their company needs to do more to prevent employee burnout. To address the grave issue of employee mental health and insecurity, some of the companies tried some unconventional ideas. They conducted various motivational speaker sessions and keynote talks to maintain the energy and vibe amongst the workforce. Several connect-fun sessions were held on a periodic basis to rejuvenate the teams burning the midnight oil to meet business targets.

The magical world of digitization that was embraced as a 'good-to-have', turned out to be a saviour for organizations across the globe. But it is now required to be equipped with the element of empathy, human touch, and work culture. The amalgamation of the humane HR function and digital solutions sustains the post-COVID era.

The future of HR Department in the face of COVID-19

The COVID-19 pandemic is an unprecedented crisis with severe economic consequences. Nobody knows how long the crisis will last and what the ‘new normal’ will look like. Organizations are investigating whether the ways of operating that have served them well in the past, will be fit for the future. HR is uniquely positioned to lead enterprises to recover and thrive in the new world of work, playing a vital leadership role in shaping the way enterprises recruit and develop talent, and take care of experiences, and break away from traditional operating models, to achieve work outcomes. At the beginning HR has played a crucial role in managing the COVID-19 response at an organizational level. HR has been the driving force in keeping the workforce and organization engaged, productive and resilient. This situation has illustrated the true value of HR and has proven the importance of investing in flexible and robust HR processes and structures. As shocking as the COVID-19 crisis is, it also introduces a rare opportunity for HR to rebuild and take the lead in driving organizational stability and strength. Now that we are past the respond phase, HR needs to materialize on this opportunity: the time has come for HR to reimagine not only its own future, but also the future of the business/enterprise

Navigating the future of HR to address today’s challenges

Through various client conversations we have identified six key priorities along the lines of the concepts mentioned above. For each of these priorities we have formulated a set of questions we believe HR organizations should be asking themselves to answer the emerged business challenges. The answers to these questions will help HR to redefine its strategy and set the direction to thrive in the aftermath of the pandemic.

1

PRIORITY

Manage HR cost

Prioritize HR process improvements

Boost the workforce experience

Build future proof HR capabilities

Accelerate to digital HR

Reimagine the structure and delivery of HR work

2

KEY QUESTIONS

How can I make my HR function more cost effective and sustainable?

Where should I focus in terms of improving my HR function, now that I have limited time and budget?

Which targeted interventions will positively impact the workforce experience and drive employee resilience?

What capabilities does HR need to develop to thrive in the new normal?

How can we identify quick improvements in our HRIT landscape to ensure a robust landscape and patch-work potential burning platforms?

How can we organize ourselves in a more flexible way that allows us to quickly free up time and capacity during and after crisis situations?

3

WAYS TO ADDRESS THESE QUESTIONS

Identify, quantify and prioritize HR cost reduction initiatives

Perform an HR process health check to identify and realize quick impacts on the business

Measure impact of the crisis on engagement and identify opportunities to boost the Employee Experience

Assess, prioritize and develop the HR capabilities that are required to thrive again

Identify HR technology weak spots, burning and/or collapsing systems and to define required actions

Optimize the agility of the HR operating model and redefine the HR roles to cater for this flexibility

COMPANY PROFILE

COMPANY PROFILE



Western India Palm Refined Oils Limited

| | |
|----------------------|--|
| Industry | Conglomerate |
| Founded | 29 December 1945; 76 years ago |
| Founder | Muhammad Hasham Premji |
| Headquarters | Sarjapur Road, Bangalore, Karnataka, India |
| Area served | Worldwide |
| Key people | <ul style="list-style-type: none">○ Azim Premji (Founder Chairman)○ Rishad Premji (Executive Chairman)○ Thierry Delaporte (CEO & MD) |
| Personal care | Health care Lighting Services |
| Website | www.wipro.com |

INTRODUCTION

Wipro Ltd. was incorporated in the year 1945. Its today's share price is 282.55. Its current market capitalisation stands at Rs 161719.75 Cr. In the latest quarter, company has reported Gross Sales of Rs. 611376 Cr and Total Income of Rs.638626 Cr. The company's management includes Patrick Lucien Andre Dupuis, Patrick John Ennis, M K Sharma, William Arthur Owens, Ireena Vittal, Azim H Premji, Rishad Azim Premji.

It is listed on the BSE with a BSE Code of 507685 , NSE with an NSE Symbol of WIPRO and ISIN of INE075A01022. It's Registered office is at Doddakannelli,Sarjapur Road,Bengaluru-560035, Karnataka. Their Registrars are ACC Ltd. It's auditors are BSR & Co, BSR & Co LLP, Deloitte Haskins & Sells LLP, NM Rajji & Co

Wipro Limited is a market leading Information Technology, consulting and business process services company. Wipro utilizes the power of analytics, robotics, cloud and other emerging technologies to help clients spread across six different continents to adapt to the current digital trend and help them thrive to success. Wipro has over 1,60,000 dedicated employees serving together and building a bold and new future. The amount of revenue generated by Wipro in the financial year 2017 is 848 crores USD. Wipro Limited (Wipro), incorporated on December 29, 1945, is a global information technology (IT), consulting and business process service provider. It operates through two segments: IT Services and IT Products. The Company's IT Services business provides a range of IT and IT-enabled services. IT Products segment provides a range of third-party IT products, which allows it to offer IT system integration services.

IT Services

The Company is a provider of IT services to enterprises across the globe. The IT Services segment primarily consists of IT Service offerings to its customers organized by industry

verticals, which include Banking, Financial Services and Insurance (BFSI), Healthcare and Life Sciences (HLS), Retail, Consumer Goods, Transport and Government (RCTG), Energy, Natural Resources and Utilities (ENU), Manufacturing and High-Tech (MFG), and Global Media and Telecom (GMT). The Company provides a range of services, which include digital strategy advisory, customer centric design, technology consulting, IT consulting, custom application design, development, re-engineering and maintenance, systems integration, package implementation, global infrastructure services, business process services, cloud, mobility and analytics services, research and development and hardware and software design. It delivers end-to-end services across the Oracle product spectrum, including EBusiness suite, Oracle Cloud Applications and Engineered Systems. Its Connected Enterprise Services include Digital Customer Experience Management (DCxM) and Encore (Next Gen Commerce Solution). The Company offers integrated business solutions that span across enterprise applications and digital transformation to security and testing. Its application services offerings include Oracle Application Services, SAP Application Services, Connected Enterprise Services, Cloud Application Services, Enterprise Architecture, Enterprise Security Solutions and Testing Services. The Service Transformation Group is instrumental in evaluating the market trends, and identifying and incubating various technologies. Its Global Infrastructure Services (GIS) is an end-to-end IT infrastructure and management service provider, which include Business Advisory, Cloud Migration, Data Centre Transformation, Workplace Transformation, Networks, Managed Services to System Integration. Its Analytics includes the spectrum of offerings, which cover the Data-Information-Insight Supply Chain, including artificial intelligence, machine learning, advanced analytics, data and information management, and big data platforms. The Company's Business Process Services (BPS) include Enterprise Transformation, Base))),

Next Gen Customer Experience (NGCE), Robotics Process Automation (RPA) and Business-Process-as-a-Service (BPaaS).

IT Products

In order to offer IT system integration solutions, the Company uses a combination of hardware products (including servers, computing, storage, networking, security), related software products (including databases and operating systems) and integration services. The Company's range of third-party IT Products is comprised of Enterprise Platforms, Networking Solutions, Software Products, Data Storage, Contact Centre Infrastructure, Enterprise Security, IT Optimization Technologies, Video Solutions and End-User Computing solutions. It provides its offerings to enterprises in various industries, primarily in the India and Middle East markets, including government, defence, IT and IT-enabled services, telecommunications, manufacturing, utilities, education and financial services sectors. The Company is a reseller of third-party enterprise products through its direct sales force.

WIPRO GROUP COMPANIES

Wipro Enterprises (P) Limited Wipro Enterprises (P) Limited (Formerly Azim Premji Custodial Services Private Limited), was incorporated under the Provisions of Companies Act, 1956, is headquartered in Bangalore, India. The Company primarily carries on the businesses of Consumer care products, Domestic & Commercial lighting and Infrastructure engineering which were transferred pursuant to the Scheme of Arrangement of Wipro Limited (“Wipro”) with effect from March 31, 2013, with the appointed date as on April 1, 2012.

Wipro Enterprises (P) Limited comprises of two main divisions 1. Wipro Consumer Care and Lighting (WCCLG) Wipro Consumer Care and Lighting (WCCLG) is among the top fastest

growing FMCG companies in India. It has a strong brand presence in personal care and skin care products in South-East Asia and Middle-East apart from significant market share in identified segments. Today WCCLG has global workforce of 8300 serving over 40 countries. WCCLG business includes multiple product ranges from Personal care (Soaps, Toiletries), Baby care, Wellness Electrical wire devices, Lighting and Modular Office Furniture.

Wipro Infrastructure Engineering (WIN) Wipro Infrastructure Engineering (WIN) is the largest independent hydraulic cylinder manufacturer in the world, delivering around 2 million cylinders to OEMs in different geographies. WIN has global workforce of over 1,700 committed and skilled people, and 14 state-of-the-art manufacturing facilities across India, Northern Europe, Eastern Europe, US, Brazil and China. WIN specializes in designing and manufacturing custom Hydraulic Cylinders (double acting, single acting and telescopic cylinders), Actuators and Precision engineered components for infrastructure and related industries such as Construction & Earthmoving, Material/Cargo Handling & Forestry, Truck Hydraulic, Farm & Agriculture, Mining, and Aerospace & Defense

1)Azim Premji is the chairman of Wipro Limited. officer in Wipro.

2) Thierry Delaporte is the CEO of Wipro.

3) Rishad Premji is the Chief strategy

Wipro Limited is a market leading Information Technology, consulting and business process services company. Wipro utilizes the power of analytics, robotics, cloud and other emerging technologies to help clients spread across six different continents to adapt to the current digital trend and help them thrive to success. Wipro has over 1,75,000 dedicated employees serving together and building a bold and new future. The amount of revenue generated by Wipro in the financial year 2020 is 972 crores USD.

Wipro Limited, also known as Western India Products Limited is an Indian information technology company established by Mohamed Hashem Premji as 'Western India Vegetable Products Limited' in 1945 which was later abbreviated to Wipro. It was previously set up as a refined edible oil manufacturer in Amalner, Maharashtra. After Mohamed Premji's death in 1966 his son Azim Premji took in charge of the company at a young age of 21. The year 1980 marked the arrival of Wipro in the Information Technology domainn

WIPRO LIMITED VISION, MISSION, VALUES STATEMENTS

Wipro Limited Mission Statement

The Spirit of Wipro is the core of Wipro. These are our Values. It is about who we are. It is our character. It is reflected consistently in all our behaviour. The Spirit is deeply rooted in the unchanging essence of Wipro. But it also embraces what we must aspire to be. It is the indivisible synthesis of the four values. The Spirit is a beacon. It is what gives us direction and a clear sense of purpose. It energizes us and is the touchstone for all that we do.

Wipro Limited Vision Statement

Contribute for global e-society, where a wide range of information is being exchanged beyond time and space over global networks, which breaks down the boundaries among countries, regions and cultures, allowing individuals to take part in various social activities in an impartial, secure way. Continuous effort to enhance people's lifestyle and quality by means of developing new technology in wireless communication.

Wipro Limited Values

- Be passionate about clients' success
- Be global and responsible
- Treat each person with respect

- Unyielding integrity in everything we do

Headquarters of the company

Bangalore, Karnataka, India

Wipro Tagline

Wipro previously had a tagline " Applying thought" from (1998-2017) but now it has been retired. In 2017 Wipro Launched New Logo for new brand identity and rearticulated "Spirit of Wipro" to underscore Wipro's commitment to transformation & evolving client expectation.

Wipro follow below principles

1. Be passionate about client's success
2. Be global and responsible
3. Treat each person with respect
4. Unyielding integrity in everything we do

GOALS OF WIPRO

To support customers who rely on our ability as an advanced RF System Solution Provider
To build up core competencies through collaboration with technological partners contribute to the Ubiquitous Networking Society by providing chip level RF system solutions

SPIRIT OF WIPRO

- Intensity to win
- Act with sensitivity
- Unyielding integrity

CORE VALUES OF WIPRO

- Outstanding
- Teamwork
- Challenge
- Spirit

CORPORATE CULTURE

Every day at Wipro is challenging and thought provoking. What is tested is drive, enthusiasm and initiative. New ideas are appreciated and innovation is encouraged. Necessary support is given to transform a good plan into action.

NATURE OF BUSINESSES OF WIPRO IT Services:

Wipro provides complete range of

- IT Services to the organization: The range of services extends from Enterprise Application Services (CRM, ERP, eProcurement and SCM) to e-Business solutions. Wipro's enterprise solutions serve a host of industries such as Energy and Utilities, Finance, Telecom, and Media and Entertainment.
- Product Engineering Solutions: Wipro is the largest independent provider of R&D services in the world. Using "Extended Engineering" model for leveraging R&D investment and accessing new knowledge and experience across the globe, people and technical infrastructure, Wipro enables firms to introduce new products rapidly.

□Technology Infrastructure Service: Wipro's Technology Infrastructure Services (TIS) is the largest Indian IT infrastructure service provider in terms of revenue, people and customers with more than 200 customers in US, Europe, Japan and over 650 customers in India.

□Business Process Outsourcing: Wipro provides business process outsourcing services in areas Finance & Accounting, Procurement, HR Services, Loyalty Services and Knowledge Services. In 2002, Wipro acquiring Spectra mind and became one of the largest BPO service players.

□Consulting Services: Wipro offers services in Business Consulting, Process Consulting, Quality Consulting, and Technology Consulting. Knowledge Management of WIPRO The Wipro KM framework has three main frameworks: 45 LEARNING KEEP (Knowledge Enhancement, Extraction and Practice) CARE (Competency Augmentation with Research

Awards and Recognition

- Wipro won the Quest Forum Global Sustainability Awards in the software category for the year 2017.
- Wipro won the Most Admired Knowledge Enterprise (MAKE) Award for the year 2017.
- Wipro won the "Best Internet of Things Solution Partner Award" by Cisco.
- Wipro's Next Generation Customer Experience (NGCE) platform won the "Best Innovation Practices for Science and Technology Service Industry in China" award.
- In the FTSE4Good Index Series in 2017, Wipro has been named a constituent.
- For the year 2017, Wipro was selected as a member of Vigeo Eiris Emerging Market Sustainability Index (the 70 most advanced companies in the Emerging Market Region). In 2018, Wipro received ATD's Best of the BEST Award.

- In March 2017, Wipro was recognized as one of the world's most ethical companies by USbased Ethisphere Institute for the sixth consecutive year.
- In May 2016, it was ranked 755th on the Forbes Global 2000 list.
- Wipro won Gold Award for 'Integrated Security Assurance Service (iSAS)' under the 'Vulnerability Assessment, Remediation and Management' category of the 11th Annual 2015 Info Security PG's Global Excellence Awards.
- Wipro won 7 awards, including Best Managed IT Services and Best System Integrator in the CIO Choice Awards 2015, India
- In 2014, Wipro was ranked 52nd among India's most trusted brands according to the Brand Trust Report, a study conducted by Trust Research Advisory.
- Wipro was ranked 2nd in the Newsweek 2012 Global 500 Green companies.

MANAGEMENT TEAM

Executive Directors



Rishad Premji is the Executive Chairman of Wipro Limited.

Earlier, Rishad was Wipro's Chief Strategy Officer. He led Wipro's M&A strategy and conceptualized Wipro Ventures, a \$250 million fund to invest in start-ups developing technologies and solutions that complement Wipro's businesses with next-generation services and products. He was also responsible for investor and government relations for the company. Rishad is on the boards of Wipro Enterprises Ltd., a leading player in FMCG and infrastructure engineering, and Wipro GE Healthcare, a joint venture between Wipro and GE.



Thierry Delaporte is Chief Executive Officer and Managing Director of Wipro Limited

He is , a \$10 Billion global information technology, consulting and business process services company, with 230,000 employees in six continents. With 27 years of experience in the IT services industry, Thierry brings strategic insight to Wipro's leadership team, and deep operational knowledge of driving business growth, furthering partnerships, and leading cross-cultural teams.

Non Executive, Non Independent Director



Azim H. Premji

Founder Chairman

Azim Premji, a graduate in electrical engineering from Stanford University, has been at the helm of Wipro Limited since the late 1960s, turning what was then a \$2 million hydrogenated cooking fat company into an IT, BPO, and R&D services organization generating close to \$8.5 billion in revenue, with a presence in 58 countries. Other Wipro companies led by Premji have revenues close to \$2 billion and span sectors like consumer goods, precision engineering, and healthcare systems. Azim firmly believes that businesses have a responsibility to employ ethical, fair, and ecologically sensitive business practices, and to engage with fundamental societal issues. Wipro is recognized as a global leader in sustainability for its social and environmental initiatives spanning all countries across its operational footprint.

Over the years, Azim Premji has received numerous honors and accolades, which he considers recognitions for the Wipro team and the Foundation. *BusinessWeek* listed him among the top 30 entrepreneurs in world history. *Financial*

Times, Time, Fortune and *Forbes* have all named him as one of the most influential people in the world, citing his leadership in business and philanthropy, and contributions to improving public education. The *Journal of Foreign Policy* listed him among the top global thinkers. *The Economic Times* bestowed him with the Lifetime Achievement Award.

Azim is the first Indian recipient of the Faraday Medal. He was awarded honorary doctorates by Michigan State University, Wesleyan University, and the Indian Institutes of Technology at Bombay, Roorkee, and Kharagpur, among others. The Republic of France awarded him their highest civilian award, Knight of the Legion of Honor. In January 2011, he was awarded the Padma Vibhushan, India's second highest civilian award.

NEED OF THE STUDY

NEED OF THE STUDY

- Revise the HR Policies - During the pandemic, HR departments had revise many of their existing policies
- Identify New Employee Needs and Manage Remote Work - In light of the remote-work schedules, travel restrictions, lockdowns, and other such changes, HR department need to identify new employee needs that may be keeping them from being productive
- Protecting Financial Wellbeing of the Organization and the Employees
- Provide Authentic Information- HR department a source of authentic information on COVID-19 hotspots in an area, guidelines on how to be safe in the workplace, and when someone should avoid coming to work.

OBJECTIVES OF THE STUDY

OBJECTIVES OF THE STUDY

- To empower people to achieve their personal goals, so that they will be motivated and remain committed in virtual form of work culture.
- To include innovative ideas that Relieve the stress & boost the Morale.
- To manage the professional as well as personal life.
- To ensure employee safety
- To shoulder a host of responsibilities in order to support companies and catalyze changes in the workplace.
- To prioritize employee wellbeing above everything else. Ensuring safety for employees was always one of the key HR responsibilities
- To identify new employee needs that may be keeping them from being productive

SCOPE OF THE STUDY

SCOPE OF THE STUDY

- This study provides HR feedback to employees and thereby serve as vehicles for personal and career development and allow the management to take effective decision against drawbacks for the well being of the employee's development.
- To improve employee work performance by helping them realize and use their full potential in carrying out their firms mission.
- The main aim of the study is to find out the effectiveness of performance & development programme conducted at "Wipro Infrastructure Engineering at covid pandemic
- This study helps to know the level of importance of HR department.
- It considers both the job performance as well as the personal qualities of an employee.

LIMITATION OF THE STUDY

Limitation of the study

1. Lack of interaction between employees & HR department.
2. Change of working model from work from office to work from home (WFH)
3. Fear of lay off's & job insecurity among employee

LITERATURE REVIEW

Literature Review

Choudhury (2020) traces that in 1970 OPEC oil embargo caused the gasoline prices to soar, which made commuting very expensive. This led to the Work-From-Home policies coming into effect. The policies favoured other locations like homes, co-working spaces, coffee shops, and public libraries as places to work. Employees were given control over their schedules. The development of Work-From-Home saved time due to reduced commuting time and the sick leave in offices reduced. With the invention of computers, the internet, broadband connectivity, mobiles, and cloud computing, Work-From-Home (WFH) adoption increased in the 2000s. The author further stated that in 2015 there was an increase in productivity by 13% due to the adoption of WFH policies. When employees were given the freedom to choose between office and Work-From-Home, the productivity increased to 22 percent. These findings suggest that the employees should be given a free hand in determining which work option best fits their situation.

Lewis & Hsu (2020) millions of workers have suddenly found themselves out of work, and many businesses are struggling to make payments

Keogh-Brown et al(2020) state that the pandemic is far from over, and the full impact of the pandemic in terms of economic, social, environmental are yet to be determined. A recent report by Deloitte (2020) states that employees across the globe are implementing remote Work-From-Home. 82% of CEOs express the importance of this approach. Company leaders should align management practices and organizational culture to handle the risks and stress associated with the hybrid work strategy.

Gartner (2020) survey results show that other than the COVID-19 push, other factors like attracting more talent to improve productivity fuel the need for a strategic shift to the Work-

From-Home model. Almost three-quarters of CFOs surveyed by Gartner intend to shift at least 5 percent of employees from on-site locations to permanent remote working, and nearly a quarter of CFOs plan to change at least 20 percent. Economic times (2020) writes about a Boston consulting group's global survey results spanning over 12,000 employees across the USA, Germany, and India. This global survey reveals an exciting employee mind-shift. Employees have developed a keen appetite for flexible working hours

Collings et al., 2021) COVID-19 has however elevated the consideration of employees as critical stakeholders. By its essence COVID-19 is a threat to the health and safety of employees requiring organisations to evaluate employee risk. For instance, some employees were harmed by firms' continued narrow focus on short-term financial outcomes while failing to balance employee needs

Powell (2020) and Howcroft and Taylor

A results reveal impressive growth for companies who adopted the Work-From-Home / Work-From- Anywhere models resulting from increased employee motivation led to higher productivity. Another interesting finding is that some employee surveys reveal increased employee satisfaction levels, which mirror the impression that employees are not facing many challenges with the new mode

Kuang et al., 2020; Yan et al., 2021 Given that workers have been challenged by new work conditions and changing lifestyles during COVID-19, scholars have begun to discuss various factors influencing employees' job performance and changes caused by the COVID-19. For example, how employees perceive the COVID-19 situation has been considered an important variable affecting their job behaviour and wellbeing

Mishra and Ishwar,2020

Wipro was one of the IT companies taking proactive measures at the Pandemic's initial stage by immediately announcing travel restrictions and cancelling physical international meetings to ensure their workforce's safety. The sudden disruption created by the COVID-19 Pandemic was a significant challenge for a company like Wipro with 448,464 employees. However, TCS embraced the change successfully as they have already deployed the hybrid work model for the past 50 years

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Strategic Human Resource Management and COVID-19: Emerging Challenges and Research Opportunities

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Keywords: business leadership, COVID-19, stakeholder perspective, strategic human resource management, work

At its core the COVID-19 pandemic is a human crisis. Thus, human resource (HR) leaders have been central to the response in organisations globally. This contrasts with previous crises such as the global recession of 2008–09 or the Y2K crisis at the turn of the millennium that accentuated the roles of finance and IT leaders, respectively. By amplifying the role of HR leaders, COVID-19 has become an inflection point with substantive implications for HR globally. In this commentary, we reflect on the implications of COVID-19 for HR research, including identifying some key research questions for strategic human resource management (HRM).

Early in the evolution of the field, Wright and McMahan defined strategic HRM as 'the pattern of planned human resource deployments and activities intended to enable the firm to achieve its goals' (1992, p. 298). They argued that the domain of strategic HRM encompassed 'the determinants of decisions about HR practices, the composition of human capital resource pools, the specification of the required human resource behaviours, and the effectiveness of these decisions given various business strategies and/or competitive situations' (Wright and McMahan, 1992, p. 298). Since then, strategic HRM research has overwhelmingly focused on the relationship between HR practices and firm performance (Huselid, 1995) or the impact of those practices on mediators between

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Implications of COVID-19 for Human Resource Management

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Abstract - During the last several months, jobs have become less secure and more demanding. In light of these changes, it is appropriate to ask what is known about the implications of Covid-19 on human resource management. The paper investigates challenges HRM has faced regarding alterations in jobs, tasks and duties, flextime working schedules and work-related travel. It examines how HR managers are satisfied with workplace management during the pandemic and with communication arrangements. The paper also analyses the recruiting and selection process, as well as personnel development and training issues. Quantitative data was gathered with questionnaires distributed to Georgian HR managers. Although the crisis has negatively affected organizations, managers supported employees with pieces of training, meetings, adequate communication, and overall, HR managers are content with organizational actions. The paper contributes to the knowledge in the impact of the pandemic on organizations and HRM, paving the way for further comprehensive research in this area. It contributes to the knowledge in this field paving the way for further comprehensive research in this area.

Keywords - Remote working, Workplace, Lockdown, Organizational response, Georgia.

I. INTRODUCTION

Considerable challenges stemmed from the outbreak of the new coronavirus Covid-19 and have created threats to organizational survival around the globe. Organizations of all type and size need to respond to such unexpected developments around the world. The pandemic crisis has a significant effect on human resource management as financial problems in companies resulted in pay-cuts, dismissals, or enforced leaves. HRM plays a central role under these circumstances dealing with employee health, safety, and organizational changes. HR managers are viewed as a bridge between management and the staff to communicate with them, to keep positive interaction, and maintain organizational values.

The pandemic caused radical changes in jobs, workplaces, and tasks. As a result, HRM systems underwent alterations. Therefore, this study aims to investigate what is the main implication of the current crisis on HRM and how

organizations have dealt with the rapid changes. Though the topic is urgent and timely, relatively little appears to be researched on Georgian context in this respect.

In particular, the research questions for this study are as follows: (1) What attitudes have HR managers in Georgia towards challenges, implications, and the organizational response of the pandemic crisis? (2) What alterations were made in jobs? (3) How have workplaces been handling the pandemic situation? (4) How adequate has been communication between managers and employees?

In the rest of the paper, the HRM literature is overviewed with emphasis on Covid-19 impact and HRM response. Then, research methodology, primary data collection and analysis approaches are explained. Next, research findings are presented, followed by the discussion of results and conclusions. Finally, the research limitation is defined, and future research is suggested.

II. THEORETICAL BACKGROUND

The recent global outbreak of Covid-19 (NIH, 2020) and accompanying lockdown regulations have presented great challenges to the Business, but also offered management lessons in adaptation and resilience (The Economist, 2020). Concerning professions, the capacity of resilience enables progress towards career goals with resources in hand. In contrast, adaptability includes modifying those goals and strategies to adapt to the new realities, especially when unforeseen changes occurred (Seibert, Kraimer, & Heslin, 2016).

As a result of the pandemic, travels are restricted, the aviation and hospitality industry is suffering, and businesses have to handle with liquidity problems and demand slump (Hixon, 2020). Besides, the International Labour Organization predicts unemployment for more than 200 million people (ILO, 2020). On the other hand, the research indicated that flue pandemics cause labour shortage and businesses need to be prepared (Woodward, 2006).

The economic implication of the Covid-19 crisis is still difficult to predict, yet there are signs of recessions. The recovery strategy depends on the health, humanitarian, and socio-economic policies governments are implemented (ILO, 2020).

The pandemic has also revealed that quality and speed of



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RESEARCH METHODOLOGY

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What is Research Methodology?

- A Voyage of Discovery, A journey, An Attitude, An Experience, A Methods of Critical Thinking, A Careful critical Enquiry in seeking facts for principles.
- An Art of scientific investigation
- A Systemized effort to gain new knowledge, a movement from known to unknown.

Types of Research Methodology

- Exploratory Research

Exploratory research is a type of research conducted for a problem that has not been clearly defined. Exploratory research helps determine the best research design, data collection method and selection of subject. It should draw definitive conclusion only with extreme caution. Given its fundamental nature, exploratory research often concludes that a perceived problem does not actually exist.

- Constructive Research

Constructive research is perhaps the most common computer science research method. This type of approach demands a form of validation that doesn't need to be quite as empirically based as in other types of research like exploratory research.

- Empirical Research

Empirical research is a way of gaining knowledge by mean of direct observation or experience, Empirical evidence (the record of one's direct observations or experiences) can be analyzed quantitatively or qualitatively.

Methods of Research Methodology

These are two types of Research Methodology

- **Qualitative Method**

Qualitative research helps to gain insight into people's behaviors, value systems, motivations, culture or lifestyles, and how these attributes have a role to play in decision and policy making, communicating, and conducting research

Approaches of Qualitative Research

Direct Observation:- In direct observation method, there is no participatory involvement on the observer's part. The observer is more a part of the background and is as unobtrusive as possible. As there is no direct participation, the observations are more detached. The researcher is watching, and making notes for future use.

Interviews:- Interviewing involves direct interaction between the researcher and a respondent or group.

There are two types of interviews; structured and unstructured.

Structured interviews are carefully worded questionnaires and don't allow much scope to deviate from it. Unstructured interviewing is more informal, as compared to the former. It allows more exploration and deviation in its approach, which is useful for exploring a subject more broadly.

Participant Observation: This method for qualitative research is highly dependent on the researcher's ability to blend and extract information by being part of an inventor group. This method requires the researcher to become an active participant, while observing. It aims to gain a close insight of individuals or social groups and their practices through an intensive participation with them, in their natural environment, and often requires months or years to collect the required data for analysis.

• **Quantitative Method**

In the social sciences, quantitative research refers to the systematic empirical investigation of quantitative properties and phenomena and their relationships. The objective of quantitative research is to develop and employ mathematical models, theories and/ or hypothesis pertaining to phenomena. The process of measurement is central to quantitative research because it provides the fundamental connection between empirical observation and mathematical expression of quantitative relationships.

Quantitative research is generally made using scientific methods, which can include:

- The generation of models, theories and hypotheses.
- The development of instrument and methods for measurement.
- Experimental control and manipulation of variables.

Quantitative research is generally made using scientific methods, which can include:

1. The generation of models, theories and hypotheses.
2. The development of instrument and methods for measurement.
3. Experimental control and manipulation of variables.
4. Collection of empirical data.
5. Modelling and analysis of data.
6. Evaluation of results.

Methodology used in Project

1. Project is based on Qualitative Analysis.
2. Information gathering: Collection of Secondary Data.

HYPOTHESIS

HYPOTHESIS

A hypothesis is a tentative statement about the relationship between two or more variables. It is specific, testable prediction about what we expect to happen in a study.

Hypothesis can also be divided as:

- (1) Null Hypothesis
- (2) Alternative Hypothesis

HYPOTHESIS

- **H₀**: The role of HR department during covid 19 in Wipro may not be effective
- **H₁**: The role of HR department during covid 19 in Wipro may be effective.

SOURCES OF DATA

SOURCES OF DATA

Research as a scientific and systematic search for pertinent information on a specific topic. In fact, research is an art of scientific investigation. It is an academic activity and as such the term should be used in a technical sense. Research is, thus an original contribution to the existing stock of knowledge making for its advancement. It is as per suit of truth with the help of study, observation, comparison and experiment. In short, the search for knowledge through objective & systematic method of finding solution to a problem is “research”.

COLLECTION OF DATA

❖ Primary data

- Primary data was collected from the self designing questionnaire that was filled by employee of wipro by using google form
- For a research a sample of 70 employee had been taken .

❖ Secondary Data

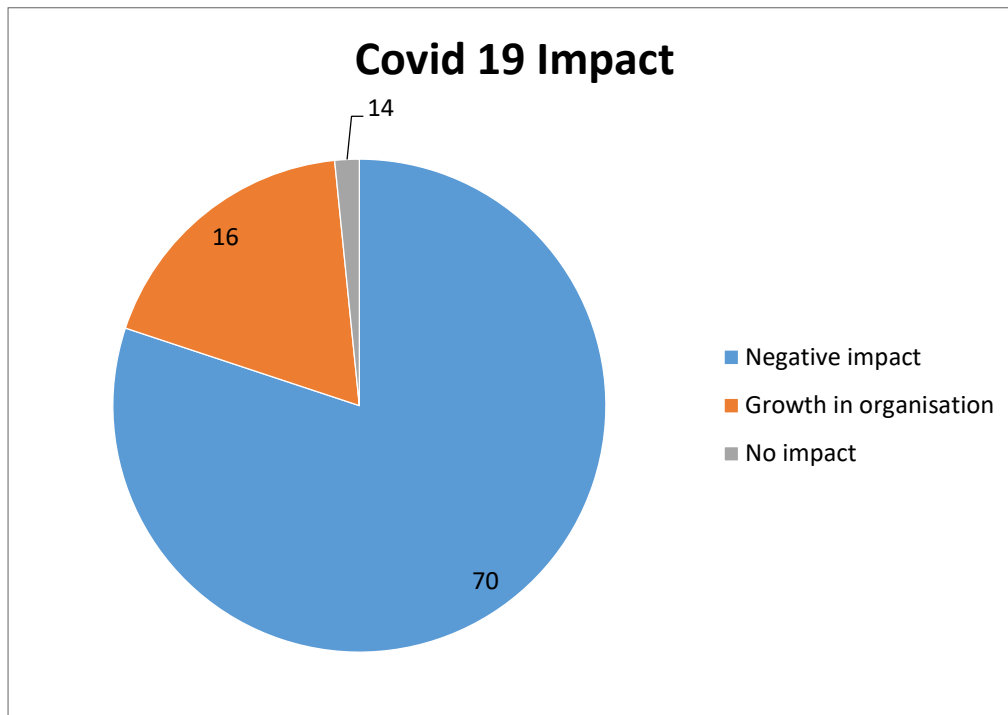
- The data is already available in the form of print material, website, journals etc.
- Data is collected from some Magazines, Newspapers, Websites and course material for that purpose.
- Data is collected from the website – www.wipro.com

<https://www.wipro.com/>

DATA ANALYSIS AND INTERPRETATION

DATA ANALYSIS AND INTERPRETATION

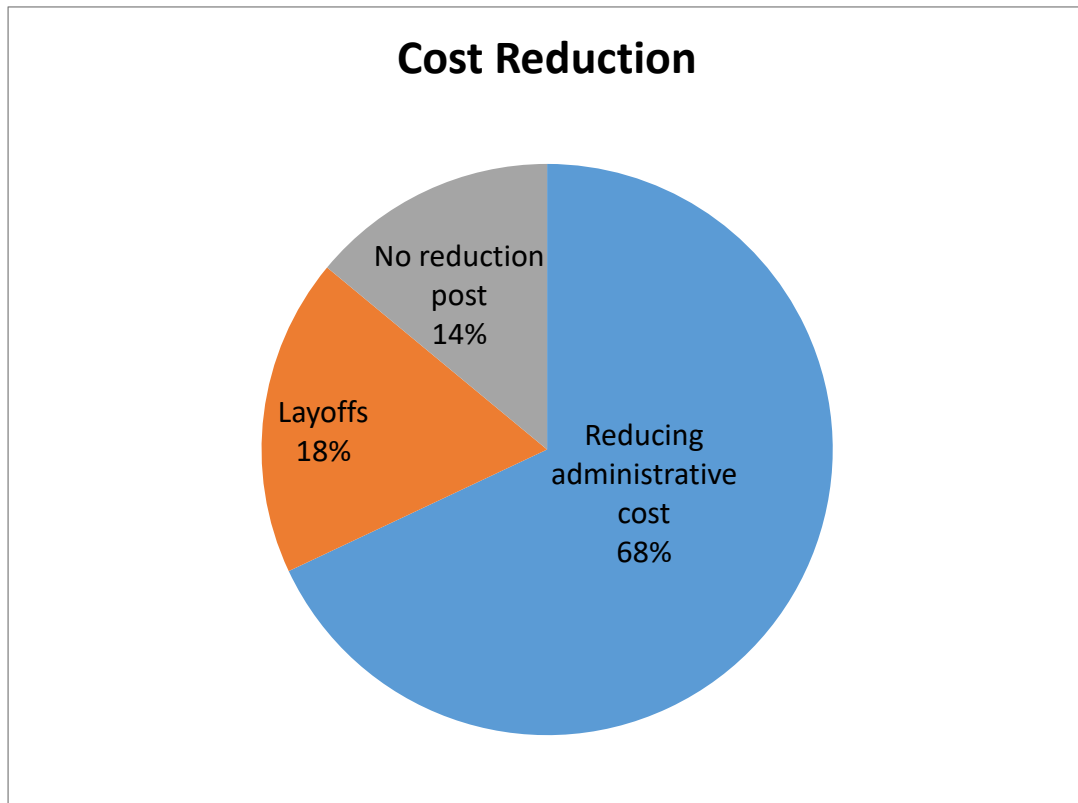
1. Impact of Covid-19 on the organization.



Interpretation

As shown in the graph, 70% of the organization got impacted; 16% organization seen growth and for 14% there was no impact.

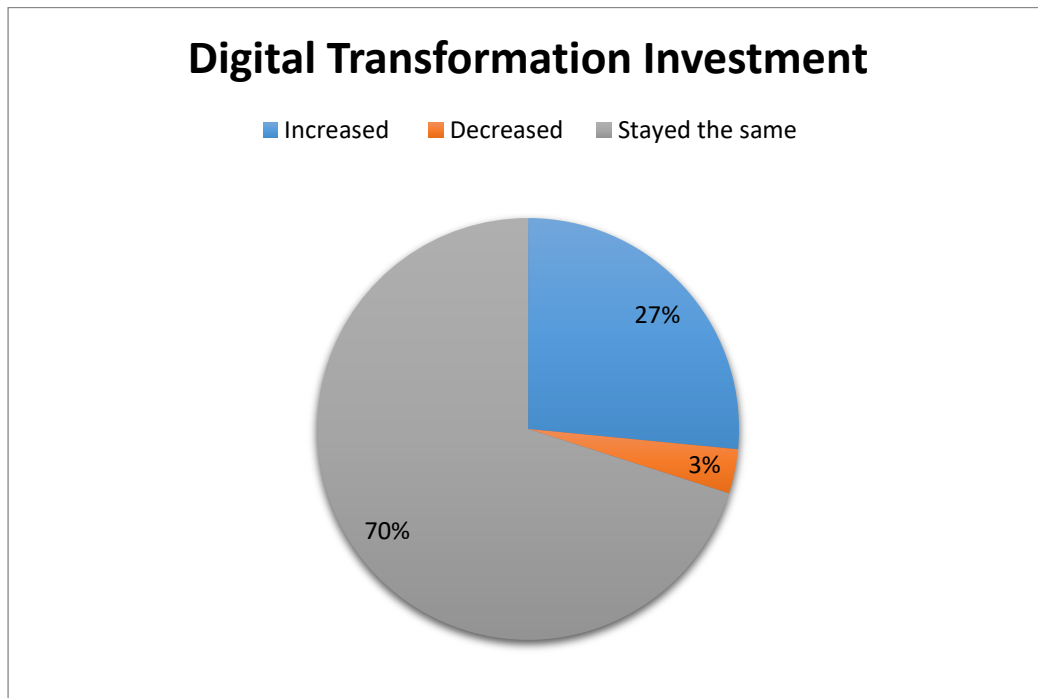
2. Cost reduction measures by organization during Covid-19 pandemic



Interpretation

As shown in the graph cost reduction of administrative cost was 68%, layoffs were 18% and 14% there were no reduction cost.

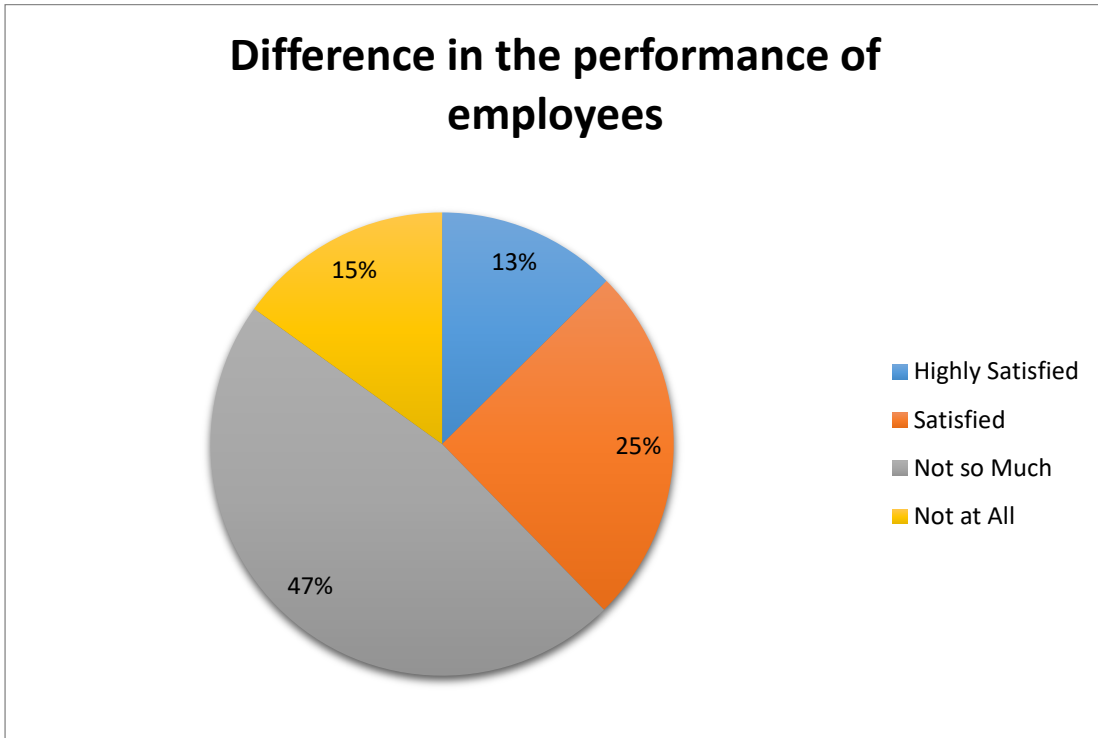
3. Pandemic's impact on digital transformation (DX) investments?



Interpretation

As shown in the graph there was 27% increase in digital transformation, 70% decreased digital transformation and 3% stayed the same.

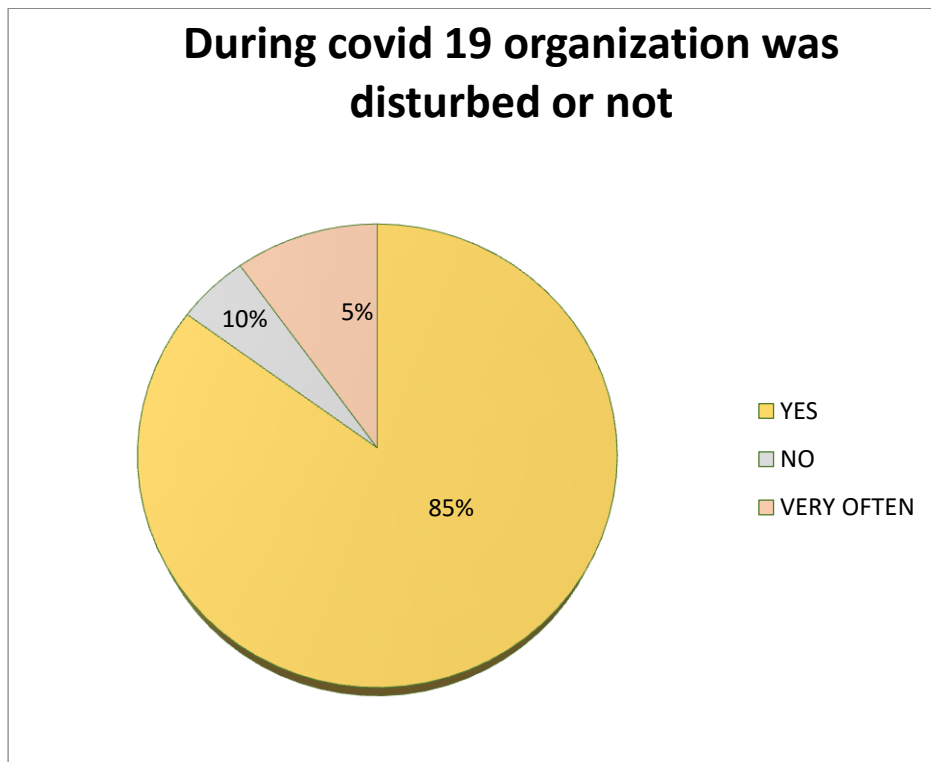
1. Is there any difference in the performance of an employee while working from home?



Interpretation

As shown in the graph 13% of the employees were highly satisfied with the performance, 25% of the employees were satisfied, 47% of the employees were not as much satisfied and 15% of employees were not at all satisfied.

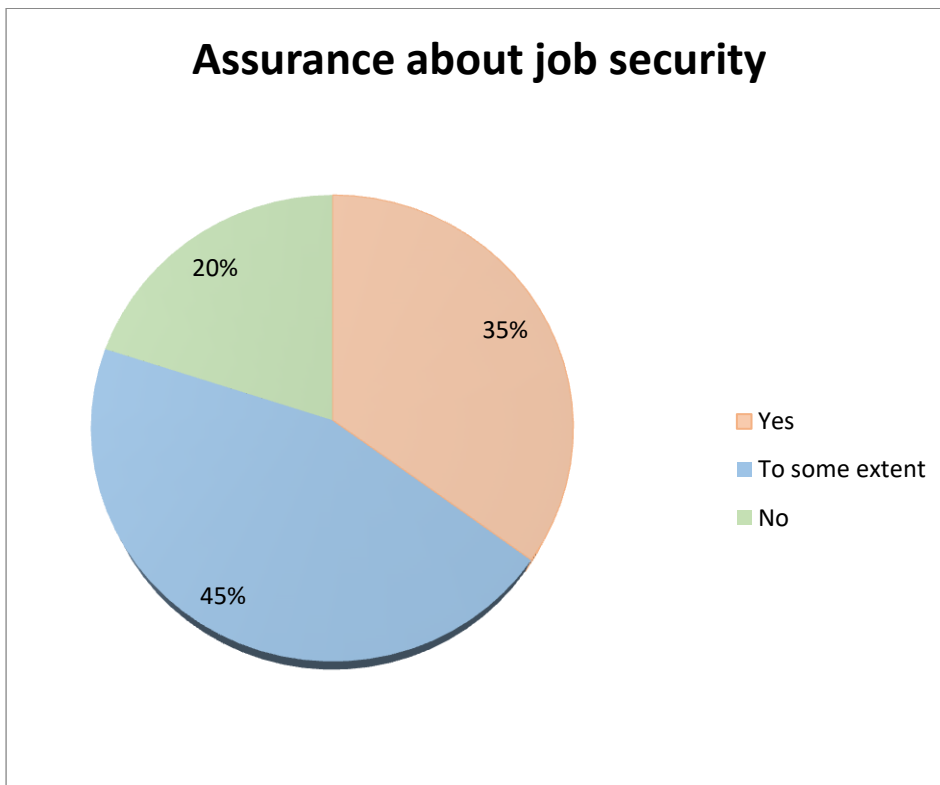
2. During pandemic, organization operations got disturbed or not?



Interpretation

As shown in the graph there was 85% organization was disturbed, 10% was not disturbed 5 % was very often .

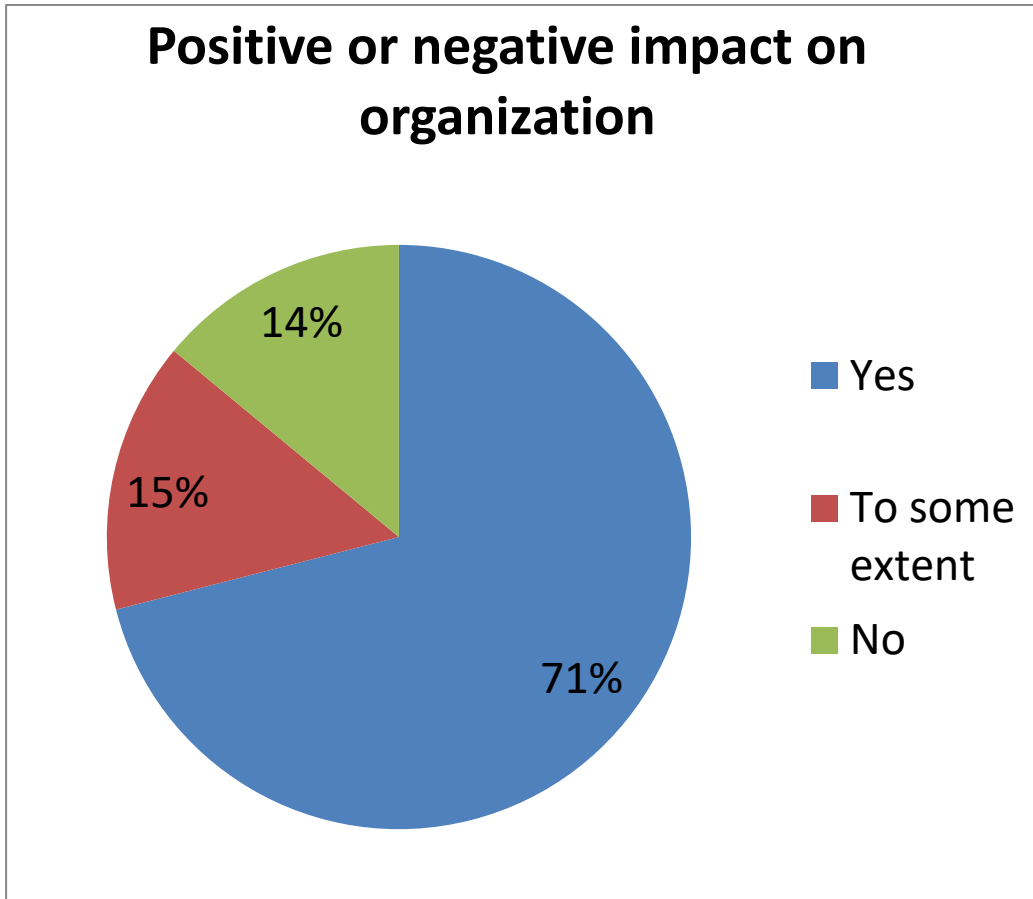
3. Has the organization given assurance about job security?



Interpretation

As shown in the graph there was 35% was assured about job security, 45% was saying to some extent and 20% says no.

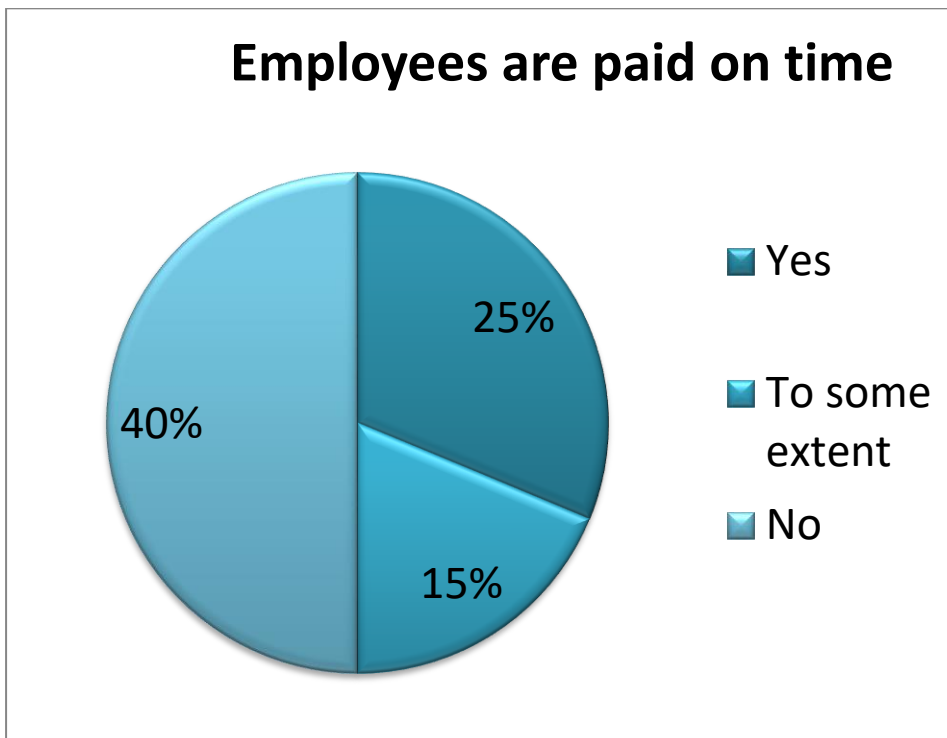
4. Positive or Negative what kind of impact we able to see after an before the online organization session?



Interpretation

From the above graph it is clear that 71% says yes, 14% says no and 15 % says to some extent

5. Are employee paid on time?

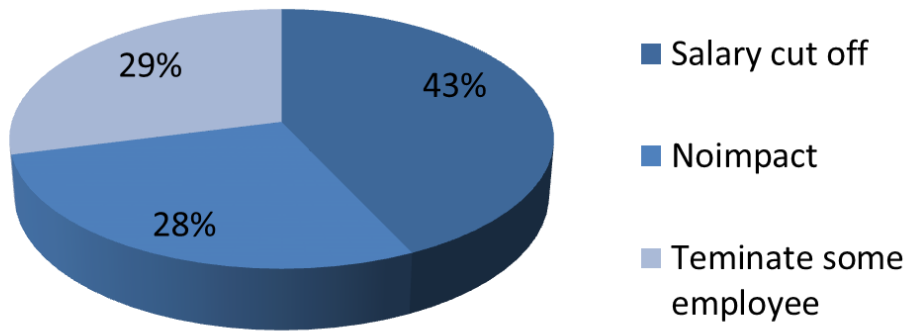


Interpretation

During Covid pandemic 25% of employees were paid on time and rest 40% to some extent and 15% were not paid on time.

6. Types of Impacts Employees face during Covid19

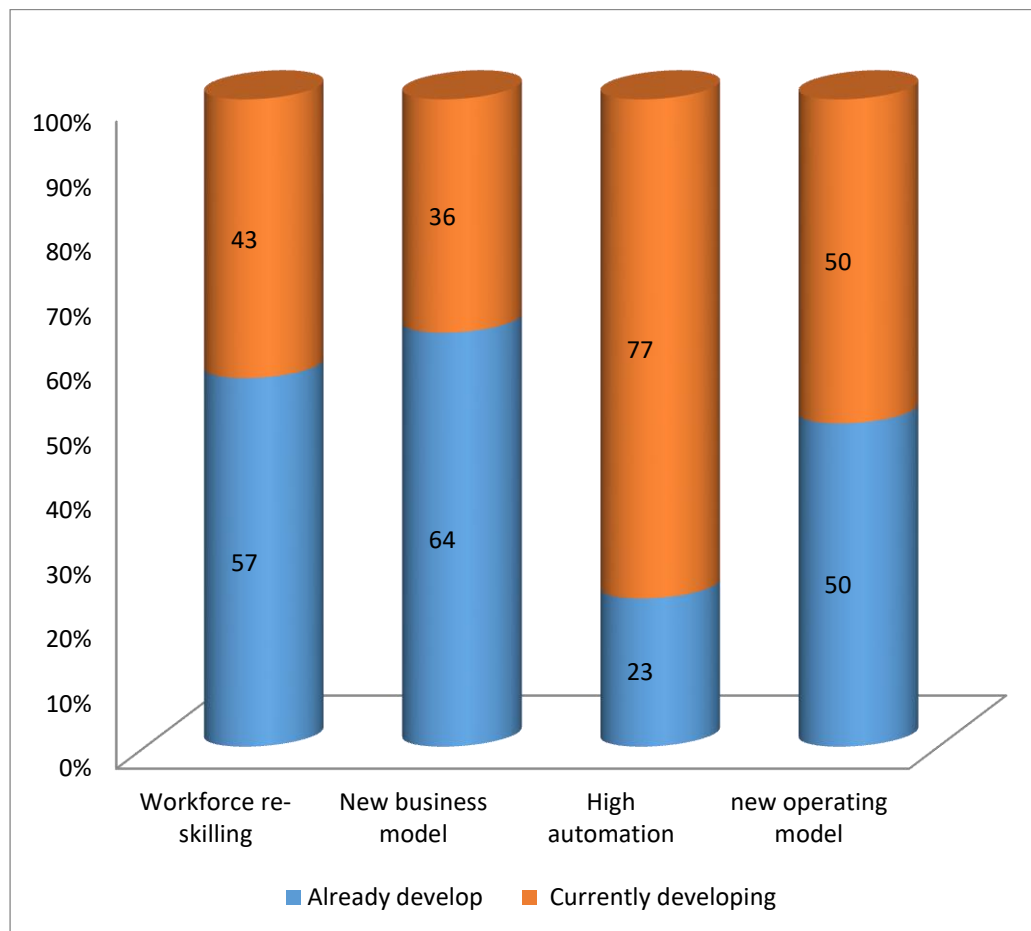
Impact on workforce



Interpretation –

43% of employees face salary cut, 28% faces No Impact and 29% have termination

10. Initiatives companies have deployed or are currently developing?



Interpretation –

- From the above graph we can see 43% are currently developing and 57% had already developed in workforce reskilling,
- In new business model 36% are currently developing and 64% are already developed.
- In high automation 77% are currently are developing and 23% are already developed.
- In new operating models 50% are currently developing and 50% are already developed.

SUGGESTION

SUGGESTION

- ❖ Organizations must assess health risks that their employees face due to COVID-19 and establish ways to mitigate these risks. They need to establish a standard system where employees can flag any safety related incident in a timely fashion
- ❖ Companies need to rework cost structures to address the current situation. HR Department need to come up with innovative ways to optimize cost while minimizing impact on the workforce.
- ❖ To recover from the after-effects of this pandemic, organizations are investing in learning. Compliance training and professional development can be completed digitally, remotely, and immediately.
- ❖ Promote digital adoption.

CONCLUSION

CONCLUSION

Things might never be the same again, but human beings can be the masters of change. Current situations call for thoughtful initiatives that help settle the chaos and resume work in the best possible manner. It's high time to pay heed to learning and development for the digital times. Businesses stay in the same competitive world but the geographics have dismantled. Thus, judicious planning for workforce enhancement is imperative. The crisis had resolve soon but the lessons are to stay with us at our workplaces forever. This transformation of HR Department is to empower digital workplaces in the times

Hands on workshop to learn how to recognize human capability and manage talent in today's changing world The Way Forward for HR Department to work for the work from home were better equipped to deal with the nationwide situation without any significant impact on productivity. The HR department of every organization has been in the frontline, leading the efforts to facilitate employees. In situations like these, HR, in addition to handling the business requirements, is also responsible for managing concerns and apprehensions of their employees. As the initial chaos settles, **HR Department** has to step up and support their employees and prioritize their mental and emotional wellbeing. These unprecedented times can induce anxiety and raise the stress levels of a person, and the onus is on the employers to channel these emotions in order to keep their employees safe, motivated, and productive

With the current disruption in the industry, traditional ways of working have become things of the past. The present and future of IT companies rely on remote working with minimum investment in infrastructure. It is crucial for HR Department to revamp the policies and processes in accordance with the new normal.

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NEWS PAPERS

- Business Line
- Business Standard
- Financial Express

Annexure

QUESTIONNAIR

ROFILING FORM

Name:

Age:

Gender:

Education:

1. Are you satisfied with the present system of workers involvement in organisation ?
 - a) Highly Satisfied
 - b) Satisfied
 - c) No so much

2. Due to the crisis, have total financial resources in your organisation changed?
 - a) Increased
 - b) Decreased
 - c) Not change

3. As you provided online courses and trainings prior to the pandemic, have you observed a significant change in attendance?

- a) Yes ,attendace increased
- b) Yes, attendance decrease
- c) No answer

4. Impact of Covid-19 on workforce

- a)Salary cutoff
- b) No impact
- c) Terminate

5. Covid 19 Impact on salaries

- a) Salary cut in range 5-20%
- b) Salary cut in range 21-40%
- c) Salary cut in range 41-60

6. Human resource policies during Covid-19 ?

- a) Increase
- b) Decreased
- c) Remain as it is

7. Can wipro company operate with 25% or greater absenteeism?
8. If illness causes high absenteeism, are employees cross-trained and able to perform multiple duties?
9. Can our employees work remotely?
10. What infrastructure support is needed to support a shift to an at-home workforce?
11. Will our company monitor, or even restrict, travel to high-risk regions?
12. What assurances do we need to provide to the facility staff members so they feel safe at work?
13. Are there escalation procedures to get additional resources?
14. Does Wipro fully utilizes your talent?
15. How can Wipro support your career goals?
16. What capabilities does HR Department need to develop to thrive in the new normal?